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		Doc No:
1st Rel Date: 15th Feb 2012	Last Review/Revision Date: 11th May 2012	Approved By: Head Security Services
	Rev No: 1.3	Signature



NHG / NUHS / JHS / AHS

Intouch2 User Guide

11th May 2012

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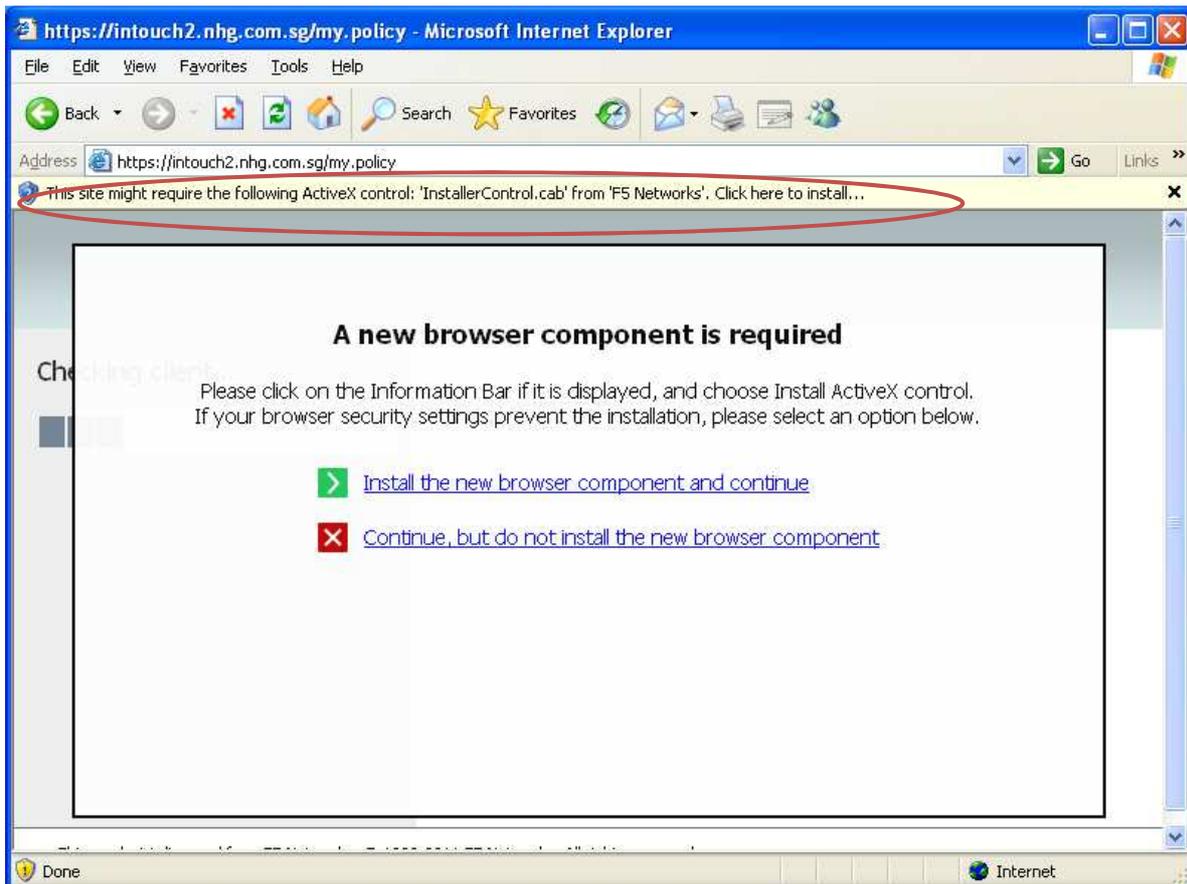
RESTRICTED

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First time access

1. inTouch2 can be access by going to the url <https://intouch2.nhg.com.sg>. Typing intouch2.nhg.com.sg in the address bar of the browser works as well. When accessing the website for the first time, there will be a prompt to install the plugins. Click on the notification bar and select “Install ActiveX Control”.



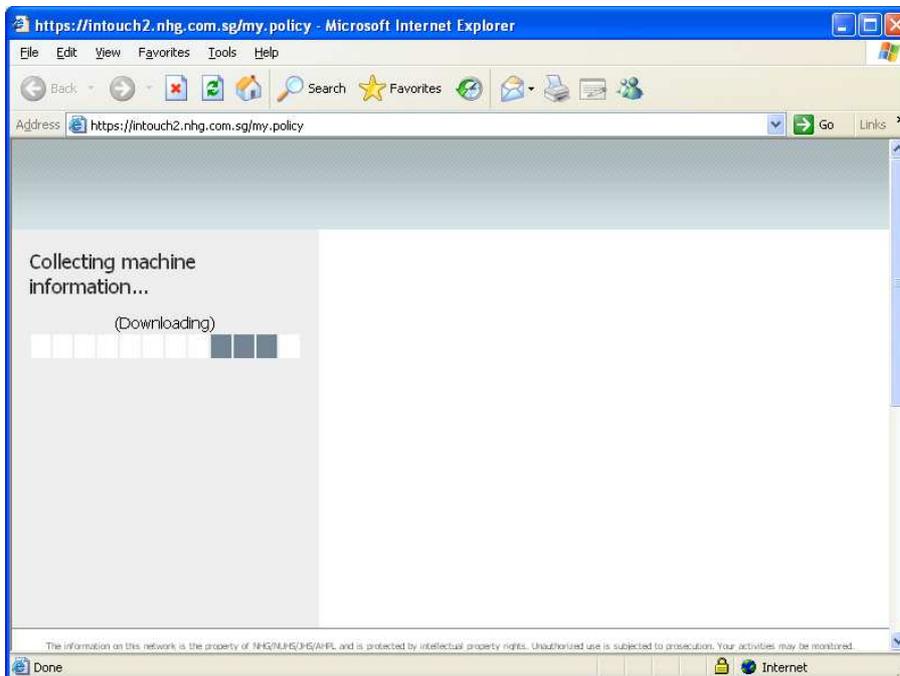
2. A pop up will appear seeking permission to install the plugin. Click on the install button.

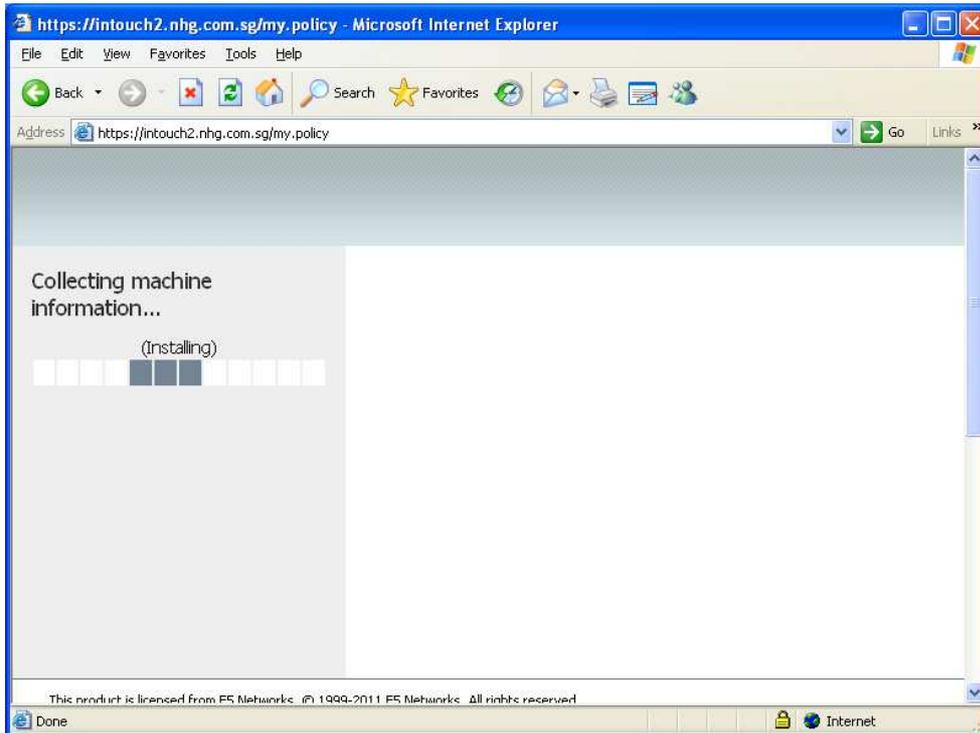


3. After the first plugin is installed, there will be a prompt that seek your permission to inspect the system. One of the inspection checks is to check for the presence of an antivirus on the system. Security recommends using the “Allow this site to inspect your system for this session only”. There will be this prompt every time you access inTouch2. However for convenient purpose, you may choose to use **“Add this site to your Trusted Sites list, and always allow inspection from this site”**.

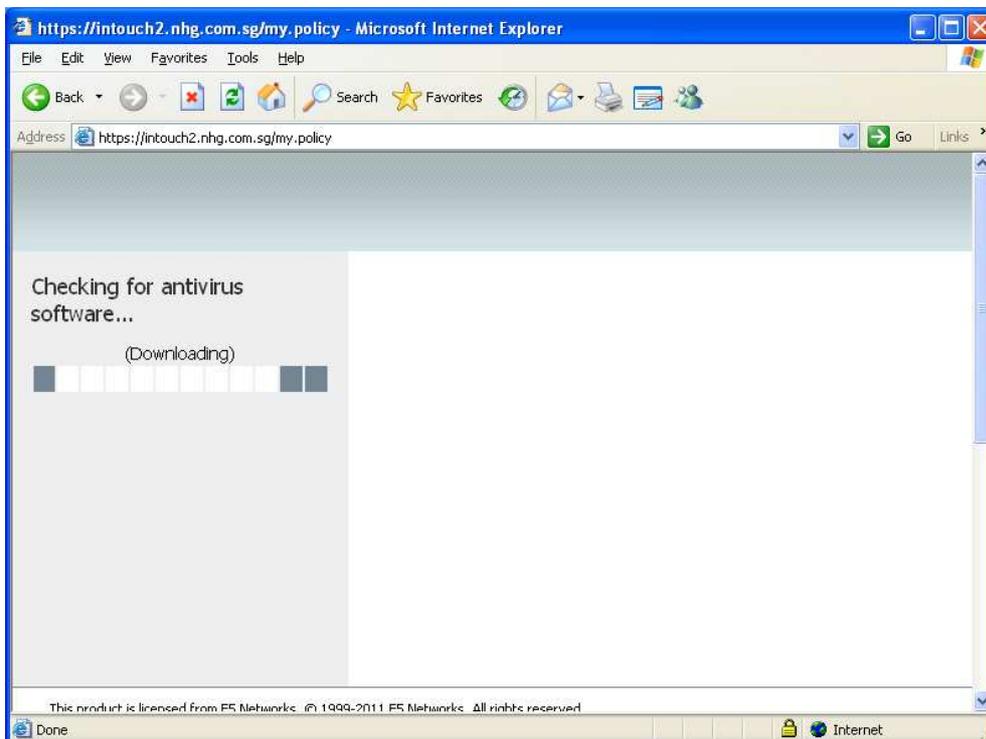


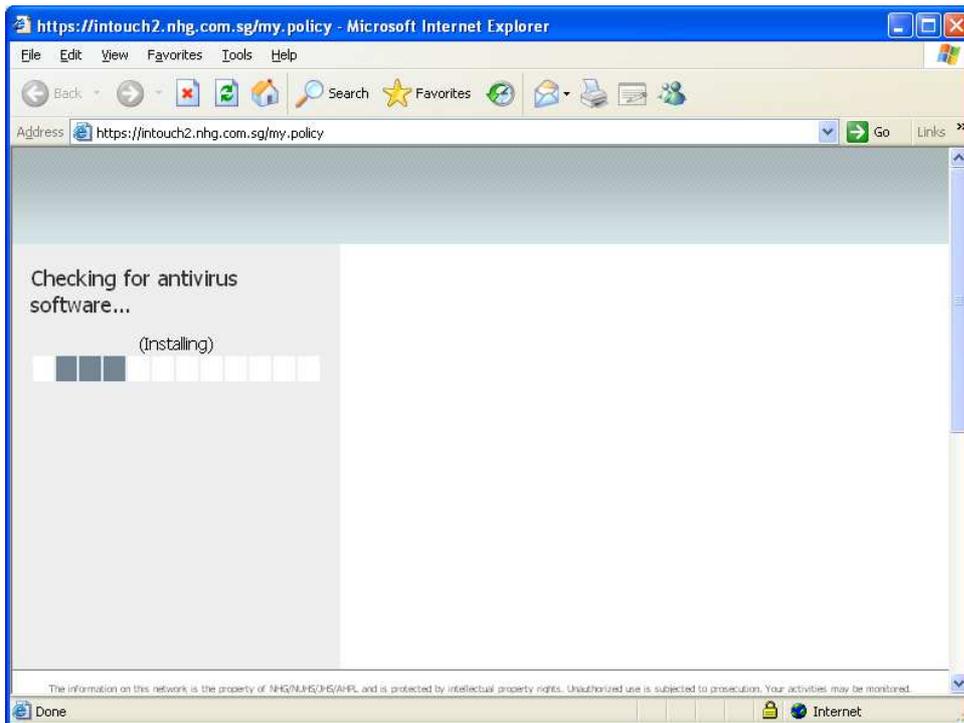
4. inTouch2 will then proceed to download and install the module for information . The speed of the download and installation will be dependent on the internet that you are using. In general, the whole download and installation should not take more than a minute on a reasonable broadband speed.



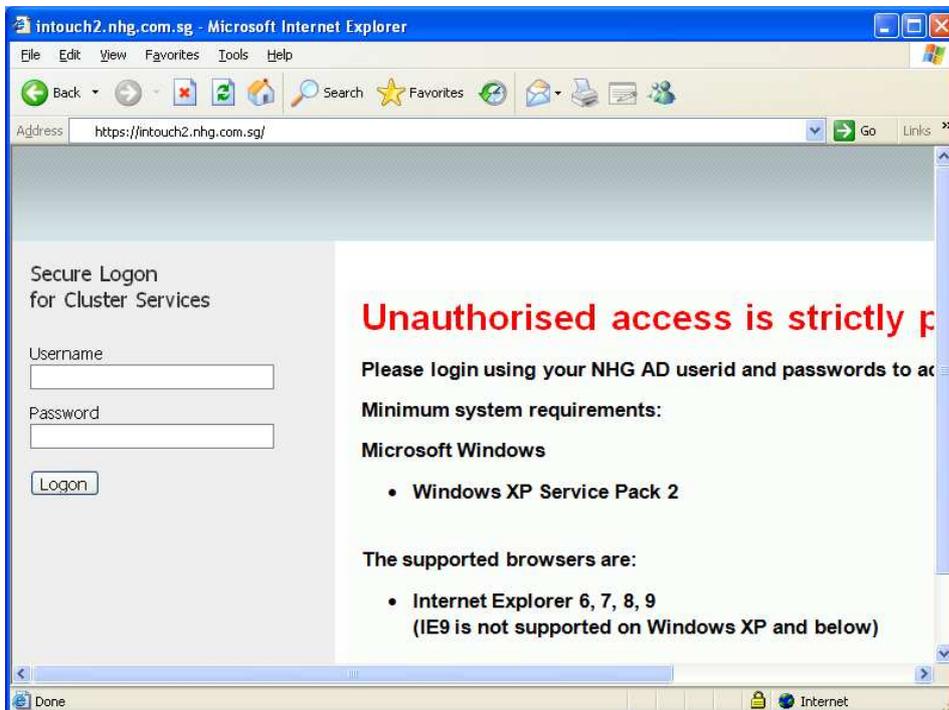


5. InTouch2 will process to download and install the antivirus inspection module.

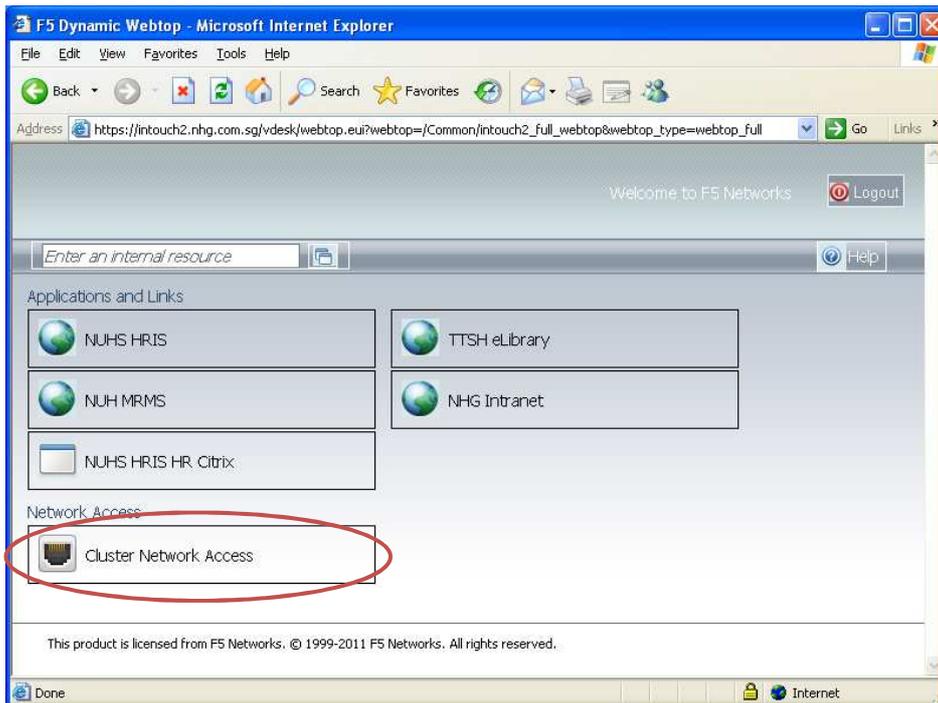




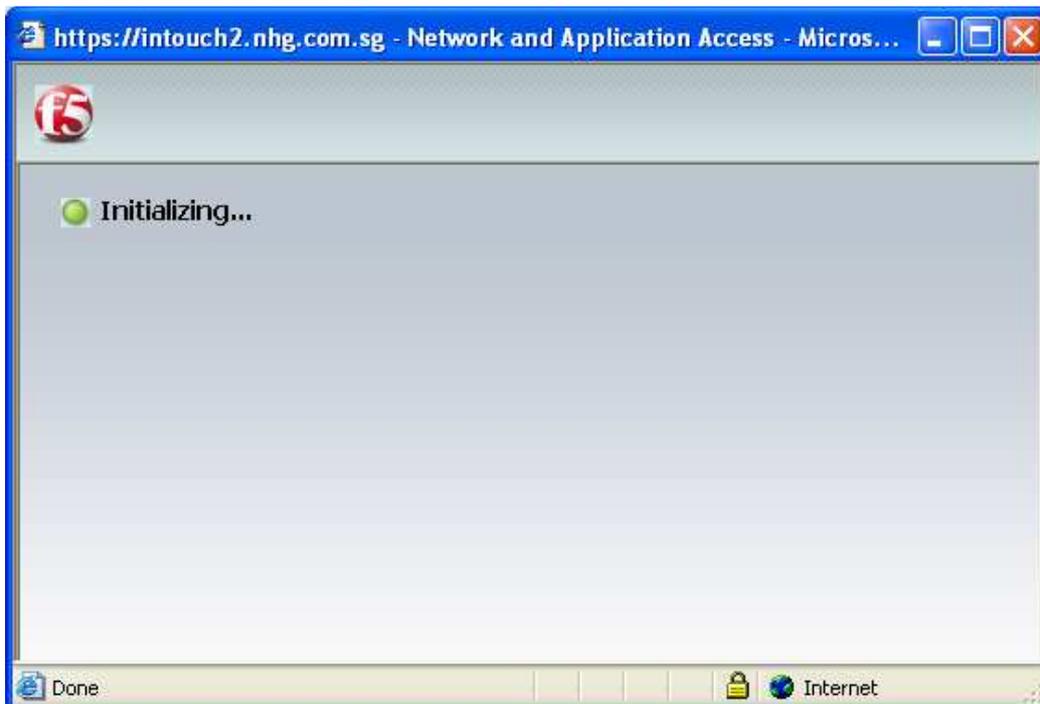
6. After all the plugin modules are installed, then a login page will be displayed as shown.

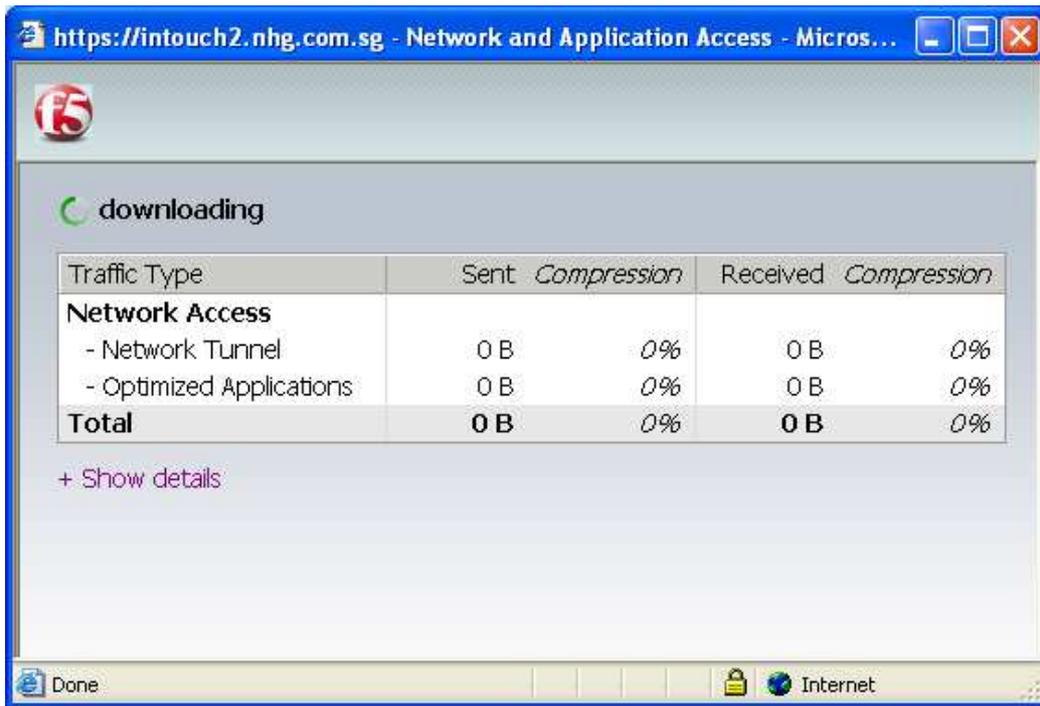


7. After keying in the **NHG ADID**, you will be shown the similar screen like the one shown below. Note that the type of access available will be dependent on the access rights based on the **NHG ADID**.

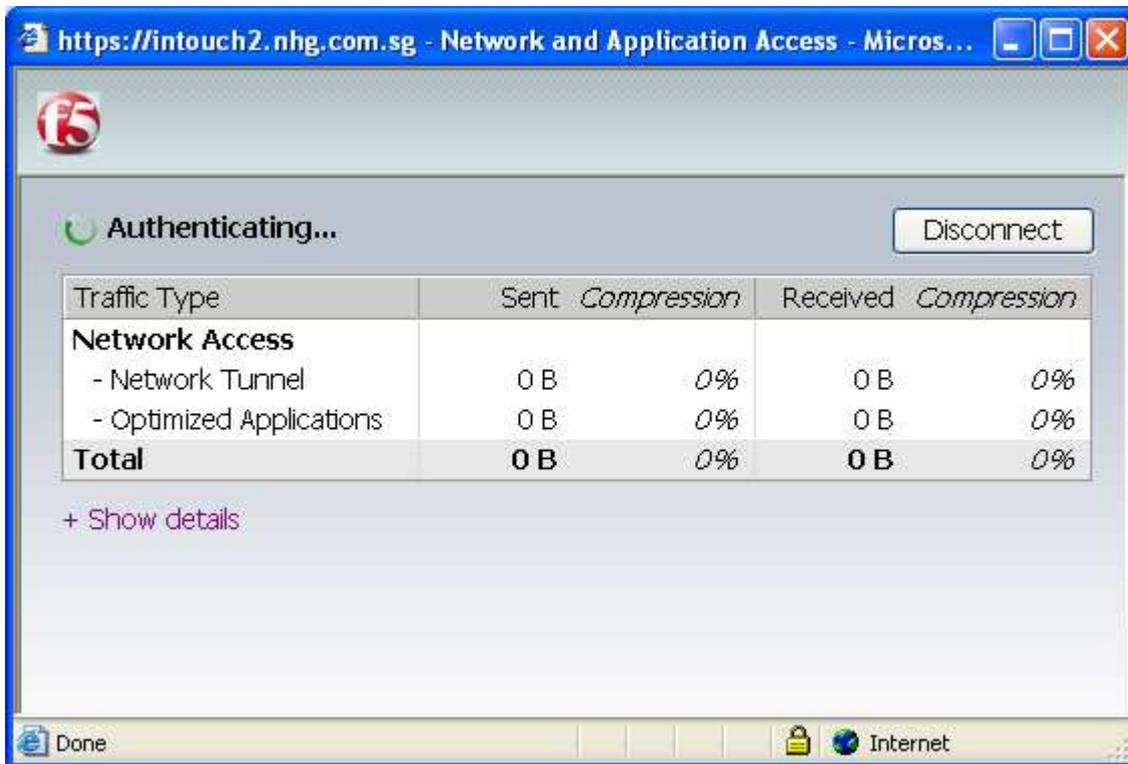


8. If you need to use Lotus Notes and other thick client applications like CPRS/SAP, you may activate the **Cluster Network Access**. CPSS will continue to have its own Network Access icon to be activated for access.
9. If you are using it for the first time, there will be prompt for module download and installation as shown below.

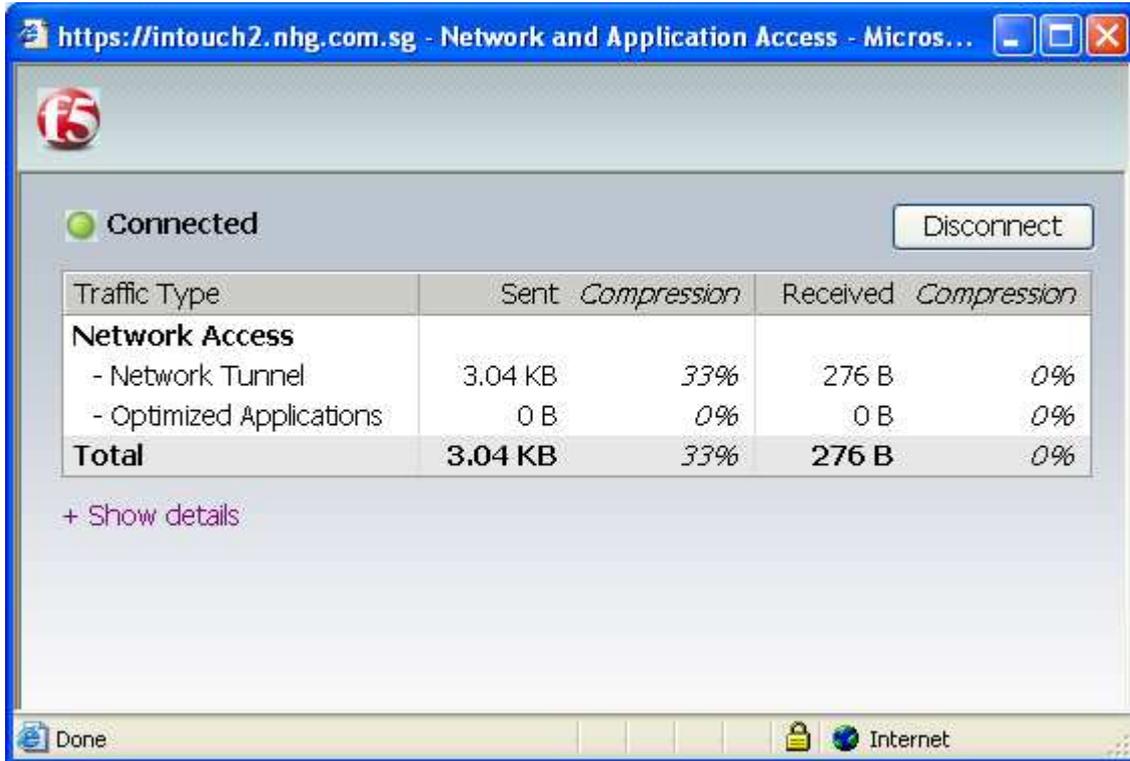




10. After successful download and installation of the module, it will authenticate for network access.



11. Upon successful authentication, it will be connected successfully as shown below.



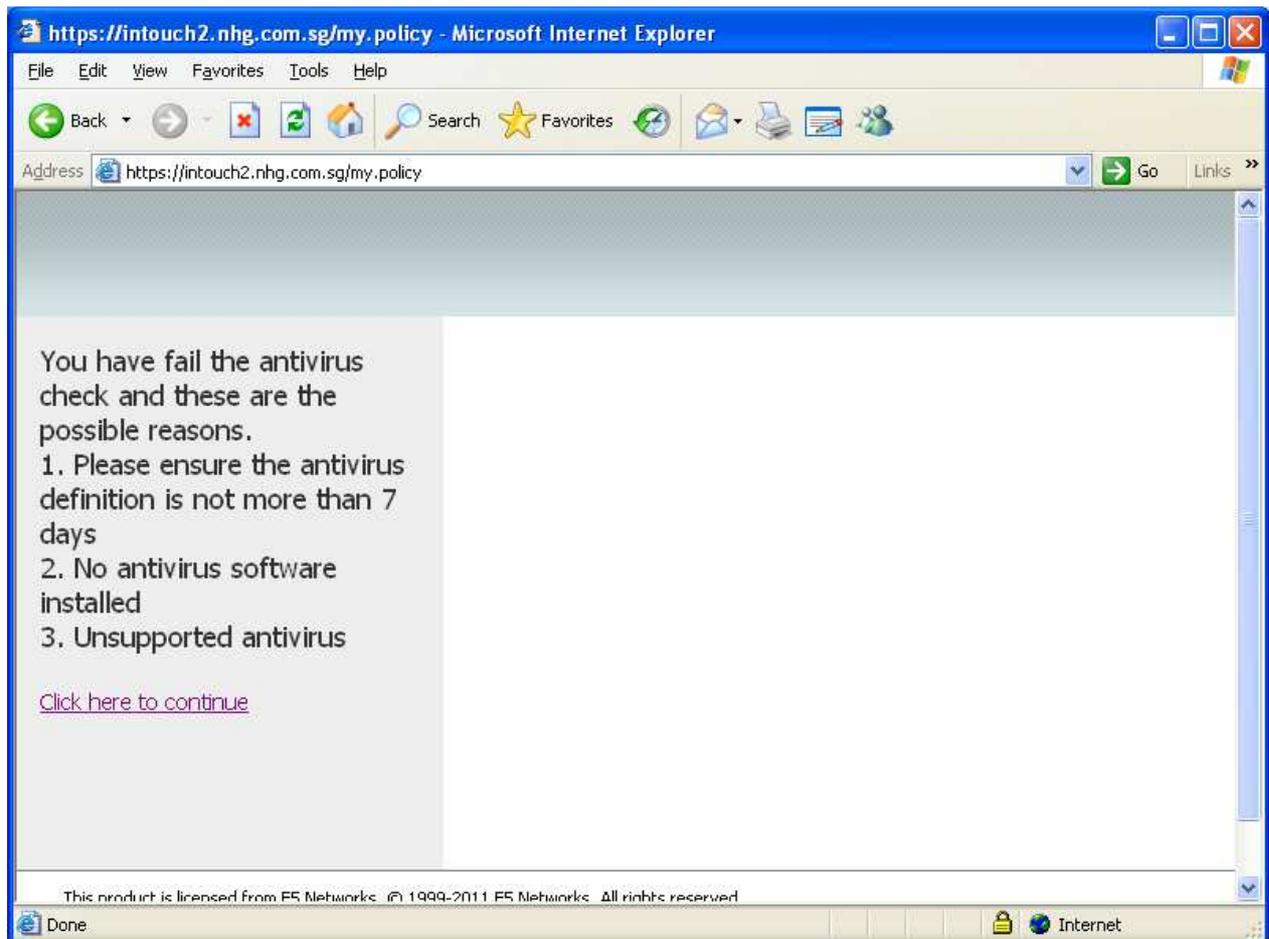
12. You may then manually launch the Lotus Notes Client or other relevant thick client applications like CPRS/SAP.

Troubleshooting

FAILING ANTIVIRUS CHECK

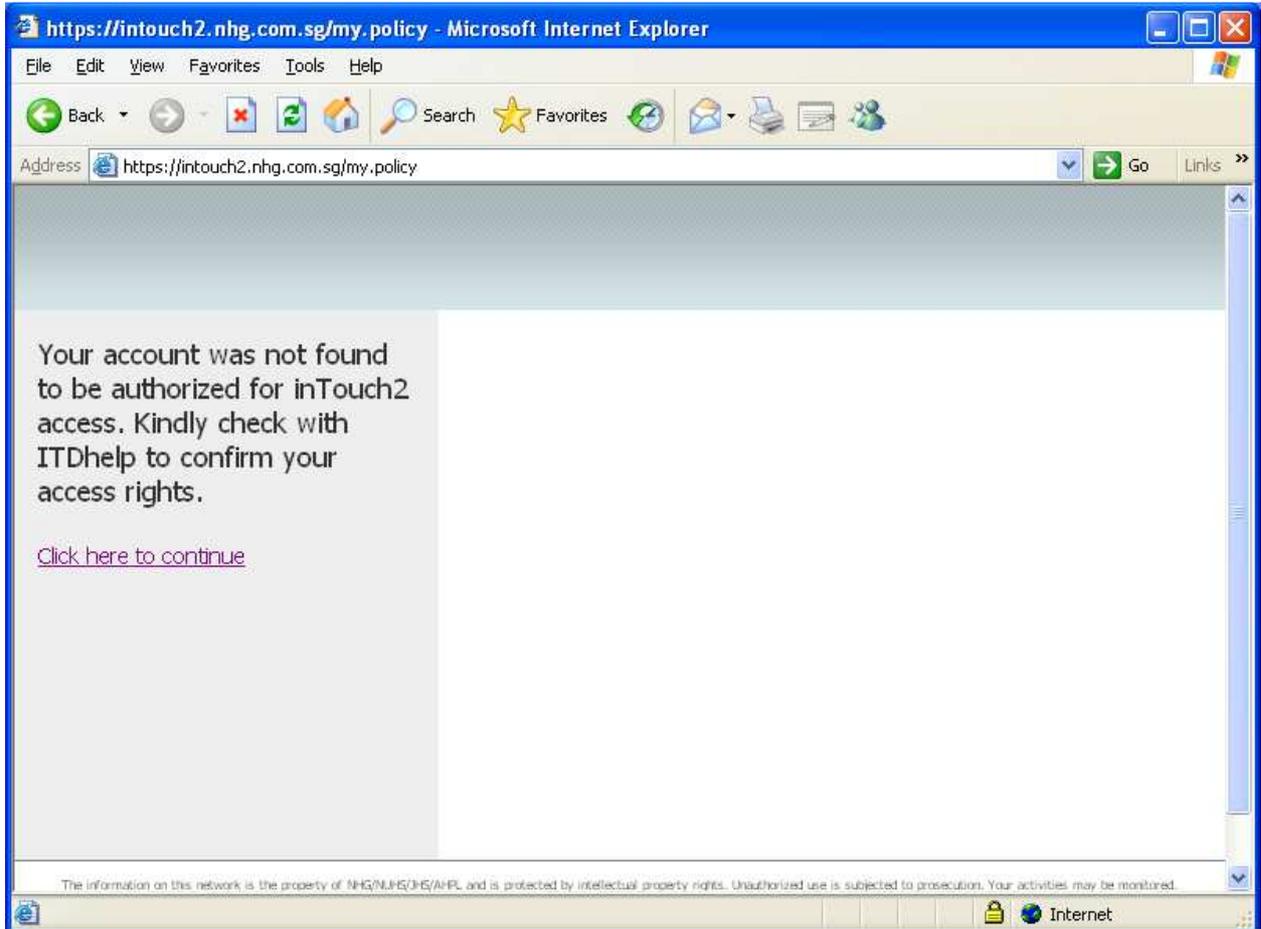
If the following screen appears, then it is likely that any of the 3 scenarios might be the case

1. No antivirus was found on the system
2. The antivirus definition is out of date by more than 7 days
3. The antivirus that is installed is not supported



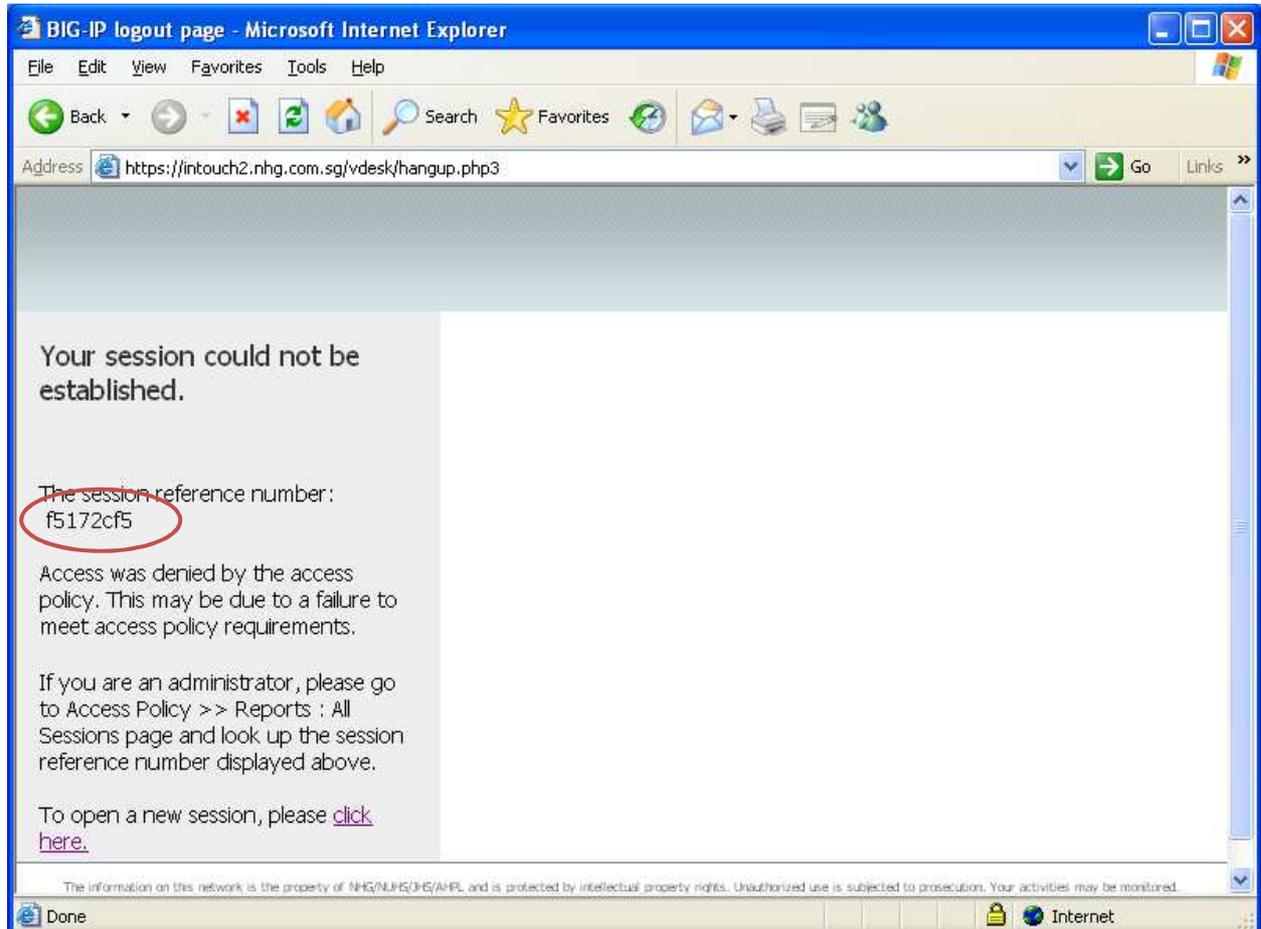
UNAUTHORIZED ACCESS

If the following screen appears, then it is highly possible that the NHG ADID is a valid NHG AD account but the account has not been given the access for intouch2 access. If the following is found, kindly email or call to ITD Helpdesk to check on your account access rights.



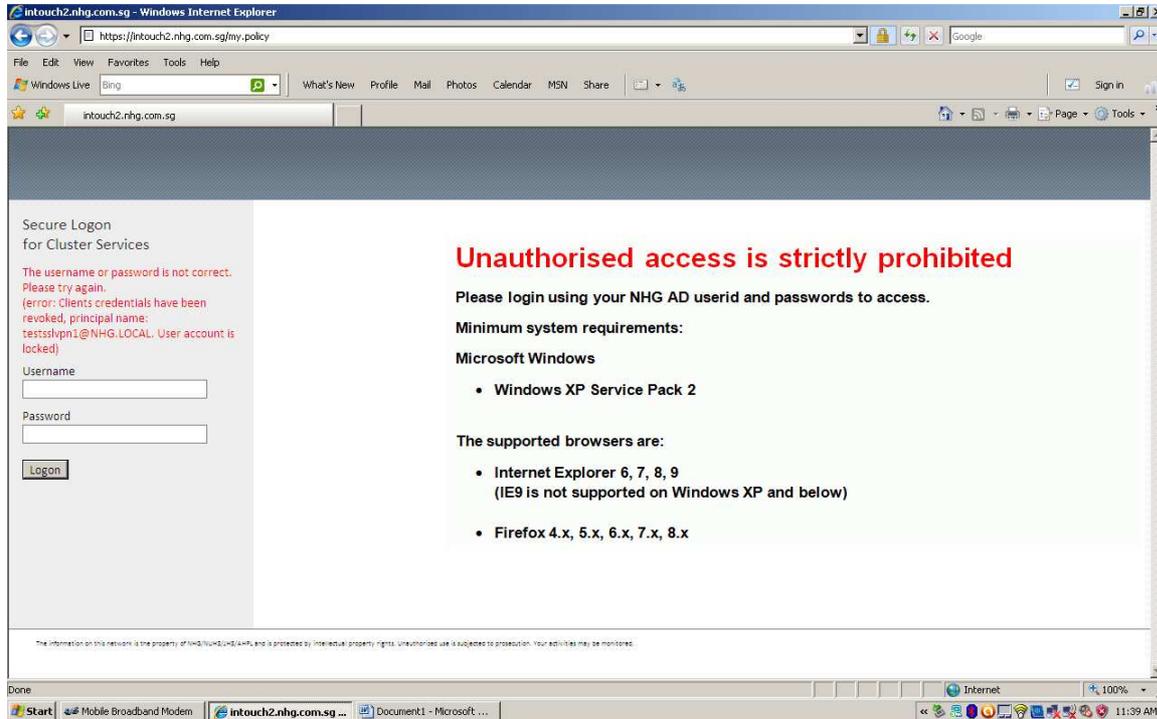
NO SPECIFIC ERROR MESSAGE DISPLAYED

If no specific error was displayed when trying to login to intouch2, then it is likely that the following screen will appear. If so, kindly take note of the session reference number and log a case with ITD Helpdesk. This will assist with troubleshooting.



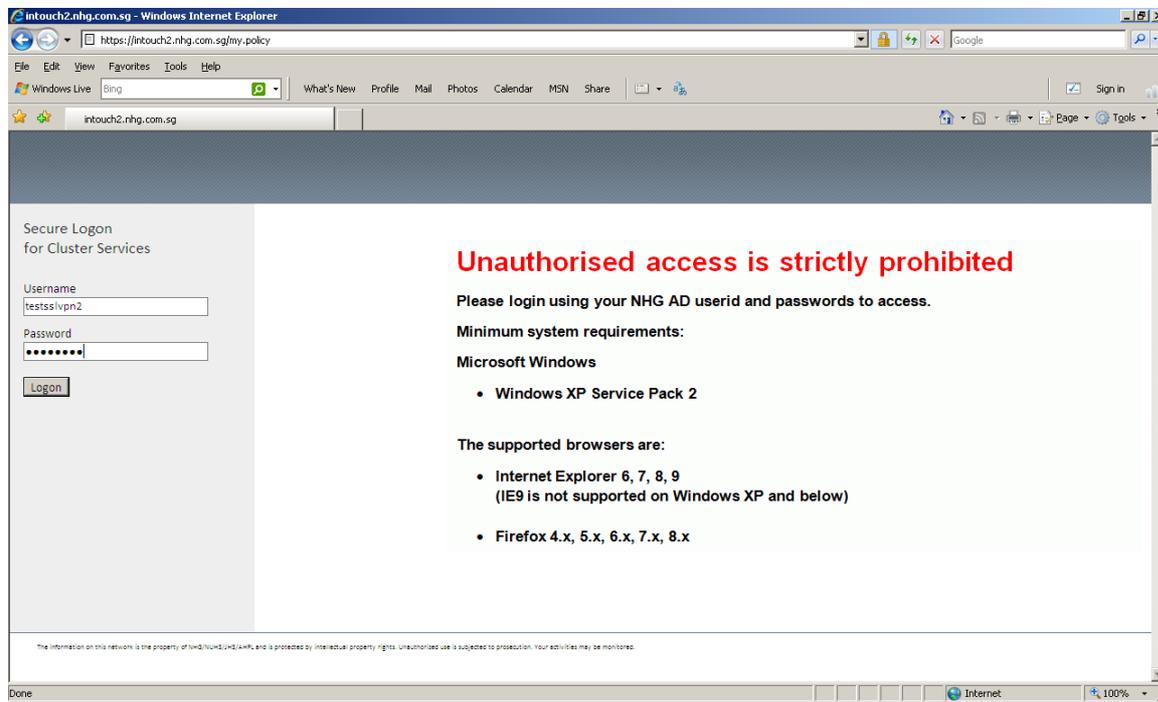
ACCOUNT LOCKED

The user account is locked. Kindly contact ITD helpdesk to enable the account.

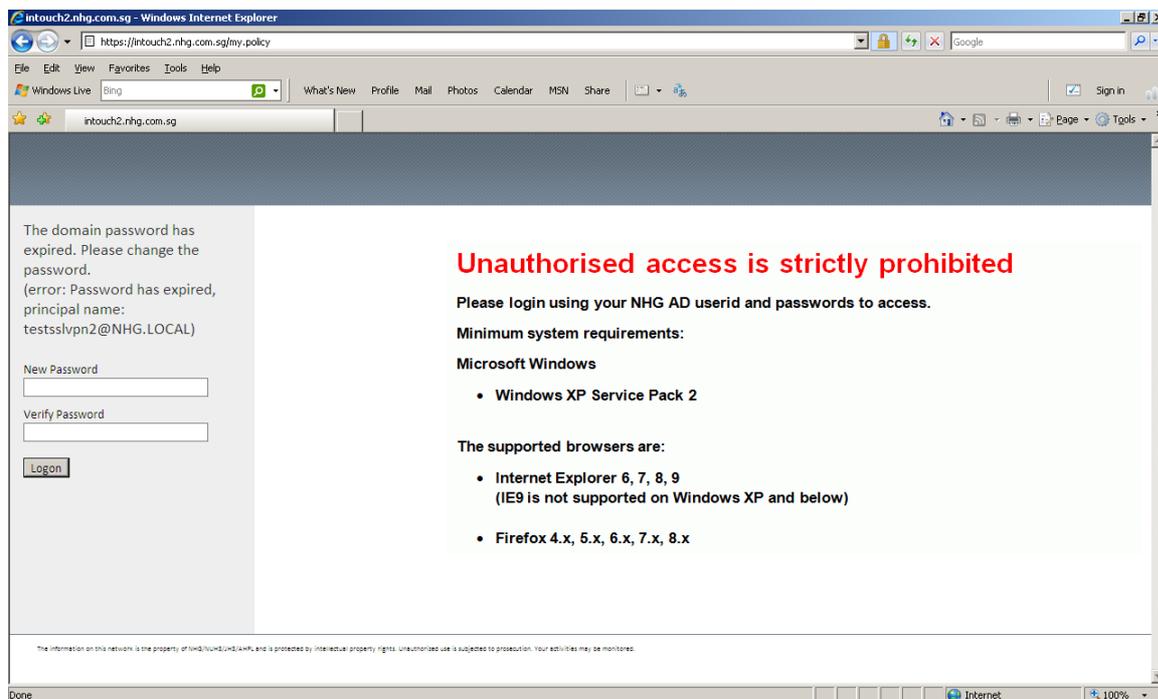


CHANGING OF NHG ADID PASSWORD WHEN IT EXPIRED

Intouch2 supports the function of setting the new password when the old password has expired. User can first log in with the old ID and password.



There will be a prompt to set the new password. Fill in the new password that complied with the NHG ADID password enforcement policy and click on the Logon button.



PASSWORD EXPIRED

The account password has expired. User attempted to change the password. However password has been used before, and user attempted to set back the same password. The new password is rejected, hence the new password is not in effect.

