

Citrix - Remote Access Setup

- Setting up your remote access to Citrix allows you to set up two types of authentication SMS text to your mobile phone and 'Questions and Answers'
- If you plan to use your own device (not a work one) your device must have Citrix Receiver software installed. This software is pre-installed on DHB laptops
- Once these steps are completed you will be able to log into Citrix when offsite from NRDHB (Northern Region DHB – ADHB, CMH, WDHB, NDHB)
- NDHB (only) may connect via an existing CAG (Citrix Application Gateway). If you are working remotely you may need to log in via this first to complete the following instructions.



Login Name:	your username
Domain:	Select a domain
Continue	AHSL Domain NHL Domain Healthcare Domain

5. Enter your network password/passcode

6. Click Continue

- 7. <u>SMS Text</u> allows you to receive a text code to authenticate when logging in
 - a. To setup your phone number click "My Tokens" then "Create"

				Dualshield Self Service Co	nsole
		Home My Account	My Tokens Help		Logout
		# My Tokens You do not have any token. Yo	ou can <u>create</u> a token.		
b.	p. Put your mobile number in the part TYPE_YOUR_MOBILE_NUMBER_HERE				
	Make sure you leave the part '@mtxt.co.nz' e.g. 0271234567@mtxt.co.nz				



- c. Click Submit
- 8. Click My Account and Create to setup questions and answers



	Home My Account My Tokens Help)		
	"My Account			
	Questions & Answers			
	Your should create at least 3 Questions & Answ Create	vers.		
a. From the dr	op down list choose a question and ty	pe in your a	nswer. It	is NOT case sensitive
	# My Account			
	Questions & Answers			
	Question: Who was my favourite teacher?		•	
	Submit Back			
b. Click Submit	and repeat this process <i>twice</i> more s	o you have a	at least th	ree questions and answers
	Dualshield	l Self Service	e Console	
1	Home My Account My Tokens Help		Logout	
	" My Account		1	
	Questions & Answers			
	Question	Answer	Edit Delete	
	2 What was the make and model of your first car (Make Model)	lamborghini	Edit Delete	
	3 What is your mothers middle name?	genevieve	Edit Delete Create	

9. When complete, click Logout to exit DualShield.

Note: This completes the Citrix DualShield process Step 1

Step 2: Install Citrix Receiver

This is completed on non-DHB devices (your own device) If Citrix Receiver is not already installed To set up Citrix Receiver software:

- 1. Make sure you have an Internet connection
- 2. Go to Citrix website http://www.citrix.com/go/receiver.html
- 3. The site *should* detect your operating system. Otherwise, manually download the correct version
- 4. Follow the on-site instructions
- 5. If you see this screen (or similar) upon completion of the installation, click CANCEL to ignore it

🕅 Add Account	×
Citrix Receiver"	
Enter your work email or server address:	
 If you do not need to add an account, click Cancel. If you need to add an account later, start Citrix Receiver and choose Accounts. 	
4	
Next Cano	e



Step 3: Login to Citrix when not on the DHB network				
 Make sure you are connected to the Internet, e.g. Click this link or open your browser and navigate t HINT: Save this as a Favourite in your browser and 	home Wi-Fi o: <u>https://remote.hanz.health.nz</u> /or create a desktop shortcut			
3. Enter your network login username				
Log in to application:	Citrix Remote Access			
Login Name:				
Continue				
4. Click Continue				
5. Select your domain from the Domain drop down l	ist (AHSL, NHL, Healthcare)			
6. Choose your authentication method – <i>Verification</i>	Code or Question & Answer.			
Log in to application: Citrix Remote Access				
Login Name: muwcbx00				
Domain: NHL Domain				
Authenticator: Select an authenticator Continue Select an authenticator				
7 To authenticate with Varification Code:				
a From the 'Text Me' dropdown list click di	rectly onto *****@mtxt.co.nz			
This will send a 5-digit code sent to your n	nobile phone.			
Log in to application: Citrix Remote Access MMH				
Step 1				
Domain:	•			
Authenticator: Verification Code	•			
Verification Code:	0.02			
Continue	0.112			
b. Enter the 5-digit code from the text messa	ige and click Continue			
8. To authenticate with <i>Question & Answer</i> , answer	both the questions presented to you and click Continue.			
9. On the Storenont logon screen, enter your netwo	The password (your username will be auto-completed).			
User name: Healthcaret,	nasrtaj			
Password:	Enter paceword			
10 Click Log On				
11. You will be presented with the Storefront page.				
Click on the hosted desktop link to continue opening your default desktop.				
Or alternatively access via one of the two buttons:				
a. Select the "Apps" button and click on the	b. Or select the "Desktops" button and click on your			
Application you want	DHB'S HOSTED DESKTOP ICON			
	healthAlliance Meexadi Q			
Colic 4.5 NOHE Clau 6.5 Acrober Alpha CXC				
<i>ø</i> o s o				
Date: Dental Transium GynPhia Llow Jude JCC Clere: Matemity	NHB Hoted Desktop			
🐱 🔁 🐷 🐨 🥞				
6	Apps Desktops			
Note: What Anns or Decktons display here will depend of	what you have been allocated access to at the time			
The set of the skips of the skips display here will depend of	what you have been anotated attess to at the tille.			



12. If you are ever prompted regarding access to a device on your computer, e.g. your local printer, click **Permit use**.

Citrix R	ceiver - Security Warning An online application is attempting to access information on a device attached to your computer.
	 Block access Do not permit the application to use these devices.
2-	Permit use Permit the application to use these devices.
	io not ask me again for this site.

Note:

There are two steps to Logging off Citrix:

- 1) The first is the same as logging off your usual desktop, from the Start menu click Log off.
- 2) Then Click on the down arrow beside your name and select logoff.



Support				
Service Desk	Phone	IT Self Service Portal		
ADHB	Extn 27000, Option 2	https://service.hanz.health.nz/CherwellPortal/ADHB/winlogin		
CMH; WDHB; hA; NZHPL; NRA; BSA	Extn 2266	http://ha-selfhelp/		
NDHB	09 430 4101, Extn 7469			