

External User – Remote Access

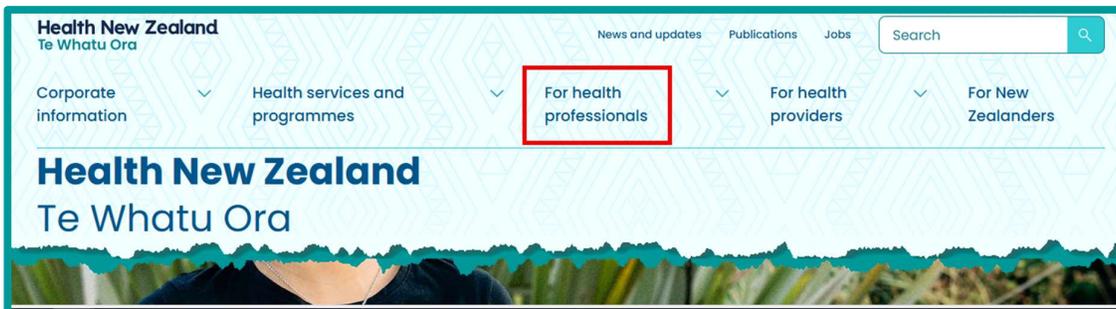
How to access Applications Remotely

Context

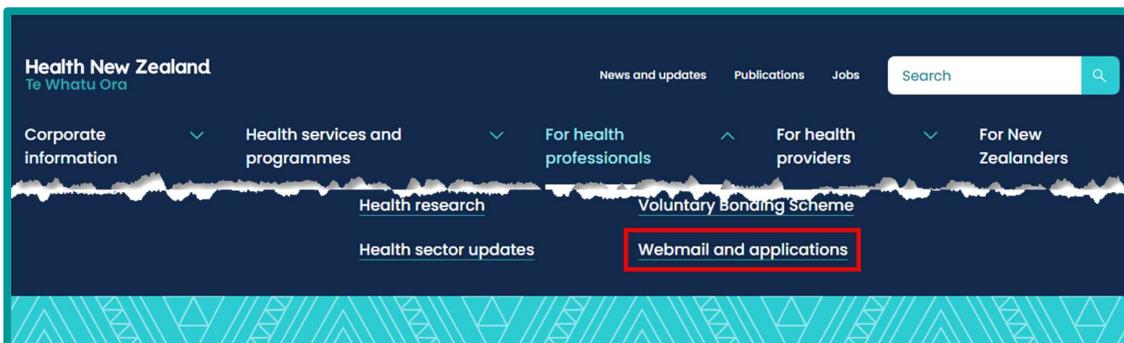
External users can access Applications like Clinical Portal, WebPAS, Titanium and Dragon Medical Workflow Manager PACS through the Remote Gateway.

Procedure

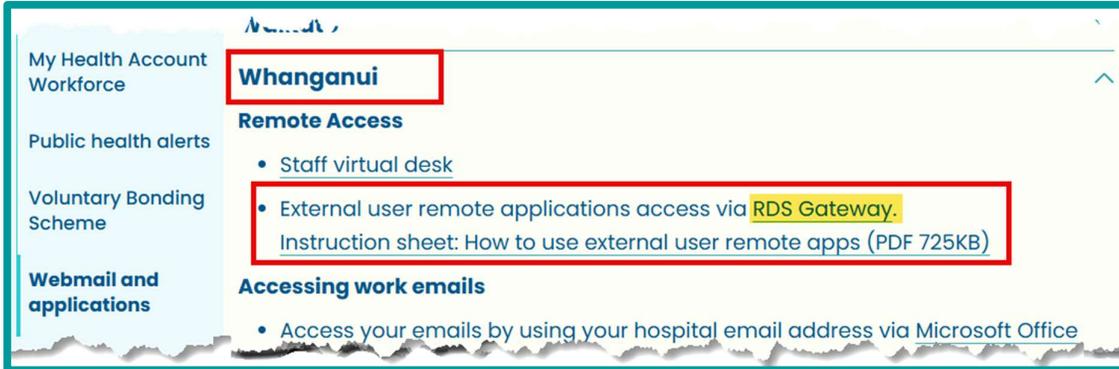
- Open a **New browser page (Either an incognito window or private window)**
- Type in **www.tewhatauora.govt.nz**
- Select **For Health Professionals**



- Select **Webmail and Applications**



- Select **Whanganui**
- Select External user remote applications access via **RDS Gateway**



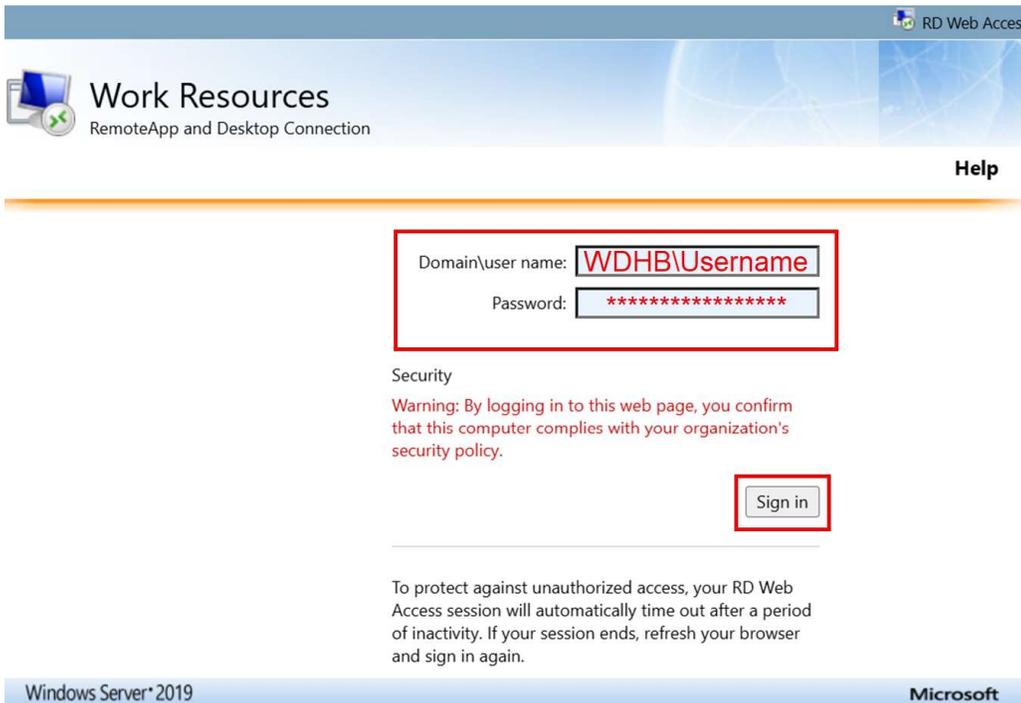
Logging In to rdgateway

- Enter your domain/username in the following format (note **wdhb**)

wdhb\username

BACK SLASH

- Enter your Password > Sign In



DUO 2FA AUTHENTICATOR

The Username must be in the format of Domain\Username which is WDHB\First time users who have not registered for Duo 2FA will need to register with a mobile phone number or a smart phone application (via Googles Play Store or Apple's App Store)

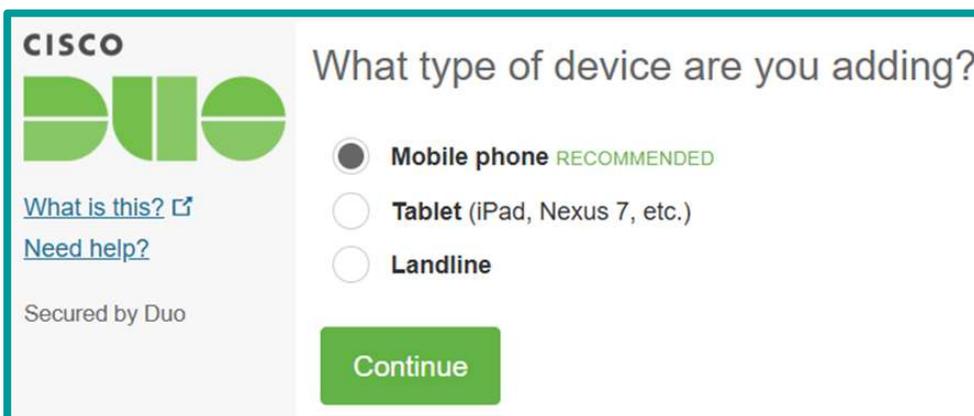
NOT REGISTERED WITH DUO

Follow the registration prompts as follows

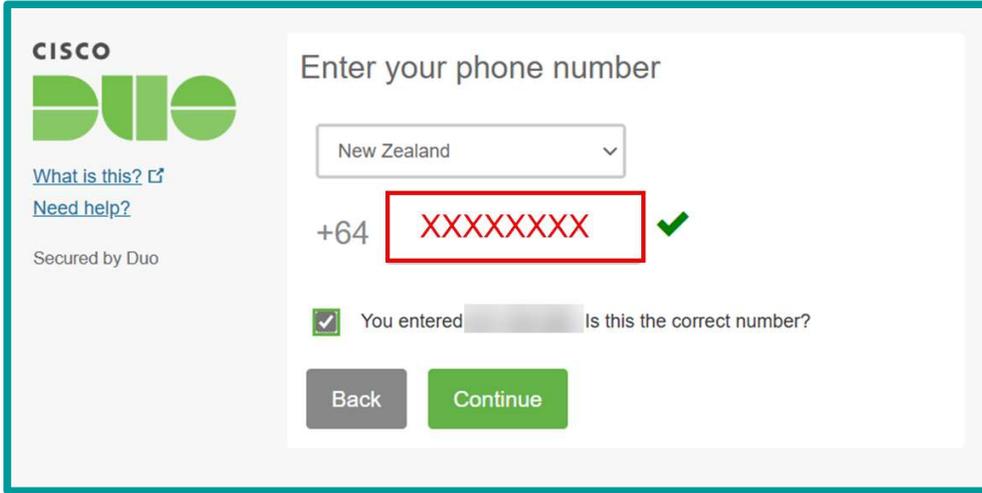
Start Setup



➤ Select your **device**



- Enter your **phone number** for your notification > **Continue**



CISCO
Duo

[What is this?](#) [Need help?](#)

Secured by Duo

Enter your phone number

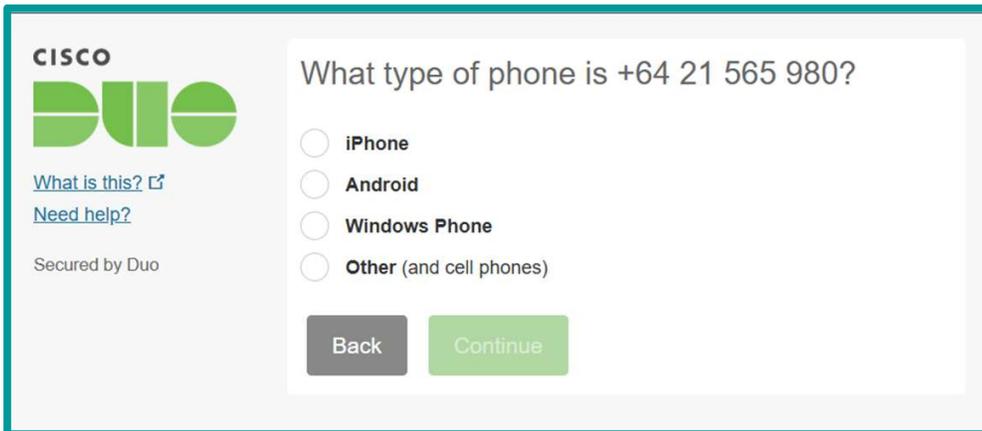
New Zealand

+64 XXXXXXXX ✓

You entered [redacted] Is this the correct number?

Back Continue

- Select your type of phone > **Continue**



CISCO
Duo

[What is this?](#) [Need help?](#)

Secured by Duo

What type of phone is +64 21 565 980?

iPhone

Android

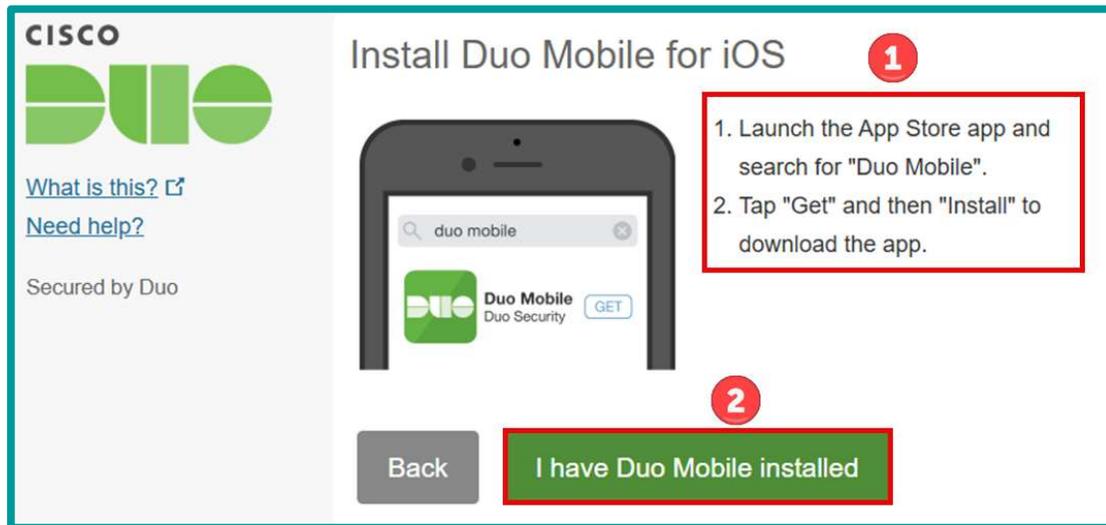
Windows Phone

Other (and cell phones)

Back Continue

If the following screen populate – Select either

- If you **DO NOT** have Duo App installed on your phone, **follow instruction 1**
- OR**
- Select **I have Duo Mobile Installed**



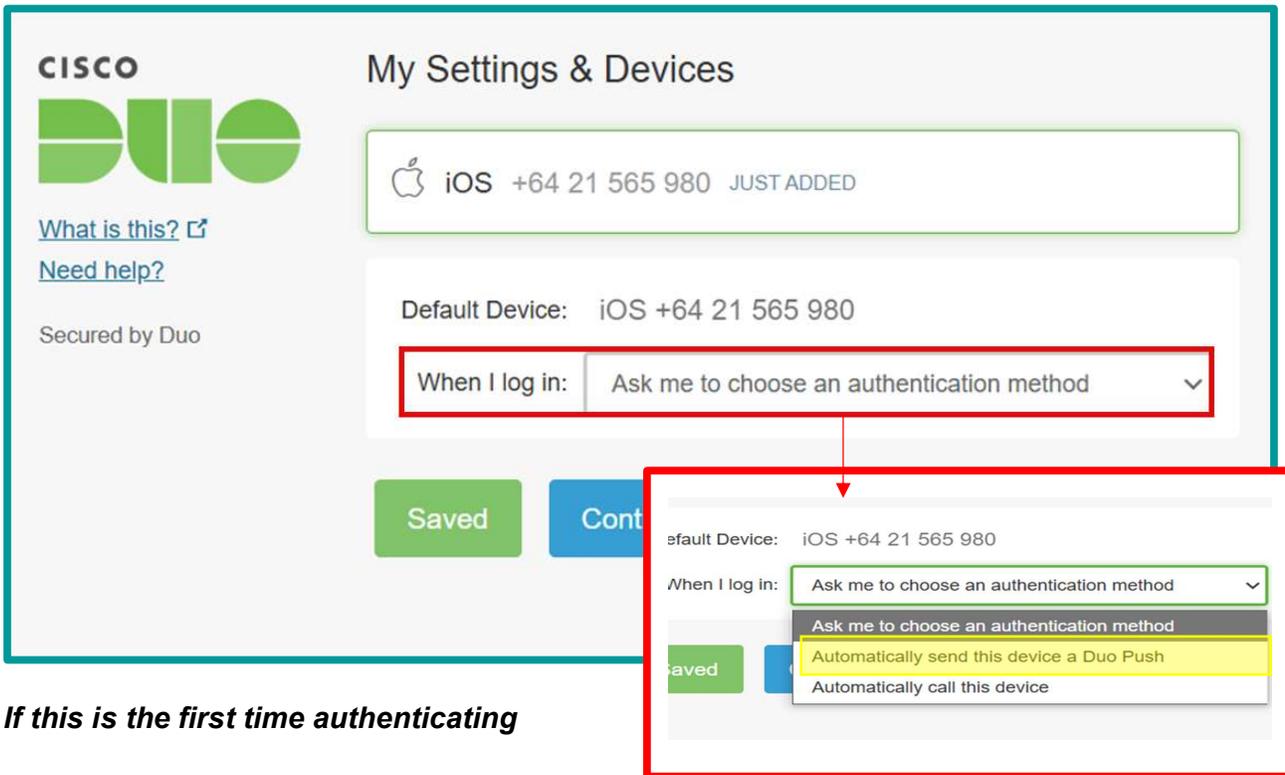
After you have installed the application on your phone you will need to activate

- Select 2 Use QR code
- Scan QR code off computer with your mobile > Continue



Duo is already installed and set up you will go straight to this page -

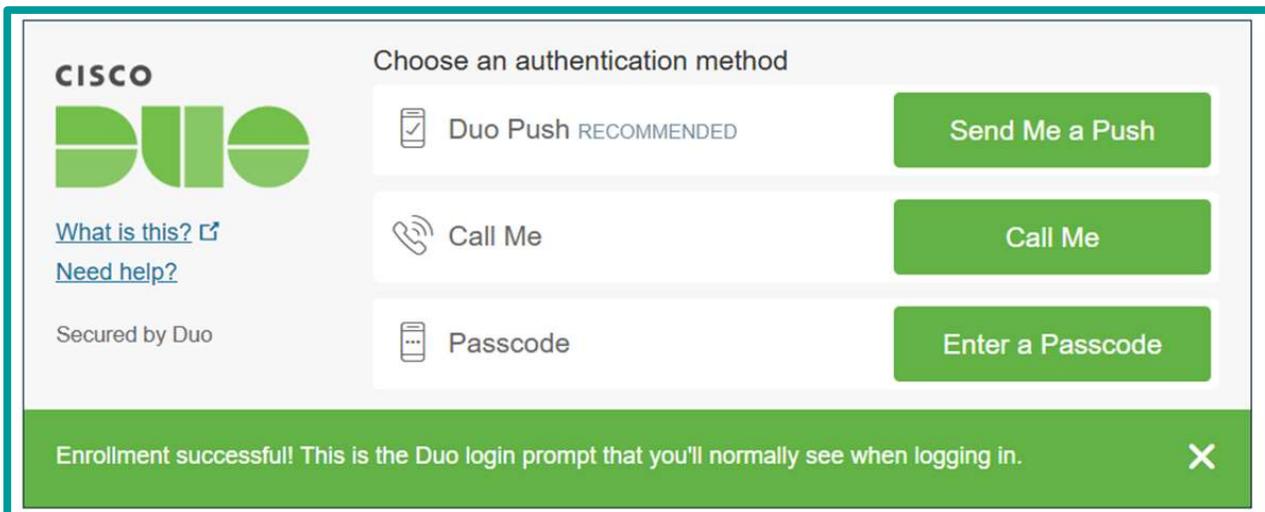
- Select your drop-down menu **Authentication method**
- Recommended **Automatically send this device a Duo Push > Continue**



If this is the first time authenticating

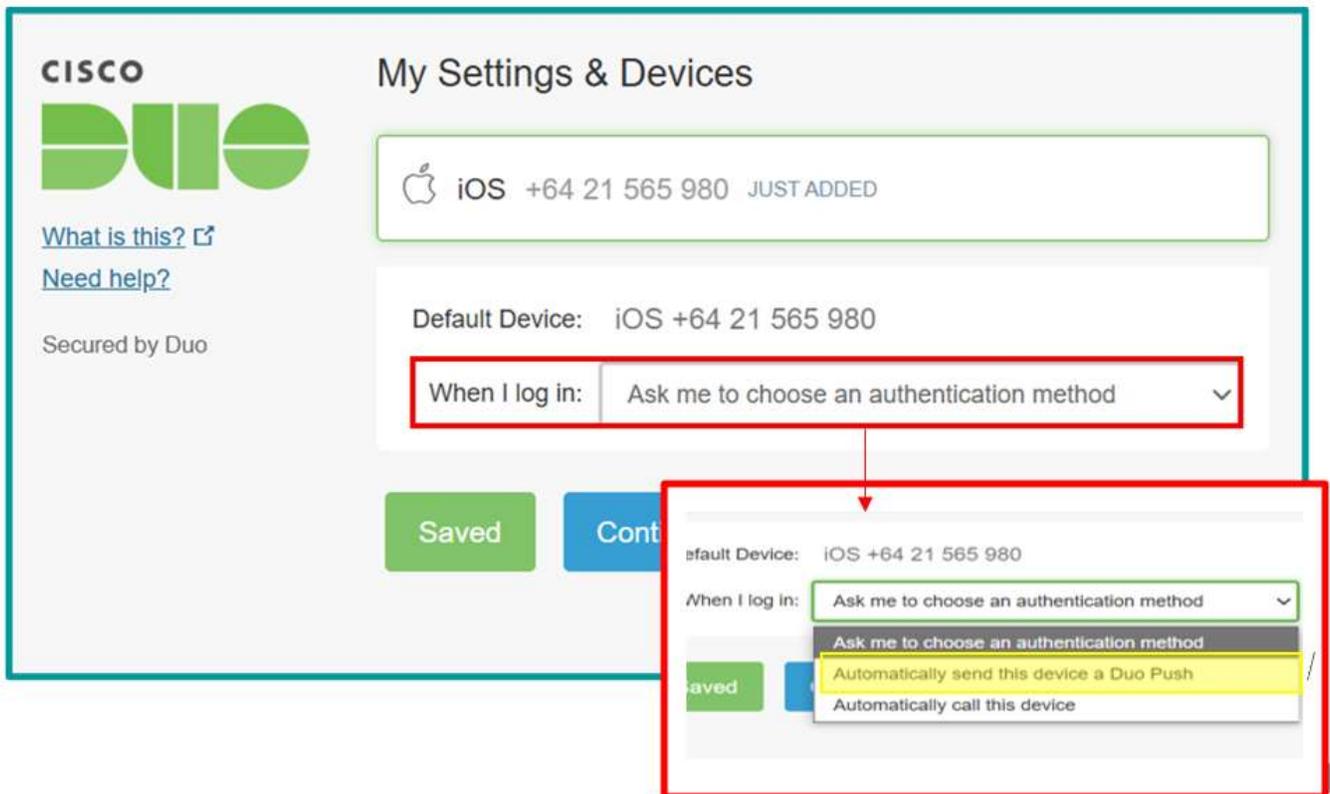
DUO Test –

Select an authentication method – Duo Push – Send Me a Push

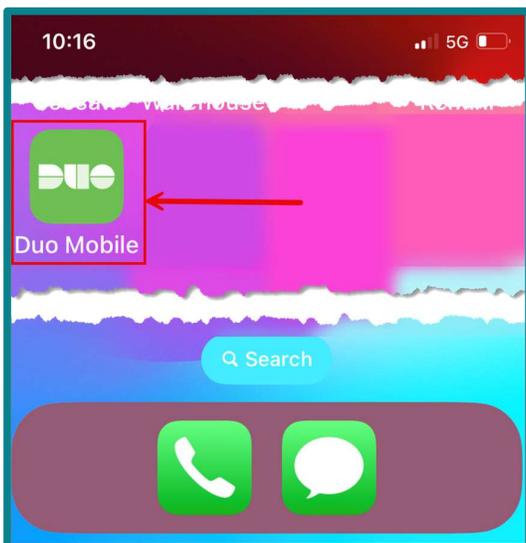


Duo already Installed –

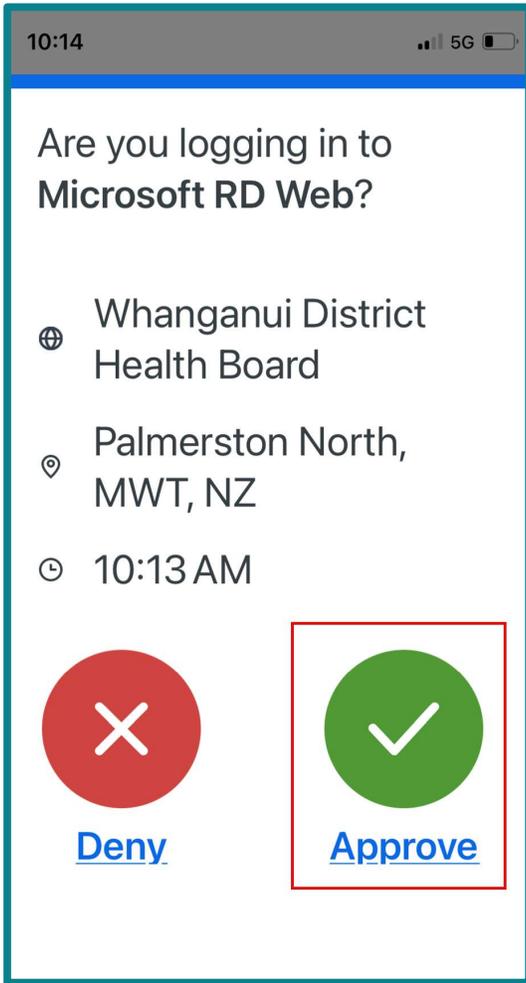
If DUO is already setup and installed you will go straight to this page



Open your **DUO application** on your phone

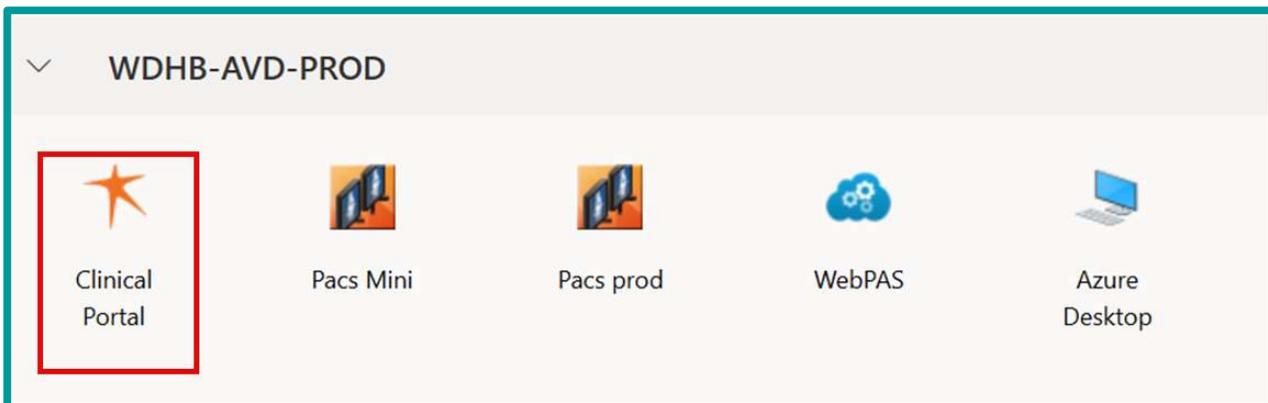


Select **Approve**

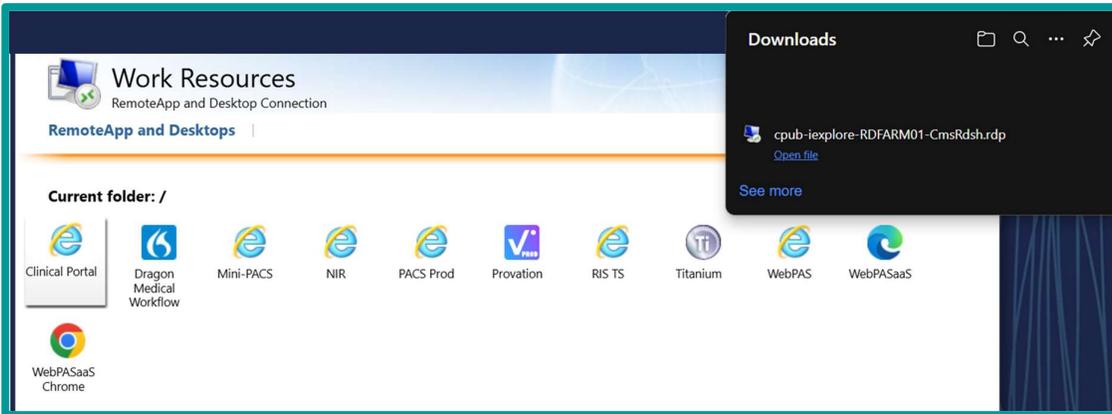


Work Resources page will then open

- Select **Clinical Portal**



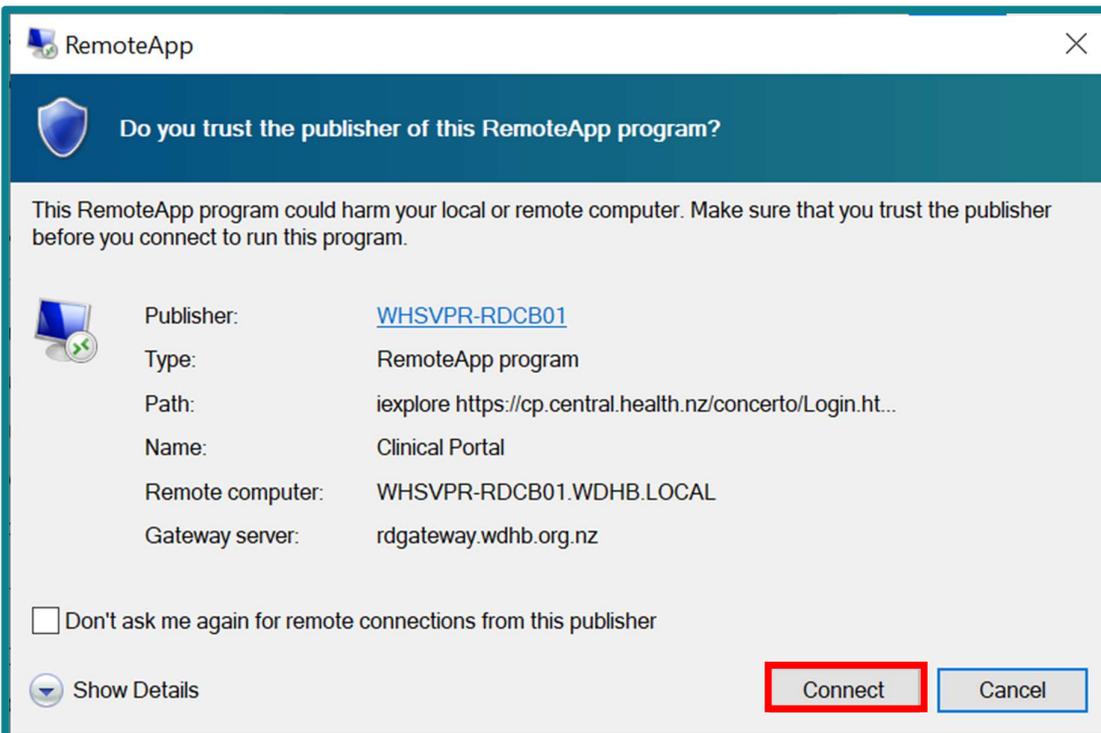
Clinical Portal will then download



Open your download > double click to run your download



Select > **Connect**



Starting your App

Enter your Credentials > **Username** > **Password** > **Submit**

Enter your credentials

Username

Password

IMPORTANT INFORMATION

Please note that if your DUO has not been used for a period of 3 – 6 months to access external applications, your account will be deleted from Duo and your account for access will be disabled.

If your account is disabled, you will then need to re-apply for external access.