

# VPN Access using DUO



1. The **Netscaler Gateway plugin** will show up in the system tray as a **Gray lock**

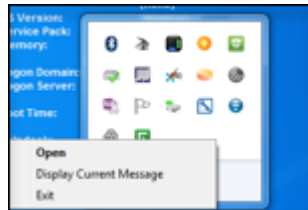
a. If the Lock isn't there, Open Internet Explorer and go to <https://citrix.qcrh.com>

**Note:** If you are a CRBT, CBT or CSB staff member that was using the PEP VPN icon or the citrixcr.qcrh.com link you can now use your regular VPN connection methods as outlined in this document. A new switch was installed to help with the traffic. You may see both the citrixcr and the citrix link when you click the gray lock. Choose **citrix.qcrh.com**.



2. **Right click** on that Lock and select **Open**.

3. Enter your network **password** and Click **Logon**



4. You will receive a **DUO notification** on your phone, open the notification

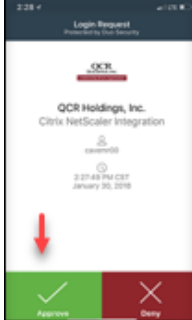
a. If the prompt doesn't appear, open the Duo Mobile app on your phone

b. If you don't accept the prompt in time, the **Netscaler** will say your username or password is incorrect

See the next page for an example of the phone notification.



5. On your Phone, press the **Green box** with the Check to **approve** the connection on your phone

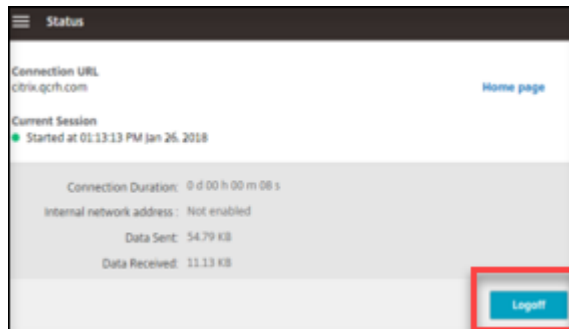
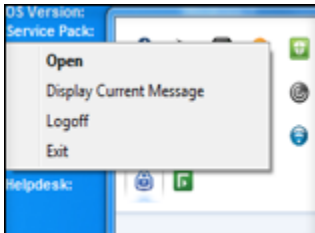


6. You are connected when this screen appears and you will see in the system tray that the grey lock has turned blue



You may click the **X**. The VPN application will stay connected and running until you log off.


7. You can choose to **logoff** by right clicking the **Blue lock**  and Selecting log off or select open and click **Log Off**

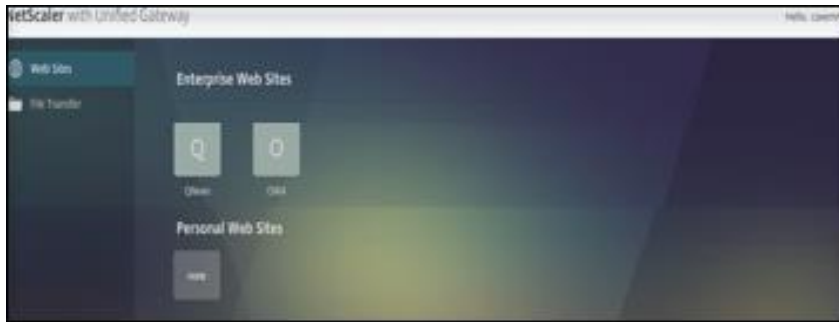


## Using the link directly instead of the gray lock:

1. Enter your **User account** and **network password** and click **logon**




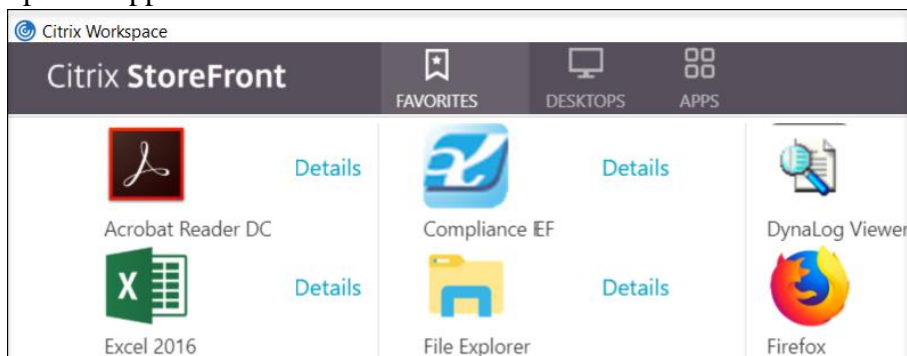
2. You will be required to approve the connection on your phone via DUO
3. Wait for the connection to establish and watch for the gray lock icon to turn blue 
  - a. Blue lock means you are connected
  - b. Gray lock means you are not connected
4. The following page will show up once you are connected:




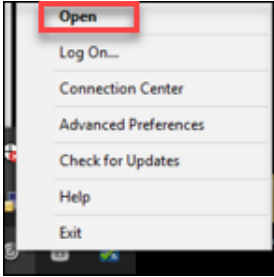
5. You can close this page and you will remain connected to the VPN.

## To access Citrix Published Applications that are not available locally on your machine

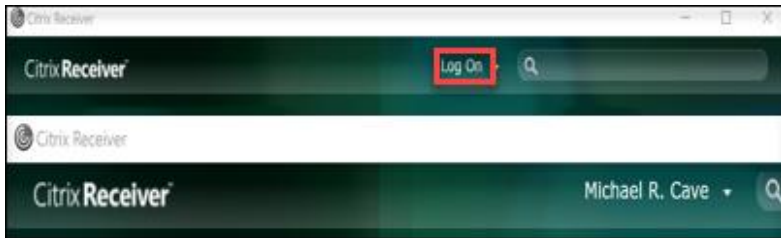
1. Open Citrix
  - a. If logged into Citrix (indicated by the blue color ) **Single Click** the **Citrix icon**. This will open an application window



- b. If not logged into Citrix (indicated by the gray color ) **Right Click** on the **Citrix Receiver** Icon in the system tray and Select **Open**



2. Click **Logon**



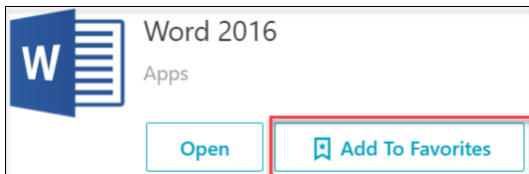
3. To add applications to **Favorites** locate the application in the **Apps** tab of the Citrix window



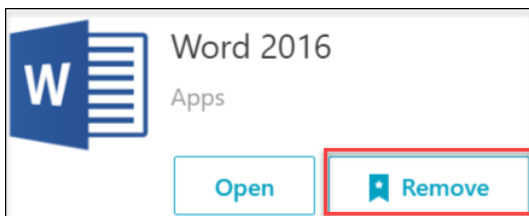
4. Click the Details hyperlink next to the desired app



5. Click on the **Add to Favorites** button for the desired app



6. To remove an app from favorites click on the **Remove** button



7. To launch an app single **left click** on it, and it will launch

Off the Network you may be required to sign in and will be prompted for a DUO approval

