

Citrix - Remote Access Setup

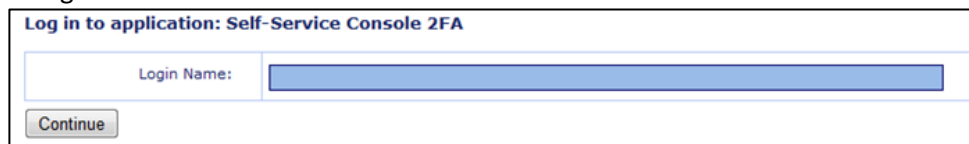
- Setting up your remote access to Citrix allows you to set up two types of authentication – SMS text to your mobile phone and ‘Questions and Answers’
- If you plan to use your own device (not a work one) your device must have Citrix Receiver software installed. This software is pre-installed on DHB 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.

Step 1: Login to DualShield to setup SMS Text Code and Q&A

This must be completed on the DHB network (i.e. at work) and only once

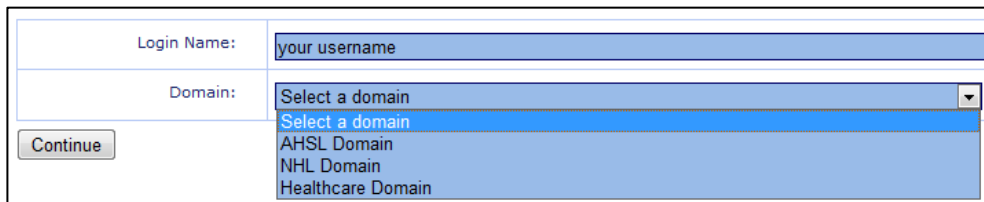
1. Click this link or open *any browser window* and navigate to:
<https://dualshieldssso.hanz.health.nz:8076/dss/home>

2. Enter your logon username

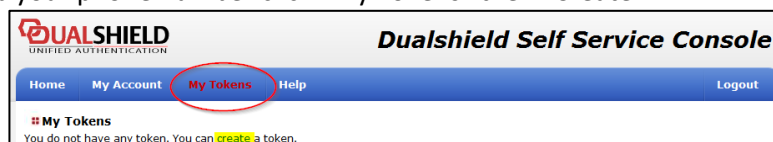


3. Click **Continue**
4. Select your domain as per the following table:

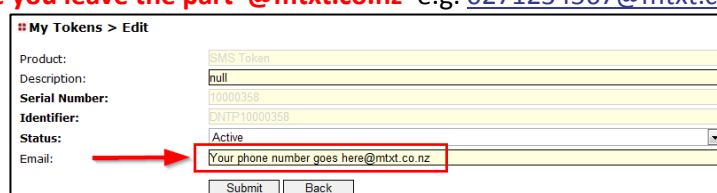
Auckland DHB users	AHSL Domain
Northland DHB users	NHL Domain
All Others	Healthcare Domain



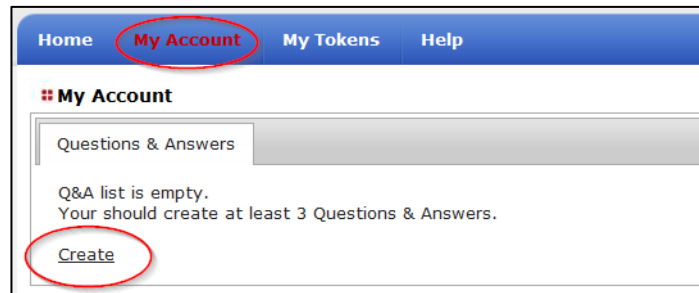
5. Enter your network password/passcode
6. Click **Continue**
7. **SMS Text** allows you to receive a text code to authenticate when logging in
 - a. To setup your phone number click “My Tokens” then “Create”



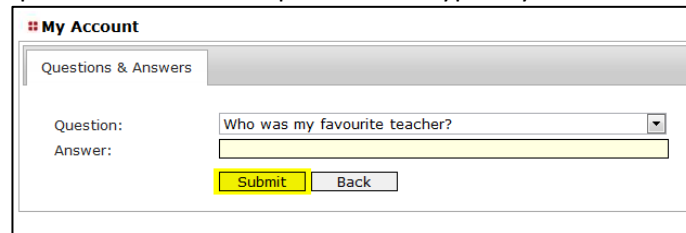
- b. Put your mobile number in the part TYPE_YOUR_MOBILE_NUMBER_HERE
Make sure you leave the part '@mtxt.co.nz' e.g. 0271234567@mtxt.co.nz



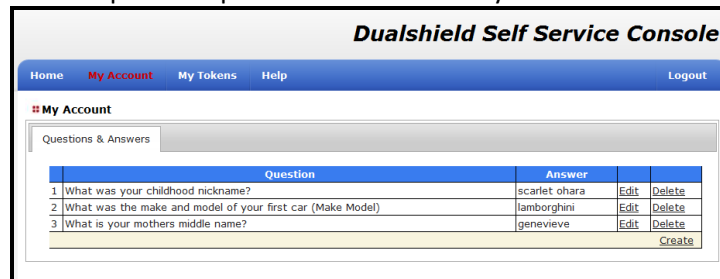
- c. Click **Submit**
8. Click **My Account** and **Create** to setup questions and answers



- a. From the drop down list choose a question and type in your answer. It is NOT case sensitive



- b. Click **Submit** and repeat this process *twice* more so you have at least three questions and answers



9. When complete, click **Logout** to exit DualShield.

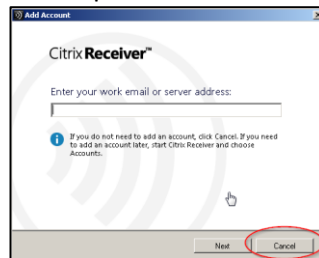
Note: This completes the Citrix DualShield process Step 1

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

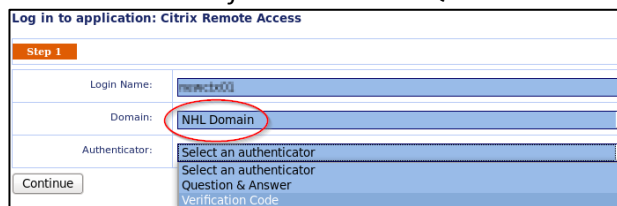


Step 3: Login to Citrix when not on the DHB network

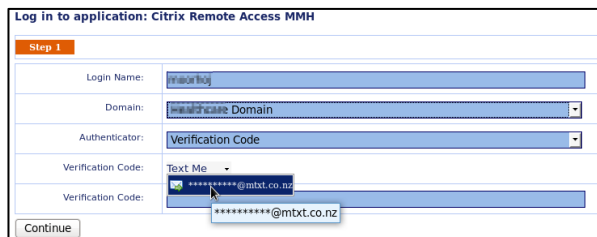
1. Make sure you are connected to the Internet, e.g. home Wi-Fi
2. Click this link or open your browser and navigate to: <https://remote.hanz.health.nz>
HINT: Save this as a Favourite in your browser and/or create a desktop shortcut
3. Enter your network login username



4. Click **Continue**
5. Select **your domain** from the Domain drop down list (AHSL, NHL, Healthcare)
6. Choose your authentication method –*Verification Code or Question & Answer.*



7. To authenticate with *Verification Code*:
 - a. From the 'Text Me' dropdown list, click **directly onto** *****@mtxt.co.nz.
This will send a 5-digit code sent to your mobile phone.



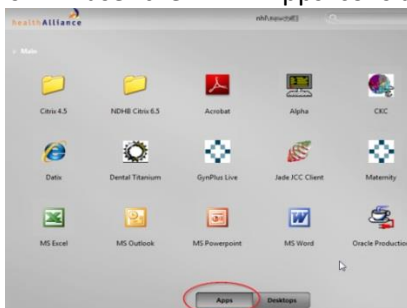
- b. Enter the 5-digit code from the text message and click **Continue**
8. To authenticate with *Question & Answer*, answer both the questions presented to you and click **Continue**.
 9. On the Storefront logon screen, enter your **network password** (your username will be auto-completed).



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:

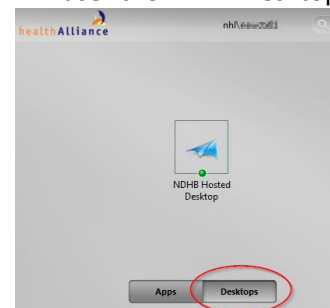
- a. Select the **"Apps"** button and click on the Application you want

e.g. For this NHL user their DHB Apps icons are:



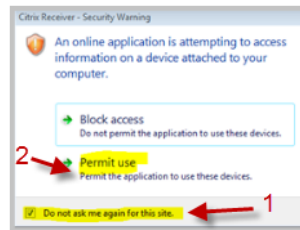
- b. Or select the **"Desktops"** button and click on your DHB's Hosted Desktop icon

e.g. for this NHL user their DHB Desktop icon is:



Note: What Apps or Desktops display here will depend on what you have been allocated access to at the time.

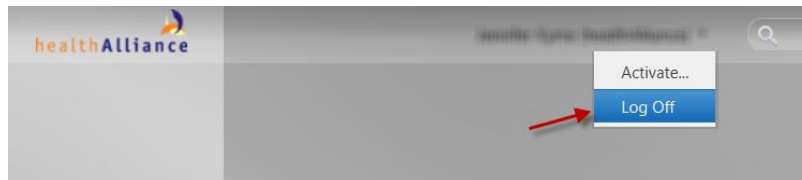
12. If you are ever prompted regarding access to a device on your computer, e.g. your local printer, click **Permit use**.



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	