

Guide for working remotely

Clinical Informatics and Technology Services

December 2021

V2.0



Document details

If you have any questions regarding this document or if you have a suggestion for improvement:

Contact: Clinical Informatics and Technology Services

Phone: (07) 5687 7711

Email: gccitraining@health.qld.gov.au

Version history

Version	Date	Changed by	Description of changes
1.0	18/03/2020	Roxana Marquez, Brad Lynch	First draft
1.1	19/03/2020	Hiwaru Paku, Craig O'Neill, Dean Sparkes	Second Draft
1.2	20/03/2020	Hiwaru Paku, Craig O'Neill, Dean Sparkes Roxana Marquez, Brad Lynch, Ben Simpson and Jonathan Robinson	Final
2.0	31/12/2021	Craig O'Neill	Review in response to COVID-19 Omicron virtual hospital

Copyright © Gold Coast Hospital and Health Service 2021

Copyright protects this publication. Except for purposes permitted by the Copyright Act, reproduction by whatever means is prohibited without the prior written permission of Gold Coast Hospital and Health Service. Enquiries should be addressed to the Chief Executive, Gold Coast Hospital and Health Service.

Commercial-in-confidence

This document may contain commercial-in-confidence information. The document has been produced for the sole use of Gold Coast Hospital and Health Service and should not be provided to external organisations without the written approval of the Chief Executive, Gold Coast Hospital and Health Service.

Moral rights

Gold Coast Hospital and Health Service acknowledges the work conducted by staff in preparing this document.

Table of contents

DOCUMENT DETAILS	2
TABLE OF CONTENTS.....	3
1. A QUICK GUIDE TO SETTING UP YOUR DIGITAL WORKSPACE	4
2. ARE YOU A CLINICIAN AND NEED TO WORK REMOTELY?	5
BEST OPTION FOR YOU IS: FOLLOW ME DESKTOP (FMD)	5
3. ARE YOU NON-CLINICAL STAFF MEMBER AND NEED TO WORK REMOTELY?	7
WILL YOU BE USING YOUR OWN DEVICE/ INTERNET? BEST OPTION FOR YOU IS: MYAPPS.....	7
WILL YOU BE USING A WORK LAPTOP? BEST OPTION FOR YOU IS: MYVPN.....	8
4. DO YOU ONLY NEED ACCESS TO YOUR EMAIL AND/OR OFFICE 365 APPLICATIONS REMOTELY?	9
BEST OPTION FOR YOU IS: OFFICE365.....	9
5. IF YOU DO NOT HAVE INTERNET AT HOME	9
6. APPLICATIONS AVAILABLE FOR FMD	10
7. APPLICATIONS AVAILABLE FOR: MYVPN, MYAPPS AND OFFICE365	11
8. FOLLOW ME DESKTOP – HOW TO REQUEST FOR ACCESS AND SETTING UP YOUR DEVICE	13
LOGGING REQUEST FOR ACCESS.....	13
SETTING UP EXTERNAL ACCESS TO FMD THROUGH RSA	15
INSTALLING FOLLOW ME DESKTOP – INTERNAL QUEENSLAND HEALTH DEVICE AND ON QUEENSLAND HEALTH NETWORK	18
SETTING UP FOLLOW ME DESKTOP - EXTERNAL DEVICE AND EXTERNAL INTERNET	20
LOGGING INTO FOLLOW ME DESKTOP – INTERNAL DEVICE AND EXTERNAL INTERNET.....	23
9. MYAPPS – REQUEST FOR ACCESS AND SET UP.....	25
LOGGING REQUEST FOR ACCESS.....	25
SUBMITTING ACCESS FOR MYAPPS THROUGH ONLINE PROVISIONING SYSTEM (OPS).....	25
SETUP YOUR PIN TO LINK WITH YOUR MOBILE NUMBER	27
SETTING UP MYAPPS	28
ACCESSING MYAPPS THROUGH A WEB BROWSER	29
10. MYVPN – REQUEST FOR ACCESS AND SET UP	31
LOGGING REQUEST FOR ACCESS.....	31
LINKING YOUR MOBILE AND SETTING YOUR UNIQUE PIN.....	33
SETTING UP MYVPN	35
11. REFERENCES.....	37
ADDITIONAL RESOURCES.....	39

1. A quick guide to setting up your digital workspace

This guide has been developed by Clinical Informatics and Technology Services to assist managers and staff who may be required to work remotely and includes:

- digital options available for working remotely
- information about approval processes for remote digital systems access
- instructions for remote digital systems set-up



2. Are you a clinician and need to work remotely?

Best option for you is: Follow Me Desktop (FMD)

Follow Me Desktop (FMD) is a virtual operating system that allows staff to switch between devices and have their Queensland Health desktop 'follow' them when they log-in. Follow Me Desktop can be accessed from any location from a **personal or QH device**.

Follow Me Desktop will provide access to:

- Queensland Health Network
- Network Drives
- QHEPS
- Approved FMD Applications (Appendix 1)
- email functionality including shared mailboxes and calendars
- ieMR (where the user has ieMR access)
- Office 365 (if licensed)

Follow Me Desktop enables working remotely via its external access functionality. By using Follow Me Desktop no other external access software is required.

Follow Me Desktop comes pre-loaded with a large set of applications that work on every Follow Me Desktop device. (Appendix 1 for the full list available for GCHHS use).

Cost associated with Follow Me Desktop are to be met by the employee's work unit. You will need to discuss and gain approval from your line manager. FMD cost is **\$33 per user/per month**.

Important notes:

1. FMD can take up to 2 minutes to load for the first time each day. Subsequent load times should be less than 20 seconds.
2. FMD does not support videoconferencing.
3. Files and data physically stored on your device will not be accessible on FMD (eg. files stored on the desktop).
4. Data saved to the desktop will be lost. Ensure data is saved to a network or cloud location.
5. The staff members mobile phone must be registered to receive RSA tokens **while connected to the QH network**.

How to Request FMD access:

1. The staff member must register their mobile phone number via <https://rsamobile.health.qld.gov.au/default.asp> in order to receive on-demand RSA tokens

Note: This must be completed while on-site and connected to the QH network.

2. Log a request for **Follow Me Desktop (VDI)** using the Online Provisioning System > <https://systemaccess.health.qld.gov.au/>

Note: This can be completed by a 3rd party should the requestor not have access to the QH network. Cost centre and authorising manager are required. Ensure authorising manager is available to approve request.

If using a QH device connected to the QH network

1. Follow instructions in confirmation email to set up RSA on-demand PIN <https://authmgr.health.qld.gov.au/> (login with your Queensland Health username and password).
2. Install “Follow Me Desktop – VMware Horizon Client” from the Software Center.
3. [Click here](#) for guidance on running FMD connected to the QH network.
4. [Click here](#) for guidance on running FMD connected to a private internet connection.

If using private device with private internet connection

1. Download “[VMware Horizon Clients](#)” noting versions specific to Windows, Mac etc. Alternatively perform a google search for “VMware Horizon Clients”
https://customerconnect.vmware.com/en/downloads/#all_products
2. If able to access QH network follow instructions in confirmation email to set up RSA on-demand PIN <https://rsamobile.health.qld.gov.au/default.asp> login with your Queensland Health username and password.
3. If unable to access QH network call 1800 198 175 to set up RSA on-demand PIN
Note: instructions contained within email cannot be completed outside the QH network.
4. [Click here](#) for guidance on running FMD.

3. Are you non-clinical staff member and need to work remotely?

Will you be using your own device/ internet? Best option for you is: MyApps

MyApps provides access remotely **using your own device** or a Queensland Health device to QH Enterprise Applications by using Citrix Workspace application.

You will have access to:

- Queensland Health Network
- Network Drives
- QHEPS
- Approved applications available on MyApps Portal
- Full email functionality including shared mailboxes and calendars
- ieMR (if you have access provisioned)
- Office365 (if you have a license)

MyApps only allows access to a specified number of [Applications](#).

Cost associated with My Apps are to be met by the employee's work unit. You will need to discuss and gain approval from your line manager. MyApps cost is **\$21.58 per user/per month**.

Important Notes:

1. The staff members mobile phone must be registered to receive RSA tokens **while connected to the QH network**.

Details on Requesting MyApps access

1. The staff member must register their mobile phone number via <https://rsamobile.health.qld.gov.au/default.asp> in order to receive on-demand RSA tokens
Note: This must be completed while onsite and connected to the QH network.
2. Log a request for **External Access - MyApps with On-Demand TokenCodes** using the Online Provisioning System > <https://systemaccess.health.qld.gov.au/>

Note: This can be completed by a 3rd party should the requestor not have access to the QH network. Cost center and authorising manager are required. Ensure authorising manager is available to approve request.

3. Follow instructions in confirmation email to set up RSA on-demand PIN <https://authmgr.health.qld.gov.au/> (login with your Queensland Health username and password)

If you have access to a QH device connected to the QH network - follow instructions in confirmation email to set up RSA on-demand PIN (or [click here](#)), logging in with your novell username and password.

If unable to access QH network, call 1800 198 175 to set up RSA on-demand PIN (Note: instructions contained within email cannot be completed outside the QH network).

- On your personal device download “Citrix Workspace” <https://www.citrix.com/en-au/downloads/workspace-app/> noting versions specific to Windows, Mac etc.
- [Click here](#) for guidance running MyApps.

Will you be using a work laptop? Best option for you is: MyVPN

MyVPN provides access to the QH Network from an **eHealth supported laptop**. This allows access to the network using the applications installed on the device from outside of QH facilities.

You will have access to:

- Queensland Health Network
- Seamless access to applications and files you can
- access when at work.
- QHEPS
- Full mail client including shared mailboxes and
- calendars
- ieMR (if you have access provisioned)
- Office365 (if you have a license)

MyVPN only allows access to a specified number of [Applications](#).

Costs associated with MyVPN are to be met by the employee’s work unit. You will need to discuss and gain approval from your line manager. **\$21.58 per user / per month**.

Important notes:

1. You are required to provide the asset number for your device and cost centre when requesting access. Please have these ready
2. The requestor’s mobile phone must be registered to receive RSA tokens **while connected to the QH network**. [Click here](#) to register your mobile phone.

[Details on Requesting MyVPN access](#)

Step 1: [Click here](#) to register your mobile to receive RSA tokens while connected to the QH network.

Step 2: Gain line manager approval.

Step 3: Log an Online Provisioning Service request to add the ‘**External Access – MyVPN with On-Demand Tokencodes**’ application from the drop-down menu.

Note: This step can be completed by a 3rd party should the requestor not have access to the QH network. Cost center is required. Ensure authorising manager is available to approve request.

Step 4a: If you have access to a QH device connected to the QH network - follow instructions in confirmation email to set up RSA on-demand PIN (or [click here](#)), logging in with your novell username and password.

Step 4b: If unable to access QH network, call 1800 198 175 to set up RSA on-demand PIN (Note: instructions contained within email cannot be completed outside the QH network).

Step 5: [Click here](#) for guidance on running MyVPN.

4. Do you only need access to your email and/or Office 365 applications remotely?

Best option for you is: Office365

The following applications are available to staff using their home PC, laptops or smart device. They are also available on a QH owned device without needing to access the QH network.

You can access the below:

- Outlook
- Word
- Excel
- Powerpoint
- OneDrive
- OneNote
- SharePoint
- Teams

To access Office 365 log in at <http://www.office.com> using your QH credentials. You will need to set up Multi-Factor Authentication (MFA) prior to working remotely. To find out how to sign in and out of the Office 365 Internet Portal, set MFA [click here](#). To find out how to download Office 365 apps on your home PC or laptop [click here](#) on your mobile device [click here](#).

Important notes:

- Move all of your files to the cloud so you can access them remotely. Use OneDrive for your personal documents, use SharePoint for documents you need to collaborate on with your team
- Microsoft Teams can be used for one to one videoconferencing, group calls, instant messaging and file sharing. If you are planning to use Teams on a QH device, you will need to manually download the Teams app before working remotely.

Note: Staff should not store any Queensland Health data on their home devices all data should be saved in the Office365 tools.

For further information and training resources [click here](#) to go to the e-Health Learning and Support Training Hub.

5. If you do not have internet at home

A post-paid QH Telstra mobile internet service can be requested as part of the service. It is charged separately as part of Telecommunications billing. **Request a SIM to be installed when you apply.**

All QH laptops should have SIM card compatibility. If not, a USB or portable modem can be requested through e-Health Online IT Support.

6. Applications available for FMD

Adobe Flash Player ActiveX	Adobe Flash Player Plugin	Adobe Reader	Adobe Shockwave Player
AUSCARE	AUSLAB	BGInfo	CARPS Logger
Check Point Identity Agent	ChemAlert	CIMHA	Citrix Receiver (Enterprise)
Clinical Knowledge Network (CKN)	CutePDF Writer	Decision Support System (DSS)	Donate Life
Electronic Medical Record (EMR)	Enterprise Discharge Summary (EDS)	Enterprise Liaison Medication System (eLMS)	Enterprise PACS
<p>HBCIS –</p> <ol style="list-style-type: none"> 1. Requires port parameters to be setup for VLAN. 2. HBCIS queue-based printing is not supported. 			
Homer Windows Interface Server	HomerFTP	ieMR	iLearn
IMPAX CV	Imprivata OneSign Agent	Interpreter Online	Self Service Centre Shortcut
Learning On-Line (LOL)	Medication Dosing Calculator	MediWeb	MetaVision
Microsoft Office	Microsoft Visio Viewer	MIMS	Novell Client
iPrint	Outlook Web Access Shortcut	Pathology Queensland	Patient Flow Manager (PFM)
Queensland Clinical Guidelines	Reporting Concerns	Streamline Shortcut	Symantec Enterprise Vault
The Viewer	ThinHub	uLearn	Workforce Management
XERO			

7. Applications available for: MyVPN, MyApps and Office365

Remote Option	QH laptop	Personal Device	Applications Provided	Specific Request through OPS
My VPN	Yes	No	As per your QH device	
My APPS	Yes	Yes	<ul style="list-style-type: none"> • Acrobat Reader • File Explorer • Internet Explorer • Mozilla Firefox • Microsoft Access • Microsoft Excel • Microsoft OneNote • Microsoft Outlook • Microsoft Powerpoint • Microsoft Publisher • Microsoft Word • Notepad • QHEPS (Internet Explorer and Mozilla Firefox) • CIMHA • EDS / The Viewer • S4/Hana • MyHR • ieMR • Sharepoint • The Viewer • OneDrive • Office 365 	<ul style="list-style-type: none"> • Remote Desktop (RDP) • AUSLAB • AUSCARE • Enterprise IMPAX Client (Including QCH PACS) • iSeries Access Navigator V7R1 • iSeries Access V7R1 • ISOH • PACS RBWH • PACS PAH • RBH CAS • SCCM Remote Control Viewer/VNC
Office 365	Yes	Yes	<ul style="list-style-type: none"> • Calendar • Delve • Dynamics 365 • Excel • Forms • Kaizala • Microsoft Azure • MyAnalytics • OneDrive • OneNote • Outlook • People • Planner • Power Apps • Power Automate 	

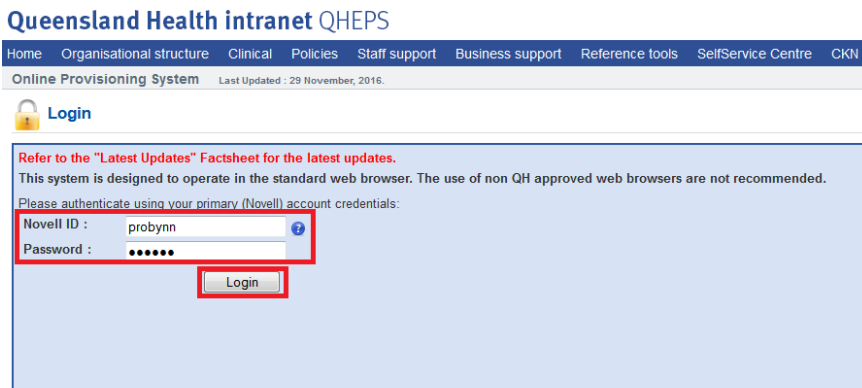
- Power BI
- PowerPoint
- SharePoint
- Stream
- Sway
- Task
- Teams
- To Do
- Video
- Whiteboard
- Word
- Yammer

8. Follow Me Desktop – How to Request for access and setting up your device

Logging request for access

Before applying for Follow Me Desktop, please ensure you have Line Manager approval and they have access to their QLD Health email to approve the request.

1. Login to the [Online Provisioning System](#).



2. Click on the **Change** option from right hand menu.

	Notifications	View or action recent requests.
	Workgroup/Network Drive Management	This allows Workgroup owners to add/remove members. To request Workgroup ownership, please refer to the SelfService Centre
	Active Directory Group Management	Please use this icon to manage access to Active Directory groups.
	Change	Use this icon to change or terminate computer access. You can also Add/Change/Remove applications (ie. Internet, HBCIS, Auslab, WebAccess).
	Move	Relocate staff members' computer access (Novell and Email), from another location to your location.
	New	Create computer access (Novell and Email) for new staff. Only use this icon if your staff member has NOT previously had computer system access at QLD Health.
	Alternative Account	Create a secondary/alternative account to be used at another location to the primary account
	Reports	Display of data statistics related to the use of the Online Provisioning System.
	Return to the SelfService Centre	Logout of the Online Provisioning System and return to the SelfService Centre.

Selecting **Change** from the main menu displays the change user search box.

3. Select **Yes** to **Do you wish to change your own account?**
4. Select **No** to **Do you wish to remove Novell and Email access rights?**

- Select **Unchanged** to **Do you wish to modify or remove the finish date?**

- Find and nominate the **Authorising Manager** for the request.

Surname	Given Name	User name	Job Title	Telephone	Location	Department	Employee Id	Email	
Musk	Steven	MuskS	Team Leader	0731810240	Level 2, 108 Wickham St, F ...	Knowledge Base, Service Ma ...	259074	Steven.Musk@health.qld.gov.au	Select

- Click on **Next** once you have selected your authorising manager.

The Request for Applications screen will appear.

- Select **Follow Me Desktop (VDI)** from the **Applications to add** drop-down menu
- Ensure all mandatory fields are filled in (**Cost Centre, Authorizing Manager**) then Next.
Note: FMD is \$33.00 per user/month.

- Click Confirm once you verify all the details.

Setting up External Access to FMD through RSA

In order to use FMD you **must** register for an RSA Pin/Code. You will not be able to access FMD if this has not been completed. This requires registration of your mobile number and is easiest done while on a QH Network.

- This process can be skipped if you have already registered your device for RSA
- If you are not on site and unable to connect to Queensland Health Internet, you will need to contact the IT Support Line on 1800 198 175 and ask for assistance setting up RSA externally.

Step 1 – Register your mobile phone

When logging into FMD from an external device you will be prompted to enter your pin and a one-time On-Demand token code. This token code is sent to the mobile phone number that you nominate during registration. You can register a personal or a work mobile phone number. The mobile phone number that you nominate during registration will not be published in the Global Address List.

1. Click on [Register your mobile number](#) link which will take you to the RSA mobile phone Setup page.
2. Type your Novell User Name and Password in the fields as shown below.
3. Click on **Login**

UserID:	alime
Full Name:	Alime
Mobile Phone number:	<input type="text" value="xxxxxxxxxx"/>

[Click here to set your On-Demand PIN](#)

4. Enter the mobile phone number you wish to nominate. Note: This can be a work or private number. This number will not be published in the Global Address List.
5. Click on Update and Send TXT Message.
6. A text message will be sent to the mobile phone number that you nominated during the registration process. This message confirms that you have successfully registered this mobile phone number with Queensland Health for external access to FMD.

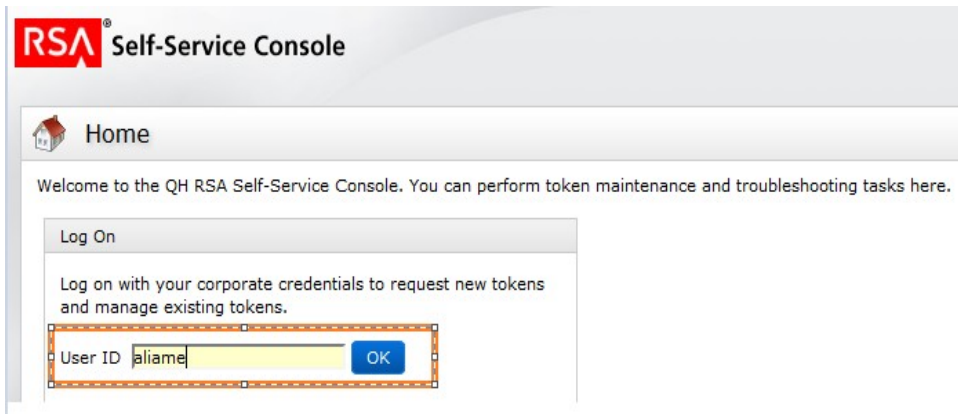
Step 2 – Register your FMD PIN

1. To register your PIN click on “Click here to set your On-Demand PIN”

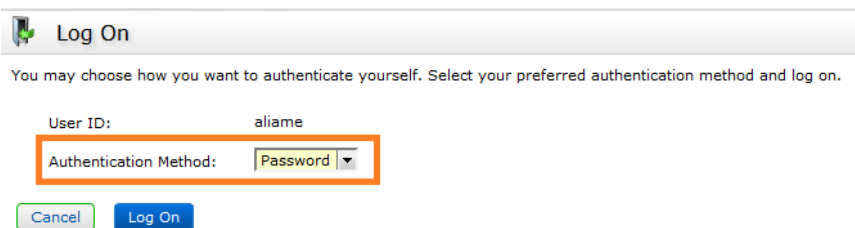
UserID:	alime
Full Name:	Alime
Mobile Phone number:	<input type="text" value="xxxxxxxxxx"/>

[Click here to set your On-Demand PIN](#)

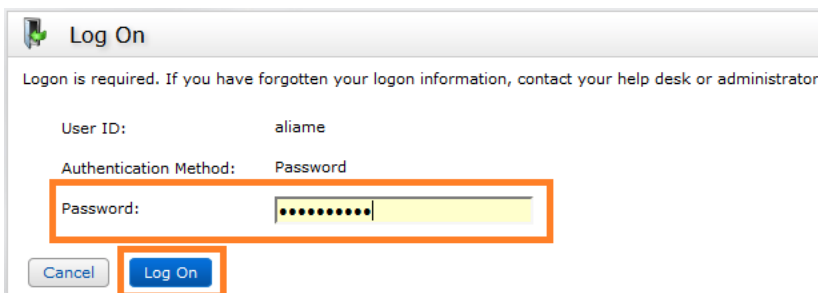
2. In the User ID Field – type your AD/Novell Username and click on **OK**.



3. You need to select **Password** from the dropdown list to choose your preferred authentication method and click on **Log On**



4. Type your AD/Novell Password in the respective field and click on **Log On**



5. This will take you to the **RSA Self Service Console** screen as shown below.
6. Create a PIN by typing 4 to 8 characters in the required field. (These can be either alpha and/or numeric).
7. Confirm your PIN and click on **Save**.
8. Setup your security questions
9. Next screen will confirm the successful creation of the PIN

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

On-Demand Authentication was successfully configured.

My Authenticators

Tokens - [view SecurID token demo](#)

Key Fob

[view details test](#)

Token Serial Number: [redacted]
PIN: created on 22/01/2010 3:04:48 PM [Change PIN](#)
Expires On: 30/01/2017 10:00:00 AM



On-Demand Authentication

Send Tokencode To: [redacted]
PIN: created on 24/02/2014 2:44:10 PM [change PIN](#)
Expires On: Does not expire



Risk-Based Authentication

Identity confirmation method: 1 method configured
Number of Registered Devices: 0



Security Questions - [set up](#)

Not configured
Please set up your security questions and answers

My Profile

Personal Information

First Name: [redacted]
Middle Name: [redacted]
Last Name: [redacted]
User ID: [redacted]
E-mail: [redacted]@health.qld.gov.au
Certificate DN: [redacted]
Account Creation Date: 22/01/2010 3:02:00 PM
Mobile Number: [redacted]

Installing Follow Me Desktop – Internal Queensland Health Device and on Queensland Health Network

How to Install FMD

Once you have received your confirmation email to say that your request for Follow Me Desktop has been approved, you will be able to download from the [Software Centre](#).

Please ensure any documents that require saving have been saved prior to installing, as your device will require a restart.



Hi

Thank you for logging service call QH-RITM4857296 in relation to applying for Follow Me Desktop (FMD) access.

You have been granted access to Follow Me Desktop, which allows you to access the QH virtual operating system and have your desktop follow you when you switch between devices.

To set up and access Follow Me Desktop from external locations, follow the instructions found on the [Follow Me Desktop](#) QHEPS site. Instructions on how to register for Rapid Access (RAWS) can also be found on the QHEPS site.

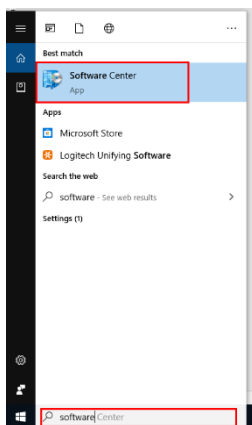
If you are using Rapid Access, remember to tap on and tap off before and after your session. More information about Rapid Access can be found on the [Rapid Access \(RAWS\)](#) QHEPS site.

If you require support, contact the IT Support team through the [Online IT Support](#) web portal, or contact them via their dedicated hotline on 1800 198 175.

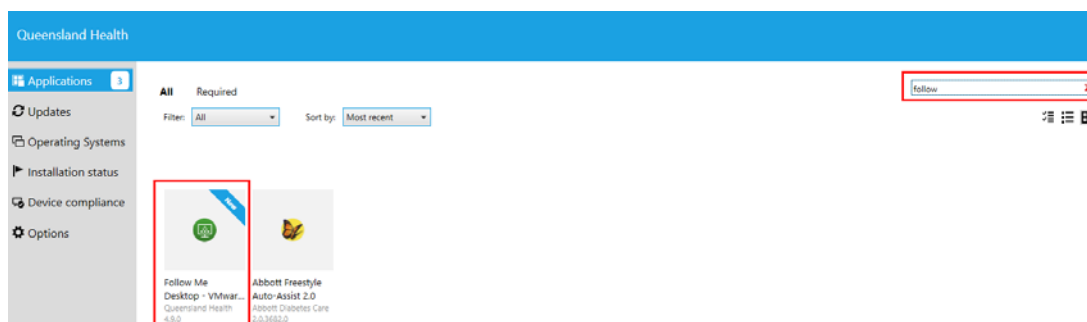
For more information, visit the [Follow Me Desktop](#) page on QHEPS.

Thank you.

In the “Search” bar on your computer, type in [Software Centre](#)



While in the [Software Centre](#), Type [Follow](#) in the search bar and press enter



If you cannot find Follow Me Desktop in the software centre, please contact the IT Support on 1800 198 175 for assistance with downloading

Otherwise Click on [Follow Me Desktop - VMWare](#) and then click install



Follow Me Desktop - VMware Horizon Client 4.9.0

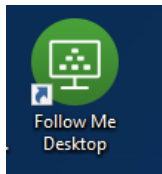
Published by Queensland Health



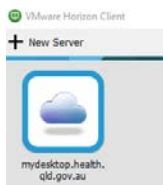
Once installed, you may notice that the computer will automatically restart. *Please ensure any documents that require saving have been saved prior.*

Opening Follow Me Desktop – Using a QH Device and QH Network

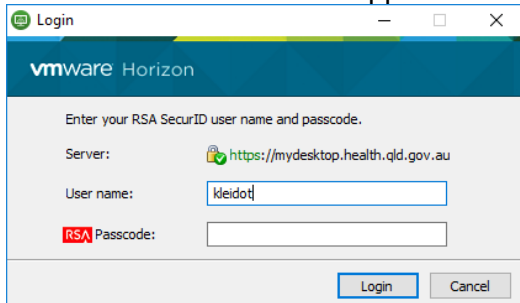
1. Double click the Follow Me Desktop icon



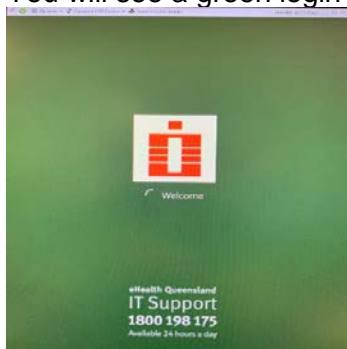
2. Double click on mydesktop.health.qld.gov.au



3. The VM Horizon client will appear and auto log you into Follow Me Desktop



4. If you are not automatically logged into FMD, please enter your Novell Username and Password to log in.
5. You will see a green login screen that will confirm that you are successfully logged into FMD

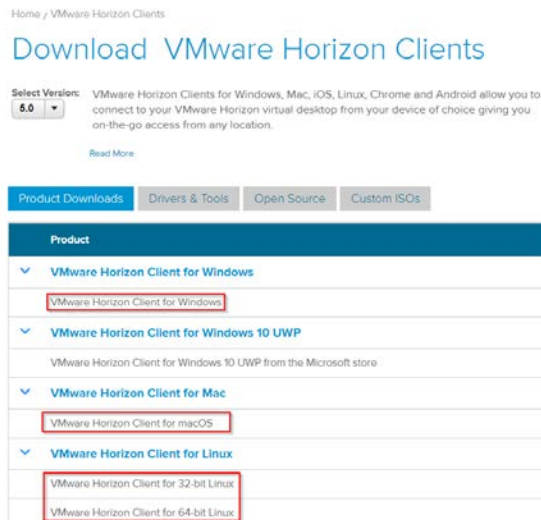


Setting up Follow Me Desktop - External Device and External Internet

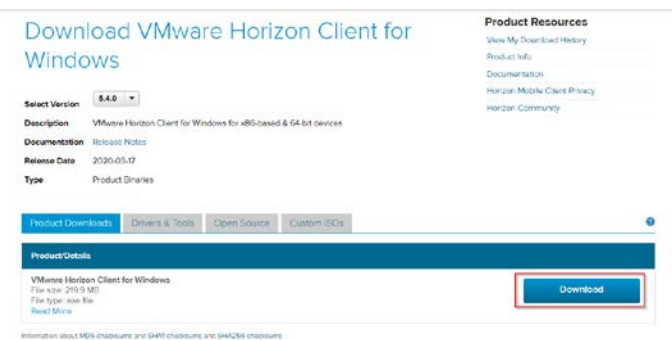
Downloading VMware Software

Please note, this step will not be able to be completed unless you have already activated your RSA Mobile Number and PIN.

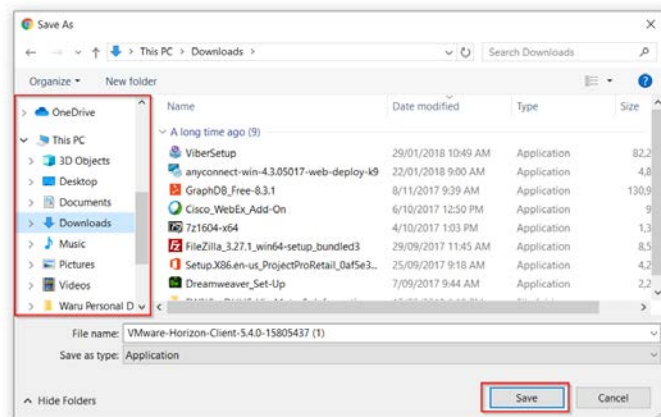
1. Open an internet browser (Internet Explorer, Firefox, Safari or Chrome and Navigate to the following [website](#)
2. Select the **relevant version of VMware Horizon Client** for your device e.g Mac, Linux or Windows



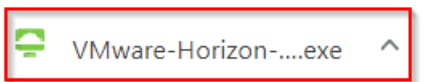
3. Select the **Download** button



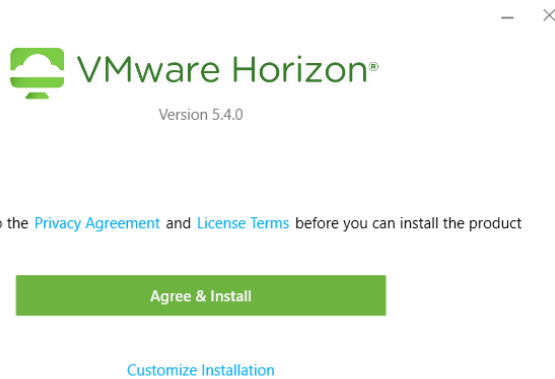
4. When prompted to **save the file**, select an appropriate location and **save**



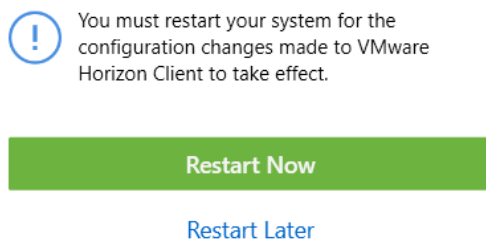
5. Locate the downloaded setup file and run the setup wizard by doubling clicking on the file



6. If prompted to allow installation, follow the steps required

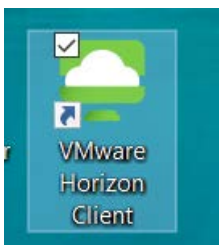


7. Once install has been finalised a restart will be required

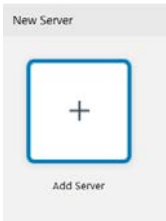


Accessing FMD from the VMWare Client

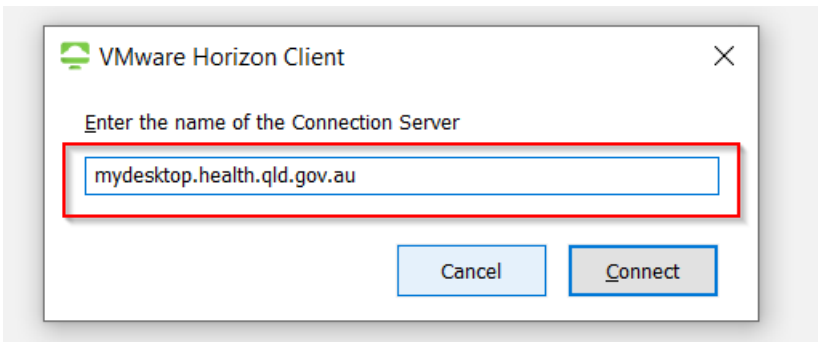
1. Find the VMWare Horizon Client and open the application



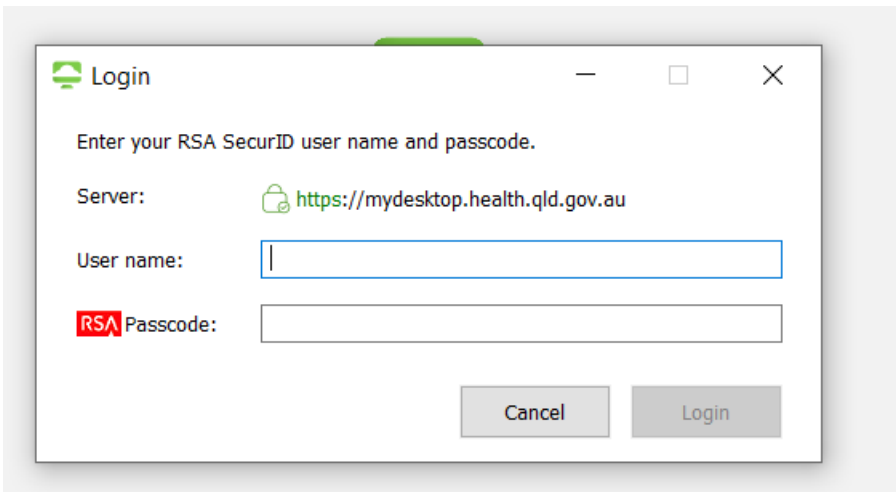
2. Select **Add Server**



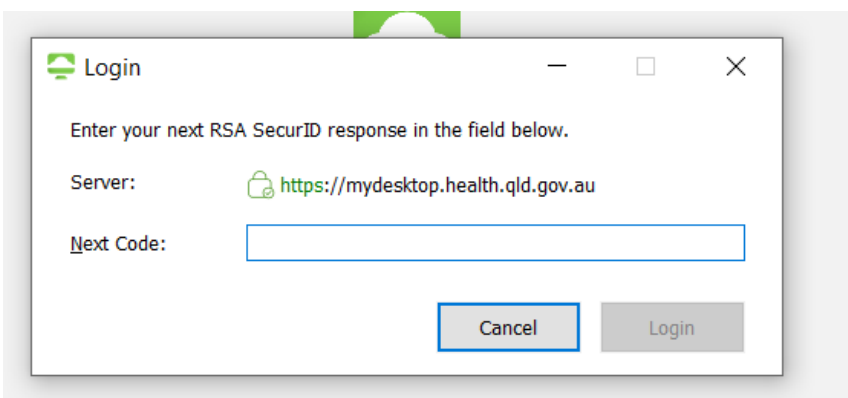
3. In the blank field enter the following details to connect to the server, then press **connect**
mydesktop.health.qld.gov.au



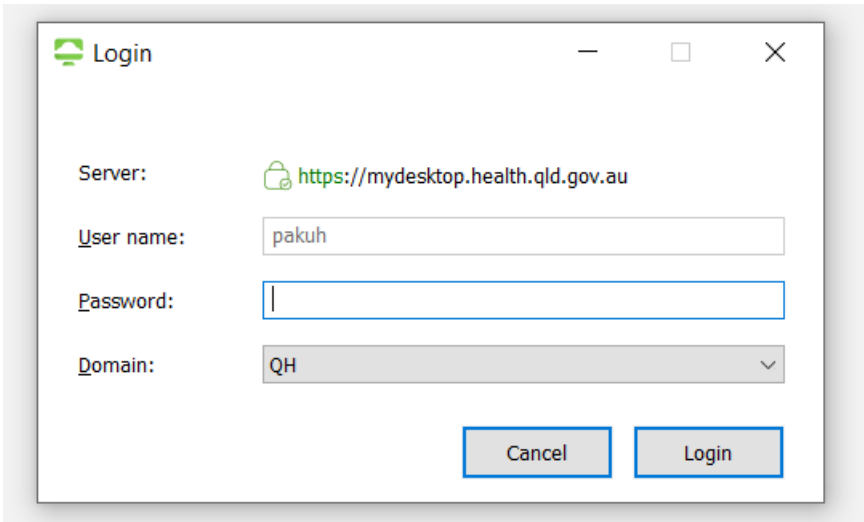
4. Next enter your **Novell** user name and RSA PIN and press **Login**



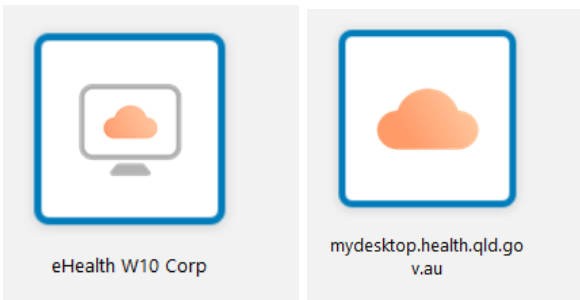
5. You will be sent an On-demand Tokencode to your registered RSA Mobile number, enter that into the **Next Code** field



6. Next enter your Novell Password in the **Password** field and press **login**



7. Double click on the new Server Icon which will either display eHealth Corp or mydesktop.health.qld.gov.au



8. Double click on the required desktop to open it. Follow the standard login prompts: RSA Pin, One Time Token and Novell Password and then FMD will launch

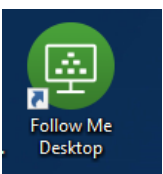
Logging into Follow Me Desktop – Internal Device and External Internet

Staff working at community services or working from home are able to log on to their desktops and applications using the Follow Me Desktop (FMD) service. The log on process for computers has three steps.

It can take up to 1 minute to open your FMD session if it is your first time logging in for the day, if you have previously logged off or if it has been greater than 4 hours since you last logged on.

To log on to FMD:

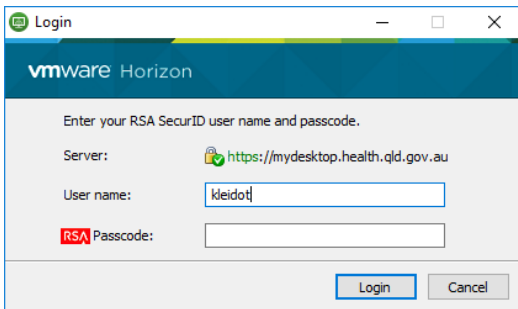
1. Click the *Follow Me Desktop* icon.



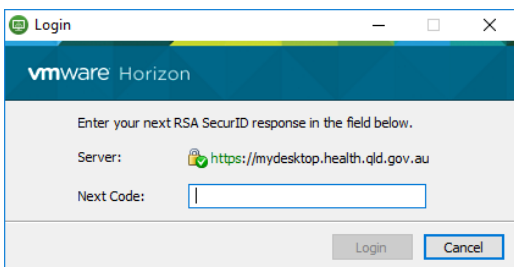
2. The *VMware Horizon Client* opens.
3. Click the *MyDesktop* icon



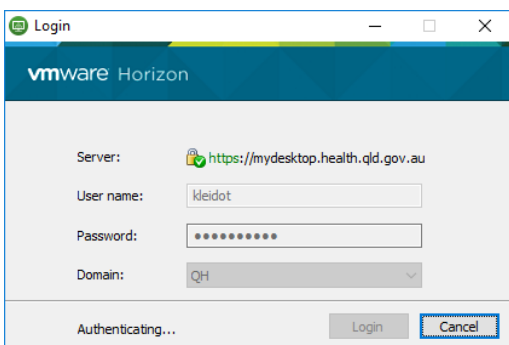
4. Enter your Novell user name and 4 or 6 digit RSA pin code when the login window opens and click Login. See [Setting up External Access to FMD – Prerequisite](#) for details about setting up a RSA pin.



5. A message with an on-demand token will have been sent to your registered device. Enter the on-demand token into the 'Next Code' field in the Login window and click Login.



6. Enter your Novell password and click Login. The Login window will authenticate your session and then load your desktop.



7. Your FMD session will then load and can be identified by the green desktop background.
8. To log off your session go to the start menu and click log off

9. MyApps – Request for access and Set up

Note: Ensure that you have registered your mobile phone before completing the rest of these steps, [Click here](#) to register your mobile to receive RSA tokens while connected to the QH network.

Logging request for access

For more information about MyApps: [What is MyApps \(QHEPS\)](#)

1. Gain line manager approval.
2. Log an Online Provisioning Service request to add the 'External Access - MyApps with On-Demand TokenCodes' application from the drop-down menu.

Note: This step can be completed by a 3rd party. Cost center, requestor's mobile phone number and financial delegate are required. Ensure authorizing manager is available to promptly approve request.

Submitting access for MyApps through Online Provisioning System (OPS)

1. **Login to the Online Provisioning System**

Queensland Health intranet QHEPS

Home Organisational structure Clinical Policies Staff support Business support Reference tools SelfService Centre CKI

Online Provisioning System Last Updated : 23 November, 2016.

Login

Refer to the "Latest Updates" Factsheet for the latest updates.
This system is designed to operate in the standard web browser. The use of non QH approved web browsers are not recommended.
Please authenticate using your primary (Novell) account credentials:

Novell ID : probynn

Password : *****

Login

2. Click on the **Change** option from right hand menu

Notifications	View or action recent requests.
Workgroup/Network Drive Management	This allows Workgroup owners to add/remove members. To request Workgroup ownership, please refer to the SelfService Centre
Active Directory Group Management	Please use this icon to manage access to Active Directory groups.
Change	Use this icon to change or terminate computer access. You can also Add/Change/Remove applications (ie. Internet, HBCIS, Auslab, WebAccess)
Move	Relocate staff members' computer access (Novell and Email), from another location to your location.
New	Create computer access (Novell and Email) for new staff. Only use this icon if your staff member has NOT previously had computer system access at QLD Health.
Alternative Account	Create a secondary/alternative account to be used at another location to the primary account
Reports	Display of data statistics related to the use of the Online Provisioning System.
Return to the SelfService Centre	Logout of the Online Provisioning System and return to the SelfService Centre.

3. Choose the following options:

- Do you wish to change your own account? – Yes
- Do you wish to remove Novell and Email access rights? – No

- Do you wish to modify or remove the finish date? - Unchanged

4. Find and nominate the authorising manager for the request

Surname	Given Name	User name	JOB Title	Telephone	Location	Department	Employee id	Email	Select
Musk	Steven	MusAS	Team Leader	0721810240	Level 2, 100 Wickham St, F...	Knowledge Base, Service Ma...	259074	Steven.Musk@health.qld.gov.au	Select

5. Click on **Next** once you have selected your authorising manager, the **Request for Applications screen will appear.**

6. **Select:** Applications to add - External Access MyApps with On-Demand TokenCodes

Note: Either MyApps or MyVPN will incur an eHealth External Access Levy. Only one levy will apply, so adding a MyApps service will not incur additional levies if a MyVPN subscription is held.

7. Type your cost centre code into the **Cost Centre Code** field

8. Type an Internal Order Number into the **Internal order number** field (if applicable)

Additional Information Required:

Cost Centre*:

Internal Order or WBS Number:

9. Answer the questions as listed

1. Special Instructions - Please provide details (date and reason):

2. Contact Phone Number:

Note: The External Access levy applies per account. MyApps and MyVPN are both available under the single levy.

- Find and nominate the relevant financial delegate using the **Please select your financial delegate** fields

Note: This request will set up access to MyApps with an On-Demand Token which will SMS your mobile phone each time you access MyApps. A separate RSA token is not needed to be used. There is no need to request an RSA token.

If you require a RSA token with the MyApps service, please complete a Service-Now request ([Link below](#))

[ServiceNow - Request a RSA token \(Soft and Hard token\)](#)

- Under **Additional Information Required:**
- RSA Mobile:** Enter your mobile number that we will send the once off token to.
- Hospital & Health Services - Choose the area access (by HHS) that you require.**

- Click on **Next**, The next window will provide you with a summary of your request.
- If the details are not correct, then click on the **Back** button to reenter the information
- Click on **Confirm**

Application Name	Access Required	Access Type	Access Role	Secondary Authoriser	Financial Delegate	Details
External Access - MyApps	New Account	New External Access Account	Account levy of \$25.75 per month applies			View

- The **Your request for account change has been submitted successfully** screen will appear.

This screen confirms that your requested has been submitted to the authorising manager for approval. **Note:** Your request will also need to be approved by the financial delegate.

Setup your PIN to link with your mobile number

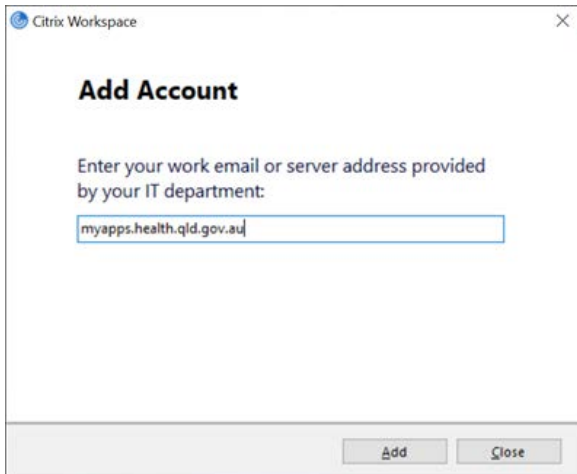
Once your Application has been successful, follow the instructions in your email to setup your PIN Number which is done through the RSA Website. (this only needs to be done once.)

Detailed instructions are on the page

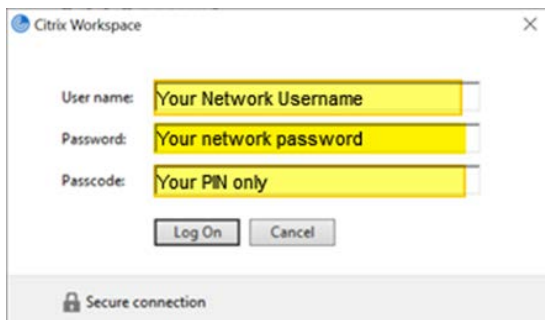
[Set On-Demand PIN instructions](#)

Setting up MyApps

1. If using a personal device, download the “**Citrix Workspace App**” specific to your device
<https://www.citrix.com/en-au/downloads/workspace-app/>
2. After downloading and installing the Citrix Workspace app, run the app.
3. Enter the MyApps Storefront URL for External Access - "myapps.health.qld.gov v.au" to set your account up for the first time.



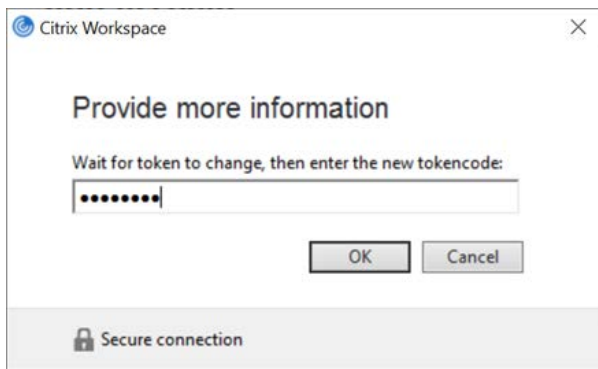
4. Complete the details and click log on
5. Authenticate with your username, password and passcode (PIN If you use On-demand, your passcode is your PIN first, and then the tokencode sent by SMS).
6. Locate the app you wish to open and click to run.



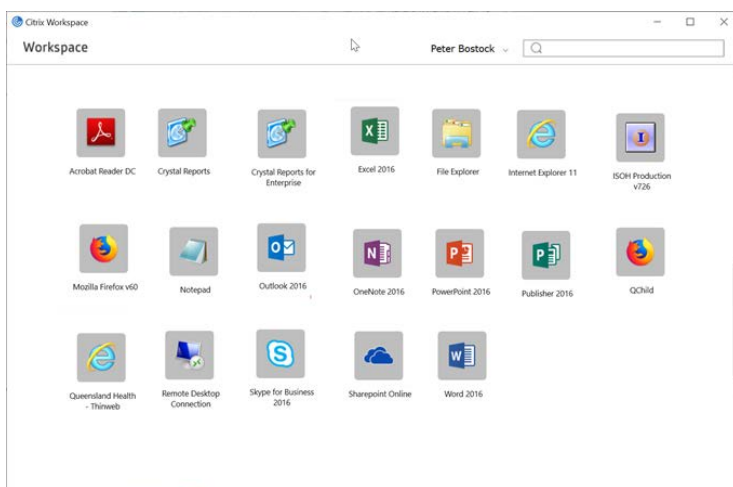
7. Enter the Tokencode from the SMS



On-Demand Tokencode: 22937617
Expires after use or 60 minutes

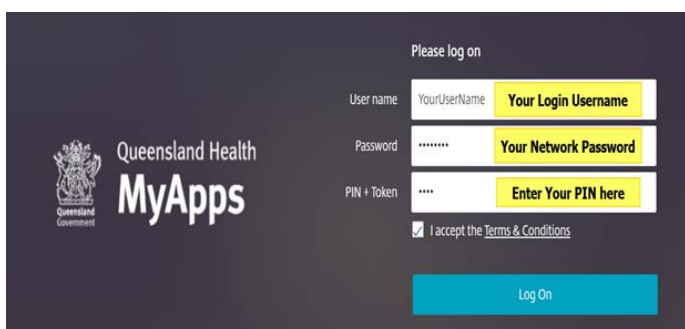


8. Choose the Application and click to run

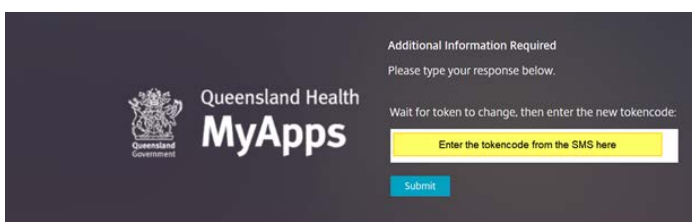


Accessing MyApps through a web browser

1. You can also access My Apps through a web browser (you still need to have the citrix workspace) Through the following link ["https://myapps.health.qld.gov.au/Citrix/InternalWeb/"](https://myapps.health.qld.gov.au/Citrix/InternalWeb/)



2. Complete the details and click Log on.

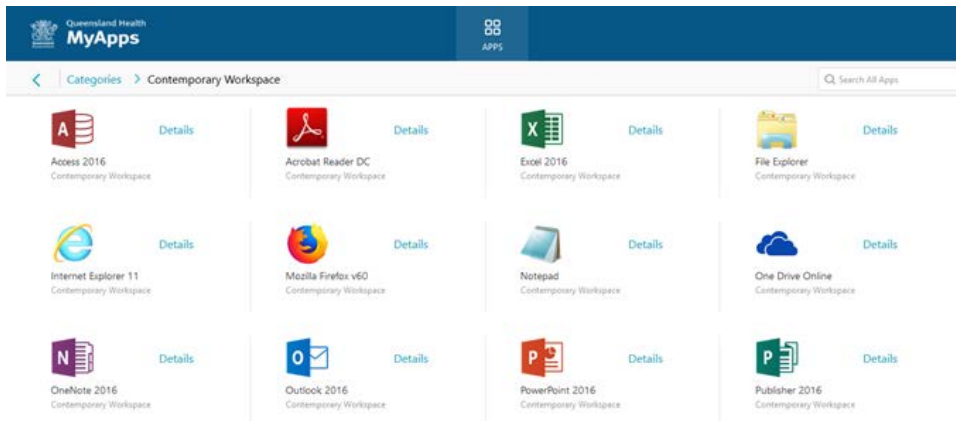


3. Enter the token code from the SMS

Note: Each token code can only be used once



On-Demand Tokencode: 22937617
Expires after use or 60 minutes



4. Choose the Application and click to run

10. MyVPN – Request for access and set up

Logging request for access

1. Log into the [Online Provisioning System](#)
2. Click on the **Change** option from right hand menu. Selecting Change from the main menu displays the change user search box.
3. Select **Yes** to Do you wish to change your own account?
 - a. If the MyVPN service is for another user, then click **No** from the drop-down menu and search for the relevant user.
4. Select **No** to Do you wish to remove Novell and Email access rights?
5. Select **Unchanged** to Do you wish to modify or remove the finish date?
6. Find and nominate the authorising manager for the request.
7. Click on **Next** once you have selected your authorising manager.

The request for Applications screen will appear.

Select **External Access – MyVPN with On-Demand Tokencodes** from the Applications to add drop-down menu. Complete the information required under the **Additional Information Required** heading.

8. Complete **Cost Centre** and (if applicable) **Internal Order Number** (used for project related cost centres)

Additional Information Required:

Cost Centre*: ✓ Valid cost centre

Internal Order or WBS Number:

NOTE: For Covid19, we are providing [On-Demand tokens](#). The on-demand token will send a code to your mobile phone via SMS.

This request will set up access to MyVPN with an On-Demand Token
This means when you log into MyVPN you will be sent a token code via SMS
[Click here for instructions on how to log into MyVPN using On-Demand Tokencodes](#)
[Click here for instructions on how to Set and Update On-Demand Token Mobile Number and PIN](#)

9. Tick the checkbox to confirm acceptance of the **External Access Levy**
10. Tick the checkbox to acknowledge the security risks of connecting a QH Laptop to a public or private WiFi network
11. Tick the checkbox to acknowledge completion of the **Cyber Security Essentials Training** (which is a mandator requirement).
12. Under the **User Information** section enter the Asset Number of your Queensland Health Laptop (this is the laptop you will be using remotely to access the MyVPN)

User Information

Asset number of QH Laptop MyVPN will be setup on*:

Additional Information:

13. Financial Delegate – Surname and Given Name or Username of your financial delegate


14. **RSA Mobile:** Enter your mobile number

15. **Hospital & Health Services** Select the relevant Health Service from the drop-down list

Please select your financial delegate*:

Surname:: Given Name:: - OR - User Name::

Additional Information Required:

RSA Mobile*: 

Hospital & Health Service*:

16. Click the **Next** button on the bottom right-hand corner of the page

17. Review the details of the request and click the **Confirm** button to finalise and submit your request for approval. (clicking Back will allow you to change any incorrectly entered details).

Applications:				
To be added to the account:				
Application Name	Access Required	Access Type	Access Role	Secondary Auth
External Access - MyVPN with On-Demand Tokencodes	New Access			

Note: If submitted successfully you will see the below screen, to commence the next steps you will need to wait until you receive a notification via email that your account is active and ready to go.

Your request for account change has been submitted successfully.

If your request requires authorisation from another party, an email will be sent to the individual(s). You can check the status of this authorisation by selecting the 'Notifications' option from the main menu.

Any requested application access or further drive access has been logged and will be forwarded to the relevant groups. Please check 'Notifications' page for further information.

Linking your mobile and setting your unique PIN

When logging into MyVPN from your Queensland Health Laptop on an external non-health network you will be prompted to enter your credentials and an on-demand token code.

This token code is sent to the mobile phone number that you nominate during registration (and a can be a personal or work mobile and is not published in the Global Address List.

Step 1 – Register your mobile phone

To verify and authenticate your account and set your unique PIN:

- Click on [Register your mobile number](#) link which will take you to the RSA mobile phone setup page and enter your Novell Username and Password in the fields as shown below and click Login



Queensland Government

RSA Mobile Phone Setup

Please authenticate using your primary(Novell) account credentials:

User Name:
Password:

- Enter the mobile phone number you wish to link to your MyApps access
- Click on Update and Send TXT Message. A text message will be sent to the mobile phone number that you nominated during the registration process. This message confirms that you have successfully registered this mobile phone number

UserID: alime
Full Name: Alime
Mobile Phone number:

[Click here to set your On-Demand PIN](#)

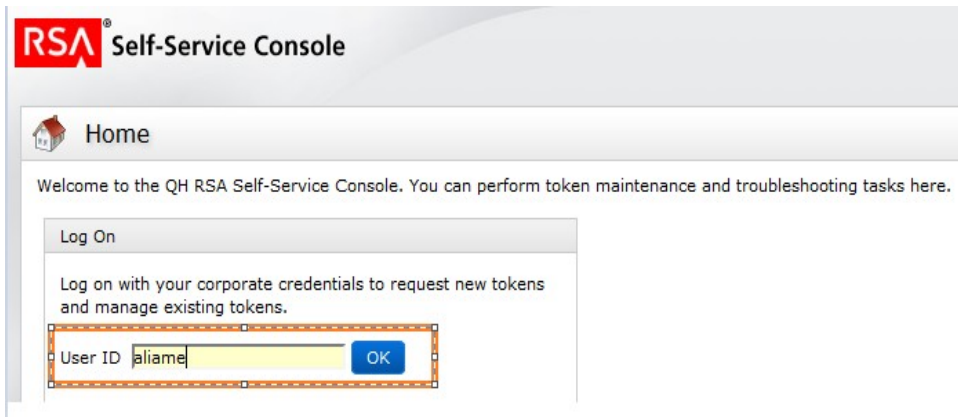
Step 2 - Set your unique PIN

- To set your PIN click on “Click here to set your On-Demand PIN”

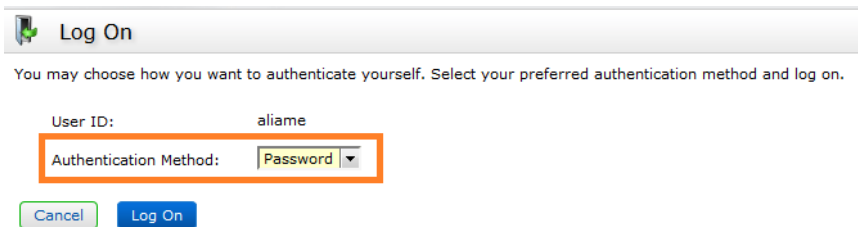
UserID: alime
Full Name: Alime
Mobile Phone number:

[Click here to set your On-Demand PIN](#)

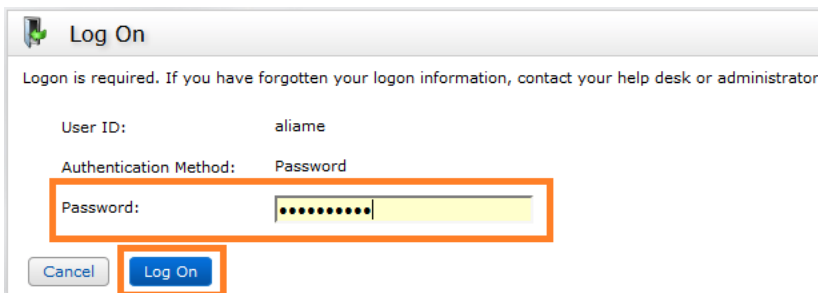
- In the User ID Field – type your **Novell Username** and click on **OK**.



3. You need to select **Password** from the dropdown list to choose your preferred authentication method and click on **Log On**



4. Type your Novell Password in the respective field and click on **Log On**



This will take you to the **RSA Self Service Console** screen as shown below.

5. Under the On-Demand Authentications section, click **Set PIN**
6. Create a PIN by typing 4 to 8 characters in the required field. (These can be either alpha and/or numeric).
7. Confirm your PIN and click on **Save**.

RSA Self-Service Console Logged on as: [User]

My Account Help

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

✔ On-Demand Authentication was successfully configured.

My Authenticators

Tokens - [view SecurID token demo](#)

Key Fob [view details test](#)

Token Serial Number: [ID]

PIN: created on 22/01/2010 3:04:48 PM [Change PIN](#)

Expires On: 30/01/2017 10:00:00 AM

On-Demand Authentication

Send Tokencode To: [ID]

PIN: created on 24/02/2014 2:44:10 PM [change PIN](#)

Expires On: Does not expire

Risk-Based Authentication

Identity confirmation method: 1 method configured

Number of Registered Devices: 0

Security Questions - [set up](#)

Not configured. Please set up your security questions and answers.

My Profile

Personal Information

First Name: [Name]
 Middle Name: [Name]
 Last Name: [Name]
 User ID: [ID]
 E-mail: [Email] @health.qld.gov.au
 Certificate DN: [DN]
 Account Creation Date: 22/01/2010 3:02:00 PM
 Mobile Number: [Number]

Setting up MyVPN

1. When logging into MyVPN with an On-Demand tokencode, you are required to have MyVPN External Access and On-Demand Authentication set-up with a PIN and a registered mobile number.
2. Checkpoint Endpoint Security Client must be installed on your Queensland Health laptop.
3. Your Checkpoint VPN client will detect your laptop is not connected to the Queensland Health Network.
4. Enter your username and RSA on-demand PIN in the Tokencode field and click connect.
5. **Do Not Enter anything into the field labelled PIN**

TrGUI

Endpoint Security Check Point SOFTWARE TECHNOLOGIES LTD.

Site: QLD Health
 Gateway: PA-FW

Authentication

Please enter your credentials:

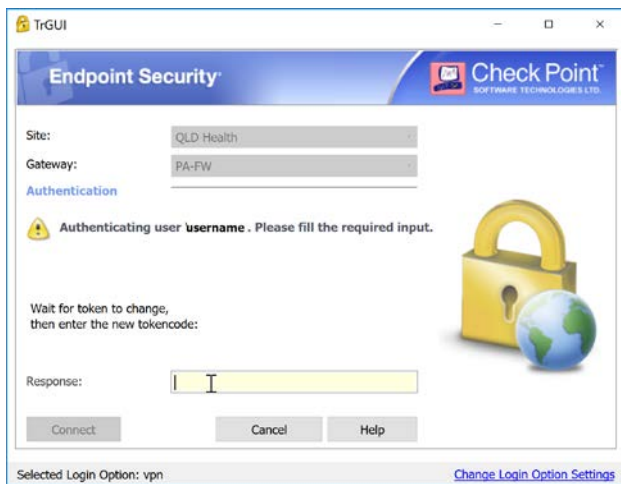
Username:

PIN:

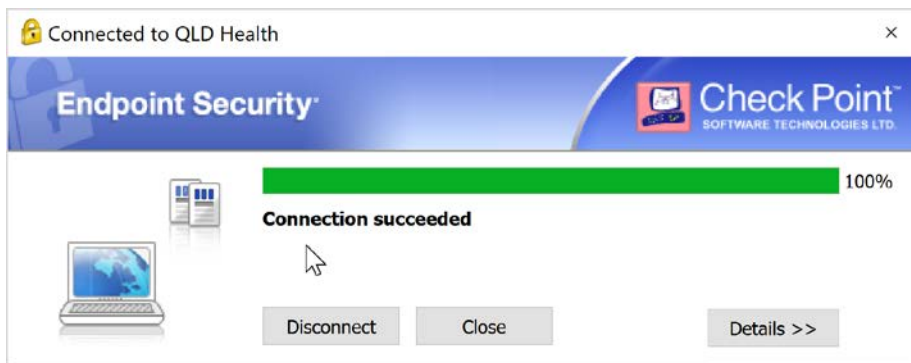
Tokencode:

Selected Login Option: vpn [Change Login Option Settings](#)

6. Enter the new tokencode received via SMS and click connect.



7. Wait for the connect to succeed and the dialog box to disappear.



8. Checkpoint is available in the System tray as a yellow padlock.

11. References

Ctrl + Click on the links below to be directed to the on-line support guides

General Working From Home

- [External Access - Alternative Work Arrangements](#)
 - [Working from home – Follow Me Desktop](#)
 - [Working from home – MyVPN](#)
 - [Working from home – MyApps](#)
 - [Working from home – Office365](#)

Getting started with MyApps

- [MyApps - Overview of MyApps](#)
- [MyApps - Available Applications](#)
- [MyApps - How to apply for MyApps access](#)
- [MyApps - How to apply for Additional Applications](#)
- [MyApps - Access your work desktop with Remote Desktop](#)
- [MyApps - Set up a group of people](#)

Setting up MyApps

- [MyApps - Set or Update On-Demand Token Mobile Number and PIN](#)
- [MyApps - How to install the Citrix Workspace App on your personal device to use with MyApps](#)

Working with MyApps

- [MyApps - Using MyApps with Your On-Demand Tokencodes](#)
- [MyApps - How to logout of MyApps](#)
- [MyApps - How to unlock your RSA PIN after too many incorrect attempts](#)
- [MyApps - Change the On-Demand PIN after a reset](#)
- [MyApps - Change your PIN for a RSA SecurID token](#)
- [MyApps - How to access applications](#)

Solutions for some frequent issues

- [MyApps - Incorrect User name or password](#)
- [MyApps - My network drives are missing](#)
- [MyApps - Using multiple monitors in MyApps or MyVPN](#)

Getting started with MyVPN

- [External Access MyVPN Overview](#)
- [MyVPN with Modem - Overview of using MyVPN with Modem](#)
- [MyVPN - How to apply for MyVPN with On-Demand Tokencodes](#)
- [MyVPN - Set up External Access for a large group](#)

Setting up MyVPN

- [MyVPN - Set or Update On-Demand Token Mobile Number and PIN](#)
- [MyVPN - How to install and Login](#)

Working with MyVPN

- [MyVPN - Using MyVPN with Your On-Demand Tokencodes](#)
- [MyVPN - Change the On-Demand PIN after a reset](#)
- [MyVPN - Reset your PIN for a RSA SecurID token](#)
- [MyVPN - Change the On-Demand PIN after a reset](#)

Solutions for some frequent issues

- [MyVPN - Unable to login to laptop during initial setup](#)
- [MyVPN - Unable to login to laptop while working off network](#)
- [MyVPN - My network drives are missing / LDAP contextless login](#)
- [MyVPN - Checkpoint VPN box does not automatically appear](#)
- [MyVPN - Unable to login to laptop while working off network](#)
- [MyVPN - My network drives are missing / LDAP contextless login](#)
- [MyVPN - No connection \(No SIM inserted\)](#)
- [MyVPN with SIM only - Unable to login](#)
- [MyVPN - How to configure the Access Point Name \(APN\) for a Mobile Data Plan](#)

Getting started with Follow Me Desktop

- [Follow Me Desktop Overview](#)
- [Follow Me Desktop - Client limitations](#)
- [Follow Me Desktop - How to apply for access](#)

Setting up Follow Me Desktop

- [Follow Me Desktop - Set or Update On-Demand Token Mobile Number and PIN](#)
- [Follow Me Desktop External - Initial setup guide](#)

Working with Follow Me Desktop

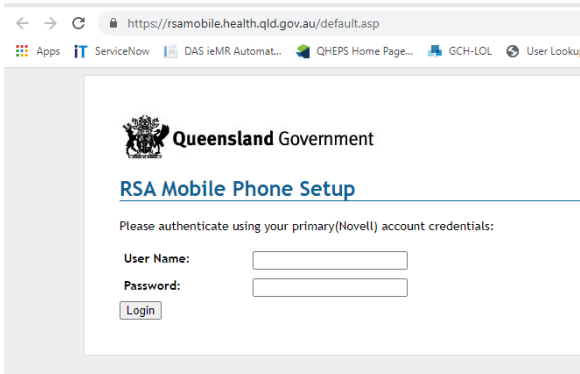
- [Follow Me Desktop - How to use it](#)
- [Follow Me Desktop - Logging off](#)
- [Follow Me Desktop - Accessing from External \(Non QH\) Device](#)

Solutions for some frequent issues

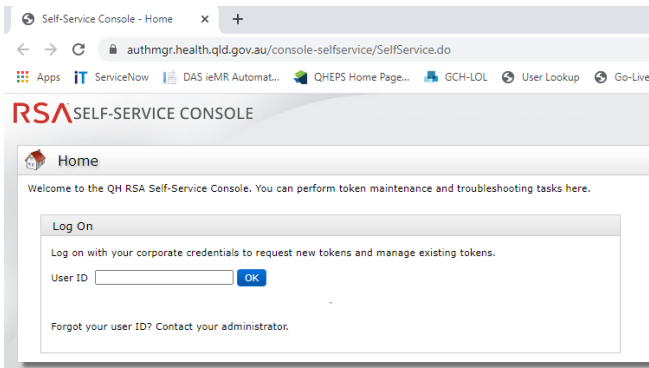
- [Follow Me Desktop - External - Ctrl and Shift keys not working correctly](#)

Additional Resources

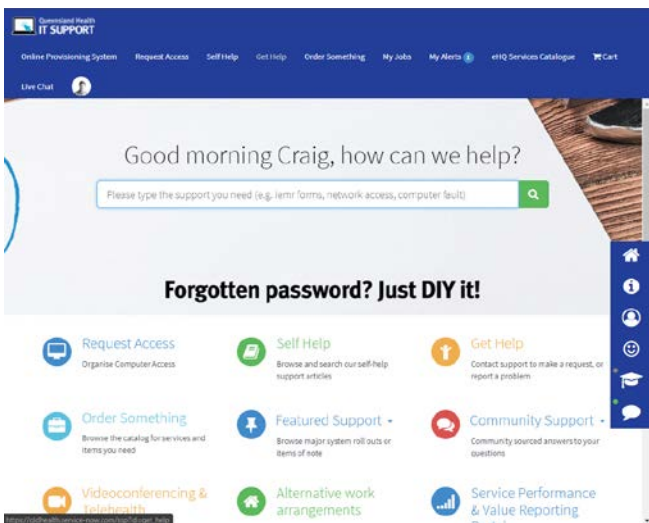
RSA Mobile Phone Setup → <https://rsamobile.health.qld.gov.au/>



RSA Self-Service Console → <https://authmgr.health.qld.gov.au/console-selfservice/SelfService.do>



IT Support Self Service Portal → <https://qldhealth.service-now.com/ssp>



Myapps portal → <https://myapps.health.qld.gov.au/>

WiFi Speed Test Tool → <https://speed.measurementlab.net/#/>