Remote access to Waitematā COVID-19 intranet site without Citrix

What can I access/view on Waitematā COVID-19 intranet site from this remote access?

Can access	Not able to access
Waitemata COVID-19 pages, including: ✓ Clinical guidelines, service specific information ✓ Employee information and wellbeing resources ✓ PPE ✓ Q+A ✓ Updates and IMT structure ✓ Patient + public information	× Links to other intranet sites/pages from the COVID-19 site will not be accessible, eg CeDS, Controlled Documents

Before you start | Check

Before you start	Check
You must register for Microsoft Azure Multi-Factor Authentication (MFA) **Set up MFA before trying to access the Waitematā COVID-19 site without Citrix.**	To check if you have registered for MFA, select this link: https://myprofile.microsoft.com or type the URL into your browser. If your profile and details appear, then you are registered. If not, refer to the guide for MFA set up.
Check you are ready	✓ Your device is connected to internet ✓ Have your network email, Username and password
Open an internet browser on your device	Internet Explorer Google Chrome Mozilla Firefox Safari

How to on Waitematā COVID-19 intranet site remotely

1. Click on the link https://covid19waitemata.hanz.health.nz or visit the Staff Page on our website to find the link.

2. Enter your **work email** and network password

3. Click **Sign In**

Check the account you're logging into shows your work email: **name.surname@waitematadhb.govt.nz**

If you see a personal Microsoft Account, then select: **Sign in with another account**.

4. Follow the authentication method you've chosen
   a. **Enter code** sent as a text to your phone
   b. **Approve** authentication sent to app
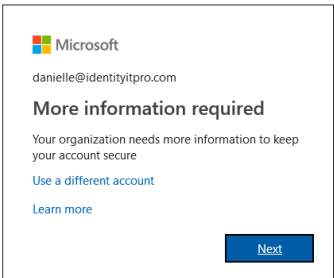   c. **Enter code** generated by the app

5. Click **Verify.**

You should now be connected. Congratulations!

! If you get an error message, you're possibly logging in from a restricted browser, app or location.

healthAlliance

Joe.bloggs@waitematadhb.govt.nz ❷

Enter password

••••••••

Forgot my password

Sign in with another account

❸ Sign in

Troubleshooting

! **Message saying "you're blocked"**	If you get a message saying "you're blocked", try using Google Chrome or Firefox.
! **Disconnect from Citrix**	If you are connected to Citrix you may need to disconnect to be able to access the Waitematā COVID-19 site.
! **Username prompt for login**	If you are prompted for your username and password to log in to the site, it means you are already logged in to your MFA account. Use your network username and password to access the site.

! **More information required**
 	
Microsoft
danielle@identityitpro.com
More information required
Your organization needs more information to keep your account secure
Use a different account
Learn more
Next
	If you get a message saying "'More information required" this means that:
	• You have signed in with a different account
	    o If so, choose **Use a different account**
	OR
	• You have not set up Microsoft Azure MFA
	    o Check the MFA set up guide
	    o Register for MFA at https://MFAsetup.hanz.health.nz

! Error Message for Forbidden Access / VPN On

If you get the this error message :

Forbidden:
This corporate app can't be accessed.
You are not authorized to access this application.

your device is using a VPN connection and the Waitematā COVID-19 site won't connect.

VPNs make it seem like your device is outside NZ as they connect to international servers.

You can only access the Waitematā COVID-19 site in NZ.

Common VPNs are:

1.1.1.1, NordVPN, ExpressVPN, CyberGhost.

VPN on mobile devices:

Mail, Contacts, Calendars	
Notes	iTunes Wi-Fi Sync >
Reminders	VPN Not Connected >

Switch off VPNs

To turn off VPN – in Windows on your taskbar at the bottom:

1. Check if VPN is running (usually shown left of your clock).
2. Right click on your VPN app and select **Disconnect.**
3. Confirm if required.
OR
4. Select the speech bubble notification icon to the right of the Windows clock (in Windows 10).
5. Select VPN.
6. Toggle off.
OR
7. Open Network Connections in Settings / Control Panel
8. Disable or Turn off VPN

To turn off VPN – on mobile devices:

1. Go to settings
2. Under 'Wireless and Networks', select 'More'
3. Select VPN and toggle off the active connection

! Cannot connect on a mobile device while onsite

If you are onsite and want to access the site on a mobile device, switch to Hospital Hotpot Wi-fi or use mobile data. MFA will not work on a secure DHB network (ie SWA, SWA2, TWA, NorthAir).

! Virus protection up to date	Make sure your device is using current virus protection software and that you have downloaded the latest update version.

Need some help?

Self-help	IT Service Desk
Check these things first before you call IT	If unable to resolve your issue, please call the IT Helpdesk on:
✓ Are you registered for Multi-Factor Authentication?	
o Check the MFA set up guide	**Externally: (09) 486 8980**
o Register for MFA at https://MFAsetup.hanz.health.nz	**Internally: 42266**
✓ Is my browser blocking my access?	
o Try switching to Google Chrome or Firefox	
o If you have VPN running – turn it off	
✓ Is my work email showing correctly? Or is it going to an alternate email account?	
o Re-type your work email	
Ask a colleague for help – opportunity to connect and learn.	