SA Health – Digital Health SA
NetScaler VPN Remote Access
Personally Owned Device - iOS, Android & Mac

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

VPN is compatible with the following:
Operating Systems:
iOS Android macOS NOTE: For specific OS and Web Browser version compatibility requirements, click here.

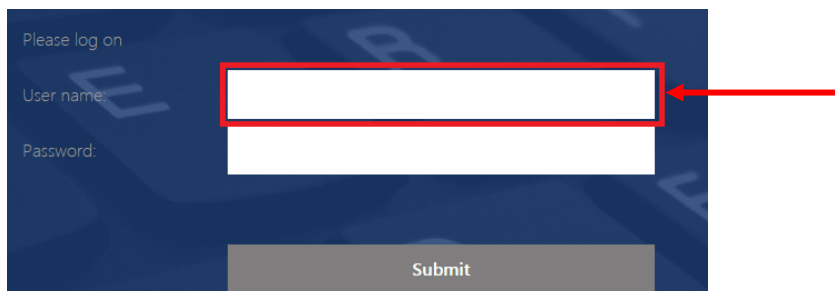## This document provides instructions for the following:

Setup - Part 1 - One Time Password (OTP)

In order to connect to the VPN you will need to have a One Time Password, this is setup using the below steps:

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

   NOTE: If setting up VPN on a iOS or Android device, you will need to use a separate computer to the access the website, this is required as you will need to use the camera on the iOS device to scan a QR Code displayed on the website.

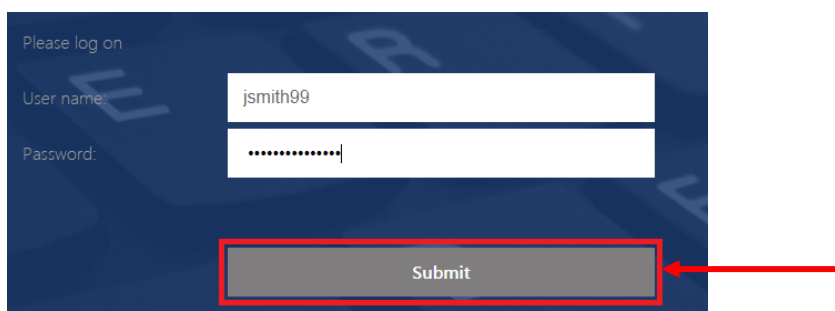2. At the login screen enter your HAD username in the User name field:

3. Enter your HAD password in the Password field:

4. Click **Submit**.

5. Click **Add Device**.

6. Enter a name for the device.

   NOTE: The name cannot be longer than 10 characters (including spaces).
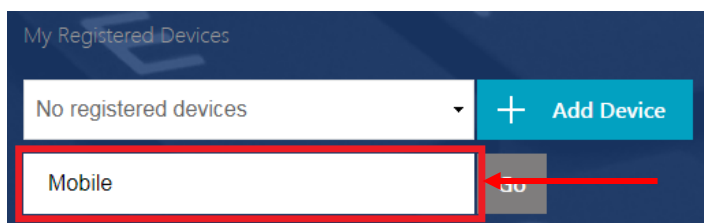
7. Click **Go**.

8. The following window will appear:

   NOTE: Do not close this window or click Done until advised later in this guide.
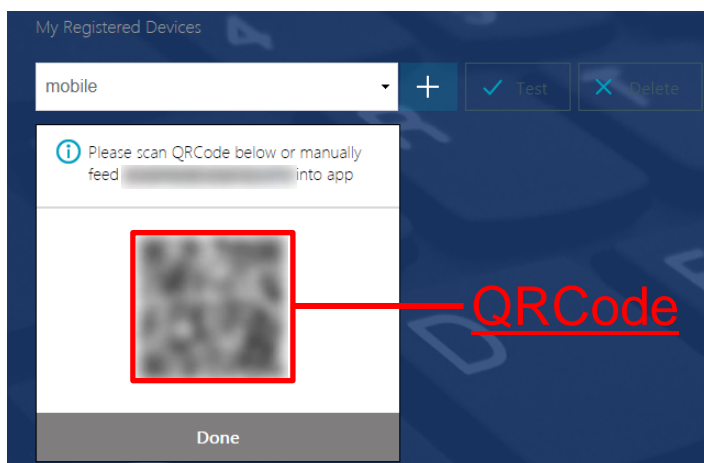
9. On your smart device, you will need to download the Citrix SSO app from the app store.

   Android: Citrix SSO
   iOS (iPhone/iPad): Citrix SSO

10. 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.

Android	iOS (iPhone)

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

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

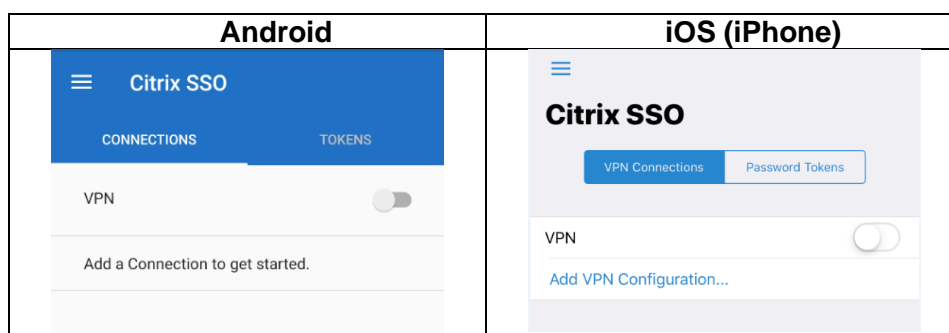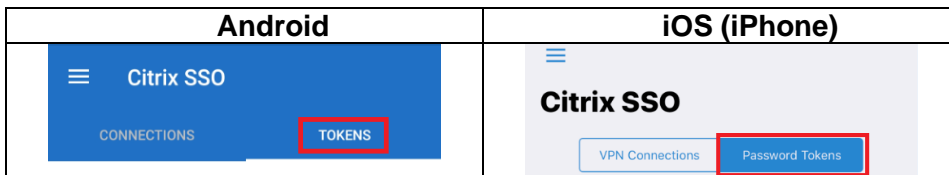| Android	iOS (iPhone)

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)
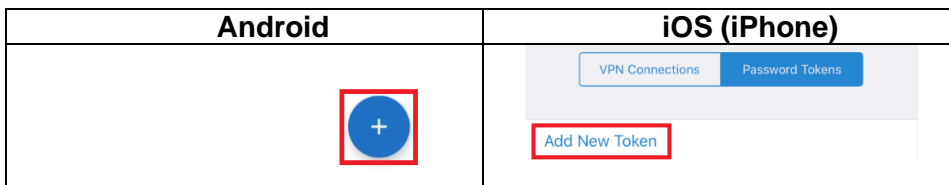
13. Choose **Scan QR Code**.

Android	iOS (iPhone)
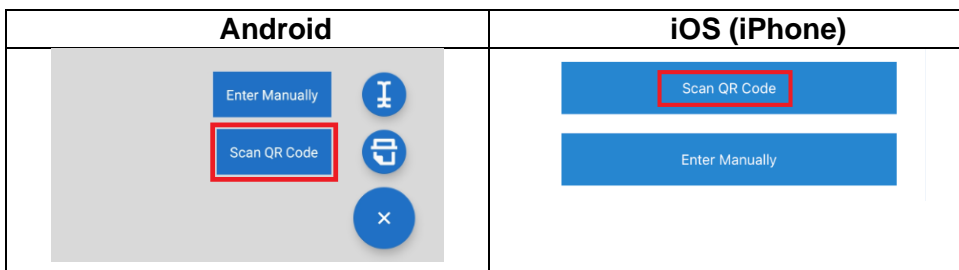
14. Point the camera on your smart device towards the QRCode displayed on your computer.

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.
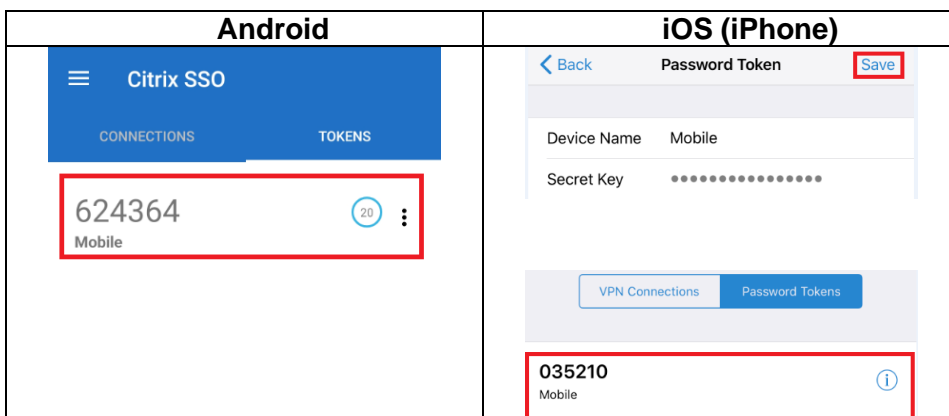
Android	iOS (iPhone)

16. Click **Done** on the website.
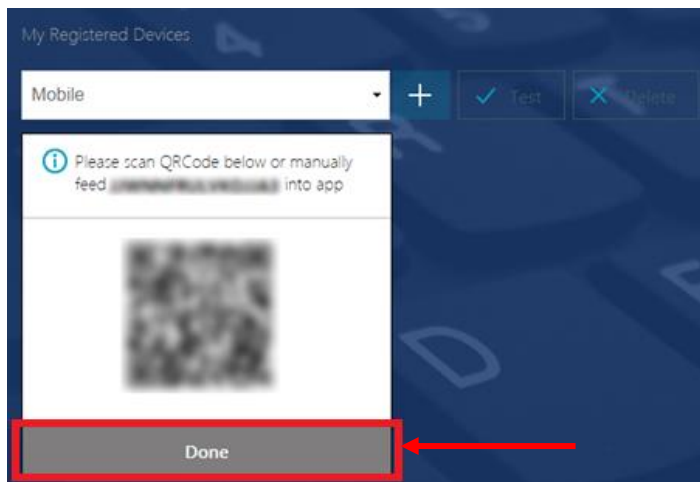
17. Click **Test**.

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

19. The test should be successful.

Setup - Part 2 - VPN Configuration

- **iOS (iPhone / iPad) & Android**
- **macOS (Mac)**

iOS & Android

1. On Android, in the Citrix SSO app, select **Connections**.
   On iOS, in the Citrix SSO app, select **VPN Connections**.

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

2. On Android, press the **+** symbol at the bottom right of the screen.
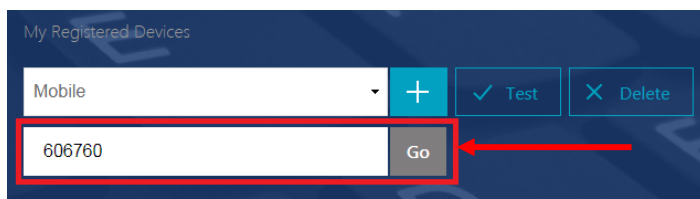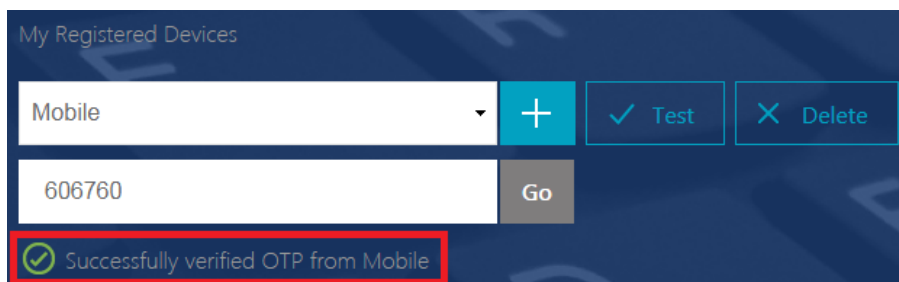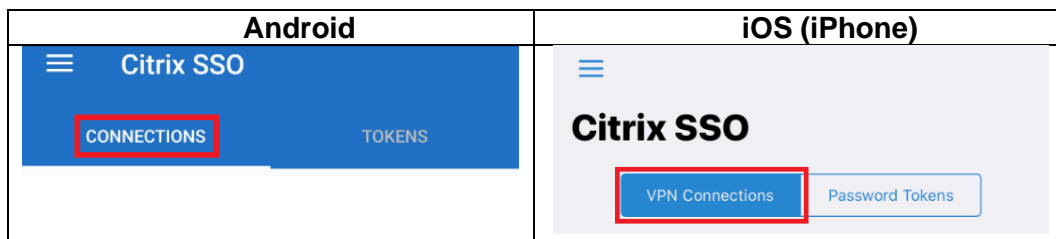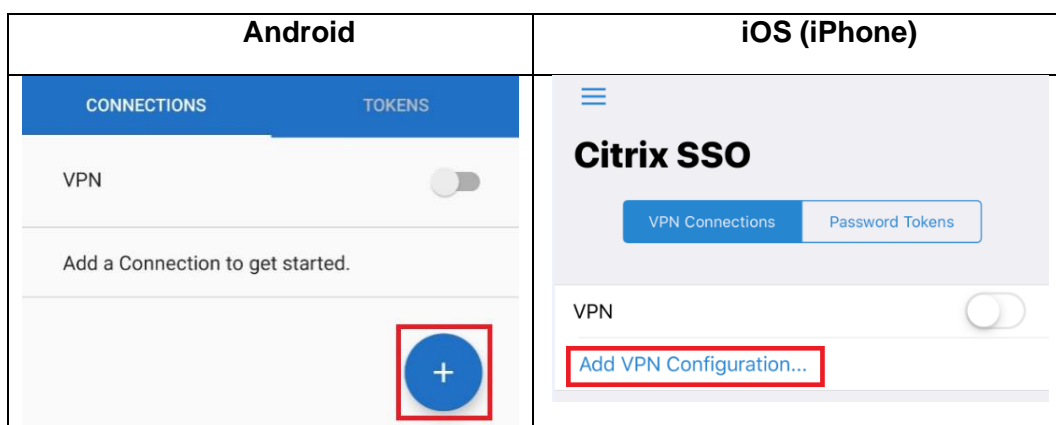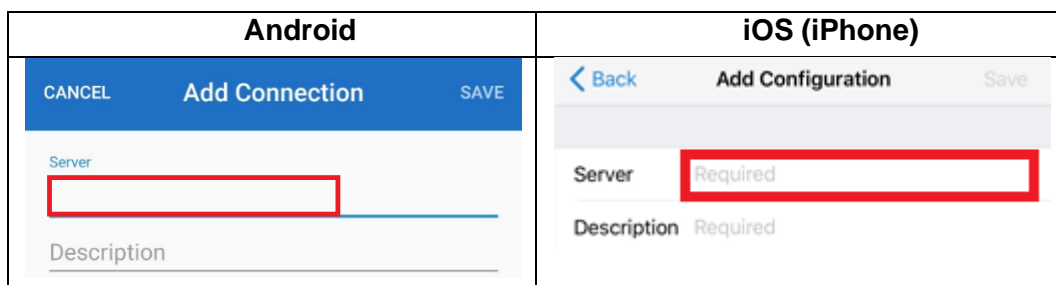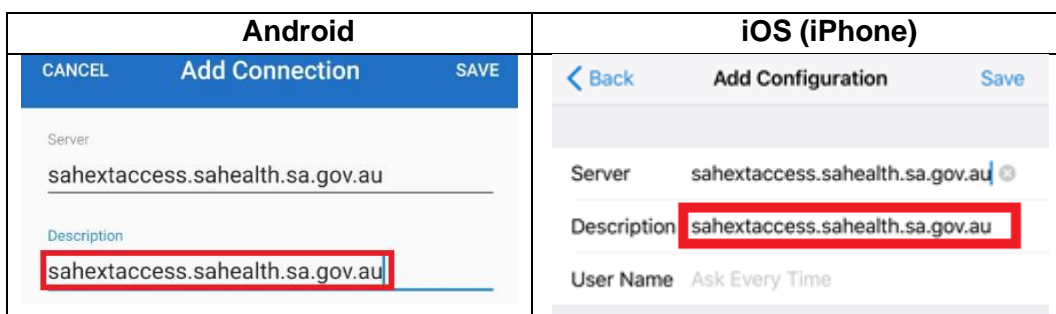   On iOS, select **Add VPN Configuration**.

Android	iOS (iPhone)
CONNECTIONS TOKENS VPN ⬤ Add a Connection to get started. ⊕	☰ **Citrix SSO** VPN Connections Password Tokens VPN ◯ Add VPN Configuration...

3. Enter sahextaccess.sahealth.sa.gov.au into the Server field.

Android	iOS (iPhone)
CANCEL **Add Connection** SAVE Server Description	‹ Back **Add Configuration** Save Server Required Description Required

4. Tap into the the Description field and it will automatically populate, you can change this or leave it as is.

Android	iOS (iPhone)
CANCEL **Add Connection** SAVE Server sahextaccess.sahealth.sa.gov.au Description sahextaccess.sahealth.sa.gov.au	‹ Back **Add Configuration** Save Server sahextaccess.sahealth.sa.gov.au ⊗ Description sahextaccess.sahealth.sa.gov.au User Name Ask Every Time

5. Enter your HAD username in the User Name field.

Android	iOS (iPhone)
CANCEL **Add Connection** SAVE Server sahextaccess.sahealth.sa.gov.au Description sahextaccess.sahealth.sa.gov.au User Name jsmith99	‹ Back **Add Configuration** Save Server sahextaccess.sahealth.sa.gov.au Description sahextaccess.sahealth.sa.gov.au User Name jsmith99 Certificate Disabled ›

6. Select **Save**.

Android	iOS (iPhone)
CANCEL **Add Connection** SAVE Server sahextaccess.sahealth.sa.gov.au Description sahextaccess.sahealth.sa.gov.au User Name jsmith99	‹ Back **Add Configuration** Save Server sahextaccess.sahealth.sa.gov.au Description sahextaccess.sahealth.sa.gov.au User Name jsmith99 Certificate Disabled › Select **Allow** if prompted: **"Citrix SSO" Would Like to Add VPN Configurations** All network activity on this iPhone may be filtered or monitored when using VPN. Allow Don't Allow

7. On Android, choose **Just Save**.
   On iOS, choose **Save**.

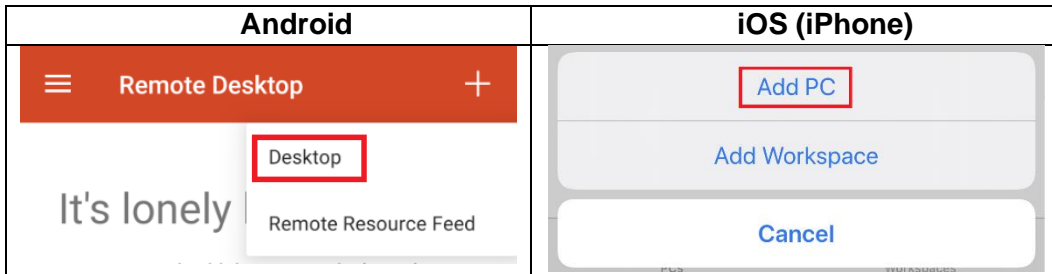| Android	iOS (iPhone)
Save and Connect Just Save Cancel	Save and Connect Save
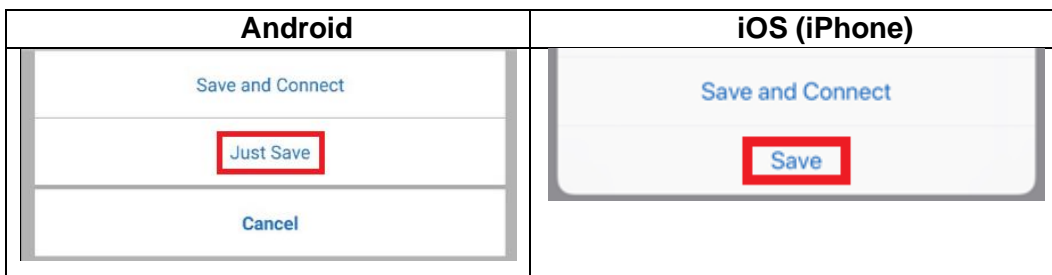
8. Download and open the Microsoft Remote Desktop app from the App Store or Play Store.

   Android: Microsoft Remote Desktop
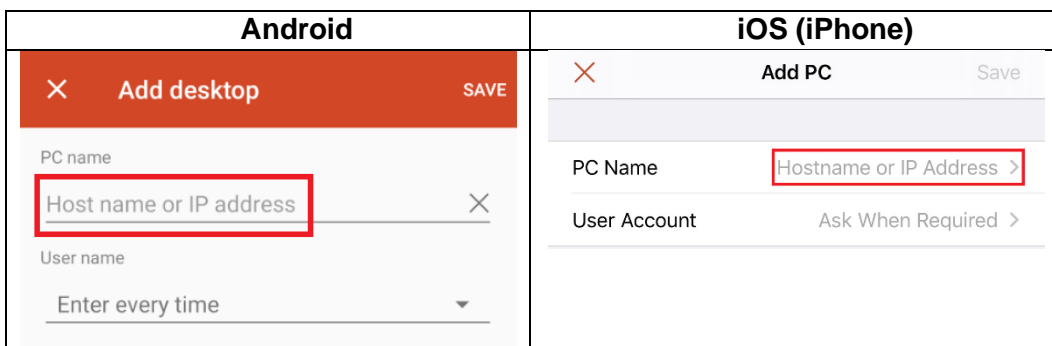   **iOS (iPhone/iPad):** Microsoft Remote Desktop

9. Press the **+** button.

Android	iOS (iPhone)
☰ **Remote Desktop** ⊞	⋯ PCs 🔍 ⊞
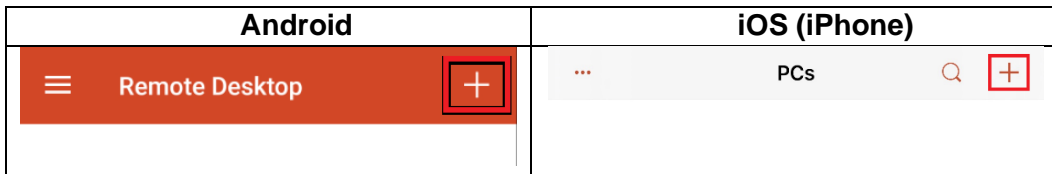
10. On <u>Android</u>, select Desktop.
    On <u>iOS</u>, select **Add PC**.

Android	iOS (iPhone)
☰ **Remote Desktop** + Desktop It's lonely Remote Resource Feed	Add PC Add Workspace Cancel

11. Tap on the **Host Name or IP Address** option.

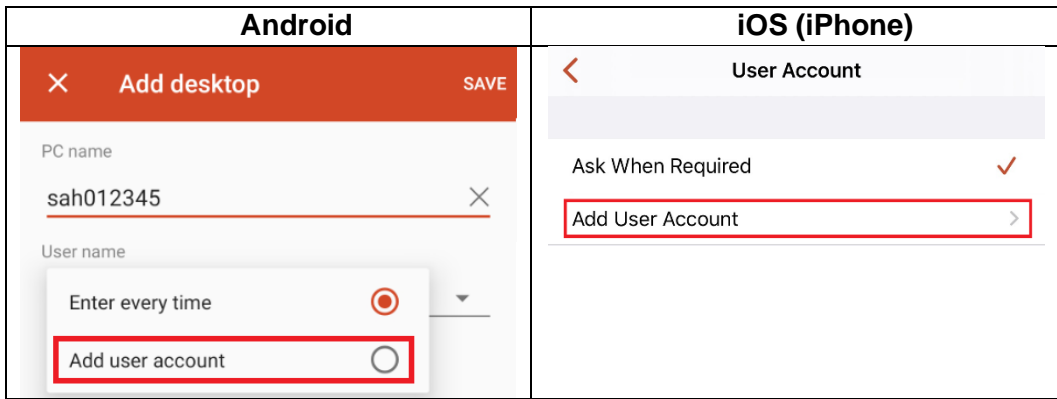| Android	iOS (iPhone)
✕ **Add desktop** SAVE PC name Host name or IP address ✕ User name Enter every time ▾	✕ **Add PC** Save PC Name Hostname or IP Address ＞ User Account Ask When Required ＞

12. On <u>Android</u>, enter the asset number of your SA Health device (e.g. SAH012345).
    On <u>iOS</u>, enter the asset number of your SA Health device (e.g. SAH012345) then click the back button.
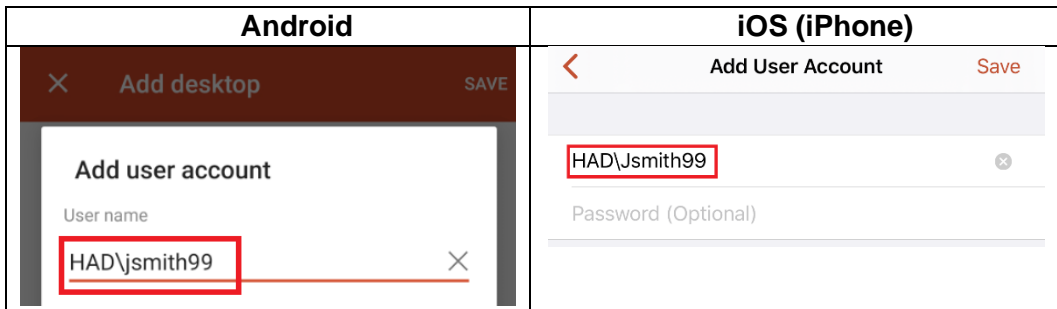
Android	iOS (iPhone)
✕ **Add desktop** SAVE PC name sah012345 ✕	＜ **PC Name** SAH012345 ⊗
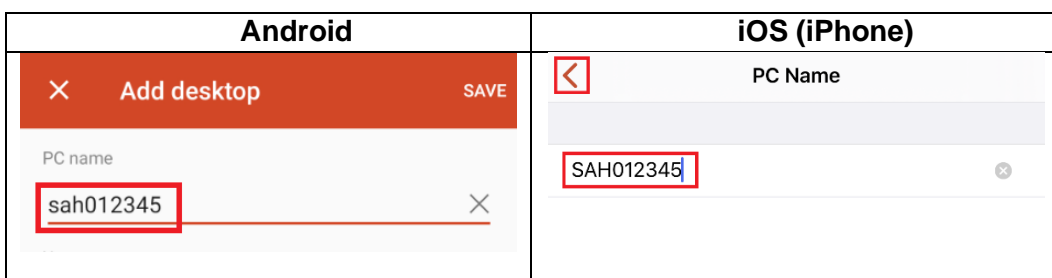
13. On <u>Android</u>, Tap on **Enter every time**.
    On <u>iOS</u>, Tap on **Ask When Required.**

Android	iOS (iPhone)
✕ **Add desktop** SAVE PC name sah012345 ✕ User name Enter every time ▾	✕ **Add PC** Save PC Name SAH012345 ＞ User Account Ask When Required ＞
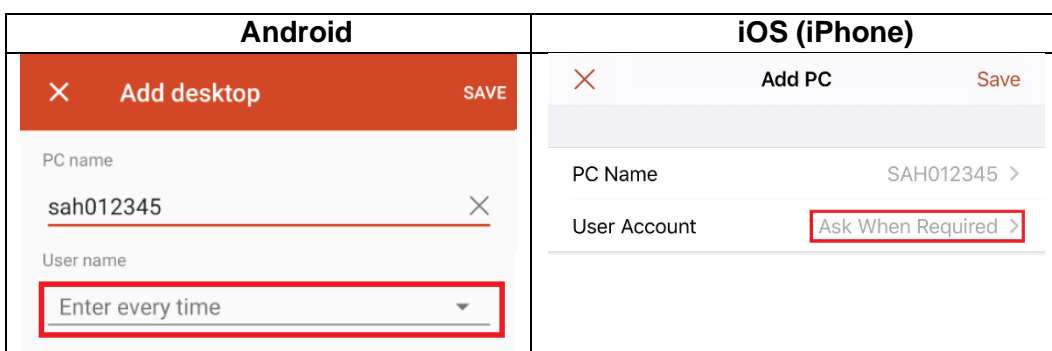
14. Select **Add User Account**.

Android	iOS (iPhone)

15. Enter your HAD Username (make sure to include HAD\ before your username).

Android	iOS (iPhone)

16. Click **Save**.
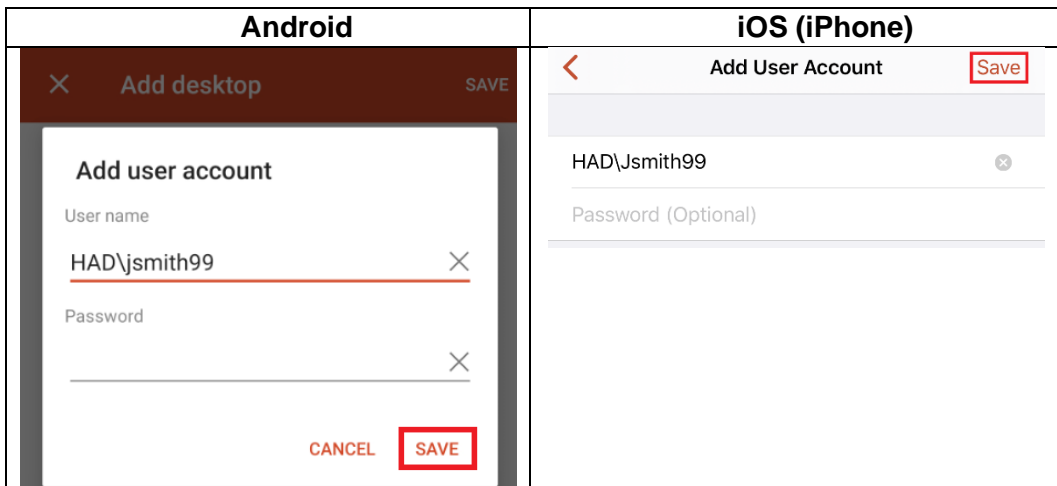
Android	iOS (iPhone)

17. On Android, Ensure the entry with your HAD ID is selected.
   On iOS, Ensure the entry with your HAD ID is selected and click the back button.

Android	iOS (iPhone)

18. Click **Save**.

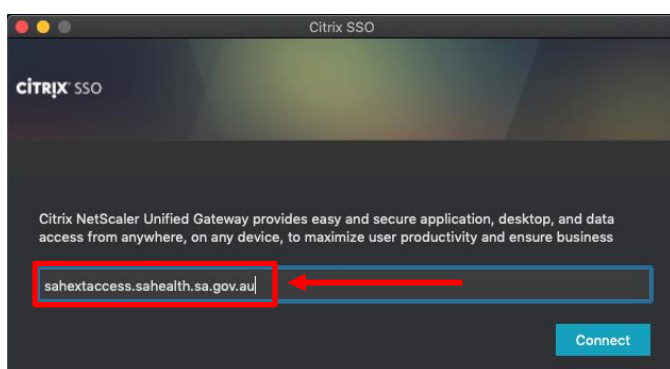| Android	iOS (iPhone)

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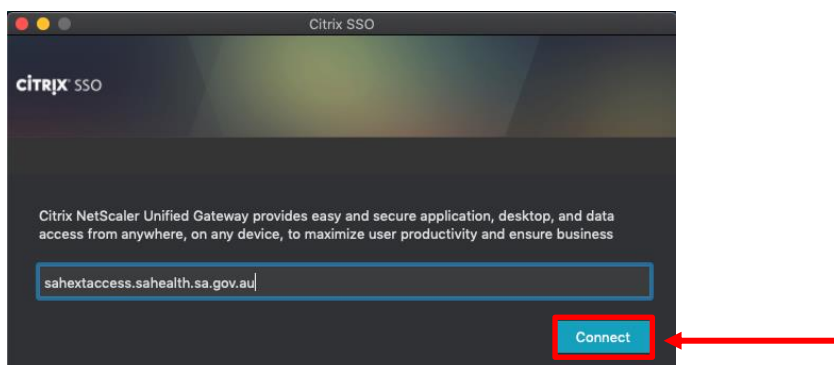
macOS

1. On your Mac, download the Citrix SSO app from the App Store.

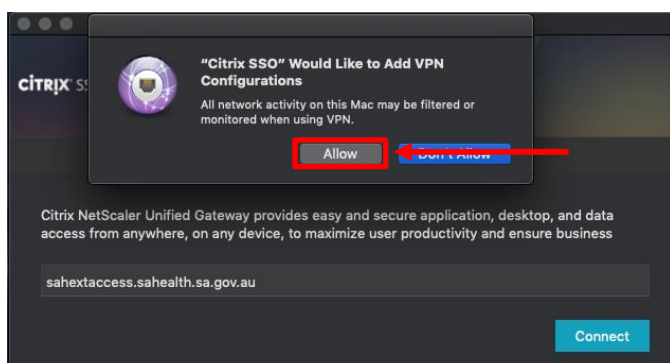2. Open the Citrix SSO app and the below screen will be displayed:
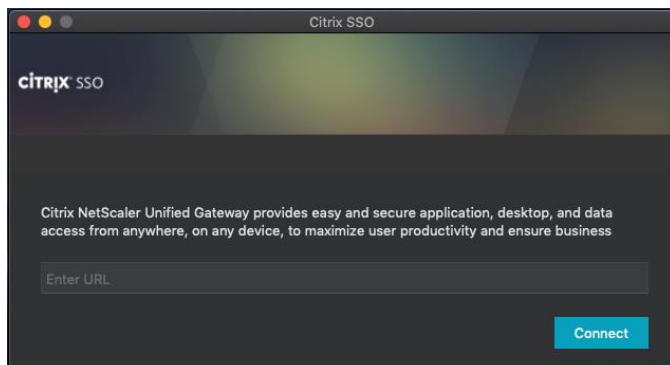
3. Enter the URL as **sahextaccess.sahealth.sa.gov.au**
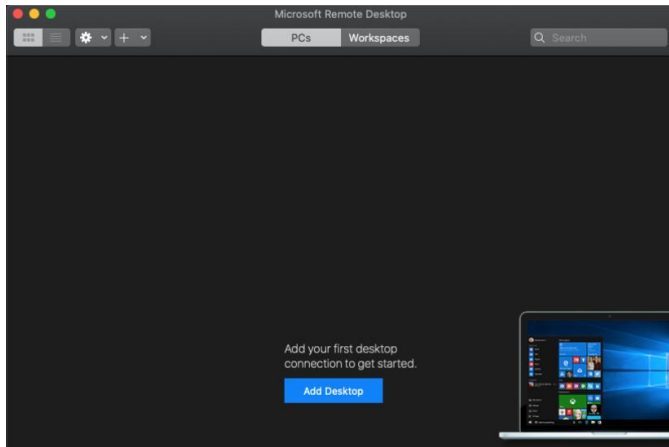

4. Click **Connect**.

5. Select **Allow**.

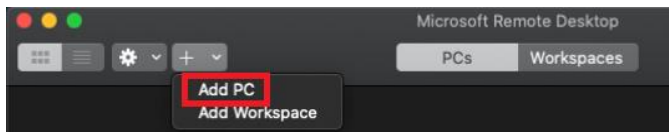6. Download the Microsoft Remote Desktop 10 app from the App Store.

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7. Open the Microsoft Remote Desktop 10 app and the below screen will display:
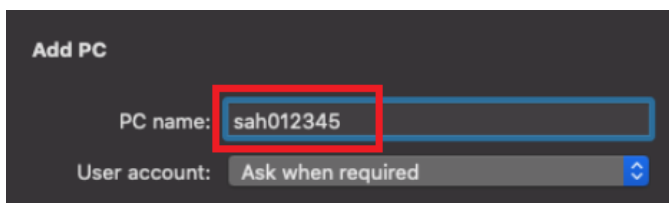

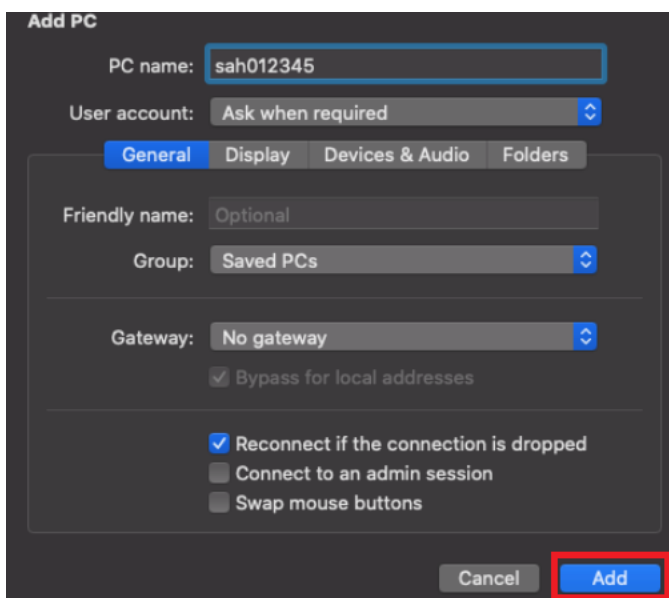
8. Click the **+** button.

9. Choose **Desktop**.

10. Enter the asset number of your SA Health Computing device (e.g. SAH012345).

11. Click **Add**.

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