



醫院管理局

HOSPITAL
AUTHORITY

HA Remote User Guide

(For Microsoft Windows)

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1 Prerequisite

1.1 Home PC Client Requirement

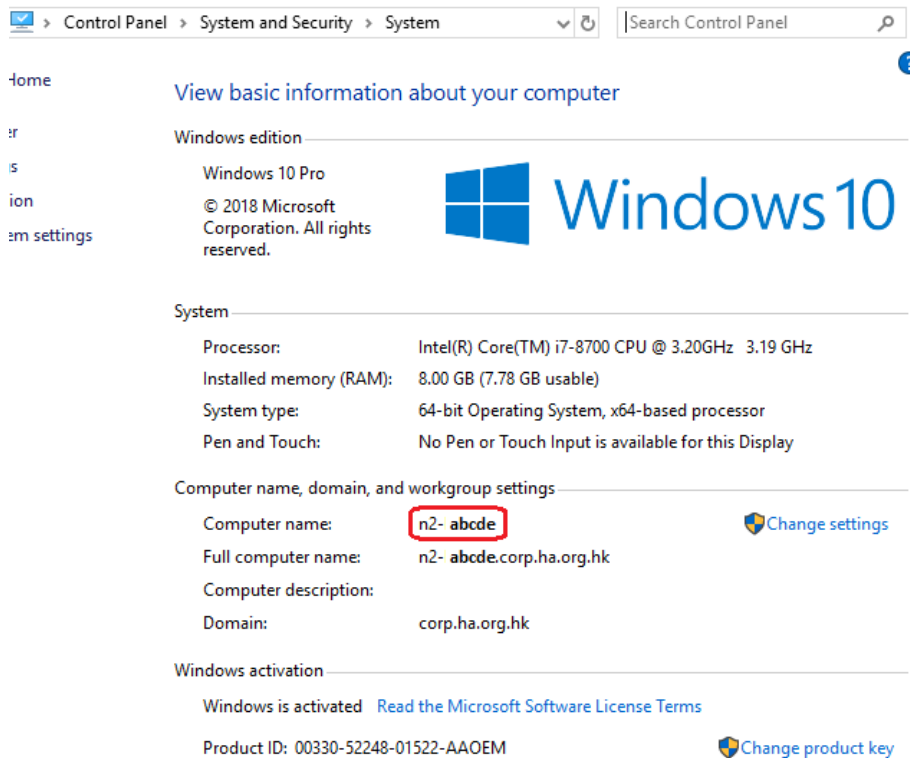
HA Connect	
URL	https://remote.ha.org.hk
Client Platform	Windows 8.1 / 10 / 11 (Both 32-bit and 64-bit)
CPU	Intel / AMD
Recommended Browser	Chrome
Citrix Application Requirement	Citrix Workspace
Tunnel Requirement	Citrix Gateway Plug in
Installation Requirement	Windows Administrator privilege to install “Citrix Workspace” & “Citrix Gateway Plug in”

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”



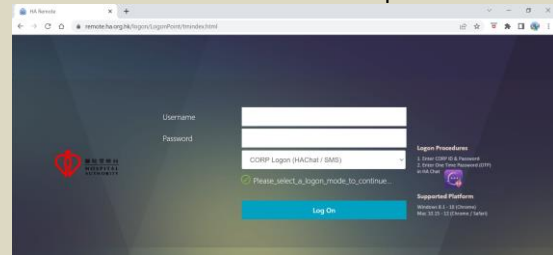
2 Logon Flow

Access HA Remote & Logon with CORP account

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

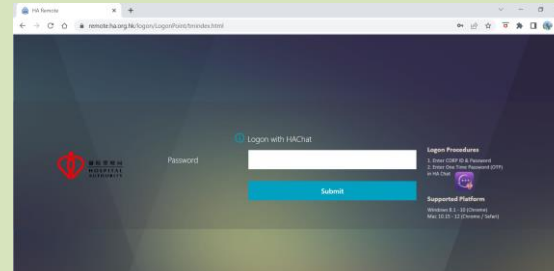
For HA Chat / SMS user

- Enter HA CORP account and password



Enter One Time Password

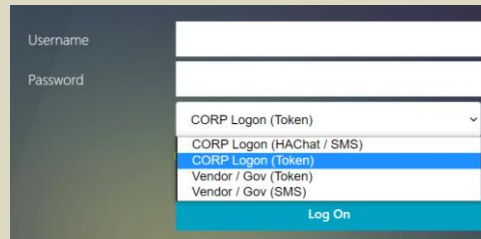
- Enter the OTP message from HA CHAT \ SMS



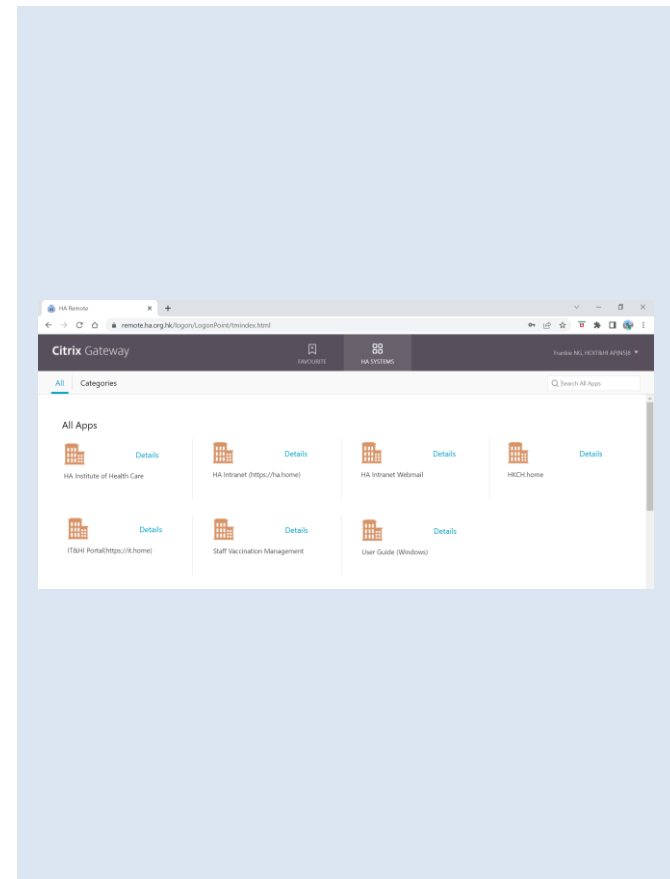
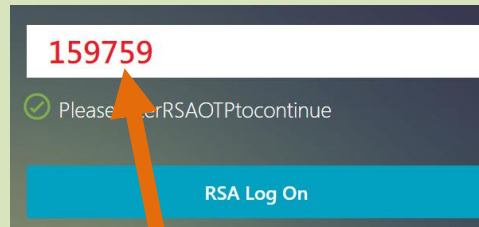
Access HA Systems

For Token user

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

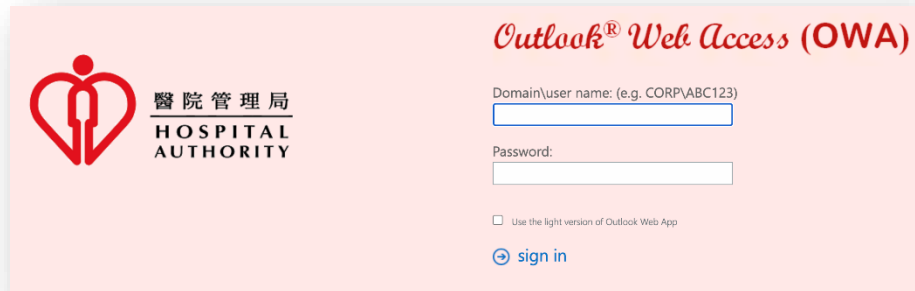
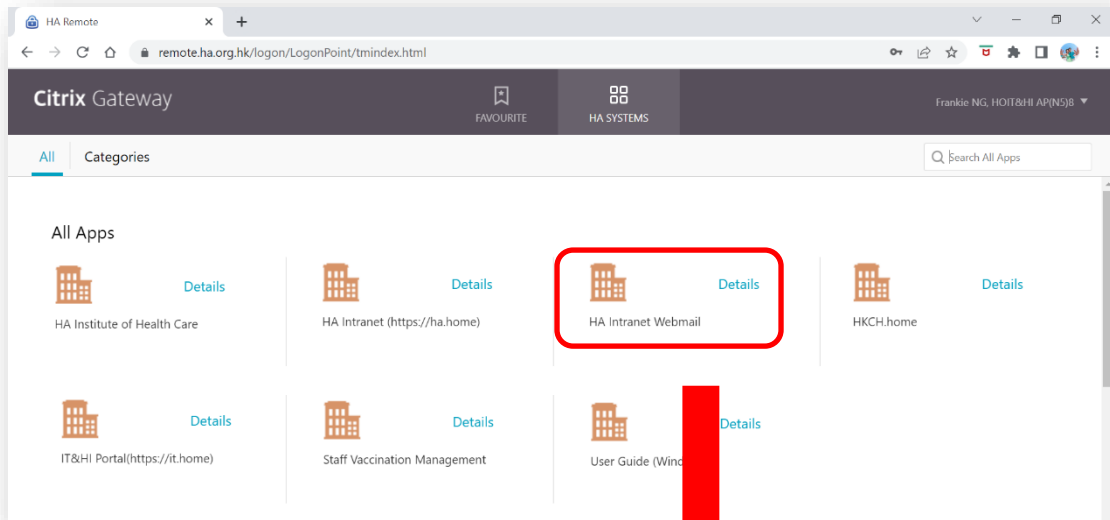


- Enter token code



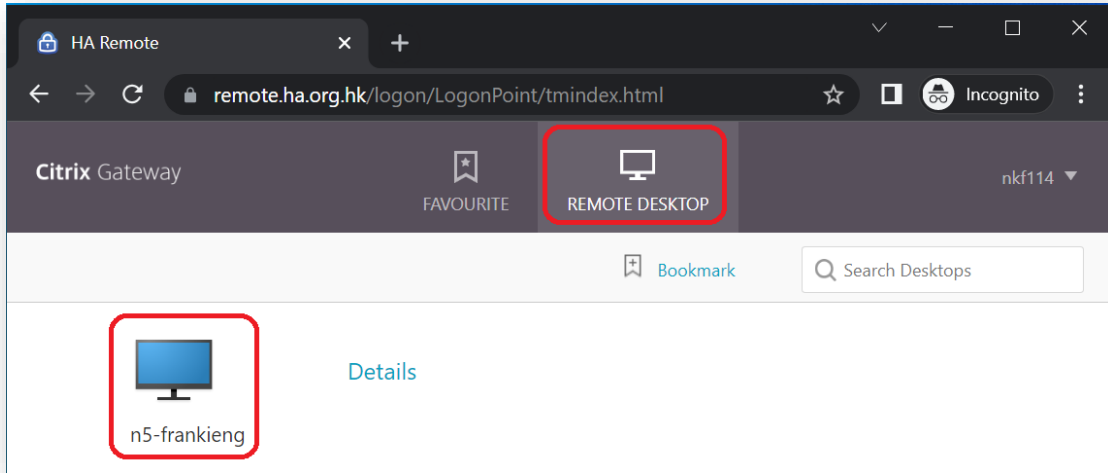
3 Access HA Webmail

Click the “HA Intranet Webmail” link

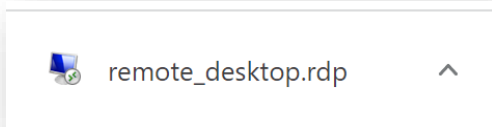


4 Remote Desktop Service

Select **“Remote Desktop”** and click **“PC ICON”**



Open **“remote_desktop.rdp”** at download bar



5 Installation of Citrix Gateway Plug-in

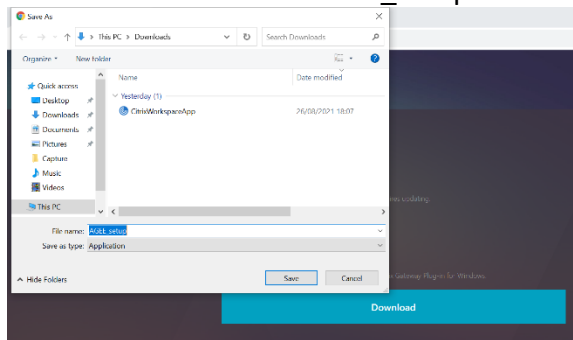
For tunnel application such as ePR and Radiology Imaging, Citrix Gateway Plug-in is required to install.

I. Login HA Remote (<https://remote.ha.org.hk>)

II. Click **Download**



III. Install the downloaded AGEE_setup.exe file

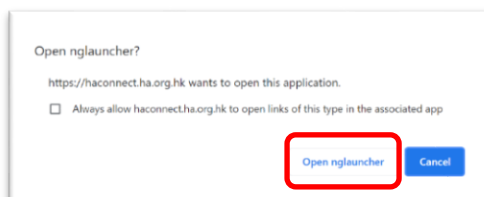


IV. Restart PC after installation is completed



V. Login HA Remote (<https://remote.ha.org.hk>)

VI. Click "Open nglauncher"



6 Installation of Citrix Workspace

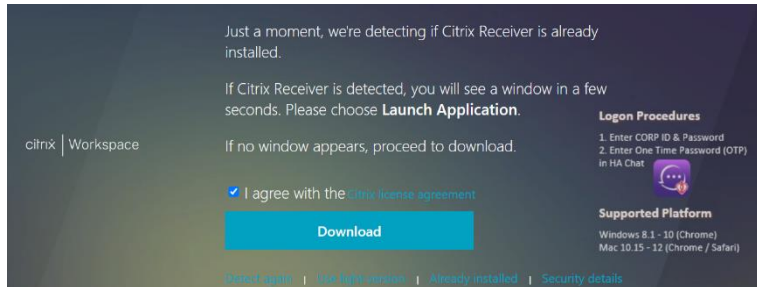
For Citrix application such as CMS, Citrix ePR Service, I-Drive, Remote Desktop, Citrix Workspace is required to install.

I. Login HA Remote (<https://remote.ha.org.hk>)

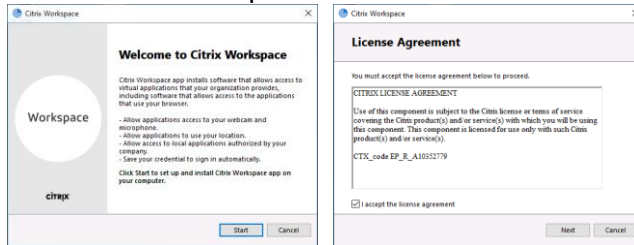
II. Click Install



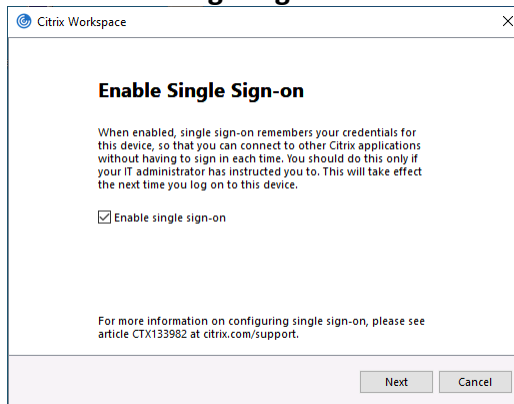
III. Click Download



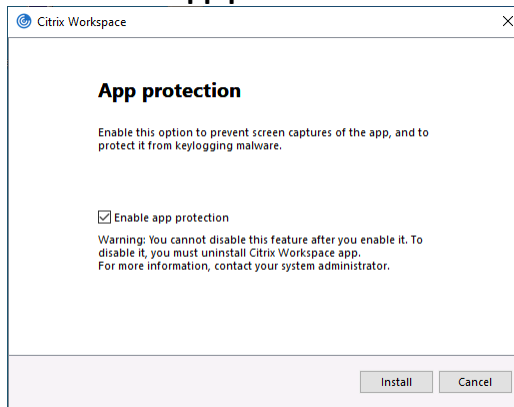
IV. Install Citrix Workspace



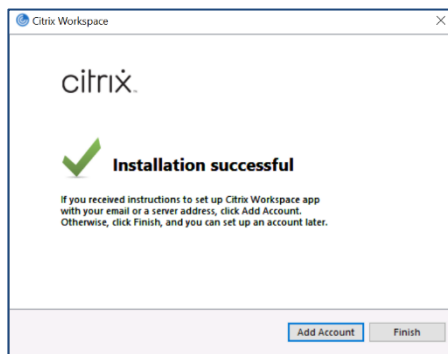
V. Click Enable single sign-on and Next



VI. Click **Enable app protection** and **Next**



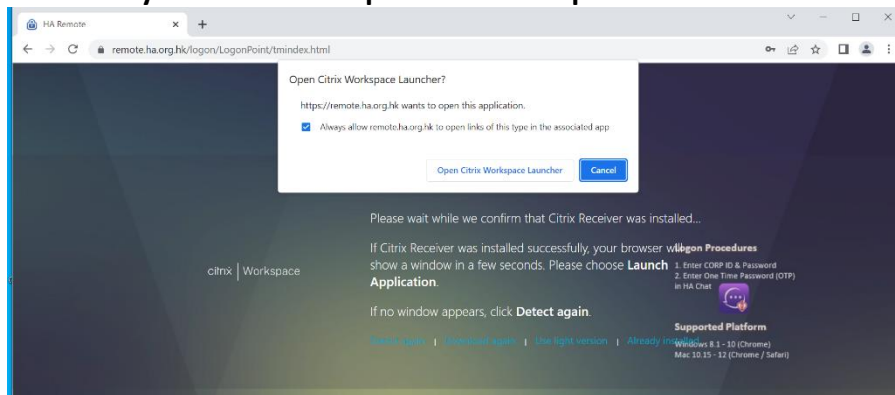
VII. Click **Finish**



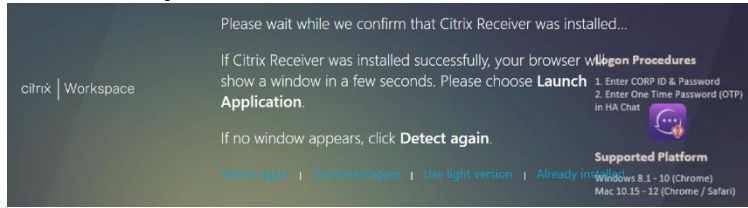
VIII. Click **Continue** after installation



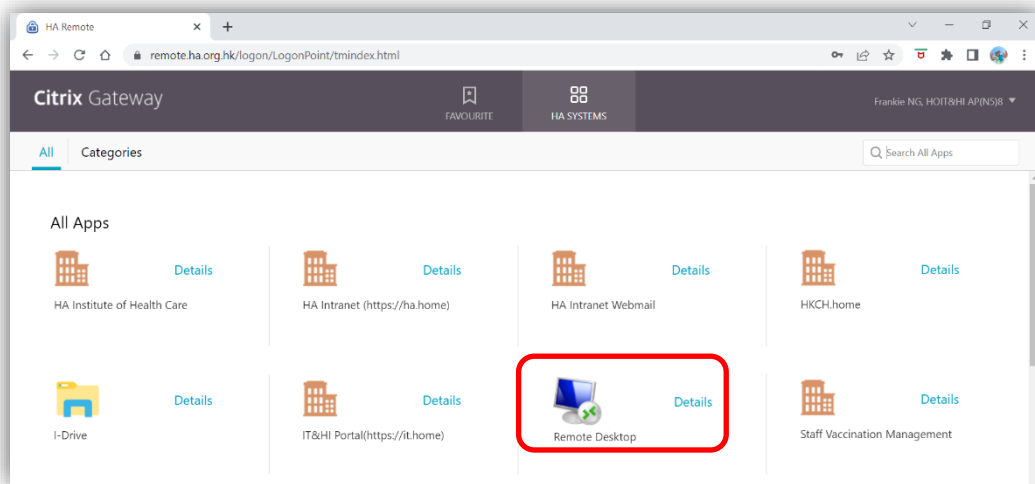
IX. Click **Always allow ...** and **Open Citrix Workplace Launcher**



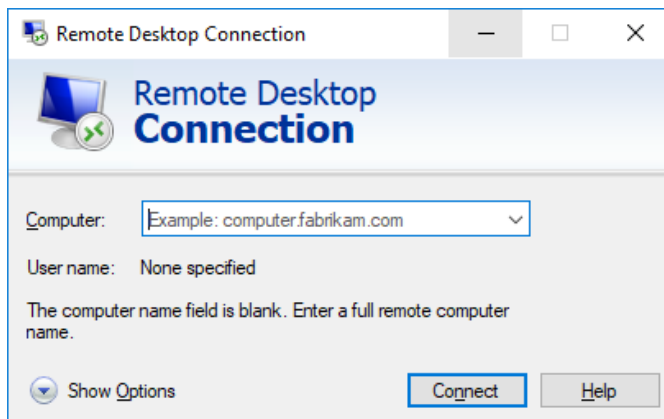
X. Click **Already installed**



XI. Click available application



VII. Type your *office* PC computer name here



7 Installaion of HA eCert

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

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



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

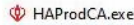
1. [Windows](#)
2. [Mac](#)
3. [iPhone](#)
4. [iPad](#)
5. [Android](#)

- 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**



3. Press **Yes**



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.

