



2020 Health Hub Redbook

Version 9-30-2020
Release 2.2

CVS Code of Conduct

CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.

Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.

A box and bag check will be required when leaving the Pharmacy and the store with your tool bags and/or any boxes that you walk out of the Pharmacy with. This is to ensure nothing has been improperly removed from the Pharmacy or Store.

As the technician in the store you will be responsible for asking the Pharmacist and the Store Manager to perform these checks.

The Rollout Operations Center

25 Blackstone Valley Place
Suite 210
Lincoln, RI 02865
Fax: 1-401-770-6642
Telephone: Phone (888) 401-4601 Option 4, Option 3 will use cell phone.

Have the Following information ready each time you call:

- a) **Your Name**
- b) **The CVS store number**

Result:

Your call will be placed in a queue to be answered by the first available ROC agent.

Rollout Operations Center Hours: 7 AM to 8 PM EST

Cancellations & Reschedules

The technician's Project Manager should be contacted immediately if a technician cannot make it to a store because of uncontrollable factors (weather, traffic, etc....) the PM will work with the ROC to reschedule or find an alternate technician.

Under no circumstances should a technician contact a store to reschedule an install.

Rollout Operations Center Protocol

Purpose

The Rollout Operations Center (ROC) serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.

Technician Protocol

Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the CVS Store number, address and location with the SM or MSC.

- You should have been supplied with the HPSM ticket number from your Project Manager
- If the technician is denied access to the CVS site, the technician should immediately call their vendor to report the issue from outside the store in the parking lot.
- Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.

Technician should quickly survey the key locations in the store as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.

The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.

- In the event that an unforeseen situation arises, the following steps are to be followed: If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc.....
- If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.
- It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.

If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.

Dress Code for CVS ROC Vendors

Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.

Acceptable business casual dress

- Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants
- Appropriate jeans/denim (neat in appearance without tears, holes, or frays)
- Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts
- Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder
- Skirts: appropriate length and proper fitting
- Footwear: clean loafers, boots, flats, business casual shoes
- Athletic shoes/sneakers (clean, tied and in good condition)
- Vendor branded attire

Unacceptable dress includes, but not limited to:

- Clothing that exposes the midriff
- Crop tops, halter tops, tank tops, spaghetti straps
- Off the shoulder clothing
- Shorts or skirts
- Dresses that expose the back
- Sweat suits, sweatpants, spandex leggings and other form-fitting pants
- Hooded Sweatshirts
- Athletic Jerseys
- Exposed undergarments, revealing or transparent clothing
- T-shirts
- Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)
- Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals
- Hats
- Visible piercings in body parts other than the ear
- Branded attire (non Vendor)
- Advertising or messaging attire (non Vendor)

The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.

Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.

Recommended Tools (Installers required to carry all tools and materials necessary to complete scope) additionally the following is recommended but not limited to:

- **Philips and flathead screw drivers**
- **Cable tester and toner**
- **Ethernet punch down tool**
- **Spare Cat5 Ethernet patch cable**
- **Velcro for cable management**
- **Smart Phone with Camera and the ability to email photos**
- **Drill**
- **Butt set for phone line testing**

Logging Out

- When all tasks and testing are successfully completed the onsite technician **must** log out with the ROC.
- The ROC will request to speak with the Store Manager/Minute Clinic personnel at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.
- The ROC will be asking if you allowed the Minute Clinic personnel and Manager to do a bag check prior to leaving the Pharmacy and the store so make sure that you do.
- Upon satisfactory answers from the Store Manager/Minute Clinic personnel, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database.
- The release code must be recorded by the onsite technician. This is needed for billing.
- Failure to log in/out and obtaining the release code will delay payment.

Description of New Equipment

- 2 Workstation Zotac / Keyboard / Mouse
- 2 Acer Monitors
- 2 Lexmark MS 521 network Printers
- 2 Label Printers Zebra ZD 410 Network Printers
- 2 Scanshell 3100D Document Scanner
- 2 Vertical Phone
- 2 VeriFone mx915 Debit reader
- 1 Printer/Scanner/Fax Lexmark MX 521
- 1 EMB Z box
- 1 EMB Message Board Samsung TV.
- 2 Lexmark MX521 network printers



Workstation



Zebra Printer



Lexmark MX521



Scanshell 3100D



Acer Monitor



Lexmark MS521



VeriFone MX 915



Vertical Phone



Symbol DS4308 handheld scanner



D-Link 48- port switchEpson Page scanner



Arriving On Site

Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit.

- **Verify** the CVS store number and address with the SM/MSC.
 - Upon request from store personnel, you are required to show:
 - a government issued photo ID
 - Letter of Authorization for the project
 - HPSM ticket # from your project manager
- **Request** the following from the manager:
 - Access to the location of the new equipment.
 - Access to the Minute Clinic and request Clinic A and B doors be unlocked.

Call into the ROC. Use Mobile phone to dial **1-888-401-4601** to call in. During this initial call the ROC will log you into the site and instruct you to locate the equipment if not yet located.

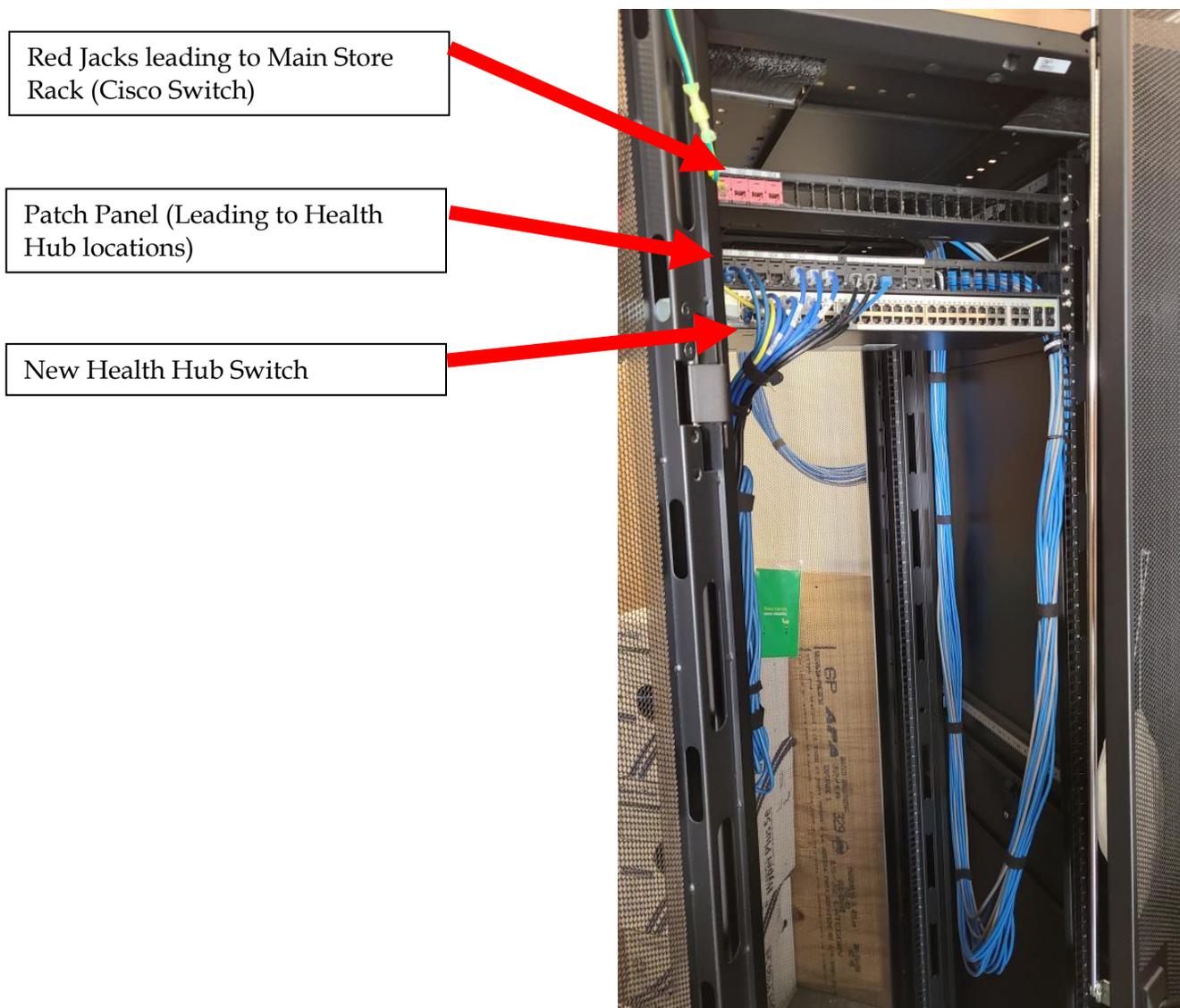
Phase one

Slide Visit

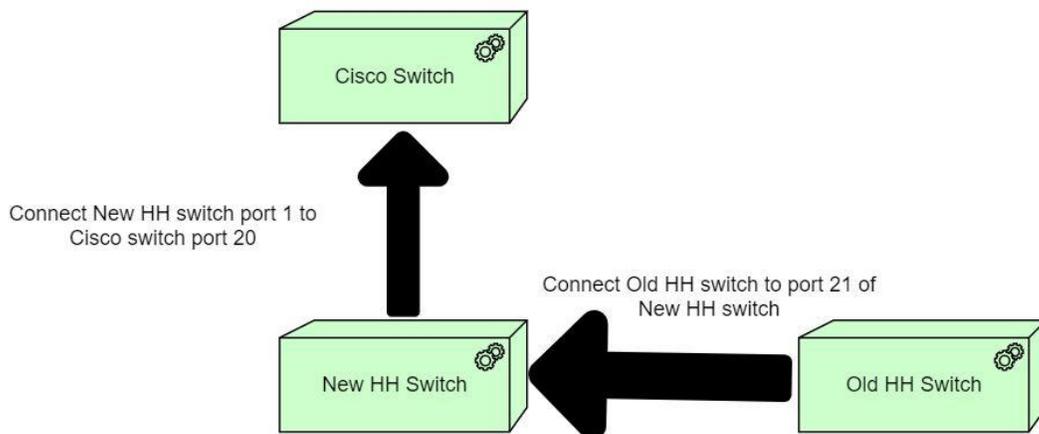
Section 1 – Installing the D-link 48 Port Switch



- Locate the New 8' Communication Network Rack. **(If there is no 8' Network Rack present call the ROC)**
- Once you located the Rack install the D-Link Switch.



- Use the D-link 28 port switch to create an uplink between the two switches.
 1. Old HH Switch is currently connected to port 20 of Cisco switch.
 - a. This connection will be removed from port 20 and uplinked to New HH switch port 21 using one of the 4 runs red jacks provided. Doing this connects the old HH Switch to the New HH Switch.
 2. Using the provided red jack HH runs on the new HH rack, Connect the New HH switch port 1 to port 20 of the Cisco switch (usually located in the Manager's office). Doing this will connect the New HH Switch to port 20 of Cisco switch.



- Connect HH equipment to the new Switch. See Appendix A

Call ROC to inform them that switch is installed.

Have a discussion with construction to decide which room will be moved. If construction does not know what rooms are sliding, call the ROC.

During a slide, you will be moving the existing equipment from the designated clinic rooms. You will also be moving the EMB, and Kiosk to the new location. If you do not know what clinic room/rooms will be moved to the new location/locations, call the ROC.

- Arrange the clinic room equipment in the new clinic rooms per the pictures below.



- Locate the CVS Telco can

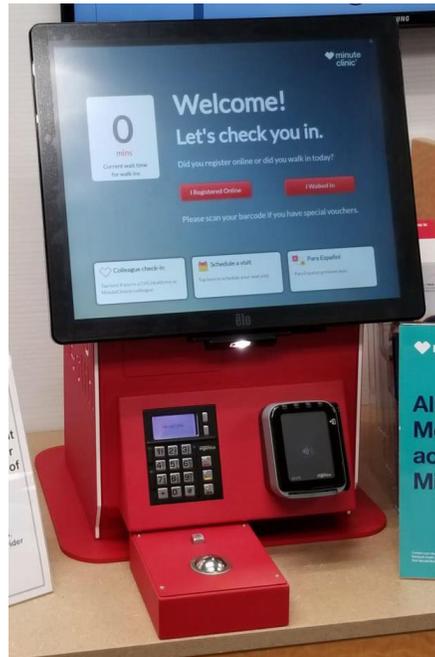
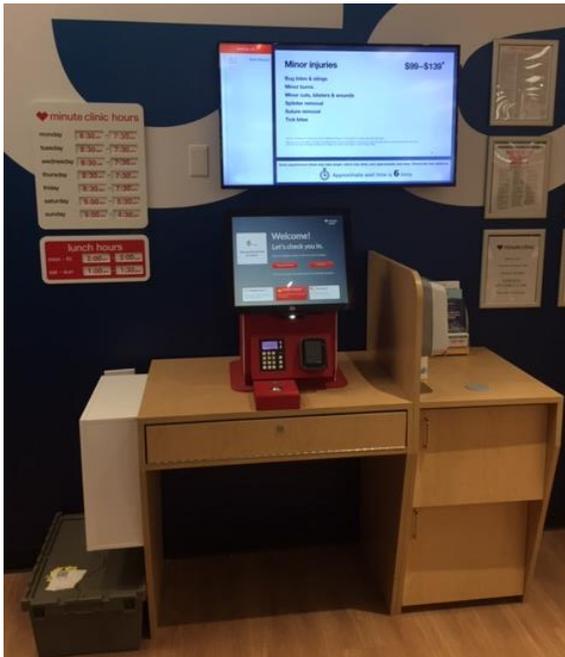


- Using a satin cable, cross connect phone lines in can. **(The ROC can provide you with slot and port numbers if needed to connect phones)**

Minute Clinic	Room A	X8221
Minute Clinic	Room B	X8222
Minute Clinic	Room C	X8223
Minute Clinic	Room D	X8224

Relocate Kiosk and EMB

- Locate the existing Minute Clinic Kiosk.
- Once Located:
 - Inside Clinic A or B room (be aware that sometimes not labeled as A or B)
 - Trace the cable for the Kiosk all the way back to Switch (Port 17).
 - Once located Start by Relocating the Kiosk to the assigned area.



- Remove all wing nuts and bolts securing Kiosk to desk.



Relocate Kiosk and EMB Continued

- Using the 2 screws attached to Trackball assembly, secure Trackball in place by tightening screws from inside of Kiosk with small Phillips head screw driver.



- Connect Trackball USB to open port on Zotac. Wrap and Velcro any excess cable for Trackball to assure neat cable management inside Kiosk.
- Position Kiosk to assure Trackball is completely covering hole in front center of desk (if present). Kiosk should be slightly off center to keep hole covered and Trackball should be as close to flush as possible with front of desk without hanging over.



Wrong



Right

Relocate Kiosk and EMB Continued

- Once Kiosk is in place, with pencil, mark a line on the back center of Kiosk base on desk. This line will be the center line for the hole you will need to drill for the cables to pass thru the back of the Kiosk. The goal of this is to have the base plate of the Kiosk cover half of the hole after the cables are passed thru.



- While Kiosk is still in place mark center hole inside Kiosk with pencil. This hole will be needed to mount and secure the Kiosk into position



Relocate Kiosk and EMB Continued

- Before drilling place paper or bubble wrap from inventory box inside cubby to catch any sawdust that may fall into the desk during drilling



- Once center line for cable pass thru and hole for securely mounting to desk are marked and you are ready to begin drilling remove Kiosk completely from desk.
- Using a 1 3/4' hole saw drill hole for cable pass thru. Using a bit large enough for 1/4' screw to slide thru drill the center hole for mounting the Kiosk.



Relocate Kiosk and EMB Continued

- Once drilling is complete assure desk is free and clear of any saw dust and place Kiosk back on desk. Also remove any paper or bubble placed inside desk to catch saw dust and discard. Feed power cable for Kiosk out back of Kiosk and thru cable pass thru hole into desk cubby. Feed Ethernet cable up thru pass thru into back of Kiosk.



- Once cables are thru, slide Kiosk back into correct position and secure to desk using mounting bolt and wing nut included with Kiosk. If mounted correctly hole in front of Kiosk should be completely covered by trackball and only half of the cable pass thru hole drilled in the back of the Kiosk desk should be exposed.



- Connect Ethernet cable to Zotac and pull any excess cable into cubby.
- Connect power cable to open outlet inside desk and pull any excess cable into cubby.
- Kiosk should now be in place, secured, and neat.

Relocate Kiosk and EMB Continued

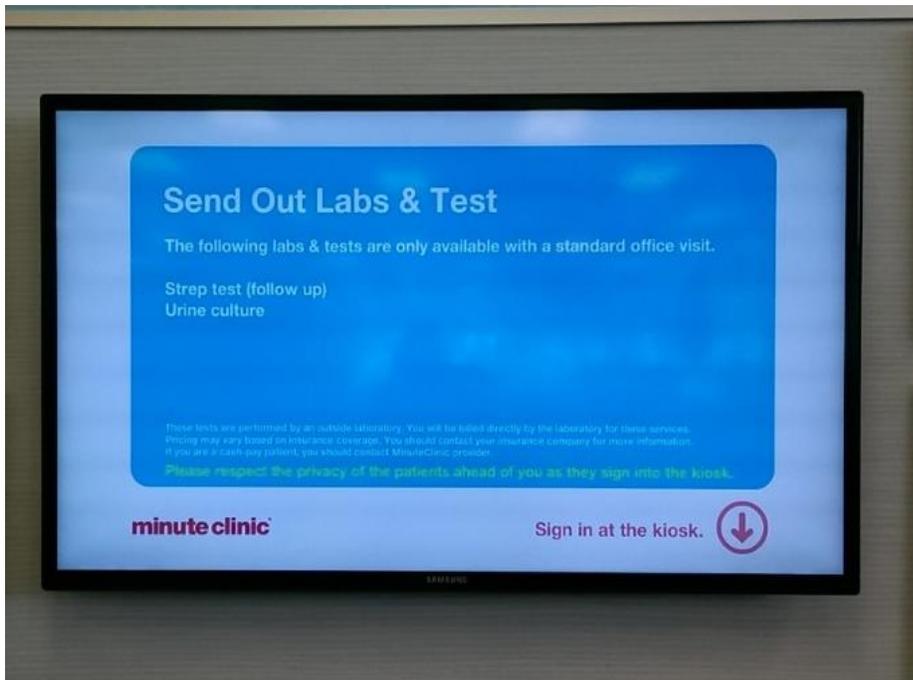
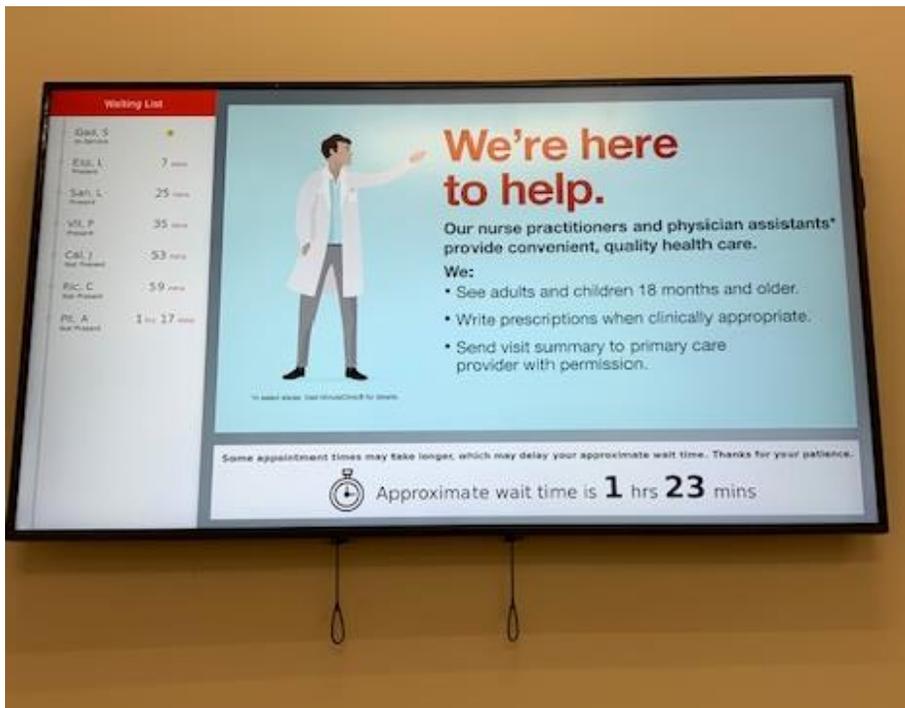
- Plug in the new 40" MC Message Board power cord to the electrical receptacle.
- Feed the 10' HDMI cable thru the cable chase.
- From the mounting hardware locate the 4 spacers and insert in the mounting screw
- Place the mounting rails with the hooks toward the top of the Message Board on top of the spacers as shown on the following page:

- Using the 4 - #10 screws from the mounting hardware, secure the mounting rails to the MC Message Board using the third hole down from the top of the Message Board.

- Securely mount the Message Board bracket.
- Place the power switch on the rear of the Monitor in the "On" position and hang the new 40" MC Message Board on the bracket.

- Plug Power cable and HDMI cable into Message Board and cable manage the excess power cord and HDMI cable.
- Lock the new 40" MC Message Board to the mounting bracket using the security allen wrench which came with the mounting bracket.

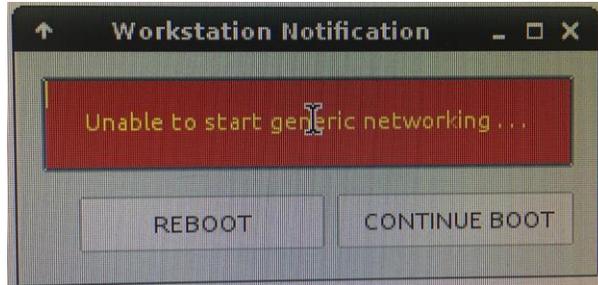
Relocate Kiosk and EMB Continued



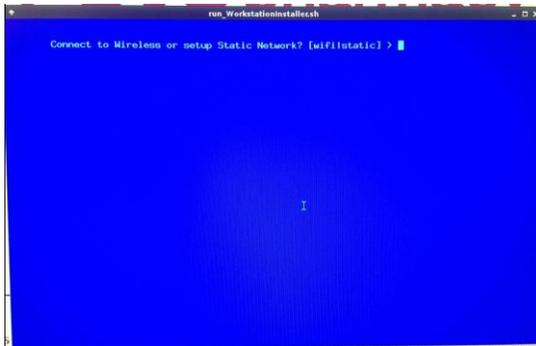
Relocate Kiosk and EMB Continued

If store already has EMB zotac, you will be re-using existing zotac workstation. The below instructions are only to be used if a new EMB workstation was delivered to store.

1. The Zotac will attempt to auto-configure generic network settings but will fail. Select option “Continue Boot”, if this message disappears – hit CTRL+SHIFT+F9 and continue to the next step.

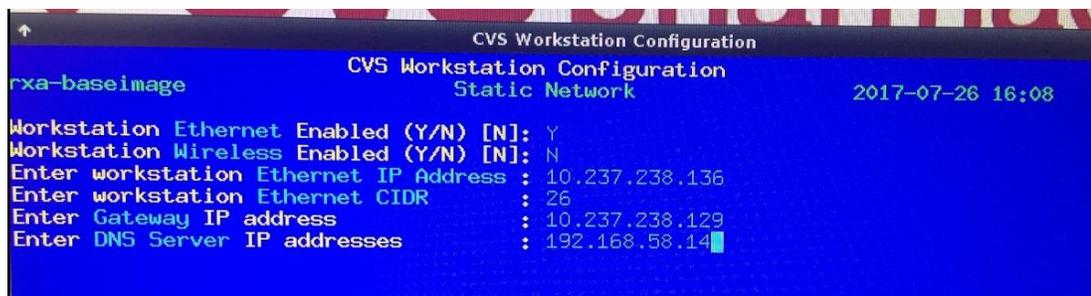


2. The initial network setup will ask if you would like to setup Wi-Fi (auto-wireless) or configure static networking. Enter 'static' here and hit <ENTER>.



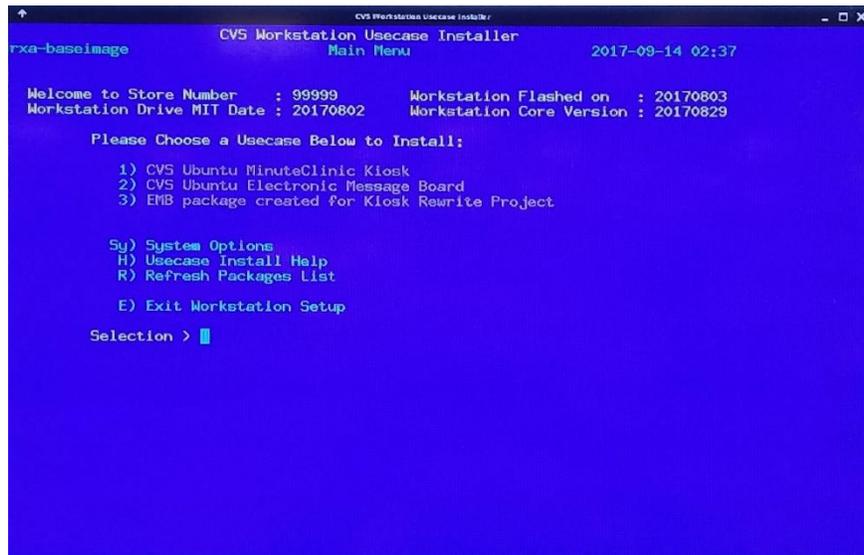
3. Enter network information as provided by the ROC. **Note: The network information will be different at every location.**

AT THIS TIME THIS INFORMATION CANNOT BE CHANGED AFTER BEING ENTERED. MAKE SURE YOU THESE ARE 100% CORRECT BEFORE CONTINUING.

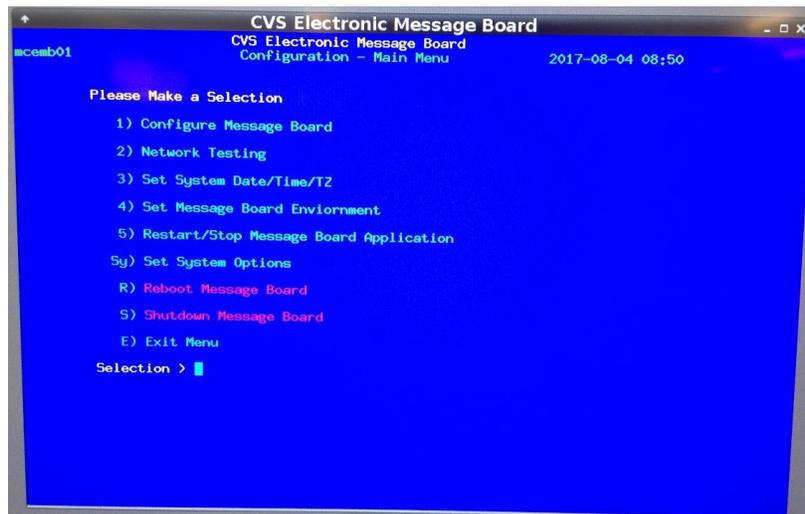


4. The Zotac will then connect to the network and obtain the list of available packages from the in-store repository.

Relocate Kiosk and EMB Continued



- If the list of packages does not appear try using the 'R' option to refresh. If packages still do not appear, use option 'Sy' then option T to set the Date/Time/TZ and attempt to refresh again. If this still does not function contact the ROC.
5. Select the numbered option for 'CVS Ubuntu Minute Clinic Message Board'. The MC EMB will then be installed. Note: the number is subject to change.
 6. Once the Message Board is installed, the setup menu for the EMB will be displayed as shown below.



7. Select option '1' to configure the Message Board.
8. Configure Date/Time
 - Use Option 1 to set the Time Zone, Option 2 to set the Date/Time. Select E to exit menu.

Relocate Kiosk and EMB Continued

9. Setup EMB Environment:

Run through each numbered option to configure the EMB

1. Environment = Production
2. Location = Retail
3. Type = Minute Clinic EMB
4. EMB ID = provided by the ROC

10. Configure Store number

- Enter host store number here. On the second question Production or Test, set 's' for production.

11. Network Configuration, the setup process will review the current network configuration. If this is correct, answer 'y' to continue. The process will ask for the hostname. If this is the first/only EMB being installed, enter 'mcemb01'. If there is more than one EMB contact the ROC.

12. Initial configuration is now complete. The browser will be started briefly and auto closed, then certificates will be configured. Then you'll be returned to the main menu. Select 'R' to reboot. The ROC may ask you to reboot the Zotac an additional time.

Call the ROC and inform them that Kiosk and EMB have been relocated

- Pack up the old equipment from the old clinic location.
- Steps will be repeated for remaining clinic room locations

Phase one

Take Down Visit

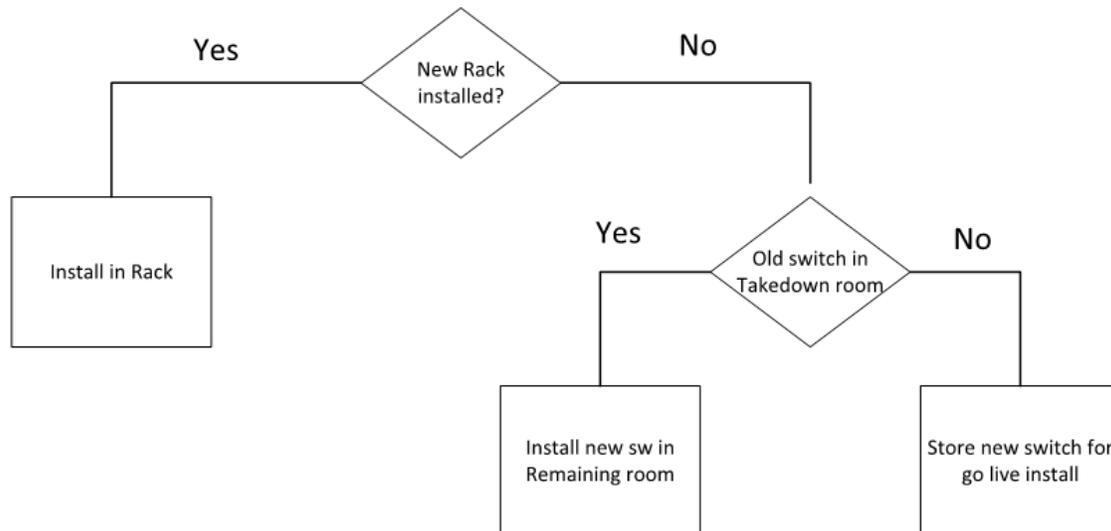
Section 1 Take Down switch install

Call the ROC to confirm which clinic room will be taken down.

- Once takedown room has been identified, make note of the following
 - a. Identify if old HH switch is located in the take down room.
 - b. Identify if phone with extension 8221 is located in the take down room.



- Locate the New 8' Communication Network Rack and install new switch in 8ft HH rack. If rack is not available, be sure to install the "Ears" on the switch so they do not get lost.
- New switch will be connected to port 20 of Cisco switch (usually located in Manager's office) and remaining operational clinic room equipment is to be connected to new switch.
- Assign the Ports on the new Switch as Follow on the new 48 port switch for the existing rooms. See Appendix A
- **If 8ft rack is not installed, follow below chart**



Call ROC to inform them that switch is installed and patched in

Section 1 Take Down Patch Phone extension 8221

- Make sure phone with extension 8221 is working in remaining operational clinic room.
 - a. If the phone with extension 8221 is in the room that is going to be taken down, make the necessary connection in CVS phone can so that 8221 will work in remaining operational clinic room.
- Pack up the old equipment from the take down location. This equipment will be installed later once the new room is ready. Be sure to report take down equipment location to the ROC.

Call ROC to inform them that Take Down is completed and inform the ROC of where the equipment is being held.

Phase Two

Go Live Visit

NOTE: If a Take Down or Slide was completed during a previous visit, some of the steps listed in the Go Live section of this Redbook may have already been completed.

Health Hub Equipment layout

Clinic Room Equipment List

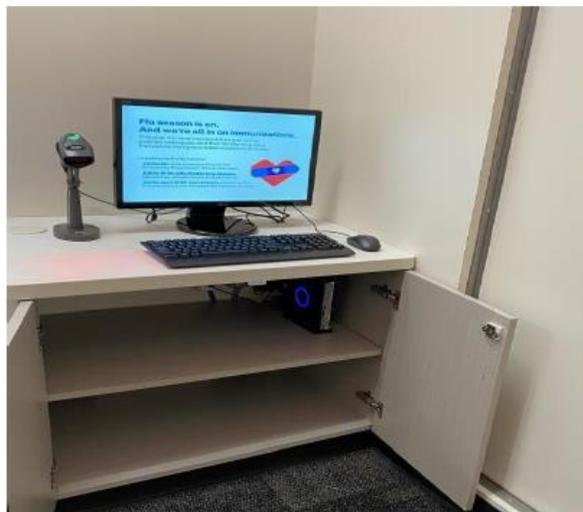
- Zotac PC
- Monitor
- Keyboard
- Mouse
- Hand scanner
- Document scanner
- Digital Telephone
- Payment Terminal
- Zebra label printer



Consultation Equipment List

- Zotac PC
- Monitor
- Keyboard
- Mouse
- Hand scanner

Zotac is to be installed under desk.



Health Hub Equipment layout

Care Concierge Equipment List

- Zotac PC
- Monitor
- Keyboard
- Mouse
- Cordless Phone
- MX431 (If no Wellness room)

Zotac is to be installed under desk.



Wellness Room Equipment List

- Zotac PC
- Monitor
- Keyboard
- Mouse
- Digital Phone
- MX521 (Wellness Printer)



Configuring the Lexmark Wellness Room Printer

Every store will receive a wellness printer.

- If your store has a wellness room, you will receive a MX521 printer. This printer will be installed in the wellness room
- If your store does not have a separate wellness room, you will receive a MX431 printer. This printer will be installed inside the Care Concierge desk.



MX431

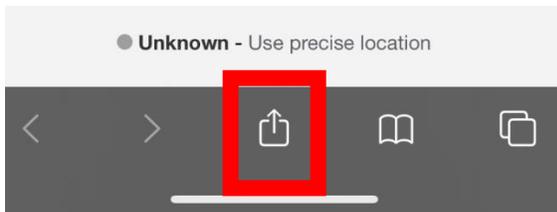


MX521

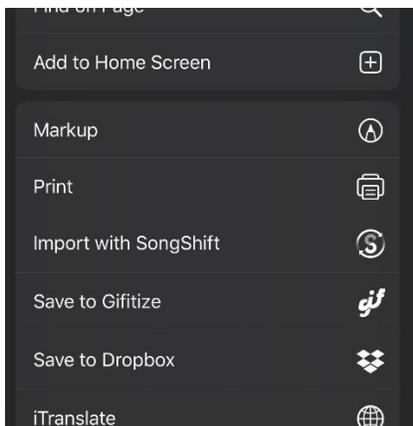
Please note, these printers are not to be connected to the HH/MC switch. This printer must be connected to port 8 on the Store managed Cisco switch in managers office

Test printing from Care Concierge iPad to printer via Air print

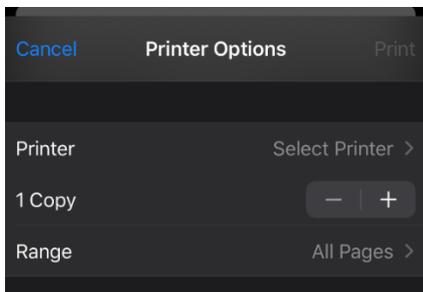
1. Locate the Customer Care iPad.
2. Open Safari and bring up a web page.
3. With Safari open and the site you want to print displayed, tap the Settings Menu icon.



4. The Settings menu appears.
5. Tap "Print"



6. Tap Select Printer. In the list of printers that appears, tap the name of your wireless printer.



The first time printer is discovered it can take up to 45 seconds to show up. Be patient.

7. Make sure iPad prints to newly installed wellness room Lexmark MX 521 printer.
8. Write device name on test print and take a picture of test print. Email to ROC for validation.

Lexmark MX 521 Lab Room Printer

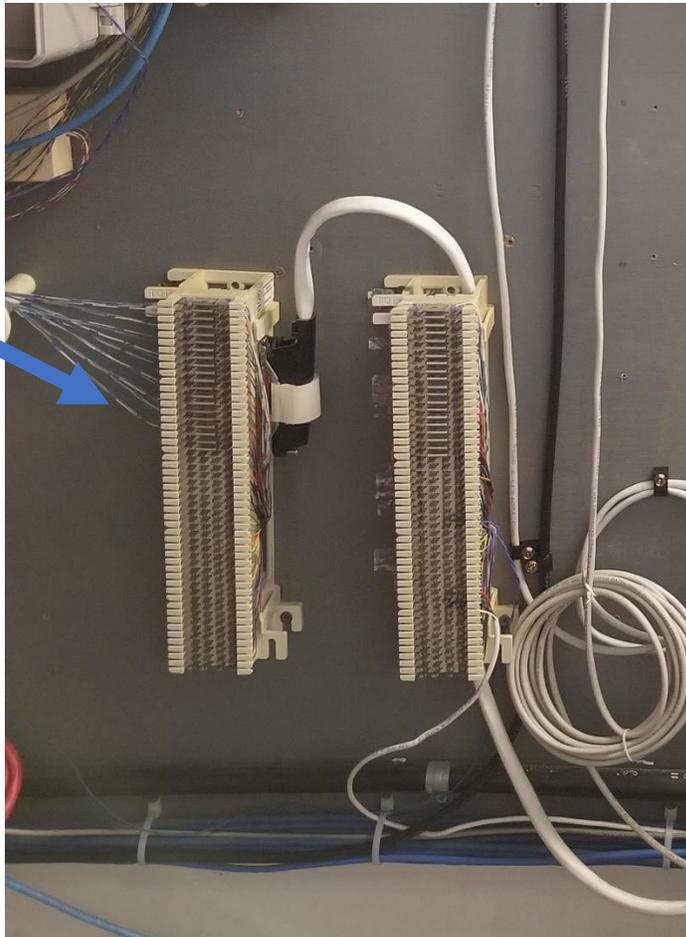
- Every store will receive a MX521 Fax printer
- This printer will be installed in the Lab Room
- If store does not have Lab, printer is to be installed in Clinic Room B.



Lexmark MX 521 lab Room Printer Continued

1. Locate Telco 66 block.

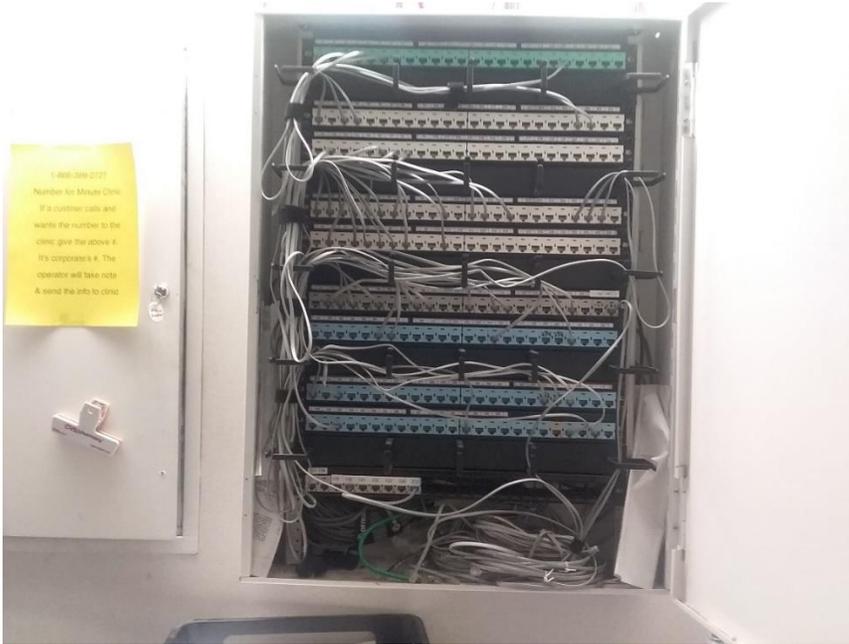
Using a Butt Set Phone, locate the FAX phone line (ROC will provide phone number to locate)



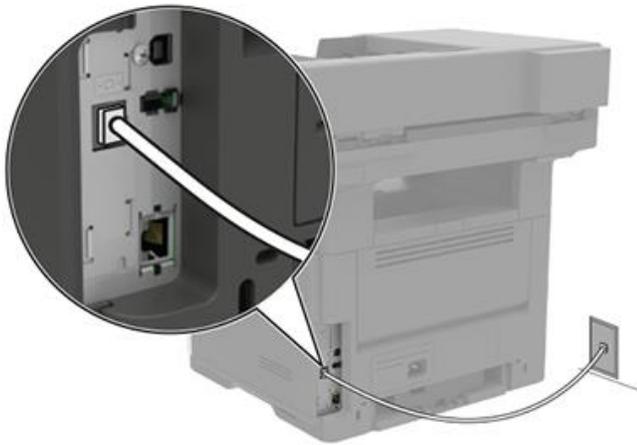
2. Using a Butt Set Phone, locate the phone line that will be connected to the Mx521 printer in the LAB room on demarc. (ROC will provide phone number to locate).
3. Once line is identified on block, Bridge connectors on both sides of the 66 block.

Lexmark MX 521 lab Room Printer

4. Once bridge connectors are in place, Locate the CVS Telco can.



5. Phone line should now be active on green A row in can. (Use Butt set to identify port).
6. Using a satin cable, patch port on the A row to the corresponding grey jack leading to the MX521 in the LAB Room (grey jack in can).
7. Connect MX521 fax line to corresponding grey jack.



8. Test with inbound FAX.

Configuring the Lexmark Clinic room Printer

1. If the printer is not configured for language/time zone, follow the steps below.

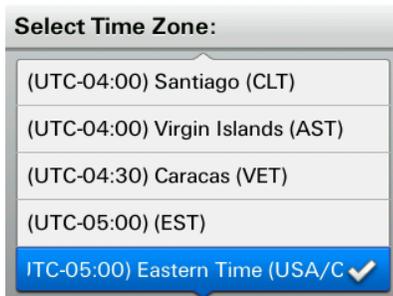
At the *Select Language* prompt, validate the language is set to *English* and press *OK* to select.



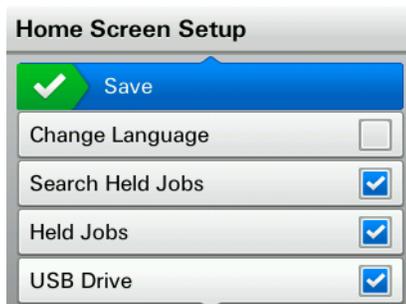
2. At the *Select Country* prompt, validate selection is set to *United States* and press *OK* to select.



3. At the *Time Zone* prompt, validate the correct time zone is selected (arrow up/down) to scroll to correct time zone. Press *OK*.



4. At *Home Screen Setup* prompt, press *OK* to accept selections.



5. At *Security Setup* prompt, press *OK* to continue.

Configuring the Lexmark Clinic room Printer Continued

6.



7. The screen will return to *Status/Supplies*, at this time the printer is ready to be configured.



From the front of the printer, press Menu on the operator panel.
Press ▼ until √Network/Ports appears, and then press √.
Press ▼ until Ethernet/iPv4 appears, and then press √.
Press ▼ until Std Network Setup, and then press √.
Press ▼ until √TCP/IP appears, and then press √.
Press ▼ until √IP Address appears, and then press √.

USING THE NUMERIC PAD, SET THE IP ADDRESS TO BE PROVIDED BY ROC WHEN THE ADDRESS IS ENTERED,

Press the ▼ until √Netmask appears, and then press √.

USING THE NUMERIC PAD SET THE IP NETMASK TO PROVIDED BY ROC WHEN THE ADDRESS IS ENTERED PRESS √. SUBMITTING SELECTION APPEARS BRIEFLY.

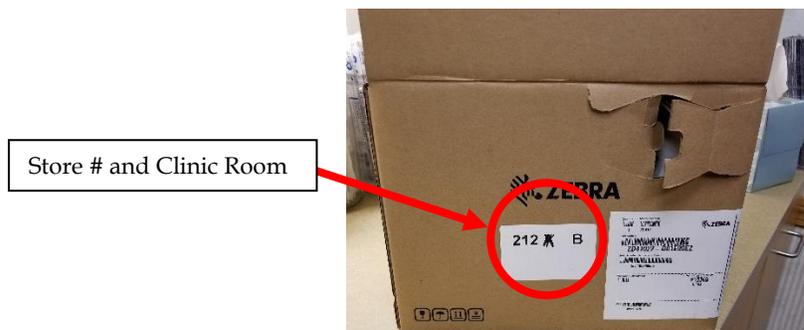
Press ▼ until √Gateway appears and then press √

USING THE NUMERIC PAD SET THE IP GATEWAY TO PROVIDED BY ROC. WHEN THE ADDRESS IS ENTERED PRESS √. SUBMITTING SELECTION APPEARS BRIEFLY.

Press the Back key until the display reads: Ready

Installing the Zebra's Printer and Hand Scanner

- **The Zebra label printers have STATIC IP addresses programmed into each unit. Each printer is pre-assigned to go into either the A or B side!**
 - Install Zebra ZD410 printer on the desk, in the A or B room based upon the IP address found in the box. ROC will tell you which printer goes to which room.
 - Patch in printer to your new cable run with the 10' blue patch cable.
 - Install paper roll.
 - Turn on printer.



- If the printer prints labels immediately after powering on and connecting to the network, note this and move on to the next device to install.
 - If not, alert the ROC during next call-in and the ROC will initiate a test of the printer.

Install DS4308 Scanners

- Assemble bar code scanner (stand and USB cable).
- Place unit on desk.
- Insert USB cable into Zbox.



Installing MX 925 Payment terminal

- Begin by setting up Zotac workstation at desk.
- Zotac WKS will have harness that will allow you to mount and secure Zotac on back of monitor.
- Place monitor and Swing arm, keyboard, and mouse on desk and connect to Zotac Workstation.
- Place MX 925 payment terminal on desk and connect to Zotac Workstation using IO Module.
- IO module will connect to back of MX 925 via purple end.
- To connect remove the Serial Connector Module on back of MX925 by depressing the 2 tabs and push up.



- Remove the silver **Metal Retainer Clip** by sliding up. Connect the **Serial Cable** to the **Serial Port** on the underside of the VeriFone serial module and re-install the silver **Metal Retainer Clip**.



- Re-install the **Serial Connector Module** on the back of the **MX925**.



Installing MX 925 Payment terminal Continued

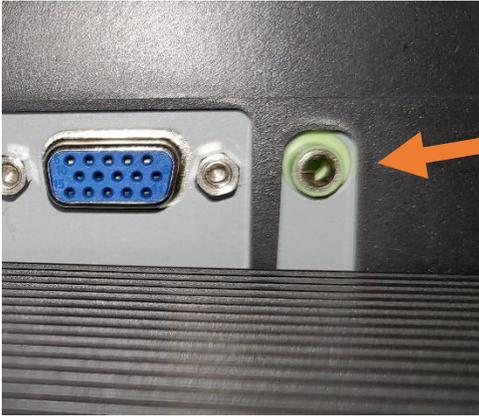
- Connect USB cable to Zotac and other end to port labeled USB on IO module. Also connect power adapter to IO module.



- Place Scanner on desk and connect to Zotac workstation.
- Desk should have a cluster of Black network jacks nearby as well as 1 phone jack in the same cluster.
- Network port on Zotac will connect to Black jack via Ethernet cable.
- Place phone on desk for now and connect to grey phone jack in jack cluster. Phone will need to be wall mounted and wire mold installed, however **DO NOT** mount until confirming with ROC on location of wall mount.
- Cross connect for phone will need to be made in phone can for phone to be activated. **Contact ROC for instructions on how to cross connect phone line.**
- Proceed to plug in all necessary power plugs into wall outlet or power strip provided.
- **Do not power up any equipment at this time.**

Install Acer Monitor Audio Cable

- Using 3.5 audio cable provided with the Acer monitor, Connect monitor audio cable to green 3.5 audio jack on back of monitor.



- Connect other end of 3.5 audio cable to green port on Zbox workstation.



Install Epson Page scanner

- Install Epson page scanner
 - Plug USB cable into Epson scanner and Zbox workstation

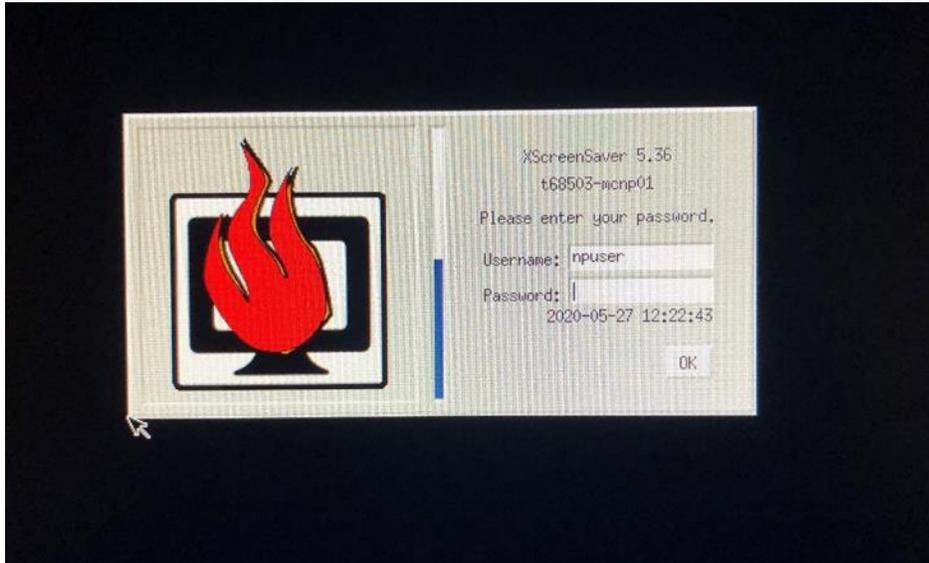
<u>Equipment</u>	<u>Description</u>
<p data-bbox="537 436 711 464"><u>Epson Scanner</u></p> 	<p data-bbox="1068 468 1468 552">New Epson model document scanner. This scanner will only work with Linux workstations.</p>

Configure Care Concierge, Wellness and Clinic Workstations

Personalize the Workstation

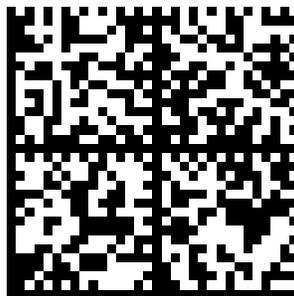
- Ensure all peripherals are properly connected and powered on the Workstation. This included Debit reader power module if applicable.

Power the workstation on. The system will boot and load blank screen screensaver.



Handheld scanner testing

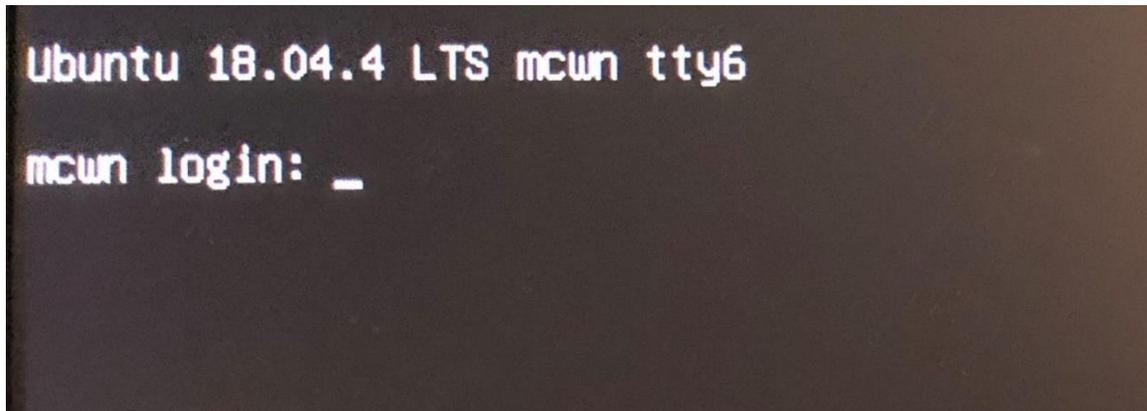
Wait until scanner has fully powered on (will beep a few times). Scan the following *CONFIGURATION* barcode immediately:



SCAN THIS BARCODE IMMEDIATELY – unit will beep after scanning

Configure Care Concierge, Wellness and Clinic Workstations

- Press CTRL-ALT-F6 to get to the tty6 console screen



- At the login: prompt type "cvsadmin", then press <enter>.
- At the password prompt type the cvsadmin password, then press <enter>.

*****Stop: Contact ROC for cvsadmin password if you have not already received*****

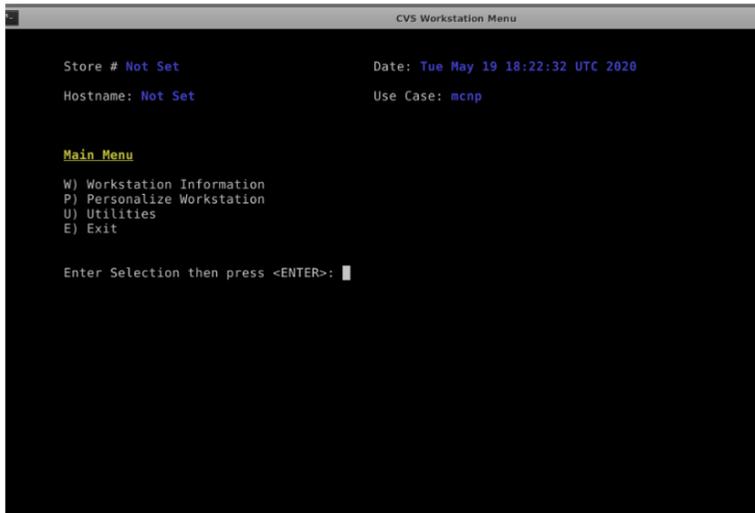
- The system will launch a terminal window on a grey background. Type the cvsadmin password, then press <enter> to launch the CVS Workstation Menu.



Configure Care Concierge, Wellness and Clinic Workstations Continued

User case will show you the type of workstation image installed on the zotac

- mccc = Care concierge imaged workstation
 - mcwn = Wellness imaged workstation
 - mcnp = Clinic room imaged workstation
- From the Main Menu, select option "P" to personalize the workstation, then press <enter> to continue.



```
CVS Workstation Menu

Store # Not Set           Date: Tue May 19 18:22:32 UTC 2020
Hostname: Not Set       Use Case: mcnp

Main Menu
W) Workstation Information
P) Personalize Workstation
U) Utilities
E) Exit

Enter Selection then press <ENTER>: █
```

- When prompted enter the 5 digit store number, then press any key to continue **(Always use 5 digit format for store number)** Example: Store 12 would be 00012.

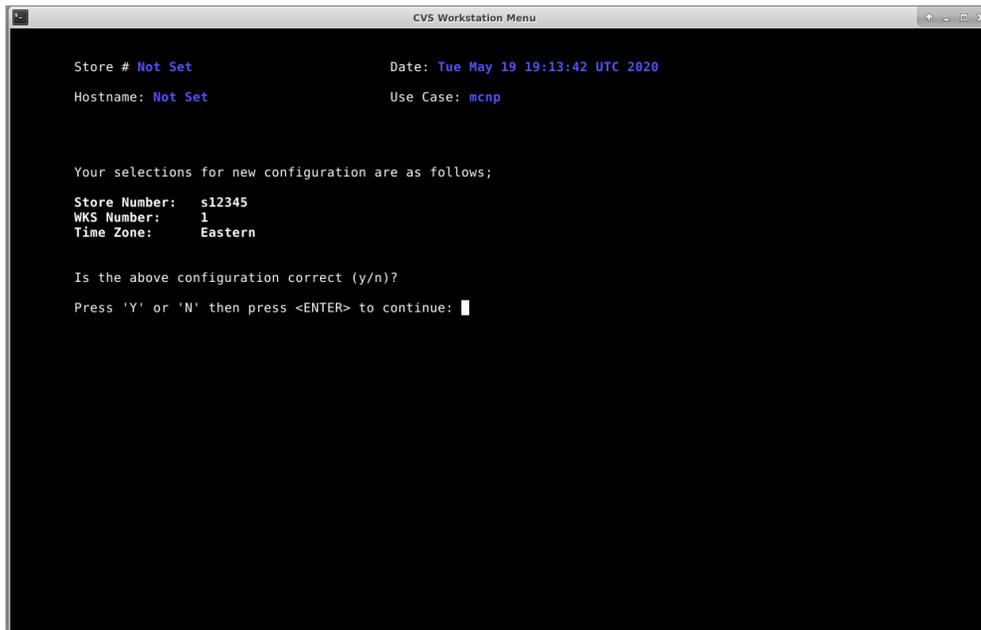
Note: Black screen saver or black and gray box screen saver may appear during personalization process. If this occurs move mouse and press CTRL-ALT-F6 to get back to the tty6 console screen and reenter cvsadmin credentials. This will allow you to continue where you left off

- When prompted, enter the workstation number, then press any key to continue.
 - For Windows NP workstation migration to Linux use the following to select the appropriate workstation number
 - Windows Side A = Linux Workstation 1
 - Windows Side B = Linux Workstation 2
 - Windows Side C = Linux Workstation 3
 - Windows Side D = Linux Workstation 4

- **Note: If you are installing a Wellness or Care Concierge workstation always choose Side A = Linux Workstation 1. If installing a new clinic room, choose the appropriate room letter (A,B,C OR D)**

- When prompted for Time Zone select the appropriate option, then press any key to continue.
- Screen will display your selections as in the example below.
 - If incorrect, type "n", to return to main menu and start over.
 - If correct, type "y" then press <enter>.

Configure Care Concierge, Wellness and Clinic Workstations Continued



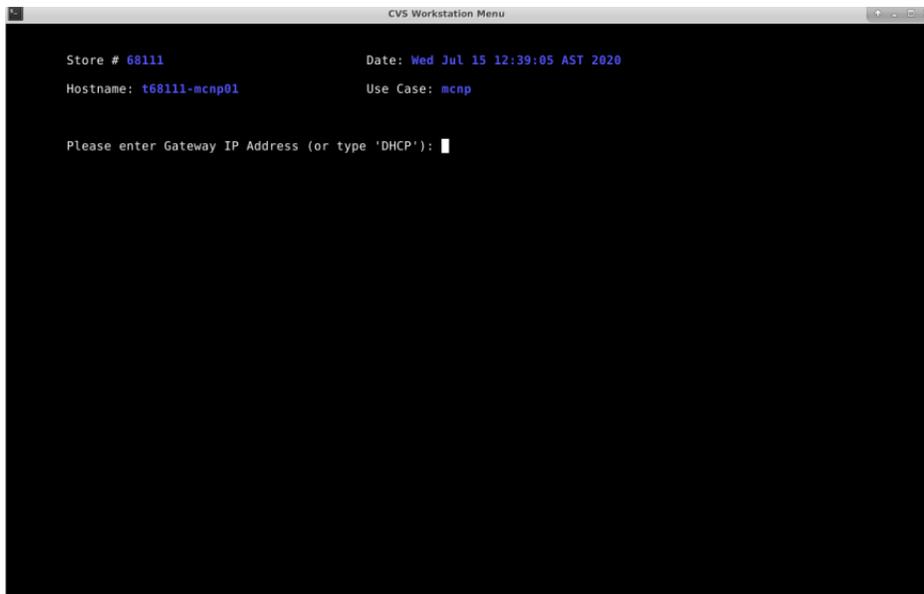
```
CVS Workstation Menu

Store # Not Set           Date: Tue May 19 19:13:42 UTC 2020
Hostname: Not Set       Use Case: mcnp

Your selections for new configuration are as follows;
Store Number:  s12345
WKS Number:    1
Time Zone:     Eastern

Is the above configuration correct (y/n)?
Press 'Y' or 'N' then press <ENTER> to continue: █
```

- If the system is not preloaded with Store IP information you will get the prompt below (otherwise, skip to next step). Enter the IP address carefully and follow the prompts to confirm and continue, or re-type until correct. The Gateway address is different for each store. Call ROC to provide Gateway IP address for your store



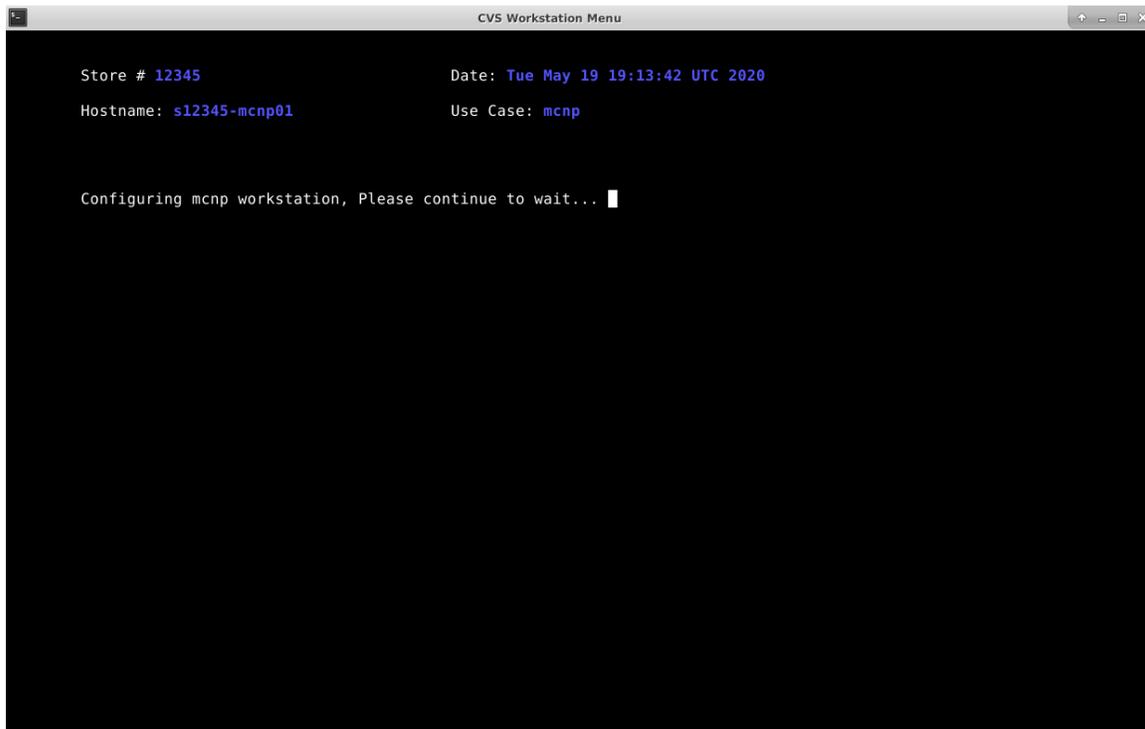
```
CVS Workstation Menu

Store # 68111           Date: Wed Jul 15 12:39:05 AST 2020
Hostname: t68111-mcnp01 Use Case: mcnp

Please enter Gateway IP Address (or type 'DHCP'): █
```

- You may be prompted to enter the cvsadmin password again. Type in the password, then press <enter> to start the network configuration.

Configure Care Concierge, Wellness and Clinic Workstations Continued

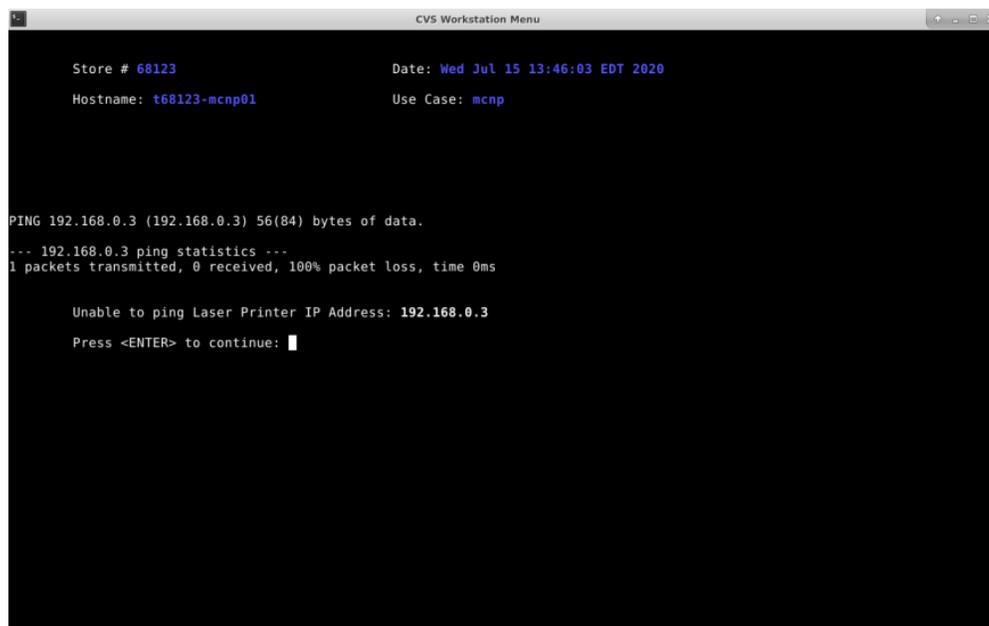


```
CVS Workstation Menu

Store # 12345                               Date: Tue May 19 19:13:42 UTC 2020
Hostname: s12345-mcnp01                     Use Case: mcnp

Configuring mcnp workstation, Please continue to wait... █
```

- The IP laser printer will get configured now. If the printer cannot be queried, you will see the screen below, otherwise skip next step.



```
CVS Workstation Menu

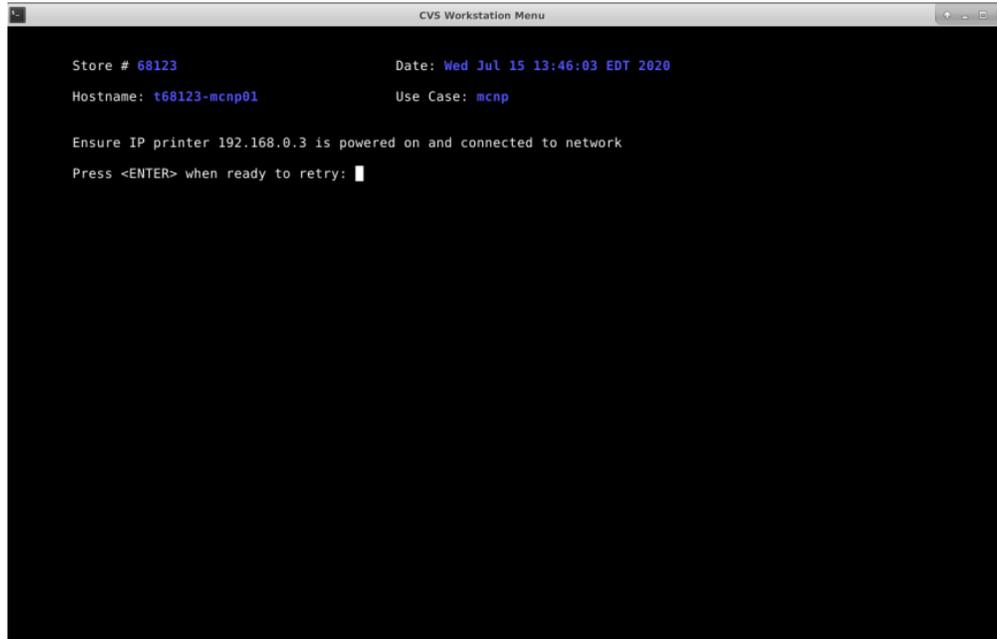
Store # 68123                               Date: Wed Jul 15 13:46:03 EDT 2020
Hostname: t68123-mcnp01                     Use Case: mcnp

PING 192.168.0.3 (192.168.0.3) 56(84) bytes of data.
--- 192.168.0.3 ping statistics ---
1 packets transmitted, 0 received, 100% packet loss, time 0ms

Unable to ping Laser Printer IP Address: 192.168.0.3
Press <ENTER> to continue: █
```

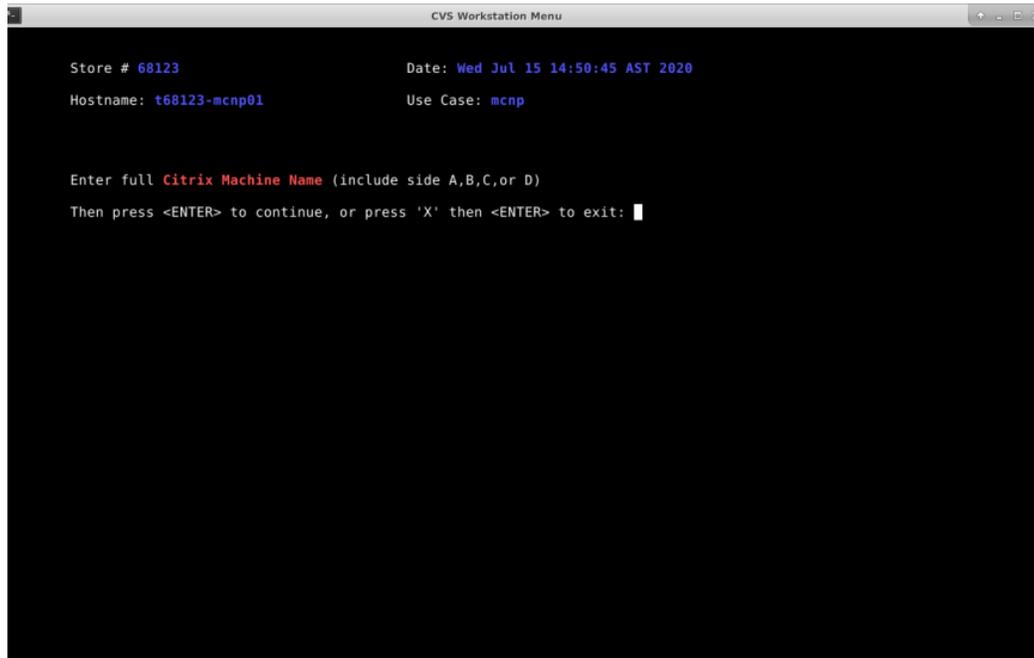
- Press <ENTER> and follow the instructions to get the printer recognized. When ready to retry, press <ENTER>. If you are unable to get printer recognized, contact the ROC.

Configure Care Concierge, Wellness and Clinic Workstations Continued



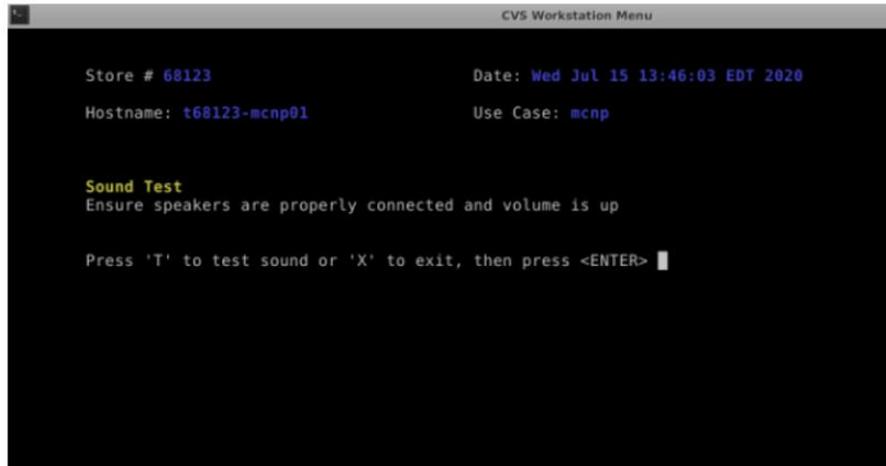
- If this is mcnp use case and the system is not pre-loaded with machine name, you will get the prompt below (if not, go to next step). Enter the Minute Clinic machine name carefully and follow the prompts to confirm and continue, or re-type until correct.

You will need to reach out to ROC for this information if it was not documented from the old Windows image



. Configure Care Concierge, Wellness and Clinic Workstations Continued

- If this workstation uses sound, you will see the following screen (if not continue to next step). Press "T" to test the sound, if you hear sound from both speakers, the test is successful, press "X" to exit the test. If you do not hear sound, ensure speakers are properly connected and volume is turned up, then press "T" to test again. If you cannot get sound working, notify ROC.



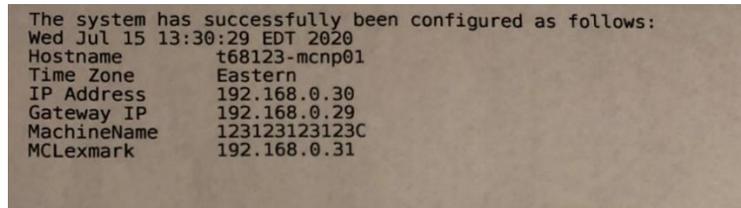
```
CVS Workstation Menu

Store # 68123                               Date: Wed Jul 15 13:46:03 EDT 2020
Hostname: t68123-mcnp01                     Use Case: mcnp

Sound Test
Ensure speakers are properly connected and volume is up

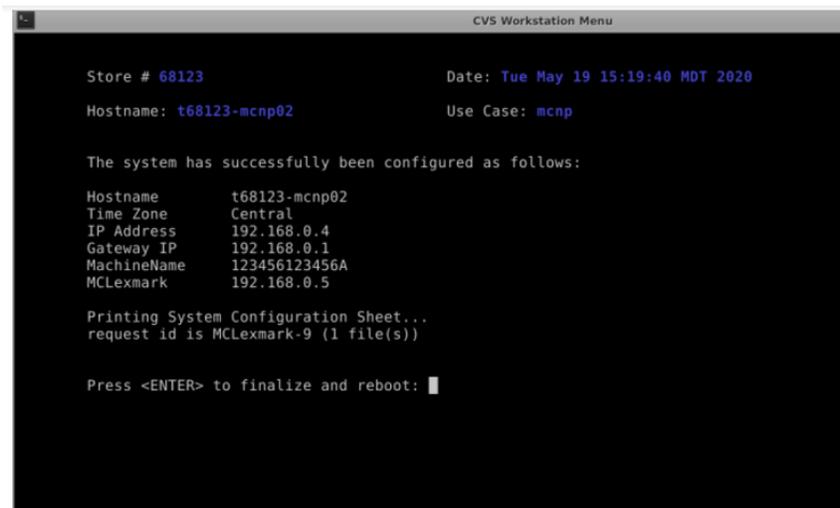
Press 'T' to test sound or 'X' to exit, then press <ENTER> █
```

- A final configuration page should print out at the IP laser printer. **This is required to prove successful configuration.** See below.



```
The system has successfully been configured as follows:
Wed Jul 15 13:30:29 EDT 2020
Hostname      t68123-mcnp01
Time Zone     Eastern
IP Address    192.168.0.30
Gateway IP    192.168.0.29
MachineName   123123123123C
MCLexmark     192.168.0.31
```

- The screen will also display the selected configurations



```
CVS Workstation Menu

Store # 68123                               Date: Tue May 19 15:19:40 MDT 2020
Hostname: t68123-mcnp02                     Use Case: mcnp

The system has successfully been configured as follows:

Hostname      t68123-mcnp02
Time Zone     Central
IP Address    192.168.0.4
Gateway IP    192.168.0.1
MachineName   123456123456A
MCLexmark     192.168.0.5

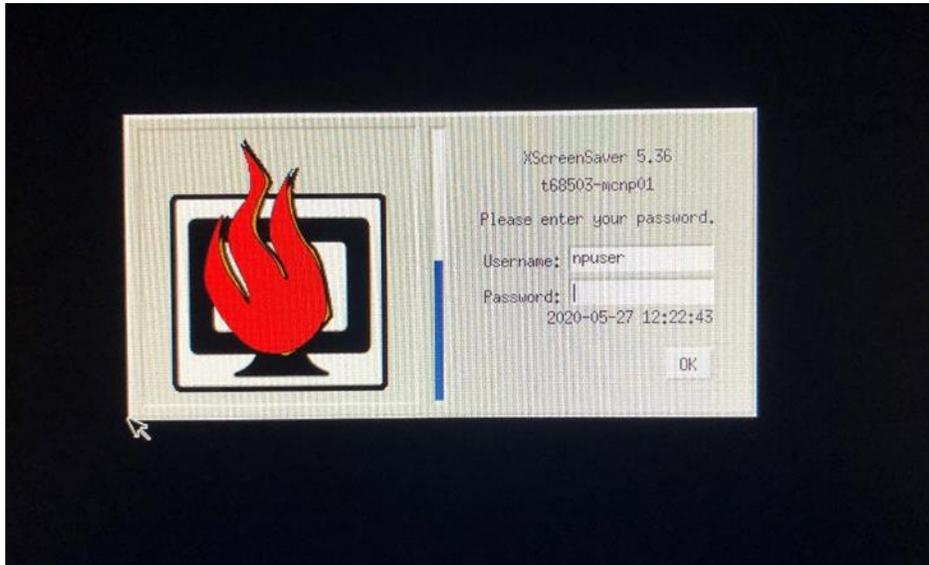
Printing System Configuration Sheet...
request id is MCLexmark-9 (1 file(s))

Press <ENTER> to finalize and reboot: █
```

Press any key to reboot.

Configure Care Concierge, Wellness and Clinic Workstations Continued

- The system will finalize the configuration and reboot to the application login screensaver.



- Personalization process complete. You will now be ready for NP to log in and test.

Note: The username displayed will depend on the workstation type you set up. Call ROC for Password

npuser = Clinic room WKS
ccuser = Care Concierge WKS
wnuser = Wellness WKS

- Confirm NP has training document sent from MC operation and go thru the validation checklist.
- If NP has any issues logging in or going thru validation checklist contact ROC.
- If NP is not on site yet contact ROC and they will remotely confirm system is up so you can move on to next WKS.
- Once validation checklist is completed by NP you may move to next WKS and repeat install process.

Configure Care Concierge, Wellness and Clinic Workstations Continued

***** Validation Checklist and Linux Navigation Tips*****

Linux Install Validation Check List

Please validate with the provider on site that the following functionality is performing correctly and as expected prior to leaving the site on all Wks upgraded. Document the provider's name below as well as the date and time that the validation was performed as well. ROC will confirm validation was completed with the NP before Log Out.

Function	Working (Yes / No)
Able To Log Into Workstation	
Able To Log Into Citrix	
Epic Application Loads	
Other Citrix Applications Load (ex: Provider Time Clock, Email)	
Epson Document Scanner Functioning	
Symbol Barcode Scanner Functioning	
Verifone Payment Terminal Is Functioning	
User Can Print To Document Printer In Epic	
User Can Print To Label Printer In Epic	
User Can Print From Other Citrix Applications	
Verified Sound Working On Workstation	

ROC Tech's Name:	
Provider's Name:	
Date / Time:	

Configure Care Concierge, Wellness and Clinic Workstations Continued

Linux Navigation Tips:

Quick Command Tips:

Hot Key Combinations (from graphical screens)

- CTRL-ALT-DELETE - Locks the workstation
- CTRL-ALT-SHIFT-F12 - Launches menu with options to;
 - log out
 - reboot
 - shutdown
- CTRL-ALT-SHIFT-F9 - from cvsadmin login



Launches the CVS workstation support menu on vt06 only

Hot Key Combinations (from tty screens)

- CTRL-ALT-DELETE - reboots the workstation
- CTRL-ALT-F6 - opens tty6 console login screen

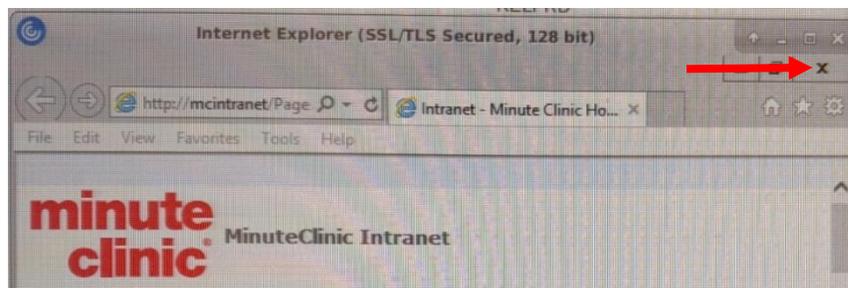
Switching Between Applications

- In order to switch between open applications, you may utilize the key combination of **ALT + TAB** or move your mouse to the bottom of the screen to expose the **task bar**. Please note that the task bar will be hidden automatically and will only appear when multiple applications are open.



*NOTE: In this example you will see that both **Chrome** and **Epic** are running on this workstation currently.*

- When opening applications, please note that Epic will open in it's own window as it always has done in the past. Other applications such as E-Mail, Intranet, etc. may be grouped together in one **parent** window. You may **minimize** the applications that are not in use to toggle between each open application.



NOTE: In this example the user has MinuteClinic Intranet open and can minimize it using the "minimize" icon inside the "parent" window to reveal other applications.

Pharmacy Consultation Room Workstation setup

- The Consultation RX Workstation must be connected to the RX switch located in the Pharmacy. This can be accomplished by using the yellow jacks in the consultation room and Pharmacy area.

Once the Consultation RX Workstation is connected to the RX switch and powered on, please call the ROC.

- ROC will instruct you on how to retrieve the workstations MAC address and add the workstation to the pharmacy.

Customer Learning Table iPads

- Locate the discovery table
- Install iPad cases and mount to discovery desk
- Cables from iPads must be mounted under counter and not accessible by customers. If this is not possible, inform the ROC.
- **Use the power adapters provided with the iPads. Do not use the USB connections on the power strip**

Perform the following checks on each iPad on the Discovery Table

- a. Ensure that each iPad is powered on and displays the Health Hub Logo
- b. Ensure that each iPad is locked in stand
- c. Ensure that each iPad is connected to power strip under the table
- d. Ensure that you use the supplied iPad power adapters



Appendix A D-Link port Assignment

- Assign the Ports on the new Switch as Follow on the new 48 port switch for the existing rooms.

D-Link 48 port Assignment

Port 1	Uplink to Cisco port 20
Port 2	Side A NP Workstation
Port 3	Side B Np Workstation
Port 4	Side C NP workstation
Port 5	Side D NP Workstation
Port 6	Side A Lexmark Printer
Port 7	Side B Lexmark Printer
Port 8	Side C Lexmark Printer
Port 9	Side D Lexmark Printer
Port 10	Side A Label Printer
Port 11	Side B Label Printer
Port 12	Side C label printer
Port 13	Side D label Printer
Port 17	Kiosk
Port 18	EMB
Port 19	Care Concierge Workstation
Port 20	Wellness Workstation
Port 21	Temporary uplink to old HH switch

Cleanup

- Pack up old equipment.
- Re-use the boxes that came in with the equipment.
- Prevent damage using included boxes and shipping materials.
- All boxes must be taped up and return labels must be affixed. If you need return shipping Labels Let the ROC know.
- , This equipment cannot be left in the clinic area while it is waiting for UPS pickup.
- Inform the store of the location of the packages and that they must be returned next UPS visit.

➤ **Email photos to ROC19@CVS.COM**

Clean up any packaging and garbage from the install. Do NOT leave garbage or packing material in the clinic rooms or clinic room trash cans. Work with the store manager to remove garbage from the install area.