



# WORKING FROM HOME?

## Here's how to use Citrix

Citrix provides remote access to VCH, PHC, and PHSA shared folders and applications. If you have determined with your manager/director that you need remote access, complete this **remote access request form** on the IMITS Service Catalogue. When remote access is approved, you will receive an email with instructions on how to register your remote access token.

### Registering a Microsoft Token

You will need an Internet connection, a work or personal mobile device, your health organization email address, and your current password.

### Citrix Link

Go to Citrix Remote Access: <https://remoteapps.healthbc.org>

**Note:** to register your token, follow the **Microsoft Token Registration** instructions below the *Log On* button.

### Logging On

**Note:** have your mobile device handy with the **Microsoft Authenticator** app open before logging on.

- 1 Select **Log-on help** to learn how to log on.
- 2 Enter your current network password.
- 3 Click **Log On**.
- 4 On your mobile device, choose the **Approve** option that pops up.

domain\username OR email address

1 JSmith@providencehealth.bc.ca **Log-on help**

! If using Microsoft token, log on with email address  
If using Microsoft token with VRHB domain, enter your VCH email but replace @vch.ca with @vrhb.org

! If using SafeNet token, log on with domain\username

Password:

2 .....

3 **LOG ON**

Microsoft Token Registration  
Remote Access User Guide

4 **Approve sign-in?**  
JSmith@providencehealth.bc.ca

Deny Approve

**Note:** to learn more about remote access, open **Remote Access User Guide** below the *Log On* button.

### Accessing your personal files

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

**Note:** you will not have access to shared network drives or shortcuts on your work desktop. **Click here** to learn how to map your shared network drives.

1 Citrix StoreFront

2 Microsoft Office Desktop

3 This PC

4

### ! Logging Out

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

**Note:** for additional security, please close your browser.

jsmith

About

Log Off

### Old Citrix

**Note:** select resources are only available through the old Citrix portal: <https://access.vch.ca>. This portal requires an old SafeNet token (it does not support Microsoft tokens).

Thank you for doing your part to help us all share the remote access system.

For urgent requests, please call the Service Desk.

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

For non-urgent requests, please email the Service Desk.

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