

HA Remote User Guide

(For Mac OS)

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1 Prerequisite

1.1 Mac Client Requirement

| | HA Remote |
|--------------------------------|--------------------------|
| URL | https://remote.ha.org.hk |
| Client Platform | Mac OS 13-15 |
| 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 <u>Office</u> PC:

How to find out computer name:

Right Click "This PC" > "Properties" > "Computer Name"

| lome | View basic information | about your co | ompute | er | |
|--------------------|--|--------------------|-------------|----------------------------|----------|
| r | Windows edition | | | | |
| s | Windows 10 Pro | | | | 40 |
| ion em settings | © 2018 Microsoft Corporation. All rights reserved. | | W | lindows | 10 |
| | System | | | | |
| | Processor: | Intel(R) Core(TN | /I) i7-8700 | CPU @ 3.20GHz 3.19 GHz | |
| | Installed memory (RAM): | 8.00 GB (7.78 GB | usable) | | |
| | System type: | 64-bit Operating | g System, | x64-based processor | |
| | Pen and Touch: | No Pen or Touch | h Input is | available for this Display | |
| | Computer name, domain, and | workgroup setting | gs | | |
| | Computer name: | n2- abcde | | Change | settings |
| | Full computer name: | n2- abcde.corp. | ha.org.hk | : | |
| | Computer description: | | | | |
| | Domain: | corp.ha.org.hk | | | |
| | Windows activation | | | | |
| | Windows is activated Rea | d the Microsoft Sc | oftware Li | cense Terms | |
| | Des durit ID: 00220 52240.0 | 1533 440544 | | | |

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2 Logon Flow

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





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

| Finder File Edit View Go V | /indow Help | | 2 O L | 1 6 8 00 | 🗩 🗢 Q 😫 | Wed 18 May 10:35 AM |
|--|---|-------------------|------------------------|------------------|-----------|---------------------|
| | 0 | 🗎 remote.f | na.org.hk | C | | ③ ₫ + 8 |
| Citrix Gateway | F | | | | | nkf114 🔻 |
| All Apps Details HA Institute of Health Care | Details HA Intranet (https://ha.home) | HA Intranet Webma | Details II HA Teams | Details | HKCH.home | Details |
| Details IT&HI Portal(https://it.home) | Details Staff Vaccination Management ail to n5.ibra@ha.org.hk | User Guide (N | Details | | | |
| | | (10) · · · | a iki ku ku | | | |





4 Remote Desktop Service

Open Launchpad at docker





Download "Windows App"

| Open the Mac App Store to buy and download apps. |
|---|
| Windows App (*) Previously Remote Desktop Microsoft Corporation |

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



Open "remote_desktop.rdp" at download bar

| | Open Always Open Files of This Type |
|-------------------|--|
| | Show in Finder |
| remote_desktoprdp | Cancel |



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

| | Please wait while we confirm that Citrix Receiver was installed | | |
|--------------------|---|--|--|
| citrıx Workspace | If Citrix Receiver was installed successfully, your browser will show a window in a few seconds. Please choose Launch Application . | | |
| | If no window appears, click Detect again . | | |
| | Detect again Download again Use light version Already installed | | |

- 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*)

| Q Citrix | 0 | Results for "Citrix" |
|---------------|---|-----------------------------|
| 🟠 Discover | | Mac Apps iPhone & iPad Apps |
| 🔗 Create | | |
| Vork | | Citrix Secure Access |
| 🧭 Play | | Business OPEN |
| Develop | | |
| 88 Categories | | |
| Updates | 6 | |
| | | - |
| | | |
| | | |

- III. Open "Citrix Secure Access"
- IV. Input URL "https://remote.ha.org.hk" and "Connect"

| • • • | Citrix Secure Access | |
|-----------------|---|---------|
| citrix. Se | ecure Access | |
| Please enter yo | our connection URL and click on 'Connect' | |
| https://remote | .ha.org.hk | |
| |) | Connect |





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

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

| Citrix Secure Access auth |
|---|
| |
| Lean Procedures Lean Core & A Particul 2 A Data (Section 1997) A Data (Section 1997) |
| htti |
| |
| CORP Logon (HAChat / SMS) \$ |
| Please_select_a_logon_mode_to_continue |
| Log On |
| |
| |

VII. Enter One Time Password from HA Chat \ SMS





VIII. After success logon, Current Session will show "Connected"

| | | Citrix Secure Access | |
|---|---|--|-----------|
| citrix. Sec | ure Acce | ess | |
| 🗮 Home | | | |
| Connection https://remo Current Se Connected | n URL ote.ha.org.hk ssion | | Home Page |
| Time | e Connected Client IP Server IP Bytes Sent tes Received | 00:00:18 172.16.255.1 42.200.29.241 650 1 KB | |
| | | | Log off |

- IX. Open Safari \ Chrome browser and access the system
 - For 3G Image server 7 / 8 <u>https://160.54.34.223</u> <u>https://160.54.153.20/ZFP</u>

 - For Radi Imaging (DDR) <u>http://epridviewer03.server.ha.org.hk:8201/TCDA/redirect.aspx?Requ</u> <u>estHospital=RRT</u>

