

Remote Access

Application Viewer User Guide



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This document outlines the process of logging into the **Application Viewer** remote access service.

The **Application Viewer** service provides access to some applications from any personal or office computer. To access this service, users need a security token issued by Manitoba eHealth. This ensures appropriate security levels when accessing the applications.

A Citrix client is required to be installed on the computer to use this service. If your computer does not have a Citrix client installed and is running a Windows operating system, the Application Viewer service will detect and prompt you to install one.

If you are accessing this service from a Mac OS, you must go to www.citrix.com/downloads and download the Citrix client for a Mac.




Logging into Application Viewer

1. Open a web browser and go to the Manitoba eHealth Remote Access webpage (<http://www.manitoba-ehealth.ca/remotaccess>) to select the Application Viewer icon.

Remote Access

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 Extended Office This service is only available to WRHA employees with a laptop purchased through Manitoba eHealth. You may be prompted to download and install the client software.	 Application Viewer This service provides access to Citrix and web-based systems to authorized users. A Citrix (XenApp) Client Online Plug-in is required to be installed on the workstation to use this service. Please go to www.citrix.com/downloads and install the client for your workstation OS.	 Web Mail This service provides access to Outlook Web Access.
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The speed of your internet connection will effect how well these resources work for you. Dial up service is not supported.

If you encounter any problems with this site, please contact the Manitoba eHealth Service Desk (204-940-8500 or 1-866-999-9696).

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2. You will be directed to the Application Viewer URL <https://appviewer.manitoba-ehealth.ca> and will be presented with the logon screen. You will need to enter your WRHA network credentials (User name and Password) and the security token passcode (see below).

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The passcode is the PIN+tokencode. Your PIN is a 4-digit code that you set on the initial login. Your tokencode is the 6-digit code displayed on your security token. On the token shown below, the tokencode would be 159759 (no spaces).



If it is your first logon: Your passcode will be your tokencode only.

If you have already logged in once before: You have already set a PIN. Your passcode will be your PIN and the tokencode.

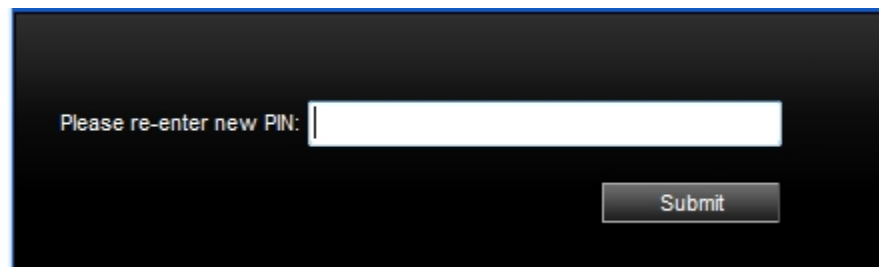
1. If this is your first logon, you will be asked to set your PIN. Your PIN is a 4-digit code that you will enter before your tokencode for future logons.
 - a. Please select a PIN that is 4 digits. Choose a PIN and click **Submit**.



Enter a new PIN having 4 digits:

Submit

b. Re-enter your PIN to confirm it.



Please re-enter new PIN:

Submit

c. After confirming your PIN, you will be asked to provide your new passcode – the combination of your PIN and the tokencode. When prompted, enter your PIN followed by your tokencode. The tokencode changes every 60 seconds for security reasons. Wait for the tokencode to change before entering the number.

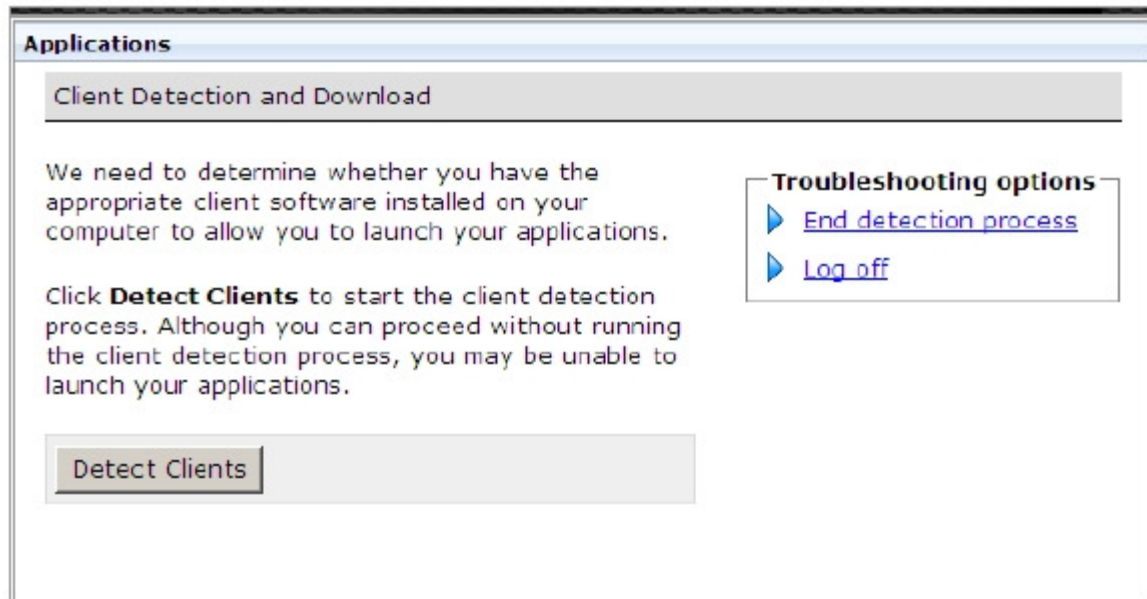
For example if your PIN is 1234 and tokencode is 159759 your passcode would be 1234159759.



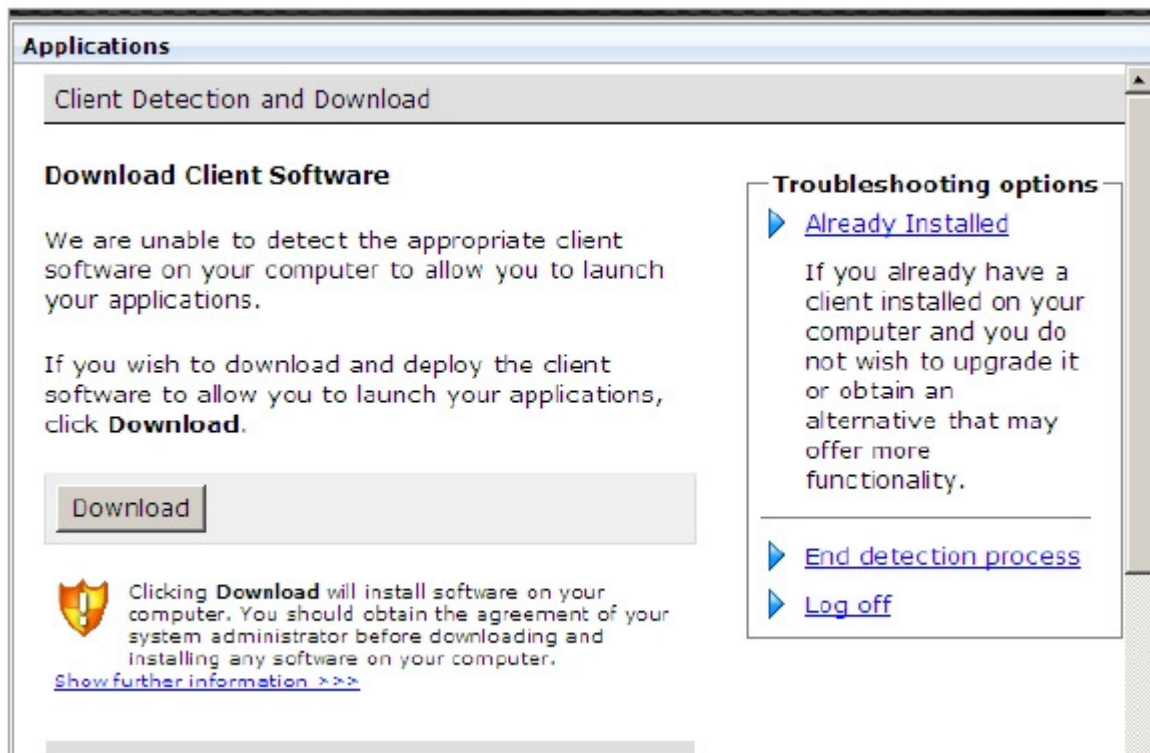
PIN Accepted. Wait for the token code to change, then enter the new passcode:

Submit

2. Once you have successfully authenticated and set up your PIN, if you do not have a Citrix client installed you will have to run the client detection process. Click **Detect Clients**.



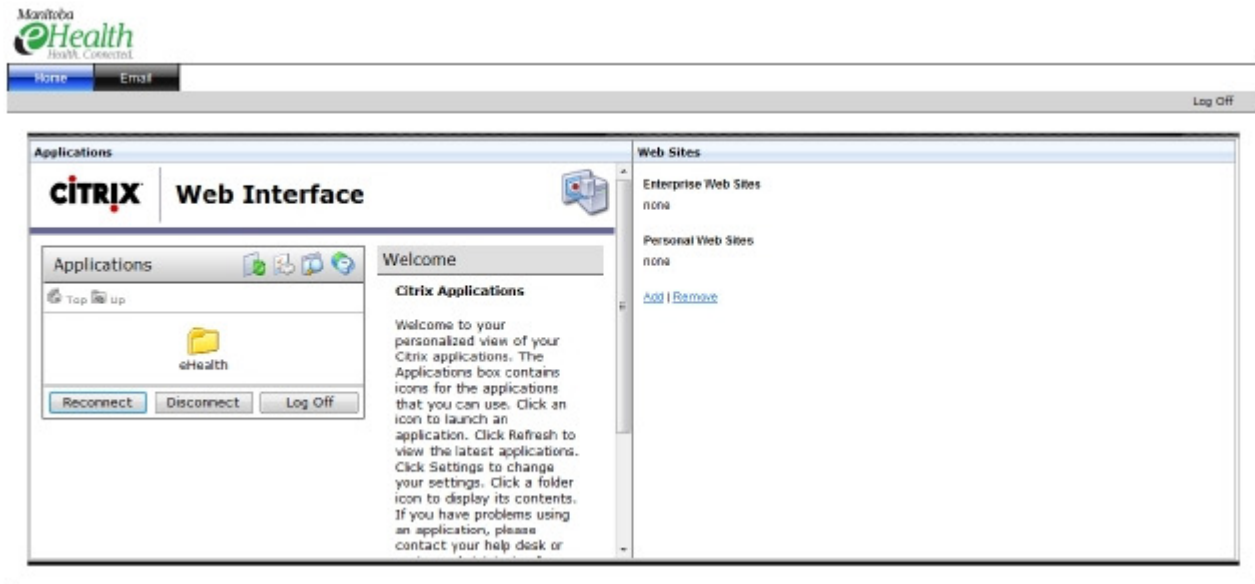
3. If the client is not detected, you will be prompted to download one. Click **Download**.



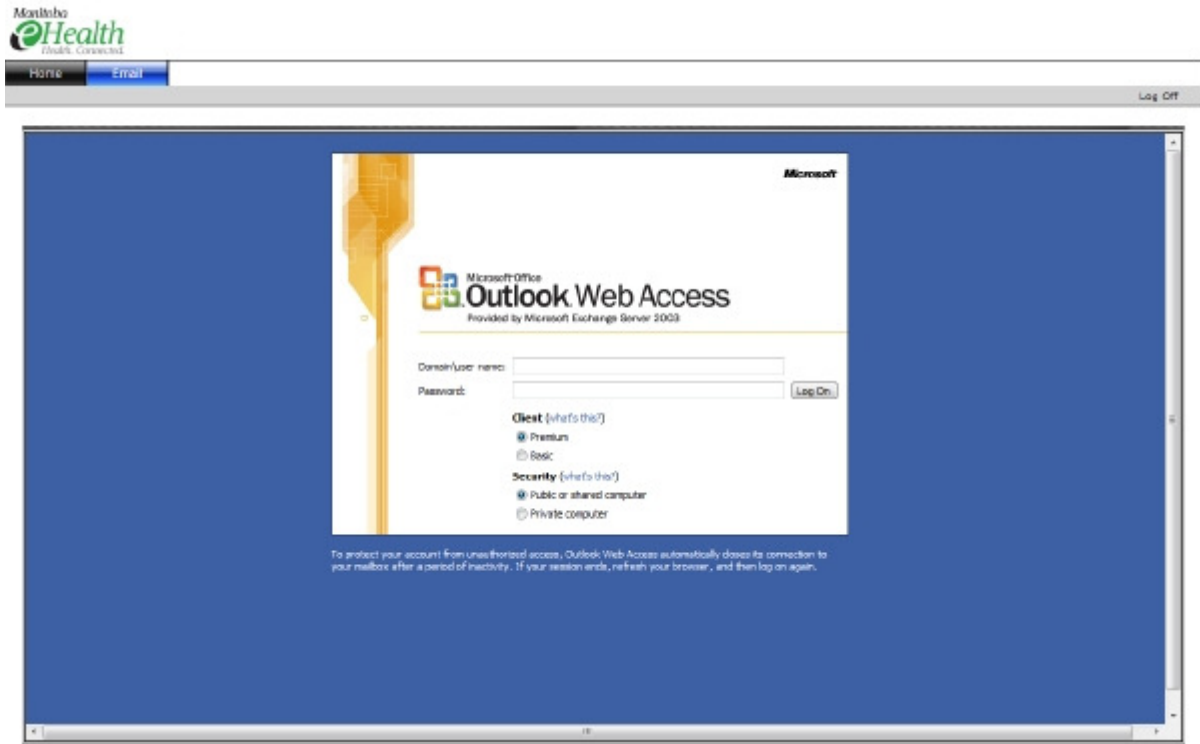
4. On the **File Download – Security Warning** message box, click **Run**.
5. Click **Run** on the **Internet Explorer – Security Warning** message box to install the Web Client for Windows.
6. Once the client has installed, click **Successful** to confirm it has installed successfully.

The screenshot shows a web application window titled 'Applications'. At the top, there is a tab labeled 'Client Detection and Download'. Below this, the main content area is titled 'Client Installation'. It contains a paragraph of instructions: 'Click the appropriate button to indicate whether or not the client was installed successfully.' followed by a note: 'Note that downloading the client installer package may take a few moments, depending on the speed of your internet connection, so you may see this page before downloading starts. Wait for a reasonable length of time before clicking **Failed** in order to allow the download process to start.' At the bottom of this section are two buttons: 'Successful' and 'Failed'. To the right of the main text, there is a box titled 'Troubleshooting options' containing two links: 'End detection process' and 'Log off'. At the very bottom of the window is a 'Help' link.

7. After a successful logon and you've installed the Citrix client, you will be presented with the Application Viewer homepage. Please note that your homepage may appear differently than the one below, depending on your access. You will see the Citrix-published and web-based applications that you can access.



8. You will be able to access Outlook Web Access through the portal page by clicking the **Email** tab at the top of the page.



Logging off Application Viewer

To end Application Viewer session, Click **Log Off** on upper right hand corner of the Application Viewer homepage.

Lost or stolen tokens

In the event your token is lost or stolen please inform the MB eHealth Service Desk at (204)940-8500 immediately.