



User Guide for Citrix Remote Access

Remote Access Documentation

April 2020

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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 IMITS Service Desk 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's in this document.

All support for private systems is provided on a best effort basis.



How to Work Remotely

Understand Your Health Organization Policy and Remote Access

Talk to your manager/director about:

- What you need to work from home, including whether you need remote 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.

Understand Your Access Options

There are two methods for access when working from home: Microsoft Office Desktop and Remote Desktop Protocol (RDP). The requirements for each method are outlined in the table below:

Method	Requirements	Network Drives	Email/Other
Microsoft Office Desktop	<ul style="list-style-type: none"> ● Citrix Token (via MobilePASS or physical Citrix Token) ● Personal computer or a computer provided by your health organisation. 	<ul style="list-style-type: none"> ● Citrix StoreFront > Microsoft Office Desktop 2016 (virtual) > User’s mapped network drives 	<ul style="list-style-type: none"> ● Citrix StoreFront > Microsoft Office Desktop 2016 (virtual) > Outlook Express
Remote Desktop Protocol (RDP)	<ul style="list-style-type: none"> ● Citrix token (via MobilePASS or physical Citrix Token) ● Remote machine access granted via IMITS ● Work computer remains at your health organisation (know your computer ID; computer left ON) ● Access via home computer 	<ul style="list-style-type: none"> ● Citrix StoreFront > Remote Desktop External Use > User’s PHSA computer ● Access all resources as if at work 	<ul style="list-style-type: none"> ● Citrix StoreFront > Remote Desktop External Use > User’s PHSA computer ● Access all resources as if at work

Important: Microsoft Office Desktop versus Remote Desktop Access

An area of potential confusion is the difference between Citrix application access and access to the Remote PC at work.

Key Differences

- You require Citrix access to access your remote PC at work. You cannot access Remote Desktop from your PC at work.
- You cannot download files from your work pc to your home computer.

Citrix Portal (Remote Access)

- Provides a secured connection to health organization application resources
- Requires a Citrix Token (MobilePASS on your cell phone or physical token)
- Allows the user to access the Citrix StoreFront
 - The Citrix StoreFront allows the user to access applications they have permission to
 - The Citrix StoreFront allows the user to access a virtual health organisation work pc
 - Basic Office Applications
 - Network Drives
- This does not provide access to the user's work pc
- Can be accessed via a work pc at home or a user's personal computer

Remote Desktop Protocol (RDP)

- This is an "extension" to the Citrix Portal which allows the user to connect to their PHSA computer as if they were present in the office
- Requires a Citrix Token (MobilePASS on your cell phone or physical token)
- Also requires Remote Desktop Protocol (RDP) access approval by your manager and granted from IMITS
- From the Citrix StoreFront a user can create the Remote Desktop connection to their PHSA computer
- The PHSA computer must remain at work (turned ON) and the user uses a Home computer to connect

To Request Access to Microsoft Office Desktop on Citrix (Remote Access)

- If you've determined with your manager/director that you need remote access:
- The request needs to be submitted through the IMITS service catalogue.
- Working on-site at a health organization facility with network access? Please submit the form on IMITS' Service Catalogue: [Remote Access Request](#).
- Already working off-site? Ask your manager, a peer or someone with access to the form to submit this request on your behalf.

Logging In

Activate Your Safenet Token

- Once your remote access is approved, you can expect a response to your work email address.
- The email should include this User Guide.
- Please follow the steps to activate your SafeNet token to use Citrix as outlined in [Appendix 1.1](#).

Go to your Citrix Remote Access URL:

<https://remoteapps.healthbc.org>

Remote Access

Please log on

USERNAME

PHSABC

PASSWORD:

PIN + TOKEN:

LOG ON

[Online User Guide](#)

If you experience any issues logging on, please contact your Health Authority Service Desk:
PHC | 604-806-9333 or servicedesk@vch.ca
PHSA | 604-675-4299 or servicedesk@phsa.ca
VCH | 604-875-4334 or servicedesk@vch.ca

PROVIDED BY

imits

1. Select your **Health Authority domain** from the drop down (see below). Enter your network username.
 - a. **PHSA:** PHSABC
 - b. **VCH:** VCH/VRHB
 - c. **PHC:** INFOSYS
 2. Enter your network password. On your mobile device, open the **SafeNet MobilePASS** or **MobilePASS+** app.
 3. A 6 digit passcode will appear. On your computer, enter your **PIN** and 6 digit passcode (no spaces). Click **log on**.
- Note:** If you encounter issues while trying to log in, go to Appendix 1.4.

Simplified Login (for Apple and Android Users only)

1. On your computer, go to your remote access login page at <https://remoteapps.healthbc.org>
2. Enter your network **username and password**.
3. Enter P in the **Pin + Token box**.
4. On your mobile device, you'll get a notification. Select Approve. **Enter your PIN when prompted**.

You should now be logged in on your computer.

Accessing Microsoft Office Desktop

Please use Citrix when necessary and remember to log off when done. Email and many other applications do not require Citrix access.

Understand the Basics

You can access the following key applications through Citrix:

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

If you are using Citrix on your personal device, please follow the steps in [Appendix 1.2](#) to install the Citrix Workspace App.

Instructions for logging in and logging out of Citrix can be found [here](#). Once logged in, click the Desktops tab to access Microsoft Office Desktop; this will take you to a generic Windows desktop.

- **You will have access to:** Microsoft Office Suite (Word, Excel, Outlook), Adobe Acrobat Reader, Skype messaging and health authority web applications, and the personal files on your home drive
- **You will not have access to:** your personal desktop shortcuts or shared network drives (see more info below).
- Slow Internet speed when connecting to Citrix is directly related to high-level capacity limitations with your Internet Service Provider (e.g. TELUS, Shaw).
- Citrix allows you to gain access to the health authority network through a web portal that hosts published applications for you to access when working remotely

Access to Network Drives and Files That Don't Appear

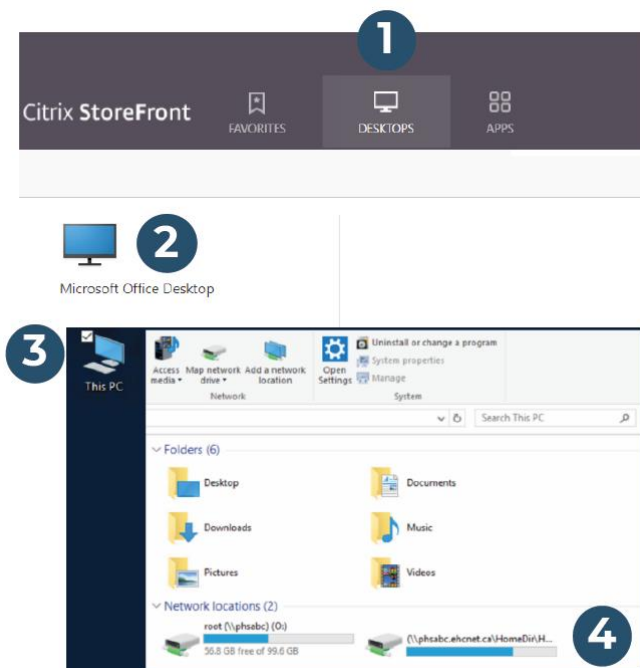
- If you need access to other shared network drives, instructions to learn how you can map your shared network drives can be found [here](#).
- If you need additional assistance, email the Service Desk and they will help map your shared network drive. Please have your network drive path information ready (a screenshot, if possible). This will help the Service Desk resolve your request more quickly.

Things to Remember

- [Webmail](#), [Workbrain](#) and software stored on your health authority issued laptop only require a computer and internet connection.
Note: Some applications require your SafeNet authentication.
- Health organization issued laptops and devices are not set up to connect to your home printer.

Accessing Your Personal Files

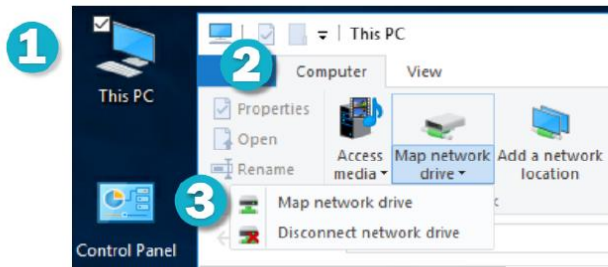
1. Select the **Desktops** tab.
2. Double click on the **Microsoft Office Desktop (MOD)** icon.
3. Once the **MOD** opens, click the **This PC** icon for **MOD**.
4. Double click on your home drive to access your personal files.



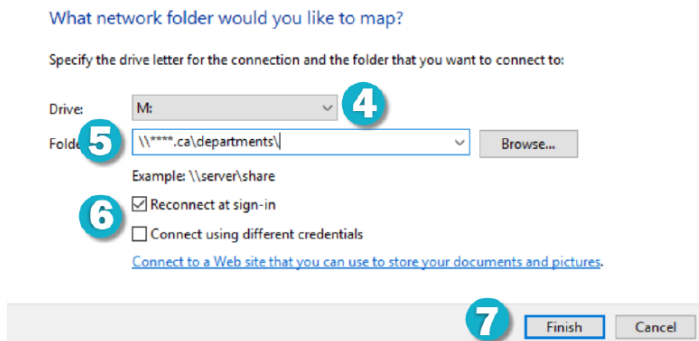
Note: you will not have access to your personal desktop shortcuts or shared network drives. See below to learn how to map your shared network drives.

Mapping a Network Drive:

1. With Office Desktop 2016 open on your screen, double click the **This PC** icon in the top left corner.
2. Select the **Computer** tab near the top left corner of the window.
3. Click on the **Map network drive** button and select **Map network drive** from the drop-down menu.

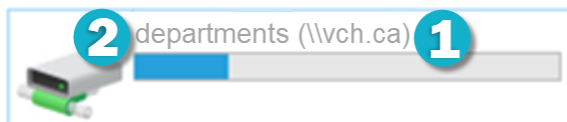


4. Select the **Drive** drop-down menu and choose the drive letter you wish to use.
5. Select the **Folder** text box and enter in the path to the drive you wish to map.
Note: include \\ at the beginning (for example \\vch.ca\departments)
6. Leave the **Reconnect at Sign-in** box ticked, and the **Connect using different credentials** box unticked.
7. Press the **Finish** button.



When you do not know the path to the network drive:

Ask a colleague for the path who also has this drive mapped. When you reach step 5, enter (1) what you see in brackets first (e.g. \\vch.ca) following by (2) the text you see to the right of the brackets (e.g. departments).



Logging Out

1. Select the drop-down menu in the top right hand corner of the **Citrix** window. Click **Log Off**.



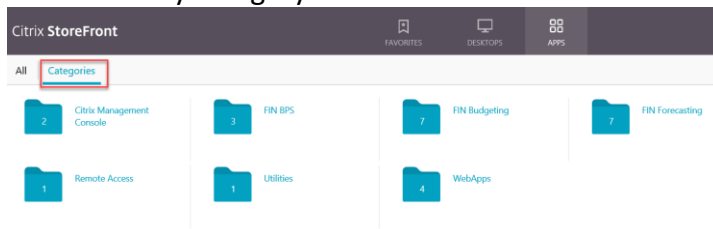
Note: for additional security, please exit your browser.

VCH/PHC Users Only

Note: You can visit <https://access.vch.ca> and select the Old Citrix Access button when you are unable to find the resource or application that you are looking for.

Accessing Remote Desktop Protocol (RDP)

1. Once you [log into the network](#), you will see the Citrix StoreFront. Click “**Categories**” to display the Citrix icons by category folders.

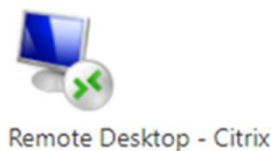


Note: In order for you to RDP into your computer at work, you must have received prior permission from IMITS AND the computer must be turned on and connected to the PHSA network at work. If you brought your work computer home, you won't be able to RDP into it.

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



3. Select **Remote Desktop – Citrix** (see icon below)



Note: if you do not see the icon after logging in, please log out and log back in. Until **everyone** is upgraded to the new environment, the old icon (**see icon below**) will remain in place.

IMPORTANT: DO NOT use the old 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 i.e.; pcxxxxxx.healthbc.org
5. Your work computer desktop will open.

Access Your Network Drives

1. Once your work computer desktop opens, click the **File Explorer**. Your network drives are displayed.

You will be able to access your work computer desktop.

Log out of Remote Desktop Access


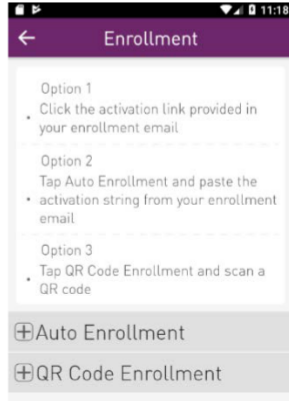
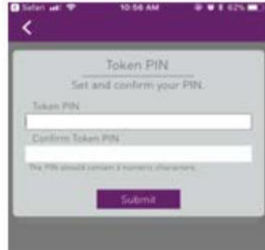
1. Select the drop-down menu in the top right hand corner of the Citrix window. Click Log Off.

Note: for additional security, please exit your browser.

Appendix 1.0. SafeNet Token Activation

1.1. Activation on Apple or Android Mobile Devices

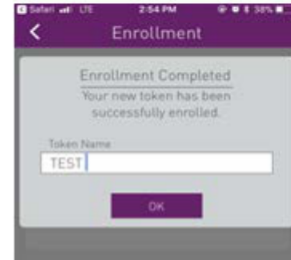
Once you receive a SafeNet token activation email, follow the steps below to install and activate your token. You can install/activate your SafeNet token on your **personal or work-provisioned device**, so choose whatever device is most convenient for you. You **can't** activate your SafeNet token on a computer.

Step	Instruction	
1.	On your preferred mobile device (see above), open your activation email. Click the activation link in the email.	
2.	The “SafeNet Activation Instructions” page will appear. Click the MobilePass+ logo to download and install the application.	 <p>SafeNet MobilePASS+ Gemalto Plc Ltd Business Everyone</p>
3.	Once the app has installed, click OPEN and follow the prompts. Select Continue and Allow if asked. Your screen should now look like this:	 <p>Enrollment</p> <p>Option 1 Click the activation link provided in your enrollment email.</p> <p>Option 2 Tap Auto Enrollment and paste the activation string from your enrollment email.</p> <p>Option 3 Tap QR Code Enrollment and scan a QR code.</p> <p>⊕ Auto Enrollment</p> <p>⊕ QR Code Enrollment</p>
4.	Return to the “SafeNet Activation Instructions” screen by switching back to your browser. Click the Activate your MobilePASS+ Token link. Click OK .	
5.	A “Token PIN” screen will appear. Enter a 4-digit token PIN you’ll remember; you’ll need it each time you log in. Re-enter your PIN to confirm and select Submit . A “SafeNet MobilePASS+ Would Like to Send You Notifications” screen will appear. Select OK .	 <p>Token PIN</p> <p>Set and confirm your PIN.</p> <p>Token PIN</p> <p>Confirm Token PIN</p> <p>The PIN should consist of numeric characters.</p> <p>Submit</p>

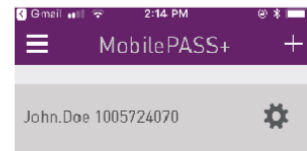
6. An “Enrollment Completed” screen will appear.

The “Token Name” field will be pre-populated with your network username.

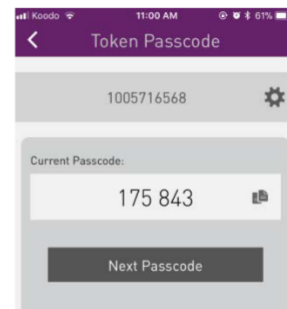
Select **OK** to accept this token name, or enter the name of your choice and select **OK**.



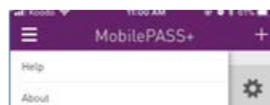
7. Click on your token name within the application.



8. If a passcode appears, your token activation is complete!


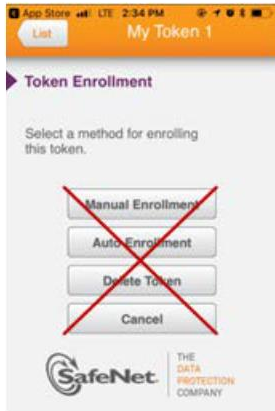



Note: You can find answers to common MobilePASS+ questions by selecting the three lines on the top left corner of the screen and selecting **Help**.



1.1.Activation on Windows Phone

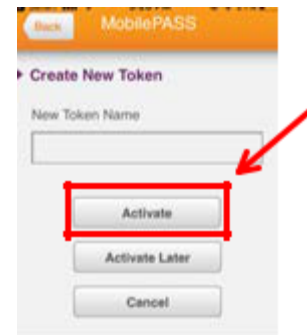
Once you receive a SafeNet token activation email, follow the steps below to install and activate your token. You can install/activate your SafeNet token on your **personal or work-provisioned device**, so choose whatever device is most convenient for you. You **can't** activate your SafeNet token on a computer.

Step	Instruction
1.	On your preferred mobile device (see above), open your SafeNet token activation email. (If you already have the SafeNet app, proceed to step 6.)
2.	Click the <u>activation link</u> in the email. The “SafeNet Activation Instructions” page will appear.
3.	Click the MobilePASS logo to download and install the app. <div style="float: right; text-align: right;">  <p>SafeNet MobilePASS SafeNet Inc. Business Everyone</p> </div>
4.	Click OPEN to launch the app. DO NOT select any of the options! <div style="float: right;">  </div>
5.	When you get to the Token Enrollment screen, return to the “SafeNet Activation Instructions” page by clicking the back button to switch back to your browser.
6.	Return to the “SafeNet Activation Instructions” screen by switching back to your browser. Click the <u>Activate your MobilePASS Token</u> link. Click OK .
7.	The SafeNet MobilePASS app will launch automatically. Click Open . <div style="float: right;">  </div>

8. When the SafeNet MobilePASS app opens, your network username should show under **New Token Name**.

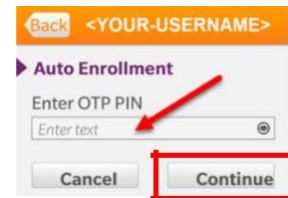
If your network username is less than 4 characters, add any characters until you have at least 4.

Click **Activate**.

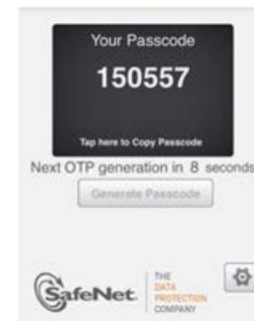


9. Choose a 4 digit PIN you'll remember (you'll be entering it every time you login) and enter it into the **OTP PIN** field.

Click **Continue**.



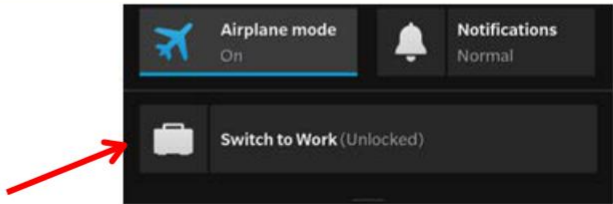
10. If a 6 digit passcode displays on the screen, your SafeNet token is now ready to use.



1.3. Activation on Blackberry Devices

Once you receive a SafeNet token activation email, follow the steps below to install and activate your token. You can install/activate your SafeNet token on your **personal or work-provisioned device**, so choose whatever device is most convenient for you. You **can't** activate your SafeNet token on a computer.

Step	Instructions
1.	<p>If you don't have a SafeNet token on your phone, skip to step 2.</p> <p>If you already have a SafeNet token, DELETE it before opening your activation email. Delete your old token by opening your token, selecting the gear icon in the bottom right hand corner and pressing delete.</p>
2.	<p>On your mobile device, ensure you're in your PERSONAL space and not in your work space. (Swipe down from the home screen to toggle between the two).</p>
3.	<p>Open the Browser from your home screen. Go to your health organization Webmail login page at https://webmail.healthbc.org.</p>
4.	<p>Log in with your network username and password.</p> <p>Find the SafeNet token activation email in your Webmail. Click the activation link. You should now see the "SafeNet Activation Instructions" page.</p> <p>If you already have the app, skip to step 8.</p>
5.	<p>If you don't have the app, click the orange SafeNet icon on the "SafeNet Activation Instructions" page.</p>



SafeNet MobilePASS
 SafeNet Inc. Business
 Everyone

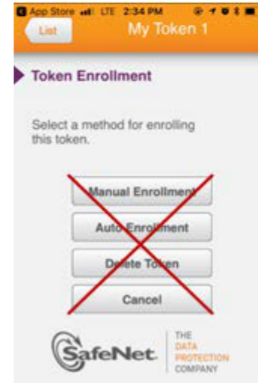
You'll be connected to the app store and prompted to install the **SafeNet MobilePASS** app on your mobile device.

6. When you get to the **Token Enrollment** screen, **DON'T select any of the options!**

7. Return to the **“SafeNet Activation Instructions”** page by switching back to your browser.

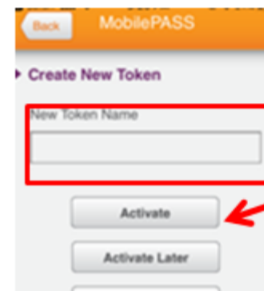
Click on the **Activate your SafeNet token** link.

This will launch the SafeNet MobilePASS app.



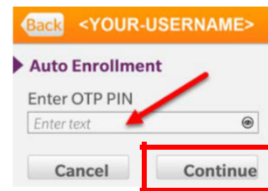
8. When the SafeNet MobilePASS app opens, it should show your network username filled in under **New Token Name**.

If your network username is less than 4 characters, add any characters until you have at least 4. Click **Activate**.

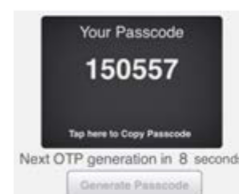


9. Create a 4 digit PIN you'll remember (you'll be entering it every time you login). Enter your PIN in the **OTP PIN** field. Click **Continue**.

Enter your PIN again in the **Re-enter OTP PIN** field. Click **Continue**.



10. If a 6 digit passcode displays on the screen, your SafeNet token is ready to use.

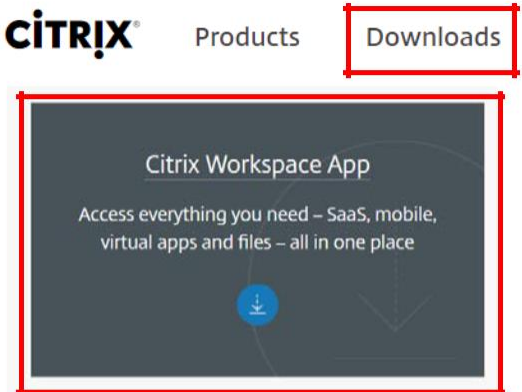




Appendix 2.0. Remote Access on Non-Health Organization Devices

2.1. Installing the Citrix Workspace App

You need the Citrix Workspace App to access your applications remotely. 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.

(A direct link to download the app for Win 7, Win 10 and Mac can be found on Page 22)

Step	Instruction
1.	<p>Download the Citrix Workspace App: Go to www.citrix.com.</p> <p>Click the Downloads tab.</p> <p>Click Citrix Workspace App.</p> 
2.	<p>Select Workspace App for Windows or Workspace App for Mac as appropriate for your device. Click Run if installing on Windows, or click Install Citrix Workspace if installing on a Mac.</p>
	<div style="display: flex; justify-content: space-around;"> <div data-bbox="212 1220 771 1722"> <p>Windows install</p>  </div> <div data-bbox="885 1220 1323 1722"> <p>Mac install</p>  </div> </div>
3.	<p>If you're prompted to enter additional information, such as Server Address, leave it blank and click Next.</p>

4. After installing the Workspace App, log in. If you need instructions, see the “Log in to SafeNet” and “Remote Access” sections of this User Guide.

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 you have permissions to use.

Click “Do not ask me again for this site.”




Citrix receiver downloaded on your device:

- Windows 7: Version 14.9 for windows: <https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows/receiver-for-windows-49LTSR.html>
- Windows 10: The client can be downloaded from short URL <http://bit.ly/2v67oP7>
- Mac OS: confirm Citrix Receiver version based on what OS you are running <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

Appendix 3.0. User Support

3.1. User Tips and Tricks

Enabling Shortcuts

This tip will allow you to use hotkeys on your remote desktop when active, such as: Alt + Tab ;  Win + left/right arrow keys etc.

To resume using shortcuts on your local desktop, just minimize your remote window.

1. Download your remote instance (.ica file) from **Citrix StoreFront**. Right-click the downloaded .ica file and **Open with Notepad**.
2. Change the **“Transparent Key Passthrough”** setting from **“Local”** to **“Remote”**. Save and **Exit/Close**. Continue as normal or move to the next step to reduce latency.

Reducing Latency

This will reduce latency issues (if you are experiencing any).

1. Open your **Remote Desktop Connection** by double clicking the .ica file. Enter your **Remote Computer** credentials, click **Show Options**.
2. Display tab > change colors to 16 bit. Experience tab > select **LAN** (10 Mbps or higher).

Prevent Workstation from Sleeping

If your workstation goes to sleep, you will not be able to remotely login 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:
 - i. 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 isn’t lost).

3.2. Remote Access Support and Resources

For urgent requests please call the Service Desk:

PHSA 604-675-4299 | **VCH** 604-875-4334 | **PHC** 604-806-9333

For non urgent requests please email the Service Desk:

PHSA servicedesk@phsa.ca | **VCH** servicedesk@vch.ca | **PHC** servicedesk@vch.ca

For more remote access resources, visit the [IMITS InfoCentre](#). (You must be on the network to view it.)

3.3. Troubleshooting Remote Access Network Login

Forgot your PIN?

Please contact the Service Desk at servicedesk@phsa.ca to have it reset.

Were you sent back to the home screen? Please enter:

- Your network username and password.
- Your 4 digit PIN and 6 digit SafeNet passcode (with no spaces and no “+” sign between the PIN and passcode.)

The screenshot shows a login interface for remote access. It includes logos for Providence Health Care, Provincial Health Services Authority, and Vancouver Coastal Health. The main heading is "Remote Access". Below this, there is a "Please log on" section with three input fields: "USERNAME" (with a dropdown menu showing "PHSABC"), "PASSWORD", and "PIN + TOKEN". A blue "LOG ON" button is positioned below the fields. A link for "Online User Guide" is also present. At the bottom, there is a disclaimer: "This system is for the use of authorized users only. Unauthorized use of this system is strictly prohibited and may result in criminal prosecution..." and the "IMITS" logo.

Did you get an error message when logging in?

You may have incorrectly entered your network username, password, PIN, or SafeNet passcode. Please try again. If you're still having trouble, you may need your password or PIN reset. Please contact the Service Desk at servicedesk@phsa.ca for support.