

CLIENT INSTRUCTIONS	KB181: Gaining Secure Remote Access via Citrix
PRIMARY KNOWLEDGE AREA	Network login Remote key login

Prerequisites:

- Ability to access Internet from the remote location
- Valid network login id (username and password)
- Possession of a remote key or token (use the Technical Services Request Form located in the Forms Catalog on the My MCC Portal to request a token.)
- Citrix ICA Client software installed on remote PC or laptop
(Client software will be installed as part of this process if it has not been installed)

Overview:

- Staff and Faculty users who need access to the administrative applications such as Banner, Raisers Edge, and R25 are users who require secure remote access or secure on-campus wireless access.
- Remote access or on-campus wireless access enables you to access network applications and any files or documents on a network share drive.
- Using this method of access for on-campus wireless users enables them to achieve the same level of security as remote access users. Other wireless documents refer to an Administrative Access for staff members. Administrative Access consists of using General (wireless) Access to make a wireless connection and then using Remote Access Login to access administrative applications.

Remote Access Login Procedure:

From the desktop or laptop:

1. Connect to the Internet if you are not already connected.
2. Open a web browser.
3. Enter the url : <https://ra.middlesex.mass.edu/Citrix/AccessPlatform/auth/login.aspx> or login to the My MCC web portal and click the link for [Citrix - Remote Access](#) under the My Links area.

Note: The URL address uses **https** which is the secure form of http.

The *Citrix Web Interface Login* window displays.

4. Enter your network *Username* and press TAB key.
5. Enter your network *Password* (case sensitive) and press TAB key.
6. Enter RSA *PASSCODE* (see below) and click *Login*.

Are you a first time CITRIX user?

YES --> Enter PASSCODE as the number displaying on your remote access key. Continue to the [Setting a New Pin Procedure](#), also in this document.

The *Citrix Set Pin* window displays.

NO --> Enter PASSCODE as your PIN number plus the number displaying on your remote access key.

The *Citrix Web Interface Applications* window displays.

7. Did the *Citrix Web Interface Applications* window display?

YES --> You have successfully established a secure remote access connection. Continue to next step

NO --> a Security window displayed. Continue to the [Install Citrix ICA Client Procedure](#), also in this document.

8. Choose an application on the *Citrix Web Interface Applications* window by **single clicking** the icon of the application you wish to use.

Note: Remote access gives you access to network applications shown in the Applications window and to files you have stored on any network share drive you have access to. You do not have access to applications or files located on your desktop PC at work.

You have successfully accessed a network application using secure remote access!

Setting a New Pin Procedure

Starting Point: The *Citrix Web Interface Set Pin* window is displayed.

1. Enter the PIN number you have chosen (a number between 4 - 8 digits long) and re-enter it for verification. Click *OK*.

The *Citrix Web Interface Login* window displays again.

Note: How Passcodes Work

Once you have chosen a PIN, your PASSCODE becomes the combination of the PIN number followed by the number displayed on your remote access key (no spaces in between). The remote access key number changes once every minute. On your remote access key to the far left, there are up to six bars displayed. Each bar represents ten seconds of time remaining before the remote access key will change again. If there are only one or two bars displayed, you may want to wait before entering the number as part of the PASSCODE. If the number changes before you finish entering it, the PASSCODE will be rejected. Whenever you receive a login failure and are asked to re-enter a PASSCODE, always use a different remote access key number than the one used in the failed attempt, even if you have to wait briefly until the number changes.

2. Enter your network *Username* and press TAB key.

3. Enter your network *Password* (case sensitive) and press TAB key.

4. Enter RSA *PASSCODE* (which now starts with your new PIN number) and click *Login*.

The *Citrix Web Interface Applications* window displays.

5. Did the *Citrix Web Interface Applications* window display?

YES --> continue to step 8 in the [Remote Access Login Procedure](#).

NO --> a Security window displayed. Continue to the [Install Citrix ICA Client Procedure](#), also in this document.

NO --> no window displayed after waiting for two minutes. Continue to next step.

6. Occasionally, the Security window does not appear. If this happens to you:

- Close the browser and re-open it.
- Redo the steps of the [Remote Access Login Procedure](#) from the beginning. When you reach the *Citrix MetaFrame XP Applications* window, you are quickly transferred to a Security window.
- Continue to the [Install Citrix ICA Client Procedure](#), also in this document.

Install Citrix ICA Client Procedure

Starting Point: A security window has displayed.

The Citrix ICA Client only needs to be installed once per PC.

1. Depending on your browser settings, the following Security Alert (figure 1) may appear.



figure 1

2. Place a checkmark in the checkbox and click OK, if it does appear.

A *Security Warning* window (figure 2) displays asking if you want to install the Citrix ICA Windows Client.

Note: The *Citrix MetaFrame XP Applications* window did not display earlier because the Citrix ICA Client has not been installed on this PC.

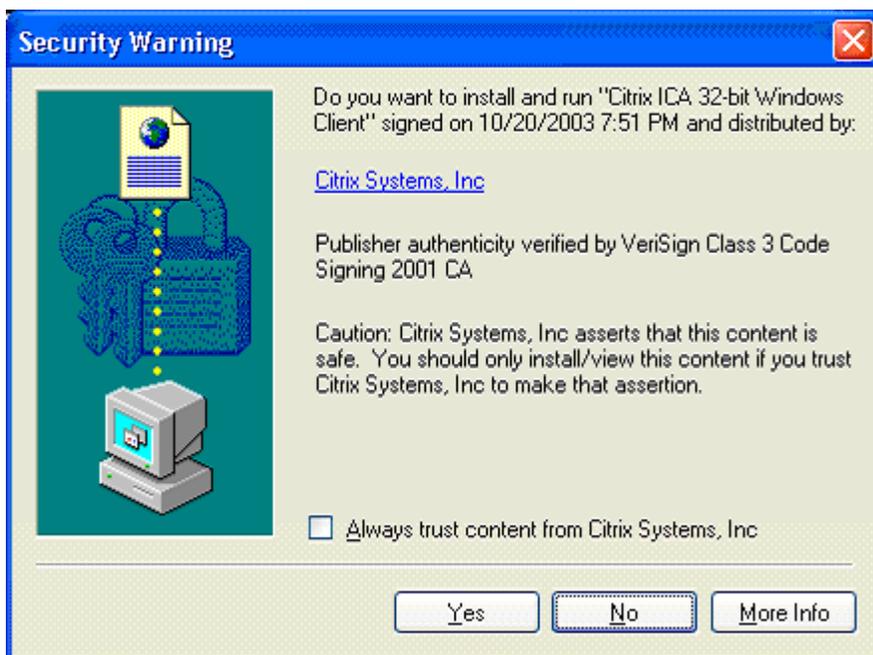


figure 2

3. Click Yes.

A license agreement window displays.

A window with a status bar appears which monitors and displays the progress of the install until it is complete. A new window displays with a "Setup completed successfully" message.

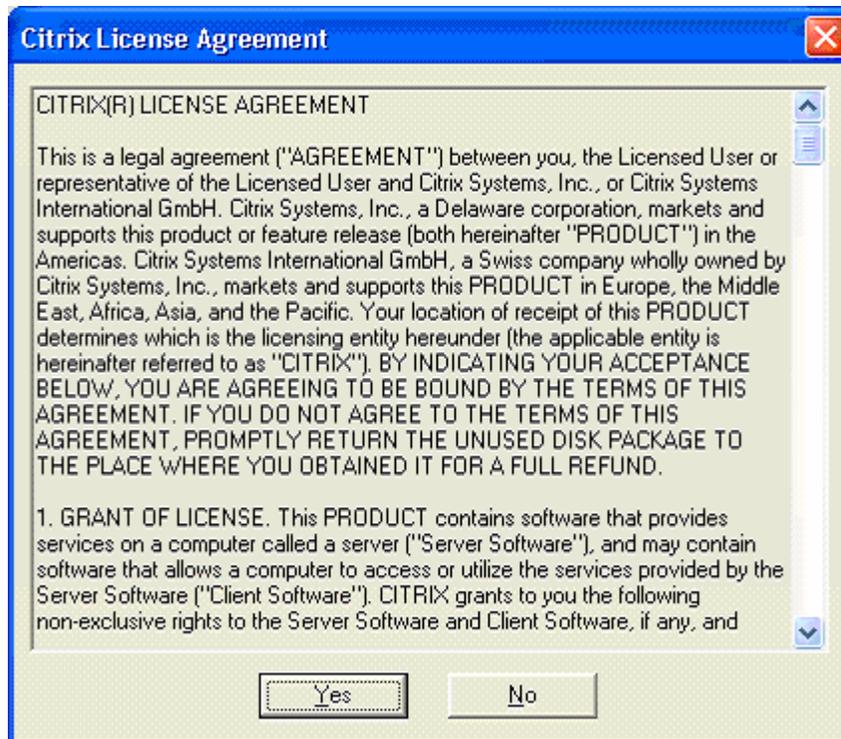


figure 3

4. Click Yes.

A window with a status bar appears which monitors and displays the progress of the install until it is complete. A new window displays with a "Setup completed successfully" message.

5. Click OK.

6. Close your web browser.

7. Continue to the [Remote Access Login Procedure](#), step 2 and follow the steps again.

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