Remotely accessing COORDINARE systems

Version: 1.6 FINAL

CONTENTS

1. BACKGROUND AND SUPPORT

As an additional measure to secure GPH ICT systems, the ICT Team have upgraded the remote access solution to incorporate "2 factor authentication".

This means that you will login with an additional ID that is generated every 30 seconds by an app on your phone, tablet or PC.

The one-time setup process is not complex and when setup the login process is very straightforward. That said if at any stage you have any issues with the setup or using the new remote access solution, you can contact the ICT helpdesk.

Phone	02 4220 7699
Log a ticket	Autotask Client Portal
Email	itteam@gph.org.au

IMPORTANT NOTE:

This document and remote access login links are available here:

http://www.coordinare.org.au/about-us/log-in/

2. SETTING UP REMOTE ACCESS

Setting up remote access will require you to perform the following tasks.

1. Install the Symantec VIP mobile app.
2. Register your mobile device.
3. Log into the new remote access gateway to test all is working OK. This may require you to install the Citrix receiver if you do not have it already installed.

2.1 INSTALLING THE SYMANTEC VIP MOBILE APP

The Symantec VIP app is used to generate the unique ID that you will need to use to login remotely. Simply search for "Symantec VIP" in your respective device's app store:

Google Play store – Android phone or tablet.

If you do not have a Google Play account, you can download the Android VIP application directly from this location:

https://dl.dropboxusercontent.com/u/47379680/Android%20Symantec%20VIP%20apk/VIP%20Access_3.1.3_apk-dl.com.apk

You may receive a warning regarding the installation of non-Play store applications. To adjust your application installation permissions, you will need to go to Settings => Security and tick the box to allow installation from Unknown Sources.

Apple apps store – Apple phone or tablet.

Windows app store – Windows phone or tablet.

IMPORTANT NOTE

If you have a Telstra Dave / ToughMax supplied by GPH ICT **please contact support before proceeding.**

2.2 REGISTERING YOUR DEVICE

You now need to register your device against your COORDINARE network login.

To do this login into the Self Serve portal here: https://vipssp.gph.org.au and login using your network login and password:

User Name: rmatchett (no COORDINARE\' or "@coordinare.org.au required)
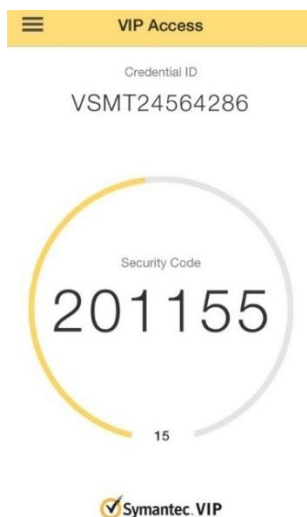
Password: xxxxxxxxxx

Once logged in select **REGISTER**
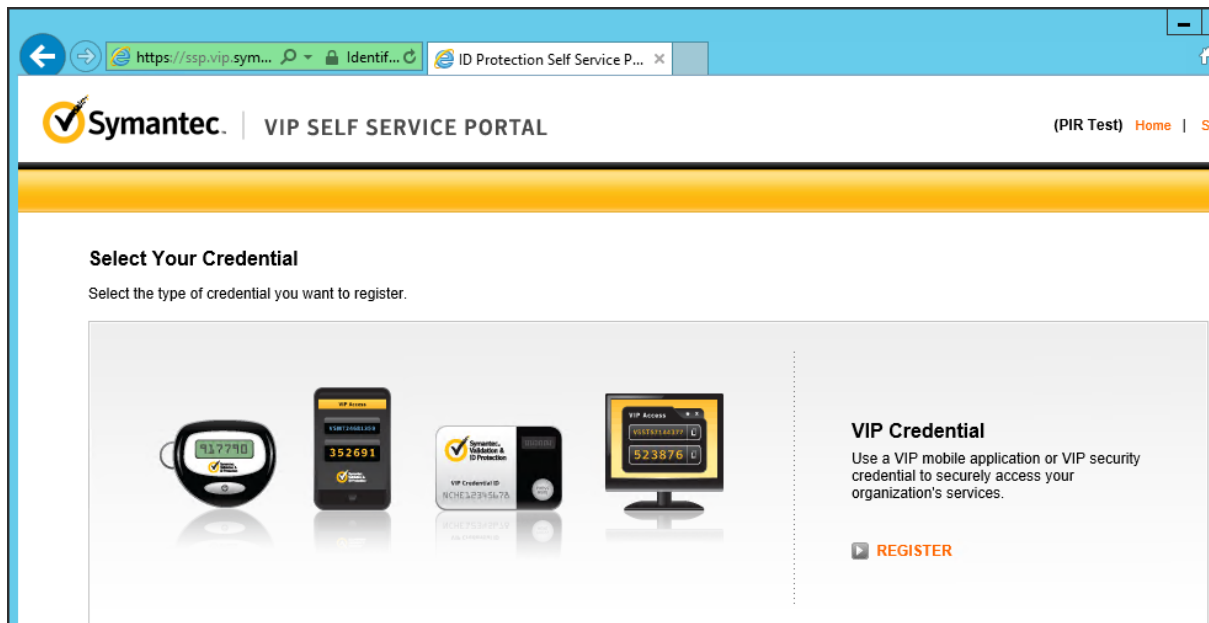
Now complete the required fields:

1. Credential name – enter a simple name that is easy to remember ie Rhett's iphone

These next 2 fields come from the Symantec VIP access app on your mobile device or PC.

2. Credential ID – top of the screen in the VIP Access app
3. Security code – middle of the screen, a new one is generated every 30 seconds.

Register Your Credential

* Required Information

*Credential Type: VIP Credential

*Credential Name: [My Credential]
Enter a simple name that is easy to remember.

*Credential ID: [   ]
What is a Credential ID?

Credential ID examples: Close
Your credential contains a unique alphanumeric ID.

ABCD12345678   ABCD12345678 123456   VSST12345678 / 123456

VIP Security Token   VIP Security Card   VIP Access
(Back)   (Front)
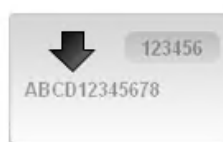
*Security Code: [   ]
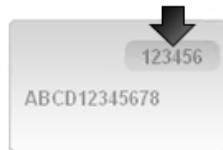What is a Security Code?

Security Code examples: Close
Your credential provides a dynamic 6-digit code that changes every 30 seconds.

123456
Press   123456 / ABCD12345678   VSST12345678 / 123456

VIP Security Token   VIP Security Card   VIP Access
(Front)   (Front)

[Cancel]   [Submit]

Once you have entered these 3 fields click **Submit.**

You have successfully registered broberts G4.
Enter a security code from this credential the next time you Sign In.

Manage Your Credentials

This VIP Self Service Portal enables you to register, test, or reset credentials. You can also remove credentials from your account.

Your Registered Credentials			Register another credential?	Register
Credential Name	**Credential ID**	**Type**	**State** ?	**Actions**
broberts G4 (Push Enabled)	VSMT59673155	VIP Credential	Enabled	>

Your device is now registered against your account and will now accept the Security Code to log into the Access Gateway.

IMPORTANT NOTE

If you lose or replace your device, you will need to contact ICT support.

2.3 LOGGING IN TO THE CITRIX ACCESS GATEWAY

The following operating systems can be used when logging in remotely:

- Windows 7
- Windows 7 with Service Pack 1 (SP1)
- Windows 8
- Windows 8 with Service Pack 1 (SP1)
- Windows 10
- Mac OSX Mountain Lion (10.8)
- Mac OSX Mavericks (10.9)
- Mac OSX Yosemite (10.10)
- Mac OSX El Capitan (10.11)
- Note: Newer or older platforms *may* work but are not guaranteed to work and ICT support cannot be provided.

The following internet browsers can be used when logging in remotely:

- Internet Explorer 9
- Internet Explorer 10
- Internet Explorer 11
- Safari 7.1
- Safari 8.0
- Safari 9.0
- Safari 9.1

Important note:

Newer or older browsers provided by other software vendors (e.g. Opera, Chrome, Firefox, etc.) *may* work but are not guarantee to work and ICT support cannot be provided.

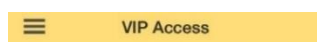The Citrix Secure Access Portal can be accessed directly from:

https://remote.gph.org.au/vpn/index.html

This link can always be accessed from the COORDINARE website here:

http://www.coordinare.org.au/about-us/log-in/

User name: rmatchett (no GPH\' or "@gph.org.au required)

Password: xxxxxxxxx (your network login password)

Security code: **enter the security code generated by the Symantec VIP app on your mobile device or PC and click Log On.**
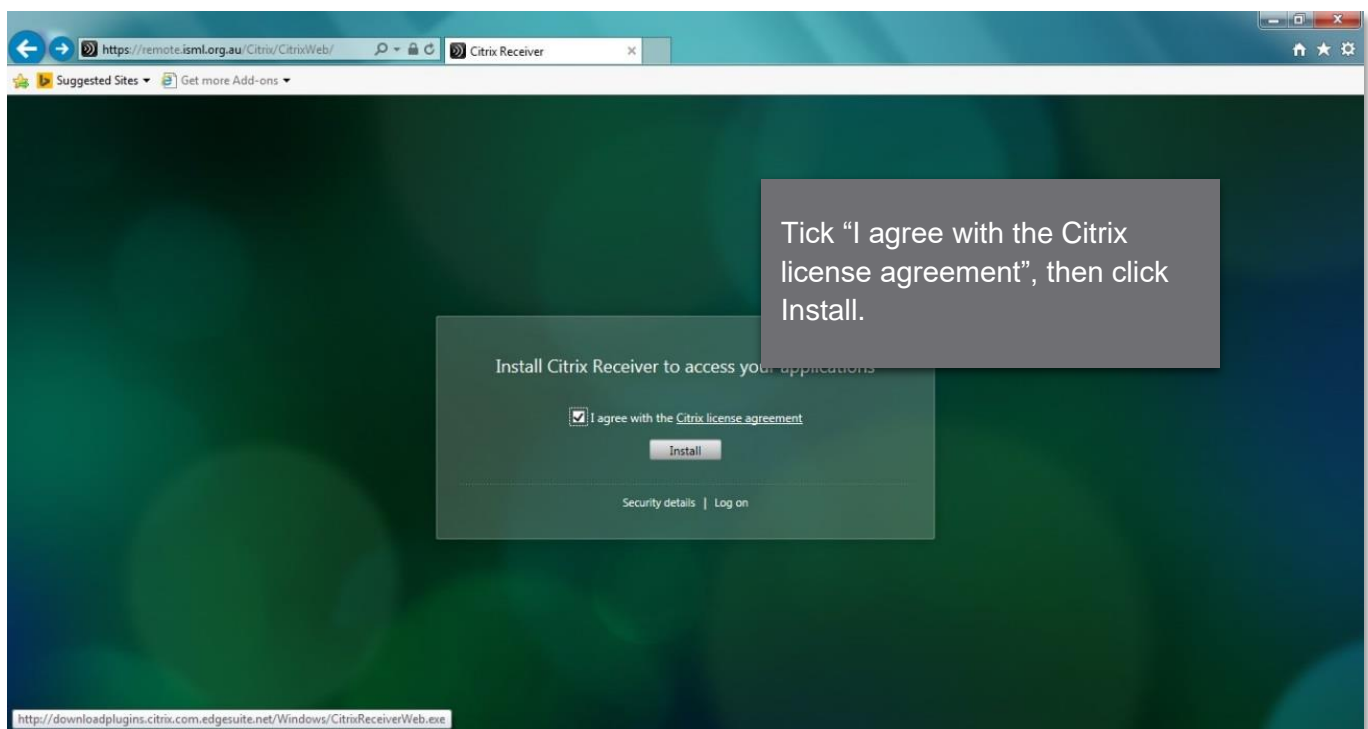
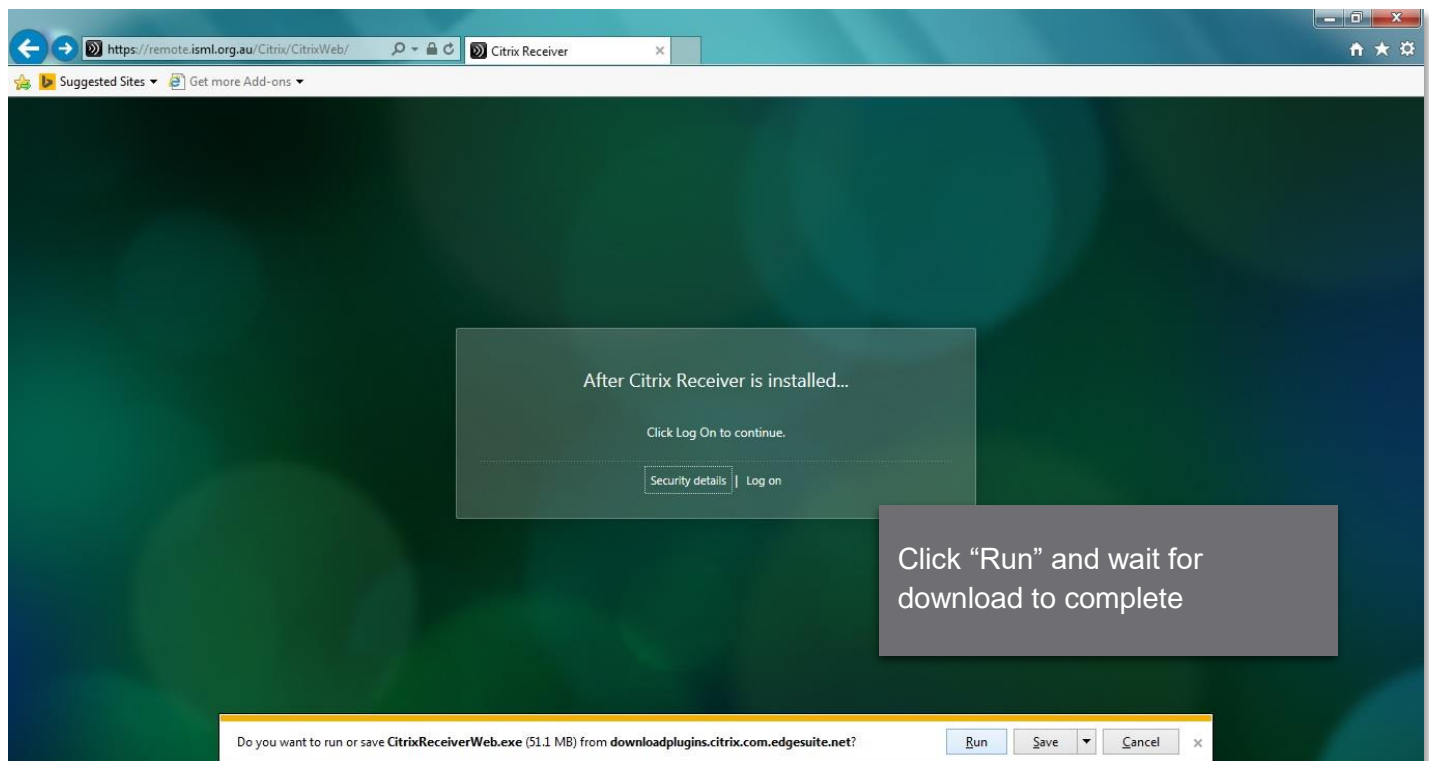## 2.4 INSTALLING THE CITRIX RECEIVER – WINDOWS

IMPORTANT NOTE - You will not need to do this if you have already installed the Citrix receiver onto your PC.

You will be presented with the following screen if it is not installed.

Depending on your Windows configuration (Windows 7, 8 or 10, IE9, 10 or 11) the Citrix installation will automatically start or you will be prompted to 'Open' or 'Run' the package similar to the previous image.

Follow the on screen prompts and install the Citrix Receiver.

After the installation is complete the installation window will close and you will be returned to the Citrix Receiver webpage. You can now click on "Desktop" to connect to the GPH servers
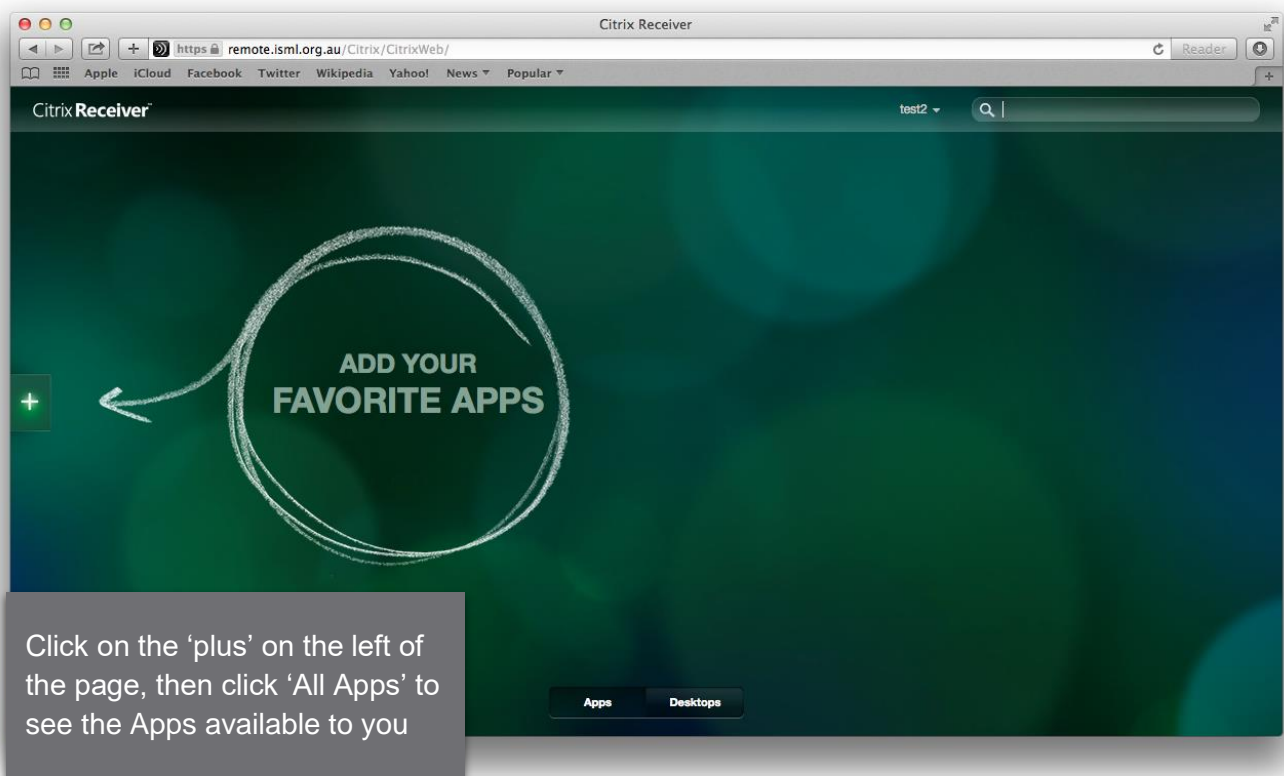
The installation of the Receiver is only required on the first login or when a new version of the receiver is required. The same steps can be followed to upgrade the Citrix Receiver.

To add site specific Apps, please continue reading below.

2.4.1 ADDING RECEIVER APPS

Apps have been created to allow quick access to specific applications. The Apps you have access to are dependent on your primary place of work and permissions. If you feel you are missing Apps, please contact ICT Support.
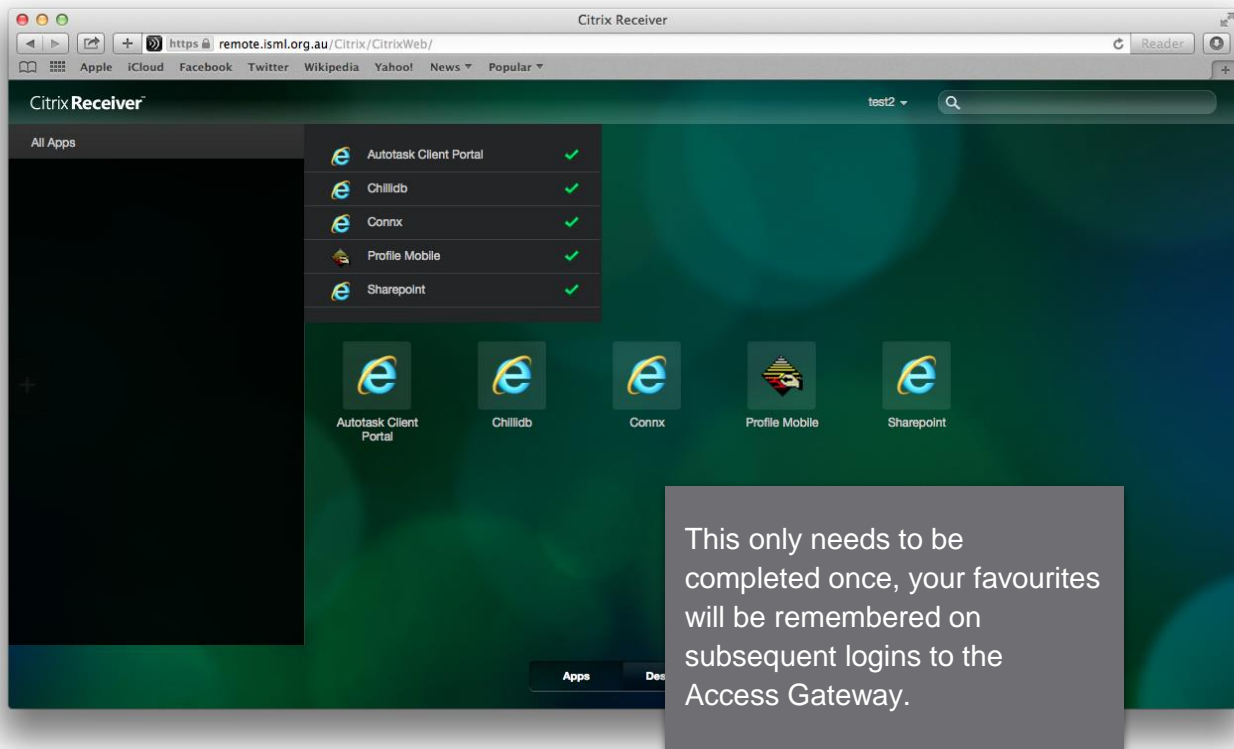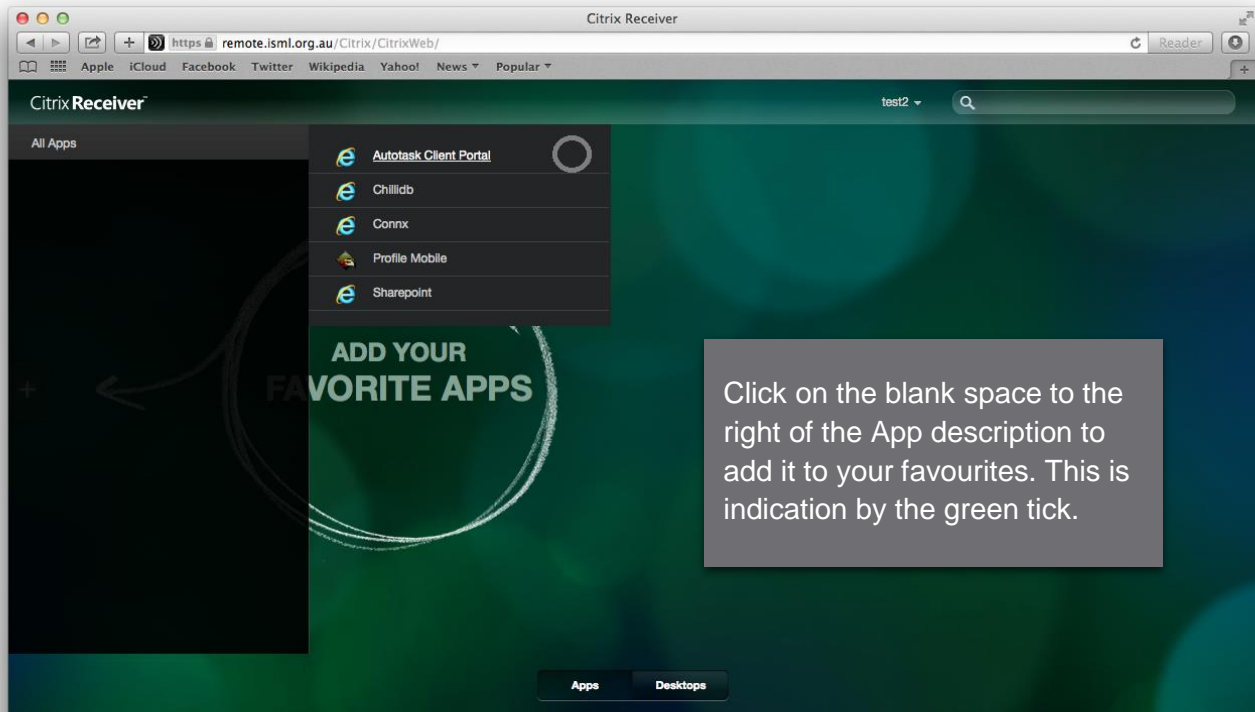
To access Apps, log into the Citrix Access Gateway and click on "Apps" at the bottom of the page.

Click on the 'plus' on the left of the page, then click 'All Apps' to see the Apps available to you

Click on the blank space to the right of the App description to add it to your favourites. This is indication by the green tick.

This only needs to be completed once, your favourites will be remembered on subsequent logins to the Access Gateway.
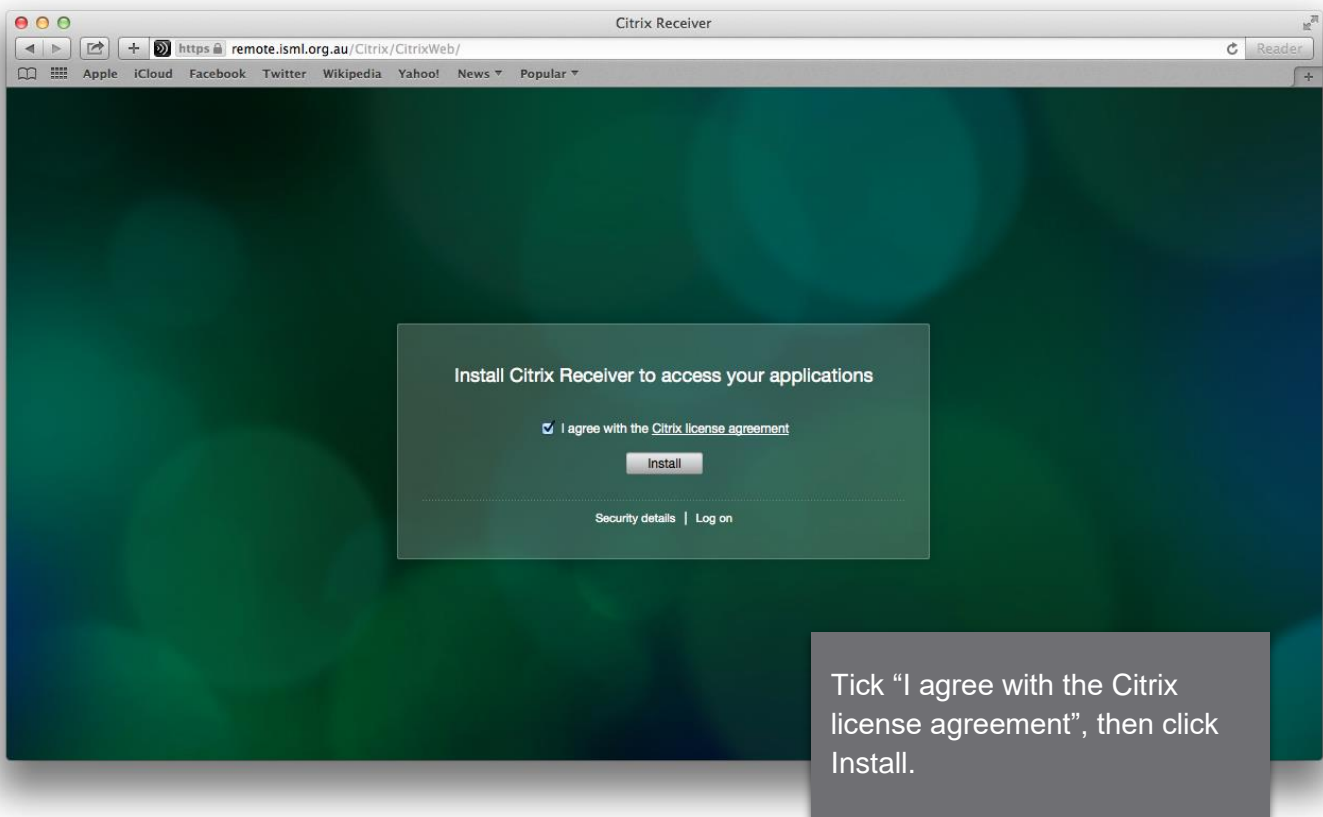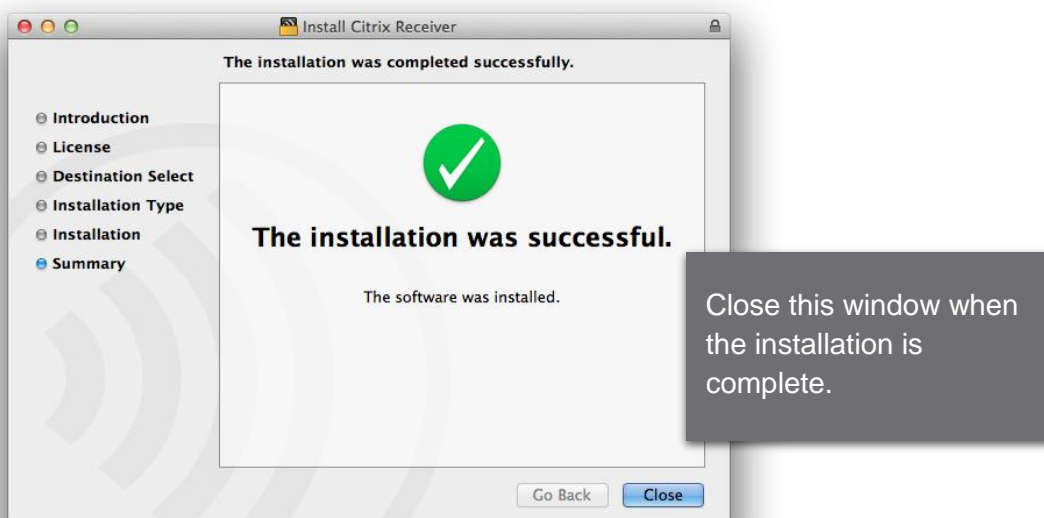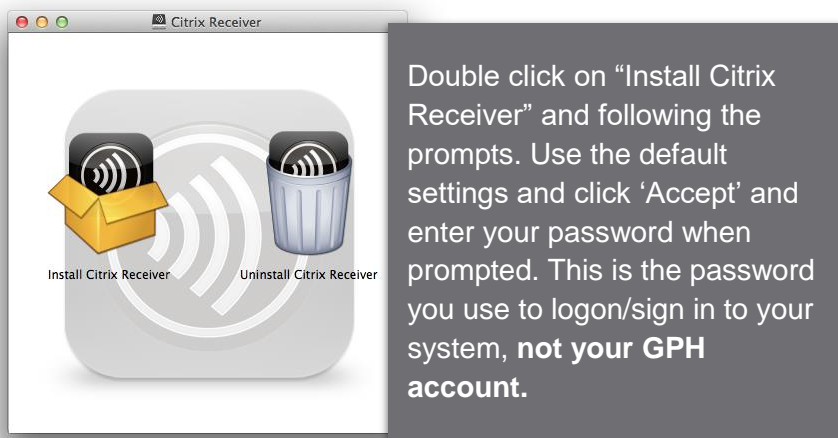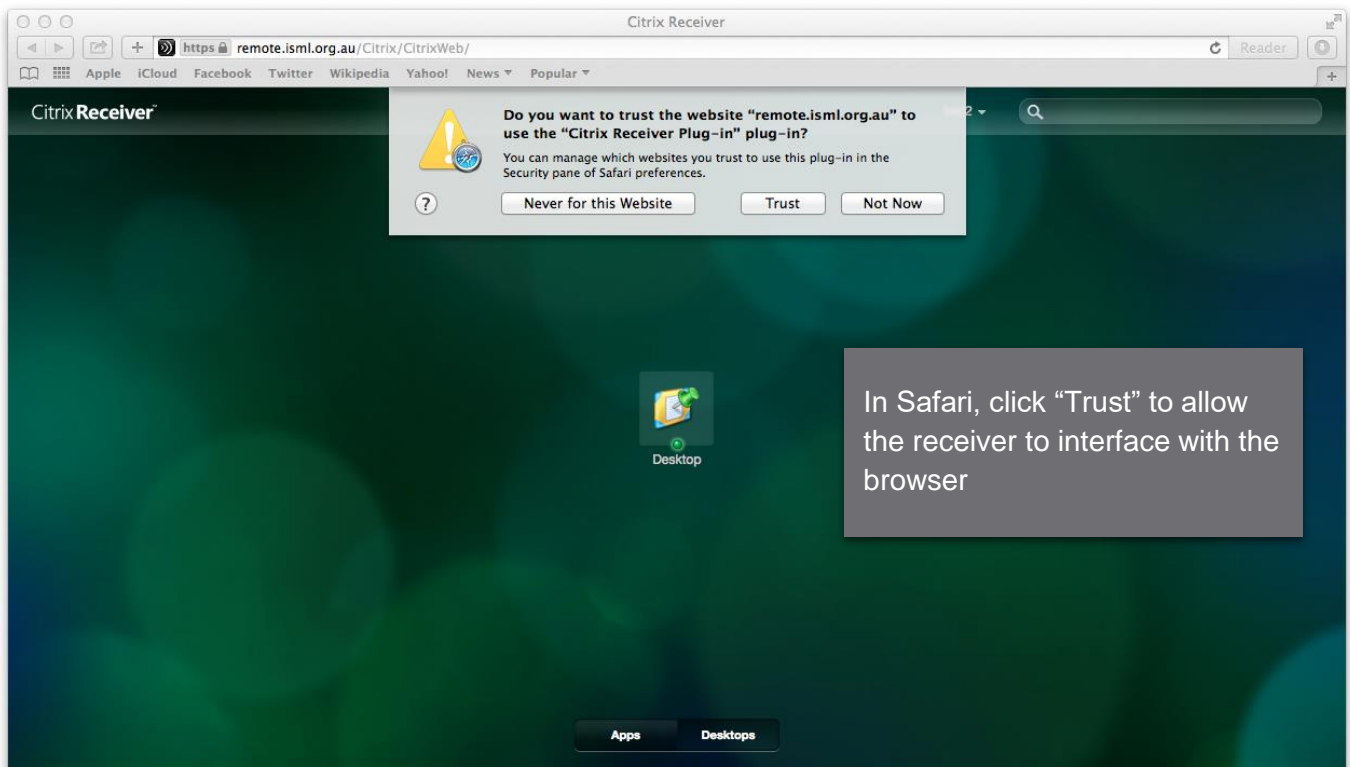
2.5 INSTALLING THE CITRIX RECEIVER – MAC

IMPORTANT NOTE - You will not need to do this if you have already installed the Citrix receiver onto your PC.

You will be presented with the following screen if it is not installed.

Tick "I agree with the Citrix license agreement", then click Install.

After the download has finished open then installer from the menu bar

Double click on "Install Citrix Receiver" and following the prompts. Use the default settings and click 'Accept' and enter your password when prompted. This is the password you use to logon/sign in to your system, **not your GPH account.**

Close this window when the installation is complete.

The installation is now complete. You can now click on "Desktop" to connect to the GPH servers.

The installation of the Receiver is only required on the first login or when a new version of the receiver is required. The same steps can be followed to upgrade the Citrix Receiver.

To add site specific Apps, see section **2.4.1 Adding Receiver Apps.**