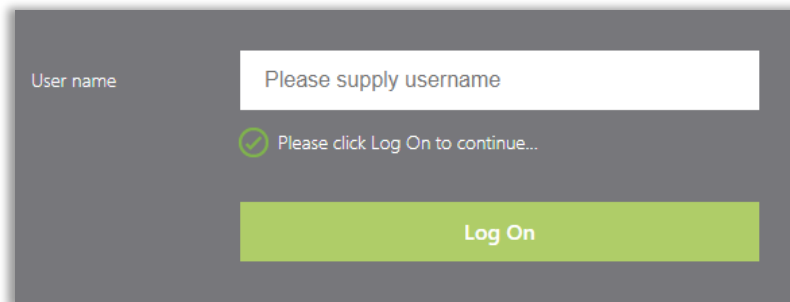# Accessing HPH Portal Website

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

1. Open your preferred web browser
2. Navigate to **https://portal.hawaiipacifichealth.org**. You'll be redirected to the login page
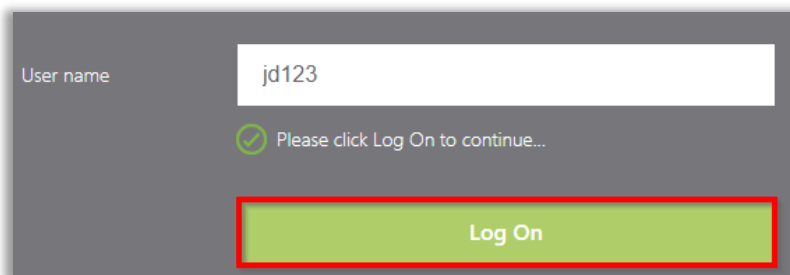
3. Enter your **Windows** username, the credential used to log into HPH computers. Then, select **Log On**

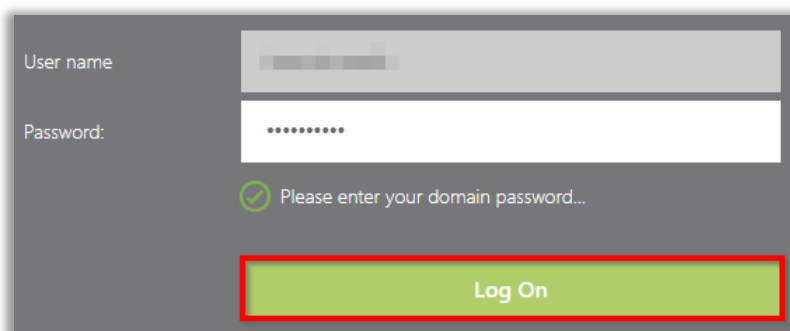4. If you have **Two Factor Authentication** proceed to **Section 1**. **Otherwise**, enter your password, select **Log On**, and proceed to **Section 2.1** or **Section 2.2** if you're using a Windows or Mac respectively
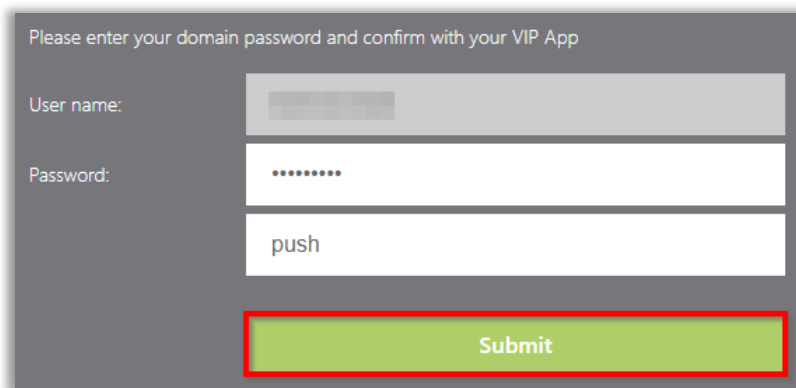
1: VIP Two Factor Authentication

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: **VIP registration**

1. The login screen will have a "push" section for users that have two factor authentication. Enter your password and select **Submit**
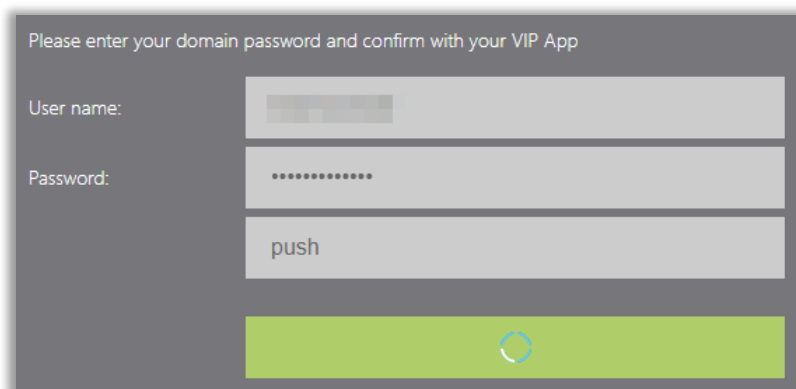
2. The page will begin loading, awaiting your two factor approval
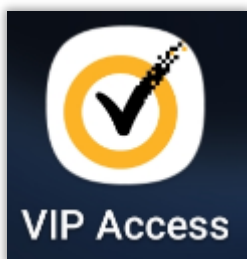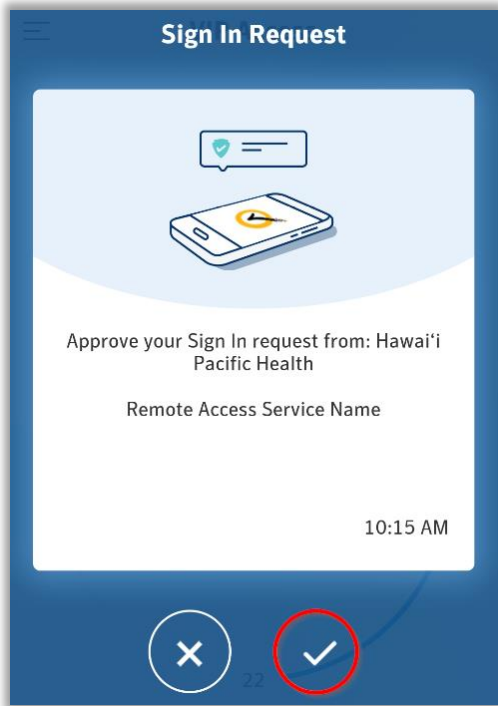

3. Open the **VIP Access** application on your mobile device
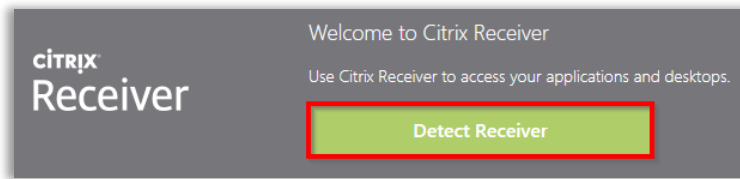
4. A blue notification screen will open, awaiting your approval. Approve the sign in request by tapping the **checkmark** icon
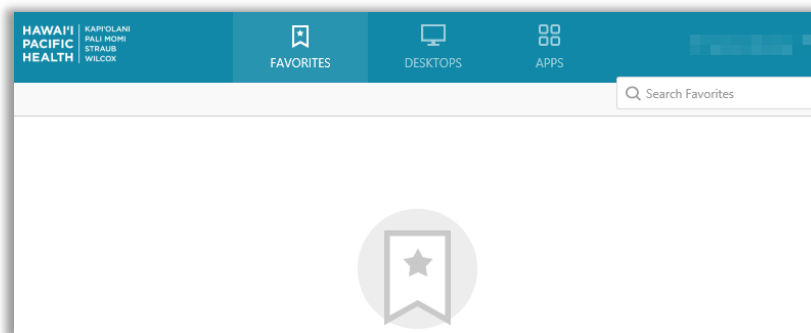

5. If your response was successful, the HPH Portal webpage will proceed to the next screen. Proceed to **Section 2.1** or **Section 2.2** if you have a Windows or Mac respectively

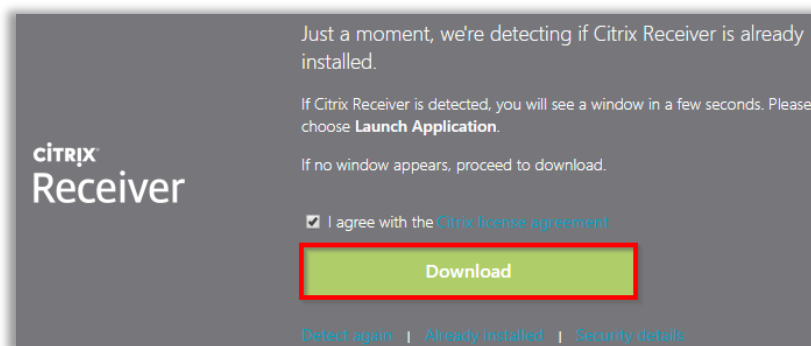## 2.1: Accessing Portal on Windows (Internet Explorer)
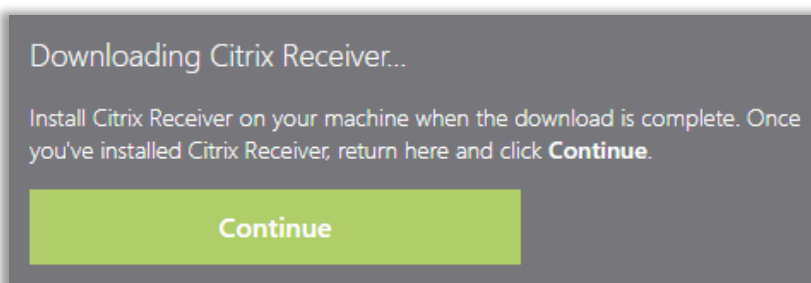
1. Select **Detect Receiver**

2. If the correct version of Citrix Receiver is installed, the webpage will **automatically** load. Proceed to **step 13**
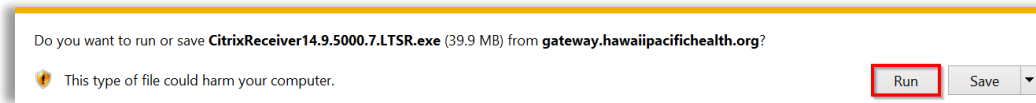

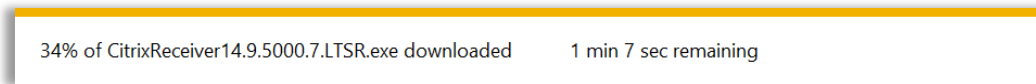3. **Otherwise**, check **Agree** and select **Download**

4. The browser will begin downloading the installation file. **DO NOT** select continue until the Citrix Receiver program has been installed
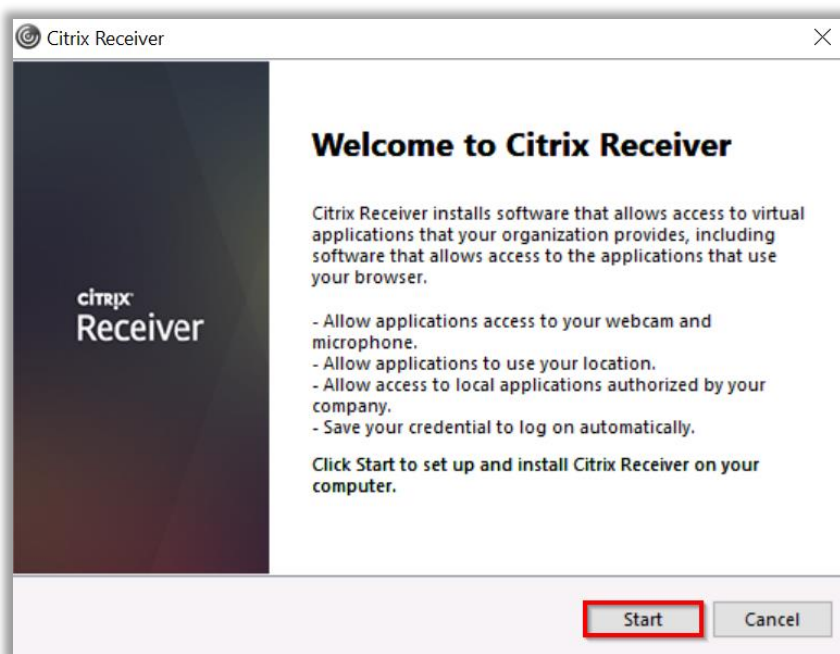
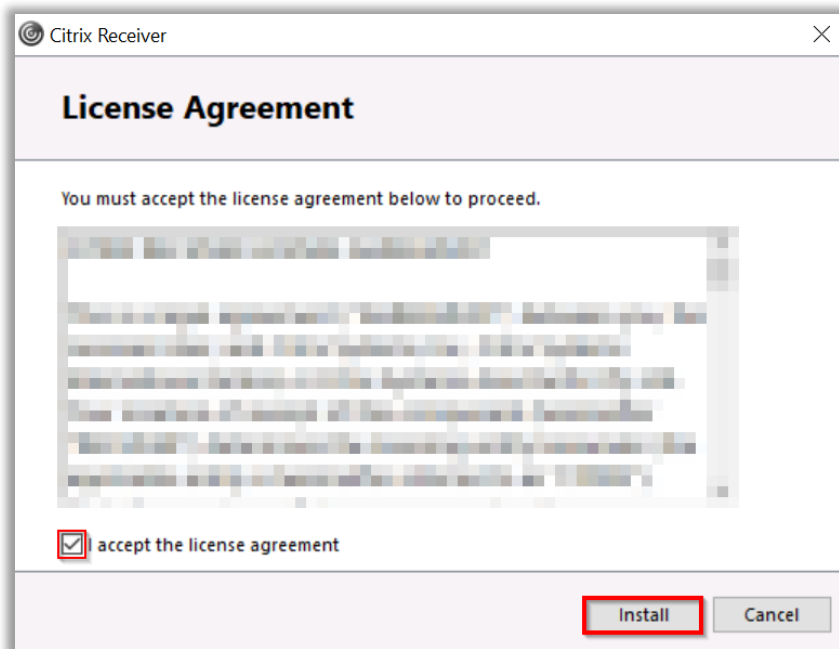5. Select **Run** on the security popup to begin downloading Citrix Receiver

Do you want to run or save **CitrixReceiver14.9.5000.7.LTSR.exe** (39.9 MB) from **gateway.hawaiipacifichealth.org**?

This type of file could harm your computer.   Run   Save ▼

6. Wait for the download to finish

34% of CitrixReceiver14.9.5000.7.LTSR.exe downloaded   1 min 7 sec remaining

7. Select **Start** to begin installing Citrix Receiver

Citrix Receiver   ✕

CITRIX
Receiver

Welcome to Citrix Receiver

Citrix Receiver installs software that allows access to virtual
applications that your organization provides, including
software that allows access to the applications that use
your browser.

- Allow applications access to your webcam and
microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your
company.
- Save your credential to log on automatically.

Click Start to set up and install Citrix Receiver on your
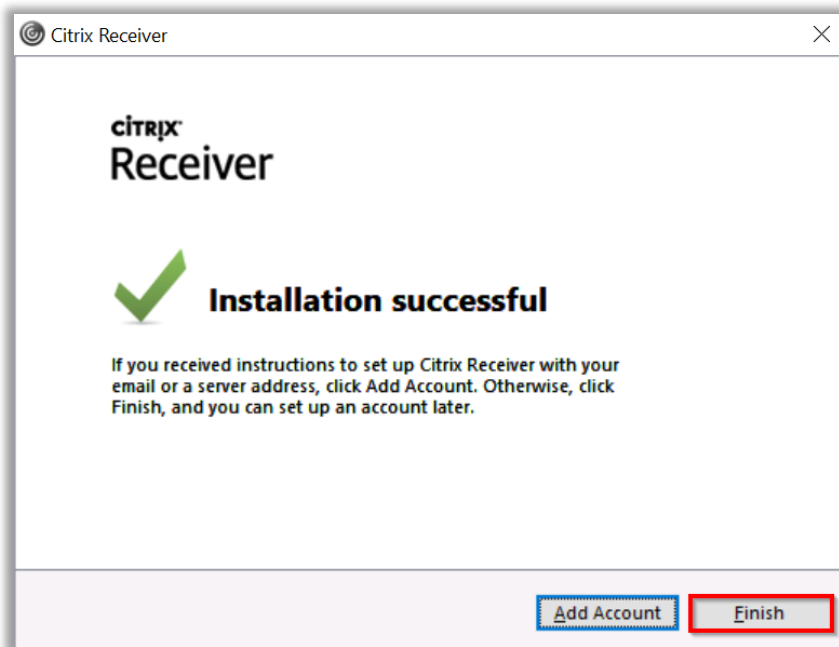computer.

Start   Cancel

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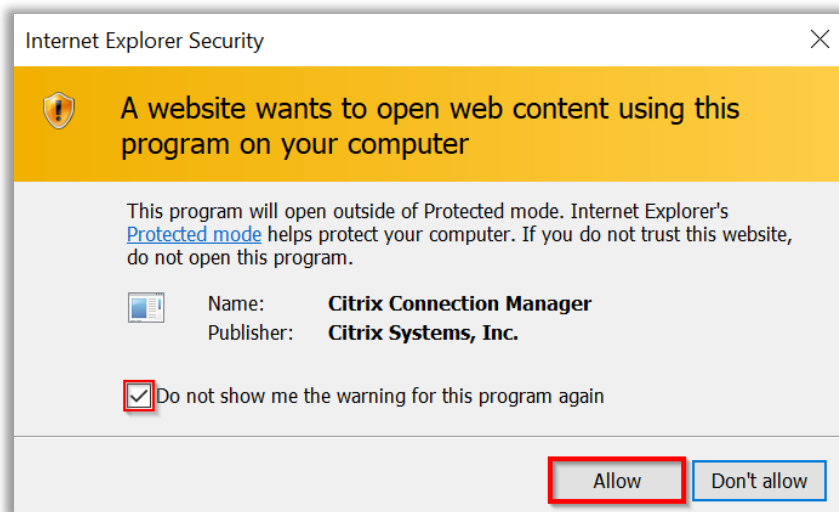

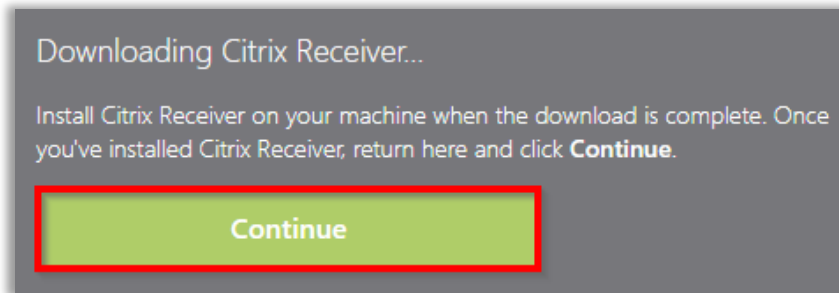9. Wait for Citrix Receiver to finish installation
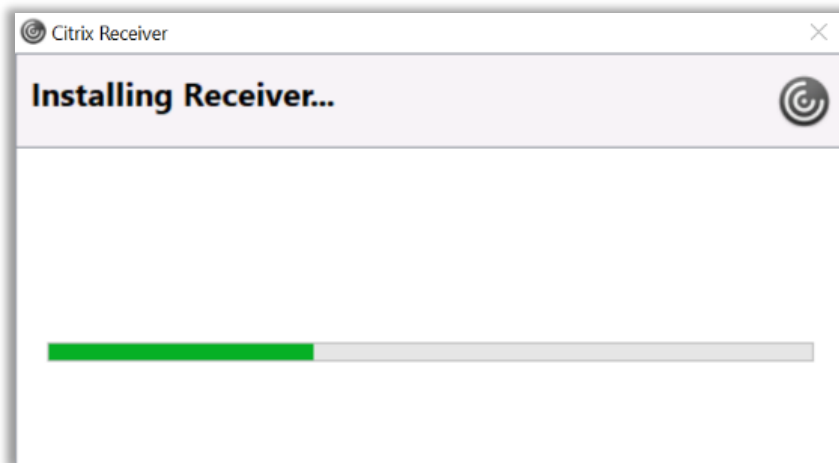
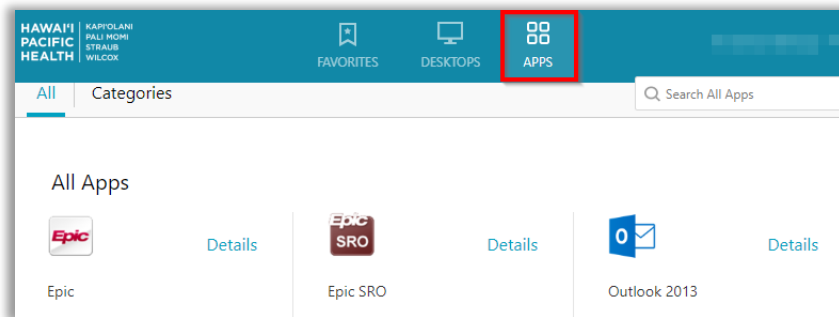10. Select **Finish** to end installation. **DO NOT** add an account

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

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

Downloading Citrix Receiver...

Install Citrix Receiver on your machine when the download is complete. Once you've installed Citrix Receiver, return here and click **Continue**.

Continue

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

HAWAI'I PACIFIC HEALTH | KAPI'OLANI PALI MOMI STRAUB WILCOX

FAVORITES   DESKTOPS   APPS

All   Categories   Search All Apps

All Apps

Epic   Details   Epic SRO   Details   Outlook 2013   Details

Epic   Epic SRO   Outlook 2013
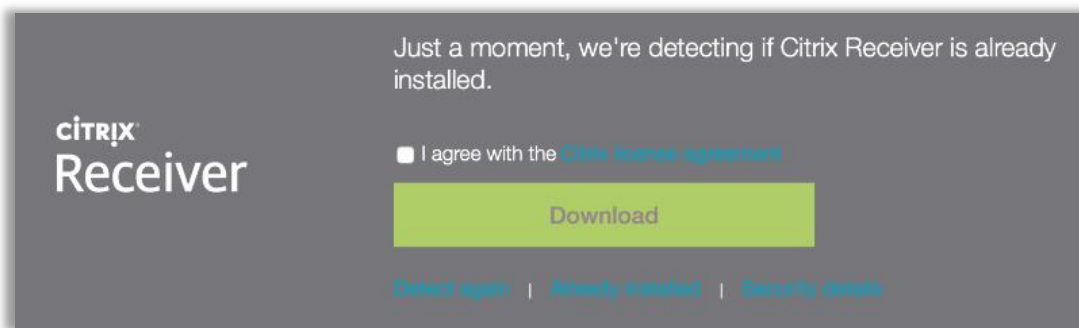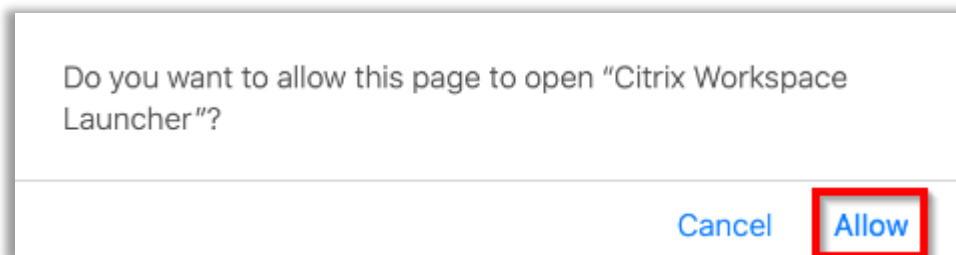
2.2: Accessing Portal on a Mac (Safari)

1. Select **Detect Receiver**

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

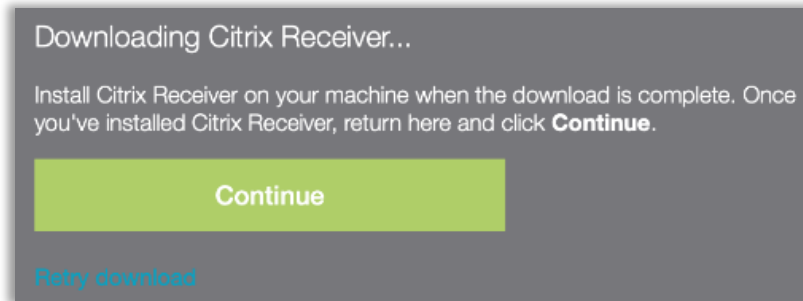
3. If Citrix Workspace is already installed, select **Allow** on the popup and skip to **Step 22**
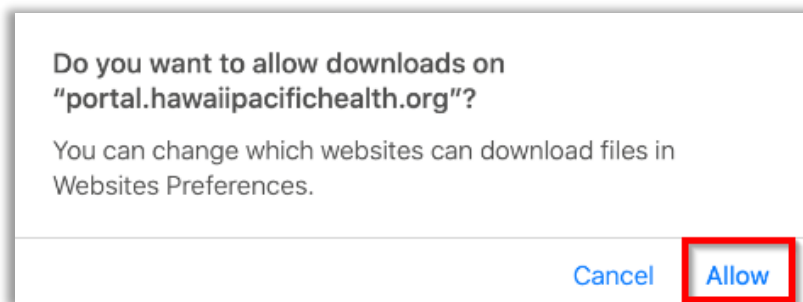

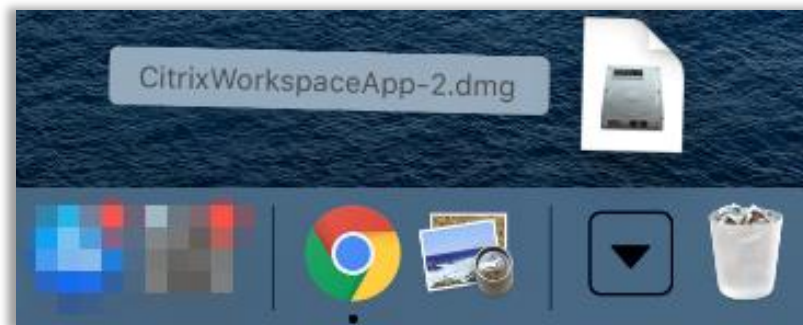4. **Otherwise**, check **Agree** and select **Download**

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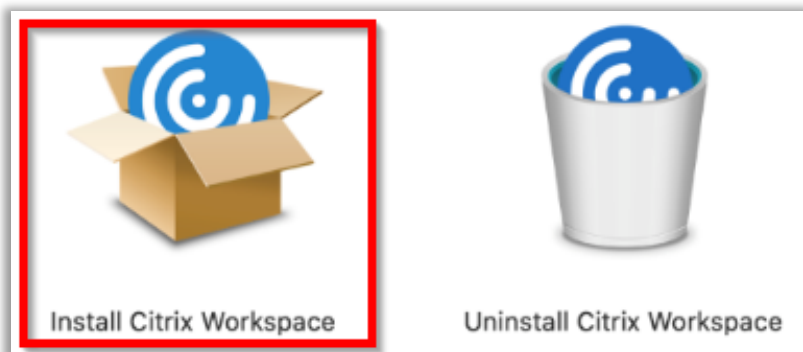

6. Select **Allow** on the popup to begin downloading Citrix Workspace

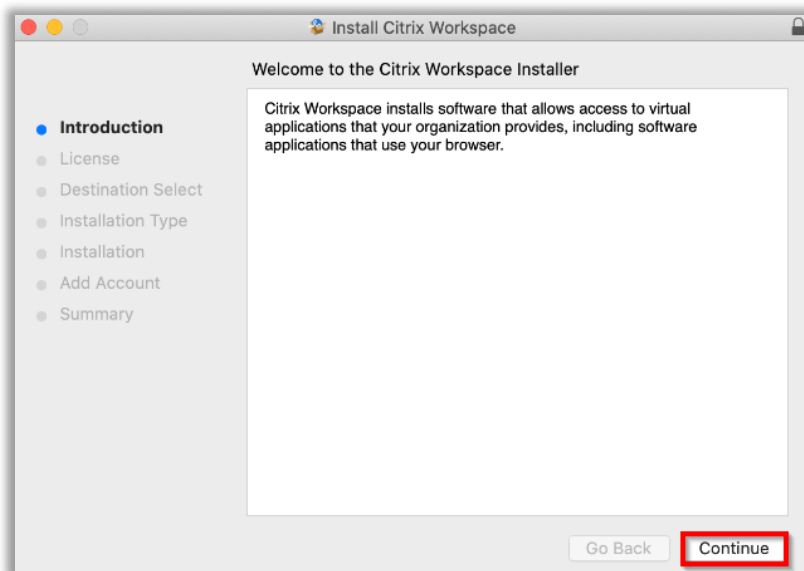7. Wait for the download to finish and open **CitrixWorkspaceApp.dmg**

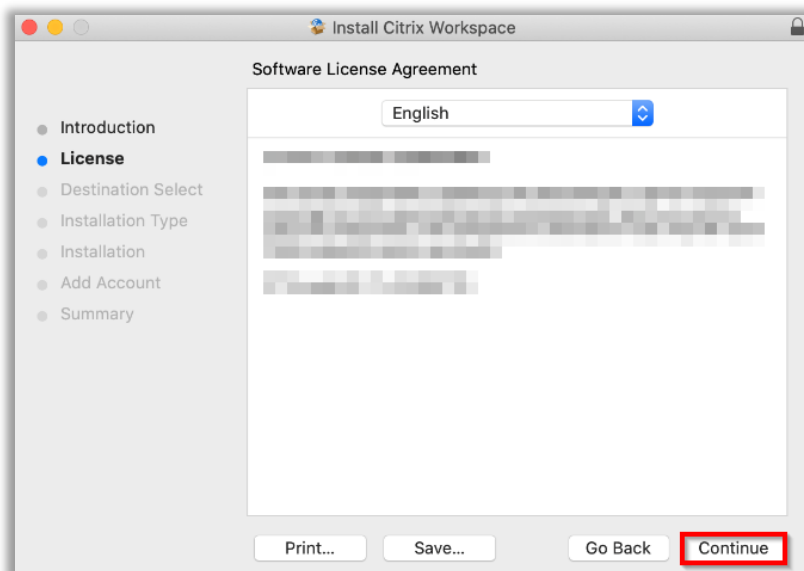8. Select **Install Citrix Workspace** to start the installation

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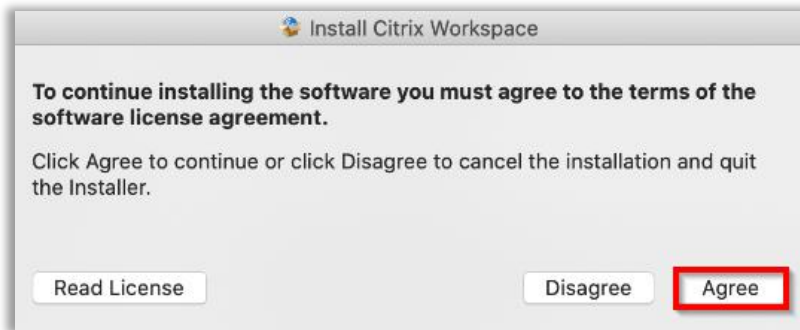

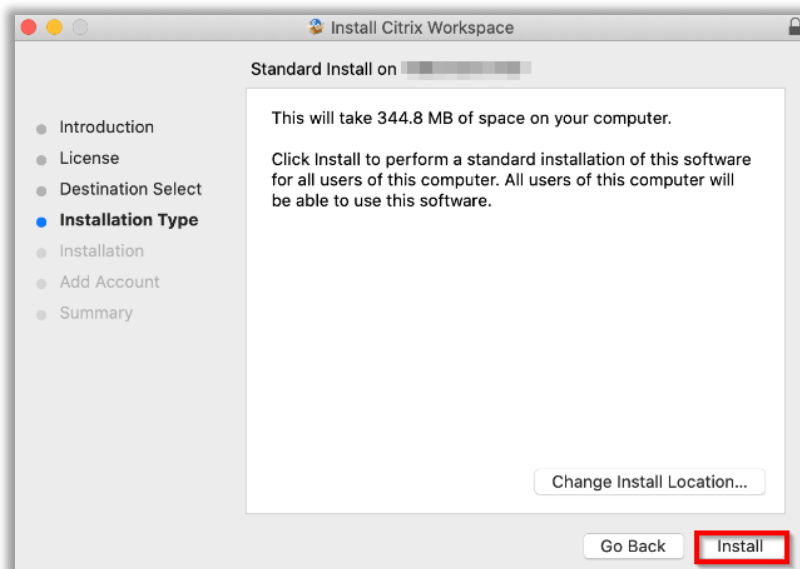10. Select **Continue** on the welcome page

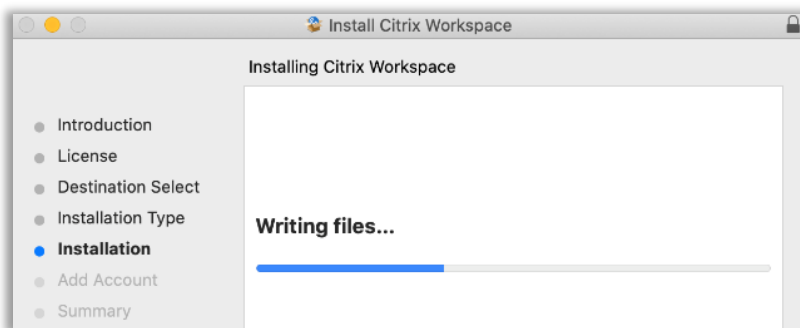11. Select **Continue** on the software license agreement page

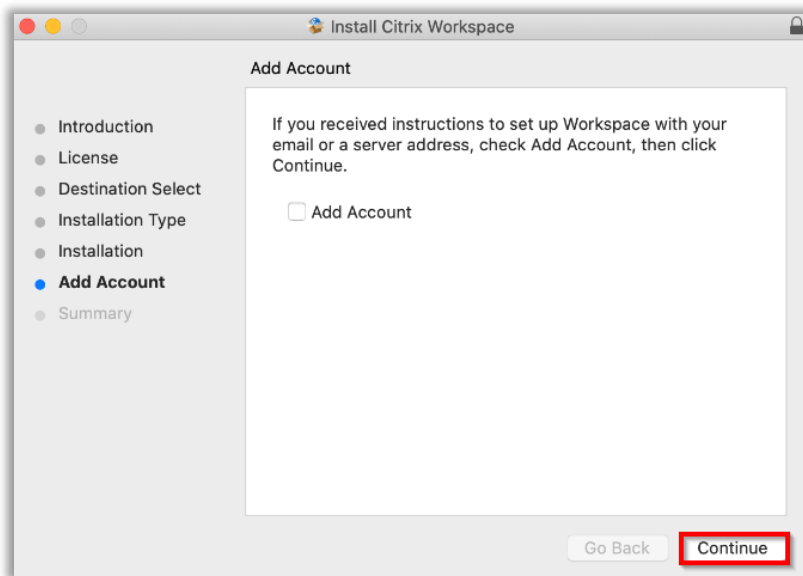12. Select **Agree** on the software license agreement page

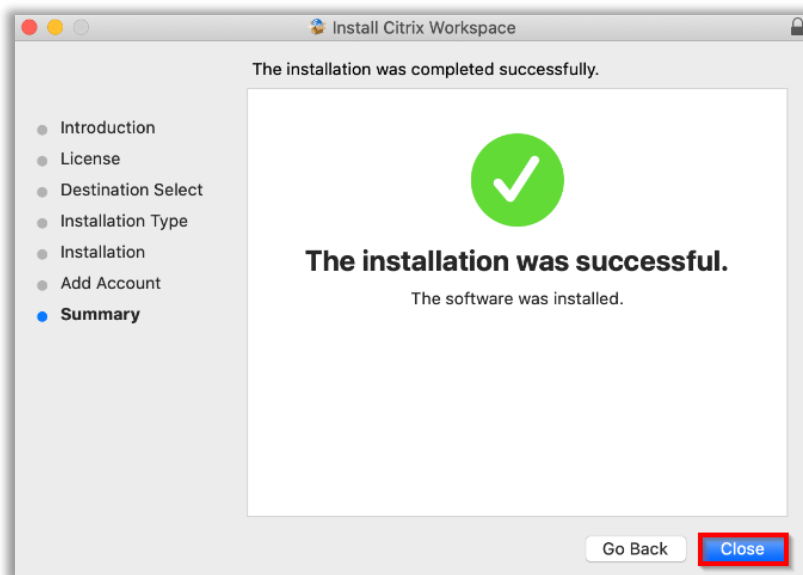13. Select **Install** on the standard install page
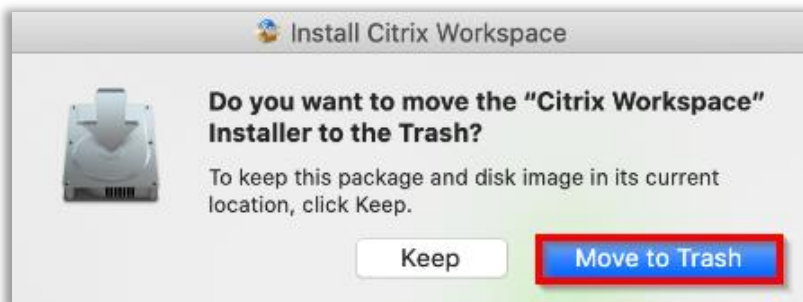

14. Wait for the installation to finish

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

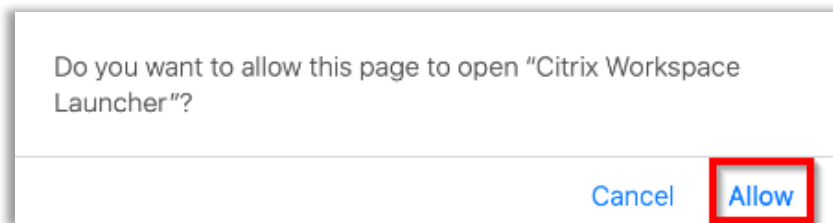16. Select **Close** to finish the installation

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

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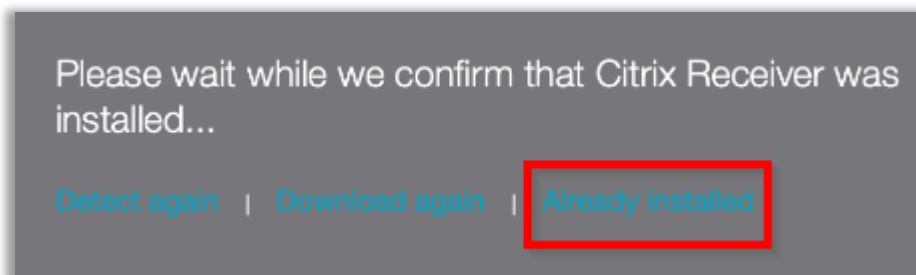

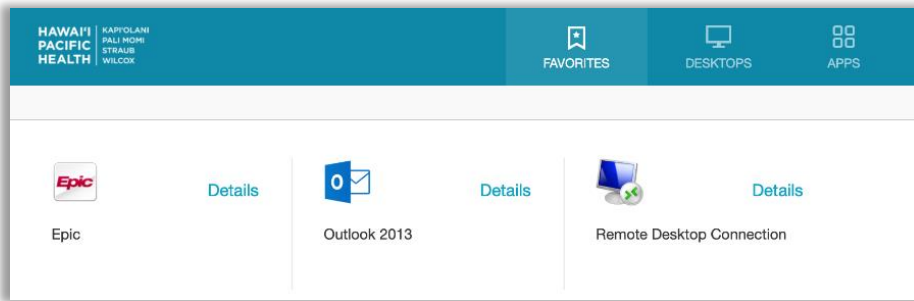19. Select **Allow** on the next popup

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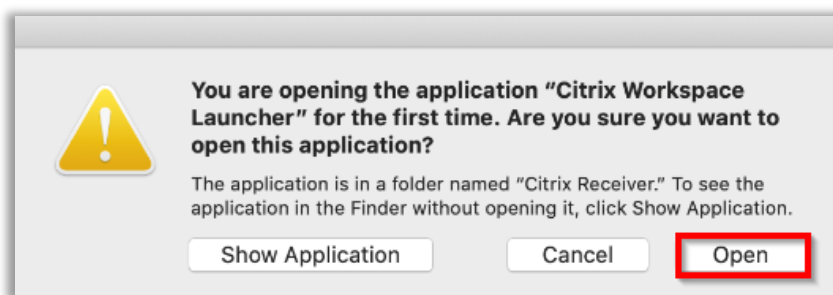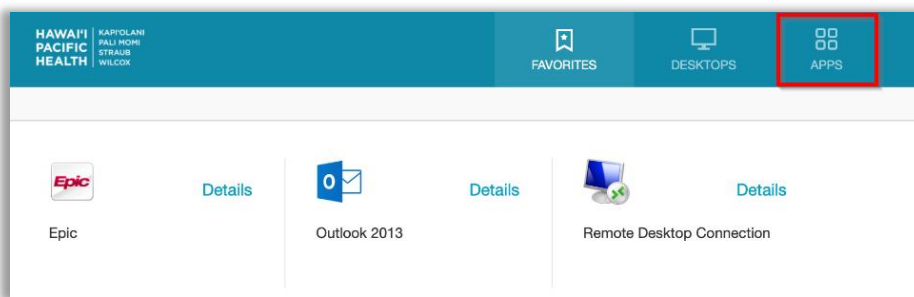

21. Select **Already Installed** on the Safari portal page and proceed to **step 22**
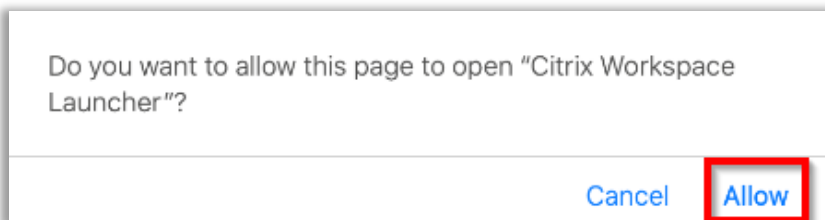
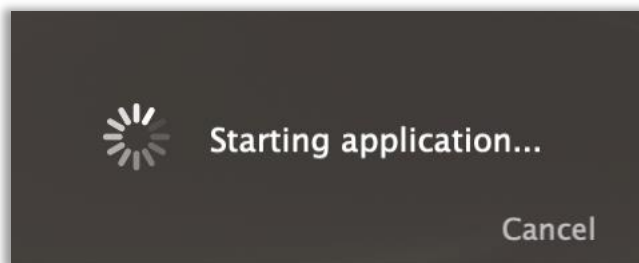22. You will be directed to your Favorites page

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

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
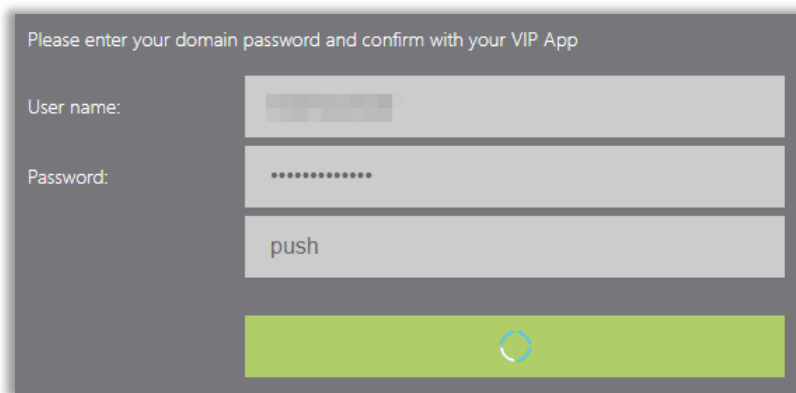
3: Common Issues And Troubleshooting

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
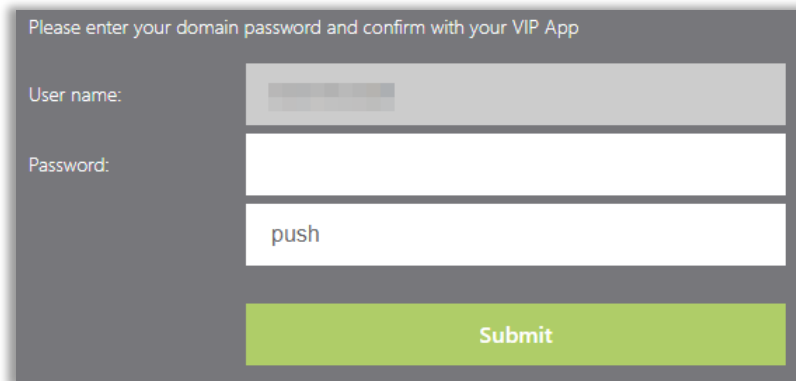

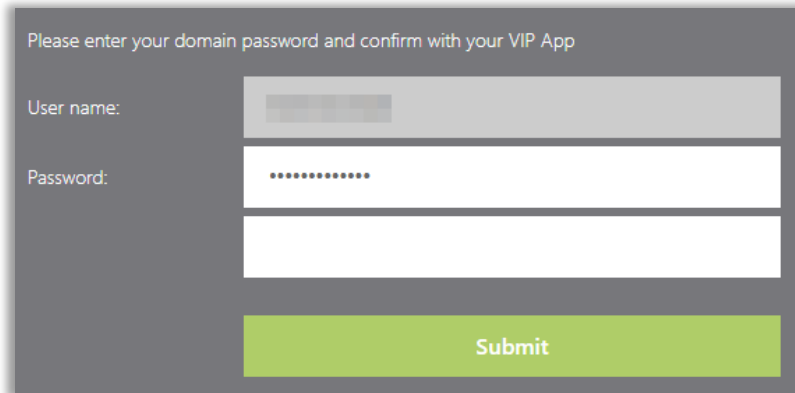2. This will return you to the password screen. Enter your password and select **Submit** to get another push notification

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:

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**

VIP Access

CREDENTIAL ID
SYMC 8187 4897

SECURITY CODE
645943

10

Symantec. VIP

Please enter your domain password and confirm with your VIP App

User name:

Password: •••••••••••••

645943

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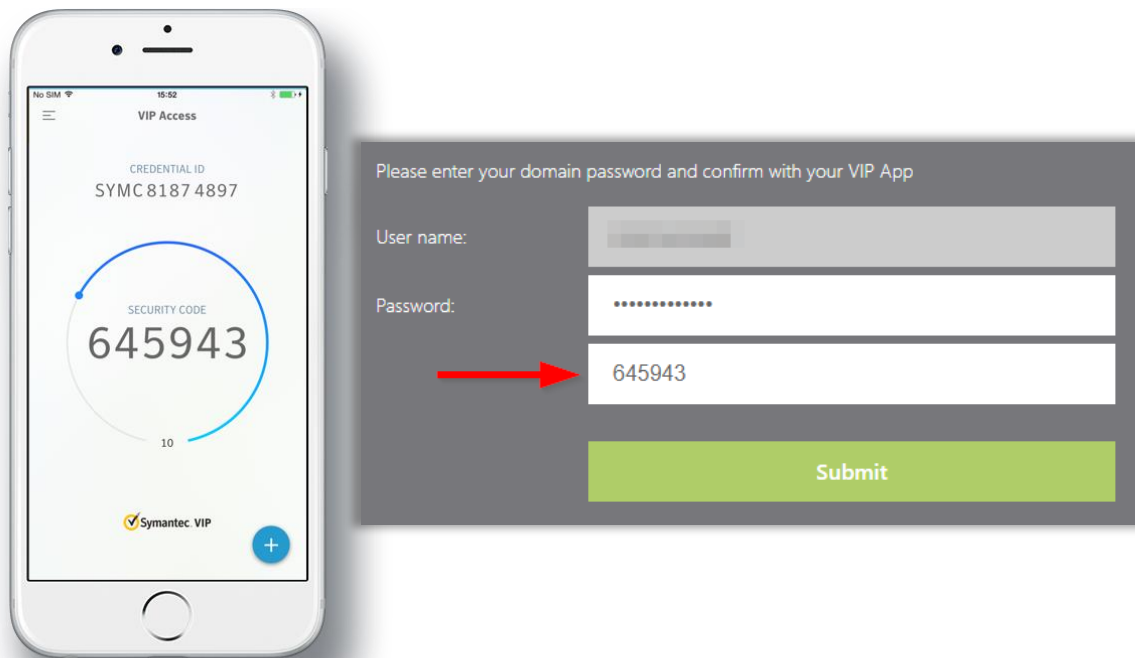
5. If you are still unable to login, please contact the **IT Service Desk** at **535-7010, option 1**

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:

Section 3.3.1 - Windows 10
Section 3.3.2 - Mac

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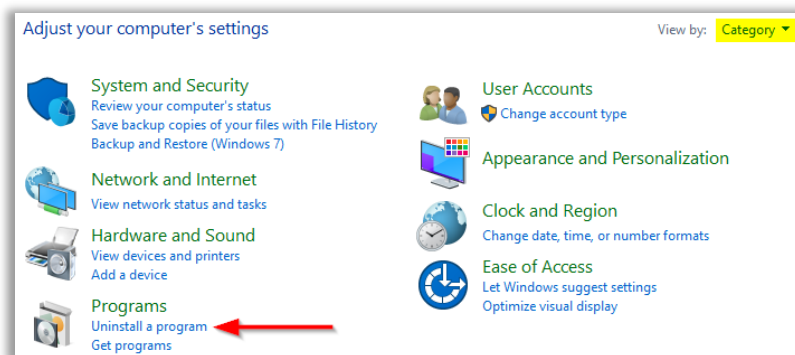
4. Scroll down until you find **Citrix Receiver** or **Citrix Workspace** and the version information will be on the right

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