



# **How to setup remote access**

GPH systems

Version: 1.0



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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 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
Email	itteam@gph.org.au

**NOTE:**

This document and remote access login links are available here:

<http://www.gph.org.au/gph-log-in/>

## 2. INSTALLING THE MICROSOFT AUTHENTICATOR MOBILE APP

The Microsoft Authenticator app is used to generate the unique ID that you will need to use to login remotely. Simply search for “Microsoft Authenticator” in your device’s app store:

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

**Apple app store** – Apple phone or tablet.

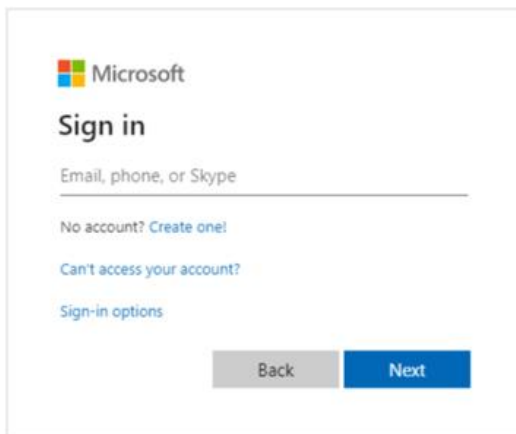
**IMPORTANT:**

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

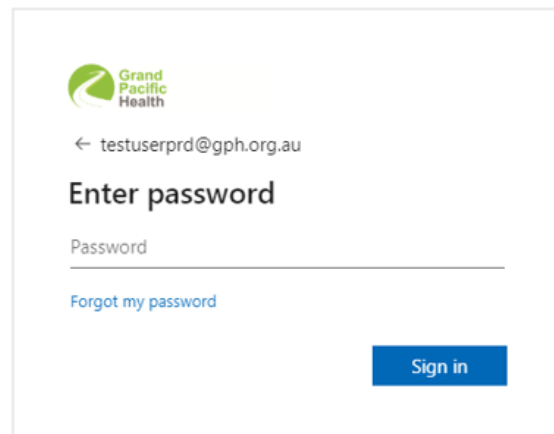
### 3. ADDING YOUR ACCOUNT TO MICROSOFT AUTHENTICATOR

You now need to add your account to the app.

- Open Chrome and enter the following web address (best to copy and paste) <https://aka.ms/MFASetup>. You will be asked to login - use your **GPH email and password**.

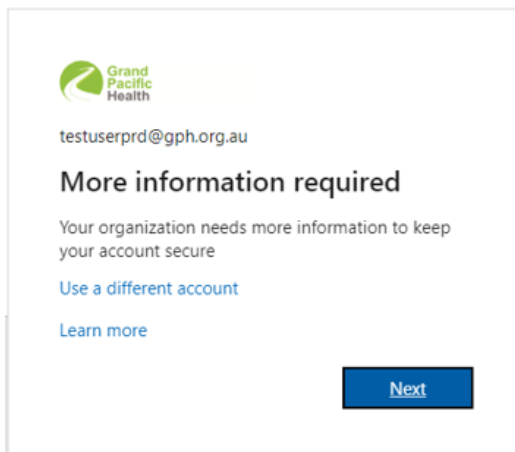


Microsoft  
**Sign in**  
Email, phone, or Skype  
No account? [Create one!](#)  
Can't access your account?  
Sign-in options  
Back Next



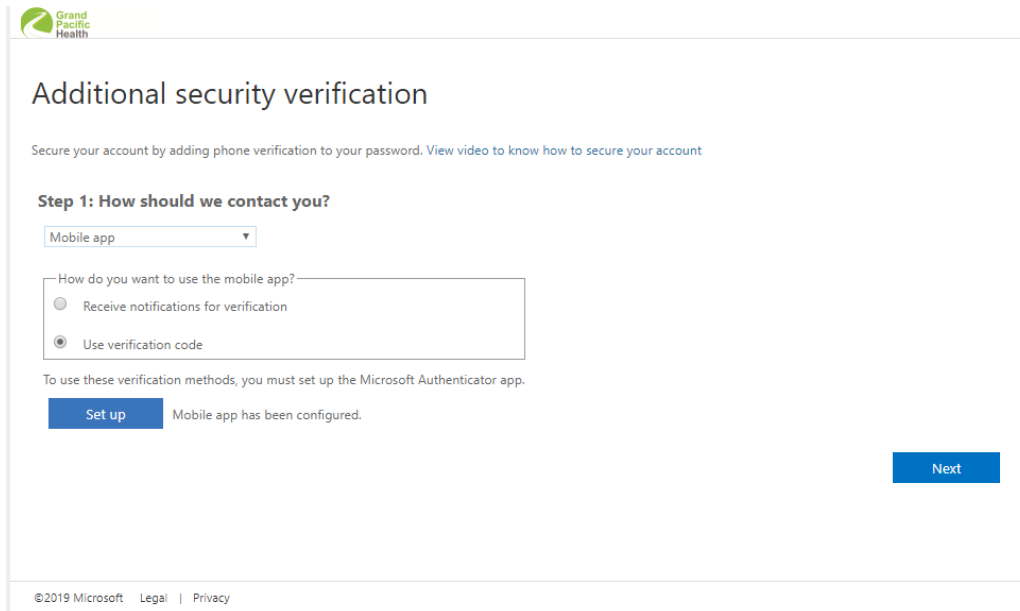
Grand Pacific Health  
← testuserprd@gph.org.au  
**Enter password**  
Password  
Forgot my password  
Sign in

- The next page that opens will say more information required, on this page click **next**.

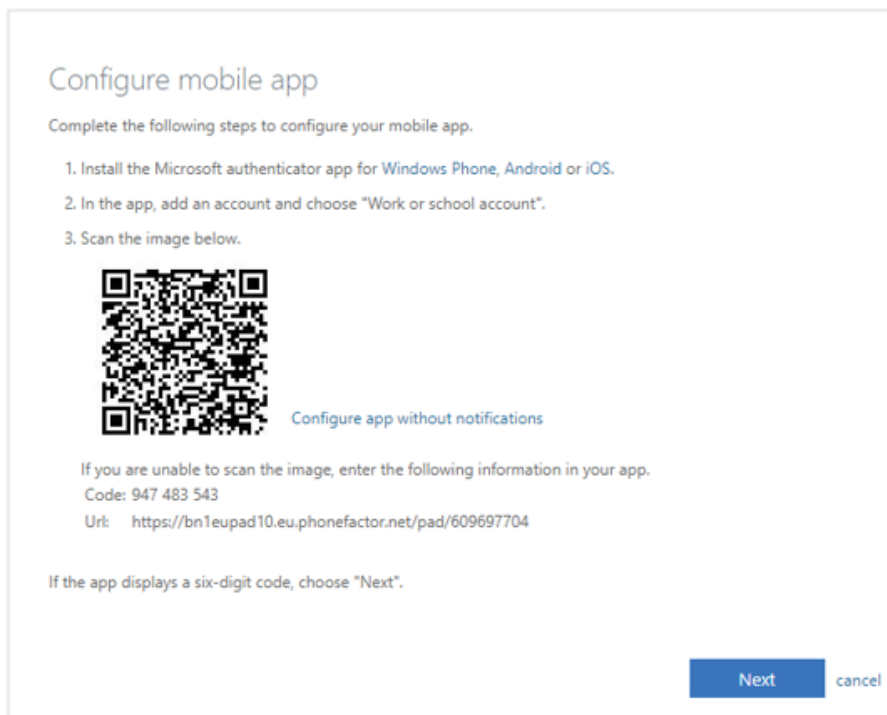


Grand Pacific Health  
testuserprd@gph.org.au  
**More information required**  
Your organization needs more information to keep your account secure  
[Use a different account](#)  
[Learn more](#)  
Next

- You will then come to a screen that asks how “should we contact you?”. Choose **mobile app** in the drop down, then select “**use verification code**” and click **setup**.



- A popup will then appear with instructions to configure your mobile app and a QR code.



- At this point open the Authenticator app, skip through the initial introduction and select **add account**.
- On the next screen select **work or school account**.
- At this point it will ask you to scan a QR code. To do this point the phone's rear camera at you're the QR code on the screen.

**Note:**

If your phone asks you to allow Authenticator to take photos click allow.

- Once scanned click **next** on your computer. Your activation status will be checked, and you can see the progress of this next to the setup button.

### Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up**

• Checking activation status.

### Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

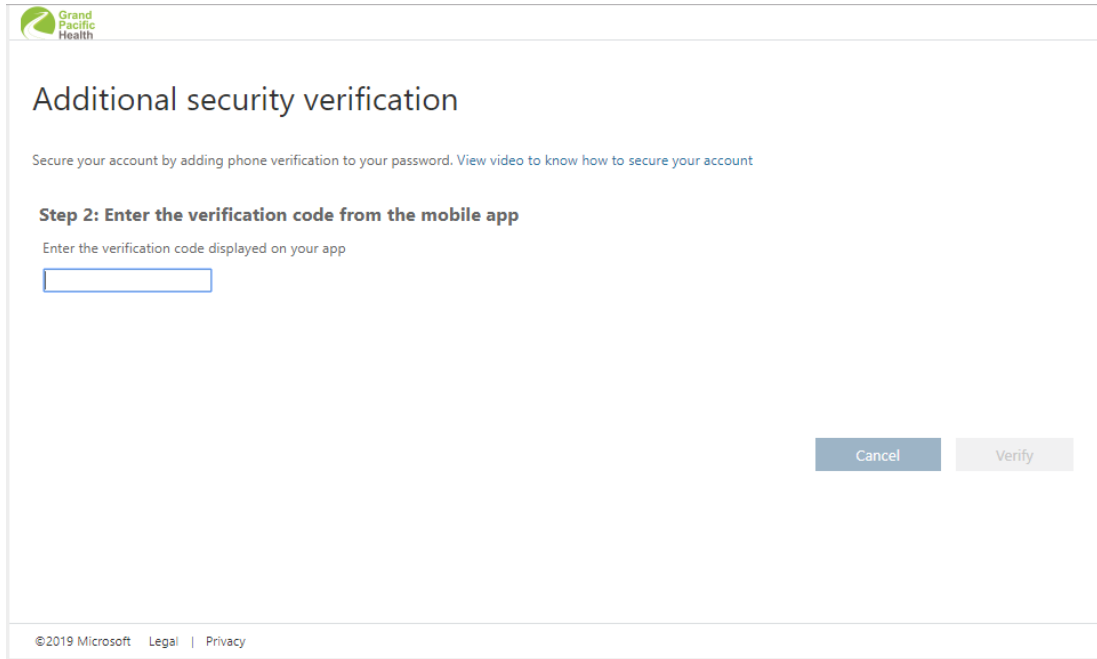
Mobile app has been configured for notifications and verification codes.

- Once it says the mobile app has been configured press the **next button**.

**Note:**

On rare occasions this process can fail. If this happens simply go back to the original link - <https://aka.ms/MFASetup> and login with your email address and password. It will take you to where you left off and you can complete the setup process.

- When you have clicked next, you'll need to enter a verification code. Enter the code from the app and click **verify**.



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## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

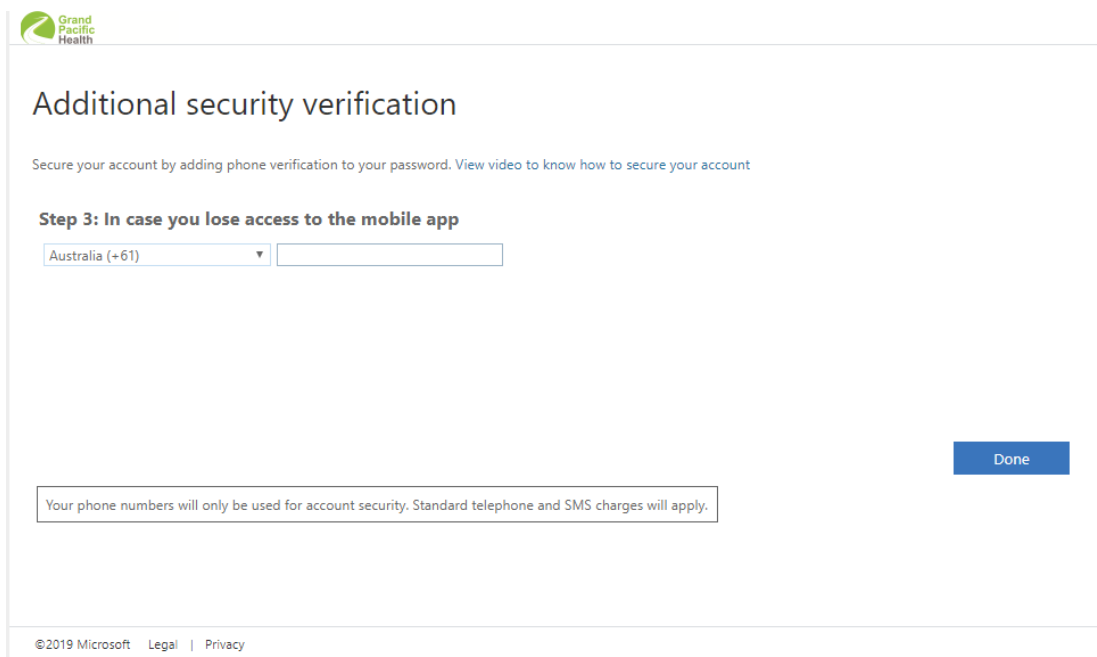
**Step 2: Enter the verification code from the mobile app**

Enter the verification code displayed on your app

Cancel Verify

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- You will be taken to a page which gives the option to put in a phone number and enable verification by phone. **Enter your mobile number** and click **done**.



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## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 3: In case you lose access to the mobile app**

Australia (+61)

Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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- You can then choose if you would like to stay signed into Office 365. Click yes or no as you please.



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testuserprd@gph.org.au

**Stay signed in?**

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

- You will now be brought to a screen with a summary of your MFA setup. You can simply close this tab and your MFA setup through the Microsoft Authenticator app is complete.



Grand Pacific Health TestUserPRD@gph.org.au | ?

## Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Use verification code from app o ▾

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone Select your country or region ▾

Authenticator app or Token Set up Authenticator app

Authenticator app - SM-G965F Delete

Authenticator app - SM-G973F Delete

restore multi-factor authentication on previously trusted devices

Restore

Save cancel

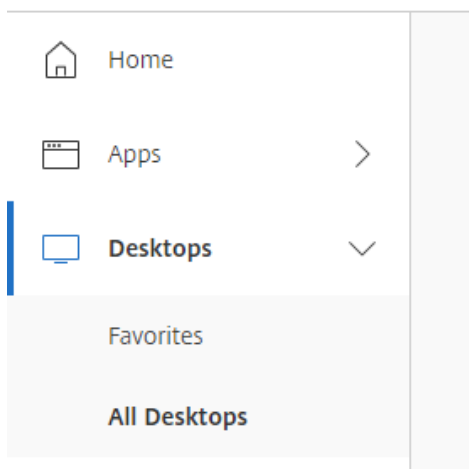
Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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## 4. ACCESSING YOUR CITRIX DESKTOP

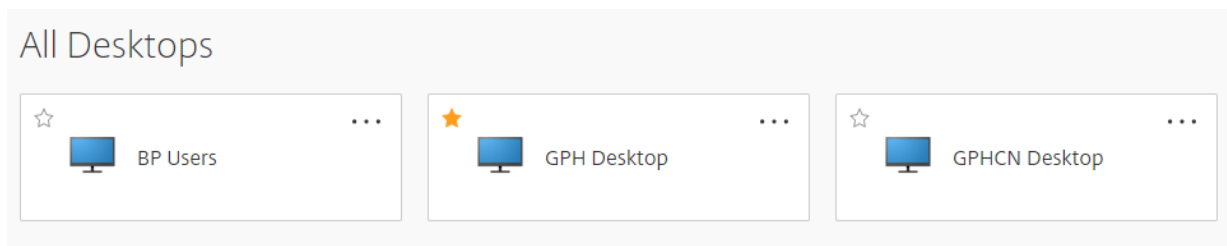
After signing in with your GPH Microsoft account you'll be presented with a blank Home page.

To access your Desktop; Click **Desktops > All Desktops**



### Useful tip:

To save a Desktop to your Citrix home page, click the **star (top left of icon)**.



To launch a Desktop session, simply click the icon.

