## Procedure to reinstall the host checker for Remote Access System and Remote Access Webmail

1. When accessing the new CSD Remote Access System (RAS) (<u>https://access.csd.gov.hk/</u>) or CSD Remote Access Webmail (RAW) (<u>https://access.csd.gov.hk/webmail</u>), it is required to download and execute a program once to remove the old host checker. It could be located at the login page of the RAS / RAW service shown below:

Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region					
CSD Remote Access System 懲教署遠方存取系統					
User name 用戶: [] Password 译语: Logon 登入	NOTE: Please click here to download the program for removing the old host checker. Execute the program once and follow the normal procedures to login remote access services. Detailed procedures to reinstall the host checker could be downloaded here. 보호: Age: T월명特월主葉编音音的程式,執行移移程式一次及按照正觉程序望入造方容取器符. 기자在此点, T월重教学及主编编音音的程程系. If you are NOT authorised to use the system, please close the browser immediately. 파巾本课话/耀星用本系, 福斯蘭蘭蘭濃音。 Please use Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 평균度/Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. ####################################				
	Please click <u>here</u> to access the Knowledge Management System. 請 <u>彼此</u> 前在懇教署殉論管理系統這方存取,				
Hong Kong Correctional Services The Government of the Hong Kong Special Administra	Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region				
CSD Remote Access Webmail 懲孝	牧署遺方電郵存取系統				
User name 用戶: [] Password 译碼: Logon 登入	NOTE: Please click inge to download the program for removing the old host checker. Execute the program once and follow the normal procedures to login remote access services. Detailed procedures to reinstall the host checker could be downloaded here. 注意: 建國 下醫移除書主權檢查器的程式,執行移除模式一次及按照正常程序至入這方容取服務。 可以在此處下屬重要因來在理解檢查器的程式,執行移除模式一次及按照正常程序至入這方容取服務。 可以在此處下屬重要因來在理解檢查器的程式,就有容除模式。 作you are NOT authorised to use the system, please close the browser immediately. 如你未選擇程用苹本系,语即照照實證。 Please use Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 增展而Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 增展而Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 第四天 Use use Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 增用而Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system. 第四天 Use use Call the IT Helpdesk at 2582 2097 for any technical problems or doubts. 如天 TEL版型 T 和新成型人類型出版了。 比如下 T Make 2004 the login and logout procedures. 截应 T T Make 2004 the login and logout procedures. 截应 T Make 2004 the login and logout procedures. 截应 T Make 2005 to get places click here to download the new password request form. 基定 T Make 2004 the login and logout procedures.				

2. Alternatively, you can download the program directly from the below URL: <u>https://corpfiles.pulsesecure.net/share/MW8j8kg67Adpnlo9t4JoAw==p?dn=1</u> 3. After downloading the program "ps-pcs-sa-Uninstaller.exe", click to run it

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	ps-	ocs-s	a-Unin	nstexe	e ^				Show	all	×

4. There will be a message prompt out, indicating that the un-installation of the host checker was completed:



5. Enter the RAS <u>https://access.csd.gov.hk/</u> or RAW <u>https://access.csd.gov.hk/webmail</u> again, the host checker would be re-installed:



6. In case when the below messages pop-up, you can get rid of the message by a mouse-click outside the pop-up:



7. If the application launcher (for device checking) is not installed, you might see the below message asking you to download it. Click "Download":

Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region
It appears that the application launcher is not installed. Download now to proceed.
Download
Or, if you still believe that the application launcher is already installed, you can $\underline{\mathrm{Try}}$ Again to find it.
Hong Kong Correctional Services
應用程式啟動程式似乎尚未安裝。請立即安裝以繼續。

下載

或者,若您仍然認為已安裝應用程式啟動程式,您可以<u>再試一次</u>找出該啟動程式。

如果您不想繼續進行,請按一下<u>此處</u>返回。

8. After downloading the software "PulseSecureAppLauncher.msi", click to run it

Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region	
After the application launcher has completed downloading installation steps.	, follow these
Click Prince from a first and the second se	AppLandte AV AppLandte AV Concellence AppLandte AV Concellence
B PulseSecureAppLms	Show all X
應用程式啟動程式下載完成後,請按照下列安裝	步驟操作。
Click   Weiner Jener Handler     With Social random   Weiner Jener Handler     With Social random   Weiner Jener Handler     Weiner Handler   Weiner Jener Handler     Weiner Handler   Weiner Jener Handler     Weiner Handler   Weiner Handler     Weiner Ha	In Austrikerun kapiskantohen na In Austrikerun kapiskantohen na Interser Australiter Herriter Kapiskantohen Austrikerun Ka
PulseSecureAppLmsi	全部顯示 ×

9. You would see a message indicate the Pulse Application Launcher has been installed successfully



10. Click the "HERE" link to proceed:



11. The host checker component would be loaded again. When asking to open Pulse Secure Application Launcher, tick "Always allow access.csd.gov.hk to open links of this type in the associated app", then click "Open Pulse Secure Application Launcher":

Hong Kong Correctional The Government of the Hong Kong St	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.hk to open links of this type in the associated app  Open Pulse Secure Application Launcher Cancel
If an error prevents a component fro	lable.

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

Hong Kong Correctional Services The Government of the Hong Kong Special Administrative Region					
CSD Remote Access System 懲救署遠方存取系統					
User name 用戶: [ Password 定语: Logon 登入	NOTE:     Note:     Please click here to download the program for removing the old host checker. Execute the program once and follow the normal procedures to login remote access services.     Detailed procedures to reinstall the host checker could be downloaded here.     Zz:     Bitth T ##################################				
Hong Kong Correctional Services The Government of the Hong Kong Special Adminis	Attrative Region				
CSD Remote Access Webmail 懲救署遠方電郵存取系統					
User name 用戶: Password 谜语: Logon 登入	NOTE: Please click here to download the program for removing the old host checker. Execute the program once and follow the normal procedures to login remote access services. Determined procedures to reinstall the host checker could be downloaded here. Ze: Main T&SKRATEMENTERSTONE A STARE TO THE STA				