

# ECS Mobile and Family Portal Configurations

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## Overview - ECS Mobile and Family Portal

With American Data's ECS10, there are two primary ways to configure the browser-based companion app that is included.

1. ECS Mobile companion app is only available inside of the local area network where the internal webserver is hosted.
2. ECS Mobile and Family Portal companion app is available from anywhere, and is secured with a SSL certificate tied to a web domain.

Although the functionality of ECS Mobile remains the same in either configuration option, the users' accessibility and the security of your medical records system must be considered when deciding which choice is best for your facility. Family Portal is also not available when using the internal configuration.

## ECS Mobile - Internal Access Only

When converting your system to ECS10, ECS Mobile is always available locally by default. After completion of the conversion, American Data Technical Support will send off a document that shows you how to access ECS Mobile on various device types using your own unique server address.

In order to use ECS Mobile in this configuration, you don't need to do anything other than convert to ECS10 to gain access to the app.

## ECS Mobile and Family Portal - External Access

If you wish to use ECS Mobile from anywhere, several steps will need to be taken through working with your IT and our American Data Technical Support to implement this configuration.

## Fully Qualified Domain Names (FQDN)

The first step to make ECS Mobile or Family Portal available from the outside of the local network is to register a domain name and set it up on the ECS server. The registration of the public domain name and setup on your ECS server would need to be completed by the facility's IT Support. This gives the server a public URL that can be accessed from outside of the organization, and allows them to register an SSL Certificate to be applied to the ECS Apache Tomcat server that will be serving the application over the internet.

The facility's IT Support may also need to make necessary firewall and security adjustments in order to ensure secure access to the application from outside the network.

## SSL Certificates FAQ

[What is SSL?](#)



- SSL is a global standard security technology that enables encrypted communication between an internet-enabled device and a web server. SSL allows for a private “conversation” on the internet and keeps your data secure.

#### Where do I buy an SSL Certificate for ECS10 Mobile Companion App?

- Any domain registrar should be able to provide both a fully qualified domain name (if you do not already have one) and an SSL certificate for your domain for a nominal fee. We recommend using GoDaddy, as it is the domain registrar and web services provider we have the most experience working with. For this reason, American Data Technical Support can provide more guidance through the process if you need assistance.

#### How long do SSL Certificates Last?

- You can purchase certificates that last for various periods of time, but we recommend buying a two year certificate, which generally costs between \$60 and \$100 total.

#### What settings does the certificate need to work with ECS10 Mobile or Family Portal?

- American Data Technical Support just needs the certificate to be Tomcat compatible. When purchasing the certificate and downloading the files, it should provide a drop-down option for which type of webserver you are using.

## Installation

Installation is straightforward but will require American Data Technicians to work with your IT Support.

Once your IT person has a domain and has purchased a Tomcat-compatible certificate, American Data Technical Support will help verify the domain on the server and create a Java Keystore using the files they provide. At that point, a new CSR (Certificate Signing Request) will be provided to your IT Support so they can plug it in to the SSL Authority you purchased the certificate from.

Although we can configure external ECS Mobile/Family Portal at the time you convert to ECS10, we recommend converting to ECS10 in the default (internal) configuration to familiarize yourself with the ECS Mobile companion app before electing to expose the ECS Mobile/Family Portal apps to the web. This ensures you have a solid plan for rollout and security of the application before exposing it to the outside.

## American Data Cloud Hosting

If you are not hosting your own servers and are hosting with American Data Cloud, your ECS Mobile/Family Portal applications will be secured and available from anywhere by default.