

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

## Setup 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

<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:** The steps in this document use Microsoft Edge as the Internet browser. The steps may differ slightly when using another browser.

### This document provides instructions for the following:

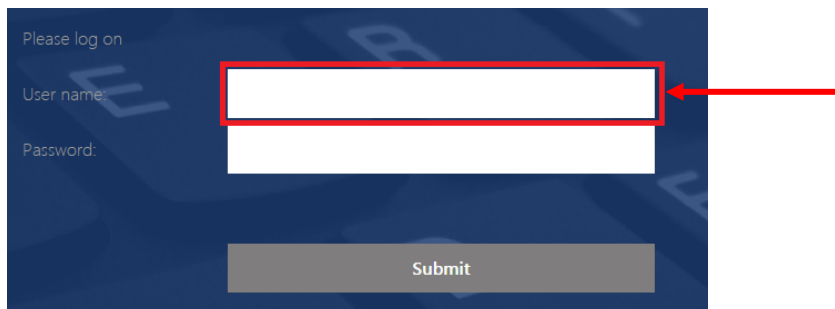
[Setup - Part 1 - One Time Password \(OTP\) setup](#)

[Setup - Part 2 - Software Installation](#)

## Setup - Part 1 - One Time Password (OTP) setup

1. On your computer or laptop, open your Internet browser and go to the below website:  
<https://sahextaccess.sahealth.sa.gov.au/manageotp>

2. At the login screen enter your HAD username in the User name field:



Please log on

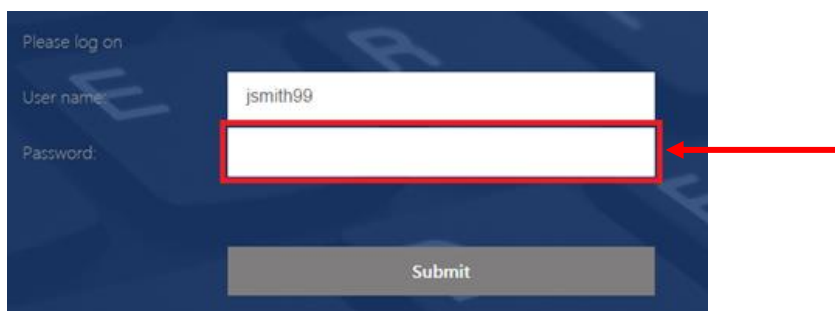
User name:

Password:

Submit

A red box highlights the User name input field, and a red arrow points to it from the right.

3. Enter your HAD password in the Password field:



Please log on

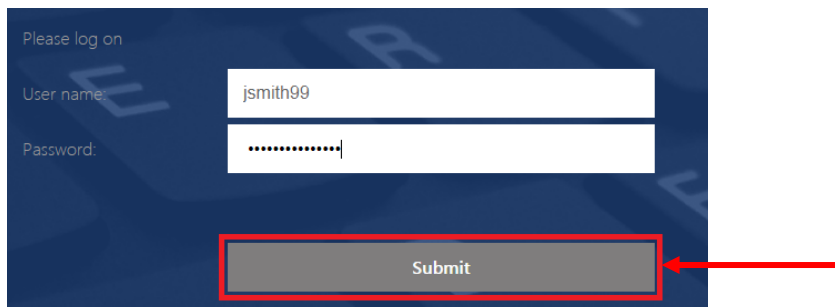
User name: jsmith99

Password:

Submit

A red box highlights the Password input field, and a red arrow points to it from the right.

4. Click **Submit**.



Please log on

User name: jsmith99

Password: .....

Submit

A red box highlights the Submit button, and a red arrow points to it from the right.

5. Click **Add Device**.



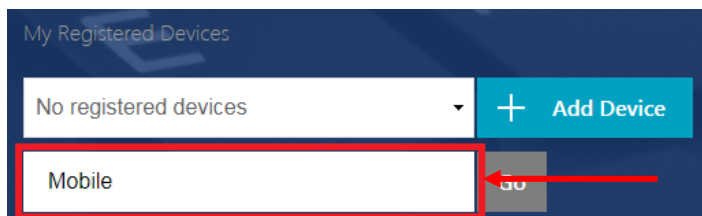
My Registered Devices

No registered devices

A red box highlights the '+ Add Device' button, and a red arrow points to it from the right.

6. Enter a name for the device.

**NB:** The name cannot be longer than 10 characters (including spaces).



My Registered Devices

No registered devices

Mobile

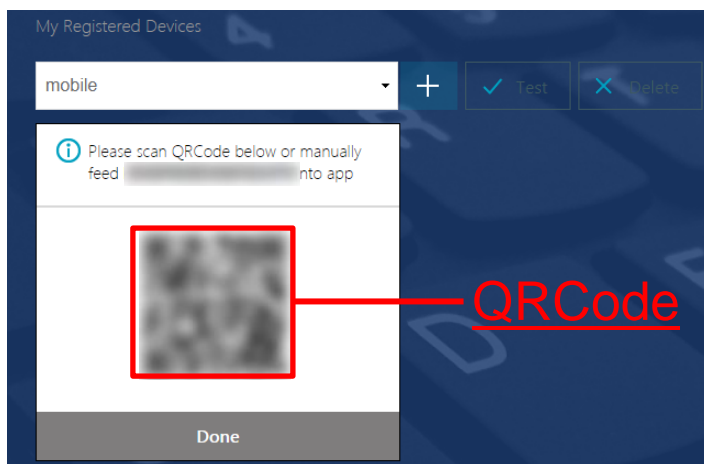
A red box highlights the device name input field containing 'Mobile', and a red arrow points to it from the right.

7. Click **Go**.



8. The following window will appear:

**NB:** Do not close this window or click Done until advised later in this guide.



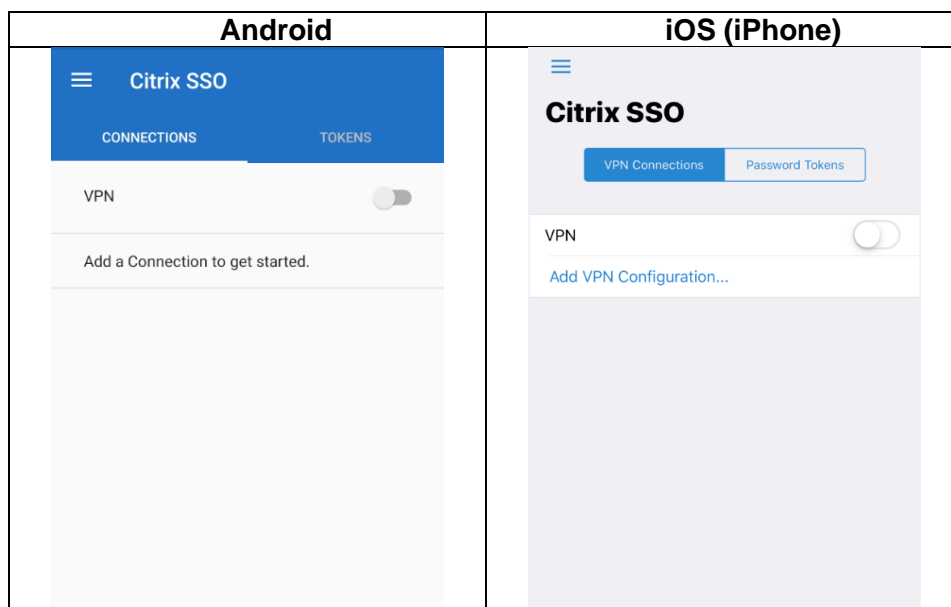
9. On your smart device, you will need to download the Citrix SSO app from the app store.

**Android:** [Citrix SSO](#)

**iOS (iPhone):** [Citrix SSO](#)

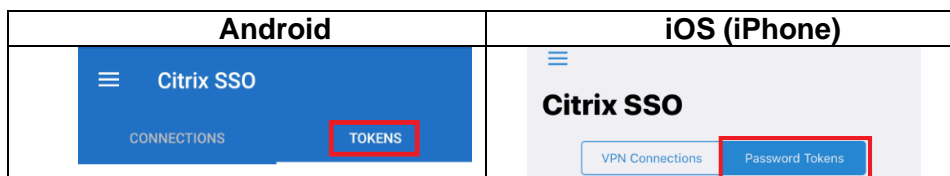
10. On your smart device, open the Citrix SSO app. The following screen will display:

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



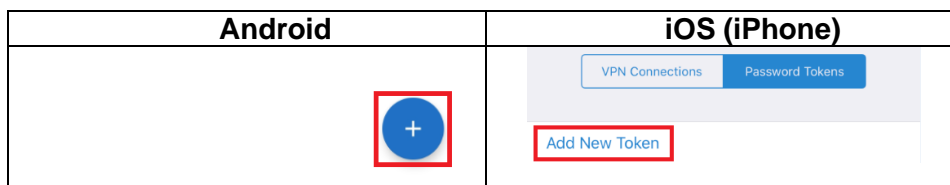
11. On Android, select the **Tokens** option.

On iOS, select **Password Tokens**.

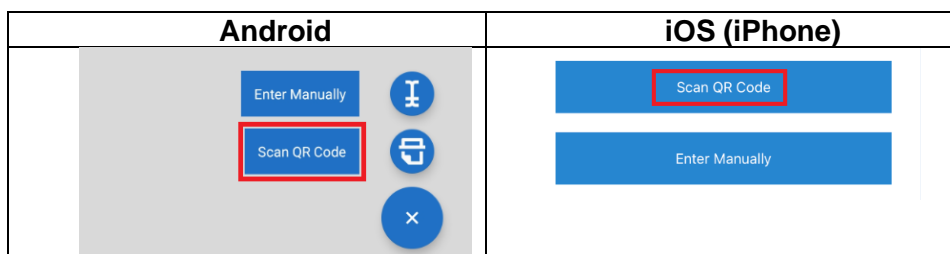


12. On Android, press the + symbol at the bottom right of the screen.

On iOS, select **Add New Token**.



13. Choose **Scan QR Code**.

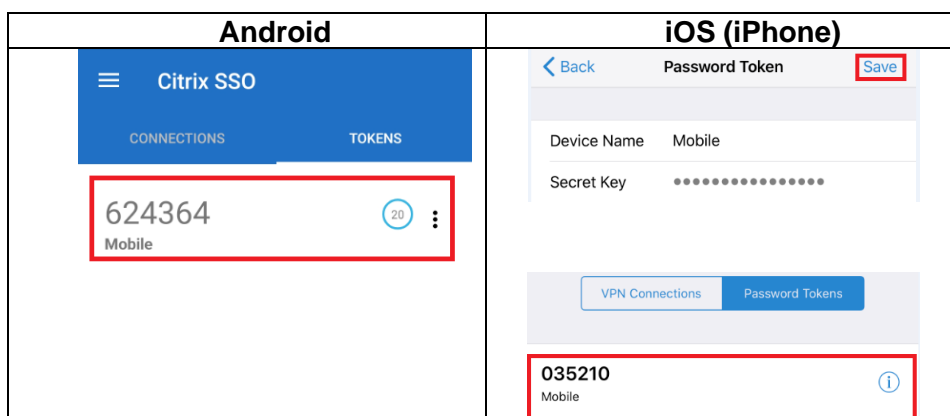


14. Point the camera on your smart device towards the QRCode displayed on your computer.

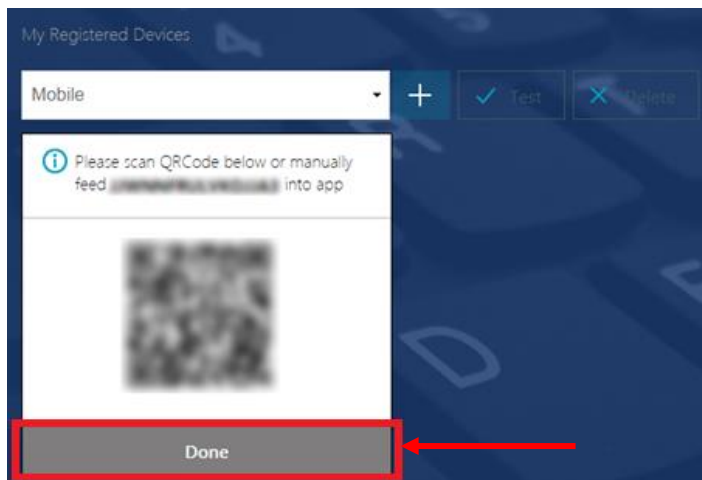
15. On Android, the Citrix SSO app should detect the QRCode and add an entry.

On iOS, 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.



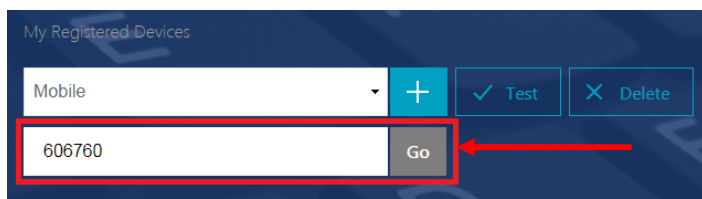
16. On your computer or laptop, click **Done**.



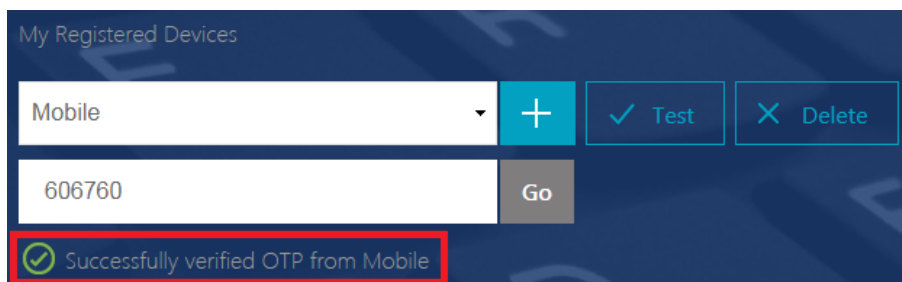
17. Click **Test**.



18. Enter the number currently being displayed in the Citrix SSO app on your smart device, then click **Go**.

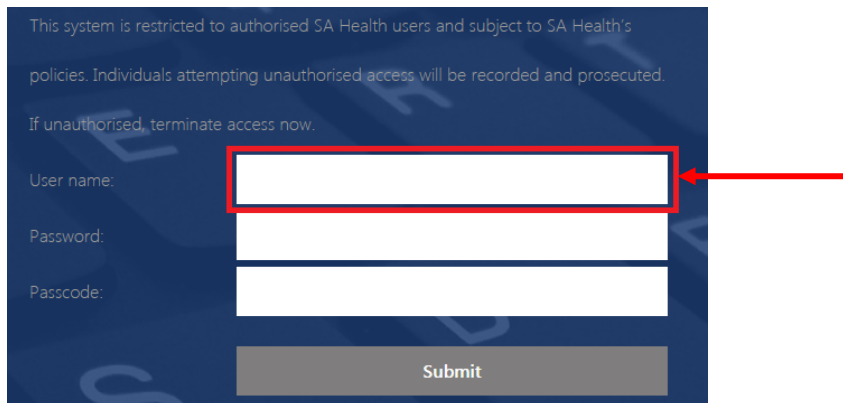


19. The test should be successful.



## Setup - Part 2 - Software Installation

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



This system is restricted to authorised SA Health users and subject to SA Health's policies. Individuals attempting unauthorised access will be recorded and prosecuted.  
If unauthorised, terminate access now.

User name:

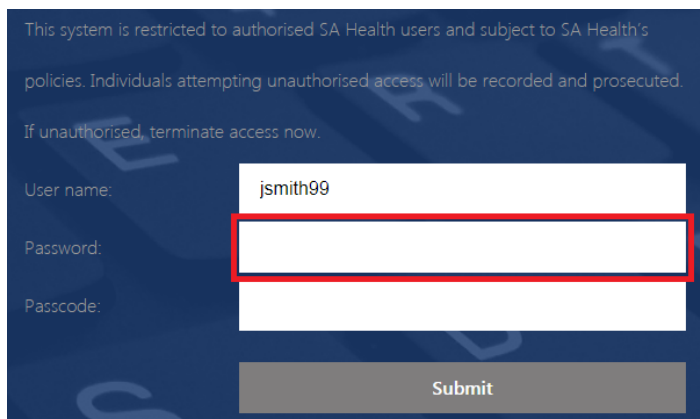
Password:

Passcode:

Submit

A red arrow points to the User name input field.

3. Enter your HAD password in the Password field:



This system is restricted to authorised SA Health users and subject to SA Health's policies. Individuals attempting unauthorised access will be recorded and prosecuted.  
If unauthorised, terminate access now.

User name:

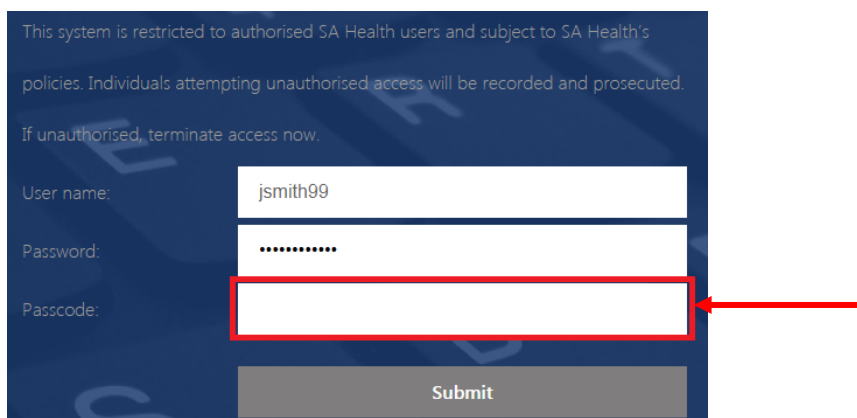
Password:

Passcode:

Submit

The Password input field is highlighted with a red box.

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



This system is restricted to authorised SA Health users and subject to SA Health's policies. Individuals attempting unauthorised access will be recorded and prosecuted.  
If unauthorised, terminate access now.

User name:

Password:

Passcode:

Submit

A red arrow points to the Passcode input field.

## 5. Click **Submit**

This system is restricted to authorised SA Health users and subject to SA Health's policies. Individuals attempting unauthorised access will be recorded and prosecuted.

If unauthorised, terminate access now.

User name:

Password:

Passcode:

## 6. Click **Download**

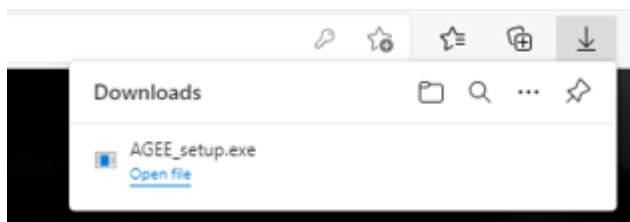
Citrix Gateway

The Citrix Gateway Plug-in is either not installed or requires updating.

To install the Citrix Gateway Plug-in:

1. Click **Download**.
2. In the File Download dialog box, click **Run**.
3. In the browser dialog box, click **Run** to install the Citrix Gateway Plug-in for Windows.

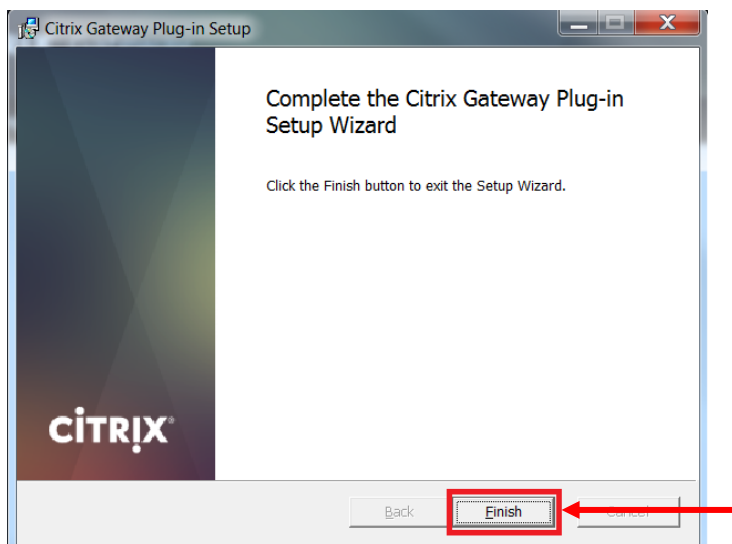
## 7. Once the file has downloaded, open it.



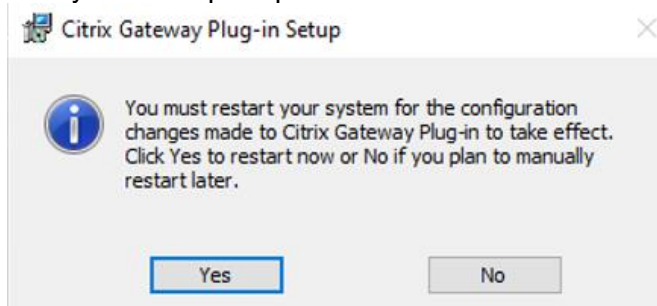
## 8. Click **Install**.



9. After the software has installed, click Finish.



10. Restart your PC if prompted.



11. Setup is now complete.

Refer to the separate User Guide for instructions on how to connect to and use the VPN going forward.



## Troubleshooting:

### Issue:

Website gives error: There are no apps or desktops available to you at this time.

### Resolution:

Check Start Menu for Citrix Gateway as the required software may already be installed.

If software is found, refer to the User Guide.

If software is not found, try using another Internet browser (such as Google Chrome).

If the same error occurs, please contact the Digital Health SA Service Desk via 1300 138 913.

---

### Issue:

The One Time Password setup site (<https://sahextaccess.sahealth.sa.gov.au/manageotp>) is prompting for a passcode.

### Resolution:

Try one of the below:

- Clear your Internet browser Temporary Internet Files and cache
- Use another Internet browser
- Access the site through your Internet browsers private mode (e.g. Chrome's Incognito window, Internet Explorer's InPrivate browsing).