

Running ECS From a Remote Location

Introduction

As many of our customers are sending home staff to work remotely during the COVID-19 outbreak, a common question that has come up is “How do I use ECS from a remote location?”

The following document will outline what you will need to in order to establish remote connectivity to your ECS System.

Self-Hosted, or Third-Party Hosting of your ECS System

If you host your own ECS system on-site to your facility, or through a 3rd party IT Services Provider, you will need your IT Support persons to provide remote access to your personal device, or an ECS remote deployment.

Your facility may utilize something like Citrix or RemoteApp for ECS application deployment, in which case your IT Support should be able to easily provide remote access to users if their systems allow for it.

If your facility does not utilize this type of remote application deployment, your IT Support may need to provide a VPN and Remote Desktop access to your internal systems in order to securely grant access to your user base. How this is accomplished will vary widely from client to client, so it is best for you to rely on your IT Support for their expertise.

American Data Cloud Hosted Clients

If you host your ECS System with American Data Cloud, you already have the ability to remotely access ECS from anywhere.

The full Windows Desktop version of ECS10 can be accessed via RemoteApp, and the ECS10 Mobile app can be accessed via the URL that was provided during your migration to American Data Cloud.

If you are an American Data Cloud customer and need more information on accessing ECS from anywhere, please contact our Technical Support with any questions.