

Introduction

This document explains how to sign in to DHApps and install Citrix Workspace on a personal computer while working off-site, such as at home or a hotel. Here are the steps you will take:

1. If you don't use RSA SecurID Authenticator, you need to install that on your Android or iOS device.
2. Sign in to DHApps.
3. Install Citrix Secure Endpoint Analysis to tell Citrix that your computer is secure.
4. Download and install Citrix Workspace.
5. Get to work.

RSA Authenticator

NOTE: If you already use RSA Authenticator for remote access, skip to the section **Citrix Workspace**.

Any sign in to Dartmouth Health (DH) Information Systems from outside the DH network requires the use of two-factor-authentication (2FA).

DH uses **RSA Authenticator** to provide a challenge-response exchange. When you are challenged to provide a token code, use the **RSA Authenticator** app on your mobile device to respond. Before using the app, you must install and register it for your mobile device following the steps below.



You need your mobile device (to install the app) and a computer (to verify registration).

For problems with enrollment, contact the Help Desk at 5-2222 / 603-650-2222

1. Open your computer's web browser to <https://go.d-h.org/n2db7f>
2. Follow the prompts in the enrollment site to download, enroll, and configure SecurID on your device.
3. If an existing RSA enrollment is found, click **Yes, remove my existing enrollment**.

Verify successful registration

1. Open a web browser to <https://go.d-h.org/atte3c>
2. Follow the instructions on the screen to test and verify your SecurID app.

DHApps@Home

Citrix, Secure Access, DHApps

VPN users

Do not use your PIN with the 8-digit token code from the mobile app; however, you must use the PIN with the optional RSA SecurID fob (Figure 1).



Figure 1: RSA SecurID fob.

Citrix Workspace

DHApps allows you to use various Dartmouth Health (DH) licensed computer applications and files when you are not in the office. Think of it as the hub of your remote office.

Citrix Workspace is the program used to connect to and open DHApps.

These steps guide you through log on, download, and install of End Point Analysis (EPA) and Citrix Workspace. It looks like a lot of steps. Just keep track of your place in the list and you will finish up in no time. You may want to print this document and check off each step as you complete it.

1. Open a web browser to <https://dhapps.hitchcock.org>.
2. The **Dartmouth Health** log on dialog box opens.
3. At the prompts, enter your **User Name** and **Password**.
4. Click **Log On**.
5. At **RSA Passcode**, enter the token code from the **RSA SecurID** app.
6. Click **Log On**.
7. The message, **NetScaler Gateway End Point Analysis** opens. Allow the countdown to finish.
8. At **We couldn't detect an EPA Plugin...**, click **Download**.
9. Your computer downloads **nsepa_setup.exe**.
10. In your computer's downloads folder, open **nsepa_setup.exe** to install the EPA utility.
 - a. EPA checks your computer for security requirements.
 - b. EPA does not alter anything on your computer, except to install itself.
 - c. EPA does not track your activity.
11. Follow the prompts to approve and install the EPA utility.
12. If needed, repeat the log on steps 2-7.
13. Under **Welcome to Citrix Workspace app**, click **Detect Citrix Workspace app**.
 - a. If you skip this to **Use light version**, you will use a version of Workspace that runs in your browser and appears different than the app with some notable limitations.
14. Under **Just a moment...**,
 - a. Click to check **I agree with...**
 - b. Click **Download**.

15. When you see, **Downloading Citrix Workspace app...**
 - a. Open your downloads folder
 - b. Run the install file **CitrixWorkspaceApp.exe**.
16. After Workspace successfully installed, return to **Downloading Citrix Workspace app...**
17. Click **Continue**.
18. Under **Welcome to Citrix Workspace app**, click **Continue**.
19. Under **Citrix License Agreement**, click to check **I agree**.
20. Click **Continue**.
21. Under **Add-on(s)**, make sure all the options are unchecked.
22. Click **Install**.
23. Wait while the install progresses.
24. When the installation is finished, Citrix displays a **Welcome to Citrix Workspace** window.
25. At **Enter your store...**, enter your email address.
26. Click **Continue**.
27. Citrix returns you to the **Log On** dialog
28. Repeat steps 2-4.
29. Repeat step 5.
30. At **Do you wish to run the scan?**, click **Always**.
31. Under **Select your account**, click **DHApps**.

Restrictions

DHApps running from a personal computer is restricted.

- You cannot e-prescribe *controlled* substances.
- You cannot print from eDH medical records (this includes PDF).
- You cannot copy and paste between your local files and DHApps.