

A Walk-through for Remote Access Connectivity

This guide is to walk through the process of establishing a connection to the Hotel Dieu Shaver Citrix NetScaler Remote Access Gateway.

URL: <https://www.hoteldieushaver.org/site/remote-access-links>

Compatible OS Versions: Windows 10, MAC OS

Compatible Web Browsers: Current versions of Chrome, Internet Explorer or Firefox.

Any of the web browsers listed above will work just fine in this guide for connectivity.

My browser of choice is Firefox and was the browser used on Windows 10 for compiling this document.

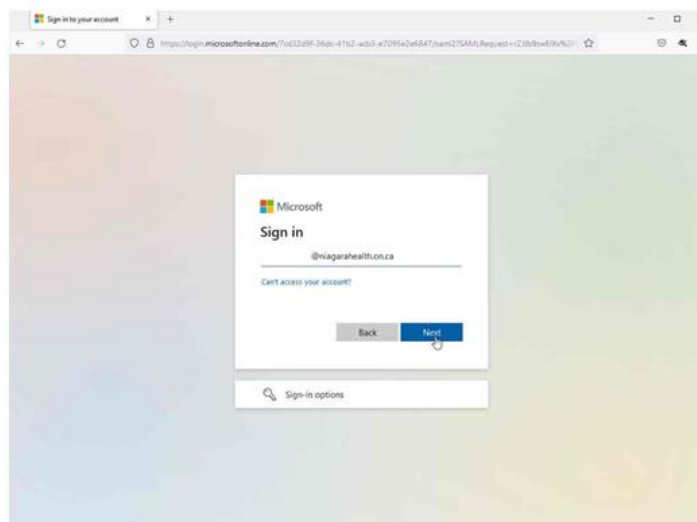
Please keep in mind that as you proceed through this guide, some screens may differ if you are using an alternate web browser or operating system to connect.

1. Initiating Your Connection

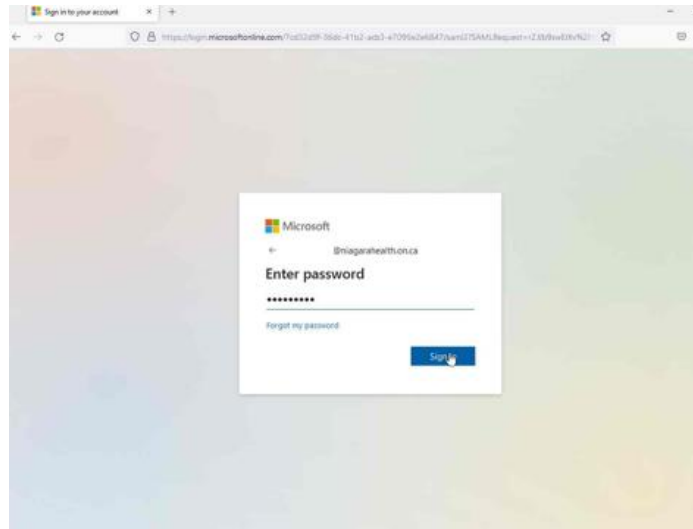
- a. Open your preferred web browser and navigate to:
<https://remote.hoteldieushaver.org>
- b. You will be presented with the standard remote access portal page where there will be a single link available to initiate a connection – Get Remote Access

The screenshot shows the Hotel Dieu Shaver website. The top navigation bar includes links for HOSPITAL, FOUNDATION, and a search bar. The main header features the Hotel Dieu Shaver logo and the tagline "Comfort. Care. Hope." Below this is a secondary navigation bar with links for HOME, ABOUT, INPATIENT, OUTPATIENT, PATIENTS & VISITORS, REFERRALS, NEWS, DONATE, SHOP, and CONTACT. The main content area is titled "Staff Access - Remote Access Links" and contains two primary sections: "Remote Access" and "RSA Token Self-Service". The "Remote Access" section includes a link to "Login Here" and a prominent blue button labeled "Get Remote Access". Below this is a link to "System Requirements". The "RSA Token Self-Service" section includes a link to "Login Here" and a blue button labeled "RSA Token Self-Service". To the right of these sections are three promotional boxes: "Donations" with a link to "Make a donation to the Hotel Dieu Shaver Foundation", "Upcoming Events" with a link to "Browse upcoming events at Hotel Dieu Shaver", and "Our Sponsor" with a link to "Sponsored by Catholic Health International". At the bottom left, there is a "TECHNICAL SUPPORT" section with contact information and a search bar. The bottom right corner shows a link to "Latest News & Updates".

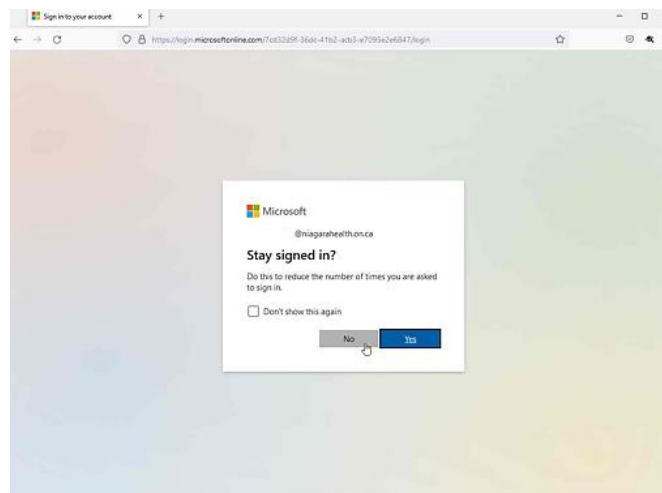
- c. Click on that link, a Microsoft Login page will open.
Please enter your **HDS Email Address** and click next:



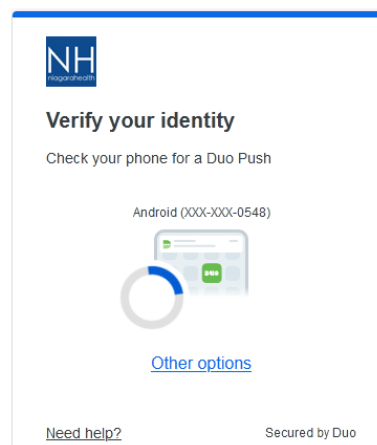
- d. Proceed to enter your password and click sign in.

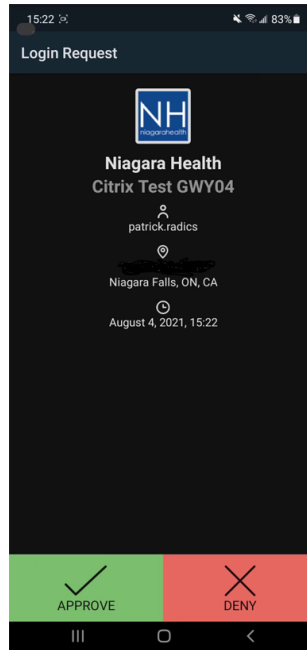


- e. You will now be prompted to stay logged in, say yes if it's a personal computer and now if it's a public computer

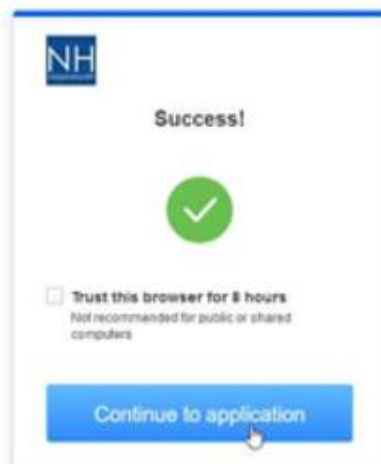


- f. You will then receive a Push Notification from the DUO Mobile App. Click on the Push Notification and then select the approve button.

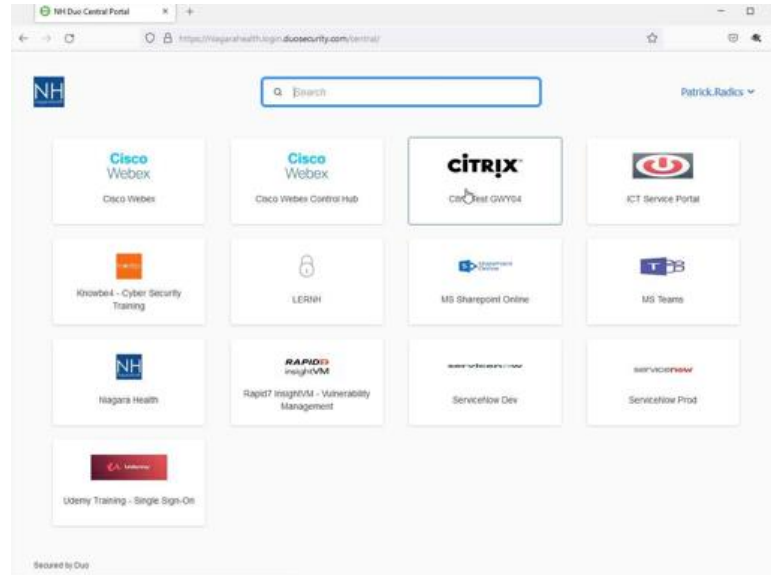




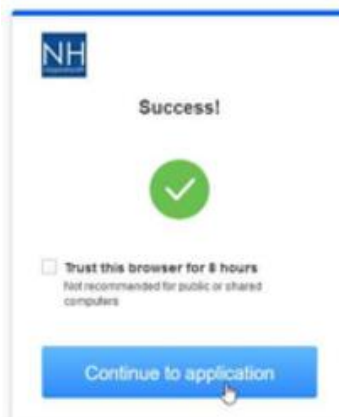
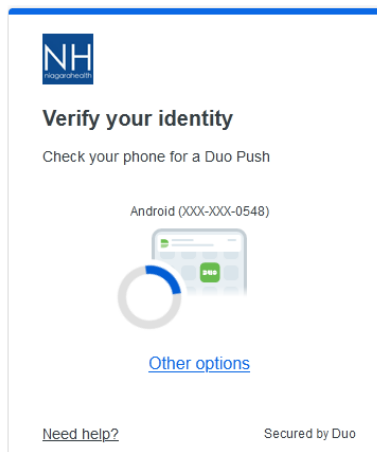
- g. Once you clicked approve on your mobile phone you will see a pop up for Trust this Browser (Ensure you are trusting the browser for 8 hours) and select “Continue to application”.



- h. Once the Log On process is complete, the following screen will appear, providing an icon for each application you have access to. Click on any of the available options to launch the associated application (see example below).



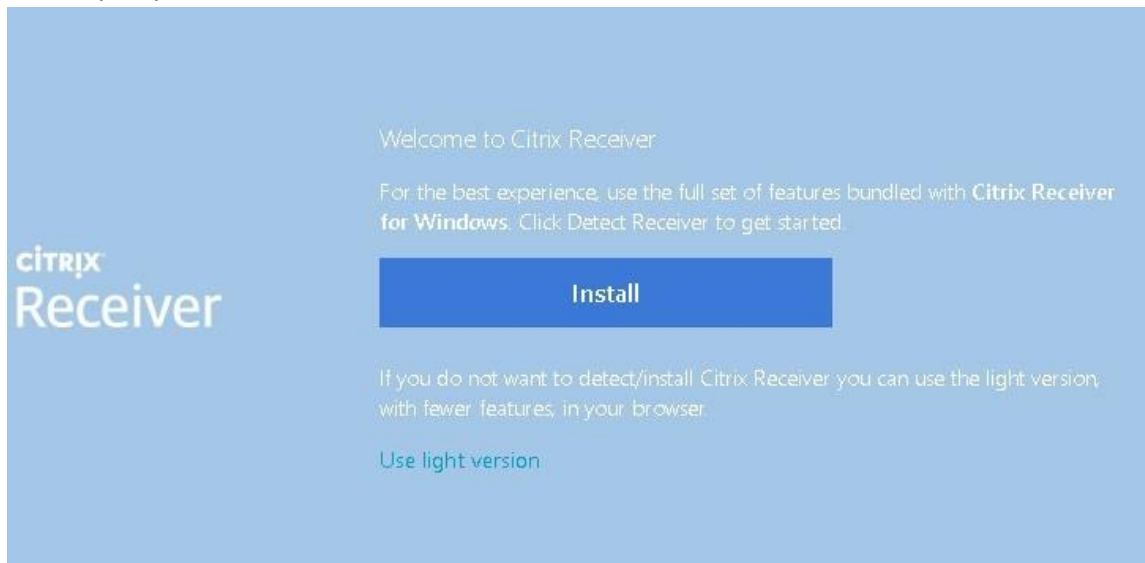
- i. to access the Citrix Applications select the **CITRIX** icon in the desktop and you will be prompted again



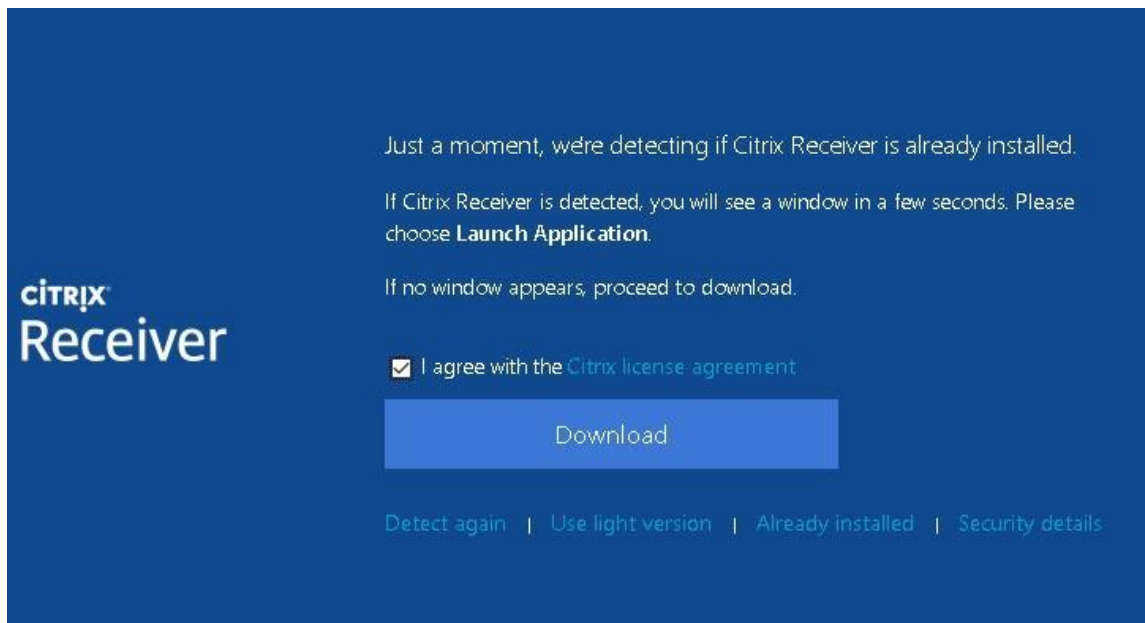
2. Citrix Receiver

Citrix Receiver is required to launch the applications that you have access to.

You may be presented with:

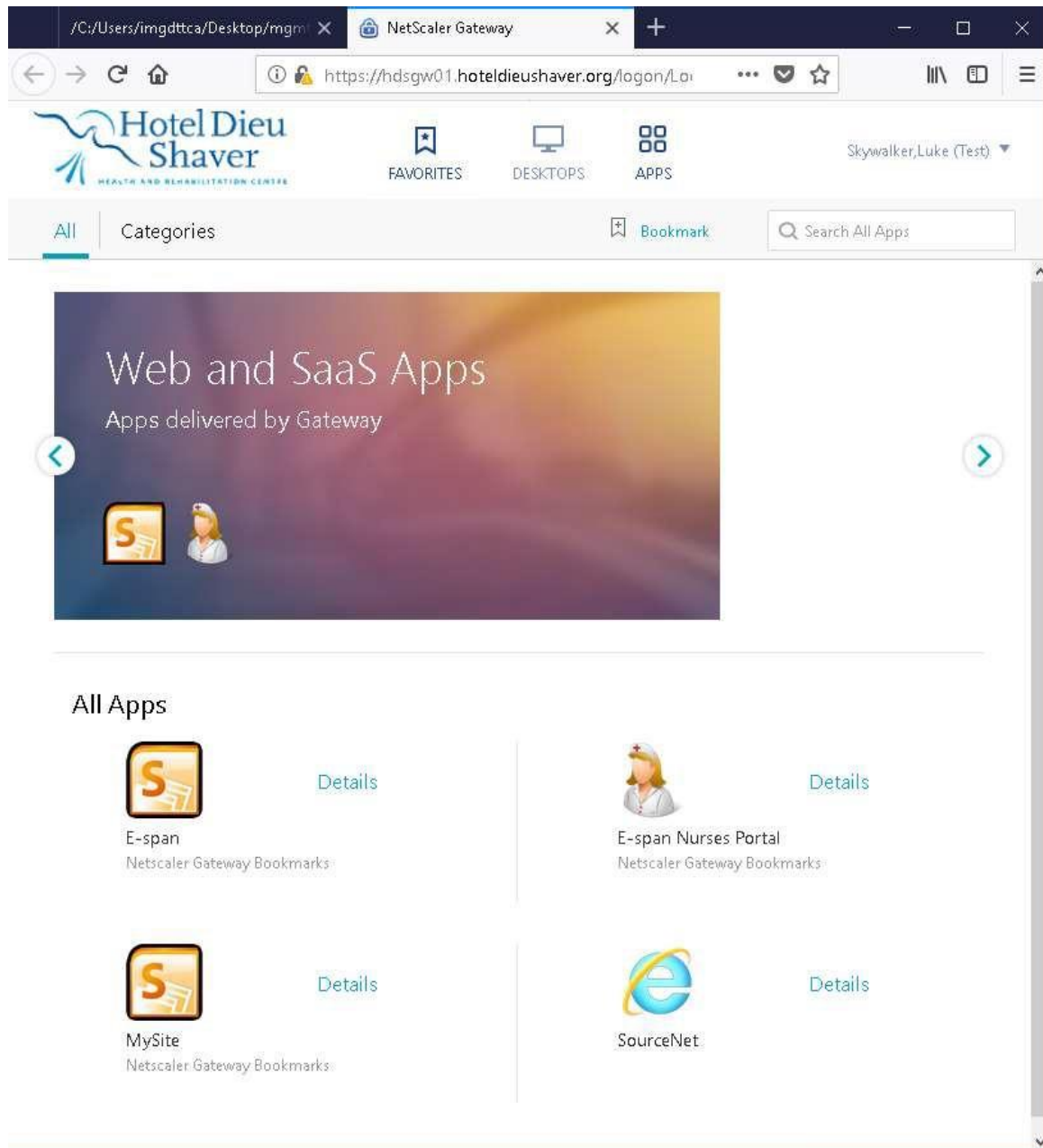


a. If displayed, click '*Install*'.



b. Check the box for '*I agree with the Citrix license agreement*' and click '*Already Installed*'.

You should now have your available applications displayed and available to work with.



Following the steps above will connect you remotely to Hotel Dieu Shaver Remote Access and allow you to initiate the applications that you are configured to use.

If additional support is required, you can of course reach out to the Niagara Health Service Desk at extension x42850.