

Remote Access to PHT Services

IT Service Delivery

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1.0 Background

Users needing to remotely access Portsmouth Hospitals IT Services, can do this through the 'idesktop solution'. Users connecting from an internet based connection (away from the hospital site) can login via www.portsmouth-idesktop.nhs.uk.

Users who are accessing the service from an NHS connected site can do so via www.portsmouth-idesktop.nhs.uk

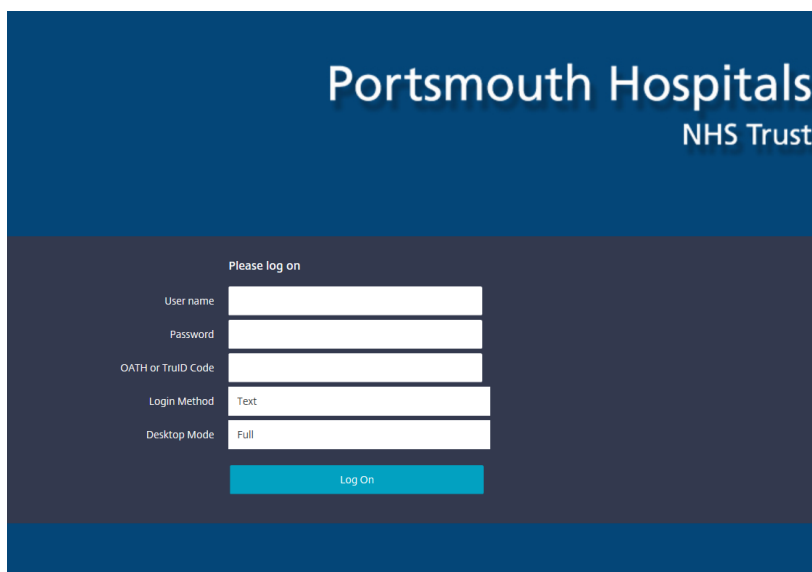
Users will require installation of the citrix receiver. This can be found through the following website <https://www.citrix.com/en-gb/downloads/workspace-app/> .

2.0 Logging in away from a hospital site (i.e. at Home)

Before logging in for the first time you will have to request remote working to be enabled by the IT Team.

Logging in requires two factor authentication either using Google Authenticator or via one-time text messages. If you have selected to use Google Authenticator, and not already done so, please follow the steps in the Google Authenticator Instructions guide to install on your selected device.

Go to www.portsmouth-idesktop.nhs.uk



Portsmouth Hospitals
NHS Trust

Please log on

User name

Password

OATH or TruID Code

Login Method

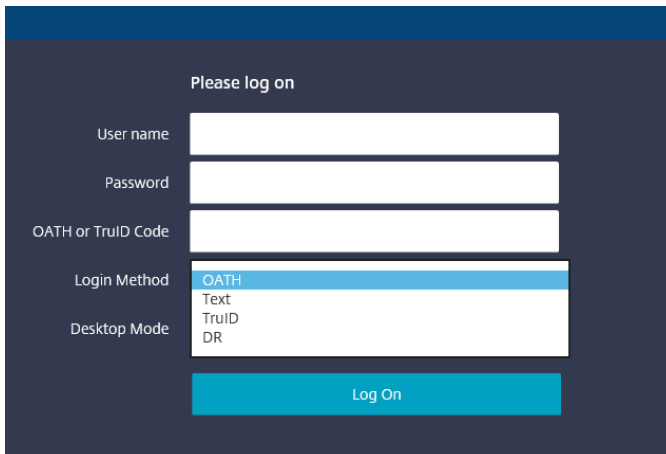
Desktop Mode

3.1 Logins

The type of login method you have chosen will differ slightly depending upon whether you have chosen one time text messaging or oath authentication via Google Authenticator.

Enter your user name and password (this is your normal user name and password used to log into your PHT account).

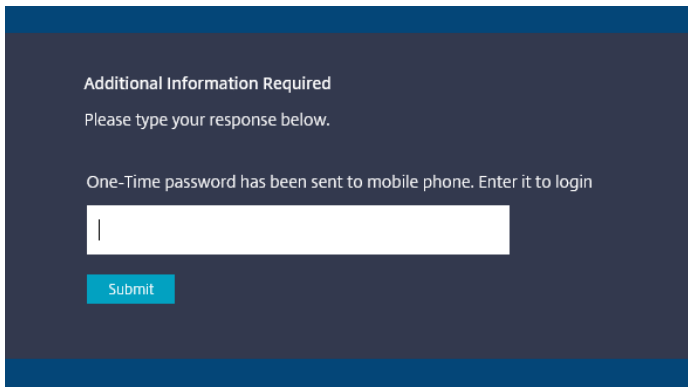
Text Method Authentication



The screenshot shows a login form titled "Please log on" on a dark blue background. It contains the following fields and options:

- User name: A white text input field.
- Password: A white text input field.
- OATH or TruID Code: A white text input field.
- Login Method: A dropdown menu with "OATH" selected (highlighted in light blue). Other options are "Text", "TruID", and "DR".
- Desktop Mode: A white text input field.
- Log On: A blue button at the bottom.

For the Text method of authentication select 'Text' as the LOGIN METHOD, then click "log on" (leave the OATH or TruID code field blank). You will be sent a one time text with a validation number to enter. Enter the code in the following box and click submit

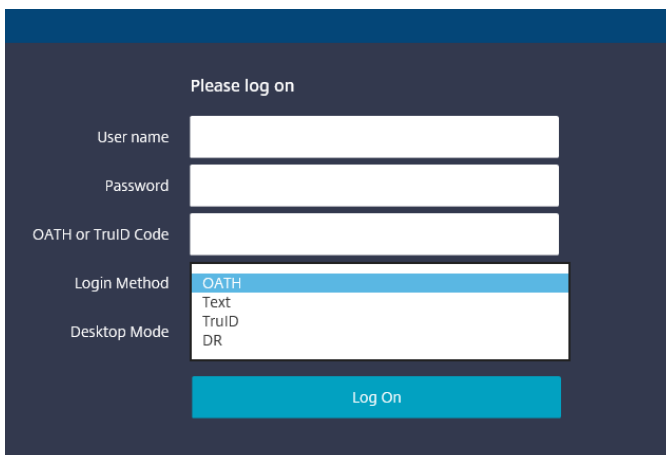


The screenshot shows a form titled "Additional Information Required" on a dark blue background. It contains the following elements:

- Additional Information Required: A heading.
- Please type your response below.: A sub-heading.
- One-Time password has been sent to mobile phone. Enter it to login: A message.
- Input field: A white text input field with a vertical cursor.
- Submit: A blue button.

OATH Method Authentication

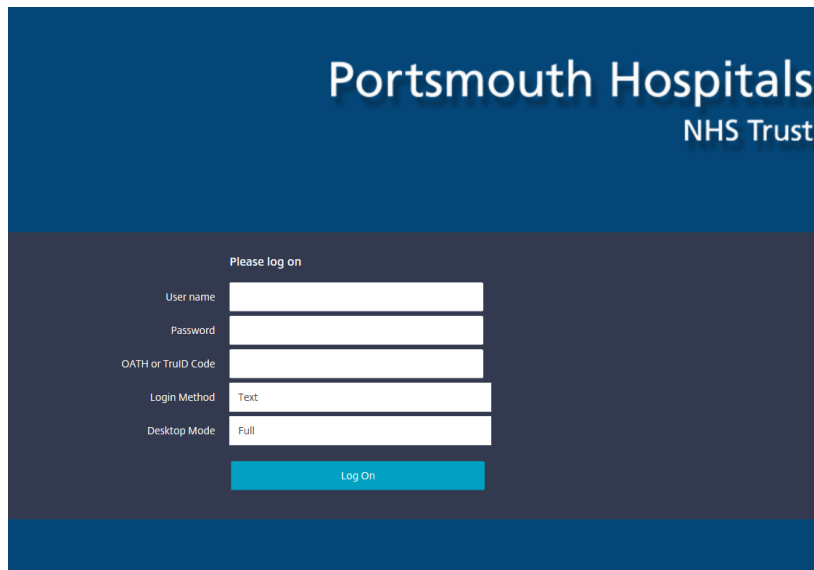
For the Oath method of authentication select 'oath' as the LOGIN METHOD. Use Google Authenticator to generate a one time code, enter this in the OATH or TruID code field and click submit



The screenshot shows a login form titled "Please log on" on a dark blue background. It contains the following fields and options:

- User name: A white text input field.
- Password: A white text input field.
- OATH or TruID Code: A white text input field.
- Login Method: A dropdown menu with "OATH" selected (highlighted in light blue). Other options are "Text", "TruID", and "DR".
- Desktop Mode: A white text input field.
- Log On: A blue button at the bottom.

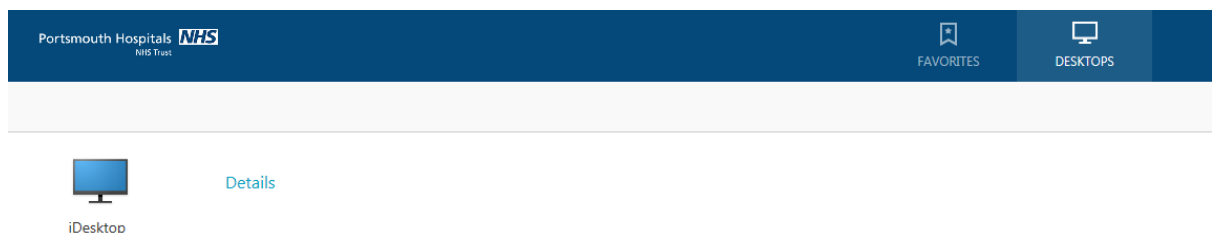
Further Options



Selecting options in 'Desktop mode' enables presentation of your iDesktop session either in full screen view or Toolbar view. A full screen view takes over the whole of your screen. The toolbar view enables you to resize your iDesktop session within the window of your own device.

If you opt for full screen view and then require access to your own desktop press Shift and F2, this will then enable you to minimise the iDesktop session. Pressing Shift and F2 a second time restores the iDesktop session to full screen view.

Upon clicking Submit for either authentication method, you will be taken to the following screen.

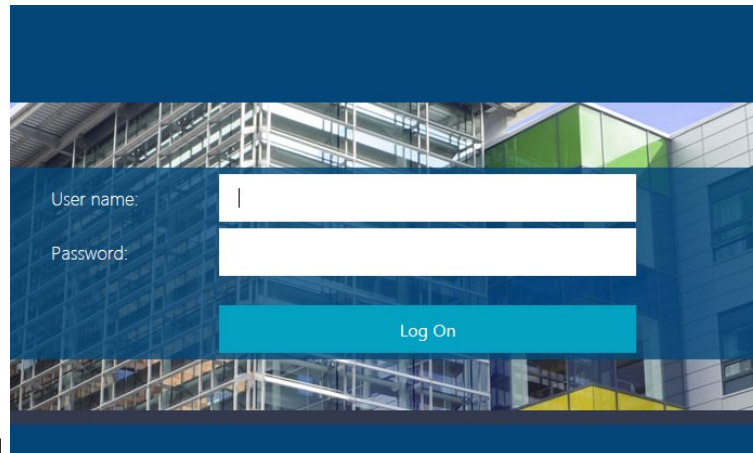


Select "iDesktop" and you will be logged into your normal iDesktop session where you can access all your usual desktop tools.

4.0 Logging in within a hospital site

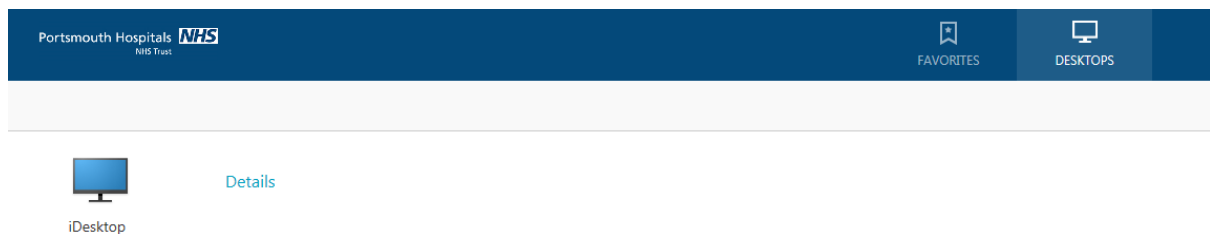
www.portsmouth-idesktop.nhs.uk

Logging in while on a hospital site does not require 2 factor authentication Enter your usual user

A login form overlaid on a background image of a modern hospital building. The form has a dark blue header. Below the header, there are two white input fields: 'User name:' and 'Password:'. A blue 'Log On' button is positioned below the password field. The background image shows a multi-story building with glass and metal facades.

name and password.

Upon clicking logon, you will be taken to this screen.



At this point click “iDesktop” and you will be logged into your normal iDesktop session where you can access all your usual desktop tools.

1. Should you require any support with accessing iDesktop using these methods please contact the service desk on 02392 432333