

## 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
1.1	11/11/2015	IMSD	SESLHD, ISLHD, SCHN (Randwick) Remote Access Users
1.2	19/02/2016	IMSD	SESLHD, ISLHD, SCHN (Randwick) Remote Access Users

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## 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 privately 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

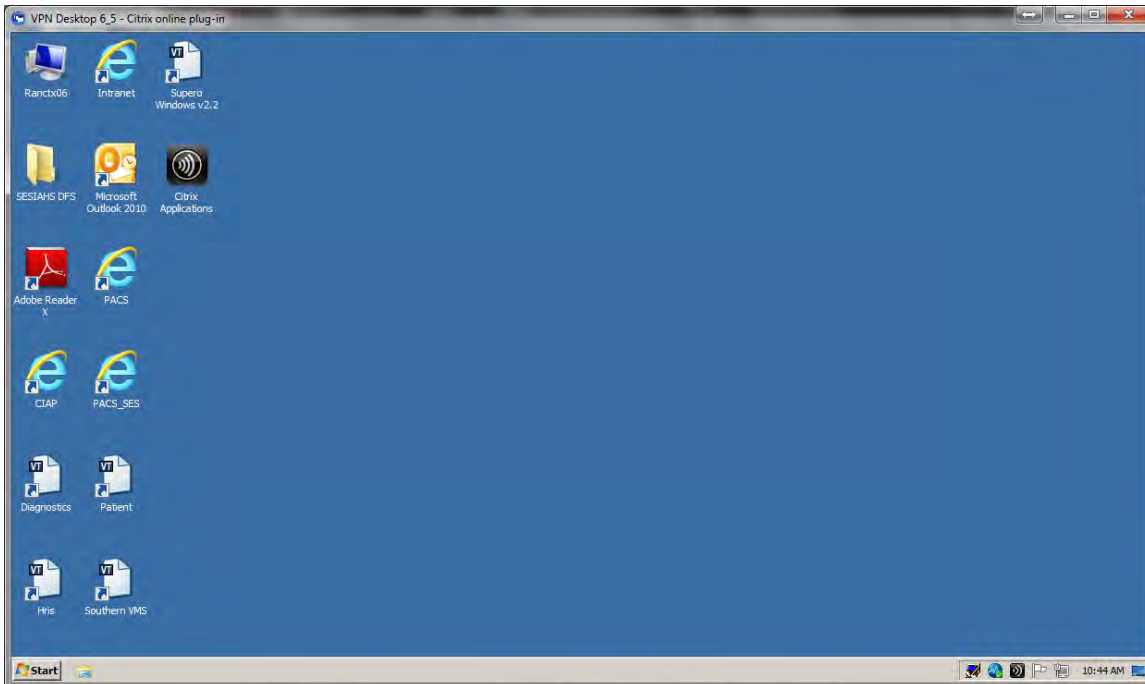
Citrix Netscaler Thin Client provides the following features and user benefits:

- Recommended solution for remote access users delivering a secure connection to:
  - Citrix published applications
  - VPN Desktop
- Can be used on privately owned computers or devices; supported *BYOD - bring your own devices* include:
  - Microsoft Windows PC
  - Macintosh
  - iPhone
  - iPad
  - Android phone
  - 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 IMSD 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

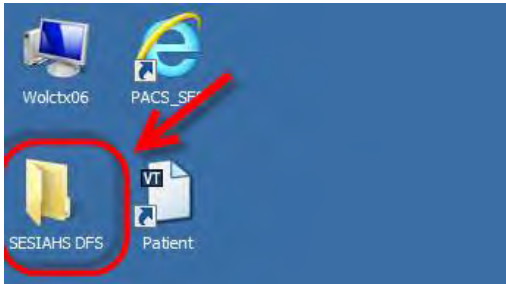
### 3.2 Drive Mappings

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.

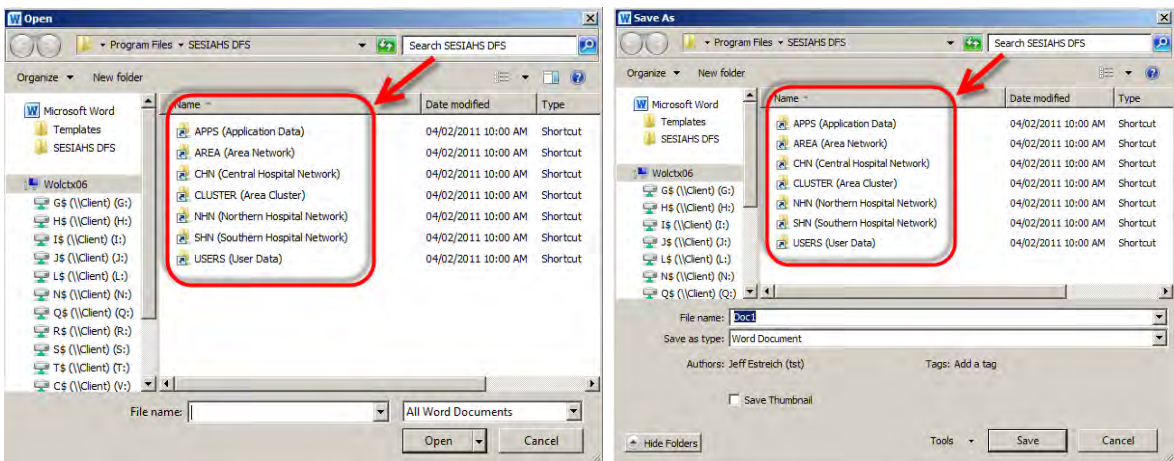
SESIAHS Network drive and user Home folder access is available via Distributed File System (DFS) shortcuts.

DFS shortcuts are available from:

- The **SESIAHS DFS** folder on your VPN Desktop



- **File > Open** and **File > Save** dialogs in **Microsoft Office** applications



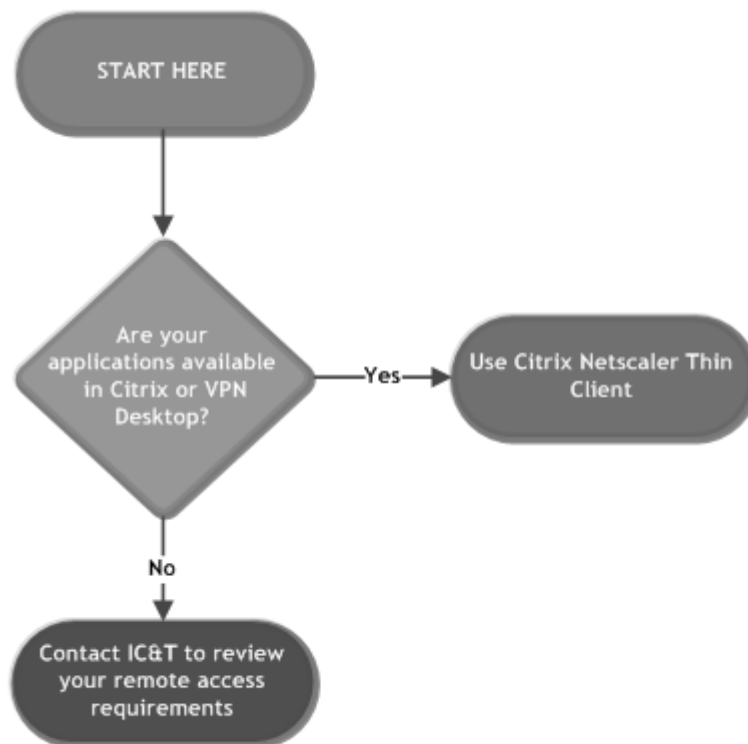
### 3.3 Printing

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 IMSD (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.

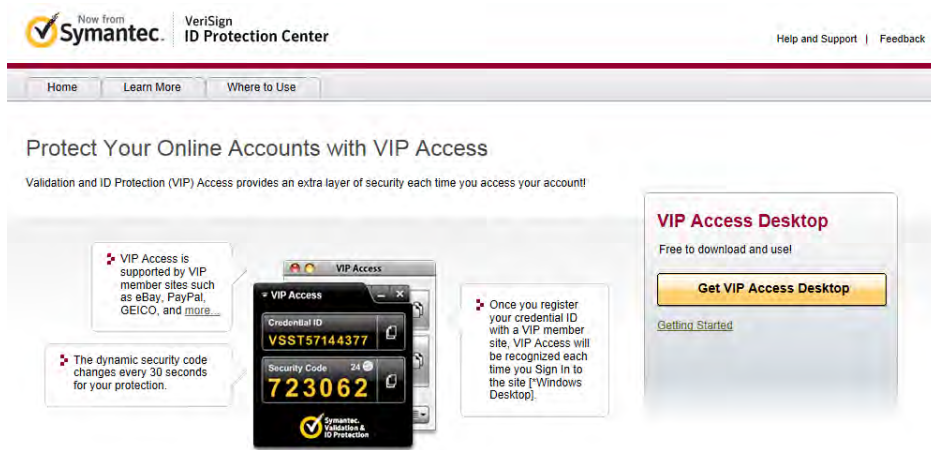
The Symantec Secure VIP Access software application can be downloaded from the following sites:

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

A screenshot of the Symantec mobile website. The page is titled 'VIP Access for Mobile' and features a navigation bar with 'Home', 'Learn More', 'Where to Use', and 'Supported Phones'. The main content area includes a section for 'Get VIP Access for Mobile' with the URL 'm.vip.symantec.com' and a QR code. Below this, there are images of various mobile devices (Other Phones, iPhone/iPad, Windows Mobile, BlackBerry, and Android) displaying the VIP Access application interface. The page also includes a 'Help and Support | Feedback' link in the top right corner.



- 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 [seslhd-imsdaccountmgt@health.nsw.gov.au](mailto:seslhd-imsdaccountmgt@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:

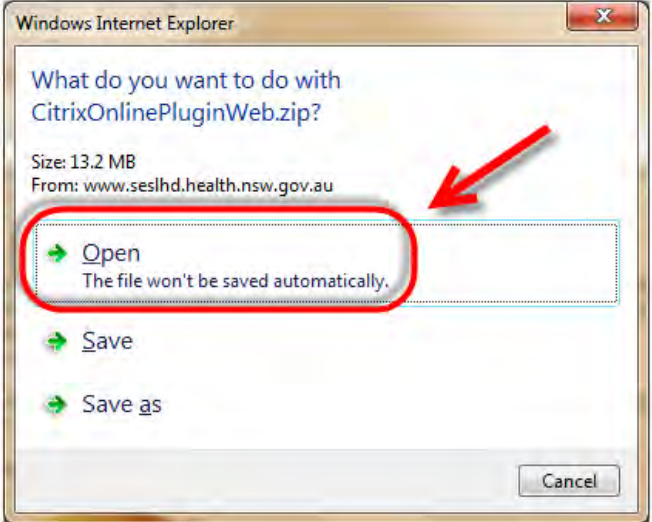
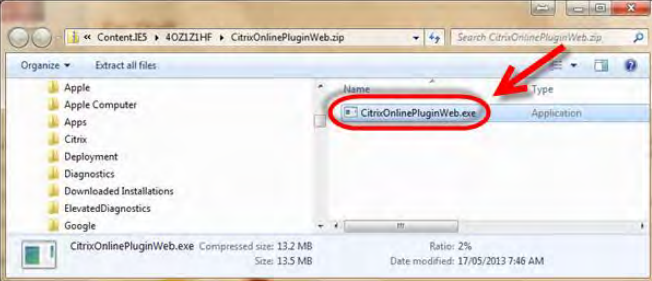
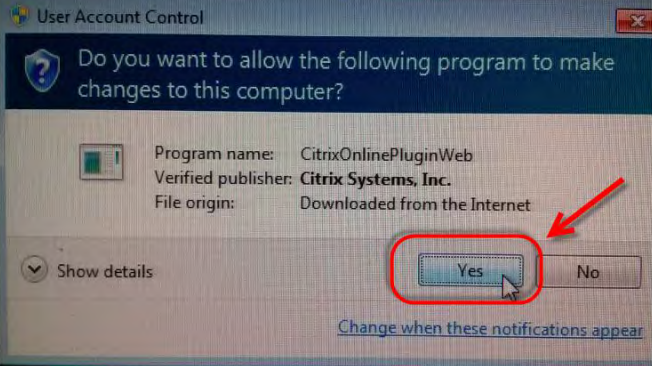
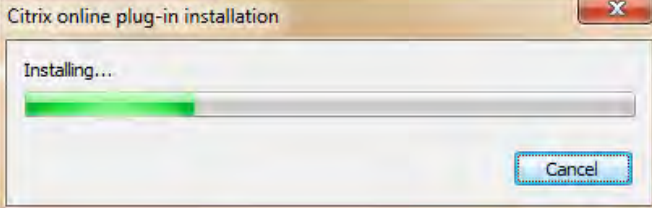
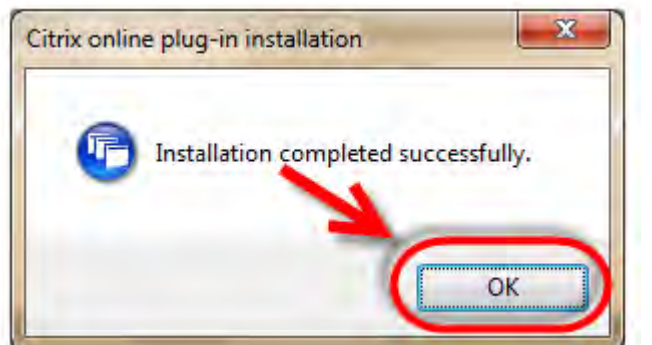
- Windows 7
- Windows Vista
- Windows XP

### 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.

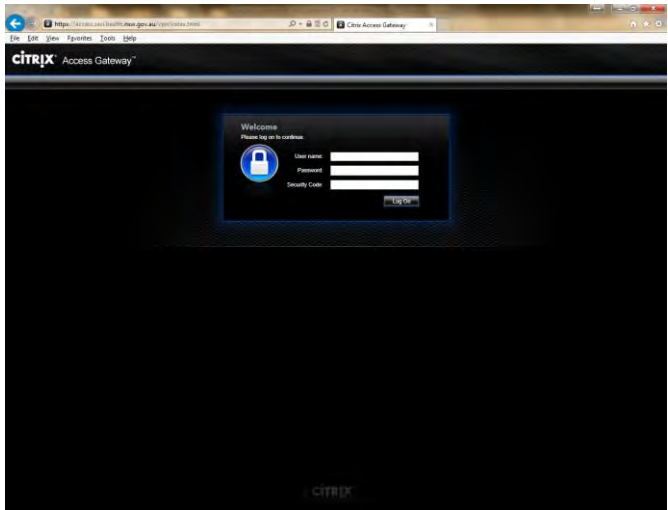
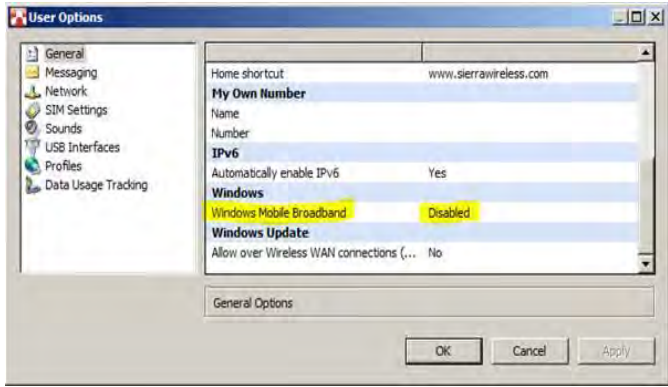
Step	Action	Note - Screenshots
<p><b>5.3.1</b></p>	<p>On the client device with internet access, go to:</p> <p><a href="http://www.seslhd.health.nsw.gov.au/For_staff/Default.asp">http://www.seslhd.health.nsw.gov.au/For_staff/Default.asp</a></p> <p>The SESLHD VPN Information page loads, as displayed opposite</p>	 <p>The screenshot shows the 'For Staff' section of the website. Under the 'VPN' heading, there is a link for 'Citrix Plug-In for Windows v 12.3.0 (32 and 64 Bit Windows)'. This link is highlighted with a red box and a red arrow pointing to it.</p>
<p><b>5.3.2</b></p>	<p>Click the <b>Citrix Plug-In for Windows</b> download link</p>	 <p>This screenshot is identical to the one above, showing the 'Citrix Plug-In for Windows v 12.3.0 (32 and 64 Bit Windows)' link highlighted with a red box and a red arrow.</p>




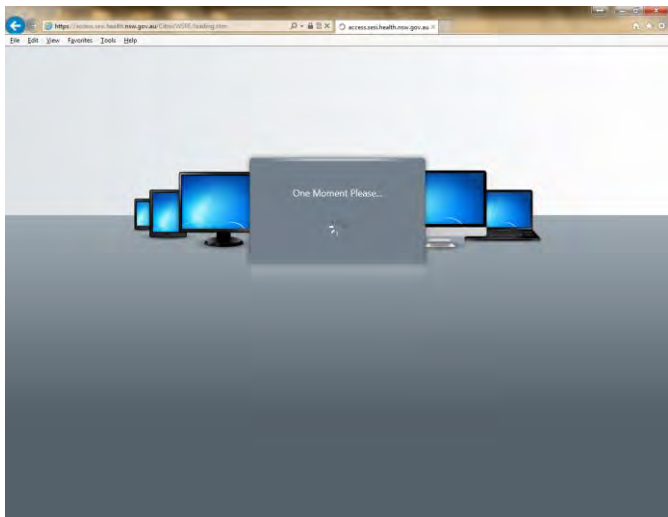
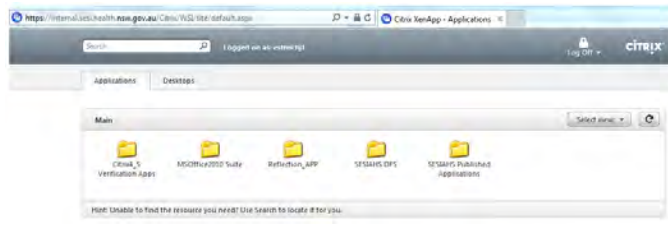
<p><b>5.3.3</b></p>	<p>Click <b>Open</b></p>	
<p><b>5.3.4</b></p>	<p>When the download has completed, double click <b>CitrixOnlinePluginWeb.exe</b></p>	
<p><b>5.3.5</b></p>	<p>Click <b>Yes</b> at the User Account Control popup window</p>	
<p><b>5.3.6</b></p>	<p>The Citrix online plug-in installation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

## 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 IMSD
- 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	<p>On the target computer, go to:  <a href="https://access.sesi.health.nsw.gov.au">https://access.sesi.health.nsw.gov.au</a></p> <p>The Citrix Access Gateway login page loads, as displayed opposite</p>	
6.2	<p>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:</p> <p>Launch mobile broadband software installed on your computer:</p> <ul style="list-style-type: none"> <li>• Select <b>Options</b></li> <li>• Set <b>Windows Mobile Broadband</b> to <b>Disabled</b></li> <li>• Click <b>OK</b> to apply settings</li> </ul>	

<p><b>6.3</b></p> <p>Enter your logon credentials</p> <p><b>Username:</b> <i>Your SESAHS domain login name</i></p> <p><b>Password:</b> <i>Your SESAHS domain user password</i></p> <p><b>Security Code:</b> <i>Your 6 digit Symantec Secure VIP Access code</i></p> <p>(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 <b>972897</b></p> <p>Enter the credentials and click </p>	 
<p><b>6.4</b></p> <p>Wait a moment for your list of published applications to be generated</p>	
<p><b>6.5</b></p> <p>Your list of published applications will appear on screen</p> <p>Please note that your personalised list of published applications may differ from the screenshot displayed opposite</p>	
<p><b>6.6</b></p> <p>Proceed to the following sections of this guide to launch Citrix published Applications or VPN Desktop</p>	

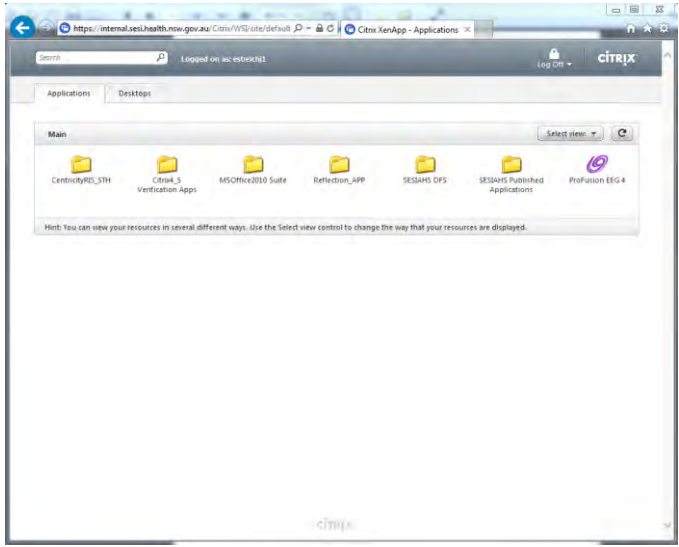
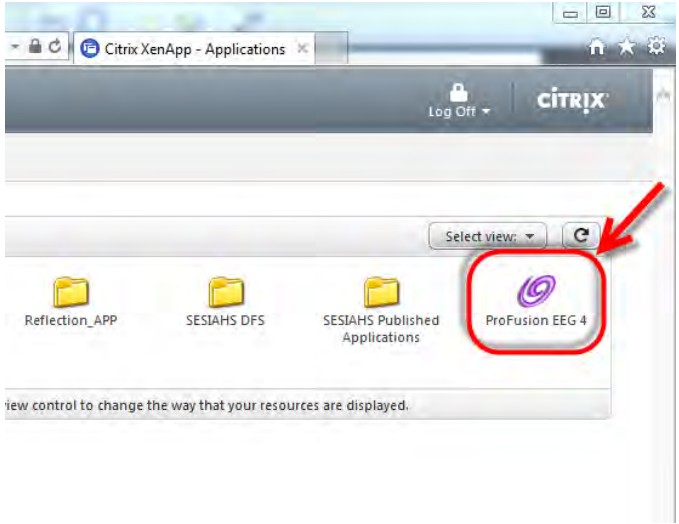
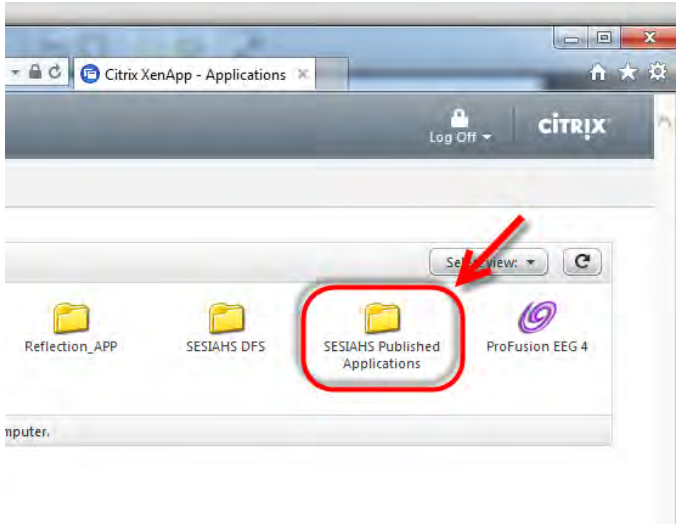
**Important**

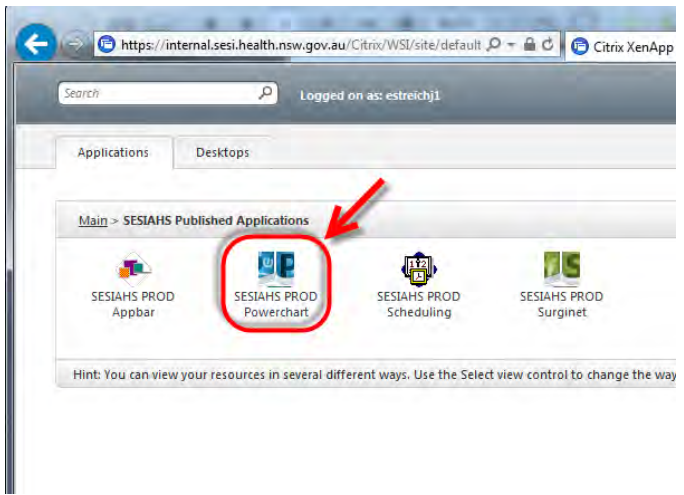
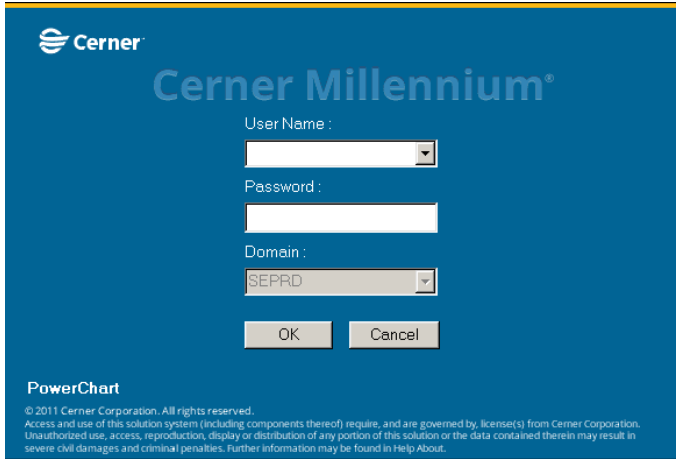
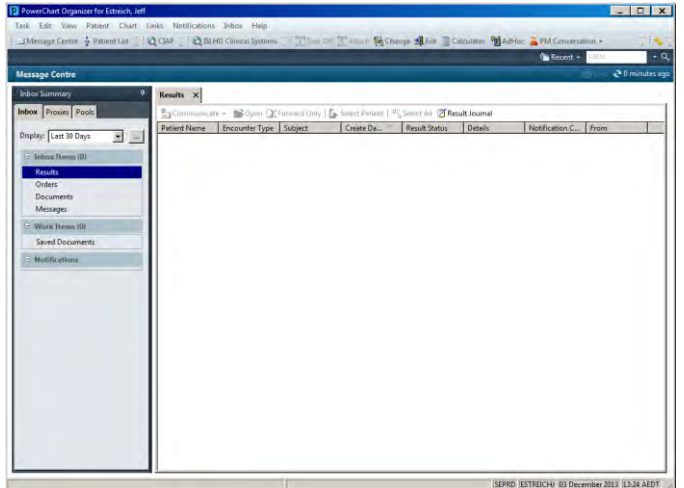
First time users should go to **Appendix B** and apply Security Policies when launching Citrix Published Applications or VPN Desktop.

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

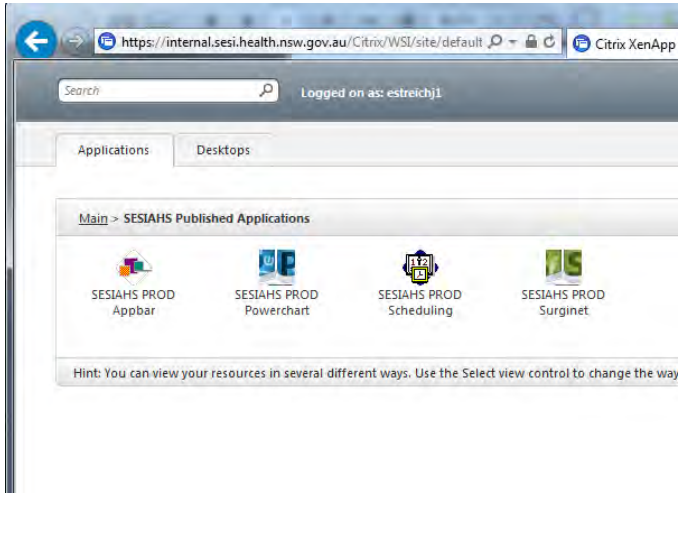
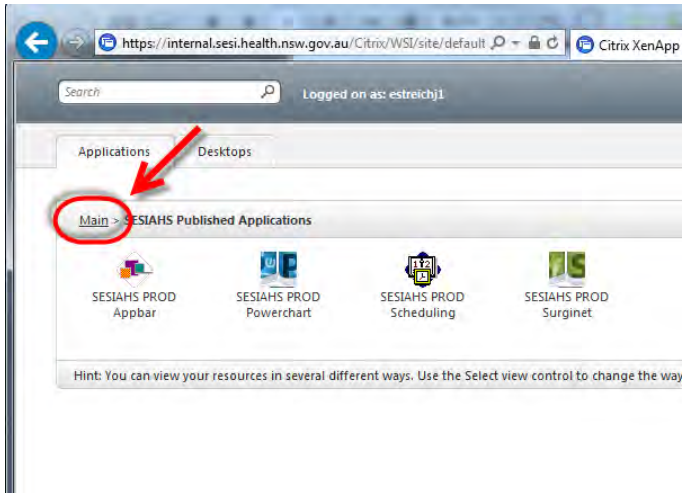


## 7 Launch Published Applications

Step	Action	Note - Screenshots
7.1	<p>From the previous section of this guide, your list of published applications will appear on screen</p> <p>Please note that your personalised list of published applications may differ from the screenshot displayed opposite</p>	
7.2	<p>Click the published application icon you want to launch</p> <p>eg. <b>Profusion EEG 4</b> as displayed opposite</p>	
7.3	<p>For applications contained in folders, simply click the folder to display the list of published applications</p> <p>eg. <b>SESIAS Published Applications</b></p>	

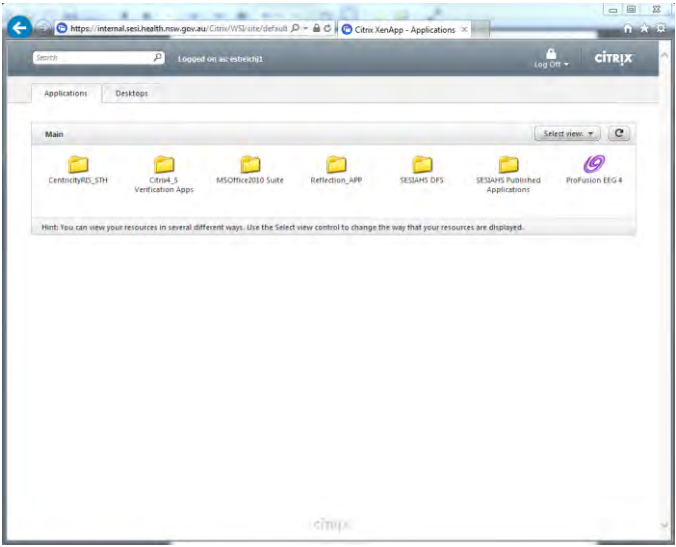
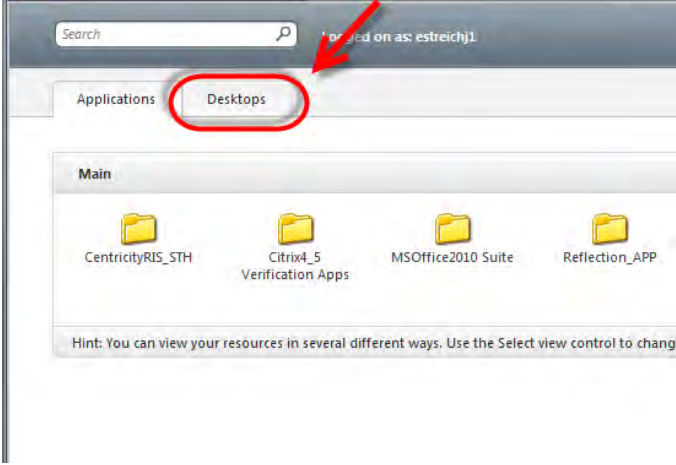
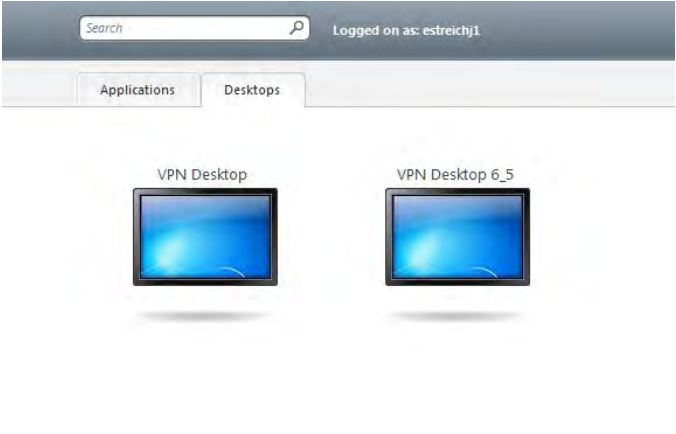
<p><b>7.4</b></p> <p>The folder contents are displayed on screen.</p> <p>Click the published application icon you want to launch</p> <p>eg. <b>SESIAHS PROD Powerchart</b></p>		 <p>The screenshot shows a Citrix XenApp interface. At the top, there's a search bar and a 'Logged on as: estreichj1' indicator. Below that, there are tabs for 'Applications' and 'Desktops'. The main content area is titled 'Main &gt; SESIAHS Published Applications'. It displays four application icons: 'SESIAHS PROD Appbar', 'SESIAHS PROD Powerchart', 'SESIAHS PROD Scheduling', and 'SESIAHS PROD Surginet'. The 'SESIAHS PROD Powerchart' icon is highlighted with a red circle, and a red arrow points to it from the right. A hint at the bottom says: 'Hint: You can view your resources in several different ways. Use the Select view control to change the way'.</p>
<p><b>7.5</b></p> <p>Wait a moment for the Citrix Netscaler Thin Client session to launch</p> <p>Proceed to login to your selected application</p> <p>eg. <b>SESIAHS PROD Powerchart</b></p>		 <p>The screenshot shows the Cerner Millennium login screen. It has a blue background with the Cerner logo at the top left. The main heading is 'Cerner Millennium®'. Below that, there are three input fields: 'User Name', 'Password', and 'Domain'. The 'Domain' field has 'SEPRD' entered. There are 'OK' and 'Cancel' buttons at the bottom. Below the buttons, it says 'PowerChart' and has a copyright notice: '© 2011 Cerner Corporation. All rights reserved. Access and use of this solution system (including components thereof) require, and are governed by, license(s) from Cerner Corporation. Unauthorized use, access, reproduction, display or distribution of any portion of this solution or the data contained therein may result in severe civil damages and criminal penalties. Further information may be found in Help About.'</p>
<p><b>7.6</b></p> <p>The selected application launches in a secure thin client session on your computer</p> <p>eg. <b>SESIAHS PROD Powerchart</b></p>		 <p>The screenshot shows the 'PowerChart Organizer for Estreich, Jeff' application. It has a standard Windows-style interface with a menu bar (Task, Edit, View, Patient, Chart, Links, Notifications, Inbox, Help) and a toolbar. Below the toolbar, there's a 'Message Centre' section with a sidebar containing 'Inbox Summary', 'Inbox', 'Prints', 'Prints', 'Results', 'Orders', 'Documents', 'Messages', 'Work Tables (0)', 'Saved Documents', and 'Notifications'. The main area shows a table with columns: 'Patient Name', 'Encounter Type', 'Subject', 'Create Date', 'Result Status', 'Details', 'Notification C.', and 'From'. The status bar at the bottom indicates 'SEPRD   ESTREICHJ 30 December 2012 13:24 AEST'.</p>

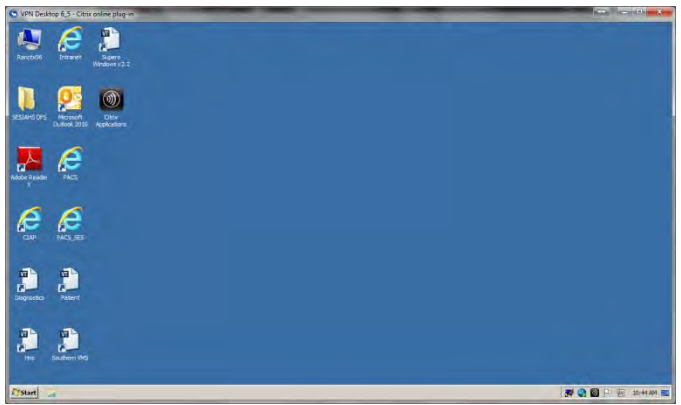
## 8 Log Off Published Applications

Step	Action	Note - Screenshots
8.1	<p>When finished, close and log off your published application session.</p> <p>Note: Please follow recommended guidelines when closing your published application</p> <p>Your Citrix Netscaler Thin Client session will automatically close and return you to your Citrix Access Gateway session</p>	 <p>The screenshot shows a Citrix XenApp interface. At the top, there is a search bar and a user profile 'Logged on as: estreichj1'. Below this are two tabs: 'Applications' and 'Desktops'. The 'Applications' tab is active, displaying a breadcrumb 'Main &gt; SESIAHS Published Applications'. Underneath, there are four application icons: 'SEZIAHS PROD Appbar', 'SEZIAHS PROD Powerchart', 'SEZIAHS PROD Scheduling', and 'SEZIAHS PROD Surginet'. A hint at the bottom reads: 'Hint: You can view your resources in several different ways. Use the Select view control to change the way'.</p>
8.2	<p>To navigate back to the Main published application menu, in the <b>Applications</b> tab window click <b>Main</b></p>	 <p>This screenshot is identical to the one above, but with a red circle around the 'Main' link in the breadcrumb 'Main &gt; SESIAHS Published Applications' and a red arrow pointing to it from the right.</p>

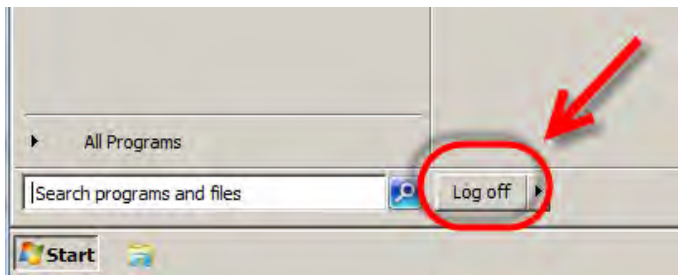
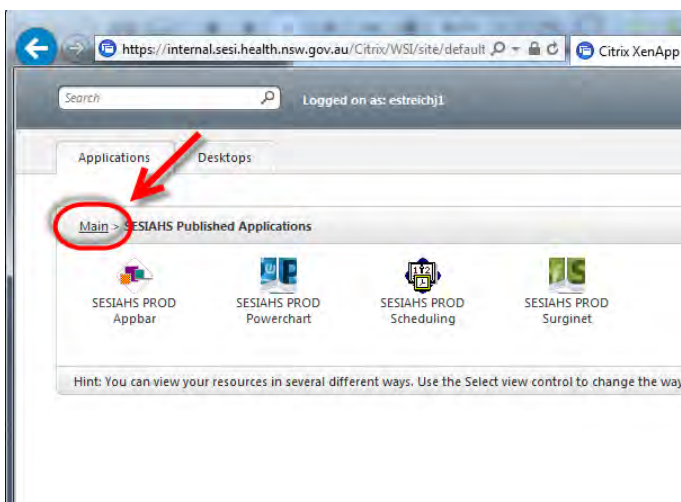


## 9 Launch VPN Desktop

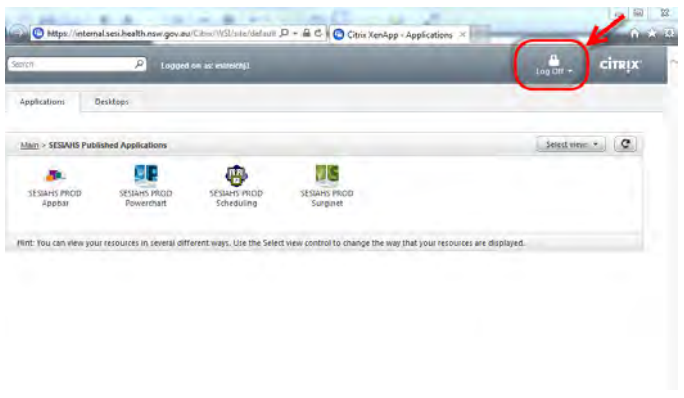
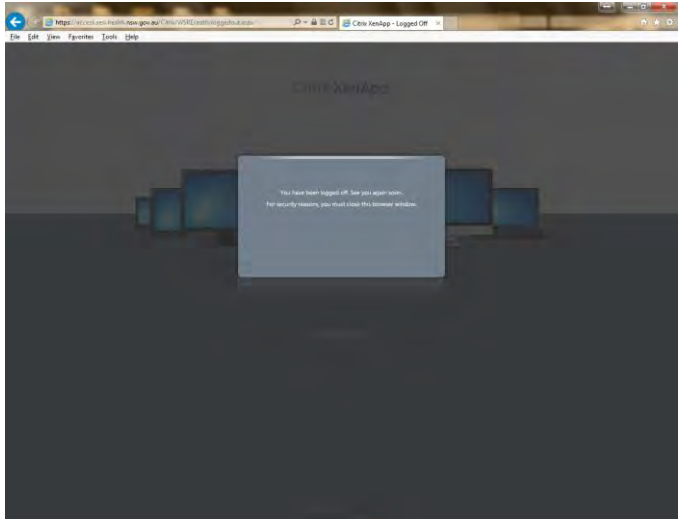
Step	Action	Note - Screenshots
<p><b>9.1</b></p>	<p>From the previous section of this guide, your list of published applications will appear on screen</p> <p>Please note that your personalised list of published applications may differ from the screenshot displayed opposite</p>	
<p><b>9.2</b></p>	<p>Select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

<p><b>9.4</b></p>	<p>Wait a moment for the Citrix Netscaler Thin Client session to launch</p> <p><b>VPN Desktop</b> launches in a secure thin client session on your computer</p>	
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## 10 Log Off VPN Desktop

Step	Action	Note - Screenshots
<p><b>10.1</b></p>	<p>To close your <b>VPN Desktop</b> session:</p> <ul style="list-style-type: none"> <li>• Close all open applications</li> <li>• Click <b>Start</b>, then <b>Log Off</b></li> </ul>	
<p><b>10.2</b></p>	<p>To navigate back to the Main published application menu, select the <b>Applications</b> tab then click <b>Main</b></p>	

## 11 Log Off Citrix Access Gateway

Step	Action	Note - Screenshots
11.1	<p>To close your Citrix Access Gateway session:</p> <ul style="list-style-type: none"> <li>• Ensure all published application and VPN Desktop sessions are closed</li> <li>• Click <b>Log Off</b> in the grey toolbar in the upper right of screen</li> </ul>	 <p>The screenshot shows the Citrix XenApp Applications toolbar. The 'Log Off' button, represented by a person icon with a red 'X', is circled in red. A red arrow points to this button from the top right corner of the toolbar area.</p>
11.2	<p>You will receive a message stating you have been logged off</p> <p><b>For security reasons, it is recommended to close your browser window</b></p>	 <p>The screenshot shows a dark-themed Citrix XenApp interface. A central white message box with a blue border displays the text: 'You have been logged off. See you again soon. For security reasons, you must close this browser window.' The background shows several computer monitors in a dimly lit room.</p>

## 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 IMSD to discuss my remote access requirements

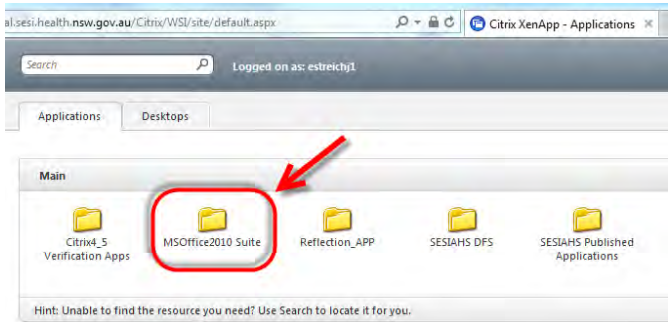
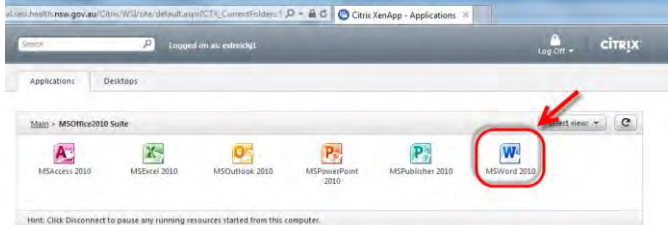
Please lodge a ticket with the **State Wide Service Desk** on **1300 285533**. A representative from IMSD will contact you during normal business hours to review your remote access requirements.

## Appendix B: Apply Security Policies

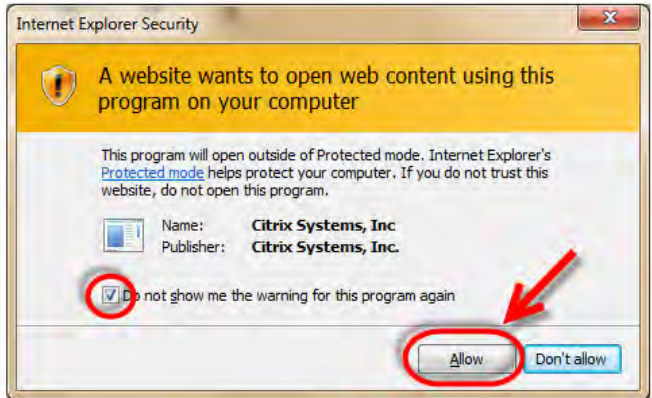
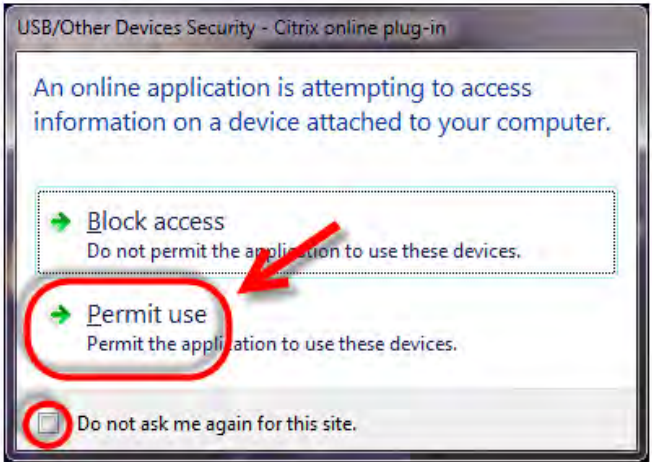
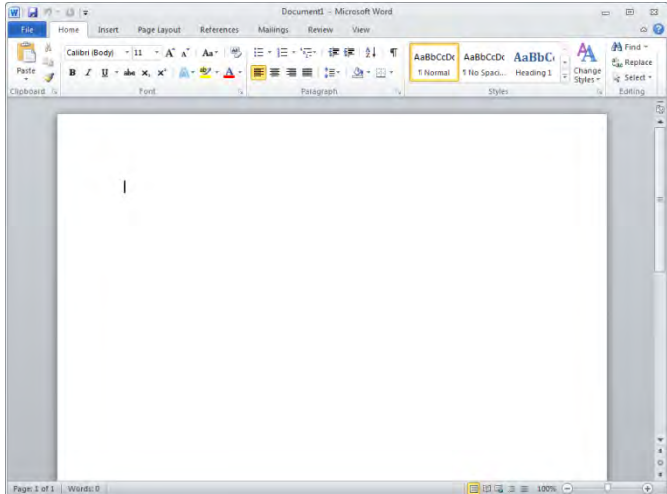
Security Pop-up messages may appear on screen when launching published applications. Perform the following steps to configure your target device.

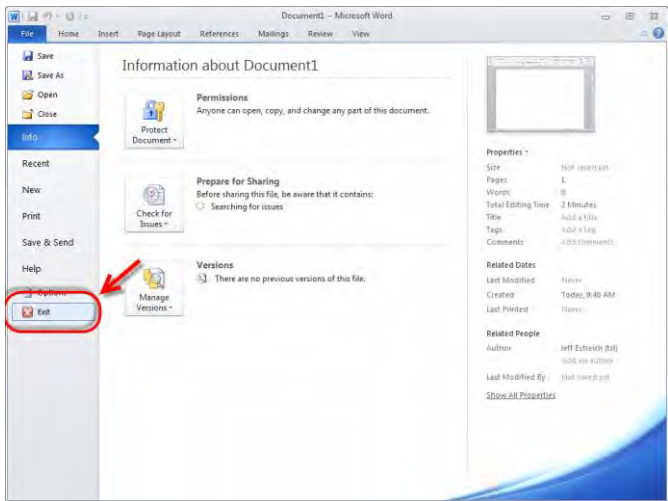
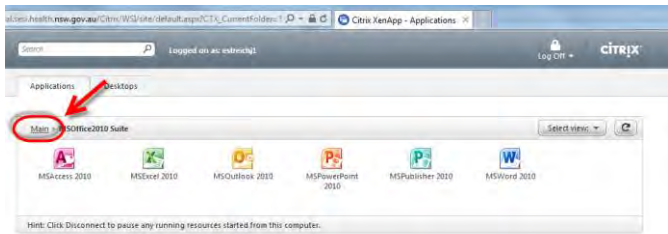

### Important

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

Step	Action	Note - Screenshots
<b>B.1</b>	Click the <b>Msoffice2010 Suite</b> folder	 <p>The screenshot shows a Citrix XenApp Applications page. The URL is <a href="http://al.sesi.health.nsw.gov.au/Citrix/WSU/site/default.aspx">al.sesi.health.nsw.gov.au/Citrix/WSU/site/default.aspx</a>. The user is logged in as <code>estreichj1</code>. The page displays a list of application folders under the 'Main' section: Citrix_5 Verification Apps, Msoffice2010 Suite, Reflection_APP, SESIAHS DFS, and SESIAHS Published Applications. The 'Msoffice2010 Suite' folder is highlighted with a red circle, and a red arrow points to it from the right.</p>
<b>B.2</b>	Click on one of the Office 2010 published application icons eg. <b>MSWord 2010</b> as displayed opposite	 <p>The screenshot shows a Citrix XenApp Applications page, specifically the 'Main &gt; Msoffice2010 Suite' view. The URL is <a href="http://al.sesi.health.nsw.gov.au/Citrix/WSU/site/default.aspx/CITX_CurrentFolder=1">al.sesi.health.nsw.gov.au/Citrix/WSU/site/default.aspx/CITX_CurrentFolder=1</a>. The user is logged in as <code>estreichj1</code>. The page displays a list of application icons: MSAccess 2010, MSExcel 2010, MSOutlook 2010, MSPowerPoint 2010, MSPublisher 2010, and MSWord 2010. The 'MSWord 2010' icon is highlighted with a red circle, and a red arrow points to it from the right.</p>



<p><b>B.3</b></p>	<p>Wait a moment for the Citrix Netscaler Thin Client session to launch</p> <p>A one-time Security popup message will appear:</p> <p>Apply the following settings:</p> <ul style="list-style-type: none"> <li>• Tick the check box adjacent to <b>Do not show me the warning for this program again</b></li> <li>• Click <b>Allow</b></li> </ul>	
<p><b>B.4</b></p>	<p>If you have any USB devices connected to your remote access computer, you may receive the following Security popup message:</p> <p>Apply the following settings:</p> <ul style="list-style-type: none"> <li>• Tick the check box adjacent to <b>Do not ask me again for this site</b></li> <li>• Click <b>Permit use</b></li> </ul>	
<p><b>B.5</b></p>	<p>The published application loads in a new windows on screen eg. <b>MSWord 2010</b> as displayed opposite</p>	



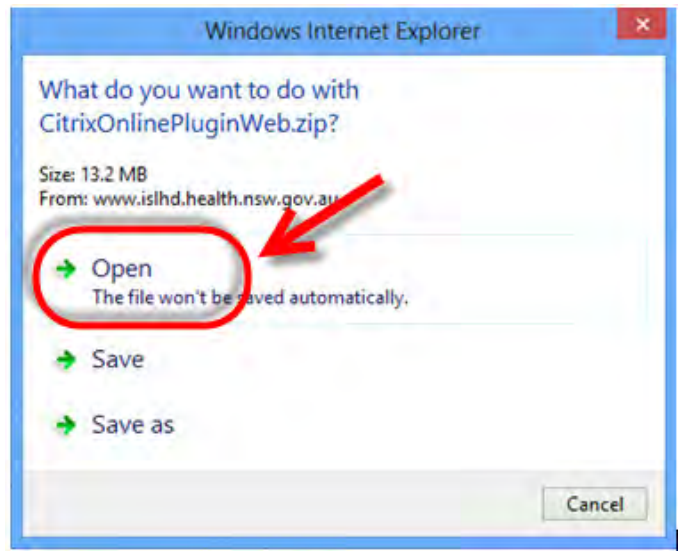
<p><b>B.6</b></p>	<p>Close Microsoft Word 2010</p> <ul style="list-style-type: none"> <li>Click <b>File</b>, then <b>Exit</b></li> </ul>	
<p><b>B.7</b></p>	<p>Click <b>Main</b> to return to the main applications menu</p>	
<p><b>B.8</b></p>	<p>Congratulations, your computer setup is now complete.</p> <p>Proceed to sections 7 and 9 of this guide to launch Citrix published Applications or VPN Desktop</p>	

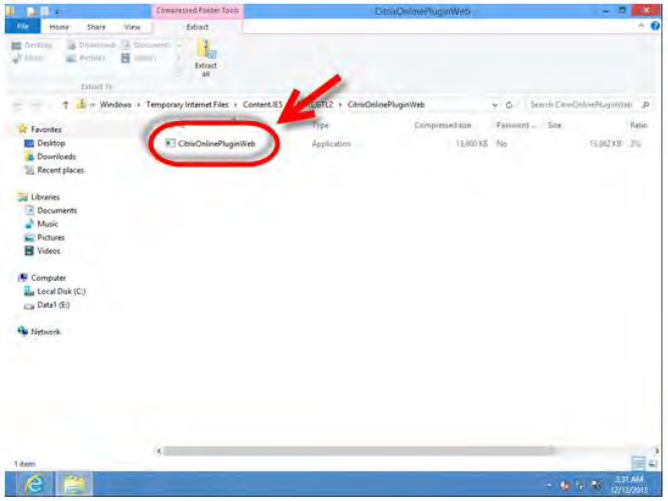
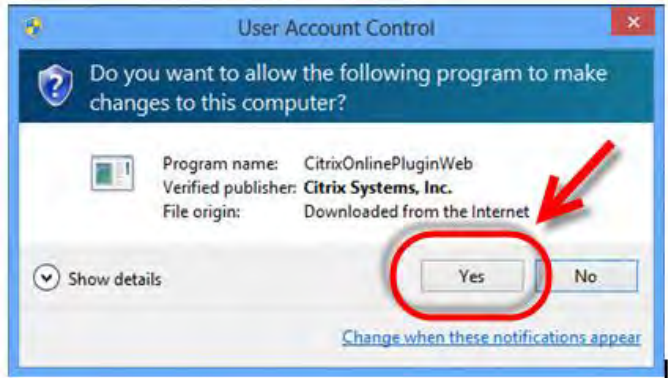
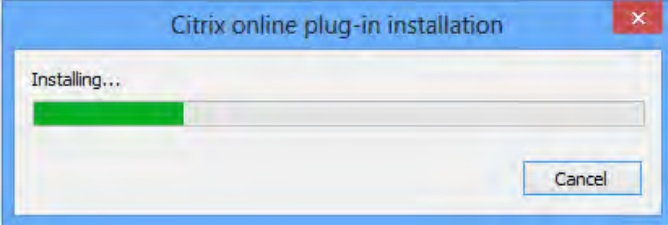
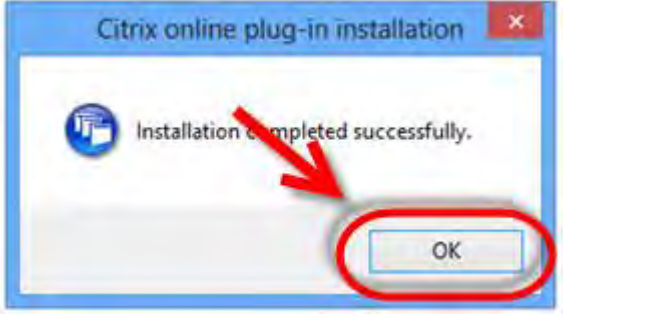


## Appendix C: Windows 8 Setup Instructions

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	<p>On the client device with internet access, go to:</p> <p><a href="http://www.seslhd.health.nsw.gov.au/For_staff/Default.asp">http://www.seslhd.health.nsw.gov.au/For_staff/Default.asp</a></p> <p>The SESLHD VPN Information page loads, as displayed opposite</p>	 <p>The screenshot shows a web browser window displaying the 'For Staff' page. The page includes a navigation menu on the left and a main content area. The 'VPN' section is highlighted, showing the 'Citrix Plug-In for Windows v12.3.0 (32 and 64 Bit Windows)' download link. A red arrow points to this link.</p>
C.2	<p>Click the <b>Citrix Plug-In for Windows</b> download link</p>	 <p>The screenshot shows the same 'For Staff' page as in C.1. The 'Citrix Plug-In for Windows v12.3.0 (32 and 64 Bit Windows)' download link is now highlighted with a red rectangular box, and a red arrow points to it from the right.</p>
C.3	<p>Click <b>Open</b></p>	 <p>The screenshot shows a 'Windows Internet Explorer' download dialog box. The title bar reads 'Windows Internet Explorer'. The main text asks 'What do you want to do with CitrixOnlinePluginWeb.zip?'. Below this, it shows 'Size: 13.2 MB' and 'From: www.islhd.health.nsw.gov.au'. There are three buttons: 'Open', 'Save', and 'Save as'. The 'Open' button is circled in red, and a red arrow points to it from the right. A 'Cancel' button is at the bottom right.</p>

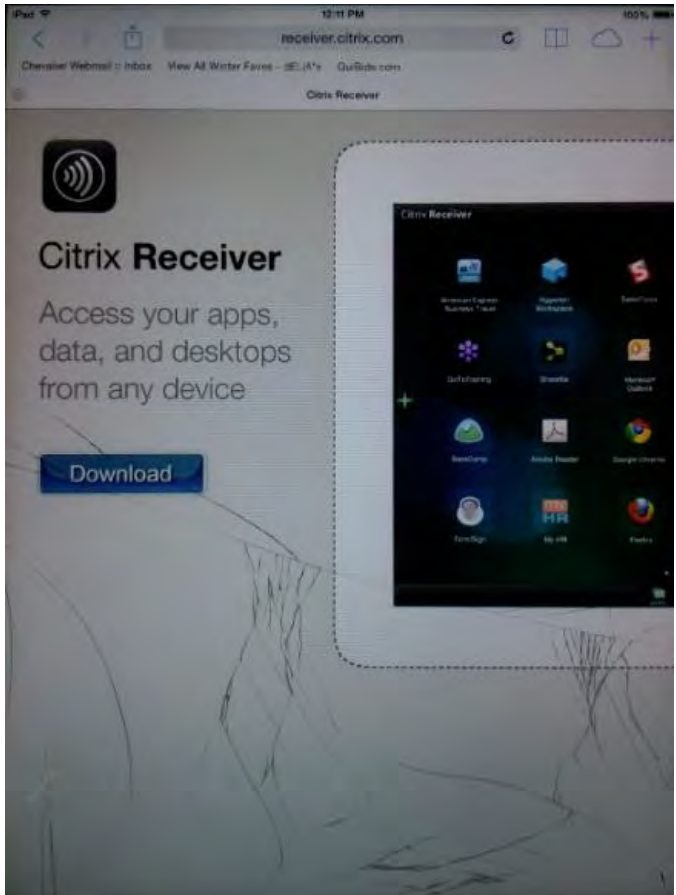
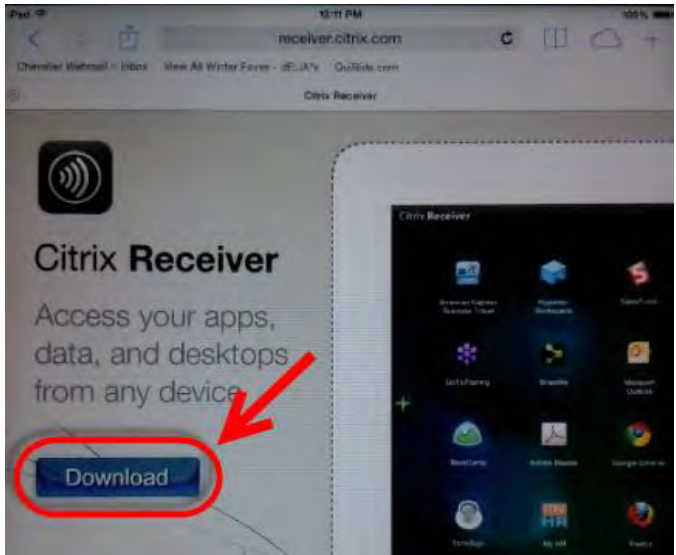
<p><b>C.4</b></p>	<p>When the download has completed, double click <b>CitrixOnlinePluginWeb.exe</b></p>	
<p><b>C.5</b></p>	<p>Click <b>Yes</b> at the User Account Control popup window</p>	
<p><b>C.6</b></p>	<p>The Citrix online plug-in installation begins</p>	
<p><b>C.7</b></p>	<p>Once installation is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



<p><b>C.8</b></p>	<p>When launching published applications for the first time you may receive a <b>File Security – Citrix Online plug-in</b> Pop-up message as displayed opposite.</p> <p>Apply the following settings:</p> <ul style="list-style-type: none"> <li>• Tick the check box adjacent to <b>Do not ask me again for this site</b></li> <li>• Click <b>Permit all access</b></li> </ul>	
<p><b>C.9</b></p>	<p>Congratulations, your Windows 8 Citrix client setup is now complete.</p> <p>Refer to sections 7 or 9 of this guide to launch Citrix published Applications or VPN Desktop</p>	

## 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	<p>On your iPhone or iPad device with internet access, go to:</p> <p><a href="http://receiver.citrix.com">http://receiver.citrix.com</a></p> <p>The Citrix Receiver download page loads, as displayed opposite</p>	
D.2	<p>Click <b>Download</b></p>	

<p><b>D.3</b></p> <p>The App Store loads details of the Citrix Receiver</p> <p>Click <b>Free</b> then <b>Install</b></p> <p>Wait for the Citrix Receiver installation to complete</p>		
<p><b>D.4</b></p> <p>Congratulations, your Apple IOS (iPhone/iPad) Citrix client setup is now complete.</p> <p>Refer to sections 7 or 9 of this guide to launch Citrix published Applications or VPN Desktop</p>		

**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.

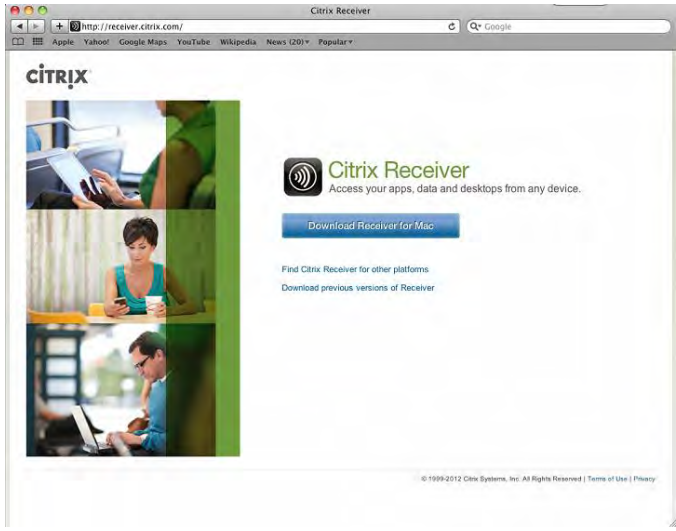

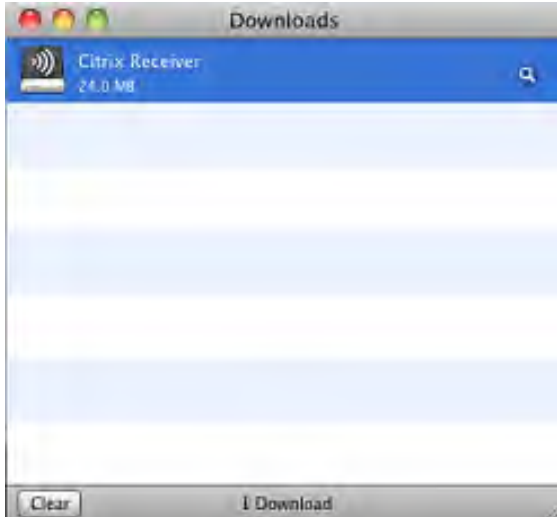








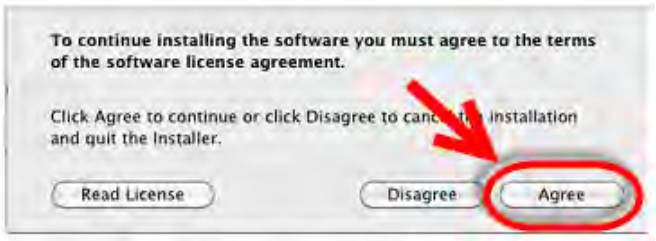


## Appendix E: Apple Mac OS X Setup Instructions

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


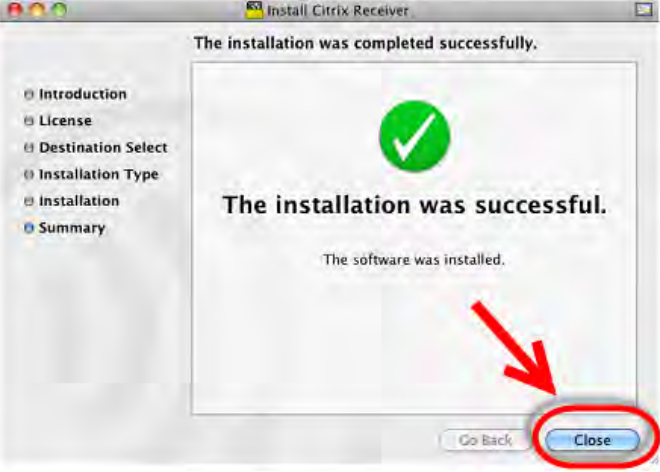


Please note that Administrator privileges are required on your Mac to install the Citrix Receiver client.

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

<p><b>E.4</b></p>	<p>The <b>Citrix Receiver</b> installer window loads</p>	 <p>The screenshot shows a window titled 'Citrix Receiver' with a status bar indicating '2 Items, 76.9 MB available'. The main area contains two icons: a yellow box with a Citrix Receiver icon labeled 'Install Citrix Receiver' and a trash can with a Citrix Receiver icon labeled 'Uninstall Citrix Receiver'.</p>
<p><b>E.5</b></p>	<p>Double click <b>Install Citrix Receiver</b></p>	 <p>The screenshot shows the same window as in E.4, but the status bar now says '1 of 2 selected, 76.9 MB available'. A red rounded rectangle highlights the 'Install Citrix Receiver' icon, and a red arrow points to it from the right.</p>
<p><b>E.6</b></p>	<p>At the Welcome screen click <b>Continue</b></p>	 <p>The screenshot shows the 'Welcome to the Citrix Receiver Installer' window. It has a sidebar with a list of steps: Introduction (selected), License, Destination Select, Installation Type, Installation, and Summary. The main text says: 'To install Citrix Receiver for Mac, click Continue. You will be guided through the steps necessary to install Receiver on your Mac.' At the bottom right, there are two buttons: 'Go Back' and 'Continue'. The 'Continue' button is circled in red, and a red arrow points to it.</p>

<p><b>E.7</b></p>	<p>At the Software License Agreement click <b>Continue</b></p>	
<p><b>E.8</b></p>	<p>Click <b>Agree</b></p>	
<p><b>E.9</b></p>	<p>Select a destination to install the Citrix Receiver client (if you are unsure, select <b>Install for all users of this computer</b>)</p> <p>Click <b>Continue</b></p>	
<p><b>E.10</b></p>	<p>Click <b>Install</b></p>	


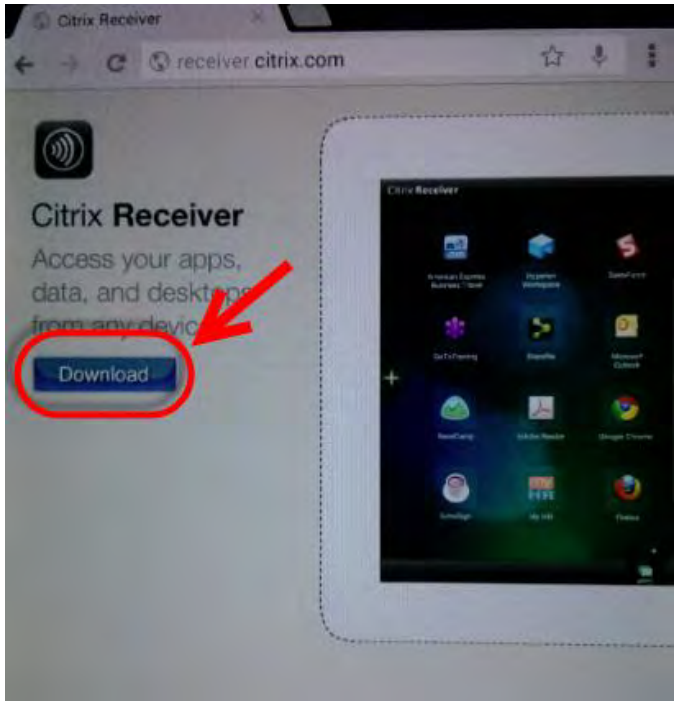


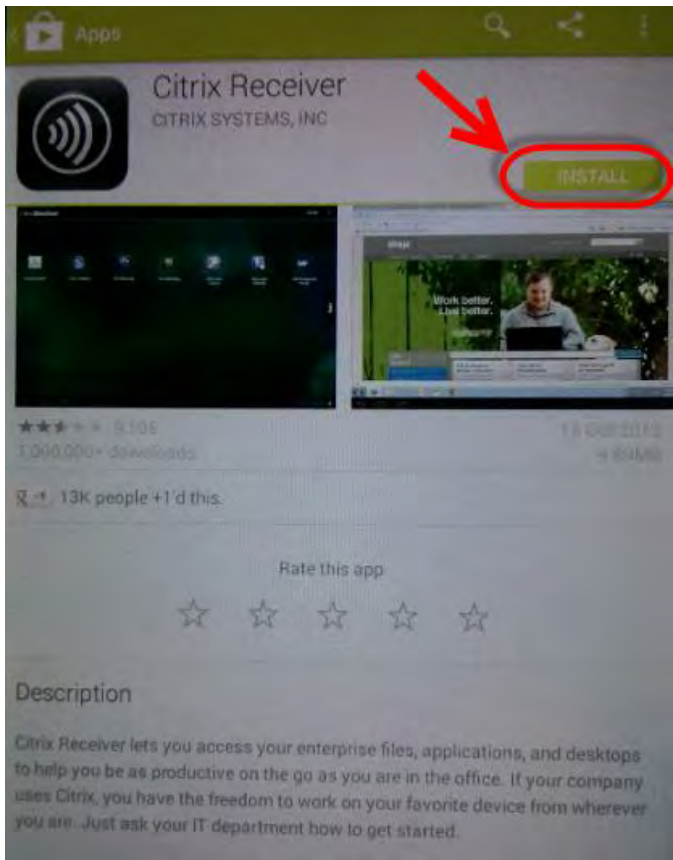

<p><b>E.11</b></p>	<p>Depending on the security on your Mac, you may be prompted to enter your password to allow the installer to continue.</p> <p>Enter your password then click <b>OK</b></p>	
<p><b>E.12</b></p>	<p>When installation is complete, click <b>Close</b></p>	
<p><b>E.13</b></p>	<p>Click the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

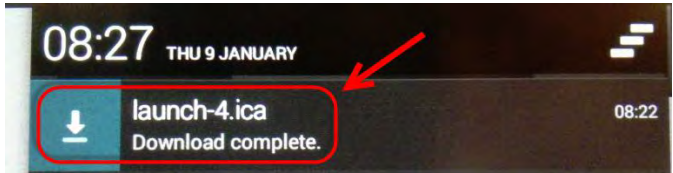
## Appendix F: Android OS Setup Instructions

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	<p>On your Android device with internet access, go to:</p> <p><a href="http://receiver.citrix.com">http://receiver.citrix.com</a></p> <p>The Citrix Receiver download page loads, as displayed opposite</p>	
F.2	Click <b>Download</b>	

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

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

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