

HCA Remote Access

A compact guide for Consultants to set up remote access on non-HCA computers



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Multi Factor Authentication (1 of 3)

1. On your mobile device, install an app called Microsoft Authenticator.

Had MFA set up on your old device but now have a new mobile?

Refer to page 9 and call the ITG Service Desk who can reset your MFA to enable set up.

2. Open any web browser on your computer/secondary device. Copy and paste the following website into your browser's address bar: aka.ms/mfasetup
3. Log into the Microsoft sign in page with your HCA email address and password.
Important: After signing in, you may see the images as shown on steps 4 or 7.
If so, proceed to the relevant step you see.
4. On the left of the screen, click **Security Info**
5. Click **Add sign-in method** then select **Microsoft Authenticator**



MFA app icon

Multi Factor Authentication (2 of 3)

5. Click **Next** then **Next** again to set up your account (the QR code should now appear)
6. On your **mobile device**, open the Microsoft Authenticator application
7. Press the **+** button at the top of the screen, then select the **Work or school** account option
8. Select **Scan QR code**, then scan the QR code that is on the **computer/secondary device**
9. Once scanned, click **Next** on the **computer/secondary device**
10. Enter the number that shows on the computer/secondary device into the notification box on the **mobile device** then press **approve**

Multi Factor Authentication (3 of 3)

11. On the **computer/secondary device**, click **Next**
12. Select **Add sign-in method** then select **Phone**
13. Change the **Country code** to United Kingdom
14. Enter your mobile number, choose either **Receive a code** or **Call me** then click **Next**
If prompted, enter the Captcha characters.
15. Enter the code **sent to your phone** and click **Next**

Success!

You have now completed the Multifactor Authentication set up. This only needs to be performed once.

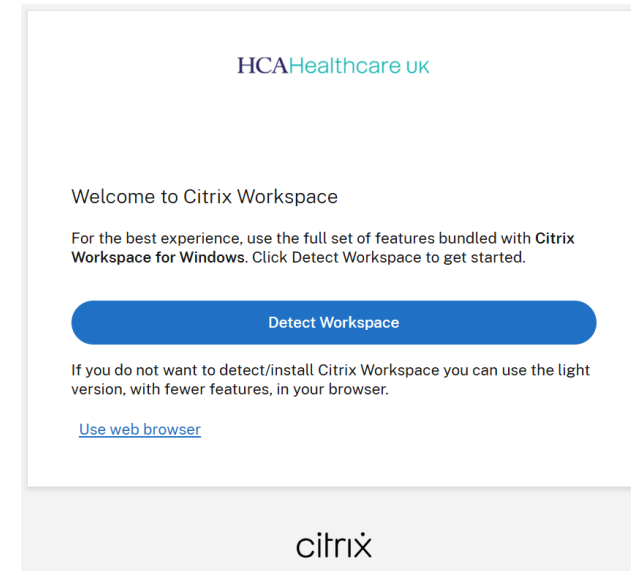
Citrix on the web

Important: Ensure you have completed the Multi Factor Authentication (MFA) setup first.

If you **have** HCA Citrix installed, please follow that process or see next slides.

If you **do not have** HCA Citrix installed, you can access Citrix online following these instructions:

1. **Go to** <https://hcahealthcareuk.cloud.com/>
 2. Click **Use web browser**
 3. **Log in** as prompted, using MFA
 4. Click **Apps**
 5. Click **Expand**
- Success!**



Installing Citrix on Windows

Important: Ensure you have completed the Multi Factor Authentication setup first.

1. Download Citrix Workspace by clicking [here](#)
2. Once downloaded, launch Citrix by searching it on your **Windows Start Menu**
3. When prompted to **Add Account**, enter hcahealthcareuk.cloud.com then click **Add**

Success!

You have now completed the set up for Citrix. This only needs to be performed once.

Refer to page 9.

Installing Citrix on Apple Mac

Important: Ensure you have completed the Multi Factor Authentication setup first.

1. Download Citrix Workspace by clicking [here](#)
2. Once downloaded, click on the **CitrixWorkspaceApp.dmg** file from the bottom right-hand corner of the screen
3. Click **Install Citrix Workspace** and continue through the prompts
4. Enter your **Admin username and password** then click **Install Software**
5. Tick **Add Account** then click **Continue**
6. When prompted to **Add Account**, enter **hcahealthcareuk.cloud.com** then click **Add**

Success!

You have now completed the set up for Citrix. This only needs to be performed once.

Refer to page 9.

Using Citrix Workspace

1. Launch Citrix Workspace
2. Enter your HCA email address, click **Next**
3. Enter your HCA password, click **Sign in**
4. Approve the sign in **using MFA on your mobile**
5. Click on **Apps or Desktops** to access what you need

Login Issues & Support

For HCA username or password login issues, and general HCA IT issues, call the **ITG Service Desk** on **0207 759 3737** or internally on **23737**.
Select **Option 1** then **Option 1** for dedicated Consultant support.

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