Australian Government
Department of Health

Getting started with remote access for Windows 10 devices

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 logging on and off remote access on a Windows 10 device once you have installed all required software.

Use these links to navigate the document:

- Re-configure your default server
- Logging onto the HealthIT network using remote access
- Logging out of the HealthIT network using remote access
- 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 download all required software for remote access and set up FortiToken.

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

The application is required to use remote access.

If you have not already done this, see the instructions for *Installing software for remote access on a Windows 10 device* and setting up FortiToken on an *Android device* or *Apple iOS device* depending on what sort of smartphone or mobile device you have available.

Re-configure your default server

Before connecting to the HealthIT network remotely you will need to re-configure the *BIG-IP Edge Client* on your Windows laptop/PC.

Step 1

- Open the **BIG-IP Edge Client** on your Windows computer.

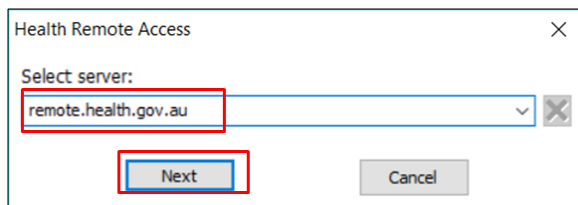- Ensure you are disconnected by clicking the **Disconnect** button.

Step 2

In the *BIG-IP Edge Client* window, click **Change Server.**

Step 3

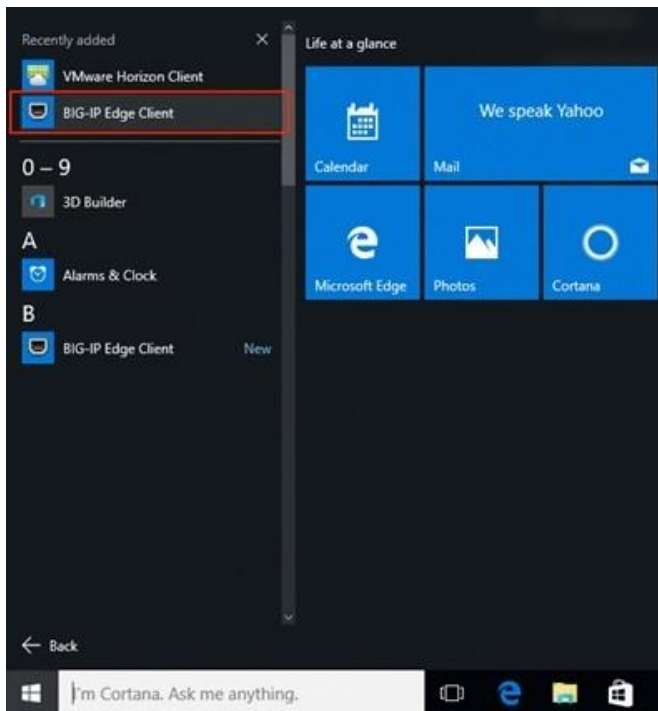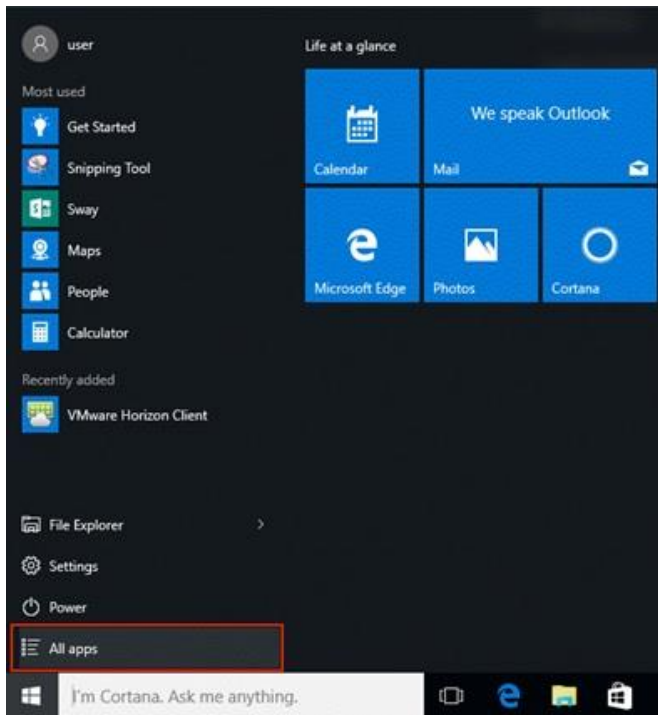Enter **remote.health.gov.au** and click **Next.**

Your default server should now be updated.

Please follow the instructions below to connect to the HealthIT network remotely.

Logging on to the HealthIT network using remote access

Step 1

With an Internet connection, launch the **BIP-IP Edge Client** from your *Start* menu > *All apps > Recently added* (or from your *Start* menu if you pinned it to Start during installation).

Step 2

On launch of the *BIG-IP Edge Client*, ensure the server is labelled *remote.health.gov.au* and click **Connect** to connect to the Health remote access network.

If you click **Auto-Connect**, it will automatically connect you to the network the next time you launch the client.
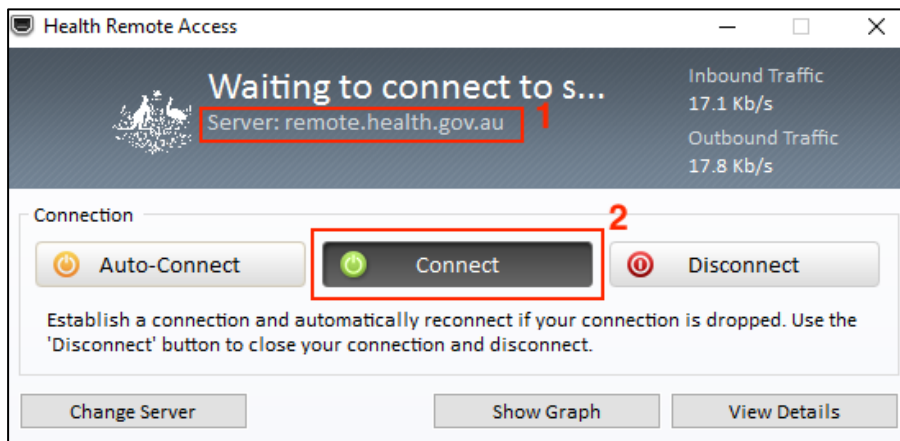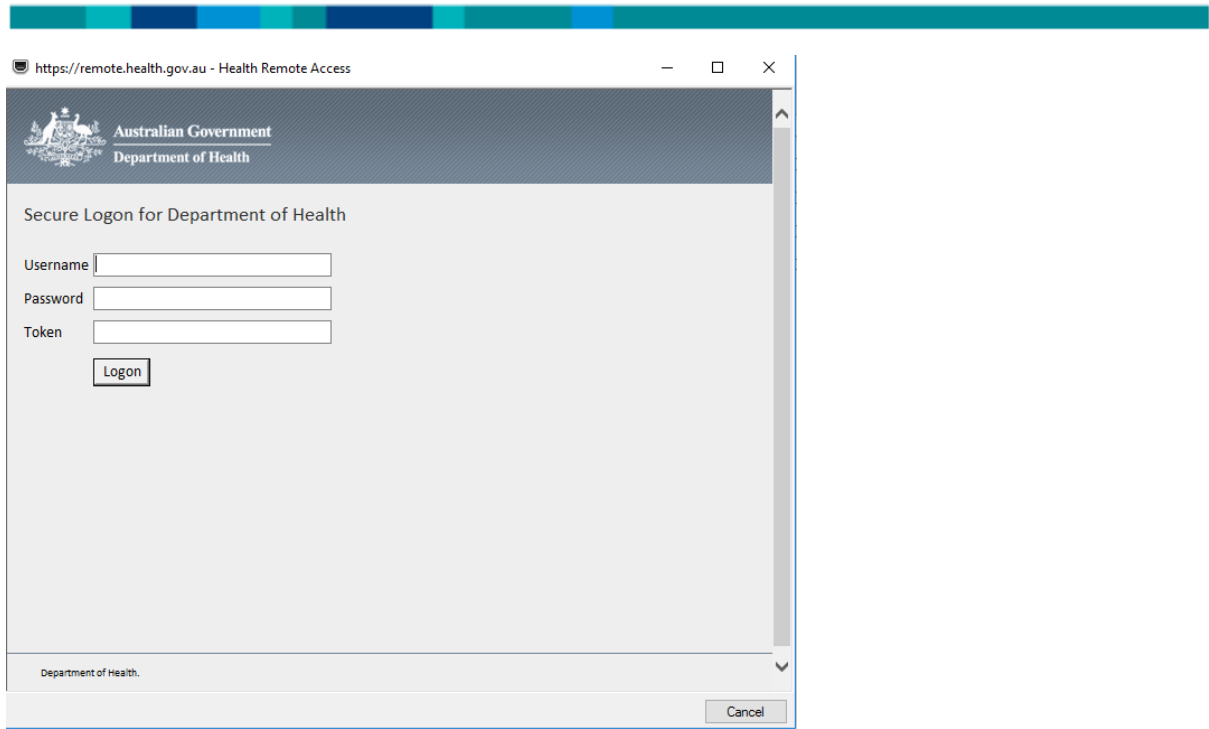
Step 3

Observe the user warning in the *https://remote.health.gov.au – Health Remote Access* window, and then click **Yes** to agree.
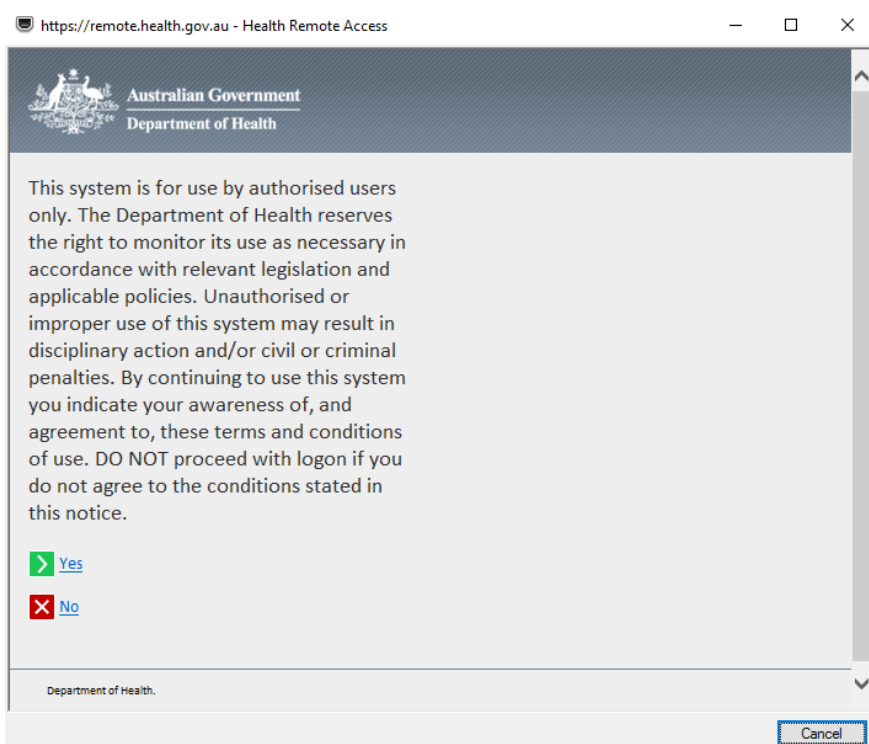

Step 4

Access your FortiToken app, then enter your Health username, password *and FortiToken's 6 digit PIN* in the *https://remote.health.gov.au - Health Remote access* window, and then click **Logon** to connect to the HealthIT network.
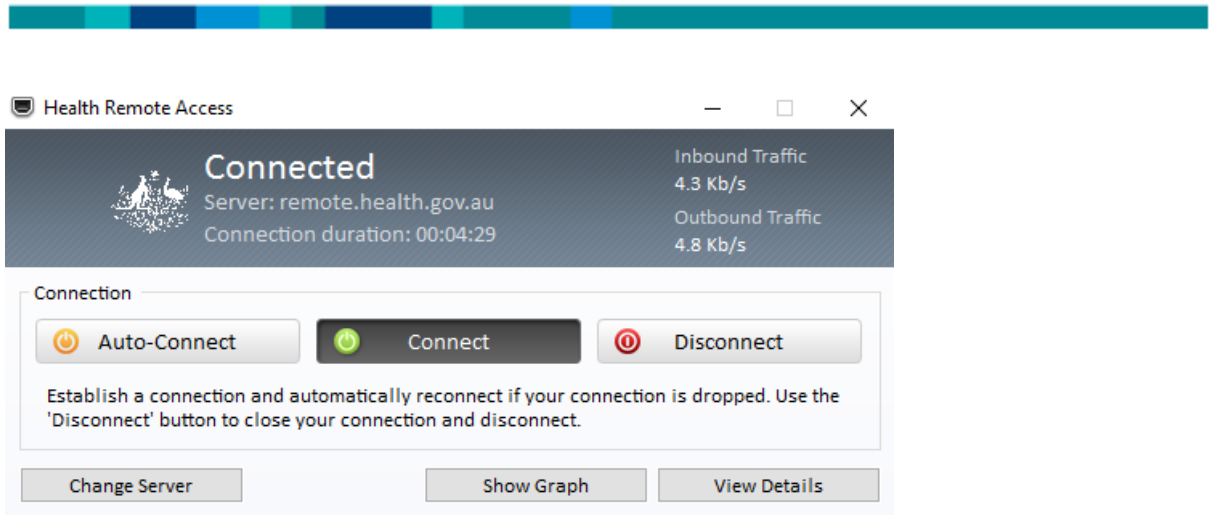
Step 5

The *F5 BIG-IP Client* will attempt to authenticate your credentials.

Click **Yes** in *User Account Control* window to allow the *F5 Networks* app to be installed.
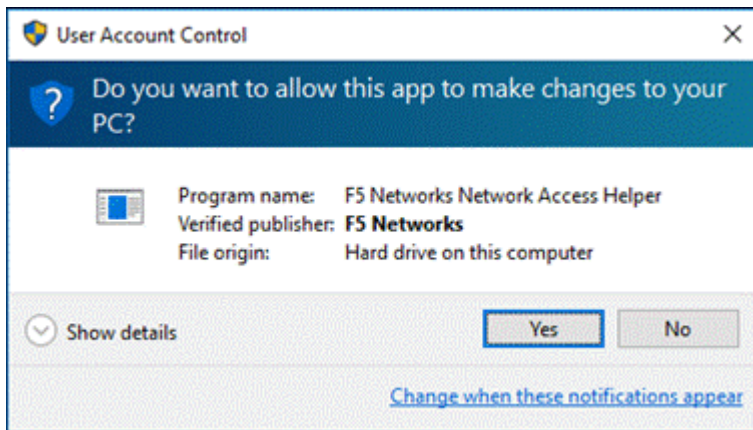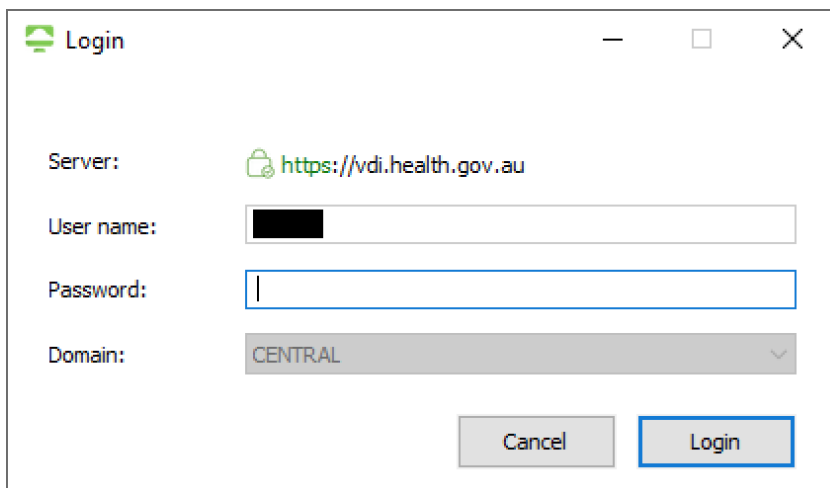

Step 6

Once the *F5 BIG-IP Edge Client* status changes to *Connected* in the *Health Remote Access* window, it will automatically launch the *VMware Horizon Client*.
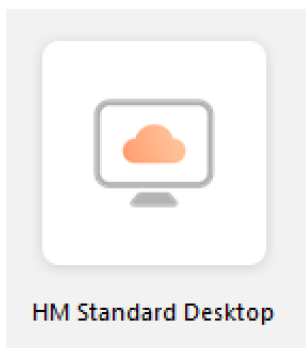
Step 7

Enter your password and click **Login** in the *VMware Horizon Client* window when prompted.

Once you are logged in, you will see a list of resources that have been assigned to your profile. This may be a VDI and/or published applications.
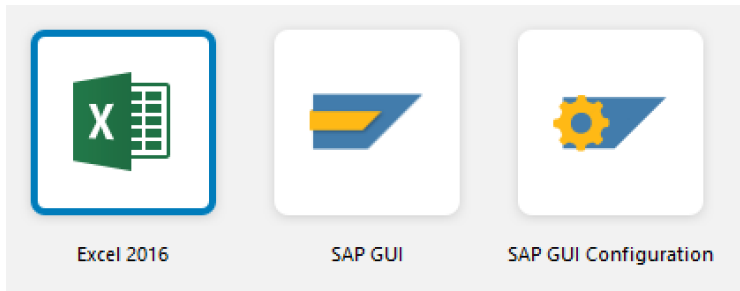
VDI Computer

HM Standard Desktop

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.

Published Applications

Double click the tiles to launch the applications you want to use.

Logging out of the HealthIT network using remote access

Step 1

VDI - Disconnect or **log off** from the Health Desktop when you are finished.
App - Close the application(s) when you are finished.

Step 2

Close the *VMware Horizon Client*.

Step 3

Disconnect the *F5 Health Remote Access Client* and close the window.

You are now logged off the virtual desktop.

Support

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