Expanse Remote Access Guide

November 2026

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Expanse Access Overview: On-Network & Remote Access Scenarios

Choose the access route based on your location and device

1 On HCA network

With HCA device

New URL

No additional steps

✓ **Direct access**

2 Off HCA network

With HCA device

VPN → New URL

Connect to the HCA VPN first

✓ **VPN access**

3 Off HCA network

No HCA device

MFA → Citrix → New URL

Complete MFA, then use Citrix

✓ **Citrix access**

Quick rule: **HCA network = direct | Off network + HCA device = VPN | Off network + no HCA device = MFA + Citrix**

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How to set up Multi Factor Authentication

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Multi Factor Authentication (1 of 3) - Before you start

1. Install the **Microsoft Authenticator app** on your mobile phone.
2. If you have changed phones and previously had MFA set up, contact the ITG Service Desk on 0207 759 3737 to reset your MFA before starting.
3. On your computer, open a web browser and go to: **aka.ms/mfasetup**.
4. Sign in using your **HCA email address and password**.



Multi Factor Authentication (2 of 3) - Set Up

Note: After signing in, the screen you see may vary. If so, continue with the steps that match what is displayed.

5. Select **Security Info** from the left-hand menu.

6. Click **Add sign-in method** and choose **Microsoft Authenticator**.

7. Click **Next** twice until a QR code appears.

8. Open the **Microsoft Authenticator** app on your phone.

9. Tap **+** and select **Work or school account**.

10. Select **Scan QR code** and scan the QR code shown on your computer.

11. Click **Next** on your computer.

12. Enter the number displayed on your computer into the prompt on your phone and select **Approve**.

13. Click **Next** to complete the Authenticator setup.

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Multi Factor Authentication (3 of 3) Add Your Phone Number

14. In **Security Info**, select **Add sign-in method** and choose **Phone**.

15. Set the country code to **United Kingdom (+44)**.

16. Enter your mobile number.

17. Choose **Receive a code** (text message) or **Call me**, then click **Next**.

18. Complete the CAPTCHA if prompted.

19. Enter the verification code sent to your phone and click **Next**.

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

Need help? Please contact ITG Service Desk on 0207 759 3737

How to use Citrix on the web

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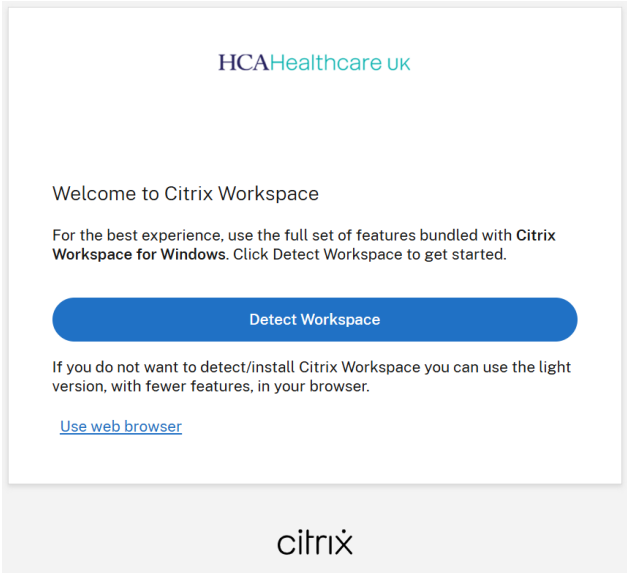
Accessing Expanse Remotely via Citrix Web

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

If you **have** HCA Citrix installed on your system, please 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 **Expanse**



How to install Citrix on a non-HCA Windows computer

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How to install Citrix on a non-HCA Windows computer

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**

Citrix has now been successfully set up on your non-HCA Windows device. This only needs to be completed once.

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How to install Citrix on a non-HCA Apple/Mac computer

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How to install Citrix on a non-HCA Apple/Mac computer

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**

Citrix has now been successfully set up on your non-HCA Apple/Mac device. This only needs to be completed once.

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Using Citrix Workspace

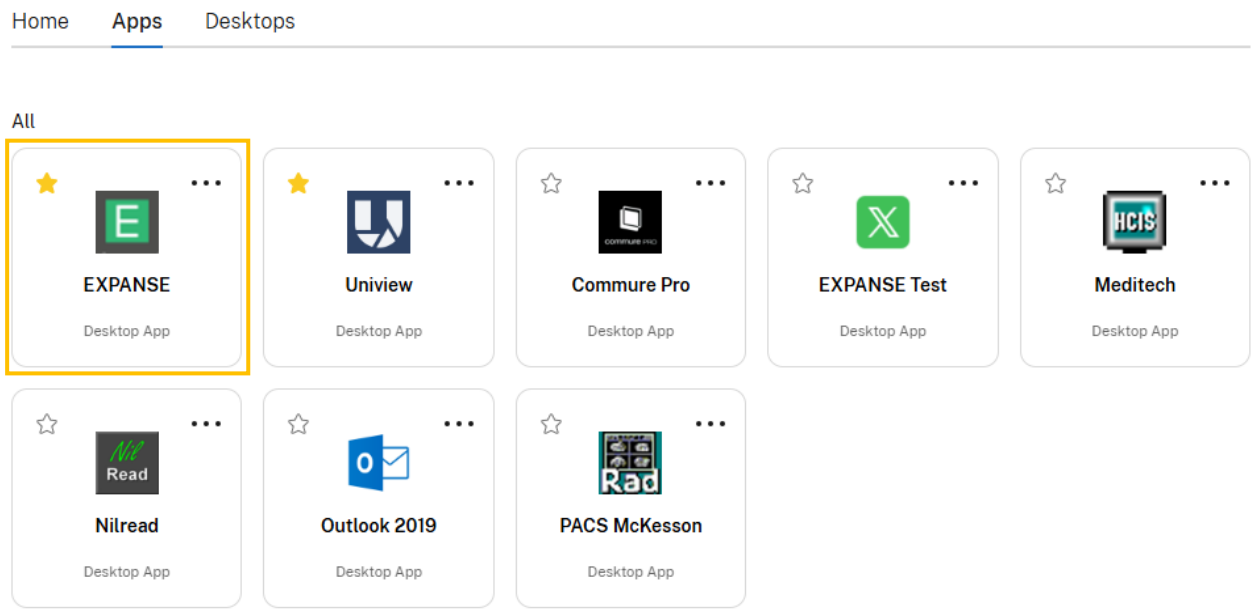
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Using Citrix Workspace

1. Launch Citrix Workspace
2. Enter your Expanse login, for example, one of the following:
   userlogonname@HCAconsultant.co.uk
   userlogonname@HCAhealthcare.co.uk
   userlogonname@HCA.uk.net
   userlogonname@HCAcontractor.co.uk
   3-4ID@hca.uk.net
3. Click **Next**
4. Enter your HCA password, click **Sign in**
5. Approve the sign in **using MFA on your mobile**
6. Click on the **Expanse icon** to launch it.

Please see the Expanse icon in Citrix below. To make it easier to access in future, click the star icon so it turns yellow and is added to your Favourites.



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Login Issues & Support

For HCA username or password login issues, and general HCA IT issues, call the

ITG Service Desk on **0207 759 3737.**

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