Manitoba
e Health
Health. Connected. ®

Remote Access

Extended Office User Guide

Version 3.1

November 18, 2016

Table of Contents

This document outlines the process of logging into the **Extended Office** remote access service.

The **Extended Office** service connects to the Manitoba eHealth corporate network. Users have access to the same applications and services they do at the office. These include clinical applications (accessed through Citrix and through a web browser), shared drives, and other applications such as Outlook and SharePoint, etc.

To access this service, you must use a laptop purchased and managed through Manitoba eHealth. The laptop will be verified that it meets the minimum security requirements:

- NTDWRHA domain member

- Checkpoint Pointsec disk encryption

- Trend Micro OfficeScan antivirus

The laptop must also have a user-based digital certificate to authenticate to this service. This certificate will automatically be loaded onto the laptop when you log into the Manitoba eHealth internal network, after you've been approved and configured to use this service. **You must log onto the internal network with your Manitoba eHealth laptop to get the digital certificate in order to access this service.**

NB – The performance you experience when using Extended Office remote access can depend on the type of high speed internet service you are using and the makeup of the home or business network the laptop is connected to. Both of these items are the responsibility of the user. The Service Desk can provide assistance identifying these items as potential trouble spots, but they cannot take corrective action on them. You will need to contact your internet service provider to resolve such issues.

Connecting to the Extended Office Service

1. Open a web browser and go to the Manitoba eHealth Remote Access webpage to select the Extended Office icon: http://www.manitoba-ehealth.ca/remoteaccess

2. Click the **Extended Office** button on the Manitoba eHealth Remote Access webpage to get directed to the **Extended Office** URL https://extendedoffice.manitoba-ehealth.ca.

3. You may be prompted to choose which user certificate you wish to use to connect to this service. Please note that you will be prompted multiple times if you have multiple certificates on your managed machine, such as the example screenshot below.

   Please ensure that you select the certificate with your name that has been issued by the "Manitoba eHealth WRHA Issuing CA1". Other certificates will not work.
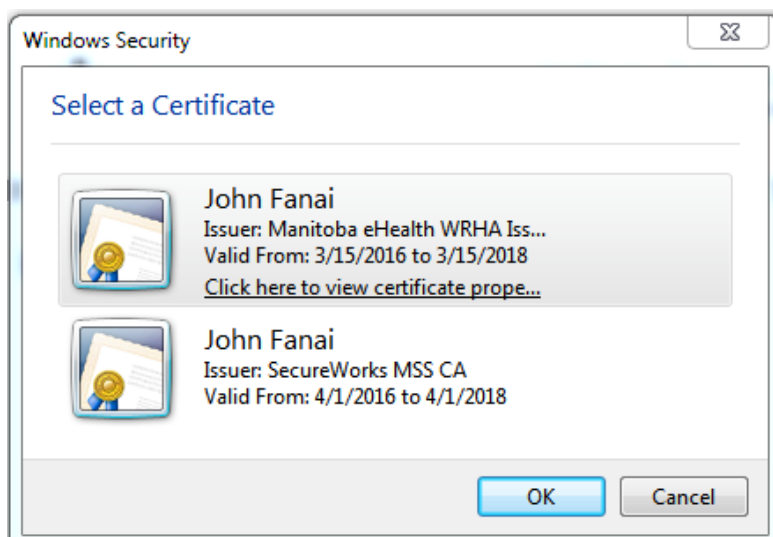
4. If you are asked to run the Endpoint Analysis scan, click **Always**.
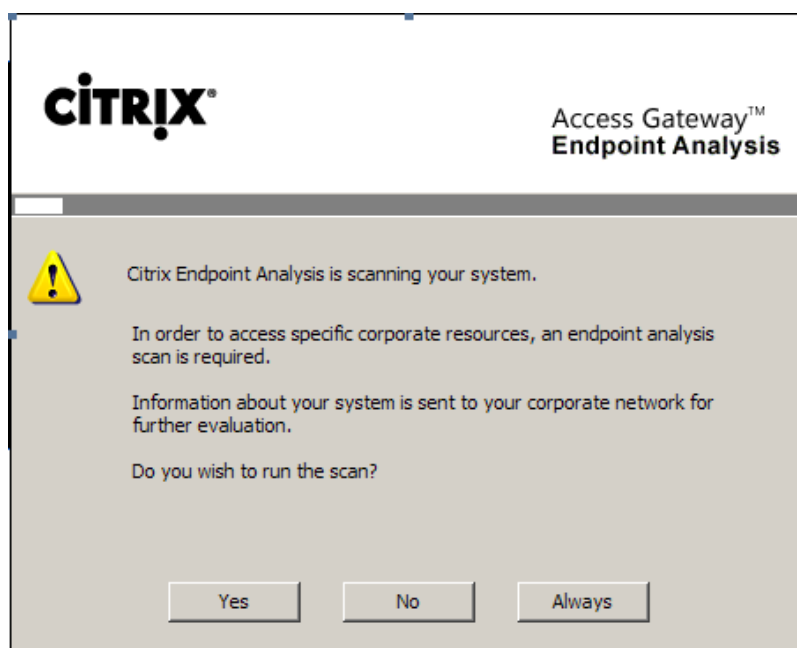
If the scan fails, you will see the error message shown below. If you see this message, contact the Manitoba eHealth Service Desk (940-8500) to bring the managed laptop up–to-date with the latest security software.

Access Denied

Your device does not meet the requirements for logging on to the secure network.
For more information, contact your help desk or system administrator.

Date: **11/18/2016**
Time: **8:45**
Error: **Internal Error**

To check your device again, click Back.

Back

Manitoba
eHealth
Health. Connected.®
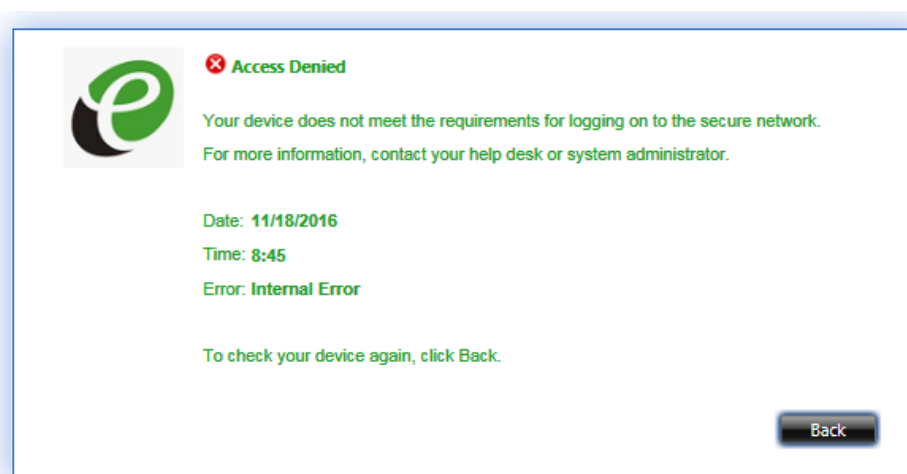
5. Once it is confirmed that the laptop meets security requirements, you will be sent to the Extended Office login screen. Your userID will be extracted from the certificate and will automatically populate the user name field.

    a. Enter your WRHA domain **Password** and click **Log On**.

Please log on to continue.

User name   jfanai@ad.wrha.mb.ca

Password

Log On

Manitoba
eHealth
Health. Connected.®

b. Please wait for the VPN connection to be established, provided that you entered valid credentials.

c. Once the VPN connection is established you should have access to WRHA network resources such as the WRHA home page. http://home.wrha.mb.ca

You can now access applications as you would in the office.

Please note that an inactivity timeout will occur when the application is left idle for 30 minutes. If this occurs you will need to log into the service again.

Please note this is a remote access service only. It is inaccessible if you are connected to the network (Manitoba Network) in the office and it will trigger an "Internet Explorer cannot display the webpage" error if you try to access the Extended Office 2014 site.
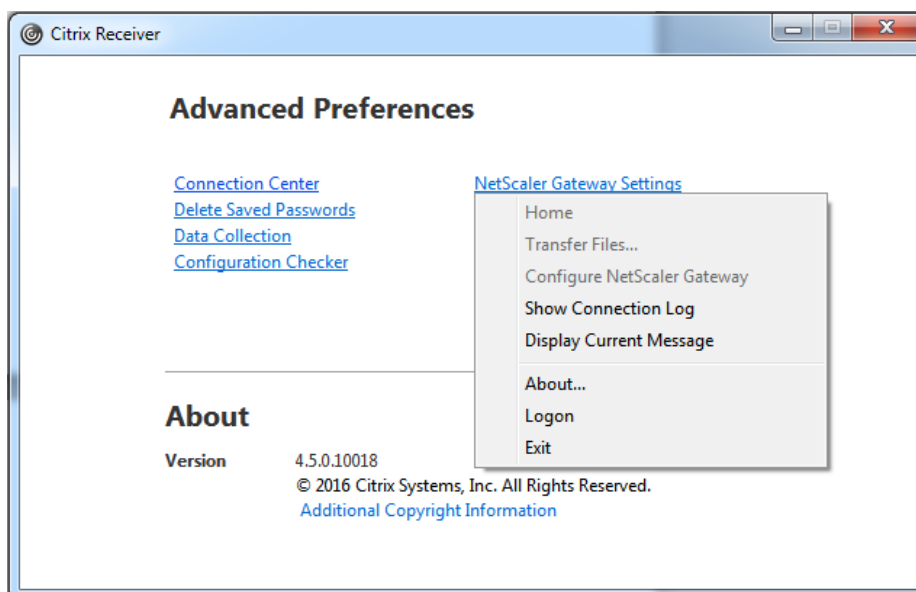
Verifying your Connection to Extended Office

You can verify that you are connected by right clicking the Citrix Receiver icon in your system tray beside the clock.

Depending on which version of the receiver you have, what you will see is slightly different. Receiver v3.4 icon looks like 🌐, and Receiver 4.5 icon looks like ◎.

If you have Receiver v3.4, after right-clicking on the icon, please select **About**, and expand **Advanced** (if not expanded already), and click the **Access Gateway Settings** which will reveal several settings.
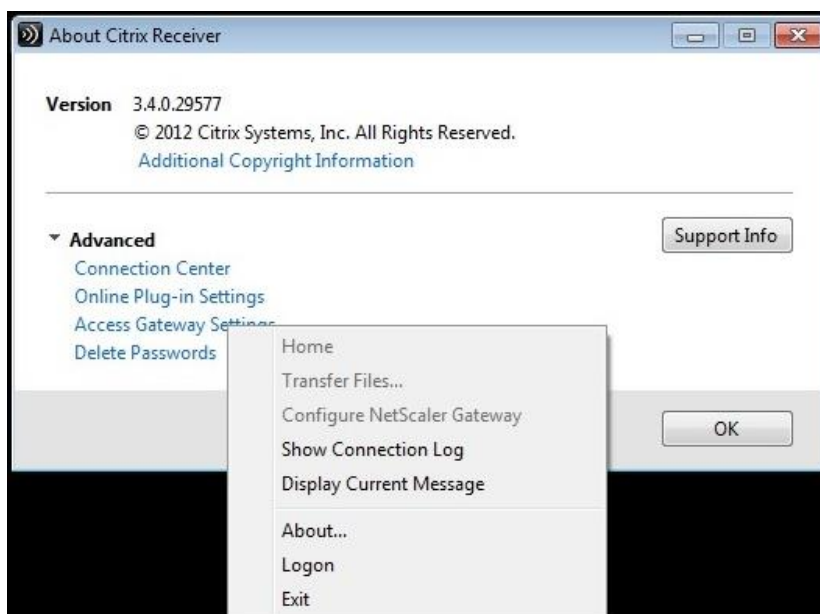
If you have Receiver 4.5, after right-clicking the icon, please click **Advanced Preferences**, and the the **Netscaler Gateway Settings**.

Manually Disconnecting from Extended Office

You can log out by right-clicking the icon in the system tray. Please see the screenshots in the section above regarding "Verifying your connection to Extended Office", where you can use the **Log Off** (and also the **Logon)** options.