

MFA and Remote Access Workspace Guide

Contents

1. Prepare to install Citrix Workspace.....	1
2. Install Citrix Workspace.....	1
3. Log in to Citrix Workspace	1
4. Using Citrix Workspace	5
Desktop	5
Apps.....	5
5. Set up Microsoft Authenticator	7
6. Installing the Workspace App	11

1. Prepare to install Citrix Workspace

- Set up Microsoft Authenticator on your smartphone if you haven't already. [Instructions here.](#)
- Request access to the Citrix Workspace through the Service Desk at service.desk@cdhb.health.nz or phone extension 80999 or 03 364 0999 if you are calling from outside the hospital. Once they have granted access, it might take up to 30 minutes to fully activate.

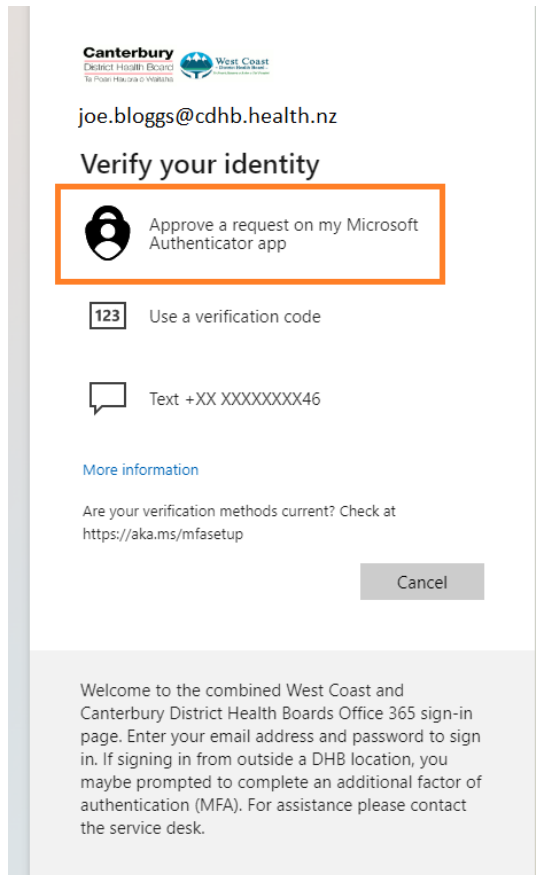
2. Install Citrix Workspace

Follow the [instructions below](#) to install Citrix Workspace on your personal device.

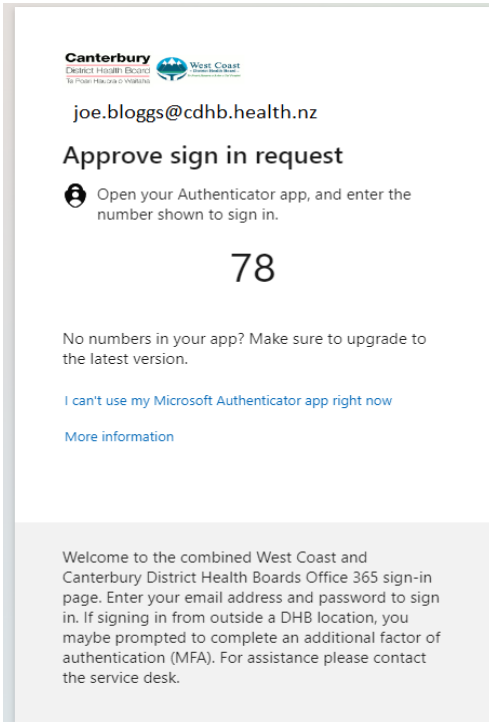
3. Log in to Citrix Workspace

- Open **Chrome** or **Edge**, go to <https://workspace.cdhb.health.nz> and log in.
- If you are outside the Waitaha Canterbury IT network, you will be prompted to approve the sign-in request on the Microsoft Authenticator app on your smartphone.

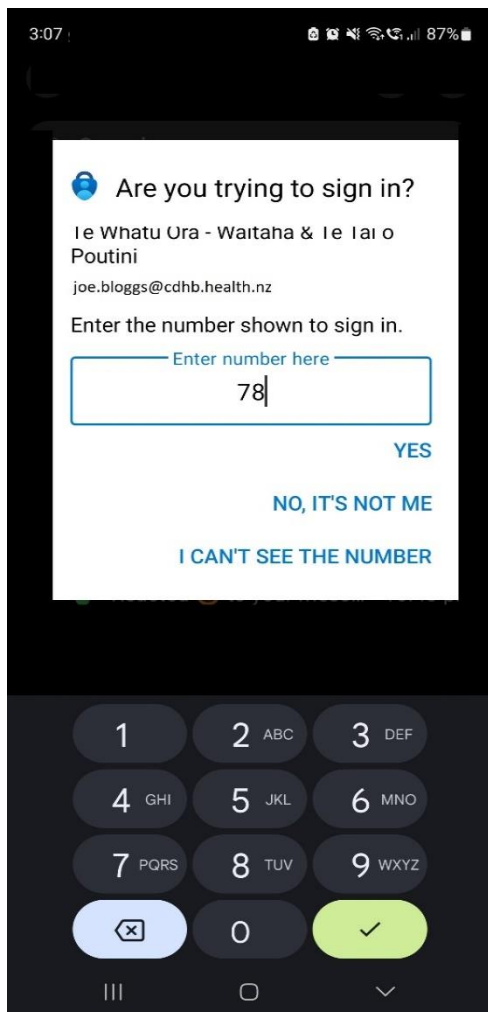
When you are working from home you will be challenged with either a **text message** containing a code, OR your **Microsoft Authenticator app** will ask for a code – see example below.



After entering your Waitaha Canterbury email address and password here <https://workspace.cdhb.health.nz>, you will need to select a method to verify who you are this is called **Two step verification.**

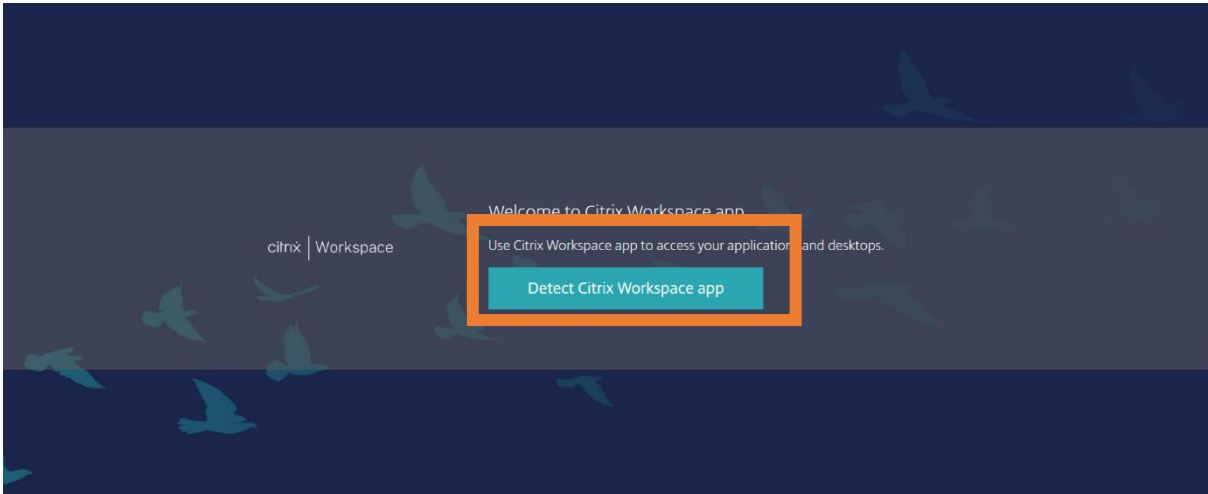


You will be asked to enter the number shown on your computer in the **Microsoft Authenticator App**.

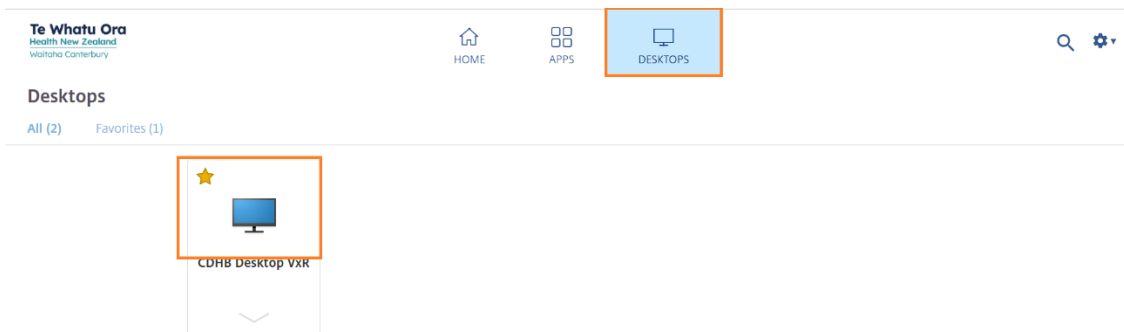


Enter the number showing on the computer, on your phone.

- This webpage will display the first time you access this from home, click **Detect Citrix Workspace App**.



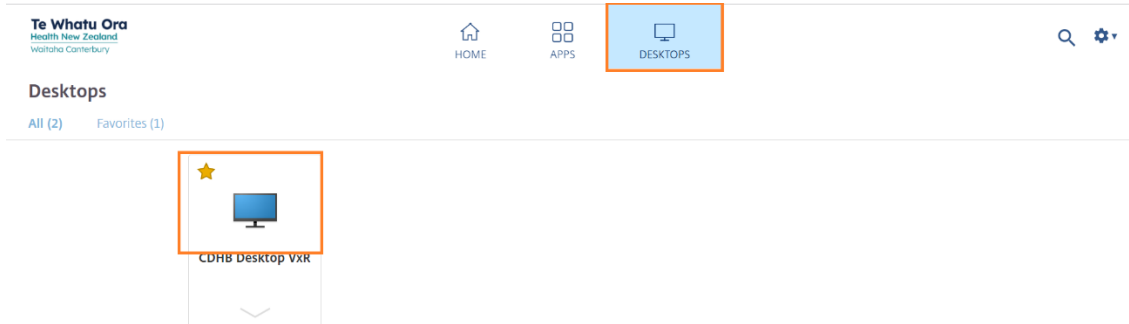
- You will see this Citrix Workspace menu at the top of your screen. You're in!



4. Using Citrix Workspace

Desktop

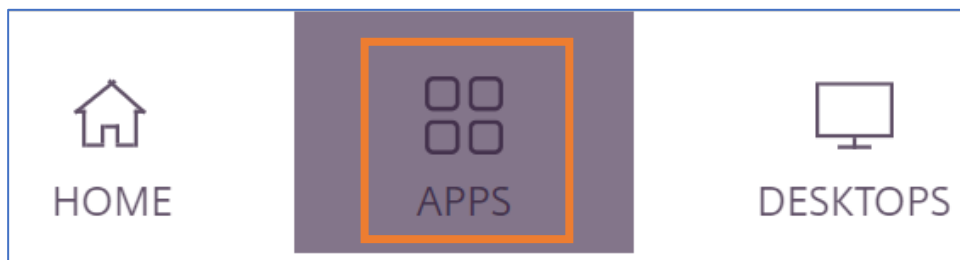
- To open the Desktop, click on the blue screen titled “CDHB Desktop VxR”
- This will take you to a desktop where you can do your work



You can also use different apps depending on your role, you can find this from the “Apps” tab along the top of your screen.

Apps

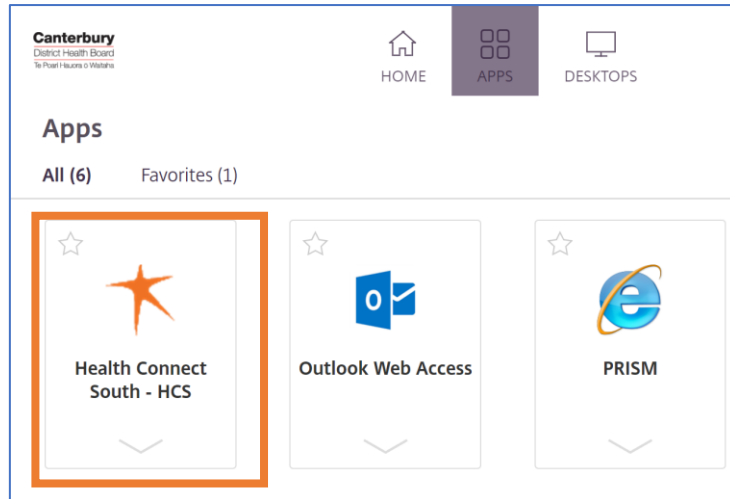
Click **Apps** to access the applications available through Citrix Workspace.



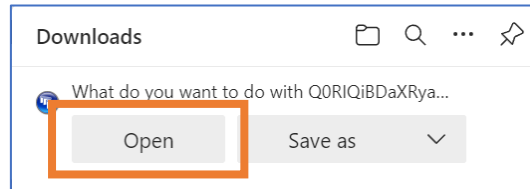
The following applications are available (more are being added as they are needed):

- Health Connect South
- Outlook
- Prism

To use an app, click on the **app icon**.



The first time you use each app on a given computer, a file will download. Click **Open**. The app will open on your computer.



That's all there is to it!

5. Set up Microsoft Authenticator

Please note that authentication methods are mandatory for “Remote Access”.

1. **On your smartphone:** Open Apple App Store (IOS) or Google Play Store (Android), search for **Microsoft Authenticator**. Download and install the application.
2. **From your Waitaha Canterbury IT computer:** Open your preferred Internet browser and go to <https://aka.ms/MFASetup>
 - a. Enter your **Waitaha Canterbury email address** details if prompted to do so and click **Next**.

Canterbury District Health Board West Coast
Te Raukawa o Te Waipounamu Te Waipounamu

john.doe@cdhb.health.nz
More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)
[Learn more](#)

Next

Welcome to the combined West Coast and Canterbury District Health Boards Office 365 sign-in page. Enter your email address and password to sign in. If signing in from outside a DHB location, you may be prompted to complete an additional factor of authentication (MFA). For assistance please contact the service desk.

- b. Continue to Follow the prompts by clicking “Next”
- c. Next click on the phone country and select “New Zealand” and enter your work or personal phone number.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

New Zealand (+64) Enter phone number

Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

d. Please enter the code that is sent to your phone

The screenshot shows a grey header with the title "Keep your account secure" and the subtitle "Your organisation requires you to set up the following methods of proving who you are." Below this is a white box with the heading "Phone". The text inside the box reads: "We just sent a 6 digit code to +64 027 123 4567 Enter the code below." There is a text input field with the placeholder "Enter code" and an orange border. Below the input field is a blue link "Resend code". At the bottom right of the white box are two buttons: "Back" and "Next".

e. You should see this screen, click on Next

The screenshot shows the same grey header as in the previous step. The white box now has a green checkmark icon and the text "SMS verified. Your phone was registered successfully." At the bottom right of the white box, the "Next" button is highlighted with an orange border.

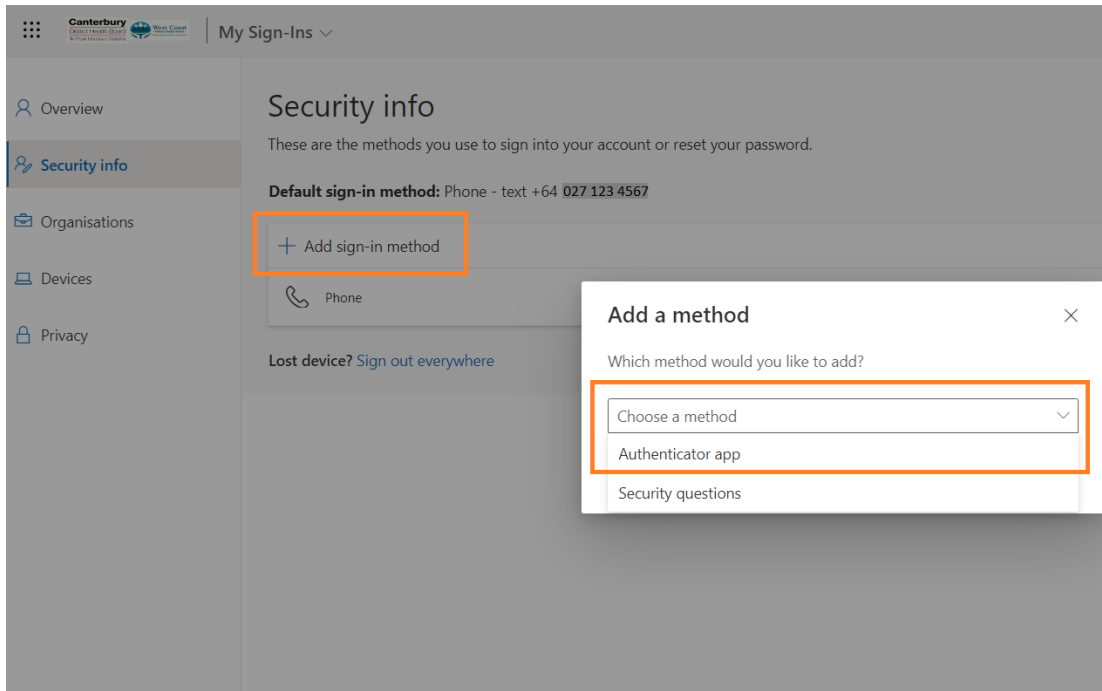
f. The next screen should confirm you have added the phone correctly and you will be taken to an overview of your login details.

The screenshot shows a user dashboard. The top navigation bar includes the Canterbury District Health Board logo and "My Sign-Ins" with a dropdown arrow. The left sidebar has a menu with "Overview", "Security info" (highlighted), "Organisations", "Devices", and "Privacy". The main content area is titled "Security info" and contains the text: "These are the methods you use to sign into your account or reset your password." Below this, it says "Default sign-in method: Phone - text +64 0271234567". There is a "+ Add sign-in method" button. A table lists the current sign-in method:

Phone	+64 0271234567	Change	Delete
-------	----------------	--------	--------

At the bottom of the main content area, there is a link: "Lost device? Sign out everywhere".

- g. For additional security ISG recommends adding an “**Authenticator App**” method
- Click on “Add sign-in method” followed by “Choose a method” selecting “Authenticator App”

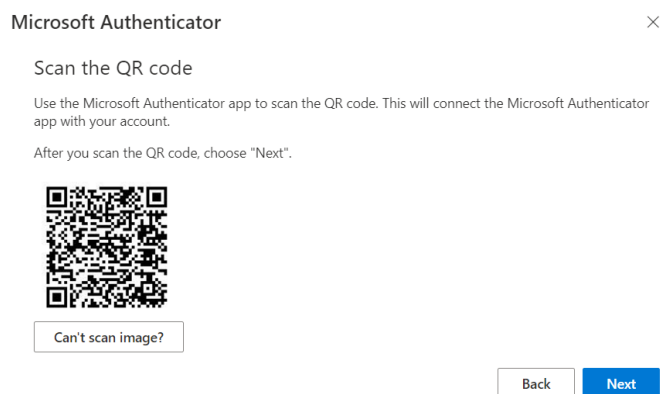


- h. Continue to follow the prompts on the computer until you see the “Scan QR code” then open your phone and follow from the section below

On your smartphone

Open the authenticator app on your smartphone and follow the steps below:

- Click **Add account** (may see a + symbol)
- Click **Work or School Account**
- Click **Scan a QR code**
- ALLOW** the app to use your phone’s camera.
- Scan the QR code:** Hold your phone approximately 30cm in front of your computer monitor aligning the QR code within the guides on your smart phone.
- Click **OK**
- A prompt may appear on your screen to “**Approve a sign in**”
- Approve** the sign in.



You should now be taken back to your overview screen as below:

Canterbury West Coast
My Sign-Ins

Overview
Security info
Organisations
Devices
Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +64 027 123 4567 [Change](#)

+ Add sign-in method

Phone	+64 0271234567	Change	Delete
Microsoft Authenticator	SM-G712G		Delete

Lost device? [Sign out everywhere](#)

This will show you what methods you have setup which should be your:

Phone number & **Microsoft Authenticator**

You can now close this window of the internet browser.

If you run into any problems, call the Service Desk for help.

Click to [return to first page](#).

6. Installing the Workspace App

To use Workspace from home you will need to install the Workspace App 2303. (WINDOWS 10 / 11 ONLY)

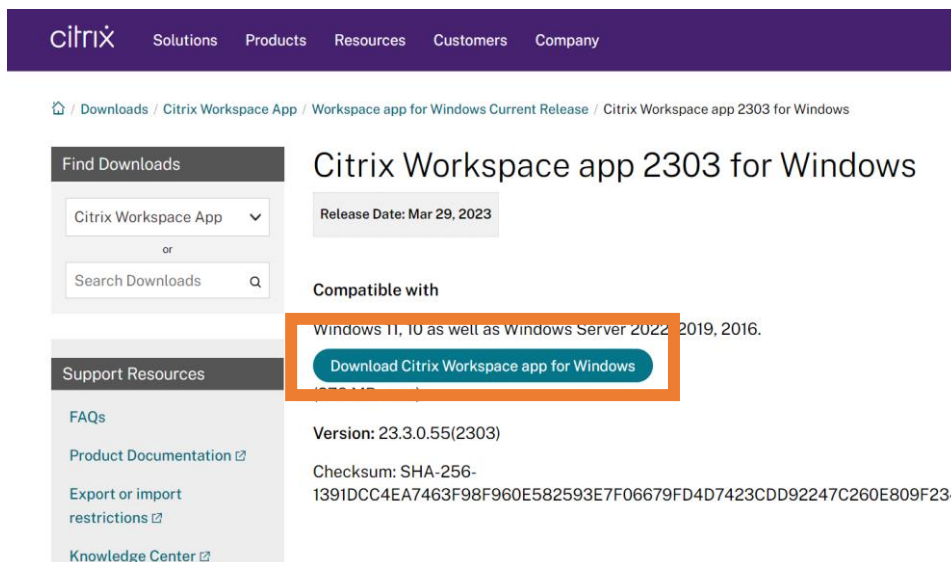
To install for MAC users please check the following [link](#). (please do not download from the App Store!)

Please note that your macOS needs to be listed on the website.

Not sure how to check what macOS version you have? Click the Apple icon in the top left of your screen, choose About this Mac

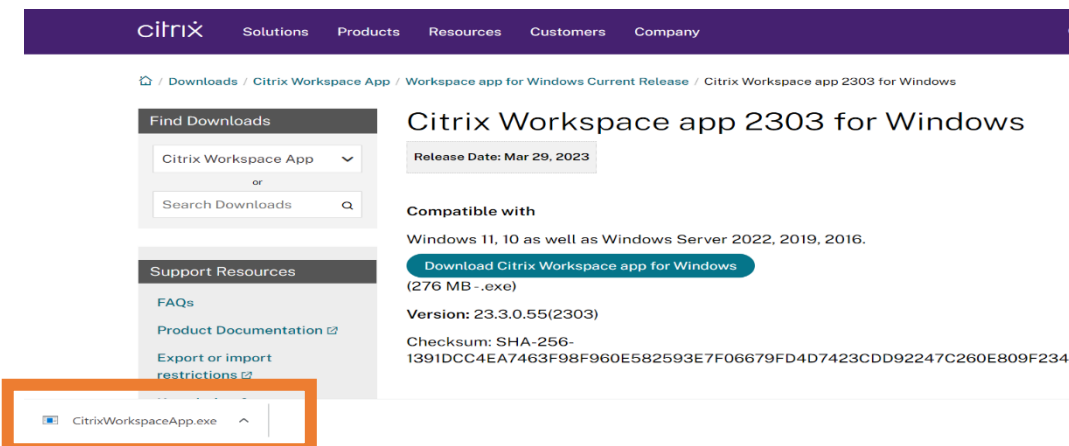
The instructions below will guide you to install this. (the MAC installation may be slightly different please contact the Service Desk for assistance)

1. Click on Download Citrix Workspace app for Windows - [Workspace App 2303 Download](#)



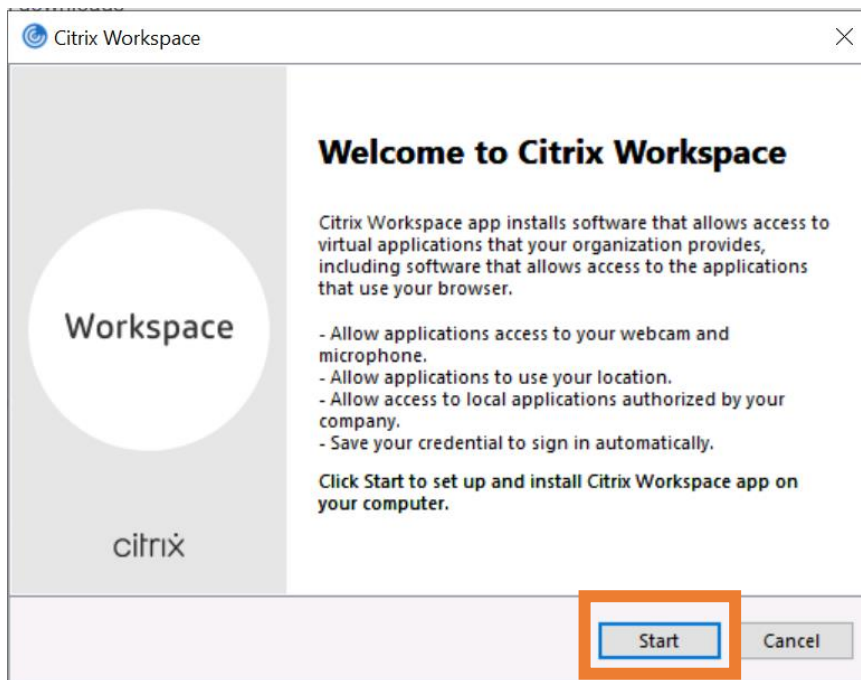
The screenshot shows the Citrix website's download page for the Citrix Workspace app 2303 for Windows. The page features a navigation bar with the Citrix logo and links for Solutions, Products, Resources, Customers, and Company. Below the navigation bar, there is a breadcrumb trail: Home / Downloads / Citrix Workspace App / Workspace app for Windows Current Release / Citrix Workspace app 2303 for Windows. On the left side, there is a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search box. Below that is a 'Support Resources' section with links for FAQs, Product Documentation, Export or import restrictions, and Knowledge Center. The main content area is titled 'Citrix Workspace app 2303 for Windows' and includes the release date (Mar 29, 2023), compatibility information (Windows 11, 10 as well as Windows Server 2022, 2019, 2016), and a prominent blue button labeled 'Download Citrix Workspace app for Windows' which is highlighted with an orange box. Below the button, the version (23.3.0.55(2303)) and a SHA-256 checksum are provided.

2. You will then see a download appear at the bottom of the screen, click on this when it's completed the download.

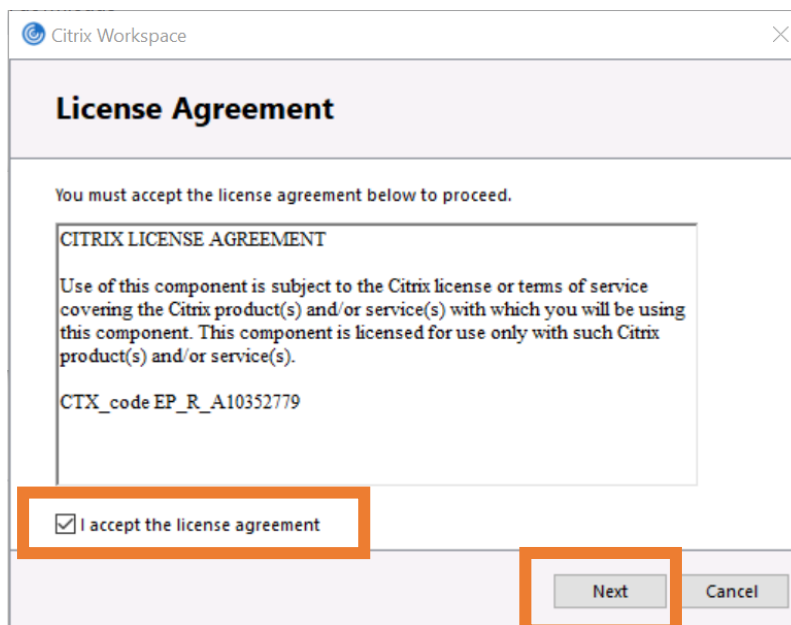


This screenshot shows the same Citrix website page as above, but with a download progress bar visible at the bottom. The progress bar is highlighted with an orange box and shows the file name 'CitrixWorkspaceApp.exe'. The rest of the page content, including the navigation bar, breadcrumb trail, search and support sections, and the main product information, remains the same as in the previous screenshot.

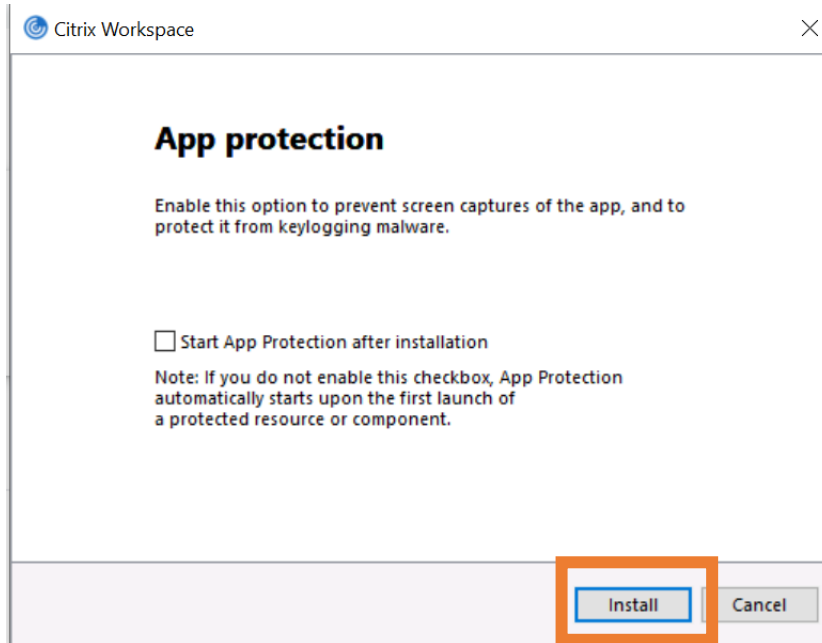
3. Then follow the prompts by clicking Start



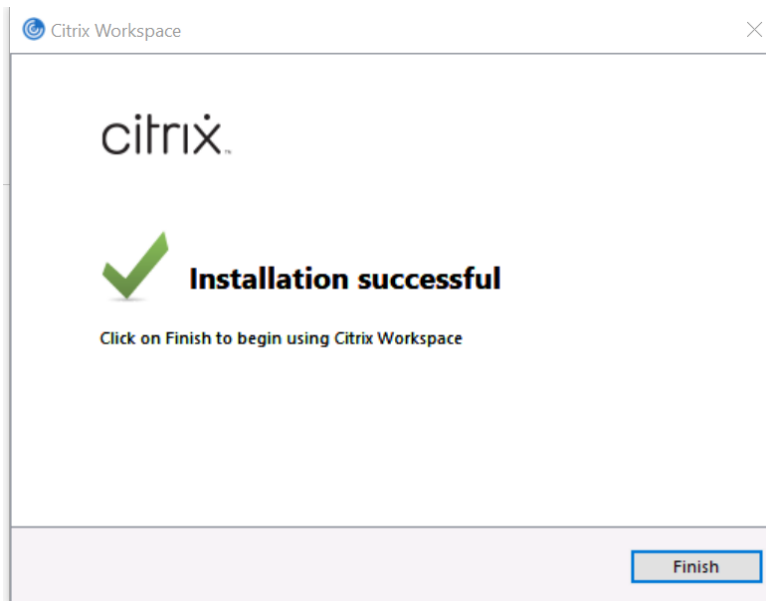
3. Tick the "I Accept the license agreement" then select next



4. Click install (note you do not need to install the App protection)



5. Once this has installed click finish to complete the install process



Click to [return to first page](#) to access the workspace website.