

Work remotely

HPW Citrix Portal Guide

Overview

This guide shows the steps you need to get access to HPW information remotely using the HPW Citrix Portal. The HPW Citrix Portal allows you to access your work PC and other software and applications as you would use at work.

Pre-Requisites

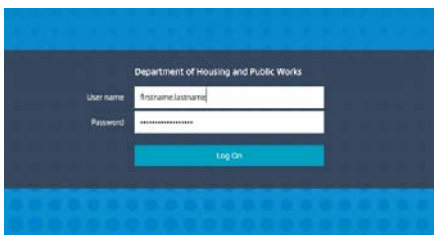
- Request access to HPW Citrix Remote Access via a [System Access Request Form](#) (SARF)
- Update your mobile phone number via the [GAL Update Tool](#) so that you can receive SMS passcodes on your mobile device.
- If you need to remotely access your work PC, take note your PC name so that you can enter this in the Remote Desktop Connection application. Your PC name is displayed on the background of your Work PC. You will need to add this to your request for Remote Access when you complete the SARF.
- Install [Citrix Workspace app](#) (formerly known as Citrix Receiver)

Accessing the HPW Citrix Portal

Once your access has been set up by the HPW ISD Service Desk, visit the [Citrix Remote Access](#) portal, or in your browser type <https://portal.hpw.qld.gov.au/vpn/index.html>.

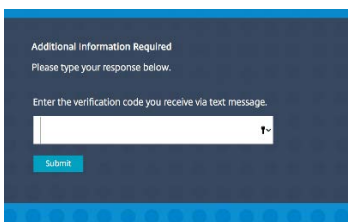
Please note that this link will not be accessible on your HPW PC as it is configured to be accessed externally. You can access the portal internally via this [link](#).

To login enter your HPW credentials and Click **Log On**.



You will then be sent an SMS passcode to the mobile phone number you registered in the [GAL Update Tool](#).

Enter the SMS passcode you receive via text message and click **Submit**.



Please note: If you have not updated the [GAL Update Tool](#) with your mobile phone number for SMS passcodes—you will not be authorised to access the HPW Citrix Portal until you do so.

Citrix Workspace app

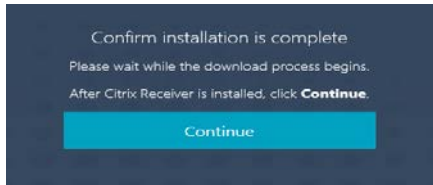
If it is the first time you have accessed the HPW Citrix Portal and you have not installed Citrix Workspace app or Citrix Receiver before you will need to install it now.

Download Citrix Workspace app via this [link](#).

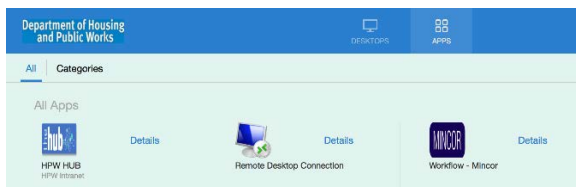
Follow the relevant installation instructions:

- [Install guide for Windows](#)
- [Install guide for Mac](#)

Once Citrix Workspace app has finished installing, click **Continue**.



You will now be logged into the HPW Citrix Portal via the **Citrix Viewer**.



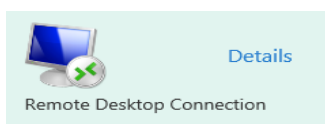
HPW Citrix Portal Applications

You can access the Citrix applications via the **Apps** tab at the top of the screen.



Remote Desktop Connection

If you have requested Remote Desktop Connection to be able to remotely access your work PC – click on the **Remote Desktop Connection** icon.



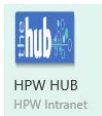
You will be prompted to enter your PC name in the **Computer Name** field. Click **Connect** and you will be prompted to log in to your work PC with your HPW network username and password.



You will now be logged onto your work PC. When you are ready to disconnect, close the Citrix Viewer, your desktop applications will continue to run on your work PC.

HPW Intranet

You can access the HPW Intranet by clicking on the **HPW HUB** icon.



MINCOR

You can access MINCOR by clicking on the **MINCOR Workflow** icon.



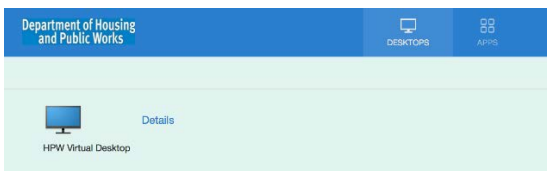
HPW Citrix Portal Desktops

You can access the Citrix portal desktops via the **Desktops** tab at the top of the screen.

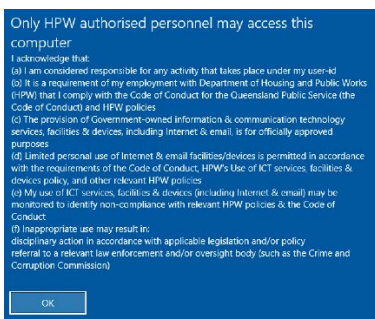


HPW Virtual Desktop

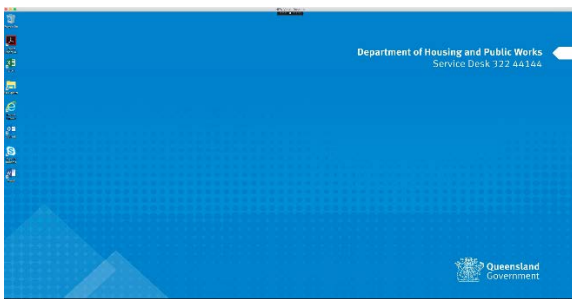
You can access your HPW email and Microsoft applications via the HPW Virtual Desktop.



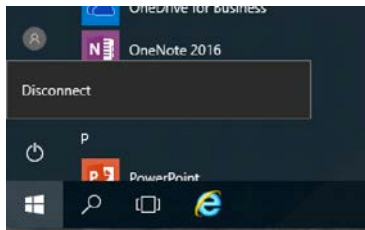
You will be prompted to accept the agreement by clicking **OK**.



You will now be logged into the HPW Virtual Desktop.



To disconnect, click the Windows icon and select **Disconnect**.



More Information

If you require assistance with working remotely, please contact the HPW ISD Service Desk by phoning (07) 3514 3514 or email servicedesk@hpw.qld.gov.au.