SA Health – Digital Health SA NetScaler VPN Remote Access Personally Owned Device – iOS & Android

Setup & User Guide

We recommend you retain this document for future reference.

NB: Digital Health SA only provides a limited level of technical support for connecting to VPN via a personal device.

Important Information

Requirements:

• An active connection to the Internet

VPN is compatible with the following:	
Operating Systems:	
iOS	
Android	

This document provides instructions for the following:

Setup - Part 1 - One Time Password (OTP)

Setup - Part 2 - VPN Configuration

Connecting to VPN

Troubleshooting

Setup - Part 1 - One Time Password (OTP)

In order to connect to the VPN you will need to have a One Time Password, this is setup using the below steps:

- 1. On a computer, open your Internet browser and go to the below website: <u>https://sahextaccess.sahealth.sa.gov.au/manageotp</u>
- 2. At the login screen enter your HAD username in the User name field:



3. Enter your HAD password in the Password field:



4. Click Submit.

Please log on	I AD	
User name:	jsmith99	
	••••••	
		5
	Submit	

5. Click Add Device.



- 6. Enter a name for the device.
 - **NB:** The name cannot be longer than 10 characters (including spaces).



7. Click Go.

My Registered Devices	
No registered devices -	+ Add Device
Mobile	Go

- 8. The following window will appear:
 - **NB:** Do not close this window or click Done until advised later in this guide.



9. On your smart device, you will need to download the Citrix SSO app from the app store.

Android: <u>Citrix SSO</u> iOS (iPhone/iPad): <u>Citrix SSO</u>

10. Open the Citrix SSO app. The following screen will display:

Note: The app may ask for permissions to access the device camera, Bluetooth etc. Approve these requests.

	And	roid	iOS	(iPhone)
=	Ξ Citrix SSO		≡ Citrix SSO	
	VPN		VPN Connections	Password Tokens
	Add a Connection to get star	ted.	VPN Add VPN Configuration	

11. On <u>Android</u>, select the **Tokens** option.

On iOS, select Password Tokens.

Android	iOS (iPhone)		
≡ Citrix SSO	≡ Citrix SSO		
CONNECTIONS TOKENS	VPN Connections Password Tokens		

- 12. On <u>Android</u>, press the + symbol at the bottom right of the screen.
 - On iOS, select Add New Token.



13. Choose Scan QR Code.

Android	iOS (iPhone)
Enter Manually	Scan QR Code
Scan QR Code	Enter Manually
×	

- 14. Point the camera on your smart device towards the QRCode displayed on your computer.
- On <u>Android</u>, the Citrix SSO app should detect the QRCode and add an entry.
 On <u>iOS</u>, select **Save** and the entry will be added.

The number on this entry will change every 30 seconds and will be used to login to the VPN.

Android	iOS (iPhone)	
≡ Citrix SSO	Back Password Token Save	
CONNECTIONS TOKENS	Device Name Mobile	
624364 20 : Mobile	Secret Key VPN Connections Password Tokens	
	035210 (1) Mobile	

16. Click **Done** on the website.



17. Click Test.

My Registered Devices			and the second
Mobile	• +	🗸 Test	Delete

18. Enter the number currently being displayed in the Citrix SSO app, then click Go.

My Registered Devices		
Mobile	+	
606760	Go	

19. The test should be successful.

My Registered Devices	5	
Mobile	• +	X Delete
606760	Go	
Successfully verified OTP from Mobile	-	

Setup - Part 2 - VPN Configuration

1. On <u>Android</u>, in the Citrix SSO app, select **Connections**. On <u>iOS</u>, in the Citrix SSO app, select **VPN Connections**.

Android	iOS (iPhone)
\equiv Citrix SSO	=
CONNECTIONS TOKENS	Citrix SSO
	VPN Connections Password Tokens

2. On <u>Android</u>, press the **+** symbol at the bottom right of the screen. On <u>iOS</u>, select **Add VPN Configuration**.

Android		iOS (iPhone)	
CONNECTIONS	TOKENS	≡	
VPN	started	Citrix SSO VPN Connections Password Tokens	
	+	VPN Add VPN Configuration	

3. Enter sahextaccess.sahealth.sa.gov.au into the Server field.

	Android			iOS (iPhone)		
CANCEL	Add Connection	SAVE	< Back	Add Configuration	Save	
Server			Server	Required		
Docorinti	0.7		Description	Required		
Description			User Name	Ask Every Time		
User Nam	ne					

4. Tap into the the Description field and it will automatically populate, you can change this or leave it as is.

	Android			iOS (iPhone)	
CANCEL	Add Connection	SAVE	< Back	Add Configuration	Save
Server sahextacc	ess.sahealth.sa.gov.au		Server	sahextaccess.sahealth.sa.	gov.au 🛇
Description			Description	sahextaccess.sahealth.sa.	.gov.au
sahextacc	ess.sahealth.sa.gov.au		User Name	Ask Every Time	
			Certificate	D	isabled >

5. Enter your HAD username in the User Name field.

	Android			iOS (iPhone)		
CANCEL	Add Connection	SAVE	< Back	Add Configuration	Sa	ve
Server						
sahextac	cess.sahealth.sa.gov.au		Server	sahextaccess.sahealth.sa.	.gov.au	
Description			Description	sahextaccess.sahealth.sa.	.gov.au	
sahextac	cess.sahealth.sa.gov.au		User Name	jsmith99		
User Name						
jsmith99			Certificate	D	isabled	>

6. Select Save.

	Android			iOS (iPhone)	
ANCEL	Add Connection	SAVE	< Back	Add Configuration	Save
rver					
extac	cess.sahealth.sa.gov.au		Server	sahextaccess.sahealth.s	a.gov.au
n			Description	sahextaccess.sahealth.s	a.gov.au
extac	cess.sahealth.sa.gov.au		User Name	jsmith99	
lame					
mith99			Certificate		Disabled >
			Select All	w if prompted:	Disdi
			Add All netwo be filte	VPN Configuration ork activity on this iPh red or monitored when VPN.	ke to ions one may n using

7. On <u>Android</u>, choose Just Save. On <u>iOS</u>, choose **Save**.

Android	iOS (iPhone)
Save and Connect	Save and Connect
Just Save	Save
Cancel	

8. Setup is now complete.

You can now refer to the below "Connecting to VPN section" for instructions on how to connect to and use the VPN from now on.

Connecting to VPN

- 1. Open the Citrix SSO app on your device.
- 2. On <u>Android</u>, in the Citrix SSO app, select **Connections**. On <u>iOS</u>, in the Citrix SSO app, select **VPN Connections**



3. Click on the switch to the right of VPN

An	droid	iOS (iPhone)
\equiv Citrix SSO		
CONNECTIONS	TOKENS	Citrix SSO
VPN		VPN Connections Password Tokens
		VPN

4. An authentication screen will appear

	Android		iOS (iPhone)
CANCEL	Enter Credentials	LOG IN	Authentication required for "sahextaccess.sahealth.sa.gov.au"
			Cancel Enter Credentials Log In
User name			
Jsmith99			
Papaword			jsmith99
Fassword			Password
			Password 2
Password	2		

5. If you setup your One Time Password on the same device using the QR Code you will receive the below prompt, select **Yes** which will automatically populate the One Time Password into the Password 2 field.

Android	iOS (iPhone)
Permission to send token Do you want to fill the secondary token?	Second Password Available Do you want Citrix SSO to generate the second password?
DENY ALLOW	No Yes

NB: If you do not receive the prompt you will need to manually copy the One Time Password from the Password Tokens tab in the app instead, refer to the <u>Troubleshooting</u> section.

6. Enter your HAD Username into the User name field (if it is not already populated).

	Android			iOS (iPhone)	
CANCEL	Enter Credentials	LOG IN	Authentication	required for "sahextaccess.saheal	th.sa.gov.au"
llser name			Cancel	Enter Credentials	
jsmith99					
Password			jsmith99		
- usonoru			Password		
			Password 2		
Password	d 2				

7. Enter your HAD Password into the Password field.

Android			iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In
User name					
jsmith99			jsmith99		
Password			•••••	••••	0
	•••		•••••		

8. Select Log in

	Android			iOS (iPhone)	
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In
User name					
jsmith99			jsmith99		
Password			•••••	•••••	0
	•••		*****		
Password 2					
•••••					

9. On <u>Android</u>, a message will display as below when the VPN has established and the switch will change to be blue.

On <u>iOS</u>, **Connected** will appear when the VPN has established and the switch will change to be green as below.

Android	iOS (iPhone)
Android 12:00 ∞	iOS (iPhone)
	 sahextaccess.sahealth.sa.gov.au (i) Add VPN Configuration

Also note:

On Android, a key and a padlock icon will display at the top of the screen:



On <u>iOS</u>, VPN will be display at the top of screen:

	4G VPN	12:28 pm	83% 🔳)
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10. To disconnect from the VPN, open the Citrix SSO app and tap on the blue or green switch as below:

And	droid	iOS (iPhone)		
\equiv Citrix SSO		=		
CONNECTIONS	TOKENS	Citrix SSO		
VPN		VPN Connections Password Tokens		
		VPN		
		If prompted select Disconnect :		
		Disconnect		

NOTE: If you need to use your smart device for personal use, disconnect from the VPN.

Should you require assistance connecting to VPN, please contact the Digital Health SA Service Desk via 1300 138 913 or <u>DigitalHealthSAServiceDesk@sa.gov.au</u>.

Troubleshooting:

Issue: Device is not prompting to use the Second Password.

Resolution:

One Time Password will need to be manually entered:

1. Click Cancel.

Android			iOS (iPhone)		
CANCEL	CANCEL Enter Credentials LOG IN		Authentication required for "sahextaccess.sahealth.sa.gov.au"		
			Cancel Enter Credentials Log In		

2. <u>On Android</u>, select **Tokens** <u>On iOS</u>, select **Password Tokens**

Android	iOS (iPhone)			
\equiv Citrix SSO	=			
CONNECTIONS TOKENS	Citrix SSO			
	VPN Connections Password Tokens			

3. Double Tap on the entry and a message will appear to advise the code has been copied.

NB: The code expires every 30 seconds, so you may need to wait until a new code is generated to allow yourself enough time to perform the next steps.

Android	iOS (iPhone)			
\equiv Citrix SSO	Citrix SSO			
CONNECTIONS TOKENS	VPN Connections Password Tokens			
154566 Mobile (.gov.au) @sahextaccess.sahealth.sa +	643451 mobile (i) Code Copied			
TOTP copied to clipboard				

4. On <u>Android</u>, in the Citrix SSO app, select **Connections**. On <u>iOS</u>, in the Citrix SSO app, select **VPN Connections**.

Android	iOS (iPhone)		
\equiv Citrix SSO			
CONNECTIONS TOKENS	Citrix SSO		
	VPN Connections Password Tokens		

5. Click on the switch to the right of VPN and then proceed to step 6 below.

An	droid	iOS (iPhone)		
\equiv Citrix SSO		≡		
CONNECTIONS	TOKENS	Citrix SSO		
VPN		VPN Connections Password Tokens		
		VPN		

6. Enter your HAD Username into the User name field (if it is not already populated).

Android			iOS (iPhone)		
CANCEL	CANCEL Enter Credentials LOG IN		Authentication required for "sahextaccess.sahealth.sa.gov.au"		
User name jsmith99 Password			Cancel Enter Credentials Log In jsmith99		
Password	12		Password 2		

7. Enter your HAD Password into the Password field.

	Android			iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In	
ismith99			jsmith99			
Jonnaroo					0	
Password	_				· ·	
•••••			*****			

8. <u>On Android</u>, Tap and hold on the third field (Password 2) and select Paste. <u>On iOS</u>, Double tap on the third field (Password 2) and select Paste.

Android			iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Authentication	required for "sahextaccess.saheal	th.sa.gov.au*
User name			Cancel	Enter Credentials	
jsmith99			ismith99		
Password			Paste		
Paste	Clipboard		Password 2		
•					

9. Select Log in

	Android		iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In
User name					
jsmith99			jsmith99		
Password			•••••	••••	0
	••		*****		
Password 2					