

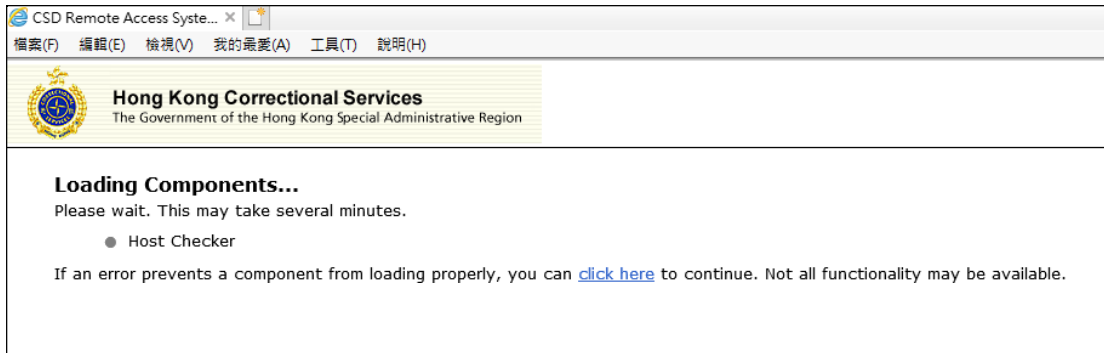
Logon and Logout Procedures of CSD Remote Access System

I. Logon

The logon procedure varies with browsers, please follows (1) if using Internet Explorer and (2) if using other browsers such as Chrome and Edge. The subsequent steps (3) to (5) will be the same regardless of browsers.

1. Using Internet Explorer

- a. Enter <https://access.csd.gov.hk>, you might see the host checker components are loading (Screen 1):



Screen 1

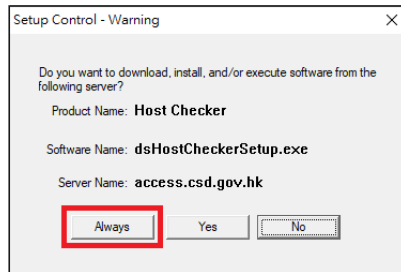
- b. When the following dialog box (Screen 2) prompted for permission to change your device, click "Yes".



Screen 2

Note: You need to have the administrative privileges to install this plug-in

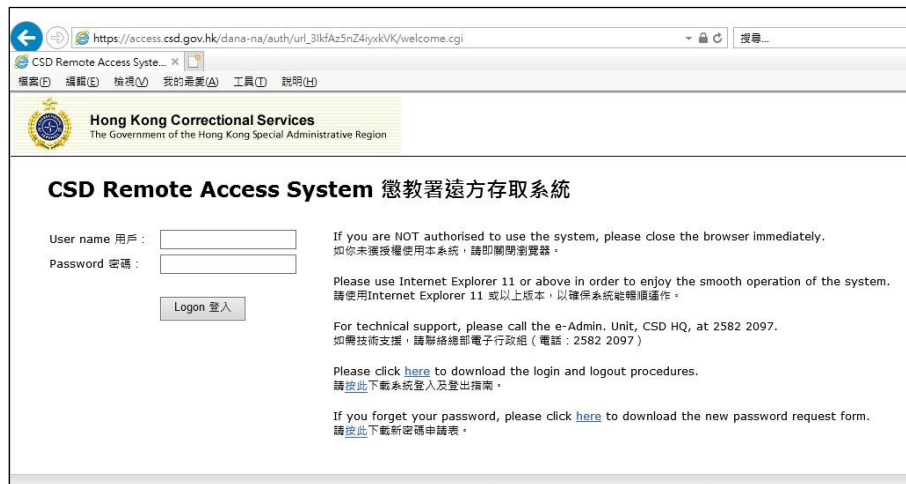
- c. When the device checking feature is enabled for the first time, the following message box (Screen 3) would be shown which asked if you want to download, install and/or execute the software. Choose “Always”



Screen 3

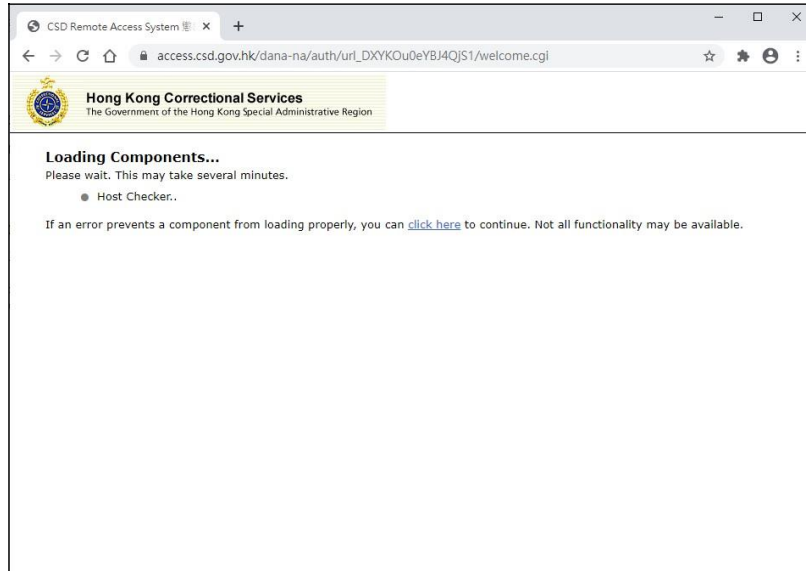
The software “dsHostCheckerSetup.exe” would be installed automatically on your desktop / notebook.

- d. The installation of software required for device checking is completed and you might enter your user name and password to login as usual.



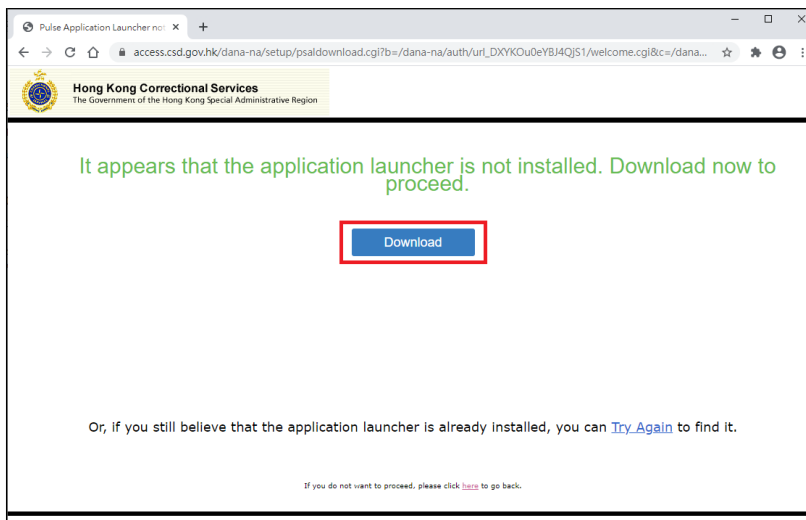
2. Using Google Chrome / FireFox / Edge

- a. Enter <https://access.csd.gov.hk/>, you might see the host checker components are loading (Screen 4):



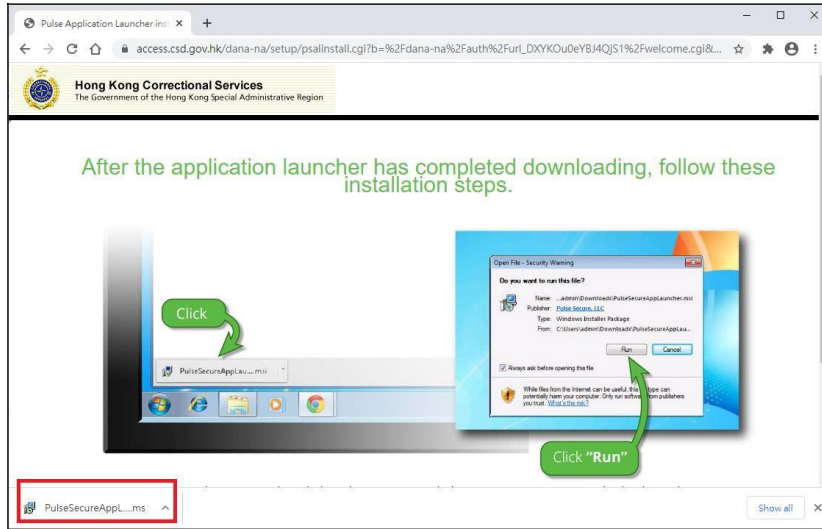
Screen 4

- b. If the application launcher (for device checking) is not installed, you might see the below message asking you to download it (Screen 5). Click “Download”:



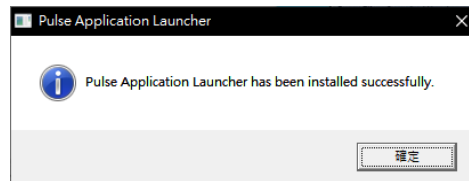
Screen 5

- c. After downloading the software “PulseSecureAppLauncher.msi”, click to run it (Screen 6)



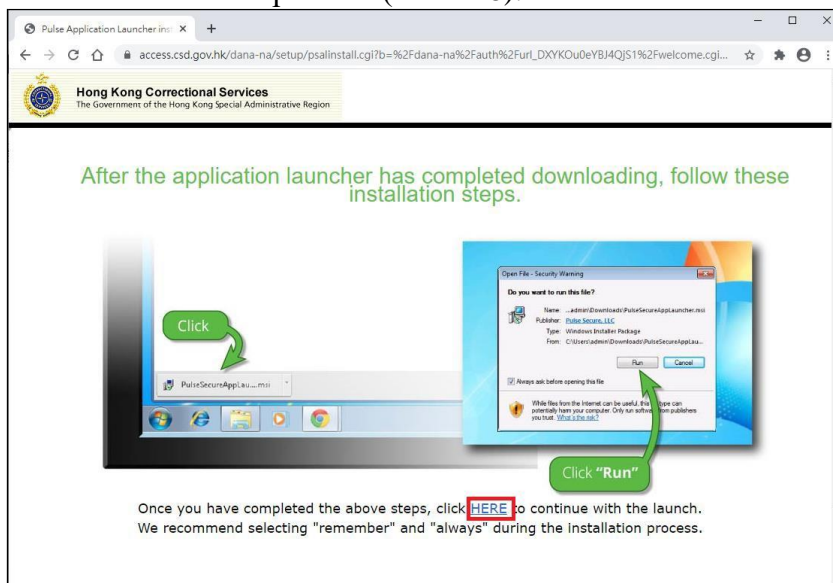
Screen 6

- d. You would see a message indicate the Pulse Application Launcher has been installed successfully (Screen 7)



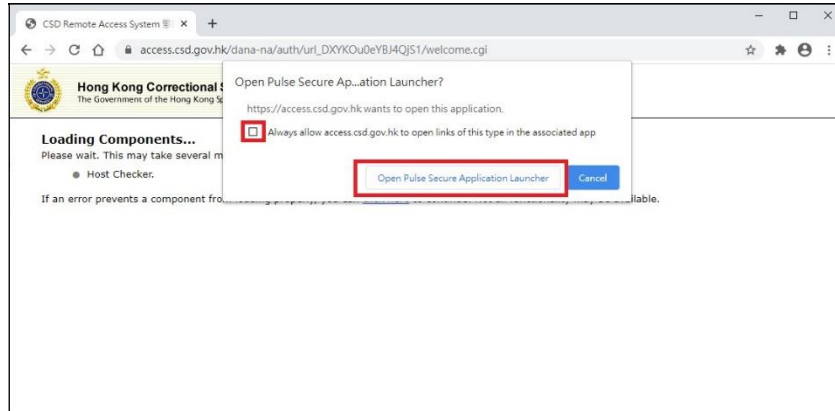
Screen 7

- e. Click the “HERE” link to proceed (Screen 8):



Screen 8

- f. The device checking component would be loaded again. When asking to open Pulse Secure Application Launcher, tick the checkbox “Always allow access.csd.gov.hk to open links of this type in the associated app”, then click “Open Pulse Secure Application Launcher” (Screen 9):



Screen 9

- g. The installation of software required for device checking is completed and you might enter your user name and password to login as usual.
3. After the successful login, the system will then ask a question about your personal information for re-authentication of your identity (Screen 10). To safeguard the system security, your account will be temporarily suspended for 24 hours if you cannot provide the correct answer for five times. Your account will resume automatically after the 24-hour suspension.





Screen 10


4. A service menu (Screen 11) will appear upon your successful re-authentication. You can click the following links to use the services provided by RAS:
 1. CSD intranet website
 2. e-Mail (Please access this service through another platform with two-factor authentication)
 3. Departmental Portal
 4. Web-based Training Kit for Accessibility Programme



Screen 11

5. Where necessary, you can click the short-cut button  on the right hand-side of computer screen to jump back to the service menu (Screen 11). If the short-cut buttons block your view or access to an application, you may click the button  to move them to the left hand-side of the screen

II. Logout

1. To log out RAS, please press the short-cut button . The logout screen (Screen 12) will appear.



Screen 12