SecureVPN for working from home

By following the simple steps below you can gain access to the SU network and its services.

What do you need?

A computer to access the network and a cell phone which should be kept nearby when you want to log on to the network.

Important Note: Make sure that Windows updates and Antivirus is up to date. Make sure other Citrix applications are NOT running on the device when trying to launch the Citrix Gateway

Step 1:

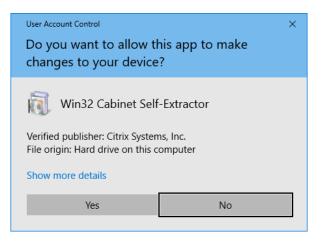
Install device compatibility check software

- a. Open Chrome Browser and go to <u>https://securevpn.sun.ac.za</u>
- b. Your device will need to be checked if it meets the requirements, **Download** and **Run** the plugin (nsepa_setup.exe)

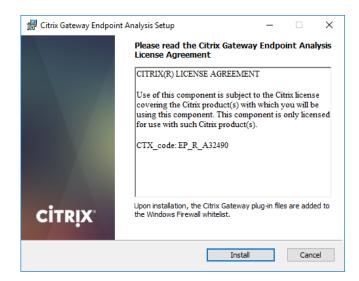
S Citrix Gatewa	y	× +		- 0	×
$\leftrightarrow \rightarrow G$	e securevpn.sur	n.ac.za/epa/epa.html		\$ 🔒 Incognito	
			Checking Your Device Before connecting to your organization's internal network, we need to check that your computer meets certain requirements. Please download the software that handles this check.		
					U
nsepa_setup 3.1/5.6 MB, 6 s	o (1).exe 🔨			Show all	×

Please note: Do no close browser window. It will be needed again later.

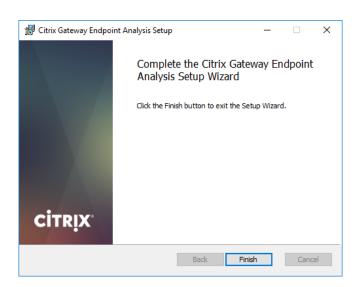
c. Click Yes if prompted



d. Click Install



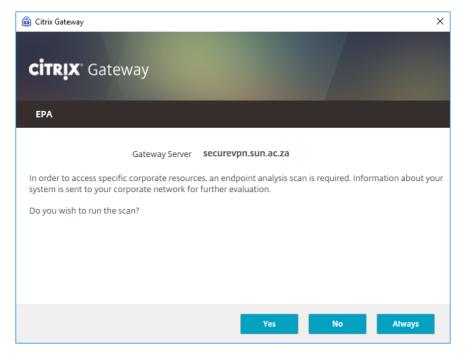
e. Click Finish



Step 2:

Scan your device for compatibility

a. Click Yes to start the scan

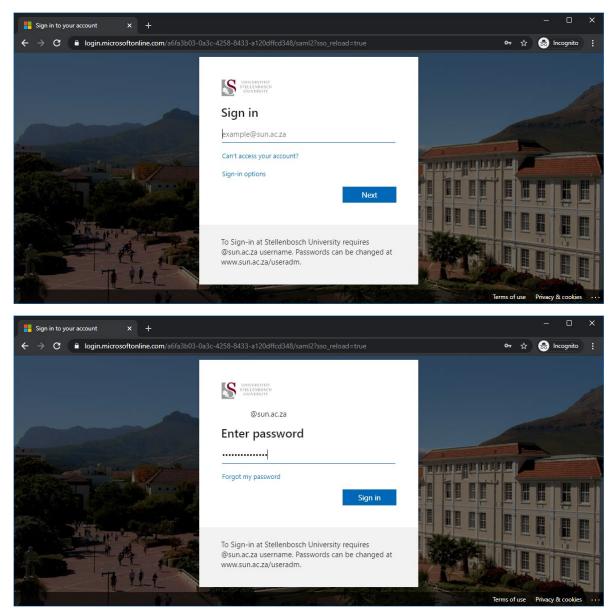


b. Wait for the scan to complete

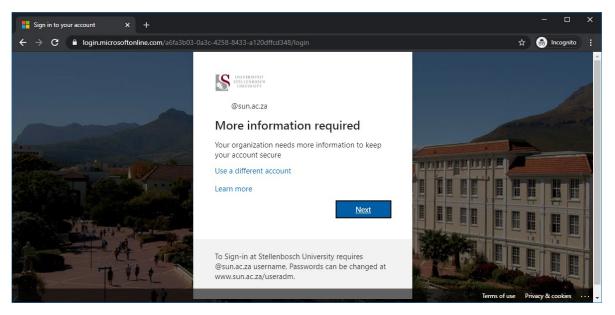
:itrix " Ga	ateway		
EPA			
	Gateway Server	securevpn.sun.ac.za	

Step 3: Sign in and configure Multi-Factor Authentication

a. After the scan, return to your browser window and log in with your SU credentials



b. You will be prompted to enable additional security on your account, click Next



c. Method to use is "Authentication Phone" and "Send me a code by text message" and enter a Cell Phone number then click Next

Additional security verification x +		- 🗆	×
← → C account.activedirectory.windowsazure.com/proofup.aspx?culture=en-US	8	Incognito	
Additional security verification Secure your account by adding phone verification to your password. View video to know how to secure your account Step 1: How should we contact you? Authentication phone Select South Africa (+27) Select South Africa (+27) Enter your Cell Number Method Method: Send me a code by text message Call me Click Next Vert			
©2020 Microsoft Legai Privacy			

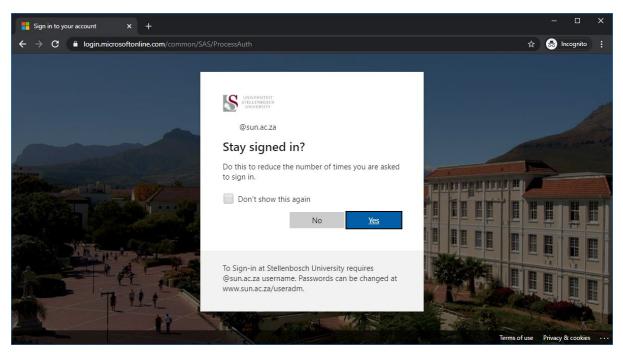
d. You will receive a SMS with a verification code on the number provided. Enter the verification code and click Verify

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Additional security verification		
Secure your account by adding phone verification to your password. View video to know how to secure your account		
Step 2: We've sent a text message to your phone at +27		
When you receive the verification code, enter it here		
Cancel Verify		
©2020 Microsoft Legal Privacy		

e. Click Done when successful

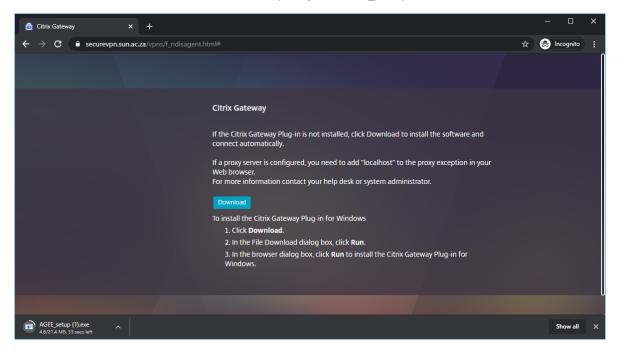
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$\leftrightarrow \rightarrow G$	account.activedirectory.windowsazure.com/proofup.aspx?culture=en-US		Incognito	
	Additional security verification			
	Step 2: We've sent a text message to your phone at +27			
	Verification successful!			
	Done	I		
	©2020 Microsoft Legal Privacy			

f. Click No



Step 4: Install Citrix Gateway Plug-in

a. Download and Run the Citrix Gateway Plug-in (AGEE_setup.exe)



b. Click Install



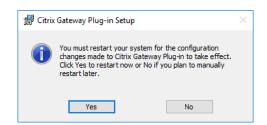
c. Click Yes for the UAC pop up



d. Click Finish



e. Click Yes to restart the device



f. After computer has rebooted, please close any open browser windows to prevent confusion

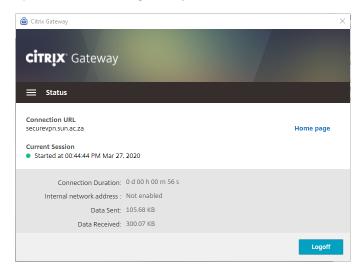
Step 5:

Connect to SecureVPN with the Citrix Gateway Plug-in

- a. Once installed, the Citrix gateway can be accessed from the Start Menu or from the bottom right corner of your screen (see screenshot below).
 - i. Grey lock icon indicates that Gateway is not connected



b. Once open it will connect to the SecureVPN, if it does not connect, add the https://securevpn.sun.ac.za in the gateway url section



c. From here the user will have access to services as if they were on campus

Important Note: Make sure that Windows updates and Antivirus is up to date. Make sure other Citrix applications are NOT running on the device when trying to launch the Citrix Gateway

Step 6:

Troubleshooting

a. If you trying to connect and get the screen below you will need to update your antivirus with the latest update before you can connect.

Citrix Gateway	×
ACCESS DENIED	
Your device does not meet the requirements for logging on. For more information, contact your help desk and provide the following information: Case ID : a7e98 Access might have been denied because of following issues. Please retry after rectifying relevant issues • None of Antispyware installed on your machine has recent virus definition file	
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b. Once updated, you will be able to connect to SecureVPN with the Citrix Gateway Plug-in