

Partner remote access from personal/ third party machine

Pre-requisites:

- Ensure you are connected to an internet connection.
- Ensure you have your soft token key generator (Google Authenticator smartphone app) or a physical token assigned to your username.
- Add www.accesscheshire.com to the list of trusted sites of your web browser. Typical settings:
 - Safari > Preferences > Websites > Plugins
 - Internet Explorer > Settings > Security > Trusted Sites > Sites > Add
 - Google Chrome uses the settings detected from Internet Explorer for Trusted Sites

**** Note:** If you already have a token assigned from using the Click into Cheshire services, you do not need to re-provision or set up a new one.

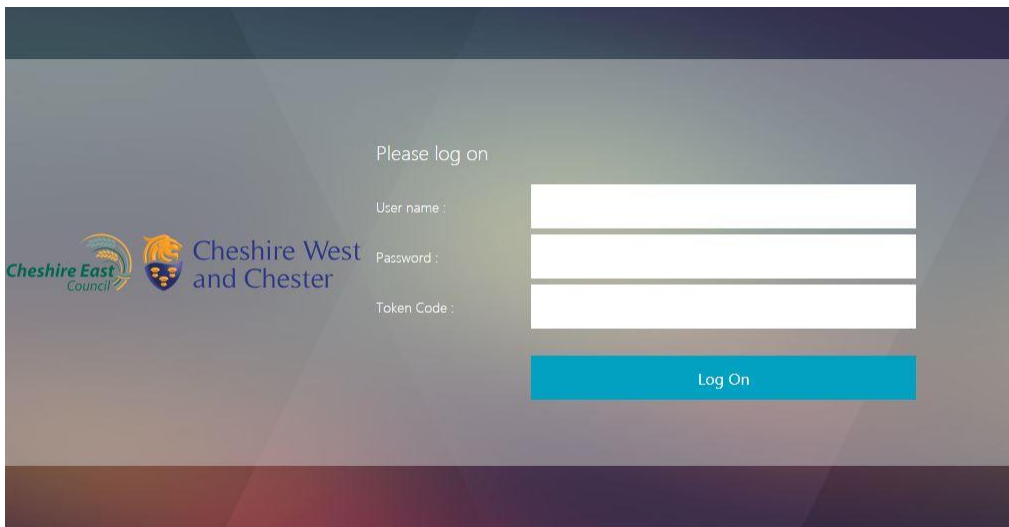
If you haven't got a token set up please contact the ICT Service Desk on 0300 1235121

If this is the first time you have accessed the new Citrix NetScaler Gateway remote access solution please follow the steps listed below in "Section 1".

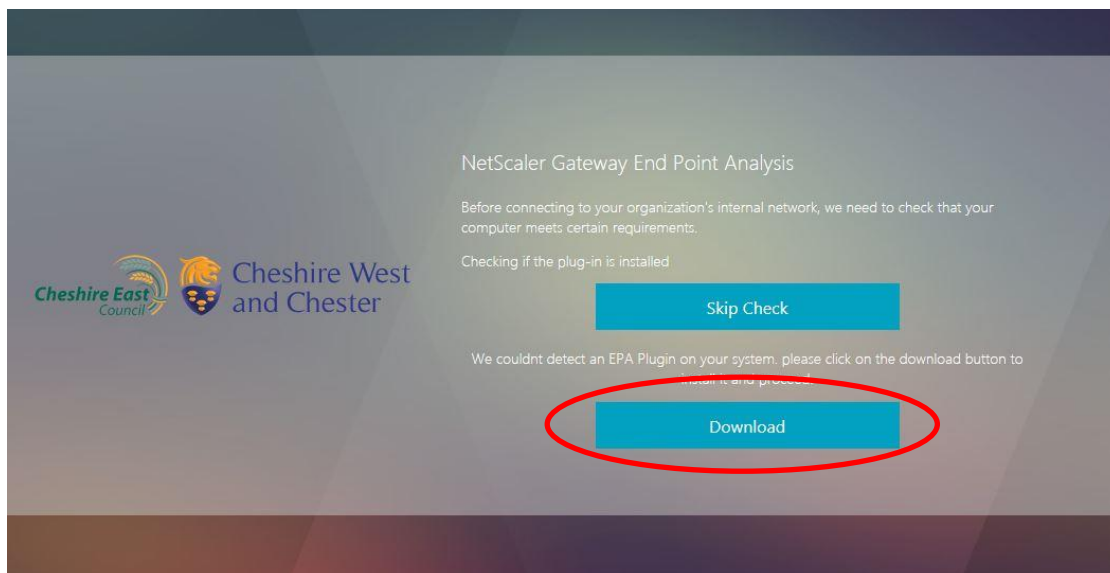
If you have used this solution before and have already installed the relevant application please skip to "Section 2" on page 3

**** Section 1 - First time use only:**

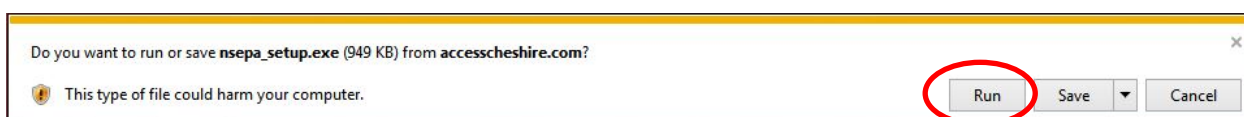
- Visit www.accesscheshire.com using your web browser



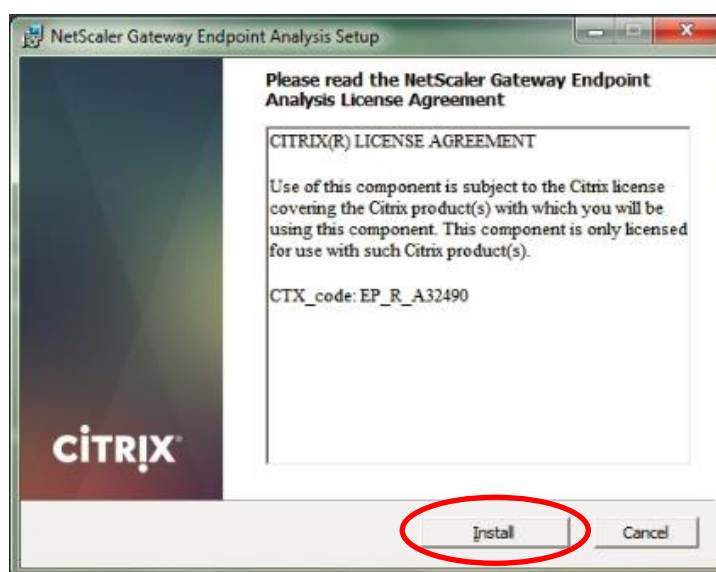
- To log on, enter your network username, your network password and your token code from either your Google Authenticator app or your physical token
- Click **Log On**
- You will be presented with "NetScaler Gateway End Point Analysis" screen; you **must** choose **Download** to ensure the appropriate program is installed to your Windows or Apple Mac machine.



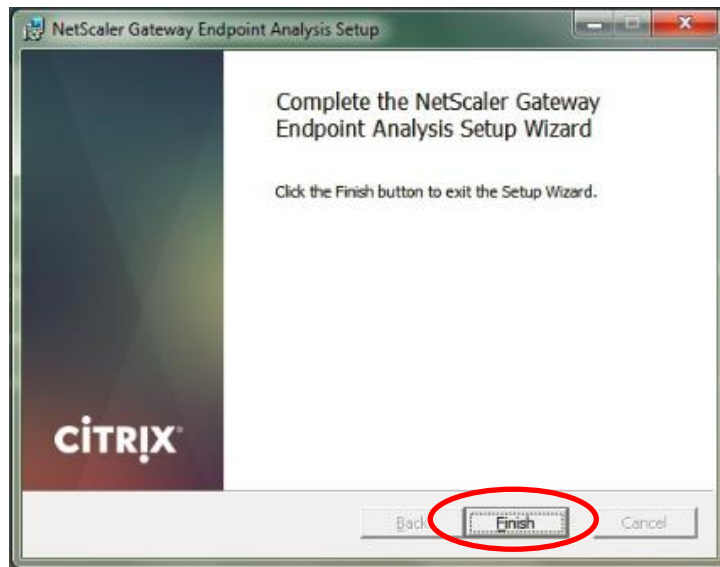
- Once you have clicked **Download**, you will get an option to install **nsepa_setup.exe**.
- Click on **Run** when the banner below appears on your screen



- Click **Install** when the set up screen below appears



- The NetScaler Gateway Endpoint Analysis Setup runs through the automatic installation, a progress bar will appear for a short time

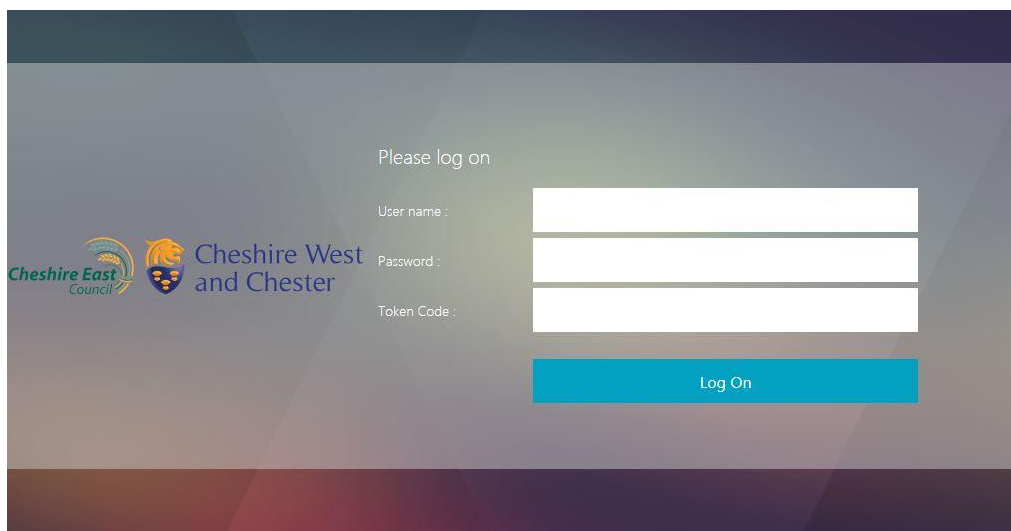


- Once the installation of the NetScaler Gateway Endpoint Analysis Setup Wizard has finished, click on **Finish**

You will no longer be prompted for the download of the above application once it has been installed to your machine. This is a one-time installation process only

**** Section 2 – You have previously access this solution and have already installed the above application:**

- Visit www.accesscheshire.com using your web browser

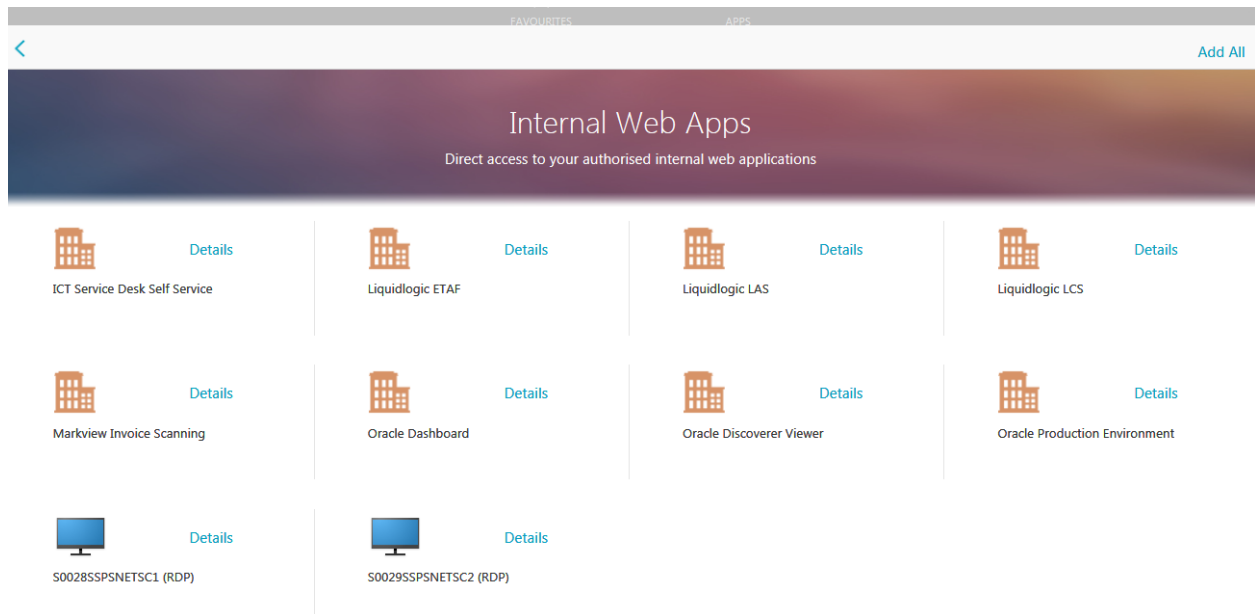


- To log on, enter your network username, your network password and your token code from either your Google Authenticator app or your physical token
- Click **Log On**

The following option is now presented to you; this is what we call **Clientless Access**

Clientless Access typically gives you:

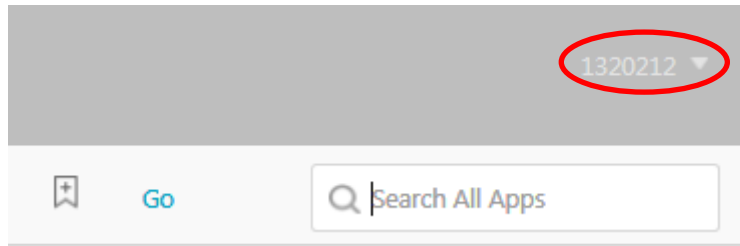
- RDP sessions for the server(s) you have been permitted to use
- Webapps you are permitted to use
- ICT Service Desk (Service Management tool)



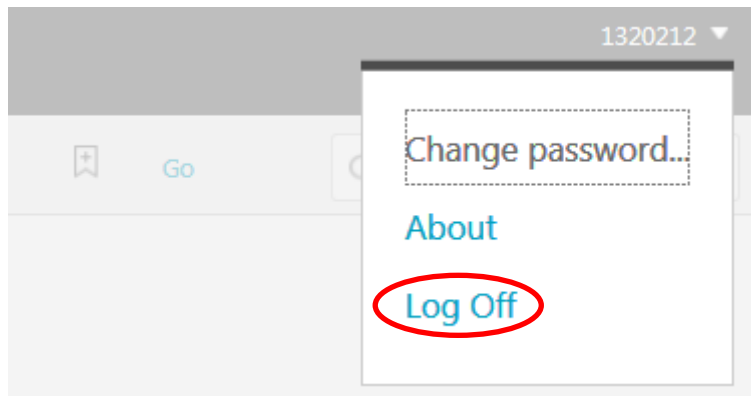
- You can click on one of the webapp options above to launch that application in a new window
- For RDP connections, you can download a *.rdp file by clicking on the server hostname you are permitted to use. This launches a secure session using the Remote Desktop Connection file

To disconnect your session when you have finished working remotely;

- Top right corner of your browser window you will see your username



- Click on your username and from the drop down menu you can select **Log Off**



**** Note:** You can also change your network password from this menu should you wish to.

- You will receive a confirmation that you have logged off, please close the web browser to ensure your session has securely closed

