

Getting started with remote access on an Android device

Overview

Remote access gives you a similar experience to working on your computer in the office.

It requires using your personal device and provides access to the Health network from outside the office using an internet connection.

This article is designed to help you setting up remote access on an Android tablet.

Examples of an Android tablet include devices made by Samsung, Sony Nokia or HTC and includes instructions for downloading all required software and logging on and off remote access.

Use these links to navigate the document:

- Download the applications
- Configure the F5 Access app
- <u>Configure the VMware Horizon Client app</u>
- Logging onto the HealthIT network using an Android tablet
- Logging out of the HealthIT network using an Android tablet
- How to uninstall applications
- <u>Support</u>

Important note:

If you have a Physical Desktop computer in the office it will need to be switched on for the remote access solution to work.

Before you can use remote access, you need to request access to *Remote Access Token Mobile FortiToken* on a different device to your Android tablet.

FortiToken is an extra layer of security to keep you and our information secure when working remotely.

If you have not already done this, see the instructions for setting up FortiToken on an *Android device* or *Apple iOS device*d epending on what sort of smartphone or other mobile device you have available.

These instructions have been prepared using a Samsung Galaxy Tab A, version 5.02 (Lollipop).

You may have a different experience on your devices if using a different device or a different Android version.

Separate instructions are available for staff using an *iPad device*.

Download the applications

Step 1

From the Google Play Store, search for and download/install the following two applications:

- F5 Access
- VMware Horizon Client.

Note: Once both applications are installed on your tablet, you will be required to configure each application.

This will only need to be completed once for each Android tablet.

Configure the F5 Access app

Step 1

Tap the **F5 Access** app icon to open the application.



Step 2

Tap CONFIGURE SERVER.



Step 3

Enter the following information:

- Enter configuration name: Health
- Enter server url: remote.health.gov.au
- Tap **NEXT >**.

F5 Access		
	F5 Access	
Enter configuration name Configuration name		
Server URL		
		NEXT >

Select Web Logon checkbox and tap the tick in the top right hand corner.

Settings: Edit Configuration	\checkmark
Name health	
Server https://remote.health.gov.au	
Web Logon Use Web logon for authentication	
One Time Password Token	
Client certificate	

Step 5

Tap the **CONNECT** button.

F5 Access	
health .	-
Disconnected STATUS	
 CONNECT	

The Device Administrator agreement will display, tap ACTIVATE.

	F5 Access
De	evice administrator
œ.	F5 Access
۲	When a device PIN or password is activated, F5 Access will be authorized to save your server access password. It will then actively monitor failed attempts to unlock the device. Beyond a threshold of failed attempts, F5 Access will remove the saved server access passwords as a security measure.
	Note: if later you would like to remove the application, you have to deactivate F5 Access in Settings :: Security :: Device administrators
Activ	vating administrator will allow F5 Access to perform the following rations:
-	Set password rules
•	Monitor screen-unlock attempts
•	Lock the screen
	CANCEL

Step 7

Enter:

- Username: your Health username
- Password: your Health password
- Token: remote access token code
- Tap Logon.

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Cancel	https://remote.health.gov.au/	a
Australi Departm	an Government ent of Health	
Secure Logon Health	for Department of	
Username		
Password]	
Token		
Logo		

Tap **OK** to allow access to the F5 connection.

F5 Access
Allow connection
F5 Access is requesting permission to set up a VPN connection that will allow it to monitor network traffic. Only allow this if you trust the source.
An icon will be shown at the top of your screen while the VPN is in use. Allow?
CANCEL OK

Step 9

Tap Yes to proceed.

	F5 Access
	C
	SSL error
l	 Unable to verify SSL certificate presented by the server: remote.health.gov.au The name of the server does not match the name on the certificate.
	Do you want to proceed?
	No View certificate Yes

Note: Once connected, exit out of the application by pressing the **Home** key on the tablet. Make sure you remain connected to *F5 Access*.

Configure the VMware Horizon Client app

Step 1

Open the VMware Horizon Client application and enter the following information:

- Server Name or Address: https://desktop.central.health
- Server Description (optional): Central
- Tap Connect.

VMware Horizon	☆	:
vmware Horizon		
Server Name or Address		
Server Description (optional)		
Connect		

Step 2

Review the Security Warning message and tap CONTINUE.



Step 3

Enter the following information:

- Username: Health username
- Password: Health password
- Tap the **down arrow** to select environment.

WWware Horizo	n
	vmware Horizon
i 🖓 🚧	ps://desktop.central.health
Enter your User Nat	username and password. ne
Passwor	d
ACCEPTA	NCE 👻
	Connect

Tap CENTRAL.

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CENTRAL	
DEVELOPMENT	
PRODAUS	
PRODUCTION	
PROTECTED	

Note: you will be redirected to previous screen, tap Connect.

Step 4

Once you are logged in, you will see one of the following two screens depending on whether you have a VDI or Physical Desktop computer in the office.

Both options will provide access to your Health desktop.

Physical Desktop Computer (this will either say *Fyshwick* or *Hume Physical Desktop*) and you may also see a list of published applications (e.g. Word, Outlook, TRIM).

Please **do not** use the published applications.

Physical Desktop Computer



VDI Desktop Computer



Double click the tile to launch your desktop (if it isn't launched automatically) in the *VMware Horizon Client* window.

You are now logged on to your desktop.

Your tablet is now set up and ready to access the HealthIT network remotely.



Logging onto the HealthIT network using an Android tablet

Each time you use your Android tablet to logon to the HealthIT network remotely, you will need to connect to both applications - **F5 Access** and **VMware Horizon Client**.

To do this follow the steps below :

Tap the **F5 Access** app icon to open application.

Check the top left corner of the screen to ensure you are on the *Connection* page and that the *CONFIGURATION* field displays **Health**.

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Tap Connect.

F5 Access	
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Health CONFIGURATION Disconnected ITATUS	•
tealth configuration Disconnected tatus	•

Step 3

Enter:

- Username: your Health username
- Password: your Health password
- Token: remote access token code
- Tap Logon.

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Cancel	https://remote.health.gov.au/	â
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Secure Logon Health	for Department of	
Username		
Password		
Token		
Logo		

Exit the application by tapping the **Home** button on the tablet.

Step 5

Tap the VMware Horizon Client app icon to open the application.



Step 6

Tap the **Servers** icon then tap the **central** icon to connect.

		Serv	ers		New
central					
	0		\$	0	

Step 7

If you get a Security Warning, tap CONTINUE.



In the logon dialog box, enter your Health username and password and tap Connect.

vm ware Horizon
https://desktop.central.health
Enter your username and password.
Username
Password
CENTRAL
Connect

Note: The Domain should default to CENTRAL.

Step 9

Tap Standard Desktop icon.

WWware Horiz	on
ALL FAVORITES	
Block 5 - Standard Desktc	

The Android tablet is now connected to your HealthIT network account.

Logging out of the HealthIT network using an Android tablet

To log out of the HealthIT network, you will need to end the session and then disconnect the *F5 Access* application.

To do this, follow the steps below :

Step 1

From the desktop screen, tap the Menu icon on the tablet screen.



Step 2

From the *Menu*, tap the **Disconnect** icon.



Step 3

A warning message will appear, tap **DISCONNECT**.



Step 4

The session will end and you will be redirected to the *VMware* screen, tap the **Disconnection** icon in the top right hand corner.

VMware Horizon	<i>"</i>
ALL FAVORITES	
Block 5 - Standard Desktc	

A warning message will appear, tap LOG OUT.

🦲 Warning	
Are you sure you want to log out?	
CANCEL	LOG OUT

Step 6

Tap the **Home** button on the tablet.

Tap the **F5 Access** app icon to open the application and then tap **DISCONNECT** to disconnect session.

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Health CONFIGURATIO Connected STATUS	N	00:09:02 >

You are now logged off the HealthIT network.

How to uninstall applications

Press and hold (long press) the application icon on your device's home screen.

A trash bin icon will appear at the top of your device's home screen.

Drag and drop the app icon to the trash bin to remove the application.

Support

For assistance, contact the IT Service Desk on x8444 (Central Office) or 1800 500 380 (all other locations) or email *ITServiceDesk@health.gov.au*.

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