

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 RSA set up.

What do we mean by RSA? This is a secure token provided to you as an additional authentication method, so that Niagara Health can remain as secure as possible.

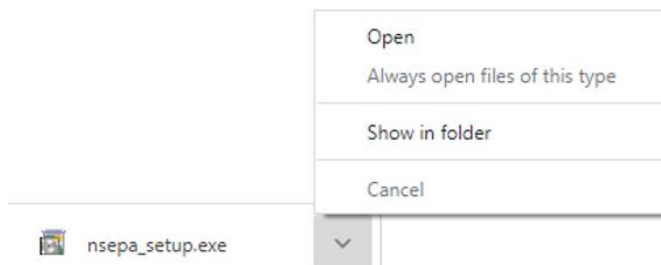
In order to set this up, you must first register your phone number for “On Demand Access”, then contact Service Desk (at x42850) to register. For instructions on how to do this, reference the RSA Token Access document located at <https://remote.niagarahealth.on.ca>

Compatible OS Versions: Windows 10, MAC OS

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

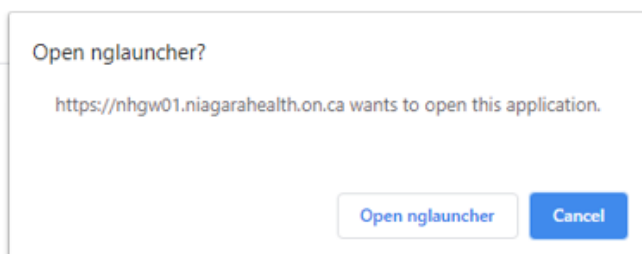
1. Open your browser and navigate to <https://remote.niagarahealth.on.ca>
2. Click **Login to NH**.
3. A screen will appear, presenting an “End User License Agreement”. Click **Continue**.
4. In the **Username** field, type your Niagara Health mnemonic (example: roskat) and click **Log On**. Once you have completed this step, **please wait 10 seconds**

5. For those connecting from a personal computer: You will be prompted to install software called “Citrix Gateway End Point Analysis”. Click **Download**, and continue to follow through the remainder of step 5. If you are connecting from a NH-issued computer, skip to step 6.
 - a. Once the download is complete, find the location of the downloaded software, and **Open** it. e.g.



- b. Click **Install** on the Citrix Gateway Endpoint Analysis Setup.
- c. Click **Finish**. Close the web browser you have open, and re-open the web browser. Go to <https://remote.niagarahealth.on.ca> and complete steps 1-4 again, now that you have this new software installed.

6. You will now get a pop-up similar to example below. Select Open **nglauncher**

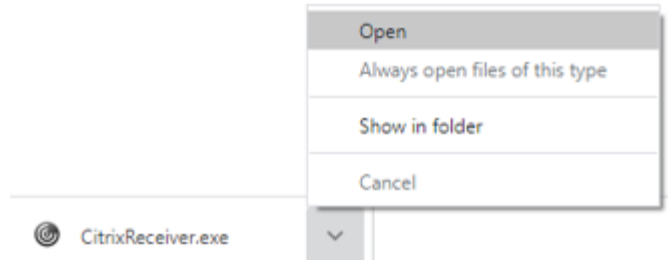


7. A new screen titled “Citrix Gateway” will appear. Click **Always**, to allow this step to be by-passed in the future.

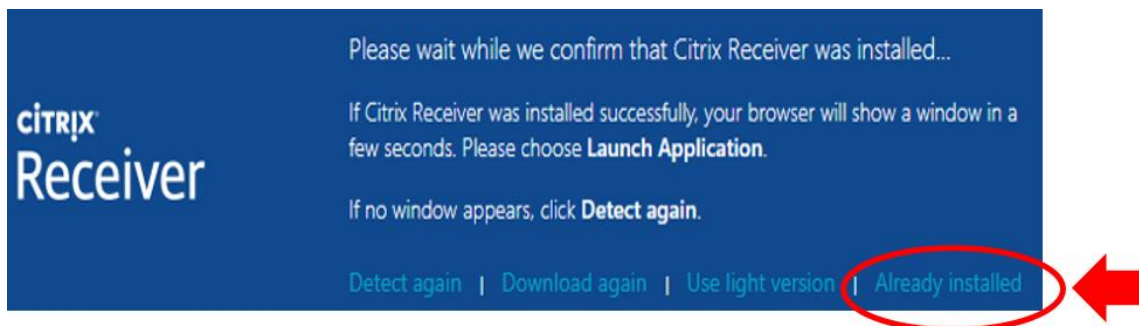
8. You are now ready to finish your login. Type your username (same as step 4) your password, as well as your RSA Token (for non-NH devices only). **Note:** if you do not already have an RSA Token, please see the beginning of this document which instructs you on where to go to get this set up.

9. For those connecting from a personal computer: You will be prompted to install a software called “Citrix Receiver”. Click **Install**, and continue to follow through the remainder of this step. If you are connecting from a NH-issued computer, skip to step 10.

- Check the box “**I agree with the Citrix License Agreement**” and click **Download**.
- Once the download is complete, find the location of the downloaded software, and **Open** it. e.g.

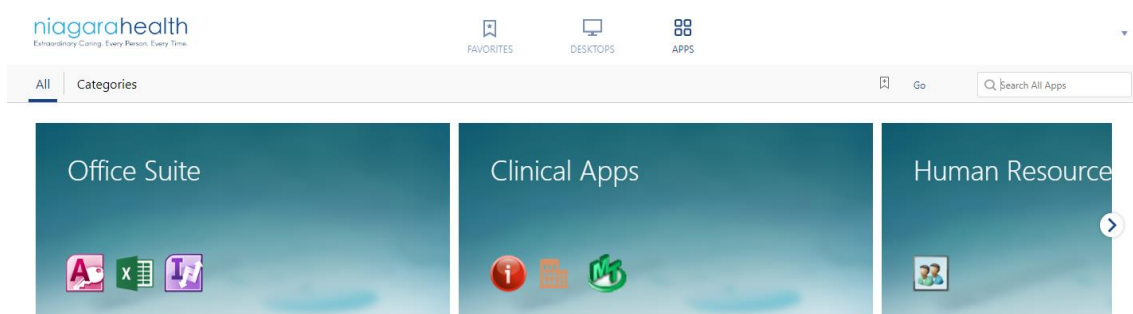


- A “Welcome to Citrix Receiver” will pop up. Click the **Start** button. And follow the prompts.
- Click **Finish** at the end of Citrix Receiver installation. In the browser click **Continue**.
- Click **Open Citrix Receiver Launcher**, then select **Already Installed** (example below)



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.



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