# Working Remotely on your Home Computer

This document outline how you can access HHS networks remotely, either simply to access email or to access all other programs/applications you normally use through remote access to Citrix. What you will need at home:

- At home, you will need a computer with internet access
- A smartphone or tablet.

## What you must do first – Google Authenticator

**You must register your <u>Google Authenticator</u> at an HHS site and link it to your profile, as it requires a computer connected to the HHS computer network.**
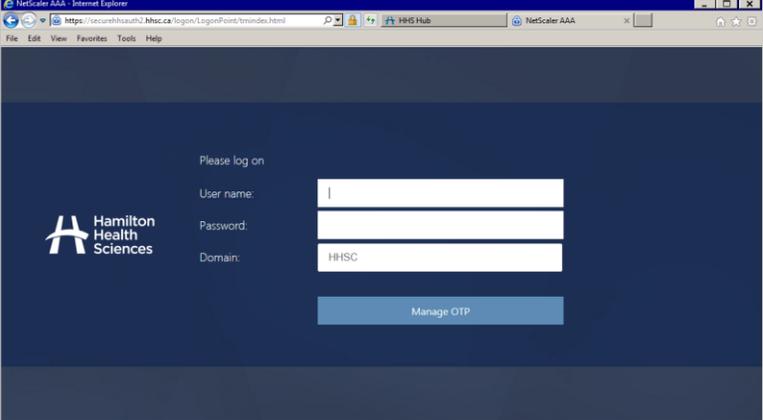If you are unable to come on-site, contact the Helpdesk ([helpd@hhsc.ca)](mailto:helpd@hhsc.ca))

### Steps

- Add the free Google Authenticator app on your smartphone/tablet and register it on an HHS computer.
- If you don't have a smartphone/tablet, email the Helpdesk ([helpd@hhsc.ca](mailto:helpd@hhsc.ca) ).
- If you are in self-isolation, unable to get on the HHS network, email the Helpdesk ([helpd@hhsc.ca](mailto:helpd@hhsc.ca) ).
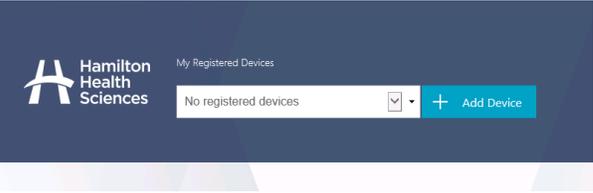
**Setting up the Google Authenticator**

| What you need for this | 1) Smartphone or tablet<br>2) An HHS computer (or a computer that is connected to HHS SDATA2) |
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| Step 1: On your smartphone / tablet | Download and install the free *Google Authenticator* app<br><br>iPhone: Use App Store<br><br>Google Authenticat...<br>Utilities<br>★★⯪☆☆ 335<br><br>Android: Use Google Play<br><br>Google Authenticator<br>Google LLC |
| Step 2: Open the internet (web browser) on an HHS computer<br>NOTE: You need to be at work to do this step | Go to: [https://securehhs.hhsc.ca/manageotp](https://securehhs.hhsc.ca/manageotp)<br><br>You will get a screen that looks like this: |

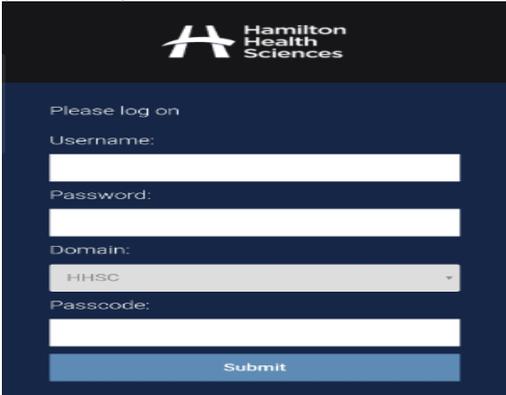| | |
|---|---|
| | <br><br>Log in using your HHS username and password then click on *Manage OTP* |
| Step 3: Register your smartphone by clicking on *Add Device* | <br><br>Type a name of your choosing for the device |
| Step 4: Open the *Authenticator* app on your smartphone. Follow the prompts on your smartphone to scan the QR code that appears on the computer screen<br><br>**HINT: If prompted, allow camera access for *Google Authenticator* to complete this step.** *If you denied access to the app to use your camera, go to settings and scroll down until you find the word Authenticator and turn on camera permissions.* | Sample QR code (do not scan):<br><br> |
| Step 5: Click *Done* on your computer to complete set-up | For example: This user has named their registered device "iPhone"<br><br> |
| **Your smartphone/tablet set-up is now *done to allow you to get the six digit code to log in remotely.*** ||

## ACCESSING EMAIL ONLY – WEBMAIL

**If you only need access to HHS email to work from home**

You do not need to install Citrix.  Follow these steps once you have added the Google Authenticator app on your smartphone/tablet and register it on an HHS computer for multi-factor authentication.

- Enter: **webmail.hhsc.ca** in the address bar
- log into email using your HHS username, password and the 6-digit passcode generated from the Google Authenticator on your smartphone/tablet**.**


## ACCESSING CITRIX REMOTELY

**To access all programs/applications you normally use through remote access to Citrix.**

| What you will need for this | 1) Your Smartphone or tablet, with the registered *Authenticator* (see p.2)<br>2) Your home computer connected to the internet |
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| **Installing Citrix**<br>If this is your first time logging in from home, you will need to install Citrix on your home computer<br><br>***Note: This only needs to be done once on any new computer*** | Go to www.citrix.com/downloads<br><br>Click Citrix Workspace App for your operating system (Windows, Mac, etc.)<br>　**For Windows**: Click 'Workspace App for Windows'<br>　　▪ Click Download Workspace App for Windows<br>　　▪ When prompted, click 'Run' to install the application<br>　　▪ Following on screen prompts to complete Citrix installation<br>　**For Mac**: Click 'Workspace App for Mac'<br>　　▪ Click Download Citrix Workspace App for Mac<br>　　▪ When finished downloading go to downloads location and double click the CitrixWorkspaceApp.dmg<br>　　▪ Click the Install Citrix Workspace App from the Finder Window |
| **How to Login to HHS**<br>Step 1: On your smartphone | Run the "Authenticator" app. It will display a 6-digit number which you will need to for the next steps. (HINT*: Don't worry if the number runs out. It will generate a new number every 30 seconds, and you can use the new number.)* |
| Step 2: On your home computer | Use your internet browser to connect to this web address:<br>https://securehhs.hhsc.ca<br>*(Type this address into the browser's address bar and press ENTER)*<br>HINT: Remember to include the "s" in "https" – the "s" means it's a secure site |
| Step 3: Citrix login screen | When the Citrix login screen appears, enter your HHS username and password, then click in the *Passcode* section, and type the 6-digit number displaying on your smartphone.  Click *Submit*.<br><br> |

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| Step 4: You are now logged into Citrix | Click on the application you wish to use. If you do not see it under Favorites section, click on the *Apps* button at the top of the screen. From the list of available applications, click on the star beside your desired app to add it to your Favorites page. |

**That's it! You're now ready to work remotely.**

**If you have any questions, contact the Helpdesk ([helpd@hhsc.ca](mailto:helpd@hhsc.ca))**