

Working Remotely?



Reset your Teekay password before leaving office.



Check if your RSA soft token app is generating a code. If not, obtain code from Helpdesk



Verify you have access to all required network drives and Applications



Install the latest version of VPN client on your laptop



Ensure stable internet connection at home



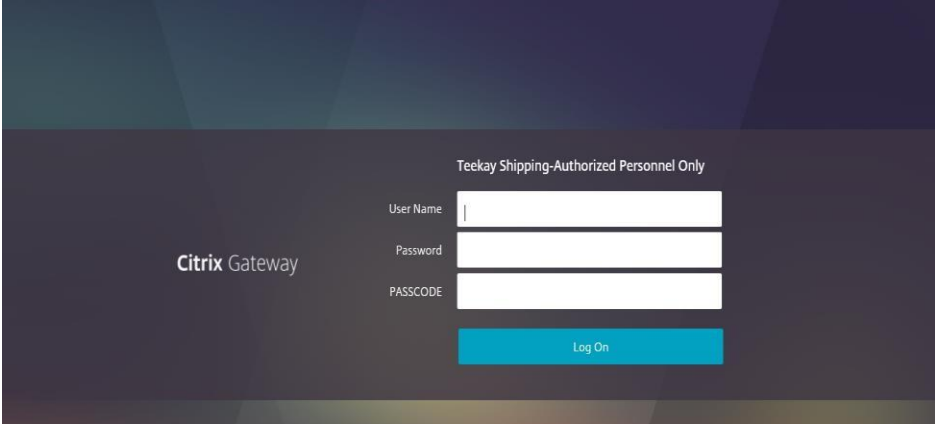
Have a dedicated workspace at your home where possible with power cord for your Laptop.

Teekay Shipping - Citrix VPN User manual

March 2020

Note: VPN allows you to securely connect Teekay issued Laptop to Teekay network and is not valid while you are in the office.

1. Launch Internet Explorer and go to <https://citrix.teekay.com>
2. Type your login credentials and click Log on
User Name: First initial Last name
Password: Teekay (Laptop) Password
Passcode: Code from RSA app on your phone.



Citrix Gateway

Teekay Shipping-Authorized Personnel Only

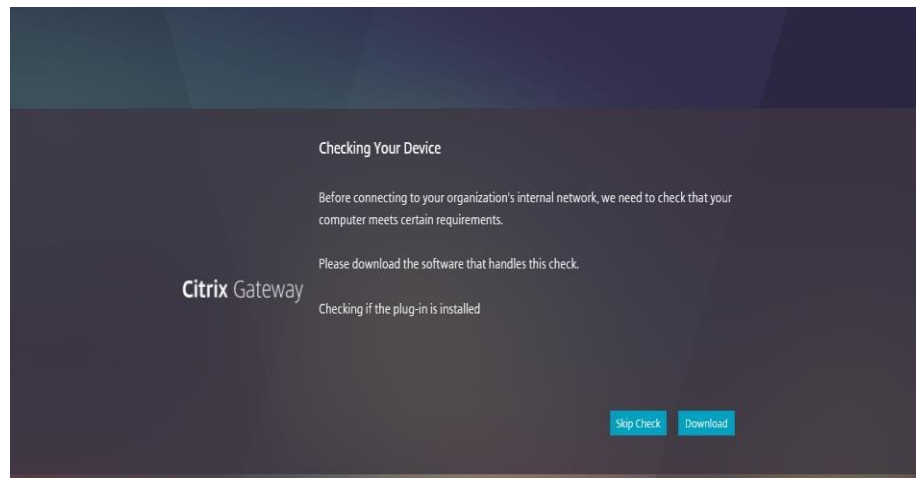
User Name:

Password:

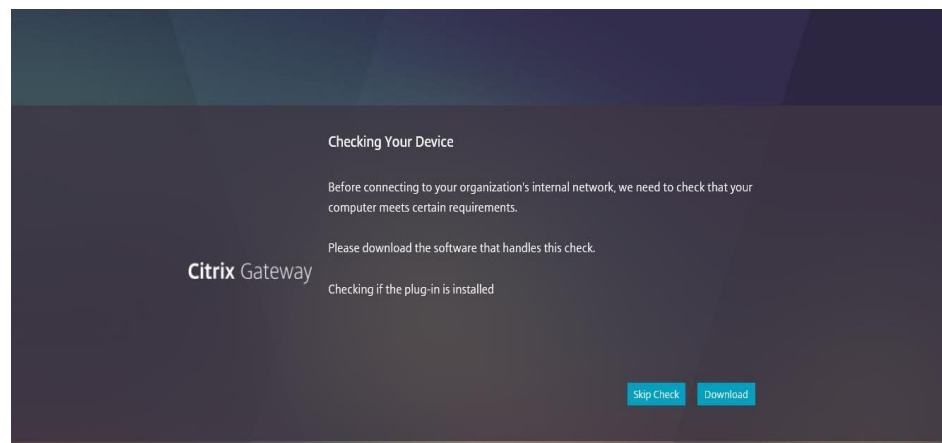
PASSCODE:

Log On

3. If you only need to use Citrix application, you can click on "Skip Check".



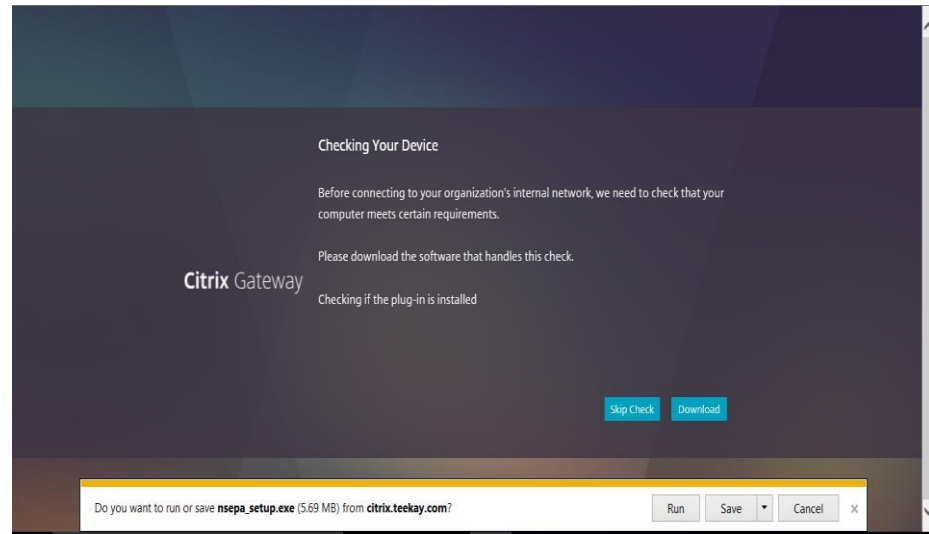
4. If you are using your Teekay laptop and want to use the full VPN, click Download.



Note: Following steps will install "Endpoint Analysis". This is a one-time task, you don't need to do this in the future.

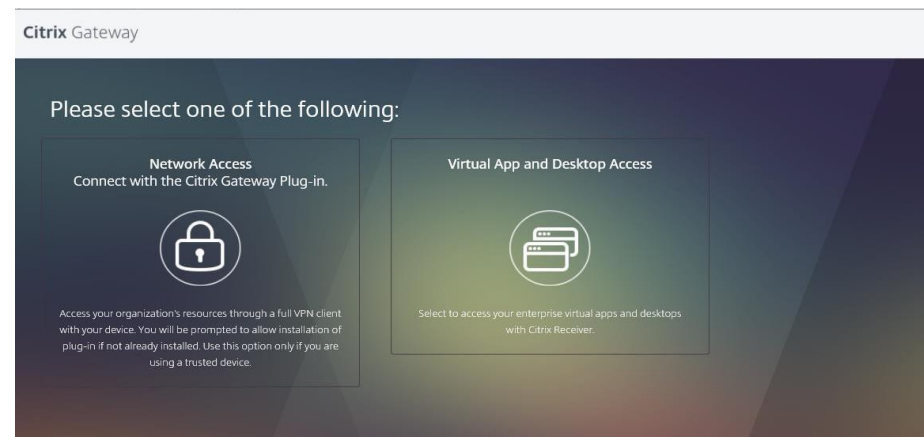
5. Click Run at the IE prompt.

6. Follow the instructions to install the EPA.

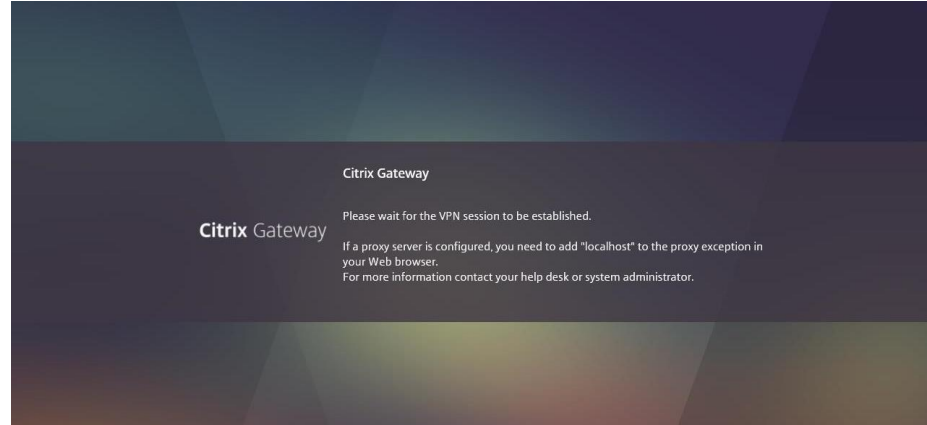


7. After it finishes, you will see two tabs.

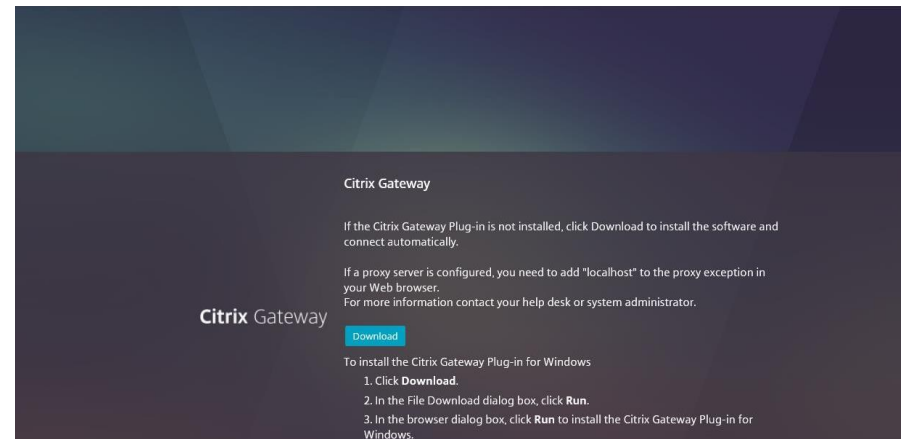
8. Click on Network Access



9. Give it a few seconds to allow system to inspect the workstation (*verifies it's a Teekay workstation*).

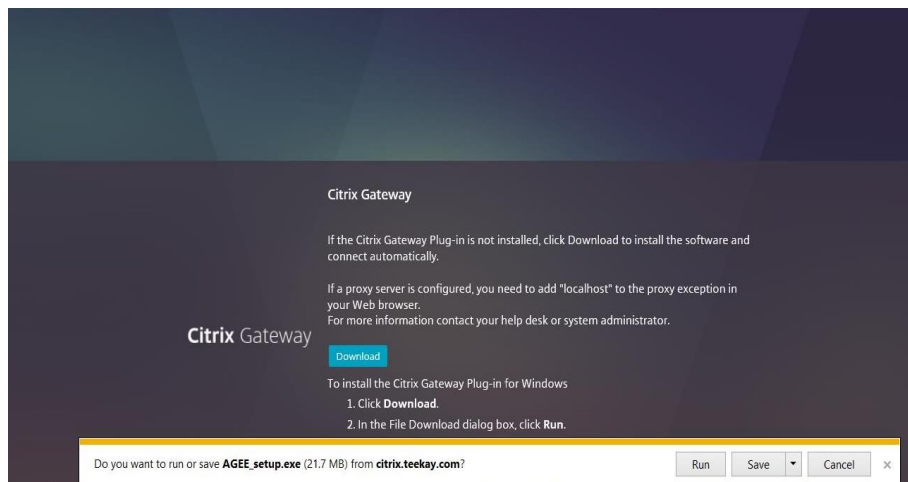


Note: Following steps will be installing Citrix Gateway Plugin. It is also just one-time task.

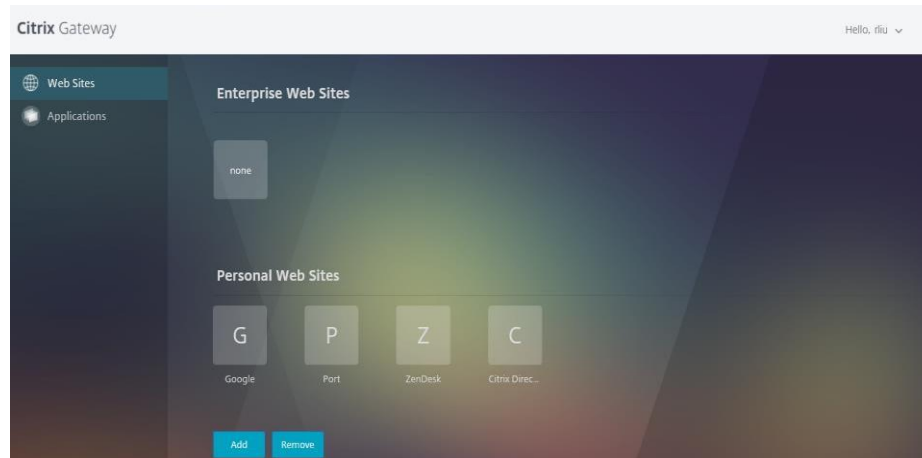


10. Click on Run and follow the instruction to install VPN client (Citrix Gateway Plugin).

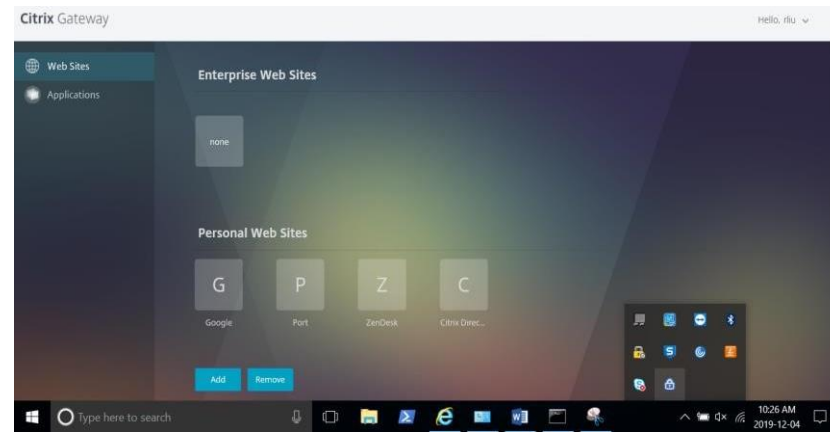
Note: You may be prompted for rebooting, but you can do that later.



11. Once the VPN tunnel is established a new page like this will show up

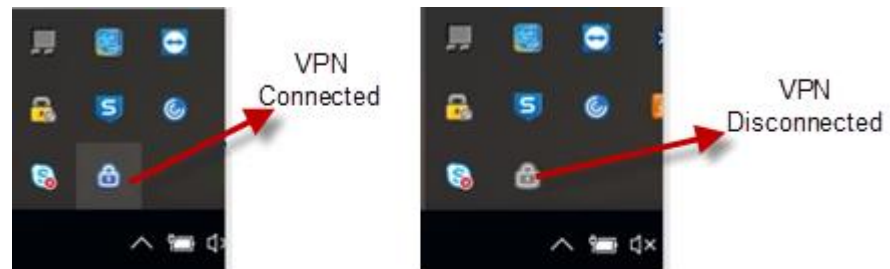


12. To verify you are successfully logged on VPN, click on the hidden task bar.



When the VPN is connected, the lock will be lit up blue.

If not connected it will be grey.



From now on, you can access any internal network resources.

If you need to use Citrix at meantime, click on Application tab on the left.

