

VA Provide Installation Instructions
Non-VDH USERS ONLY

Request a Provide Enterprise User Account

Work with your supervisor to determine if your job scope requires access to Provide Enterprise. If it does, your supervisor should request a Provide Enterprise user account on your behalf by completing the RedCap Survey for New User Requests, [found here](#).

Once your user account has been created, you will receive an automated email message with your Provide User ID and a temporary password. You will need to have Provide Enterprise installed on your desktop to access the application (*see below instructions for how to request Provide Enterprise application installation*).

New Installation Procedure:

To request installation of Provide Enterprise on your computer, please follow the below steps:

Work with your IT department to determine the type of connection you will use to connect to VA Provide:

1. **Whitelisting:** This is the most common method of connectivity that establishes your agency or workstation IP addresses as a trusted source. If your agency router or workstations have a static public routable IP address, this method will work. Your IT department will need to open up the agency firewall to allow traffic from your PCs to IP address 74.121.197.211, and can be routed on either 443, 1433, or 51433. In turn, your IT department will need to send to Groupware Technologies, a list of IP addresses or ranges where the traffic might come from (typically the IP address of the Internet Router), so that they can open up the firewall traffic on their end. If you are unsure of what your address might be, you can open a web browser on one of your PCs and go to <http://www.providecm.com/ip.aspx> and the screen will show your IP address. Please forward that address to GTI (provide.help@grouptech.com). There is no fee for this connection.
2. **Site-to-Site VPN:** This method create a connection to Groupware's data center and all traffic will go through that connection. If it is determined that this connection route is necessary, VDH will assume this cost but this connection needs to be approved by VDH directly. Please email vaprovide@vdh.virginia.gov to pursue this option.
3. **Client VPN:** This method means that each PC that would run Provide Enterprise would need to install a Client VPN software, provided by Groupware Technologies, and use two-factor authentication to connect. If it is determined that this connection route is necessary, VDH will assume this cost but this connection needs to be approved by VDH directly. Please email vaprovide@vdh.virginia.gov to pursue this option.

Provide Enterprise Installation Instructions:

Note: The software is supported to be installed on PC's running Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10.

The first step is the installation of the Crystal Reports run-time engine. It must be installed separately prior to the installation of the Provide Enterprise Client software.

Crystal Reports Run Time Installation

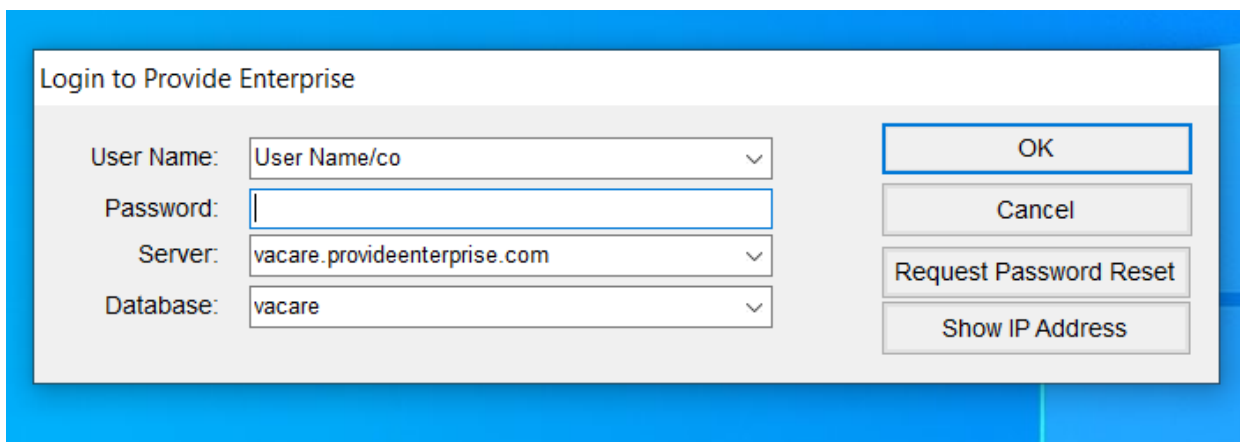
- Navigate to https://provideenterprise.com/wp-content/downloads/CRRuntime_32bit_13_0_20.msi
- The webpage may show an error, check your downloads to locate the file to download.
- In the Save as dialog box, click Desktop, and click Save.
- Once the download has completed, double-click on the icon
- When prompted to run setup after the files have finished extracting, click yes.
- Click next or finish through the remainder of the dialog boxes.

Provide Enterprise Client Software Installation

- Navigate to <https://provideenterprise.com/wp-content/downloads/ProvideEnterprise51010012029X86.exe> using your Internet Browser.
- Click on the Support tab, found under "Contact Us"
- Scroll down the page and click on the link "Download Provide Enterprise Client 5.10"
- Download the PE Client Software
- Click Save if prompted.
- In the Save as dialog box, click Desktop, and click Save.
- If prompted to overwrite file, click Yes.
- Once the download has completed, double-click on the PROVIDEENTERPRISE51010012029.exe (with a Provide Enterprise icon)
- The install will download Microsoft .NET Framework 4.0, and the Microsoft SQL Server OLEDB Driver if required. Click next or finish through the remainder of the dialog boxes.

Logging Onto Provide Enterprise once you have installed Provide Enterprise:

- ✓ Once you've installed Provide Enterprise and you have received your User Name and Temporary password by email, please use the following information to log into the VA Provide system. Please note this server information is for **NON-VDH USERS**.



If you need to request a User Account, please contact vaprovide@vdh.virginia.gov or reference the **User Access Instructions for non-VDH Users**.

