

HDPBC Training & Education

HDPBC User Onboarding Guide

Logging into HDPBC Desktop

Version: V1.1
Updated: September 2021

Purpose

This document demonstrates how new users can access HDPBC systems and services.

Contents

Overview for First Time Access to HDP	3
Login to the HDP Desktop	4
Troubleshooting	11
New Credential Onboarding.....	11
Why am I unable to log onto the website www.onboard.healthcarebc.ca	11
How do I fix the problem with my temporary password expiring? How do I reset my temporary password?.....	11
How can I update my Temporary password?	11
Why is my account suspended when I try to log in?	12
Connecting with the Environment.....	12
Why am I receiving an “Access Denied” error?	12
How do I install and open the Horizon client?.....	12

Prerequisites

- The user has been approved to access HDPBC
- The user has an HDPBC access credential (PHSA or other acceptable)
- The user has set-up multifactor authentication (users will need to install the MS Authenticator app to a mobile device)

Overview for First Time Access to HDPBC

There are two setup processes that new HDPBC users must complete, only once, before attempting to log in to the HDPBC desktop.

1. Register for PHSA Credentials – if the user does not already have PHSA credentials or alternate HA credentials.
2. Setup Multi-Factor Authentication for HDPBC credentials with MS Authenticator phone app.

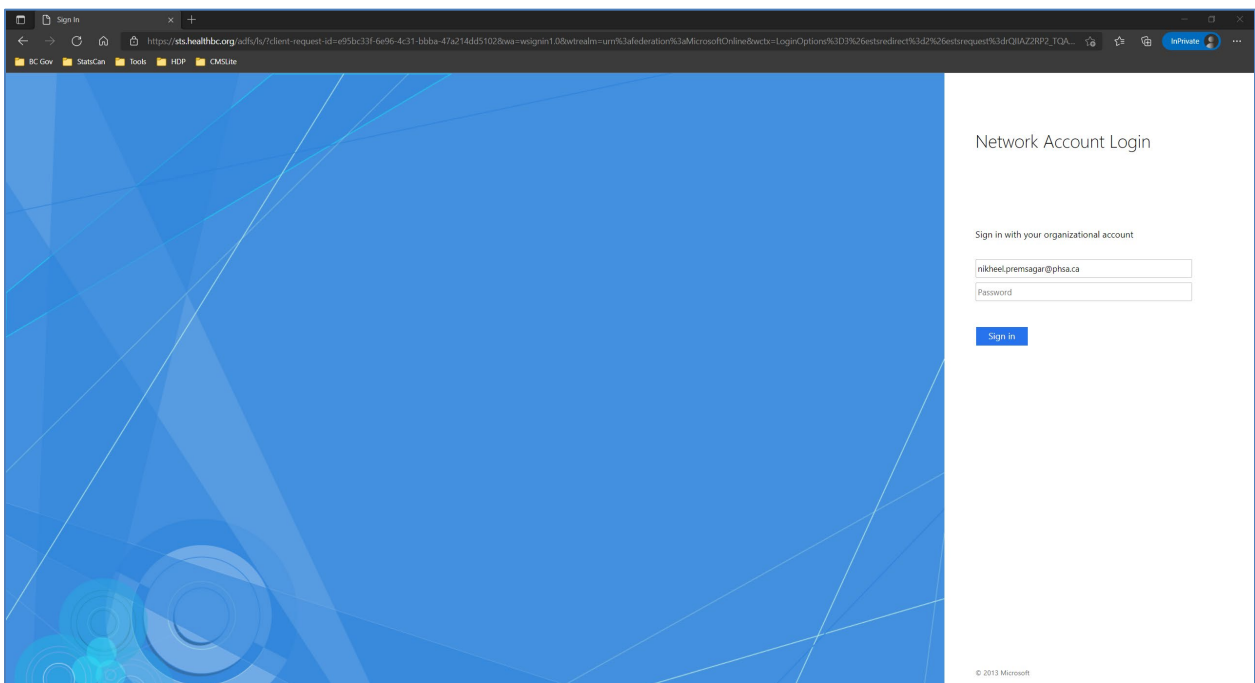
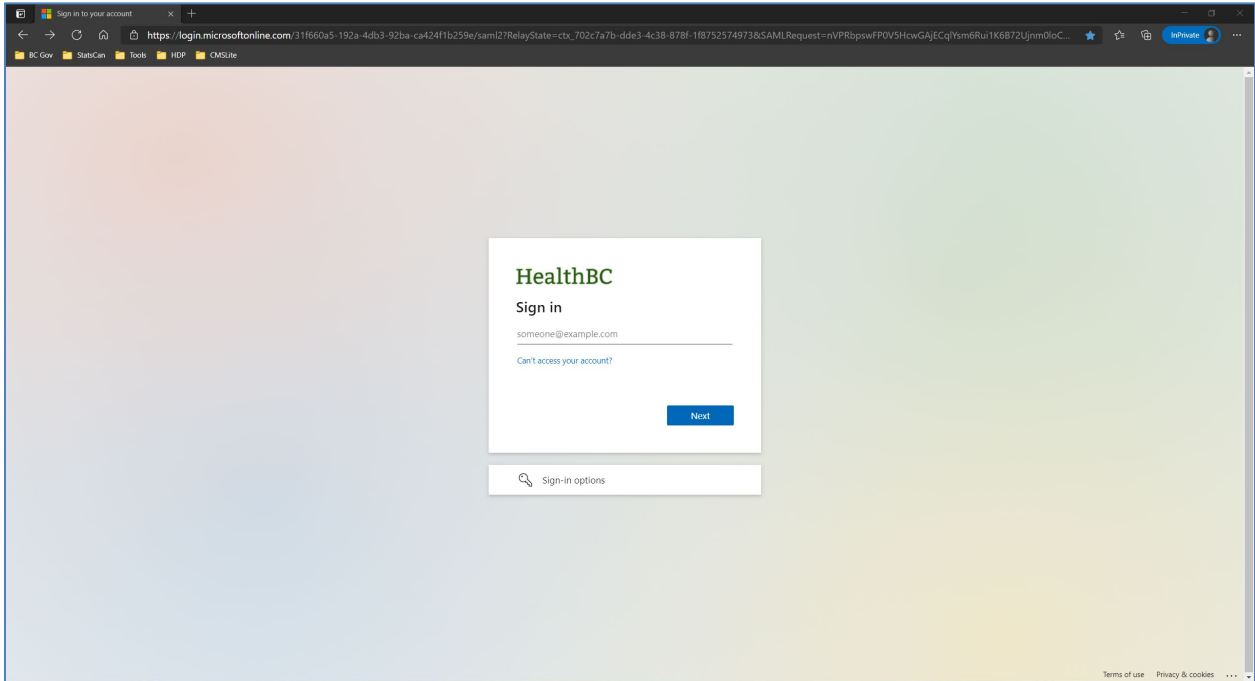
Guidance on completing these two setup processes can be found in the HDPBC Onboarding Guide: Obtaining PHSA Credentials and Setting up Multifactor Authentication (available on the HDPBC website).

Once the HDPBC user has supported credentials with MFA setup, they can login to HDPBC using a browser or Horizon client as described in this document.

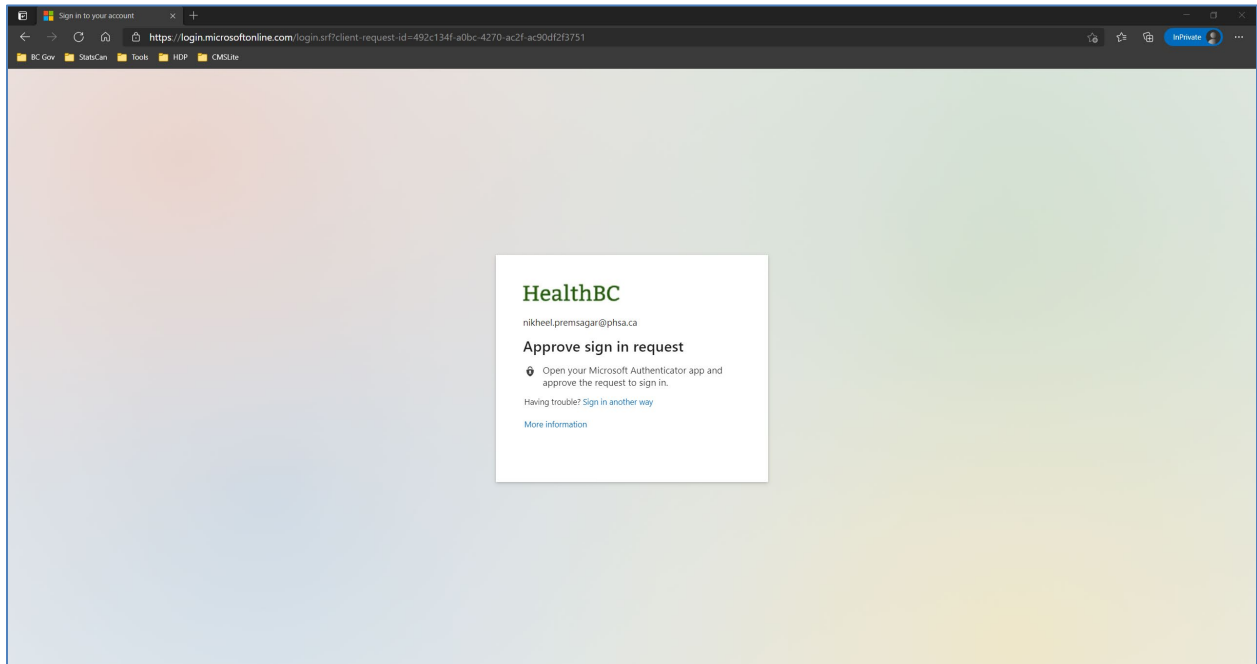
Login to the HDPBC Desktop

This section demonstrates how to use your HDPBC access credentials to log in to the HDPBC desktop.

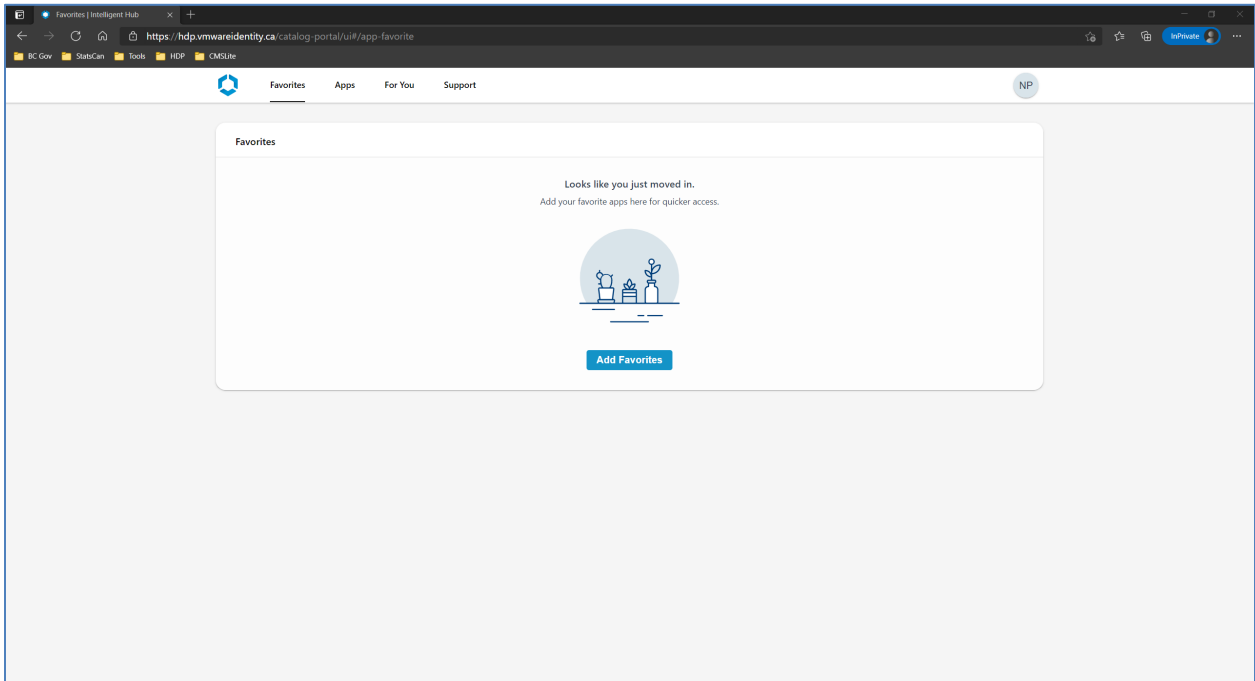
1. Navigate to hdp.vmwareidentity.ca to login using your PHSa email and password.



2. Complete the MFA authentication steps.

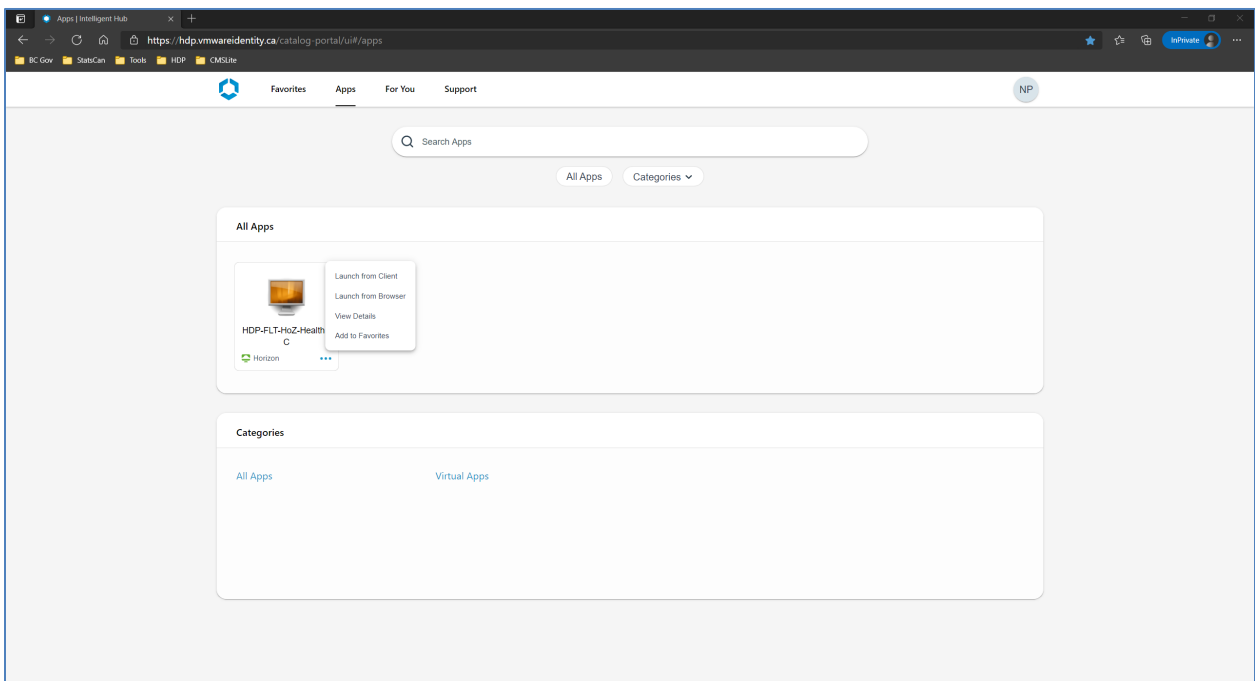


3. Click on the Apps tab at the top of the page.

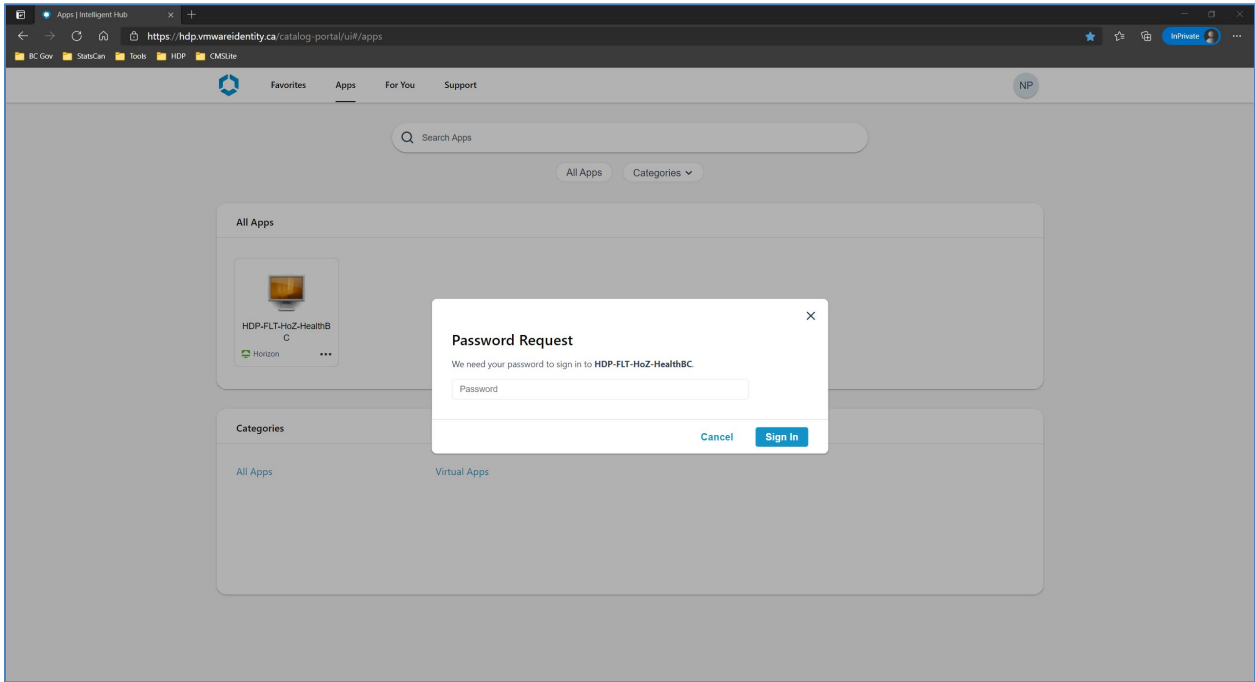


There are two ways to launch the HDPBC Desktop: through the browser or through the Horizon Client. To launch through the browser continue to the next step (step 4). To login through the Horizon Client, please go to step 7.

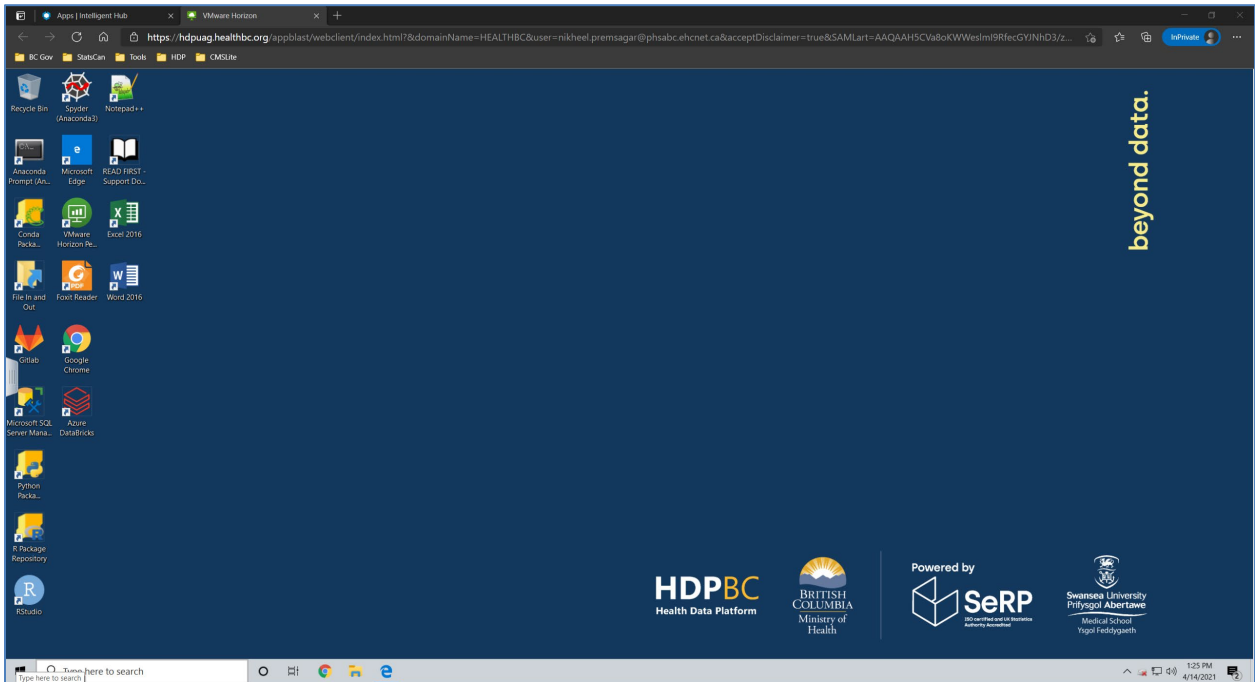
4. Click on the ellipses near the HDPBC desktop icon and click Launch from Browser.



5. Insert your HDPBC access password and complete the MFA steps.

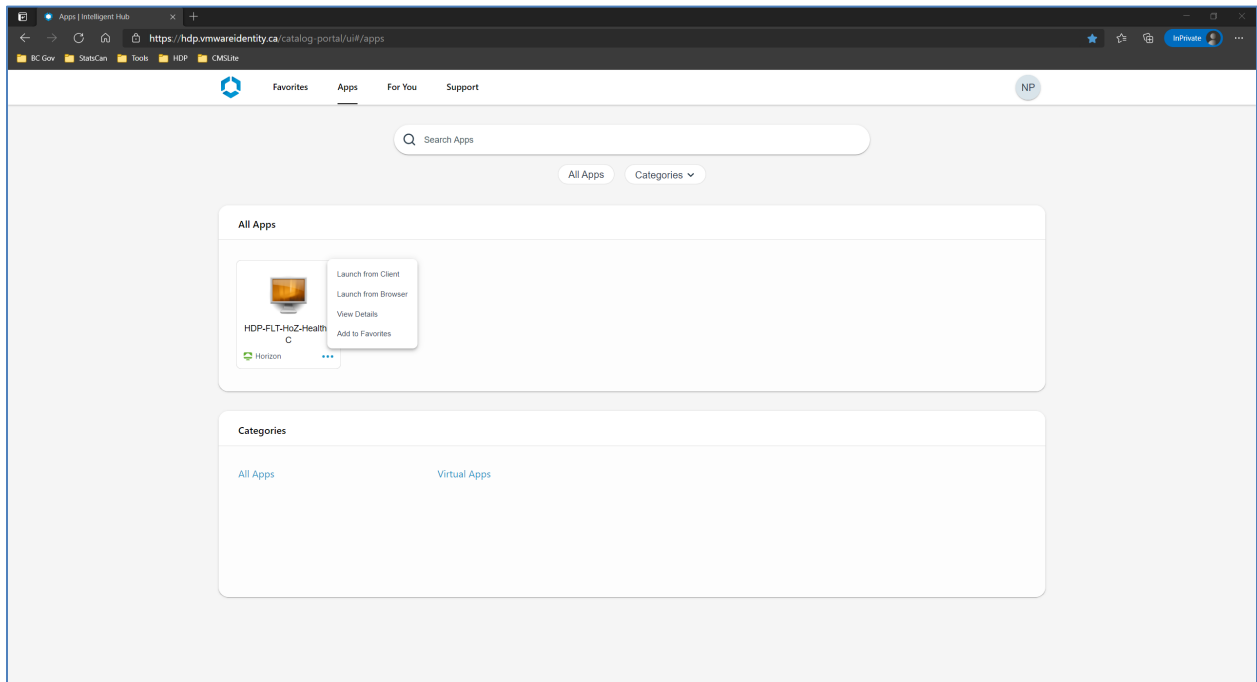


6. You will be logged into the HDPBC desktop.

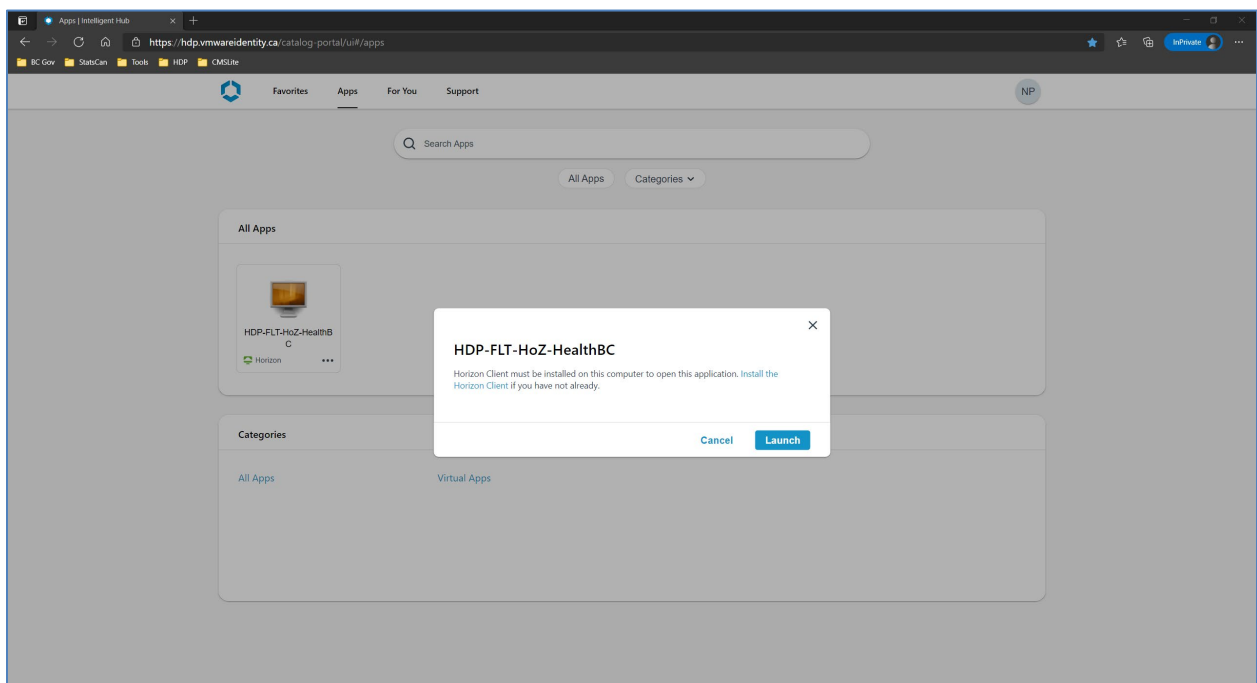


Upon starting the HDBPC desktop you will be presented with a web page containing guidance for getting started.

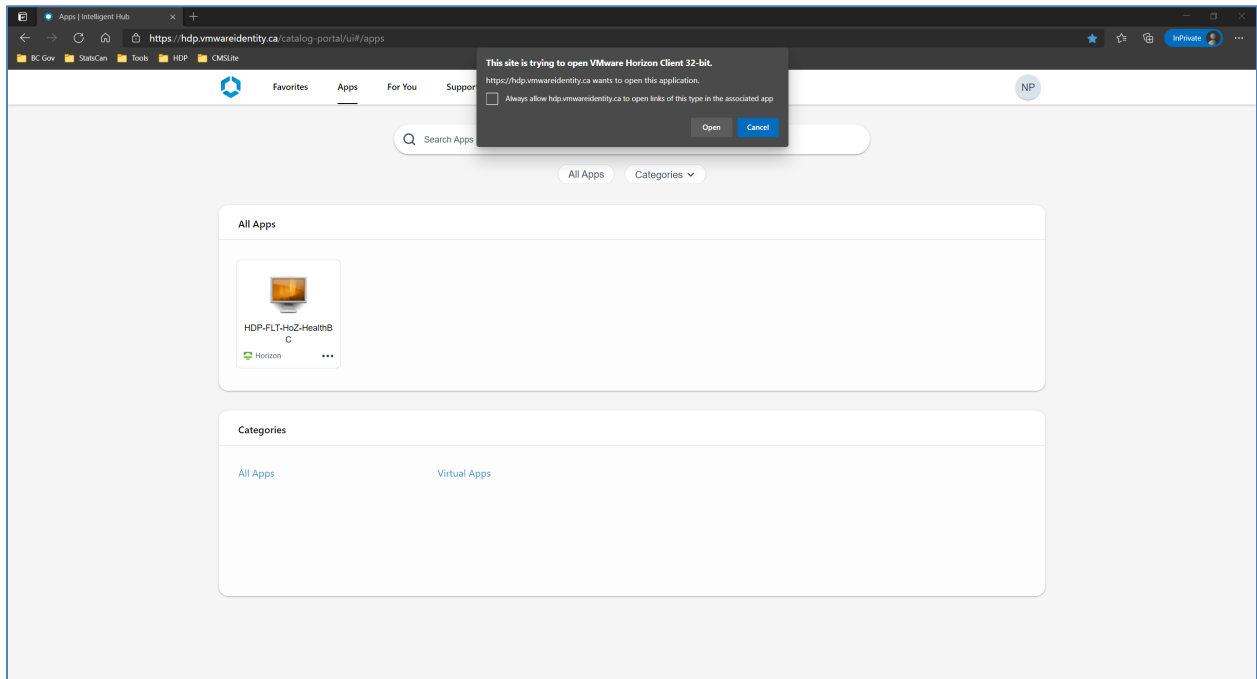
7. Opening HDPBC via the Horizon Client: install the [VMWare](#) Horizon Client. Note, if you are using a managed machine from an organization, check your software center to install the client.
8. Click on the ellipses near the HDPBC desktop icon and click Launch from Client.



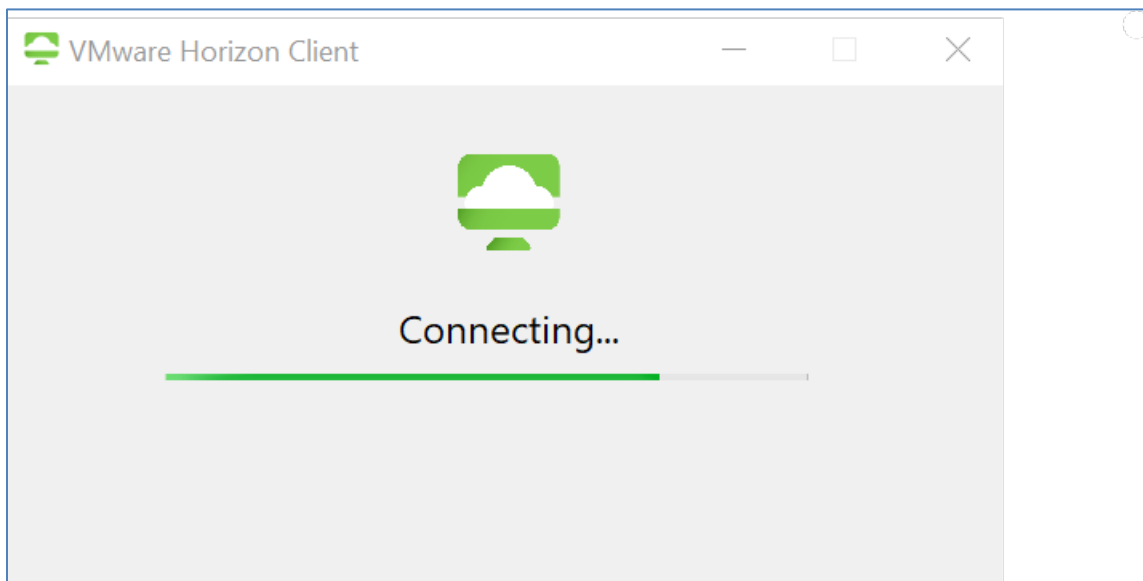
9. Click Launch and enter your password.



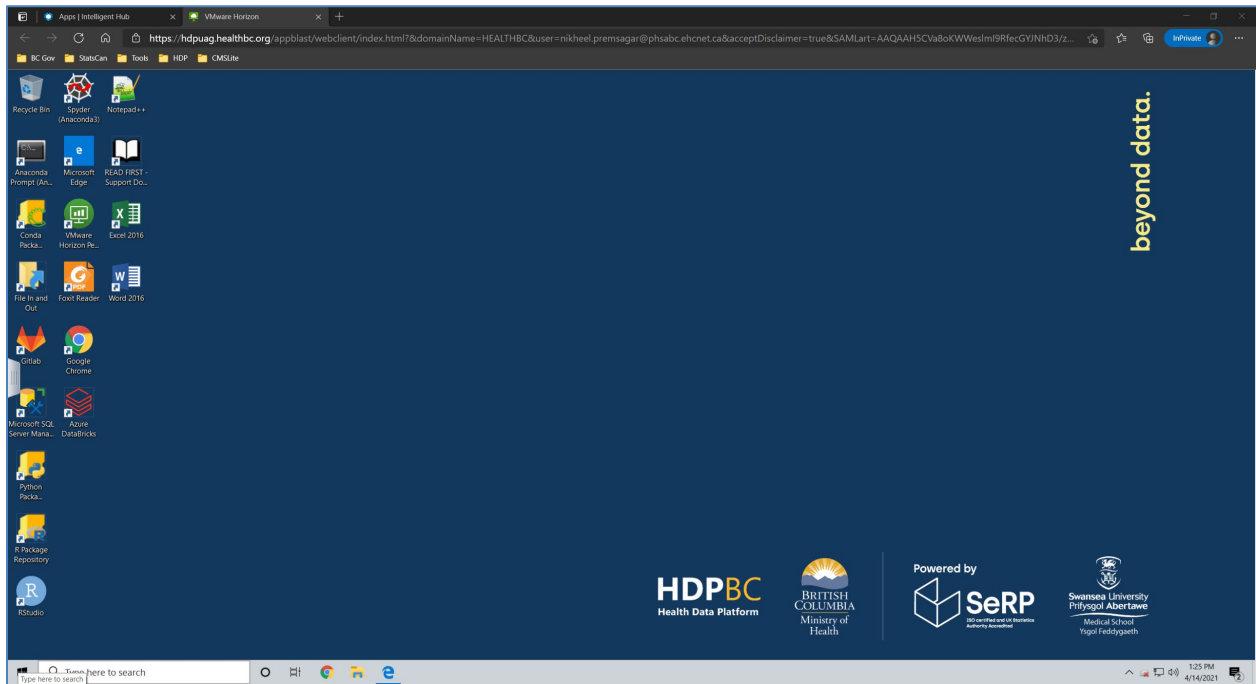
10. Click Open when prompted.



A loading screen will appear. If you get an authentication error when trying to open the client, please try launching the client again and re-entering your password when prompted.



11. You will be logged into the HDPBC desktop.

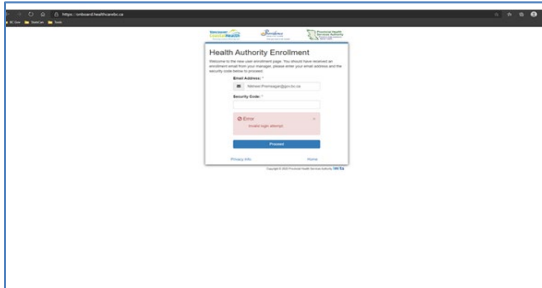


Upon starting the HDBPC desktop you will be presented with a web page containing guidance for getting started.

Troubleshooting

New Credential Onboarding

Why am I unable to log onto the website www.onboard.healthcarebc.ca



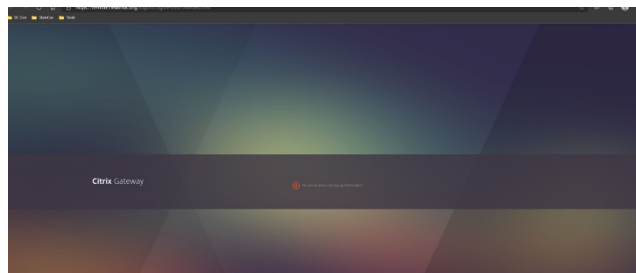
If you have already completed the PHSA ID verification process, you will not need to complete this process again. If this has been completed, the next step is to wait for an email with credentials and temporary password. If this has also been completed then please update your password by navigating to <https://remoteapps.healthbc.org/logon/LogonPoint/tmindex.html> to verify the temporary passcode given and proceed to update it. Please be mindful that this page is case sensitive.

How do I fix the problem with my temporary password expiring? How do I reset my temporary password?

Please contact the HDBPC Front Counter if your temporary password has expired.

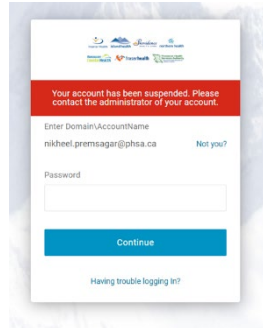
HDPBC contact: MoHAnalytics@gov.bc.ca

How can I update my Temporary password?



Navigate to <https://remoteapps.healthbc.org/logon/LogonPoint/tmindex.html>. Insert your user name and temporary password. The system should prompt the user to change the password by confirming the old password (temporary one) and creating a new password. Using the new password the user should be able to login and authenticate the MS token. The credentials are case sensitive. Please be mindful of the location of the capitals in the email given.

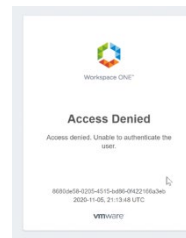
Why is my account suspended when I try to log in?



Please contact the Front Counter (MoHAnalytics@gov.bc.ca) and provide a screen shot of the issue. This error is usually because the credentials have been blocked in one or more areas in the approval process.

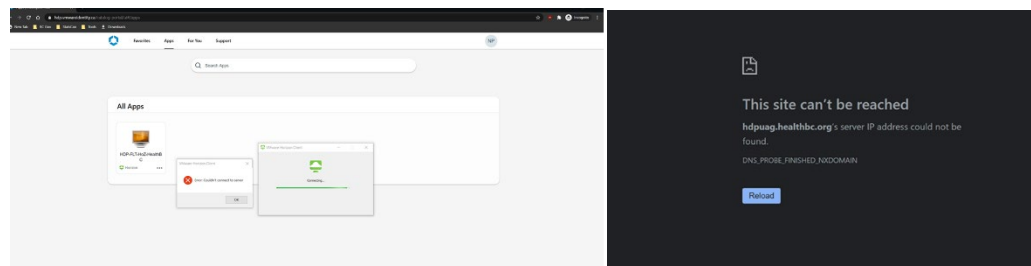
Connecting with the Environment

Why am I receiving an "Access Denied" error?



Please reach out to the HDPBC Front Counter (MoHAnalytics@gov.bc.ca) with the screen shot of the issue. Usually this is a VMware syncing issue.

How do I install and open the Horizon client?



To Install

- From a web browser, navigate to <http://hdp.vmwareidentity.ca>. Click on the Account Icon in the top right hand corner of the webpage. Utilise the install link to install.

- b. Alternatively, if you do not have administrative privileges to install this application, please use the process provided by your organization for installing software. For Government of BC computers, you can install this using the Software Center application.

To Launch

Document History

Date	Author	Version	Change Reference
2021-06-15	HDPBC Project Team	1.0	Draft initial version of document
2021-09-29	HDPBC Project Team	1.1	CGI team updates