TTUHSC ADC SSL VPN

1

TTUHSC ADC SSL VPN with Multifactor Authentication

| Phone configuration to receive One Time Passwords | |
|---|----|
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Prior to have installed the VPN client in your laptop, Users needs to have installed the Citrix SSO app in their mobile Phone to generate an onetime password (OTP).

*This Registration is required only once per unique device.

Phone registration to generate one time passwords (OTP)

1.- From your mobile phone device open Google Play or Apple store



2.- Browse & install the app "Citrix SSO",



3.- To Register your Phone in the VPN Platform from your **PC/Laptop** where the VPN will be installed , Open a new Chrome , Firefox or Microsoft Edge Browser and type:

https://nsvpn.elpaso.ttuhsc.edu/manageotp

4.- The registration page will load , please Login with your eraider account.



5.- On the Registration page Click on "Add Device"



6.- In the Device Name field enter your "phone number" and Click "Go" .

| My Registered Devices | | |
|----------------------------|----|------------|
| No registered devices - | + | Add Device |
| Enter a device name to add | Go | |

Once is submitted a QR code is displayed on the Citrix Gateway browser page.



7.-Once you got the QR code , Open the Citrix SSO app in your phone, and add a new token scanning the QR code shown in your screen. **Make sure the Citrix SSO app have permission in your device to use the camera.**

Scan this QR code using the Citrix SSO app from the device to be registered.

a) Open Citrix SSO app in your Phone (previous installed step 1,2)



b) Navigate to **Tokens** tab on the app **Home** view.

| Android | | IPh | none |
|--------------|--------------|------------|-----------------|
| • | 👄 🛡 🗒 🔒 5:17 | 3:20 7 | 🗢 🔳 |
| ≡ Citrix SSO | | = | |
| CONNECTIONS | TOKENS | Citrix SSO | Password Tokens |
| | | | |

c) Tap in the "+" or "add a new token"

| ≡ Citrix SSO | | | VPN Connections | Password Tokens |
|--------------|--------|----|-----------------|-----------------|
| CONNECTIONS | TOKENS | | | |
| | | | | _ |
| | | Ad | d New Token | |
| | | 1 | | |
| | | 1 | | J |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

d) Tap Scan QR Code.

| Citrix SSO | |
|-------------|----------------|
| CONNECTIONS | TOKENS |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | Enter Manually |
| L | Scan QR Code |
| | × |
| 111 | 0 < |

e) Focus the camera on the QR code on browser

| My Registered Devices | | | | |
|-----------------------|--|---|---|--|
| 9159999999 | | • | + | |
| | Scan QR or type the following code 3ZEAPETYDO6SMWCFLJU3YUYIAU | | | |
| | Done | | | |

8 .- Once it's completed a successfully notification will be displayed.

| My Registered Devices | | |
|---------------------------------|---|------------|
| 9159999999 - | + | Add Device |
| Added 91599999999 successfully! | | |

Citrix SSO auto-populates the device name and secret key, alternatively, you can manually enter the secret key that appears above the QR code.

Citrix SSO validates the QR code and then registers with gateway for push notifications. If there are no errors in the registration process, the token is successfully added to the tokens tab.



9.- From your PC Log off from the register process clicking on the upright corner.

| | , | HEALTH SCIENCES CENTER. EL PASO | Log Off |
|--------------------------|-------------------------------------|------------------------------------|---------|
| | | | |
| | | | |
| T | My Registered Devices 9159999999 | + Add Device | |
| TTURSC EP VPN GATEWAY | Added 9709999999 successfully! | | |

Windows Operative Systems VPN Plug-in installation

10(w).- Once you click on log off The browser will be redirected to a new URL:

https://nsvpn.elpaso.ttuhsc.edu

Input your eraider account credentials

| | username | þraider | |
|-------------|----------|--------------------------------|---|
| | password | | |
| VPN GATEWAY | | | - |
| | | submit to PUSH your OTP device | |
| | | | |

When you click the Submit Button the system will send a notification to your phone where the Citrix SSO app is installed.

Open the Citrix SSO app on your registered device and tap **Allow**.

| atl 🗢 û 💻 (| | ad Antol ♥ 11.02 AM DAL ■. |
|---|--|---|
| 4:35 | 4:35 | Citrix SSO |
| Wednesday, April 24 | CITRIX SSO ···· | VPN Connections Password Tokens |
| Server at requires passcode. Please accept to send. | Server at requires passcode. Please accept to send. | 2 Citrix Gateway Logon te Tap Allow to send a logon request to |
| | Deny | A Cancel Allow |
| | | |
| e • 0 | | |

You will receive a Push notification on your Mobile Phone. Otherwise after 30 sec a manual validation will appear to submit the OTP value generated from your mobile device.

11(w).- Once your OTP is validated the system will ask to Download the VPN plugin for Windows

Please follow the instructions to install the Windows client in your system (Administrator PC rights are required).

| | Citrix Gateway | |
|----------------------|--|--|
| | The Citrix Gateway Plug-in is either not installed or requires updating. | |
| | To install the Citrix Gateway Plug-in: 1. Click Download. | |
| TTUHSC EP | 2. In the File Download dialog box, click Run . | |
| VINGALWAI | | |
| | In the browser dialog box, click Run to install the Citrix Gateway Plug-in for Windows. | |
| | In the browser dialog box, click Run to install the Citrix Gateway Plug-in for Windows. Download | |
| + | 3. In the browser dialog box, click Run to install the Citrix Gateway Plug-in for Windows. Download | |
| aiting for localhost | 3. In the browser dialog box, click Run to install the Citrix Gateway Plug-in for Windows. Download | |

| 😸 Citrix Gateway Plug-in S | Please read the Citrix Gateway Plug-in License Agreement CITRIX(R) LICENSE AGREEMENT Use of this component is subject to the Citrix license covering the Citrix product(s) with which you will be using this component. This component is only licensed | Citrix Gateway Plug-in Setup Installing Citrix Gateway Plug-in Please wait while Citrix Gateway Plug-in is installed. | – – × Citrix . |
|----------------------------|--|---|--------------------------|
| citrux | for use with such Citrix product(s). CTX_code: EP_R_A32490 Upon installation, the Citrix Gateway plug-in files are added to | Status: | |
| CITRIX | the Windows Firewall whitelist. | Badk | Next Cancel |

12(w).-After Installation the "Citrix Gateway" client be automatically connected to the network, and in your taskbar menu a new grey/blue Icon will be added showing the status of the connection.



To disconnect to the VPN click on logoff button in your client.

Existing Citrix Gateway VPN Users

When your Phone is currently registered and the VPN Plug in is installed in your Windows or MAC system.

13.- Open a new Safire, Chrome , Firefox or Microsoft Edge Browser and type:

https://nsvpn.elpaso.ttuhsc.edu

• You can bookmark the link as favorites for future connections.

14.- Click on Continue to Accept the End user License Agreement

15.- Introduce your eraider Credentials and Click on "submit to PUSH your OTP device"

| TTUHSC EP | usemane | þraider |
|--------------------------------|-------------|--------------------------------|
| | password | |
| | VPN GATEWAY | |
| submit to PUSH your OTP device | | submit to PUSH your OTP device |

16.- In your registered Phone you will receive a push notification click "**allow**" to the Citrix Gateway logon.

17.- Once accepted, the gateway will request to open the previous installed "nglauncher" in Windows systems

Or the "Citrix Gateway" on MAC operative systems

| 🔹 Safari | File | Edit | View | History | Bookmarks | Window | Help | | | M | -O () | (î; | ∎D)) | 63% 🔳 | Fri 8 | :41 PI | M C | ∖ ∷ | Ξ |
|----------|----------|------|-----------|---------|----------------------|--------|-----------|---|-------|---------|-------|-----|------|-------|-------|----------|-----|-----|----|
| ••• < | | | | | | | | nsvpn.elpaso.ttuhsc.edu | | Ċ | | | | 0 | | 1 | ٥ | + | |
| | | | | | | | | TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER. EL PASO | | | | | | | | | | | |
| | | | | | Citrix G | ateway | | | | | | | | | | | | 0 | |
| | | Ŧ | STA CLEAD | | Please wa | Do yo | u want to | allow this page to open "Citrix Gatew | ay"? | our Web | | | | | | | | 1 | РМ |
| | ALL FROM | | 1. C. | | browser. For more | | | Cancel | Allow | | | | | | | | | | |
| | VPN (| GATE | WAY | | 2 secs | | | 0 | | | | | | | | | | 0 0 | AM |

18.- The Citrix Gateway will process the request

and establish the vpn session

19.- The SSL VPN support a **single** connection with the same Username, if you left your session opened or is still connected in other system.

The Transfer logon message will be displayed to transfer your connection to this device before the ngluancher or the Citrix Gateway app is opened.

MAC Operative Systems VPN Plug-in installation

Citrix SSO app will not be supported for iOS 11.x and lower versions after June 2020

20.- To continue with this installation you previously should finished Steps 1-9 (page 2) register an" OTP Phone".

21.- to continue installing the VPN plug in your MAC open "App store"

22.- Browse & install the app "Citrix SSO",

23.- Open The Application and Add the URL: nsvpn.elpaso.ttuhsc.edu and click connect.

| Citrix NetScaler Unified Gateway provides easy and secure application, desktop, and data access from anywhere, on any device, to maximize user productivity and ensure business continuity | | Citrix SSO | |
|--|---|--|---|
| Citrix NetScaler Unified Gateway provides easy and secure application, desktop, and data access from anywhere, on any device, to maximize user productivity and ensure business continuity | citrix sso | | |
| nsvon eloaso ttubsc.edu | Citrix NetScaler Unified (access from anywhere, o continuity | Gateway provides easy and secur on any device, to maximize user p | re application, desktop, and data productivity and ensure business |
| | nsvpn.elpaso.ttuhsc.edu | u | |

24: Click on Allow add VPN configuration

| | "Citrix SS Configura | 60" Would Like to . ations | Add VPN | |
|------|-------------------------|---|-------------------|------|
| | All network | activity on this Mac m when using VPN. | ay be filtered or | |
| aler | | Allow | Don't Allow | data |

25 Once the URL is added click on connect.

| | | | | Citrix SSO | | |
|---|--------|-------|------------|-------------------------|---------|--|
| | CITRIX | r sso | | | | |
| I | = 1 | Home | | | | |
| A DESCRIPTION OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER OWNER OWNER OWNER OWNER OWNER OWNER OWNER OWNER OWNE OWNER | | | Connection | nsvpn.elpaso.ttuhsc.edu | Connect | |

26 : After you Connect please read and accept the TTUHSC EULA clicking on Continue.

27- After Accept please Input your eraider account credentials and Click on "Submit to PUSH your OTP device"

OTP is installed.

Open the Citrix SSO app on your registered device and tap **Allow**.

You will receive a Push notification on your Mobile Phone. Otherwise after 30 sec a manual validation will appear to submit the OTP value generated from your mobile device.

28.- Once you accept the connection in your Phone the VPN will be established

A little "VPN Icon (Blue Lock) will be at the TOP of the Desktop and a check mark in front of the VPN connection .

29.- To disconnect just Click on Log off

VPN IPADs iOS Operative System VPN Plug-in installation

Citrix SSO app will not be supported for iOS 11.x and lower versions after June 2020

30.- To continue with this installation you previously should finished Steps 1-9 (page 2) register an" OTP Phone".

31.- to continue installing the VPN plug in your IPAD open App store

33.- Allow Citrix SSO to Send Notifications.

| App Store 2:39 PM Fri Apr 24 Main Menu | | | | \$ 7 30% I |
|---|---------------------------------------|--|---------------|-----------------------|
| | | Citrix | SSO | |
| Home | | VP | Connections | Password Tokens |
| Statistics | × | | | |
| Settings | > | VPN | | |
| Logs | | Add VPN | Configuration | |
| Certificates | | | | |
| Help | > | | | |
| About | > | | | |
| | "Citr See Notif sounds be | ix SSO" Wou nd You Notif lications may inc a, and icon badg e configured in S Allow | Allow | |

19

34- Once installed Open Citrix SSO app and under **"VPN Connections**" **"Add VPN configuration".**

35- Type on Server: "nsvpn.elpaso.ttuhsc.edu " and same for description and Click "Save"

| 4 App Store 2:39 | PM Fri Apr 24 Main Menu | - 1 | ♥ 30% 1 |
|------------------|----------------------------|-------------------------|-------------------|
| Home | | Citrix SSO | Parameter Diversi |
| Statistics | 74 | > | |
| Settings | Cancel | Add Configuration | Save |
| Logs | 14 | | |
| Certificates | Server | nsvpn.elpaso.ttuhsc.edu | |
| Help | Description | nsvpn.elpaso.ttuhsc.edu | • |
| About | User Name | Ask Every Time | |
| | Certificate | | Disabled 2 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

36- If you have Security passcode in your IPAD this will be required to add the VPN configuration

| Cancel | Edit Configuration | Save |
|-------------|-------------------------|------------------|
| | | Save changes? |
| Server | nsvpn.elpaso.ttuhsc.edu | Save and Connect |
| Description | nsvpn.elpaso.ttuhsc.edu | |
| Jser Name | Ask Every Time | Save |
| Certificate | | Disabled > |
| | Delete Configuration | |
| | | |
| | | |
| | | |
| | | |

37- After you Save and Connect please read and accept the TTUHSC EULA.

38- After Accept please Input your eraider account credentials and Click on "Submit to PUSH your OTP device"

| Cancel | Enter Credentials | Ċ |
|--------|--------------------------------|-----------|
| | THE P | HEALTH PL |
| US | emame | |
| | jeraider | |
| | | |
| | submit to PUSH your OTP device | |
| | | |
| | | |
| | | |

When you click the Submit Button the system will send a notification to your phone where the OTP is installed.

Open the Citrix SSO app on your registered device and tap **Allow**.

You will receive a Push notification on your Mobile Phone. Otherwise after 30 sec a manual validation will appear to submit the OTP value generated from your mobile device.

39.- Once you accept the connection in your Phone the VPN will be established

A little "VPN Icon will be at the TOP of the IPad and a check mark in front of the VPN connection .

40.- To Disconnect / Re-connect to the VPN slide the VPN Button sideways.

| VPN | Connected | |
|-----|---------------|--|
| VPN | Not Connected | |

If you have any issues please contact Helpdesk at

elp.helpdesk@ttuhsc.edu

or open a ticket to networking department.