

External Access to CDHB Staff E-Mail

Outlook WebApp with 2-Factor Authentication

External access to CDHB Staff E-mail via Outlook WebApp (OWA) requires 2-factor authentication with either a MobilePASS or Physical token.

This guide is aimed at taking you through the process for logging in externally to CDHB Staff E-Mail. If you haven't yet got a token, you will need to request one. If you have requested a token, you will need to complete the enrolment process before it can be used.

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Request a Token

If you are a CDHB staff member, working within the CDHB network, you can request a token by clicking the link below:

<https://cherwell.healthhub.health.nz/CherwellPortal/CanterburyDistrictHealthBoardITPortal#0>

- Click on Remote Access Request Form

If you are not a CDHB staff member, or are calling from outside the CDHB network, you will need to contact the Service Desk:

P: 03 364 0999

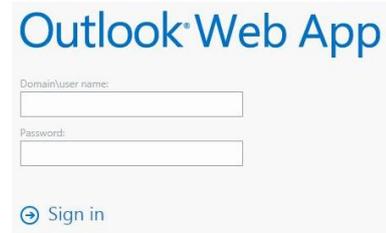
E: Service.Desk@cdhb.health.nz

You will need to supply the following when you contact us:

- Network User Name
- CDHB Sponsor\Manager's Name
- Contact Phone Number
- E-Mail Address
- Type of Token (MobilePASS or Physical)
- CDHB Cost Centre

Access OWA on Home PC

- In your browser, go to <https://mail.cdhb.health.nz>
- You will see the login page as shown below. Enter your username and password in the first 2 boxes and press Sign In



- Enter the pass code in the OTP field and press sign in. For the passcode, either push the button on your token, or launch the MobilePASS app on your device, and enter the 6-digit number it gives you.



- If this is successful, you will be logged in and presented with your mailbox. If it is not successful, enter your username and password again, then generate a new passcode, by either pressing the button on your token until a new passcode comes up, or hit **Generate Passcode** in your MobilePASS app and enter the new passcode. If after three attempts you are still unable to login, please contact the ServiceDesk.

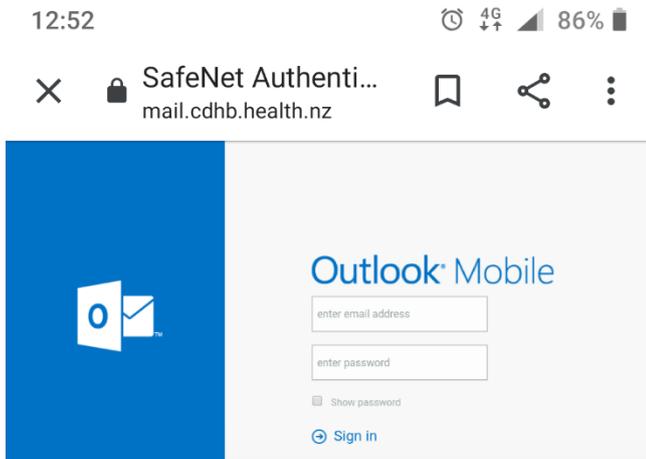
Note: When you are finished with OWA, please ensure that you click **Sign Out** in the top right corner.



Access OWA on a Mobile Device

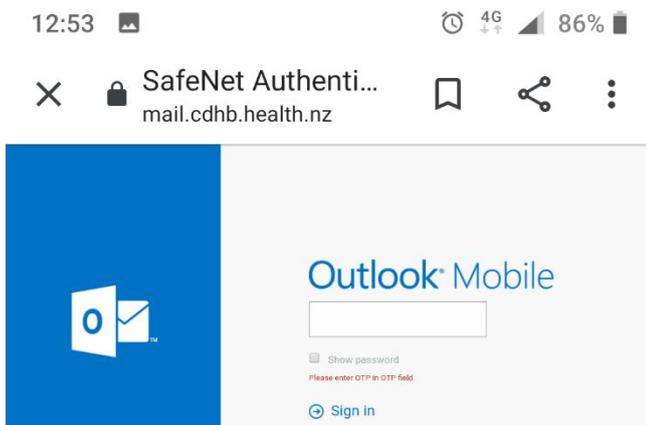
Note: If you are using your device within CDHB premises and are connected to either the CDHBStaff or DHB Staff Wi-Fi network, you will not need to use 2-factor authentication, just your username and password.

- In your browser, go to <https://mail.cdhb.health.nz>
- There are presently a few issues with the mobile site that may display on some smartphones, tablets, iPads etc. We are working to fix these but see below for how to log in for now.



There are three fields that need to be filled in:

- **Username** in the e-mail address field.
- **Password** in the password field.
- Click **Sign In**



- **Passcode** from your token in the blank field.
- Click **Sign In**

Note: If you have a MobilePASS token and are trying to log into OWA on the same device that MobilePASS is installed in, you may find it difficult to get the passcode and login in time. We suggest using the multitasking features on your device (this is not supported by us) or setting up CDHB e-mail to come directly to your device, as this does not need 2-factor authentication.

- If this is successful, you will be logged in and presented with your mailbox. If it is not successful, enter your username and password again, then generate a new passcode, by either pressing the

button on your token until a new passcode comes up, or hit **Generate Passcode** in your MobilePASS app and enter the new passcode. If after three attempts you are still unable to login, please contact the Service Desk.

Note: When you are finished with OWA, please ensure that you click **Sign Out** in the top right corner.

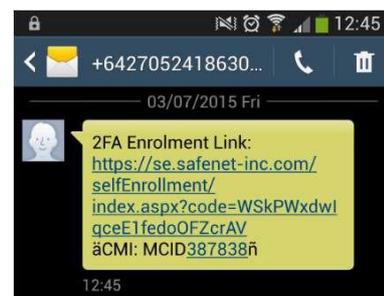


Enrol a MobilePASS Token (Text Enrolment)

Note 1: For the enrolment to be successful, you must have your phone connected to a network with internet access (ie. 3G/4G connection, home Wi-Fi, DHB Staff WiFi etc).

Note 2: If you had already requested a MobilePASS token before this text enrolment system was operating, you can e-mail the Service Desk (Service.Desk@cdhb.health.nz) with your username and mobile phone number, and request that your enrolment link be sent via text to you.

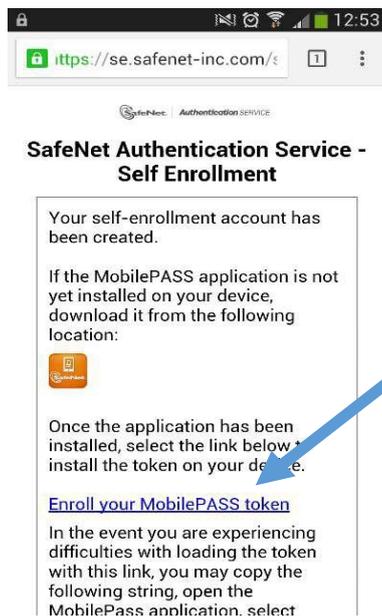
- Request a MobilePASS token (if you have already requested a token, skip this step):
 - If you are able to use a CDHB computer, see the Service Desk site under Workday Essentials on the CDHB Intranet to request a token.
 - If you are not able to use a CDHB computer to request a token, please phone the Service Desk on 03 364 0999 during operating hours (Mon-Fri 7AM-5:30PM).
- Install the **MobilePASS** app from your App\Play Store
- You will receive a text message with an enrolment link, similar to the one below



- Tap on the enrolment link. Depending on the device you are enrolling, you may be prompted to choose an option such as **Open URL**, or **Open Link**,

or **Open Browser** or similar. Please choose the option closest to the examples in bold.

- You will be taken to a Self Enrolment page as shown below. You will need to tap the link to **Enroll your MobilePASS token**.



- Once you have tapped the link, you should be taken into the MobilePASS app, and asked to choose a token name. We recommend using your CDHB username, but you choose whatever you like. Once you have chosen your token name, tap **Activate**.
- It may take a moment to activate the MobilePASS token. Once activation is complete, you should be presented with a passcode. Your MobilePASS token is now ready to go!

Enrol a MobilePASS Token (E-Mail Enrolment)

Note: To complete this enrolment, your device will need to be on CDHB premises, and joined to the DHB Staff Wi-Fi network.

- Request a MobilePASS token using the process detailed in section 1 of this guide.
- Install the **MobilePASS** app from your App\Play Store.
- Once you have requested a token, and the request has been processed, you should receive an e-mail from the SafeNet Authentication Server - this can take up to an hour from the process notification. **This e-mail MUST be opened on your MOBILE DEVICE** – NOT your computer.

If you don't receive e-mail from CDHB on your phone, you can forward this e-mail to an address that you can access on your phone, or use your

mobile device web browser to go to: <https://mail.cdhb.health.nz> and login using your usual CDHB credentials.

Example Email:

Luke Davis:
Your self-enrollment account for CDHB 2-Factor Authentication has been created. Please fol

IMPORTANT: The Enrolment process is different depending on your type of token: Hardware

ENROLLMENT MUST BE COMPLETED WITHIN 28 DAYS OF RECEIVING THIS E-MAIL

ENROLLING A HARDWARE TOKEN (for the MobilePASS (phone based) token, skip to next sec

1. Wait until you have received your physical token.
2. Go to the Self Enrolment Link below. (DO NOT CLICK this link if you have not yet received
4. When prompted, generate a OTP (one-time passcode) by pressing the button on the fron
5. If Enrolment has been successful, you will see a message advising the token has been suc
6. If Enrolment was not successful, please close the browser window, and click on the link bi

ENROLLING A MobilePASS TOKEN:-

1. Ensure you have the MobilePASS app installed. This can be downloaded from your phone
2. DO NOT CLICK the link below on your computer, it MUST be opened ON THE PHONE\DEVI
3. Open the Self Enrolment Link below ON YOUR PHONE\DEVICE.
4. From the new page that opens, tap go to Enroll your MobilePASS token.
5. This should launch the MobilePASS app, and ask you to enter a token name - you can ent
6. The token should activate and then present you with a passcode. If so, no further action i
7. If Enrolment was not successful, please close the browser window then go to the link bel

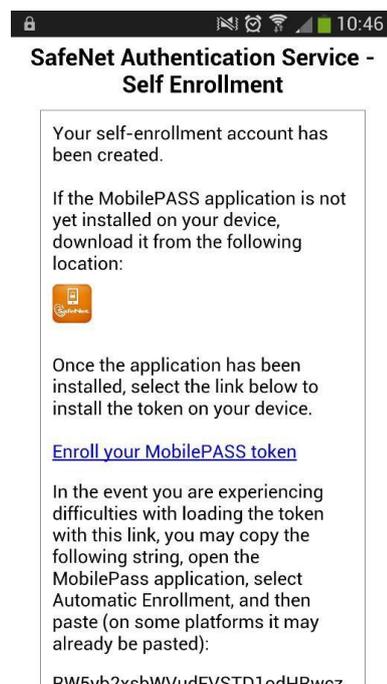
SELF ENROLMENT LINK:-
<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=7MzirXIHziWwWbfkEEtOExgRg>

FURTHER INFORMATION:-
Further information on SafeNet, Tokens, MobilePASS, Citrix, VDI and OWA can be found on

CONTACT THE SERVICE DESK:-

Extn: 80999
DDI: 03 364 0999
E-Mail: ServiceDesk@cdhb.health.nz
Portal: <https://servicedesk.cdhb.health.nz>

- There are also instructions in the e-mail, as shown under the first yellow hi-light above.
- On your mobile device, click the link under the heading **SELF ENROLMENT LINK** (second yellow hi-light above). This should open the following screen:



- Tap on the option to **Enroll your MobilePASS token**. This should launch MobilePASS and ask you

to choose a token name. Type a name of your choice, then tap **Activate**.

- This should automatically activate the token, then after a few moments, present you with a passcode. When it does this, you are ready to go!



- You can access MobilePASS any time, by going into your Apps, and choosing MobilePASS. If it doesn't take you straight to a passcode, then tap on the name of the token, and you should then see a passcode.
- If the passcode doesn't work for you, hit **Generate Passcode** to get another one.

Enrol a Physical Token

- Request a Physical token using the process detailed on page 3. Please be sure to only request a physical token if you are unable to use MobilePASS!
- Once we have processed your request, the token will be sent to you. In the meantime, you should have received an e-mail from SafeNet Authentication Service as detailed below. Your manager will also be notified that you have requested a physical token. Only action these instructions once you have physically received the token.

Luke Davis:
Your self-enrolment account for CDHB 2-Factor Authentication has been created. Please follow

IMPORTANT: The Enrolment process is different depending on your type of token: Hardware or

ENROLLMENT MUST BE COMPLETED WITHIN 28 DAYS OF RECEIVING THIS E-MAIL

ENROLLING A HARDWARE TOKEN (for the MobilePASS (phone based) token, skip to next section)

1. Wait until you have received your physical token.
2. Go to the Self Enrolment Link below. (DO NOT CLICK this link if you have not yet received your token)
4. When prompted, generate a OTP (one-time passcode) by pressing the button on the front of the token
5. If Enrolment has been successful, you will see a message advising the token has been successful.
6. If Enrolment was not successful, please close the browser window, and click on the link below

ENROLLING A MobilePASS TOKEN:-

1. Ensure you have the MobilePASS app installed. This can be downloaded from your phone's app store.
2. DO NOT CLICK the link below on your computer, it MUST be opened ON THE PHONE\DEVICE
3. Open the Self Enrolment Link below ON YOUR PHONE\DEVICE.
4. From the new page that opens, tap go to Enroll your MobilePASS token.
5. This should launch the MobilePASS app, and ask you to enter a token name - you can enter anything you like.
6. The token should activate and then present you with a passcode. If so, no further action is required.
7. If Enrolment was not successful, please close the browser window then go to the link below

SELF ENROLLMENT LINK:-

<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=7MzirXIHiziwWbfkEEOExgRg>

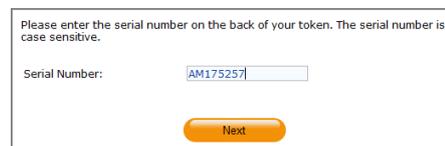
FURTHER INFORMATION:-

Further information on SafeNet, Tokens, MobilePASS, Citrix, VDI and OWA can be found on the

CONTACT THE SERVICE DESK:-

Extn: 80999
DDI: 03 364 0999
E-Mail: ServiceDesk@cdhb.health.nz
Portal: <https://servicesdesk.cdhb.health.nz>

- There are also instructions in the e-mail, as shown under the first yellow hi-light above.
- Click the link under the heading **SELF ENROLMENT LINK** (second yellow hi-light above). This should open the following screen:



- Type the serial number off the back of your physical token and click **Next**.
- You will be asked to enter an OTP (one-time password), more commonly referred to as a passcode. This is done by pushing the button on the token, and entering the passcode that appears into the box, then click **Next**.



- This should then show the following screen. At this point, your token is ready to go!
- If you don't see this message, close the browser window and start again at step 2.



Help\Issues

The Service Desk can be contacted to assist with issues relating to tokens and remote application access.

The Service Desk may request remote access to your personal computer in order to assist you. This is done using a program called TeamViewer, which can be downloaded here:

http://download.teamviewer.com/download/version7x/TeamViewer_Setup.exe

Contact the Service Desk

Phone: 03 364 0999

Extn: 80999

E-Mail: Service.Desk@cdhb.health.nz

Operating Hours: Monday to Friday, 7:00AM – 5:30PM