

SA Health – Digital Health SA NetScaler VPN Remote Access Personally Owned Device – iOS & Android

Setup & 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

VPN is compatible with the following:
Operating Systems:
iOS
Android

This document provides instructions for the following:

[Setup - Part 1 - One Time Password \(OTP\)](#)

[Setup - Part 2 - VPN Configuration](#)

[Connecting to VPN](#)

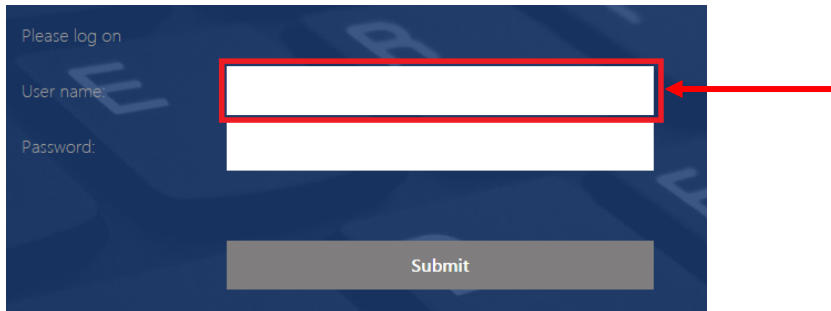
[Troubleshooting](#)

Setup - Part 1 - One Time Password (OTP)

In order to connect to the VPN you will need to have a One Time Password, this is setup using the below steps:

1. On a computer, open your Internet browser and go to the below website:
<https://sahextaccess.sahealth.sa.gov.au/manageotp>

2. At the login screen enter your HAD username in the User name field:



Please log on

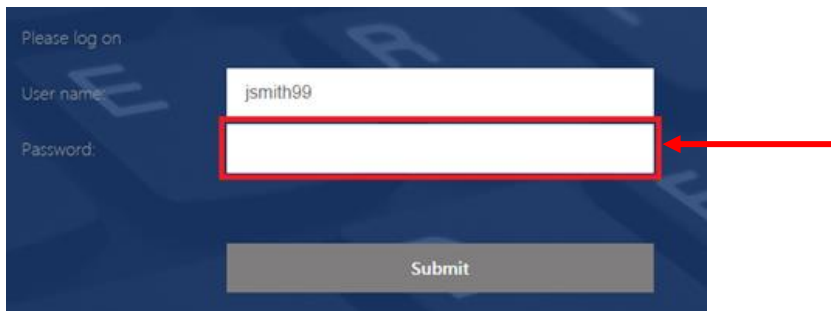
User name:

Password:

Submit

A red box highlights the User name input field, and a red arrow points to it from the right.

3. Enter your HAD password in the Password field:



Please log on

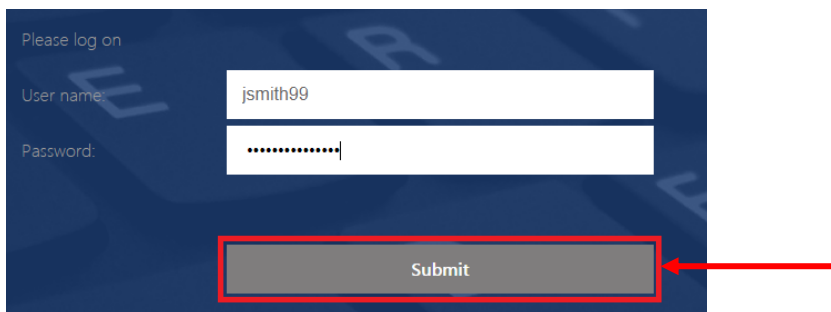
User name: jsmith99

Password:

Submit

A red box highlights the Password input field, and a red arrow points to it from the right.

4. Click **Submit**.



Please log on

User name: jsmith99

Password:

Submit

A red box highlights the Submit button, and a red arrow points to it from the right.

5. Click **Add Device**.



My Registered Devices

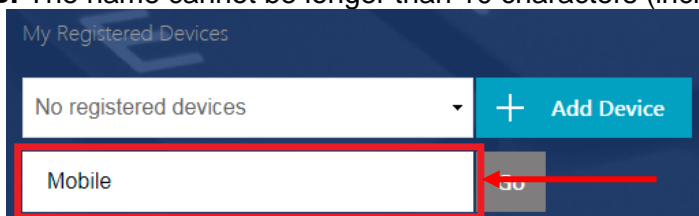
No registered devices

+ Add Device

A red box highlights the Add Device button, and a red arrow points to it from the right.

6. Enter a name for the device.

NB: The name cannot be longer than 10 characters (including spaces).



My Registered Devices

No registered devices

+ Add Device

Mobile

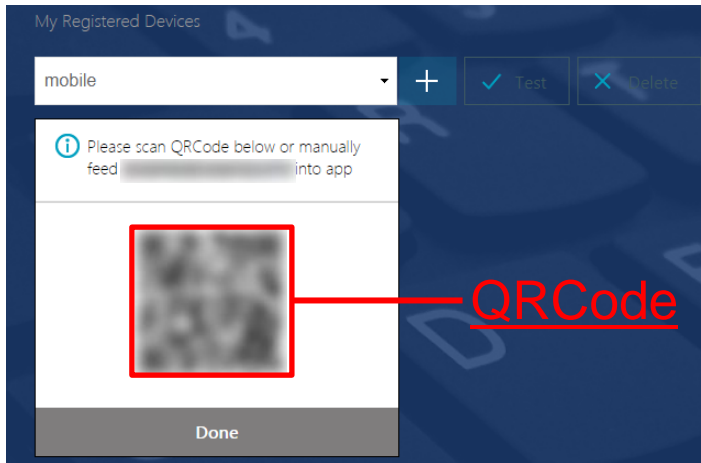
A red box highlights the device name input field, and a red arrow points to it from the right.

7. Click **Go**.



8. The following window will appear:

NB: Do not close this window or click Done until advised later in this guide.



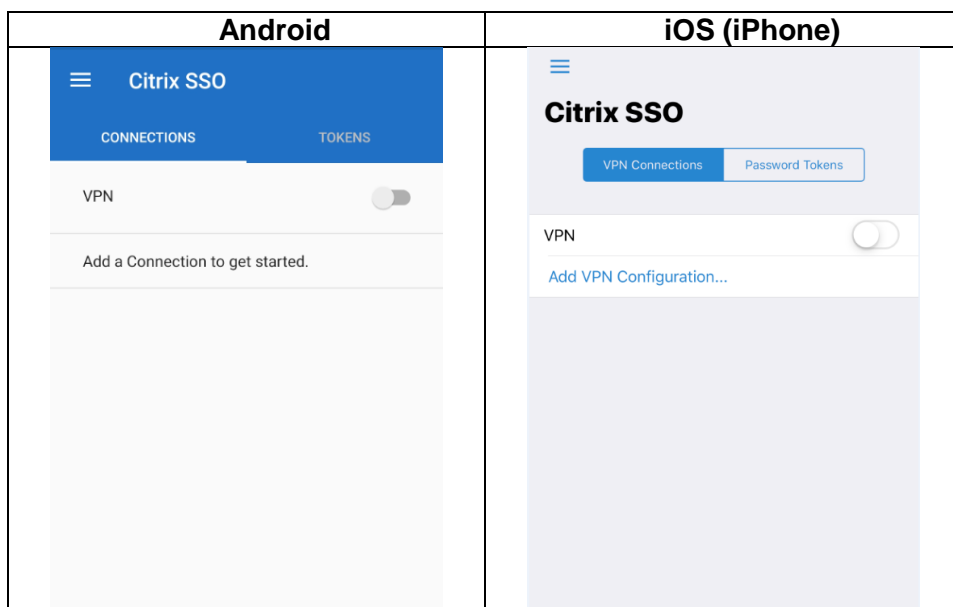
9. On your smart device, you will need to download the Citrix SSO app from the app store.

Android: [Citrix SSO](#)

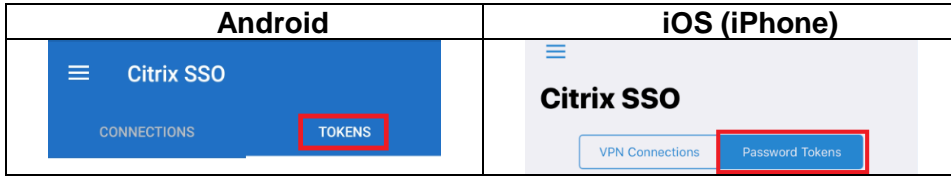
iOS (iPhone/iPad): [Citrix SSO](#)

10. Open the Citrix SSO app. The following screen will display:

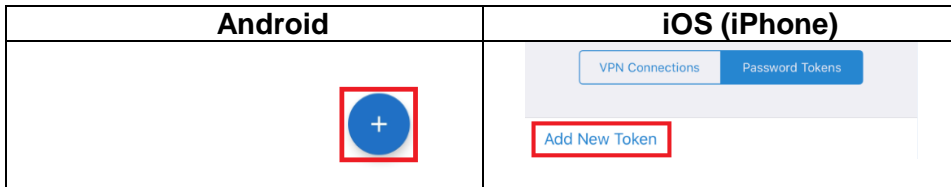
Note: The app may ask for permissions to access the device camera, Bluetooth etc. Approve these requests.



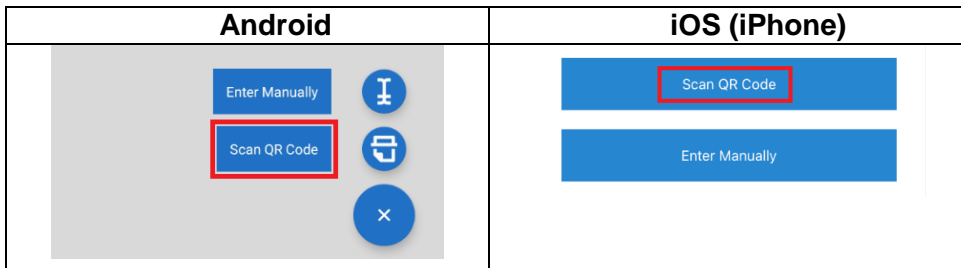
11. On Android, select the **Tokens** option.
 On iOS, select **Password Tokens**.



12. On Android, press the + symbol at the bottom right of the screen.
 On iOS, select **Add New Token**.

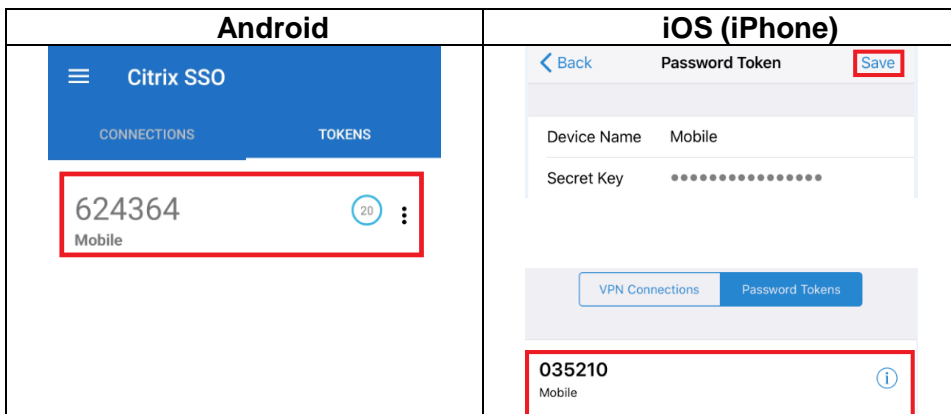


13. Choose **Scan QR Code**.

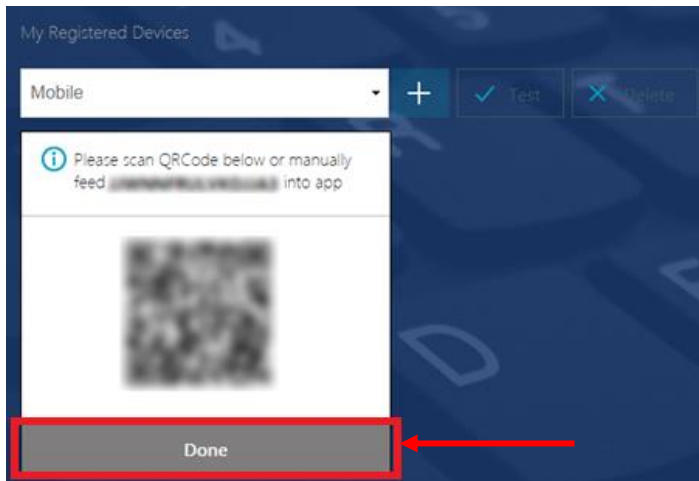


14. Point the camera on your smart device towards the QRCode displayed on your computer.
15. On Android, the Citrix SSO app should detect the QRCode and add an entry.
 On iOS, select **Save** and the entry will be added.

The number on this entry will change every 30 seconds and will be used to login to the VPN.



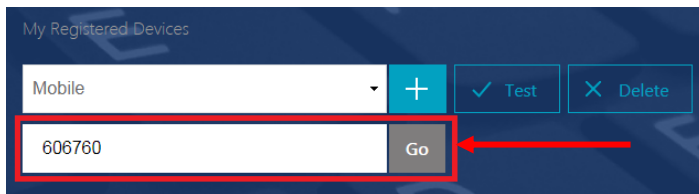
16. Click **Done** on the website.



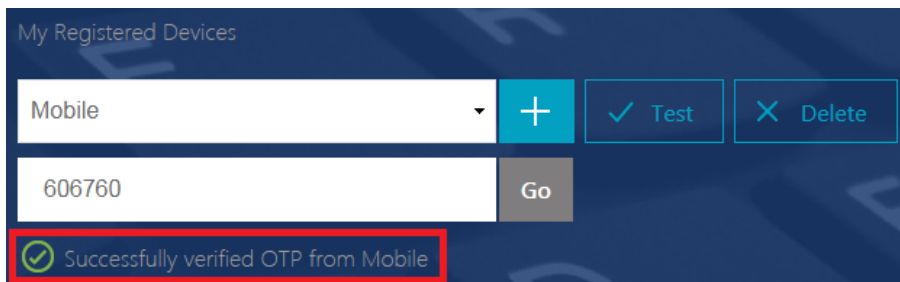
17. Click **Test**.



18. Enter the number currently being displayed in the Citrix SSO app, then click **Go**.

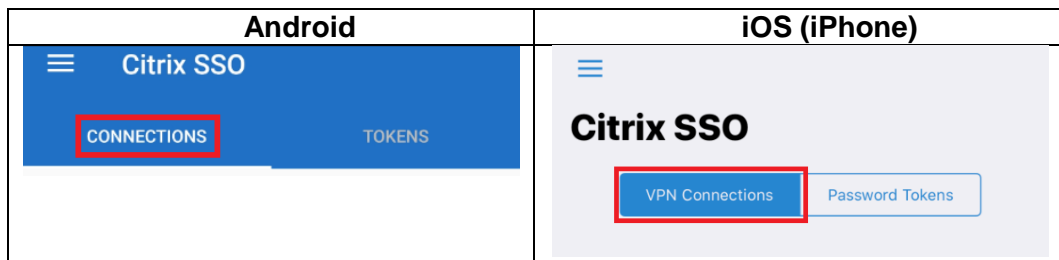


19. The test should be successful.

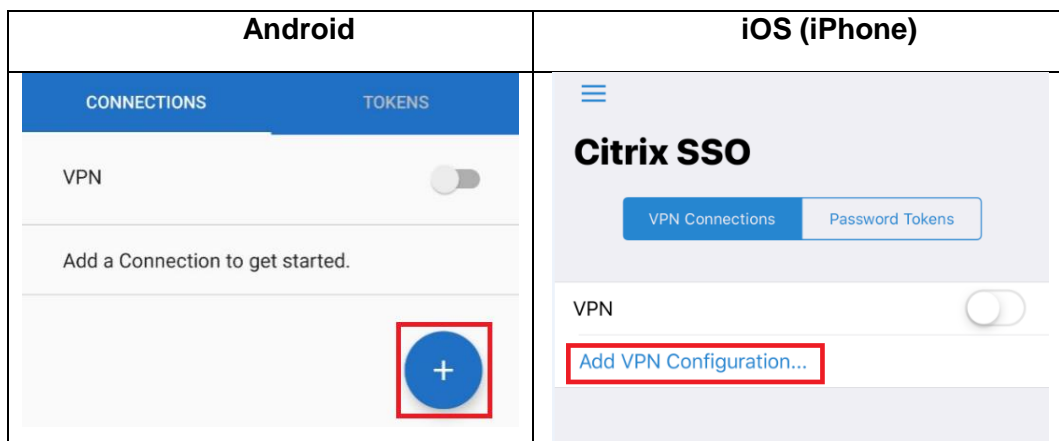


Setup - Part 2 - VPN Configuration

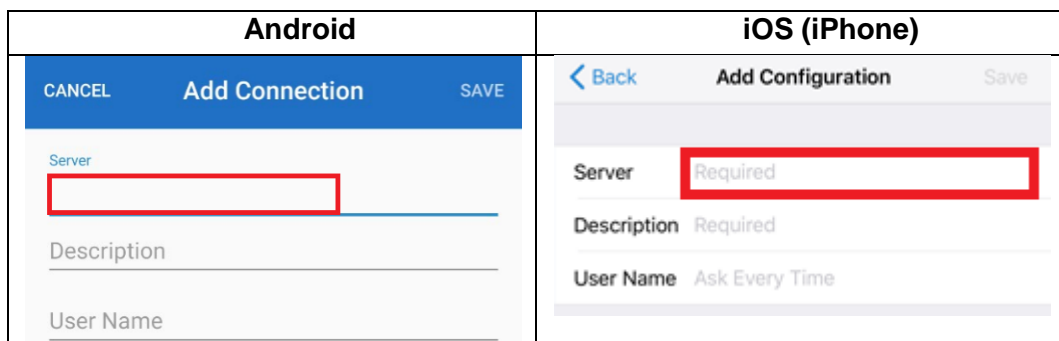
1. On Android, in the Citrix SSO app, select **Connections**.
On iOS, in the Citrix SSO app, select **VPN Connections**.



2. On Android, press the + symbol at the bottom right of the screen.
On iOS, select **Add VPN Configuration**.





3. Enter sahexaccess.sahealth.sa.gov.au into the Server field.



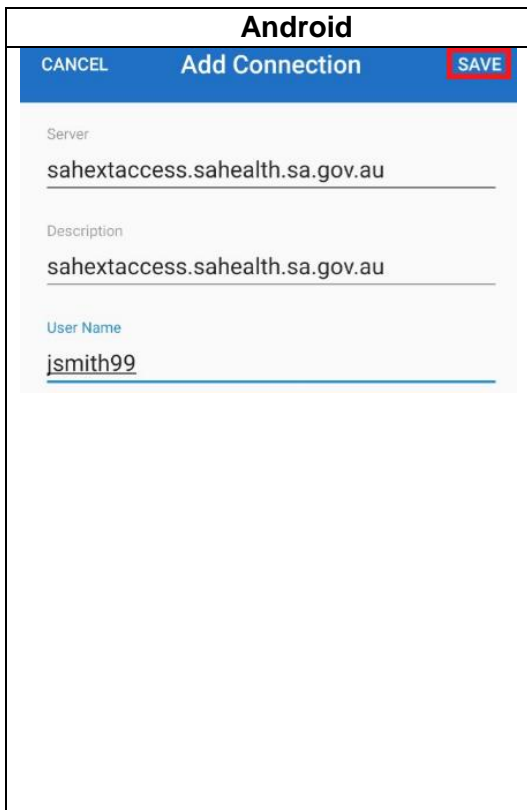

4. Tap into the the Description field and it will automatically populate, you can change this or leave it as is.




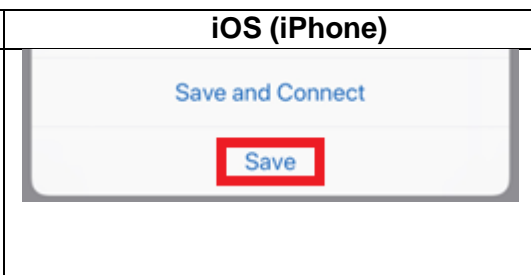
5. Enter your HAD username in the User Name field.

Android	iOS (iPhone)
	

6. Select **Save**.

Android	iOS (iPhone)
	

7. On Android, choose Just Save.
On iOS, choose **Save**.

Android	iOS (iPhone)
	

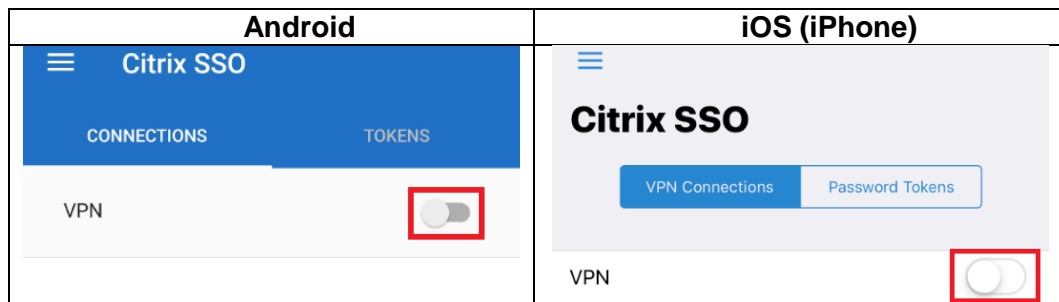
8. Setup is now complete.
You can now refer to the below "Connecting to VPN section" for instructions on how to connect to and use the VPN from now on.

Connecting to VPN

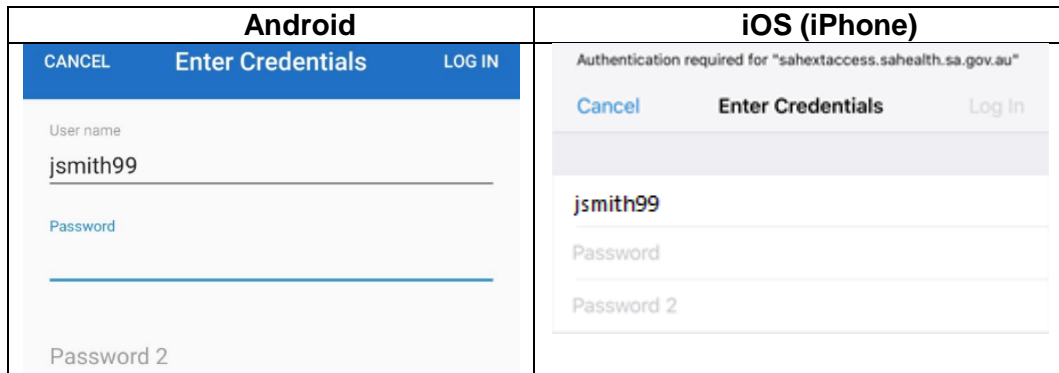
1. Open the Citrix SSO app on your device.
2. On Android, in the Citrix SSO app, select **Connections**.
On iOS, in the Citrix SSO app, select **VPN Connections**



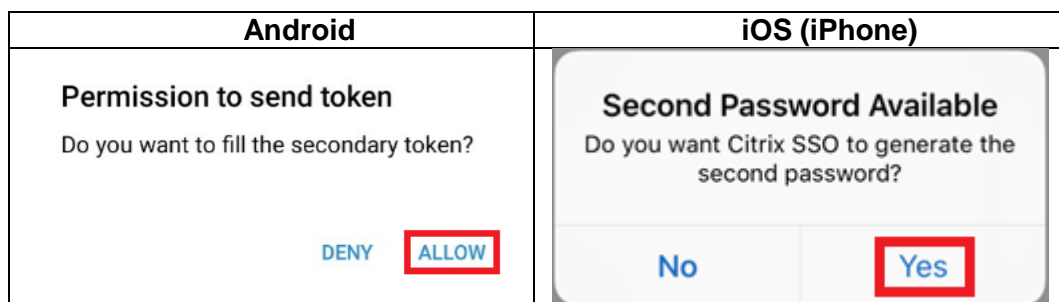
3. Click on the switch to the right of VPN



4. An authentication screen will appear

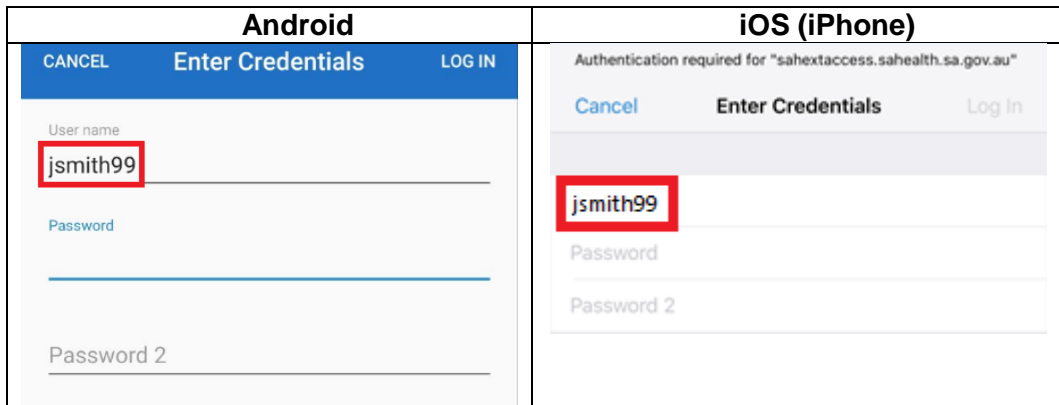


5. If you setup your One Time Password on the same device using the QR Code you will receive the below prompt, select **Yes** which will automatically populate the One Time Password into the Password 2 field.

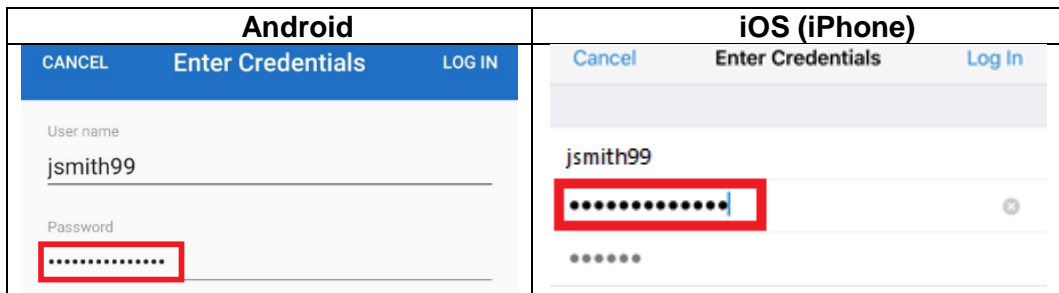


NB: If you do not receive the prompt you will need to manually copy the One Time Password from the Password Tokens tab in the app instead, refer to the [Troubleshooting](#) section.

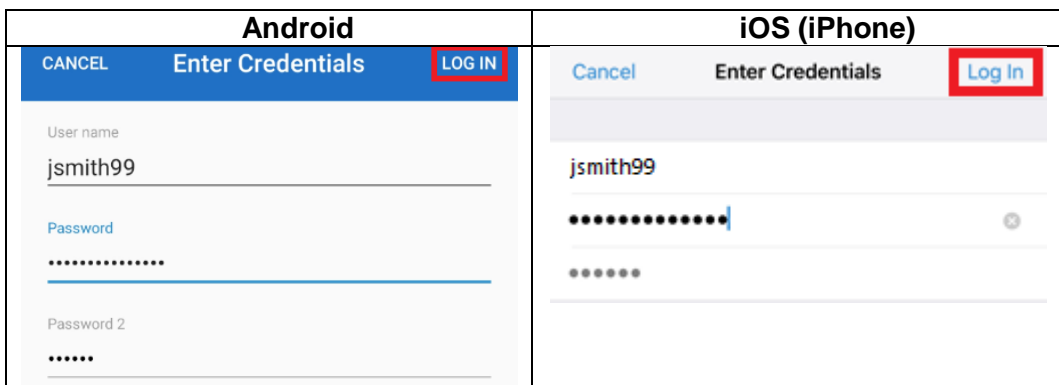
6. Enter your HAD Username into the User name field (if it is not already populated).



7. Enter your HAD Password into the Password field.



8. Select **Log in**



9. On Android, a message will display as below when the VPN has established and the switch will change to be blue.
On iOS, **Connected** will appear when the VPN has established and the switch will change to be green as below.

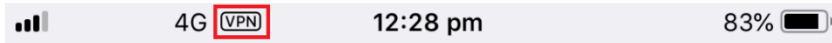


Also note:

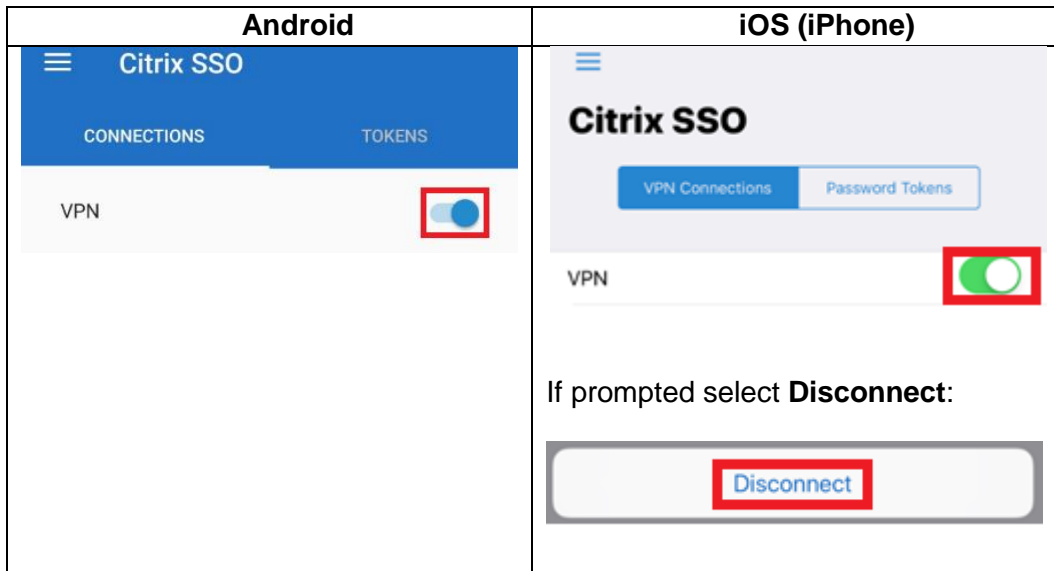
On Android, a key and a padlock icon will display at the top of the screen:



On iOS, VPN will be display at the top of screen:



10. To disconnect from the VPN, open the Citrix SSO app and tap on the blue or green switch as below:



NOTE: If you need to use your smart device for personal use, disconnect from the VPN.

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

Troubleshooting:

Issue:

Device is not prompting to use the Second Password.

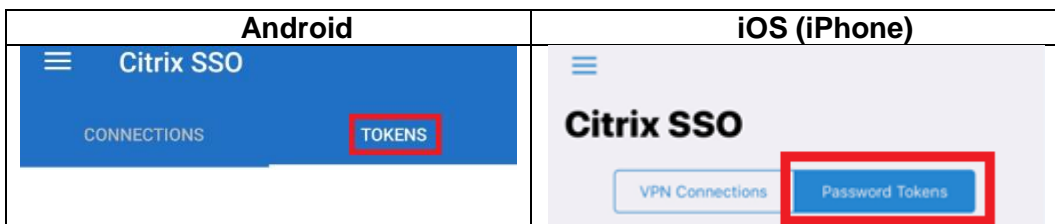
Resolution:

One Time Password will need to be manually entered:

1. Click **Cancel**.

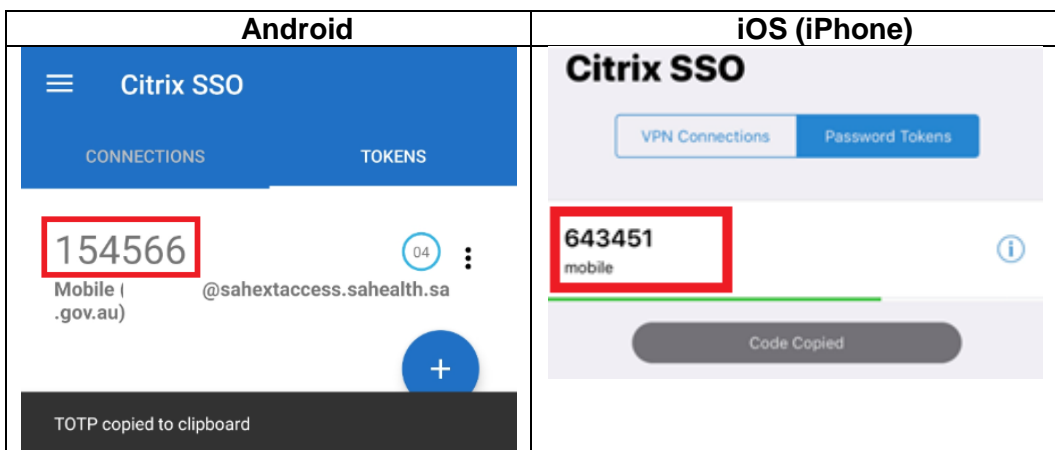


2. On Android, select **Tokens**
On iOS, select **Password Tokens**

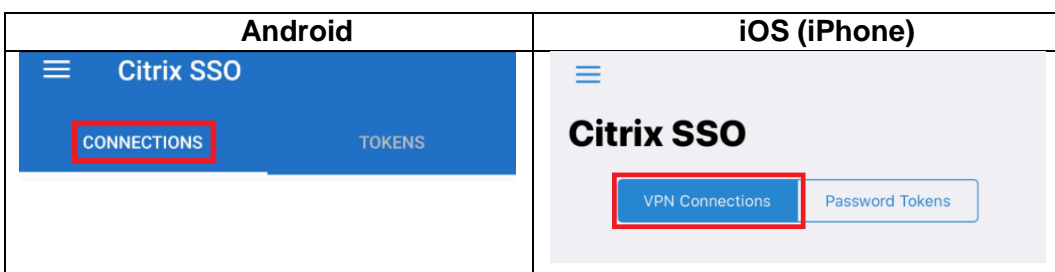


3. Double Tap on the entry and a message will appear to advise the code has been copied.

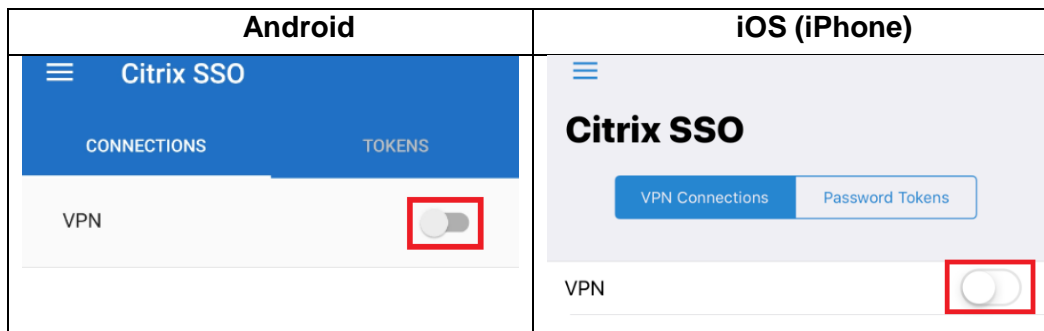
NB: The code expires every 30 seconds, so you may need to wait until a new code is generated to allow yourself enough time to perform the next steps.



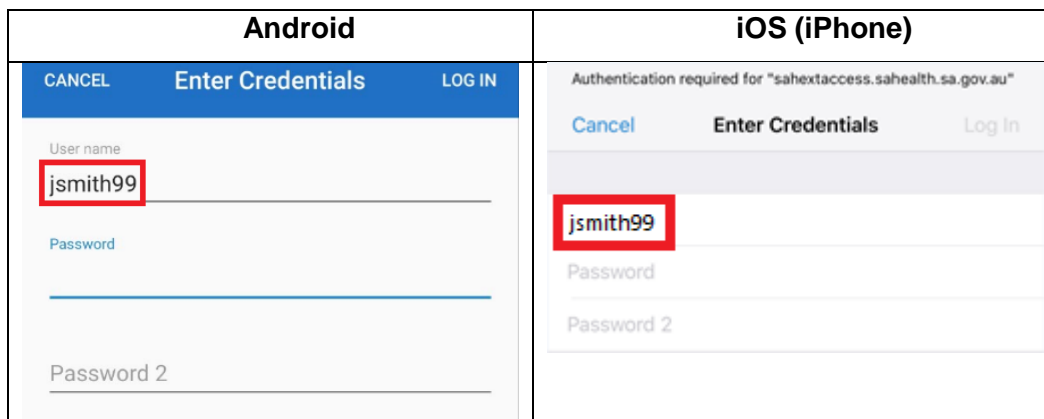
4. On Android, in the Citrix SSO app, select **Connections**.
On iOS, in the Citrix SSO app, select **VPN Connections**.



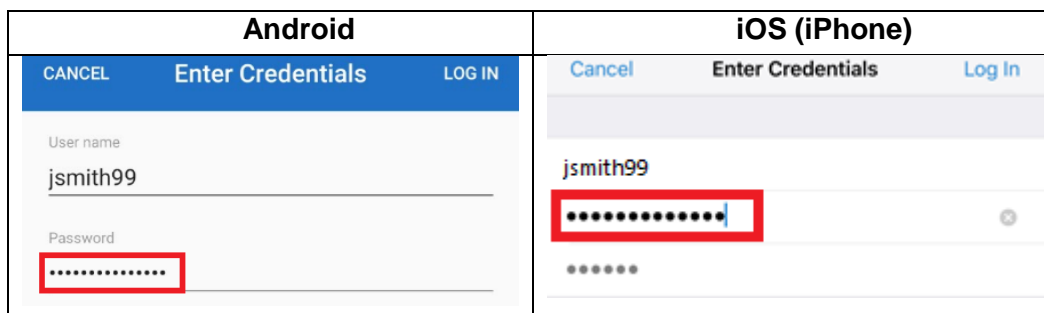
5. Click on the switch to the right of VPN and then proceed to step 6 below.



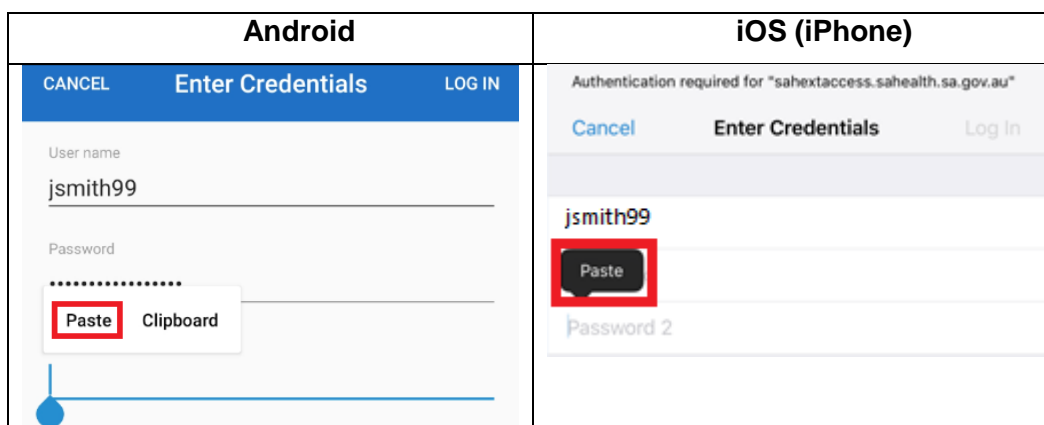
6. Enter your HAD Username into the User name field (if it is not already populated).



7. Enter your HAD Password into the Password field.



8. On Android, Tap and hold on the third field (Password 2) and select Paste.
On iOS, Double tap on the third field (Password 2) and select Paste.



9. Select **Log in**

Android	iOS (iPhone)
<p data-bbox="300 185 368 208">CANCEL</p> <p data-bbox="429 181 628 210">Enter Credentials</p> <p data-bbox="699 185 762 208">LOG IN</p> <p data-bbox="300 253 379 275">User name</p> <p data-bbox="300 286 395 315">jsmith99</p> <p data-bbox="300 349 373 371">Password</p> <p data-bbox="300 387 424 409">.....</p> <p data-bbox="300 448 384 470">Password 2</p> <p data-bbox="300 486 352 508">.....</p>	<p data-bbox="826 192 898 215">Cancel</p> <p data-bbox="970 192 1145 221">Enter Credentials</p> <p data-bbox="1225 192 1289 215">Log In</p> <p data-bbox="826 286 919 315">jsmith99</p> <p data-bbox="826 342 991 365">.....</p> <p data-bbox="826 396 903 418">.....</p>