



**Grand  
Pacific  
Health**



## **How to setup remote access from non GPH devices**

**Version: 1.1**



## CONTENTS

1. Background and Support .....	2
2. Multifactor Authentication .....	2
2.1 Install Microsoft Authenticator .....	2
2.2 Setup Microsoft Authenticator.....	3
3. Accessing your Citrix Apps .....	6
4. Accessing your Microsoft Office Apps .....	10

## 1. BACKGROUND AND SUPPORT

This guide is for staff that need to access GPH systems when working from a non GPH device, such as your own personal laptop or PC. Citrix Workspace apps are available for access to applications such as Profile, Best Practice, ConnX and Intranet (SharePoint). Microsoft Office web apps can be used to access GPH emails (Outlook) and other Office applications (OneDrive, Word, Excel, Teams, etc). The instructions in this guide will show you how to access these.

GPH ICT Support	
Phone	02 4220 7699
Email	ict@gph.org.au

**NOTE:**

This document and remote access login links are available here:

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

## 2. MULTIFACTOR AUTHENTICATION

As an additional measure to secure GPH ICT systems, the ICT Team have upgraded the remote access solution to incorporate “multi-factor authentication”. This means that when you sign in, you will either be prompted to enter a code texted to your mobile, or approve a sign in request from the Microsoft Authenticator app on your mobile.



The Microsoft Authenticator app is the preferred method to be used for multi-factor authentication. If you do not have the Microsoft Authenticator app setup on either your personal or work mobile, you can follow the instructions below to set this up. If you already have the Authenticator app set up, then you can skip to heading 3 for remote access instructions.

### 2.1 INSTALL MICROSOFT AUTHENTICATOR

If you have a mobile device supplied by GPH ICT the Microsoft Authenticator app will already be installed. If you do not see the app, please contact GPH ICT Support.

Otherwise, if you are using a personal mobile phone the Microsoft Authenticator app will need to be downloaded from your mobile device’s app store by searching for “**Microsoft Authenticator**”.

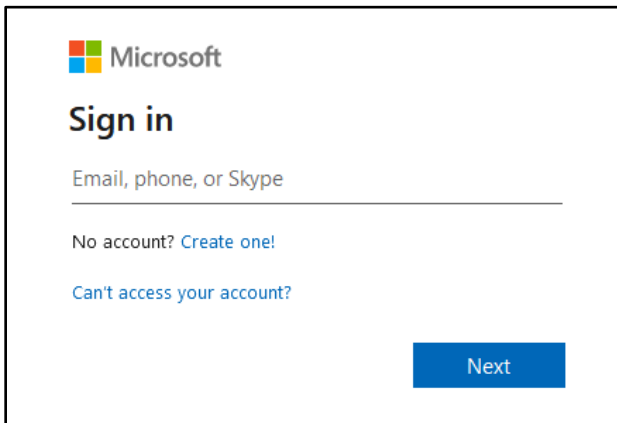
**Google Play store** – Android phone (E.g. Samsung, Huawei, HTC, LG, Sony)

**Apple app store** – Apple iPhone

## 2.2 SETUP MICROSOFT AUTHENTICATOR

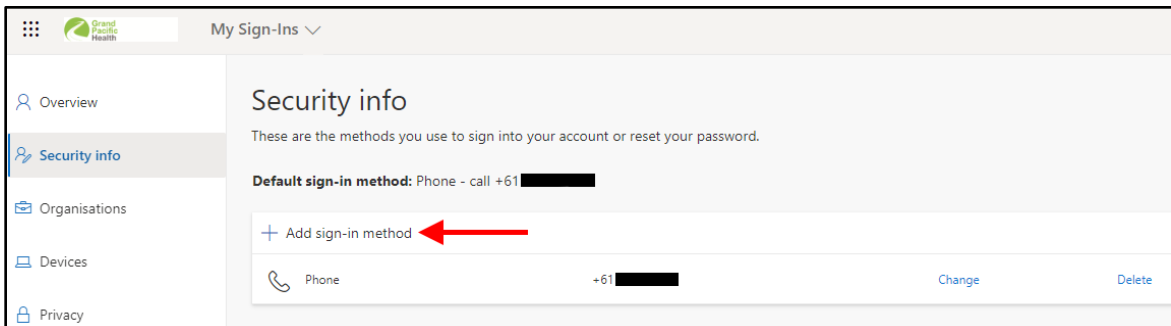
Now that you have the Authenticator app installed, you will need to link it to your GPH user account.

1. On a computer, open your web browser (Microsoft Edge, Chrome, Firefox etc) and navigate to: <https://aka.ms/MFASetup>
2. On the sign in page, enter your **GPH email and password**



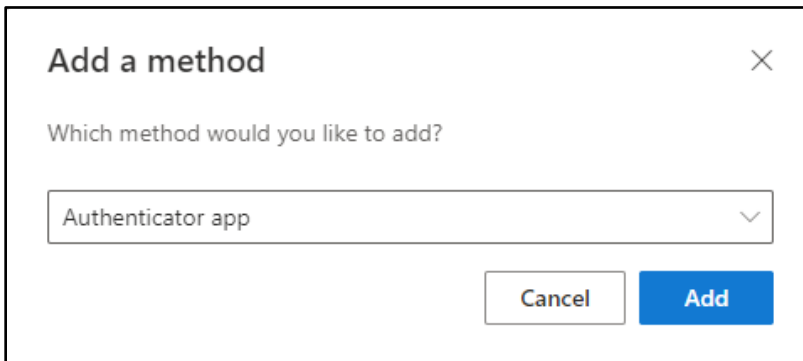
The image shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". There is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right is a blue button labeled "Next".

3. Once signed in, select **Add sign-in method**



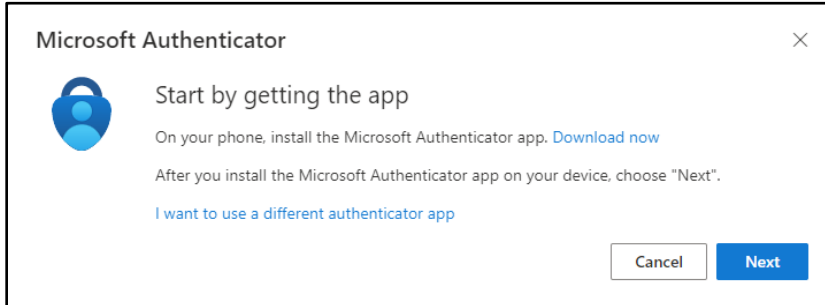
The image shows the "My Sign-Ins" page in a web browser. The page title is "My Sign-Ins" with a dropdown arrow. On the left is a navigation menu with "Overview", "Security info", "Organisations", "Devices", and "Privacy". The "Security info" section is active. It says "Security info" and "These are the methods you use to sign into your account or reset your password." Below that, it says "Default sign-in method: Phone - call +61 [redacted]". There is a "+ Add sign-in method" link with a red arrow pointing to it. Below that is a list of sign-in methods, with "Phone" selected, showing "+61 [redacted]" and "Change" and "Delete" links.

4. Select **Authenticator app** from the drop-down menu, then select **Add**



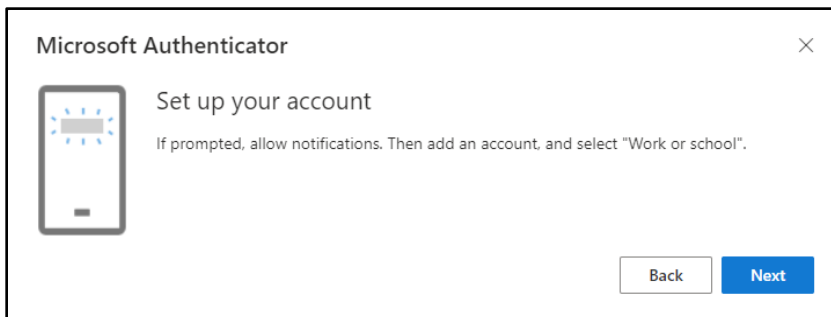
The image shows a dialog box titled "Add a method" with a close button (X) in the top right corner. The text inside says "Which method would you like to add?". Below that is a dropdown menu with "Authenticator app" selected. At the bottom are two buttons: "Cancel" and "Add".

5. **Select Next**

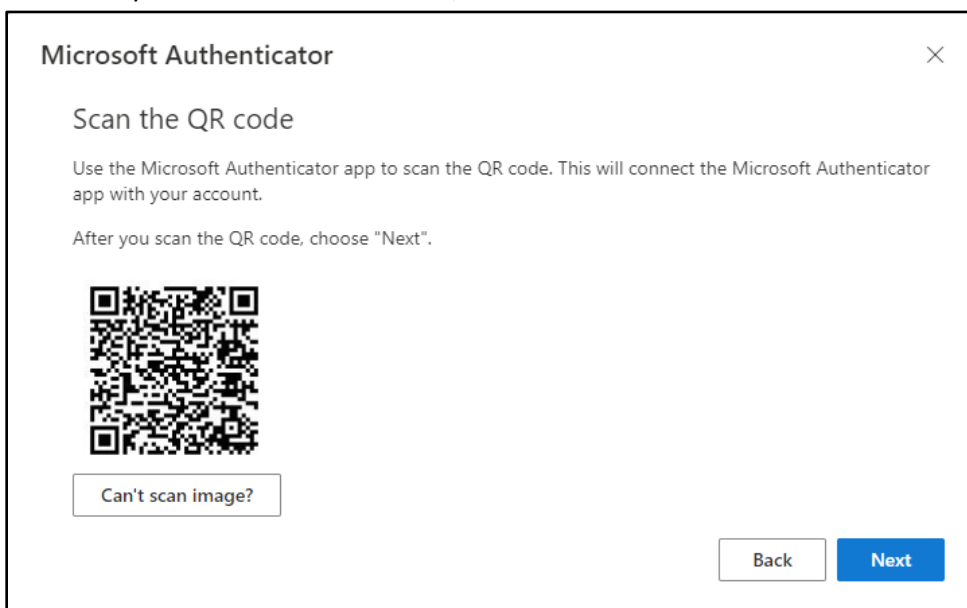


6. Open the authenticator app on your mobile. If prompted, allow notifications. Then select **Add Account**, then **Work or school**, then **Scan a QR code**. If prompted to allow Authenticator to access the camera, click **Allow**.

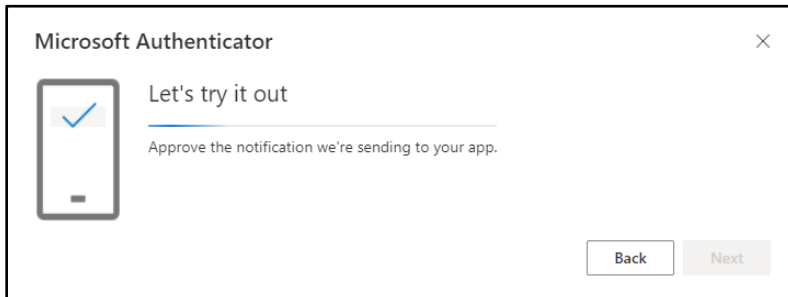
**Select Next**



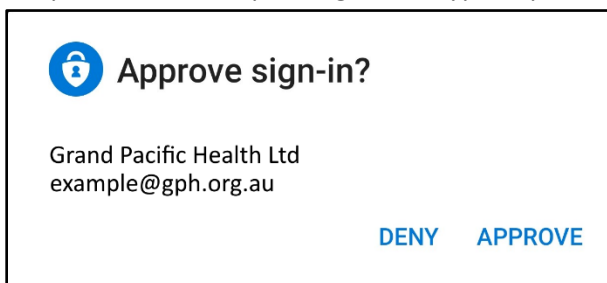
7. Using your mobile phone, scan the QR code that appears on the screen. Once the account is successfully added into Authenticator, select **Next**



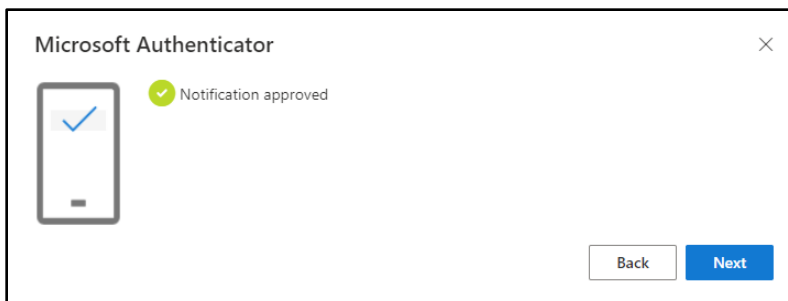
8. A notification will now be sent to the Authenticator app on the mobile to be approved.



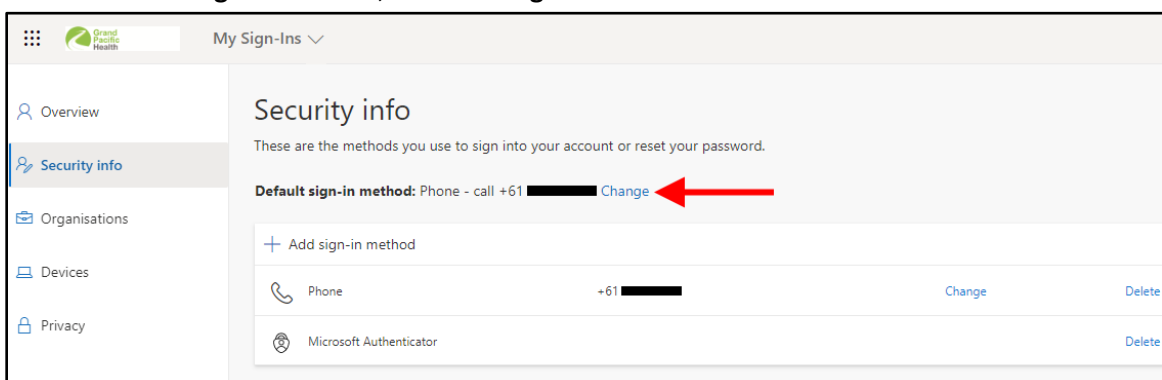
9. Select **APPROVE** on the mobile notification. The notification may appear slightly different than the picture below depending on the type of phone you are using.



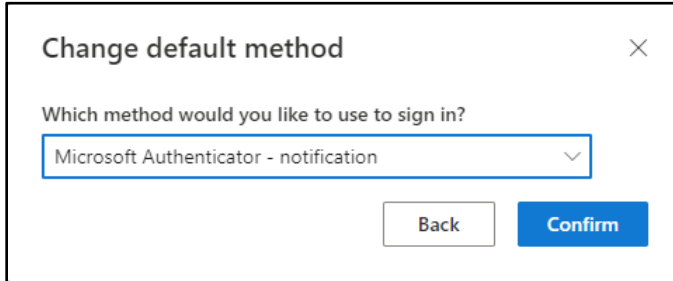
10. Once the Authenticator app notification has been approved, select **Next**



11. The Microsoft Authenticator will now be added to your sign in methods, however you will now need to change the default sign-in method to use the Authenticator app.  
Next to **Default sign-in method**, select **Change**



12. From the drop-down menu, select **Microsoft Authenticator – notification**, then select **Confirm**



Change default method

Which method would you like to use to sign in?

Microsoft Authenticator - notification

Back Confirm

13. The Authenticator app is now set up and you can close the Security info page.

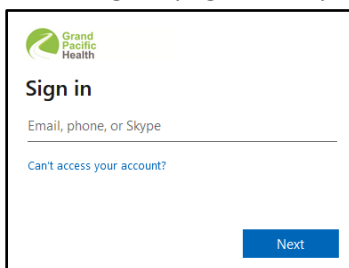
### 3. ACCESSING YOUR CITRIX APPS

When using a personal device that has not been provided by GPH, you will need to go to the link below to access your Citrix apps via Citrix Workspace. Citrix Workspace is used to remotely access various business applications such as Profile, Best Practice, ConnX, Intranet (SharePoint), and more.

<https://gphaus.cloud.com>

**NOTE:** The Citrix Apps link can also be found on the GPH Staff Log In page on the GPH Website <https://www.gph.org.au/gph-log-in> -> **Remote application services** -> **Citrix apps**

1. On the sign in page, enter your **GPH email and password**



Grand Pacific Health

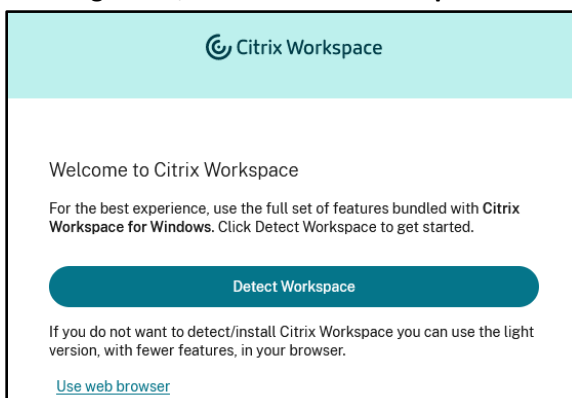
**Sign in**

Email, phone, or Skype

[Can't access your account?](#)

Next

2. Once signed in, select **Detect Workspace**



Citrix Workspace

Welcome to Citrix Workspace

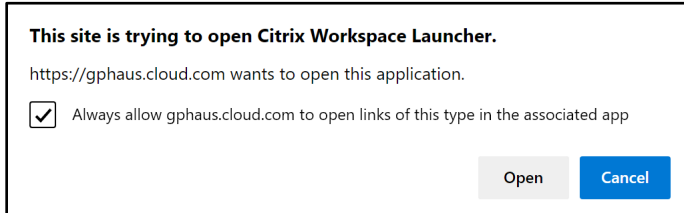
For the best experience, use the full set of features bundled with Citrix Workspace for Windows. Click Detect Workspace to get started.

**Detect Workspace**

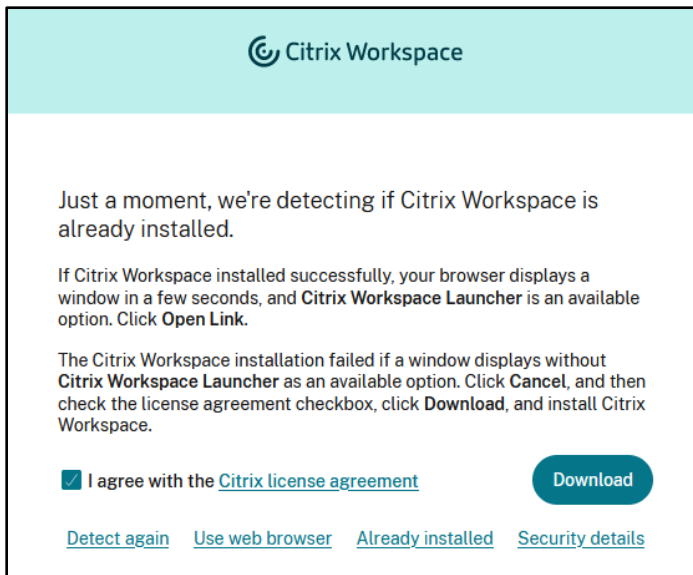
If you do not want to detect/install Citrix Workspace you can use the light version, with fewer features, in your browser.

[Use web browser](#)

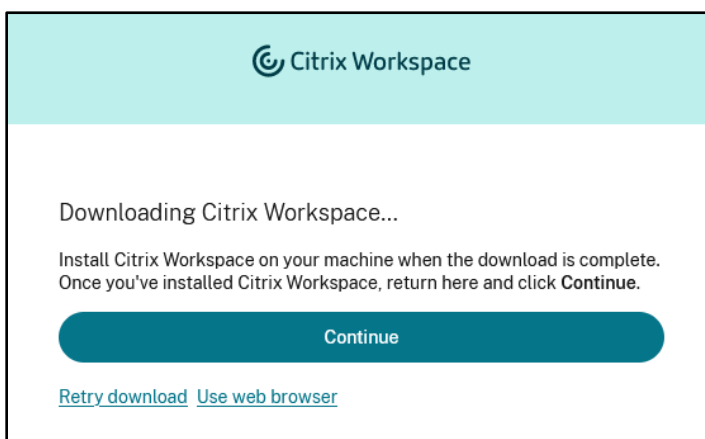
3. If a popup like below appears, click on the check box and select **Open**



4. If it is the first time accessing Citrix Workspace and you do not see the popup, you will need to download and install the Citrix Workspace software onto your device. Select the check box to agree with the Citrix license agreement, then select **Download**

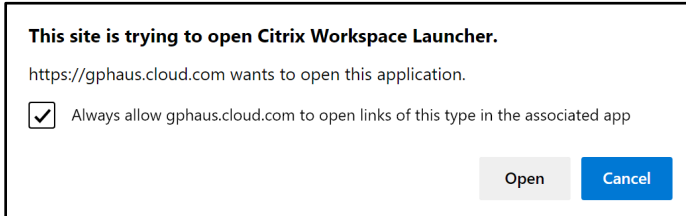


5. Once the Citrix Workspace App has finished downloading, click on the downloaded file to run the installation wizard. Click Next through the installation wizard, leaving all settings default.
6. Once the installer has finished installing the Citrix Workspace software onto your device, go back to the web browser window and select **Continue**

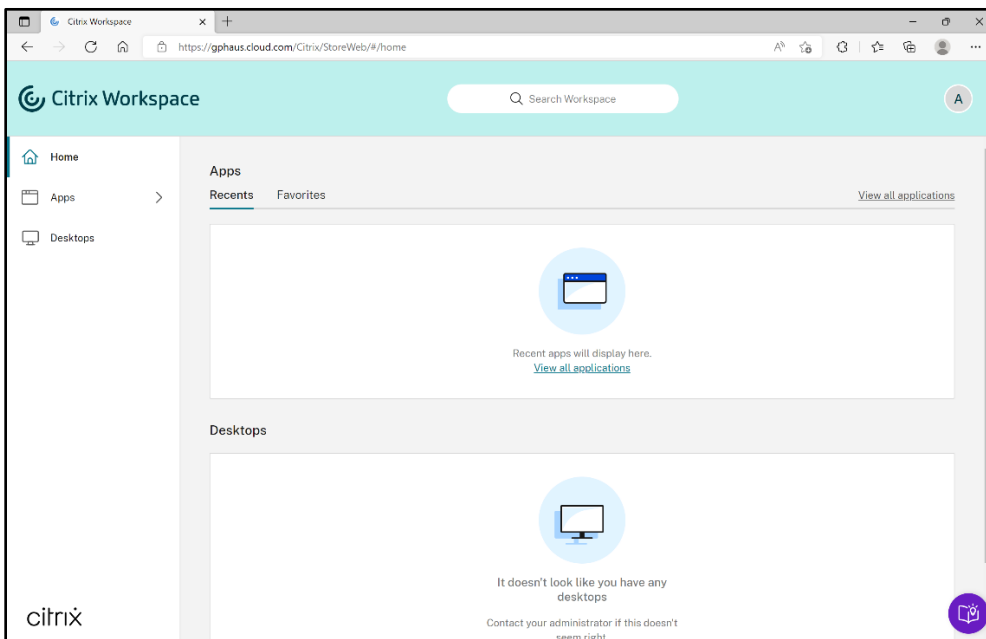




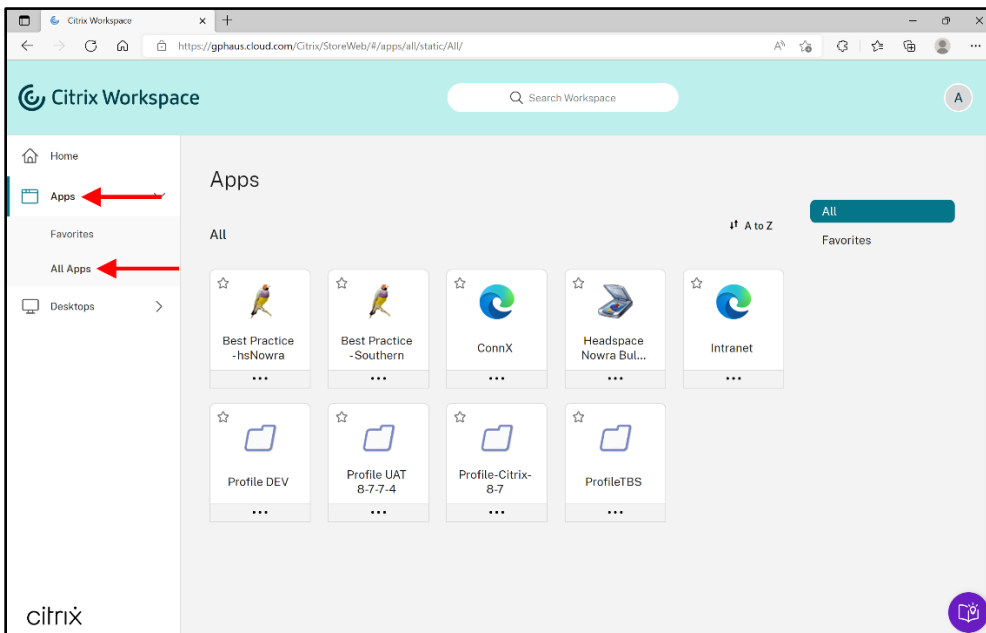
7. When the popup below appears, click on the check box and select **Open**



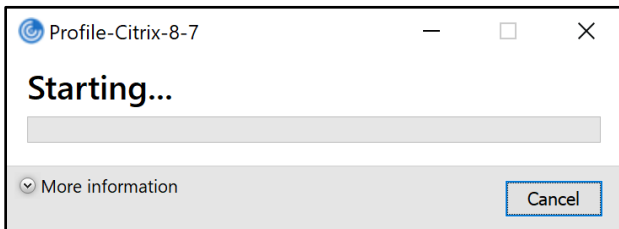
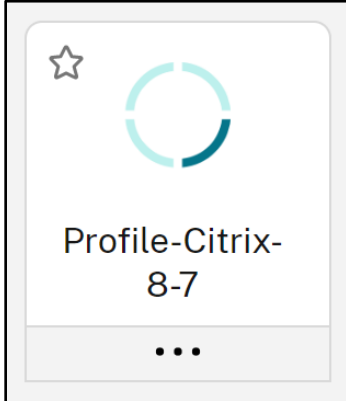
8. You will then be taken to a blank Citrix Workspace homepage.



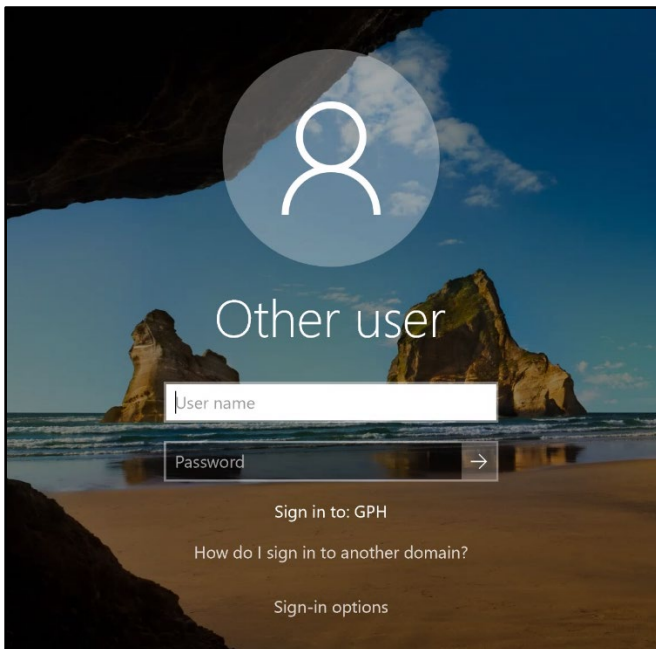
9. To access all Citrix Apps that have been made available to you, select **Apps -> All Apps**



10. To launch an app, click on the icon and it will open in a new window.



11. When presented with the Windows Login page, enter you **GPH email address and password** to log in.

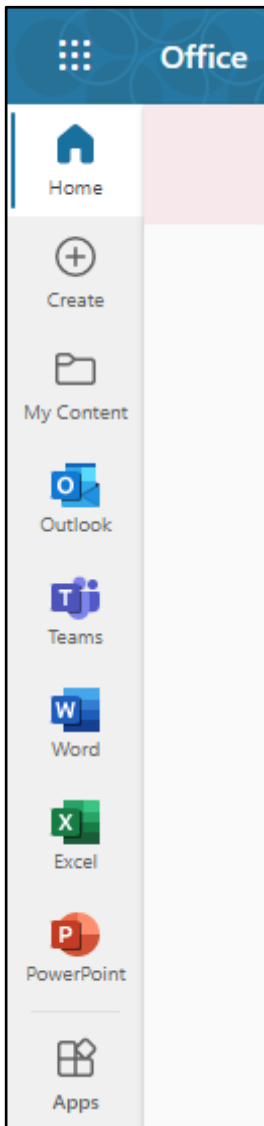


12. You will now be logged into your selected Citrix app.

## 4. ACCESSING YOUR MICROSOFT OFFICE APPS

Your GPH emails and other Microsoft Office apps (OneDrive, Word, Excel, Teams, etc) can be accessed by using the Office 365 web apps in your web browser.

1. Open your web browser (Microsoft Edge, Chrome, Firefox, etc) and go to <https://www.office.com>
2. Sign in using your **GPH email address and password**
3. Once signed in, your Microsoft Office apps can be accessed via the icons on the left side.



For access to OneDrive, you need to click the 3x3 grid of dots in the top left, then select OneDrive.

