

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

## 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 from a non-SA Health device.

### Important Information

#### Requirements:

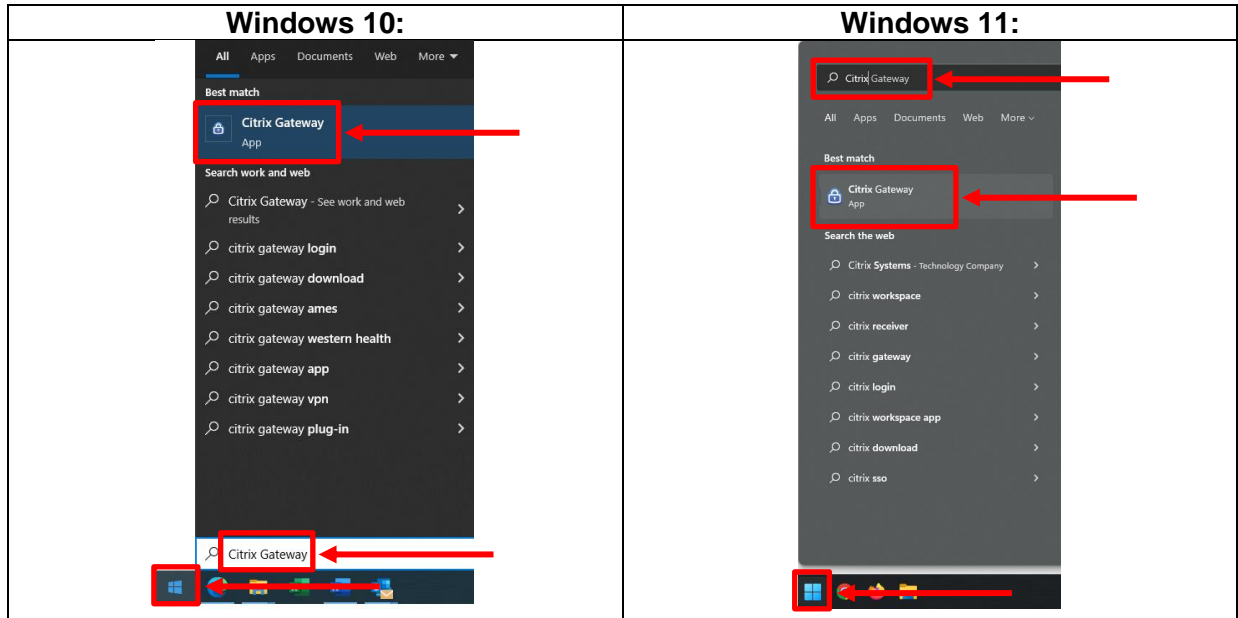
- An active connection to the Internet
- Antivirus installed and up to date (signature files cannot be older than 2 days)
- Firewall set to ON when connecting

<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:

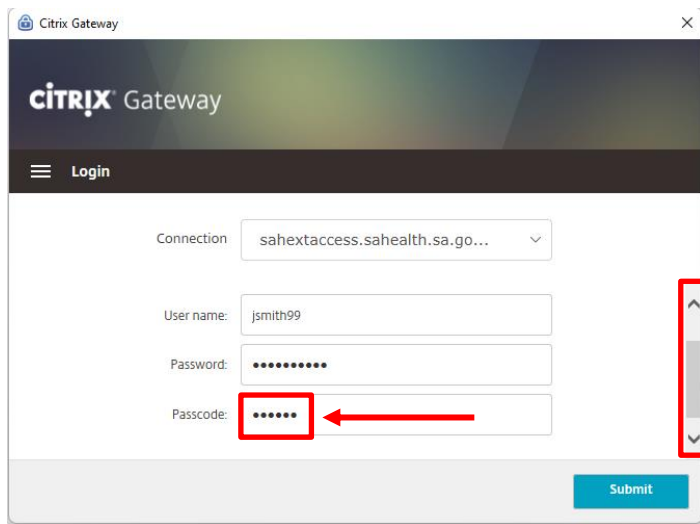
The screenshot shows the Citrix Gateway login page. The page has a dark header with the Citrix Gateway logo and a 'Login' button. Below the header, there is a 'Connection' dropdown menu with the value 'sahextaccess.sahealth.sa.go...'. A warning message states: 'This system is restricted to authorised 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.

3. Enter your HAD password into the Password field:

The screenshot shows the Citrix Gateway login page, similar to the previous one. The 'User name' field now contains 'jsmith99'. The 'Password' field is filled with a series of dots and is highlighted with a red box and a red arrow. 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...

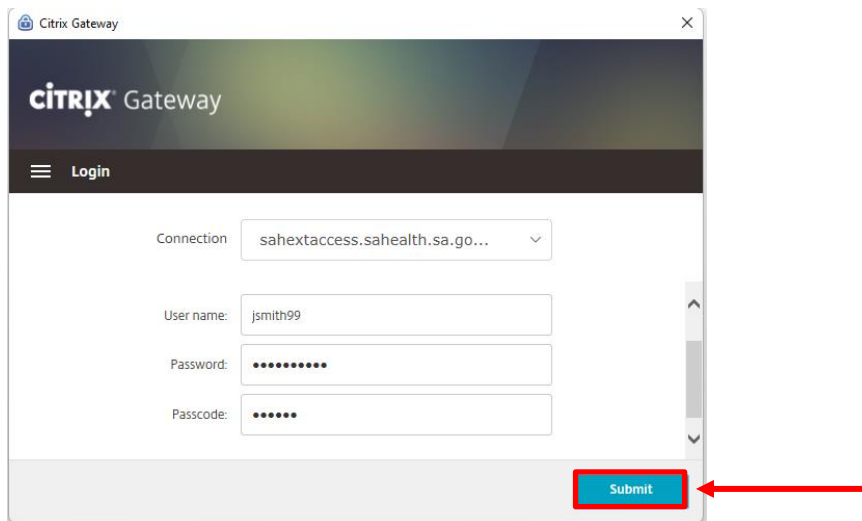
User name: jsmith99

Password: .....

Passcode: ..... ←

Submit

5. Click **Submit**.



Citrix Gateway

**CITRIX** Gateway

Login

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

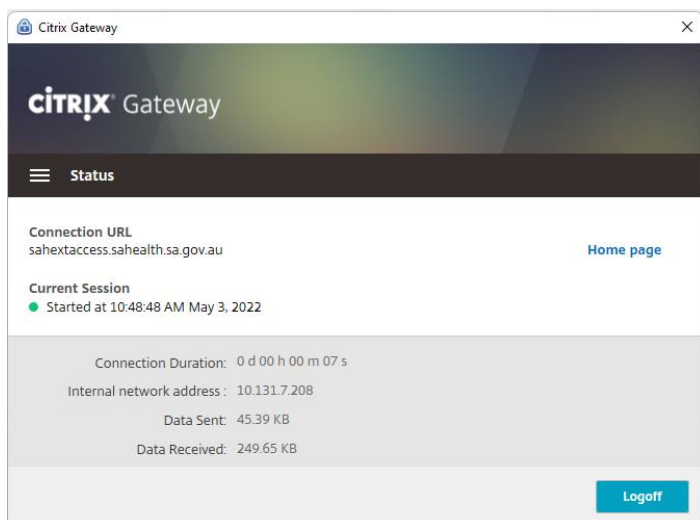
User name: jsmith99

Password: .....

Passcode: .....

Submit

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



Citrix Gateway

**CITRIX** Gateway


Status

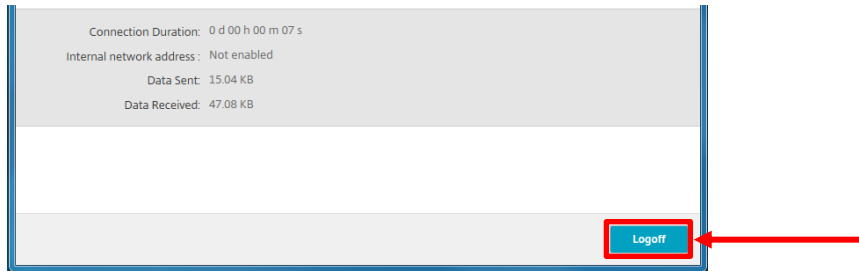
Connection URL  
sahextaccess.sahealth.sa.gov.au [Home page](#)

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. To disconnect from the VPN:
  - a. Click on the Citrix Gateway icon,  , near the date and time in the taskbar.
  - b. Click Logoff



**NB:** Digital Health SA only provides a limited level of technical support for connecting to VPN from a non-SA Health device.

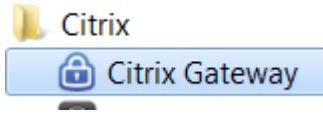
## Troubleshooting:



### Issue:

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

### Resolution:

Open the Start Menu, click All Programs, then click on Citrix and select Citrix Gateway.




If it still does not appear, check for one of these icons:  or , near the date and time in the taskbar. If you find the icon right-click on it and choose Exit, the Citrix Gateway application should then appear.

---

### 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.

---

### 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.