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1. Introduction

This guide will assist new and existing users to set up and use Citrix Remote Access on personal laptops / computers and perform the following actions:

1. Install and activate soft token application on device
2. Setup your PIN
3. Use the Web Address (Citrix NetScaler) to login and access your resources from offsite

Users using personal computers will only have access to authorised Citrix applications.

You need to install and activate a software security token to your device (i.e. a computer or Smart Phone) and set a PIN for the token.



Computer token | Smartphone token

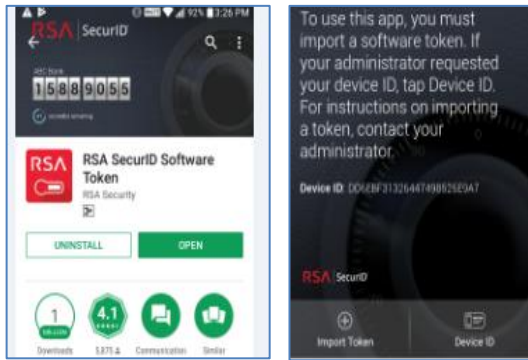
Please note that the follow headings and steps in this guide cover a variety of different devices and methods, so some details will not apply to you.

2. Soft Token Setup

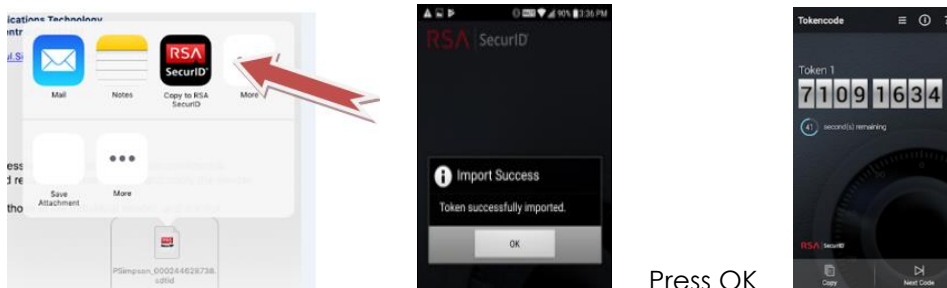
2.1 To install the token on smartphone or tablet

1. The process is similar for iPhone, iPad or Android devices.
2. Note that you will need internet access to install the app, but after installation internet access is not required.
3. Go to the **App Store** or **Play Store** for your device.
4. Search for "RSA SecurID Software Token" and install the app.

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5. If you open the app you are asked to import a token. **Ignore for now**. Minimise the app.
6. Forward the notification email you received from ICT with these instructions containing the ".stdid" file to **your phone email account** (e.g. Gmail, Hotmail, etc).
7. On your phone or tablet, open the email you just sent to yourself. Click on the RSA file attachment. It should import the token automatically – act on the prompts as needed.



Press OK

8. Congratulations! The token is now installed; you now need to set a PIN.
[Go to Section 3. Set a PIN for the token](#)

2.2 To install the token on a privately owned Windows PC or Apple computer

1. You will need to install the RSA software on your personal PC or Mac. You will need **Administrator rights** on the device to install software.
2. Go to the following link and choose the appropriate device:
<https://www.rsa.com/en-us/products/rsa-securid-suite/rsa-securid-access/secrid-software-tokens>
3. Follow the steps of section, [To install the token on and LHD owned Laptop](#) above in this document *from step 2*, everything except software installation is the same.
4. Congratulations! The token is now installed; you now need to set a PIN.
[Go to Section 3. Set a PIN for the token](#)

3. How to use Remote Access via Citrix

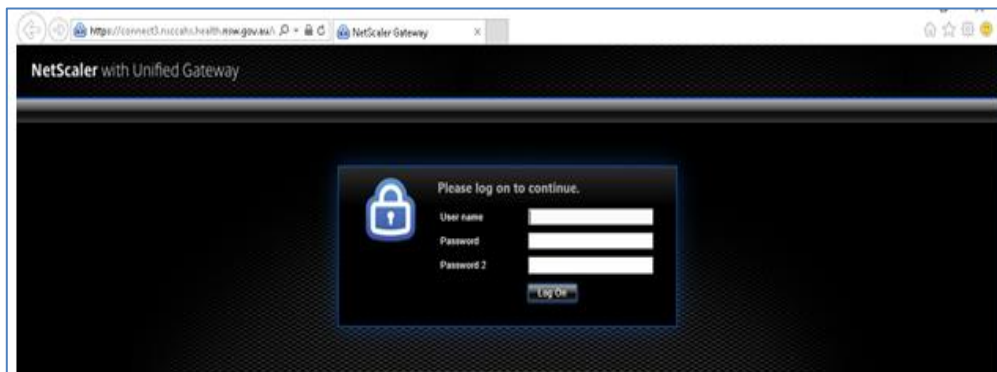
If you are using a private computer, you will need to have **Citrix Receiver** software installed. You will need administrator rights on your computer to install the software. Download the software from:

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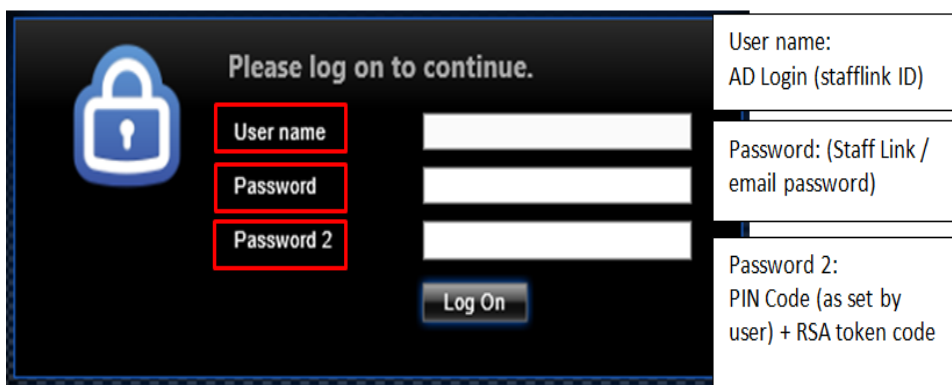
<https://www.citrix.com/downloads/citrix-receiver/> and choose the appropriate software for your computer / device.

3.1 Log in to Citrix Access Gateway

1. Within your preferred internet browser open the URL:
<https://connect3.nscchhs.health.nsw.gov.au>
2. You should see the following NetScaler Gateway login page.



3. Enter in your credentials as indicated below. **If you have not yet set a PIN**, login as below and use the RSA Token Code only (the 6 digit number on your token) in the Password 2 field. Follow the prompts to set your PIN. This will make up the **SecurID PASSCODE** you will use for future logins.



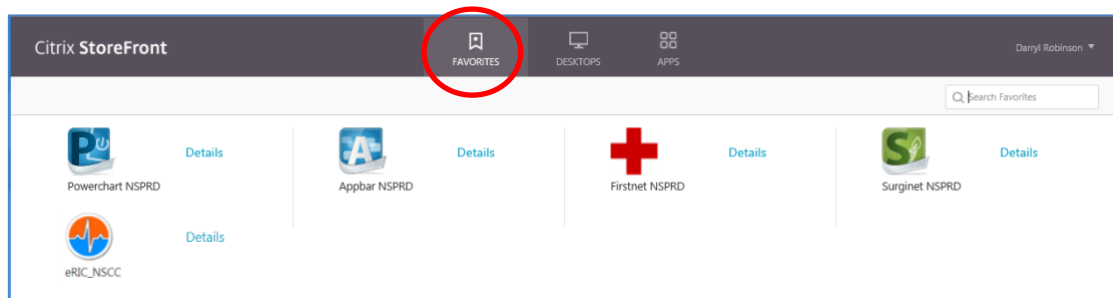
4. Click Log On. If you have already set a PIN and have logged in successfully, continue to next section.
5. Log in as prompted with your full credentials as above picture.

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4. Citrix Storefront Access

This section applies to people usually clinicians accessing eMR, Powerchart, SurgiNet, eRIC and other clinical applications on a personal computer or from private clinic rooms.

1. When you login successfully, you will automatically open to the Citrix Storefront Favourites tab with certain applications pre-populated (i.e. eMR, eRIC, Firstnet, SurgiNet, Powerchart, etc).



2. All Citrix Storefront icons will work the same as when accessing the applications on a hospital computer.