

Setting up Remote access to the DHB network from your home PC

Preparing your personal device before connecting to the DHB network

This is a how-to guide on installing Citrix receiver on your device, this guide was made for Windows but it will be similar to Mac OS.

Once you have followed these instructions you will be able to access your work applications from outside the DHB

Citrix Receiver currently works on

- Windows 7 and Higher
- Mac OS 10.13, 10.14, 10.15

Connecting to the DHB Network

Open your standard web browser (IE, Chrome, Firefox, Safari etc.) and enter the URL below

<https://myportal.ccdhb.org.nz/>

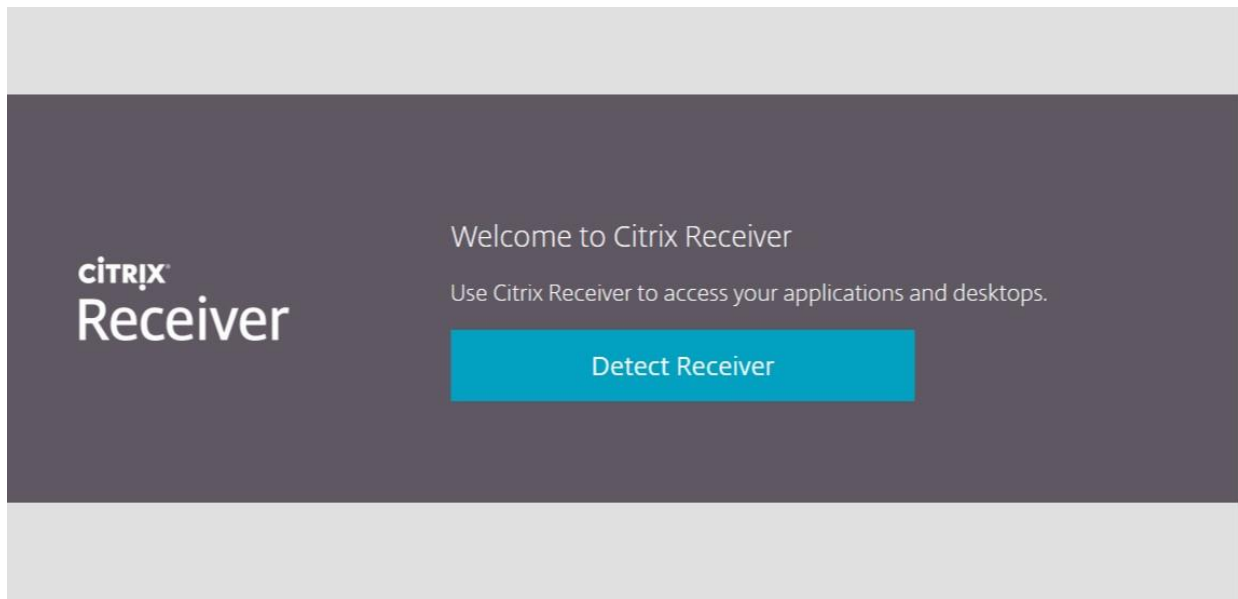
The following logon screen should appear.

By continuing to use this system you acknowledge that you are responsible for all transactions initiated from your account including messages, pictures, text and other content. You are responsible for maintaining the confidentiality of your password and for ensuring that you are not in breach of any of your DHB's policies (including the downloading or propagation of potentially offensive material from any source). You shall only ever access and use information that is necessary for the performance of your duties. The DHB monitors users' activities on the Patient Electronic Health Records.

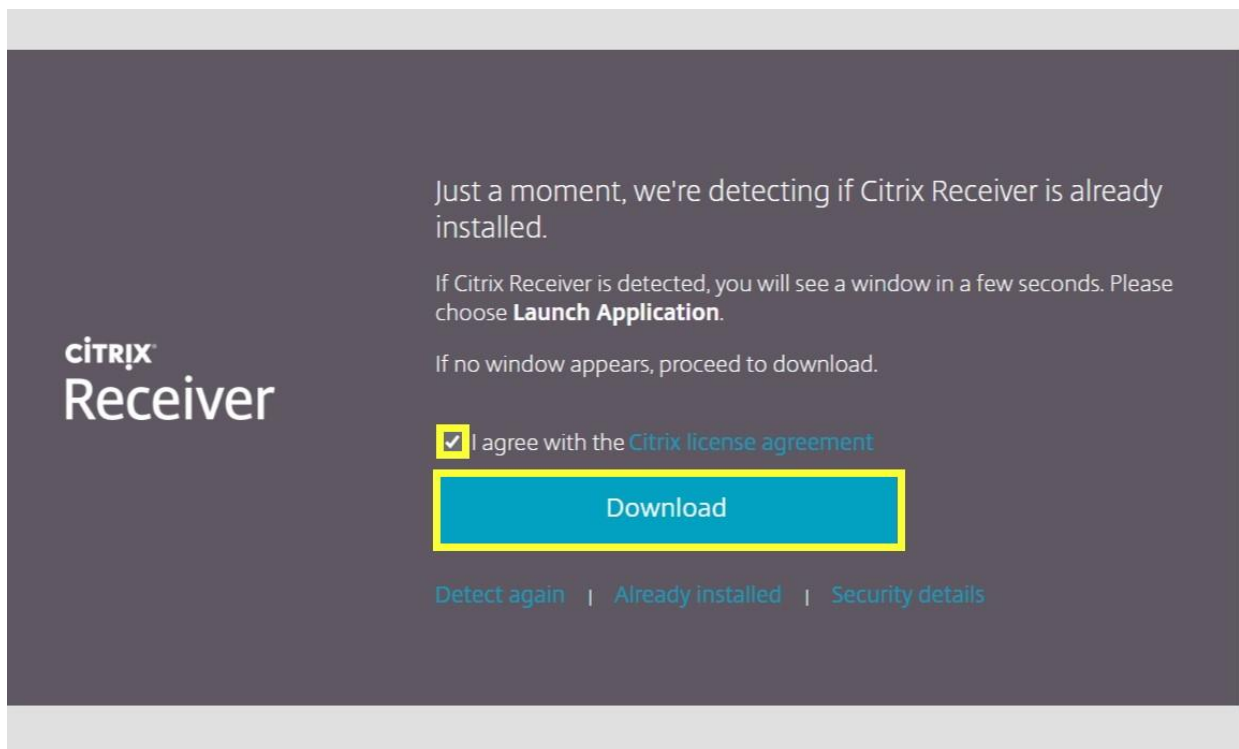
Enter your usual work logon. (eg: 123456, aaa01 MouseM)

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After logging in for the first time you will be prompted with the below Screen.



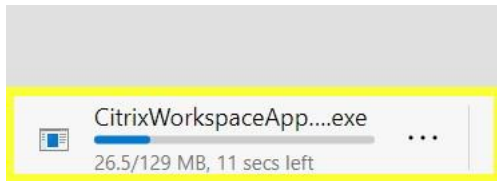
Click on **Detect Receiver** then the following screen will appear



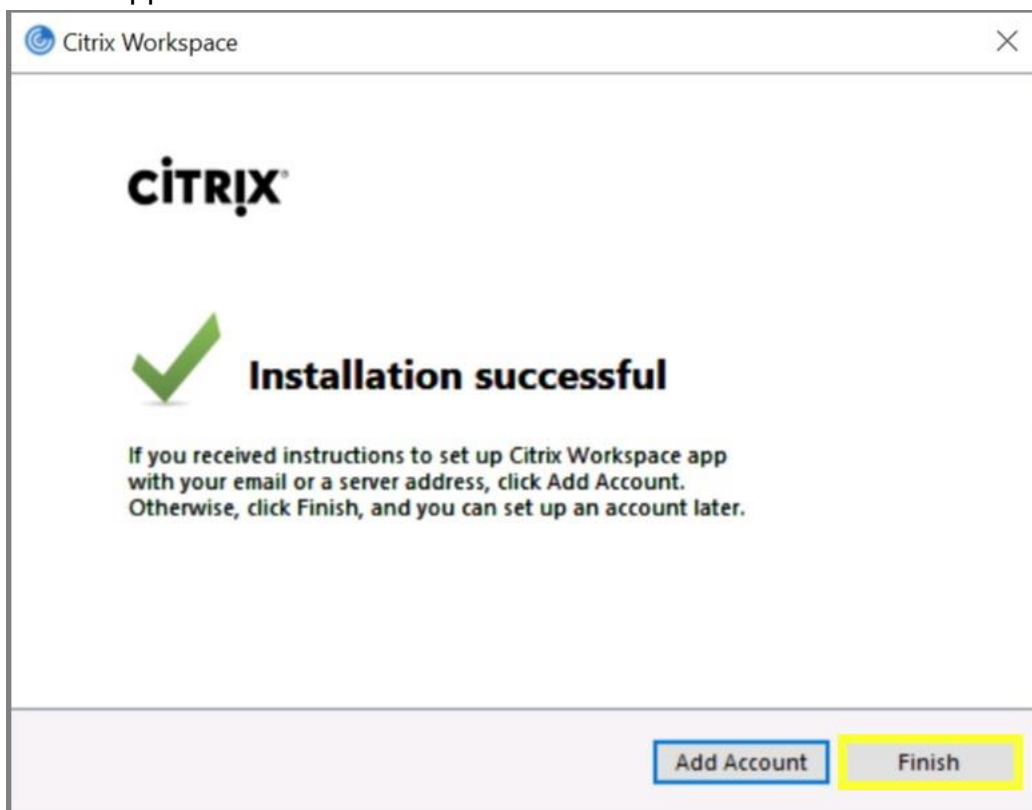
If Citrix receiver has not been install you will need to click "**I agree**" followed by **Download**.

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You will be prompted to save and install the file. Save it where you would like (and can find it again)



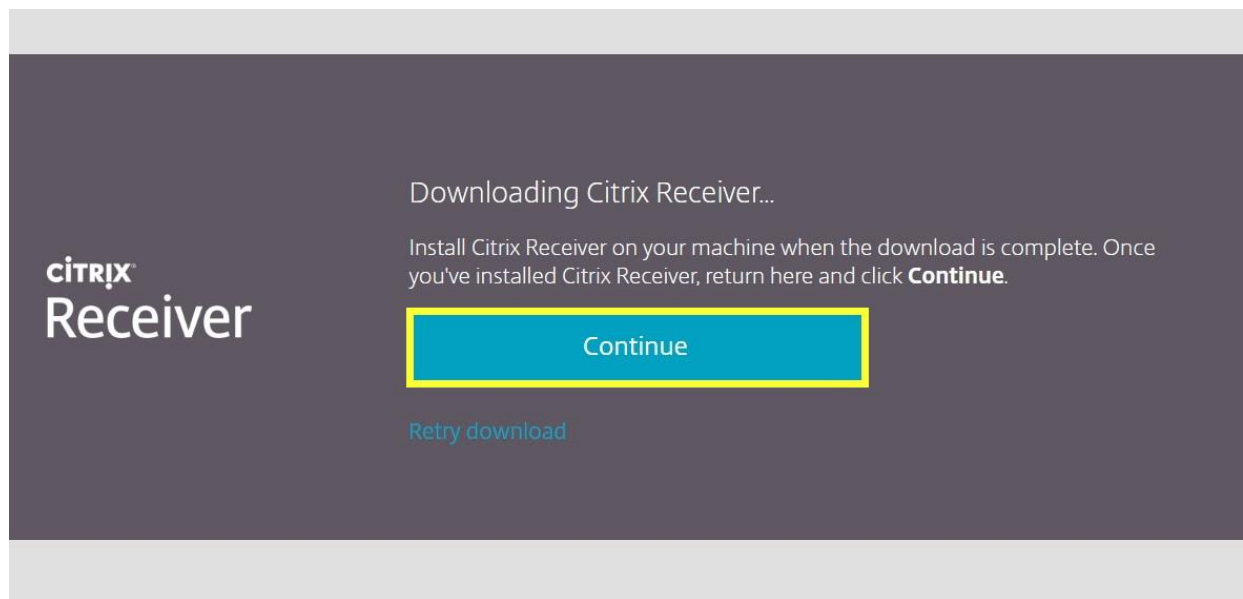
Then once it has been downloaded double click to install. Follow the prompts until the screen appears below.



Select **Finish**.

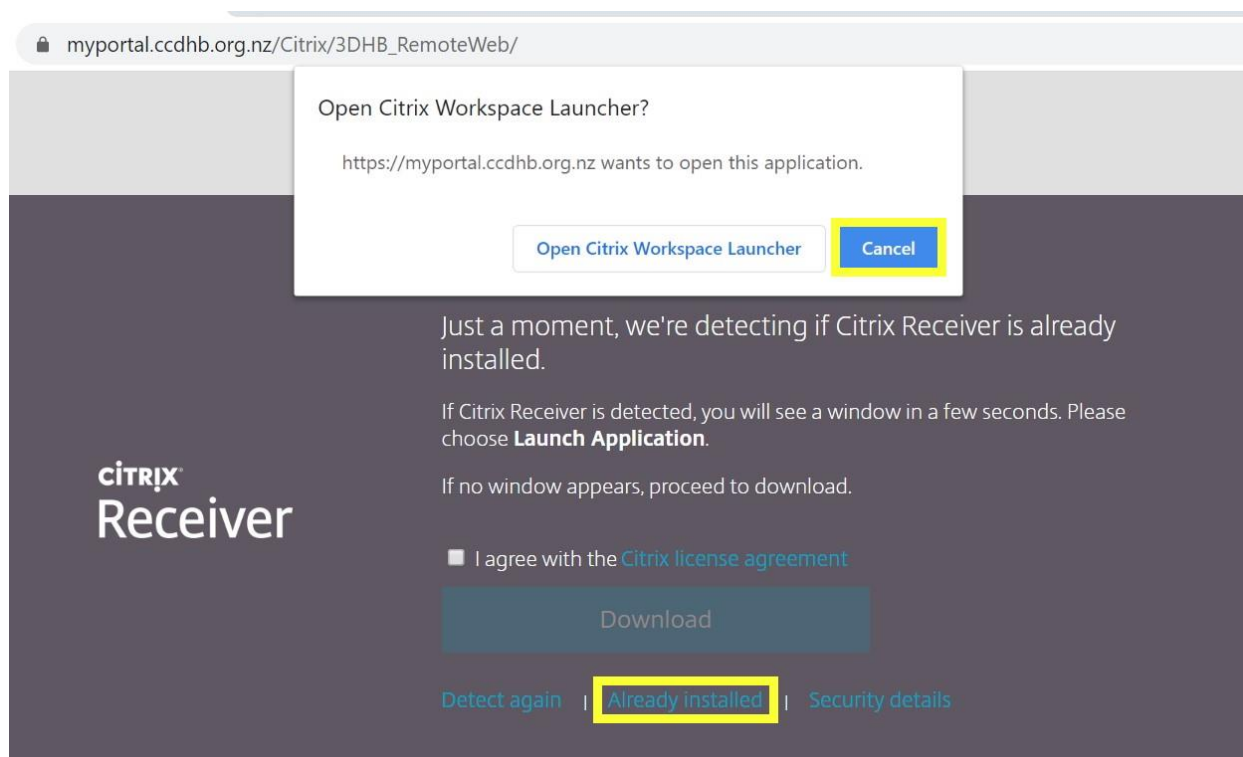
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Your browser will now display the following screen



Select **Continue**.

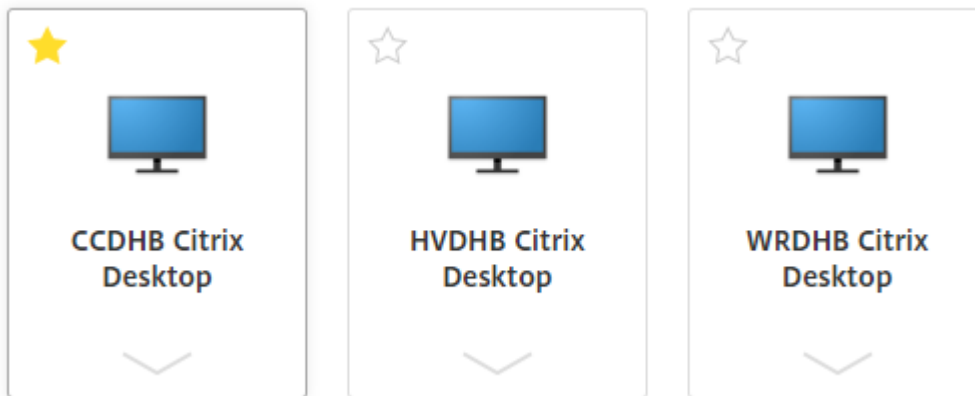
Lastly you will be prompted with the screen below



Select **Cancel** followed by **Already Installed** and you will be presented with the next screen

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Select the Citrix Desktop most suited to you



Once the logon process completes your Citrix desktop will open and you should be able to access your usual applications.

You can toggle between your Citrix application and your standard PC desktop by clicking on the arrow key located at the top of the screen.



This will allow you to move between the two windows

Select **Home** to return to your local desktop.

You can maximize the Citrix session from your taskbar.

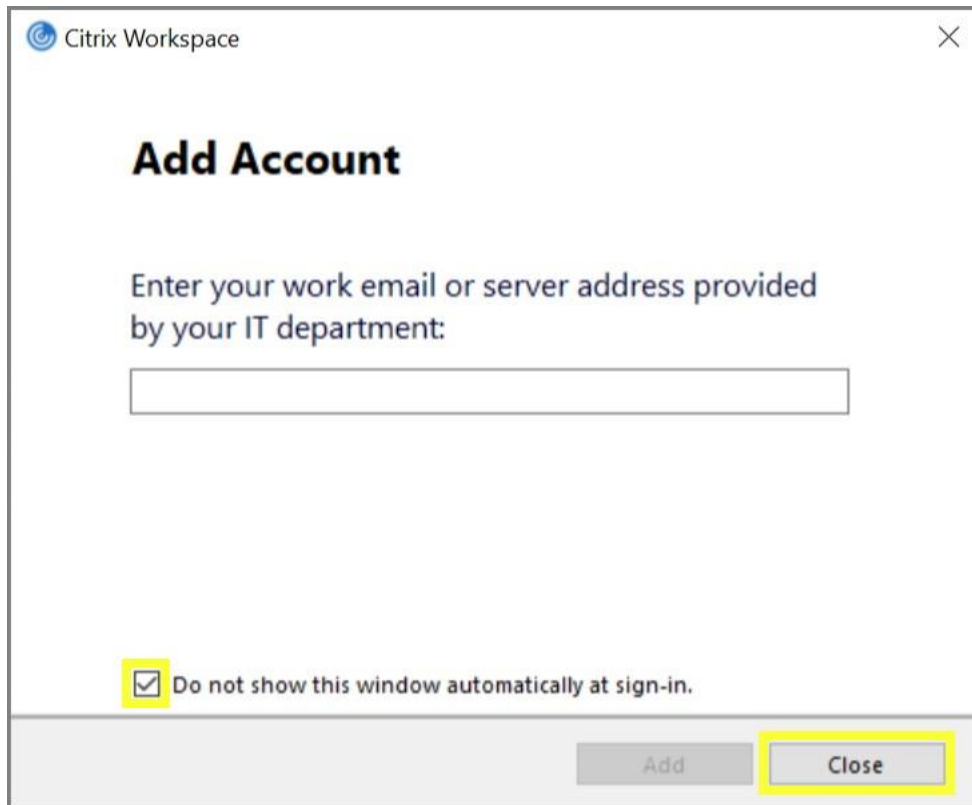
To Log off

Select **Disconnect** to end the Citrix session.



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On Windows after you reboot your computer you may be prompted with the below screen shot.



Select - **Do not show this window automatically at sign-in**

Interesting points to Note:

If you can logon but get to the point where you have picked a Citrix desktop and then it fails try the steps below.

1. Try using a different browser (for example if Mozilla Firefox fails try Chrome or Internet Explorer).
2. Install Citrix receiver again (beginning of this page)