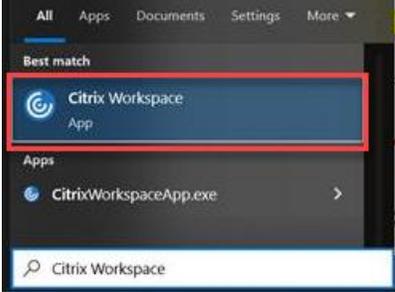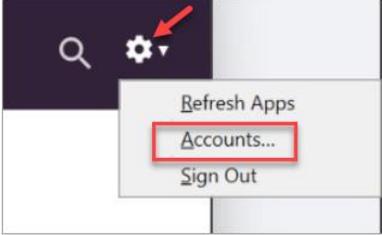**island health**

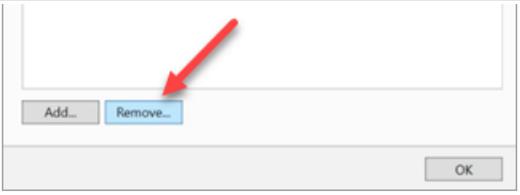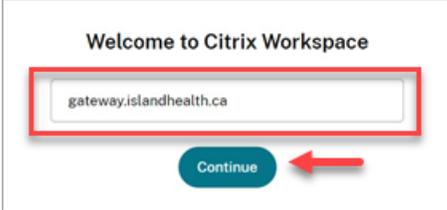# HOW TO CHANGE FROM **GATEWAY.VIHA.CA** TO **GATEWAY.ISLANDHEALTH.CA** REFERENCE GUIDE

Pre-requisite: You will need your MFA Device to proceed with this change.

1. You will first need to set up your MFA device – see Instructions at Multi-Factor Authentication (MFA) and Self-Serve Password Recovery (SSPR) Setup (islandhealth.ca)

2. Please save or record your current Citrix Remote Application Favourites. You will need to recreate them when you change your workspace app connection.

How to configure your URL to Gateway.islandhealth.ca

STEP 1: **REMOVE** your old Gateway Account on the Citrix Workspace	
1. Open the Citrix Workspace on your Laptop/PC	
2. Click on the *Settings icon*, and select *Accounts:*	
3. On the *Add or Remove Accounts* screen, highlight to select the *Island Health* account. This is the gateway.viha.ca version that needs to be removed:	

|	
4. Then click *Remove*	
5. Confirm *Yes*:	
6. You will now be at the *Welcome to Citrix Workspace* Login screen:	
7. Enter "gateway.islandhealth.ca" and click *Continue*	

8. At the NetScaler login screen, log in using your Island Health Username & Password:
 	
  a. Approve the Multi-Factor Authentication (MFA) prompt on your MFA device
 	
  b. See the MFA FAQs for more information about using MFA and alternative ways to approve the MFA prompt
 	
9. You should now have successfully logged into your Citrix Workspace	
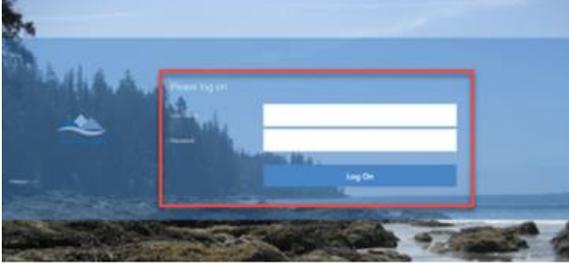
STEP 3: Set up your Citrix Workspace

1. If you had remote Citrix application favorites saved in "gateway.viha.ca", these will NOT be automatically saved to your account using "gateway.islandhealth.ca".

2. See Citrix Workspace: Adding Favourites for step-by-step instructions
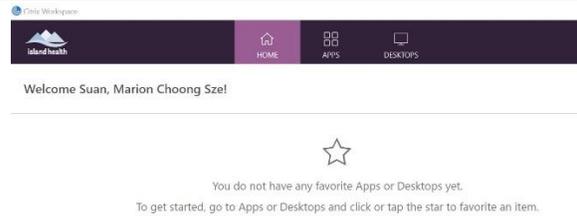
STEP 4: Delete any other type of Remote Citrix Application shortcuts that used "gateway.viha.ca" and Recreate them using "gateway.islandhealth.ca":

1. Delete update any previously web browser bookmarks/favorites/desktop shortcuts which use the old URL ("gateway.viha.ca")
2. Replace any necessary shortcuts to ("gateway.islandhealth.ca")
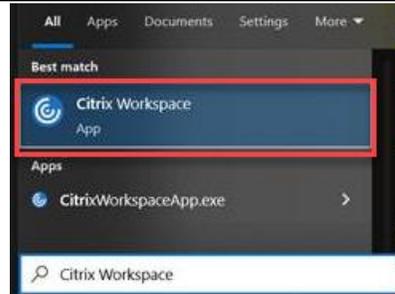
Success!

From now on, for Remote Access to Citrix Workspace Applications please ensure that you always use:
https://gateway.islandhealth.ca - *Tip: Have your MFA device ready when logging in*

DO YOU NEED MORE HELP?

Have you visited our IM/IT online HELP? Or Frequently Asked Questions?

The BC Health Service Desk and Clinical Service Desk are attended 24 Hours X 7 Days:

Local: **18777** or **250.370.8777** | Toll-free: **877.563.3152**

BC Health Service Desk and Clinical Service Desk:
- Press 1: For all Password Resets
- Press 2: For workstation support including logon issues, non-clinical application support, hardware issues, phones, printing and connectivity
- Press 3: If you are calling regarding support for clinical applications such as Cerner or clinical hardware such as Integrated Med Carts or tablets

For self-service options, please access the **Island Health IM/IT Self-Service Portal (SSP)** at:
https://healthbc.service-now.com/sp_viha

For step-by-step Instructions and help with using the SSP, please see the Island Health IM/IT Self-Service Portal User Guide