

Using the VPN



First Time Use

We have recently sent an update to your laptop. If your laptop has recently connected to the WCBC network then this should have automatically installed.

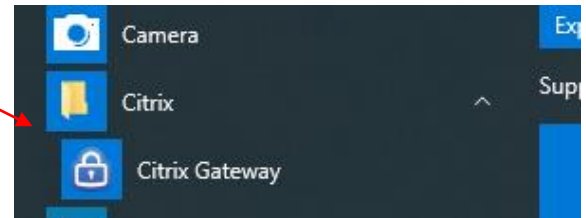
To check if you have received the update.

Go to your start menu in the bottom left hand corner



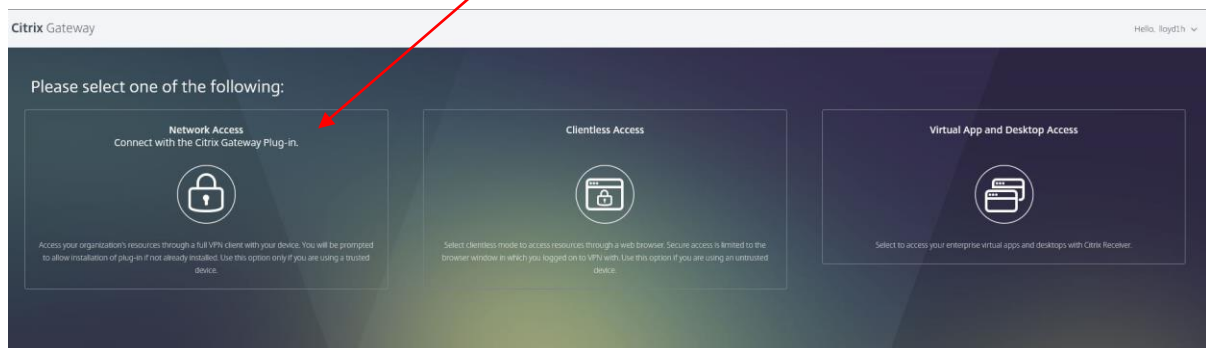
Locate the citrix folder and click on the arrow at the side to open it. If it contains Citrix Gateway then the update has installed and you will be able to access the VPN.

Please note: - If you do not have this installed then you will need to connect to the WCBC network for it to install, before you will be able to use the VPN. (See the FAQs at bottom if you are experiencing issues)

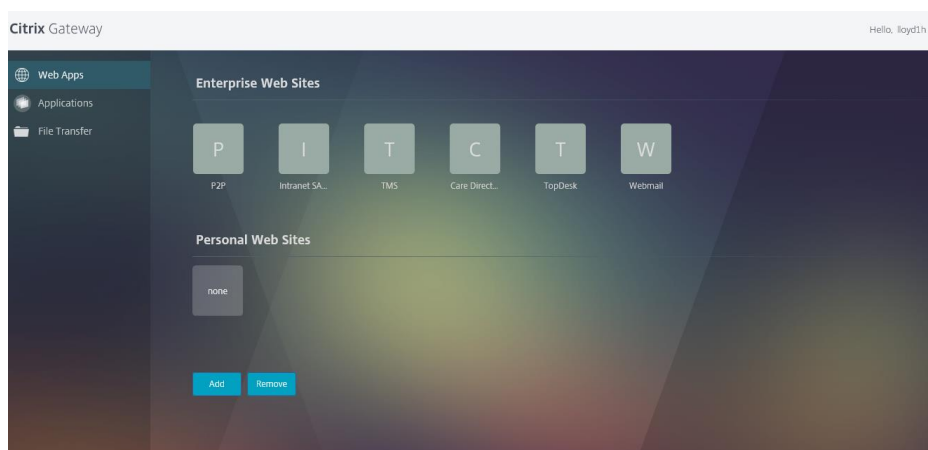


Click on the WCBC working portal on your desktop and select Agile Working Portal (Authenticator) Sign in with your username, password and the code generated by Microsoft Authenticator. Please see FAQs below if you have not used citrix or webmail previously, or you have a new mobile device that you have not yet set up for Microsoft Authenticator.

The screen will now appear as below - Please select Network Access



The following page will load, once loaded you can minimise the page. You will now have access to your desktop/shared drives as though you were in the office.

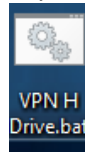


Please be patient when logging in as it may take some time for everything to load fully.

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H Drive Access

Unfortunately your H drive will not show automatically when you log in. To enable access to this you will need to map your H drive by double click on the icon that is showing on your desktop. (this may take some time to show initially)



A window will pop up showing that the H drive is mapping.



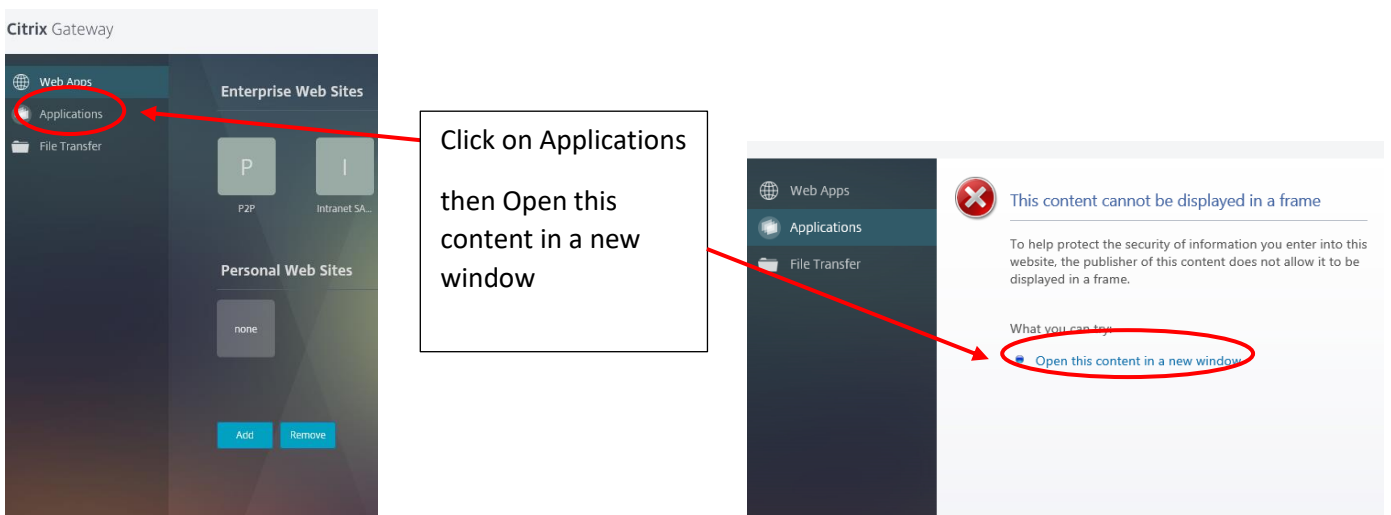
When complete the window will close and your H drive will be available.

PLEASE NOTE:- YOU WILL NEED TO DO THIS EACH TIME YOU LOG IN TO THE VPN AFTER YOUR LAPTOP HAS BEEN RESTARTED

Using the VPN

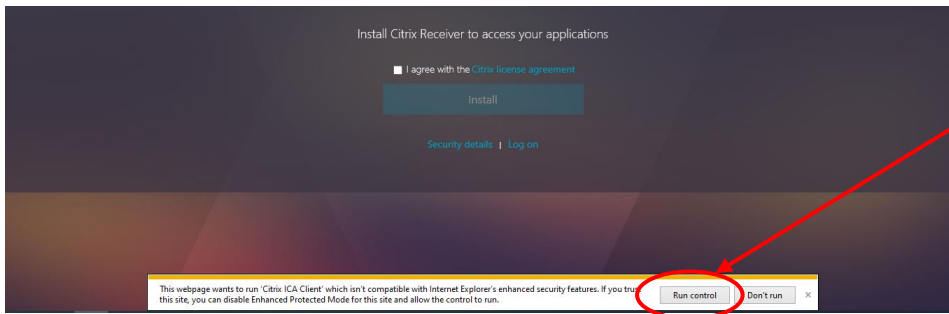
Once logged into the VPN you will be able to access all software that you have installed computer, and will be able to attend Video conferencing calls without having to log out. If there is something that is not installed on your laptop, but you would previously access it via Citrix, or you need to access Citrix for any other reason (eg you have broadband speed issues and the application you are working on is slow), you are still able to do this when required, whilst still remaining connected to the VPN.

To access Citrix Desktops



Using the VPN

A new window will open




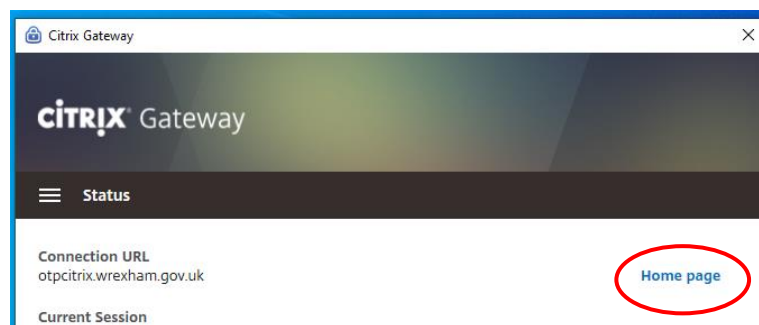
Click on Run Control the Citrix storefront will now open for you to select your desktop

(it may ask you to enter your user ID and password)


When finished using Citrix, please ensure that you log out correctly, by going to the start menu and selecting Log off/Sign Out

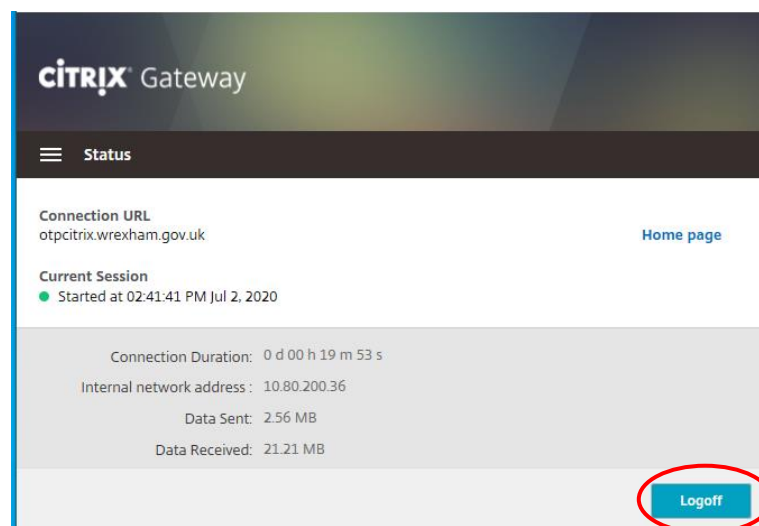
If you have accidentally closed the browser page, but you need to log into citrix you can still get to this page

Click on the padlock in the task bar  and then click home page it will open the Citrix gateway browser page and allow you to access the applications option.





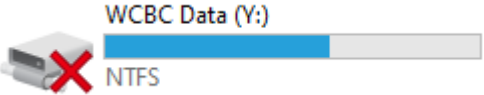




To log out of the VPN


Click on the padlock in the task bar  and then click log off. This will close your VPN



Using the VPN

FAQ's/Troubleshooting	
I have the citrix gateway installed but I am still unable to access the VPN	Please check on your C drive if there is a folder called citrix and that it contains a document called VPN.VPN. If this is not showing please log a job on incident with the ICT servicedesk. Please continue to use citrix whilst you are awaiting for this to be resolved
Do I need to log out of the VPN if I need to attend a Video Conferencing call such as Zoom, MS Teams or Webex?	No – if you are logged in using the VPN you do not need to log out before using them. Also you no longer need to turn off the proxy settings to access such meetings
I have logged in, but it is extremely slow	As it is heavily reliant on the speed of your own broadband, if you usually have a slow connection or there are others in the household using the internet, this will affect the speed. As it is your broadband connection, ICT are unable to do anything to increase it.
I have really slow internet connection, and working on the VPN is difficult, is there another way I can connect	Yes, When initially logging in, choose Virtual App and Desktop Access. You will now be able to login to Citrix Desktops
How can I tell if I am connected to the VPN	In the taskbar (bottom right hand side) there will be a padlock symbol  When you are connected it will turn to blue 
I have connected to the VPN, however I am unable to access anything	Check the VPN icon on the taskbar. If it is showing as  the VPN has disconnected. Check your internet connection. Once an internet connection has re-established, the VPN will reconnect. If the icon is showing grey  then you are not connected, try logging in again.
My H drive is not showing	There will be an icon on your desktop called VPN H Drive, Double click on it to run the file. Your H drive will now be available. You need to do this every time you restart your laptop
My Y drive has red crosses through it as though it is not available 	Although it may show like this, the Y drive is still available. Double click to open it and all the shared drives that you have access to will show
I have accidentally closed the Citrix Gateway browser page, how do I get it back?	Click on the padlock icon  A pop up will open called Citrix Gateway. Click on Home page and this will open the Citrix Gateway Browser page
How do I log out of the VPN?	Click on the padlock icon  A pop up will open called Citrix Gateway. Click on log off

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<p>I have recently been into the office and Citrix Gateway is not installed</p>	<p>If you are on a Windows 7 device or a desktop then it will not install. If you are on a Windows 10 laptop or tablet it should auto install next time you're in the office as you may have not been in since we deployed it. If it is not auto installing, please check the Application catalogue that can be found in the software centre . And install the Citrix gateway plug in. If you are still experiencing issues please contact the ICT Servicedesk whilst you are in the office – If you are unsure how to do this please see appendix 1 below</p>
<p>I do not have Microsoft Authenticator installed on my mobile device, how do I do this?</p>	<p>If you are new to working remotely or if you have had a new mobile device, you will need to register to enable you to access the VPN. Please see appendix 2 below on how to install and register. PLEASE NOTE:- You will need to be connected to the WCBC network to do this</p>

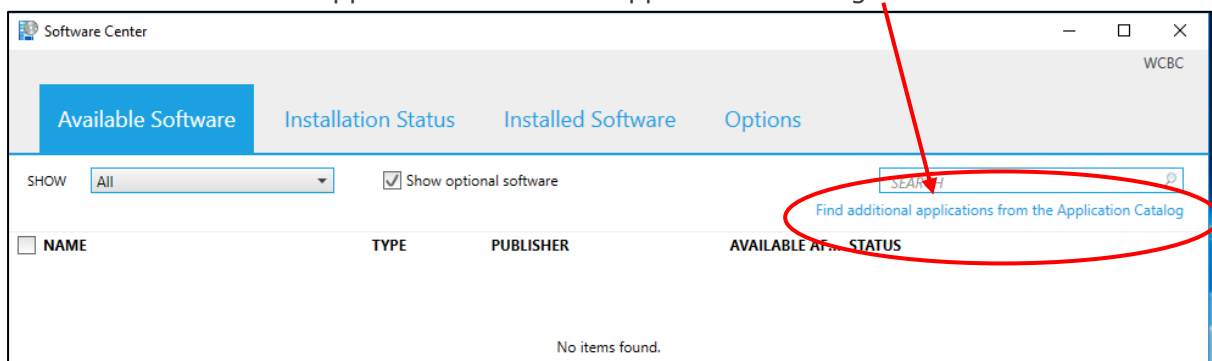
Appendix 1

Installing Software from Application Catalogue



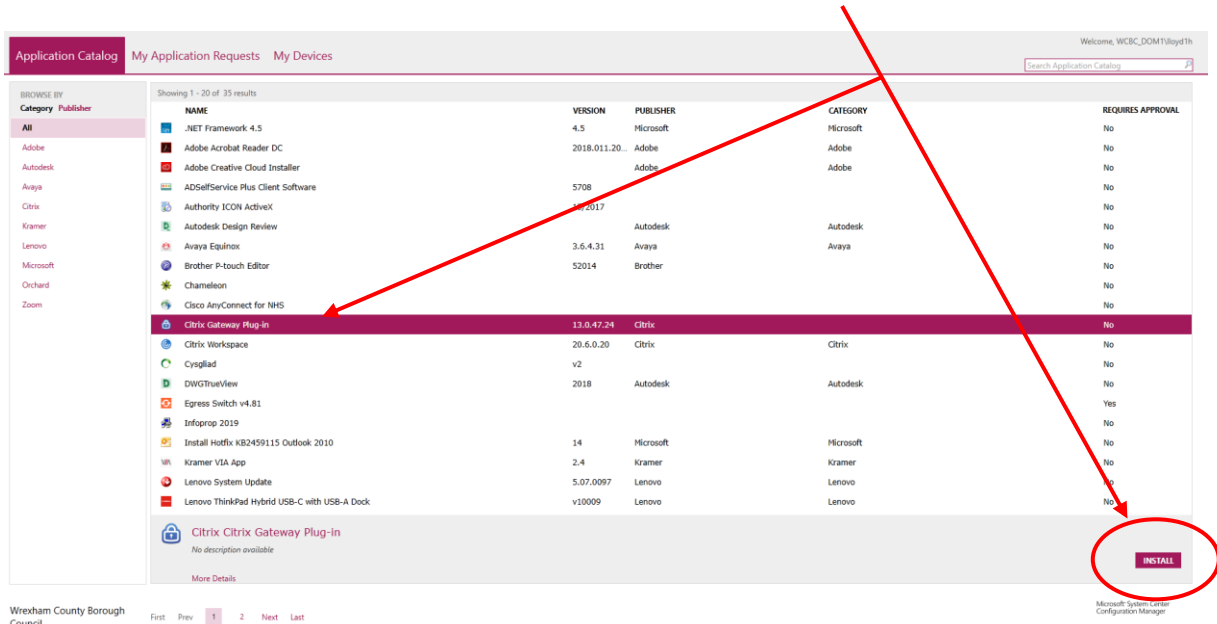
Go to software center on your desktop and double click to open it.

Click on 'Find additional applications from the Application Catalog'



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This will then open the Application Catalog. Select Citrix Gateway and then install



This will now install the software.

To install Avaya Equinox, please repeat the above, selecting Avaya Equinox from the list and then Install.

Appendix 2

Installing/Registering for Microsoft Authenticator

On Your Phone

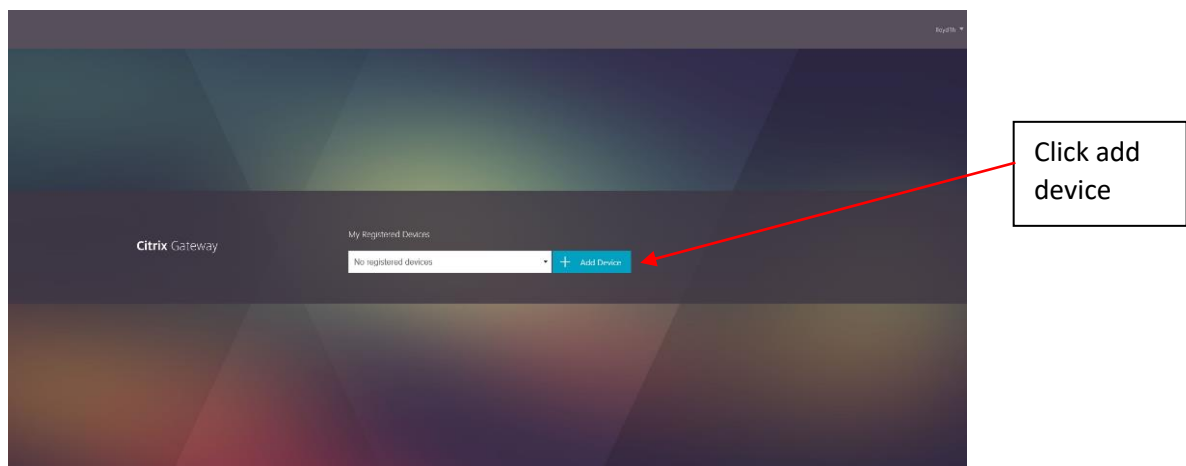
Download the Microsoft Authenticator App  from the App store or Play Store.

Please note:- If you have a work smart phone, this App will already be installed.

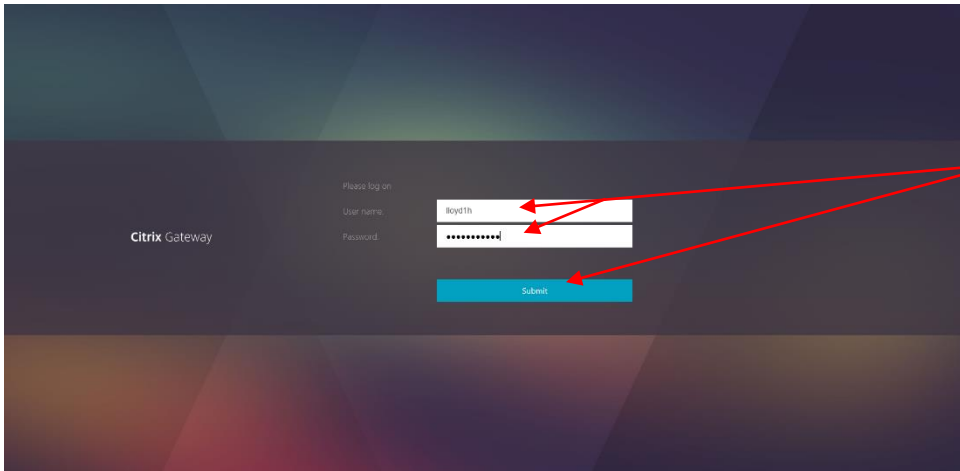
On Your Computer

Go to <https://otpcitrix.wrexham.gov.uk/manageotp>

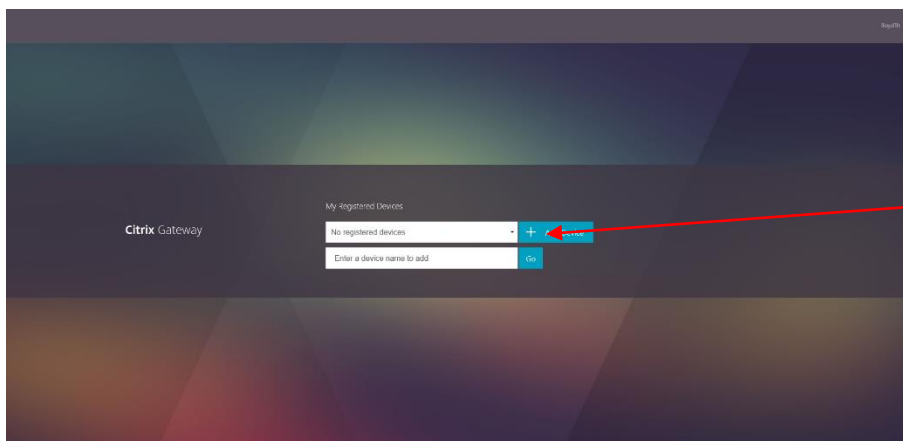
PLEASE NOTE: - To register, you will need to be on a PC/Laptop connected to the WCBC network.



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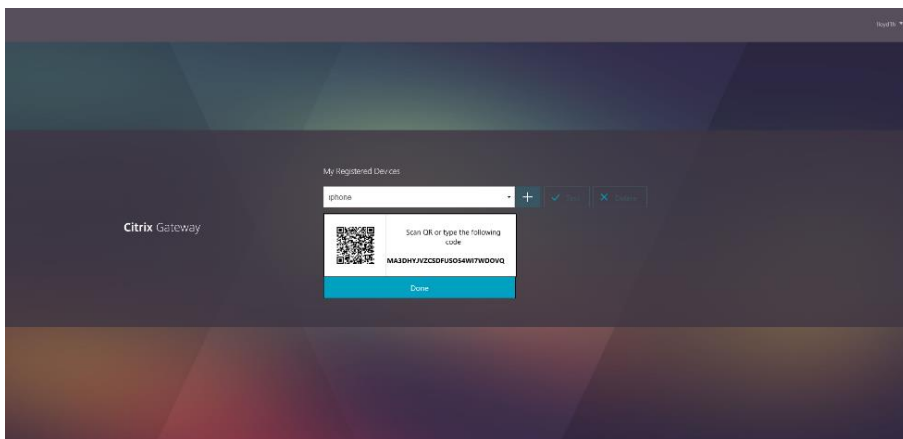


Enter your user name and network password and then press submit



Add the device name (you can name it whatever you wish – however, do not use special characters such as ' , ! * # etc) and then click go

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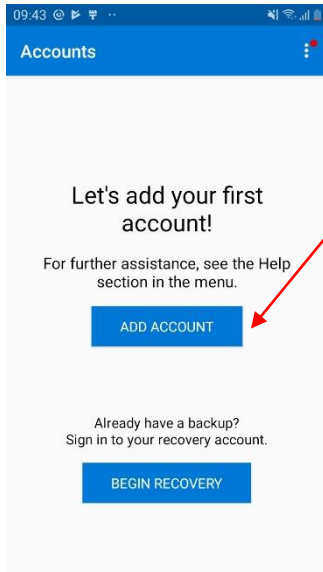


It will then Bring up a QR code – **DO NOT PRESS DONE** as you will need the QR code shortly

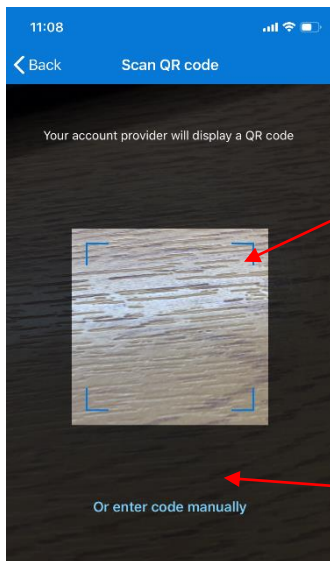
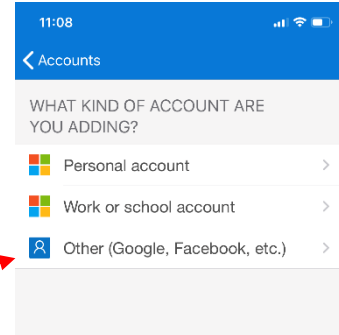
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On Your Phone

Open the Microsoft Authenticator App on your phone



1. Click on add account (this may display differently on different phones, but will always say Add Account)
2. Then select Other



- If asked, please allow this app to access your camera**
3. A QR code reader will open – Scan the QR code that is on your computer screen. – If your phone won't scan the code please see below

If the camera does not allow you to scan the QR code, you can set it up manually.
Click on - Or enter code Manually

In the account name box type OTPCITRIX

In the secret key box type the 25 digit code that is displayed Under the QR code on your Computer

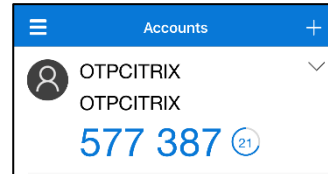
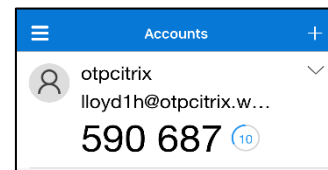
Then click finish

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4. The otpcitrix authenticator will now be installed in the app and will display a code. This code changes every 30 seconds. This is the passcode you will use when logging into Citrix or Webmail

(Will display slightly differently dependant if installed with QR code or manually)

5. Return to your computer and press done.



Now when logging into the remote working portal you will need to select either

- Email/Webmail (Authenticator)
- Agile Working Portal (Authenticator)

NOT

- Email/Webmail (SafeNet/MobilePASS)
- Agile Working Portal (SafeNet/MobilePASS)