CDHB 2-FACTOR AUTHENTICATION ENROLMENT GUIDE

Login to Citrix

1. Navigate to: https://citrix.cdhb.health.nz

2. Enter your CDHB username, password and Token ID (passcode) into the appropriate boxes and click **Log On**.
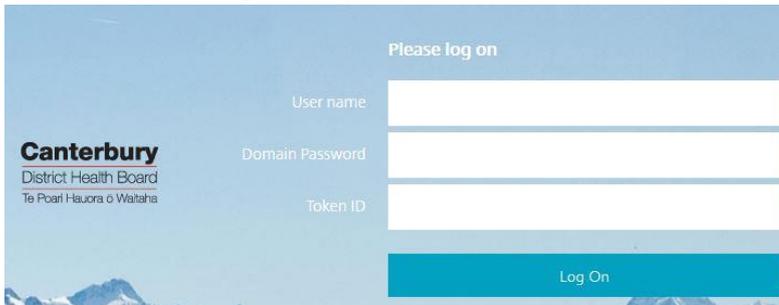
3. You will then be taken to a screen that will be mostly blank, except for headings **Favourites**, **Desktops** and **Apps** at the top. Click on either **Desktops** or **Apps** to view the applications that your account has access to.

4. If you click on **Desktops**, you will be taken to the following screen and be presented with the desktops available to you. Click once on any desktop to launch it. If you wish to add a desktop to your **Favourites** tab, click **Details** then **Add To Favourites.**
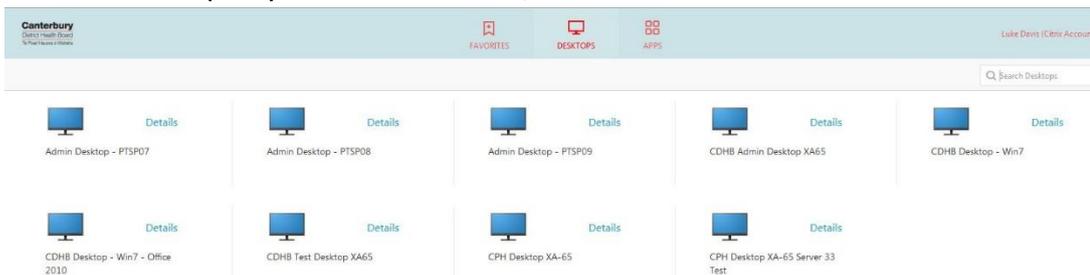
5. If you click on **Apps**, you will be taken to the following screen and be presented with the applications available to you. Click once on any application to launch it. If you wish to add an application to your **Favourites** tab, click **Details** then **Add To Favourites**.
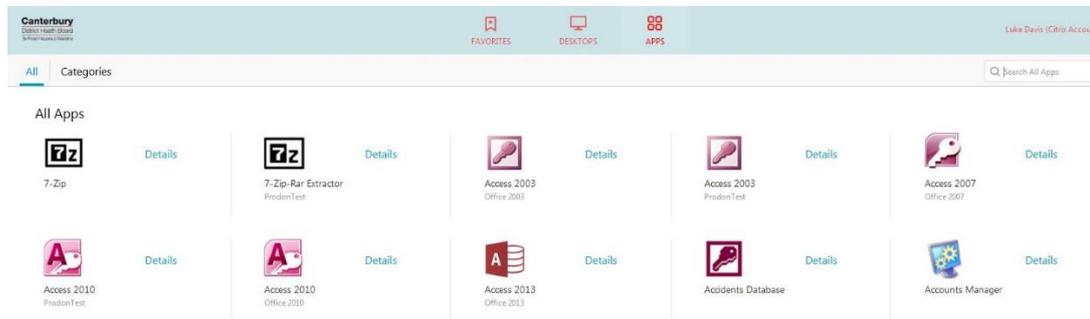
6. When a **Desktop** or **Application** is starting, you should see the following box, or one that looks similar to it.
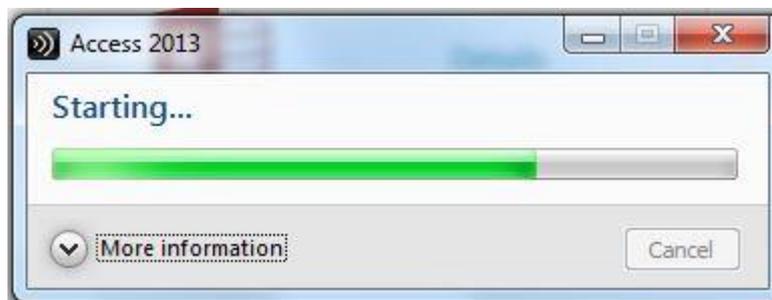
7. When you are finished in a **Desktop**, click the **Start Button** then **Log Off**. When you are finished with an **Application**, use the normal exit routine that you would use at work, or click the **X** in the top-right corner of the screen.

NOTES:-

1) If you are unable to launch any Citrix applications, you may need to install Citrix Receiver. This can be done by going to http://receiver.citrix.com. Once installed, you should not need to configure anything in the Citrix Receiver application itself, so ignore any requests for e-mail addresses or server names. Just follow the steps above and it should work for you.

2) Desktops and Applications shown in this guide may differ from what you have access to.

3) If you are prompted at any stage to **Permit** or **Deny** access, please **Permit** access at all times.

CDHB CITRIX REMOTE ACCESS

If You Encounter This Error:-

This error is a common occurrence with the newer version of Citrix, and affects Google Chrome, Microsoft Edge and possibly other browsers. Here's how to resolve this error:-

1. When launching a Desktop or Application, you may get this error:-

2. If you do, click on your name (top-right corner), and click **Change Citrix Receiver**.

3. Where it says **Already Installed** below, it should say **Use Full Version**. Choose this option if it appears, and the error should disappear.