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 <u>https://access.csd.gov.hk</u>, you might see the host checker components are loading (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"

r	
Setup Control - Warning	\times
Do you want to download, install, and/or execute software from the following server? Product Name: Host Checker Software Name: dsHostCheckerSetup.exe Server Name: access.csd.gov.hk	
Always Yes No	
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.

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Hong Kong Co The Government of t	orrectional Services the Hong Kong Special Admi	S inistrative Region		
CSD Remote	e Access Sy	/stem 懲教署遠方存取系統		
User name 用戶 :		If you are NOT authorised to use the syste 如你未獲授權使用本系統,請即關閉瀏覽器。	m, please close the brow	vser immediately.
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- 2. Using Google Chrome / FireFox / Edge
 - a. Enter <u>https://access.csd.gov.hk/</u>, 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)



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):

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Hong Kong Correctional The Government of the Hong Kong S	Open Pulse Secure Apation Launcher? https://access.csd.gov.hk.wants to open this application.			
Loading Components Please wait. This may take several m Host Checker.	Always allow access.csd gov hic to open links of this type in the associated app Open Pulse Secure Application Launcher Cancel			
If an error prevents a component fro	liable.			
	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 <u>temporarily</u> suspended for 24 hours if you cannot provide the correct answer for five times. Your account will resume automatically after the 24-hour suspension.

0	Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region
	Re-Authentication 再次確認身份 (Please scroll down to read the notice and continue. 請向下拉曳本頁以細閱告示及繼續)
	Important Notice
Please r	nake sure that you have read and understood this notice before proceeding with the login process.
This por	al enables you to gain access to your personal <mark>information (including your leave reco</mark> rds, personal particulars, pa with the end awa System and Tracting apparent System. You are reminded to use these systems constilly to avai
	Continue Login Process / 繼續登入程序
Plea 請扱	ise provide your personal information as required below for further verification of your identity: 供以下資料,方便系統進一步核對身份:
	Year of Joining Government 入職政府的年份:
	Submit (睡交) No. of attempt 嘗試登入次數: 0
Please r This por ato) the Plea 請扮	Important Notice make sure that you have read and understood this notice before proceeding with the login process. tal enables you to gain access to your personal information (including your leave records, personal particulars, pa with the ell eave System and Treasury eleaventil System You are reminded to use these systems carefully to ave Continue Login Process / 繼續登入程序 use provide your personal information as required below for further verification of your identity: thus 下資料,方便系統進一步核對身份: Year of Joining Government 入職政府的年份: Systemit 强致 No. of attempt 嘗試登入欢數: 0

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

Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region
(Your name will, appear here), welcome to CSD Remote Access System. 歡迎使用懲教署遠方存取系統
The following services are available 你可選擇下列服務:
1. CSD intranet website 懲救署內聯網
(provides various duty-related information 提供各種職務資訊)
2. e-Mail 電郵
Please access this service through another platform with two-factor authentication. 請透過雙重認證平台使用此服務。
3. Departmental Portal 部門網站
(provides access to departmental portal applications 提供連結到部門網站應用系統)
4. Web-based Training Kit for Accessibility Programme
<u>真訊料扱設加重及計劃。 跨工学資軟性</u> (provides services of e-Institute, In-service Training, Personal Learning Portfolio, etc. 提供網上學院、在職訓練、個人學習資夾等服務)
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. <u>Logout</u>

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



The logout screen

Screen 12