

How To: Log in remotely to the TDHB Citrix environment

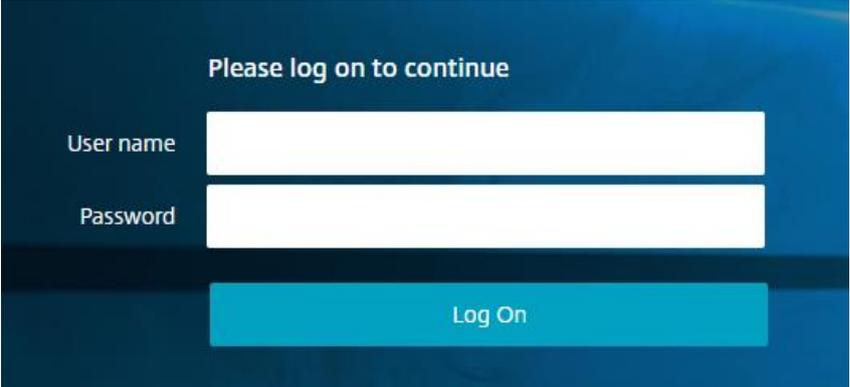
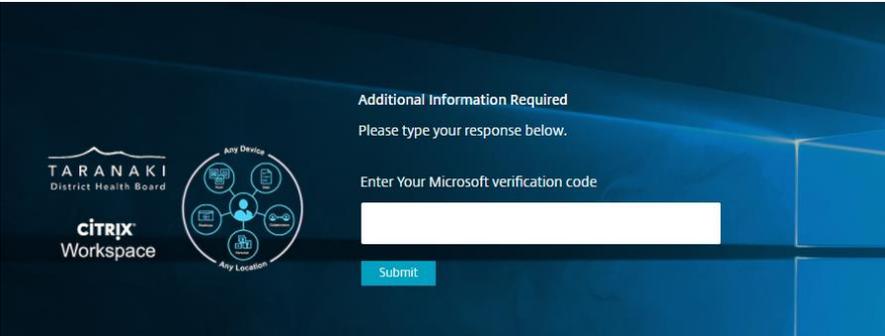
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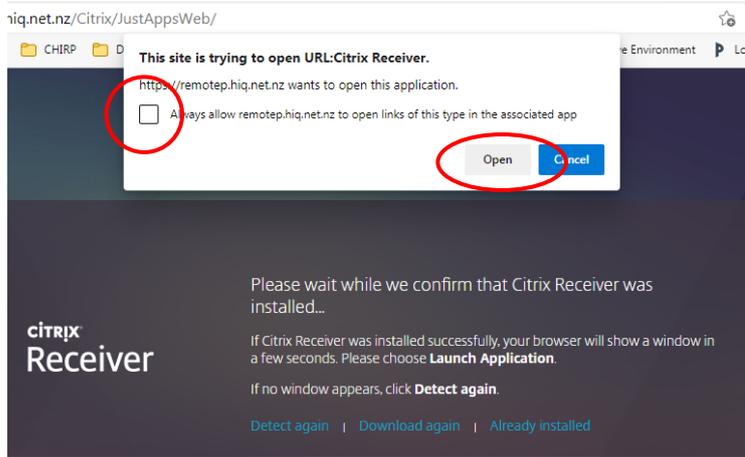
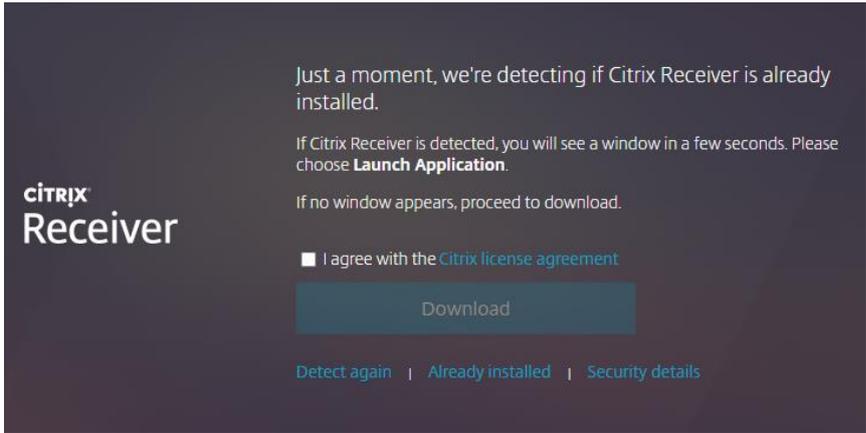
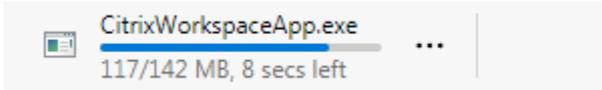
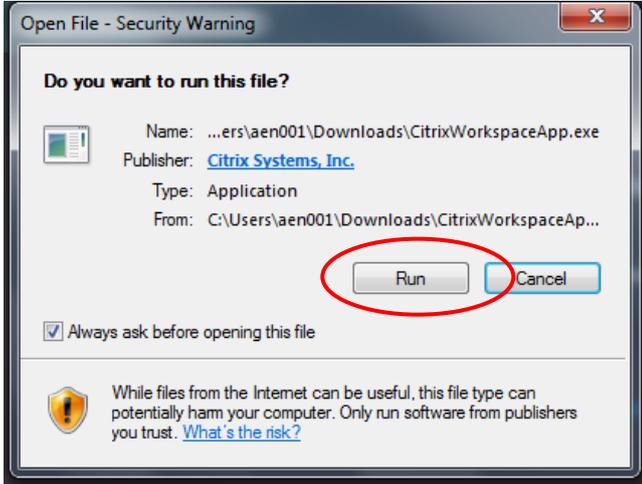
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Introduction

When accessing THDB systems from a location other than a TDHB site, it is really important to consider security and privacy of information. In addition to logging in, please ensure that you log out of the applications you use, log out of the Citrix environment and close the browser tab.

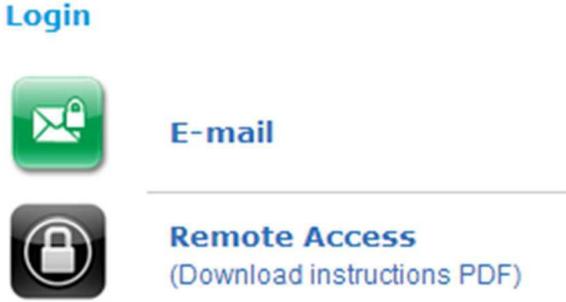
Using the New Citrix Environment

<ol style="list-style-type: none"> 1. Open a web browser 2. Type https://remotep.hiq.net.nz 	
<ol style="list-style-type: none"> 3. Enter your TDHB username 4. Enter your TDHB Citrix password 5. Click Log On 	
<p>You will be prompted for your MultiFactor Authentication verification</p> <ol style="list-style-type: none"> 6. Enter your MFA code/verification method 	
<p>If this is the first time of using the device to log in remotely to TDHB, Citrix Receiver software will be required, additional screens will display. Skip steps 7 – 12, if Citrix has been previously downloaded on the device you are using.</p>	

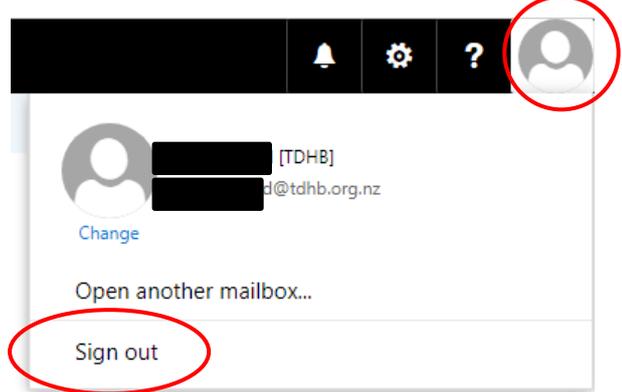
<p>7. Tick the tickbox 8. Click Open</p>	
<p>9. The download should be automatic, otherwise tick the tickbox and click Download</p>	
<p>10. Click Continue</p>	
<p>11. Depending on the browser you are using, somewhere a download will display</p>	
<p>12. Click Run</p>	

<p>If you do not see the Desktop 365 icon, or Citrix doesn't open automatically</p> <p>13. Click the Apps+ icon to the left of the screen</p>	
<p>14. Click All Applications</p> <p>15. Click Desktop 365</p>	
<p>16. Click Desktop 365 icon to log in</p>	

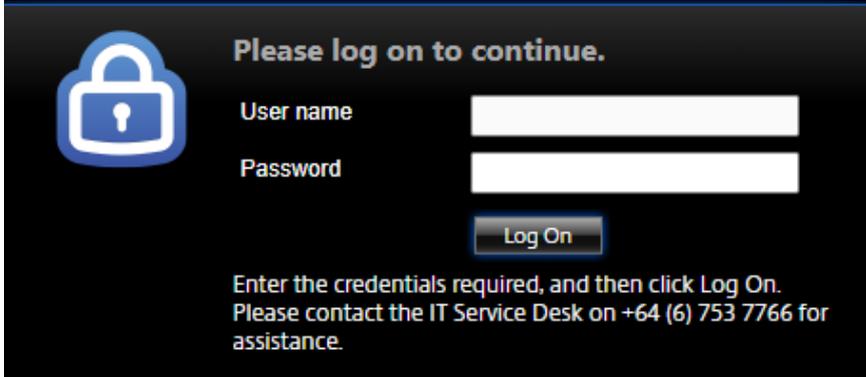
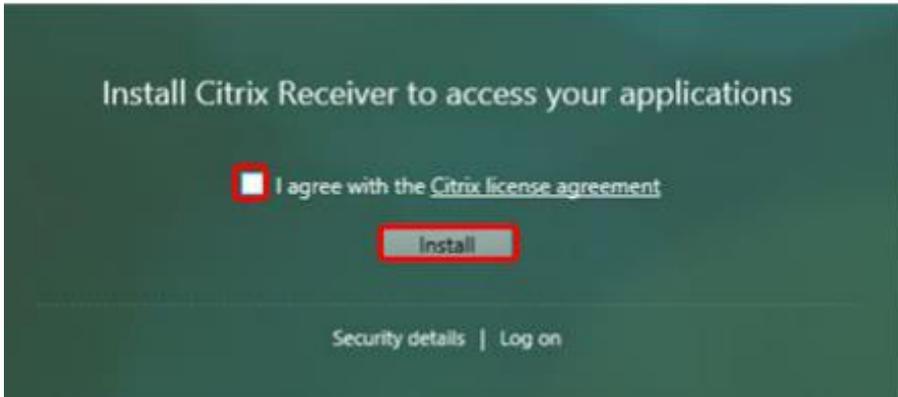
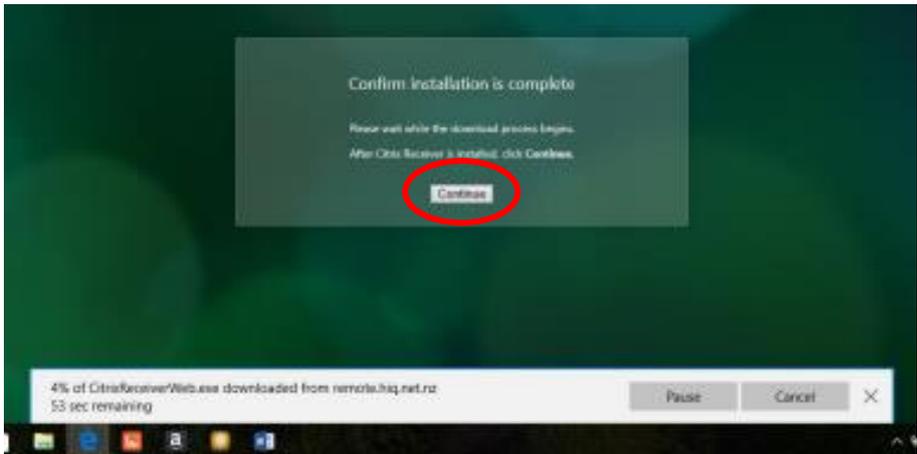
Using the Old Citrix Environment

<ol style="list-style-type: none">1. Open a web browser2. Type tdhb.org.nz3. Click Login tab	
<p>There are two options:</p> <ul style="list-style-type: none">• Email only• Remote Access - Full system access	 <p>The first time you access Remote Access on your device software called Citrix Receiver needs to be downloaded and installed on your device before you log in remotely on that device for the first time (read the PDF instructions on what is required)</p>

E-Mail only

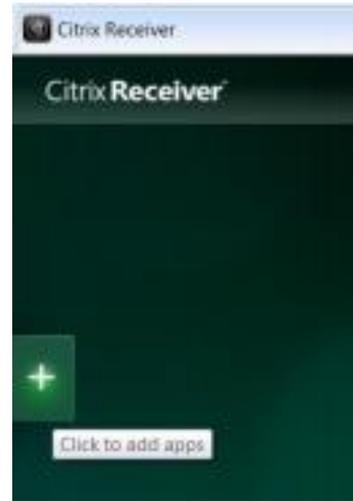
<ol style="list-style-type: none">1. Follow Using the Old Citrix Environment steps 1 -3 above2. Click Email	
<ol style="list-style-type: none">3. Enter your TDHB username4. Enter your TDHB password5. Click Sign In	
<p>When you have finished</p> <ol style="list-style-type: none">6. Click the person image at top right of the screen7. Click Sign Out8. Close the browser tab	

Remote Access

<ol style="list-style-type: none">1. Follow Using the Old Citrix Environment steps 1 -3 above2. Click Remote Access	 <p>Remote Access (Download instructions PDF)</p>
<ol style="list-style-type: none">3. Enter your TDHB username4. Enter your TDHB password5. Click Log In	 <p>Please log on to continue.</p> <p>User name <input type="text"/></p> <p>Password <input type="password"/></p> <p>Log On</p> <p>Enter the credentials required, and then click Log On. Please contact the IT Service Desk on +64 (6) 753 7766 for assistance.</p>
<p>If this is the first time of using the device to log in remotely to TDHB, Citrix Receiver software will be required, additional screens will display. Skip steps 6 – 11, if Citrix has been previously downloaded on the device you are using.</p>	
<ol style="list-style-type: none">6. Click the checkbox7. Click Install	 <p>Install Citrix Receiver to access your applications</p> <p><input type="checkbox"/> I agree with the Citrix license agreement</p> <p>Install</p> <p>Security details Log on</p>
<p>Depending in the browser you use, the downloading file may appear in a different location on the screen</p> <p>When the downloaded is complete</p> <ol style="list-style-type: none">8. Click Continue	 <p>Confirm installation is complete</p> <p>Please wait while the download process begins. After Citrix Receiver is installed, click Continue.</p> <p>Continue</p> <p>4% of CitrixReceiverWeb.exe downloaded from remote.hq.net.nz 53 sec remaining</p> <p>Pause Cancel X</p>

If the home screen hasn't previously been configured

9. Click the **+** to add apps

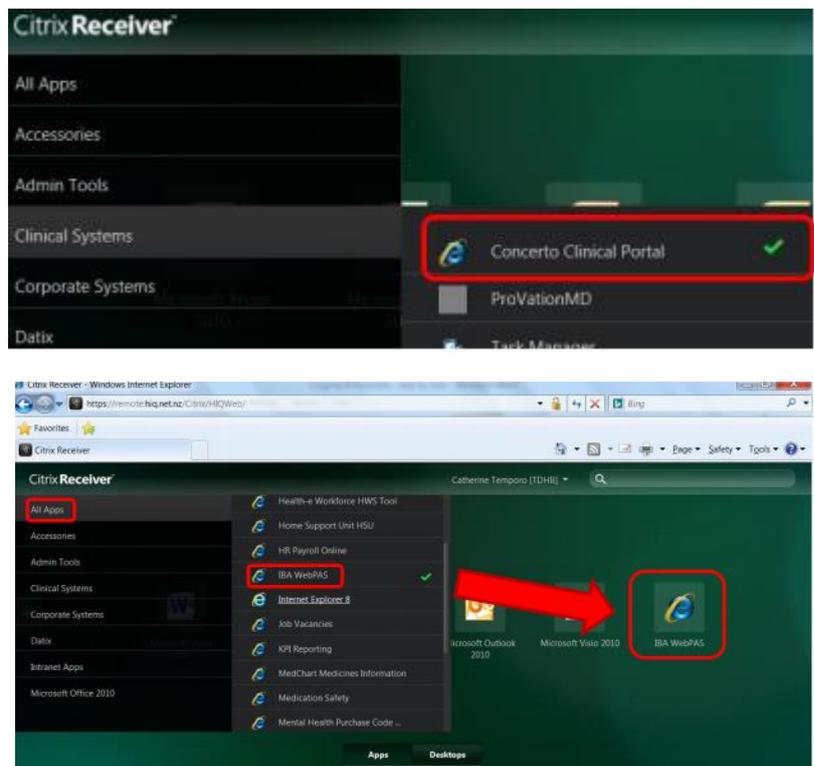


10. Click **All Apps** or the category of the applications to be added to the home screen



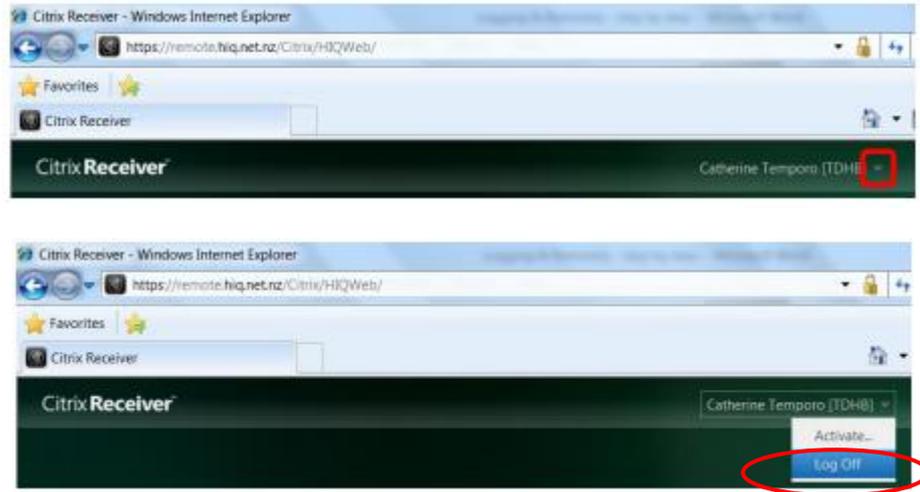
11. Click the required App

The App will now appear on your home screen each time you log into Citrix remotely.



When you have finished

12. Click the **dropdown** next to your name at the top right of the Citrix screen
13. Click **Log Off**
14. Close the browser tab



Need further assistance?

Please contact the ICT ServiceDesk Ph 06 753 7766 Extn 7325 it.servicedesk@tdhb.org.nz