

Work From Home Guide

This guide will cover the basics on accessing the HPH portal and work from home applications. Reference the table of contents below and click on the headers to be redirected to that section

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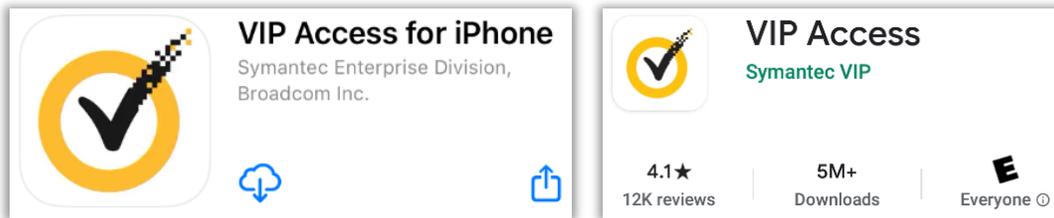
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1: Two Factor Authentication

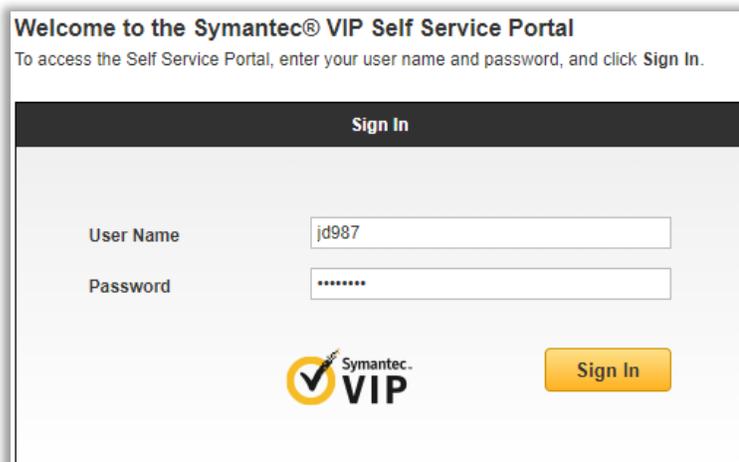
This section will cover registering your personal device for two factor authentication and removing a credential. **You have to register at an HPH facility/computer**

1.1: First Time Setup

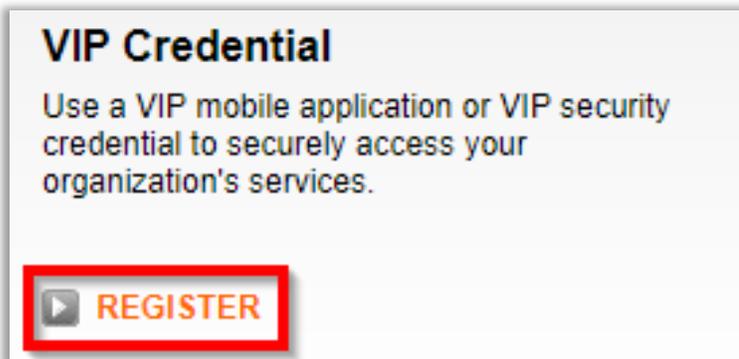
1. Open the App Store/Play Store, search for “vip access”, and download the **VIP Access** application, published by Symantec



2. Navigate to the **VIP Self Service Portal** (<https://vipselfservice.hph.local/vipssp/>) and sign in with your **Windows credentials**

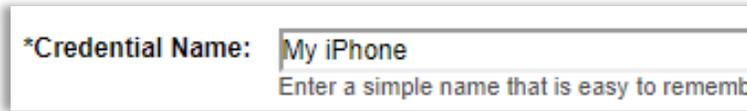


3. Click on the **Register** button and **open** the VIP Access application on your phone



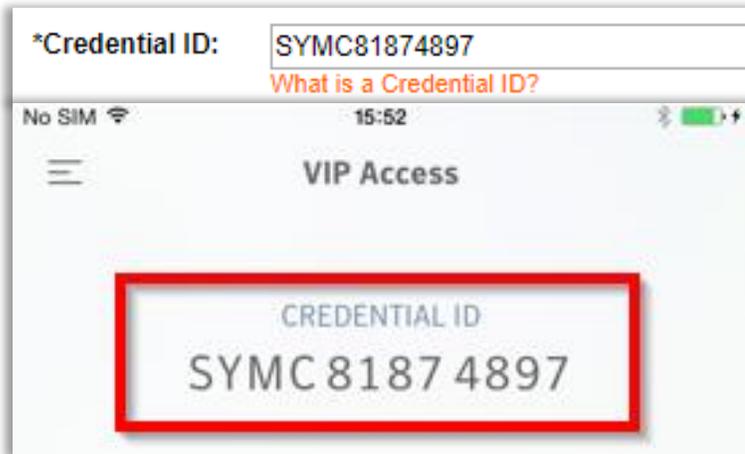
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4. Fill out the information on the next screen, all fields are **mandatory**
 - a. Your **Credential Name** will identify this device and is personalized (e.g. My iPhone, My iPad, My Samsung, etc.)



*Credential Name:
Enter a simple name that is easy to remember

- b. Your **Credential ID** can be found inside the **VIP Access** app. Enter the full alphanumeric ID **with the letters and no spaces between**



*Credential ID:
What is a Credential ID?

No SIM 15:52

VIP Access

CREDENTIAL ID
SYMC 8187 4897

- c. Your **Security Code** is the 6-digit number inside the **VIP Access** app that refreshes every 30 seconds

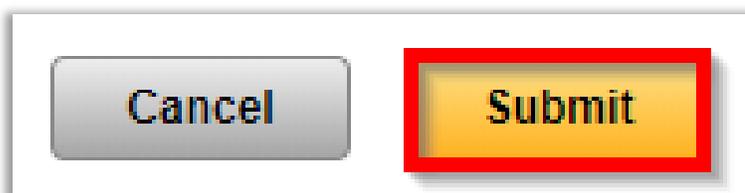


*Security Code:
What is a Security Code?

SECURITY CODE

645943

- d. Press the **Submit** button when all fields are finished



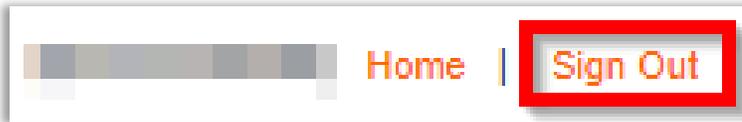
Cancel Submit

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5. If successful, you will be redirected to the **Manage Your Credentials** page and see your device listed

Credential Name	Credential ID
My iPhone (Push Enabled)	[Redacted]

6. Click on **Sign Out** to leave the registration page



1.2: Removing A Device

You can remove devices on your account by accessing the self-service portal and signing in with an **existing device**

1. Navigate to the **VIP Self Service Portal** (<https://vipselfservice.hph.local/vipssp/>) and sign in with your **Windows credentials**

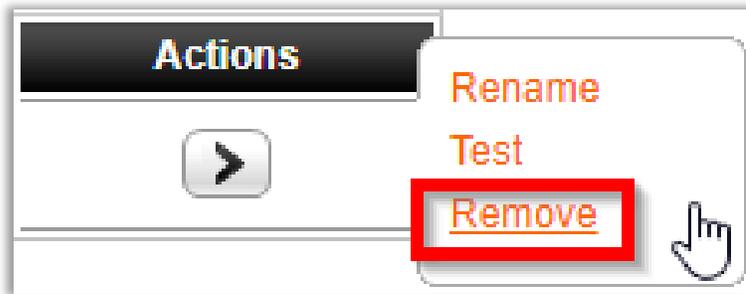
A screenshot of the Symantec VIP Self Service Portal sign-in page. The page title is "Welcome to the Symantec® VIP Self Service Portal" with a subtitle "To access the Self Service Portal, enter your user name and password, and click Sign In." Below this is a "Sign In" section with a "User Name" field containing "jd987" and a "Password" field with masked characters. At the bottom left is the Symantec VIP logo, and at the bottom right is a yellow "Sign In" button.

2. Enter the six digit **Security Code** on your device and select **Continue**

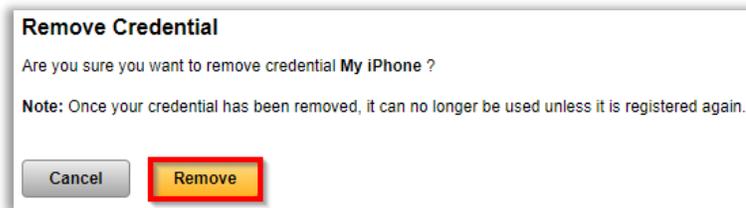
A screenshot of a device verification screen. It displays the following information: "Credential Name: My iPhone", "Credential ID: [Redacted]", "Credential Type: VIP Credential", and "Security Code: 123456". Below the security code field is a link that says "What is a Security Code?". At the bottom are two buttons: a grey "Cancel" button and a yellow "Continue" button with a red border.

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3. Hover your mouse over the actions button and select **Remove**



4. Press the **Remove** button on the remove credential page



5. You can proceed with adding a [new credential](#) or sign out of the webpage

2: HPH Portal

The HPH portal website is used to access your Windows Virtual Desktop (VDI), Remote Desktop Connection (RDC), and other applications. Please navigate to the appropriate section if you have a [Windows](#) or [Mac](#) device and recommend using **Google Chrome** or **Safari** respectively

2.1: HPH Portal On Windows (Google Chrome)

1. Open the Google Chrome browser [[download link](#)]
2. Open the **VIP Access** application on your mobile device



3. Navigate to <https://portal.hawaiipacifichealth.org>. You'll be redirected to the login page

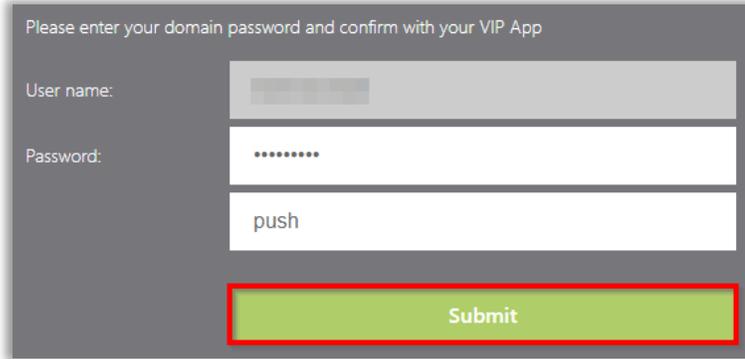
A screenshot of the HPH portal login page. The background is dark grey. On the left, the text "User name" is displayed. To its right is a white input field containing the placeholder text "Please supply username". Below the input field is a green checkmark icon followed by the text "Please click Log On to continue...". At the bottom of the form is a green button with the text "Log On" in white.

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

A screenshot of the HPH portal login page, similar to the previous one. The "User name" input field now contains the text "jd123". The "Log On" button at the bottom is highlighted with a red rectangular border.

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

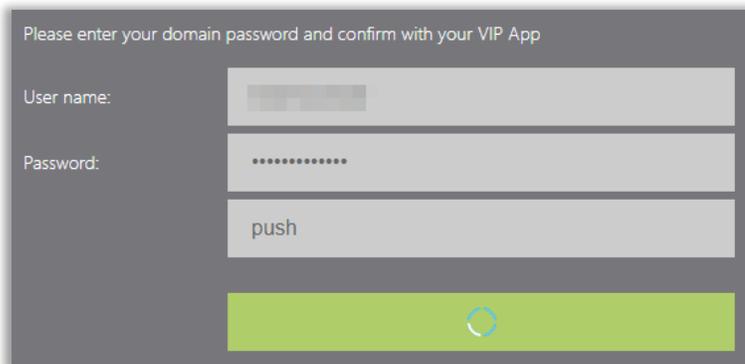


Please enter your domain password and confirm with your VIP App

User name:

Password:

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

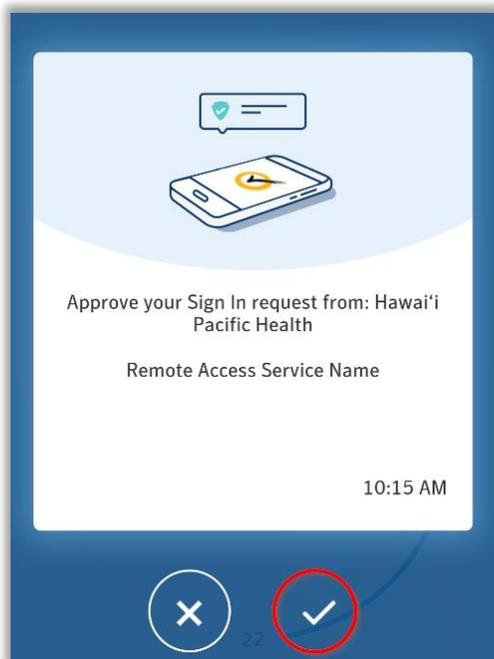


Please enter your domain password and confirm with your VIP App

User name:

Password:

7. A blue notification screen will open on **VIP Access**, awaiting your approval. Approve the sign in request by tapping the **Checkmark** icon

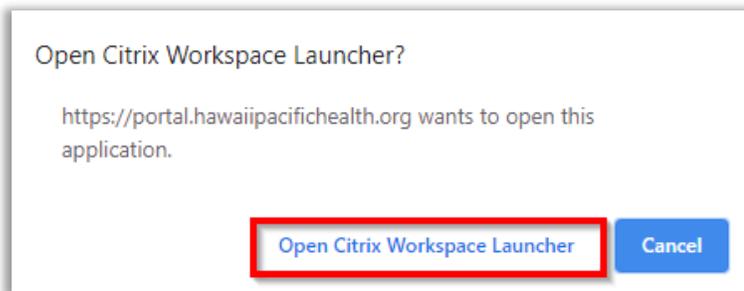


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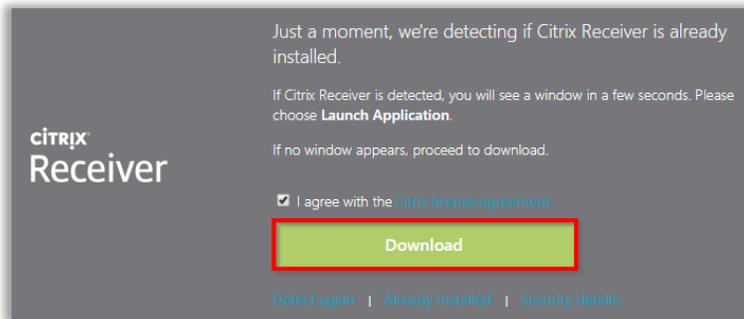
- Go back to your PC. You'll be redirected to the welcome page if your sign in was successful. Select **Detect Receiver**



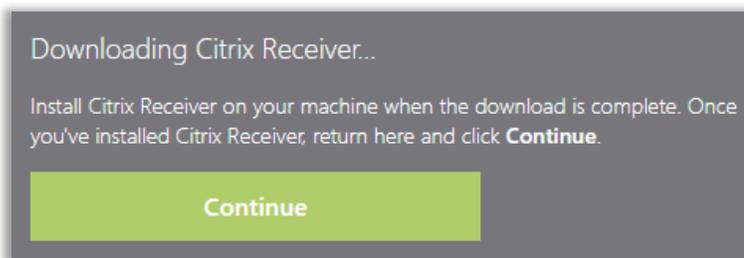
- If Citrix Workspace is already installed, select **Open Citrix Workspace launcher** on the popup and skip to opening [VDI](#) or [RDC](#)



- Otherwise, check **Agree** and select **Download**

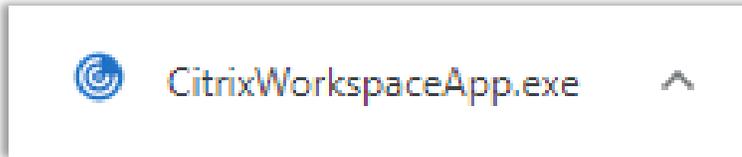


- The browser will begin downloading the installation file. **DO NOT** select continue until the Citrix Workspace program has been installed

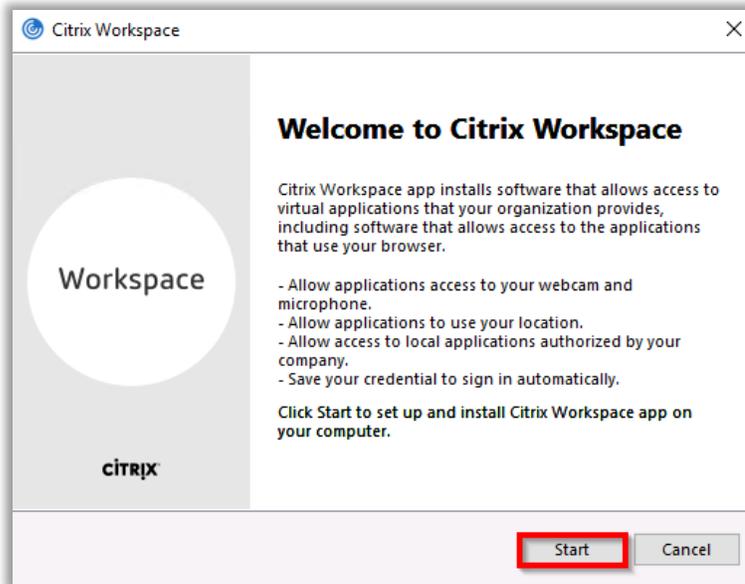


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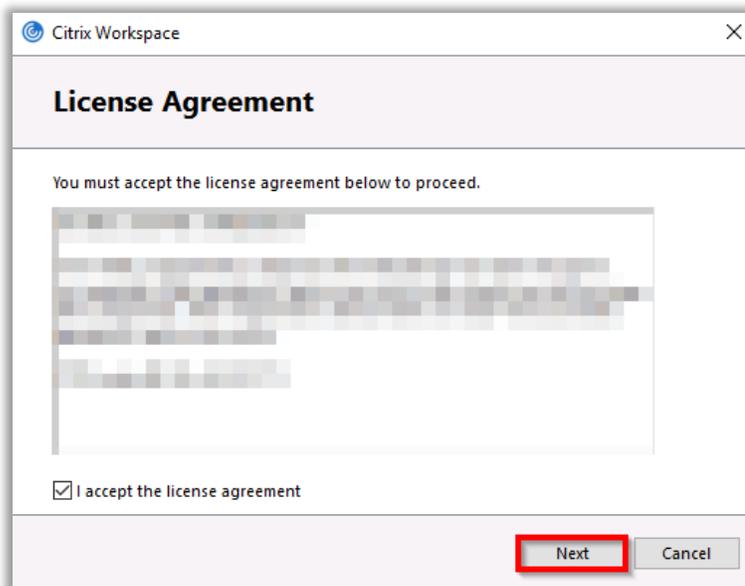
12. Check your **Downloads** folder and open **CitrixWorkspaceApp.exe**



13. Select **Start** on the welcome page

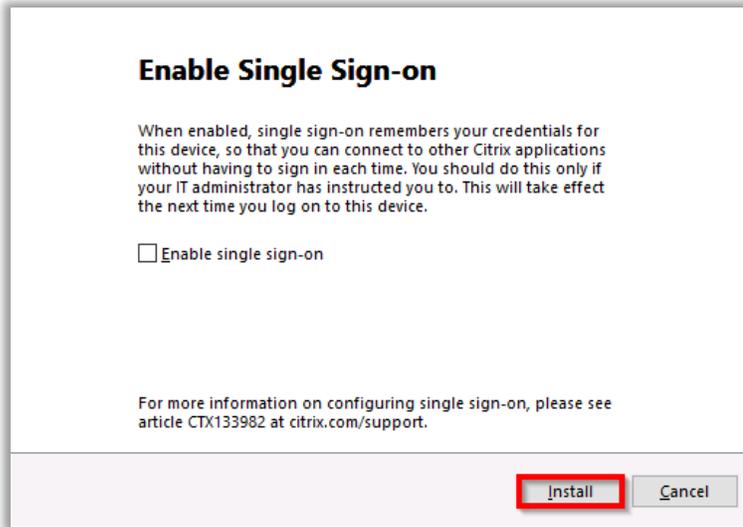


14. **Check** the license agreement box and select **Next**

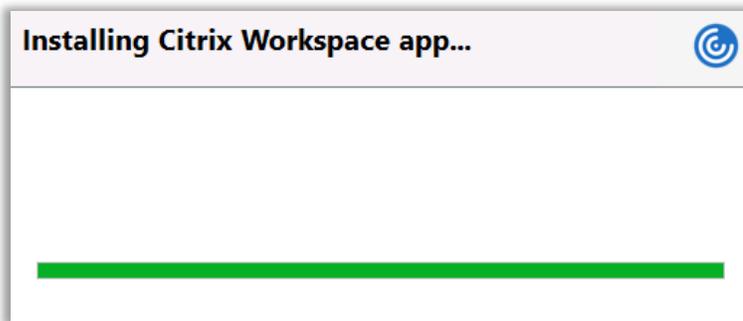


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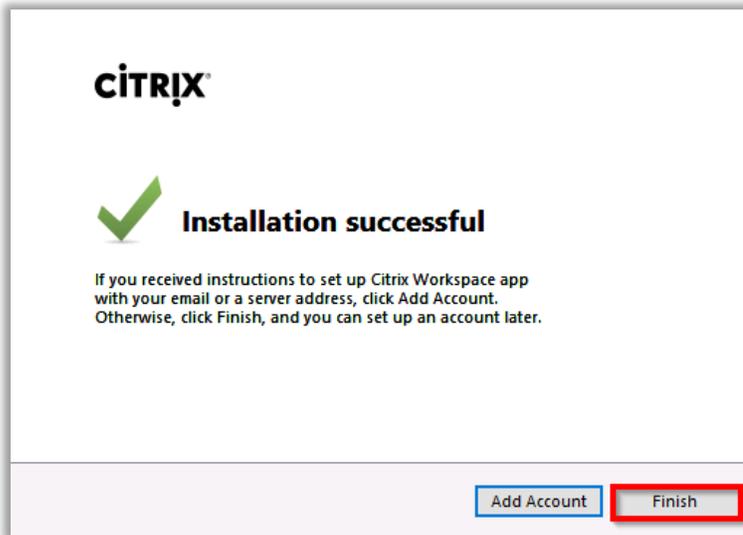
15. Click **Install** and **DO NOT** check the enable single sign-on box



16. Wait for the installation to finish

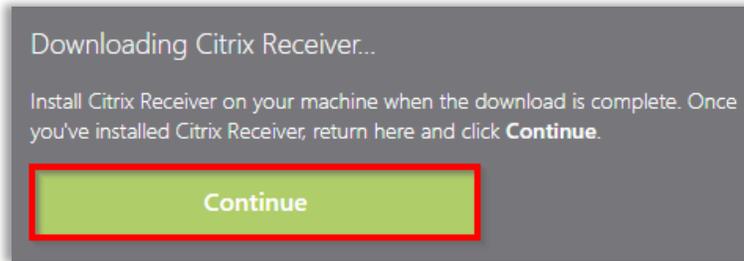


17. Select **Finish** to end the installation. **DO NOT** add an account

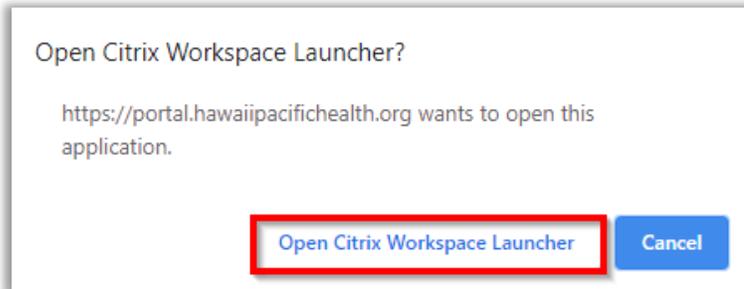


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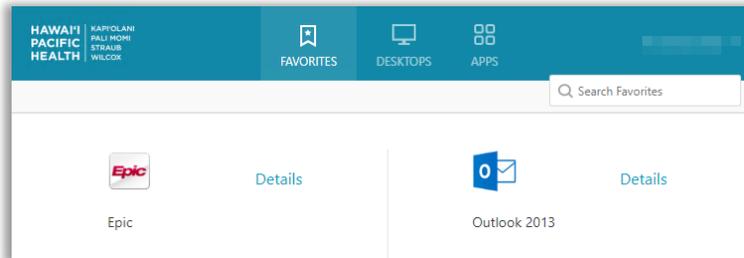
18. Navigate back to your Chrome page and select **Continue**



19. Select **Open Citrix Workspace** on the popup and wait to be redirected

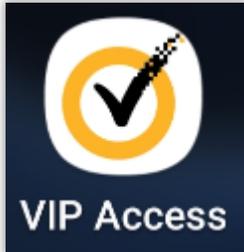


20. You will now be on the **HPH Store** page with all your apps



2.2: HPH Portal On Mac (Safari)

1. Open the Safari browser
2. Open the **VIP Access** application on your mobile device



3. Navigate to <https://portal.hawaiipacifichealth.org>. You'll be redirected to the login page

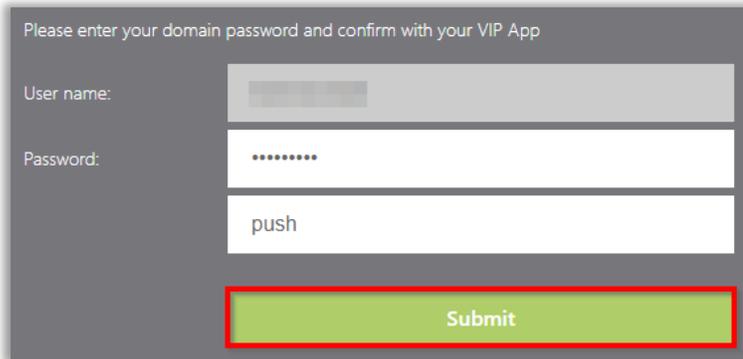
This screenshot shows the login page of the HPH Portal. The background is a dark grey. On the left, the text "User name" is displayed. To its right is a white input field containing the placeholder text "Please supply username". Below the input field is a green checkmark icon followed by the text "Please click Log On to continue...". At the bottom of the form is a green button with the text "Log On" in white.

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

This screenshot shows the login page with the username "jd123" entered in the input field. The "Log On" button is highlighted with a red rectangular border. The rest of the page layout, including the "User name" label, the green checkmark icon, and the "Please click Log On to continue..." text, remains the same as in the previous screenshot.

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5. 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

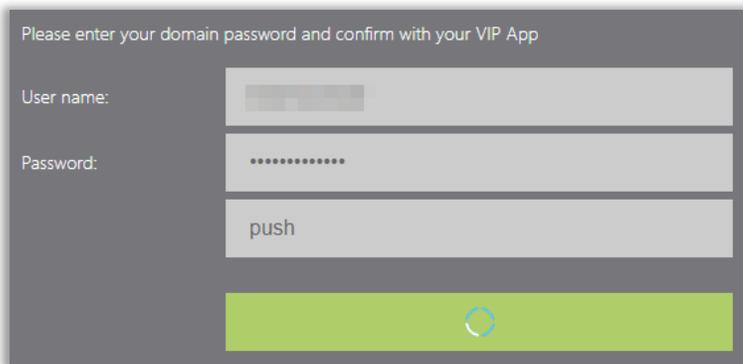
User name:

Password:

push

Submit

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



Please enter your domain password and confirm with your VIP App

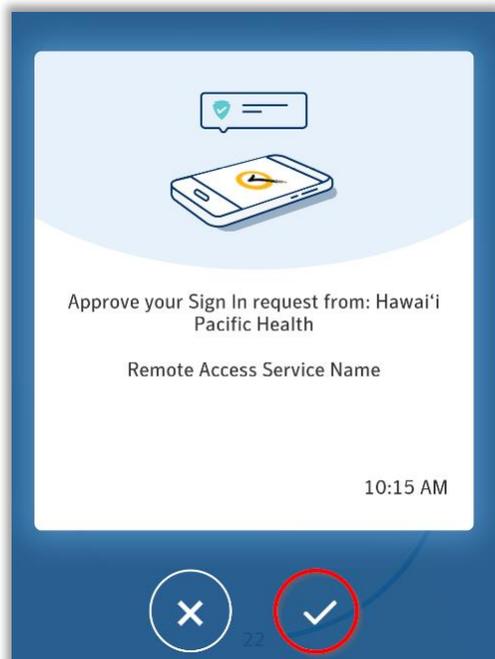
User name:

Password:

push



7. A blue notification screen will open on **VIP Access**, awaiting your approval. Approve the sign in request by tapping the **Checkmark** icon

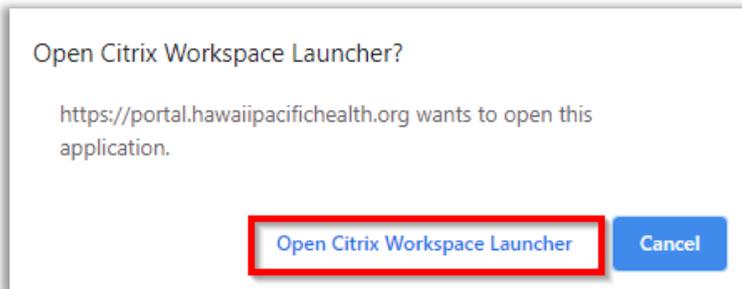


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8. Go back to your Mac device. You'll be redirected to the welcome page if your sign in was successful. Select **Detect Receiver**



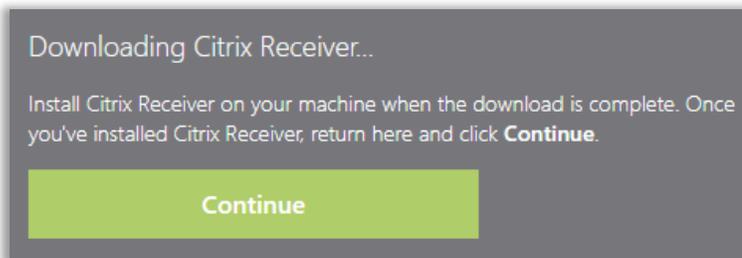
9. If Citrix Workspace is already installed, select **Allow** on the popup and skip to opening [VDI](#) or [RDC](#)



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

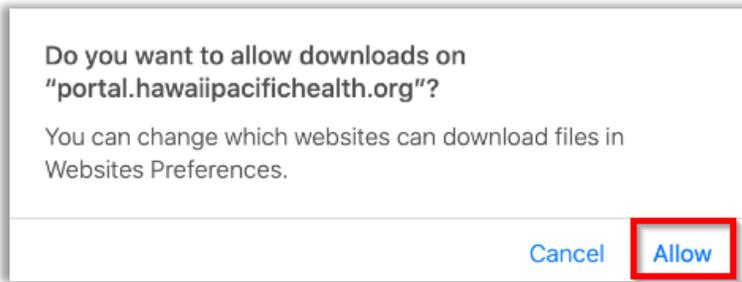


11. The browser will begin downloading the installation file. **DO NOT** select continue until the Citrix Workspace program has been installed



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



13. Check your **Downloads** folder and open **CitrixWorkspaceApp.exe**



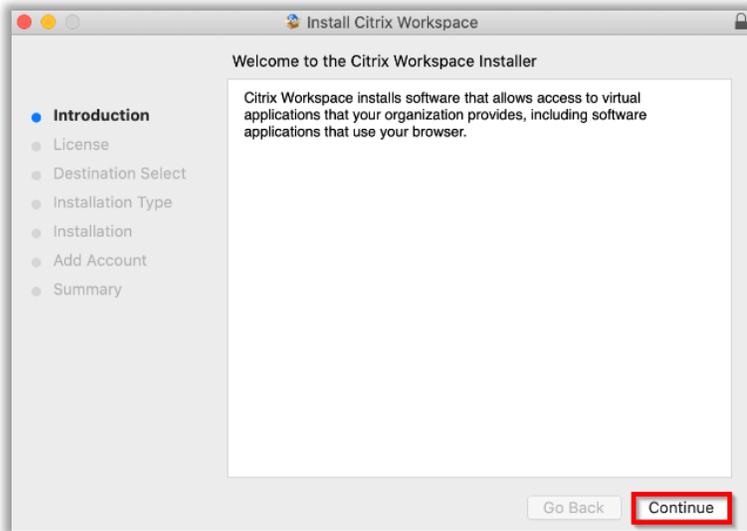
14. Select **Install Citrix Workspace** to start the installation



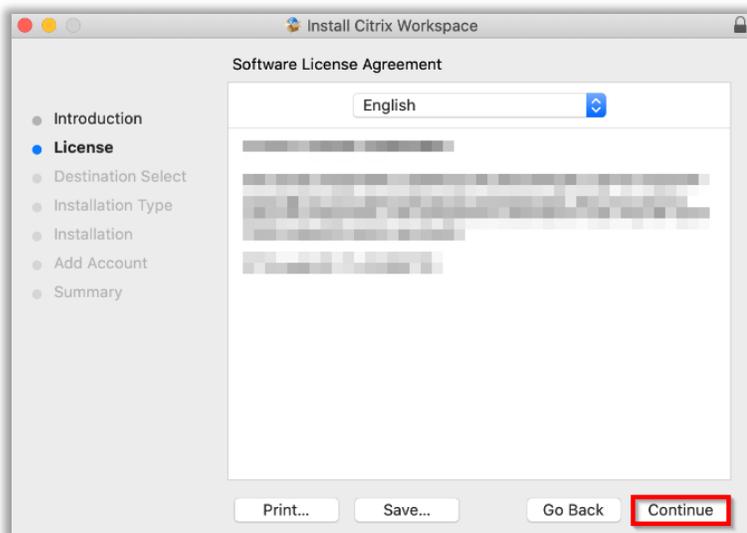
15. Select **Continue** to allow the package to be installed on your computer



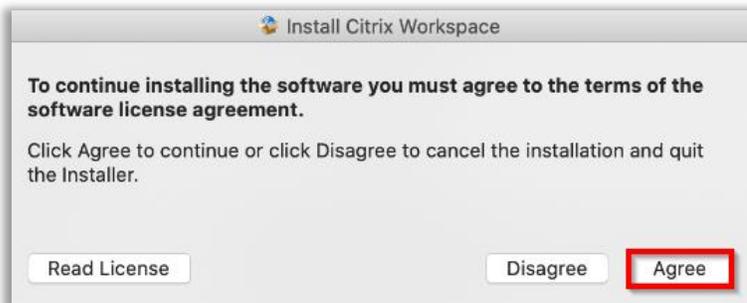
16. Select **Continue** on the welcome page



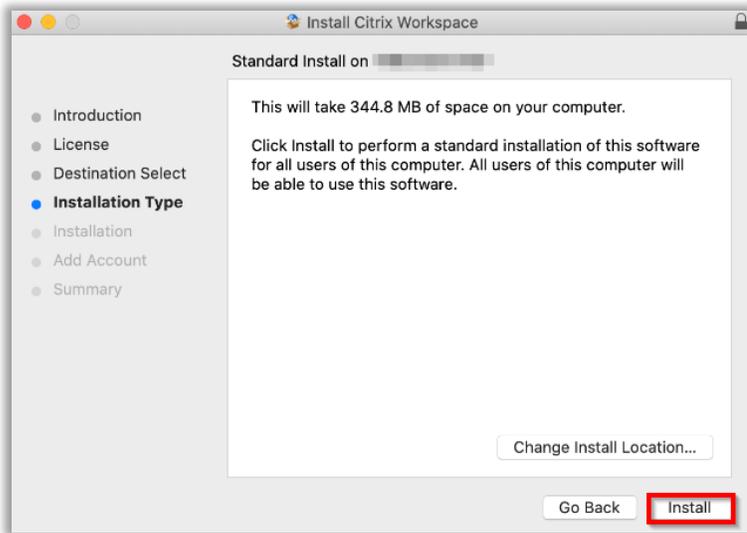
17. Select **Continue** on the software license agreement page



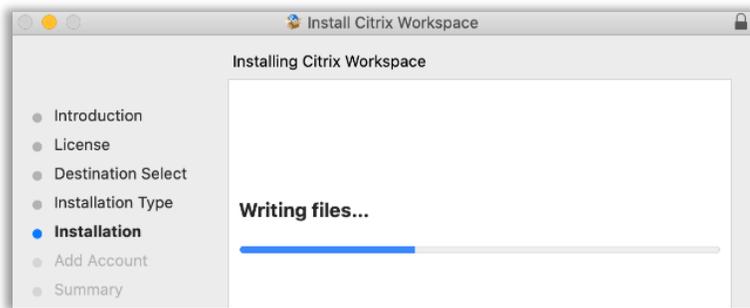
18. Select **Agree** on the software license agreement page



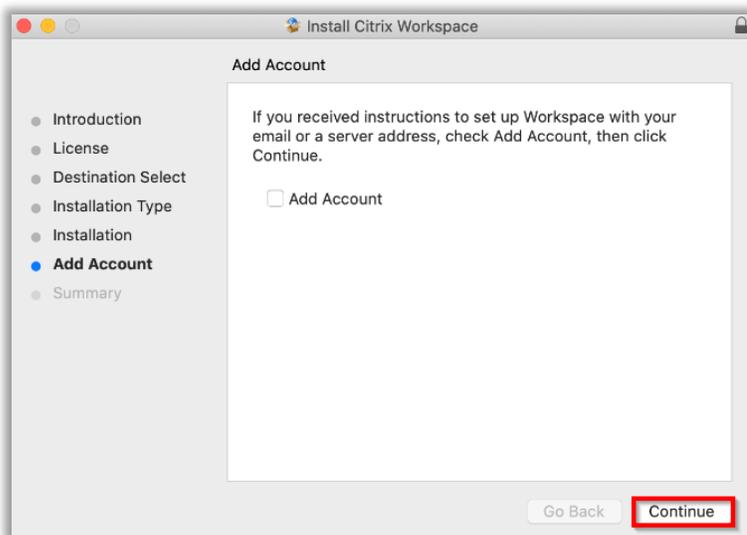
19. Select **Install** on the standard install page



20. Wait for the installation to finish

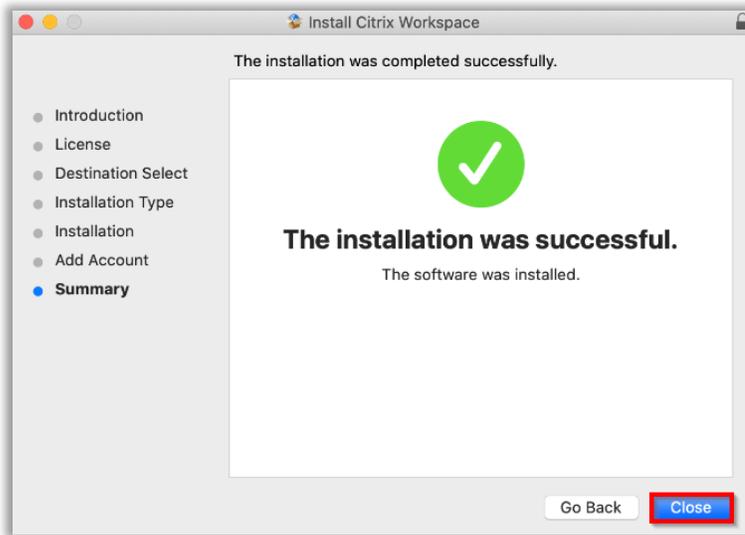


21. Select **Continue** on the add account page. **DO NOT** add an account



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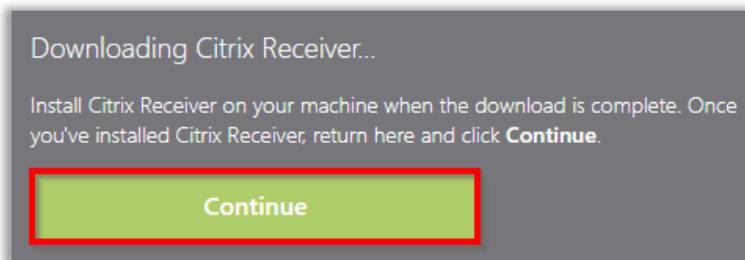
22. Select **Close** to finish the installation



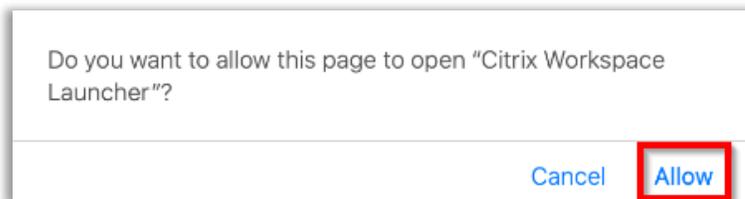
23. Select **Move to Trash** to remove the installer from your computer



24. Navigate back to your Safari page and select **Continue**



25. Select **Allow** on the popup and wait to be redirected to the **HPH Store page** with all your apps

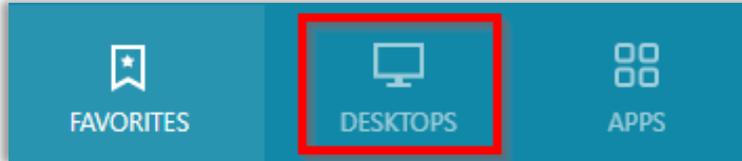


3: Windows 10 VDI

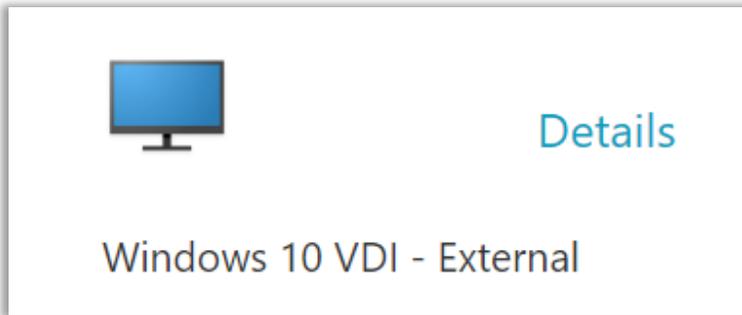
This application is granted to **authorized users only**. The following sections will outline how to access the VDI and the other features inside the application

3.1 Opening VDI On Windows (Google Chrome)

1. After accessing the [HPH portal](#), click on the **Desktops** tab at the top



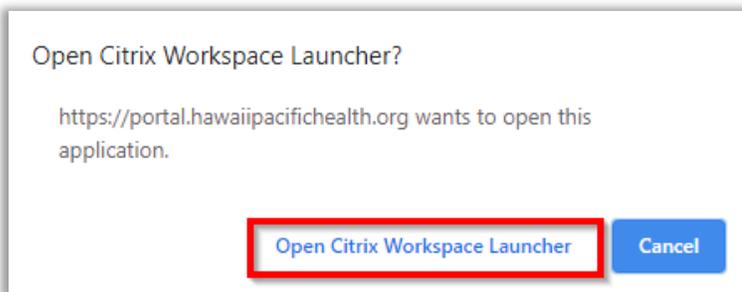
2. Click on **Windows 10 VDI – External** to open the application



3. Follow **EITHER** step below, dependent on your personal computer:
 - a. Check your **Downloads** folder and open the **.ica** file that downloaded

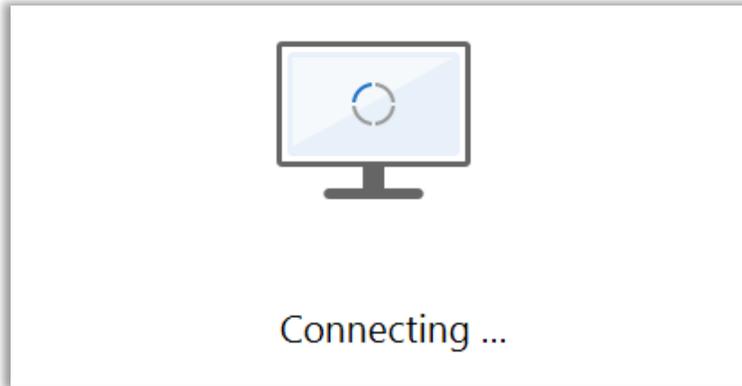


- b. Select **Open Citrix Workspace Launcher** on the popup message



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4. Wait for the application to open in a new window



3.2 Opening VDI On Mac (Safari)

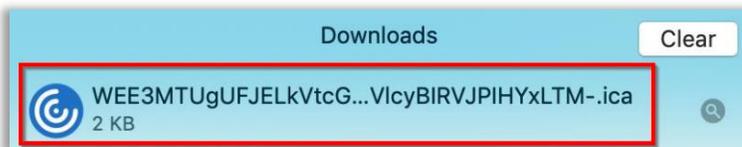
1. After accessing the [HPH portal](#), click on the **Desktops** tab at the top



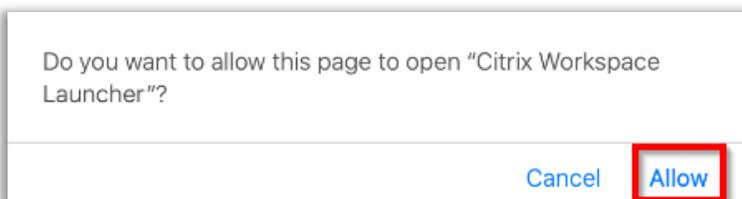
2. Click on **Windows 10 VDI – External** to open the application



3. Follow **EITHER** step below, dependent on your personal computer:
 - a. Check your **Downloads** folder and open the **.ica** file that downloaded

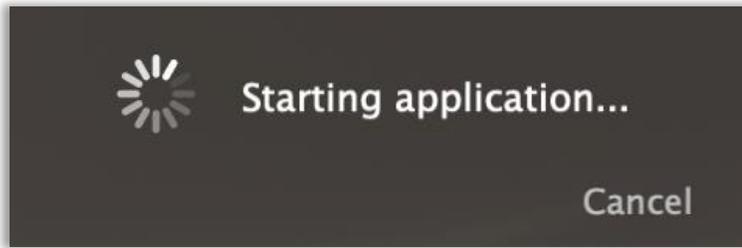


- b. Select **Allow** on the popup message



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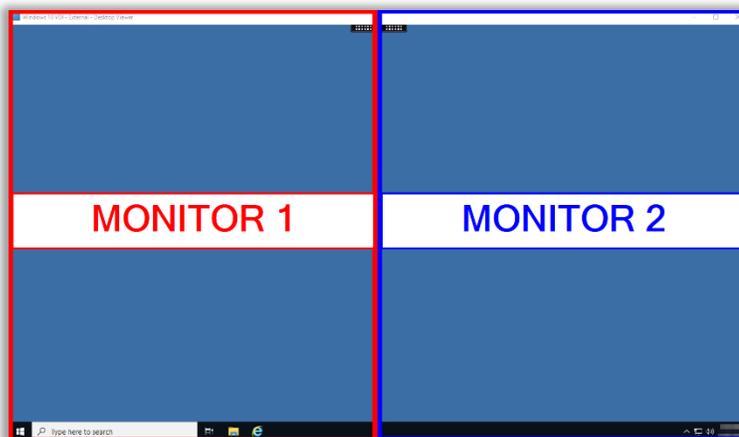
4. Wait for the application to open in a new window. Your screen may flicker black while this occurs



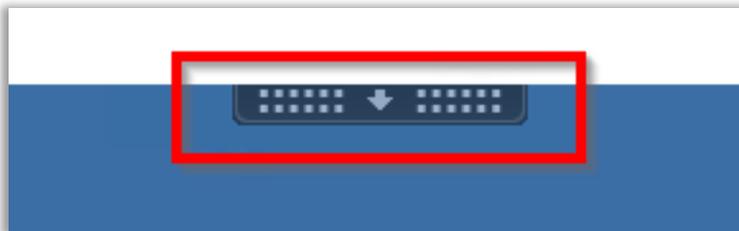
3.3: Using Two Monitors On Windows VDI

The Windows VDI can **only utilize two monitors**. Ensure your personal computer is already setup for two or more monitors

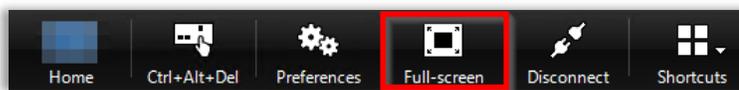
1. Position your VDI window so **half** of the screen is on each of the two monitors



2. Click on the **black toolbar** icon at the top of the VDI window



3. Select **Full Screen** and wait for the VDI window to resize



4: Remote Desktop Connection (RDC)

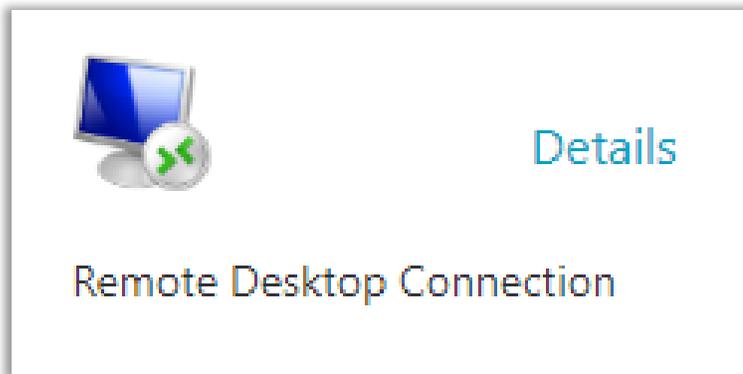
This application is granted to **authorized users only**. The following sections will outline how to access RDC and the other features inside the application. The HPH computer you are connecting to **must be powered on and connected to the internet beforehand**

4.1: Opening RDC On Windows (Google Chrome)

1. After accessing the [HPH portal](#), click on the **Apps** tab at the top



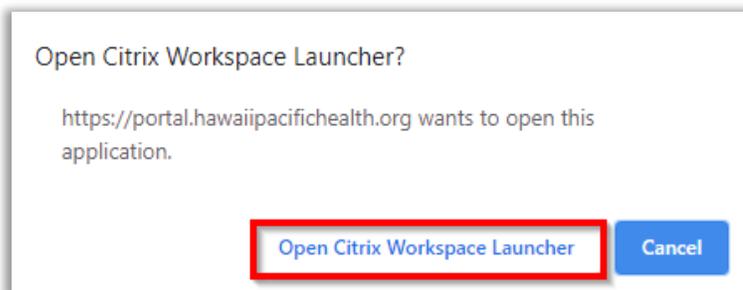
2. Click on **Remote Desktop Connection** to open the application



3. Follow **EITHER** step below, dependent on your personal computer:
 - a. Check your **Downloads** folder and open the **.ica** file that downloaded

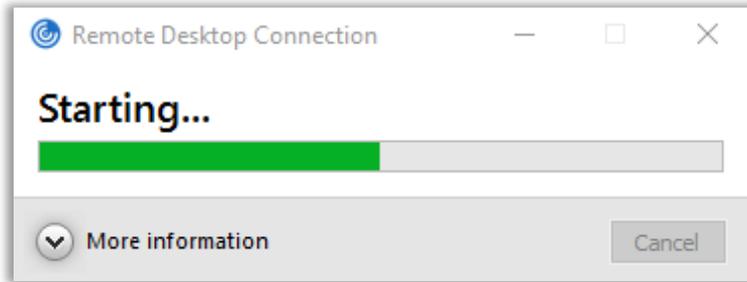


- b. Select **Open Citrix Workspace Launcher** on the popup message

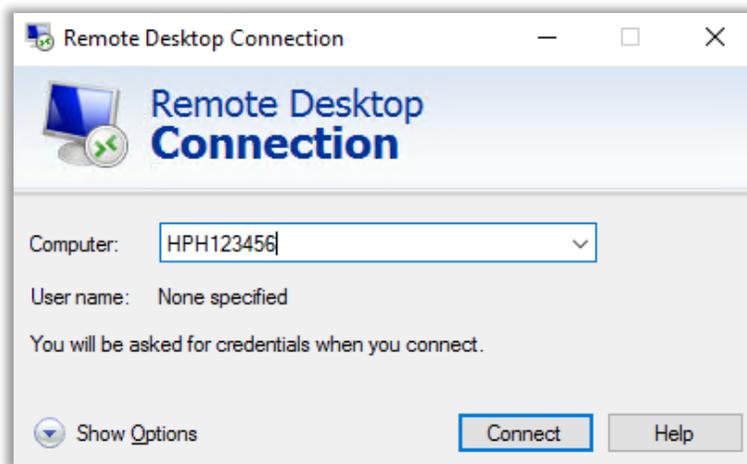


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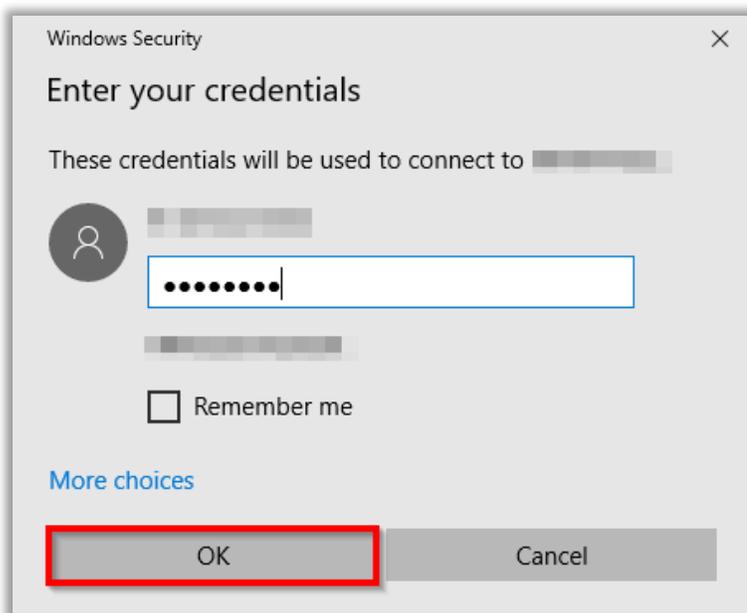
4. Wait for the RDC application to open in a new window



5. For a multiple monitor connection, jump to [Section 4.4](#). Otherwise, enter the **full computer tag number** (e.g. HPH123456) and select **Connect**.

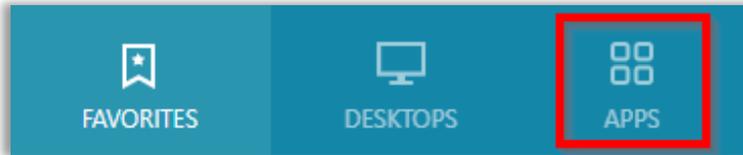


6. Enter your network password and select **OK**. If successful, your remote session will open in a new window

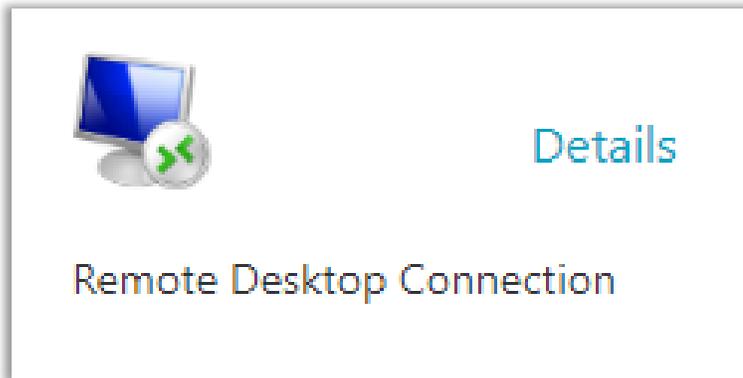


4.2: Opening RDC On Mac (Safari)

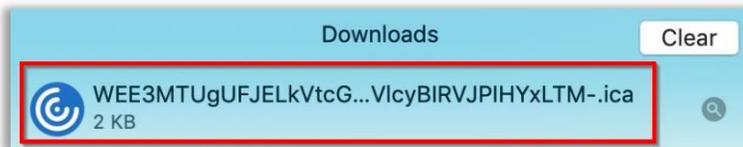
1. After accessing the [HPH portal](#), click on the **Apps** tab at the top



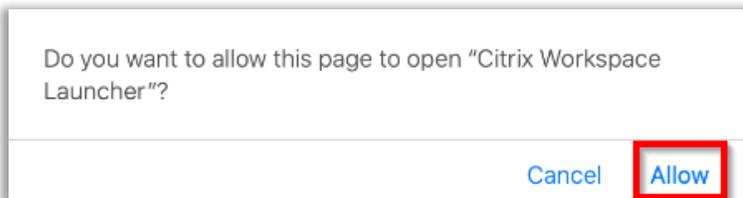
2. Click on **Remote Desktop Connection** to open the application



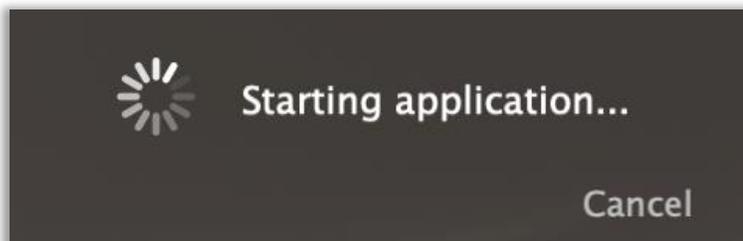
3. Follow **EITHER** step below, dependent on your personal computer:
 - a. Check your **Downloads** folder and open the **.ica file** that downloaded



- b. Select **Allow** on the popup message

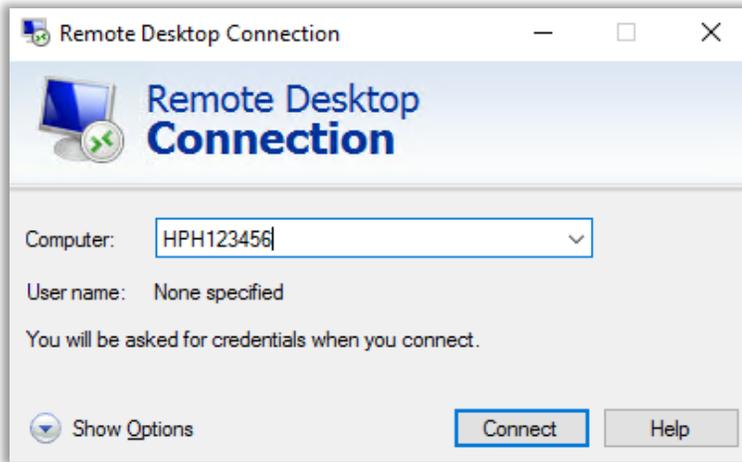


4. Wait for the RDC application to open in a new window. Your screen may flicker black while this occurs

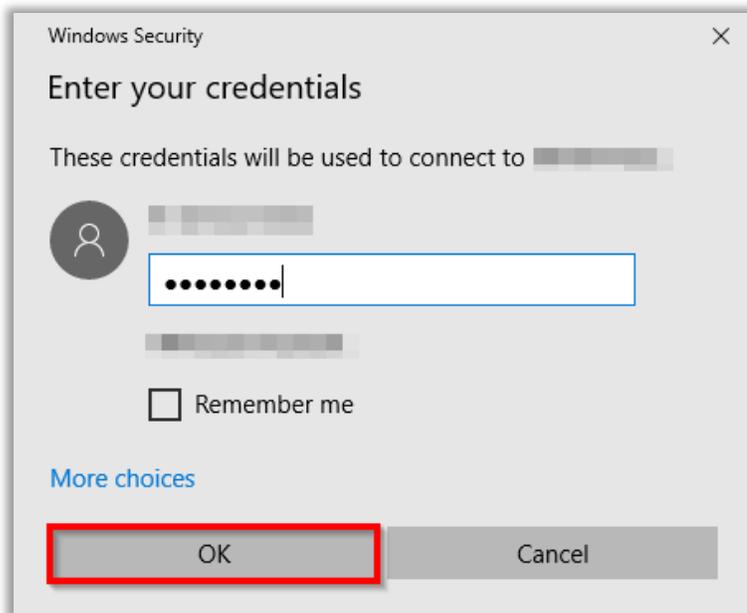


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5. For a multiple monitor connection, jump to [Section 4.4](#). Otherwise, enter the **full computer tag number** (e.g. HPH123456) and select **Connect**



6. Enter your network password and select **OK**. If successful, your remote session will open in a new window

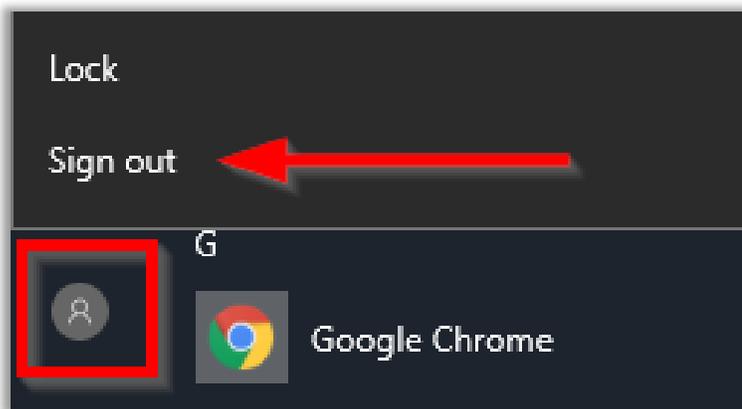


4.3: Closing RDC

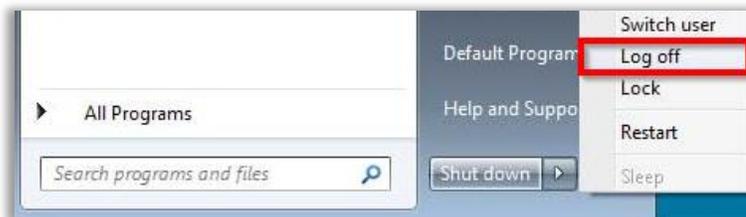
1. Click on the **Start Menu** icon at the bottom-left corner of your RDC screen



2. Follow **EITHER** step below, dependent on the computer:
 - a. For **Windows 10**, click on the profile icon and select **Sign Out**



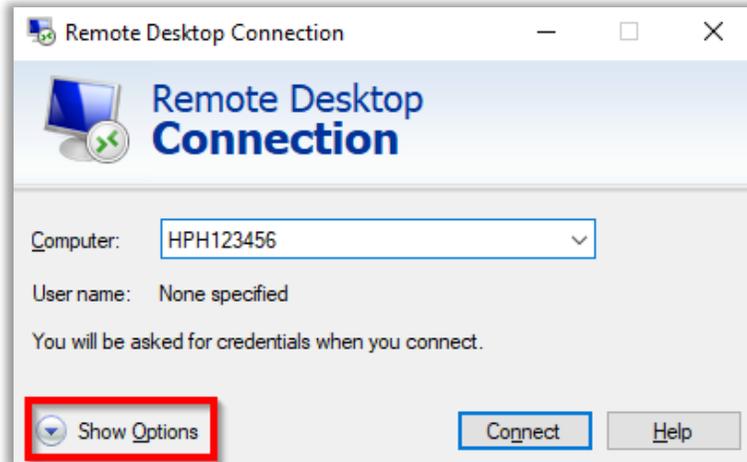
- b. For **Windows 7**, select **Log Off**



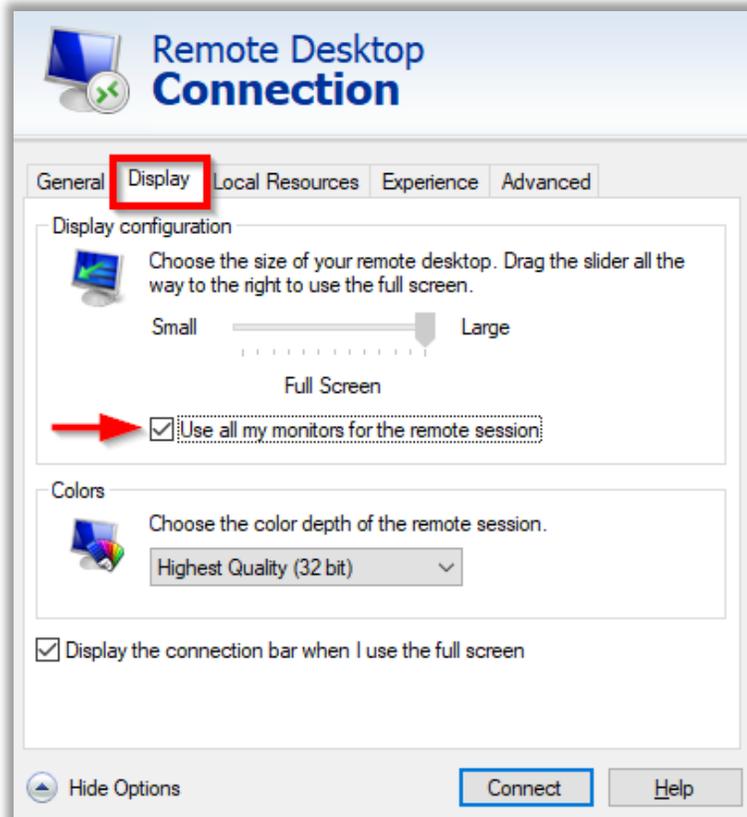
4.4: Using Multiple Monitors On RDC

Ensure your personal computer is **ALREADY** setup for multiple monitors. This RDC configuration has to be made **BEFORE** connecting to your remote computer

1. Open RDC through the portal, enter your **full computer tag number**, and select **Show Options**



2. Click on the **Display** tab and check **Use All My Monitors...**



3. Select **Connect** and sign in with your credentials

5: Common Issues & Troubleshooting

This section will cover common issues and the troubleshooting you can take to resolve them

5.1: New Phone/Reinstalled VIP Access

Your **Credential ID** number will **CHANGE** if you get a new phone or reinstall the VIP Access app. **If this was for your original registered credential, you will be unable to sign into VIP Access or the HPH Portal.** Please contact the **IT Service Desk (535-7010, option 1)** to assist with registering your device again

5.2: Stuck On Detect Receiver Page

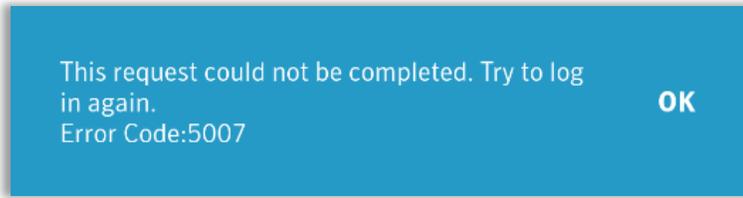
This issue occurs after you have entered your password and VIP credential on the HPH Portal. The page can get stuck on the grey Citrix Receiver loading screen or get stuck loading in general



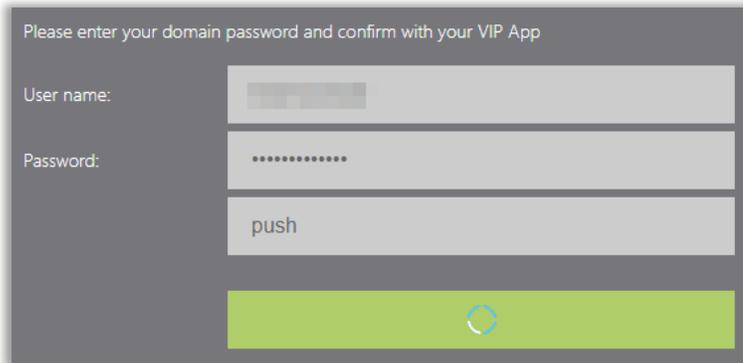
1. You will have to **refresh** your web browser
 - a. **Windows:** Press the **F5** key on your keyboard
 - b. **Mac:** Press the **Command + R** key simultaneously on your keyboard
2. If you are still stuck or receive an error message, please close **all** your browser windows and access the [HPH Portal](#) page again
3. If you are still stuck or receive an error message, clear your **browser cache** and access the [HPH Portal](#) page again
4. If you are still stuck or receive an error message, please **restart your PC** and access the [HPH Portal](#) page again

5.3: Missing VIP Push Notification

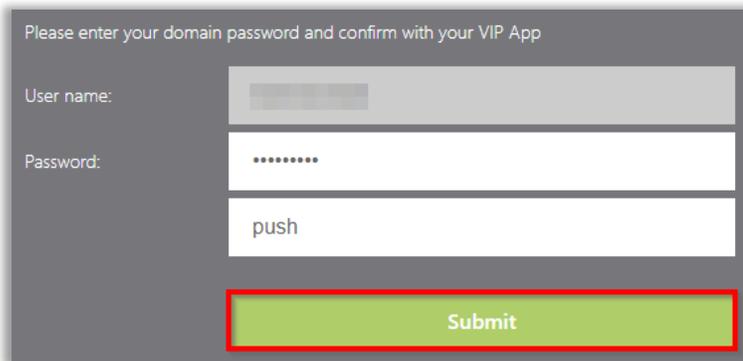
Sometimes your phone will not receive the blue push notification or have an error



1. Make sure that your phone's VIP Access app is **OPEN**
2. **Refresh** your web browser on the HPH Portal loading screen
 - a. **Windows:** Press the **F5** key on your keyboard
 - b. **Mac:** Press the **Command + R** key simultaneously on your keyboard

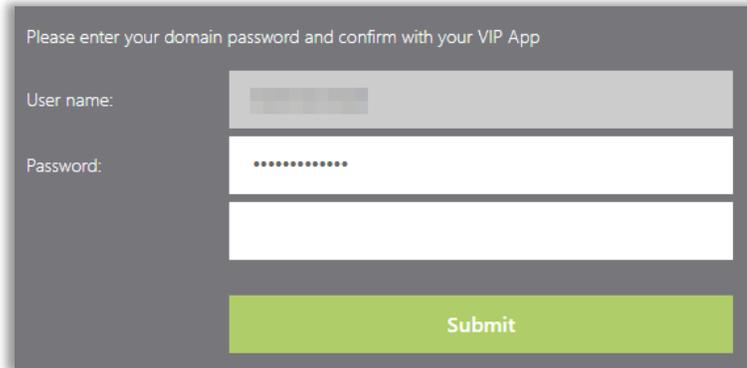


3. This will return you to the password screen. Enter your password again and select **Submit** to get another push notification



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4. 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



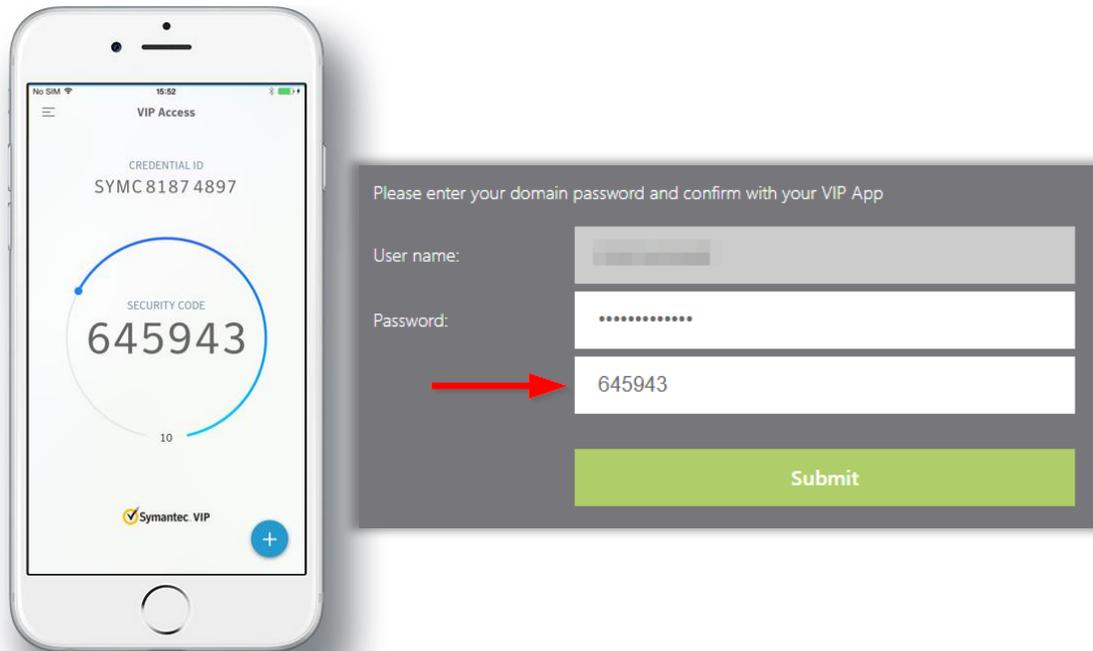
Please enter your domain password and confirm with your VIP App

User name:

Password:

Submit

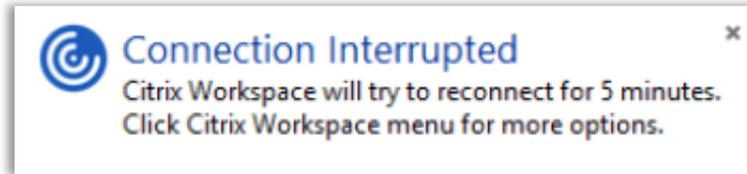
5. Open the VIP Access app on your registered device. Enter the **six digit** security code on your device into the box and select **Submit**



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

5.4: Citrix Connection Interrupted

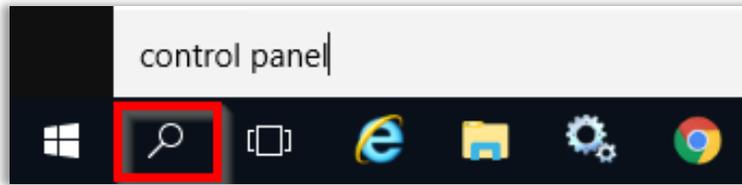
If this error occurs, you'll have issues accessing your Citrix applications (e.g. Windows VDI, RDC, EPIC, etc)



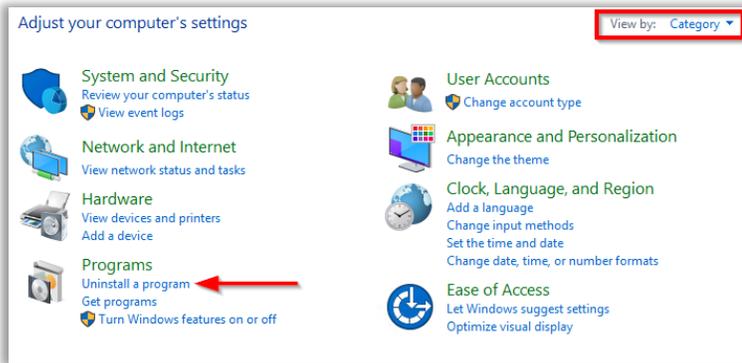
1. Ensure your personal device has a stable internet connection. Use a wired connection over wireless. If connecting via wifi, ensure your personal device is close to your wireless router/access point. Ensure other users on your home network are not taking excessive bandwidth (e.g. watching videos, downloading files, playing videogames online, etc.)
2. Clear the web browsing data for your internet browser (e.g. Google Chrome, Safari, etc). Please perform a web search on "how to clear my cache" for more details
3. Restart your personal computer
4. Attempt to access the [HPH Portal](#) and open your application again
5. If you are still stuck, please contact the **IT Service Desk at 535-7010, option 1**

5.5: Uninstall Citrix For Windows

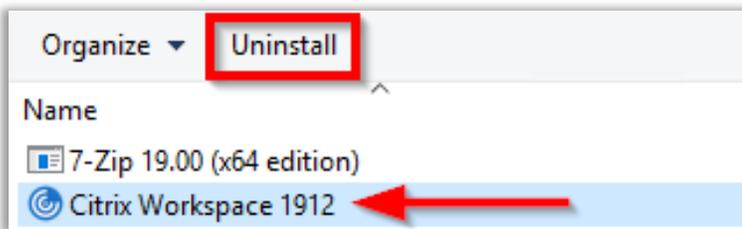
1. Click on the magnifying glass and search for **Control Panel**



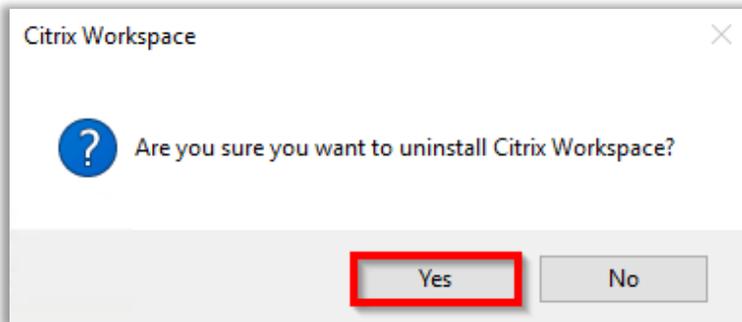
2. Open the control panel, set the view to **Category**, and select **Uninstall a Program**



3. Click on the Citrix app you want to remove and select **Uninstall**



4. Select **Yes** on the popup message



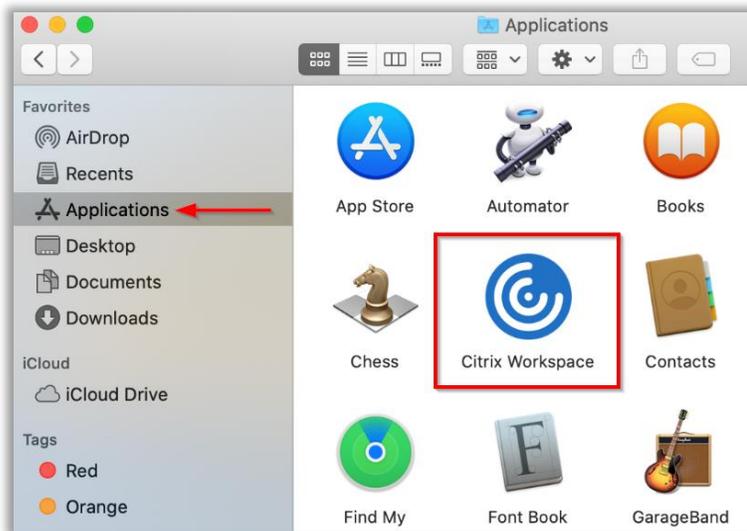
5. Wait for the Citrix program to be uninstalled. Once finished, the program will no longer be listed in the Control Panel

5.6: Uninstall Citrix For Mac

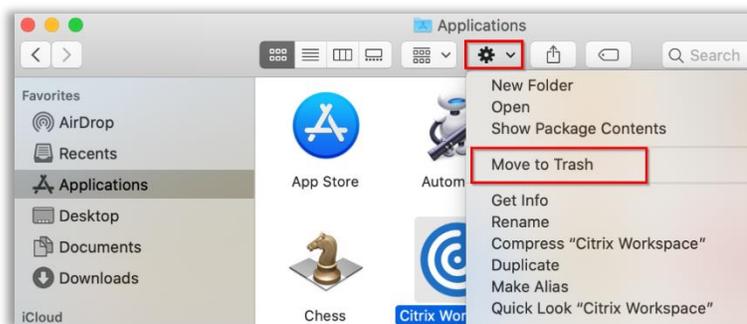
1. Click the **Finder** icon on your dock



2. Select the **Applications** folder on the left-side menu and click on the Citrix program you want to remove



3. Click on the **Gear** icon and select **Move to Trash** on the sub-menu



4. Enter your Mac credentials and select **OK**. Once finished, the program will no longer be listed in the Applications folder