

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

1. When accessing the new CSD Remote Access System (RAS) (<https://access.csd.gov.hk/>) or CSD Remote Access Webmail (RAW) (<https://access.csd.gov.hk/webmail>), 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:

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CSD Remote Access System 懲教署遠方存取系統

User name 用戶:
Password 密碼:

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](#).

注意:
請[按此](#)下載移除舊主機檢查器的程式，執行移除程式一次及按照正常程序登入遠方存取服務。
可以在[此處](#)下載重新安裝主機檢查器的詳細程序。

If you are NOT authorised to use the system, please close the browser immediately.
如果你未獲授權使用本系統，請即關閉瀏覽器。

Please use Google Chrome / Microsoft Edge 90 or above in order to enjoy the smooth operation of the system.
請使用Google Chrome / Microsoft Edge 90 或以上版本，以確保系統能暢順運作。

Please call the IT Helpdesk at 2582 2097 for any technical problems or doubts.
如有任何技術上的問題或疑難，請聯絡我們的技術支援熱線（電話：2582 2097）

Please click [here](#) to download the login and logout procedures.
請[按此](#)下載系統登入及登出指南。

If you forget your password, please click [here](#) to download the new password request form.
請[按此](#)下載新密碼申請表。

Please click [here](#) to access the SDMS Remote Access.
請[按此](#)前往懲教署職員身份管理系统遠方存取。

Please click [here](#) to access the Knowledge Management System.
請[按此](#)前往懲教署知識管理系统遠方存取。

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CSD Remote Access Webmail 懲教署遠方電郵存取系統

User name 用戶:
Password 密碼:

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](#).

注意:
請[按此](#)下載移除舊主機檢查器的程式，執行移除程式一次及按照正常程序登入遠方存取服務。
可以在[此處](#)下載重新安裝主機檢查器的詳細程序。

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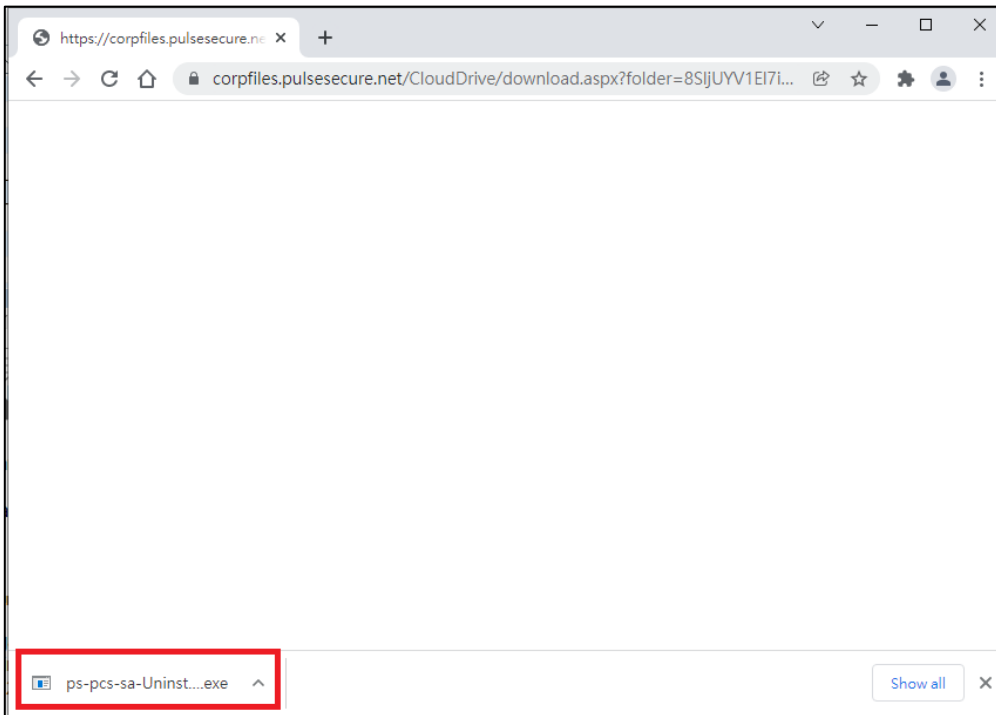
Please call the IT Helpdesk at 2582 2097 for any technical problems or doubts.
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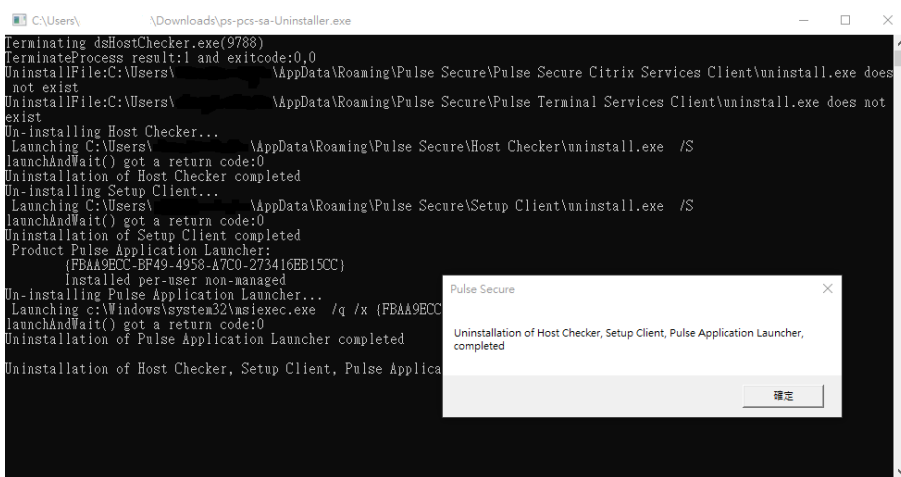
If you forget your password, please click [here](#) to download the new password request form.
請[按此](#)下載新密碼申請表。

2. Alternatively, you can download the program directly from the below URL:
<https://corpfiles.pulsesecure.net/share/MW8j8kg67Adpnlo9t4JoAw==p?dn=1>

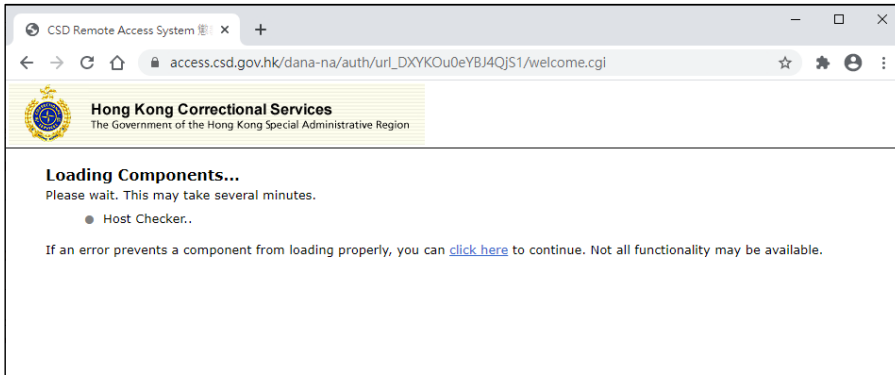
3. After downloading the program “ps-pcs-sa-Uninstaller.exe”, click to run it



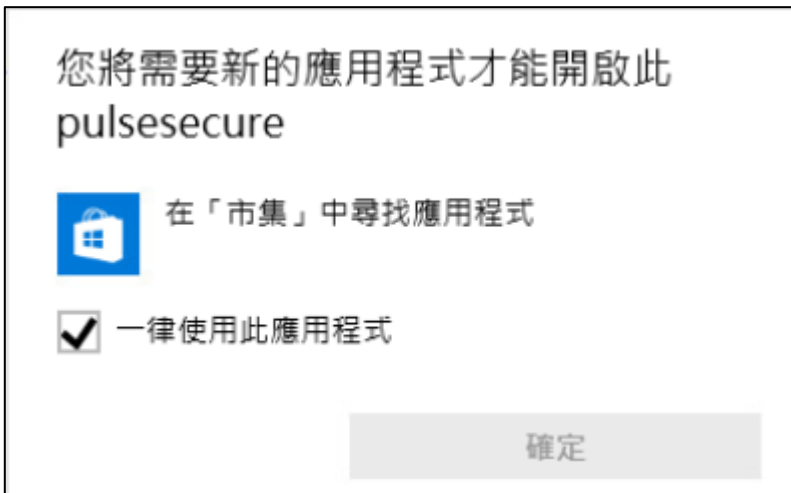
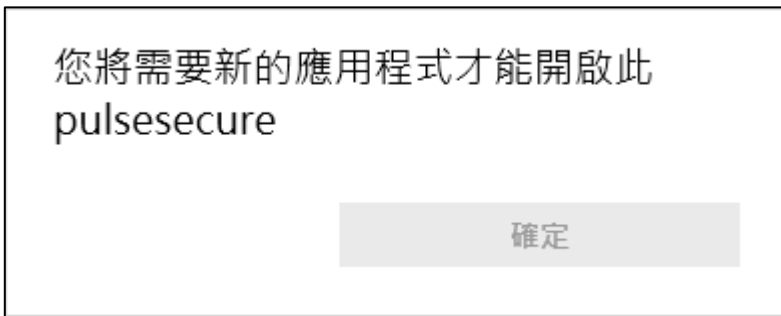
4. There will be a message prompt out, indicating that the un-installation of the host checker was completed:



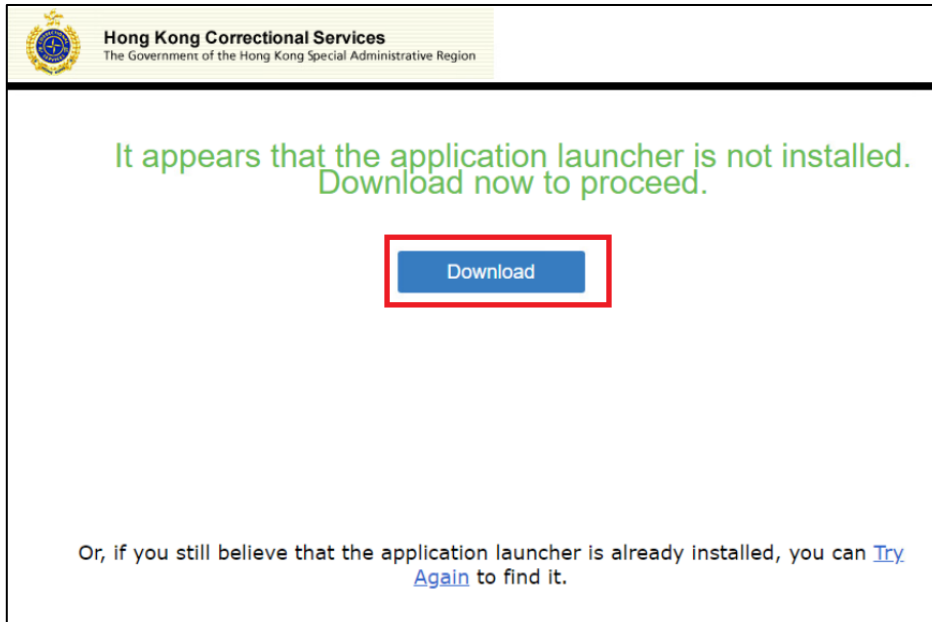
5. Enter the RAS <https://access.csd.gov.hk/> or RAW <https://access.csd.gov.hk/webmail> again, the host checker would be re-installed:



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



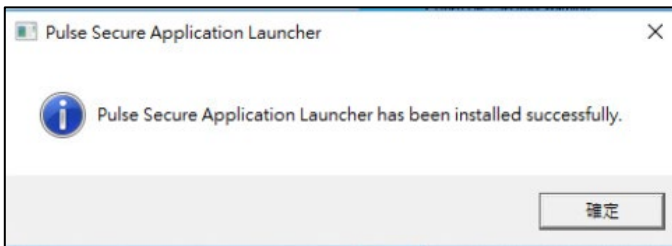
7. If the application launcher (for device checking) is not installed, you might see the below message asking you to download it. Click “Download”:



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




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



10. Click the “HERE” link to proceed:

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After the application launcher has completed downloading, follow these installation steps.



Once you have completed the above steps, click [HERE](#) to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

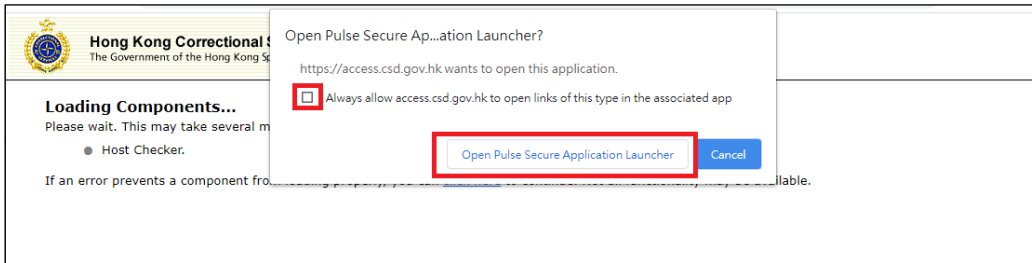
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應用程式啟動程式下載完成後，請按照下列安裝步驟操作。



完成上述步驟之後，請按一下 [此處](#) 以繼續的啟動作業。
在安裝程序中，我們建議選擇 [記住] 和 [永遠]。

- 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”:



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

