

# SA Health – Digital Health SA NetScaler VPN Remote Access Personally Owned Device – Microsoft Windows

## User Guide

We recommend you retain this document for future reference.

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

### Important Information

#### Requirements:

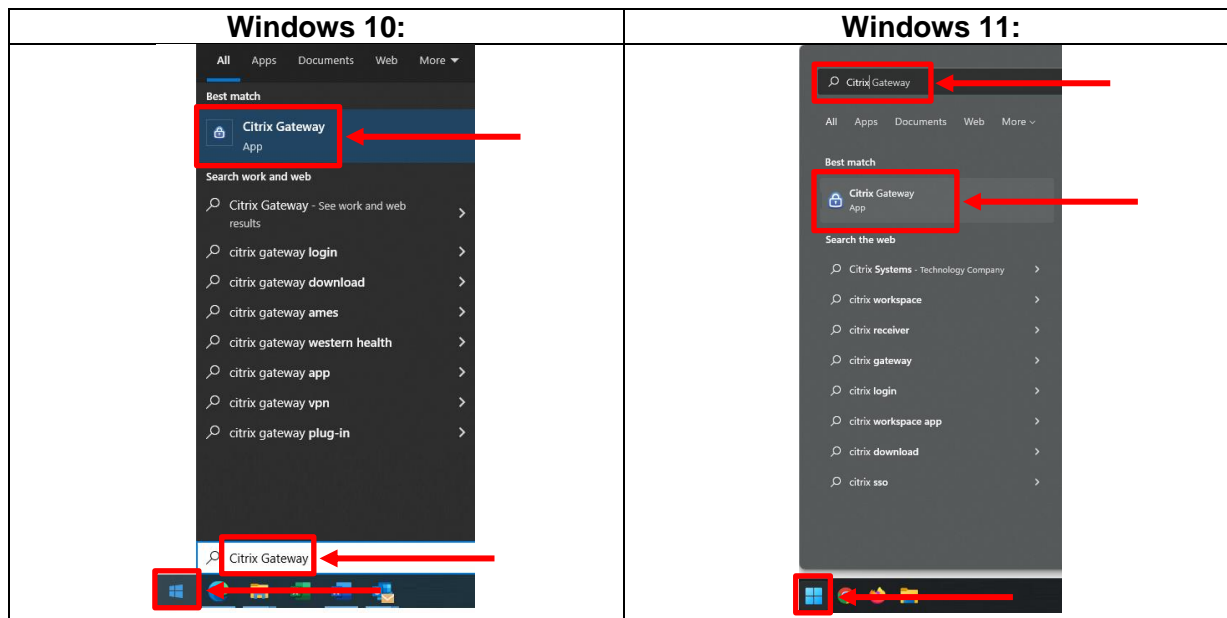
- An active connection to the Internet
- Antivirus installed and up to date (signature files cannot be older than 2 days)
- Firewall set to ON when connecting
- SA Health work PC is required to be powered on to allow you to RDP into it

<b>VPN is compatible with the following:</b>
<b>Operating Systems:</b>
Windows 8.x
Windows 10
Windows 11
<b>Web Browsers</b>
Internet Explorer v9 and newer
Microsoft Edge
Google Chrome
Firefox

**NOTE:** If you have not yet performed the initial setup of your VPN, please refer to the separate Setup Guide that has also been provided to you.

## Using the VPN

1. Search for **Citrix Gateway** in your Start Menu and open it.



2. When prompted, enter your HAD Username into the User Name field:

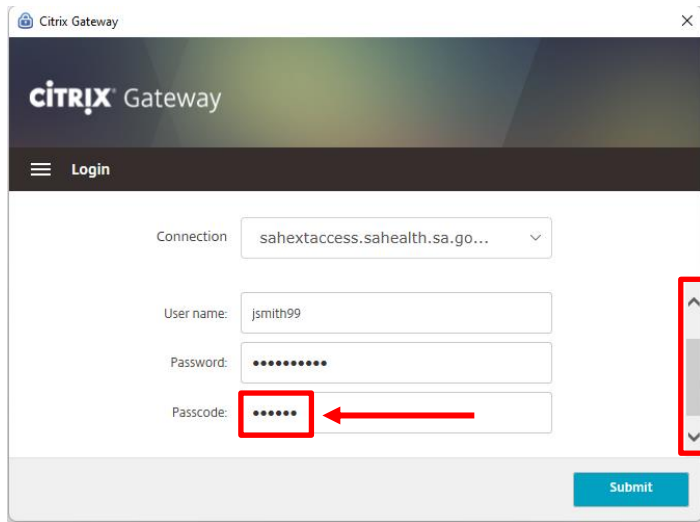
The screenshot shows the Citrix Gateway login page. The page has a dark header with the Citrix Gateway logo and a 'Login' button. Below the header, there is a 'Connection' dropdown menu set to 'sahextaccess.sahealth.sa.go...'. A warning message states: 'This system is restricted to authorised SA Health users and subject to SA Health's policies. Individuals attempting unauthorised access will be detected and prosecuted. If unauthorised, terminate access now.' Below the warning, there are three input fields: 'User name:', 'Password:', and a 'Submit' button. The 'User name:' field contains the text 'jsmith99' and is highlighted with a red box and a red arrow pointing to it.

3. Enter your HAD password into the Password field:

The screenshot shows the Citrix Gateway login page, identical to the previous one. The 'User name:' field contains 'jsmith99'. The 'Password:' field is now filled with ten dots and is highlighted with a red box and a red arrow pointing to it. The 'Submit' button is visible at the bottom right.

4. Enter the One Time Password currently being displayed in the Citrix SSO app on your smart device in the Passcode field:

**NOTE:** You may have to use the scroll bar on the right hand side of the window to be able to see this field.



Citrix Gateway

**CITRIX** Gateway

Login

Connection: sahextaccess.sahealth.sa.go...

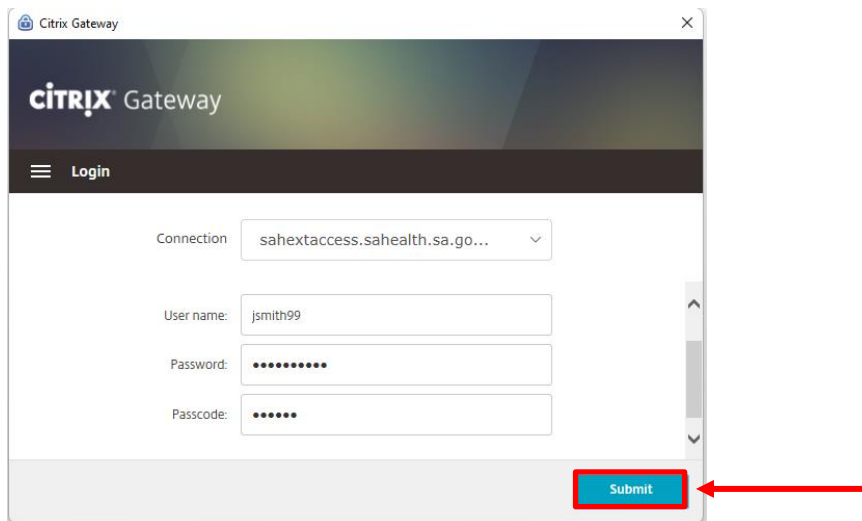
User name: jsmith99

Password: .....

Passcode: ..... ←

Submit

5. Click **Submit**.



Citrix Gateway

**CITRIX** Gateway

Login

Connection: sahextaccess.sahealth.sa.go...

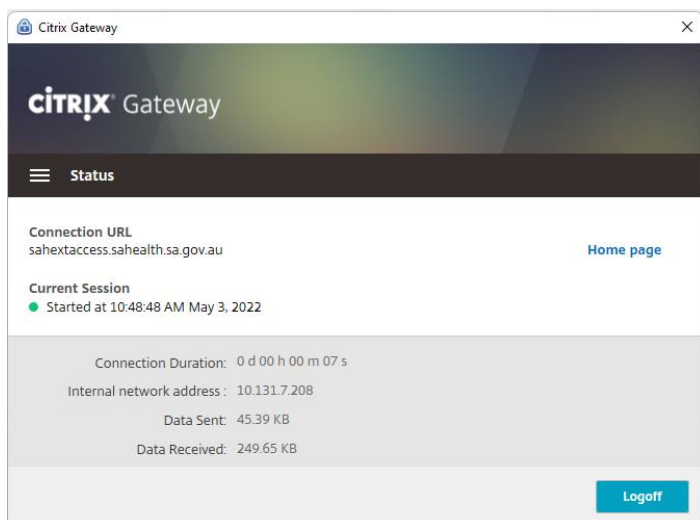
User name: jsmith99

Password: .....

Passcode: .....

Submit

6. The following window will appear indicating you have successfully connected to the VPN:



Citrix Gateway

**CITRIX** Gateway

Status

Connection URL  
sahextaccess.sahealth.sa.gov.au [Home page](#)

Current Session  
Started at 10:48:48 AM May 3, 2022

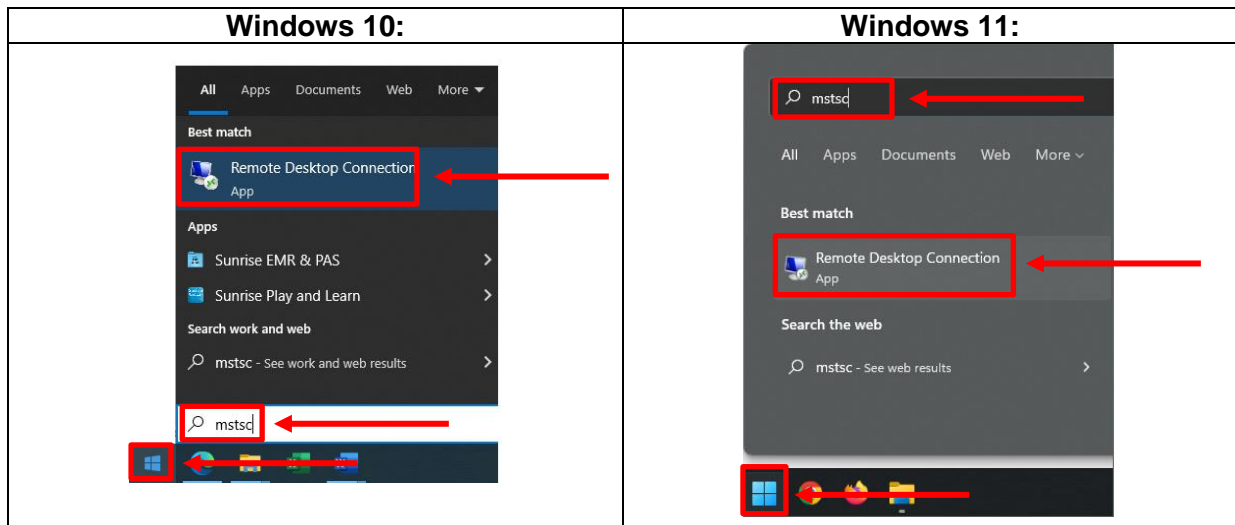
Connection Duration: 0 d 00 h 00 m 07 s  
Internal network address: 10.131.7.208  
Data Sent: 45.39 KB  
Data Received: 249.65 KB

Logoff

7. You can now close the Citrix Gateway window and still stay connected to the VPN.
8. As you are connecting to VPN via a personally owned device, you will need to RDP (Remote Desktop Protocol) to your SA Health Computing device.

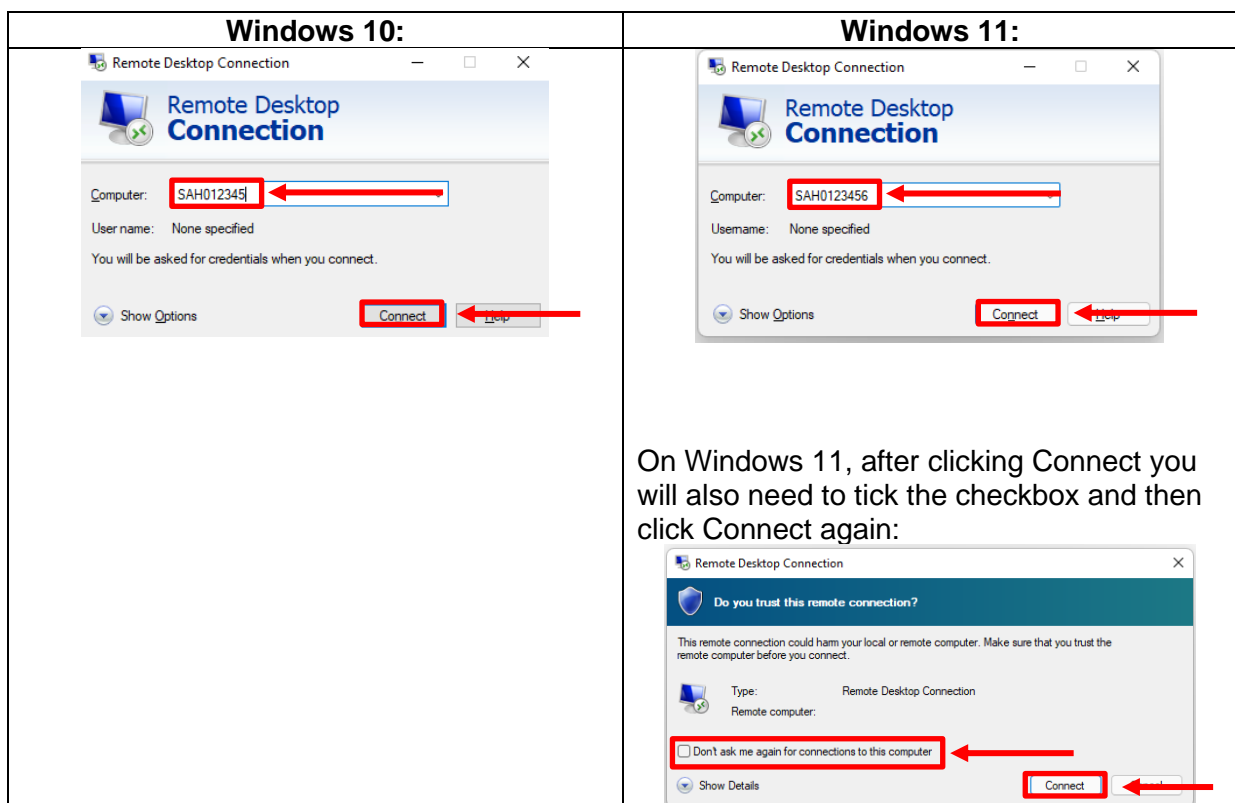
**NOTE:** Your SA Health Computing device must be connected to the SA Health network and switched on in order to connect via RDP.

9. To RDP to your SA Health device, search your **Start** menu for **mstsc** and open the Remote Desktop Connection application.

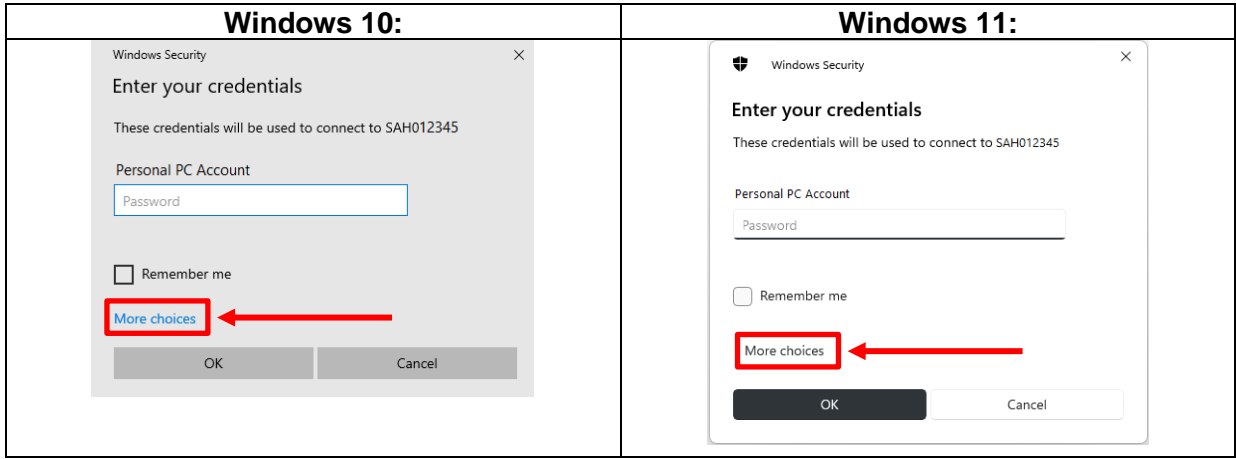


**NOTE:** If you are unable to get Remote Desktop Connection to work or you receive an error that your version of Windows does not support Remote Desktop, refer to the [Alternative to Remote Desktop Connection](#) section at bottom of this document.

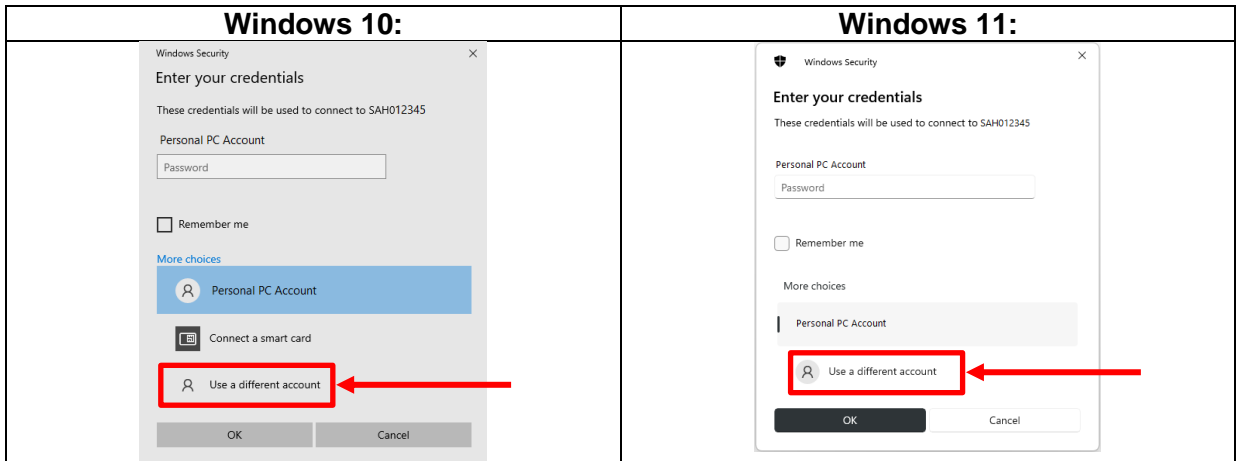
10. Enter the asset number of your SA Health computing device, then click **Connect**.



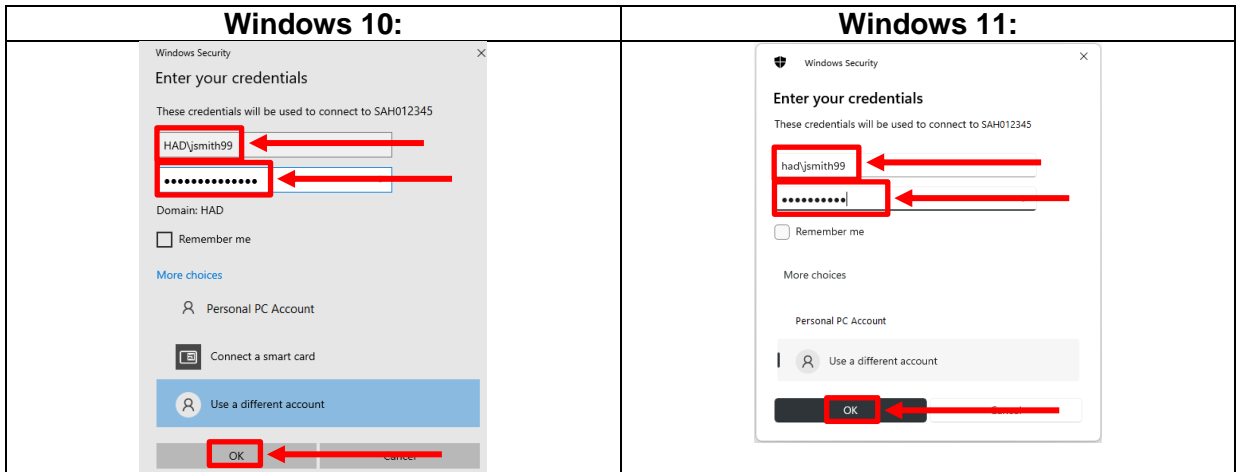
11. Choose **More Choices**.



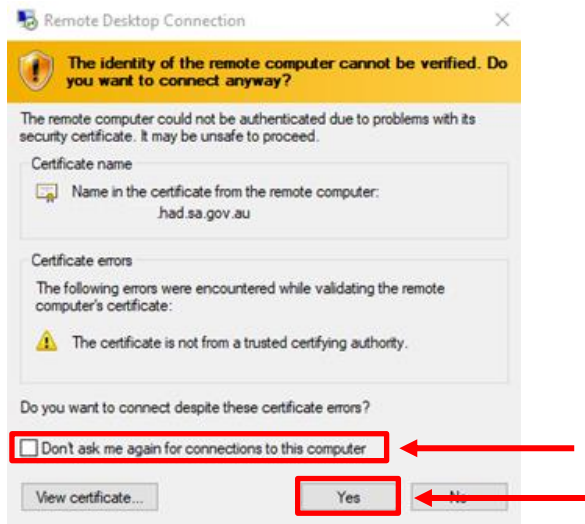
12. Click **Use a different account**.



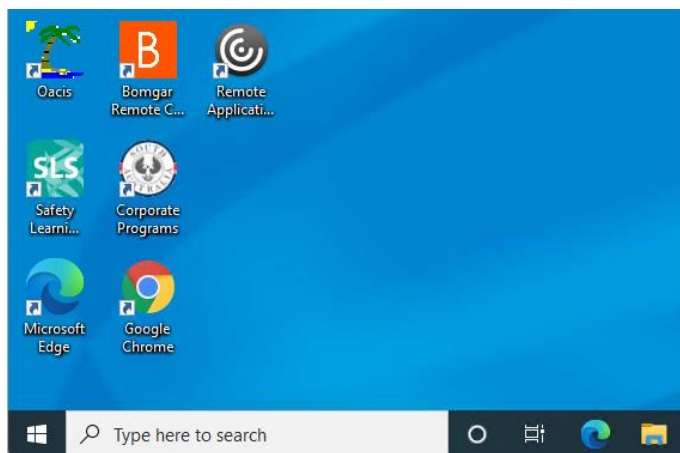
13. Enter your HAD Username (including HAD\ ) and HAD Password, then click **OK**.



14. The following window will appear, tick 'Don't ask me again for connection to this computer'. Click **Yes**.




15. You will now be presented with your SA Health desktop:



16. When you are finished using your SA Health machine, you can sign out from the Start Menu or click the X from the connection bar at the top of the window.

17. To disconnect from the VPN:

- a. Click on the Citrix Gateway icon, , near the date and time in the taskbar.
- b. Click **Logoff**



Should you require assistance connecting to VPN via an SA Health computing device, please contact the Digital Health SA Service Desk via 1300 138 913 or [DigitalHealthSAServiceDesk@sa.gov.au](mailto:DigitalHealthSAServiceDesk@sa.gov.au).

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



## Troubleshooting:

### Issue:

The Citrix Gateway application does not appear/will not open.

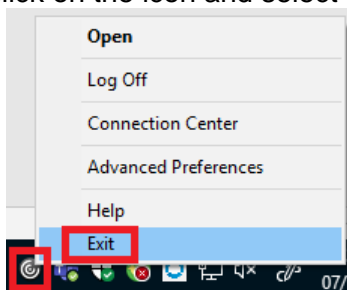
### Resolution:


Check for one of these icons:  or , near the date and time in the taskbar.

**NB:** If your notifications area is minimised you may need to click on one of these buttons   to see the icons mentioned above.

If you find one of the icons,  or  :

1. Right click on the icon and select Exit



2. Click on the **Start Menu** () , search for Citrix Gateway and open the application.

### Issue:

“You are logged on to Citrix gateway on another device. Would you like to end that session and connect on your current device?”


### Resolution:

Click the Transfer button and the VPN connection should establish.

### Issue:

“Your device does not meet the requirements for logging on. For more information, contact your help desk and provide the following information: Failed in initialization (5)”

### Resolution:


Close Citrix Gateway, this is performed by locating the icon () in the taskbar near the date/time and right-clicking on it, then selecting Exit

After exiting the Citrix Gateway application, open the Start Menu, click All Programs, then click on Citrix and select Citrix Gateway.

### Issue:

I keep getting redirected to the login prompt or I get the error “Your session timed out, you are not connected.”

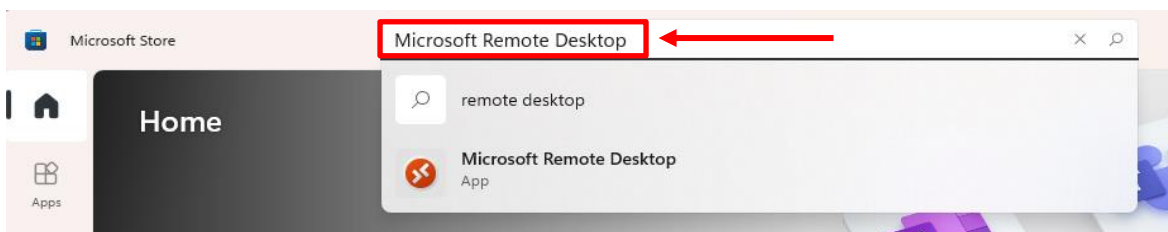
### Resolution:

Close Citrix Gateway, this is performed by locating the icon () in the taskbar near the date/time and right-clicking on it, then selecting Exit.

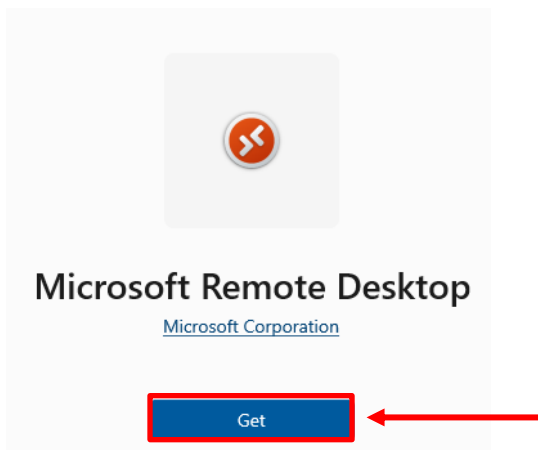
After exiting the Citrix Gateway application, open the Start Menu, click All Programs, then click on Citrix and select Citrix Gateway.

## Alternative to Remote Desktop Connection

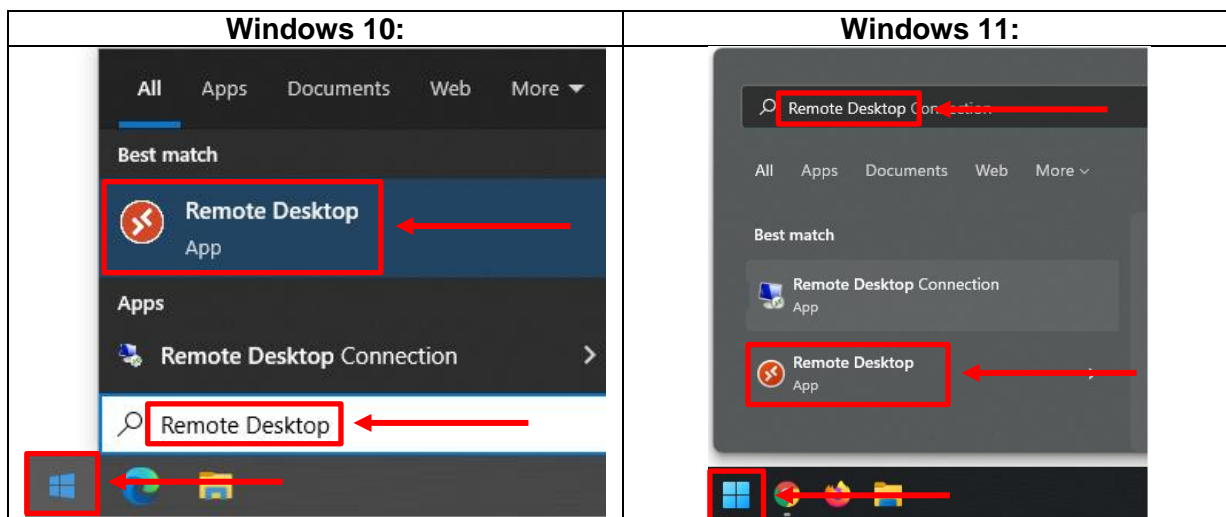
1. Search for **Microsoft Store** in your Start Menu and open it.
2. Enter Microsoft Remote Desktop into the search field and select the option.



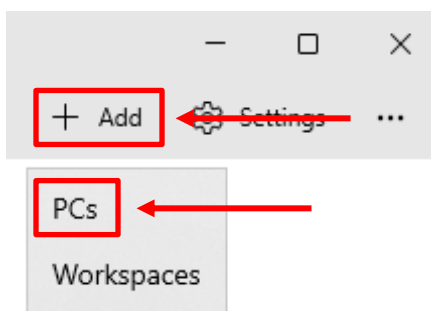
3. Click **Get**.



4. Once finished downloading, search in your Start Menu for **Remote Desktop** and open the app.



5. Click on **+ Add** and then choose **PCs**.





6. Enter the asset number of your SA Health computing device.

### Add a PC

PC name

7. Click on the + next to User account.

User account +

8. Enter your HAD Username (including HAD\), then click **Save**.  
**NOTE:** Leave the Password and Display name fields empty.

### Add an account

Username

Password (Optional)

Display name (Optional)

Save Cancel

9. Click **Save**.

### Add a PC

PC name

User account +

Display name (Optional)

[Need help connecting?](#)

✓ Show more

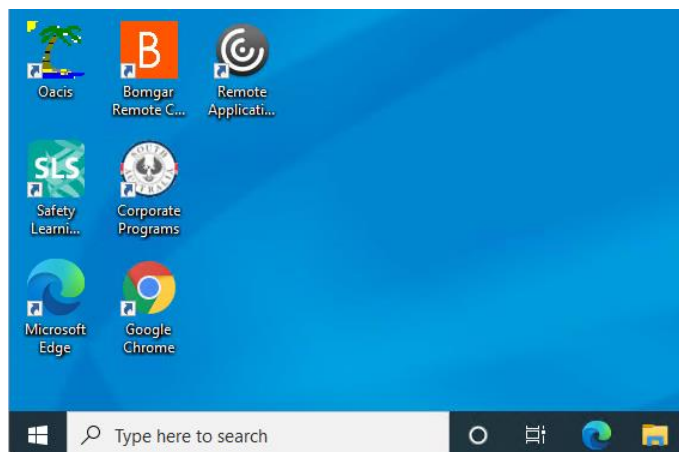
Save Cancel

10. Double click on the entry for your PC to connect to it.




11. Enter your HAD password.

12. You will now be presented with your SA Health desktop:



13. When you are finished using your SA Health machine, you can sign out from the Start Menu or click the X from the connection bar at the top of the window.

14. To disconnect from the VPN:

- Click on the Citrix Gateway icon, , near the date and time in the taskbar.
- Click **Logoff**



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