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:
Operating Systems:
iOS Android macOS
NOTE: For specific OS and Web Browser version compatibility requirements, click <u>here</u> .

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 <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

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

A	ndroid	id iOS (iPhone)	
\equiv Citrix SSO		=	
CONNECTIONS	TOKENS	Citrix SSO	
VPN		VPN Connections Password Tokens	
		VPN	\square

4. An authentication screen will appear.

Android		iOS (iPhone)			
CANCEL	Enter Credentials	LOG IN	Authentication required for "sahextaccess.sahealth.sa.gov.au"		th.sa.gov.au"
User name			Cancel	Enter Credentials	
jsmith99					
Password			jsmith99		
			Password		

 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.

Android	iOS (iPhone)		
Permission to send token Do you want to fill the secondary token?	Second Password Available Do you want Citrix SSO to generate the second password?		
DENY ALLOW	No Yes		

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 <u>Troubleshooting</u> section.



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

Android			iOS (iPhone)
CANCEL Enter Credentials LOG IN		LOG IN	Authentication required for "sahextaccess.sahealth.sa.gov.au"
User name jsmith99			Cancel Enter Credentials Log In
Password			Password 2
Password	d 2		

7. Enter your HAD Password into the Password field.

	Android			iOS (iPhone)	
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In
User name					
jsmith99			jsmith99		
Password			•••••	•••••	0
•••••	•••		*****		

8. Select Log in.

	Android			iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In	
User name						
jsmith99			jsmith99			
Password			•••••	•••••	0	
	•••		*****			
Password 2						
•••••						

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

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

Android	iOS (iPhone)
12:00 후 운 변문 뜻 .il 100% ੇ 운 Citrix SSO Touch for more information or to d 12:00 pm	≡ Citrix SSO
Citrix SSO is running	
VPN	VPN Connections Password Tokens VPN Connected
	✓ sahextaccess.sahealth.sa.gov.au (i)
	Add VPN Configuration



Also note:

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

12:00 🖙 🕹 🦉 🖓 대 100% 🗎

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:

And	Iroid	iOS (iPhone)
\equiv Citrix SSO		≡
CONNECTIONS	TOKENS	Citrix SSO
VPN		VPN Connections Password Tokens
		VPN
		If prompted select Disconnect :

macOS

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



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

		Citrix SSO		
citrix sso				
⊟ Home				
				ĥ
	Connection	sahextaccess.sahealth.sa.gov.au		
	User name	jsmith99		
	Password			
	Password 2			
			Logon	ļ

4. Enter your HAD password into the Password field:

00		Citrix SSO		
citrix sso				
≡ Home				
Conr	nection sahex	taccess.sahealth.sa.gov.au		
Use	r name jsmith	199		
Pa	ssword	•••••		
Pass	word 2			
			Logon	4
			Logon	

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.

••			Citrix SSO	
CİTR	ix sso			
=	Home			
		Connection	sahextaccess.sahealth.sa.gov.au	0
		User name	jsmith99	
		Password	•••••	
		Password 2	•••••	
				Logon

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

• •	0	Citrix SSO	
CITR	jx sso		
≡	Home		
	Connection URL sahextaccess.sahealth.sa Current Session Connected	.gov.:	Home Page
	Time Connected Client IP Server IP Bytes Sent Bytes Received	00:00:22 172.16.255.1 203.26.123.179 0 0	
			Log off

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.

Android		iOS (iPhone)
CANCEL Enter Credentials	LOG IN	Authentication required for "sahextaccess.sahealth.sa.gov.au" Cancel Enter Credentials Log In

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

Android	iOS (iPhone)		
\equiv Citrix SSO	=		
CONNECTIONS TOKENS	Citrix SSO		
	VPN Connections 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.

Android	iOS (iPhone)
≡ Citrix SSO	Citrix SSO
CONNECTIONS TOKENS	VPN Connections Password Tokens
154566 Mobile (.gov.au) @sahextaccess.sahealth.sa +	643451 mobile Code Copied

4. 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		

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

An	droid	iOS (iPhone)	
\equiv Citrix SSO		≡	
CONNECTIONS	TOKENS	Citrix SSO	
VPN		VPN Connections Password Tokens	
		VPN	

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

Android			iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Authentication required for "sahextaccess.sahealth.sa.gov.au"		
User name	1		Cancel Enter Credentials Log In		
Password			jsmith99 Password		
			Password 2		
Password	12				

7. Enter your HAD Password into the Password field.

	Android			iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In	
ismith99			jsmith99			
<u>jonnen 5</u>			•••••	••••	0	
Password	_					
	•••					

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

	Android			iOS (iPhone)		
CANCEL	CANCEL Enter Credentials LOG IN			Authentication required for "sahextaccess.sahealth.sa.gov.au"		
User name			Cancel	Enter Credentials		
JSMITN99			jsmith99			
Password			Paste			
Paste	Clipboard		Password 2			
-						



9. Select Log in.

	Android		iOS (iPhone)		
CANCEL	Enter Credentials	LOG IN	Cancel	Enter Credentials	Log In
User name					
jsmith99			jsmith99		
Password			••••••	••••	0
•••••	•		*****		
Password 2					

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.