



醫院管理局  
HOSPITAL  
AUTHORITY

# HA Remote User Guide (For Mac OS)

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Date : Feb 2024  
Version : 0.3

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# 1 Prerequisite

## 1.1 Mac Client Requirement

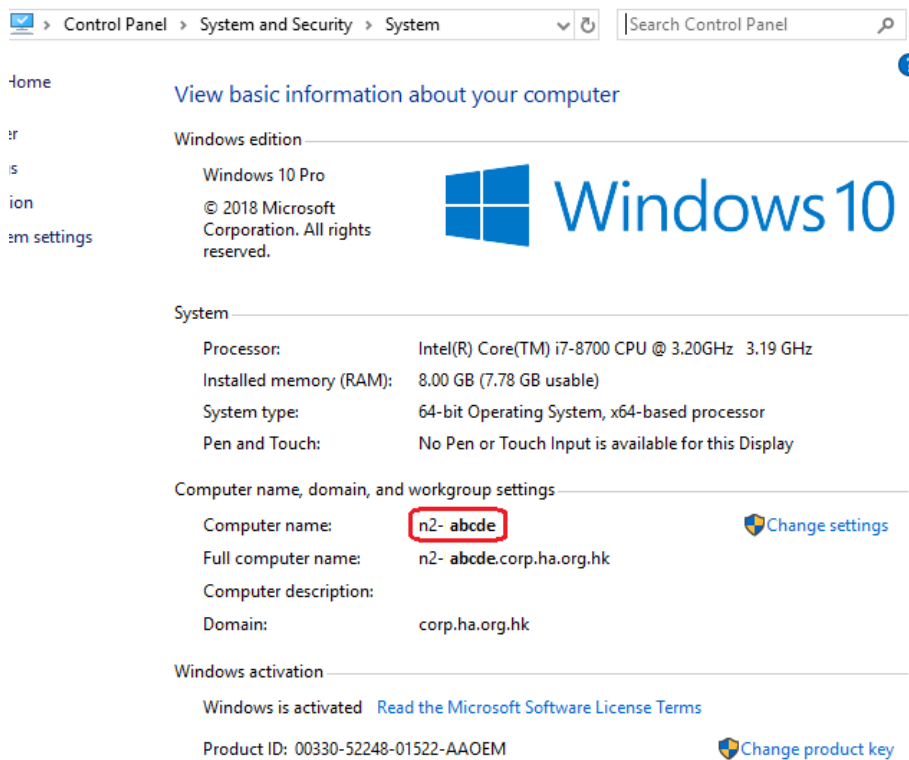
	HA Remote
URL	<a href="https://remote.ha.org.hk">https://remote.ha.org.hk</a>
Client Platform	Mac OS 10.15-14
Recommended Browser	Safari / Chrome
Citrix Application Requirement	Citrix Workspace
Tunnel Requirement	Citrix Secure Access
Installation Requirement	App Store logon account

## 1.2 Jot down Office PC computer name

If using Remote Desktop, please find out the computer name of your Office PC:

### How to find out computer name:

Right Click “This PC“ > “Properties” > “Computer Name”



## 2 Logon Flow

For Web bookmark and Citrix application (e.g. ha.home, OWA, Citrix ePR, I-Drive)

Access HA Remote & Logon with CORP account

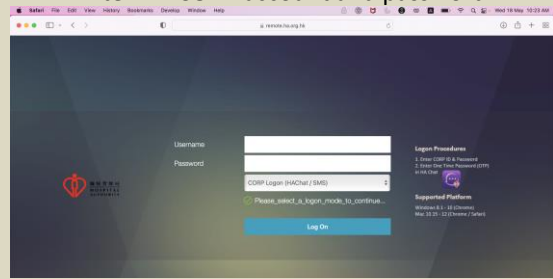
Enter One Time Password

Access HA Systems

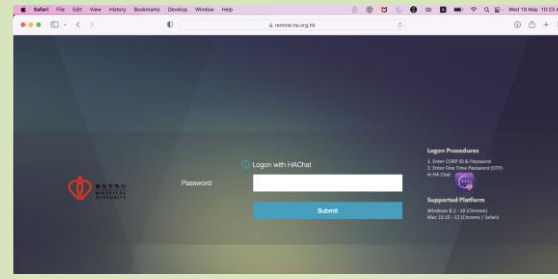
<https://remote.ha.org.hk>

For HA Chat / SMS user

➤ Enter HA CORP account and password

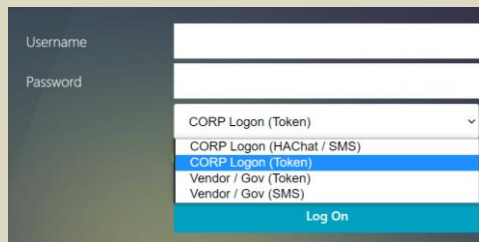


➤ Enter the OTP message from HA CHAT \ SMS

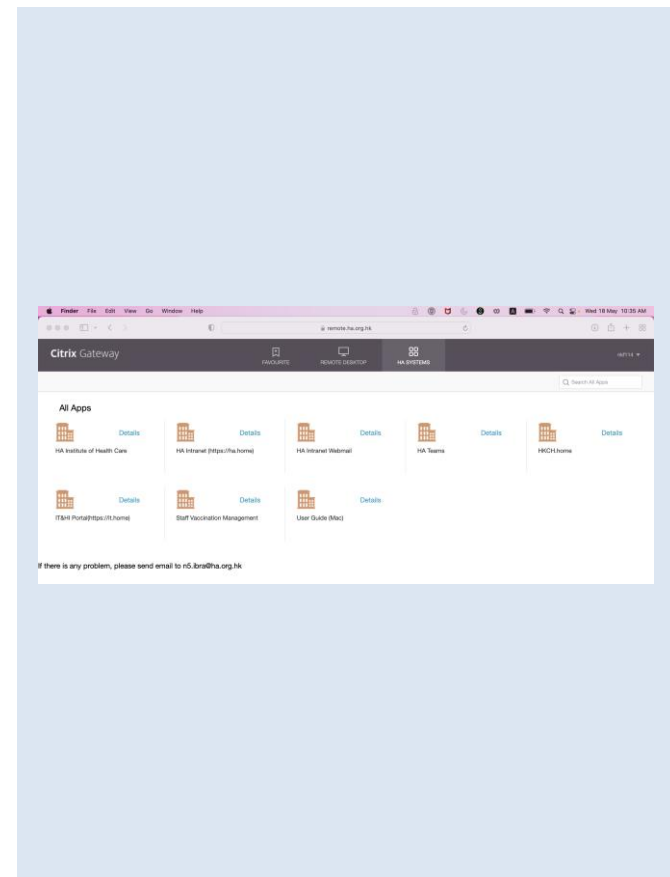
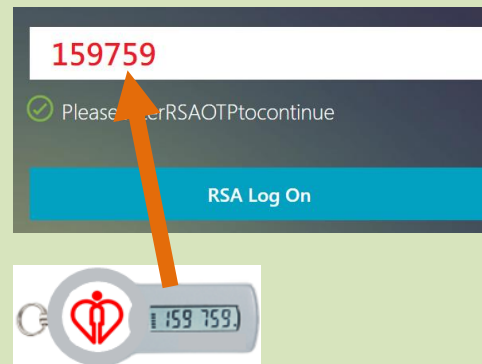


For Token user

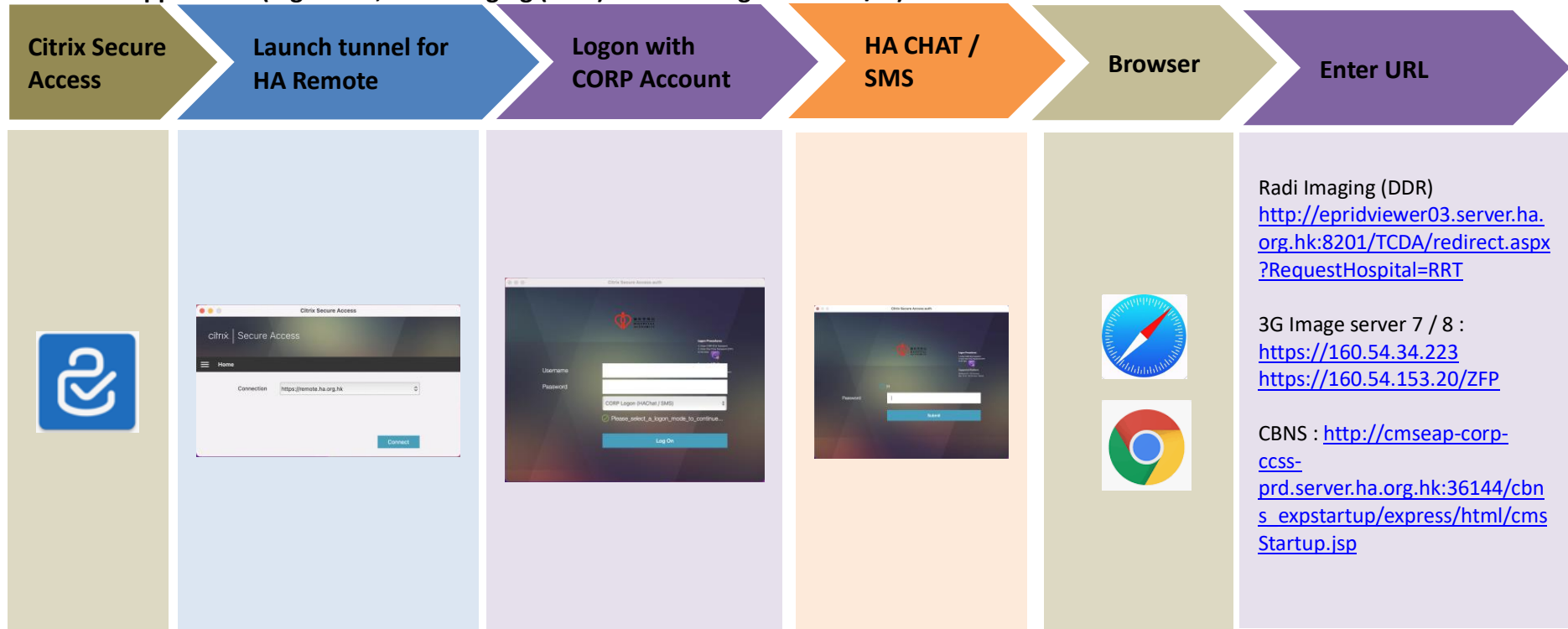
- Select "CORP Logon (Token)"
- Enter HA CORP account and password



➤ Enter token code

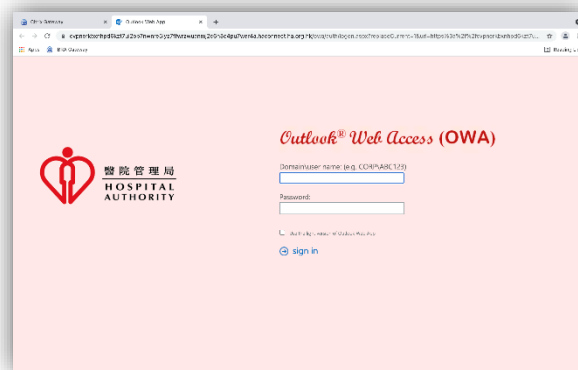
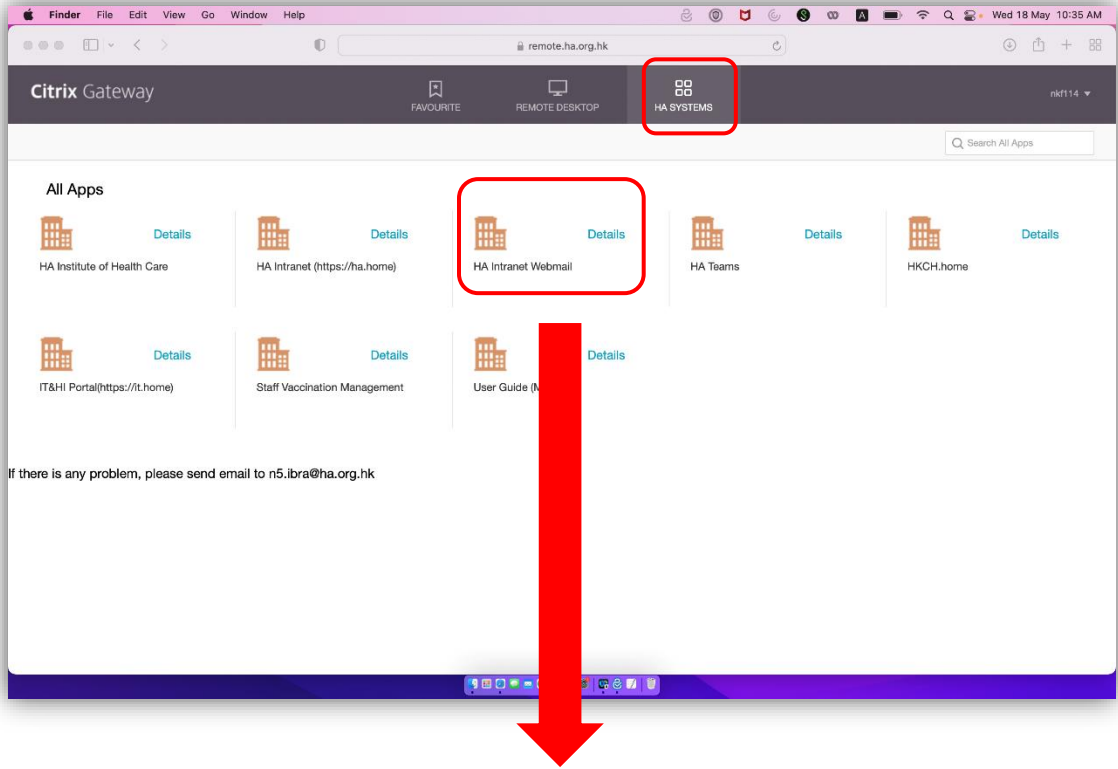


For Tunnel application (e.g. CBNS, Radi Imaging (DDR) and 3G Image server 7 / 8)



### 3 Access HA Webmail

Click the “HA Intranet Webmail” link

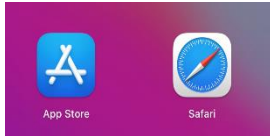


## 4 Remote Desktop Service

Open Launchpad at docker



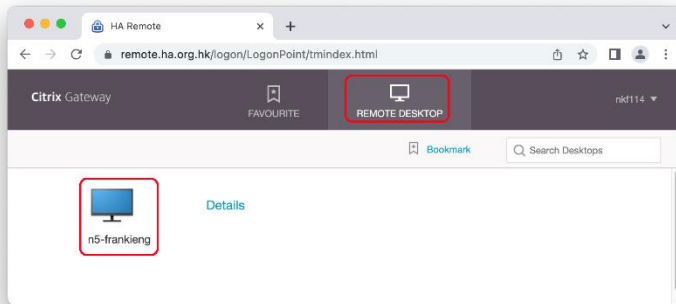
Select "App Store"



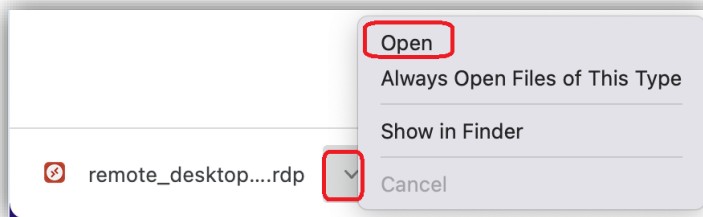
Download "Microsoft Remote Desktop"



Return to HA Remote, select "Remote Desktop" and click "PC ICON"

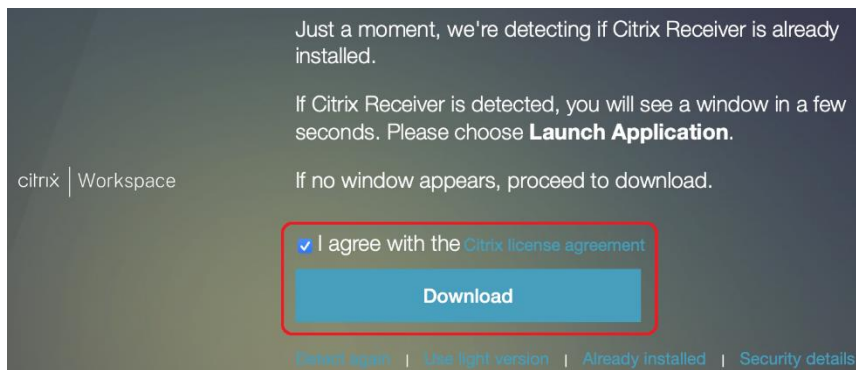
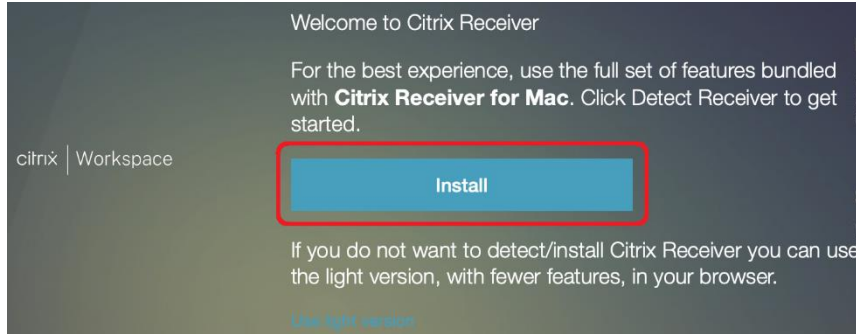


Open "remote\_desktop.rdp" at download bar



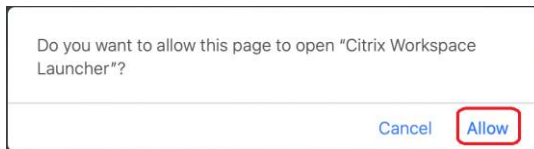
## 5 Citrix Applications for Remote Desktop & I-Drive

### I. Detect Receiver > ✓ I Agree... > Download

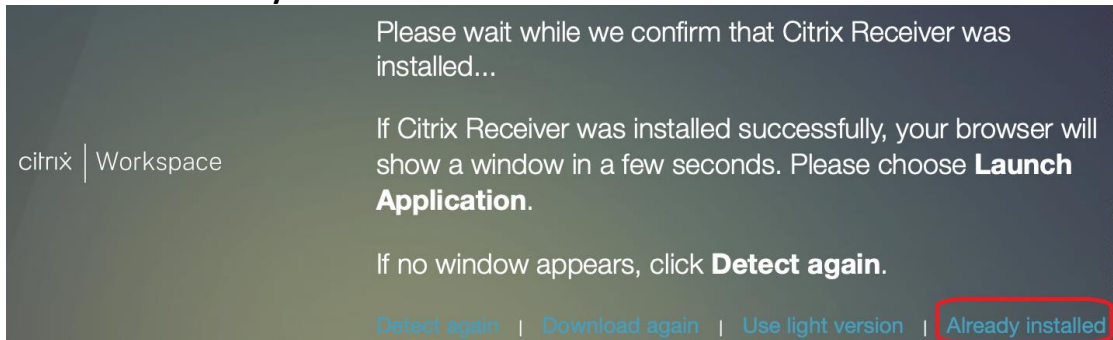


### II. Run the installer "CitrixWorkspace.dmg"

### III. Click "Allow"



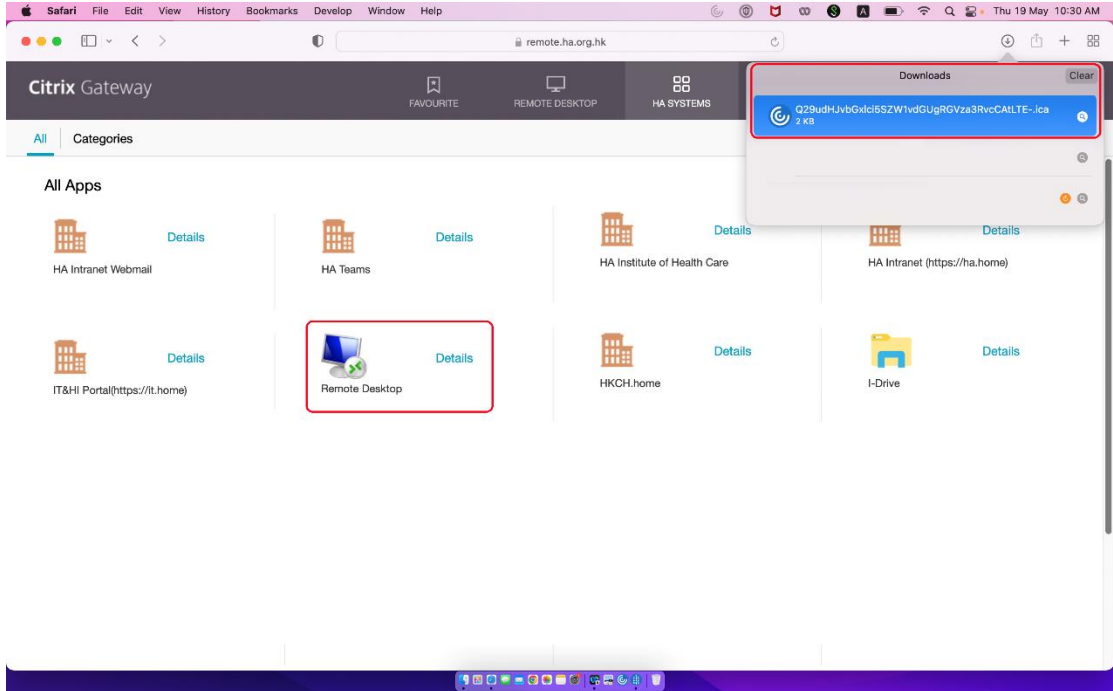
### IV. Click "Already Installed" after installation



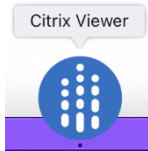


V. Click available application

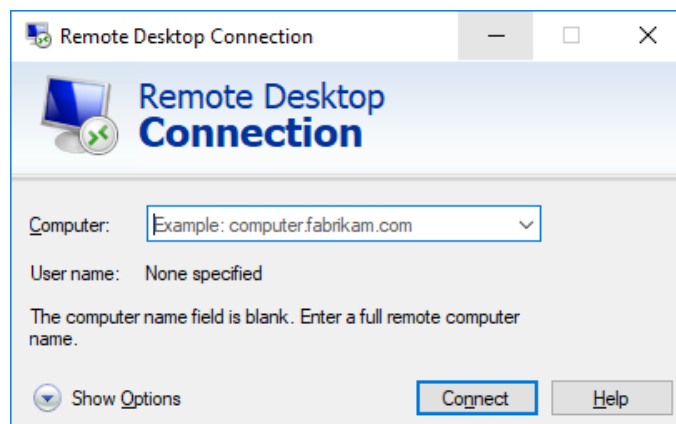
VI. ICA file will be downloaded. Open the ICA file.



VII. Click Citrix Viewer



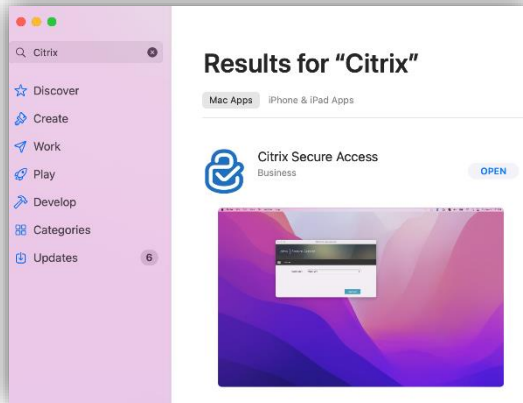
VIII. Type your *office* PC hostname here



## 6 Citrix Secure Access for CBNS and Radi Imaging (DDR)

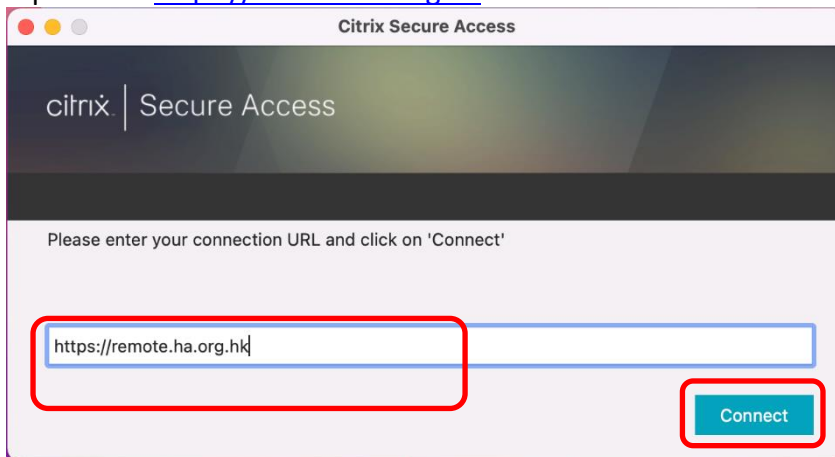
Please download the Citrix Secure Access from App Store

- I. Open **App Store**
- II. Search and install **Citrix Secure Access**  
(Apple ID required)

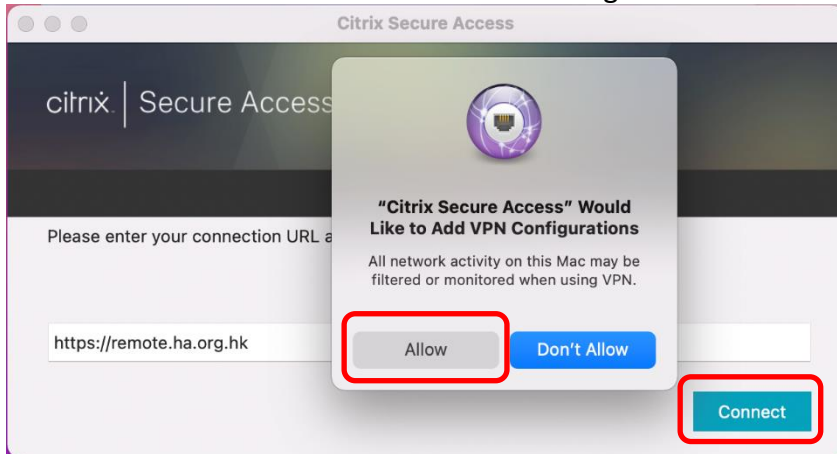


- III. Open **"Citrix Secure Access"**

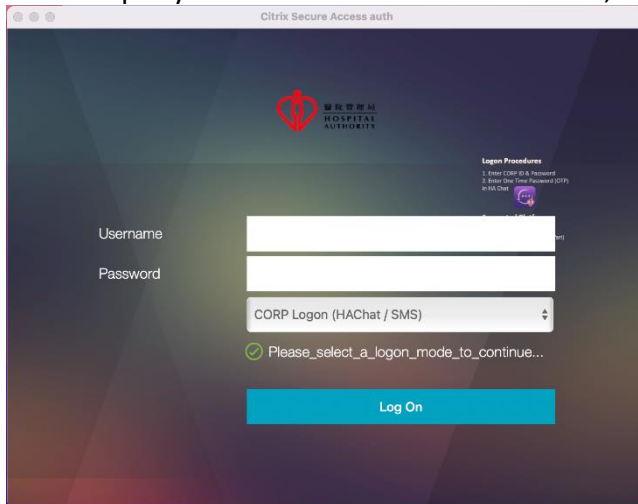
- IV. Input URL **"<https://remote.ha.org.hk>"** and **"Connect"**



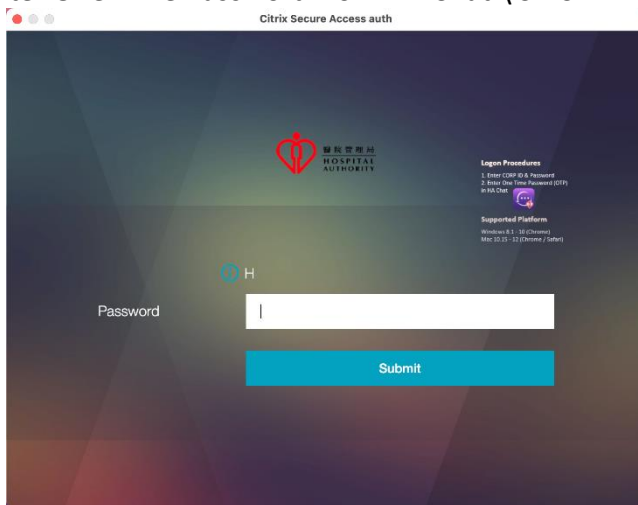
V. Allow “Citrix Secure Access” to add VPN Configurations and “Connect”



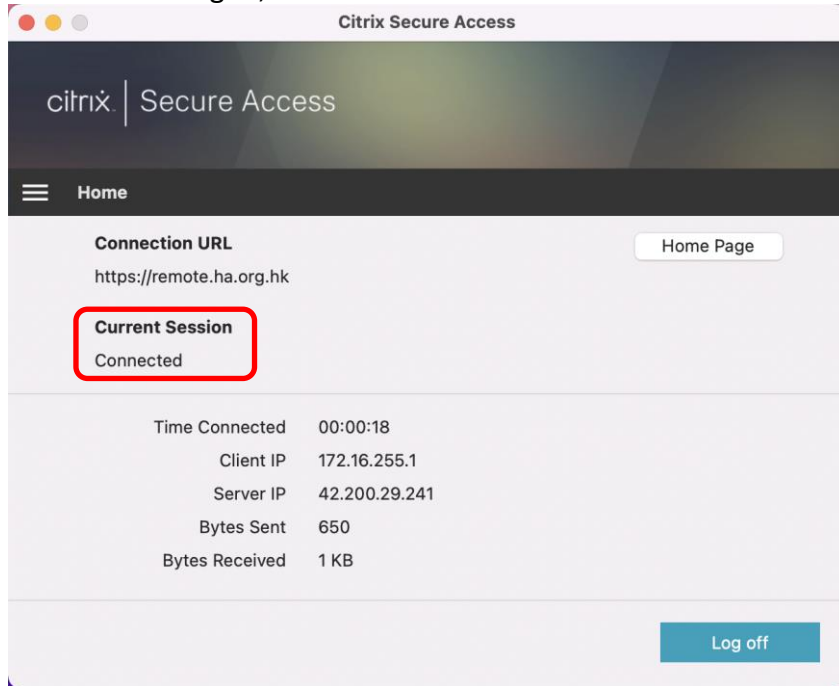
VI. Please input your HA CORP account credential, then click “Log On”



VII. Enter One Time Password from HA Chat \ SMS



VIII. After success logon, Current Session will show **“Connected”**



IX. Open Safari \ Chrome browser and access the system

- For 3G Image server 7 / 8  
<https://160.54.34.223>  
<https://160.54.153.20/ZFP>
- For CBNS  
[http://cmseap-corp-ccss-prd.server.ha.org.hk:36144/cbns\\_expstartup/express/html/cmsStartup.jsp](http://cmseap-corp-ccss-prd.server.ha.org.hk:36144/cbns_expstartup/express/html/cmsStartup.jsp)
- For Radi Imaging (DDR)  
<http://epriidviewer03.server.ha.org.hk:8201/TCDA/redirect.aspx?RequestHospital=RRT>

