



DUO ENROLLMENT & REMOTE ACCESS USING CITRIX

WELCOME TO REMOTE ACCESS:

We are excited to have implemented our Citrix environment. Citrix is faster and more secure. This environment enables us to easily configure upgrades, as well as manage security in a smoother and more efficient fashion.

DUO is a two-factor authentication method that provides a second authentication method in addition to your network username and password. Verifying your identity using a second factor prevents unwanted access to your account.

Below are instructions on enrolling in DUO Authentication, as well as using it to connect to the network remotely via Citrix.

ENROLLING IN DUO AUTHENTICATION:

To even get started with enrolling a Mobile Device in the DUO Authentication System the IT Department needs to create a user account on the system. Once this has been completed, you will receive a DUO Security Enrollment email:

1. Open the DUO Security Enrollment email
2. Click the First Link to Begin
3. Click the Start Setup button
4. Choose the Mobile Device option:
5. Click the Continue option
6. Enter the Country & Phone Number
7. Click the Continue option
8. Select the Device Type, iPhone or Android
9. Click the Continue option

NOTE: At this point

INSTALLING DUO MOBILE APP ON DEVICE

Once a user is successfully enrolled with the DUO Authentication System, the next step is to install the DUO Mobile App to utilize its features. The next series of steps involve instructions for installing the DUO Mobile App for the specific types of Mobile Devices being utilized, and then returning to the Enrolling in DUO Authentication section.

INSTALLING DUO APP ON IPHONES



1. Visit the App Store
2. Search for DUO Mobile
3. Tap Get, Install & Accept when Prompted
NOTE: The Accept should be for Accepting the User Agreement
4. Select OK to the Question, "DUO Mobile would like to Send you Notifications"
NOTE: At this point the DUO Mobile App should be installed, Proceed to Step 5 in the Enrolling in DUO Authentication section

INSTALLING DUO APP ON ANDROID



1. Visit the Google Play Store
2. Search for DUO Mobile
3. Tap Install & Accept when Prompted
NOTE: The Accept should be for Accepting the User Agreement
4. Select OK to the following Questions:
 - "DUO Mobile Needs Access to the Camera"
 - "DUO Mobile would like to Send you Notifications"**NOTE:** At this point the DUO Mobile App should be installed, Proceed to Step 5 in the Enrolling in DUO Authentication section

ENROLLING IN DUO AUTHENTICATION:

5. Click the "I have DUO Mobile Installed" on the Computer Screen
6. Open the DUO Mobile App on Mobile Device
7. Press the + icon to Activate Barcode Scanner
8. Hold Mobile Device Camera to the Barcode on the Computer Screen
9. Click the Continue option when the Computer Screen turns Green
10. Click the Continue option when a Green Checkmark appears on the Barcode
11. Exit the Browser when you reach the "Device Successfully Added" Screen



QUICK REFERENCE CARD (QRC)

UPDATING CITRIX RECEIVER ON PCs:

Next, an updated Citrix Receiver will need to be installed on a computer before you can access the network remotely using Citrix.

1. Open an Internet Browser
2. Go to Receiver.Citrix.com
3. Select the Download for Windows option

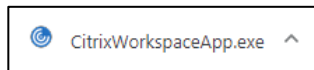


4. Click on the Download option that appears



NOTE: If this file does not appear at the bottom of the browser, it will be downloaded into the Downloads folder on the computer

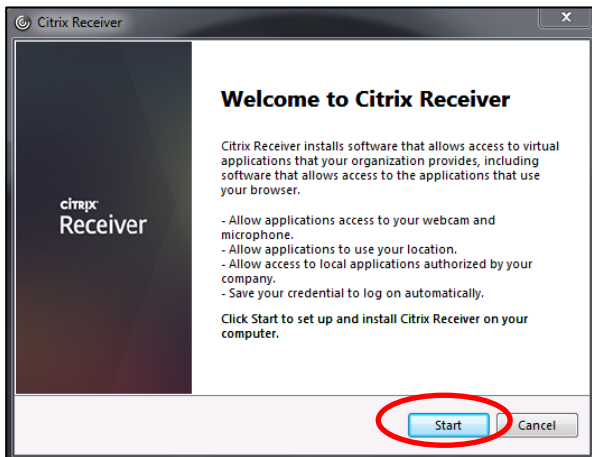
5. Click the File to Start Installation



6. Click the YES button to Allow Access

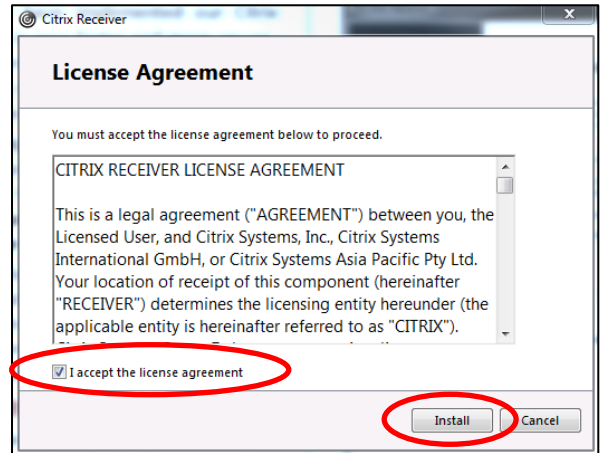
NOTE: On older versions of Microsoft Windows it may appear as Run

7. Click the START button

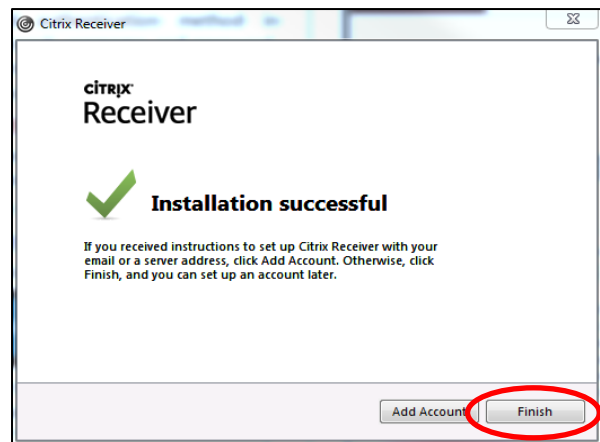


8. Click on the Checkbox to Accept the User License Agreement

9. Click the INSTALL button



10. Click the FINISH button



NOTE: Ignore the Add Account option

UPDATING CITRIX RECEIVER ON MACS:

Next, an updated Citrix Receiver will need to be installed on a computer before you can access the network remotely using Citrix.

1. Open an Internet Browser and go to:
2. www.Citrix.com/downloads/citrix-receiver/mac
3. Scroll down and click on Receiver 12.9.1 for Mac
4. Click on Download File option that appears



NOTE: If this file does not appear at the bottom of the browser, it will be downloaded into the Downloads folder on the computer

5. Click on the File to Start Installation

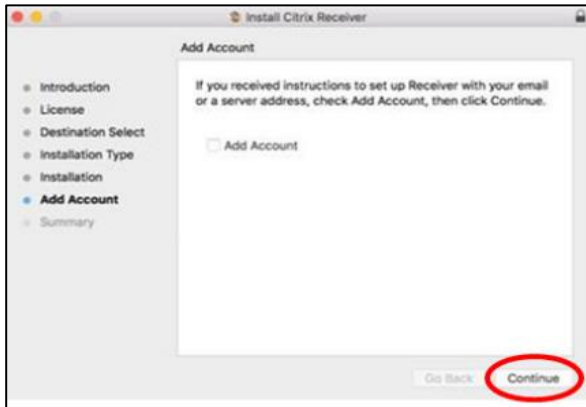




QUICK REFERENCE CARD (QRC)

Accept All Default Settings

6. Click the CONTINUE button



NOTE: Do NOT Check the Add Account option

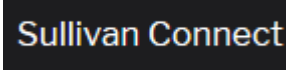
7. Continue until Installation is Completed

ESTABLISHING A REMOTE CONNECTION:

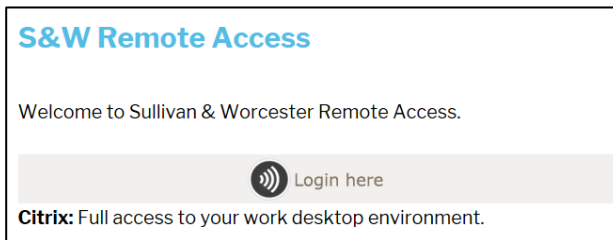
Make sure to reboot your computer, regardless of the type of computer, before establishing a remote connection.

1. Open an Internet Browser

2. Go to www.SullivanLaw.com

3. Scroll down to the bottom of the screen,  and Click the SW Connect option

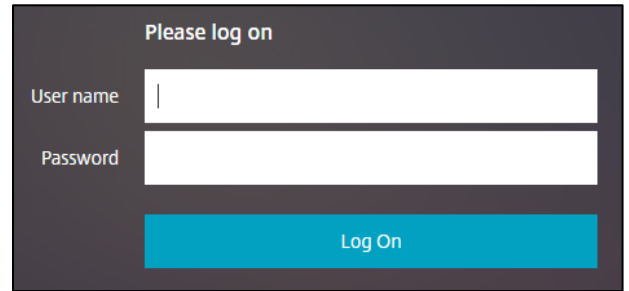
4. Click the LOGIN HERE button



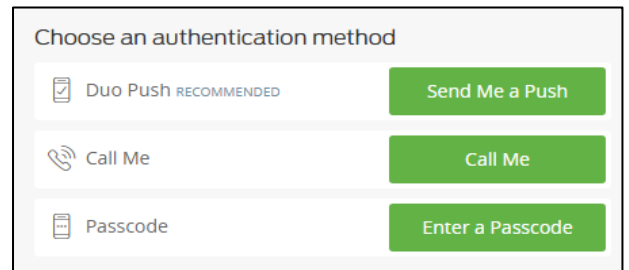
NOTE: Please do not add this page to your favorites, because in cases of outages and issues, we may have to automatically redirect users to another Citrix Server, that is different from this page location

5. Type your Username and Password

6. Click the LOG ON button



7. Select the Type of Authentication Method you would like to use to access the network



- **Send Me a Push** – Allows a User to hit either Approve or Deny on a Mobile Device (Approve to Successfully Log In)
- **Call Me** – Allows a User to Receive a Phone Call and Press Any Key to Successfully Log In
- **Enter a Passcode** – Allows a User to Receive a Text Message and Enter a Code, to Successfully Log In

NOTE: At this point go to the next section and following the instructions based on the type of browser being used

MULTIPLE BROWSER OPTIONS:

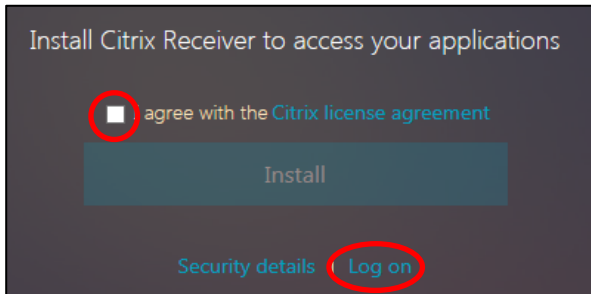
Once this point in the instructions are reached, the remaining steps might depend on what browser is being used. Find the section for the browser being used, and follow the steps, and at anytime during the process call IT Support at x8499 with any questions you might have.



QUICK REFERENCE CARD (QRC)

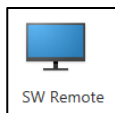
IF USING INTERNET EXPLORER:

1. Click on the Checkbox to Accept the User License Agreement
2. Click the Log On option



NOTE: Do NOT click the Install option

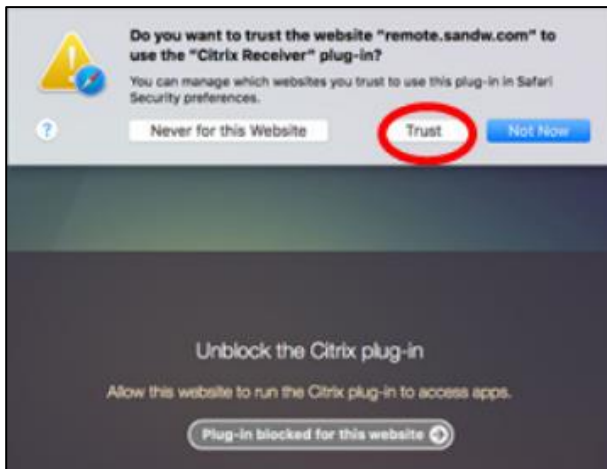
3. Click on the SW Remote option to gain entry to your Account & Application on the Network



NOTE: Make sure to select the Log Off option when finished

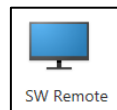
IF USING SAFARI:

1. Click the TRUST button



NOTE: Must select the Trust option, so the website will not Block Citrix

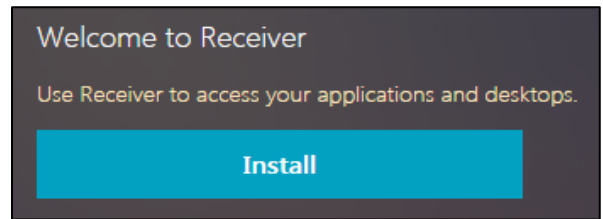
2. Click on the SW Remote option to gain entry to your Account & Application on the Network



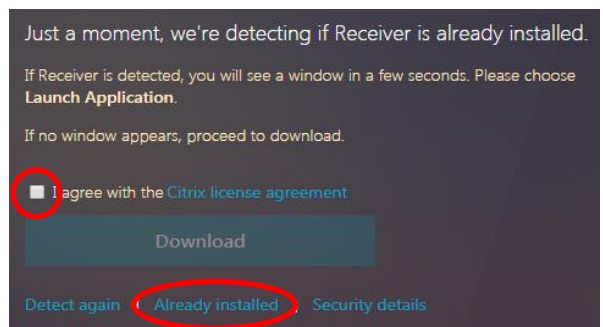
NOTE: Make sure to select the Log Off option when finished

IF USING GOOGLE CHROME:

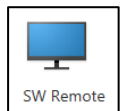
1. Click the INSTALL button



2. On the next screen, Click on the Checkbox to Accept the User License Agreement
3. Click the Already Installed option



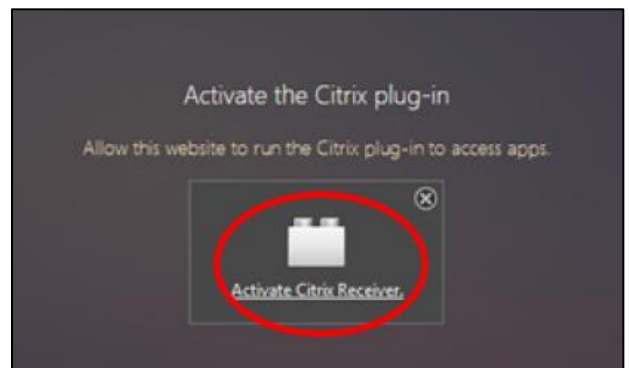
4. Click on the SW Remote option to gain entry to your Account & Application on the Network



NOTE: Make sure to select the Log Off option when finished

IF USING FIREFOX:

1. Click the ACTIVATE CITRIX RECEIVER button



2. Click on the SW Remote option to gain entry to your Account & Application on the Network



NOTE: Make sure to select the Log Off option when finished