

Accessing ESP / Intranet

We are very glad to continue to expand functionality for our users to access work schedules, job postings and e-mail from home. The following instructions are for access from non-KTHR locations. These instructions are not something you can do on your work computer in a KTHR facility. There are limitations in that we have only a certain number of licenses, so we remind everyone to be considerate in using this remote access service. The information provided will allow users access from their home PC's. This service is a privilege and it is your choice whether to make use of such service.

We do not support home PC issues, HOWEVER, we are willing to assist with **basic** troubleshooting and diagnosis for this service, provided tickets are entered in via eHS. **eHealthSask Service Desk 1-888-316-7446 or e-mail eHShelpdesk2@eHealthSask.ca (2hr delay with e-mail)**

Such tickets will be addressed in priority sequence, during **normal business hours of 8 – 4:30pm**. If it is beyond basic troubleshooting directly related to this service, we may recommend that you seek assistance from your local computer vendor to resolve the issue. It is up to each user to ensure that their home computer has the proper Windows / Macintosh / Linux updates, as well as, keeping their system clean from spyware and viruses.

Be sure to bookmark www.kelseytrailhealth.ca/junipervpn for any updates and new information and links.

Minimum requirements for home computers and for technical assistance.

- Windows XP (Home/Pro) or newer.
- Internet Explorer 6.0 or newer. (we will not be supporting other browsers)
- A working and up to date Anti-virus program.

You will need the Citrix Client for your Home computer. If you have tried just going through juniper it may or may not install and that is based on your system. If you need the link for Citrix it is on the Juniper VPN HOME page as shown above. <http://www.citrix.com/English/ss/downloads/index.asp> and you'll go to Client Center. Choose for your computer.



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for Desktops

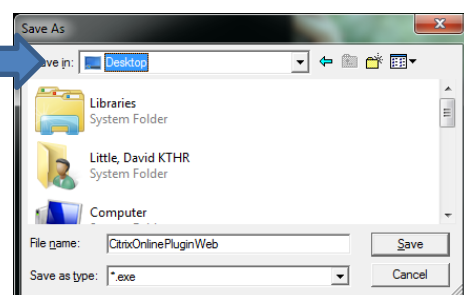
- Windows
- Mac OS X
- Linux
- Chromebook

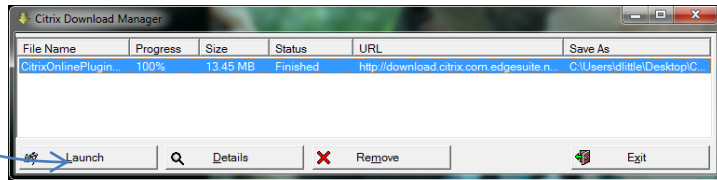
for Mobile Devices

- Android
- BlackBerry
- BlackBerry PlayBook
- iPhone
- iPad
- Windows Mobile



Download Now – Save to Desktop

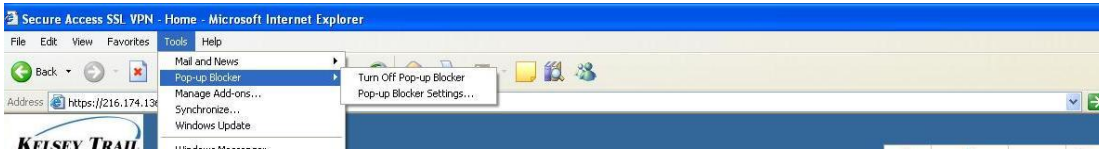




When download complete click on Launch.

You should reboot once installed.

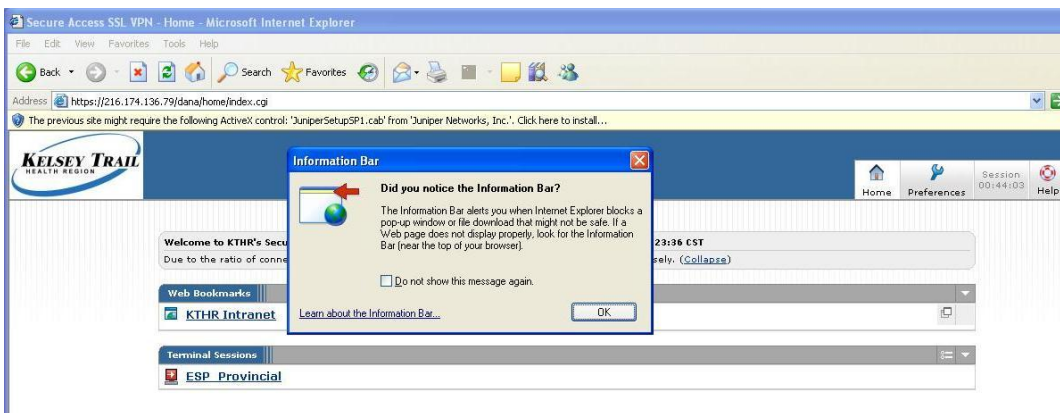
Go here <http://www.kelseytrailhealth.ca> and check this setting as you don't want pop ups blocked here.



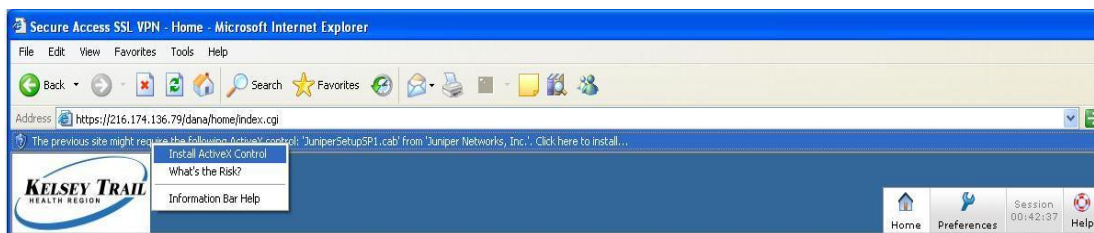
Login just like at work. NOTE: There will only be allowed a max of 40 users at one time so you may have to wait for others to log out before you can get in. As well you will have a max of 45 minutes per session. If the screen has been idle for 15 min it will also log you out.

IF YOU HAVE FORGOTTEN YOUR USERNAME OR PASSWORD you can call HISC 1-888-316-7446 and they can assist you.

You will get a screen like this the first time.



Right click on active bar and choose install.



Choose Install

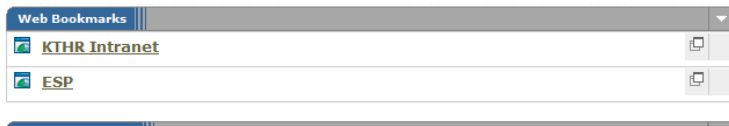


Depending on your access you may get other installation popups, Like Host Checker or Network Connect, if this is your first time or if we have updated the Juniper program. This is normal, just go ahead and allow them to install.

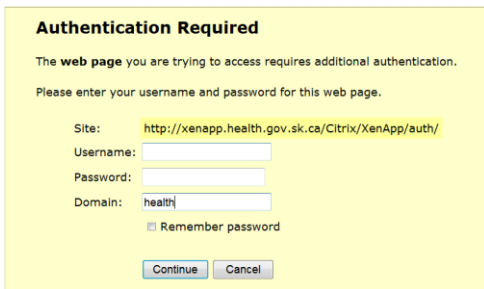
If have gone away from the initial page (as you likely had to reboot) you can go back to <http://www.kelseytrailhealth.ca/default.aspx> and click on the Juniper Icon to log back in.

NOTE: When you are done always remember to log out of the application or Office Desktop session.

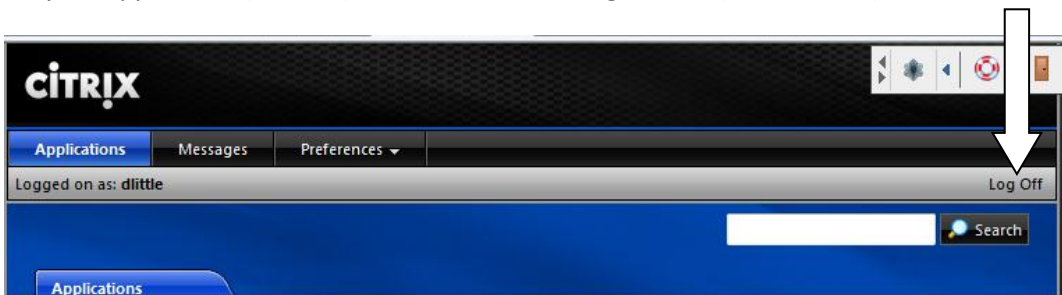
This is an image of the Staff Access page.



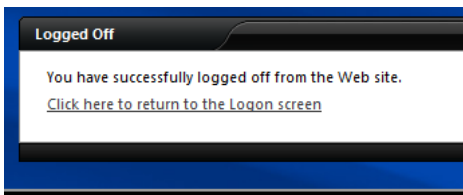
If you get this next screen be sure to use your KTHR user name and password (same as you used to log in to Juniper) and check off Remember password. Be sure the Domain says KTHR



NEW for ESP: STEP 1: When you click on the ESP you will be directed to eHS's new Citrix page here you will see the list of applications you have access to. You'll need to look under the Production Folder. When you are done be sure to log off your application (like ESP) and then click the Log Off link (white arrow) to leave eHS's Citrix page.



Then you will see the following.



And if you click on that link you'll get this.



To return to the Juniper Home page to look at the Intranet Site or to go back on to ESP the simple way is to click on the

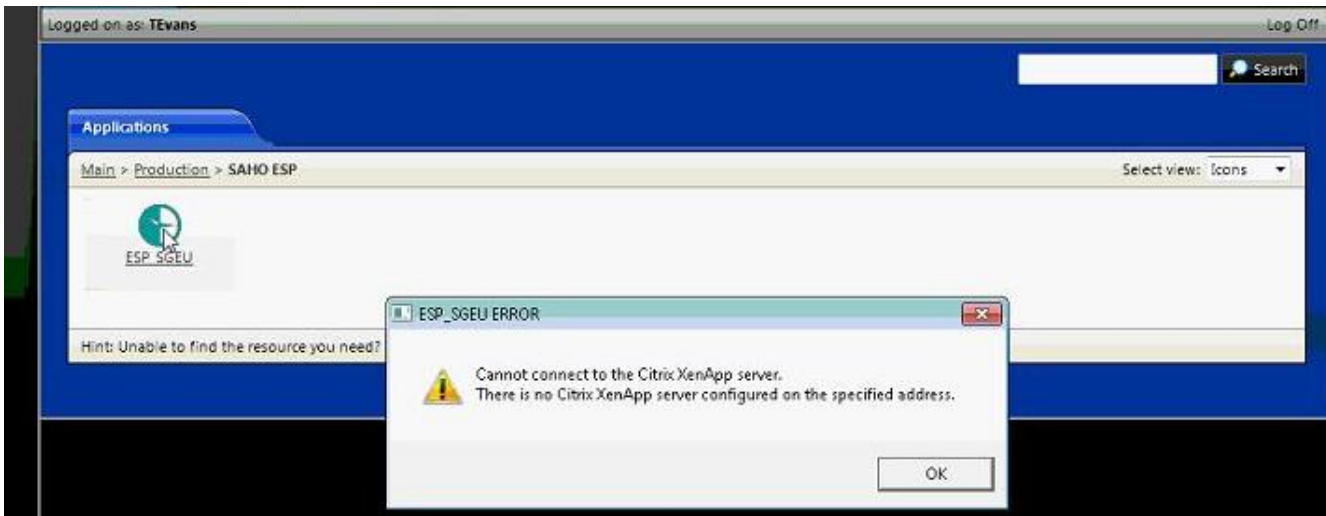
Juniper Home link.



If done click on the brown door to log out of Juniper.

We hope that you will find this service to be a valuable asset and if you have any comments or questions please contact eHS.

If you get the following error please check your Windows Firewall or other firewall appliances if you have them. You can turn off Windows firewall or learn how to allow ports 1494 and 2598 TCP through.



Regards, KTHR IT DEPT