

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?

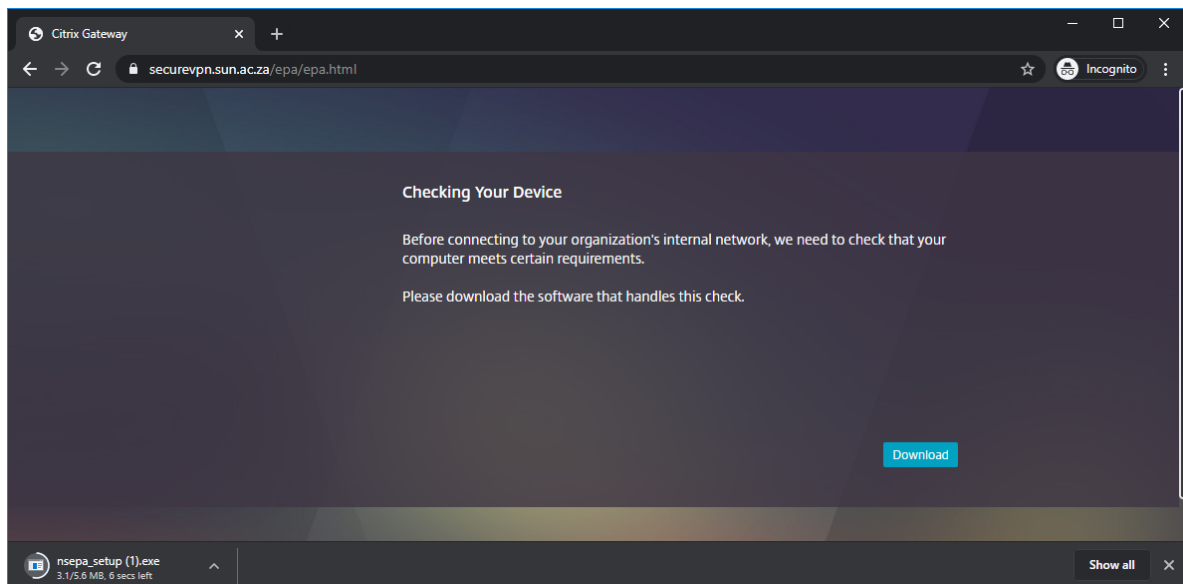
A computer to access the network and a cell phone which should be kept nearby when you want to log on to the network.

*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:

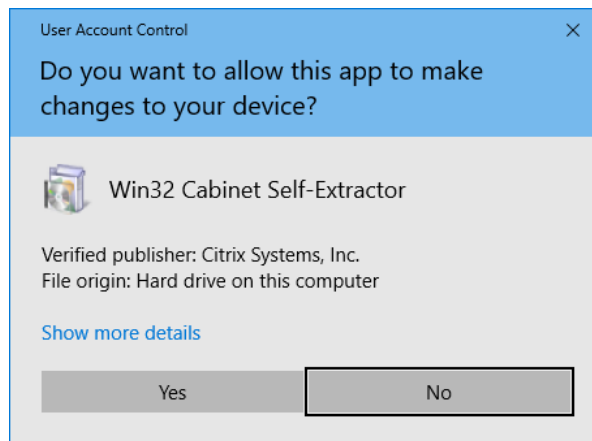
Install device compatibility check software

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

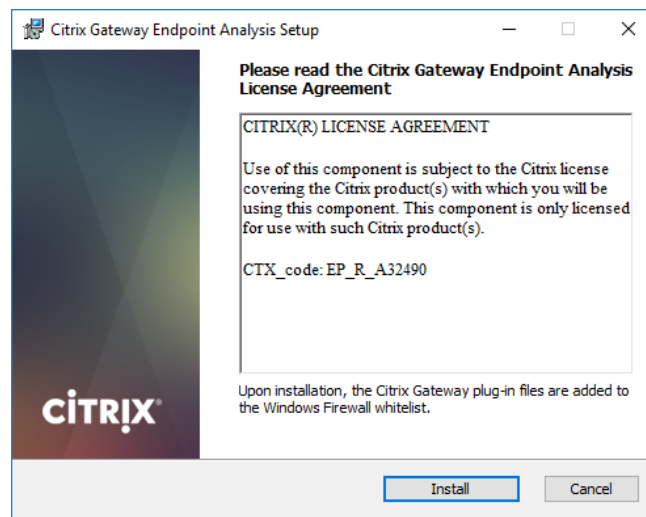


Please note: Do not close browser window. It will be needed again later.

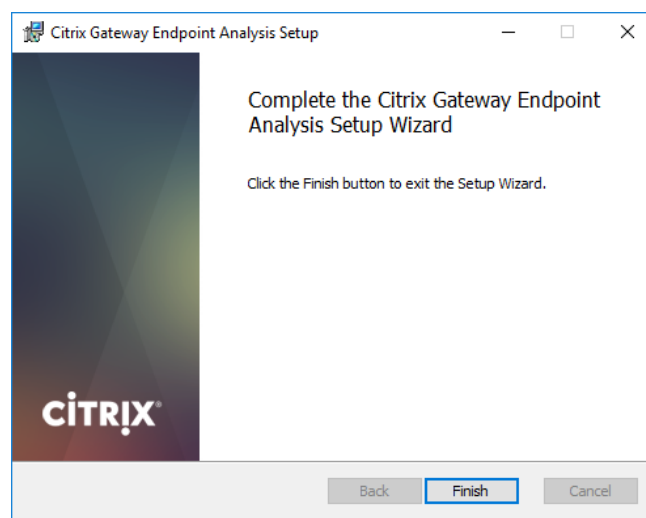
- c. Click Yes if prompted



- d. Click Install



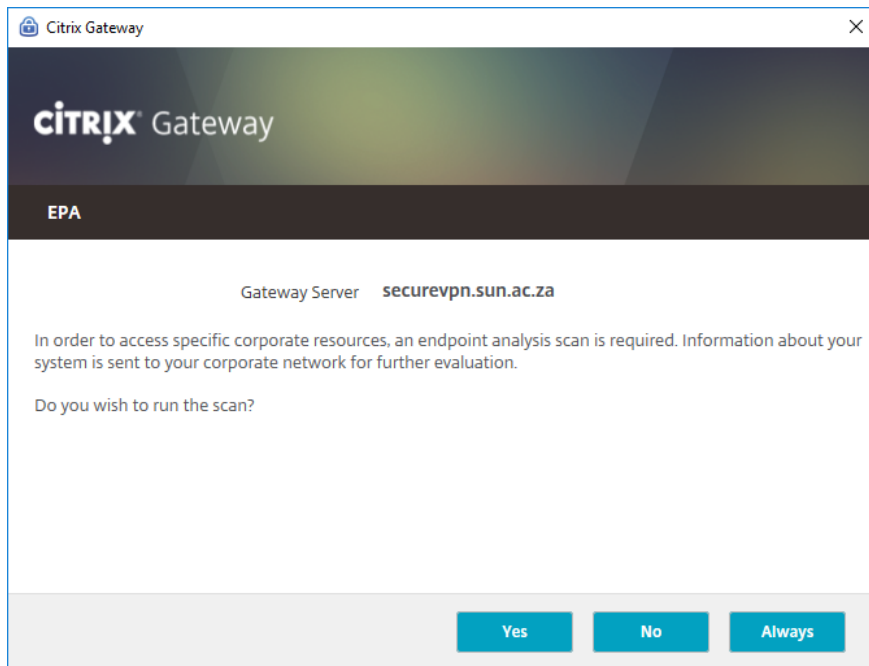
- e. Click Finish



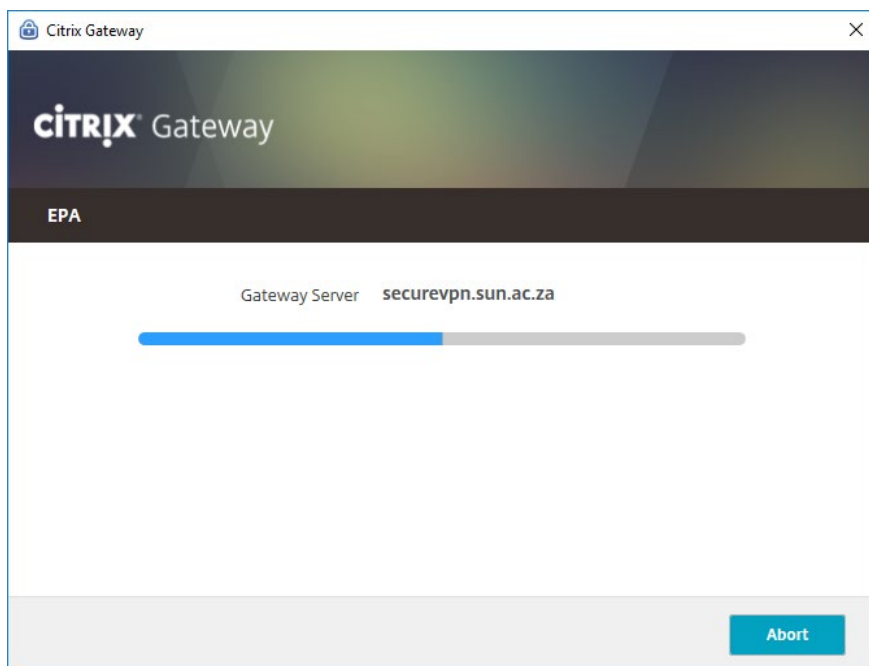
Step 2:

Scan your device for compatibility

- a. Click Yes to start the scan



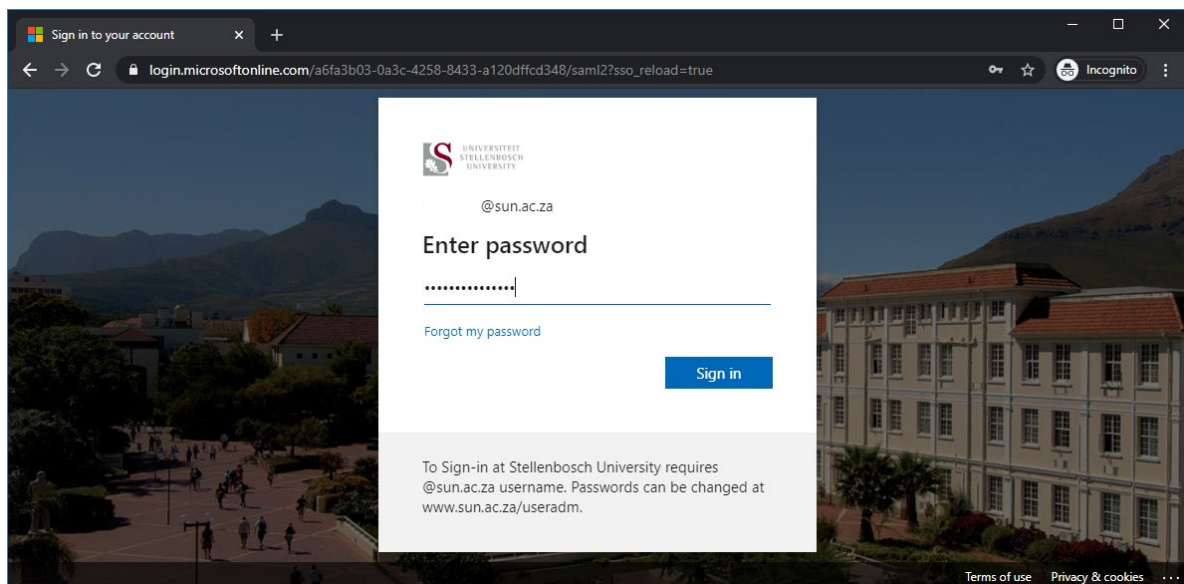
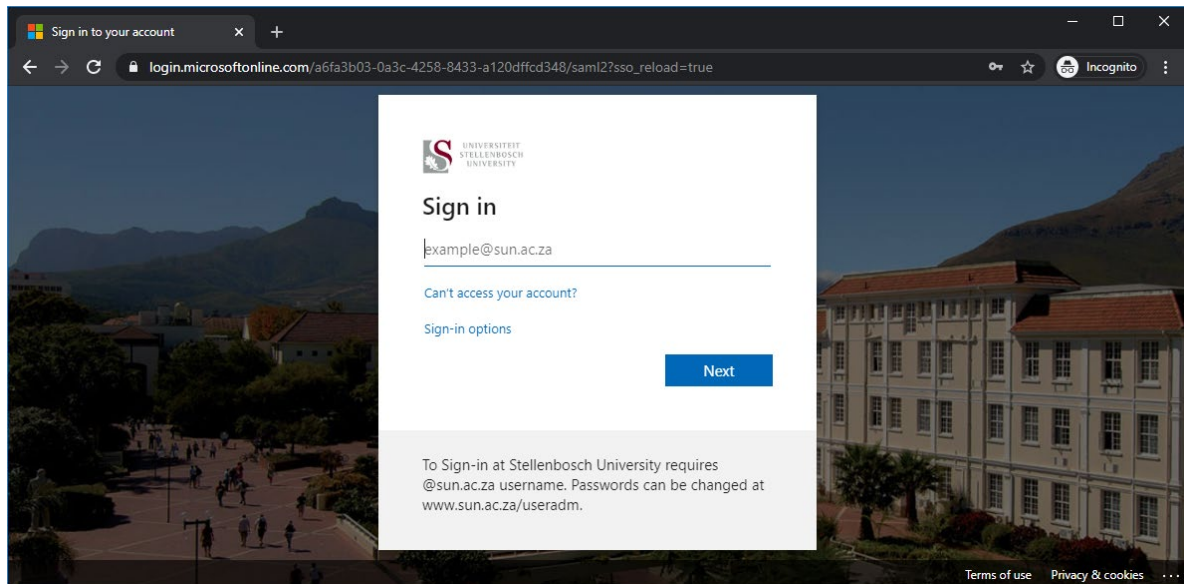
- b. Wait for the scan to complete



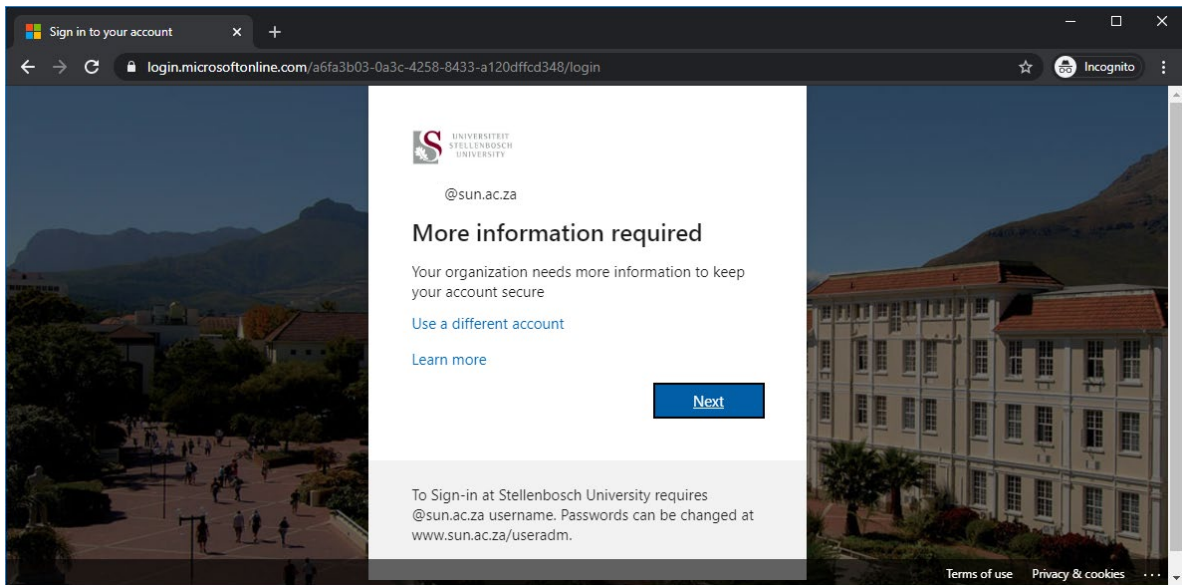
Step 3:

Sign in and configure Multi-Factor Authentication

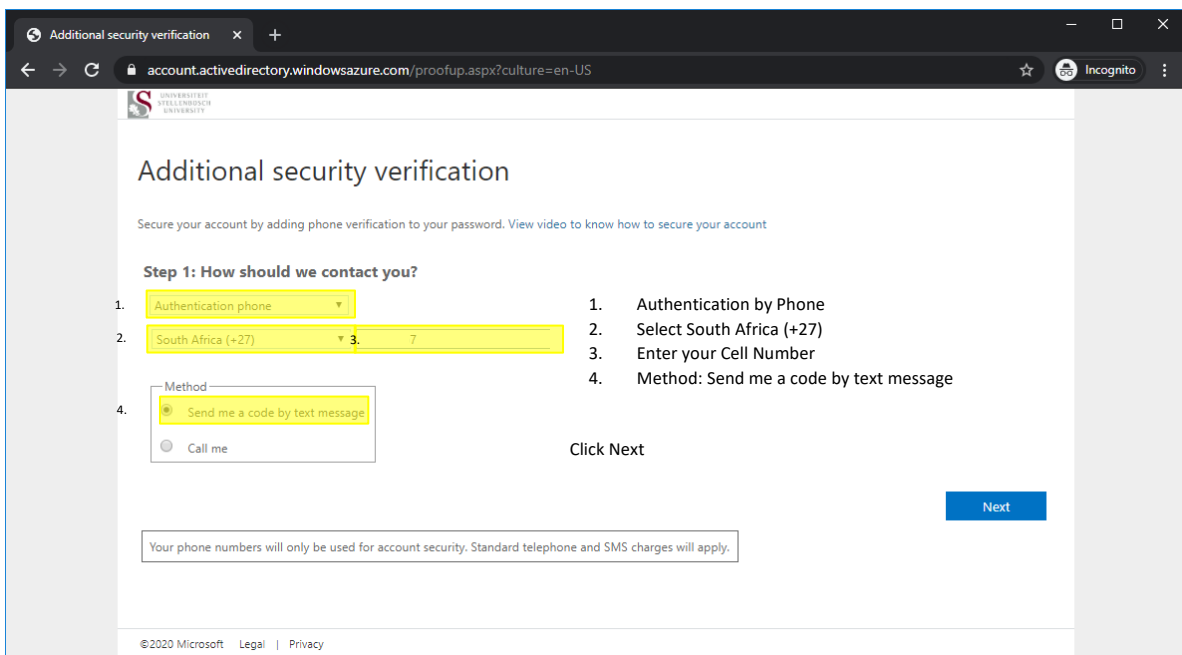
- a. After the scan, return to your browser window and log in with your SU credentials



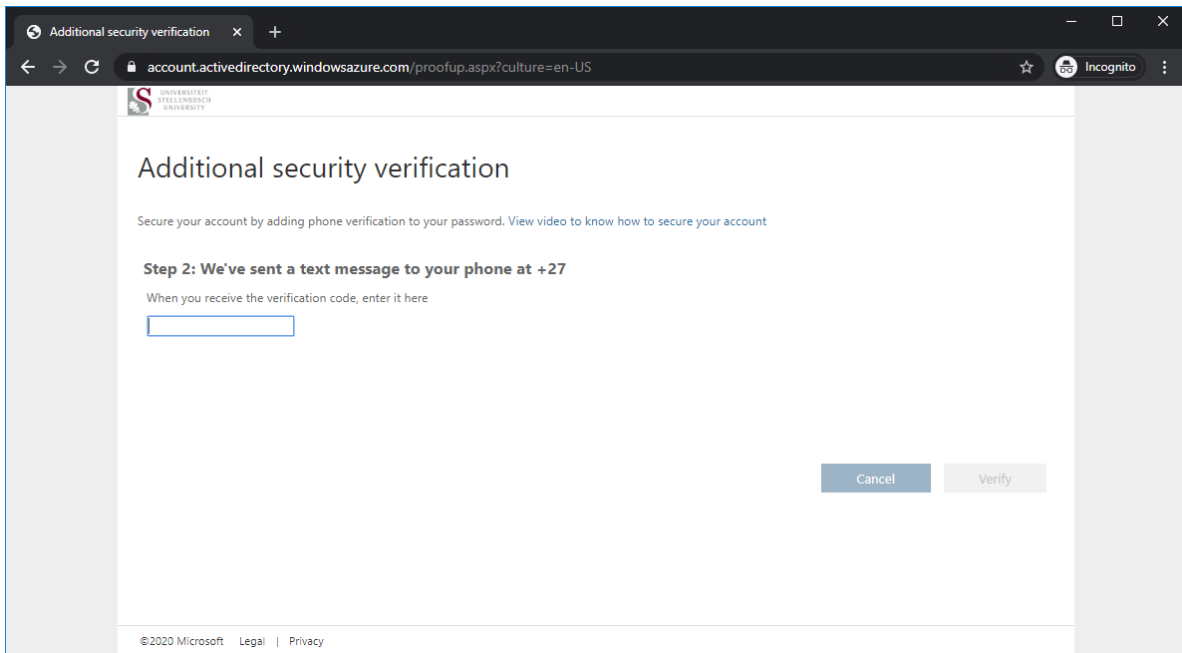
b. You will be prompted to enable additional security on your account, click Next



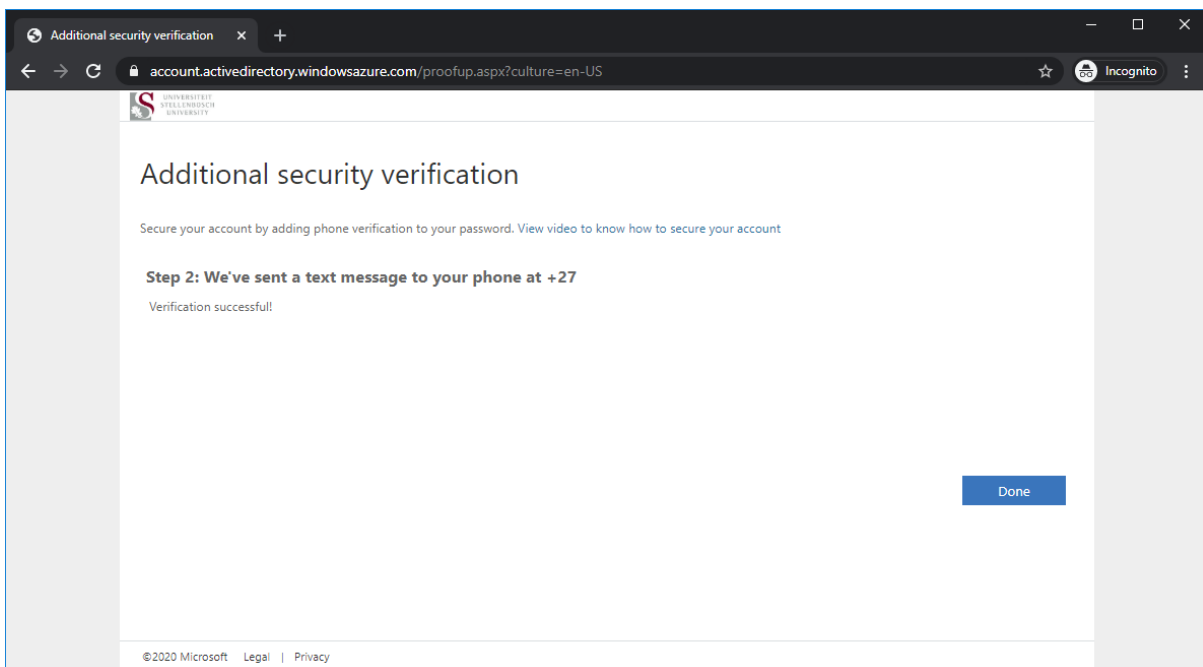
c. Method to use is “Authentication Phone” and “Send me a code by text message” and enter a Cell Phone number then click Next



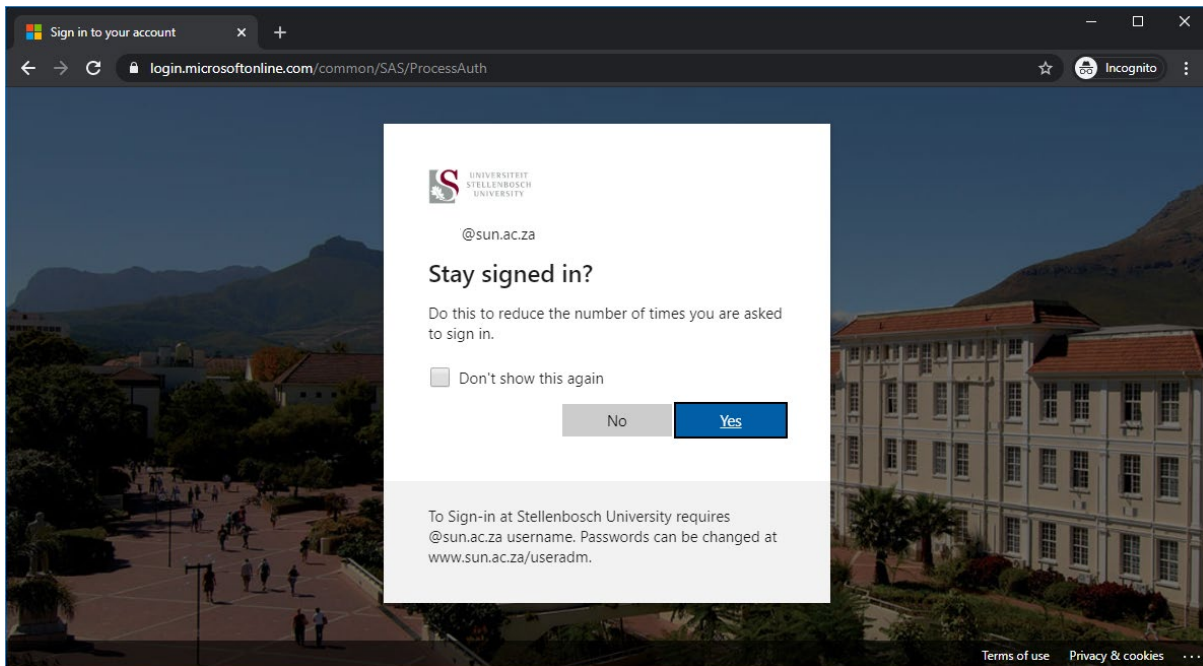
- d. You will receive a SMS with a verification code on the number provided. Enter the verification code and click Verify



- e. Click Done when successful



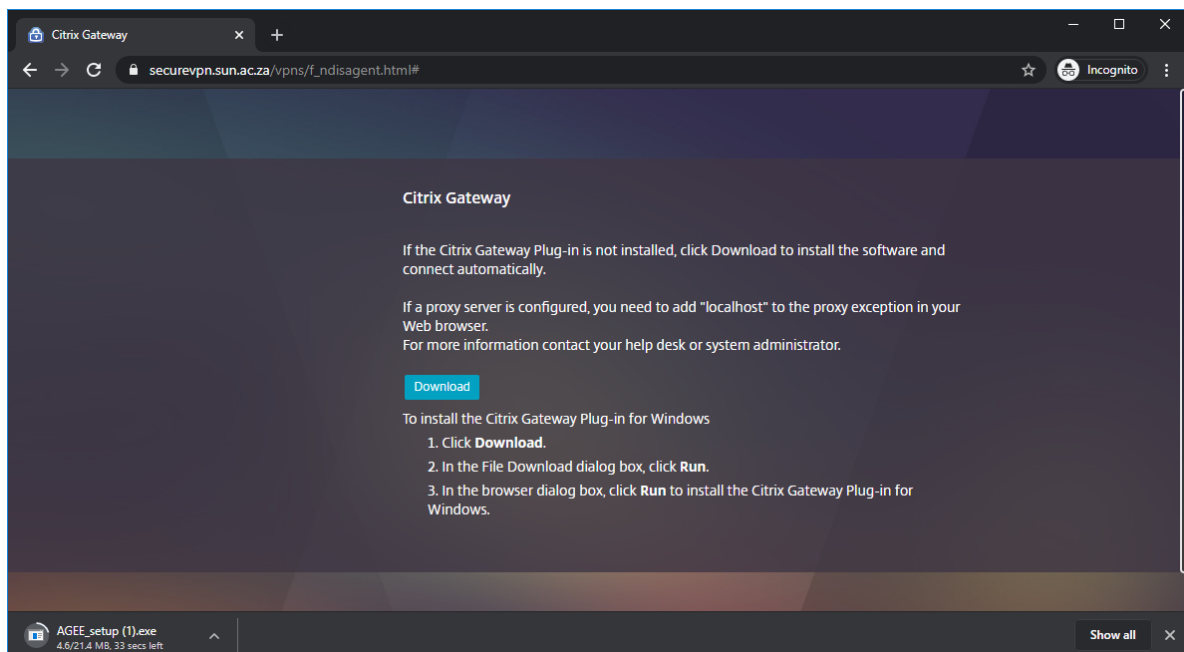
f. Click No



Step 4:

Install Citrix Gateway Plug-in

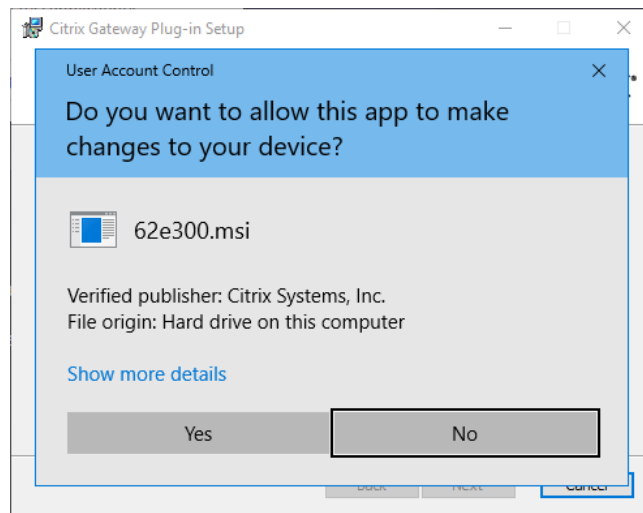
a. Download and Run the Citrix Gateway Plug-in (AGEE_setup.exe)



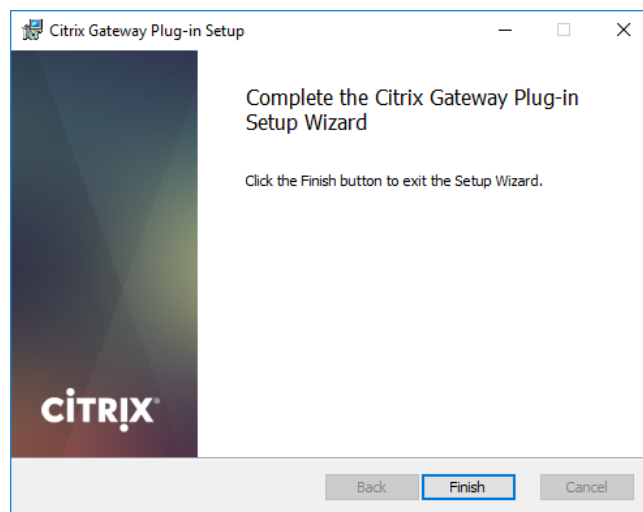
b. Click Install



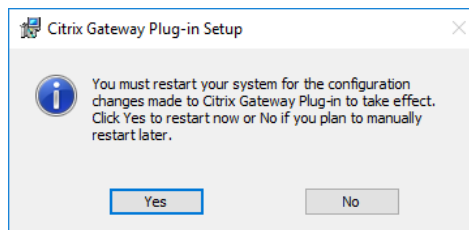
c. Click Yes for the UAC pop up



d. Click Finish



- e. Click Yes to restart the device



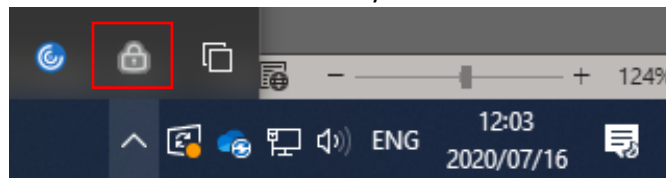
- f. After computer has rebooted, please close any open browser windows to prevent confusion

Step 5:

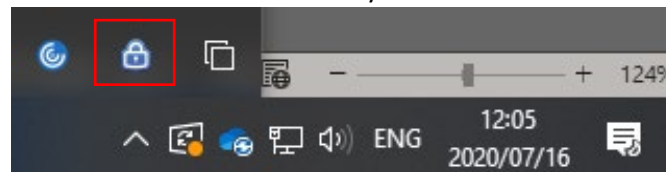
Connect to SecureVPN with the Citrix Gateway Plug-in

- 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).

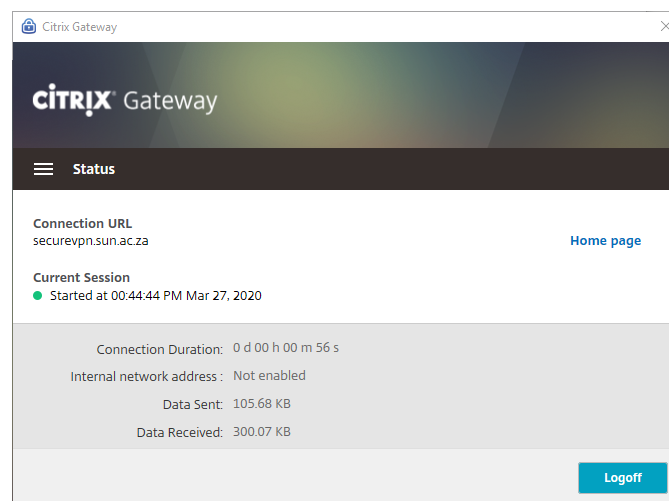
- i. Grey lock icon indicates that Gateway is not connected



- ii. Blue lock icon indicates that Gateway is 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



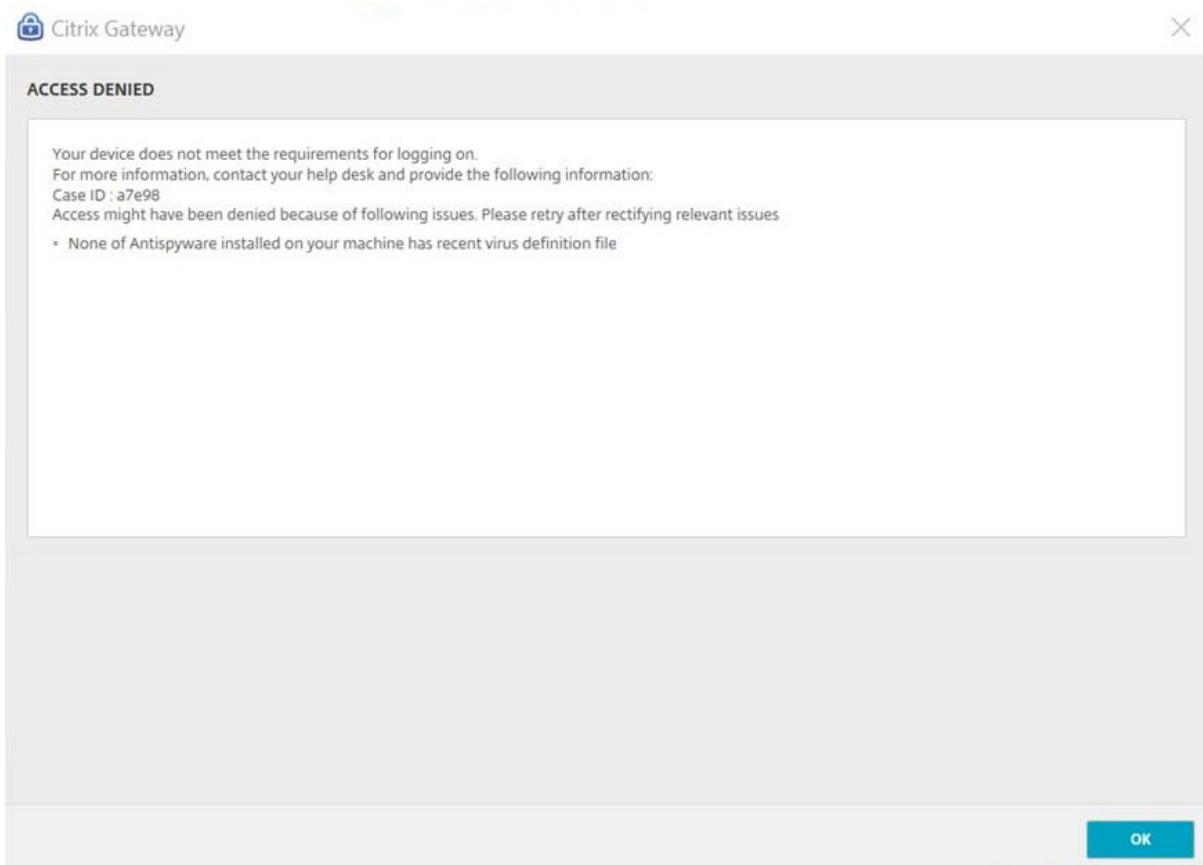
- c. From here the user will have access to services as if they were on campus

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.



- b. Once updated, you will be able to connect to SecureVPN with the Citrix Gateway Plug-in