



Remotely accessing COORDINARE systems

Prepared by GPH ICT
v2.2



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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 in addition to using your network login details when logging in remotely, you will also use an app on your phone called Microsoft authenticator.

This requires a one-time setup. Once completed 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
Email	itteam@gph.org.au

NOTE:

This document and remote access login links are available here:

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

2. INSTALLING THE MICROSOFT AUTHENTICATOR MOBILE APP

The Microsoft authenticator mobile app is used to allow you to login remotely. Simply search for “Microsoft authenticator” in your respective device’s app store and install it on your phone.

Google Play store – Android phone or tablet. Eg Samsung, Huawei, HTC, LG, Sony

Apple apps store – Apple phone or tablet.

IMPORTANT NOTE:

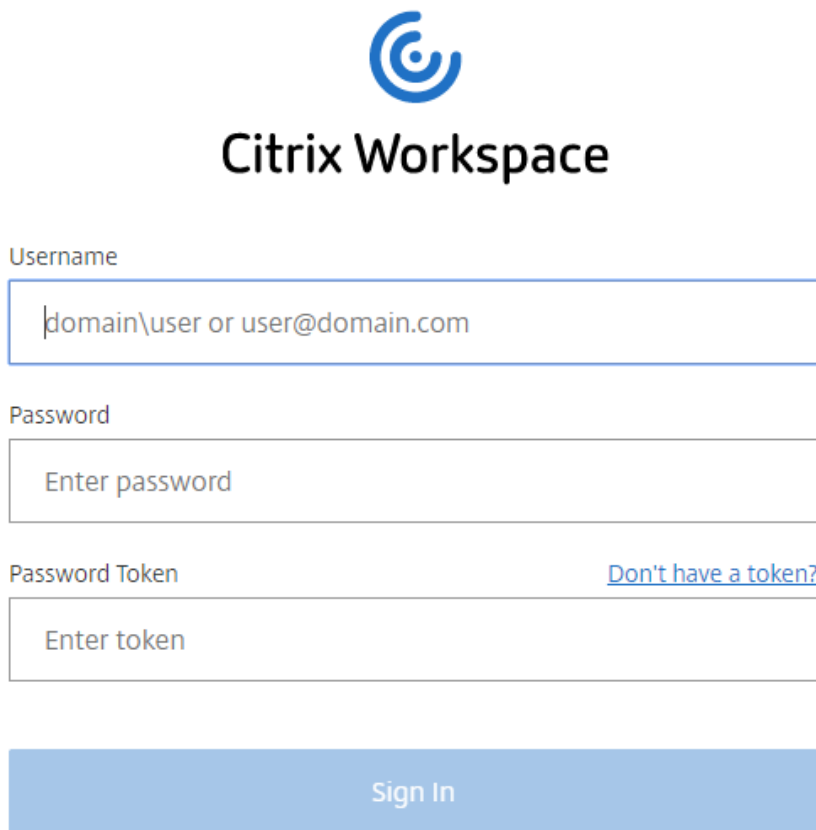
If you have a mobile device supplied by GPH / COORDINARE ICT please contact support before proceeding.



2.1 ADDING YOUR ACCOUNT TO MICROSOFT AUTHENTICATOR

You now need to add your account to the Microsoft Authenticator app.

- In your web browser, navigate to <https://coordinare.cloud.com>
- Click on the don't have a token link above the token section

The image shows the Citrix Workspace login interface. At the top center is the Citrix logo, a blue circular icon with a stylized 'C'. Below it is the text "Citrix Workspace" in a large, bold, black font. The login form consists of several input fields and a button. The "Username" field contains the placeholder text "domain\user or user@domain.com". The "Password" field contains the placeholder text "Enter password". The "Password Token" field contains the placeholder text "Enter token". To the right of the "Password Token" field is a blue link that says "Don't have a token?". Below these fields is a large blue button with the text "Sign In" in white.



- Enter your email and click next



To register a token device, you first need to verify your identity. Enter your username below to send an email with a verification code.

Username

[Cancel](#)



[English \(US\)](#)

[Privacy Policy](#)

- Go to your email address entered above and retrieve the verification code

Complete Your Device Registration

Getting too much email? [Unsubscribe](#)

Attachments, pictures, and links in this message have been blocked because the sender isn't in your Safe Senders list. [I trust content from donotreplynotifications@citrix.com.](#) | [Show blocked content](#)

Citrix Cloud <donotreplynotifications@citrix.com>
Mon 18/11/2019 1:04 PM
Test User UAT

Hello testuseruat@coordinate.org.au,

To complete registration of your token device, enter the following verification code:

Verification code:

f5b2c9

Your code is valid for 24 hours and can only be used once.



- Enter the verification code and your network password



Citrix Workspace

Enter your verification code and password below to continue registering your token device.

In some cases, there may be a time delay before you receive the verification email. Try looking in your spam or trash folders.

Still didn't receive a code? [Resend verification email.](#)

Verification Code

Password

Next

[Cancel](#)



[English \(US\)](#)

[Privacy Policy](#)



- Here you have 2 options:
 1. Scan the QR code by opening the Microsoft authenticator app pointing your phone's rear camera at the QR code on the screen.
 2. Open the Microsoft authenticator app and type the code in manually.



Citrix Workspace

Authenticator apps, such as Citrix SSO, Google Authenticator, and Microsoft Authenticator, generate random codes that you can use to sign in. They do not have access to your password or account information. Use the authenticator app of your choice to generate these codes.

Download Instructions

1. Visit the app store for your device.
2. Search for "Authenticator App."
3. Download and install the app of your choice.



Scan QR or type the following code
O6EXGGQTXI5UQLFN

Finish and Sign In

[Cancel](#)

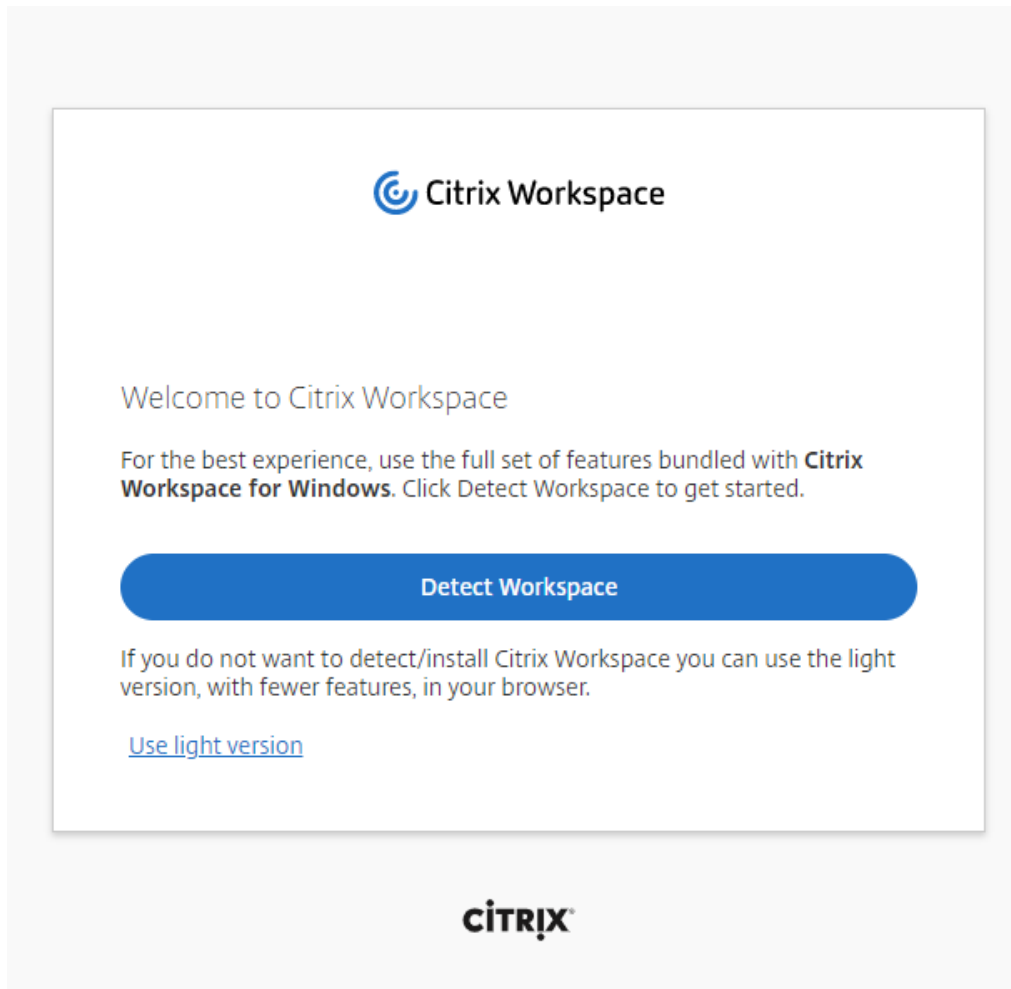
CITRIX

[English \(US\)](#)

[Privacy Policy](#)



- Once set up in Microsoft Authenticator, click the finish and sign in button
- Click the detect workspace button and start your session

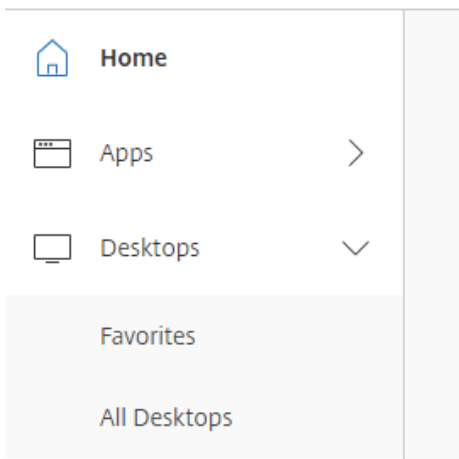




3. ACCESSING YOUR DESKTOP

After signing in with your COORDINARE account to the Citrix remote desktop you will be presented with a blank page.

To access your desktop, click Desktops => All Desktops.



To save a desktop to your homepage (in most cases this will be "Coordinare Desktop") – click the star.

