

Remote Access

Remote Access is offered to all Physician's and Hospitalist Residents.

Accessing LACGH services through Citrix will required Multi-Factor Authentication (MFA). Please see below Enrollment Instructions.

For remote access to the hospital Citrix Access Gateway, you will first need to download and install the Citrix Receiver from the link below.

<https://www.citrix.com/products/receiver/>

You will now logon to the LACGH Citrix website with our windows credentials and then should be able to launch Meditech from there.

If you have any difficulties, please contact the Service Desk at X491 or ServiceDesk@lacgh.napanee.on.ca.

Multi-Factor Authentication

To ensure LACGH is meeting security best practices and provincial requirements, we are enhancing our protection against threats to the systems and data that are crucial to the provision of services to our patients. Enhancements such as using a complex passphrase and utilizing multi-factor authentication (MFA) when accessing Citrix will help to protect against security threats such as Phishing scams.

Improving Security: Multi-Factor Authentication (Go-live September 30, 2019)

Accessing LACGH services through Citrix will require Multi-Factor Authentication (MFA). MFA is similar to security measures already in place in the financial industry and other online web-platforms. Citrix will require this security measure starting on September 30. If you are not enrolled by then you will lose access to Citrix services. You can enroll after this date as well to regain access by following the same steps. This MFA service will be in the form of an app on your smartphone (other options are available if you do not have a smartphone) that gives you a verification code to enter. The existing process of accessing Citrix remains the same, the only addition is that the user will open the MFA application and enter the verification code contained within it into the field labeled 'Verification Code', as well as their username and password.

Enrollment Instructions

Setting up your account to use the MFA tool is quick and simple. The entire process involves downloading an app on your mobile device (e.g. a smartphone or tablet), and proceeding to the MFA enrollment page. **If you already have Google Authenticator proceed to step 5.**

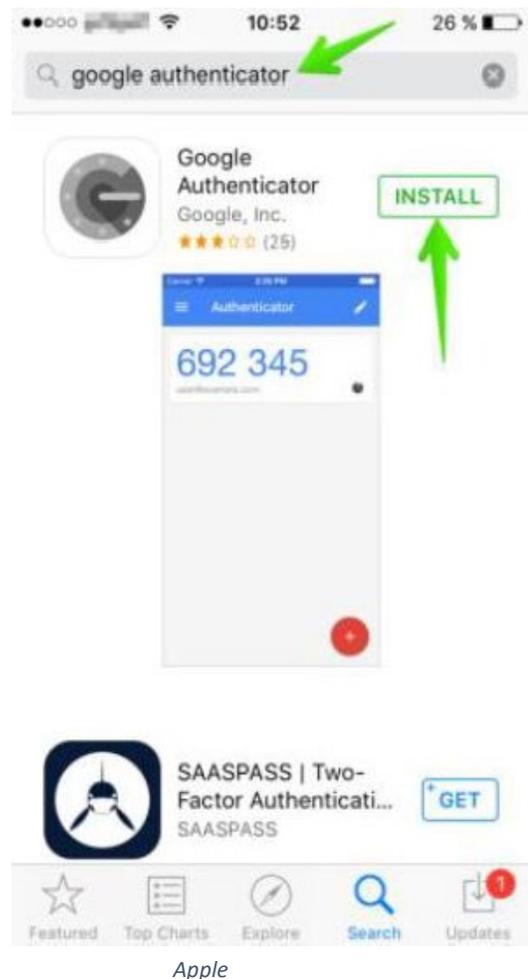
Step 1: On your smartphone or mobile device, search for and open one of the following Apps:

a. Android users look for the Google Play Store in your list of applications and open it. 

b. Apple users look for the App Store in your list of applications and open it. 

If you do not have a phone with internet access, the ability to download apps or use a BlackBerry and do not have access to the Google Play Store app, please email service.desk@lacgh.napanee.on.ca or call the service desk at 613-354-3301 ext. 491

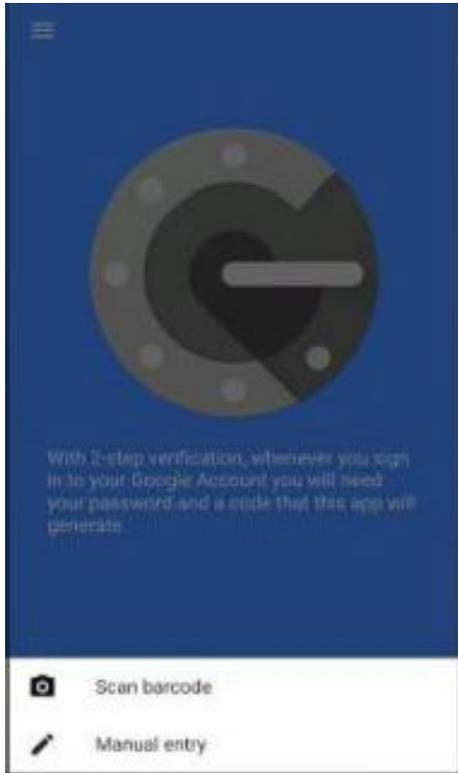
Step 2: Once you have opened your respective App, search for “Google Authenticator” and select ‘install’.



Step 3: Once the download/installation has completed, you will now have Google Authenticator installed on your device. Look for the following app on your phone to use it:



Step 4: Open Google Authenticator and select 'Begin Setup'. Follow the instructions on your device until you are prompted to add an account.



Step 5: On any computer with internet access open an internet browser (Chrome, Internet Explorer, etc.) and go to the webpage <https://enroll.lacgh.napanee.on.ca>

Enter your username and password and click Log In to authenticate. ×

 Lennox & Addington
County General Hospital

Please sign in

Step 6: Enter your username and password to login (the same credentials you would normally enter to login to Citrix).

Step 7: You will be brought to the 'Enroll a New Token' screen. Click the 'Enroll Token' button and a 2D Barcode (QR) will appear.



Enroll a new token

Description

Enroll Token



Enroll a new token



Logout

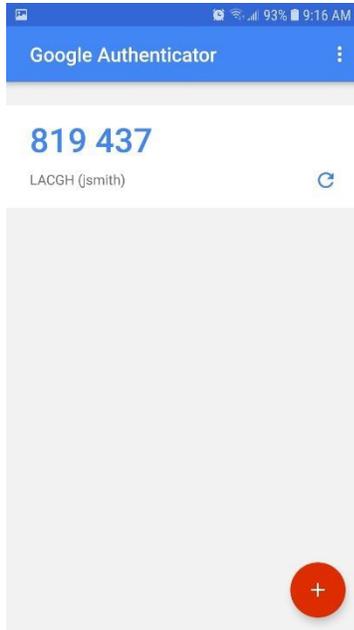
Step 8: Ensure that Google Authenticator is open on your mobile device and select 'Scan a Barcode' if you haven't already (If 'Scan a Barcode' isn't available touch the Plus (+)). Following the instructions on your device, point your device's camera to scan the 2D barcode on your computer. Your device will then add "LACGH (username)" to the Google Authenticator app.

Step 9: Click 'Logout' on your computer.

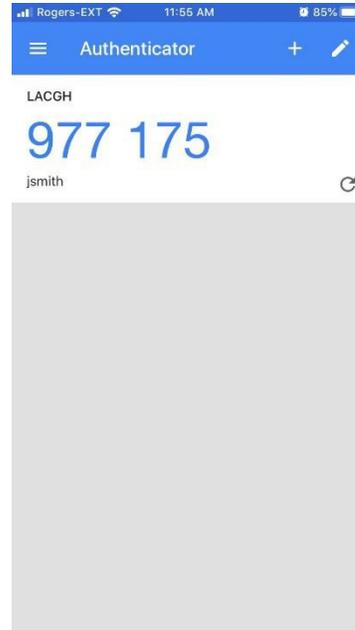
Congratulations! You are now enrolled in Multi-Factor Authentication (MFA). Starting on September 30, you will be required to use the verification code generated in Google Authenticator to login to Citrix. Continue to the next section for more details on what the login process will look like.

If you have any questions, please feel free to contact the Help Desk at ext. 491

Logging into Citrix with Multi-Factor



Android



Apple

Authentication (MFA)

When MFA has been implemented on September 30 you will see the following screen when accessing the LACGH Citrix site at <https://cag.lacgh.napanee.on.ca>

NetScaler with
Unified Gateway

Please log on to access Citrix

User name

Password

Verification Code

Log On

 **Lennox & Addington
County General Hospital**

Step 1: Enter your user name and password as normal.

Step 2: Open your Google Authenticator app, touch refresh for your account to generate a verification code. **In order to enhance security, this code is only valid for 60 seconds.**

Step 3: Enter this 6-digit code into the 'Verification Code' space on the Citrix login screen and click 'Log On'. You should now be taken to your normal Citrix apps screen.

