Remote Access Connectivity to Niagara Health: Reference Guide

niagarahealth
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This guide is to walk through the process of establishing a connection to the Niagara Health Citrix NetScaler Remote Access Gateway. This will allow you to connect to Niagara Health whether you are using a Niagara Health-issued computer, or your own personal computer.

IMPORTANT NOTE for those using a home computer (or non NH-issued device): Before you proceed through these steps, you must ensure that you have DUO set up.
What do we mean by DUO? This is a secure push notification or token provided to you as an additional authentication method so that Niagara Health can remain as secure as possible.
If you have not signed up with DUO you will have an opportunity to do so when you attempt to sign in for first time. If you have any issues please contact Service Desk (at x42850)

Compatible Web Browsers: Current versions of Chrome (preferred), Internet Explorer or Firefox.

1. Open your browser and navigate to https://www.niagarahealth.on.ca/site/remote-access-links
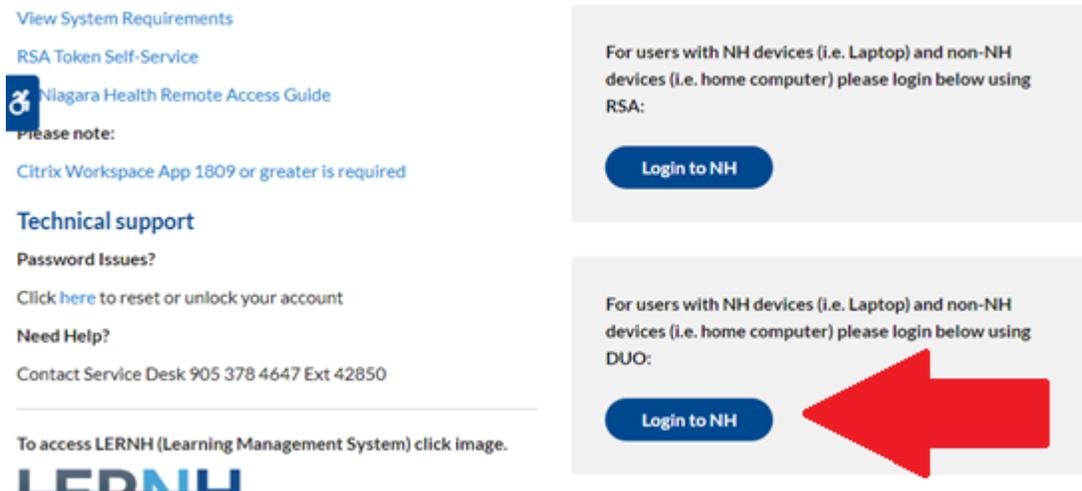
2. **Click on Login to NH using DUO**
3. A Microsoft Login page will open. Please enter your username **this will be first.last@niagarahealth.on.ca or first.last@hoteldieushaver.org** and click next.
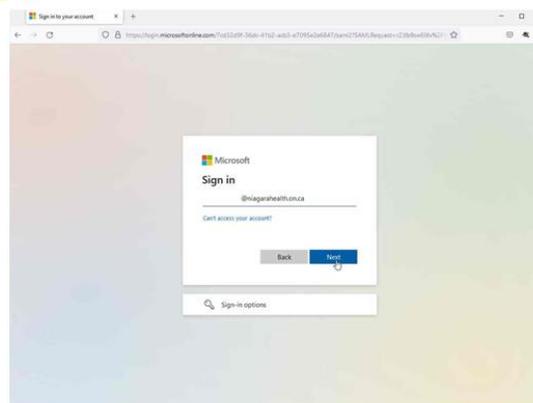
4. Proceed to enter your password and click sign in.
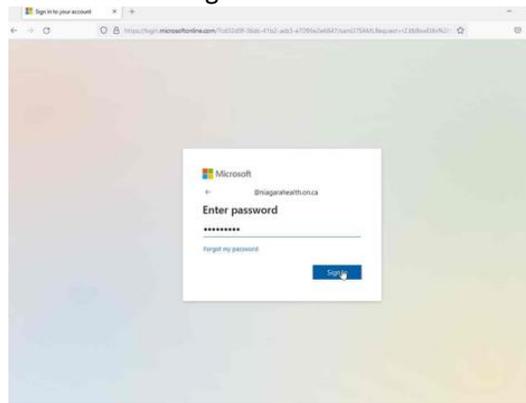
5. You will now be prompted to stay logged in, say yes if it's a personal computer and no if it's a public computer
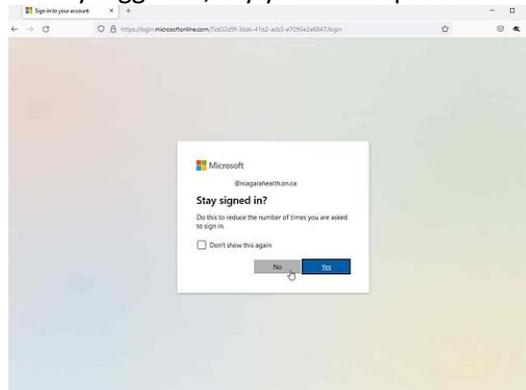
6. You will then receive a Push Notification from the DUO Mobile App. Click on the Push Notification and then select the approve button.
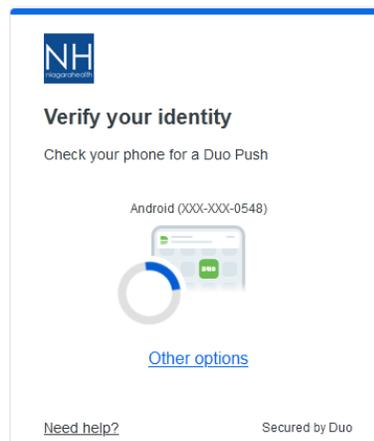
7. Once you clicked approve on your mobile phone you will see a pop up for Trust this Browser (Ensure you are trusting the browser for 8 hours) and select "Continue to application".
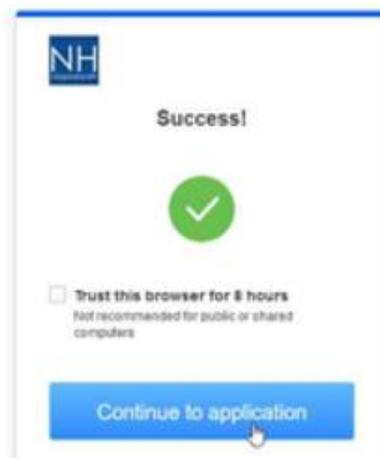
10. Once the Log On process is complete, the following screen will appear, providing an icon for each application you have access to. Click on any of the available options to launch the associated application (see example below).
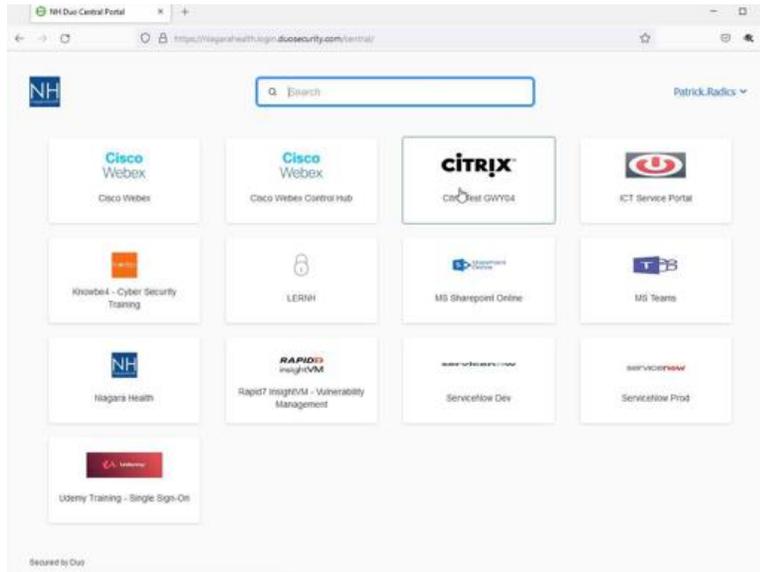
If you are presented with any errors during the software installation,
please contact the Service Desk at(905) 378-4647 x42850.