SECURITY IMPROVEMENT PROGRAM

CITRIX USER GUIDE

Endeavour Energy

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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 'SecurEnvoy' two-factor authentication.

Endeavour Energy has implemented a new 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

Pre-Requisites

To access Endeavour Energy systems, you will need to be enrolled in SecurEnvoy authentication. You can request access from Endeavour Energy's Tech Central portal.

If you are already enrolled with SecurEnvoy authentication and are receiving two-factor authentication codes either by SMS or soft token for existing remote access you will not need to re-enrol.

You can download the 'SecurEnvoy Authenticator' application from:

1. The Apple App Store

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

SecurEnvoy Enrolment

Open a browser session (e.g., Internet Explorer, Google Chrome etc.) and access URL
https://mfa.endeavourenergy.com.au/

Step 1: Login using your Endeavour Energy credentials; User Id and network password

Step 2: Enter the SecurEnvoy 6-digit temporary passcode received from either your migration email or the Helpdesk and click on Login.

Note: The temporary passcode is valid for 5 days.

Step 3: Follow the steps as presented on the screen.
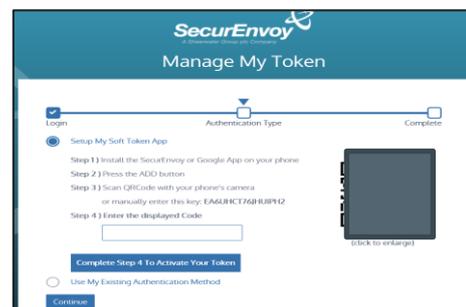
Step 4: Download and install the 'SecurEnvoy Authenticator' app on your mobile device.

Step 5: From the mobile app; Click **"+"**
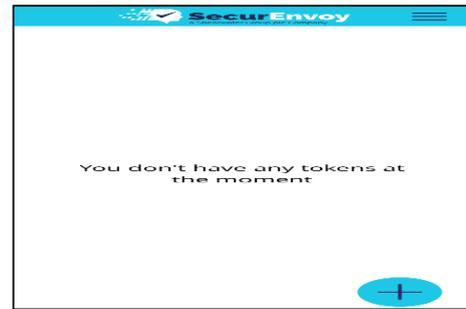
Step 6: Click on 'Scan QRCode' and scan the code to your device when displayed on screen.
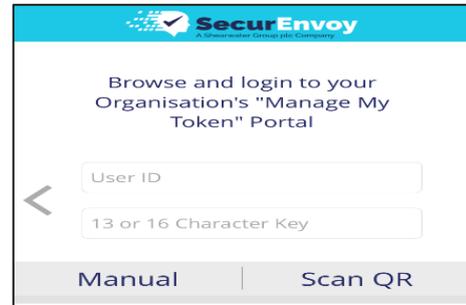
Step 7: You will be presented with a 6-digit code

Step 8: Enter the 6-digit code in the input field 'Step 4' and click on 'Continue'.
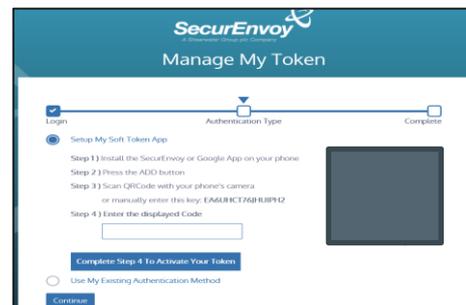
Step 9: The soft token will be activated, and you will be presented with the success message

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Accessing Citrix

Open Browser (e.g., Internet Explorer, Google Chrome, Microsoft Edge etc.) and access URL
https://suppliers.endeavourenergy.com.au/

> **Note:** You can only access this URL via an external internet connection.

Step 1 Login using your Endeavour Energy credentials; User Id and network password and click on 'Log On'.

Step 2: Enter the SecurEnvoy 6-digit passcode received on your mobile via SMS or as displayed on the Soft Token application

Step 3: Click on "Detect Receiver".

You will only need to do this once. Skip this step if you have previously accessed citrix from your machine.

Step 4: Agree to the Citrix Licence Agreement and click on "Download".

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Step 6: Click on the citrix receiver.exe to install.
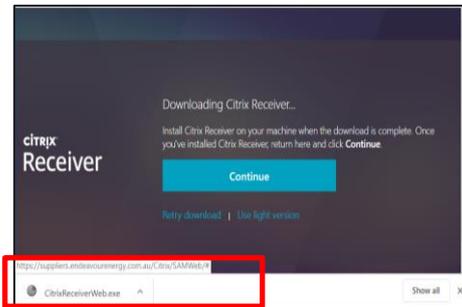
Step 7: Follow the install instructions including accepting the Licence Agreement. Click on Finish once complete.

Step 8: Once the install has completed; you will be returned to the Citrix browser Click "Continue".
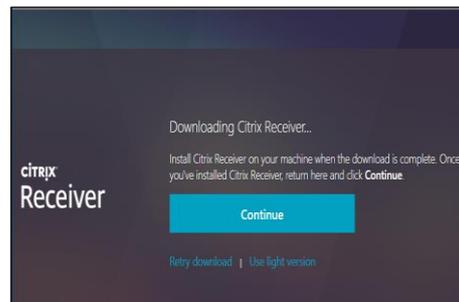
Step 8: Cancel the Citrix Launcher and click on "Already Installed".
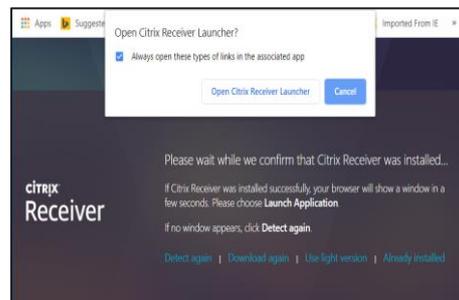
Step 9: The Endeavour Energy citrix environment will be displayed.
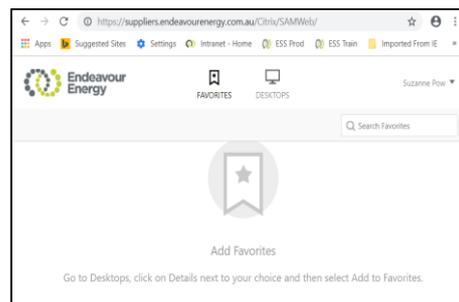
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Accessing the ICT Environment

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).

Step 1. Select your applicable VDI and click on 'Details'.

Only VDI's that you have access to will be displayed.
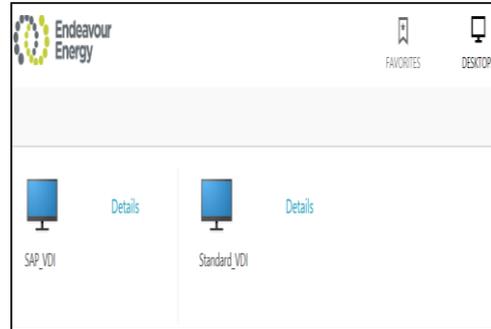
Step 2: Click on 'Open' to access the required VDI

Note: you can click on 'Add to favourites' if you want to add this VDI to your favourites.
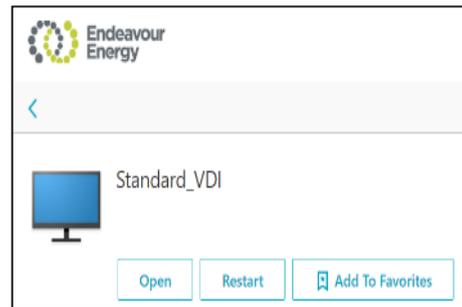
Step 3: You will be presented with a desktop from where you will be able to access all your required EE applications, systems and documents.
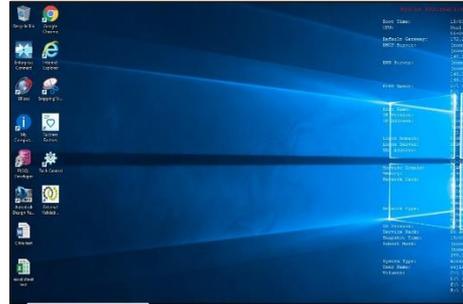
Accessing the OT Environment

If you have been granted privileged access to the SCADA network, you will notice an **Apps** icon on your Citrix home screen.

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.
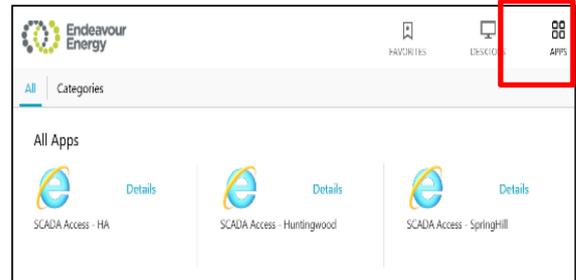
> For any issues and assistance with accessing the Citrix environment contact the **Service Desk** on ext. **86888 or (02) 9853 6888**.
>
> If you have any feedback on this user guide, please contact infosec@endeavourenergy.com.au.

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