Ecotime

- How can I logon to Ecotime Remotely?
- What should I do if I get a security warning when trying to access Ecotime?
- I'm on the Davis campus but I can't connect to the Ecotime server. What should I do?

How can I logon to Ecotime Remotely?

The most convenient method of accessing Ecotime while off the UCD(H) network is to log on to the UCDH VPN via Cisco AnyConnect and then open Ecotime in your web browser.

[UCDH VPN Client Download and Connection Instructions](#)

[Ecotime Logon Page](#)

What should I do if I get a security warning when trying to access Ecotime?

Some users have reported a security warning when navigating to the Ecotime website: https://hbsecotime.ucdmc.ucdavis.edu/ecotimesso/.

To fix this:

- **Google Chrome:** Click the **Advanced** button and then click the link Proceed to https://hbsecotime.ucdmc.ucdavis.edu/ecotimesso/
- **Edge:** Click the **Advanced** button and then click Proceed to https://hbsecotime.ucdmc.ucdavis.edu/ecotimesso/.
- **Firefox:** Click the "Enable TLS 1.0 and 1.1" button.

If you still have trouble accessing Ecotime in either the Chrome or Edge browsers you should be able to access Ecotime in Firefox.

If you have trouble accessing Ecotime **AFTER** trying these methods send a message to the PHS IT Helpdesk at ithelp@phmail.ucdavis.edu. Here are screenshots of how the warning looks in the Chrome, Edge, and Firefox browsers.

Chrome:

Your connection is not fully secure

This site uses an outdated security configuration, which may expose your information (for example, passwords, messages, or credit cards) when it is sent to this site.

NET::ERR_SSL_OBSOLETE_VERSION

Advanced   Back to safety

Edge:

Your connection isn't secure

This site uses an outdated security configuration that might expose your personal information when it's sent to this site (for example, passwords, messages, or credit cards).

NET::ERR_SSL_OBSOLETE_VERSION

Advanced — Go back

Firefox:

Secure Connection Failed

An error occurred during a connection to hbsecotime.ucdmc.ucdavis.edu. Peer using unsupported version of security protocol.

Error code: SSL_ERROR_UNSUPPORTED_VERSION

- The page you are trying to view cannot be shown because the authenticity of the received data could not be verified.
- Please contact the website owners to inform them of this problem.

Learn more...

This website might not support the TLS 1.2 protocol, which is the minimum version supported by Firefox. Enabling TLS 1.0 and TLS 1.1 might allow this connection to succeed.

TLS 1.0 and TLS 1.1 will be permanently disabled in a future release.

Enable TLS 1.0 and 1.1

I'm on the Davis campus but I can't connect to the Ecotime server. What should I do?

UCDH IT recommends either logging on to HS Apps and then launch Ecotime through HS Apps, or using Cisco AnyConnect to log on to the UCDH VPN and then access Ecotime.

Alternative ways to log on to Ecotime

Ecotime is accessible from the UCD campus network, but there are times where users on the UCD Campus or remote users connected to the PHS or UCD VPN will receive a message in their web browser indicating that the browser cannot connect to the Ecotime server. UCDH IT recommends users access Ecotime while connected to the UCDH network, and there are two options for doing so:

1. Log on to Cisco AnyConnect to connect to the UCDH VPN and then log on to Ecotime
2. Log on to UCDH HS Apps (https://hsapps.ucdmc.ucdavis.edu) and then log on to Ecotime (https://ecotimeprod.ucdmc.ucdavis.edu/ecotimesso/)

Option 1: Log on to Cisco AnyConnect

1. If Cisco AnyConnect is not already installed on your computer, you can download and install it using this link: https://health.ucdavis.edu/remote-access/vpn/download-and-install-vpn

- If you have a PHS issued computer and an admin password is required to install Cisco AnyConnect send an email to ithelp@phmail.ucdavis.edu and request to have Cisco AnyConnect installed.

2. Open **Cisco AnyConnect** and enter the server URL `connect.ucdmc.ucdavis.edu` and click **Connect**
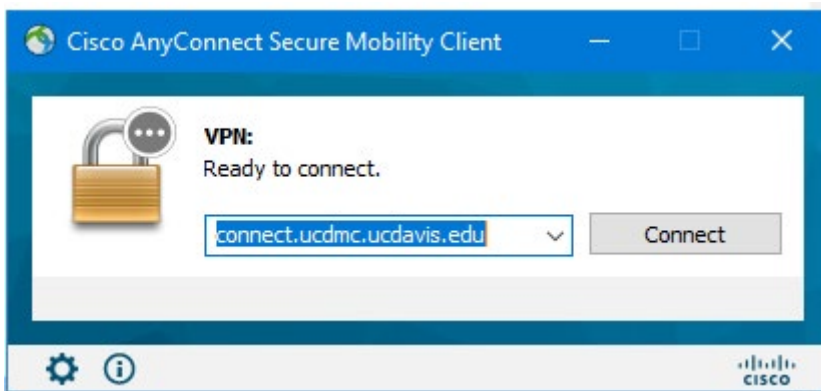
3. A logon prompt will appear. Enter the `username` and `password` that you use to log on to Ecotime and click **OK**.
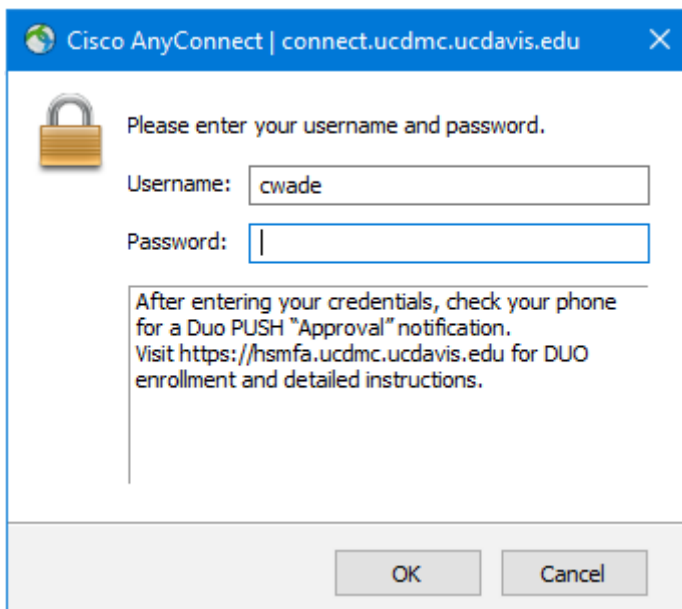

4. When your user and password are entered correctly a DUO push will be sent to your phone. **Accept** the DUO push and the click "**Accept**" on the Cisco AnyConnect prompt that appears on your computer.
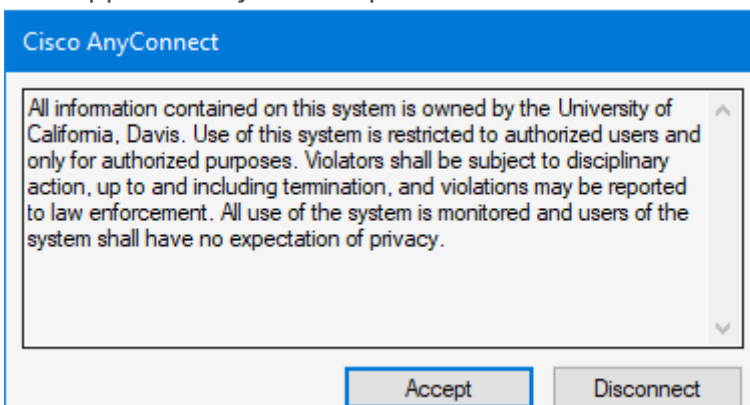
5. The name of the connection will automatically be updated from "connect.ucdmc.ucdavis.edu" to "UCDHS Remote Access" and the AnyConnect status will be set to Connected.
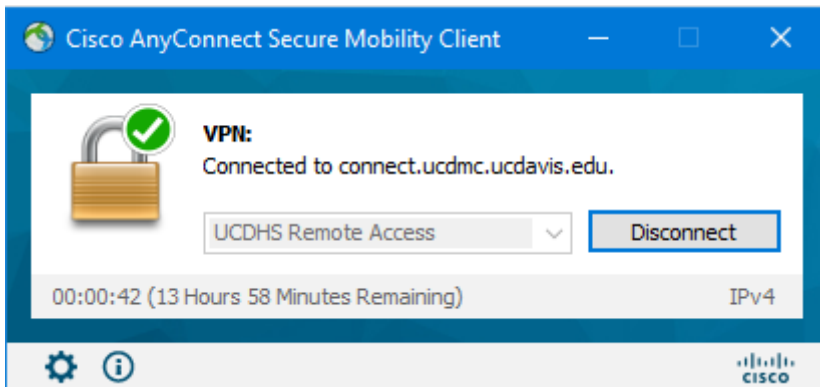
6. While connected to the UCDH VPN open your web browser and navigate to the Ecotime website and log on: https://ecotimeprod.ucdmc.ucdavis.edu/ecotimesso/
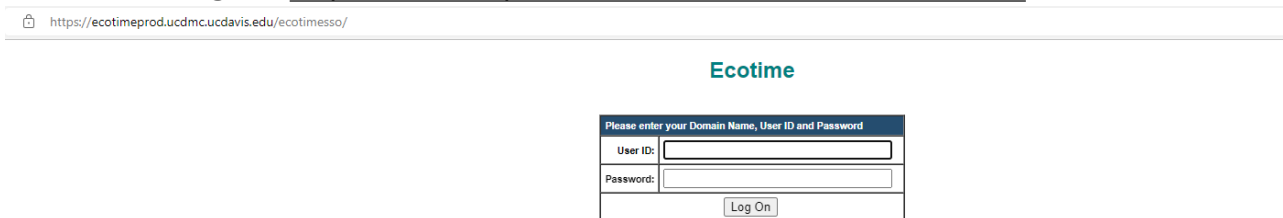
When you have completed your tasks in Ecotime, log out of Ecotime and disconnect from Cisco Any Connect.

Option 2: Log on to HS Apps

HS Apps is a virtual computer that can be accessed by UCDH employees to use different applications such as Ecotime and eMR. HS Apps requires Citrix Workspace (formerly Citrix Receiver), and the Citrix plugin will need to be installed during the first time you log on to HS Apps.

If you are using a PHS issued computer and are prompted for an admin password when installing Citrix Workspace, send an email to PHS IT at ithelp@phmail.ucdavis.edu and request assistance installing the plug-in.

1. Open your web browser and navigate to https://hsapps.ucdmc.ucdavis.edu.
    Logon using the same user name and password you use to log on to Ecotime.
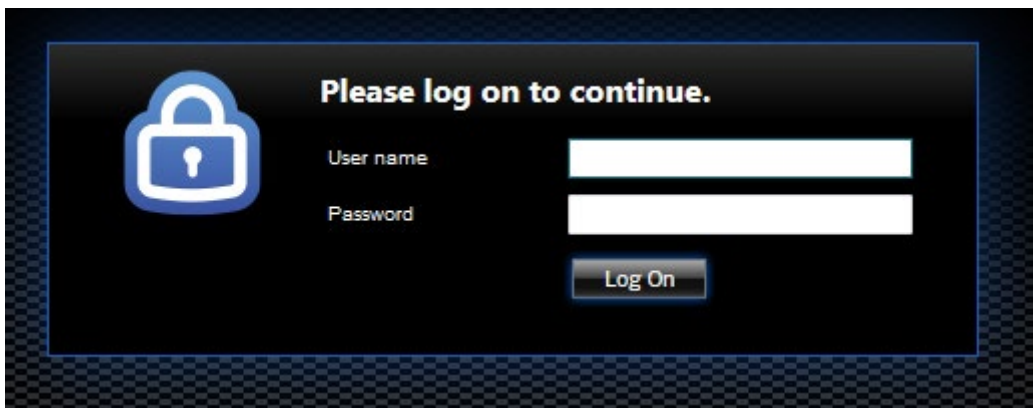
2. If this is the your first time logging on to HS Apps you will be prompted to install Citrix
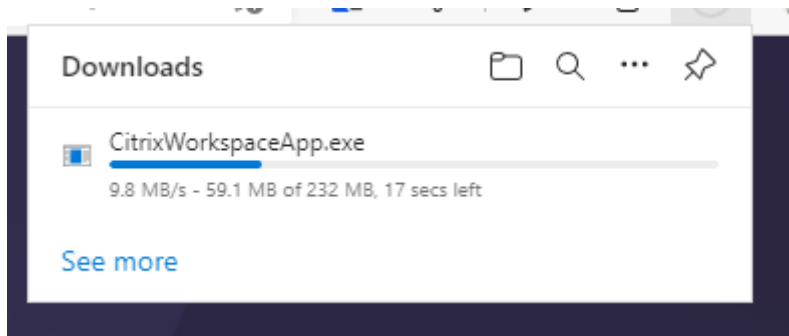   Receiver (Citrix Workspace will actually be installed). Click **Detect Receiver**.
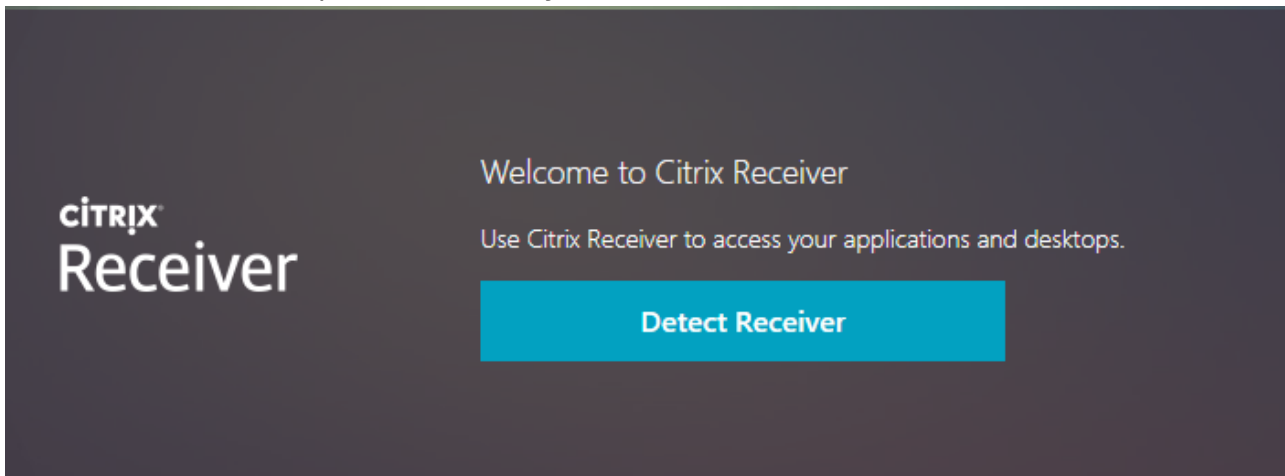
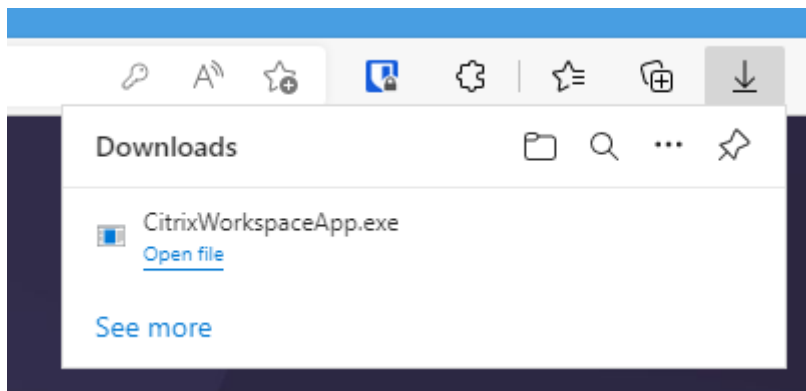3. Click the checkbox "I agree with the Citrix license agreement" and click Download.
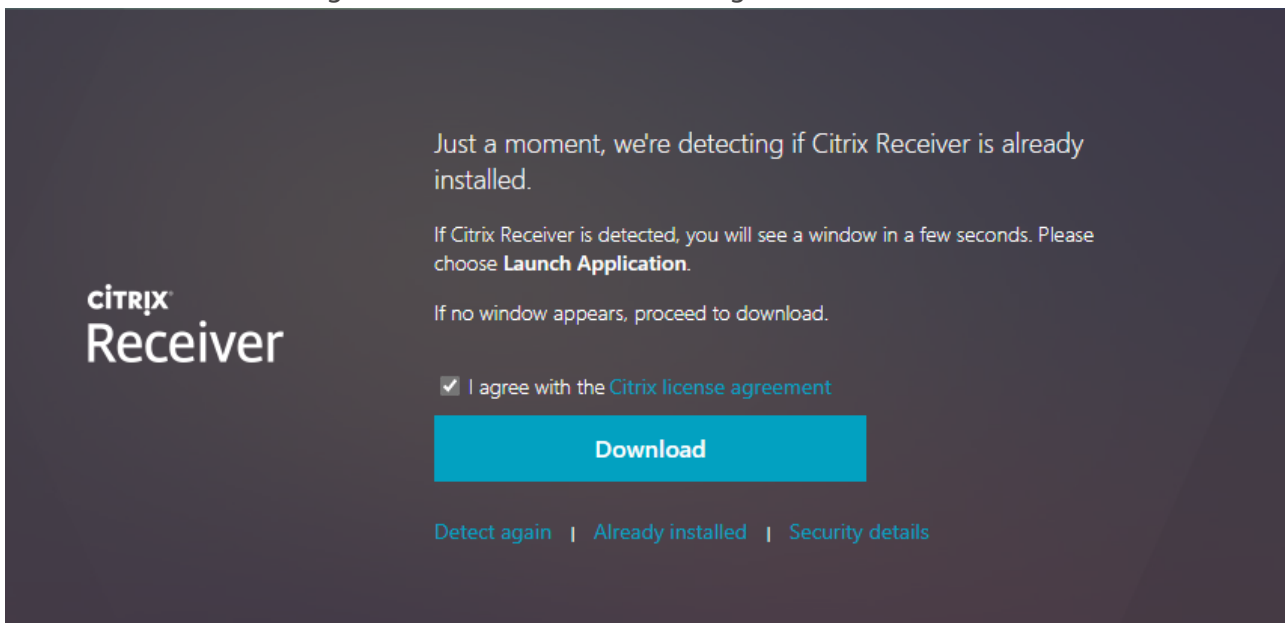
4. A file download dialogue box will appear in your browser. The location of this will vary
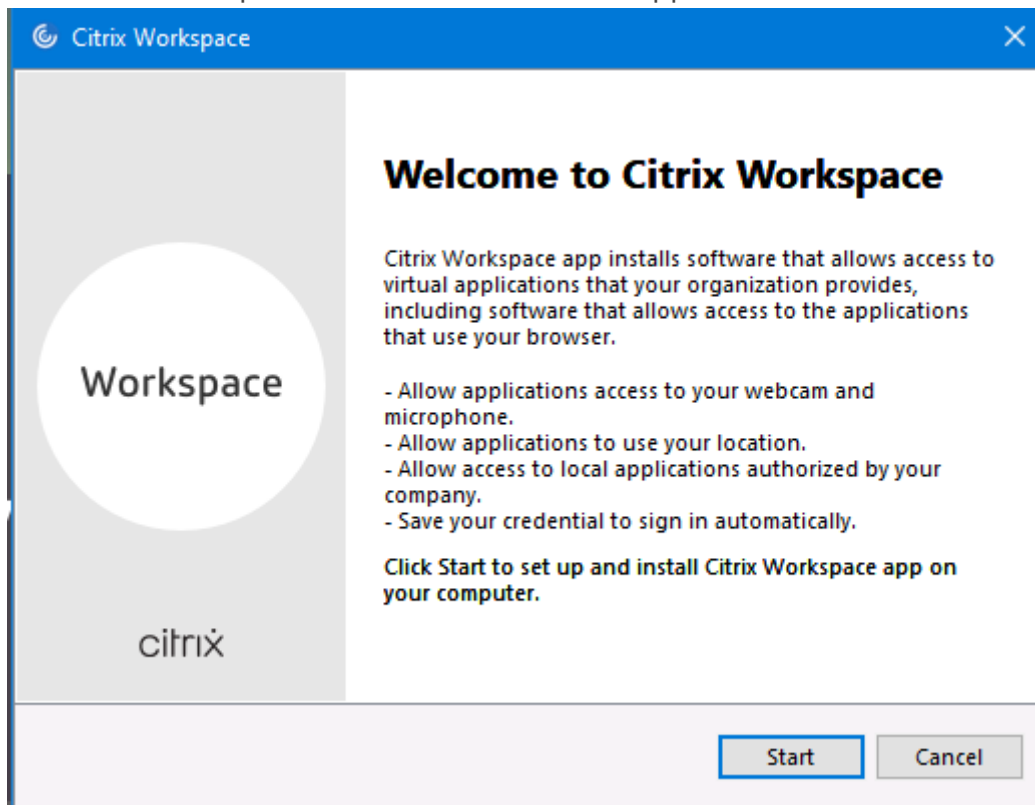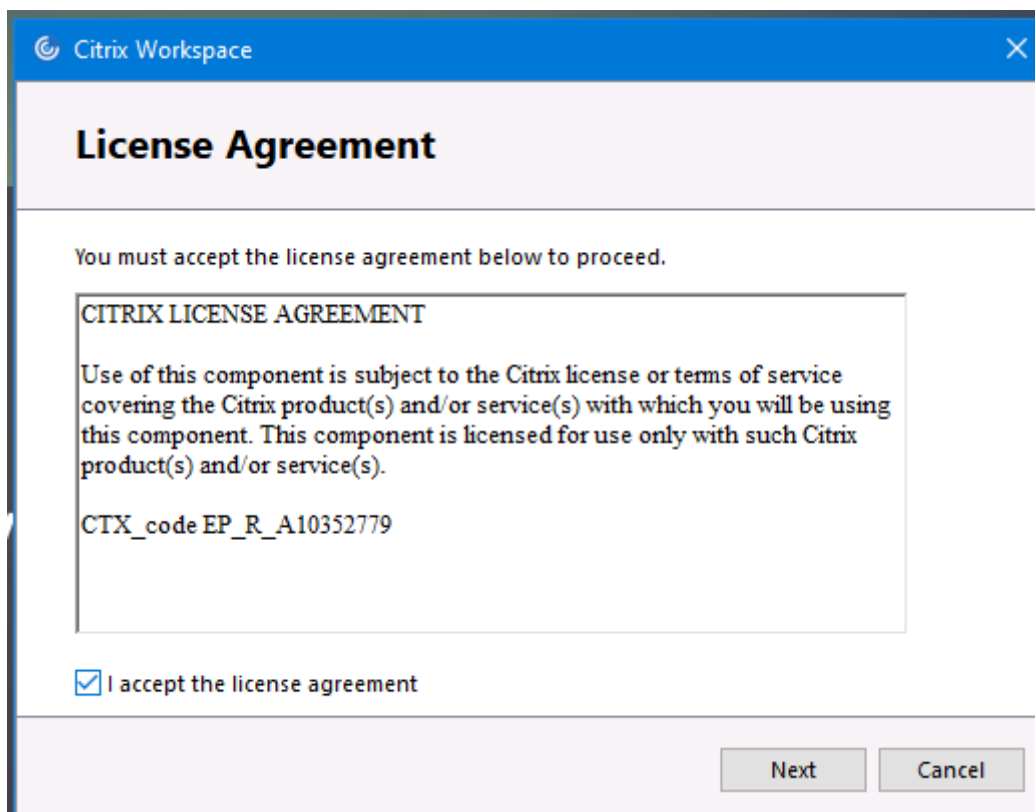   depending on which browser you are using.

5. When the file download is complete an "Open file" link will appear. Click the **Open file** link.

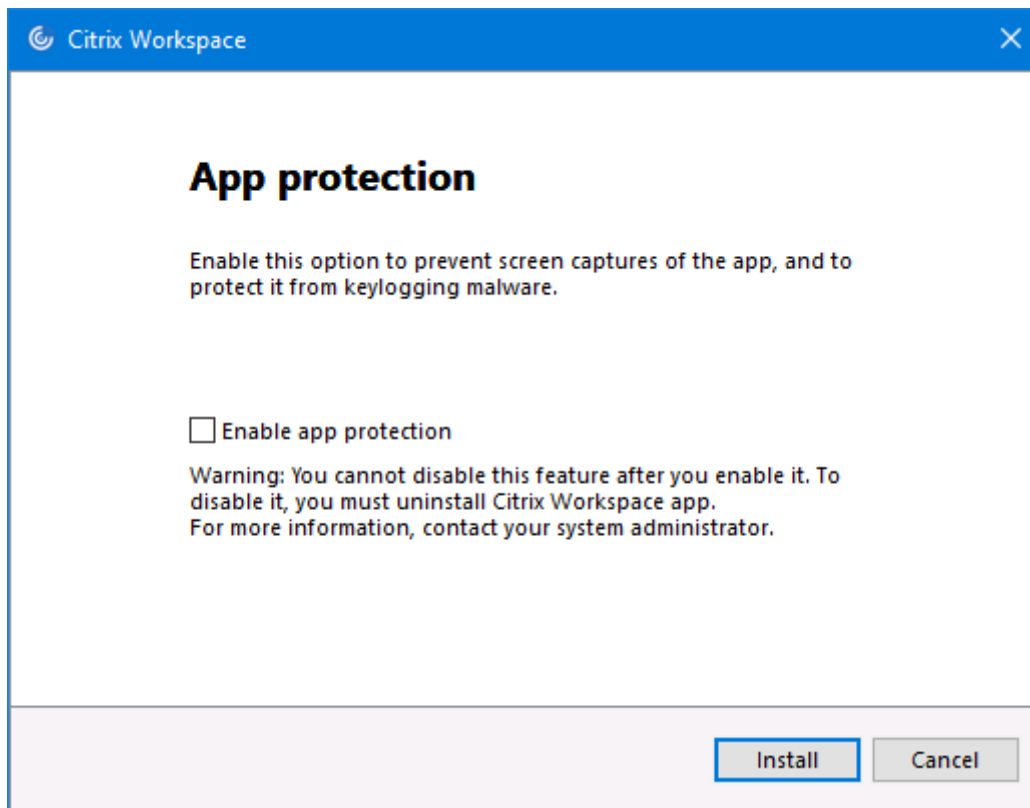6. The Citrix Workspace installation wizard will appear. Click Start.

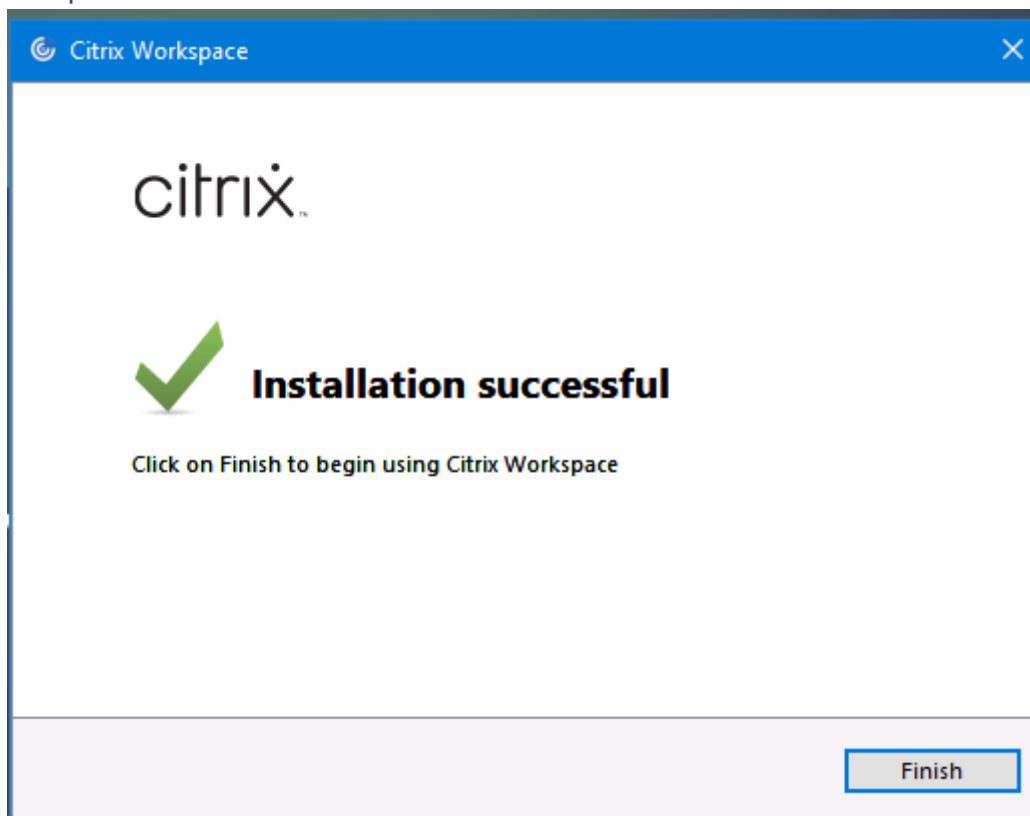7. Click the checkbox "**I accept the license agreement**". Click **Next**.

8. Do **NOT** click the "Enable single sign-on" checkbox. Click **Next**.
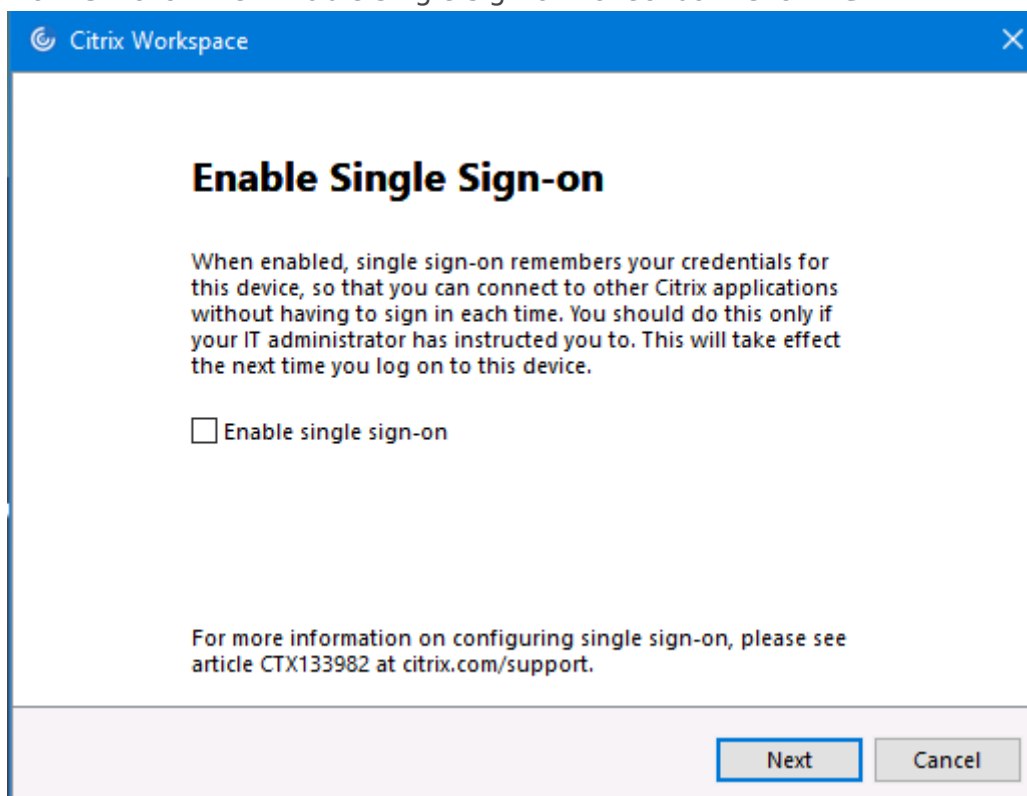

9. Do **NOT** click the "Enable app protection" checkbox. Click **Install**.

10. Citrix Workspace will install prerequisites and then install the app. When the installation is complete click the **Finish** button.


11. You will receive a prompt to restart your computer. You can click "**No**" and proceed to the next step to see if HS Apps will launch. If it does not launch, restart your computer and then open your browser and navigate to https://hsapps.ucdmc.ucdavis.edu.
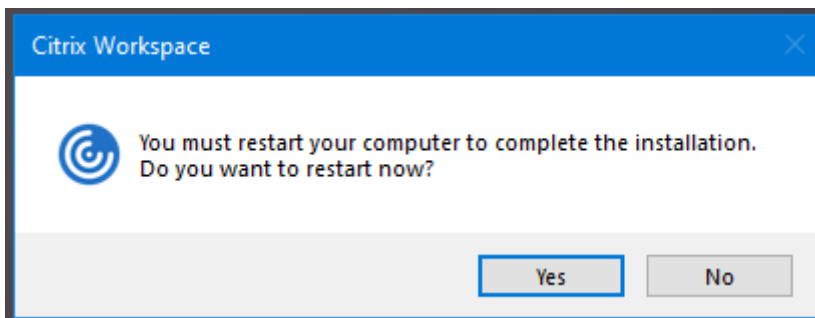
12. On the Citrix Receiver prompt click the **Continue** button
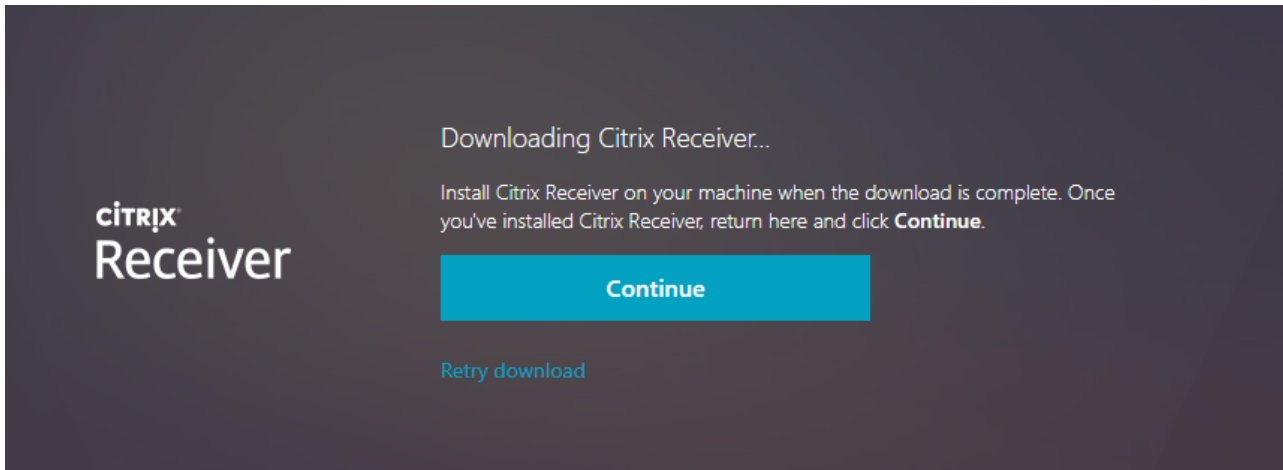
13. A prompt will appear indicating that your browser is trying to open Citrix Workspace. Click the **checkbox** "Always allow hsapps..." and then click **Open**.
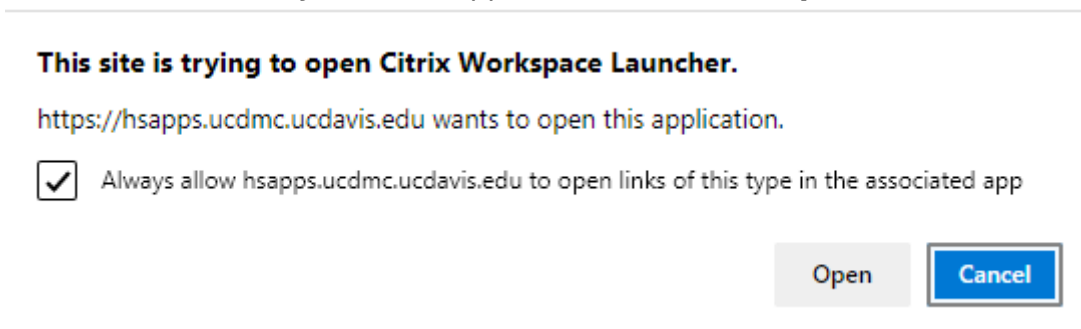

14. HS Apps will appear in your browser window. Click the Internet Explorer 11 icon to open Internet Explorer

    - If Ecotime is not displayed when the Internet Explorer window opens, enter the Ecotime url into the browser address bar and press the enter key.

      https://ecotimeprod.ucdmc.ucdavis.edu/ecotimesso/
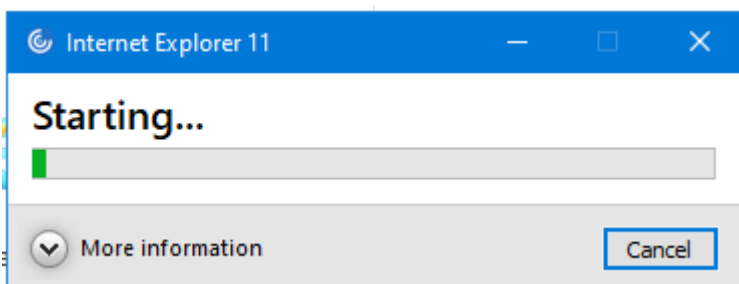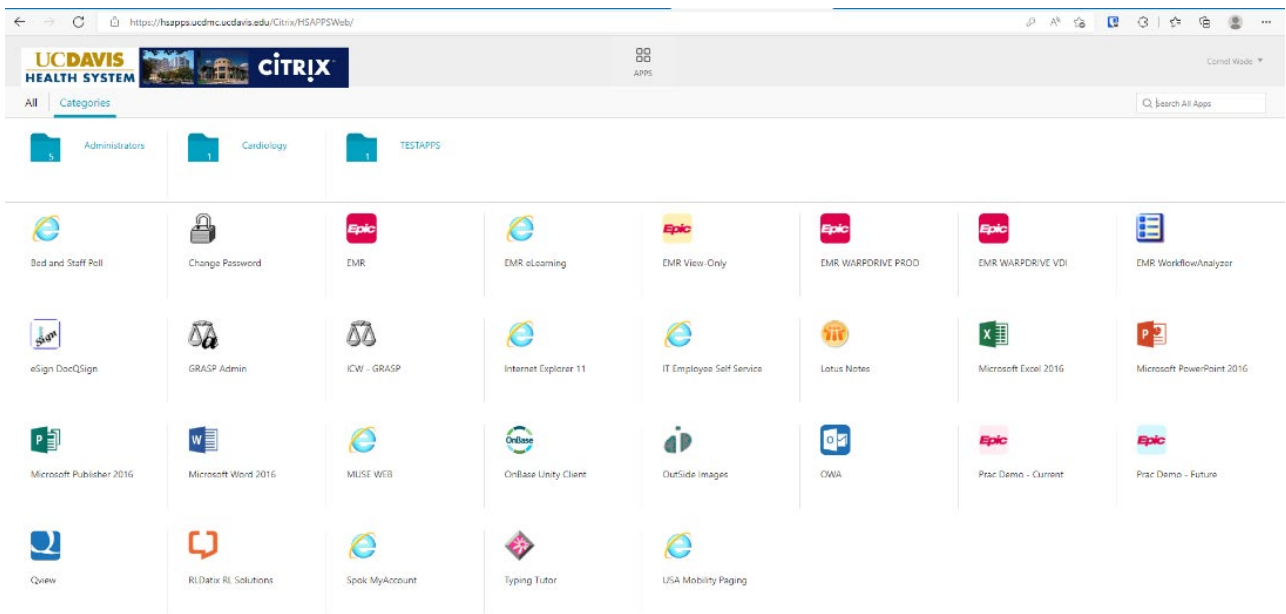
15. When you have completed your tasks in Ecotime, log out of Ecotime and log off from HS Apps.
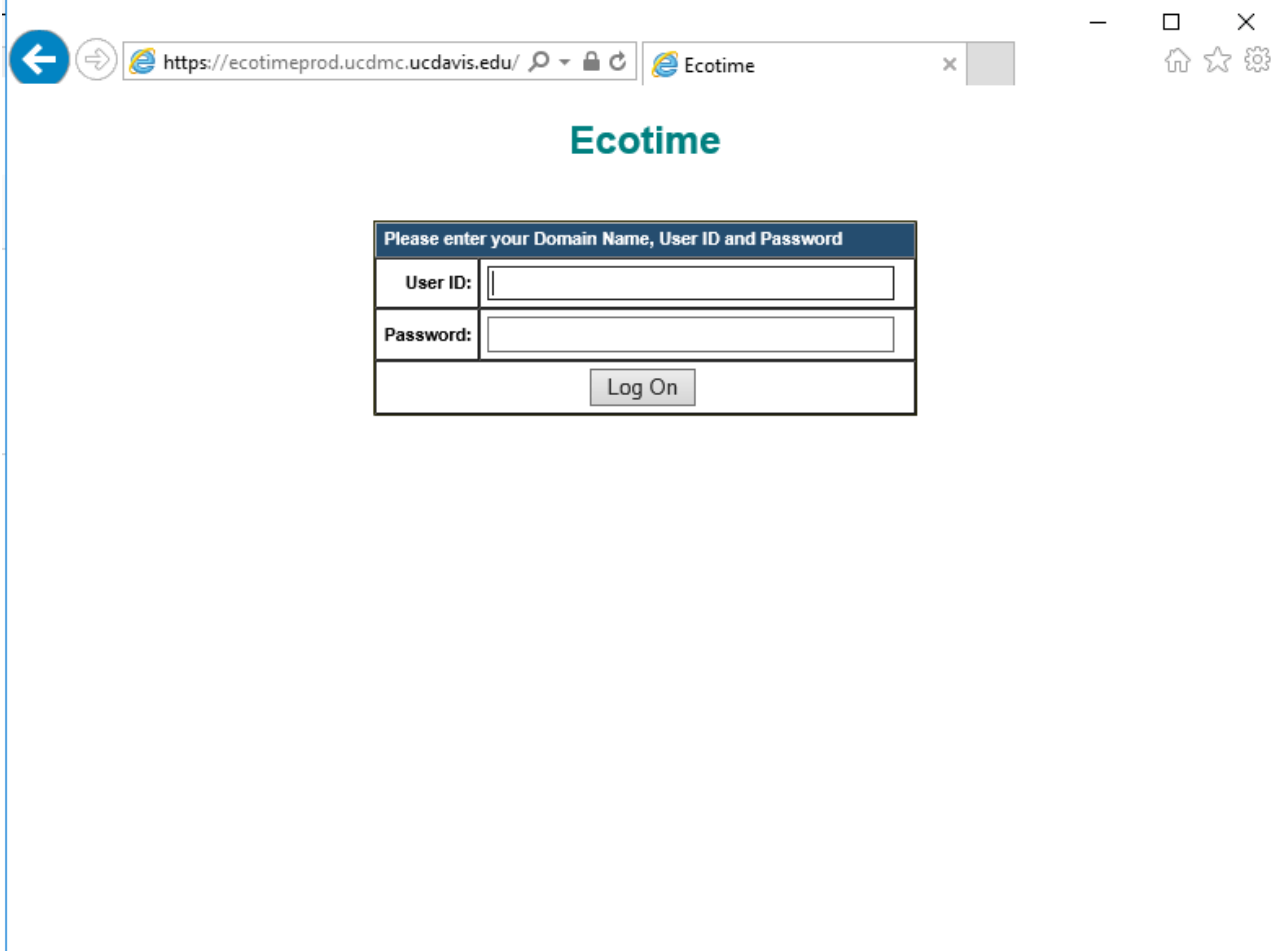
Cornel Wade ▼

Install Citrix Receiver...

Change password...

About

Log Off