Our Mission Statement

To ensure that we are providing quality and efficient services and solutions that are consistent with the strategic goals of the Area, and that are closely aligned with the State's and Health Technology's direction.

To be responsive to the Area's health professionals in a manner that is equal to the services provided by the health professionals.

Our Services

Strategic Planning

Communication Network Infrastructure

Client Services

Application Support

Technical Services

Remote Access User Guide using Citrix NetScaler Thin Client

Version	Date	Owner	Target Audience
1.08	09/01/2014	TSG	SESLHD, ISLHD, SCHN (Randwick) Remote Access Users

Table of Contents

1. Introduction

This guide has been developed to assist SESLHD, ISLHD and SCHN (Randwick) users configure privately owned computers, BYOD devices (bring your own device) and connect to Citrix Published applications via a Citrix Netscaler thin client connection.

Instructions provided in this guide are based on the Microsoft Windows 7 operating system which can also be applied to other target device operating systems.

Refer to appendices for specific Citrix Client setup instructions for Apple Mac / IOS (iPhone/iPad) and Android devices.

Important
Please note TSG provides limited technical support for <u>privately</u> owned computers and devices connecting to Citrix Netscaler Thin Client.
If you encounter issues setting up your device or using Citrix Netscaler Thin Client, refer to Appendix A for Frequently Asked Questions and Troubleshooting Tips.

2. Citrix Netscaler Thin Client

Citrix Netscaler thin client connections provide access to Citrix published applications hosted on Citrix server infrastructure at Randwick and Wollongong Data Centres.
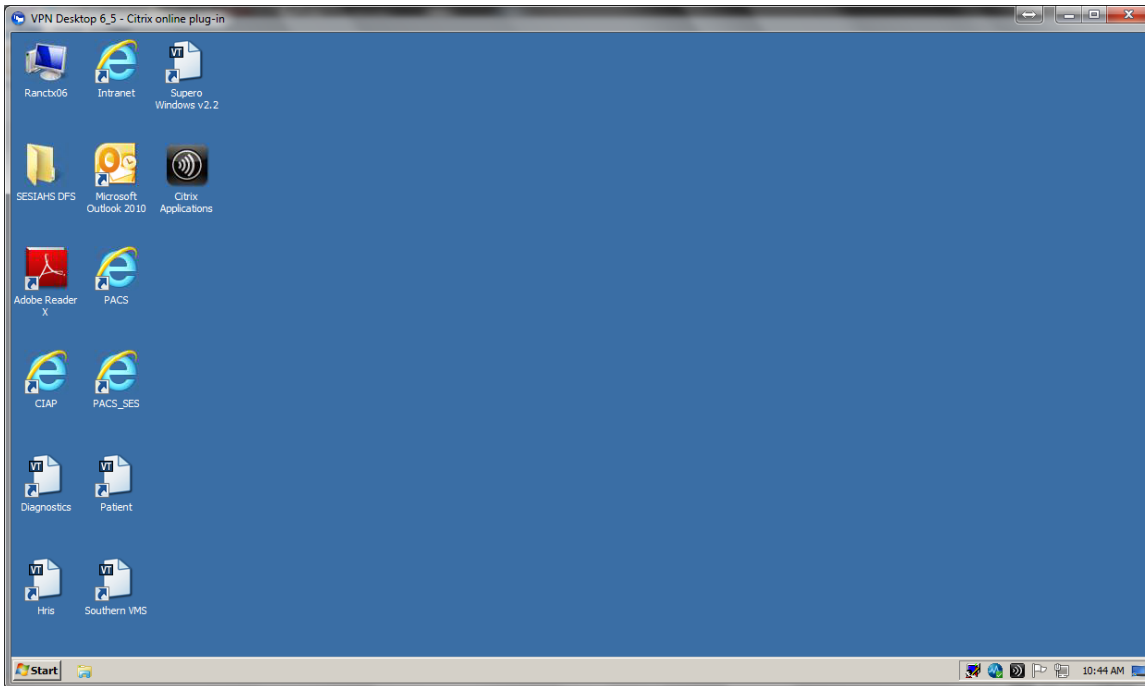
2.1 Features

Citrix Netscaler Thin Client provides the following features and user benefits:

- Recommended solution for remote access users delivering a secure connection to:

    o Citrix published applications
    o VPN Desktop

- Can be used on privately owned computers or devices; supported *BYOD - bring your own devices* include:

    o Microsoft Windows PC
    o Macintosh
    o iPhone
    o iPad
    o Android phone
    o Android tablet

- Requires minimal software setup

- Faster than other remote access solutions

- Free to use and attracts no ongoing usage or license costs

3   VPN Desktop

VPN Desktop is available to Citrix Netscaler Thin Client users and delivers a Windows desktop, similar to your office based SOE (standard operating environment) computer connection.

A screenshot of VPN Desktop is displayed below:

3.1 Features

Using VPN Desktop, you can connect to multiple network resources including:

- Email (Microsoft Outlook 2010) including PST file support

- Microsoft Office 2010 applications (Word, Excel, PowerPoint, Access and Publisher)

- Distributed File System (DFS) shortcuts

- Intranet web (Internet Explorer)

- PACS (Northern and Southern)

Please note the following restrictions apply when using VPN Desktop:

- 250Mb user profile size limit on each hosted VPN server

- Your VPN Desktop user profile may be deleted as part of IC&T server maintenance tasks or to resolve user issues (a new profile will automatically be recreated at next logon)

- Files or shortcuts cannot be saved to the Windows desktop

3.2 Drive Mappings

Local disk drives (including USB storage devices) connected to the client device running Citrix Netscaler Thin Client will appear as available drives in VPN Desktop.
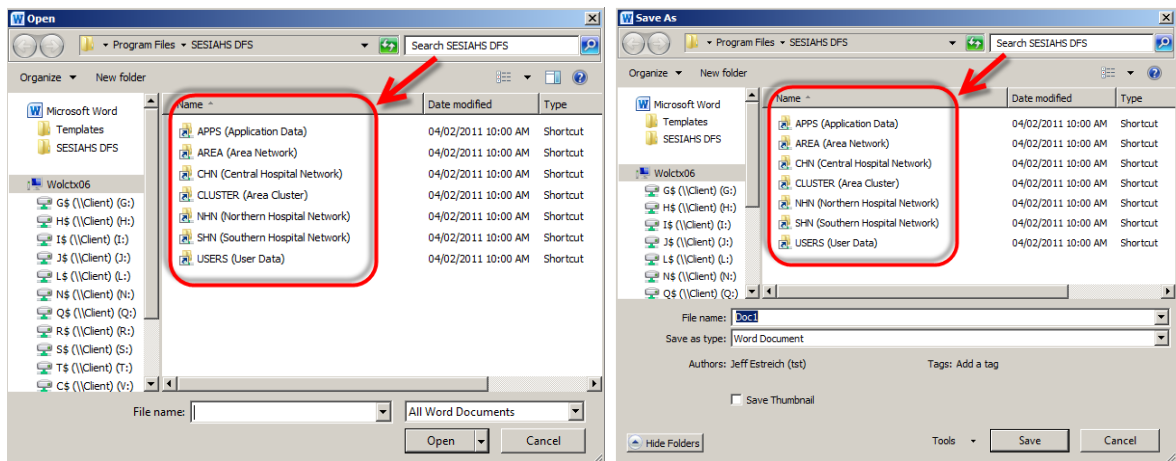
SESIAHS Network drive and user Home folder access is available via Distributed File System (DFS) shortcuts.

DFS shortcuts are available from:

- The **SESIAHS DFS** folder on your VPN Desktop
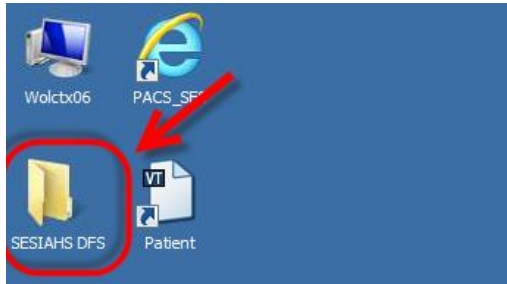
- **File** > **Open** and **File** > **Save** dialogs in **Microsoft Office** applications

3.3 Printing

Printing from VPN Desktop to home based printers is supported (requires printer connection to your machine running Citrix Netscaler Thin Client).

Printing to office based network printers however is not supported.

4. Review your Remote Access requirements

Refer to the flowchart below to determine if **Citrix Netscaler Thin Client** is suitable for your business needs.
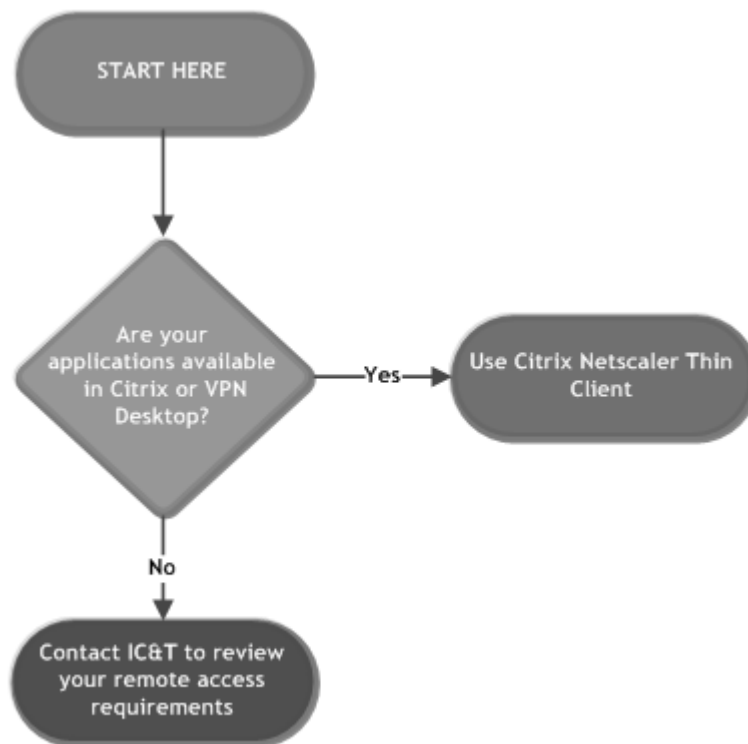
Tip
You can check your available Citrix published applications at https://internal.sesi.health.nsw.gov.au when connected to the SESIAHS network. Remote Access using Citrix Netscaler Thin Client presents the same Citrix published applications available to you when connected to the SESIAHS network

Please note the following limitations when using Citrix Netscaler Thin Client connections:

- Netscaler Thin Client does NOT provide full VPN access

- Not suitable to run locally installed (fat) client applications

- Administrator privileges are required on the target computer to install the Citrix client and Symantec Secure VIP software

- Mobile devices initially require an active internet connection to install the Symantec Secure VIP application. Once installed and configured, internet access is not required for the ongoing use of the VIP software.

5. Preparation Requirements

In order to use a Citrix Netscaler Thin Client connection, the following requirements must be met:

- Valid Symantec Secure VIP Credential ID registered with IC&T (can be installed on your Windows client device or smartphone)

- Citrix Client installed on the client device

- Active SESAHS domain user account

- User's SESAHS domain account must be a member of related application security group(s) providing access to Citrix published application(s)

- Active internet connection on the client device

5.1 Install Symantec Secure VIP Access Client

Symantec Secure VIP Access software is required to generate Security Codes when authenticating to Citrix Netscaler.
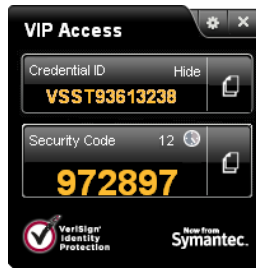
Access to generate security codes requires an application to be loaded on any of the following devices:

- Smartphone (Apple IOS (iPhone) / Android / Windows Phone / Blackberry)

- Personal desktop computer or laptop

Symantec Secure VIP Access software can be installed on more than one device, but each credential ID must be registered before authenticating to the Citrix Netscaler Thin Client.

The Symantec Secure VIP Access software application can be downloaded from the following sites:

- **Smartphone** - http://m.verisign.com   **Tip:** Scan the QR Code with your smartphone

- **Windows PC / laptop** - https://idprotect.verisign.com/desktop/home.v

- Symantec Secure VIP Access software may also be available from the App Store for your device

Please note the Credential ID is specific to each device:

- Users may have multiple Credential IDs assigned to their username. i.e. for personal computer and smart phone
- A Credential ID can also be assigned to multiple users i.e. on a shared laptop used for support tasks

A new Security Code is generated automatically every 30 seconds. Your Smart phone or personal computer does not require an active internet connection for the Security Code to be generated.

5.2 Request a Symantec Secure VIP Access account

To request a VIP Access account, email the VPN administrator at vpnaccounts@sesiahs.health.nsw.gov.au with the following information:

- Device Description

- Credential ID

For example:

Device Description	Credential ID
Joe Bloggs Smartphone	VSST93613238
Joe Bloggs laptop	VSST93613256
Joe Bloggs home PC	VSST93613273

Important
Your Thin client connection will not work until the above prerequisites have been completed and your Credential ID is registered.
A reply email will be sent to the requester when the configuration is complete.

5.3 Install Citrix Online Plug-In Client

Instructions to download and install Citrix Online Plug-In for Windows v12.3 (32 and 64 bit versions) are provided below. This client version can be used with the following Microsoft Windows 32 and 64 bit operating systems:
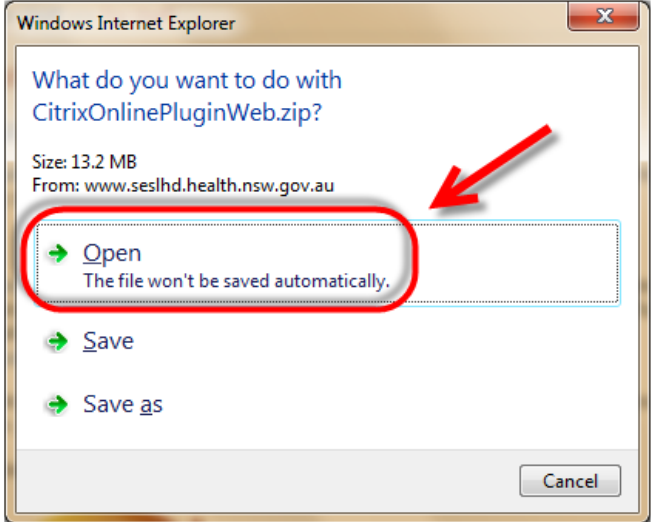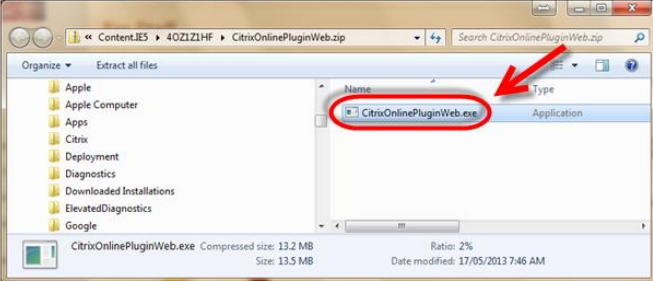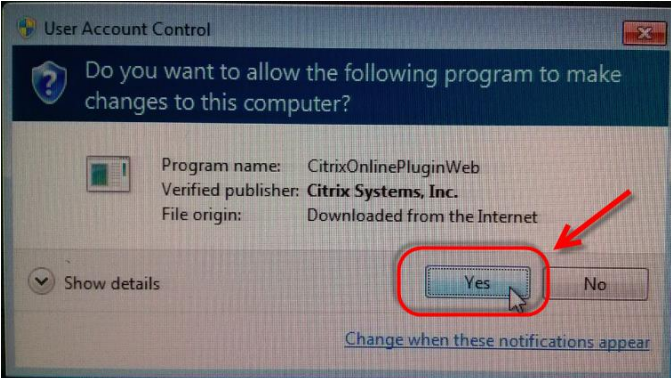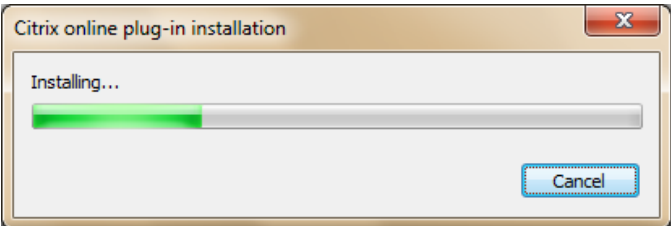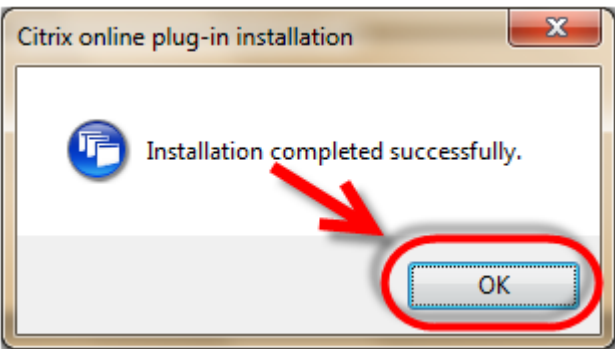
- Windows 7

- Windows Vista

- Windows XP

Note
Refer to Appendices for Citrix Client setup instructions for other target device operating systems including Windows 8, Apple IOS (iPhone/iPad), Mac OSX and Android.

Please note that Administrator privileges are required on the client device to install the Citrix ICA Web client.
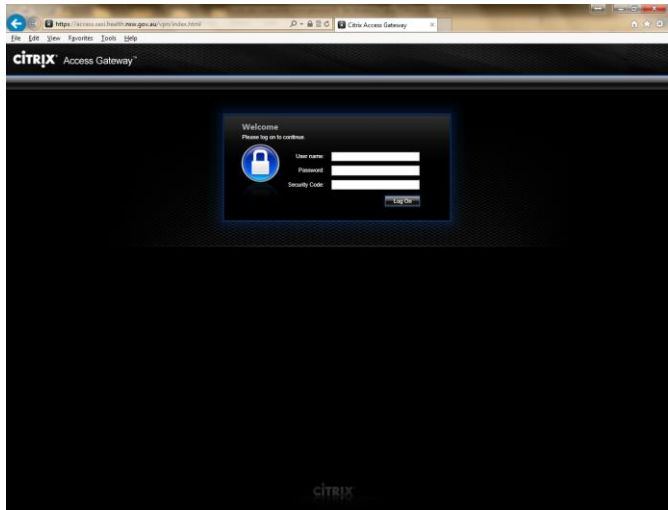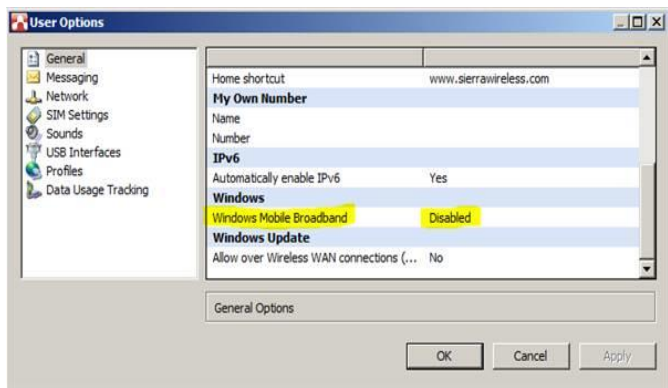
Step	Action	Note - Screenshots
5.3.1	On the client device with internet access, go to: http://www.seslhd.health.nsw.gov.au/For_staff/Default.asp The SESLHD VPN Information page loads, as displayed opposite	
5.3.2	Click the **Citrix Plug-In for Windows** download link	

5.3.3	Click **Open**	
5.3.4	When the download has completed, double click **CitrixOnlinePluginWeb.exe**	
5.3.5	Click **Yes** at the User Account Control popup window	
5.3.6	The Citrix online plug-in installation begins	
5.3.7	Once installation is complete, click **OK** to close the installer Citrix online plug-in client installation is now complete	

6   Log On Citrix Access Gateway

Please ensure the following prerequisites are met before proceeding to establish a Citrix Netscaler Thin client connection:

- Symantec Secure VIP software installed and a valid Symantec Secure VIP Credential ID registered with IC&T

- Citrix Client installed on the target computer

- Active SESAHS domain user account with security membership to required Citrix published applications

- Active internet connection on the target computer

Step	Action	Note - Screenshots
6.1	On the target computer, go to: https://access.sesi.health.nsw.gov.au The Citrix Access Gateway login page loads, as displayed opposite	
6.2	Please note that if you are using a USB wireless Mobile Broadband device such as 3G/ 4G from Telstra or Optus, to avoid connection errors, perform the following: Launch mobile broadband software installed on your computer: • Select **Options** • Set **Windows Mobile Broadband** to **Disabled** • Click **OK** to apply settings	
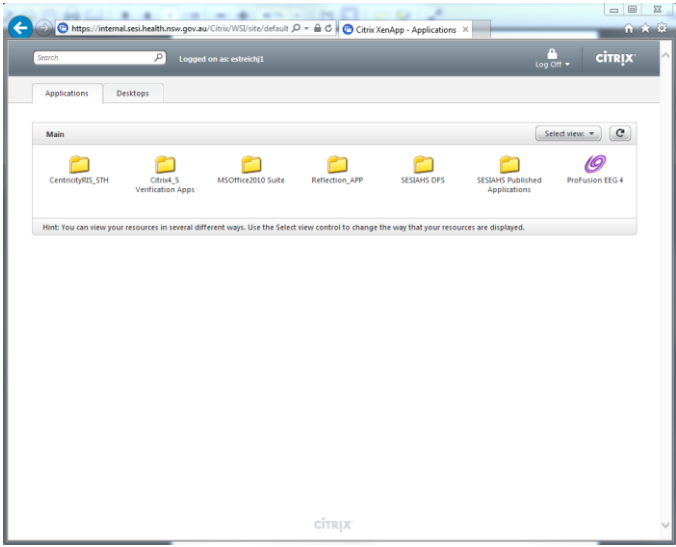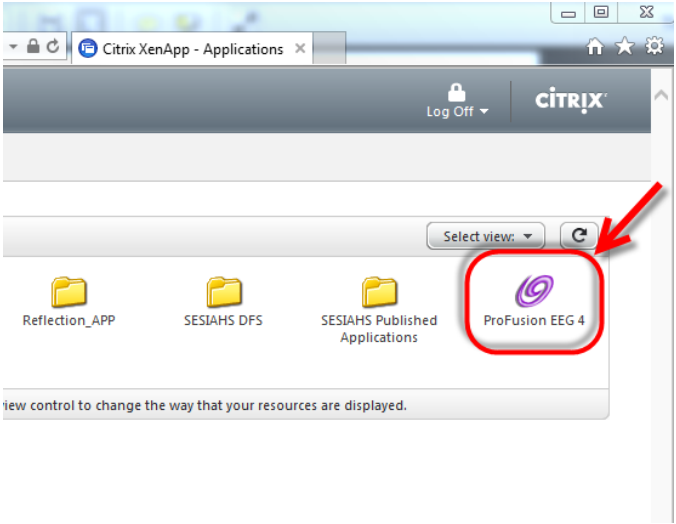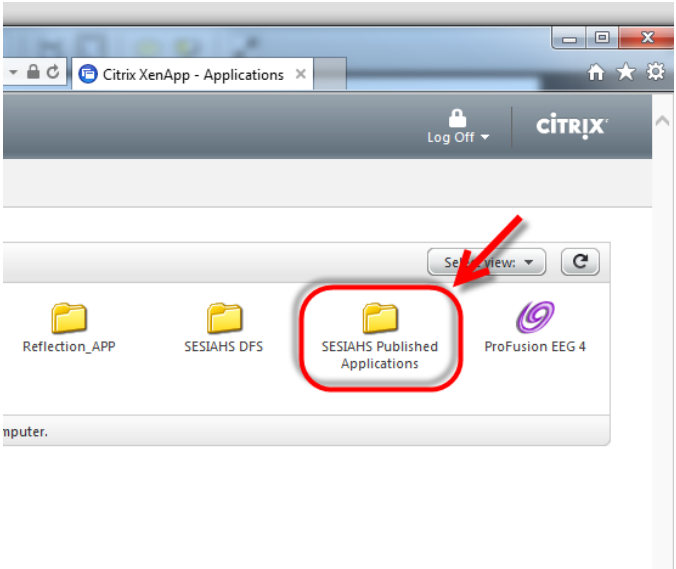
6.3	Enter your logon credentials	
	Username: Y*our SESAHS domain login name* **Password**: *Your SESAHS domain user password* **Security Code***: Your 6 digit Symantec Secure VIP Access code* (Note that this code is regenerated every 30 seconds) in VIP Access software registered to you. In the example screenshot displayed opposite the Security Code is **972897** Enter the credentials and click Logon	
6.4	Wait a moment for your list of published applications to be generated	
6.5	Your list of published applications will appear on screen Please note that your personalised list of published applications may differ from the screenshot displayed opposite	
6.6	Proceed to the following sections of this guide to launch Citrix published Applications or VPN Desktop	
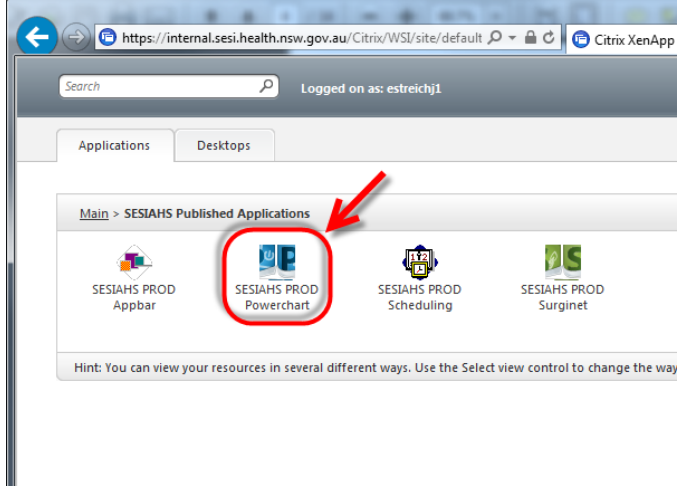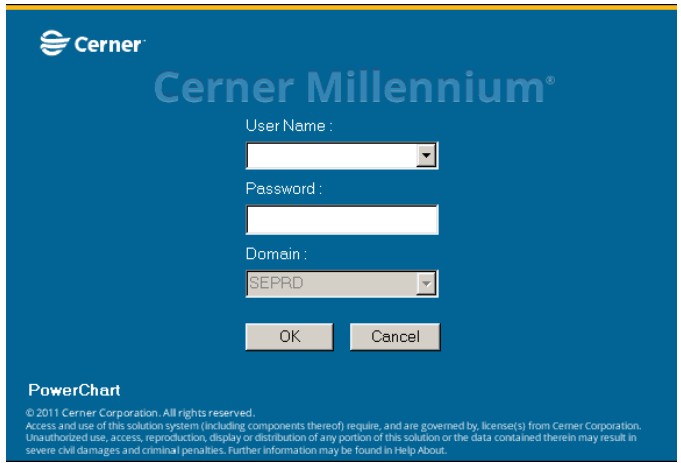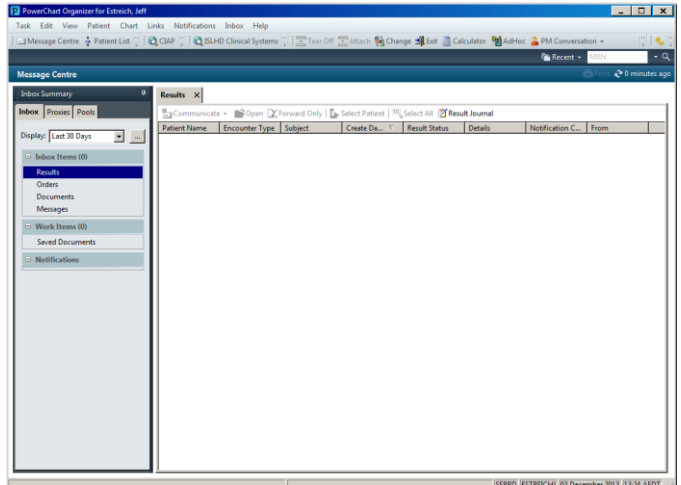
Important
First time users should go to **Appendix B** and apply Security Policies when launching Citrix Published Applications or VPN Desktop. Once configured, Security Pop-ups do not appear in future Citrix Netscaler Thin Client sessions.
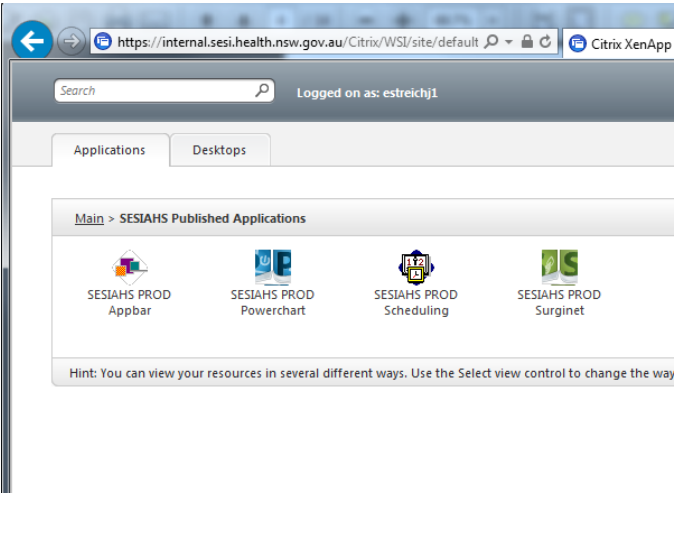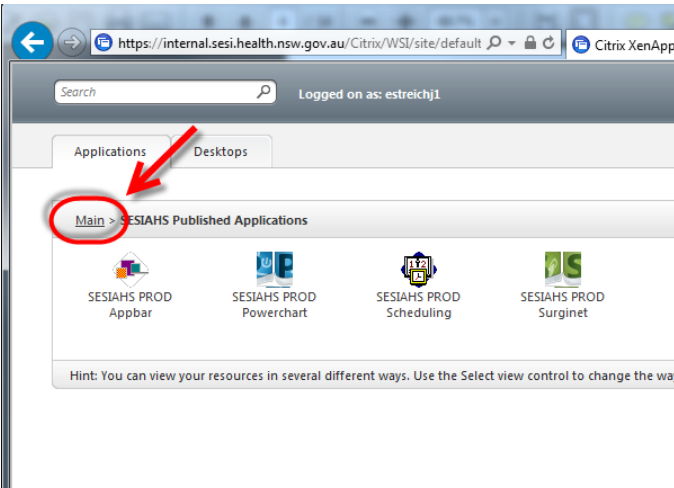
7   Launch Published Applications
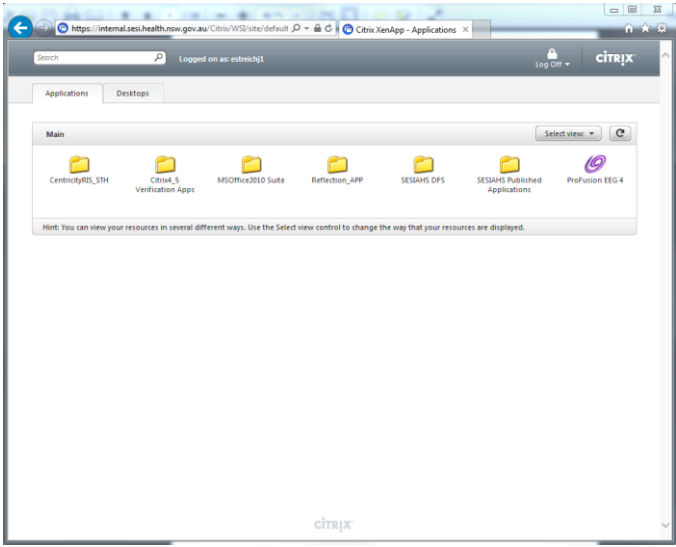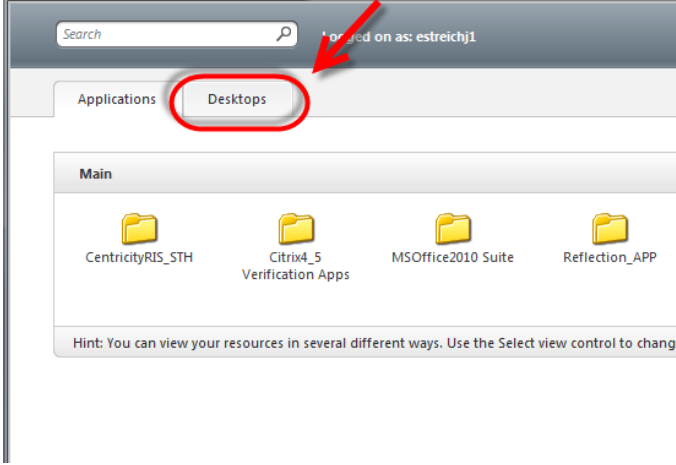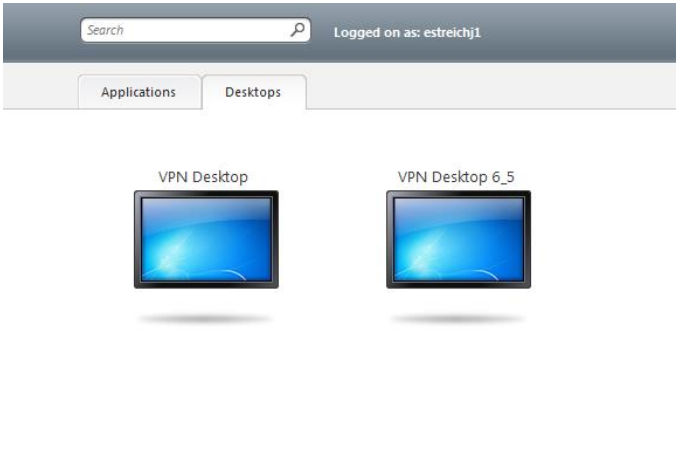
Step	Action	Note - Screenshots
7.1	From the previous section of this guide, your list of published applications will appear on screen Please note that your personalised list of published applications may differ from the screenshot displayed opposite	
7.2	Click the published application icon you want to launch eg. **Profusion EEG 4** as displayed opposite	
7.3	For applications contained in folders, simply click the folder to display the list of published applications eg. **SESIAHS Published Applications**	
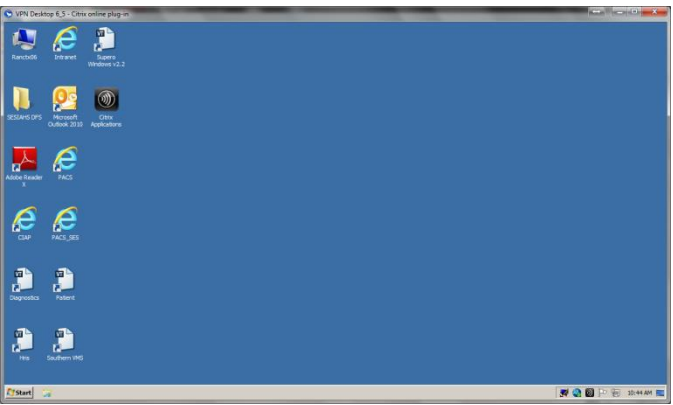
7.4	The folder contents are displayed on screen. Click the published application icon you want to launch eg. **SESIAHS PROD Powerchart**	
7.5	Wait a moment for the Citrix Netscaler Thin Client session to launch Proceed to login to your selected application eg. **SESIAHS PROD Powerchart**	
7.6	The selected application launches in a secure thin client session on your computer eg. **SESIAHS PROD Powerchart**	

8 Log Off Published Applications
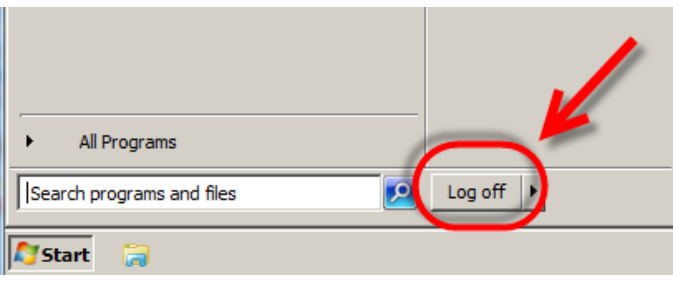
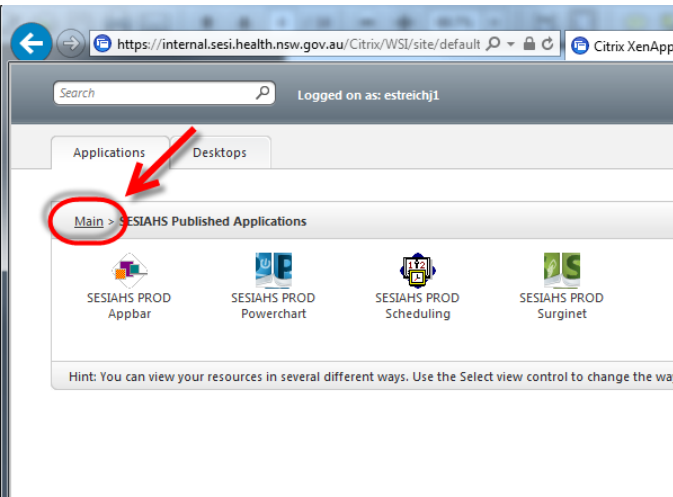| Step	Action	Note - Screenshots
8.1	When finished, close and log off your published application session. Note: Please follow recommended guidelines when closing your published application Your Citrix Netscaler Thin Client session will automatically close and return you to your Citrix Access Gateway session	
8.2	To navigate back to the Main published application menu, in the **Applications** tab window click **Main**	

9 Launch VPN Desktop

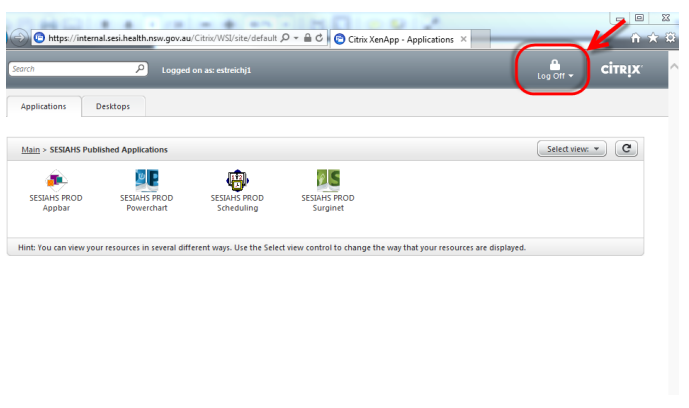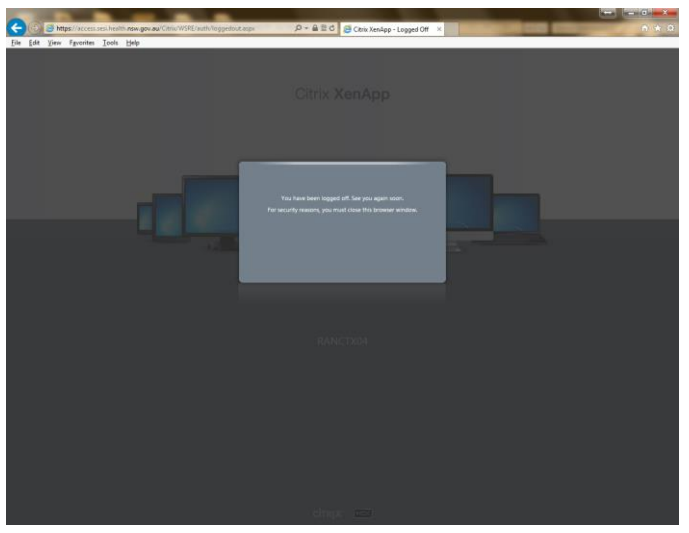| Step	Action	Note - Screenshots
9.1	From the previous section of this guide, your list of published applications will appear on screen Please note that your personalised list of published applications may differ from the screenshot displayed opposite	
9.2	Select the **Desktops** tab	
9.3	Click the VPN Desktop published application icon you want to launch eg. **VPN Desktop 6_5** Please note that your personalised list of published applications may differ from the screenshot displayed opposite	

Step	Action	Note - Screenshots
9.4	Wait a moment for the Citrix Netscaler Thin Client session to launch **VPN Desktop** launches in a secure thin client session on your computer	

10 Log Off VPN Desktop

Step	Action	Note - Screenshots
10.1	To close your **VPN Desktop** session: • Close all open applications • Click **Start**, then **Log Off**	
10.2	To navigate back to the Main published application menu, select the **Applications** tab then click **Main**	

11 Log Off Citrix Access Gateway

Step	Action	Note - Screenshots
11.1	To close your Citrix Access Gateway session: • Ensure all published application and VPN Desktop sessions are closed • Click **Log Off** in the grey toolbar in the upper right of screen	
11.2	You will receive a message stating you have been logged off **For security reasons, it is recommended to close your browser window**	

12 Appendices

Appendix A: Frequently Asked Questions and Troubleshooting Tips

This section of the guide is intended to answer FAQ's and assist users diagnose connection issues to Citrix Netscaler Thin Client and VIP Access security authentication software.

Important
Please be aware that it is your responsibility to ensure you have a working internet connection on your computer or device when connecting to **Citrix Netscaler Thin Client**.

Can Citrix Netscaler Thin Client be used on my personal home based computer?

Yes, Citrix Netscaler Thin Client has been specifically designed to allow personal (non-corporate) computers and devices connect to Citrix published applications

Are there usage/connection charges with Citrix Netscaler Thin Client?

No, Citrix Netscaler Thin Client is free to use and attracts no ongoing usage or license costs.

What Citrix published applications are available to me when I connect remotely?

Citrix Netscaler Thin Client delivers the same Citrix published applications available to you when you are connected to the office network.

Refer to section 4 of this guide for more information.

Can I run multiple applications from my Citrix Netscaler Thin Client session?

Yes, we have provided a published application called **VPN Desktop** which provides a Windows desktop, similar to your office based computer connection.

Using VPN Desktop, you can connect to multiple network resources such as:

- Email (Microsoft Outlook) including PST file support
- Microsoft Office applications (Word, Excel, PowerPoint, Access and Publisher)
- Distributed File System (DFS) shortcuts
- Intranet web (Internet Explorer)

Refer to section 3 of this guide for more information.

Can I print from Citrix Netscaler Thin Client?

Yes you can print to home based printers (requires connection to your machine running Citrix Netscaler Thin Client). Printing to office based network printers however is not supported.

Refer to section 3.3 of this guide for more information.

In VPN Desktop, I can't add or open messages in my Outlook Personal Folder (PST)?

Every Outlook session opens and locks your PST file, so that no other Outlook session can access it at the same time.

If you attempt to open your PST file in a remote access VPN Desktop session, while there is still an Outlook session running on your office based computer, you will receive an error due to the PST file being locked. **To ensure this doesn't happen, please close Microsoft Outlook on your office based computer at the end of each working day.**

I receive a login error at Citrix Access Gateway?

Please ensure you are entering the correct logon credentials. Enter your current SESIAHS network username and password into the first and second logon fields. If you are confident your username and password credentials are correct and you still cannot login, the issue is most likely related to your Symantec Secure VIP Access Security Code.

Enter the 6 digit VIP Access Security Code in the Security Code field. Please note your Symantec Secure VIP Access Security Code changes every 30 seconds.

If the security code countdown timer displays 10 seconds or less, it is recommended to wait until a new code is displayed on your computer/device. Then enter the new Security Code and click Log On.
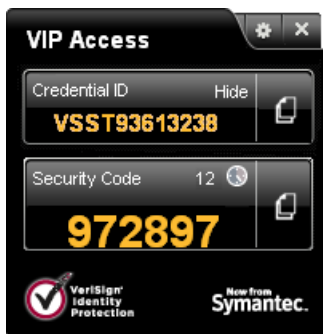
If you still experience logon issues, please lodge a ticket with the **State Wide Service Desk** on **1300 285533**. A technician will contact you during normal business hours to resolve your Citrix Access Gateway connection issue.

I receive a message at logon "You already have a session, do you want to transfer?"

When you receive this message, select **Yes** to restore your previously logged on session to Citrix Access Gateway. This will restore any Citrix Netscaler Thin Client sessions running on hosted Citrix servers.

In future please ensure you follow recommended steps when closing applications, VPN Desktop and logging off your Citrix Access Gateway (Citrix Netscaler Thin Client) connection.

Refer to section 11 of this guide for more information.

Citrix Netscaler Thin Client is not suitable to my business needs – how do I contact IC&T to discuss my remote access requirements
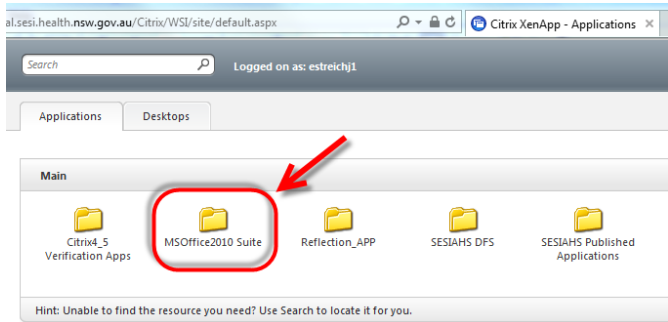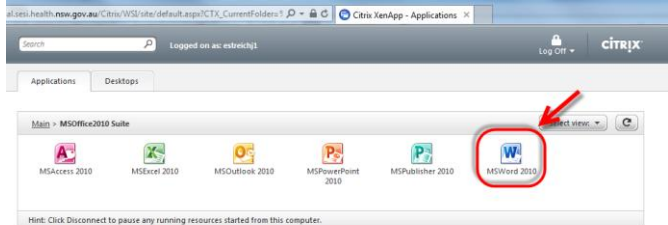
Please lodge a ticket with the **State Wide Service Desk** on **1300 285533**. A representative from IC&T will contact you during normal business hours to review your remote access requirements.
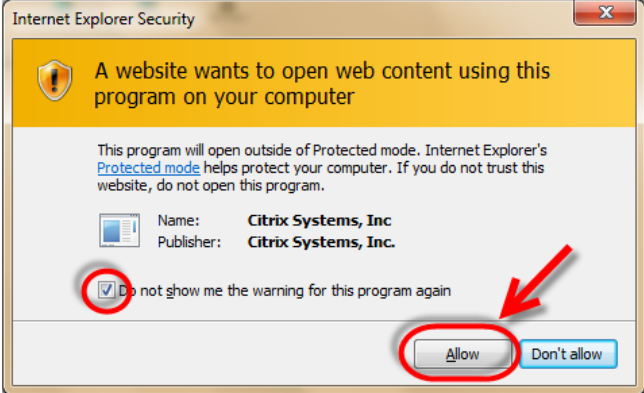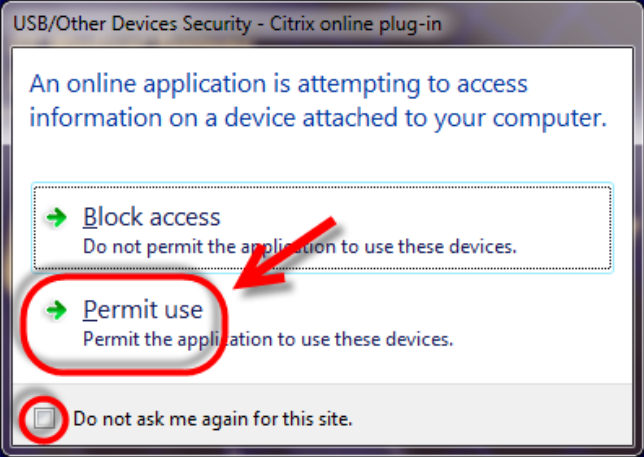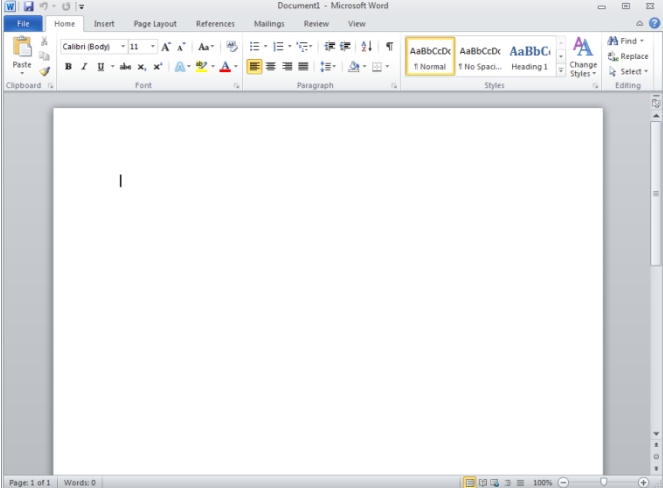
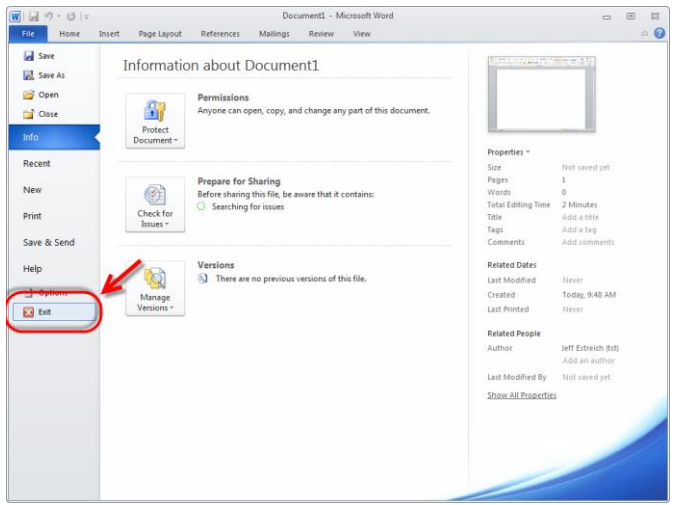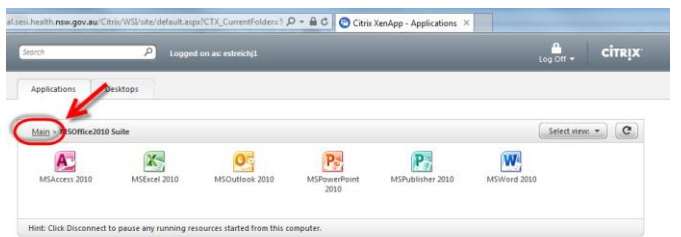## Appendix B: Apply Security Policies

Security Pop-up messages may appear on screen when launching published applications. Perform the following steps to configure your target device.

Important
Once configured, Security Pop-ups do not appear in future Citrix Netscaler Thin Client sessions.

Step	Action	Note - Screenshots
B.1	Click the **MSOffice2010 Suite** folder	
B.2	Click on one of the Office 2010 published application icons eg. **MSWord 2010** as displayed opposite	
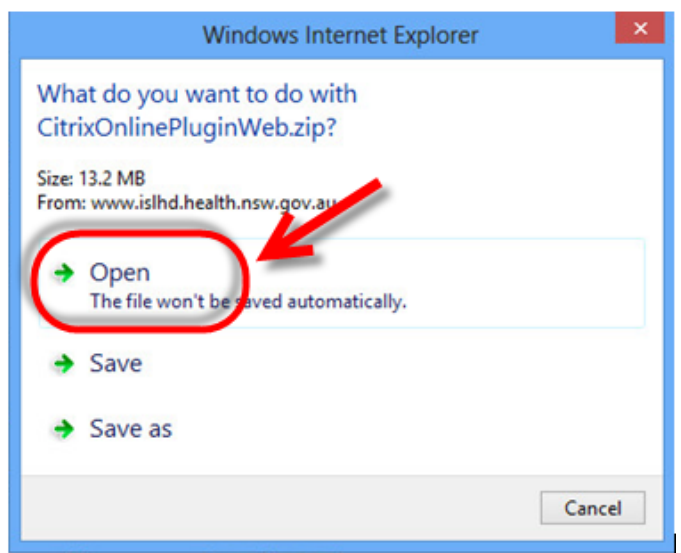
B.3	Wait a moment for the Citrix Netscaler Thin Client session to launch A one-time Security popup message will appear: Apply the following settings: • Tick the check box adjacent to **Do not show me the warning for this program again** • Click **Allow**	
B.4	If you have any USB devices connected to your remote access computer, you may receive the following Security popup message: Apply the following settings: • Tick the check box adjacent to **Do not ask me again for this site** • Click **Permit use**	
B.5	The published application loads in a new windows on screen eg. **MSWord 2010** as displayed opposite	
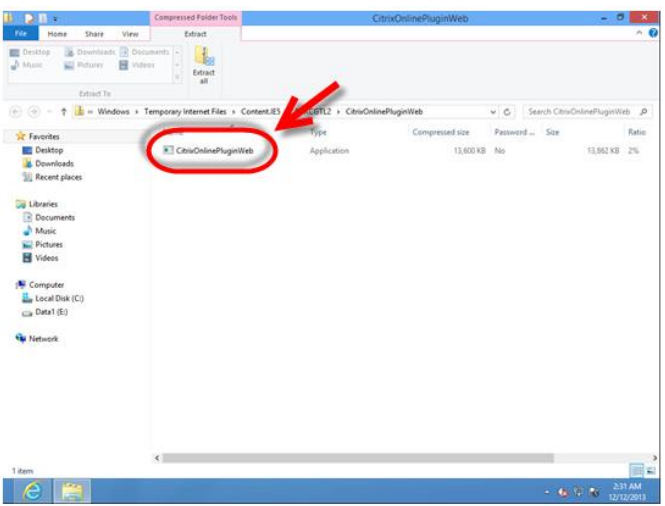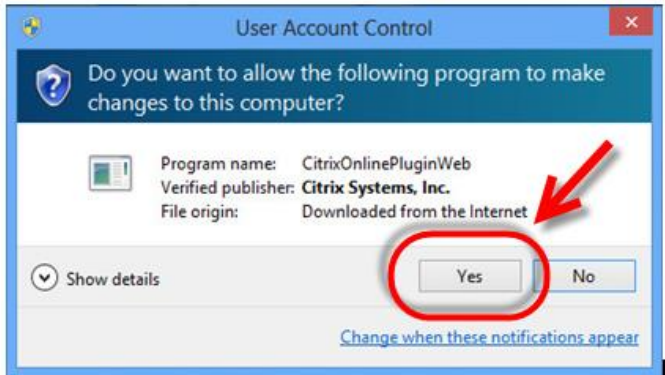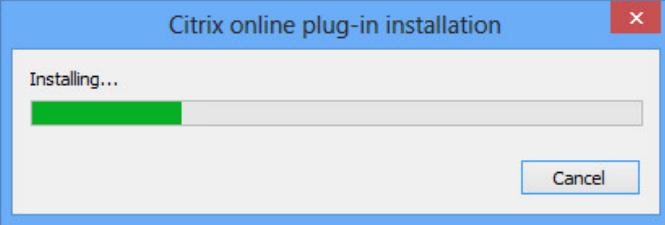
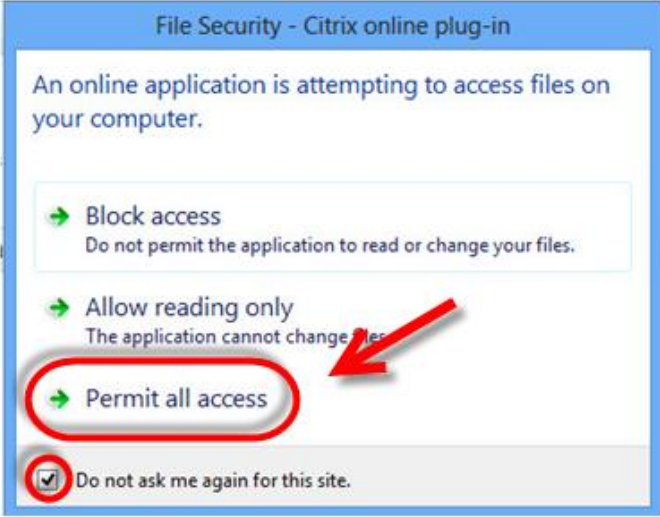| B.6	Close Microsoft Word 2010 • Click **File**, then **Exit**	
B.7	Click **Main** to return to the main applications menu	
B.8	Congratulations, your computer setup is now complete. Proceed to sections 7 and 9 of this guide to launch Citrix published Applications or VPN Desktop	

Appendix C: Windows 8 Setup Instructions

Instructions provided below are specific to Microsoft Windows 8 operating system.

Please note that Administrator privileges are required on the client device to install the Citrix ICA Web client.

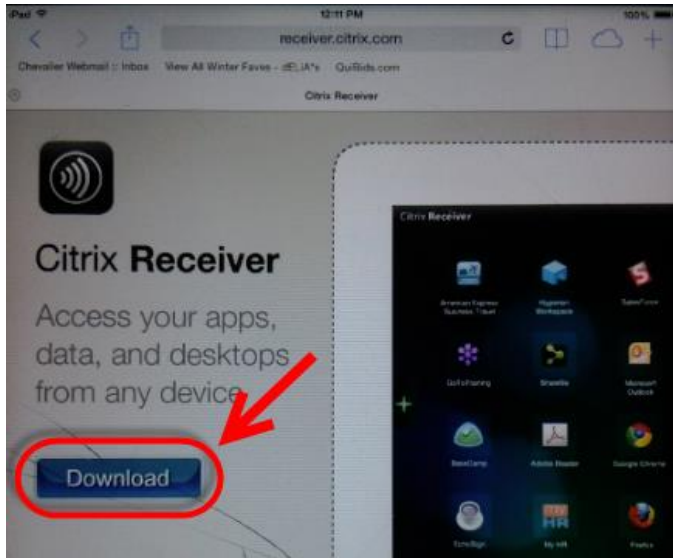| Step	Action	Note - Screenshots
C.1	On the client device with internet access, go to: http://www.seslhd.health.nsw.gov.au/For_staff/Default.asp The SESLHD VPN Information page loads, as displayed opposite	
C.2	Click the **Citrix Plug-In for Windows** download link	
C.3	Click **Open**	

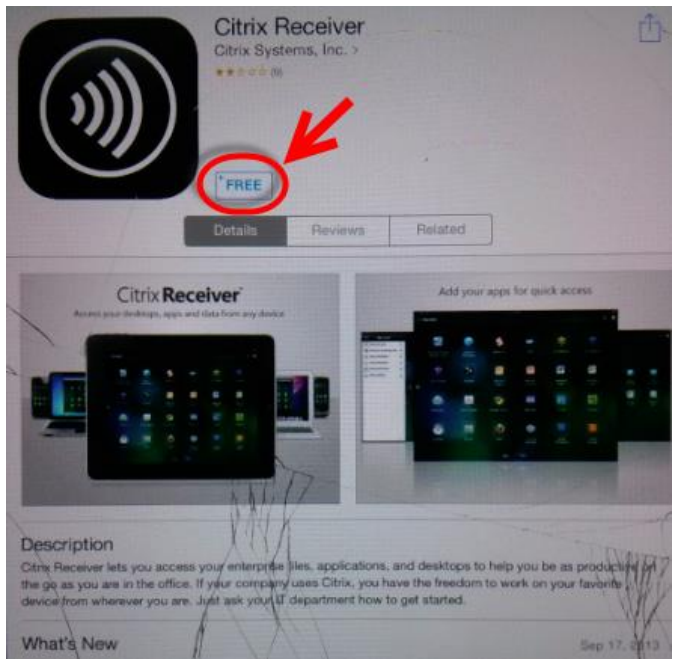|		
C.4	When the download has completed, double click **CitrixOnlinePluginWeb.exe**	
C.5	Click **Yes** at the User Account Control popup window	
C.6	The Citrix online plug-in installation begins	
C.7	Once installation is complete, click **OK** to close the installer Citrix online plug-in client installation is now complete	

C.8	When launching published applications for the first time you may receive a **File Security – Citrix Online plug-in** Pop-up message as displayed opposite. Apply the following settings: • Tick the check box adjacent to **Do not ask me again for this site** • Click **Permit all access**	**File Security - Citrix online plug-in** An online application is attempting to access files on your computer. → **Block access** Do not permit the application to read or change your files. → **Allow reading only** The application cannot change files → **Permit all access** ☑ Do not ask me again for this site.
C.9	Congratulations, your Windows 8 Citrix client setup is now complete. Refer to sections 7 or 9 of this guide to launch Citrix published Applications or VPN Desktop	

Appendix D: Apple IOS Setup Instructions

Instructions provided below are specific to Apple IOS operating system including iPhone and iPad devices.

Citrix Receiver is a free download from the Apple App Store.

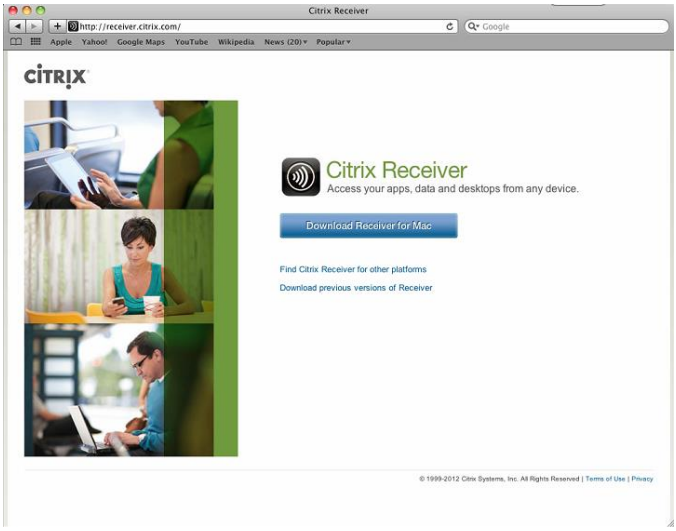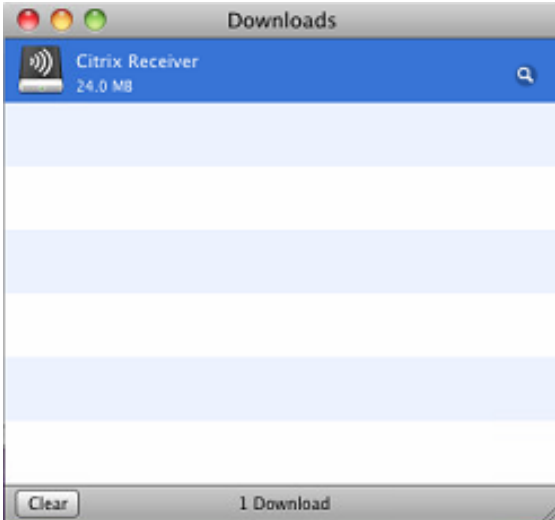| Step	Action	Note - Screenshots
D.1	On your iPhone or iPad device with internet access, go to: http://receiver.citrix.com The Citrix Receiver download page loads, as displayed opposite	
D.2	Click **Download**	

| D.3 | The App Store loads details of the Citrix Receiver

Click **Free** then **Install**

Wait for the Citrix Receiver installation to complete | |
|---|---|---|
| D.4 | Congratulations, your Apple IOS (iPhone/iPad) Citrix client setup is now complete.

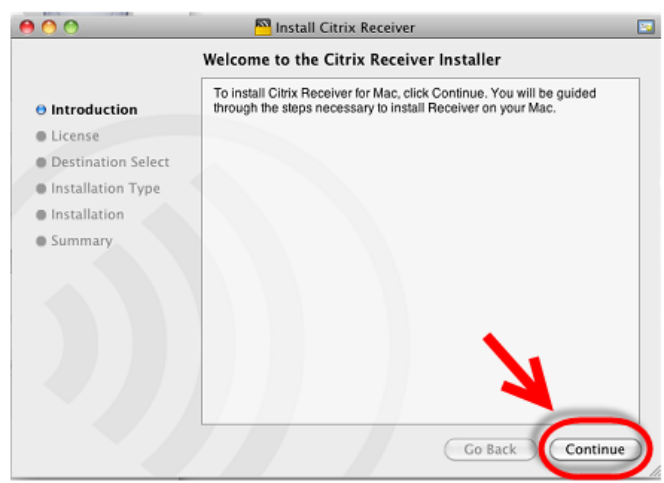Refer to sections 7 or 9 of this guide to launch Citrix published Applications or VPN Desktop | |

Tip
When launching Published Applications or VPN Desktop you may see the message displayed opposite.

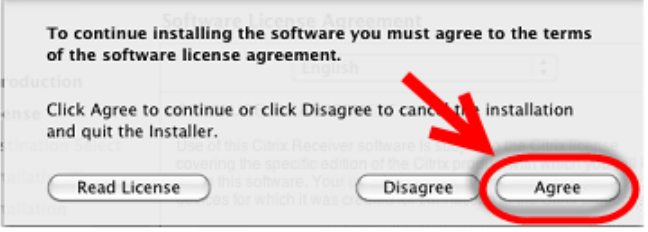Simply tap **Open in "Receiver"** to open your Published Application or VPN desktop **launch.ica** file. |

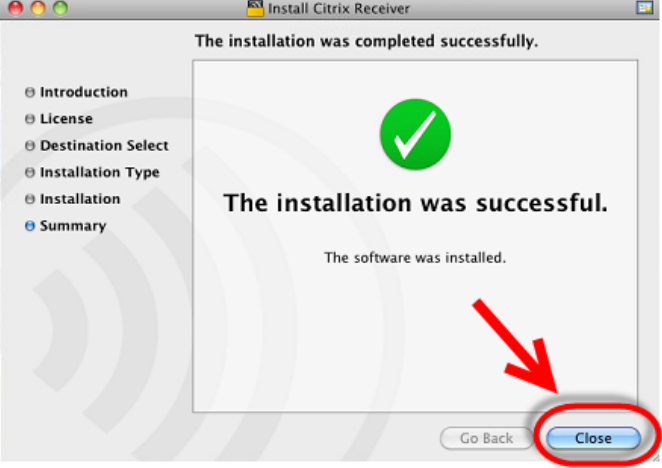## Appendix E: Apple Mac OS X Setup Instructions

Instructions provided below are specific to Apple Mac OS X operating system.

Please note that Administrator privileges are required on your Mac to install the Citrix Receiver client.

Step	Action	Note - Screenshots
E.1	On your Mac computer with internet access, go to: http://receiver.citrix.com The Citrix Receiver download page loads, as displayed opposite	
E.2	Click **Download Receiver for Mac**	
E.3	Wait for the download to complete Double click **Citrix Receiver** in the **Downloads** window	

E.4	The **Citrix Receiver** installer window loads	
E.5	Double click **Install Citrix Receiver**	
E.6	At the Welcome screen click **Continue**	
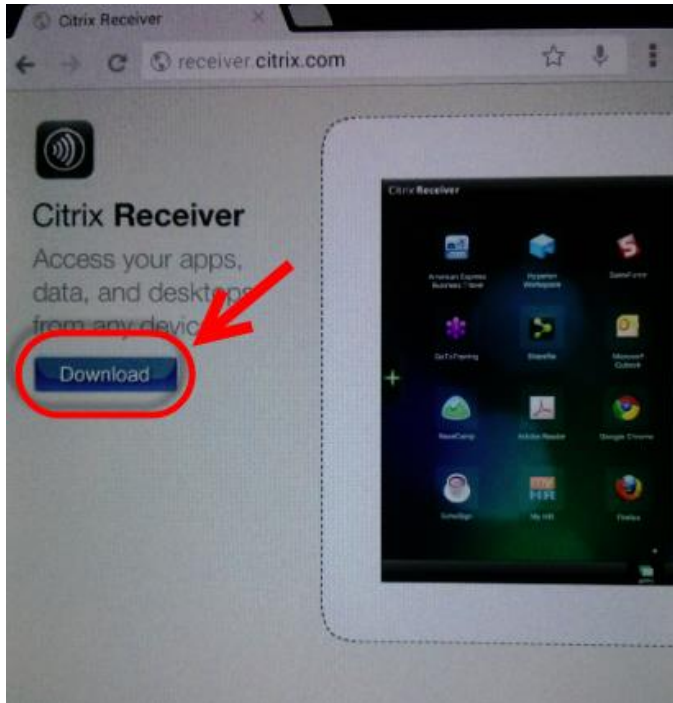
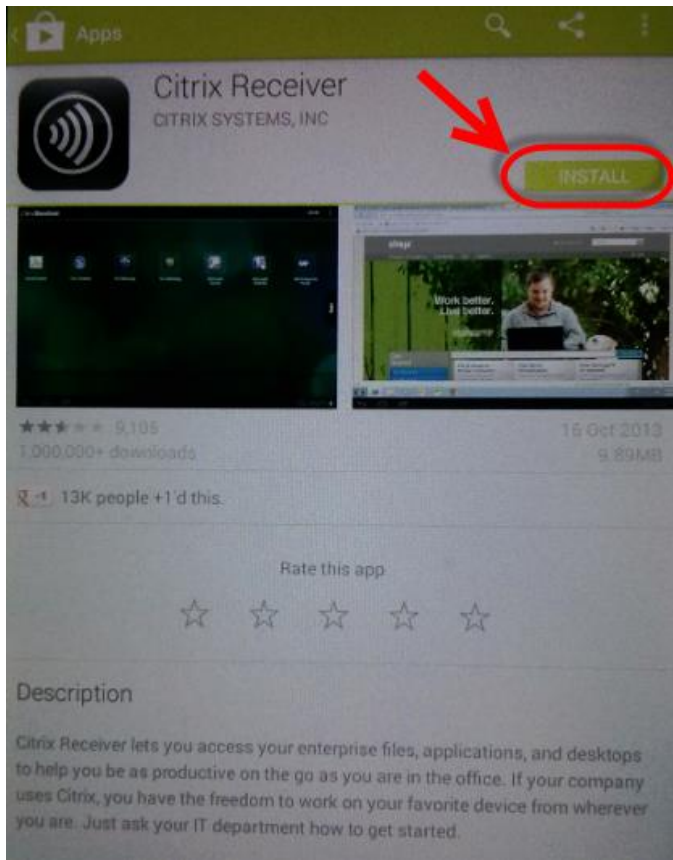| E.7	At the Software License Agreement click **Continue**	
E.8	Click **Agree**	
E.9	Select a destination to install the Citrix Receiver client (if you are unsure, select **Install for all users of this computer**) Click **Continue**	
E.10	Click **Install**	

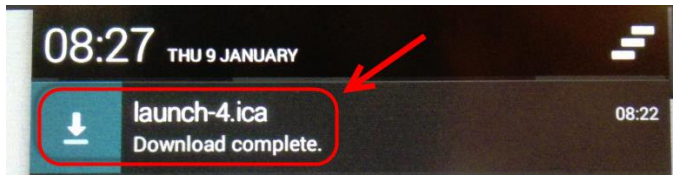| E.11	Depending on the security on your Mac, you may be prompted to enter your password to allow the installer to continue. Enter your password then click **OK**	
E.12	When installation is complete, click **Close**	
E.13	Click the **Close** button in the Citrix Receiver download window	
E.14	Congratulations, your Mac Citrix client setup is now complete. Refer to sections 7 or 9 of this guide to launch Citrix published Applications or VPN Desktop	

Appendix F: Android OS Setup Instructions

Instructions provided below are specific to Android OS operating system including phone and tablet devices.

Citrix Receiver is a free download from the Google Play Store.

Step	Action	Note - Screenshots
F.1	On your Android device with internet access, go to: http://receiver.citrix.com The Citrix Receiver download page loads, as displayed opposite	
F.2	Click **Download**	

F.3	The Google Play Store loads details of the Citrix Receiver application Click **Install** Wait for the Citrix Receiver installation to complete	
F.4	Congratulations, your Android Citrix client setup is now complete. Refer to sections 7 or 9 of this guide to launch Citrix published Applications or VPN Desktop	

Tip
When launching Published Applications or VPN Desktop you will notice a small file downloaded to your Android device. Simply check your downloads and tap the **launch.ica** file to open your Published Application or VPN Desktop	

This document has been prepared for SESLHD, ISLHD and SCH (Randwick).