Emory Healthcare Information Services (EHcIS) has approved standards for the computer operating system and application software used in the Emory Healthcare Virtual Desktop (VDT) environment. For security reasons and appropriate support of EHc owned machines that are connected to the EHc network, the EHcIS department will not be able to support non-standard software or a non-standard operating system such as Microsoft Vista. If an employee uses their personal computer (PC) to access EHc applications through the VDT and chooses to use MS Office 2007 or MS Vista Business on their home computer, they will need to contact a third party for support.

Desktop software not available through the VDT must be approved by EHcIS for local installation of the software on the PC. In some cases, a license or product media must be purchased and the cost should be included in a department’s budget. Non-standard software required in a department for a specific business or clinical need, must be evaluated through the IS New Request Process.

For purchase of software not available in the VDT, the customer will need to do the following:

1. Send email to Computer.Request@emoryhealthcare.org to obtain a quote for the software needed.

2. Once quote is received, submit to your EHc purchasing agent to create a Purchase Order and place the order.

3. The customer will need to provide their department demographic to EHc Purchasing, so the department SMARTKEY account will be charged appropriately for the purchase.

   The software purchase will be delivered to the location provided on the order form. For more information on purchasing, visit the Finance Department web site.

4. Once software media and/or license key is received, contact 8HELP to open a ticket for an IS Desktop Technician to complete the install of the software.

   Good rule to follow, "When in doubt, have a license”.

If you have any questions, email Computer_Request@emoryhealthcare.org