Citrix Access User Guide







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Introduction

Welcome to the CITRIX ACCESS user guide.

This guide provides instructions to Endeavour Energy (EE) suppliers on how to access the Supplier Access Management Citrix platform using 'Microsoft Authenticator' two-factor authentication.

Endeavour Energy has implemented a standardised Citrix platform to manage remote access for both Endeavour and non-Endeavour staff.

A standardised platform enables:

- A single method of remote access for all third parties requiring access to EE systems.
- A way of identifying and isolating necessary third-party access.
- Better prevention, detection, management and isolation of potential security incidents.
- A reduced risk of successful unauthorised access and cyber-attack on EE Information Assets

Prerequisites

To access Endeavour Energy Citrix systems, you will need to be enrolled in Microsoft Authenticator authentication. This will be part of your Citrix Access request submitted through Endeavour Energy's Tech Central portal.



If you are already enrolled with Microsoft Authenticator and are receiving two-factor authentication for Endeavour Energy systems, you will not need to reenrol and skip to Accessing Citrix section.

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 <u>https://suppliers.endeavourenergy.com.au/</u>

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



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

Endeavour Energy	
\leftarrow	@endeavourenergy.co
Enter password	
Password	
Forgotten my password	
	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.

	Kee	ep your accoun	t secure	
		Method 1 of 2: App		
	App		2 Phone	
•	Start by getting On your phone, install the After you install the Mic	the app he Microsoft Authenticator a crosoft Authenticator app on	pp. Download now your device, choose "Next".	
	I want to use a different	t authenticator app		Next



6. Click Next again

 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.

Keep your a	ccount secure
Method	1 of 2: App
App	2 Phone
Vicrosoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the app with your account.	QR code. This will connect the Microsoft Authenticator
After you scan the QR code, choose "Next".	
Can't scan image?	
	Back Next

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.



Microsoft Authenticator

Microsoft Corporation

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.

Microsoft respects your privacy	Help us improve Microsoft Authenticator
We collect required diagnostic data to keep	By allowing us to collect additional non-
the app secure and updated. This does not	personal data, you can help us improve the
include any personal data.	app.
	You can turn this on or off at any time in the
	Settings page
	Help improve the app by sharing your app usage data
Accept	Continue
Microsoft Privacy Statement	Microsoft Privacy Statement

10. Click on 'Scan a QR code' and scan the QR code from your primary device(Step 7) to add the account.

	Your account provider will o	display a QR code.
Secure Your Digital Life	T .	
뜸 Sign in with Microsoft		
When you are signed in with Microsoft, all stored passwords, addresses, and other autofill info will be available on this device.		
Add work or school account		1
BE Scan a QR code		
Restore from backup	OR ENTER CODE N	IANUALLY

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.

Microso	ft Authenticator	Ŀ.
	Let's try it out	l
-	Approve the notification we're sending to your app by entering the number shown below. 13	ļ

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.

Method 2 of 2:	Phone
Phone	
You can prove who you are by receiving a	code on your phone.
What phone number would you like to use	e?
Australia (+61) 🗸 Er	iter phone number
Receive a code	
Message and data rates may apply. Choos to the Terms of service and Privacy and co	ing Next means that you agree okies statement.
	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.

Method 2 of 2: Phone	
Phone We just sent a 6 digit code to Enter the code below.	Phone
Enter code	Verification complete. Your phone has been registered.
Back Next	Next

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.

 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.

Endeavour Energy
@endeavourenergy.com.au
Verify your identity
Approve a request on my Microsoft Authenticator app
123 Use a verification code
Text +XX XXXXXX52
Endeavour Energy
← @endeavourenergy.co
Enter code
Enter the code displayed in the Microsoft Authenticator app on your mobile device

Code

More information

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.



Verify

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.

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

Endeavour Energy		
Sign in		
some.one@endeavoure	nergy.com.au	1
Can't access your account?		
	Back	Next
Endeavour Energy		
\leftarrow	@endeav	ourenergy.co
Enter password	ł	
Password		
Forgotten my password		

4. Approve the MFA request on Authenticator.

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



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.

	Welcome to Citrix Workspace app
	For the best experience, use the full set of features bundled with Citrix Workspace app for Windows Click Detect Citrix Workspace app to get started.
citrix Workspace	Detect Citrix Workspace app
	If you do not want to detect/install Citrix Workspace app you can use the light version, with fewer features, in your browser.
	Use light version

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".

	Just a moment, we're detecting if Citrix Workspace app is already installed.
	If Citrix Workspace app is detected, you will see a window in a few seconds. Please choose Open Citrix Workspace Launcher .
	If app is not detected, no window appears. Then click Download .
citnx Workspace	Note: Clicking Already installed allows you to bypass running the client detection. However, you lose features like domain pass-through authentication, which requires the native Workspace app detection to complete successfully.
	I agree with the Citrix license agreement
	Download
	Detect again Use light version Already installed Security details

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

	Welcome to Citrix Workspace
	Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
Workspace	 Allow applications access to your webcam and microphone. Allow applications to use your location. Allow access to local applications authorized by your company. Save your credential to sign in automatically.
	Click Start to set up and install Citrix Workspace app on your computer.
citrix	
	<u>Start</u>

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

citnx Workspace	Downloading Citrix Workspace app Install Citrix Workspace app on your machine when the download is complete. Once you've installed Citrix Workspace app. return here and click Continue .
	Continue
	Retry download Use light version

9. Select 'Always allow' on the Citrix Launcher, click on 'Open Citrix Workspace Launcher' and click on "Already Installed".



10. The Endeavour Energy Citrix environment will be displayed.



Accessing the ICT Environment

Once logged in, you will be presented with the home screen on the Endeavour Energy Citrix environment. Click on "**Desktops**" to access the required Virtual Desktop Infrastructure (VDI).

 Select your applicable VDI and click on Details. Only VDI's that you have access to will be displayed.

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

Endeavour Energy	С НОМЕ	APPS	
Desktops			
All (3) Favorites (0)			
ය 	ය 		
GIS_VDI	SAP_VDI	Standard_VDI	
_			_
Endeavour Energy	HOME APPS	DESKTOPS	Q 🌣
All (3) Favorites (0)			
<u>х</u>	Å	<u>й</u>	
GIS_VDI	SAP_VDI	Standard_VDI	
Standard_VDI			×
Actions:			
O Restart			

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



Accessing the OT Environment

If you have been granted privileged access to the SCADA network, you will notice an Apps icon on your

Click on "Apps" to access the SCADA Virtual Desktop Infrastructure (VDI).

Click on 'Details' to access the required apps.

You will again be prompted to login with your SCADA credentials and SecurEnvoy for successful authentication in the OT environment.

Dendeavo Energy	ur			E NOTIO	Discors	88 Am
Categories						
All Apps						
6	Details	6	Details		Details	
C		STATA Arrest H	atinawood	STREA Ave	or - Scalautical	

Citrix Support

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

endeavourenergy.com.au





