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	compa	atible	with	the f	ollowin	ig:
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Operating Systems:

iOS Android macOS

NOTE: For specific OS and Web Browser version compatibility requirements, click <u>here</u>.

This document provides instructions for the following:

Setup - Part 1 - One Time Password (OTP)

Setup - Part 2 - VPN Configuration

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

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: <u>https://sahextaccess.sahealth.sa.gov.au/manageotp</u>

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:

Please log on	A		
User name:	jsmith99		
		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	
	Submit		

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).

My Registered Devices	
No registered devices -	+ Add Device
Mobile	<b>a</b> u

7. Click Go.

My Registered Devices	
No registered devices -	+ Add Device
Mobile	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.



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)
≡ Citrix SSO	≡ Citrix SSO
CONNECTIONS TOKENS	VPN Connections Password Tokens
Add a Connection to get started.	VPN Add VPN Configuration

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

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

Android	iOS (iPhone)
$\equiv$ Citrix SSO	≡ Citrix SSO
CONNECTIONS TOKENS	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**.



## 13. Choose Scan QR Code.

Android	iOS (iPhone)
Enter Manually	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	Back Password Token Save		
CONNECTIONS TOKENS	Device Name Mobile		
624364 (20) : Mobile	Secret Key           VPN Connections         Password Tokens		
	035210 Mobile		

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



17. Click Test.

My Registered Devices			ditta
Mobile	• +	🗸 Test	

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

My Registered Devices		
Mobile	• +	
606760	Go	

19. The test should be successful.

My Registered Devices	5	
Mobile	• +	X Delete
606760	Go	
Successfully verified OTP from Mobile	-	

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## Setup - Part 2 - VPN Configuration

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

## iOS & Android

1. On <u>Android</u>, in the Citrix SSO app, select **Connections**. On <u>iOS</u>, in the Citrix SSO app, select **VPN Connections**.

Android		iOS (iPhone)		
$\equiv$ Citrix SSO		≡		
CONNECTIONS TOKENS		Citrix SSO		
		VPN Connections	Password Tokens	
			_	

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

An	droid	iOS (iPhone)
CONNECTIONS	TOKENS	=
VPN		Citrix SSO VPN Connections Password Tokens
Add a Connection to get	started.	VDN
	+	Add VPN Configuration

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

Android		iOS (iPhone)			
CANCEL	Add Connection	SAVE	K Back	Add Configuration	Save
Server			Server	Required	
Descriptio	on		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	< Back	Add Configuration	Save
Server sahextac	cess.sahealth.sa.gov.au		Server	sahextaccess.sahealth.sa.	gov.au
Description			Descriptio	sahextaccess.sahealth.sa.	gov.au
sahextac	cess.sahealth.sa.gov.au		User Name	Ask Every Time	



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

Android			iOS (iPhone)		
Add Connection	SAVE	K Back	Add Configuration	Sa	ive
cess.sahealth.sa.gov.au		Server	sahextaccess.sahealth.sa.	gov.au	
		Description	sahextaccess.sahealth.sa.	gov.au	
cess.sahealth.sa.gov.au		User Name	jsmith99		
		Certificate	Di	sabled	>
	Android Add Connection	Android Add Connection SAVE cess.sahealth.sa.gov.au	Android Add Connection SAVE Cess.sahealth.sa.gov.au Cess.sahealth.sa.gov.au Certificate	Android       iOS (iPhone)         Add Connection       SAVE       Add Configuration         cess.sahealth.sa.gov.au       Server       sahextaccess.sahealth.sa.         cess.sahealth.sa.gov.au       User Name       jsmith99         Certificate       Display	Android       iOS (iPhone)         Add Connection       SAVE

## 6. Select Save.

Android iOS (iPhone)			)		
CANCEL	Add Connection	SAVE	K Back	Add Configuration	Save
Server					
sahextac	cess.sahealth.sa.gov.au		Server	sahextaccess.sahealth.	sa.gov.au
Description			Description	sahextaccess.sahealth.	sa.gov.au
sahextac	cess.sahealth.sa.gov.au		User Name	jsmith99	
User Name					
jsmith99			Certificate		Disabled >
			Select All "Citri Add All netwo be filte	ow if prompted: ix SSO" Would Li VPN Configurat ork activity on this iPh red or monitored whe VPN.	ike to ions none may n using
			Allo	Don't	Allow

7. On <u>Android</u>, choose **Just Save**. On <u>iOS</u>, choose **Save**.

Android	iOS (iPhone)
Save and Connect	Save and Connect
Just Save	Save
Cancel	

8. Download and open the Microsoft Remote Desktop app from the App Store or Play Store.

Android: <u>Microsoft Remote Desktop</u> iOS (iPhone/iPad): <u>Microsoft Remote Desktop</u> 9. Press the + button.

Android		iOS (iPhone)		e)
	-		PCs	Q +

10. On Android, select Desktop.

On iOS, select Add PC.

Android	iOS (iPhone)	
$\equiv$ Remote Desktop +	Add PC	
Desktop	Add Workspace	
It's lonely Remote Resource Feed	Cancel	

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

Android		iOS (iPhone)		
× Add desktop	SAVE	×	Add PC	Save
PC name		PC Name	Hostname or	IP Address >
Host name or IP address	$\times$	User Account	Ask Whe	n Required >
User name				
Enter every time	-			

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	
PC name sah012345	×	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	×	Add PC	Save
PC name		PC Name	S	AH012345 >
sah012345	X	User Account	Ask Whe	n Required >
User name				
Enter every time	•			

#### 14. Select Add User Account.

Android		iOS (iPhone)	
× Add desktop	SAVE	< User Account	
PC name sah012345 User name	<u>×</u>	Ask When Required Add User Account	>
Enter every time Add user account	• •		

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

Android		iOS (iPhone)		
× Add desktop	SAVE	Add User Account	Save	
Add user account		HAD\Jsmith99	٢	
User name		Password (Optional)		
HAD\jsmith99	×			

## 16. Click Save.

Android		iOS (iPhone)	
× Add desktop	SAVE	Add User Account	Save
Add user account		HAD\Jsmith99	۲
User name		Password (Optional)	
HAD\jsmith99	$\times$		
Password			
	$\times$		
CANCEL	SAVE		

- 17. On <u>Android</u>, Ensure the entry with your HAD ID is selected. On <u>iOS</u>, Ensure the entry with your HAD ID is selected and click the back button.

Android		iOS (iPhone)	
× Edit desktop	SAVE	User Account	
PC name SAH012345 User name	×	Ask When Required	
HAD\jsmith99	•		

#### 18. Click Save.

Android		iOS (iPhone)		
× Edit desktop	SAVE	×	Add PC	Save
PC name		PC Name	SA	H012345 >
SAH012345	×	User Account	HAD\Jsmith99 >	
User name				
HAD\jsmith99	<b>•</b>			

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 <u>Citrix SSO</u> 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.

	"Citrix SSO" Would Like to Add VPN Configurations	
	All network activity on this Mac may be filtered or monitored when using VPN.	
	Allow	
Citrix NetScaler Unifie access from anywhere	d Gateway provides easy and secure application, desktop, and data , on any device, to maximize user productivity and ensure business	
sahextaccess.saheal	h.sa.gov.au	
	Connect	

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).

Add PC		
PC name:	sah012345	
User account:	Ask when required	\$

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.