

UCLH Remote Access set-up guide

How to get ready to access to core UCLH applications and files remotely from home when using a personal computer.

You will need to download and use Citrix Workspace on your personal computer. This is a gateway to access some UCLH folders and systems, including Epic, from home.

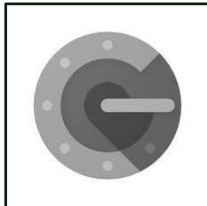
You will also need to download an app called Google Authenticator to your smartphone. You will use Google Authenticator to generate a passcode each time you need to access Citrix Workspace.

Step 1: Set up Google Authenticator on your smartphone

For security reasons, you need to be onsite and connected to the UCLH network to set up Google Authenticator the first time. You will then use Google Authenticator to generate a passcode each time you need to use Citrix Workspace to access UCLH systems remotely.

1.1 Download Google Authenticator to your smartphone

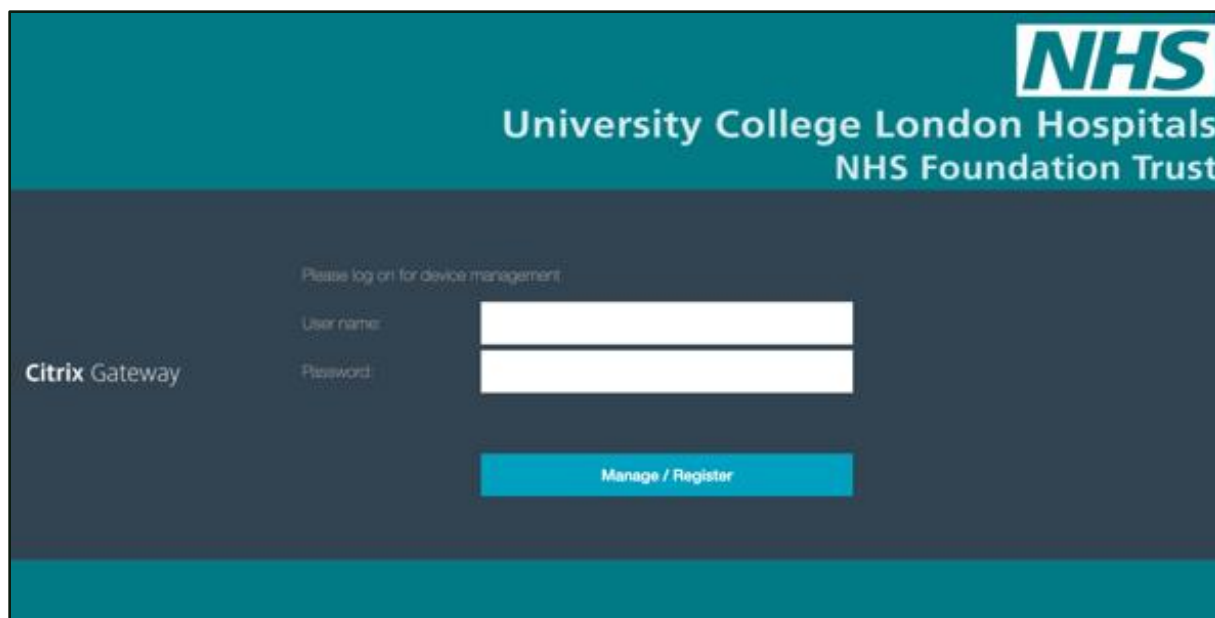
Go to Google Play (Android) or App Store (iPhone) and download Google Authenticator to your iPhone or Android. You will use this to generate the two-factor authentication passcode.



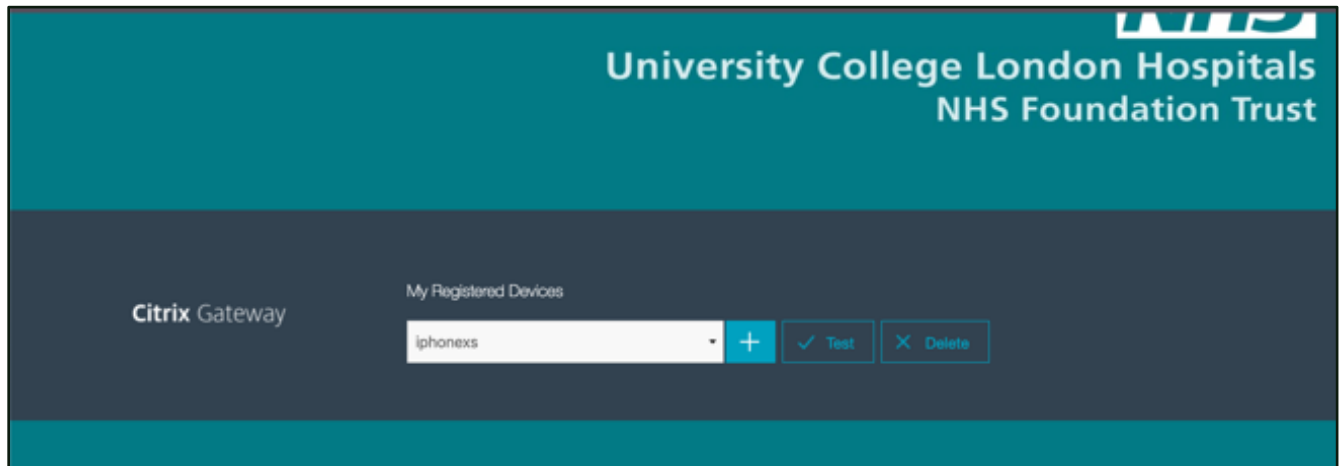
Google Authenticator Icon

** You need to be onsite and connected to the UCLH network on your UCLH computer to set up the Google Authenticator app on your smartphone the very first time. Once you've authenticated the app, you will be able to use it remotely in the future to generate a passcode each time you need to access Epic.

1.2 On your **Trust computer** navigate to <https://remote.uclh.nhs.uk/manageotp> Login with your UCLH (Windows) username and password.

The image shows the Citrix Gateway login page. At the top, there is a teal header with the NHS logo and the text 'University College London Hospitals NHS Foundation Trust'. Below the header, the page has a dark blue background. On the left, the text 'Citrix Gateway' is visible. In the center, there is a login form with the text 'Please log on for device management' above two input fields for 'User name' and 'Password'. Below the input fields is a blue button labeled 'Manage / Register'.

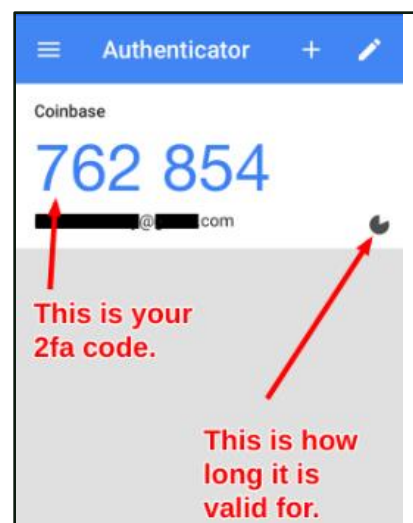
1.3 Provide a name for your smartphone and press “+”.



1.4 A QR code will appear on the computer screen to authenticate the app



- Take your smartphone and open Google Authenticator
- Click set-up, then scan barcode
- Allow the camera access, and take a photo of the QR code
- This sets up your security code on your phone.
- You will now be able to use the Google Authenticator app on your phone to generate a passcode each time you need to access a system remotely through Citrix Workspace.



Step 2: Install Citrix Workspace to your non-Trust computer

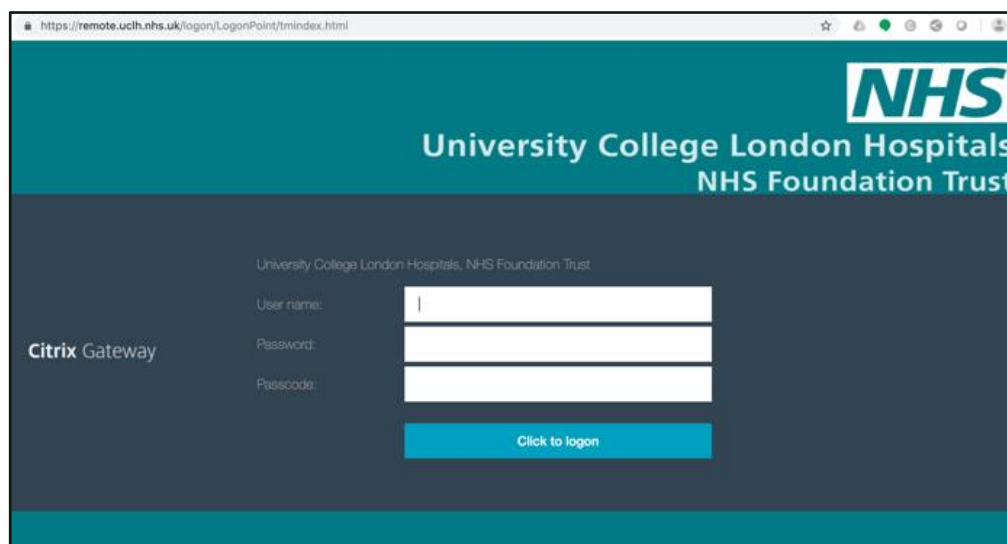
You use Citrix Workspace to remotely access a variety of UCLH applications, including Epic.

2.1 Download and install Citrix Workspace to your **non-Trust computer** from: <https://www.citrix.com/en-gb/downloads/workspace-app/>

Some older laptops have trouble running Citrix-Workspace. If you find that this is the case for you, next step is to try the older versions called Citrix Receiver.

<https://www.citrix.com/en-gb/downloads/citrix-receiver/>

2.2 On your **non-Trust computer**, open <https://remote.uclh.nhs.uk>

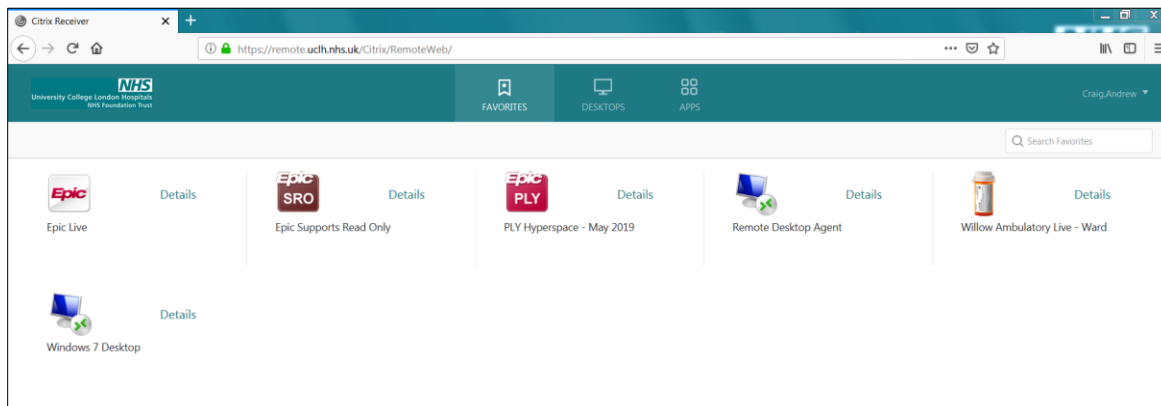


Login with your UCLH (Windows) username and password, then enter the passcode shown on your Google Authenticator app.

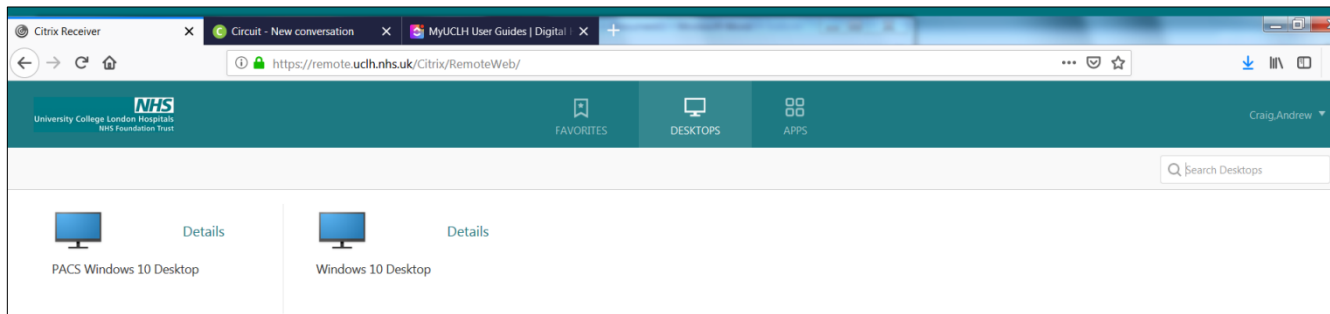
This will prompt you to Download, Run, and then Open **Launch.ica** Citrix file in order to launch the programme, which starts the Citrix Gateway.

Mac users: Remember that the **Launch.ica** file will appear in your Downloads folder. Just double-click the file to start the application.

2.3 This will launch the Citrix Gateway screen (the environment to access a variety of UCLH applications and folders)



2.4 Remote Desktops are accessible from the Desktops icon



Select the application or folder you would like to access.

The first time you select a Desktop you will be prompted to permit use, allow access to a remote access connection and/or to allow Citrix to read/write or save to your device. The message will be slightly different for different types of devices. Please accept these as they appear.

2.4.1 Windows 10 Desktop

Current Services

- MS Office (Excluding Outlook)
- NHS Mail
- Google Chrome
- Adobe Acrobat

The Windows Apps folder contains most of the key services you require for working from your desktop.

Epic is accessed through Hyperspace on the main Remote Access Store Front.

The list will be updated with new applications and links to key services as they are identified.

2.4.2 Windows 7 Desktop

Key applications that currently are not supported on the Window Remote Desktop can be accessed via the Windows 7 Desktop

Current Services

- Soliton Radiology+
- Maternity Live
- Medway Maternity
- Chemo 5.3.4 LIVE
- NHS MAIL
- PIMS

Please note

- This is not an instruction to start working from home now. Staff should continue to follow their normal working patterns unless otherwise agreed with their manager.
- Take a few minutes today to set this up so you are ready for remote access through Citrix Workspace if needed.
- We are setting up access to other UCLH applications on the Remote Access Desktops on a rolling basis so please pay attention to news updates via myUCLH or check in to the desktop to review.
- If you do have a UCLH laptop and/or VPN token, you can also continue to use this as normal.
- For information on how to access emails, ESR, myUCLH and the Learning Portal click here <https://my.uclh.nhs.uk/Interact/Pages/Content/Document.aspx?id=13336>