

## 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.

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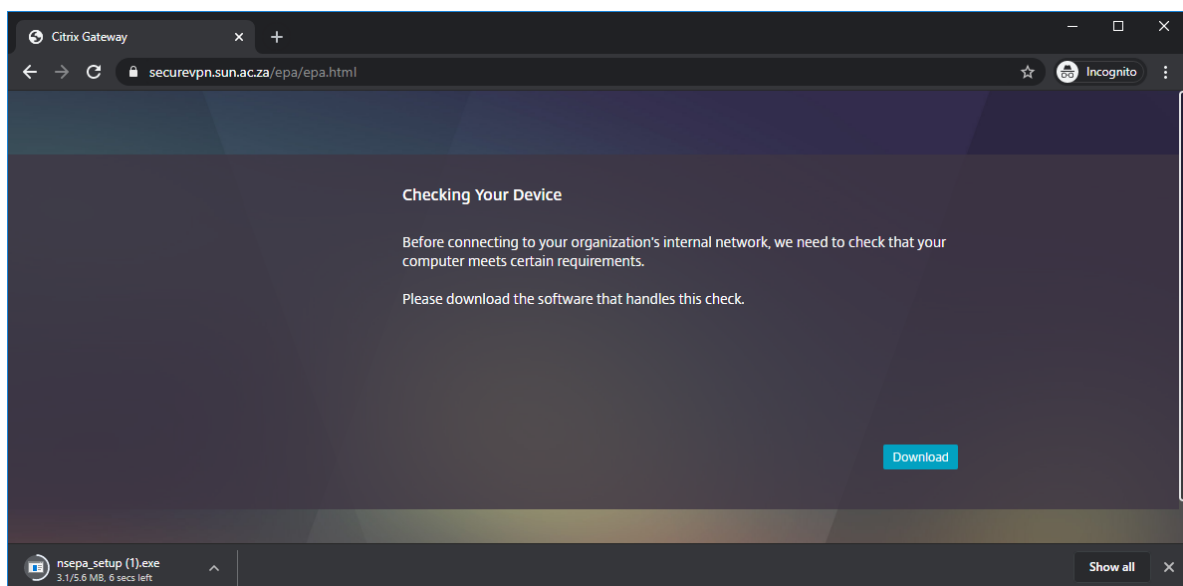
*Important Note: Make sure that Windows updates and Antivirus is up to date.  
Make sure other Citrix applications are NOT running on the device when trying to  
launch the Citrix Gateway*

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### Step 1:

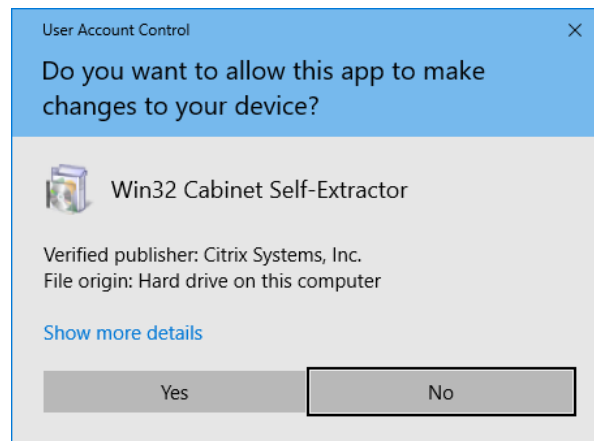
Install device compatibility check software

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

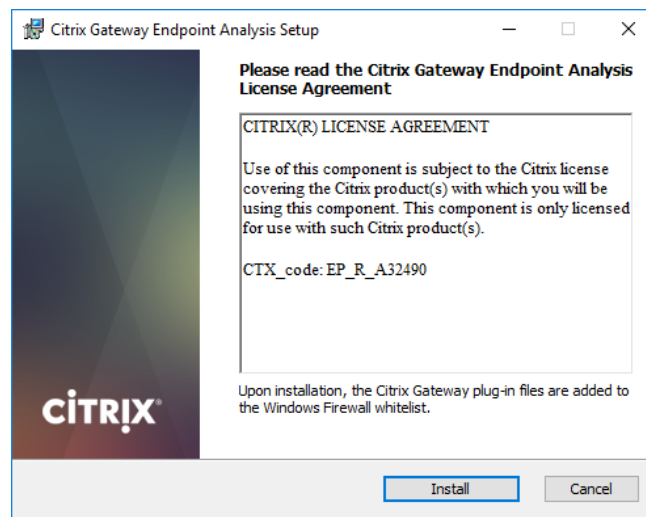


**Please note: Do not close browser window. It will be needed again later.**

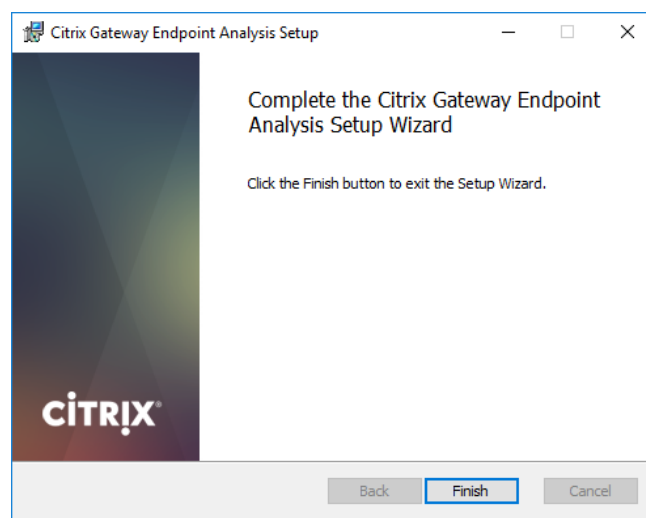
- c. Click Yes if prompted



- d. Click Install



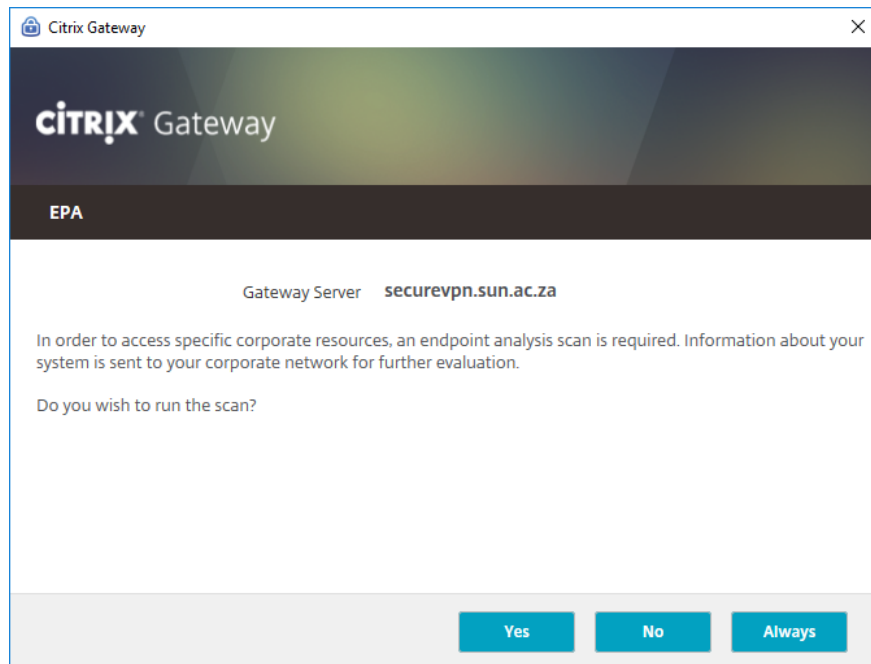
- e. Click Finish



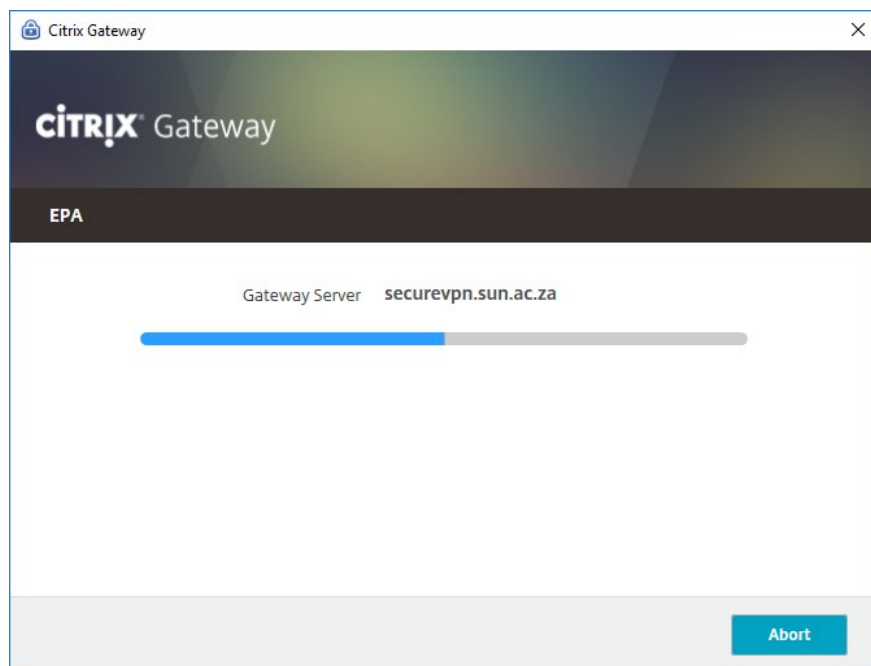
## Step 2:

Scan your device for compatibility

- a. Click Yes to start the scan



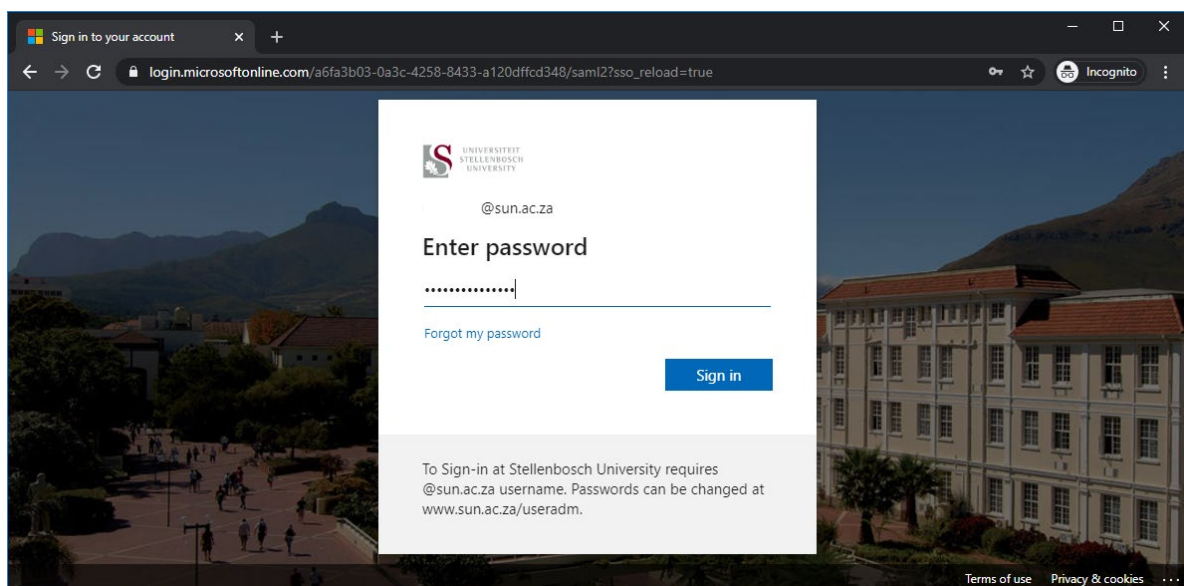
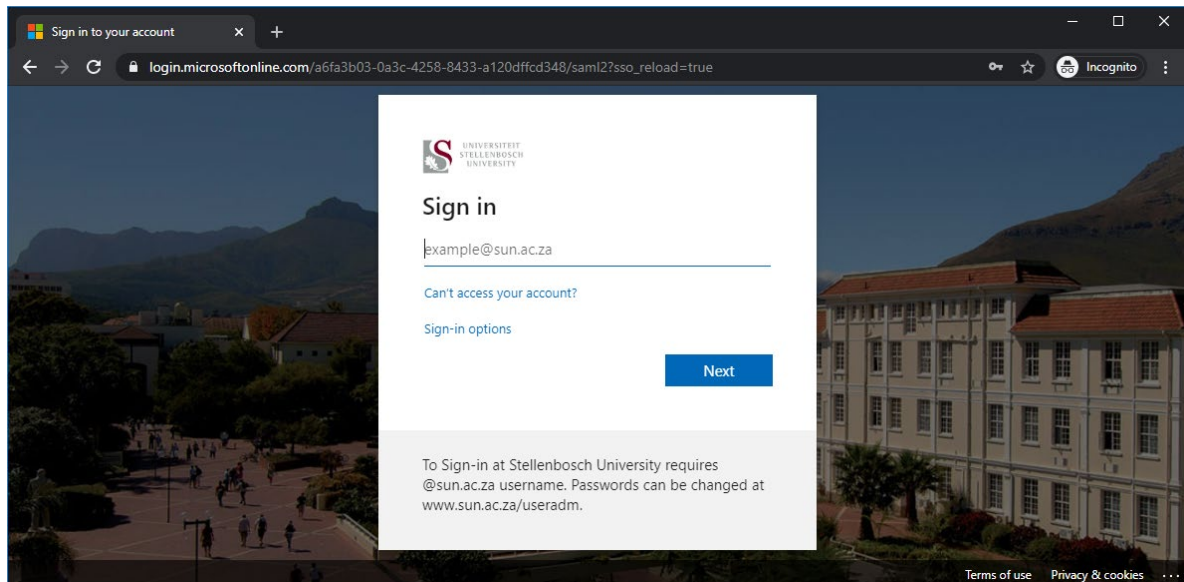
- b. Wait for the scan to complete



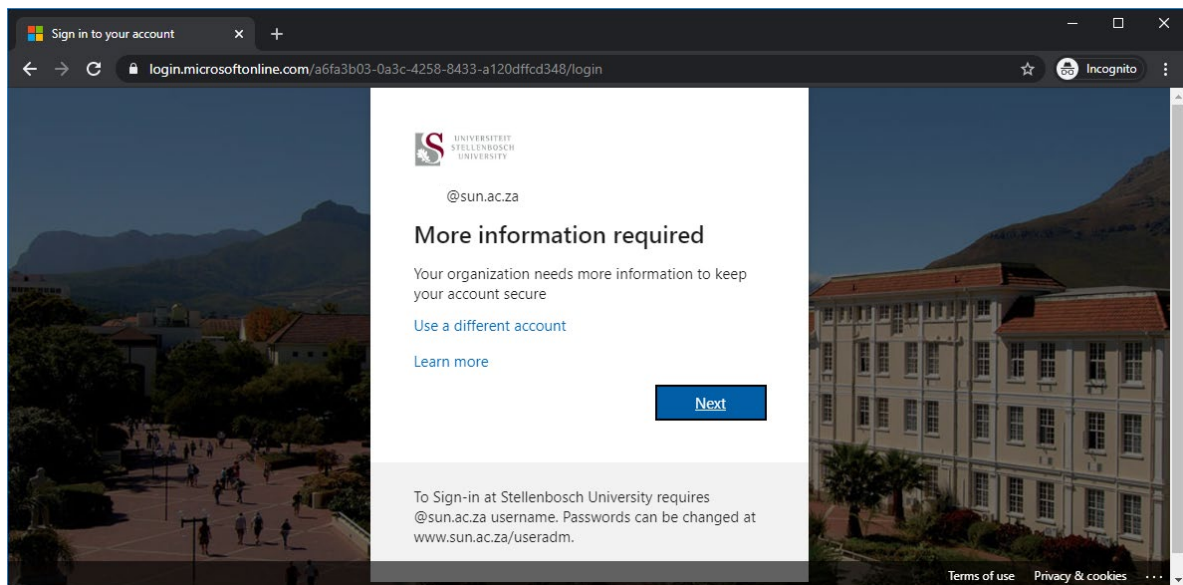
### Step 3:

#### Sign in and configure Multi-Factor Authentication

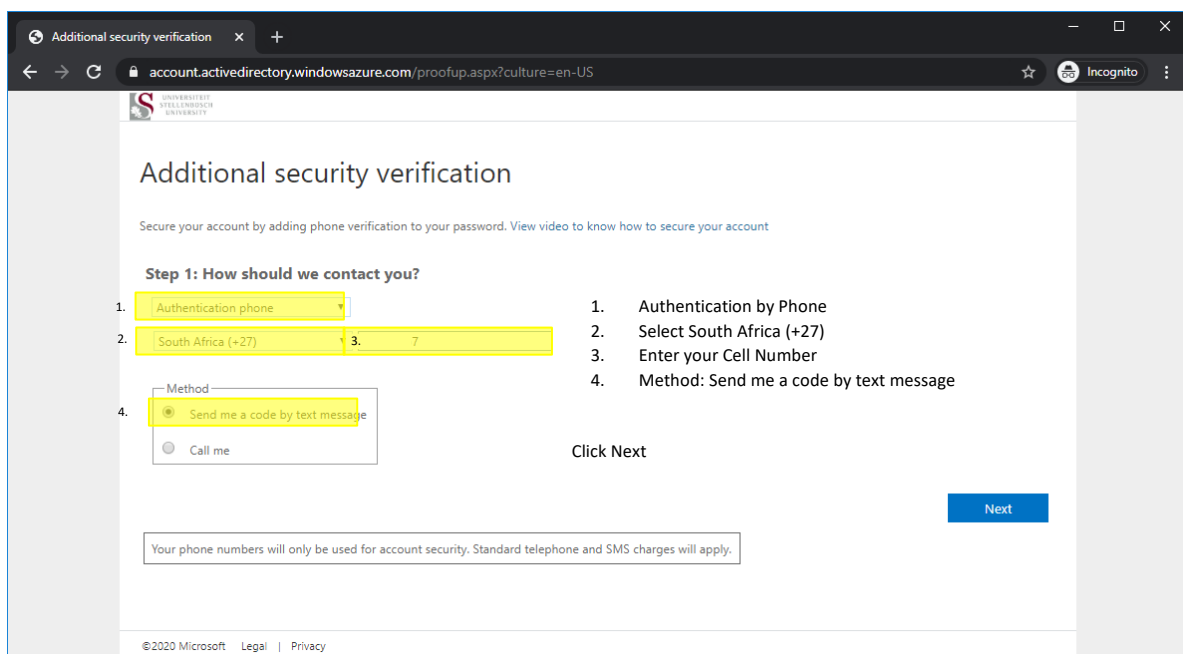
- a. After the scan, return to your browser window and log in with your SU credentials



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

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone at +27**

When you receive the verification code, enter it here

Cancel Verify

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- e. Click Done when successful

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

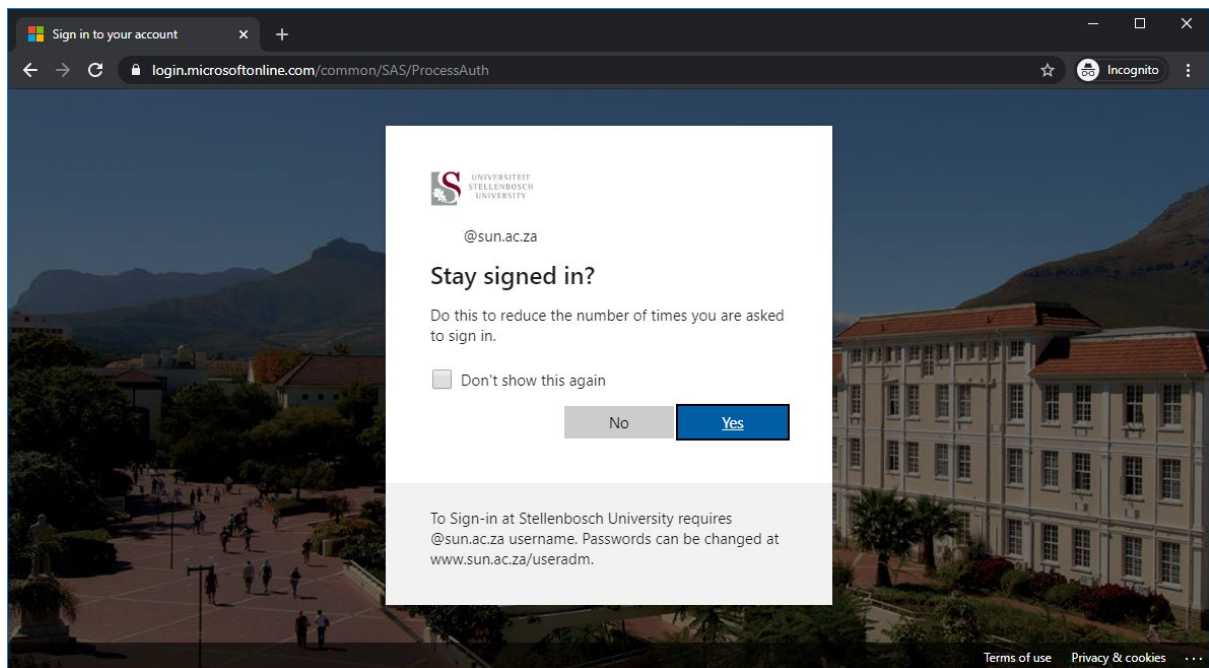
**Step 2: We've sent a text message to your phone at +27**

Verification successful!

Done

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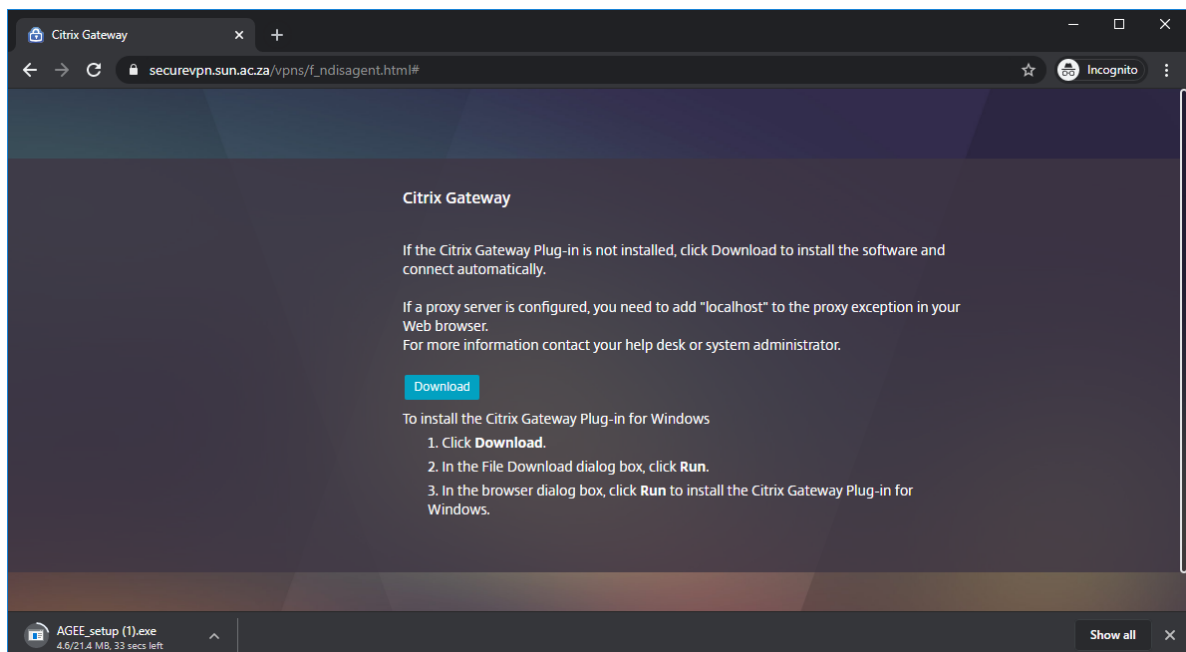
f. Click No



Step 4:

Install Citrix Gateway Plug-in

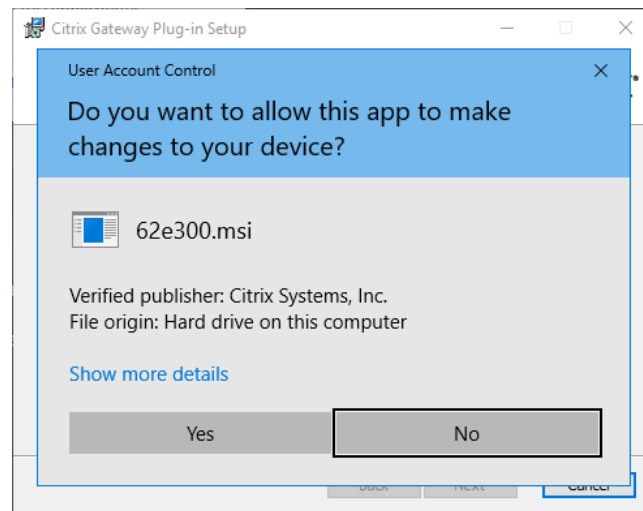
a. Download and Run the Citrix Gateway Plug-in



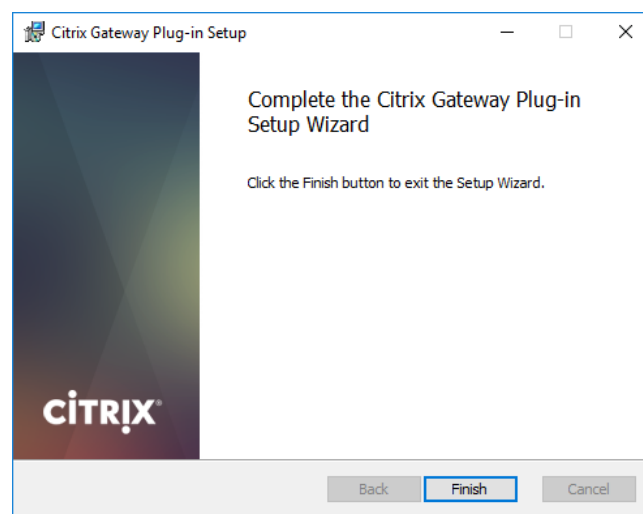
- b. Click Install



- c. Click Yes for the UAC pop up

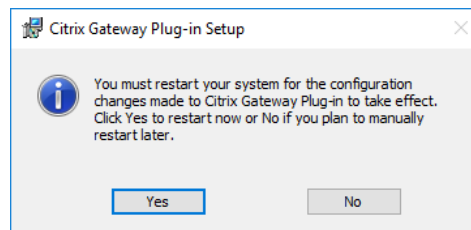


- d. Click Finish





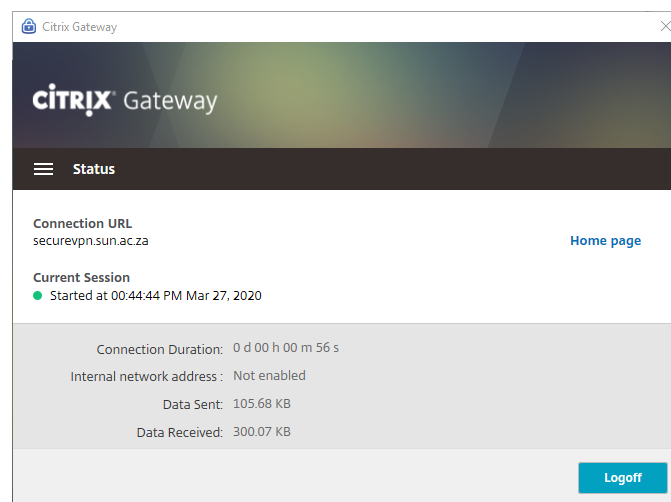
- e. Click Yes to restart the device



#### Step 5:

Connect to SecureVPN with the Citrix Gateway Plug-in

- a. Once installed, the Citrix gateway can be accessed from the Start Menu. Once open it will connect to the SecureVPN



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

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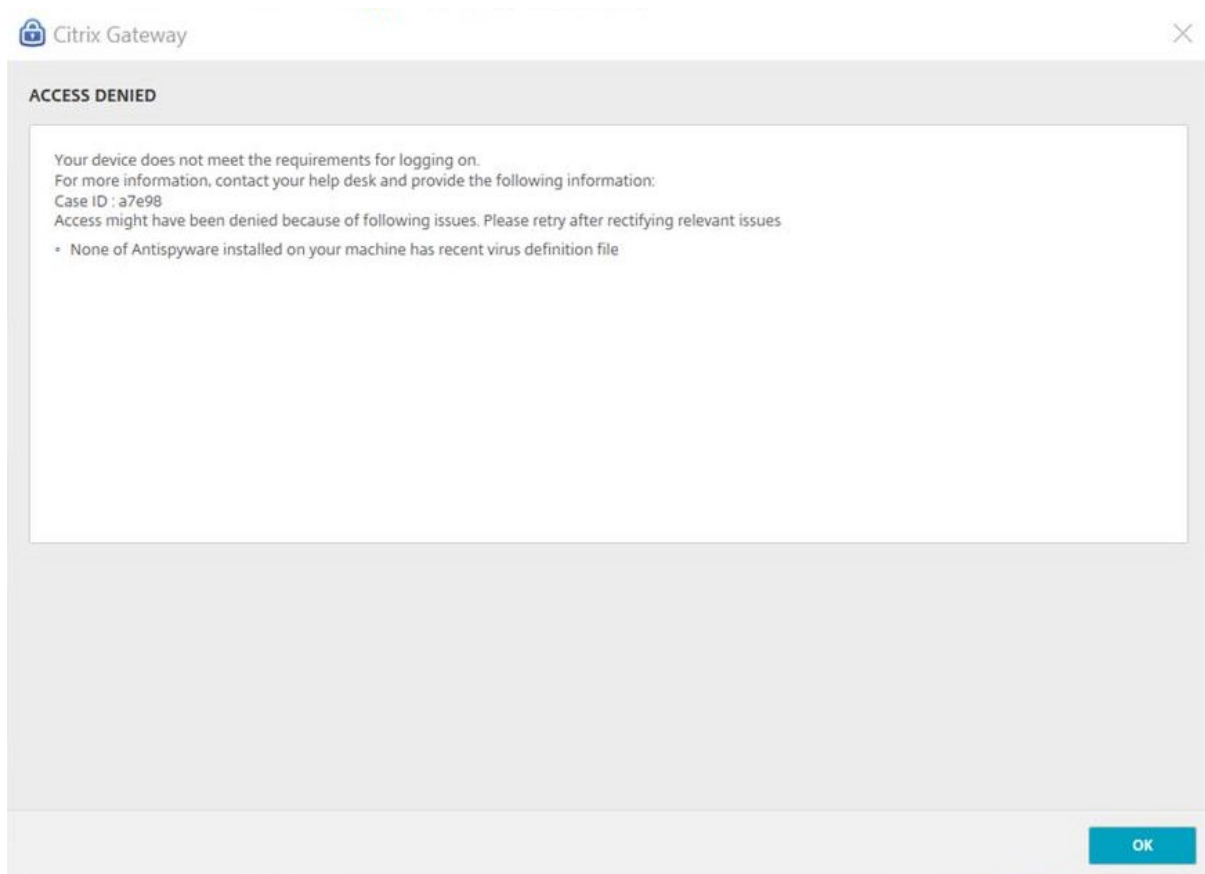
**Important Note:** Make sure that Windows updates and Antivirus is up to date. Make sure other Citrix applications are NOT running on the device when trying to launch the Citrix Gateway

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## 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