HOLON INSTALLATION GUIDE

Browser Extension

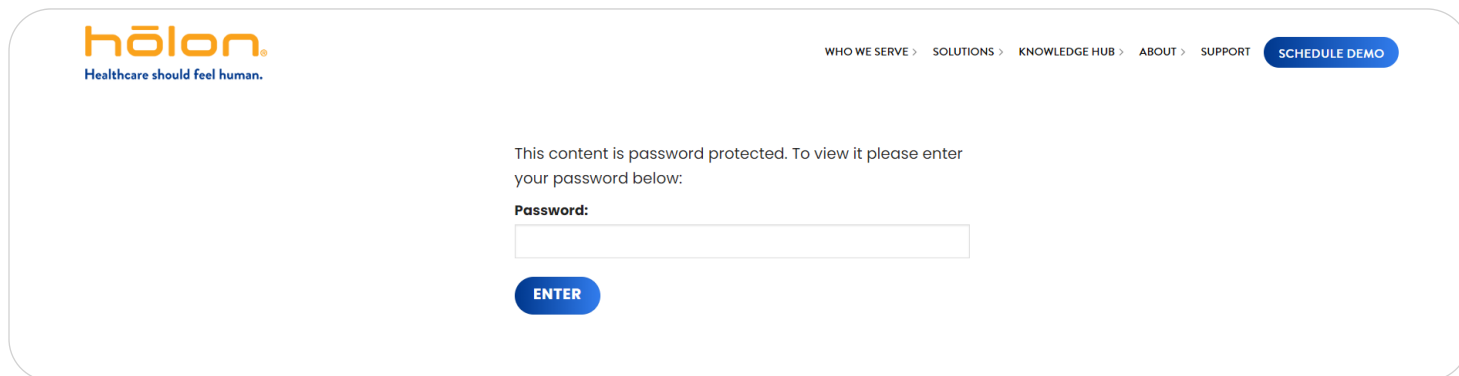Version 01
October 30, 2023

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Overview

In this guide, you will learn how to download and install the Holon app, install the browser extension, and validate patient data.

Instructions

01 Download the Holon app

Download the Holon app file from the link below and enter the provided password.

⬇ Download link **https://www.holonsolutions.com/downloads/release/**
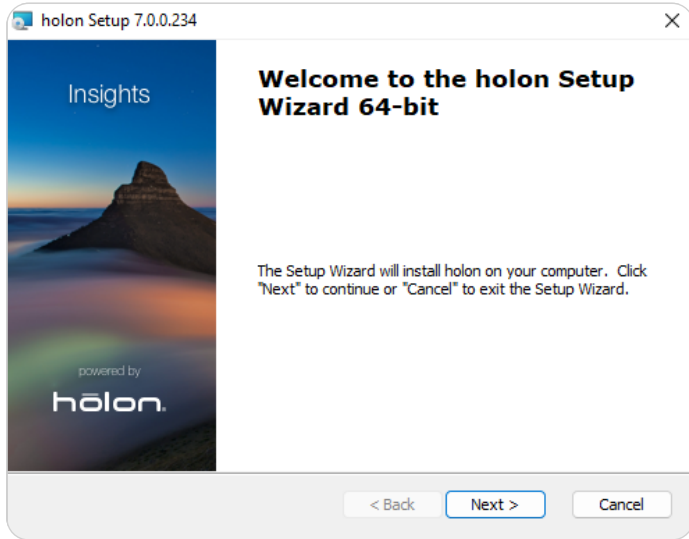
🔒 Password **GA2020!**

Select the version best suited for your device. We recommend selecting the **Windows 64-bit EXE** version.
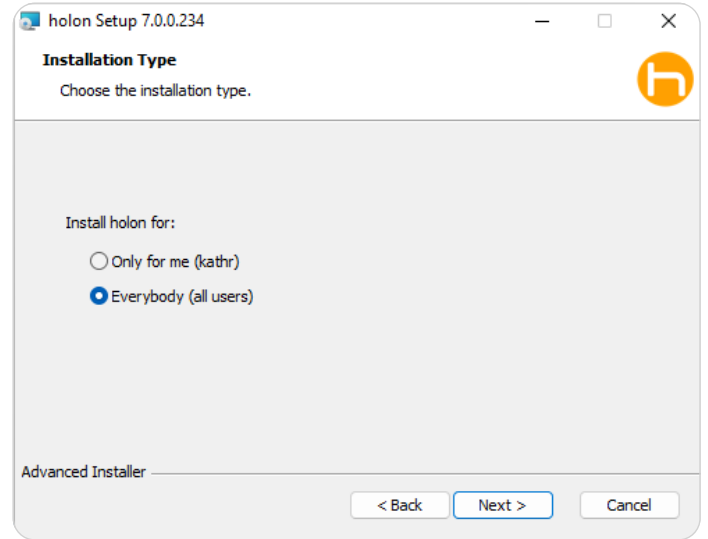
02 Install the Holon app

Once download is complete, open the Holon app file and follow the installation steps on your device.
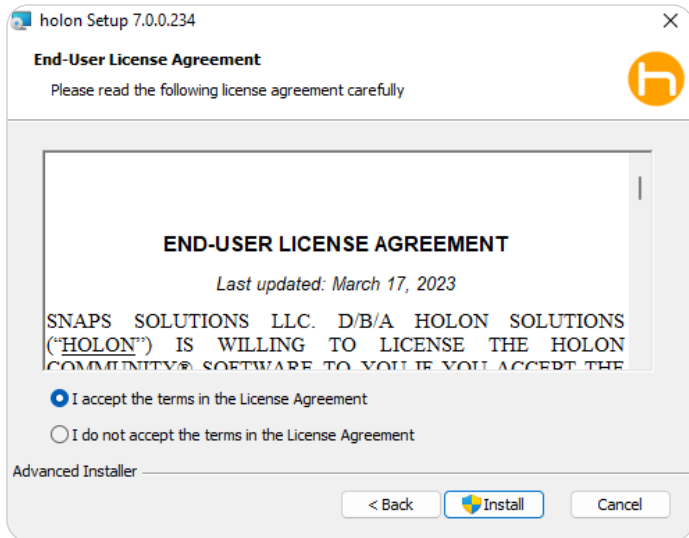
A Click **Next**.
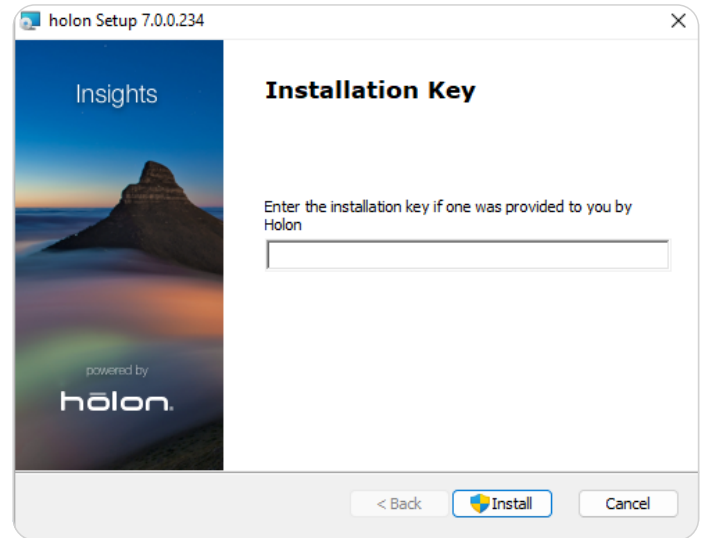

B Select **Everybody (all users)**. Click **Next**.

C Click **I accept** on the end-user-license agreement, then **Install**.
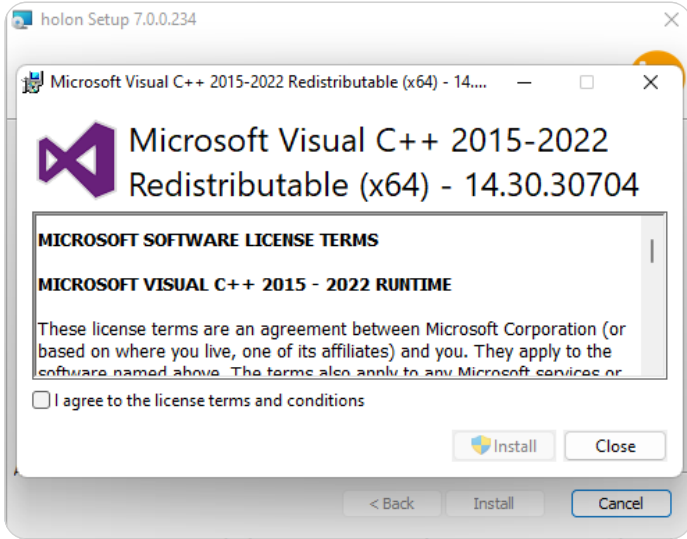

D You **do not need** an installation key to install. Click **Install**.
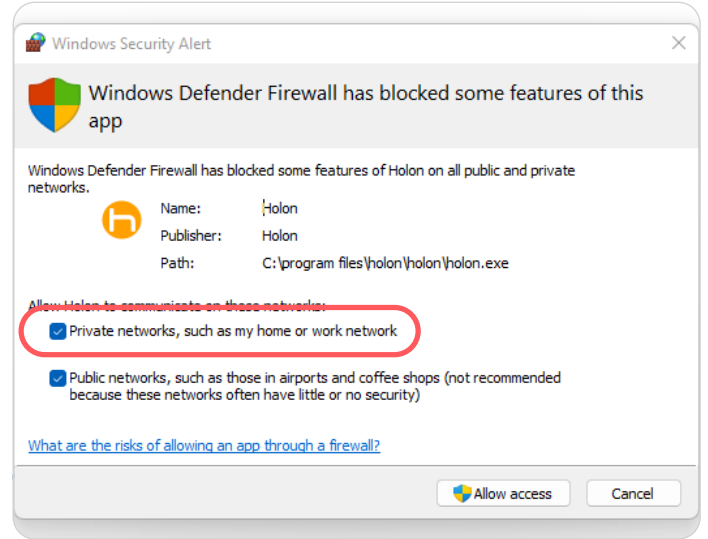
02 Install the Holon app (continued)

E You may see a Microsoft Visual C++ popup. If so, please agree to the terms & conditions and click **Install**.

F You may see a Windows Firewall popup. If so, please select the **Private networks** option and click **Allow access**.
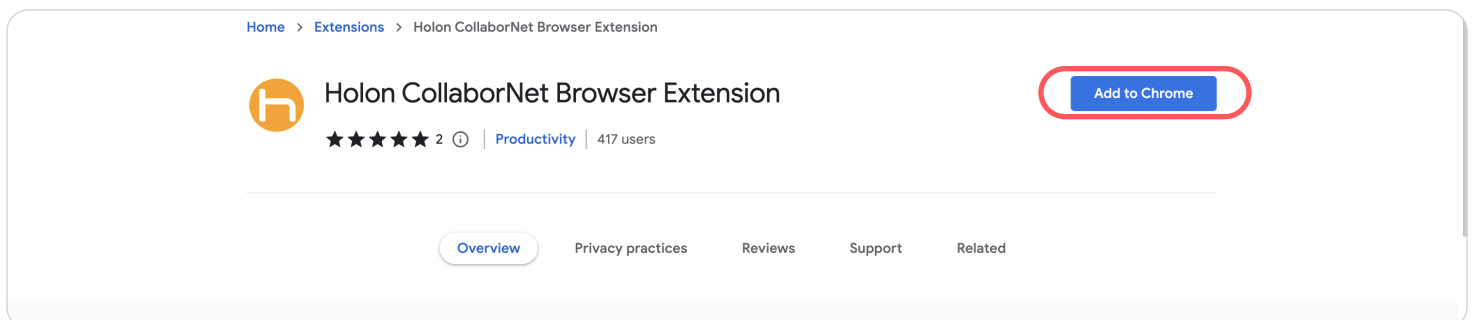

Once the installation is complete, click the **Holon** icon located on your desktop and open the app.

03 Install the Browser Extension

If you're using the browser extension sensor, you'll need to download and install it on your browser.
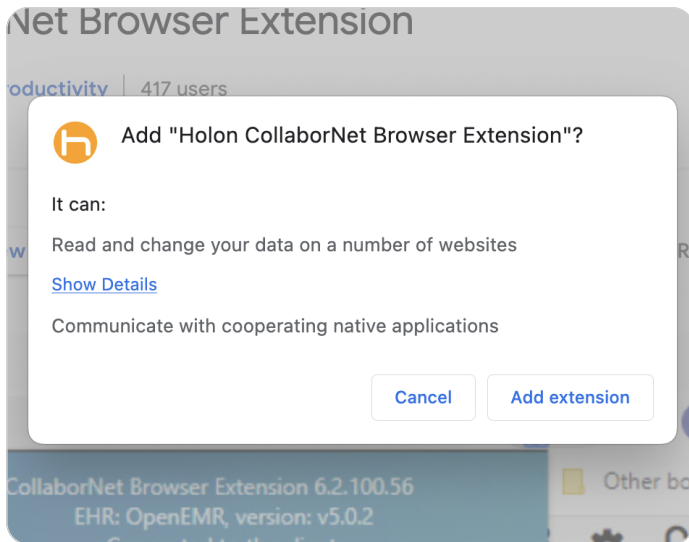
⬇ Download link   **Browser Extension Download**
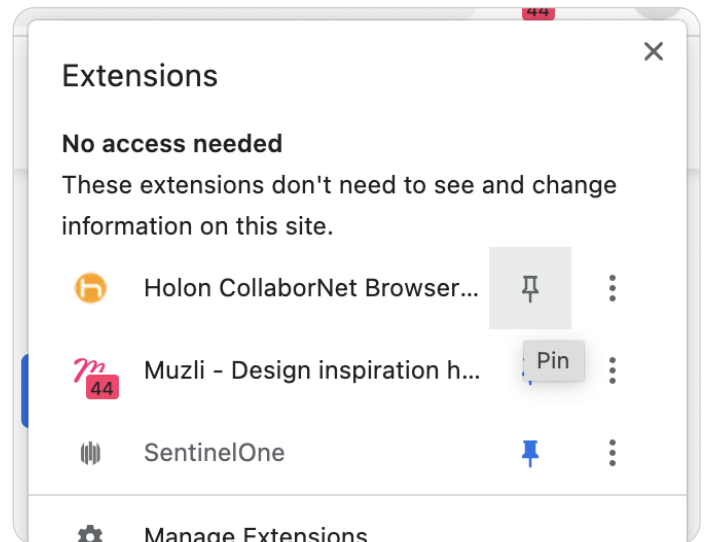
A Click **Add to Chrome.**

03 Install the Browser Extension (continued)
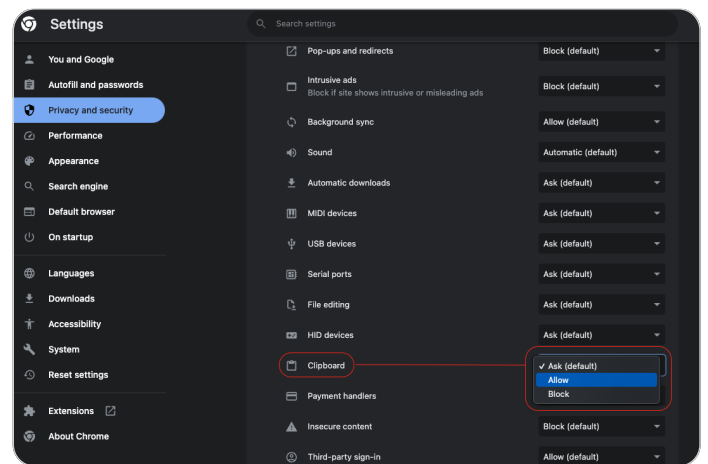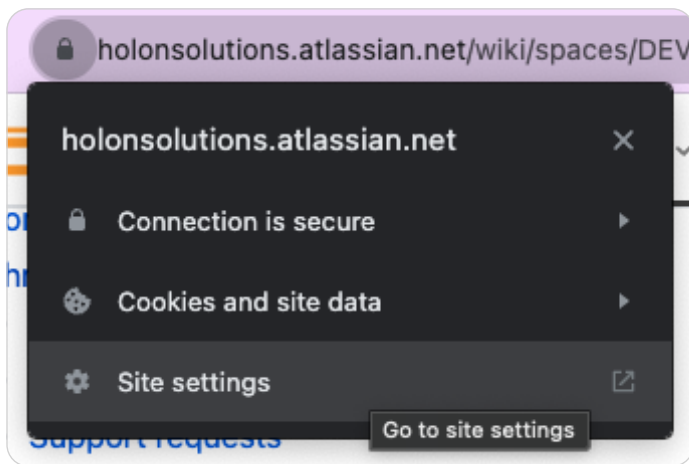
B Click **Add extension**

C Pin the extension to your browser so it's visible at all times.

D Pull up your EMR and allow clipboard access permissions for the extension.

E Clipboard permissions for the extension should popup automatically, but if it doesn't, click on the lock icon in the URL, select Site Settings, scroll to Clipboard, and select Allow.
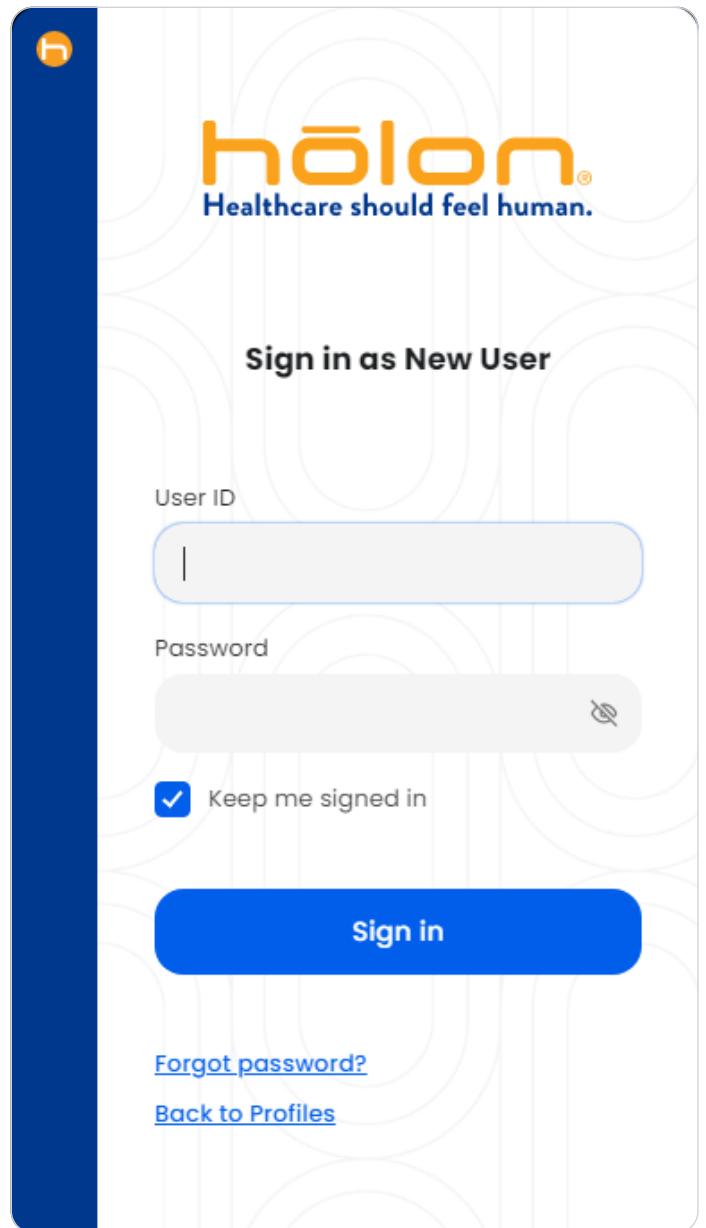
04 Validate Patient Data

Once the Holon app and the Browser Extension are installed, you can verify your patient data to ensure the Holon app is receiving and displaying your patient data correctly.

Sign into the Holon app for the first time.

A Sign in by clicking **New User.**

B Enter your **User ID** (email address) and **temporary password** provided in your welcome email.

C Check **Keep me signed in** if you'd like to stay signed into this profile. Click **Sign in.**

D Enter your **new password.** Click **Update password.** You will automatically be signed in.
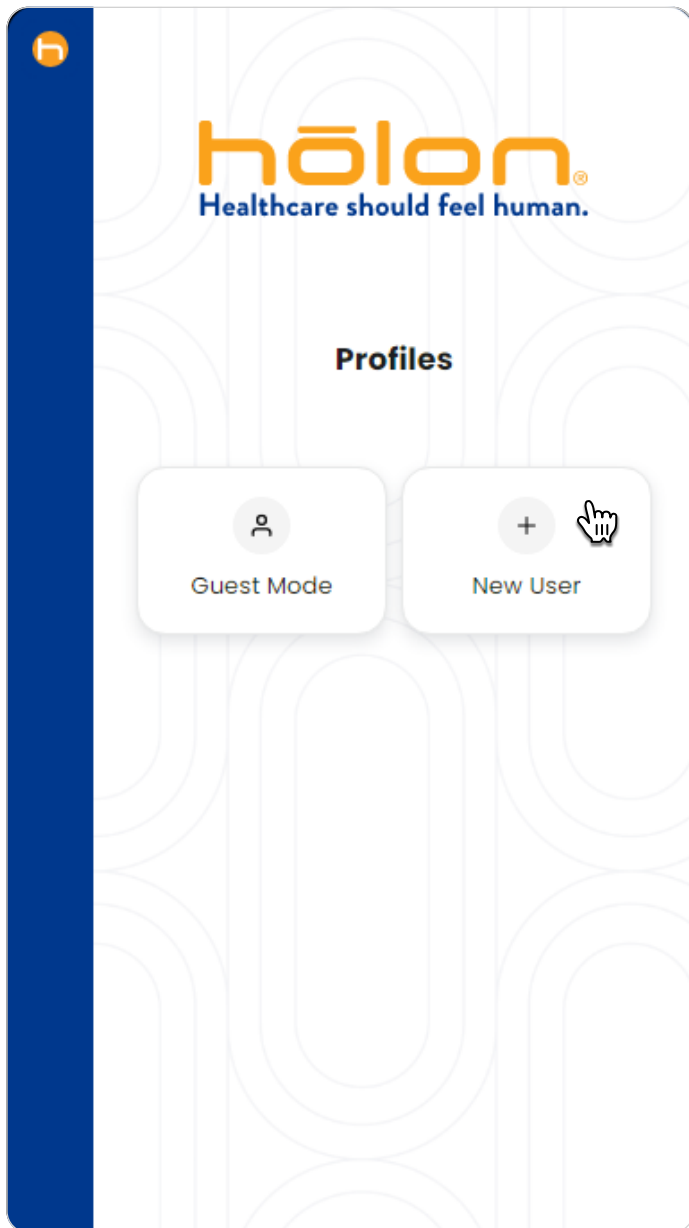
04 Validate Patient Data (continued)

Load a patient in your EHR.

E Log into your EHR and select a patient. *Some organizations are configured to only display a select portion of your total patient population. If this is the case for you, check your welcome email for a list of testable patients.*

D We recommend testing & validating data for at least 3 of your patients.

If you have any issues logging in or loading your patient data into the Holon app, view the **Troubleshooting** section on the next page.

Healthcare should feel human.

Troubleshooting

01 Troubleshooting Extension

A Check that the Chrome extension is installed and enabled.

B It is best practice to sign in to the app first before logging into the EHR. This allows the Chrome extension to connect to the app, which may take a short amount of time.

> CollaborNet Browser Extension 7.0.48.136 cert
> Manage Holon's CollaborNet integration with Web-based EHRs
> Connected to the client.

> CollaborNet Browser Extension
> Manage Holon's CollaborNet integration with Web-based EHRs
> Not connected to the client. (searching...)
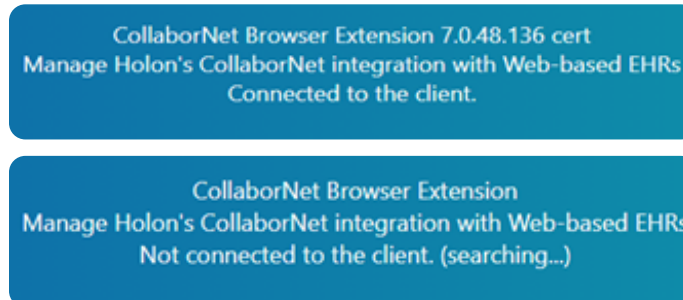
C Closing/Re-opening your browser may be necessary when the extension has connectivity, but is stuck on a patient that is no longer in context.

D Restarting the app may be necessary if there is a connection issue between the app and extension or if the app itself is performing outside of the normal standards.

02 How to Troubleshoot

A   The extension contains different data points depending on if there is a patient in context and if you are on a page the extension recognizes as a valid EHR. If you're currently in an EHR and have a patient in context, the extension will show the name and version of the EHR, whether it is connected to the client (the ribbon), the provider's Holon username, the Alias equates to the workstation name, the provider's EHR username, and the name of the patient in context, along with its patient identifier.
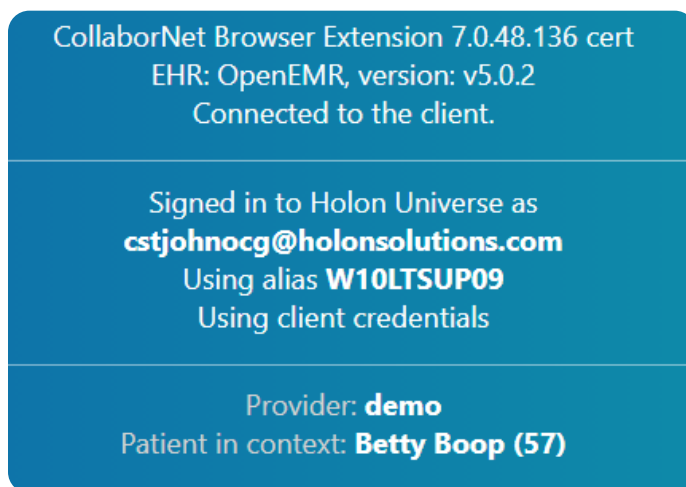
B   The Chrome extension icon will change based on its connectivity to the ribbon and if there is a patient in context. If the extension is not connected it will display a **!** symbol on the icon. Once connected, the **!** symbol will go away regardless of the web page you are viewing. If you have a patient in context on a recognized EHR website, the icon will change to display **Pt** on the icon. This signifies that the extension is currently holding data on a patient.

| Connected | Not Connected | Patient in Context |
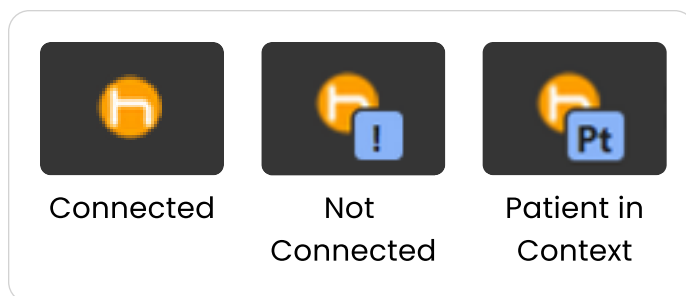
C   To recenter your app on the screen, you can press **Ctrl+Shift+M** after clicking on the app icon in your taskbar. This will bring the app to the front of your main screen if it is ever stuck off screen, where you cannot move it with your mouse.

03 Installation Issues

A Sometimes, a device's internal clock being incorrect may cause encryption issues during the installation process. If a web socket error occurs on startup of the app, please check and compare your system clock time to the world clock for your time zone and make sure there aren't any major differences.

If you still have any issues loading your patient data into the Holon app, please submit a support ticket by filling out the form on the Holon Support website.

Contact Support   **https://www.holonsolutions.com/support/**