

SA Health – Digital Health SA NetScaler VPN Remote Access Personally Owned Device – Microsoft Windows

User Guide

We recommend you retain this document for future reference.

NB: Digital Health SA only provides a limited level of technical support for connecting to VPN via a personal device.

Important Information


Requirements:

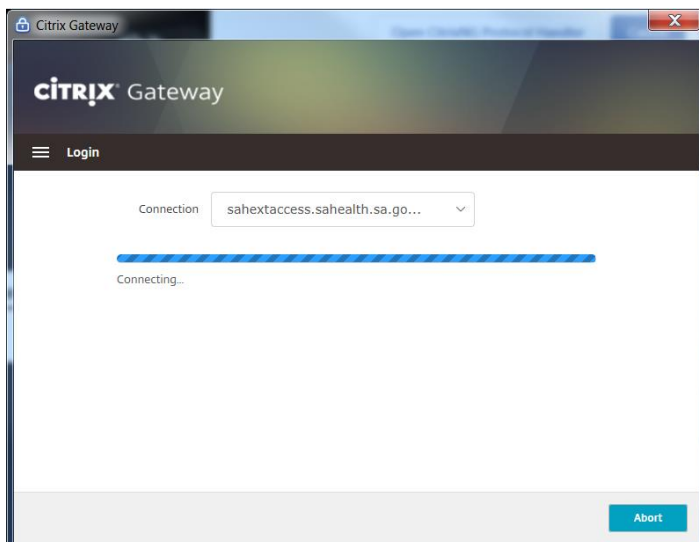
- An active connection to the Internet
- Antivirus installed and up to date (signature files cannot be older than 2 days)
- Firewall set to ON when connecting
- SA Health work PC is required to be powered on to allow you to RDP into it

VPN is compatible with the following:
Operating Systems:
Windows 7
Windows 8.x
Windows 10
Web Browsers
Internet Explorer v9 and newer
Google Chrome
Firefox

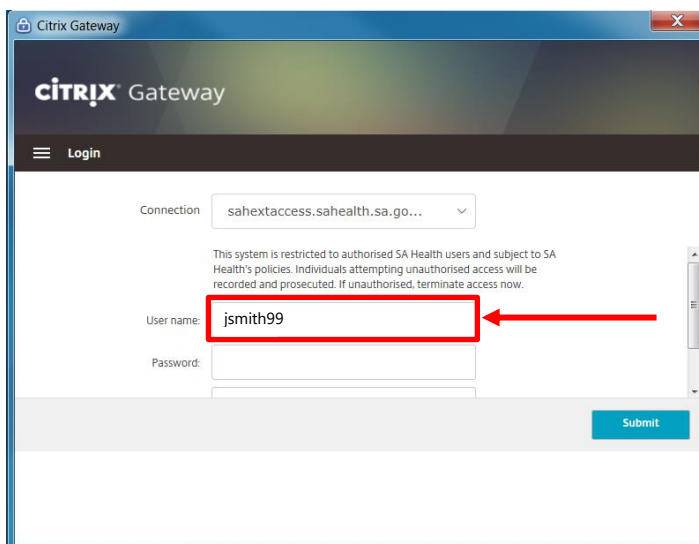
NB: If you have not yet performed the initial setup of your VPN, please refer to the separate Setup Guide that has also been provided to you.

Using the VPN

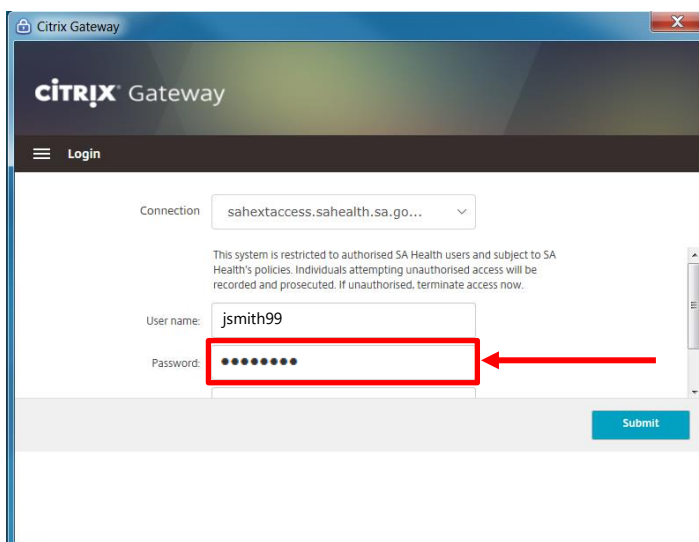
1. Click on the Citrix Gateway icon, , near the date and time in the taskbar. The following window will display:



2. When prompted, enter your HAD Username into the User Name field:

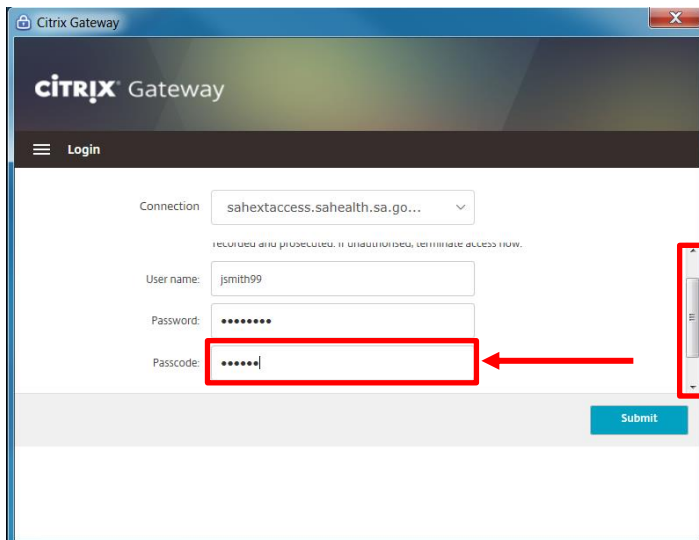


3. Enter your HAD password into the Password field:

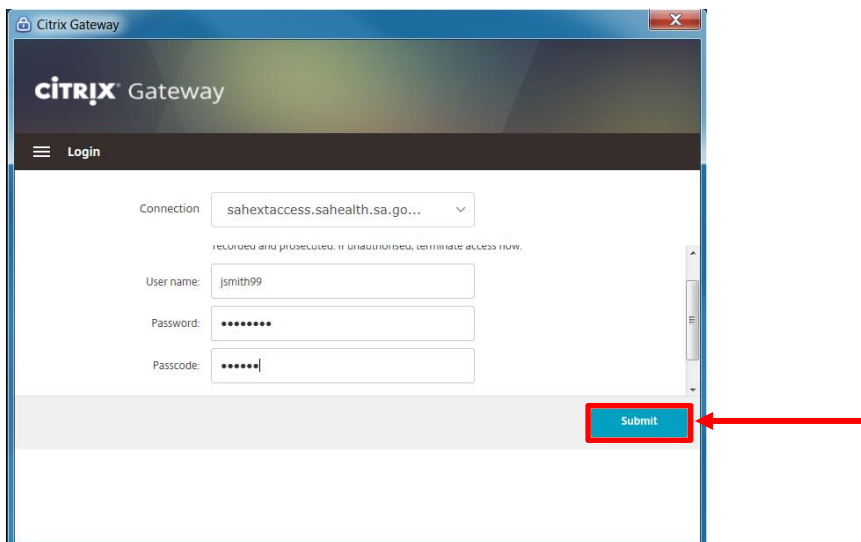


4. Enter the One Time Password currently being displayed in the Citrix SSO app on your smart device in the Passcode field:

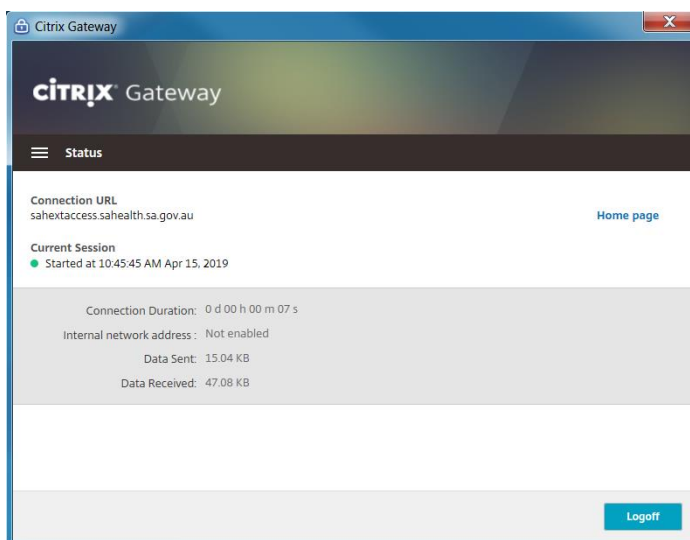
NB: You may have to use the scroll bar on the right hand side of the window to be able to see this field.



5. Click **Submit**.



6. The following window will appear indicating you have successfully connected to the VPN:



7. You can now close the Citrix Gateway window and still stay connected to the VPN.

8. Open Microsoft Edge and visit <https://erp.had.sa.gov.au>

Should you require assistance connecting to VPN via an SA Health computing device, please contact the Digital Health SA Service Desk via 1300 138 913 or DigitalHealthSAServiceDesk@sa.gov.au.

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Troubleshooting:



Issue:

The Citrix Gateway application does not appear/will not open.

Resolution:

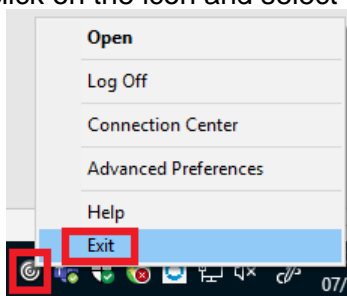
1. Click on the **Start Menu** ( or ).
2. Open the **Citrix** folder and select the **Citrix Gateway** application.
NB: If using Windows 7, you will need to click **All Programs** to see the **Citrix** folder.


If it still does not appear, check for one of these icons:  or , near the date and time in the taskbar.

NB: If your notifications area is minimised you may need to click on one of these buttons   to see the icons mentioned above.

If you find one of the icons,  or  :

1. Right click on the icon and select Exit



2. Click on the **Start Menu** ( or ).
3. Open the **Citrix** folder and select the **Citrix Gateway** application.
NB: If using Windows 7, you will need to click **All Programs** to see the **Citrix** folder.

Issue:

"You are logged on to Citrix gateway on another device. Would you like to end that session and connect on your current device?"


Resolution:

Click the Transfer button and the VPN connection should establish.

Issue:

"Your device does not meet the requirements for logging on. For more information, contact your help desk and provide the following information: Failed in initialization (5)"

Resolution:


Close Citrix Gateway, this is performed by locating the icon () in the taskbar near the date/time and right-clicking on it, then selecting Exit

After exiting the Citrix Gateway application, open the Start Menu, click All Programs, then click on Citrix and select Citrix Gateway.

Issue:

I keep getting redirected to the login prompt or I get the error "Your session timed out, you are not connected."

Resolution:

Close Citrix Gateway, this is performed by locating the icon () in the taskbar near the date/time and right-clicking on it, then selecting Exit.

After exiting the Citrix Gateway application, open the Start Menu, click All Programs, then click on Citrix and select Citrix Gateway.