



Getting started with remote access for Windows 10 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 Windows 10 Devices.....	1
Key Terms.....	1
Prerequisites.....	1
Re-configure your default server (First Use).....	2
Logging into the F5 VPN.....	3
How do I know the VPN Has Connected.....	4
Logging into Work – Horizon Client.....	5
Disconnecting from Work.....	6
Horizon.....	6
F5 BIG-IP Edge Client.....	6

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 Windows laptop/PC.

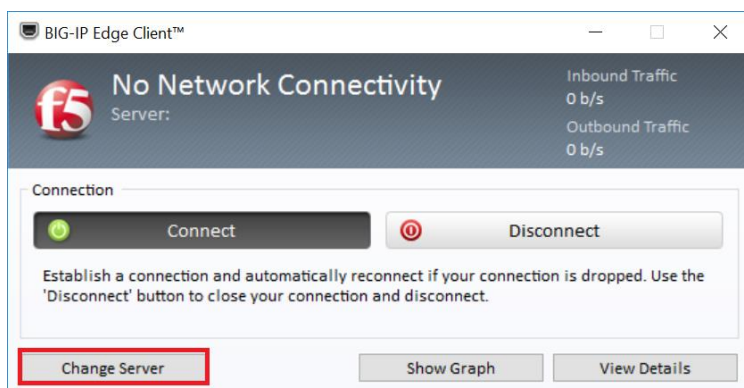
Step 1

Open the **BIG-IP Edge Client** on your Windows Computer.
Ensure you are disconnected by clicking on the Disconnect button.



Step 2

In the *BIG-IP Edge Client* window, click **Change Server**.



Step 3

Enter **axon.aihw.gov.au** and hit **Next**

Your default server should now be updated.

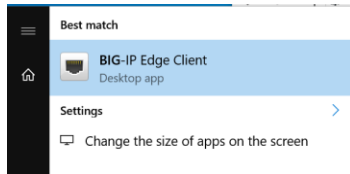
If you receive an error: "Cannot reach server. Change anyway?" please check your internet connection.

Please follow the instructions below to connect to the AIHW IT network remotely.

Logging into the F5 VPN

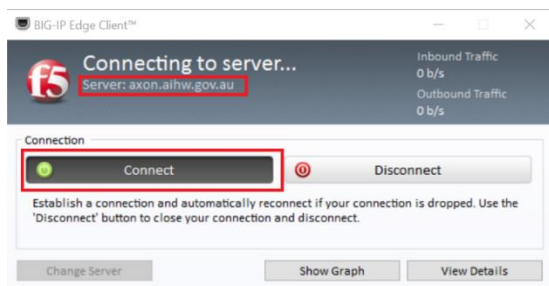
Step 1

Ensure you have an active internet connection, search and launch the **BIG-IP Edge Client** from your Start Menu (or your Start/Taskbar menu pinned items if pinned during installation)



Step 2

On launch of the *BIG-IP Edge Client*, ensure the server is labelled *axon.aihw.gov.au* and click **Connect** to connect to the AIHW remote access network.



Note: If you receive a user warning for <https://axon.aihw.gov.au>, observe this and select **Yes**.

Step 4

You will receive a logon box. Type in your;

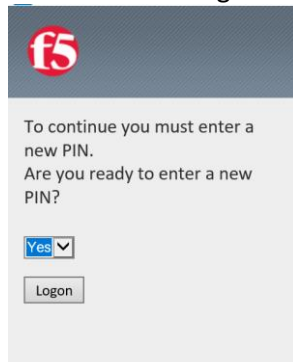
- Work Username
- Work Password
- Personal PIN + Passcode from RSA Software Token App

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>

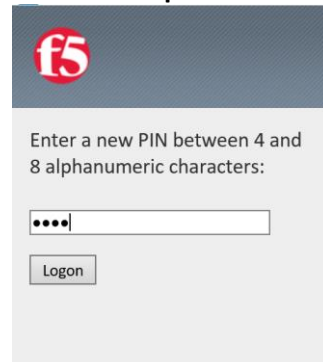


Note: If you haven't set up a PIN yet, enter in your RSA 6 digit passcode and it will prompt you;

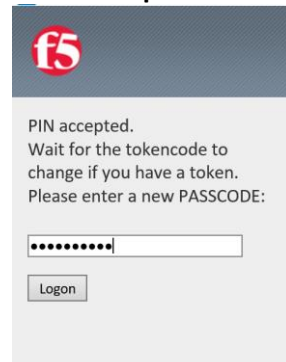
A. Select **Yes** – Logon



B. Enter in a **personal PIN**

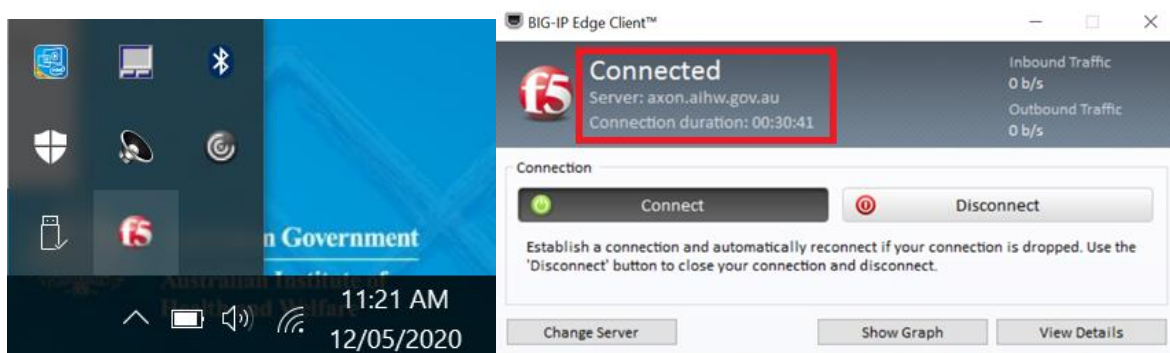


C. Enter in **personal PIN + Passcode** on RSA app

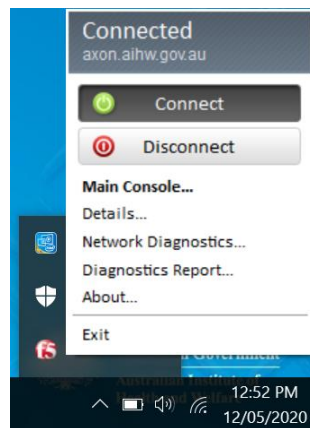


How do I know the VPN Has Connected.

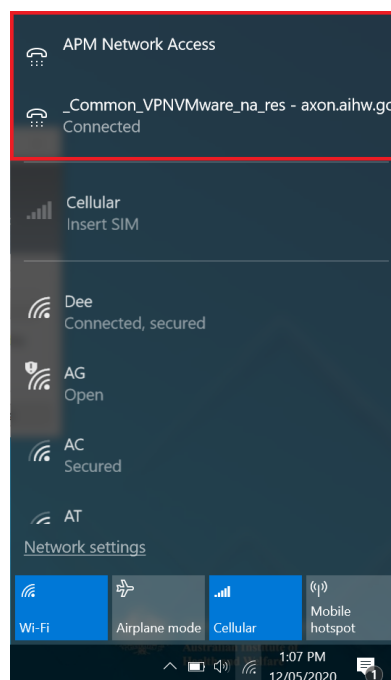
The Axon F5 VPN client connection can be checked by double clicking on the **F5 or Red Shield Icon** in your system tray.



Alternatively, you can right click the icon to be provided the status of connection and options:



Your VPN status can also be checked by clicking the Wifi button at the bottom right corner. This should display the VPN status as the top of your Wifi connections:

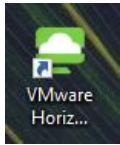


Logging into Work – Horizon Client

Ensure your VPN is active before trying the below.

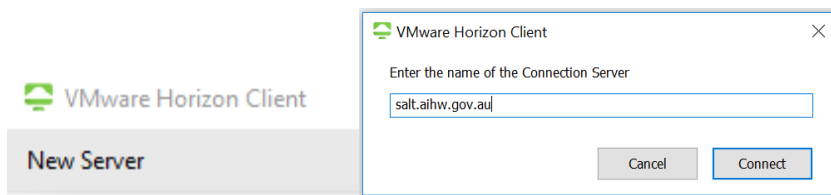
Step 1

Open the Horizon Client on the Desktop. Search for Horizon in the Start menu if you have difficulty locating it.



Step 2

The first time you log in, your Horizon will require you to enter in a New Server address. Click on **New Server** (or Add Server) and enter in **salt.aihw.gov.au** – Click **Connect**.

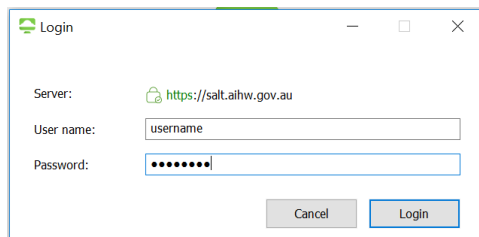


Note: If you receive an error “**Couldn’t connect to server**” ensure your VPN is connected (try disconnecting/reconnecting F5 VPN)

Step 3

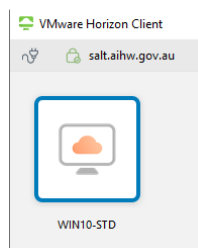
Enter in your **work username** and **work password** to the login box.

If you receive an invalid domain error, try aihw\username



Step 4

Once logged in, double click the **WIN10-STD** Desktop.



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

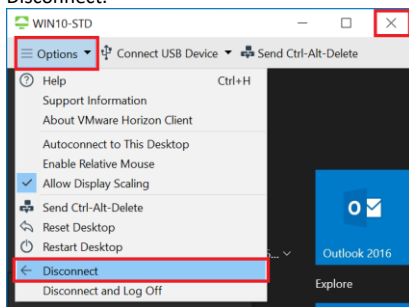
Horizon

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

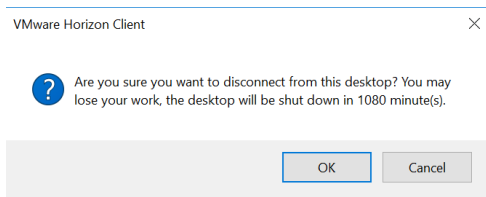
Disconnect:

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 clicking the X on the Horizon window, or selecting the Options pane at the top and selecting Disconnect.



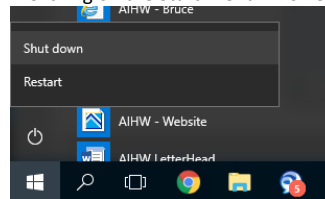
It will give you a warning before disconnection:



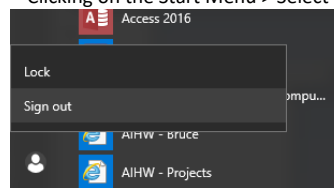
Log off/shut down/restart:

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

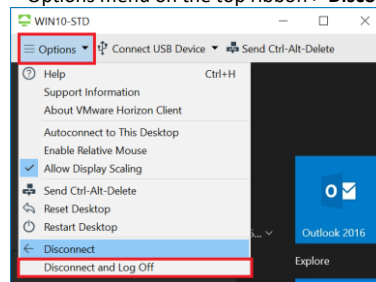
- Clicking on the Start Menu > Power > **Shut Down/Restart**



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



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

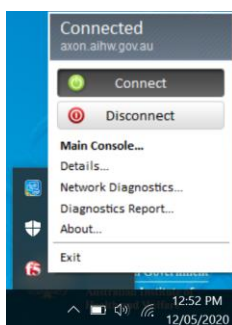


F5 BIG-IP Edge Client

If you disconnect the F5 VPN, your Horizon internet connection will subsequently stop working. To disconnect from the VPN. Select your background applications arrow;



Right click on the F5 application and select Disconnect.



OR double click the F5 and click Disconnect inside the application window.

