



Getting started with remote access for MAC OS X Devices

The Axon and Salt remote access solution provides AIHW staff the ability to work remotely using personal laptops and desktop computers.

Key Terms

- **RSA SecurID Software Token:** Used for two factor authentication for use of work remotely. Your **SecurID** is your **Custom PIN** followed by your 6 digit **Token Code**.
- **AIHW's Axon:** VPN used to form an authorized encrypted secure tunnel between the client devices to AIHW.
- **VMWare Horizon:** Creates a temporary virtual desktop similar to AIHW's internal desktop experience.

Prerequisites

1. Installed RSA SecurID software Token on your mobile device

Please see [RSA SecurID Token Mobile Setup Guide](#)

2. Installed BIG-IP Edge VPN and VMWare Horizon Desktop Client on your personal computer

Please see [Installing Software for Remote Access](#)

Guides and software for Remote Access are stored on <https://www.aihw.gov.au/remote>

Contents

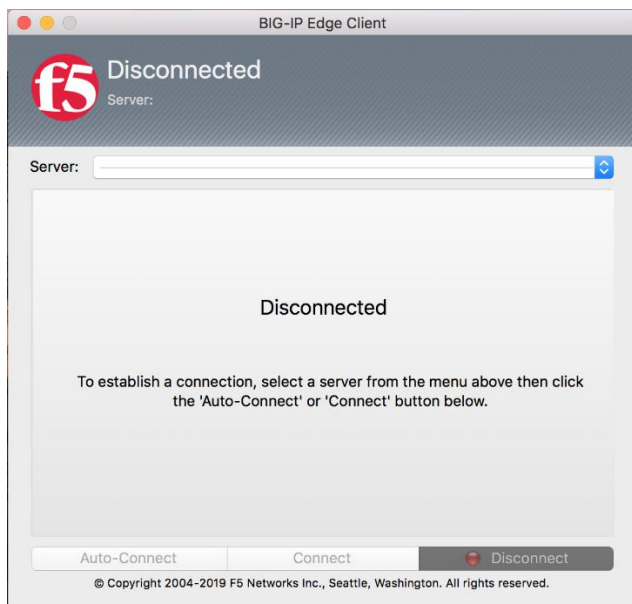
Getting started with remote access for MAC OS X Devices.....	1
Key Terms.....	1
Prerequisites	1
Re-configure your default server (First Use).....	2
Logging into the F5 VPN.....	4
How do I know the VPN Has Connected.....	5
Logging into Work – Horizon Client	6
Disconnecting from Work	10
Horizon.....	10
F5 BIG-IP Edge Client.....	10

Re-configure your default server (First Use)

Before connecting to the AIHW network remotely, you will need to re-configure the *BIG-IP Edge Client* on your MAC device.

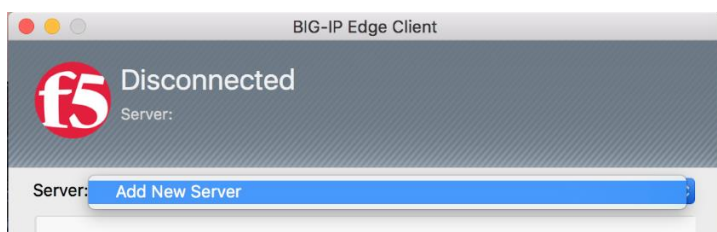
Step 1

Open the BIG-IP Edge Client from your Applications list.



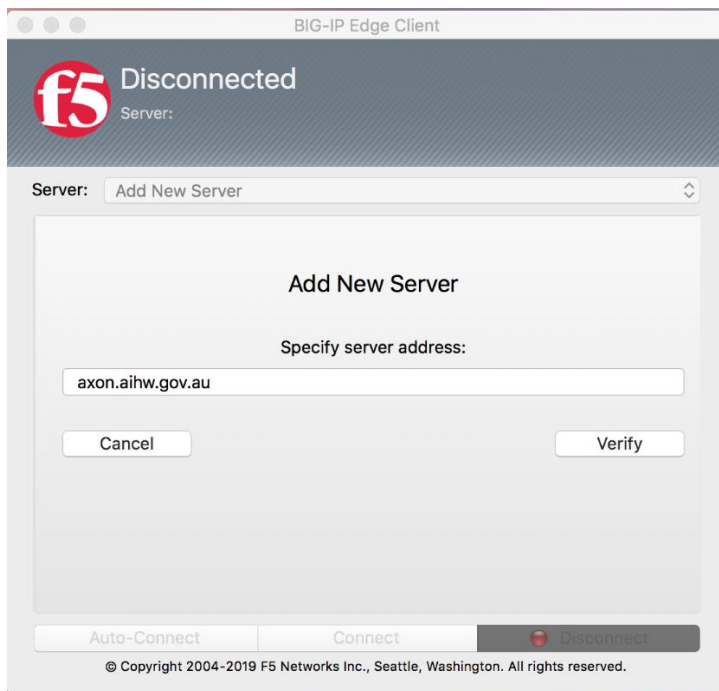
Step 2

You will see a line at the top, prompting you to add in a new server. Select the arrow/line and click **Add New Server**



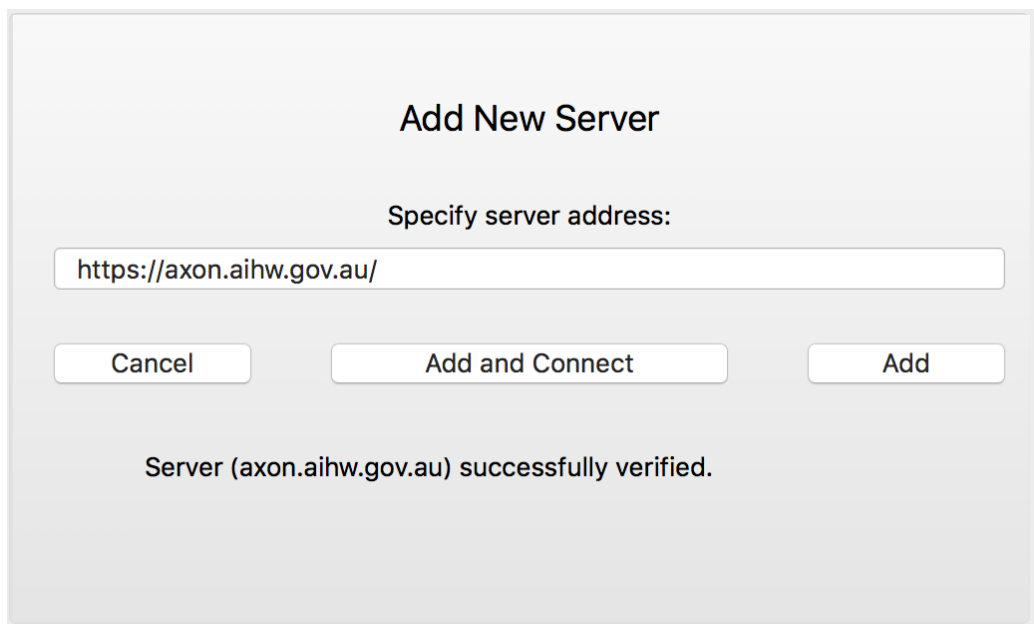
Step 3

Type in **axon.aihw.gov.au** and select **Verify**



Step 4

You will see a notification that it is successfully verified. Select **Add** (or **Add and Connect**)



Note: If you are unable to verify the server, check the spelling of the server and your internet connection.

Logging into the F5 VPN

Step 1

Ensure you have an active internet connection, search and launch the **BIG-IP Edge Client** from your Applications list.

Step 2

On launch of the *BIG-IP Edge Client*, ensure the server is labelled *axon.aihw.gov.au* – If you do not see a server, follow above instructions on adding it in. Select **Connect**



Step 3

In the login fields, type in your;

- Work Username
- Work Password
- Personal PIN + Passcode from RSA Software Token App

Note: If you haven't got the software set up on your phone for RSA Software token, please follow the phone guide located: <https://www.aihw.gov.au/remote>

Note: *if you haven't set up a PIN yet*, enter in your RSA 6 digit passcode and it will prompt you;

A. Select **Yes** – Logon

To continue you must enter a new PIN.
Are you ready to enter a new PIN?

B. Enter in a **personal PIN**

Enter a new PIN between 4 and 8 alphanumeric characters:

C. Enter in **personal PIN + Passcode** on RSA app

PIN accepted.
Wait for the tokencode to change if you have a token.
Please enter a new PASSCODE:

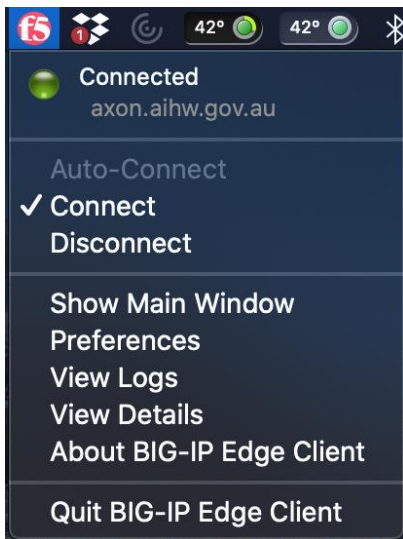
How do I know the VPN Has Connected.

The Axon F5 VPN client connection can be checked among a couple different places;

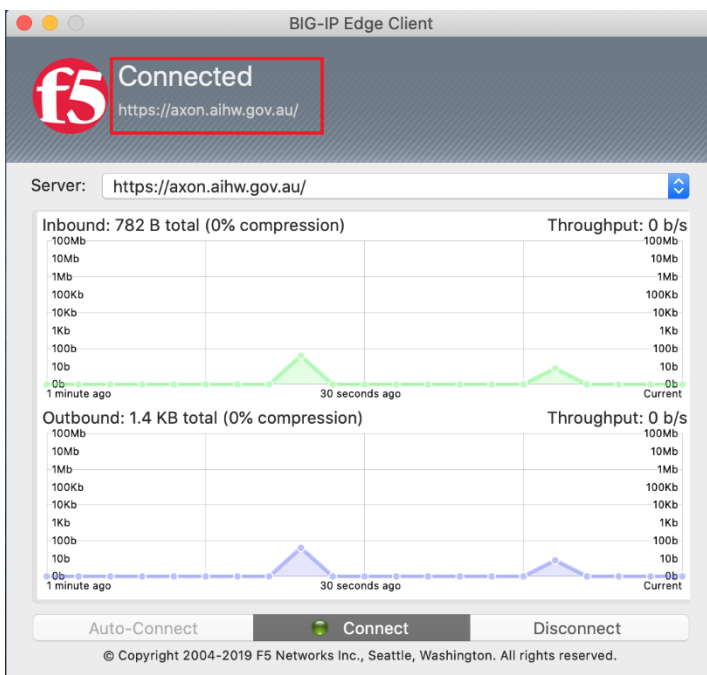
When connected to the F5, It will automatically minimise the application for you. This can be reopened at the bottom via the Applications list.



Alternatively, at the top ribbon of your MAC computer you'll see an F5 or shield symbol which you can click:



When loading into the F5 client, you'll see a **Connected** status.



Logging into Work – Horizon Client

Ensure your VPN is active before trying the below.

Step 1

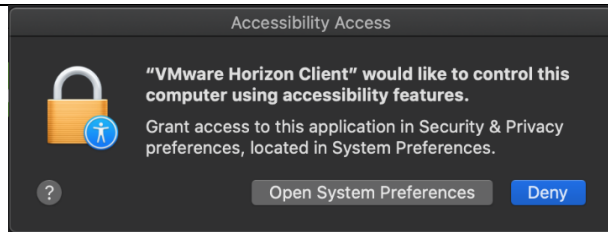
Open the Horizon Client – Search the Applications list for the green Horizon icon;



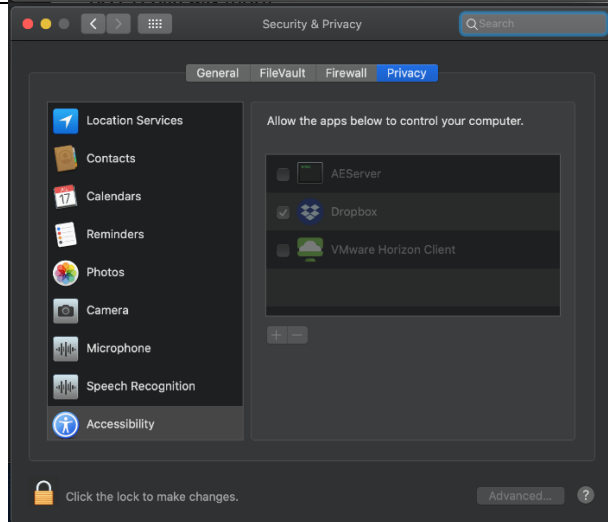
Step 2 – First Time Use Only

The first time you start the application, you **may** need to enable a few permissions. If you do not see any of the below pop ups or have completed this step, skip to [Step 3](#).

A macOS security warning dialog box with a house icon. The text reads: "VMware Horizon Client" is an app downloaded from the internet. Are you sure you want to open it? Below this, it says: Safari downloaded this file yesterday at 4:04 pm. Apple checked it for malicious software and none was detected. At the bottom are "Cancel" and "Open" buttons.	Select Open
A macOS dialog box with a green cloud icon. The title is "Start remote USB and Printing services". The text says: To start remote USB and Printing services an Admin password will be required. Please input your password when prompted. At the bottom are "Cancel" and "Continue" buttons.	Select Continue
A macOS password prompt dialog box with a padlock icon. The title is "VMware Horizon Client wants to make changes.". The text says: Enter your password to allow this. Below are fields for "Username:" and "Password:". At the bottom are "Cancel" and "OK" buttons.	Enter in your local desktop MAC username/password
A macOS dialog box with a green cloud icon. The title is "Unable to access Accessibility". The text says: For optimal performance of your keyboard and mouse inside your remote desktop and applications, give VMware Horizon Client access to your system's accessibility features. If you do not give this access now, you can go to the Security & Privacy System Preferences later. At the bottom are "Not now" and "OK" buttons.	Select OK



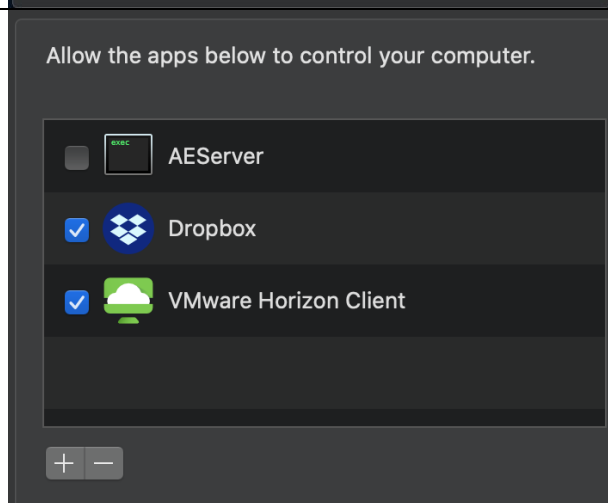
Select **Open System Preferences**



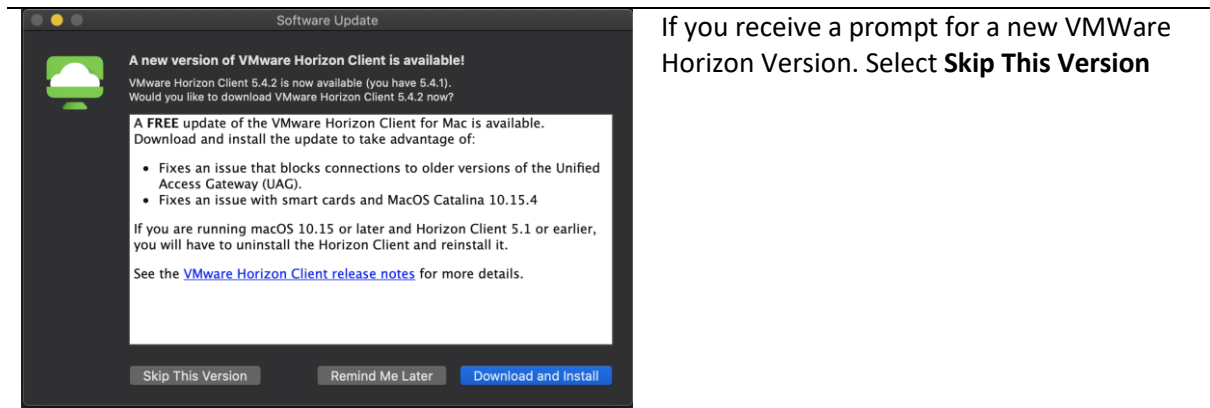
Select the **lock** on the bottom left.



Enter in your **local** desktop MAC username/password

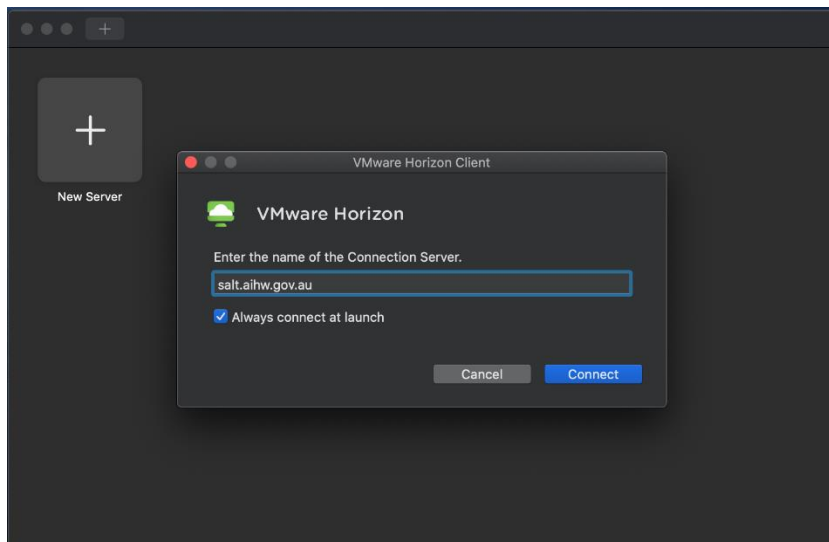


Select the **tick box** next to VMWare - click the **lock** again to confirm the changes.



Step 3

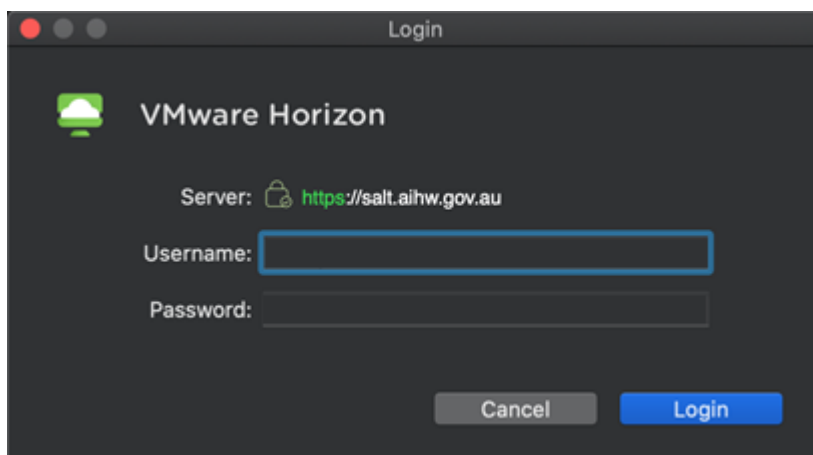
On your first launch, you will be requested to add a **New Server**, add in: **salt.aihw.gov.au** and select **Connect**.



Note: If you use other remote systems via VMWare (such as Health) ensure the box is **not** ticked for **Always connect at launch**.

Step 4

When launching VMWare, you will always be asked for your username and password. Enter in your **work username** and your **work password**. **If you receive an invalid domain error, try aihw\username**



If you receive any connectivity errors, please re-check your F5 is connected via the steps:

[Logging into the F5 VPN](#)

[How do I know the VPN has Connected](#)

Step 5

After inserting your details and logging into the VMWare Horizon Client, your desktop should launch. Select **WIN10-STD** if prompted to do so.

If you ever need to view the MAC ribbon at the top to view your app options, hover your mouse at the top of the screen (and not move the mouse for a few seconds) and the ribbon should appear:



If you have issues connecting in, ensure your;

- VPN is connected
- Using the correct username/password in VMWare.

Please take special care that your files are saved to your home drive or network share. **Any data stored on the local disk is cleared when you sign out and cannot be retrieved**

Disconnecting from Work

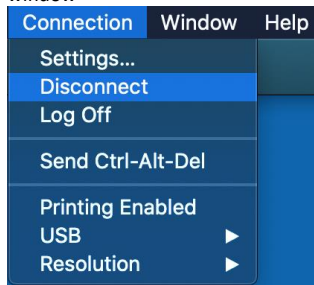
Horizon

The two main things to remember when disconnecting from Horizon are:

Disconnect:

This keeps your session in the cloud for 18 hours after selecting Disconnect. Once you connect back in, your session and active apps will be still sitting there ready to use again. The 18 hour timer then starts again the next time you click Disconnect.

Disconnect by hovering at the top of your screen and selecting Connection > Disconnect the X on the Horizon window



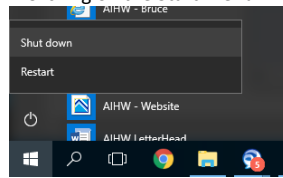
Alternatively, hover at the top of your screen and select Disconnect



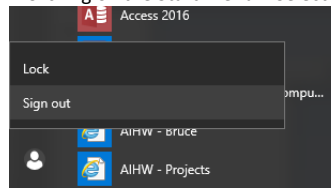
Log off/shut down/restart:

This will shut down your session, as if turning the machine off. These options are available by either;

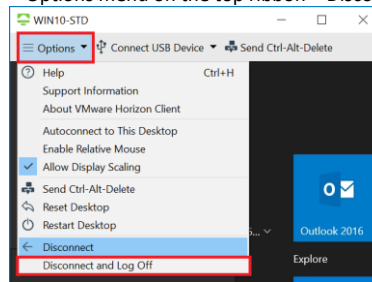
- Clicking on the Start Menu > Power > Shut Down/Restart



- Clicking on the Start Menu > Select the People icon > Sign Out



- Options menu on the top ribbon > Disconnect and Log Off or Restart Desktop

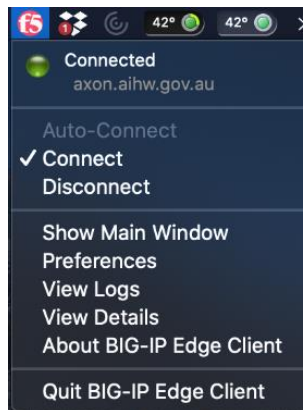
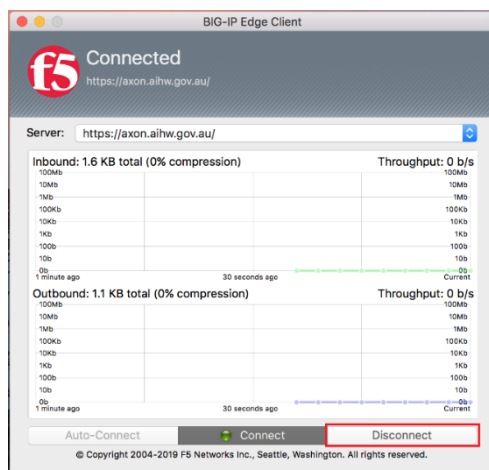


F5 BIG-IP Edge Client

If you disconnect the F5 VPN, your internal internet connection will subsequently stop working. Ensure you've disconnected from VMWare before doing so.

To disconnect, select the F5 application at the top of your MAC ribbon, or in the applications list below;

In either option, select **Disconnect** to turn off the VPN.



Getting Started with Remote Access for MAC OS X Devices – V 1.2

The Australian Institute of Health and Welfare.

For Support, please contact the ICT Service Desk on **02 6244 1234**