

Installing for Microsoft Windows

Current Version: 1.3.7

Downloading the Windows Desktop App

Once the file is downloaded, just double-click on it to start the installation.

Please note that the Telmediq Windows Desktop App requires .NET Framework 3.5. If you do not have it already installed you will be prompted to install it during the installation process.

Upgrading from version 1.3.6 or less (for SCCM or VDI deployments)

Changes were made to version 1.3.7 that improve Imprivata compatibility as well as compatibility with VDI deployments. Upgrading from a version equal to or less than 1.3.6 requires specific steps:

1. Uninstall the existing Telmediq Desktop application from all machines and all users
2. Deploy the new Telmediq Desktop application
3. Deploy the registry key file for each machine (See Registry Key section below)

Failure to follow these steps will require that the Telmediq desktop app is uninstalled and the process followed correctly.

Signing In

Please note that if you are distributing this in a managed environment (via SCCM) skip to Registry configuration.

Once the app is installed, you will be prompted to enter your account name.



TELMEDIQ

Sign In

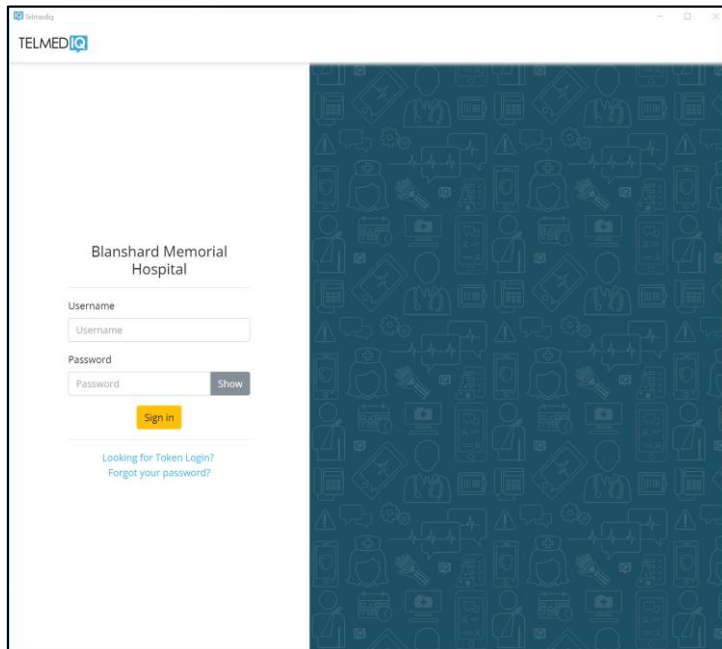
Enter your account name.

account name .app.telmediq.com

Continue >

This information can be found by looking at the URL used to access the website. The account name is the first part of the URL: <https://<account name>.app.telmediq.com>

In the example below, the account name would be "bln".



Once the account name is provided, click "Continue" to access the login screen. Log in with either your username or e-mail address. If this is your first time logging in or you have forgotten your password, please use the "Forgot Your Password?" functionality located below the login fields.

Registry Configuration

When deploying this software in an enterprise setting (via SCCM or VDI) you can pre-configure the account:

The registry key required for 64-bit machines:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Telmediq]
```

```
"subdomain"="<account-name>"
```

The registry key required for 32-bit machines:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Telmediq]
```

```
"subdomain"="<account-name>"
```

Update the "<account-name>" to your account name, including quotes. This information can be found by looking at the URL used to access the website. The account name is the first part of the URL: <https://<account name>.app.telmediq.com>

Anti-virus Exceptions

When deploying this software in an enterprise setting (via SCCM) you may also need to configure exceptions for:

```
d3dcompiler_47.dll  
ffmpeg.dll  
libEGL.dll  
libGLESv2.dll  
node.dll  
nw.dll  
nw_elf.dll  
TelmedIQ.exe
```

Support for Single Sign-On using Imprivata

Version 1.3.7 and above provides advanced support for Imprivata assisted logins. The Telmediq desktop application exposes unique window titles during each step of the login process. Imprivata can leverage this information using GDI hooks that can assist in providing SSO functionality for the Telmediq desktop application.

When the application first loads, for example, subsequent to a user login to the desktop, the title displayed in the application window bar will read "Telmediq | Login | <account-name>", where account name is your account as defined in the above section.

Following a successful login, the Telmediq desktop application window title will change from "Telmediq | Login | <account-name>".