
PHSA Remote Access Documentation

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Introduction

Audience
This guide is intended for use by PHSA staff, contractors, vendors, and anyone requiring authorized access to the PHSA network.

Purpose
The purpose of this document is to guide users who access PHSA sites, applications, and related computer resources from a remote location.

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.
SafeNet Token Activation

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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>On your preferred mobile device (see above), open your activation email. Click the activation link in the email.</td>
</tr>
<tr>
<td>2.</td>
<td>The “SafeNet Activation Instructions” page will appear. Click the MobilePass+ logo to download and install the application.</td>
</tr>
<tr>
<td>3.</td>
<td>Once the app has installed, click OPEN and follow the prompts. Select Continue and Allow if asked. Your screen should now look like this:</td>
</tr>
<tr>
<td>4.</td>
<td>Return to the “SafeNet Activation Instructions” screen by switching back to your browser. Click the Activate your MobilePASS+ Token link. Click OK.</td>
</tr>
<tr>
<td>5.</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>On your preferred mobile device (see above), open your SafeNet token activation email. (If you already have the SafeNet app, proceed to step 6.)</td>
</tr>
<tr>
<td>2.</td>
<td>Click the activation link in the email. The “SafeNet Activation Instructions” page will appear.</td>
</tr>
<tr>
<td>3.</td>
<td>Click the MobilePASS logo to download and install the app.</td>
</tr>
<tr>
<td>4.</td>
<td>Click OPEN to launch the app. <strong>DO NOT select any of the options!</strong></td>
</tr>
<tr>
<td>5.</td>
<td>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.</td>
</tr>
<tr>
<td>6.</td>
<td>Return to the “SafeNet Activation Instructions” screen by switching back to your browser. Click the <strong>Activate your MobilePASS Token</strong> link. Click <strong>OK</strong>.</td>
</tr>
<tr>
<td>7.</td>
<td>The SafeNet MobilePASS app will launch automatically. Click <strong>Open</strong>.</td>
</tr>
</tbody>
</table>
8. When the SafeNet MobilePASS app opens, your username should show under **New Token Name**.

If your 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.
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. If you don’t have a SafeNet token on your phone, skip to step 2.

   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.

2. 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).

3. Open the **Browser** from your home screen.
   Go to your health organization Webmail login page at [https://wm.phsa.ca](https://wm.phsa.ca).

4. Log in with your username and password.

   Find the SafeNet token activation email in your Webmail. Click the activation link.
   You should now see the “**SafeNet Activation Instructions**” page.

   If you already have the app, skip to step 8.

5. If you already have the app, skip to step 7.

   If you don’t have the app, click the orange **SafeNet icon** on the “**SafeNet Activation Instructions**” page.
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 username filled in under New Token Name.

   If your 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.
Log in using SafeNet

Once you’ve activated your token, follow the steps below to log in using your SafeNet token. Everyone can log in using their PIN and Passcode. (Apple and Android users can also use a simplified login method.)

Log in with PIN and Passcode

1. **On your computer**, go to your remote access login page at [https://apps.phsa.ca](https://apps.phsa.ca).
   
Enter your health organization username and password.

2. **On your mobile device**, open the SafeNet MobilePASS or MobilePass+ app.
   
   Select the name of your token. A passcode will appear.

3. **On your computer**, enter your PIN and 6 digit SafeNet passcode (with no spaces). Click Log On.

Simplified Login (for Apple and Android Users only)

1. **On your computer**, go to your remote access login page at [https://apps.phsa.ca](https://apps.phsa.ca).

2. Enter your health organization username and password.

3. Enter P in the passcode box.

4. **On your mobile device**, you’ll get a notification.
   
   Select Approve. Enter your PIN when prompted.

5. You should now be logged in on your computer.
Troubleshooting Remote Access 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 health organization username and password.
- Your 4 digit PIN and 6 digit SafeNet passcode (with no spaces.)

Did you get an error message when logging in?

You may have incorrectly entered your 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.
Using Remote Access

Once your SafeNet token is activated and you’ve logged in using SafeNet, you should be able to see the folders that you currently have permission to use.

*Please note: If you’re using a personal or non-health organization-issued device, you’ll first need to install the Citrix Receiver. See the Remote Access on Non-Health Organization Devices section for instructions on how to do this.*

If you don’t currently have remote access privileges or need to request additional access, complete an online request form [here](#). (You must be on the network to access the IMITS Service Catalogue.)

Remember to **log off** after you finish each remote access session. For additional security, please exit your browser.
# Accessing Office Desktop

**Step** | **Instruction**
--- | ---
1. | Log in to remote access. After logging in, you should see a Microsoft Office folder in your Citrix profile. 
   
   Open the Microsoft Office folder. Open **Office Desktop**. You should see a blank desktop with a Start button.

2. **Note**: This Office Desktop doesn’t mirror the desktop on your work computer. You won’t be able to access items stored on your desktop. To access these items remotely, store them on a network drive (i.e. G: or H:).
   
   From the **Start** button, you should be able to access:
   - Microsoft Office (including Outlook),
   - VPP Applications folder,
   - the Intranet, and
   - shared drives.

3. **To view your shared drives:**
   
   Click on Start → Programs → Windows Explorer → Expand (+) the folder labeled with your health organization User ID.
## Remote Access on Non-Health Organization Devices

### Installing the Citrix Receiver

You need the Citrix Receiver to access your applications remotely. The Citrix Receiver comes preinstalled on work computers, but you’ll need to install it on your personal computer yourself. Follow the steps below to install it unless you have Windows 10. If you have Windows 10, see separate instructions in this user guide.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
</table>
| 1.   | Download the Citrix Receiver:  
      
      Go to [www.citrix.com](http://www.citrix.com).  
      
      Click the Downloads tab.  
      
      Click Download Receiver. |
| 2.   | Select Download Receiver for Windows or Download Receiver for Mac as appropriate for your device. Click Run if installing on Windows, or click Install Citrix Receiver if installing on a Mac. |
| 3.   | If you’re prompted to enter additional information, such as Server Address, leave it blank and click Next. |
| 4.   | After successfully installing the Citrix Receiver, log in. If you need help logging in, please see the “Using Remote Access” section of this guide. |
Important: After you’ve logged into the Citrix Storefront, if you click on Community Published Desktop, Microsoft Office Desktop or PARIS, a Citrix Receiver - Security Warning will pop up.

Choose Permit All Access or Permit Use to access the network files and folders you have permissions to use.
Installing the Citrix Receiver on Windows 10

You need the Citrix Receiver to access your applications remotely. The Citrix Receiver comes preinstalled on work computers, but you’ll need to install it on your personal computer yourself. Follow the steps below to install the Citrix Receiver on a computer running Windows 10.

**Step 1.** We recommend using Internet Explorer 11 as your browser when installing the Citrix Receiver and using Windows 10.

Launch Internet Explorer by going to START then WINDOWS ACCESSORIES then choose Internet Explorer.

(To make finding Internet Explorer 11 easier in the future, pin it to your taskbar: With Internet Explorer 11 open, Right Click on taskbar icon then Select Pin to Taskbar)

**Step 2.** Download Receiver 4.11 for Windows:


Click Download Receiver for Windows.

Click Download Receiver.
3. Click Run.

If you’re prompted to enter additional information, such as Server Address, leave it blank.

Click Finish.

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

Important: If you click on Community Published Desktop, Microsoft Office Desktop or PARIS, a Citrix Receiver – 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.”

Remote Access Support and Resources
For help with your SafeNet token activation or remote access, please contact the Service Desk via email at servicedesk@phsa.ca or by phone at (604) 675-4299 or 1-888-675-4299.

For additional remote access resources, please visit the IMITS InfoCentre. (You must be on the network to view it.)