User Guide for Citrix Remote Access

To access VCH, PHC and PHSA network drives, shared folders, and applications

Last revised: Feb 07, 2024

![imits](imits logo)

Contents

Introduction

Audience

This guide is intended for use by staff, contractors, vendors, and anyone requiring authorized access to a health organization network.

Purpose

The purpose of this document is to guide users who access sites, applications, and related computer resources from a remote location. It will cover how to request access, how to activate key tools, how to use remote access, and troubleshooting tips.

Scope

The VCH/PHC and PHSA Service Desks can only directly assist on issues with systems running Windows XP and Windows 7 and above using Internet Explorer 8 and above.

Support for other operating systems/platforms (e.g. Mac OSX, Linux) or web browsers is limited to what is in this document —*any and all support for private systems and private devices is provided on a best-effort basis.*

Understanding your health organization policy

Talk to your manager/director about:

- What you need to work from home, including what services or applications you need to access.

- The relevant health organization guidelines for working from home.

- How to ensure you're complying with your health organization's practices and policies while working from home.

Obtaining application access

Below are some key applications that can be accessed through the Citrix Remote Access site, where you have authorization to access these applications:

PARIS	Ormis	CW Cerner	Neuroworks /EEG	CST Cerner
Procura	Varian	Panorama	CareConnect	PCCEMR
Computrition	PACS	Orsos	PeopleSoft	CAIS

To access the application you need via Citrix Remote Access, complete the Modify Existing User Account form in the IMITS Self-Serve Portal, which is only available inside the network. If you are off-site without access to the network, a colleague with network access or the Service Desk can submit the form on your behalf.

Note: Requesting application access is a separate step from registering your Microsoft Authenticator app on mobile device.

Understanding network access

There are two methods for health organization network access when working remotely:

- Microsoft Office Desktop

- Remote Desktop Protocol

Both methods provide remote access through the Citrix Remote Access site: https://remoteapps.healthbc.org. PHSA staff may also use https://apps.phsa.ca.

Both methods require that you have registered Microsoft Authenticator app for secure, two-factor authentication. Refer to the instructions provided on the Citrix Remote Access site and here: https://webassets.phsa.ca/citrix/Microsoft%20Token%20Registration%20Instruction.pdf

Method	Requirements	Network Drives	Email/Other
Microsoft Office Desktop Provides access to the network, Microsoft Office suite, health organization web applications and your mapped network drive Connection can be through any laptop or workstation, not only a health organization device Does not provide access to your personal desktop shortcuts	Network account and email address associated with that account Registered Microsoft Authenticator app Personal computer or a computer provided by your health organization Request approval by submitting the **Modify Existing User Account form** on IMITS Self-Serve Portal, if Microsoft Office Desktop icon is not present in your Citrix StoreFront.	Citrix StoreFront > Microsoft Office Desktop 2016 (virtual) > **your mapped network (home) drive and other network drives to which you have access**	Citrix StoreFront > Microsoft Office Desktop 2016 (virtual) > **Outlook Express**
Remote Desktop Protocol (RDP) Provides a direct link or "tunnel" to your dedicated on-site health organization computer that is turned on and connected to the network Recommended option, provides more access than Microsoft Office Desktop	Network account and email address associated with that account Registered Microsoft Authenticator app Dedicated on-site computer that is turned **on**; know your computer ID Request approval by submitting the **RDP Access form** on IMITS Self-Serve Portal; include your computer number and ensure your manager actions the approval request	Citrix StoreFront > RDP > **all network drives that your dedicated on-site health organization computer has access to**	Citrix StoreFront > RDP > **your PHSA computer, access all resources as if at work**

Note: The IMITS Self-Serve portal is available inside the network. If you are off-site without access to the network, a colleague with network access or the Service Desk can submit the above forms on your behalf.

Neither method described above is required to access Webmail or Workbrain. To access Webmail (to access Outlook remotely), refer to the instruction on the Webmail site, https://webmail.healthbc.org.

Using Microsoft Office Desktop

Using Citrix on a personal device

If you wish to access Citrix on your personal device, you need to install the Citrix Workspace app. Refer to Appendix A for instruction.

Logging in

Ensure you have registered your Microsoft Authenticator app using the instruction on the Remote Access site.

Note the requirements at the top:

After registering your Authenticator app, browse to Citrix Remote Access and log on using your work email and network password. Your Citrix StoreFront opens.

Opening Microsoft Office Desktop

After logging in to Citrix Remote Access:

1. Select Desktops at the top.

2. Double-click the Microsoft Office Desktop 2016 icon.
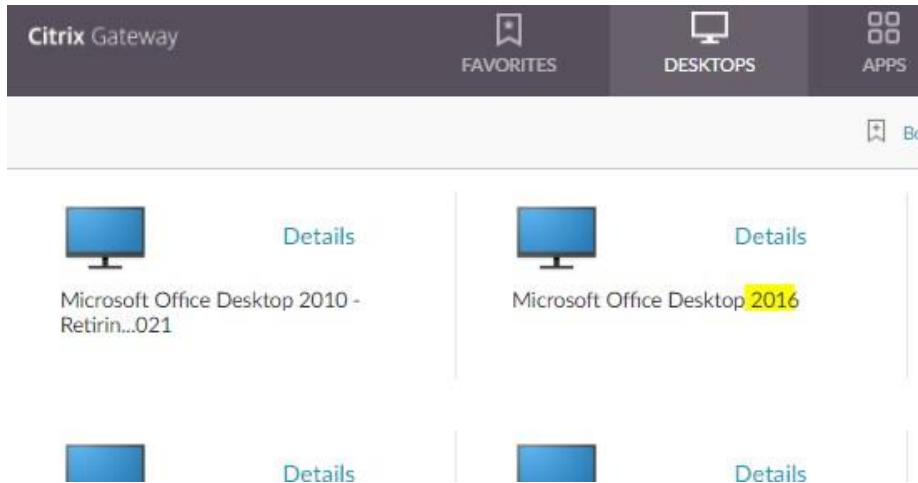
3. Click the ***.ica file** at the lower left. A generic Windows desktop opens.

Use Citrix to access what you need, then log off to conserve resources.

Note: Slow Internet speed when connecting to Citrix is usually directly related to high-level capacity limitations with your Internet Service Provider (e.g. TELUS, Shaw).

Accessing your network drives and home drive files

Once Microsoft Office Desktop 2016 opens, click **File Explorer.** The network drives to which you have access will be displayed. If you need access to other shared network drives, follow the below instruction to map the drives.

Mapping a network drive

1. With Office Desktop 2016 open on your screen, double-click the **This PC** icon in the top-left.

2. Select the **Computer** tab near the top-left of the window.

3. Click on the **Map network drive** button and select **Map network drive** from the drop-down menu.
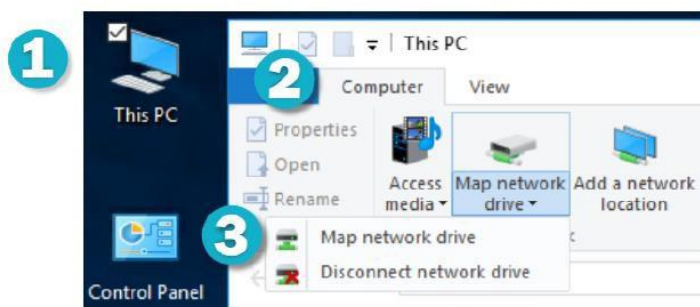
4. Select the **Drive** drop-down menu and choose the drive letter you wish to use.

5. Select the **Folder** text box and enter the path to the drive you wish to map. Note: include \\ at the beginning, e.g. \\vch.ca\departments.

6. Leave the **Reconnect at Sign-in** box ticked, and the **Connect using different credentials** box unticked.

7. Press the **Finish** button.

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive: M: ④

Folder ⑤ ****.ca\departments\   Browse...

Example: \\server\share

⑥ ☑ Reconnect at sign-in

☐ Connect using different credentials

Connect to a Web site that you can use to store your documents and pictures.

⑦ Finish   Cancel

Don't know the path to the network drive? Ask a colleague who also has this drive mapped. When you reach step 5, enter (1) what you see in brackets first (e.g. \\vch.ca) followed by (2) the text you see to the right of the brackets (e.g. departments).

② departments (\\vch.ca) ①
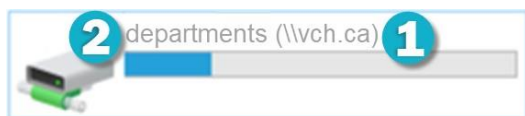
If you need additional assistance, contact the Service Desk and they will help map your shared network drive. Please have your network drive path information ready (a screenshot, if possible) to help resolve your request more quickly.

phsabc\john.smith ▾ ①

About

Log Off ②

Logging off

1. Select the dropdown menu on the top right of the Citrix window.

2. Click Log Off. Note: For additional security, please exit your browser.

Using Remote Desktop Protocol (RDP)

Using RDP Proxy for the first time

For the first time, you will need to log in to Citrix Gateway and create your own RDP Proxy icon to access your on-site computer. You can do this by following these steps:

1. Log on to **https://remoteapps.healthbc.org** using your registered Microsoft Authenticator app. Refer to the instructions provided on that site.

2. Create an RDP Proxy icon that links to your specific computer at work. Click on 'Bookmark' located in the top-right corner of the page. If you don't find 'Bookmark' icon, you will need to submit a request to have this access. Submit the request using below form. You must be connected to Health Authority Network to access this form.

Remote Desktop Protocol (RDP) Access
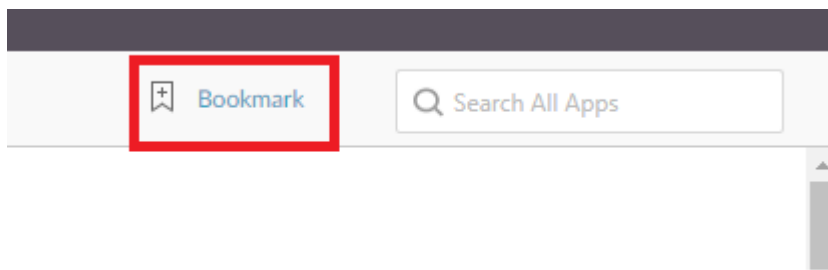
3. Enter the following information in the pop-out window:

   o **URL:** Enter the hostname of your workstation - including the domain (e.g., LD012345.healthbc.org)

     • To find your full computer name, access your work PC, go to Control Panel, System, and Security, then System. Your full computer name is listed on this page
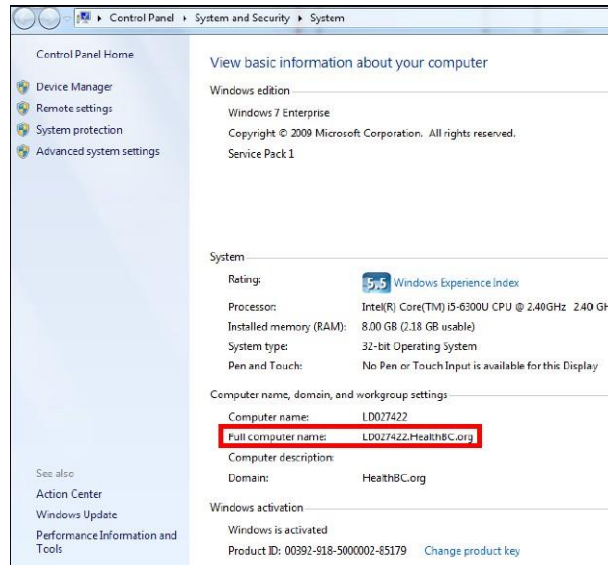
o **RDP Link:** Check the 'RDP Link' checkbox

o **Name:** Create a name for your RDP icon. If you RDP to multiple devices, you can differentiate them so they are easy to identify, e.g., ExamRoom1, BurrardOffice, etc. Note: Do not use special characters

o **Description:** add a description to the icon (optional)

o Click **Save** to create the icon

4. The icon will populate in Personal Bookmarks under the **APPS** tab as well as under the **DESKTOPS** tab:
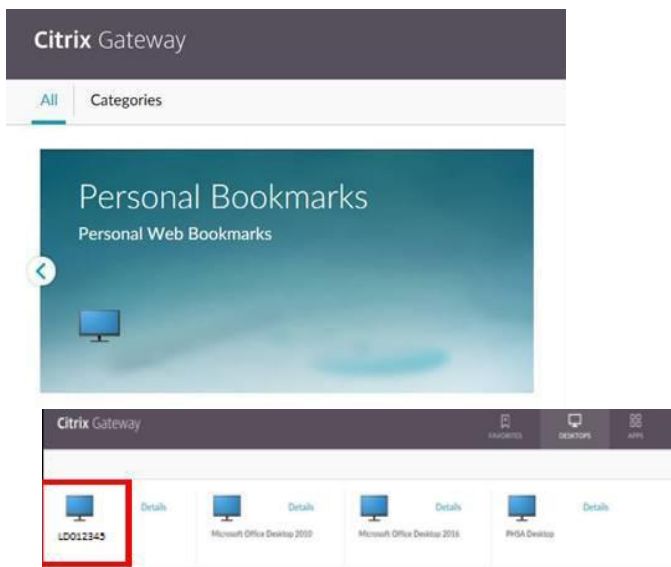
o Note: Click on Details next to the icon, then "Add to Favorites" to add to your **FAVORITES** tab for easy access
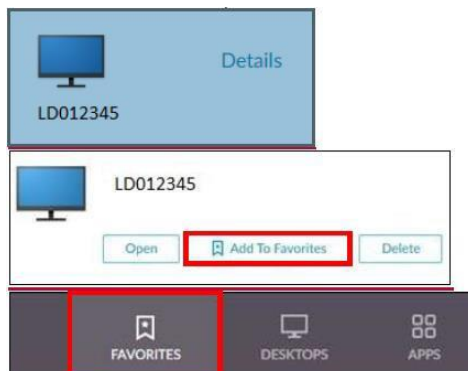
5. Download the RDP Client.

The RDP Proxy connection needs to be launched through a local client on your personal computer.

**If connecting from a personal Windows computer:**

o The RDP client is automatically installed - no further downloads are necessary

If connecting from a personal Mac computer:

o An RDP client for Mac will need to be installed.

o Note: If you have an old version of Microsoft Remote Desktop that looks like the image below, you will need to uninstall and follow the process below to install the new version. To uninstall, drag the app icon from Finder into Trash and then Empty Trash to delete.


o Follow these steps to install the RDP client for Mac:

- Visit the **App Store** on your Mac computer.

- Search **RDP** in the search box.

- Select **Microsoft Remote Desktop** from the list.
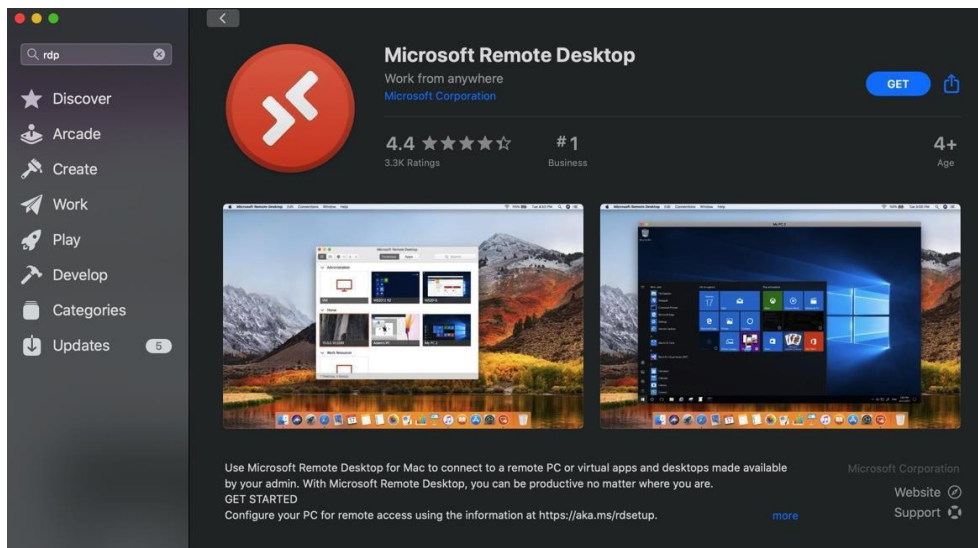
- Click **Get** on the right side, then **Install**. You may be asked to sign in to your Apple ID account.

- Click **Open** once the install is complete.

o *Note: If the operating system on your personal MAC computer is older than 10.13, you will not be able to download the required client for RDP Proxy. Please contact Service Desk for assistance.*

o Once the new client is open, you will be prompted to allow access to your microphone and camera. You will need to allow access to these functionalities for use of RDP.
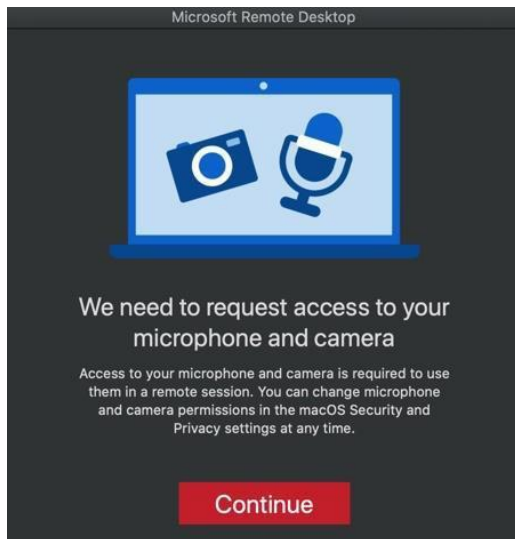
- Click **Continue.**

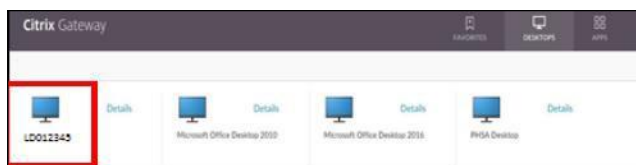- Click **OK** in the secondary prompts for microphone and camera access.
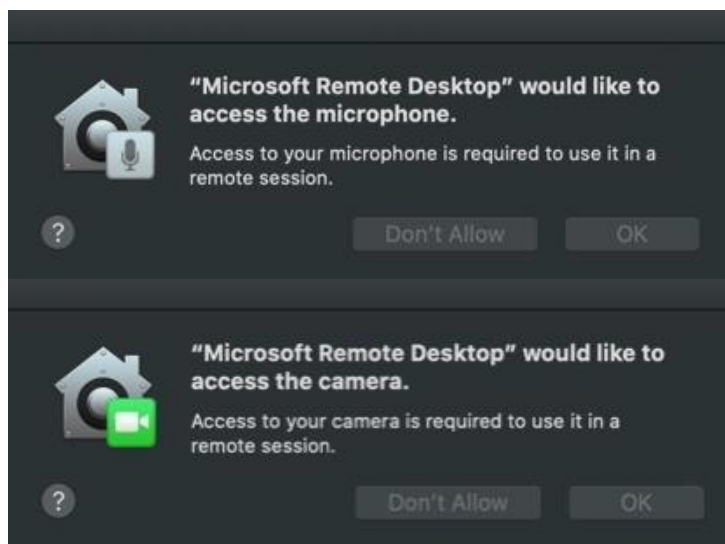
Your Mac RDP client is now installed. Start a RDP Proxy session from the Citrix Storefront and it will launch using this client.

## Launching RDP Proxy after creating the icon

For Windows users:

o Under the **APPS** or **DESKTOP** tab (or **FAVORITES**, if you added it), click on the RDP icon you created.


- A pop-up will appear at the bottom of the screen. Images below may differ based on operating system. Click **Open.**

Do you want to open or save app.rdp (396 bytes) from apps.phsa.ca?   Open   Save ▼   Cancel   x

o The following window will appear after clicking the icon.

- Select the **Don't ask me again** checkbox to automatically connect to this computer in future.

- Click **Connect** to continue.
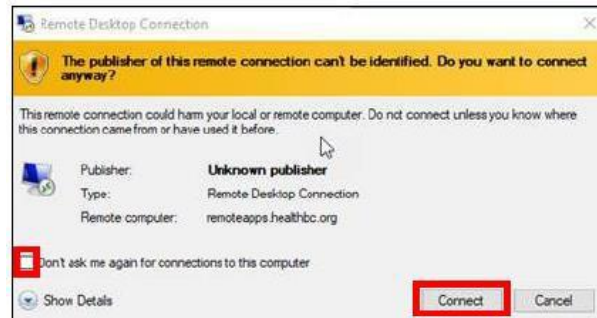
o You will then be prompted to enter your health authority credentials from Windows Security.

- The credentials may default to your local computer login. If so, click **More Choices.**
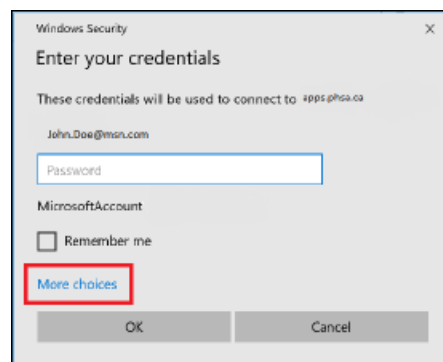
- Click **Use a different account.**

- You can now enter your health authority domain\username (e.g., PHSABC\John.Doe) and password for access.

o Your RDP connection should establish and you will have access to your workstation on the network.

o Note: If your connection does not establish or you receive an error message, check to ensure you have an RDP client installed on your computer - instructions are above.

For MAC users:

- Under the **APPS** or **DESKTOP** tab (or **FAVORITES**, if you added it), click on the RDP icon you created

- A file named **app.rdp** will download. Depending on the browser, it may show up on the bottom of the window or, if Safari is used, it will show up in top-right in Downloads.

- Open this file and enter your credentials. Be sure to enter your health authority domain\username (e.g., PHSABC\John.Doe) and password.
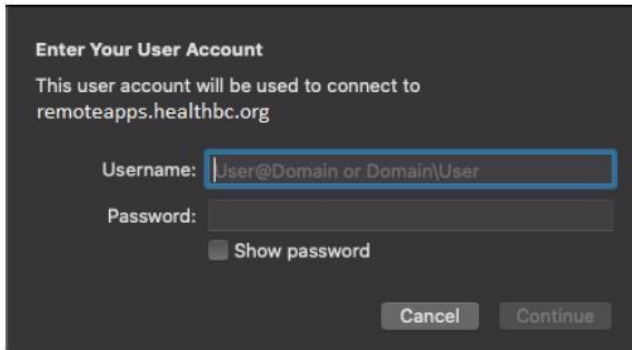
- If you see a Certificate pop up like below, click **Continue.**

- If you get the error below when launching RDP Proxy, check to ensure you have entered **Full Computer Name** when creating the icon and entered the **Domain** with your username when entering your credentials. If you are not sure, you can recreate another RDP Proxy icon and try to launch it.
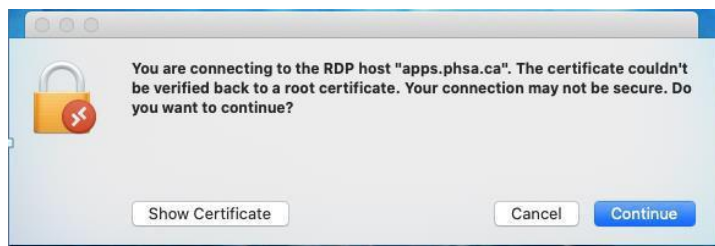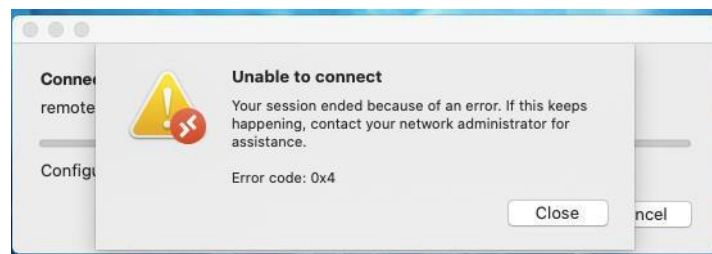

- Your RDP connection should establish and you will have access to your workstation on the network.

- Note: If your connection does not establish or you receive an error message, check to ensure you have an RDP client installed on your computer - instructions are above.

Using the Remote Desktop – Citrix icon

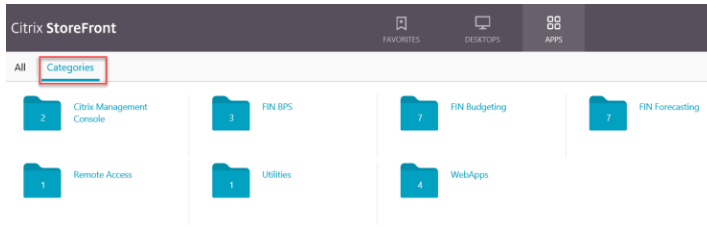The Remote Desktop – Citrix icon should be used only if there are connection or functionality issues when launching RDP Proxy. **Note: If this icon does not appear on your Citrix Portal, contact Service Desk**.
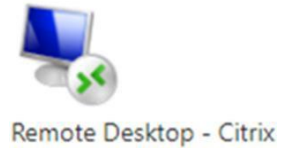
1. Once you login to the Citrix Portal, click **"Categories"** to display the Citrix icons by category folders.

Note: In order for you to RDP into your computer at work, you must have received prior permission from IMITS *and* the computer must be turned on and connected to the PHSA network at work. If you brought your work computer home, you won't be able to RDP into it.

2. Click the **Remote Access** folder from the Citrix StoreFront.

3. Select the **Remote Desktop – Citrix** icon.

4. Type in your **Workstation number** (LD/PCXXXXXX) and login credentials in the login prompt box. Note: if login is unsuccessful please enter the fully qualified domain name, e.g. pcxxxxxx.healthbc.org.

5. Your work computer desktop will open.

Appendix A: Remote Access on Non-Health Organization Devices

Note: All support for private systems or private devices is provided on a best-effort basis.

You need the **Citrix Workspace App** to access your applications remotely on a personal device, such as your Mac. The Citrix Workspace App comes preinstalled on work computers, but you'll need to install it on your personal computer yourself. Follow the steps below to install it.

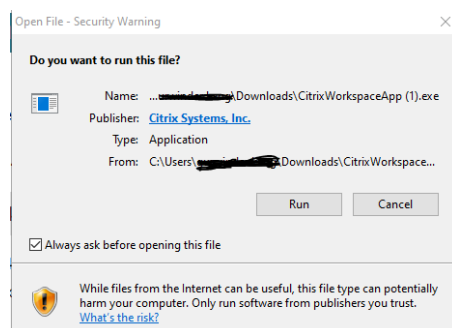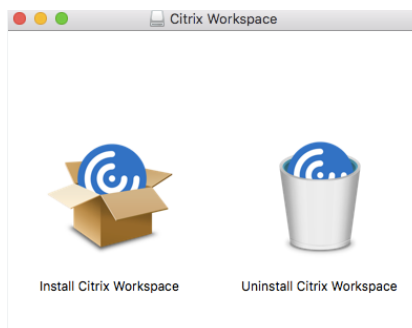| 1.	Go to **https://www.citrix.com/downloads/workspace-app/**
2	Select **Workspace App for Windows** or **Workspace App for Mac** as appropriate for your device. Select latest **Citrix Workspace app** version and Click **Download File** Click **Run** if installing on Windows, or click **Install Citrix Workspace** if installing on a Mac **Windows** **Mac**

3.	If you're prompted to enter additional information, such as Server Address, leave it blank and click **Next**.
4.	After installing the Workspace App, log into https://remoteapps.healthbc.org/ and launch desired application

Important: If you click on Community Published Desktop, Microsoft Office Desktop or PARIS, a **Citrix Workspace App - Security Warning** will pop up.

Choose **Permit All Access** or **Permit Use** to access the network files and folders which you have permissions to use.

Click **Do not ask me again for this site**.

Citrix Workspace App to download on your device:

- **Windows 10 and 11:** The Workspace App can be downloaded using below link.

  https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

- **Windows 7 and 8.1:** The Workspace App can be downloaded using below link.

  https://www.citrix.com/downloads/workspace-app/legacy-workspace-app-for-windows-ltsr/workspace-app-for-windows-1912ltsr1.html

- **Mac OS:** confirm Citrix Workspace version based on what OS you are running https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

Appendix B: Tips, Tricks and Help

Reducing slowness

If you're experiencing latency or slowness:

1. Open Remote Desktop - Citrix by double clicking the .ica file.

2. Enter your Remote Computer credentials.

3. Click Show Options.

4. On the Display tab > change colors to 16 bit. On the Experience tab > select LAN (10 Mbps or higher).

Preventing workstation from sleeping

If your workstation goes to sleep, you will not be able to remotely log in until it has been manually woken up. Settings to prevent your workstation from going to sleep include:

1. Type and search "power & sleep" settings from your start menu:

    a. Set sleep when plugged in, to Never:

2. Type and search "change what closing the lid does" into your start menu:

    a. Click change settings:

    b. Change Plugged in settings to Do nothing and save changes:

    Note that no matter what you select for power button behavior, holding down the power button for several seconds will still cause a hard shutdown of your laptop (this behavior is not lost).

Printing at home

Health organization issued laptops and devices are not set up to connect to your home printer.

Getting help

For urgent assistance, call the Service Desk:
PHSA 604-675-4299 | VCH 604-875-4334 | PHC 604-806-9333

For non-urgent requests, email the Service Desk:
PHSA servicedesk@phsa.ca I VCH servicedesk@vch.ca I PHC servicedesk@vch.ca

To learn more about remote access and other IT services, visit the **IMITS InfoCentre** (you must be on the network to view this internal site).