

Instructions for Remote Access Using Google Authenticator

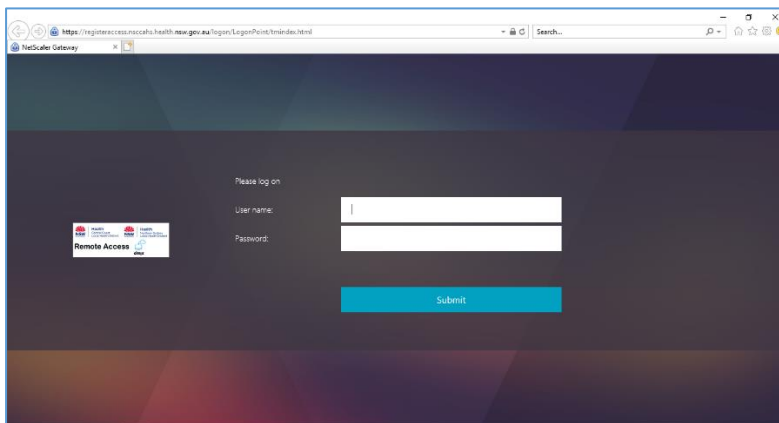
There are two stages to gain access to the Citrix Remote Access solution using Google Authenticator:

- Stage 1 is to register your smartphone (Work or Personal) with the LHD Remote Access system
This can be performed on the internal Hospital network as well as externally (i.e. from home)
- Stage 2 is to gain access to the Remote Access system itself.
This can ONLY be done on the external network (i.e. when you are off site).

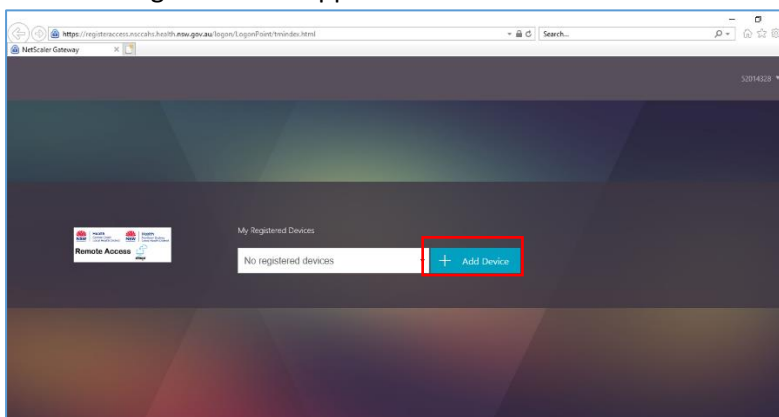
Note: On a personal Computer, please ensure you have the Citrix Receiver or Citrix Workspace App installed before proceeding. If you experience an ICA error when trying to open an application via the below connection method, it is generally due to not having this software installed.

Stage 1 (this only needs to be done once)

1. Install *Google Authenticator* onto your Smartphone
 - a. Depending on your Smartphone either access the Android *Playstore* or Apple (IOS) *AppStore*
 - b. Search for '*Google Authenticator*' and install on your Smartphone. This is a free app.
 - c. This will be used later to setup your security PIN for remote access.
2. From your computer, go to the URL: <https://RegisterAccess.nscchhs.health.nsw.gov.au> and the following screen will be displayed:

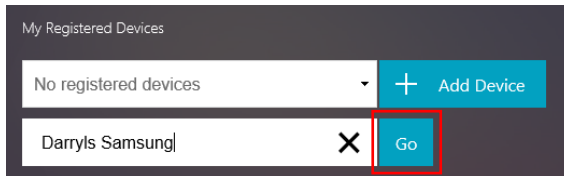


3. Enter your Stafflink login and password and click Submit
4. The following screen will appear. Click on the Add Device button

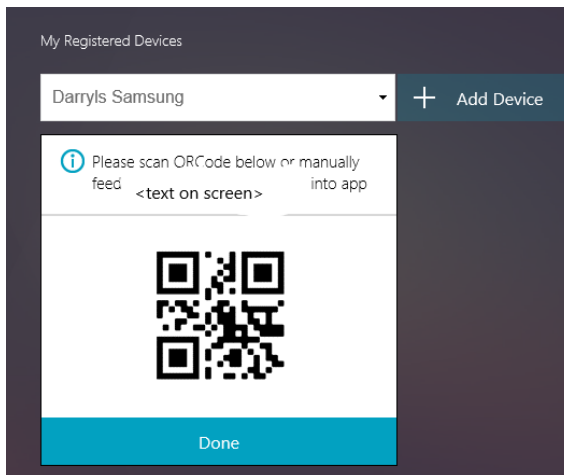


- a. Type in a name to identify your Phone and then click the Go button
 - i. No special characters in the name eg ',#!' etc

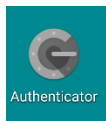
Remote Access Instructions



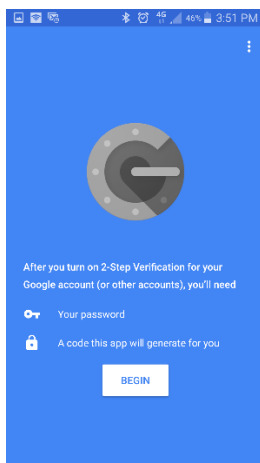
5. A barcode will be displayed similar to the following screen:



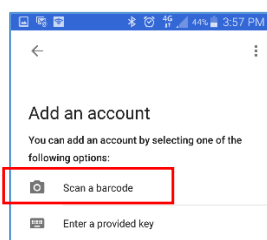
6. On your Smartphone, locate and open *Google Authenticator*



7. The following screen will appear on your Smartphone. Click the *Begin* button



8. Locate and select the option '*Scan a barcode*'

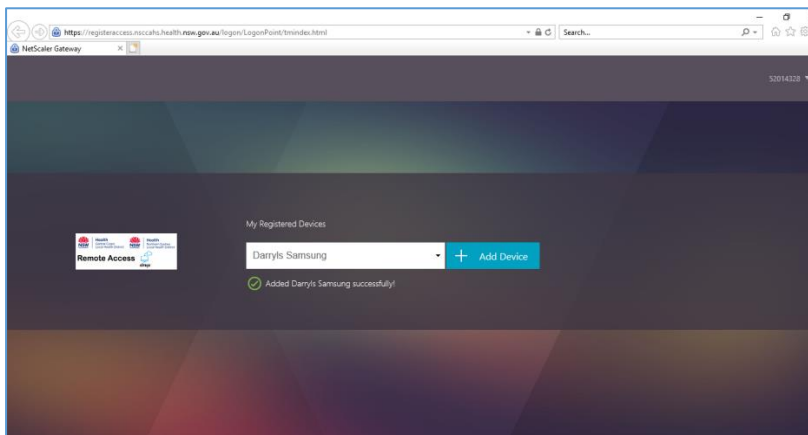


Remote Access Instructions

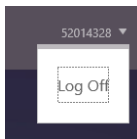
9. A bar scanner as illustrated below will pop up:



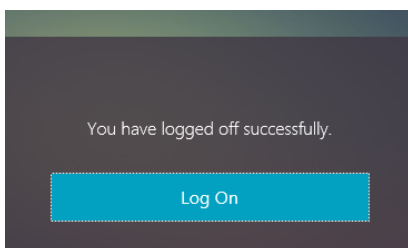
10. Centre the QR code from step 5 within the red lines shown above.
a. It will scan the code and take you back to the below screen.



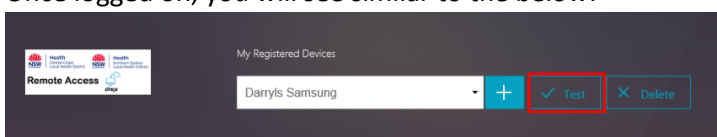
11. At this stage, log out by clicking on your stafflink number on the top right of the screen, then select Log Off



12. Click the Log on button (so you can test the registration)

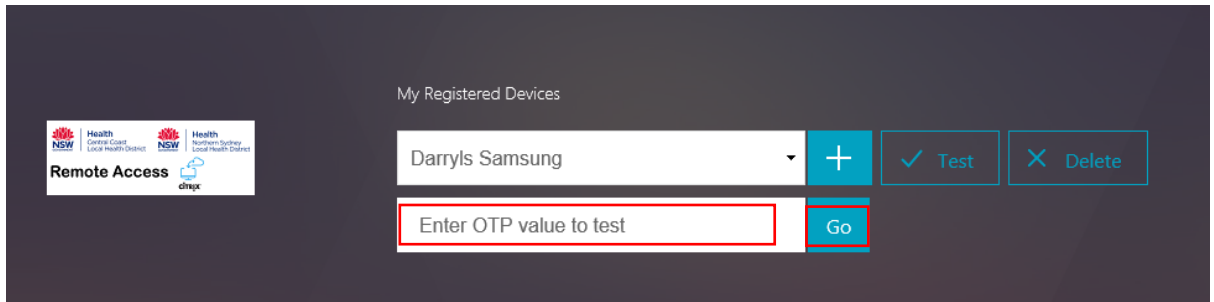


13. Once logged on, you will see similar to the below:

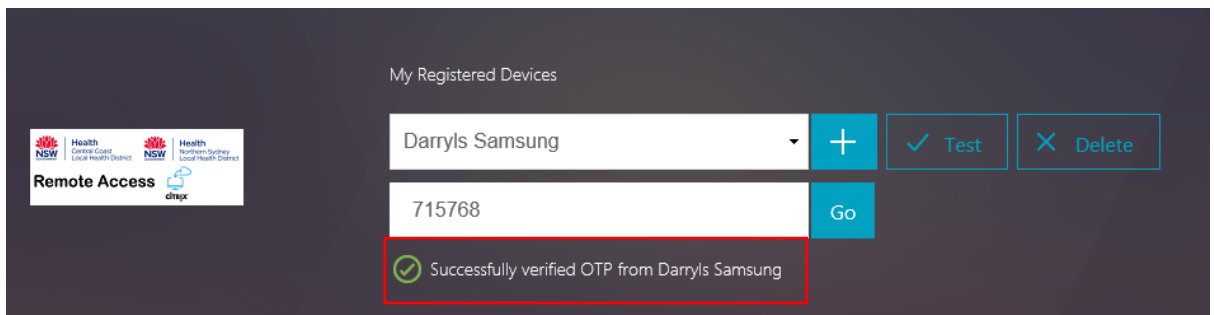


14. Click the Test button (highlighted above) to validate the setup
a. View the *Google Authenticator* on the phone and type in the 6 digits to the 'Enter OTP value to test' as highlighted below and then click the Go button

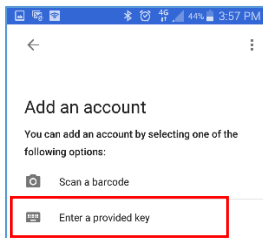
Remote Access Instructions



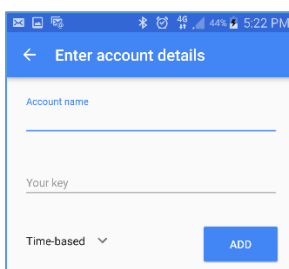
15. If you have entered the correct 6 digit PIN, you will see a successful response as illustrated below:



16. An alternative to scanning the QR code is to manually enter the code. When at the below screen, select the 'Enter a provided key' as highlighted below



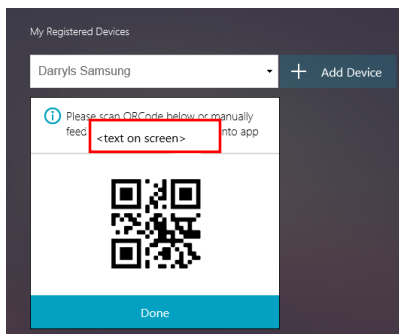
The following screen will be displayed:



In the *Account Name* section, give it a name of your choosing.

Where it asks for 'Your Key', enter in the value in the below highlighted area (where it says <text on screen>

Remote Access Instructions



- Once done, click the Add Button
- Test as per steps 11 to 15 above.

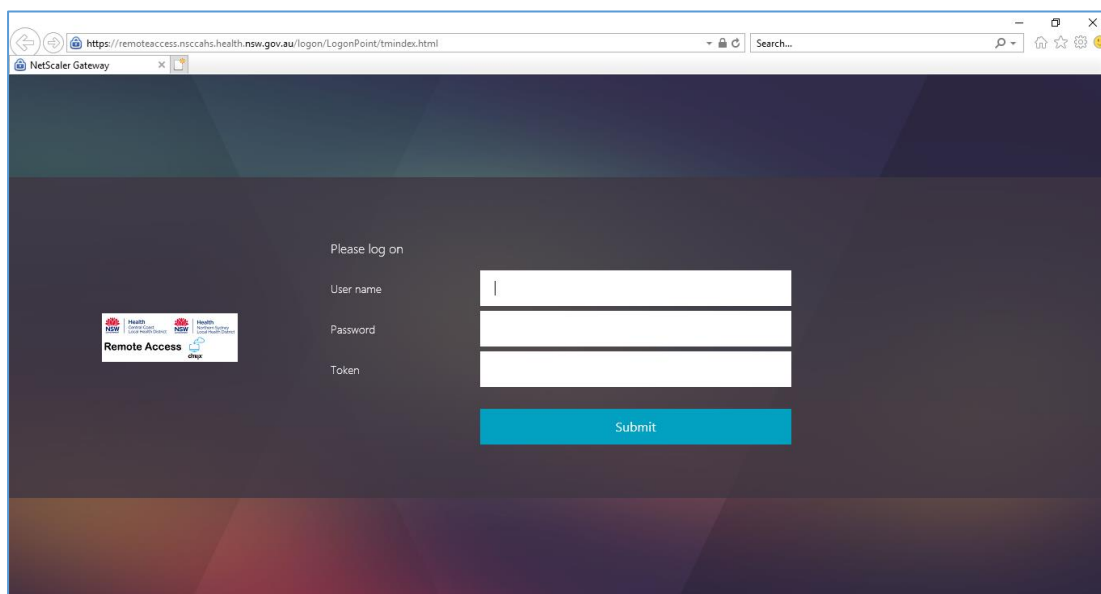
17. At this point, log out (top right, click your stafflink and click log off).

Stage 2

This can ONLY be done on the external network (i.e. when you are off site).

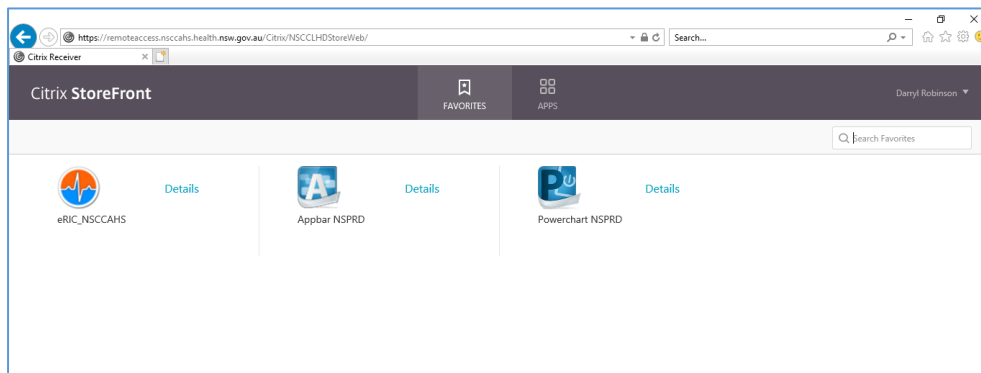
To access Citrix Published Applications (eg Powerchart, Firstnet etc):

1. Go to the following URL: <https://RemoteAccess.nsccahs.health.nsw.gov.au>
2. Login with your Stafflink credentials, (Username & Password) and in the Token field enter the 6 digits within *Google Authenticator*



3. Once logged in, you will be presented with all applications available to you, similar to the following screen. Click an icon to open the application.

Remote Access Instructions

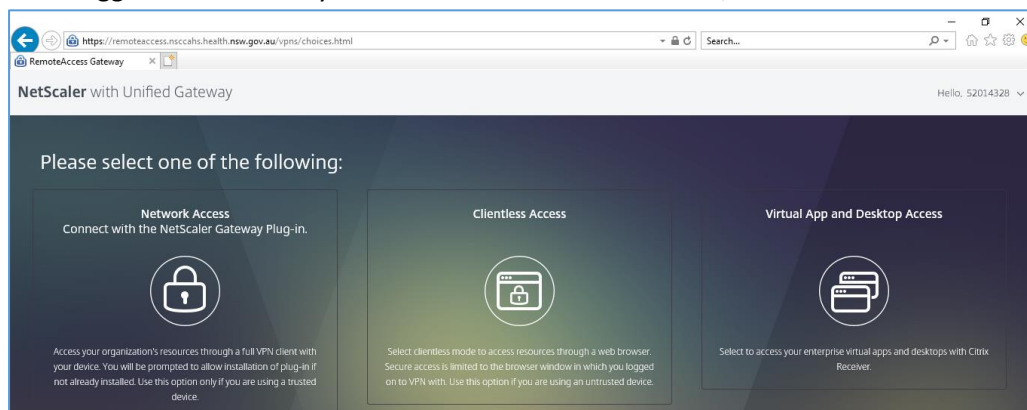


4. For security, if you are not active for 10 mins, you may be logged out automatically and will need to login again from Step 1.
5. When complete, to logout, go to the top right of the screen, select your name / stafflink ID, down arrow and click logout.

To access full desktop services via VPN Access:

VPN access is only available on an SOE Corporate machine, and NOT a Personal machine. For those that require VPN access, this also needs to be indicated on the request form.

1. Go to the following URL: <https://RemoteAccess.nsccahs.health.nsw.gov.au>
2. Login with your Stafflink credentials, (Username & Password) and in the Token field enter the 6 digits within *Google Authenticator*
3. Once logged in successfully and if authorised for VPN access, the below screen will be displayed:

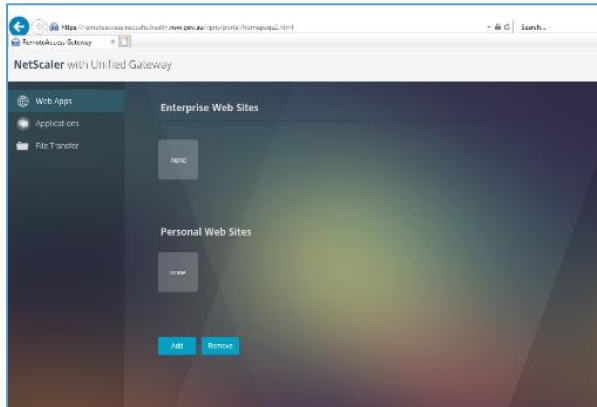


Types of Access

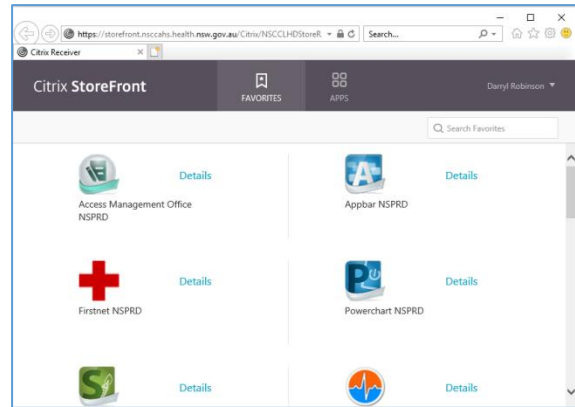
- **Network Access**: This provides full VPN access
- **Clientless Access**: Not configured at this time
- **Virtual App and Desktop Access**: Published applications such as Powerchart, Firstnet etc. If you choose Virtual App and Desktop, NO VPN will be setup, so no access to I: drive etc.

Remote Access Instructions

If you choose the **Network Access**, 2 browser screens open:

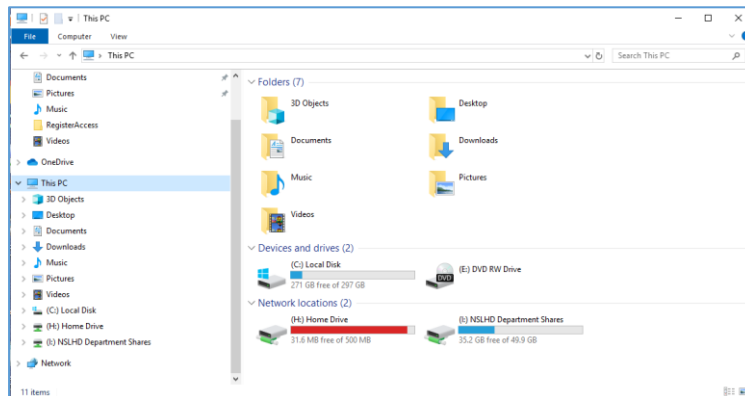


Screen 1



Screen 2



- You can minimise these screens and perform activities as though you are sitting at your computer at work.
- With VPN access, you will be able to access you're I:\ network drive from Windows Explorer. If a red X appears on the drive letter in Windows Explorer, just click it to refresh the connection to obtain access to the drive.



When you connect in with VPN access, you will NOT be able to connect to an external Website as though on your home computer. Access to the internet will need to go via the normal hospital internet gateway with its usual conditions.

Issues obtaining VPN access:

The Corporate endpoint needs to have 2 plugins installed. If for some reason these are not installed, VPN access will not be available.

	NetScaler Gateway Endpoint Analysis	1.62 MB
		19/03/2020
	NetScaler Gateway Plug-in	8.97 MB
		17/03/2020

Remote Access Instructions

Possible Problems on Personal computers

Possible Problem #1:

The biggest issue that is often experienced, is when opening an application, an error pops up about the ICA file. This is generally due to Citrix Receiver or the Citrix Workspace App is not installed, so the machine does not know what to do with the downloaded file.

Resolution:

install the Citrix software (Receiver or Workspace App)

Possible Problem #2:

How the browser you are using handles the downloaded file. Sometimes the browser will download the ica file, but you then have to manually open it to start the process to open the requested application.

Resolution:

Find the downloaded .ica file and open it.

On a MAC, download and install Citrix Workspace App from the Appstore

Do NOT open it. If you do, it will ask for a Server or email address, which is not valid in our environment. Close this.

Once downloaded and installed, all should work as per the 2 stages above.