Australian Government
Department of Health

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
- Configure the VMware Horizon Client app
- Logging onto the HealthIT network using an Android tablet
- Logging out of the HealthIT network using an Android tablet
- How to uninstall applications
- Support

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:

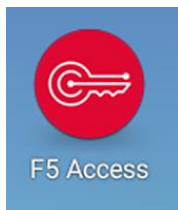- F5 Access
- VMware Horizon Client.

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.
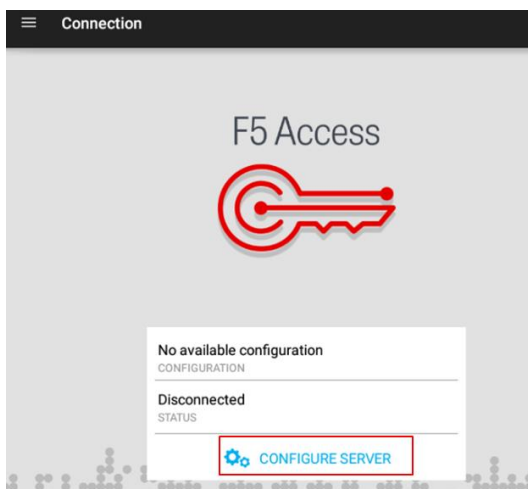
Configure the F5 Access app

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 >**.

Step 4

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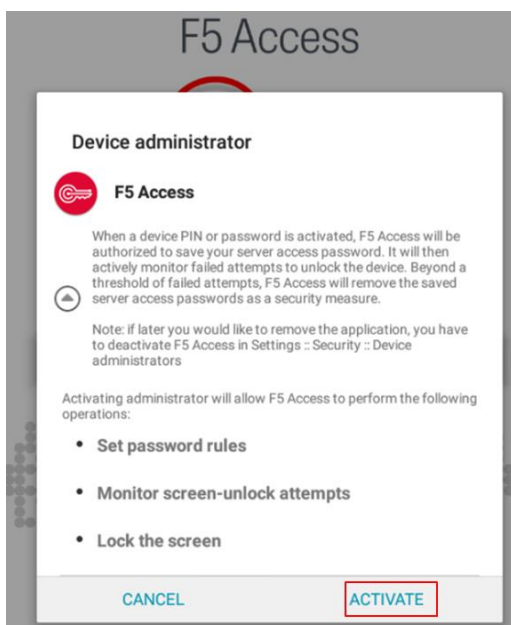

Step 5

Tap the **CONNECT** button.
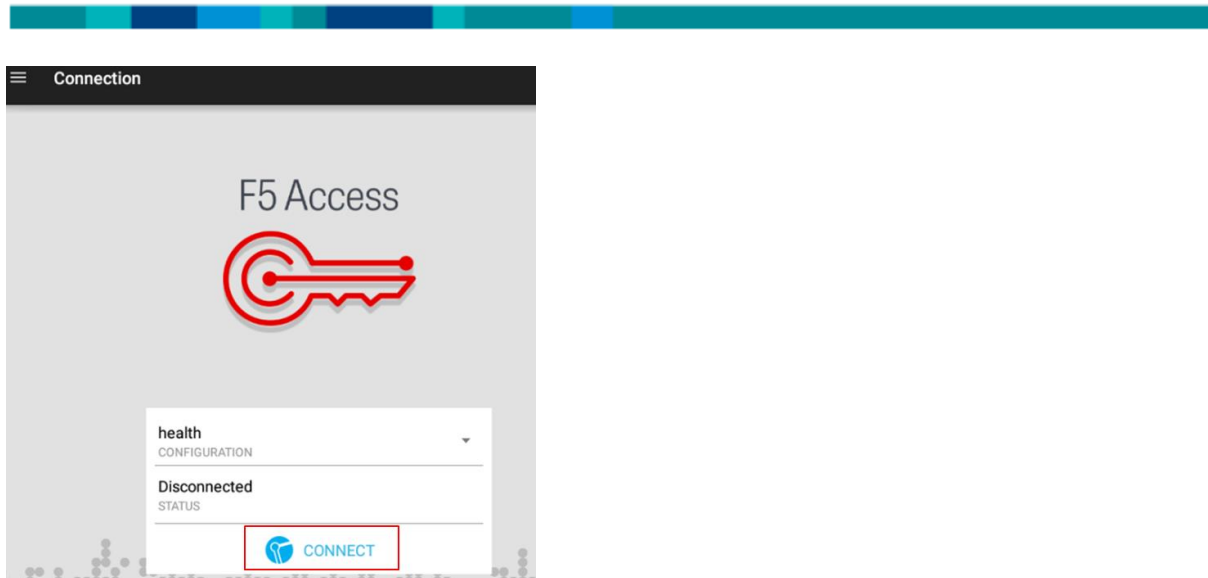
Step 6

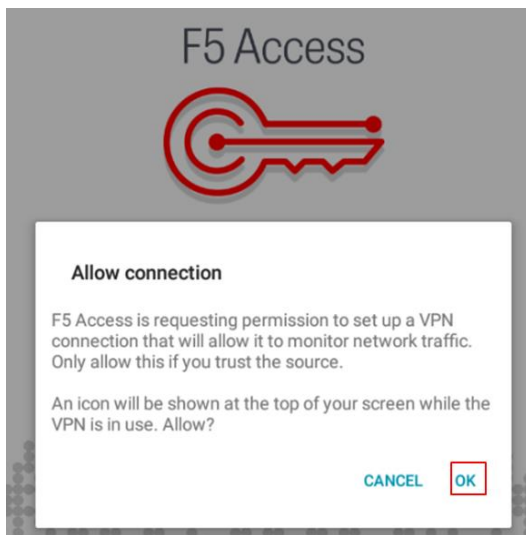The *Device Administrator agreement* will display, tap **ACTIVATE**.

Step 7

Enter:

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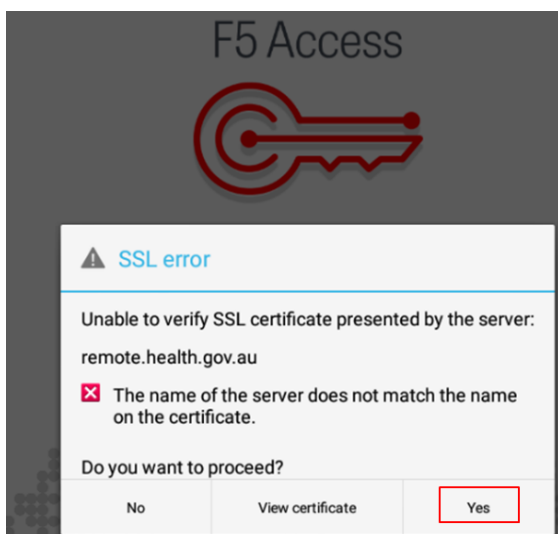- Token: *remote access token code*
- Tap **Logon**.

Step 8

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

Step 9

Tap **Yes** to proceed.

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

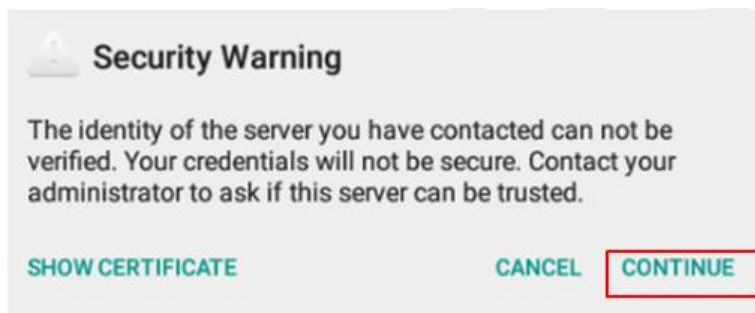## Configure the VMware Horizon Client app

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*
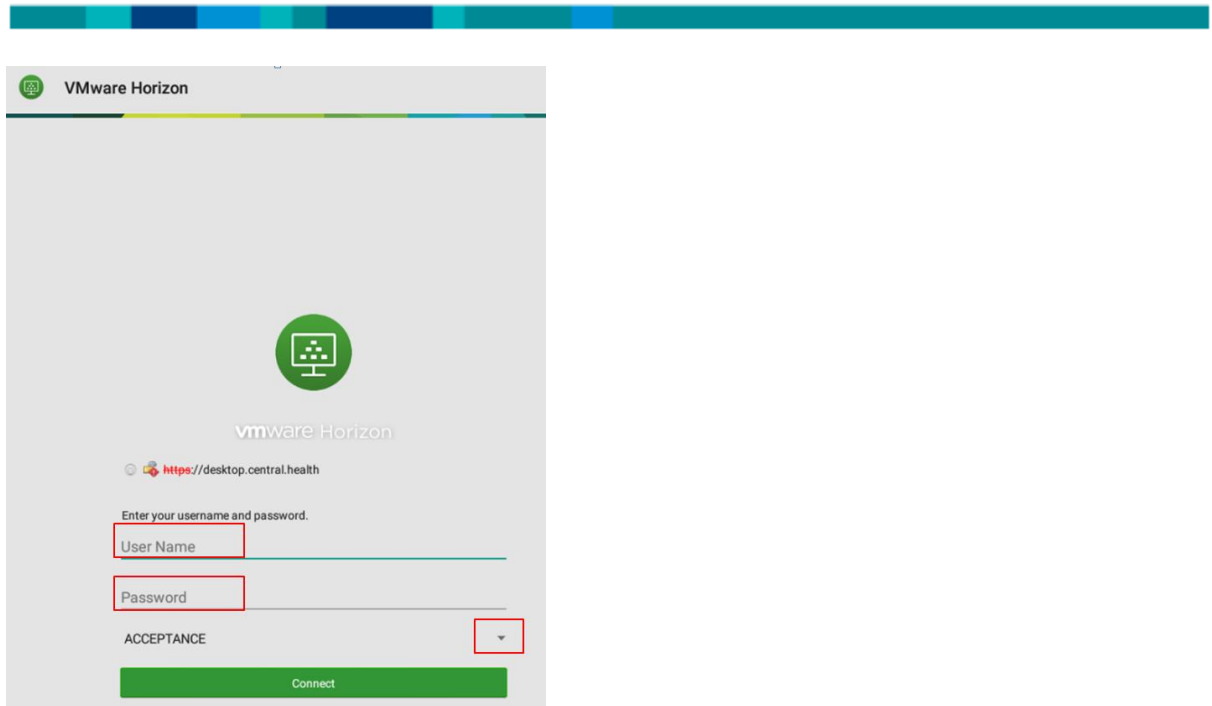- Tap **Connect**.
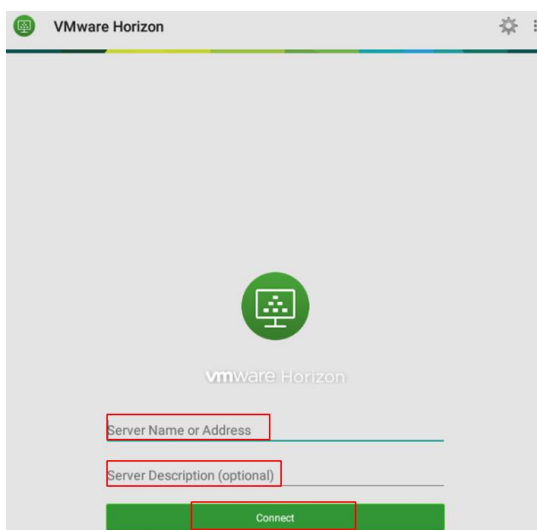
Step 2

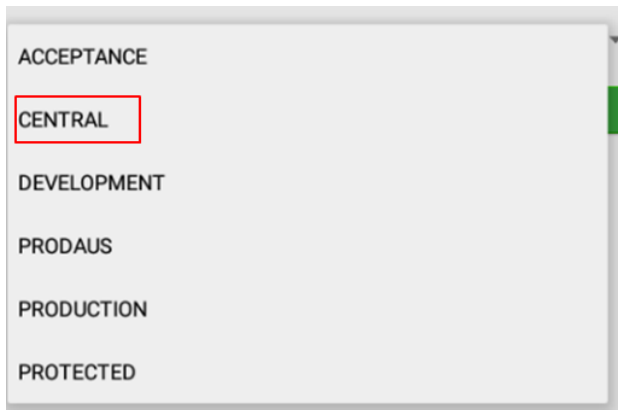Review the Security Warning message and tap **CONTINUE**.

Step 3

Enter the following information:

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

Tap **CENTRAL**.

**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.
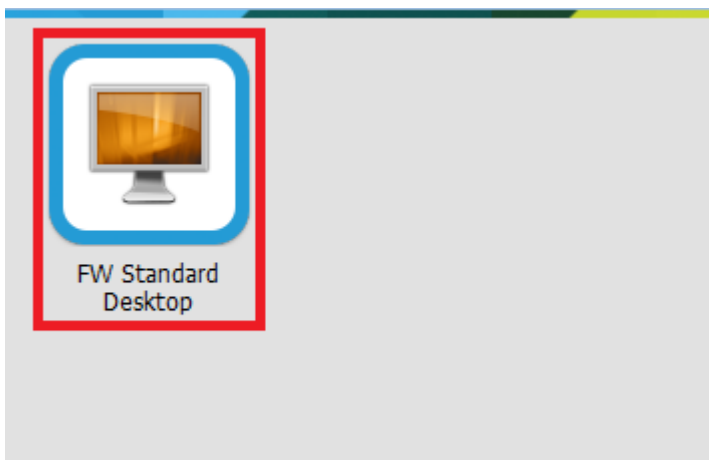
Both options will provide access to your Health desktop.

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
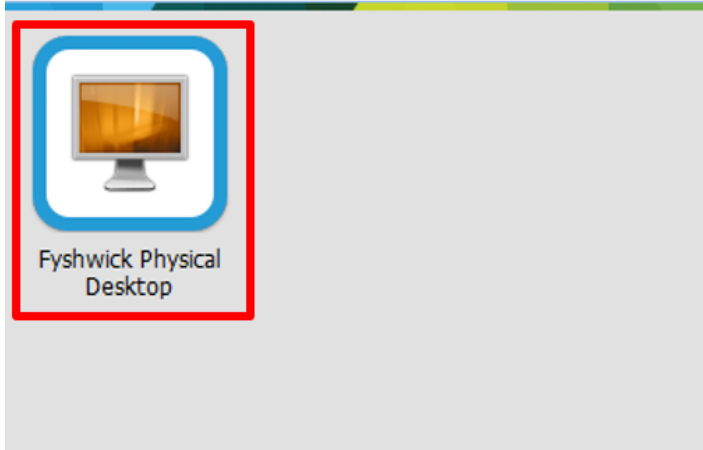
VDI Desktop Computer

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**.
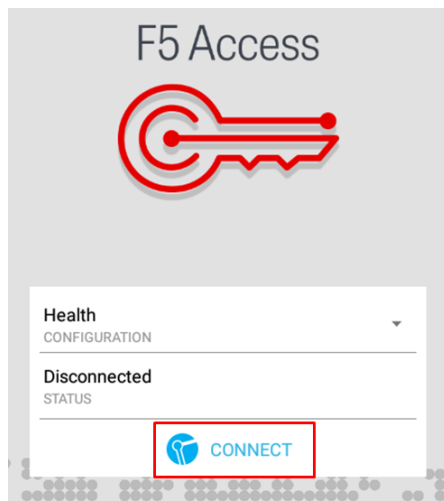
To do this follow the steps below :

Step 1

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**.
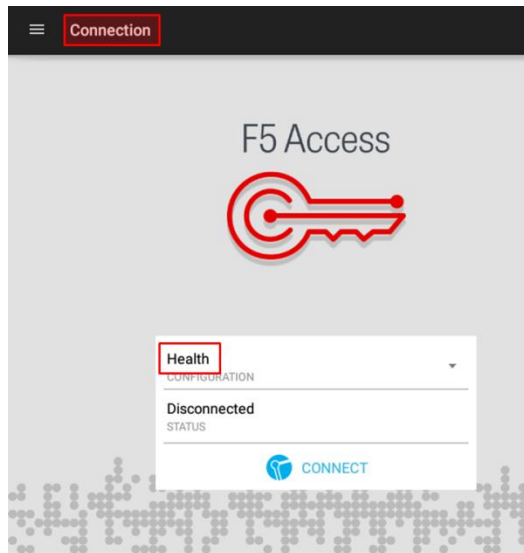
Step 2

Tap **Connect**.

Step 3

Enter:

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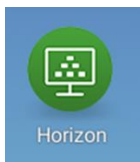- Token: *remote access token code*
- Tap **Logon**.

Step 4

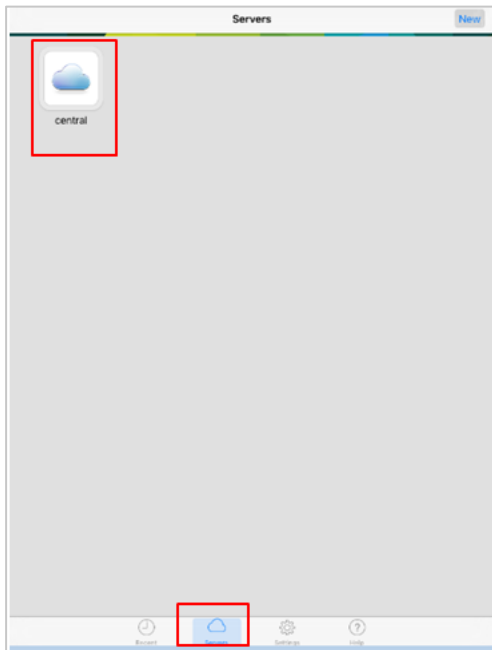Exit the application by tapping the **Home** button on the tablet.

Step 5

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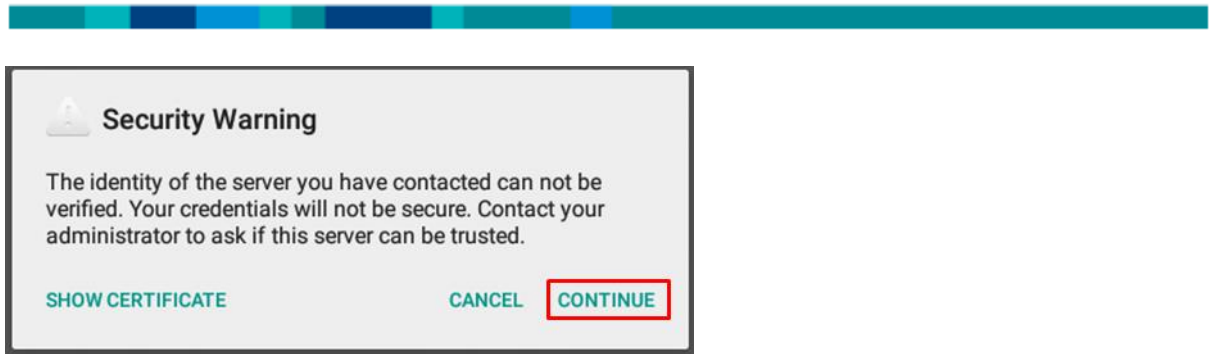

Step 6

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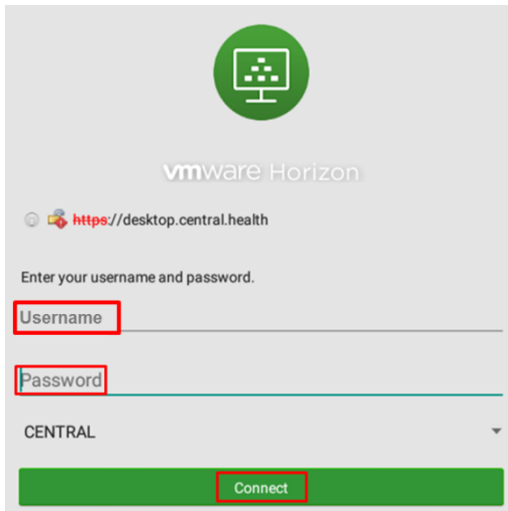

Step 7

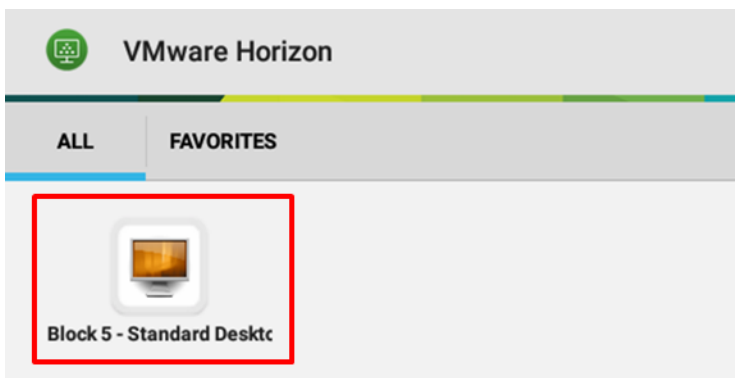If you get a *Security Warning*, tap **CONTINUE**.

Step 8

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

Note: The Domain should default to **CENTRAL**.

Step 9

Tap **Standard Desktop** icon.

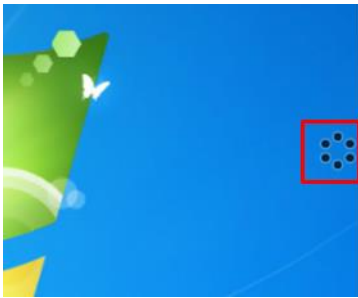The Android tablet is now connected to your HealthIT network account.

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.
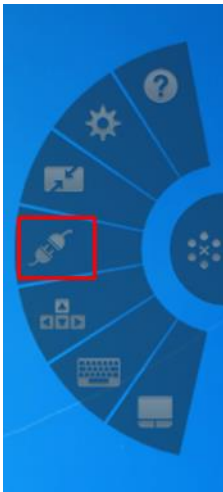
To do this, follow the steps below :

Step 1

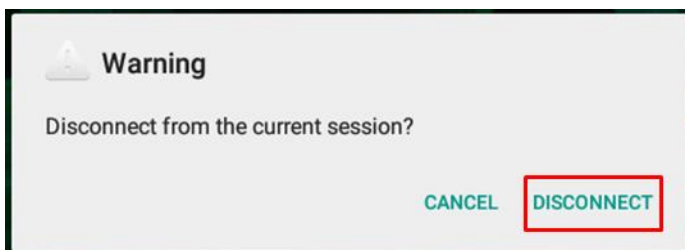From the desktop screen, tap the **Menu** icon on the tablet screen.

Step 2

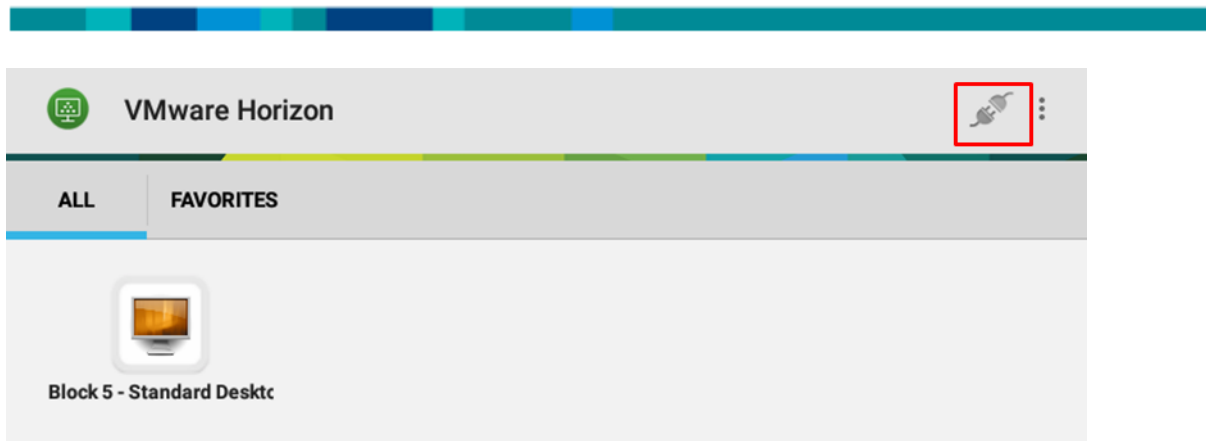From the *Menu*, tap the **Disconnect** icon.

Step 3

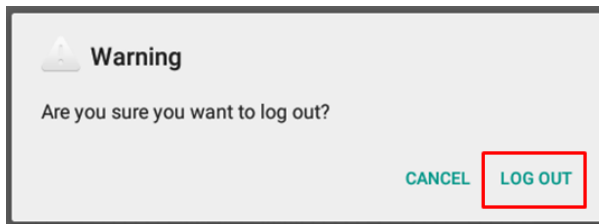A warning message will appear, tap **DISCONNECT**.

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.
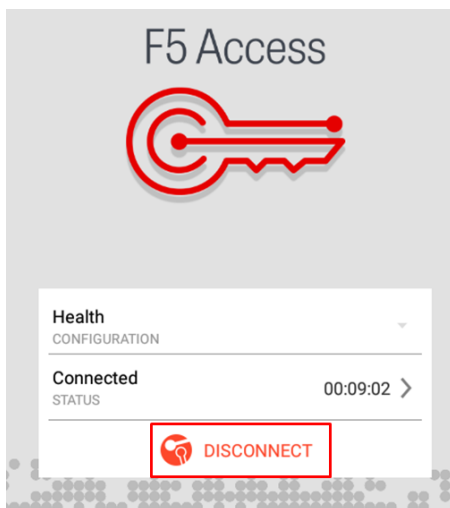
Step 5

A warning message will appear, tap **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.

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*.