

**VA Provide Installation Instructions**  
**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:**

1. Submit a ticket to the VITA Help Desk at [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov) with the following information:
  - a. Email Subject: Software Install Request: Provide Enterprise
  - b. Copy: [vaprovide@vdh.virginia.gov](mailto:vaprovide@vdh.virginia.gov) and your current supervisor.
  - c. Attach a copy of this document/installation instructions for the technician.
  - d. Telephone Number: Ensure your phone contact information is up to date or provide a current number you can be reached for the technician to coordinate install.
2. A VITA technician will call you to remotely install Provide Enterprise on your computer/workstation.

**Provide Enterprise Installation Instructions: (FOR VITA TECHNICIAN USE)**

***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](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 <http://www.providecm.com/> 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 **VDH USERS ONLY**.

The screenshot shows a login window titled "Login to Provide Enterprise". It has four input fields on the left: "User Name:" with a dropdown menu containing "User Name/co", "Password:" (empty), "Server:" with a dropdown menu containing "vpnvdh.provideenterprise.com", and "Database:" with a dropdown menu containing "vacare". To the right of these fields are four buttons: "OK", "Cancel", "Request Password Reset", and "Show IP Address".

**VDH Central Office Users Only\*(must be connected to VPN)**

If you need to request a User Account, please contact [vaprovide@vdh.virginia.gov](mailto:vaprovide@vdh.virginia.gov).

Please include the following information in your request:

- ✓ Attach a copy of your most recent DDP Security and Confidentiality Policy Verification with your email request.
- ✓ Provide a business Reason/Justification for needing access to VA Provide
- ✓ Your supervisor should reply via email approving the request for access to VA Provide