

# SA Health – Digital Health SA NetScaler VPN Remote Access External Vendor - iOS, Android & Mac

## 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

VPN is compatible with the following:
<b>Operating Systems:</b>
iOS Android macOS
NOTE: For specific OS and Web Browser version compatibility requirements, click <a href="#">here</a> .

**NB:** 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.

### This document provides instructions for the following:

#### Using the VPN

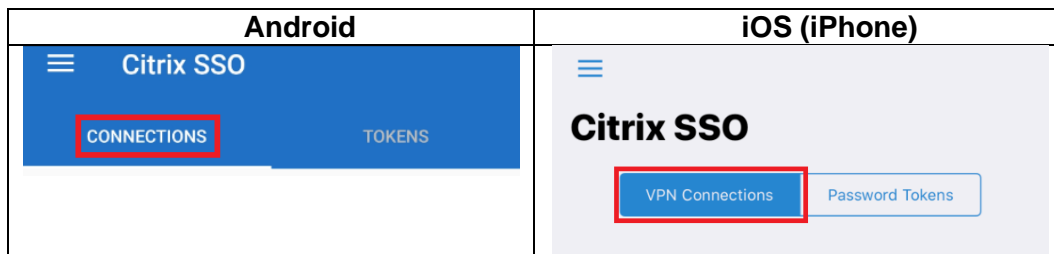
- [iOS \(iPhone / iPad\) & Android](#)
- [macOS](#)

## Using the VPN

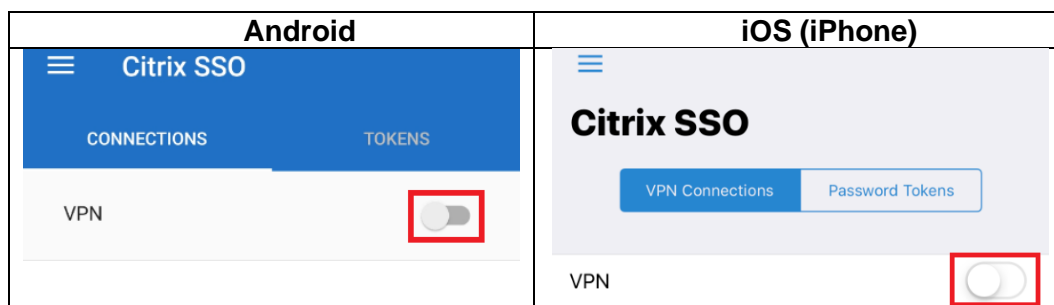
- [iOS \(iPhone / iPad\) & Android](#)
- [macOS \(Mac\)](#)

### iOS & Android

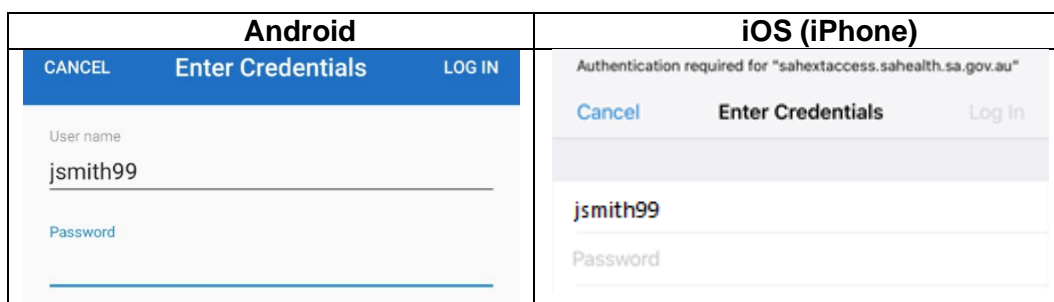
1. Open the Citrix SSO app on your device.
2. On Android, in the Citrix SSO app, select **Connections**.  
On iOS, in the Citrix SSO app, select **VPN Connections**.



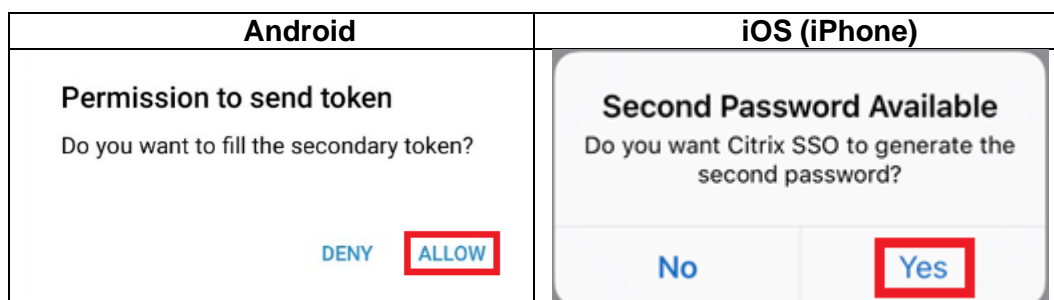
3. Click on the switch to the right of VPN.



4. An authentication screen will appear.

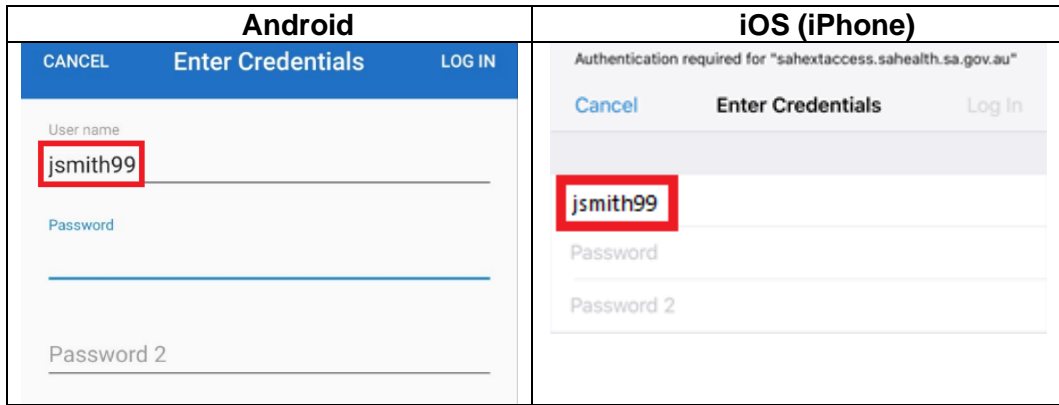


5. If you setup your One Time Password on the same device using the QR Code you will receive the below prompt; select **Yes** which will automatically populate the One Time Password into the Password 2 field.

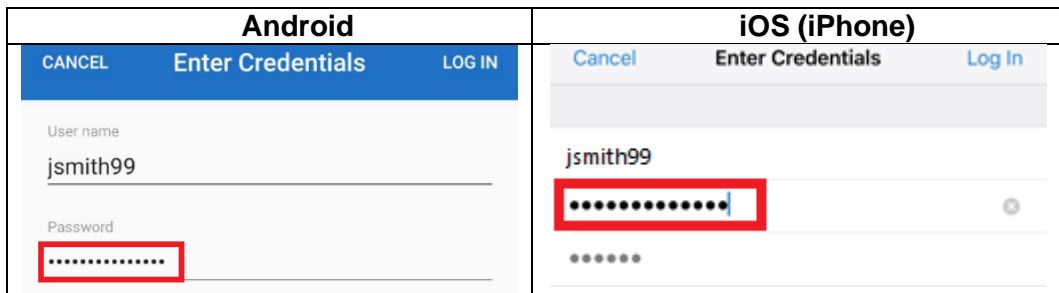


**NB:** If you do not receive the prompt you will need to manually copy the One Time Password from the Password Tokens tab in the app instead; refer to the [Troubleshooting](#) section.

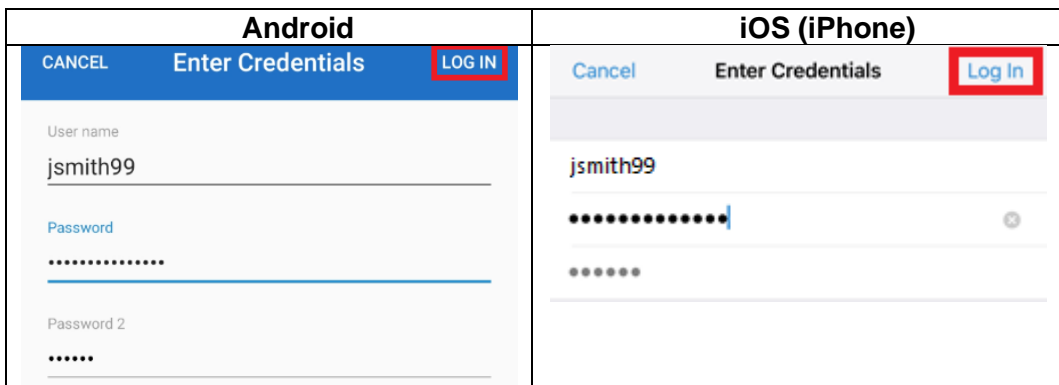
6. Enter your HAD Username into the User name field (if it is not already populated).



7. Enter your HAD Password into the Password field.



8. Select **Log in**.



9. On Android, a message will display as below when the VPN has established and the switch will change to be blue.

On iOS, **Connected** will appear as below when the VPN has established and the switch will change to green.

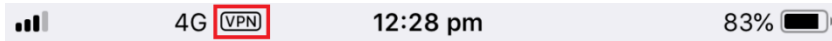


Also note:

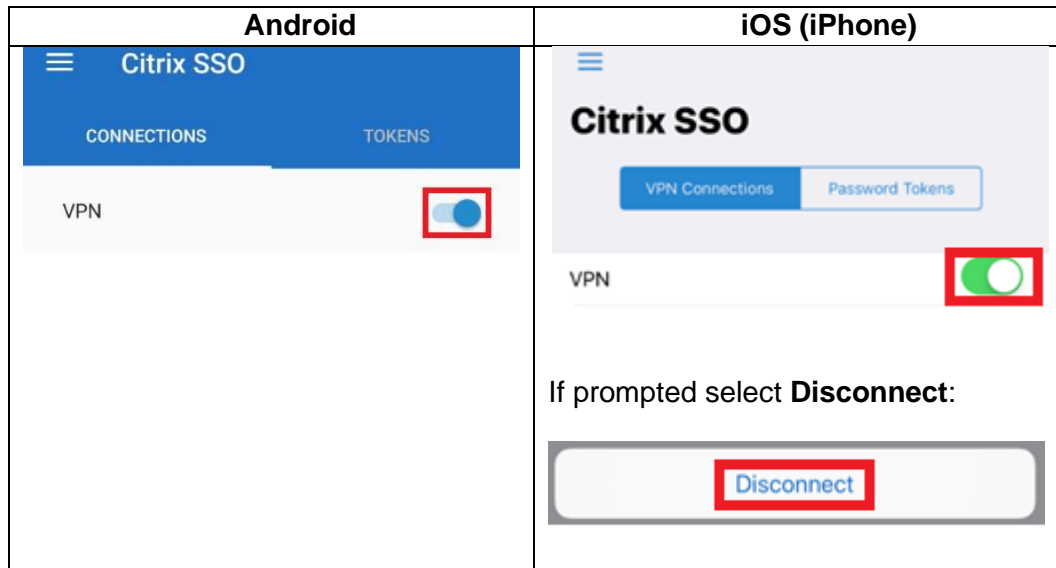
On Android, a key and a padlock icon will display at the top of the screen:



On iOS, VPN will be displayed at the top of the screen:



10. To disconnect from the VPN, open the Citrix SSO app and tap on the blue or green switch as below:

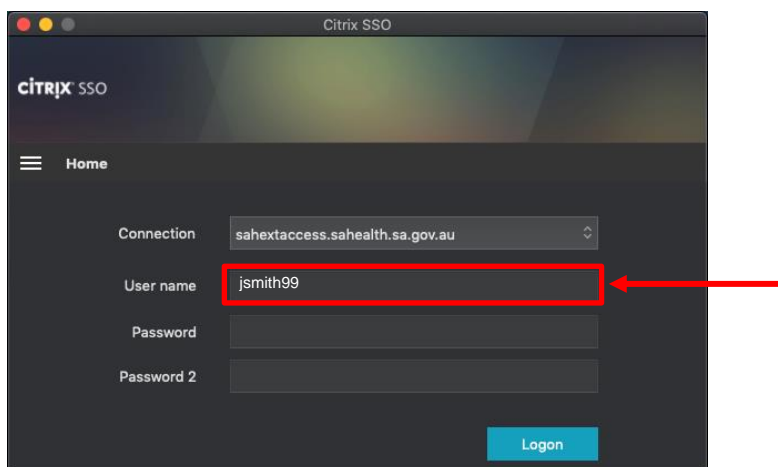


## macOS

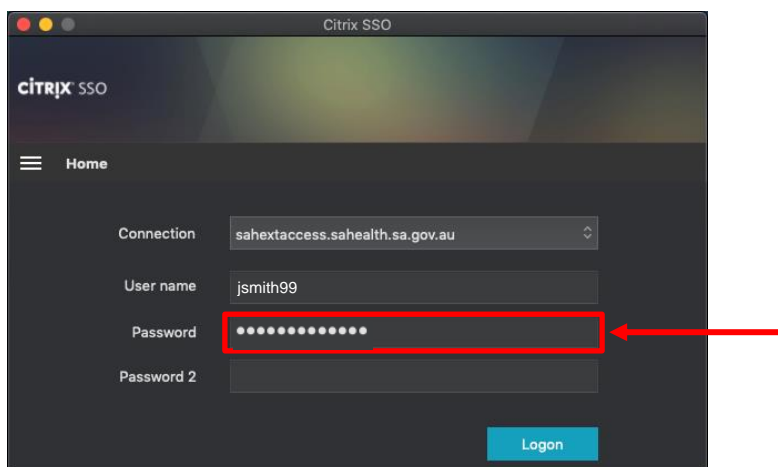
1. Open the Citrix SSO app on your Mac.
2. If required choose the sahexaccess.sahealth.sa.gov.au connection from the dropdown.



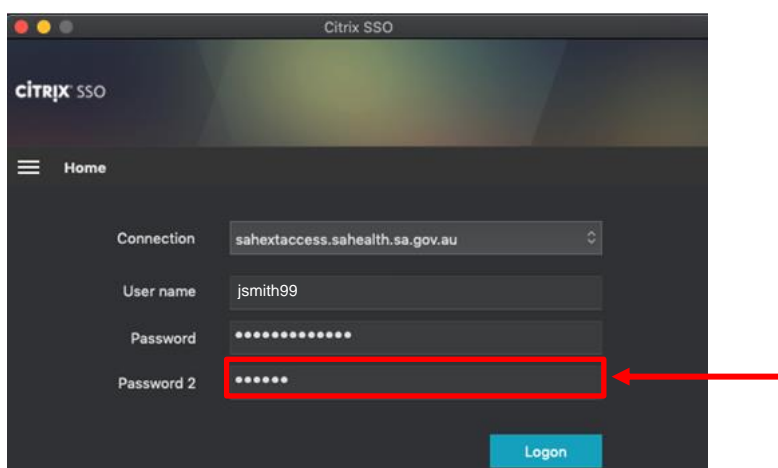
3. Enter your HAD Username into the User Name field:



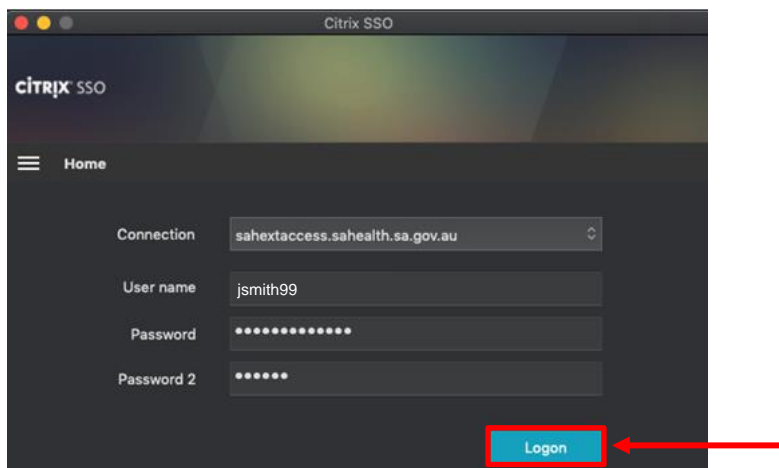
4. Enter your HAD password into the Password field:



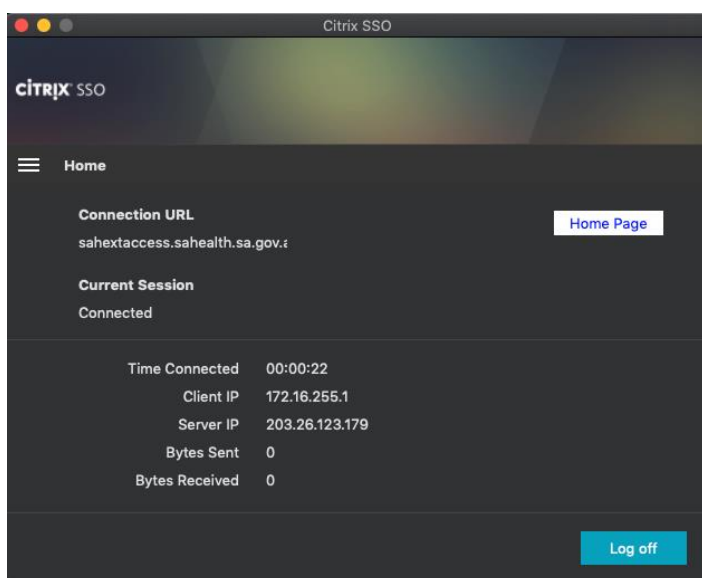
5. Enter the One Time Password currently being displayed in the Citrix SSO app on your smart device in the Passcode field:



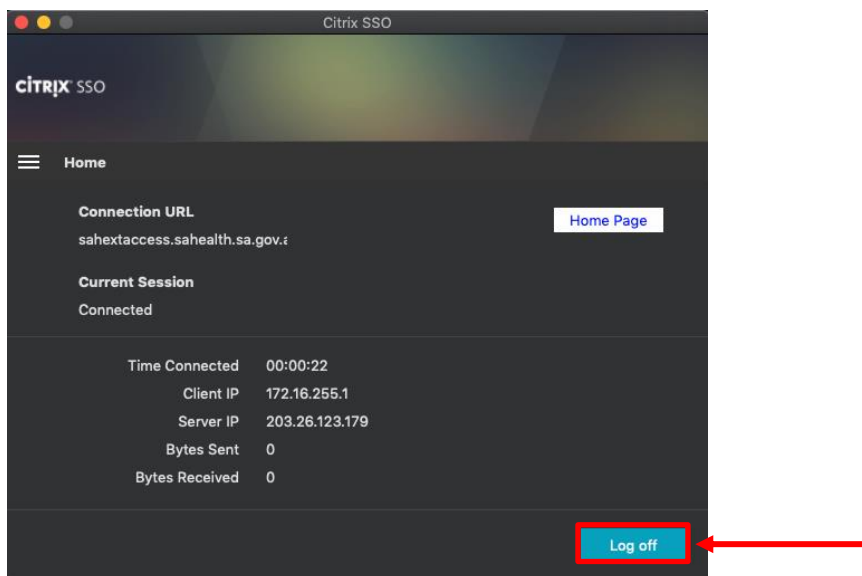
6. Click **Logon**.



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



1. To disconnect from the VPN, open the Citrix SSO app and select Log Off.



## Troubleshooting:

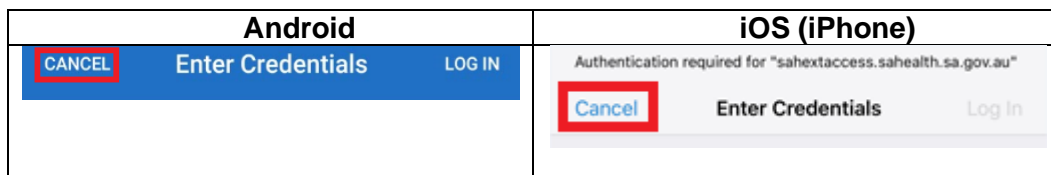
### Issue:

Device is not prompting to use the Second Password.

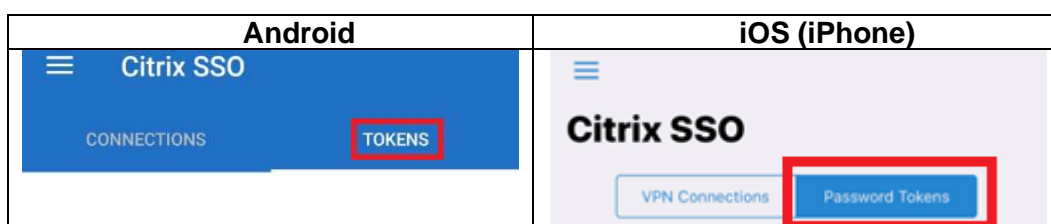
### Resolution:

One Time Password will need to be manually entered:

1. Click **Cancel**.

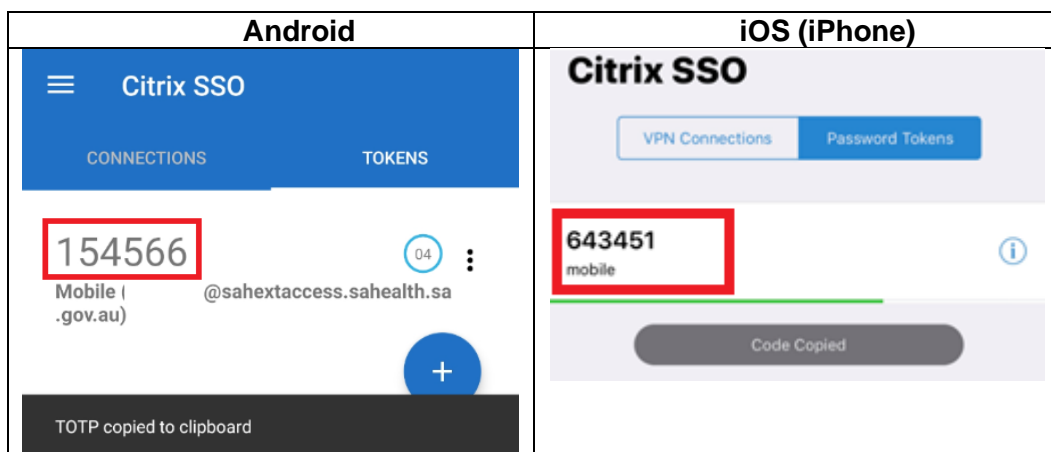


2. On Android, select **Tokens**.  
On iOS, select **Password Tokens**.

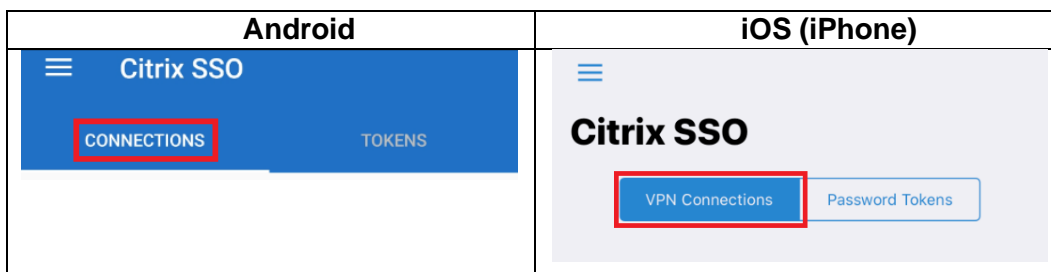


3. Double Tap on the entry and a message will appear to advise the code has been copied.

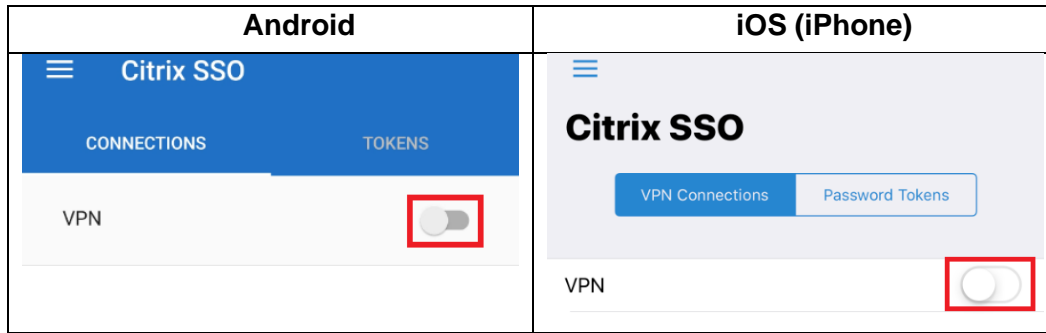
**NB:** The code expires every 30 seconds, so you may need to wait until a new code is generated to allow yourself enough time to perform the next steps.



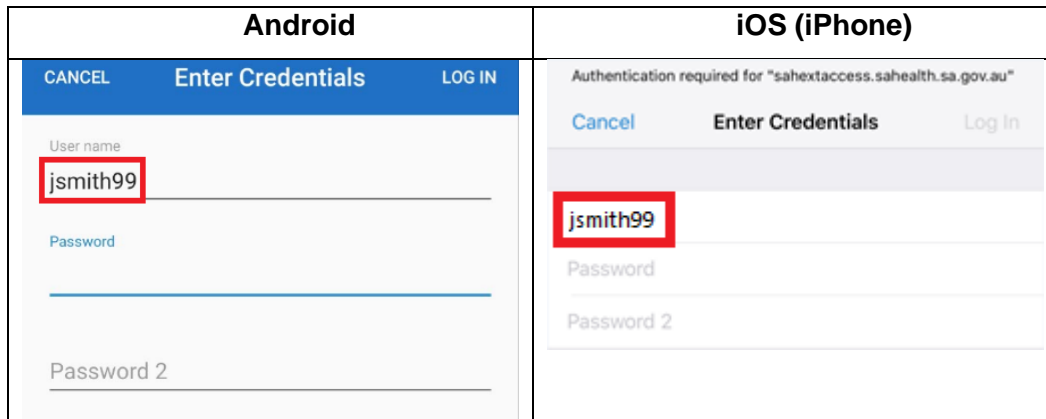
4. On Android, in the Citrix SSO app, select **Connections**.  
On iOS, in the Citrix SSO app, select **VPN Connections**.



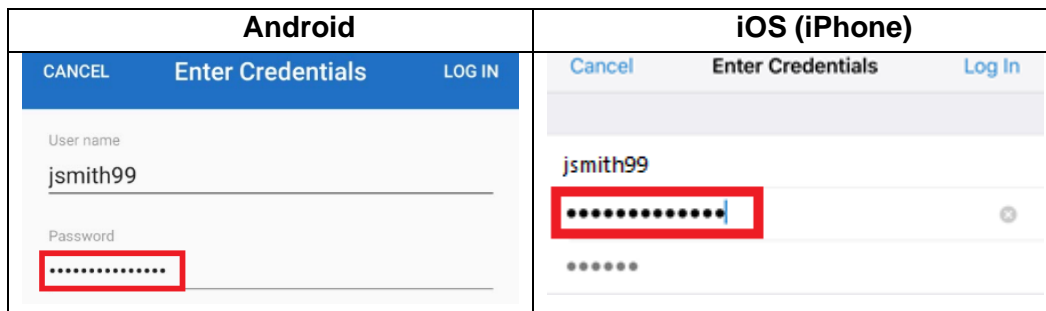
5. Click on the switch to the right of VPN and then proceed to step 6 below.



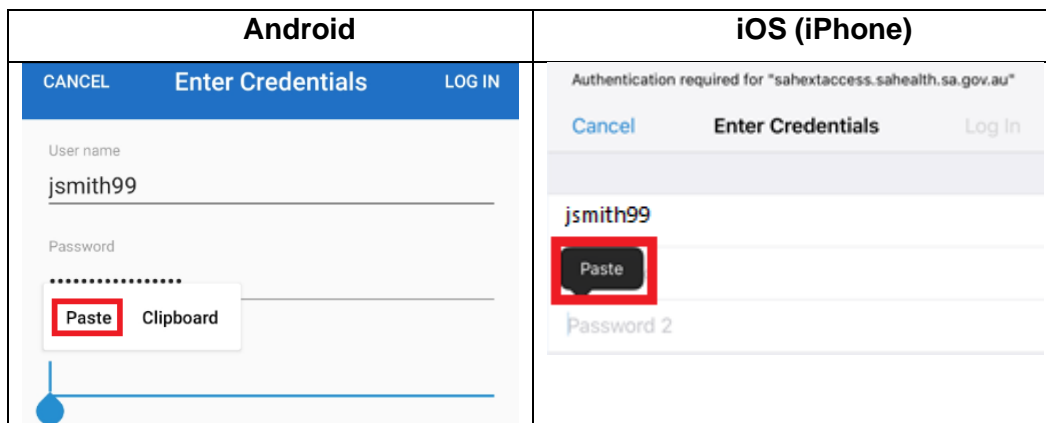
6. Enter your HAD Username into the User name field (if it is not already populated).



7. Enter your HAD Password into the Password field.



8. On Android, Tap and hold on the third field (Password 2) and select Paste. On iOS, Double tap on the third field (Password 2) and select Paste.





9. Select **Log in**.

Android	iOS (iPhone)
<p>CANCEL Enter Credentials <b>LOG IN</b></p> <p>User name jsmith99</p> <p>Password .....</p> <p>Password 2 .....</p>	<p>Cancel Enter Credentials <b>Log In</b></p> <p>jsmith99</p> <p>.....</p> <p>.....</p>

**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.