

# GUIDE FOR INSTALLING HEALTHLINK

**Please note, this information sheet is part of our Secure Messaging in General Practice suite of resources that includes videos and instructional information for explaining how to use Argus, ReferralNet or Healthlink for sending patient information using encrypted communications.**

**They are part of Western Victoria Primary Health Network's commitment to improving access to and use of digital health tools in western Victoria.**

**Access other resources in this series via our website: [westvicphn.com.au/securemessaging](http://westvicphn.com.au/securemessaging)**

The HealthLink SIX Messaging System (HMS) facilitates electronic message exchange among health providers' computer systems, enabling secure and efficient sharing of patient information. This system benefits various healthcare providers, including general practices, hospitals, accident and emergency clinics, and specialist surgeries, by reducing paper-based workloads and promoting quick and secure patient information sharing. The HMS Client is accessible to any health provider organisation with a suitable computer system.

**NOTE:** The HMS installer will not run on systems where the username of the logged in account contains invalid characters. Valid characters recognised by the HMS installer are:

- uppercase characters (A-Z)
- lowercase characters (a-z) and
- the space character.

# System Requirements

The system requirements for HMS 6.7.3 are documented in the HealthLink Knowledge Base which can be found on the HealthLink website: <https://au.healthlink.net/knowledge-base/client/>.

## Installation on a Server

HealthLink strongly recommends installing the HMS Client on one single server computer. Ideally, this server computer is the same as the one hosting the clinical software system that is used for generating and receiving the messages for the HMS Client. If both applications also share one or more local hard drives for their message exchange, this would be the most reliable and stable configuration.

## Preparing to Install the HMS Client

The installation of the HMS Client is performed by the HMS client installer. This application can be downloaded from the HealthLink website: <https://au.healthlink.net/support/software-downloads/>

Choose HealthLink Client for Windows and click the **Download this Software** link. You should download the installation file to a location that you know on your local system. Once the installer has downloaded, you can double click the installer to begin the installation.

Before you start, ensure you have access to:

- your practice EDI (messaging address)
- your EDI Password.

The EDI messaging address and EDI Password will have been given to you at time of registration for a HealthLink account.

If this installation is for a new HealthLink account, you will also have received a one-time password (OTP) as provided in your registration email. The OTP is used during installation to authenticate a new pair of security certificates to be created for your HealthLink account.

Please use the steps described in this section and section [New HealthLink Account Installation](#) below to complete the installation.

If this installation is for an existing HealthLink account, please use the steps described here and in the section [Existing HealthLink Account Installation](#) below to complete the installation. You will need:

- a copy of your security folder from your existing HealthLink installation and
- your previous connection password used for accessing the certificates in your security folder.

The security folder and connection password will have been created at the time of installation of a previous HealthLink Client. The security folder holds the certificates created for your HealthLink account which can be used again. The default Windows system folder is:

[your system]:\Program Files (x86)\Healthlink\HealthLink Client\security

The connection password is a local password created by you when creating your existing HealthLink installation and used for accessing the certificates on your system.

## Installing the HMS client

- When you run the installer file, you may be prompted by your system to allow the program to run. Please click **Yes** to allow the installer to continue. The installation se-tup will start.
- Click **Next** on the introduction screen and then scroll down on the license agreement screen. Read the terms of the licence and then click the **I accept the terms of the License Agreement** button to accept the license agreement. Click **Next**.
- Choose the country in which the account will be used. Then slick the **Next** button.
- On the user identification screen, enter the name of your organisation, the EDI Account name and the EDI Account Password into the fields provided. Then click the **Next** button.
- Choose the connection type. For general practices this will be a **Direct Connection**.
- Click the **Next** button. The installer may now conduct a connectivity check, particularly if this is a new installation. Do not press the cancel button.
- When the check is completed, click **Next** and choose the destination for the HealthLink client to be installed. In most cases, the default setting will be satisfactory.
- Choose the destination for the message directory to be installed. In most cases, the default setting will be satisfactory.
- Click the **Next** button to create the HealthLink Client Start Menu folder, desktop and quick launch icons. Click **Next** to confirm the settings chosen during the installation set-up.
- The installer will now install the HealthLink Client application.
- Once the installer has completed installing the HealthLink Client, it will invoke the certificate installation utility.

## New HealthLink Account Installation

- If this is a new account and you do not have any existing certificates to use, leave the **Select the directory** field blank.
- Click **Next** to open the certificate installation utility.
- **NOTE:** please use the mouse or the TAB key on the keyboard to move between fields on this screen rather than the enter key.
- In the **One Time Password** field, enter the one time password (OTP) provided to you at the time of registration. Please note, that as it is case sensitive, the OTP needs to be entered exactly as provided.
- Enter a connection password for the HealthLink client, then re-enter it to confirm. The connection password is chosen by you and is unique to your HealthLink account and your local system.
- Click the **Proceed** button. The certificate installation utility should proceed to authenticate and download your pair of HealthLink Certificates into the HealthLink client.
- You will be advised on the successful import of the certificates into the HealthLink client. Should you receive an error during this process, please contact the HealthLink customer service team for help with importing the certificates.

## Existing HealthLink Account Installation

- For existing accounts, a reinstallation or migration of the HealthLink client to another server; and you have saved the existing certificates and account information from the previous installation, in the **Select the directory** field, enter the location to the certificate files, or click to browse to the certificate folder location. Then click **upload**.
- Click **Next** to use these certificates for your HealthLink installation and you will receive a prompt advising certificates have already been installed. Click **OK** to continue to the HealthLink service installation.
- The auto logon registration screen should display your EDI account name. At this stage, this will be displayed with a red cross, waiting for confirmation of the connection password.
- Click **Next** and on the prompt enter the connection password used with the previous installation.
- If you do not know this password, please contact the HealthLink customer service team and they will be able to provide it to you.
- Click **OK**. The service installation should continue.

## Completing the HealthLink Account Installation

- The installer will now confirm installation of the certificates and of the services on your local system.
- On the overview screen, the installation set-up should display a green tick next to your EDI account name. However, even if the EDI name is displayed with a red cross, you can still complete the rest of the installation.
- Click **Next** to set the EDI account Auto Logon in the HealthLink client. This will allow the HealthLink client to connect automatically on a schedule throughout the day to download and send any messages awaiting delivery.
- Click **Next** to install the HealthLink application as a service on your system. This will allow the HealthLink client to connect to send or receive messages, even if the user is not logged on to the system.
- Click the **Finish** button to close the HealthLink installation set-up.