

## How to Access Employees' HERO (Offsite)

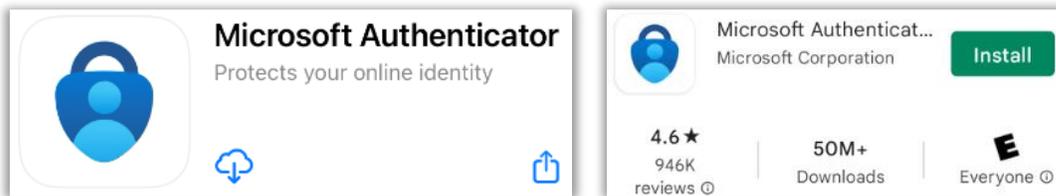
Date Modified: 2025-3-17

### Requirements:

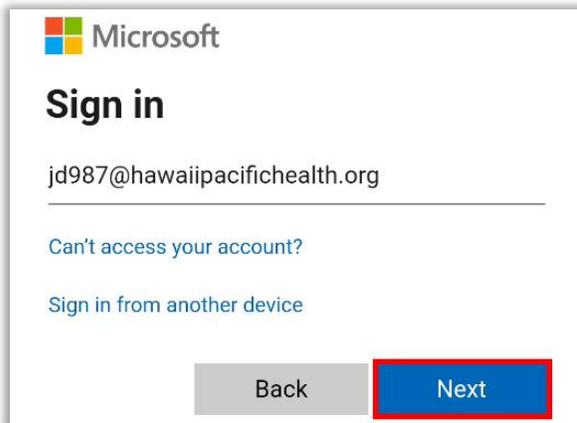
- You will need to install (and register) the Microsoft Authenticator app on your personal cell phone
- You will need to install the Citrix Workspace app on your personal computer, laptop, or tablet

### Microsoft Authenticator:

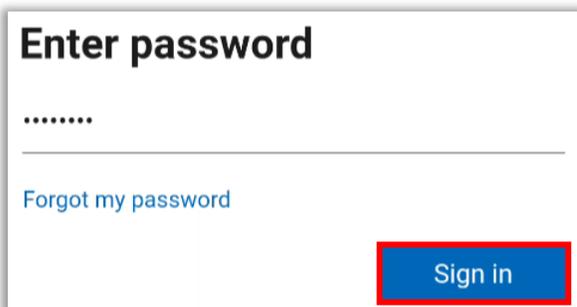
1. Navigate to the app store on your cell phone and install the mobile app



2. From your personal computer (laptop or tablet), go to the following website to register the app:  
<https://aka.ms/mfasetup>
3. Enter your HPH account (**network ID@hawaiipacifichealth.org**) then click **Next**



4. Enter the password for your HPH **network ID** then click **Sign In**



5. Select **Yes**

**Stay signed in?**

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

6. Select **Next**

**More information required**

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

7. Select **Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

 Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

8. Select **Next** again

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

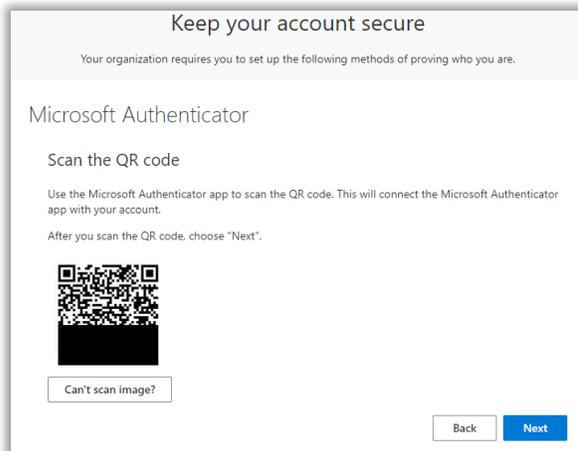
Microsoft Authenticator

 Set up your account

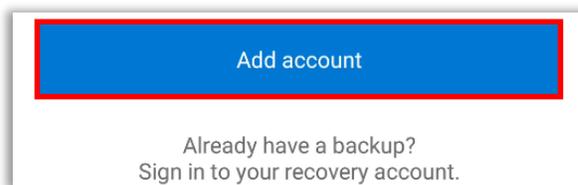
If prompted, allow notifications. Then add an account, and select "Work or school".

Back Next

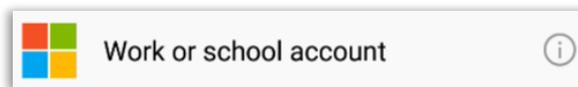
9. The page will update with a **QR code**. *Leave this window open!*



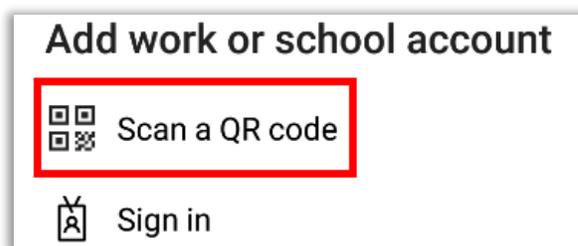
10. On your **phone**, open the Microsoft Authenticator app and select **Add Account**



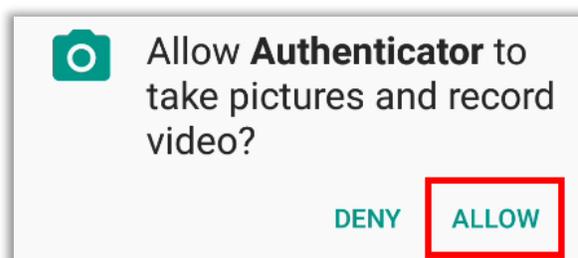
11. Select **Work Or School Account** from the list



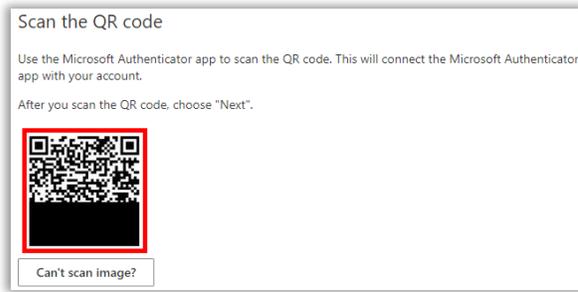
12. Select **Scan a QR code** from the popup



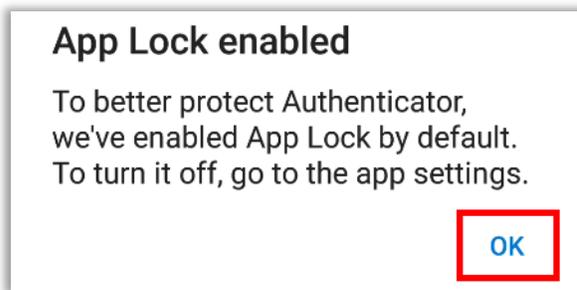
13. **Allow** access to your phone's camera if a popup appears for camera permissions



14. Use your phone's camera to scan the **QR code** on your computer screen



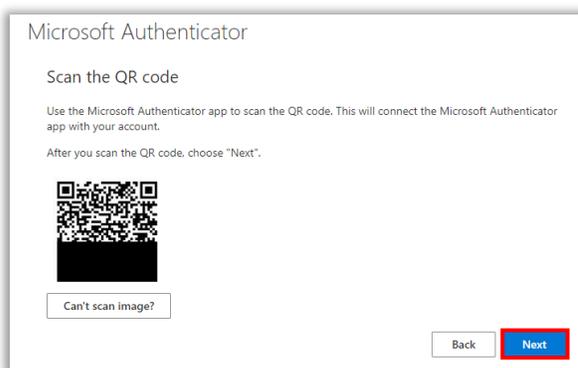
15. On your **phone** select **OK** on the app lock enabled popup



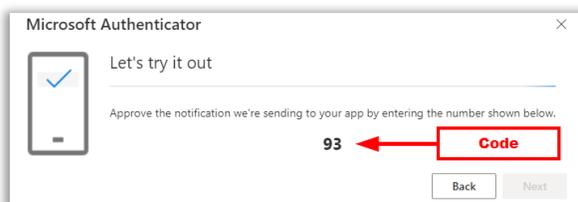
16. If the registration was successful, your phone will now display your **HPH account** under the main menu



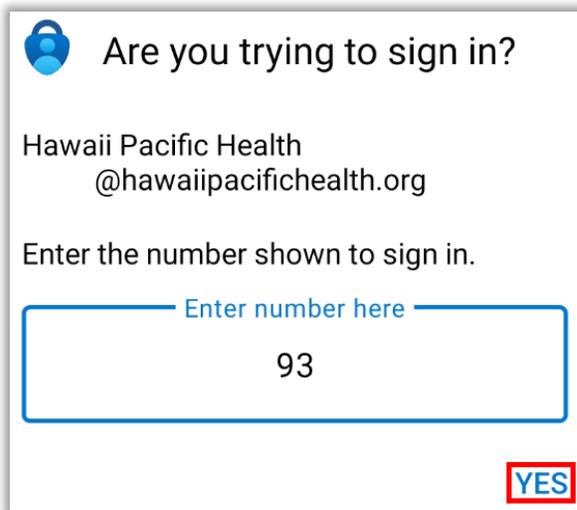
17. Return to your **computer** then select **Next**



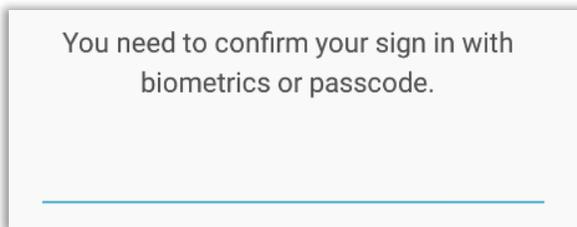
18. The next page will send you a Microsoft Authenticator notification and a **code** to enter on your phone



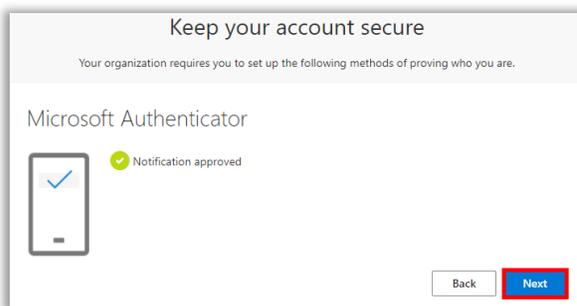
19. Check your **phone** for the notification, enter your 2-digit code, then select **Yes**



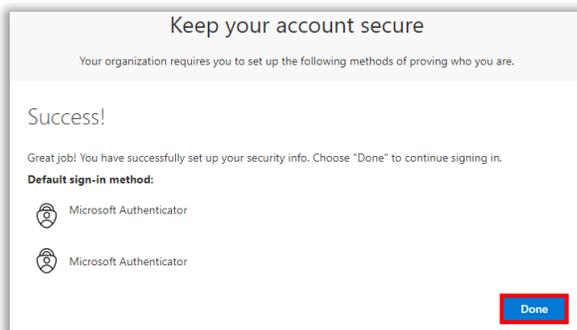
20. Authenticate with your phone's **personal** password/code/biometric on the confirm sign in screen



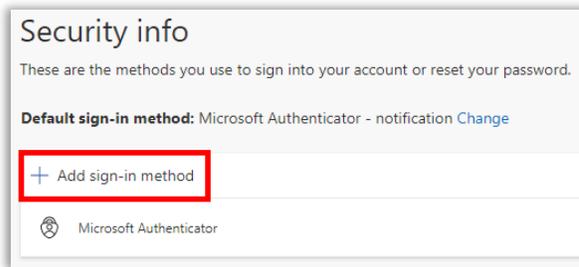
21. On your **computer** select **Next**



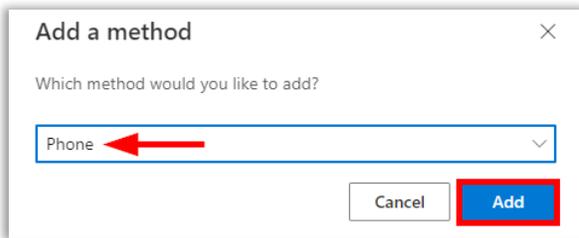
22. Select **Done**



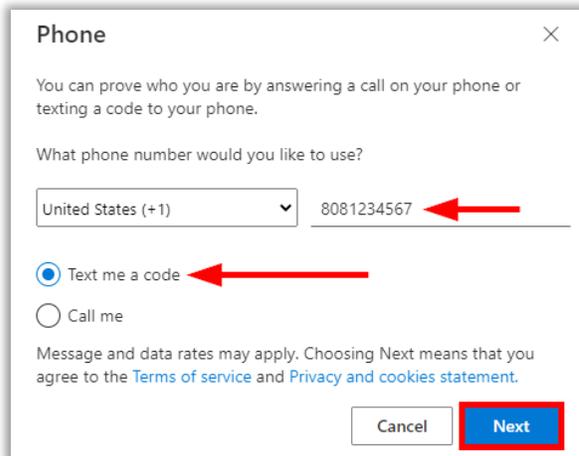
23. The **Security Info** page will now load, click **Add Sign-In Method**



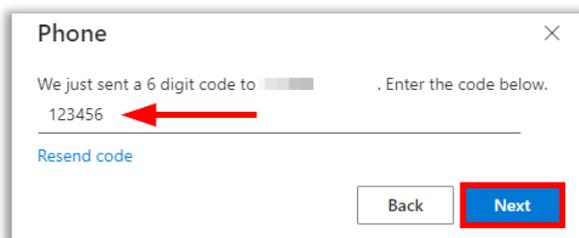
24. A popup will appear. Click on the dropdown, select **Phone**, then click **Add**



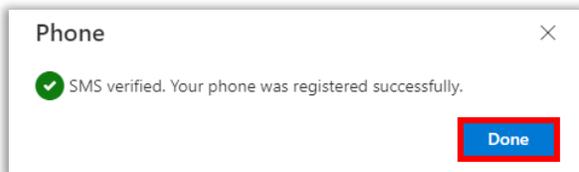
25. Enter your 10-digit cell phone number, select **Text Me a Code**, then click **Next**



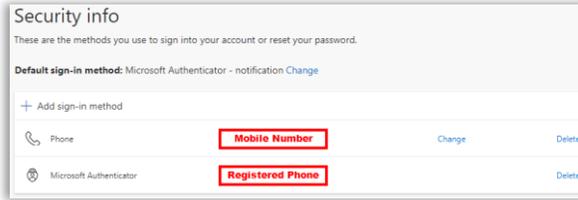
26. The system will now text you a code. Check your **phone** for a 6-digit code, enter it, and select **Next**



27. Select **Done**



28. The Security Info page will appear again, indicating your mobile app and cell phone number are both registered. The setup is now **complete**. Close this page on your computer



## Citrix Workspace (for Windows)

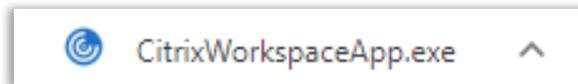
1. From your Windows **computer (laptop or tablet)** go to the following website to install the application: <https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Windows, then expand the section for **Workspace app for Windows Long Term Service Release**, and click on the **blue link**



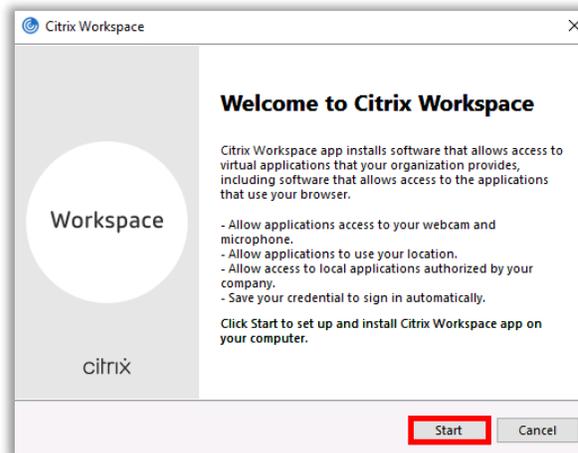
3. Wait for the page to load and click on the blue **Download** button



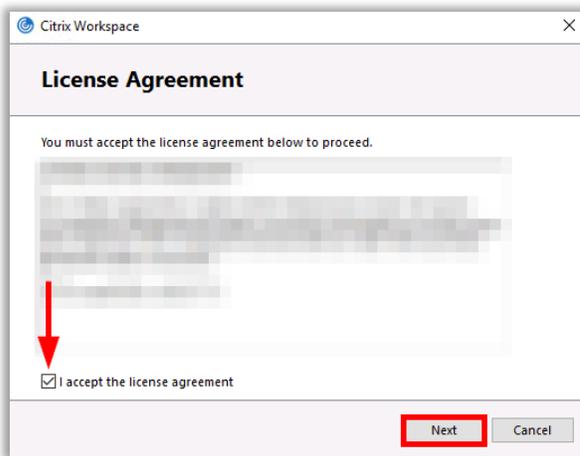
4. Check your **Downloads** folder and open the **CitrixWorkspaceApp.exe** file



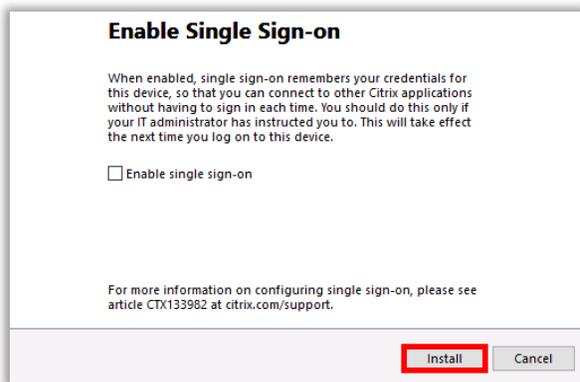
5. Select **Start**



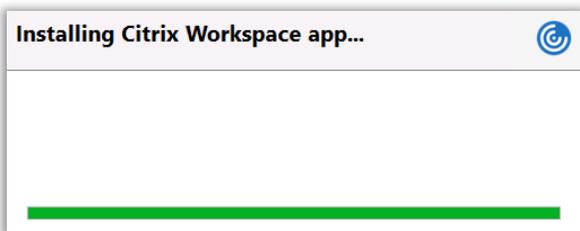
6. Check the box to accept the license agreement, then select **Next**



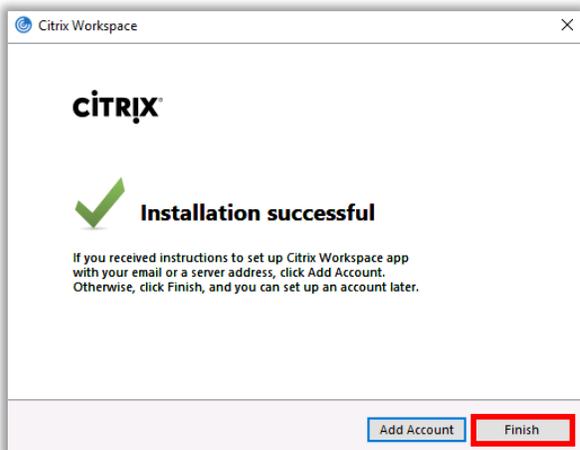
7. Click **Install** and do **NOT** check the enable single sign-on box



8. Wait for the installation to finish

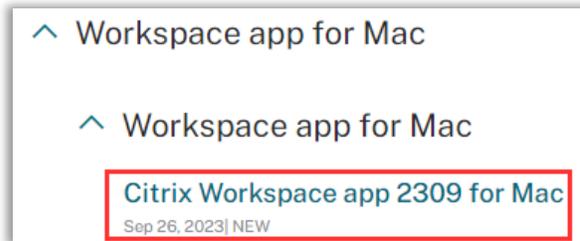


9. Select **Finish** to complete the installation. Do **NOT** add an account

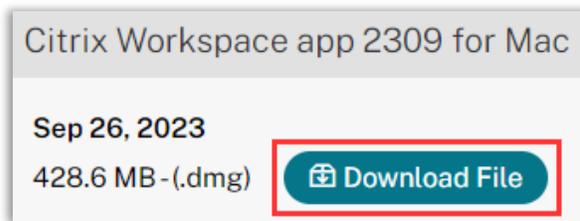


## Citrix Workspace (for Mac)

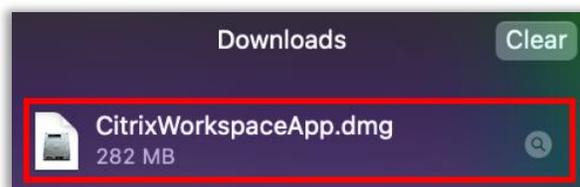
1. From your Mac **computer (laptop or tablet)**, go to the following website to install the application:  
<https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Mac, expand the section for **Workspace app for Mac**, and click on the **blue link**



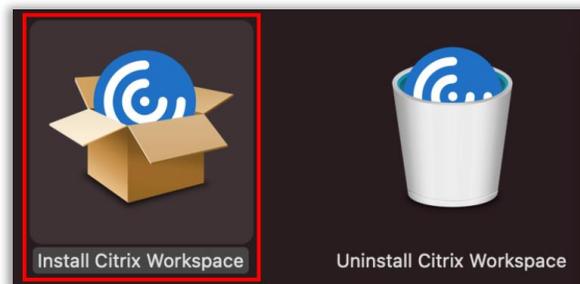
3. Wait for the page to load and click on the blue **Download** button



4. Check your **Downloads** folder and open the **CitrixWorkspaceApp.dmg** file



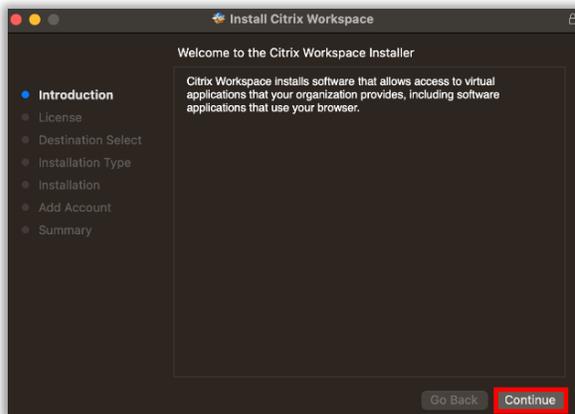
5. Select **Install Citrix Workspace** to begin the installation



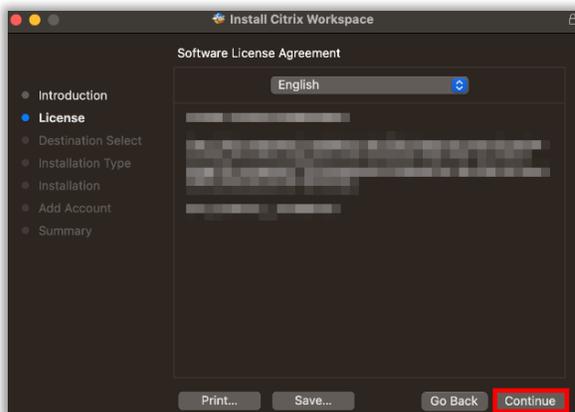
6. Select **Allow**



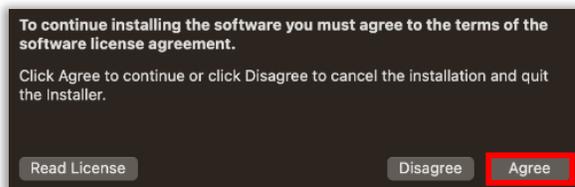
7. On the Welcome screen select **Continue**



8. Select **Continue** on the Software License Agreement



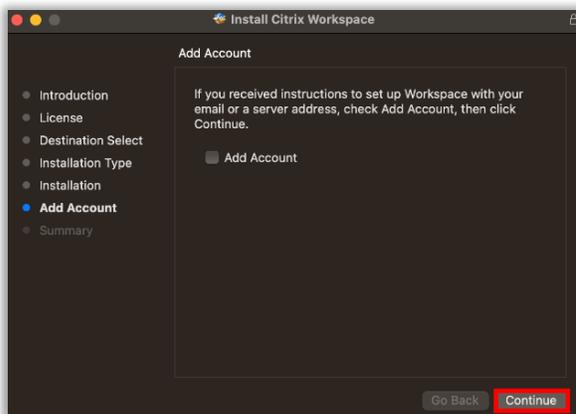
9. Select **Agree**



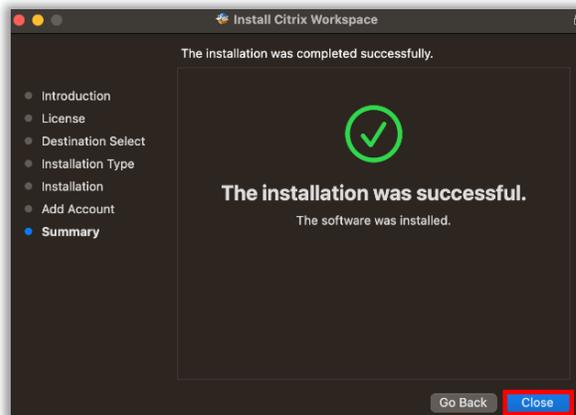
9. Select **Install** then wait for the installation to complete



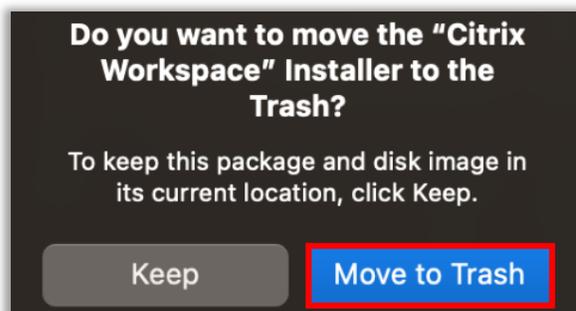
10. Select **Continue**. Do **NOT** add an account



11. Select **Close**

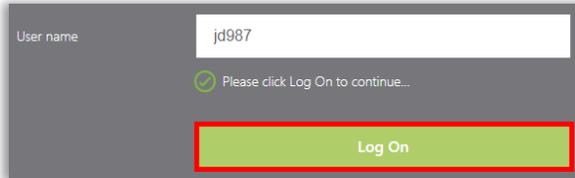


12. Select **Move to Trash** to remove the Installer from your computer



## HPH Portal Login:

1. From your personal **computer (laptop or tablet)** go to the following website:  
<https://portal.hawaiipacifichealth.org>
2. Enter your HPH network ID in the **User name** field and select **Log On**

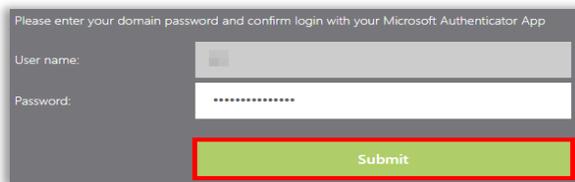


User name:

✔ Please click Log On to continue...

**Log On**

3. Enter your network **password** then select **Submit**



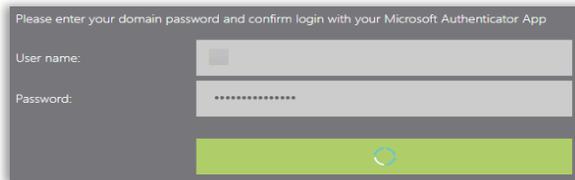
Please enter your domain password and confirm login with your Microsoft Authenticator App

User name:

Password:

**Submit**

4. The page will begin loading, awaiting your two-factor approval



Please enter your domain password and confirm login with your Microsoft Authenticator App

User name:

Password:

**[Loading Spinner]**

5. Switch to your phone and **Approve** the sign-in request

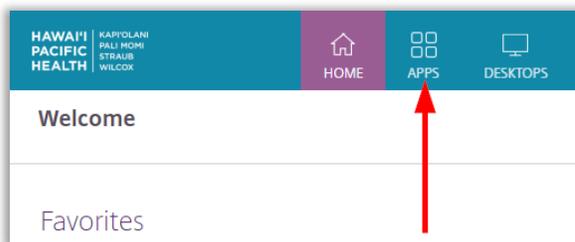


 **Approve sign-in?**

Hawaii Pacific Health  
@hawaiipacifichealth.org

**DENY** **APPROVE**

6. Click on the **APPS** tab at the top of the screen



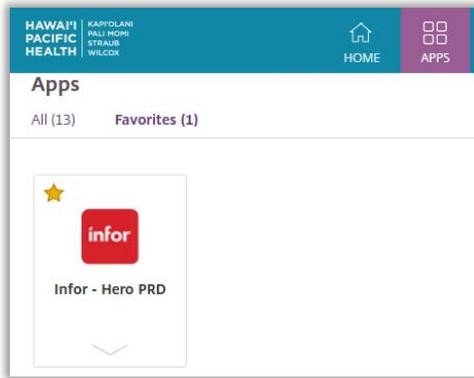
HAWAII PACIFIC HEALTH | KAPIOLANI PALI MOHI STRAUB WILCOX

HOME **APPS** DESKTOPS

Welcome

Favorites

7. Click on the **Employees HERO** app icon; this will download a file to your device



8. Check your **Downloads** and open the **.ica file**



9. Citrix Workspace will open the HERO application in a new window



For further assistance please contact the IT Service Desk at: 808-535-7010 option 1