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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 ([PHSA](#), [VCH](#), [PHC](#)).
- How to ensure you're complying with your health organization's practices and policies while working from home.

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TO REQUEST ACCESS TO MICROSOFT OFFICE DESKTOP ON CITRIX (REMOTE ACCESS)



If you have determined with your manager/director that you need remote access:

- Submit your request 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?** Please submit the form on IMITS' [Service Catalogue: Remote Access Request](#) (available off network access).
- For more information on how to request remote access, visit the LearningHub e-module [here](#).

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REGISTER YOUR TOKEN

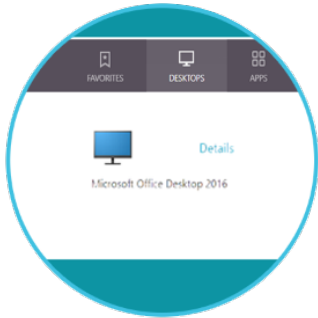


- Once your remote access is approved, you can expect a response to your health organization email address.
- To register your token, follow the instructions in appendix 1 of the [user guide](#) available on the Citrix remote access [home page](#).

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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 computer**, please follow the steps in *appendix 2* of the [user guide](#) to install the Citrix Workspace App.

For logging in and logging out of Citrix, see the how-to [infographic](#).

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, 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 hundreds of applications for you to access when working remotely.

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ACCESS TO NETWORK DRIVES AND FILES THAT DON'T APPEAR



- If you need access to other shared network drives, [click here](#) to learn how you can map your shared network drives.
- If you need additional assistance, email the **IMITS 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. [Click here](#) to see the full list of applications and resources available without Citrix.
Note: Some applications require your SafeNet authentication.
- Health organization issued laptops and devices are not set up to connect to your home printer.
- [Click here](#) to learn how to protect your security, privacy and confidentiality while working from home.

Need more help?

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

Non-urgent requests: PHSA servicedesk@phsa.ca | VCH/PHC servicedesk@vch.ca