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# CITRIX USER GUIDE





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# Introduction

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- Welcome to the CITRIX ACCESS user guide.
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- 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.
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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









App Store

Google play

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



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<b>SecurEnvov</b>	Enro	lment

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.



SecurEnvoy

Manage My Token

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Manage My Token : Authentication

ter Microsoft Pass

SecurEnvoy

Manage My Token : Authentication

Enter Your 6 Digit Passo

Login

Manage My Token

SecurEnvoy

Manage My Token



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•	Step 5: From the mobile app; Click "+"	You don't have any tokens at the moment
•	<b>Step 6</b> : Click on 'Scan QRCode' and scan the code to your device when displayed on screen.	Secure Envoy         Browse and login to your         Organisation's "Manage My         Token" Portal         User ID         13 or 16 Character Key         Manual       Scan QR
•	Step 7: You will be presented with a 6-digit code	2:42 and 46 SecurEnvoy rejian@eeaus.com

**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 <a href="https://suppliers.endeavourenergy.com.au/">https://suppliers.endeavourenergy.com.au/</a>

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•		Note: You can only access this URL via an exte	ernal internet c	onnection.
•				
•	Step cred	1 Login using your Endeavour Energy entials; User Id and network password and on 'Log On'.		
•	onon		User name : Password :	F
•				I accept the T
•				
•	Step rece	<b>2:</b> Enter the SecurEnvoy 6-digit passcode ived on your mobile via SMS or as displayed		
•	on th	ne 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".





Step 6: Click on the citrix receiver.exe to install.	Poweloatie
	citrepx Receiver
	http://suppliers.endesiocumergy.com.au/Chin/SANWeb/N
<b>Step 7:</b> Follow the install instructions including accepting the Licence Agreement. Click on Finish once complete.	Citrix Receiver  Citrix Receiver  Citrix Receiver  Citrix Receiver  Citrix Receiver  Allova  Allova  Company  Sine y0
Step 8: Once the install has completed; you will	Cick Star compute
be returned to the Citrix browser Click "Continue".	Download
	citreix you've instal Receiver
	Retry down
<b>Step 8:</b> Cancel the Citrix Launcher and click on "Already Installed".	Aprix Support     Open Citrix Receiver Laur     Anwys open these types o
	Please wait

**Step 9: Th**e Endeavour Energy citrix environment will be displayed.

Downloading Citrix Receiver	
citre ix pouve installed Citrix Receiver on your machine when the e downcad is complete. Once you've installed Citrix Receiver, return here and cick Continue	
Continue	
Rutry download   Use light version	
The function of the second s	
ChristecolverWeb.exe  Stew at	¢
Citrix Receiver	
Welcome to Citrix Receiver Citric Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the explications that use your	
cirrap: Receiver - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your	
- Save your credential to log on automatically.	
Click Start to set up and install Citrix Receiver on your computer.	
<u>Start</u> <u>C</u> ancel	
Downloading Citrix Receiver	
citrux Install Citrix Receiver on your machine when the download is complete. Once you've installed Citrix Receiver, return here and cick Continue	
Receiver	
Retry download   Use light version	
III Apps D Suggeste Open Citrix Receiver Launcher?	
Always open these types of links in the associated app	
Open Citrix Receiver Launcher Cancel	
Please wait while we confirm that Citrix Receiver was installed	
Receiver	
If no window appears, click <b>Detect again</b> .	
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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.
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- 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.





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# • 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.

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

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- 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.
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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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