CITRIX

User Guide

For ASPs

Prepared by Endeavour Energy

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CITRIX SUPPORT

**For help with CITRIX
Please contact the
Endeavour Energy Help Desk on**

02 9853-6888

**The Help Desk will log your request
and will contact you with a solution**

Introduction

This guide provides instructions to Accredited Service Providers on how to access the Endeavour Energy Citrix platform. The Endeavour Energy Citrix platform allows you to manage remote access to authorised Endeavour Energy applications, systems and documents.

Prerequisite

If you have previously enrolled with SecurEnvoy, skip this prerequisite step.

To access Endeavour Energy systems, you will need to be enrolled in SecurEnvoy authentication.

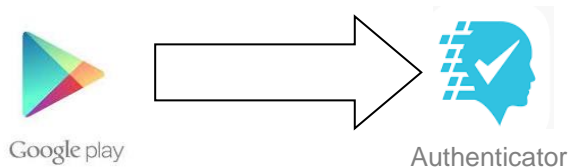Download and install the 'SecurEnvoy Authenticator' application.

Apple Users

1. Navigate to the Apple App Store from an iPhone/iPad device. Search for 'SecurEnvoy Authenticator' app and install the app.
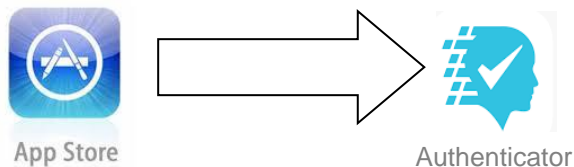
Authenticator

Android Users

2. Navigate to Google Play if you're using an Android device. Search for 'SecurEnvoy Authenticator' app and install the app.
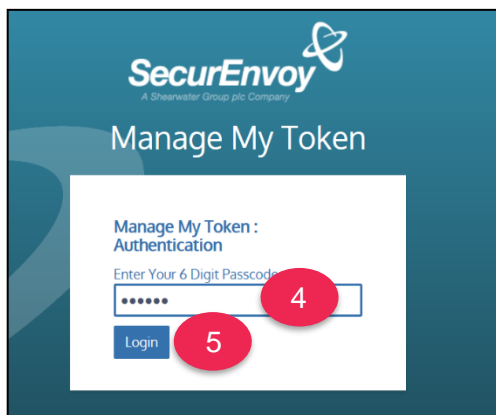

Authenticator

Enrol to use SecurEnvoy Soft Token
The SecurEnvoy Soft Token allows a single use code for two factor authentication which validates your identity.

1. Go to https://mfa.endeavourenergy.com.au/ using Internet Explorer or Google Chrome.

2. You'll be asked for a User ID and password. This information is in an **email** sent to you from Endeavour Energy helpdesk. If you don't have this email call helpdesk on 02 9853 6888.
   Note: keep this information handy as you'll need it each time you access Endeavour Energy Citrix environment (see next sections).
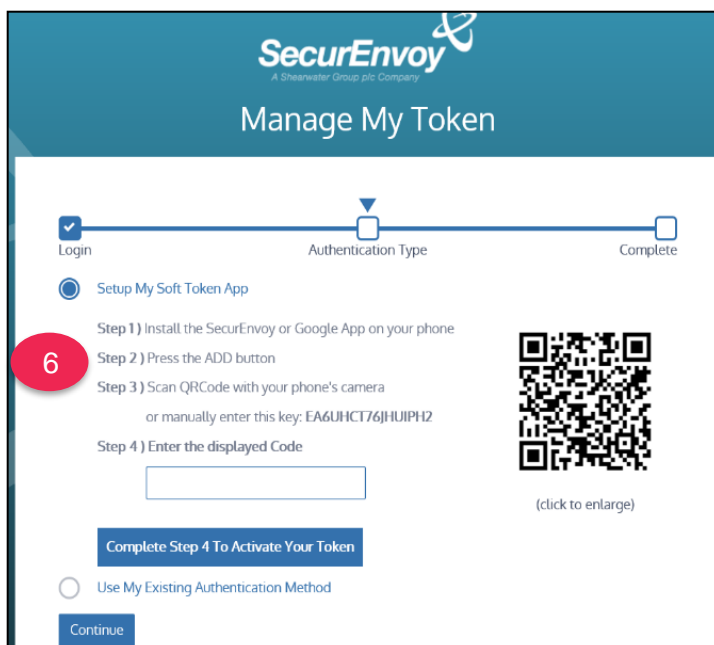
3. Enter the details and Click **Login**.

4. Enter the SecurEnvoy 6-digit temporary passcode received from the Endeavour Energy helpdesk email. **Note:** the temporary passcode is only valid for five days?
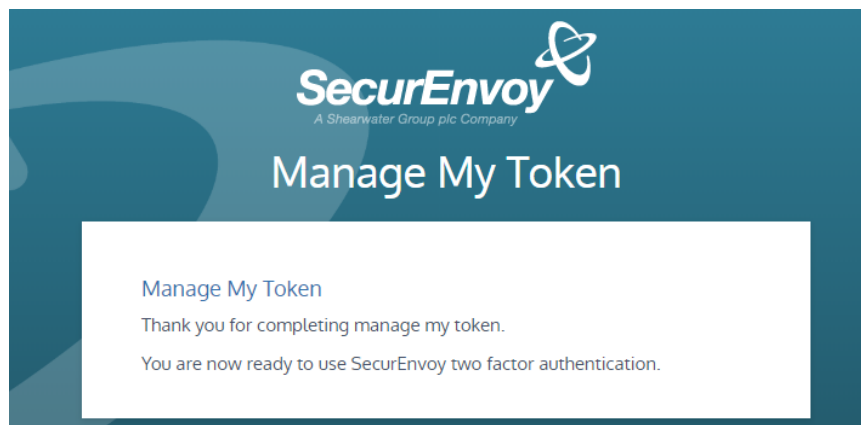
5. Click **Login.**

6. Follow the Manage My Token steps shown on the screen to authenticate.

7. Follow the Manage My Token steps shown on the screen to authenticate.
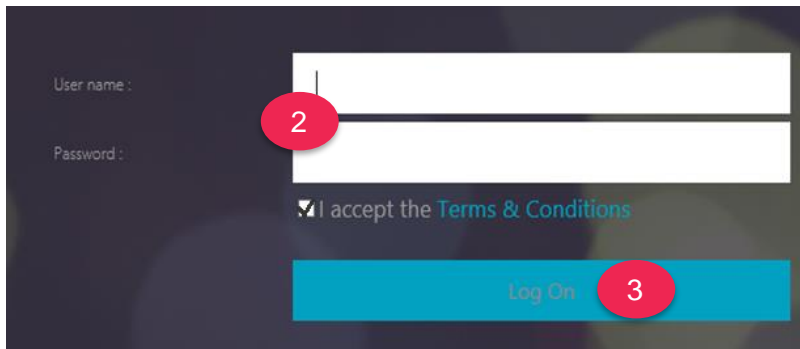   **Note:** The ADD button in the screenshot above (Step 2) refers to the '**+**' icon on the SecurEnvoy Authenticator app.

   When you have successfully registered, you will receive the following message:
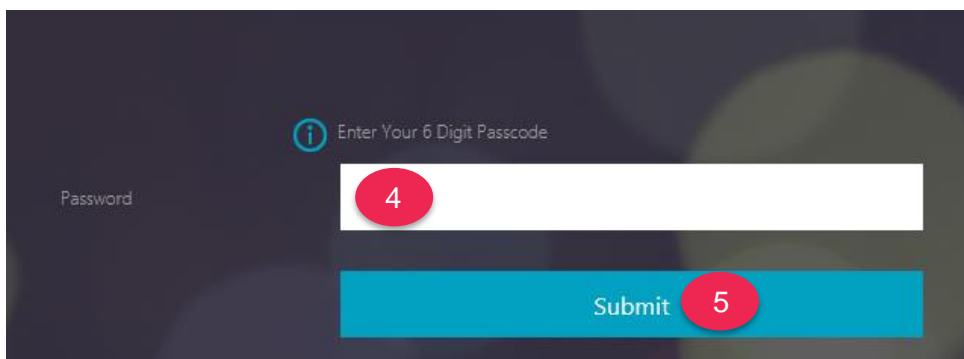
Launching Citrix

Follow these steps to access the Endeavour Energy Citrix environment.

1. From Internet Explorer or Google Chrome go to: https://suppliers.endeavourenergy.com.au/

2. Enter your username, network **password** provided by helpdesk and accept the **Terms & Conditions**. This information is in an **email** sent to you from Endeavour Energy helpdesk. If you don't have this email call helpdesk on 02 9853 6888.
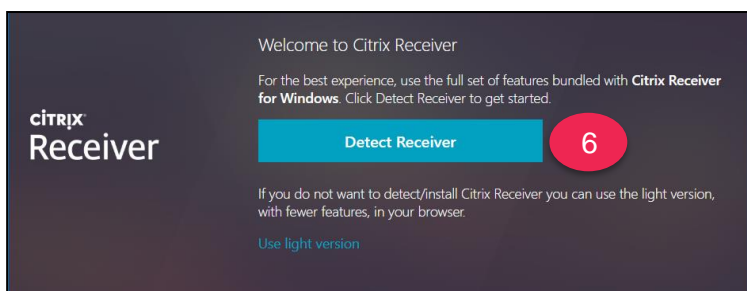
3. Click **Log On**.

Note: The terms and conditions must be checked to use Citrix.

4. Enter the SecurEnvoy **6-digit passcode** as displayed on the SecurEnvoy Soft Token application.
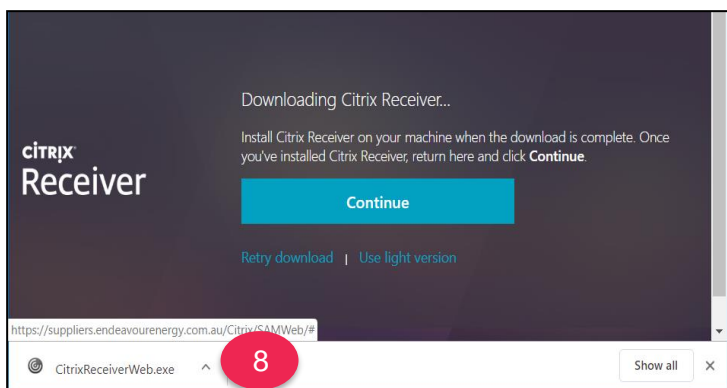
5. Click **Submit**.

6. Click **Detect Receiver**. You will only need to do this once. **Skip steps 7 to 11 if you have previously accessed Citrix from your machine.**
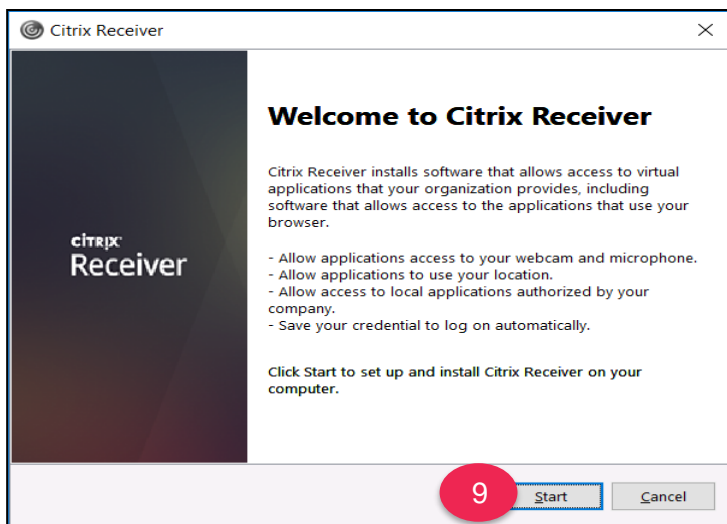
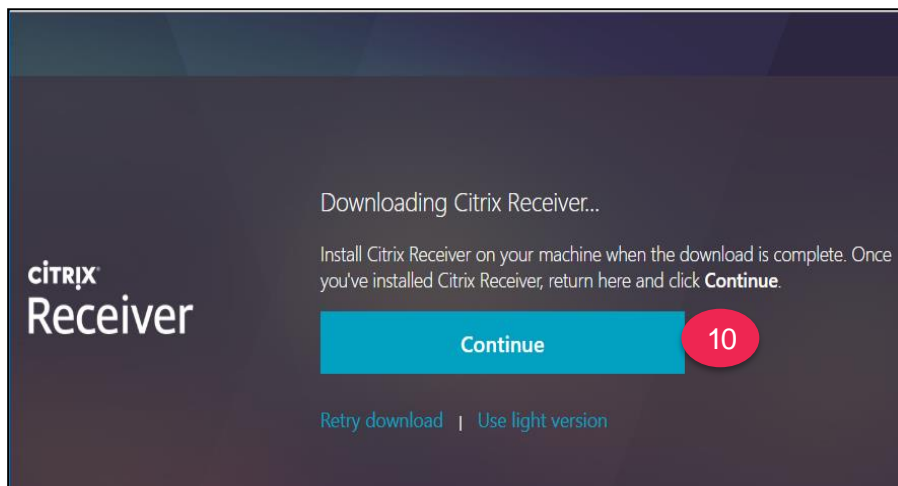7. **Agree** to the Citrix Licence Agreement and click on **Download**.
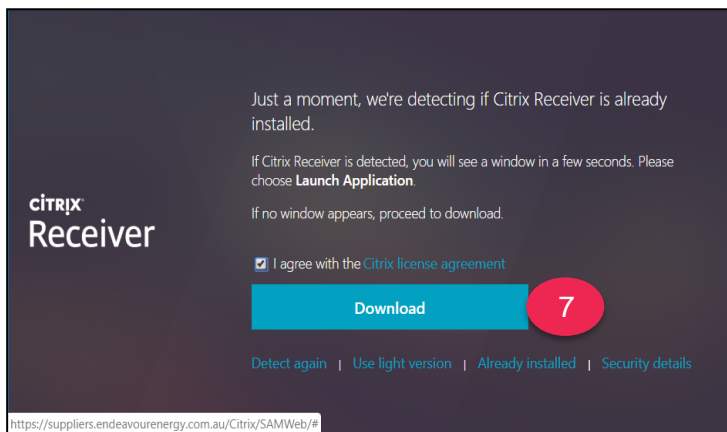
8. Click on **Citrix Receiver.exe** to install the application.

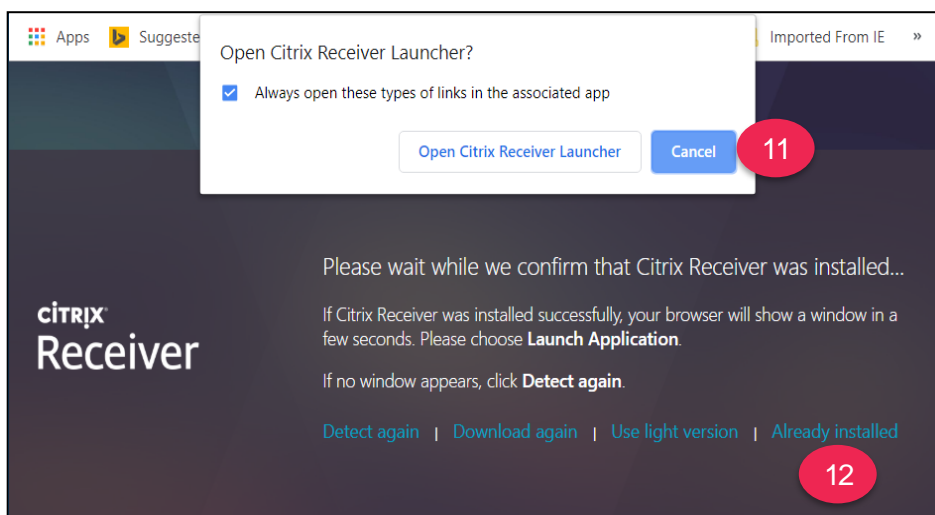9. Follow the installation instructions.

10. Once the install has completed; you will be returned to the Citrix browser Click **Continue**.
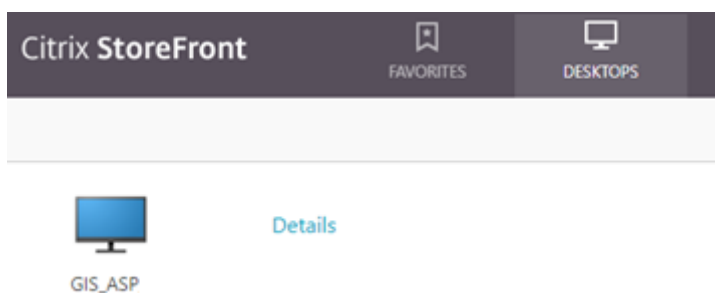

11. Click **Cancel**. The receiver has been installed in step 9.

12. Click "**Already Installed**".

13. **When you have successfully logged on, the Citrix StoreFront displays**.
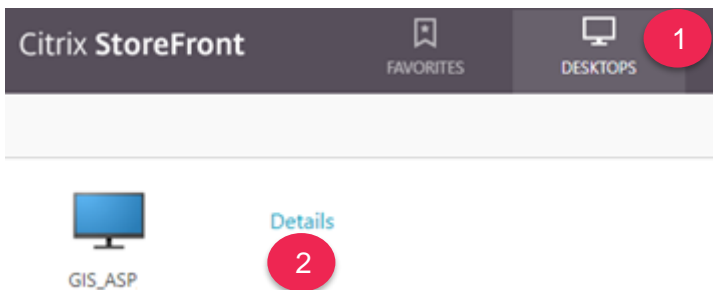
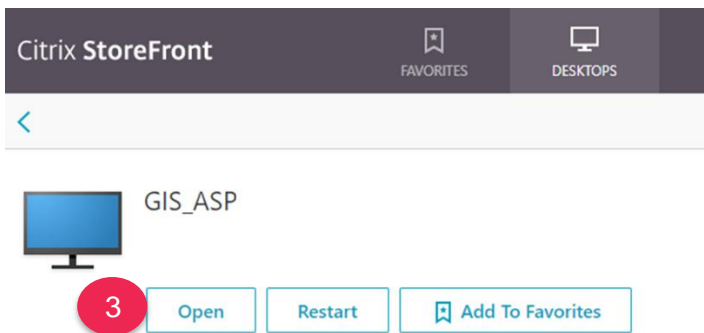# Accessing Endeavour Energy Applications, Systems and Documents

Follow these steps to access the Endeavour Energy applications, systems and documents using Citrix

1. Click the **Desktop** button.

2. Click **Details**

3. Click **Open** to access the required VDI.

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

- You cannot copy and paste from the Endeavour Energy Citrix environment to your PC. However, mapping to your own PC network drive and saving documents to your own PC network drive has been enabled.
- You cannot print from the Endeavour Energy Citrix environment.
- For any issues and assistance with accessing the Citrix environment contact the Service Desk on **ext. 86888 or (02) 9853 6888.**