VPN Remote Access - Using Citrix Secure Access

SA Health Computing Device

We recommend you retain this document for future reference.

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.

Important Information

Requirements:

- An active connection to the Internet.
  Please note that the VPN will not connect while on the SA Health network, an external Internet connection is required (e.g. mobile phone hotspot or home internet).

- Antivirus installed and up to date (signature files cannot be older than 3 days)

- Critical Microsoft patches applied (within last 3 months)

- Firewall set to **ON** when connecting

VPN is compatible with the following Operating Systems:
Windows 7
Windows 8.x
Windows 10
Windows 11

Accessing the VPN

1. If you have used Citrix Secure Access on this device previously, the Citrix Secure Access application should automatically connect, or the application will pop up when you are connected to your home internet or mobile hotspot.

   If this is your first time using Citrix Secure Access on the device or the application doesn't pop-up:

   a. Click on the **Start Menu** .

   b. Open the **Citrix** folder and select the **Citrix Secure Access** application.
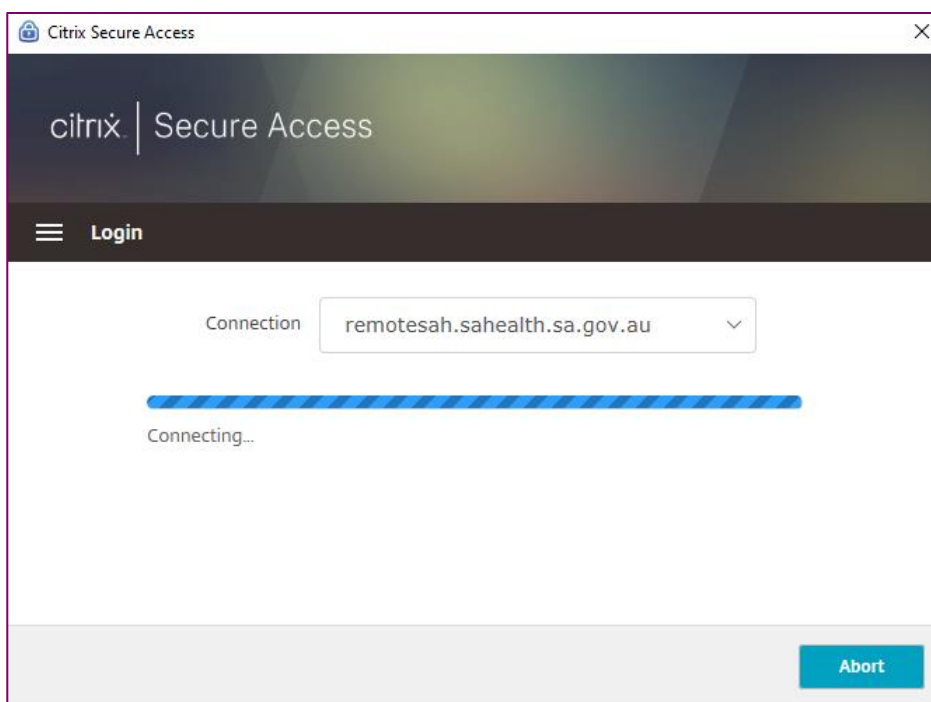
   NOTE: Refer to Troubleshooting section if the Citrix Gateway window doesn't open. If software is asking for the company gateway address, manually enter the URL as https://remotesah.sahealth.sa.gov.au

2. If you are prompted to select your user certificate (if not prompted, proceed to step 3):
   a. Select your certificate from the Certificate dropdown box
      NOTE: If you have multiple certificates to choose from, select the one in the format of Firstname Lastname (HAD ID) or Lastname, Firstname (Department/Location).

      Do not select any that are in the format of Firstname.Lastname@health.sa.gov.au.
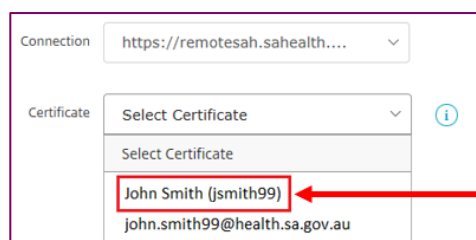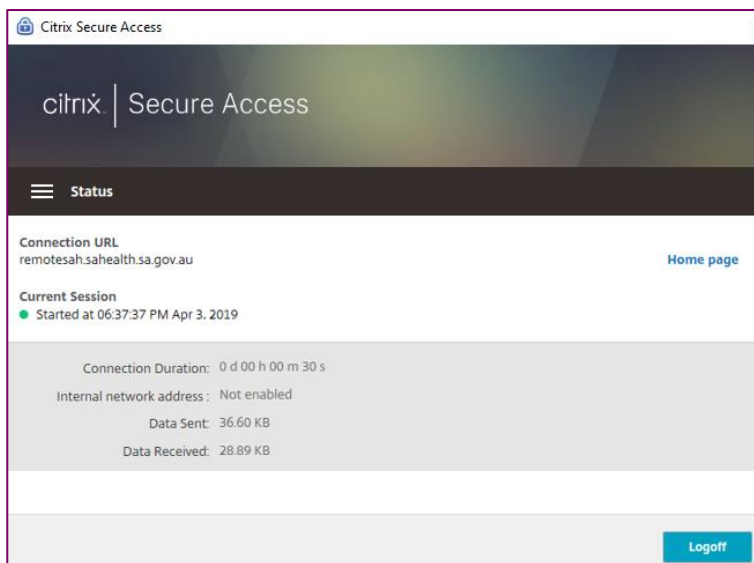

   b. Click **OK**.
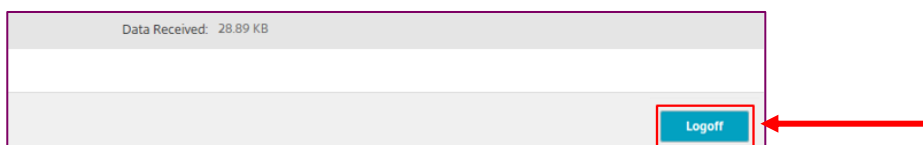
3. Enter your HAD password and click **Logon**
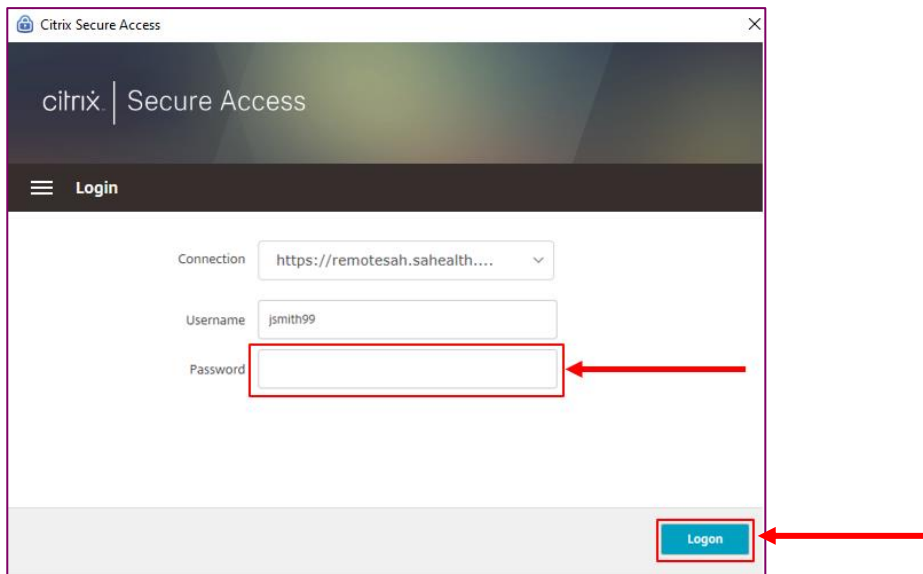
4. The following window will appear indicating you have successfully connected to the VPN:

5. You can now close the Citrix Gateway window and still stay connected to the VPN.

6. 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 one of the following methods for assistance:

Marval Self Service Portal **>** Preferred for requests / non-urgent incidents

1300 138 913 **>** For urgent assistance

DigitalHealthSAServiceDesk@sa.gov.au **>** If you can't contact us via Self Service

Troubleshooting:

Issue:
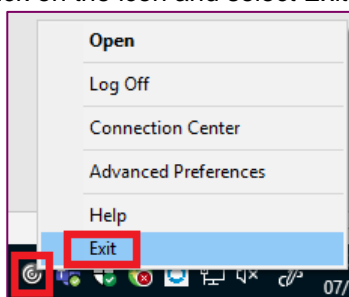The Citrix Secure Access application does not appear/will not open.

Resolution:

Check for one of these icons: 〉〉 or ◎, near the date and time in the taskbar.
NOTE: 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** ⊞

3. Open the **Citrix** folder and select the **Citrix Secure Access** application.

4. Once the **Citrix Secure Access** has opened if you require access to Citrix application (e.g. CBIS, CME, EPLIS), click on **Start Menu** and select **Citrix Receiver** from Corporate Programs.

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

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.

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

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.

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

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.

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