

HA Remote User Guide

(For Microsoft Windows)

Prepared by: N5Div/Dept: HO IT&HI/NMSDate: Nov 2024Version: 0.3



TABLE OF CONTENTS

1	Prer	Prerequisite			
	1.1	Home PC Client Requirement	3		
	1.2	Jot down <u>Office</u> PC computer name	3		
2	Logo	on Flow	4		
3	Acce	ess HA Webmail	5		
4	Remote Desktop Service				
5	Installation of Citrix Secure Access7				
6	Installation of Citrix Workspace				
7	Inst	allaion of HA eCert1	.1		
8	Log	off1	.2		

1 Prerequisite

1.1 Home PC Client Requirement

	HA Connect	
URL	https://remote.ha.org.hk	
Client Platform	Windows 10 / 11	
	(Both 32-bit and 64-bit)	
СРИ	Intel / AMD	
Recommended Browser	Chrome	
Citrix Application Requirement	Citrix Workspace	
Tunnel Requirement	Citrix Secure Access	
Installation Requirement	Windows Administrator privilege to install	
	"Citrix Workspace" & "Citrix Gateway Plug in"	

1.2 Jot down <u>Office</u> 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"

👱 > Control I	Panel > System and Security > Sys	stem	~ Ö	Search Control Panel	م
lome	View basic information	about your co	omputer	r	
er	Windows edition				
S	Windows 10 Pro				10
ion	© 2018 Microsoft		Λ	indows	:10
em settings	Corporation. All rights reserved.		vv	III GOVS	
	System				
	Processor:	Intel(R) Core(TN	/I) i7-8700	CPU @ 3.20GHz 3.19 GHz	
	Installed memory (RAM):	8.00 GB (7.78 GB	3 usable)		
	System type:	64-bit Operating	g System, >	α64-based processor	
	Pen and Touch:	No Pen or Touc	h Input is a	available for this Display	
	Computer name, domain, and	workgroup settin	gs		
	Computer name:	n2- abcde		Change	e 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 So	oftware Lic	ense Terms	
	Product ID: 00330-52248-0	1522-AAOEM		🗣 Change pr	oduct key



2 Logon Flow



啦 | 🌵 IT& HI

3 Access HA Webmail

Click the "HA Intranet Webmail" link



4 Remote Desktop Service

Select "Remote Desktop" and click "PC ICON"



Open "remote_desktop.rdp" at download bar





5 Installation of Citrix Secure Access

For tunnel application such as ePR and Radiology Imaging, Citrix Secure Access is required to install.

- I. Login HA Remote (<u>https://remote.ha.org.hk</u>)
- II. Click Download



III. Install the downloaded AGEE_setup.exe file

Save As	×	
$\leftarrow \ \ \rightarrow \ \ \rightarrow \ \ \uparrow \ \ \downarrow \rightarrow \ \ $ This PC \Rightarrow Downloads	✓ ঊ Search Downloads	
Organize * New tolder	922 - 📀	
A Name Quick across Darktop	Date modified	
Downloads # Downloads # Downloads # Docurrents # Pictures # Copture Music	26/08/2621 18:07	
Mildeos	res usda	
File name: AGEL setus Save as type: Application	* *	
A Hide Folders	Save Cancel	r Plag-in for Windows.
	Download	



IV. Restart PC after installation is completed



- V. Login HA Remote (<u>https://remote.ha.org.hk</u>)
- VI. Click "Open nglauncher"

Open	nglauncher?			
http	s://haconnect.ha.org	.hk wants to open th	is application.	
	Always allow haconn	ect.ha.org.hk to open l	inks of this type in the associa	ited app
			Open nglauncher	Cancel



6 Installation of Citrix Workspace

For Citrix application such as CMS, Citrix ePR Service, I-Drive, Remote Desktop, Citrix Workspace is required to install.

- I. Login HA Remote (https://remote.ha.org.hk)
- II. Click Install



III. Click Download

	Just a moment, we're detecting if Citrix Receiver is a installed.	ilready		
	If Citrix Receiver is detected, you will see a window in a few			
	seconds. Please choose Launch Application.	Logon Procedures		
citrix Workspace	If no window appears, proceed to download.	1. Enter CORP ID & Password 2. Enter One Time Password (OTP) in HA Chat		
	✓ I agree with the Sitrix license agreement	<u></u>		
		Supported Platform		
	Download	Windows 8.1 - 10 (Chrome) Mac 10.15 - 12 (Chrome / Safari)		

IV. Install Citrix Workspace



V. Click Enable single sign-on and Next

Citrix Wo	rkspace X
	Enable Single Sign-on
	When enabled, single sign-on remembers your credentials for this device, so that you can connect to other Citrix applications without having to sign in each time. You should do this only if your IT administrator has instructed you to. This will take effect the next time you log on to this device.
	Inable single sign-on
	For more information on configuring single sign-on, please see article CTX133982 at citrix.com/support.
	Next Cancel



VI. Click Enable app protection and Next



VII. Click Finish

Citrix Workspace	×
citrix.	
Installation successful If you received instructions to set up Cifits Workspace app with your remail or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.	
Add Account	nt Finish

VIII. Click Continue after installation



IX. Click Always allow ... and Open Citrix Workspace Launcher



🗘 | 🌵 | T&HI

X. Click Already installed



XI. Click available application

HA Remote × +	// agonPaint /tminday.html				
Citrix Gateway		IRITE HA SYSTEMS		Fran	kie NG, HOIT&HI AP(N5)8 🔻
All Categories				Q	earch All Apps
All Apps Details HA Institute of Health Care	Details HA Intranet (https://ha.home)	HA Intranet We	Details bmail	HKCH.home	Details
Details	Details	Remote Deskto	Details	Staff Vaccination N	Details Management

VII. Type your office PC computer name here



Installaion of HA eCert 7

For ePR and OTMS user, HA eCert is required to install.

- ١. Login HA Remote (<u>https://remote.ha.org.hk</u>)
- Click "HA ecert install guide" П.



Details

HA ecert installation guide

III. Choose the platform link you are using. Please refer to the following guide to deploy Root CA or Sub CA certificates to Personal / Standalone devices

1.	Windows
2.	Mac
3.	iPhone
4.	iPad
E	Android

5. Android

IV. Follow the guide to install HA ecert

Run the Cert Installation File

1. Click here to download the HA Production Root cert installation file.

2. Double click HAProdCA.exe W HAProdCA.exe

3. Press Yes

Â	claiming to represent:
	Hospital Authority Root CA1
	Windows cannot validate that the certificate is actually from "Hospital
	Authority Root CA1". You should confirm its origin by contacting
	this process:
	Thumbprint (sha1): 01A911A9 778AED33 83F2A807 DECE40FF 636BF410
	Warning:
	If you install this root certificate, Windows will automatically trust any
	certificate issued by this CA. Installing a certificate with an unconfirmed thumborint is a security risk. If you click "Ves" you acknowledge this
	risk.
	Do you want to install this certificate?
	bo you want to instant this certificate.

4. Close and restart browser.



8 Log off

It is recommended to logout the session once you finish your job. Please press the "Log Off" button on the top right hand corner to logout.

\leftrightarrow \rightarrow C $remote.ha.org.hk/logon/$	∽ 🖻 ☆ 🔲 😩 :			
Citrix Gateway	FAVOURITE	REMOTE DESKTOP	HA SYSTEMS	Frankie NG, HOIT&HI AP(N5)
Details I-Drive				Activate Install Citrix Receiver About Log Off