Citrix User Guide
For ASP's

Contents

Introduction

This guide provides instructions to Accredited Service Providers on how to access the Endeavour Energy Citrix platform. The Endeavour Energy Citrix platform allows you to manage remote access to authorised Endeavour Energy applications, systems and documents.

Prerequisite

If you have previously enrolled with Microsoft Authenticator, skip this prerequisite step.

To access Endeavour Energy systems, you will need to be enrolled for Microsoft Authenticator authentication.

You can download the 'Microsoft Authenticator' application from:

1. Apple App Store if you're an iPhone or iPad user.

2. Google Play Store if you're using an Android user.

Microsoft Authenticator Enrolment

If you've not setup Microsoft Authenticator earlier, you will be prompted do so during the login process and the below procedure will guide to setup Authenticator.
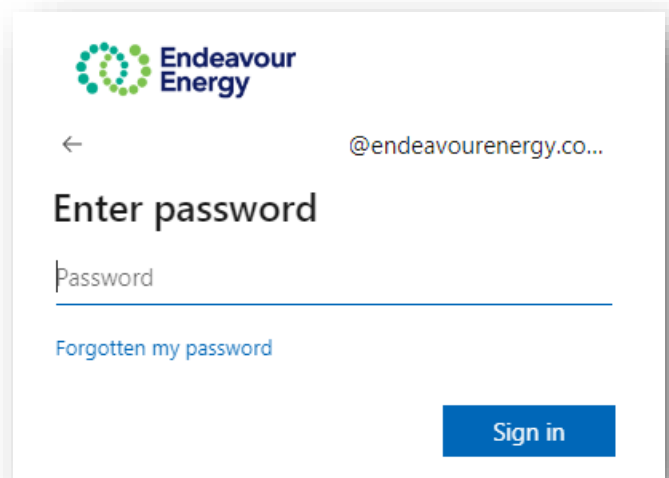
There are several approaches to two-factor verification that can be configured. The simplest option is to install the Microsoft Authenticator app on a secondary device. For example, a mobile phone. This allows you to use your phone to verify logins on your primary device (laptop, iPad etc). While you will install the Microsoft Authenticator app on your mobile phone, you should action the initial prompt and registration process on your primary work device (e.g., A laptop or tablet). You will need your mobile phone to install the Microsoft Authenticator app, login and then scan the QR code from your primary device. This connects your device to the authenticator app.

1. Open Browser (e.g., Google Chrome, Microsoft Edge, Safari etc.) and access the Citrix URL https://suppliers.endeavourenergy.com.au/

2. Enter your Endeavour Energy e-mail id and click on 'Next'.

3. Enter your password and click on 'Sign in'.

4. If you're preregistered with Microsoft Authenticator, you'll be taken directly to step 18, otherwise the "More information required" screen will be displayed to begin Microsoft Authenticator registration process. Select Next to continue. We recommend you undertake this step on your primary device (Laptop/iPad).
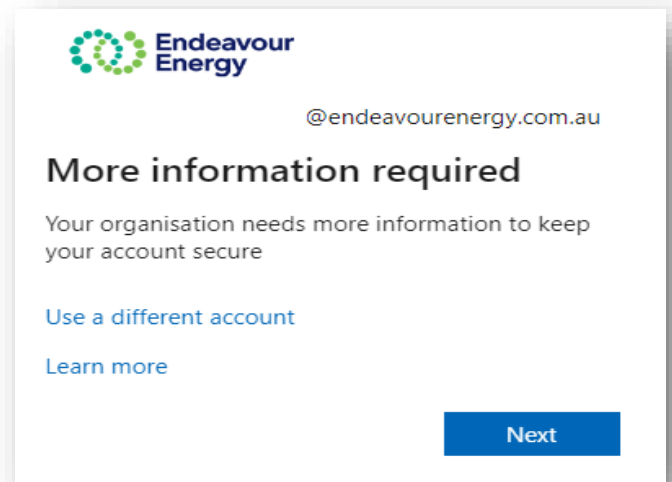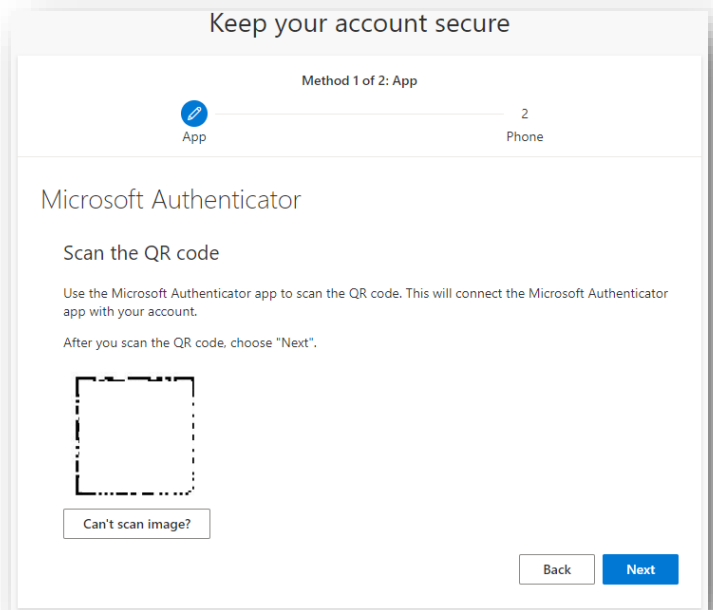
5. If you haven't installed Authenticator app on your mobile, please do so and click Next.
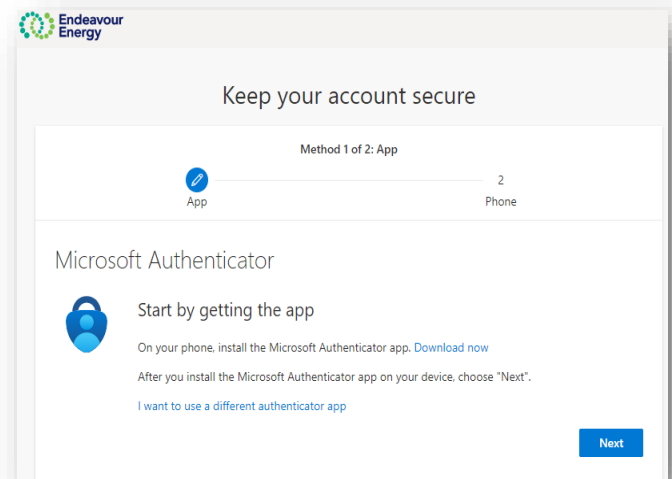
6. Click Next again
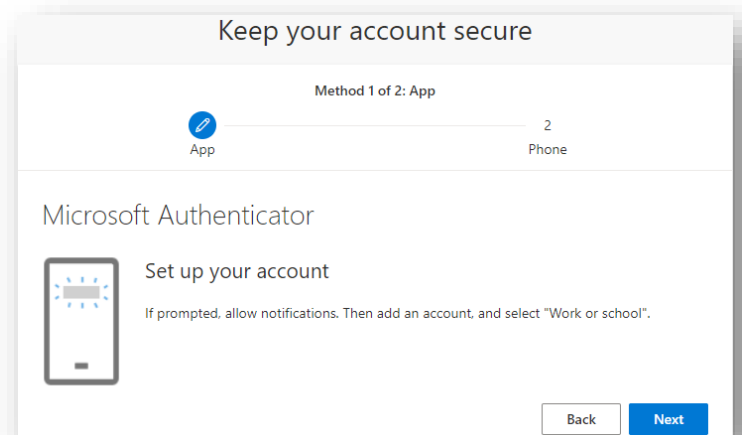
7. A QR code should be displayed on your screen. Leave this on your primary device, and now move to your mobile phone to configure the Microsoft Authenticator app.


8. On your mobile phone - You will require the Microsoft Authenticator application. The icon looks like this. Before you proceed, check to see if this application is already installed.
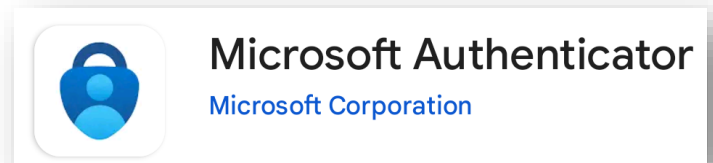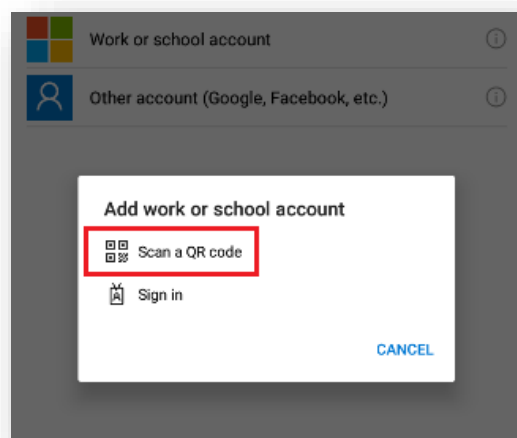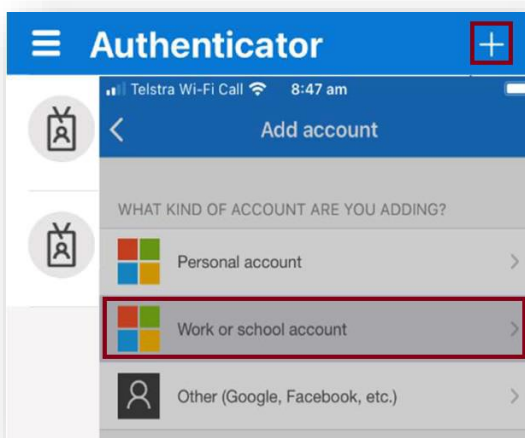

9. Open the Authenticator application. If you are already using Microsoft Authenticator on your device with another account, you can add Endeavour Energy account as an additional account, skip to Step 11 to do so. Click 'Accept' on the "Microsoft respects your privacy" screen and click 'Continue' on next screen.
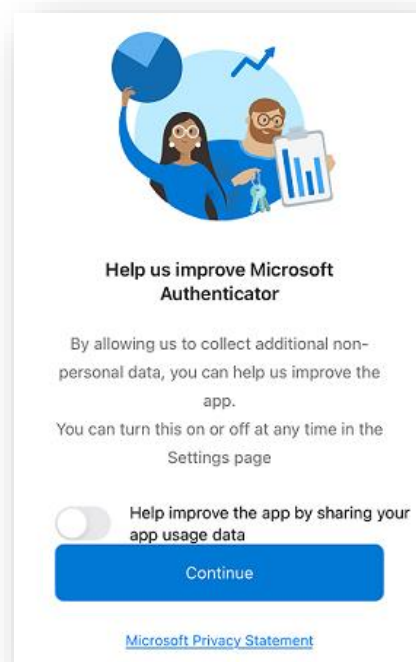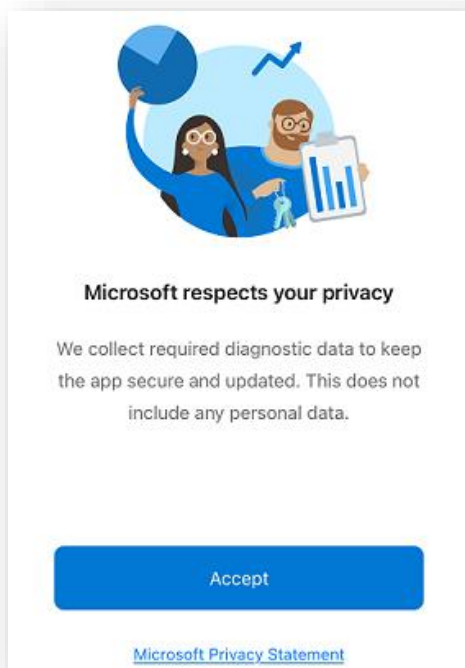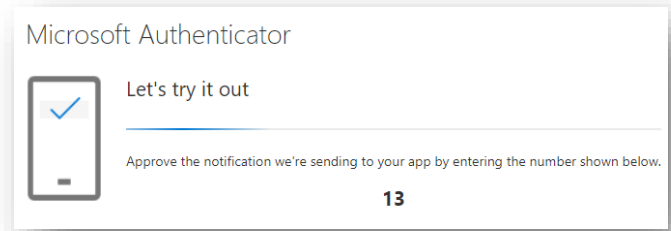
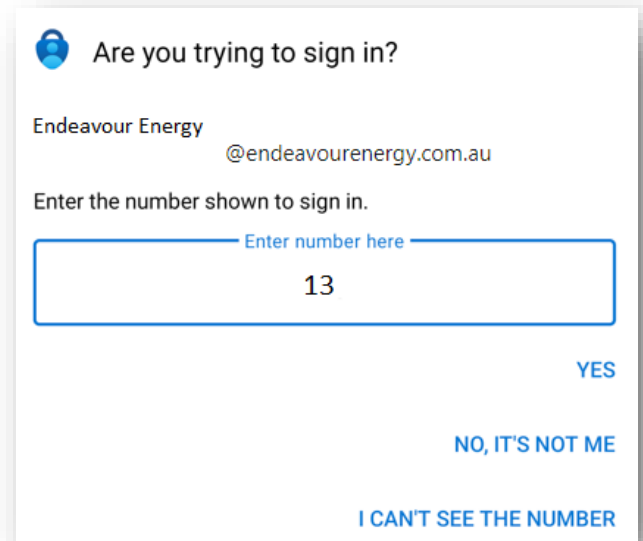10. Click on 'Scan a QR code' and scan the QR code from your primary device(Step 7) to add the account.
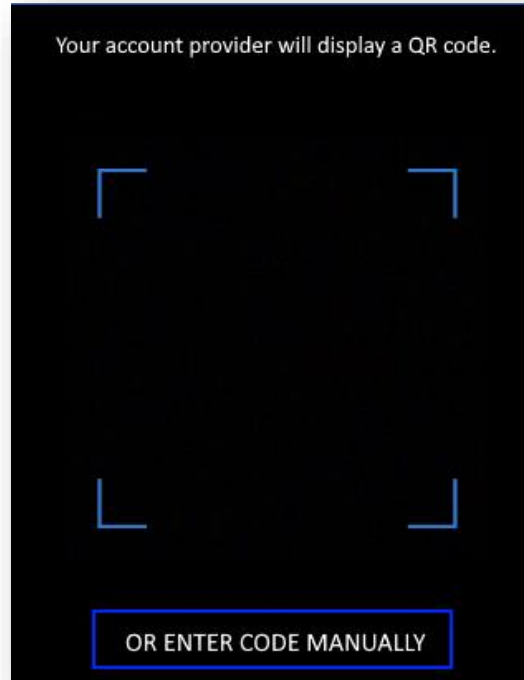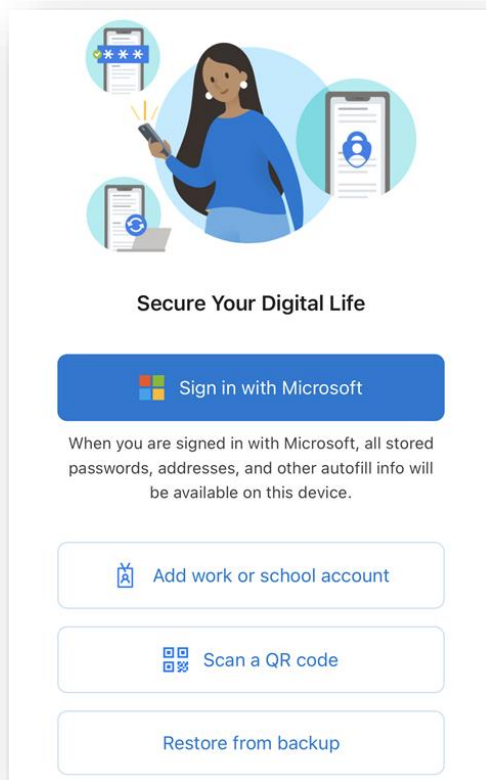
11. If you are already using Microsoft Authenticator on your device with another account, you need to add another connection for your Endeavour Energy account. On Authenticator application screen, select the + icon in the top right corner. Then select Work or school account. Select Scan a QR code and scan the QR code from your primary device(Step 7) to add the account.

12. Your account is now added to Authenticator. You will then be prompted to approve or deny a login attempt on your phone Authenticator application to verify the access.

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

13

13. On your mobile, you'll see a prompt like this. Enter the number as you see on the primary device screen and click on Yes.

Are you trying to sign in?

Endeavour Energy
                    @endeavourenergy.com.au

Enter the number shown to sign in.

Enter number here

13

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

14. Once the notification is approved, you will see a confirmation message on primary device.

Microsoft Authenticator

Notification approved

Back   **Next**
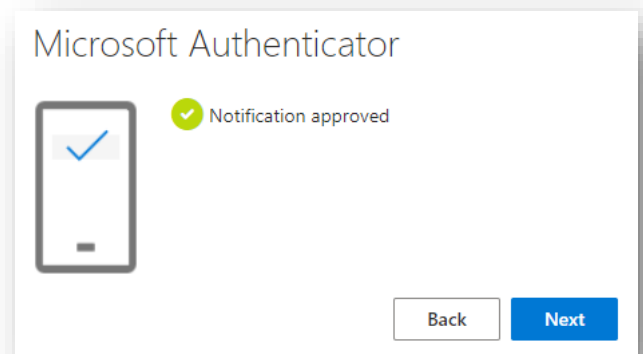
15. You will then be prompted to add a mobile number as backup. Add the mobile number and click on Next.

16. You will get an SMS with a 6-digit code on your mobile. Enter the code on the screen and click on Next to complete verification.

17. Your Microsoft Authenticator configuration is now complete!

18. From next Citrix login onwards, you'll be prompted to approve the sign-in request on your phone.
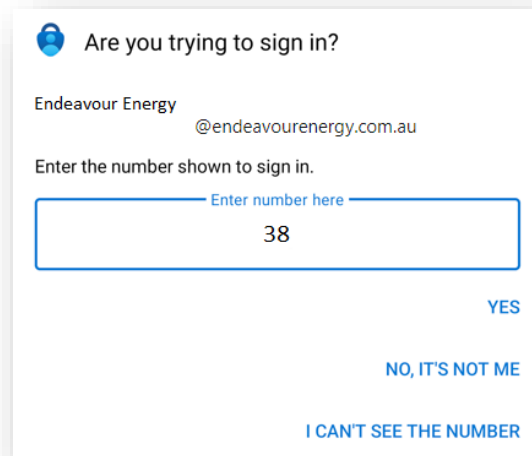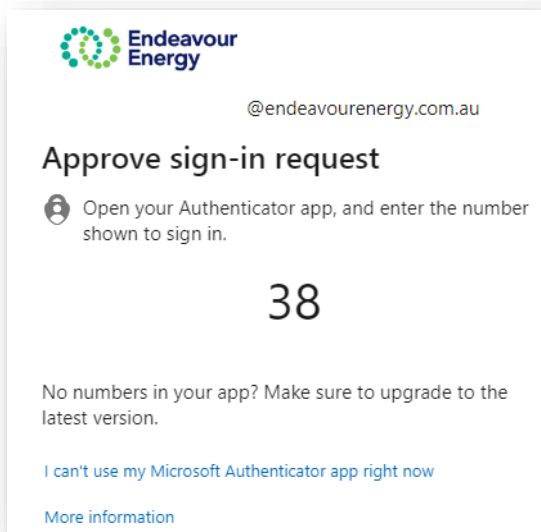
Signing In – Poor Reception or No Network

If your mobile is out of internet range, you are still able to authorise a login using an alternate approach.
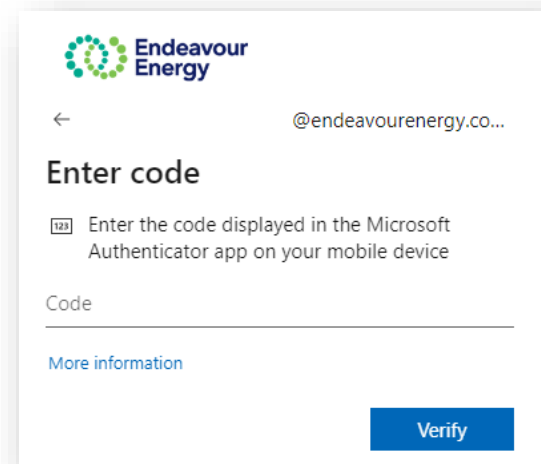
1. On the "Approve sign in request" screen, select I can't use my Microsoft Authenticator app right now.
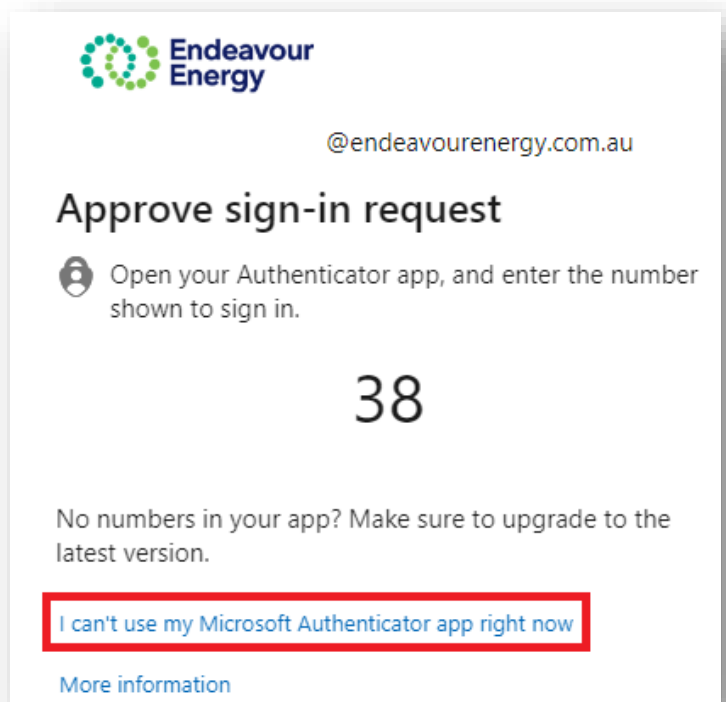
2. Select your preferred option. For example, Use a verification code.

3. Your computer will request a 6-digit access code.

4. On your mobile, in the Microsoft Authenticator application, select the Endeavour Energy email address. You should see a one-time password code. Enter this code onto your device screen to complete your login.
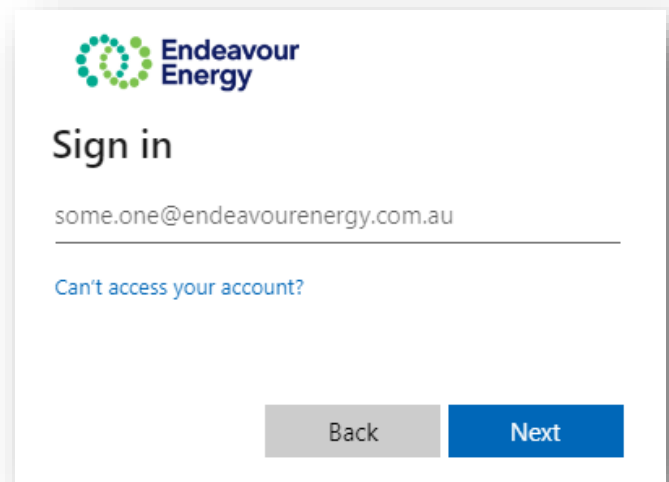
Accessing Citrix

Follow these steps to access the Endeavour Energy Citrix environment.

1. Open Browser (e.g., Google Chrome, Microsoft Edge, Safari etc.) and access the Citrix URL https://suppliers.endeavourenergy.com.au/
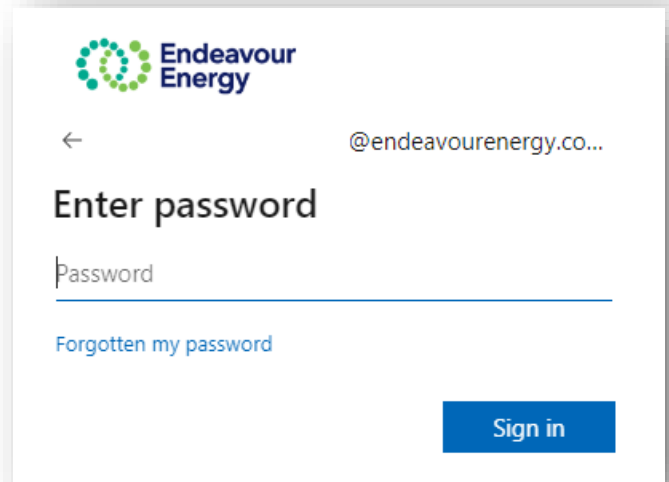
2. Enter your username, click Next. This information is in an email sent to you from Endeavour Energy HelpDesk. If you don't have this email call HelpDesk on 02 9853 6888.

Note: If you've not activated Microsoft Authenticator, follow the prerequisite section.

3. Enter your password and click on 'Sign in'.

4. Approve the MFA request on Authenticator.

5. You'll be taken to this page if you're a new user or accessing from a new device/browser. Click on Detect Citrix Workspace app.
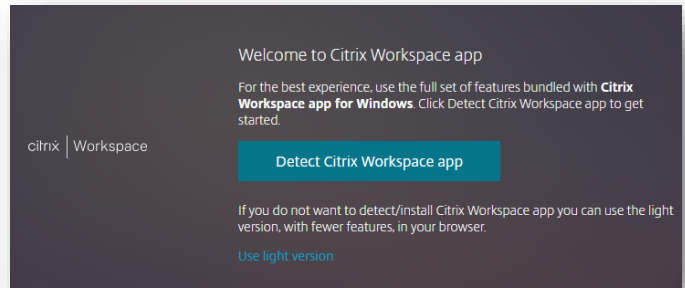
6. If you already have Citrix Workspace app installed, you may skip this step by clicking on 'Already installed'. If you don't have Citrix Workspace app installed, agree to the Citrix Licence Agreement and click on "Download".
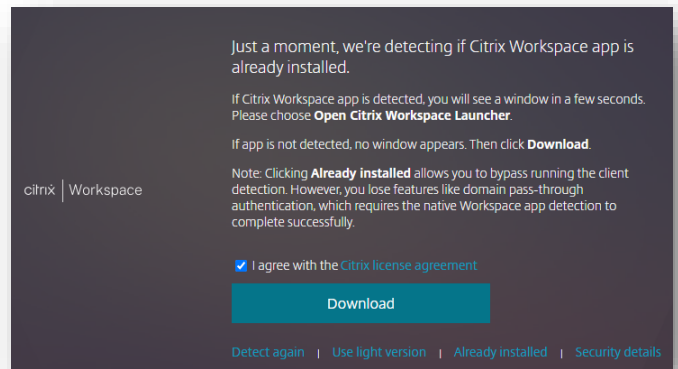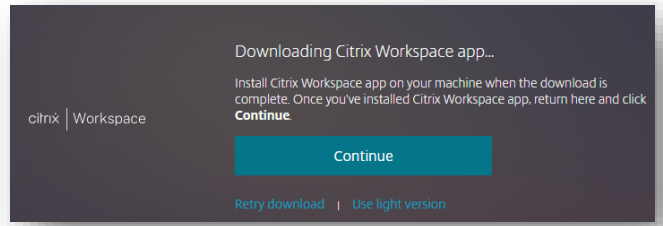

7. Click on the CitrixWorkspaceApp.exe to install. Follow the install instructions including accepting the Licence Agreement. Click on Finish once complete.

8. Once the install has completed; return to the Citrix browser Click "Continue".

9. Select 'Always allow' on the Citrix Launcher, click on 'Open Citrix Workspace Launcher' and click on "Already Installed".
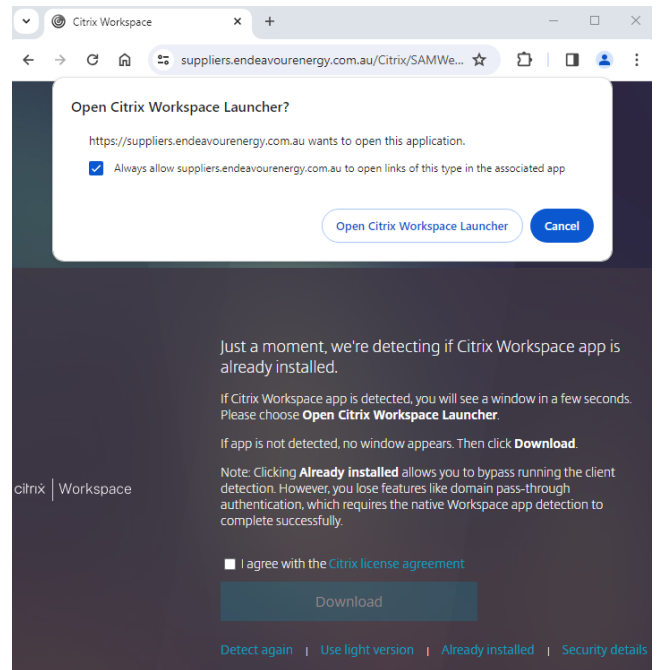
10. When you have successfully logged on, the Endeavour Energy Citrix environment will be displayed.

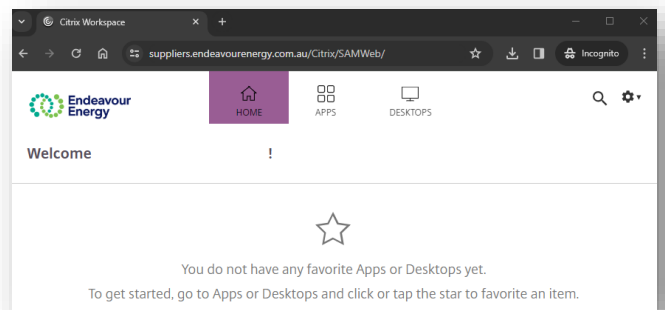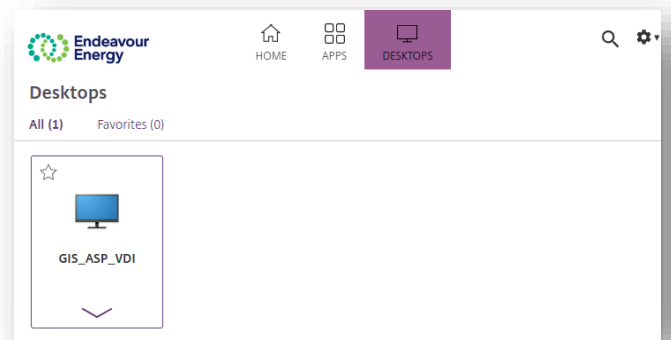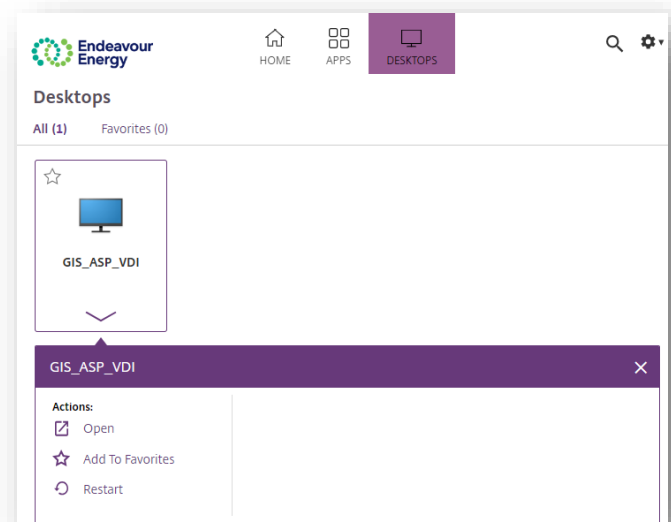# Accessing Endeavour Energy Applications, Systems and Documents

Once logged in, you will be presented with the home screen on the Endeavour Energy Citrix environment. Click on "**Desktops**" to access the Endeavour Energy applications, systems and documents using Citrix.

- Click on GIS_ASP_VDI and click on Details.

- Click on 'Open' to access the VDI.
  Note: You can click on 'Add to favourites' if you want to add this VDI to your favourites.

- You will be presented with a desktop from where you will be able to access all your required EE applications, systems and documents.

Notes

- You cannot copy and paste from the Endeavour Energy Citrix environment to your PC. However, mapping to your own PC network drive and saving documents to your own PC network drive has been enabled
- You cannot print from the Endeavour Energy Citrix environment.

Citrix Support

For any issues and assistance with accessing the Citrix environment contact the **Endeavour Energy Help Desk** on **(02) 9853 6888**.

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