System requirements and technical information FAQ

Q: What is iSparrow Remote access and how is it different from “Juniper”?

A: iSparrow Remote access is an advanced remote connectivity platform. Most of our clinical applications will use iSparrow Remote as a way for you to access them from any location 24 hours a day. Remote access through Juniper will co-exist for a period, providing access to applications NOT AVAILABLE in iSparrow Remote.

Q: How do I install software to allow me to connect to iSparrow Remote?

A: The following methods are fully supported and have been thoroughly tested to ensure a high quality experience:

- Connecting to iSparrow Remote from a Windows PC
  - Document

- Connecting to iSparrow Remote from a Mac with Safari
  - Document

- Connecting to iSparrow Remote from a tablet
  - Document

Q: How can I access the new iSparrow Remote site?

A: If accessing from a non-Sparrow location, simply type the URL https://remote.sparrow.org/ from ANY supported browser and use your Sparrow credentials to log in. The Sparrow credentials are the same username and password you use to connect to any Sparrow computer in the hospital or affiliate sites.
Q: If I am connected through remote.sparrow.org can I access files from my network drives?

A: Not yet, but that capability is being developed and may appear in a future release of the platform. There is no expected release date yet. Please check this website for updates.

Q. What steps can I take if my applications will not launch or connect?

A. Usually this is caused by an old or missing version of the Citrix Receiver. You can ‘clean up’ any old versions of this software by running a cleanup utility located here: http://support.citrix.com/article/CTX137494. After you’ve run the cleanup utility, you can download and install the newest version of the Citrix Receiver from this link: https://www.citrix.com/go/receiver.html.

Q: Can I connect to remote.sparrow.org using a Mac?

A: iSparrow Remote is designed to allow access from a variety of client end-points including Apple computers.

The following Apple browsers supported are:

- Safari 9.1 or later

Q: Will this access work with smart phones or other devices like an iPad?

A: As of today, we support IOS and Android devices via the Citrix Receiver. Please review this website periodically for updates and content regarding connectivity using mobile platforms.

Q: What is the Citrix Receiver?

A: The Citrix Receiver is a free App for mobile devices (such as iPad, iPhone, Android) that will give you secure access to Sparrow applications remotely.

Q: What are the minimum PC requirements to connect to the site?

A: The minimum PC requirements to connect to the site are given below:

- 1 gigahertz (GHz) 32-bit (x86) or 64-bit (x64) processor
- 2 gigabyte (GB) of system memory
- 40 GB hard drive with at least 5 GB of available space
- Support for DirectX 9 graphics and 128 MB of graphics memory

*Note that these requirements are the minimum level of hardware required to ensure a positive experience with iSparrow Remote.
Q: What Internet connectivity do I need in order to have adequate access to iSparrow Remote?

A: iSparrow Remote requires a dedicated high-speed Internet connection to ensure a positive experience. Dial-up modems do not deliver acceptable speeds and are not supported. The minimum bandwidth requirements are 1.5Mb download speed and 1.5Mb upload speed per device. Check with your Internet service provider to ensure your home or office has the required speeds. The minimum bandwidth required may increase as we add applications and functions to iSparrow Remote.

NOTE: The speed of your connection is variable depending on the amount of traffic you have on your office or home Internet connection. Many gaming consoles and PC functions (Internet surfing, online gaming, and Internet phone calls) impact the speed of your network and will affect the experience you have with iSparrow Remote. If you experience slowness, please ensure that these activities are disabled before calling for Sparrow technical support.

Q: Can I connect from any local hotspot like a local coffee shop? Is it secure?

A: Yes. Please refer to computer and Internet connectivity requirements defined under the System Requirements above. They still are relevant regardless from where you access the remote environment. All connections to our remote site, from a public hotspot or otherwise, use 128 bit public key encryption with MD5 for message authentication and RSA as the key exchange mechanism. In short, all communication to and from your endpoint WILL ALWAYS be encrypted.

Q: What browser(s) can be used to connect to this site?

A: We plan to support a large variety of operating systems (OS), browsers and endpoints. However, our support mechanism is set up to handle technical troubleshooting of the following combinations only:

- Windows 7/IE 11
- Apple Mac with Safari 9.1
- Apple IOS 8.4.1+ using the most up to date Citrix Receiver App
- Android 4.4+ using the most up to date Citrix Receiver App

We are also currently testing and will publish content in this website about other operating system/browser combinations. We hope that the self-help documents published on this site will suffice for non-supported configurations.

Q: If I have problems who should I contact?

A: Phone: 517.364.4357 or email: helpdesk@sparrow.org. You can contact the Help Desk 24/7 for general inquiries. For specific circumstances we can utilize a specialized technician staffed from 8 a.m.-8 p.m. M-F and by appointment.