

#### **Accessing HPH Portal Website**

You need to have Citrix Receiver/Workspace installed on your computer in order to access the HPH Portal

- 1. Open your preferred web browser
- Navigate to <u>https://portal.hawaiipacifichealth.org</u>. You'll be redirected to the login page

User name	Please supply username
	Please click Log On to continue
	Log On

3. Enter your **Windows** username, the credential used to log into HPH computers. Then, select **Log On** 

User name	jd123
	Please click Log On to continue
	Log On

 If you have Two Factor Authentication proceed to <u>Section 1</u>. Otherwise, enter your password, select Log On, and proceed to <u>Section 2.1</u> or <u>Section 2.2</u> if you're using a Windows or Mac respectively

User name	ineration and
Password:	
	Please enter your domain password
	Log On

## **1: VIP Two Factor Authentication**

This section is for users who have two factor authentication **ONLY**. Make sure you've registered a device at an **HPH facility** through the following link: <u>VIP</u> registration

1. The login screen will have a "push" section for users that have two factor authentication. Enter your password and select **Submit** 

Please enter your domain password and confirm with your VIP App					
User name:					
Password:					
	push				
	Submit				

2. The page will begin loading, awaiting your two factor approval

Please enter your domain password and confirm with your VIP App					
User name:	100000				
Password:					
	push				
	0				

3. Open the VIP Access application on your mobile device



4. A blue notification screen will open, awaiting your approval. Approve the sign in request by tapping the **checkmark** icon

Sign In Request
Approve your Sign In request from: Hawaiʻi Pacific Health Remote Access Service Name
10:15 AM

 If your response was successful, the HPH Portal webpage will proceed to the next screen. Proceed to <u>Section 2.1</u> or <u>Section 2.2</u> if you have a Windows or Mac respectively

#### 2.1: Accessing Portal on Windows (Internet Explorer)

1. Select **Detect Receiver** 



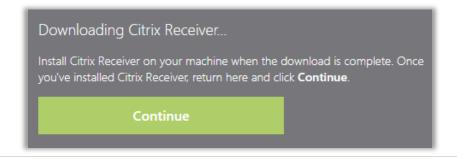
 If the correct version of Citrix Receiver is installed, the webpage will automatically load. Proceed to <u>step 13</u>

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			Q Search Favorites

3. Otherwise, check Agree and select Download

	Just a moment, we're detecting if Citrix Receiver is already installed.				
	If Citrix Receiver is detected, you will see a window in a few seconds. Please choose Launch Application.				
citrix Receiver	If no window appears, proceed to download.				
	I agree with the Citrix license agreement				
	Download				
	Detect again   Already installed   Security details				

4. The browser will begin downloading the installation file. **DO NOT** select continue until the Citrix Receiver program has been installed



5. Select Run on the security popup to begin downloading Citrix Receiver



6. Wait for the download to finish



7. Select Start to begin installing Citrix Receiver



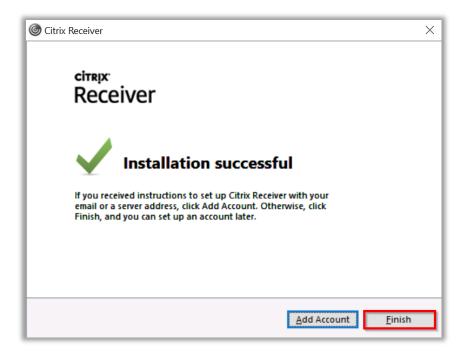
8. Check the box and select Install on the license agreement page

Citrix Receiver	×
License Agreement	
You must accept the license agreement below to proceed.	
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The states of any of the compared beautiful	
registration and a characteristic and the second se	
I accept the license agreement	
Install	incel

9. Wait for Citrix Receiver to finish installation

Citrix Receiver	×
Installing Receiver	Ó

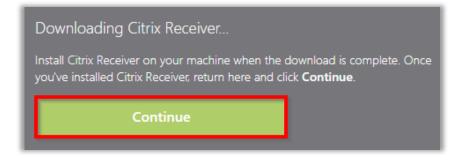
10. Select **Finish** to end installation. **DO NOT** add an account



11. Check the box and select Allow for the Internet Explorer Security popup

Internet	t Explorer Security	×	
۲	A website wants to open web content using this program on your computer		
This program will open outside of Protected mode. Internet Explorer's <u>Protected mode</u> helps protect your computer. If you do not trust this website, do not open this program.			
	Name:Citrix Connection ManagerPublisher:Citrix Systems, Inc.		
	Do not show me the warning for this program again		
	Allow Don't allo	w	

12. Navigate back to your Internet Explorer page. Select **Continue** to confirm the installation



13. Select the **Apps** tab and open the application of your choice

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All	Apps						
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Epic			Epic SRO			Outlook 2013	

# 2.2: Accessing Portal on a Mac (Safari)

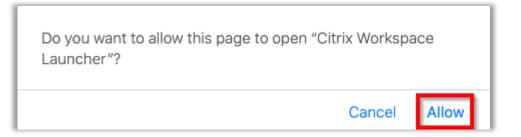
1. Select Detect Receiver



2. The page will redirect and attempt to check your version of Citrix



3. If Citrix Workspace is already installed, select **Allow** on the popup and skip to <u>Step 22</u>



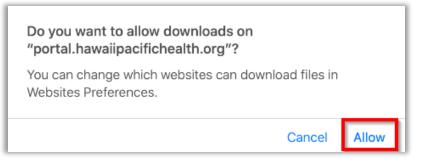
4. Otherwise, check Agree and select Download

citrix Receiver	Just a moment, we're detecting if Citrix Receiver is already installed.				
	Download Elefect again   Already exhibited   Eleganty stateme				

5. The browser will begin downloading the installation file. **DO NOT** select continue until the Citrix Workspace program has been installed



6. Select **Allow** on the popup to begin downloading Citrix Workspace



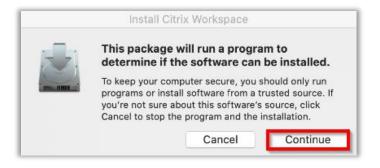
7. Wait for the download to finish and open CitrixWorkspaceApp.dmg



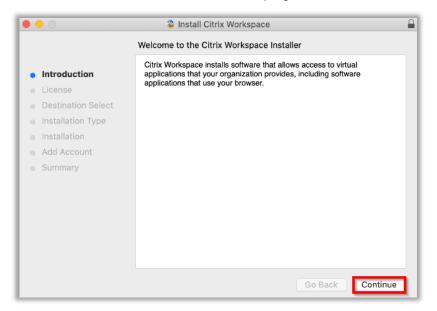
8. Select Install Citrix Workspace to start the installation



9. Select Continue to allow the package to be installed on your computer



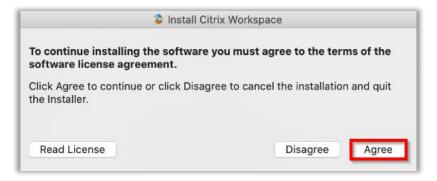
10. Select **Continue** on the welcome page



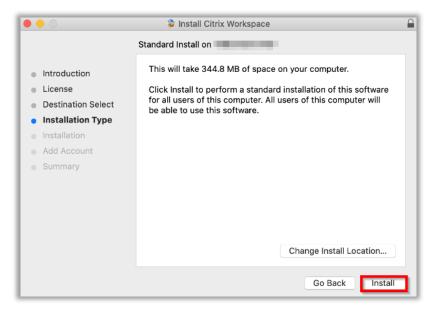
11. Select **Continue** on the software license agreement page

	훻 Install Citrix Workspace		1
	Software License Agreement		
Introduction	English	0	
License			
<ul> <li>Destination Select</li> </ul>			
<ul> <li>Installation Type</li> </ul>	and the second second	and the second	
Installation			
Add Account	Contract Contractor		
<ul> <li>Summary</li> </ul>			
	Print Save	Go Back Continue	е

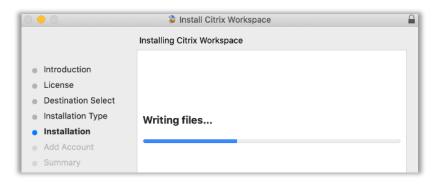
12. Select Agree on the software license agreement page



13. Select **Install** on the standard install page



14. Wait for the installation to finish



15. Select **Continue** on the add account page. **DO NOT** add an account

• • •	💝 Install Citrix Workspace
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Add Account</li> <li>Summary</li> </ul>	Install Citrix Workspace Add Account          If you received instructions to set up Workspace with your email or a server address, check Add Account, then click Continue.         Add Account
	Go Back Continue

16. Select **Close** to finish the installation

	😂 Install Citrix Workspace	
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Add Account</li> <li>Summary</li> </ul>	The installation was completed successfully.	
	Go Back Close	

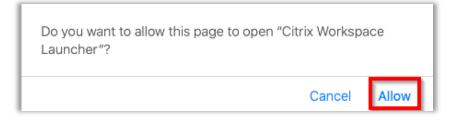
17. Select Move to Trash to remove the installer from your computer

	Insta	II Citrix Works	bace
R.		nt to move the the Trash?	"Citrix Workspace"
-	To keep this p location, click		image in its current
		Keep	Move to Trash

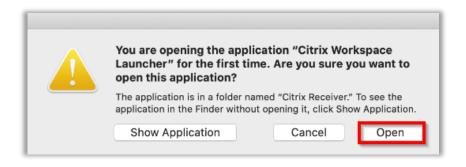
18. Navigate back to your Safari page. Select **Continue** to confirm the installation was successful



19. Select **Allow** on the next popup



 Select **Open** on the warning message for Citrix Workspace Launcher, wait 10 -15 seconds to be redirected, and proceed to <u>step 22</u>. If you are not redirected, proceed to <u>step 21</u>



21. Select **Already Installed** on the Safari portal page and proceed to **step 22** 



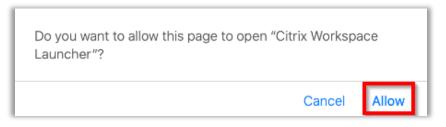
22. You will be directed to your Favorites page

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<b>Epic</b> Epic	Details	Outlook 2013	Details	Remote	Deta Desktop Connection	

23. Select the **Apps** tab and **click** to open your application

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Epic Epic	Details	Outlook 2013	Details	Remote	Detai Desktop Connection	

24. Select **Allow** on the popup message



25. You will see **Starting application** on your screen as the **Citrix Viewer** application opens. Your screen may flicker black while this application launches



## **3: Common Issues And Troubleshooting**

This section will cover common issues encountered when logging into the HPH Portal

## 3.1: I Didn't Receive The Push Notification

Make sure that your VIP Access application is **OPEN** 

1. Refresh your web browser on the loading screen

Please enter your domain password and confirm with your VIP App			
User name:	10000		
Password:	•••••		
	push		
	0		

2. This will return you to the password screen. Enter your password and select **Submit** to get another push notification

Please enter your domain password and confirm with your VIP App		
User name:		
Password:		
	push	
	Submit	

3. If you are still unable to login using the push notification, refresh the browser. Enter your password, but **delete** the text in the push box

Please enter your domain password and confirm with your VIP App		
User name:	10000	
Password:		
	Submit	

4. Open the VIP Access application on your registered device. Enter the **six digit** security code on your device into the box and select **Submit** 

● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●		
CREDENTIAL ID SYMC 8187 4897	Please enter your domain	password and confirm with your VIP App
	User name:	
SECURITY CODE	Password:	
645943		645943
10		
		Submit
Symantec. VIP		

5. If you are still unable to login, please contact the **IT Service Desk** at **535-7010**, **option 1** 

## **3.2: Accessing Portal With a Chromebook**

Currently, the Citrix Receiver software **IS NOT** available for Chromebooks. Thus, the portal **CAN NOT** be used with a Chromebook. Please use a different device to access the HPH Portal

#### **3.3: Checking Citrix Version**

There are times where you may be asked what version of receiver you are running. Please reference the appropriate sections for your device:

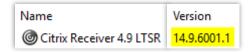
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Section 3.3.1 - Windows 10
Section 3.3.2 - Mac
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## 3.3.1 - Windows

- 1. Click on the Start button in the lower left corner of your screen
- 2. Type "control panel" and press Enter
- 3. Click Uninstall A Program while your view is set to Category



4. Scroll down until you find **Citrix Receiver** or **Citrix Workspace** and the version information will be on the right



# 3.3.2 – Mac

- 1. Click on the **Finder** icon in your taskbar
- 2. Select **Applications** under the Favorites menu. Scroll down and select **Citrix Receiver** or **Citrix Workspace**. The version information will be on the right

