

## Access Citrix Gateway VPN

### Introduction

Users can access all applications and shared Network Folders using Citrix Gateway VPN. This method is only valid from a CentraCare/Carris issued laptop. Follow the steps below to access Citrix Gateway VPN.

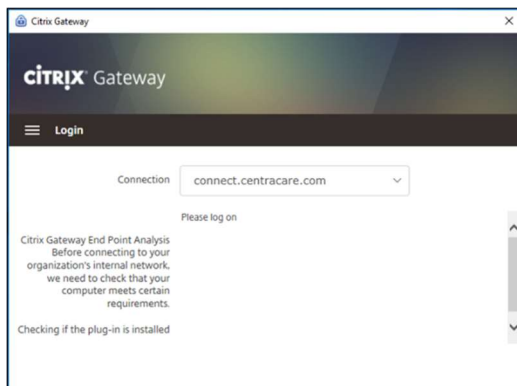
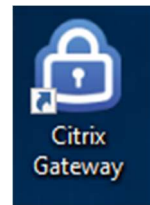
\* Note: this solution is not required to access Outlook, Office365 Apps, Jabber and other 'cloud' based applications.

### Prerequisites

- Two-step verification **must** be setup. Most staff members have this set up already. Login to <https://aka.ms/setupsecurityinfo> to validate enrollment. A successful login will indicate setup is complete. Detailed setup instructions are [here](#).

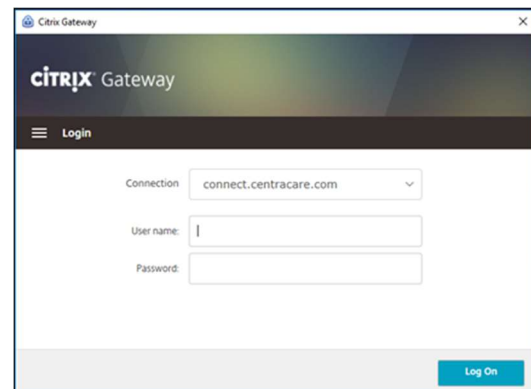
### Instructions

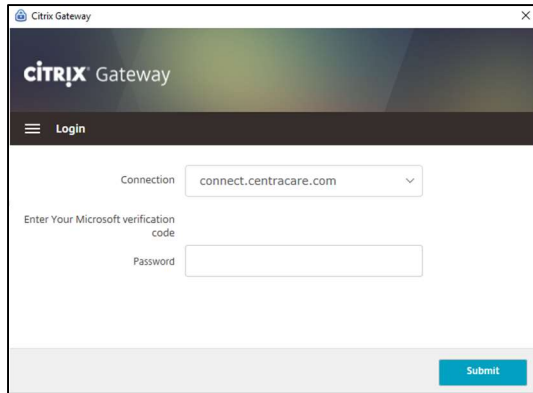
1. Using your CentraCare/Carris issued laptop, double click the Citrix Gateway icon. If you do not have the below Citrix Gateway icon on your desktop, please create a Work Request for your Desktop Support Technician to deploy.



2. The pop-up window will appear for about 1 minute. Do not exit/close.

3. Enter your Network Log In credentials.



A screenshot of the Citrix Gateway login interface. The window title is "Citrix Gateway". The header features the Citrix logo and the word "Gateway". Below the header is a "Login" section. It includes a "Connection" dropdown menu with "connect.centracare.com" selected. Below that is a prompt "Enter Your Microsoft verification code" followed by a "Password" input field. A blue "Submit" button is located at the bottom right of the form area.

4. All logins require two-step verification. Answer the phone call, enter a text code, or acknowledge the Microsoft app push notification. If your two-step verification method is a text, you will be prompted to enter a "password", this is the passcode sent via text.

5. If you have issues, please call the Service Desk at Ext. 54540 or 320-656-7066