SA Health – Digital Health SA
NetScaler VPN Remote Access
External Vendor - Microsoft Windows

Setup 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 from a non-SA Health 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

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

NOTE: The steps in this document use Microsft 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

IMPORTANT: If you have not changed the initial password provided when you received your SA Health HAD account, please refer to the Instructions For Changing Password section in this document before proceeding.

1. You will need to download a compatible One Time Password (OTP) app on your smart device.
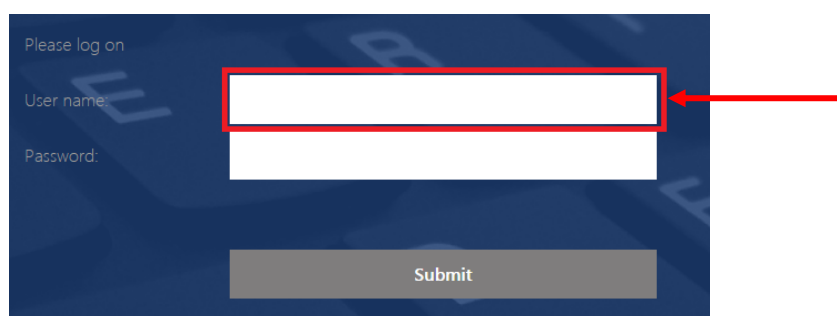
    Suggested OTP apps:
    Android: Citrix SSO
    iOS (iPhone): Citrix SSO

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

3. At the login screen enter your HAD username in the User name field:
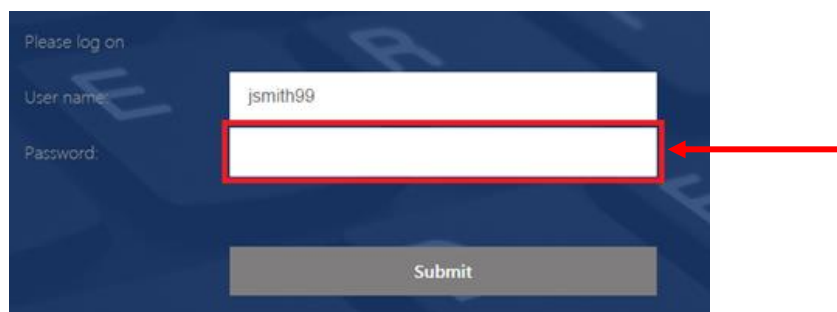
    Please log on
    User name:
    Password:
    Submit

4. Enter your HAD password in the Password field:
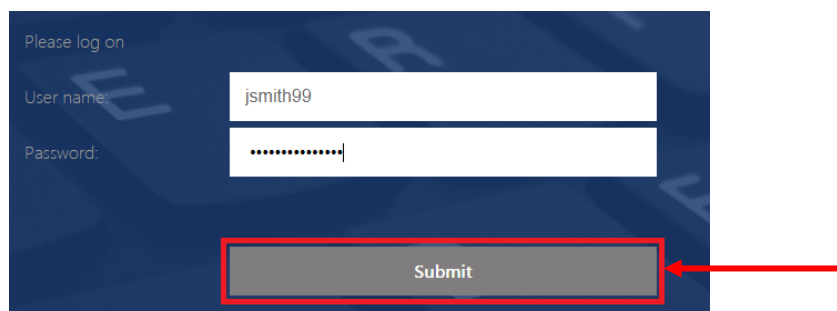
    Please log on
    User name: jsmith99
    Password:
    Submit

5. Click **Submit**.

    Please log on
    User name: jsmith99
    Password: ••••••••••••••
    Submit

6. Click **Add Device**.

    My Registered Devices
    No registered devices   + Add Device

7. Enter a name for the device.

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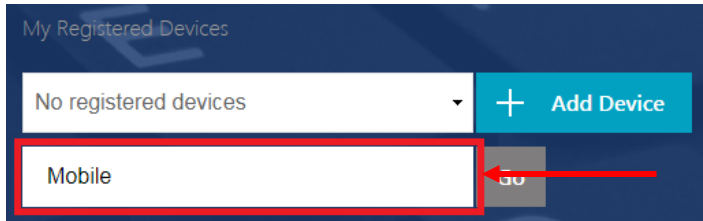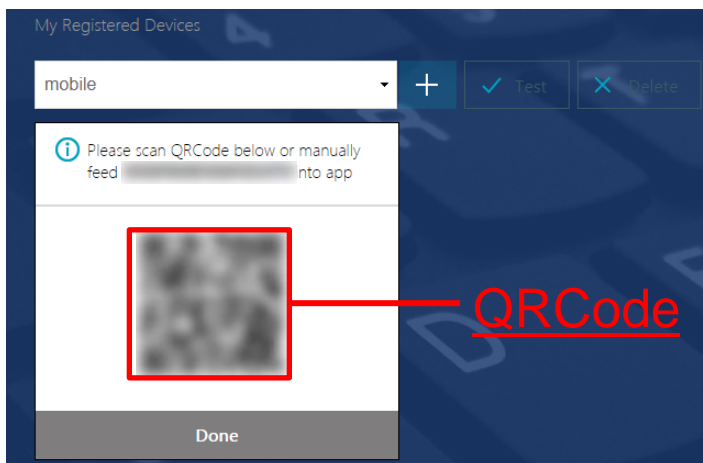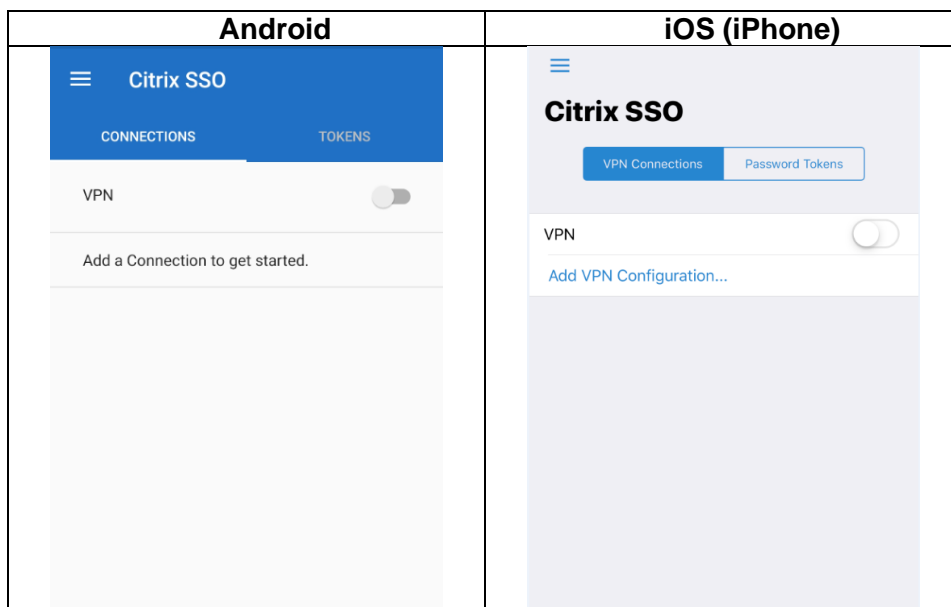

8. Click **Go**.
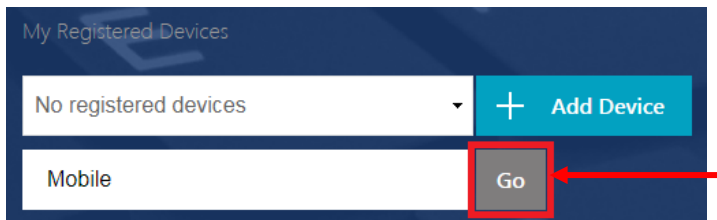
9. The following window will appear:

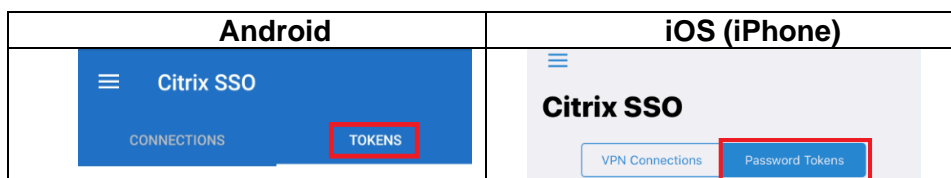   **NOTE:** Do not close this window or click Done until advised later in this guide.

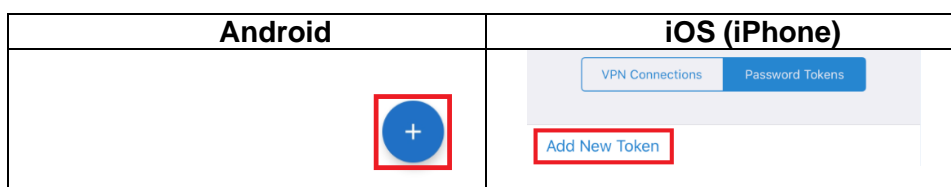10. On your smart device, open the Citrix SSO app. The following screen will display:

Android	iOS (iPhone)

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

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

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

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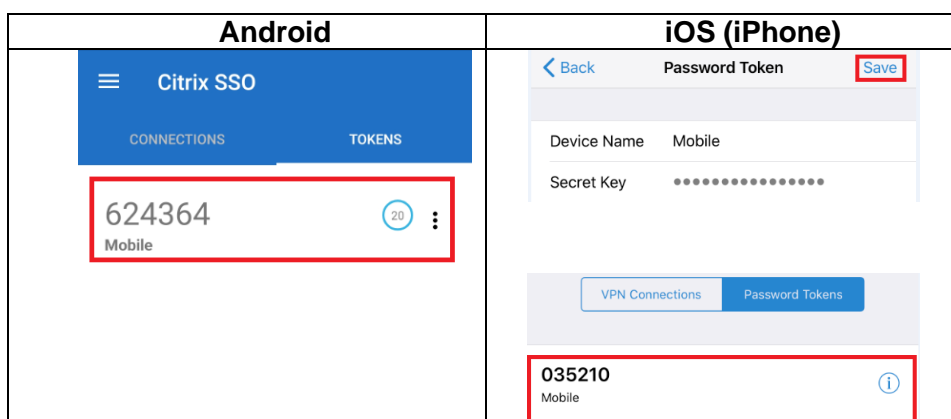
On <u>iOS</u>, select **Add New Token**.

Android	iOS (iPhone)
+	VPN Connections Password Tokens Add New Token

13. Choose **Scan QR Code**.

Android	iOS (iPhone)
Enter Manually ⵌ Scan QR Code ⛁ ✕	Scan QR Code Enter Manually
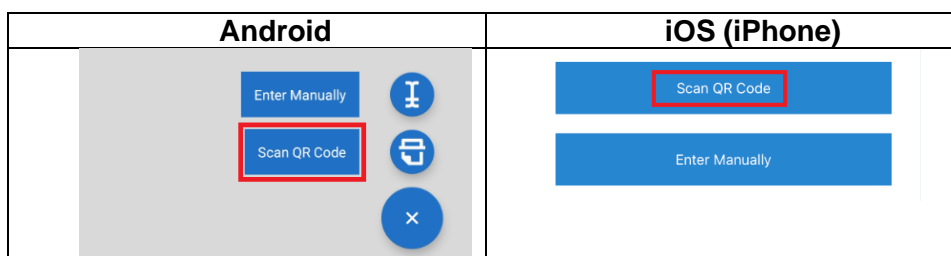
14. Point the camera on your smart device towards the QRCode displayed on your computer.

15. 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.

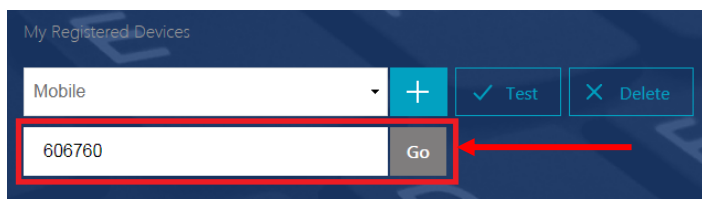| Android	iOS (iPhone)
☰ **Citrix SSO** CONNECTIONS TOKENS **624364** ⓩ ⋮ Mobile	‹ Back **Password Token** Save Device Name Mobile Secret Key ●●●●●●●●●●●●●●●● VPN Connections Password Tokens **035210** ⓘ Mobile

---

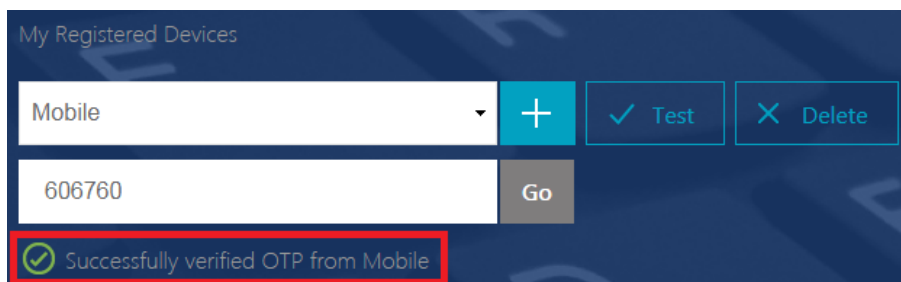16. On your computer or laptop, click **Done**.
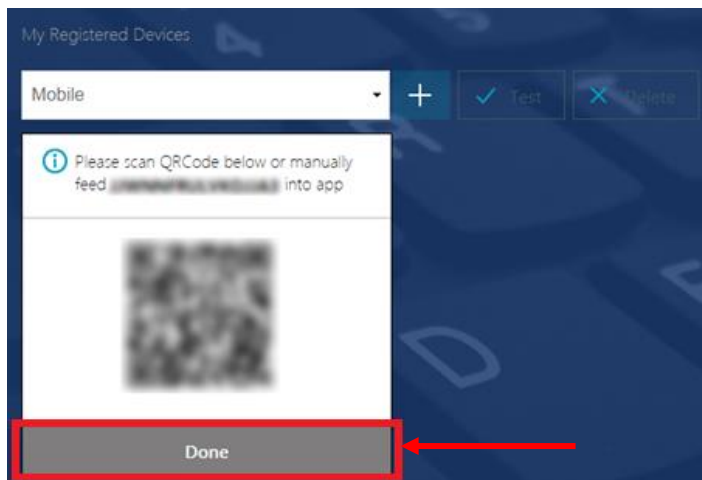
17. Click **Test**.

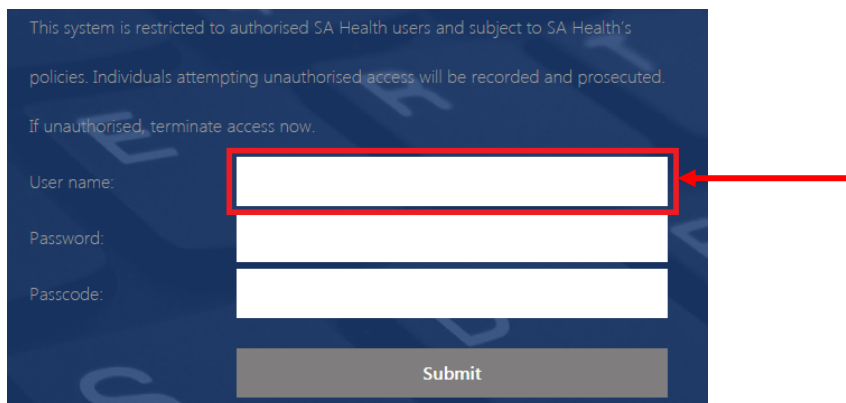18. Enter the number currently being displayed in the Citrix SSO app on your smart device, then click **Go**.

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:

3. Enter your HAD password in the Password field:

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

5. Click **Submit**.

6. At the next screen, click **Download**.

7. Click **Install**.

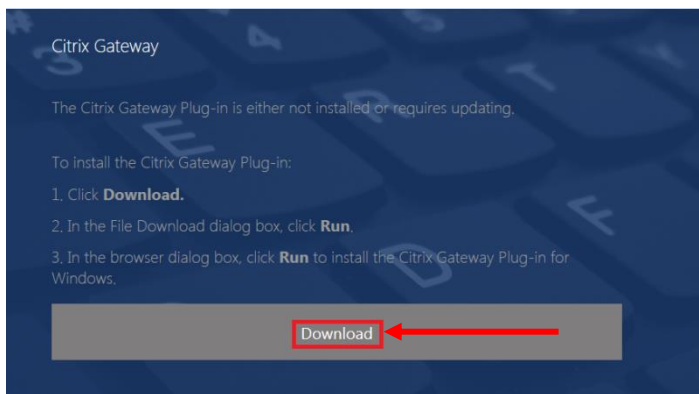8. If prompted select **Yes** to run the scan.
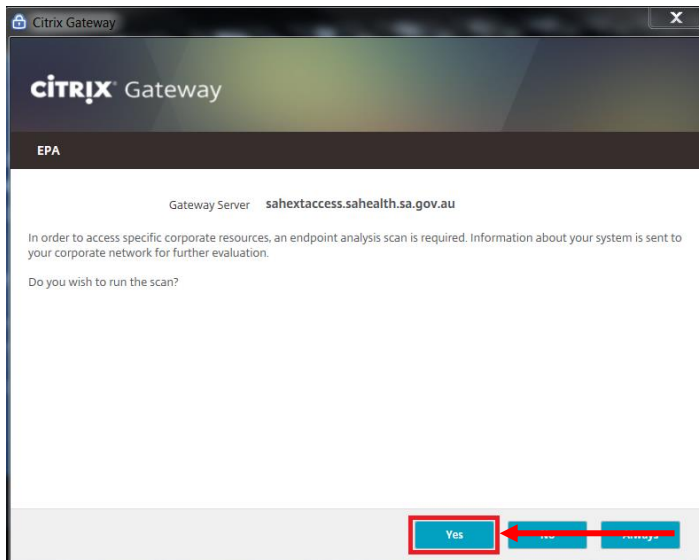
9. Once the scan is completed, the website should update and display the below:
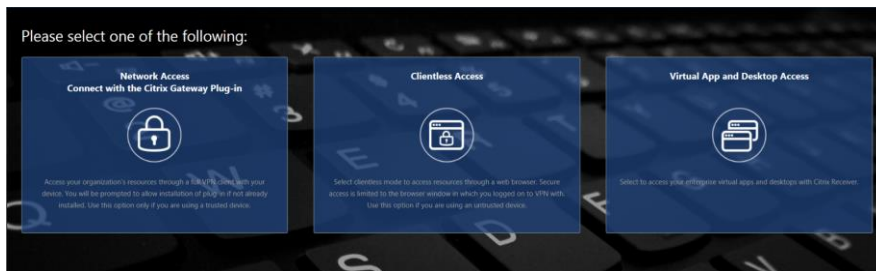
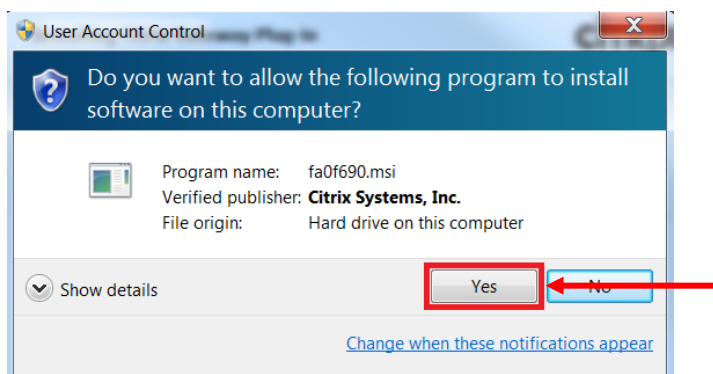10. Select **Network Access**.
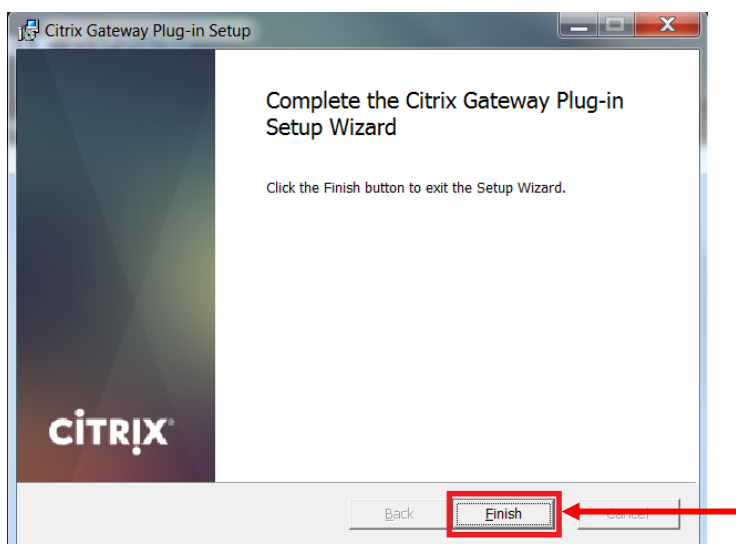

11. Click **Download**.

12. Click **Install**.

13. If prompted select **Yes** to install the software.

14. After the software has installed, click **Finish**.

15. Setup is now complete.
Refer to the separate User Guide for instructions on how to connect to and use the VPN going forward.

Instructions For Changing Password

1. Type the address https://owa.statenetmail.sa.gov.au/owa/ into your Internet browser. The following window will be displayed:

2. In the 'Domain\user name:' field, enter HAD\ followed by your network user name. In the 'Password' field, enter your network password. Click 'sign in'.

3. The following 'change password' window will appear. Enter the following:
   a. Your current password
   b. A new password
   c. Confirm the new password
   d. Click 'submit'

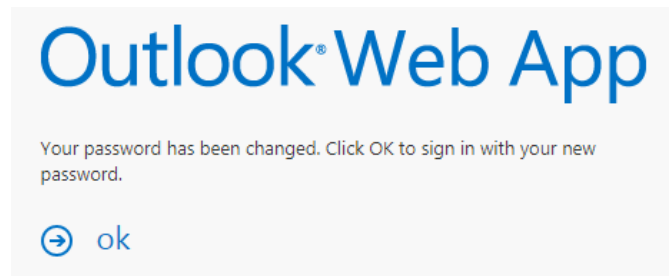4. The following window will appear confirming your password has been reset. Click here to return to step 2 and continue setting up your VPN.

NOTE: If you click OK to this message, you may receive a message that you do not have a mailbox. This is expected and you should ignore this message and close the window.