The following guide will show you how to connect to the VCH network off-line from a personal Mac or PC.

1. Go to the website **https://remoteapps.healthbc.org**

2. After login and authentication via the Microsoft Authenticator App you are brought to a home page.
   a. If you are not setup with a Microsoft Authenticator, access and application please follow the step-by-step instructions on the enrollment poster.

3. Click on the top right that says **Desktops**

4. Click on the icon that shows **Microsoft Office Desktop 2016**
   a. If you do not have that icon please, contact your site medical affairs with your VCH account details (email and login – e.g. Julian.Jamieson@vch.ca and VCH\jjamieson) to let them know you need the **Microsoft Office Desktop 2016 application added to your remote token**.
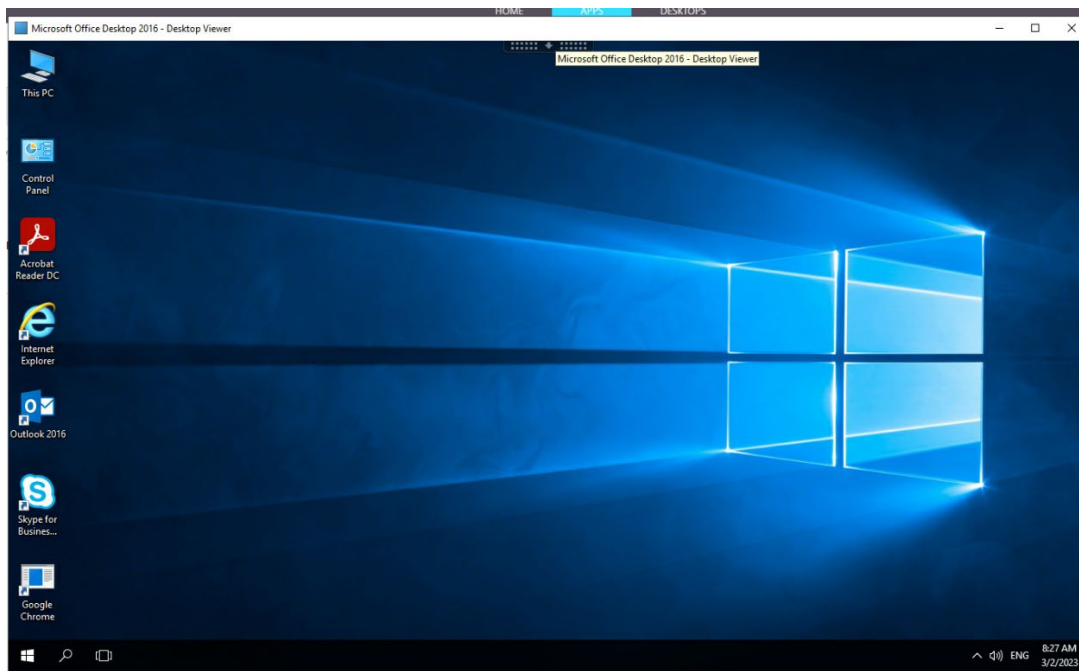

5. That will open a **virtual Windows X environment** on your Mac or PC.
   a. In most cases when you click on the icon it will download an extension to your Mac or PC. When you click on the file, it should load a new screen (screen shot below step 6).
   b. If you do not see a new screen and get a message to find/download an application to continue please proceed with the next steps:
      i. The program a user would want to download to their private device is Citirx Workplace app) https://www.citrix.com/downloads/workspace-app/ when the user clicks on the download button they can download the app to their system and install it for the PC or MAC.
         1. Download program for MAC or PC
         2. Install and click on any "run/allow" approval requests.
         3. Agree to the terms of service
         4. No need to "start App protection" leave that unchecked and click on install
         5. After installation is complete **click on FINISH** (do not click on Add account)
         6. This will close the program. A user may need to restart their computer for changes to take into effect.

   Now when you the launch Remote Desktop Connection or Microsoft Office 2016 (virtual windows X environment) the application should load. If not and an extension is downloaded to click on the file downloaded and it will load the program.

   You may need to restart your computer before changes are applied.

6. When that window opens, you are connected to the VCH network for all items (email, network drives, etc.)

7. Now you can launch Microsoft Outlook to access your VCH emails and links to connect to any network drive or application.