Andritz Group Citrix Login

Service Area Infrastructure Services

Exported on 11/06/2019

Table of Contents

1 Requirements to use Citrix Service 3
2 Step by step guide to login to the Citrix Portal including MFA 4

1 Requirements to use Citrix Service

1. **ANDRITZ Username and Password**: Make sure that you've got a **valid ANDRITZ Domain user and password**. These will be provided by your ANDRITZ internal contact person.

2. **Register for Multifactor Authentication (MFA)**: Your user account must be enabled for MFA. Please follow the instructions at Multifactor Authentication for Citrix Login[1] to activate your account for MFA.
    a. We recommend that you to also apply for the Self Service Password reset (enrollment in the same portal as for MFA).

3. **Download and install Citrix Receiver (Citrix Workspace App):** You can find the download at: https://www.citrix.com/products/receiver.html

Support: Contact the local Helpdesk via your ANDRITZ contact person to open a ticket: Please provide username and a detailed description (best with screenshots) of the issue.

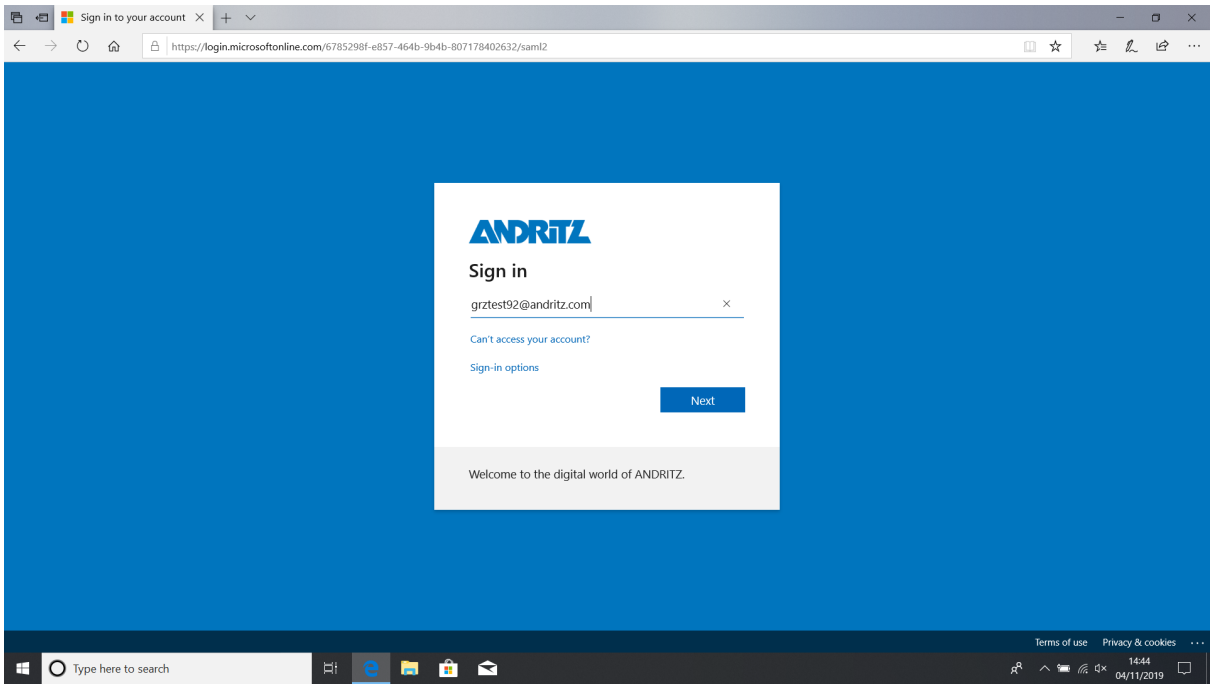
1 https://www.andritz.com/resource/blob/322948/82d46ba081bda0b7ccd31db93522f0a6/gr-mfa-pwreset-for-external-users-data.pdf

2 Step by step guide to login to the Citrix Portal including MFA

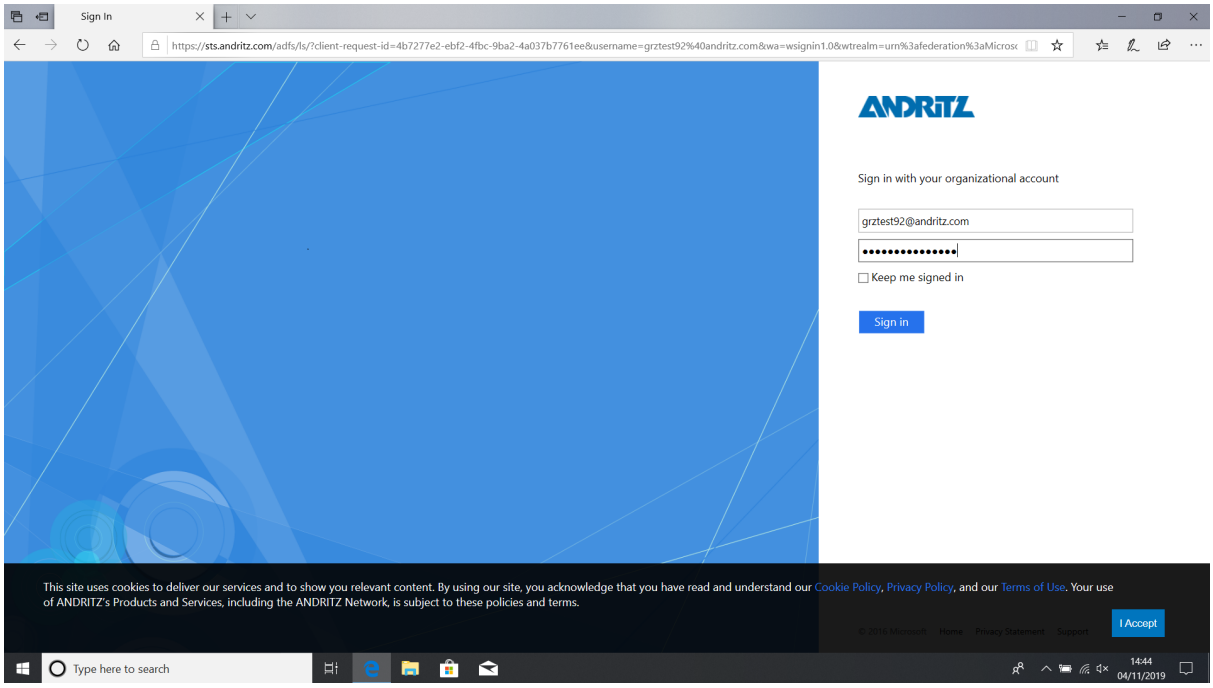
1. ANDRITZ Group Citrix environment is reachable via:

   https://gate.andritz.com

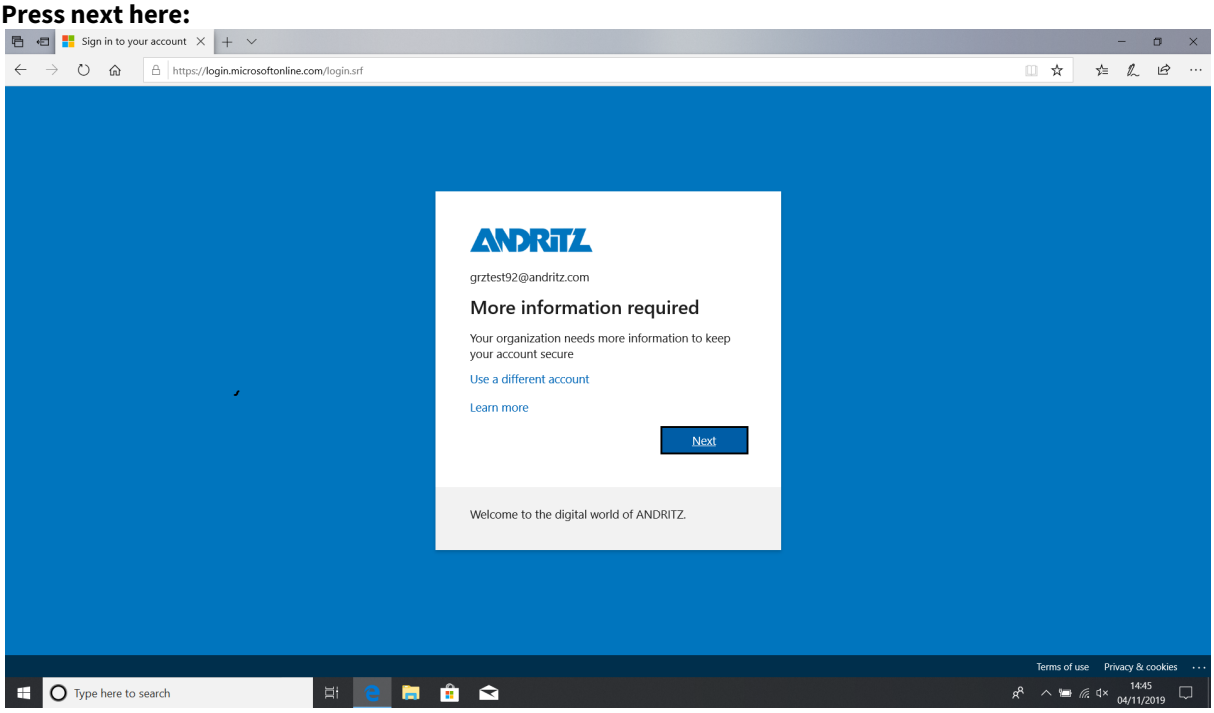
2. After opening https://gate.andritz.com you will be redirected to login.microsoftonline.com
   Please login with **YOUR_USERNAME@ANDRITZ.COM**:



3. Type in your **ANDRITZ password** here:



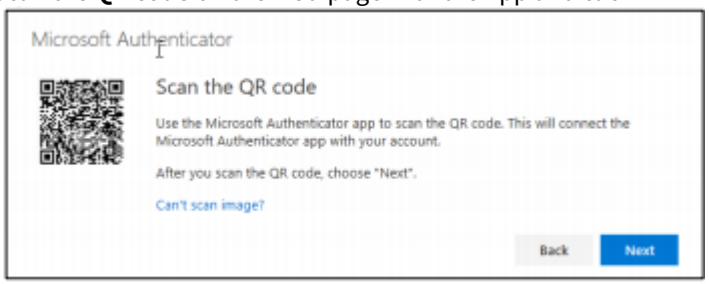
4. **Press next here:**



5. **Microsoft Authenticator Guide** will appear
   Go to the Apple App Store or Android Play Store on your phone to download the Microsoft Authenticator App.

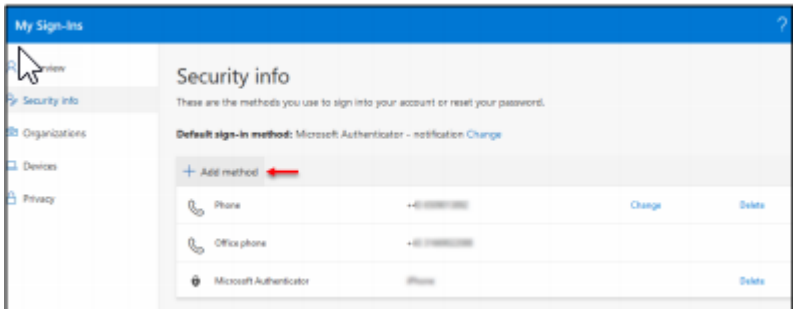
6. Open the Microsoft Authenticator app, select “**Add account**” from the “Customize and control" icon in the upper-right, and then select"**Work or school account"**.

7. Scan the **QR code** on the web-page with the App and click "**NEXT**":



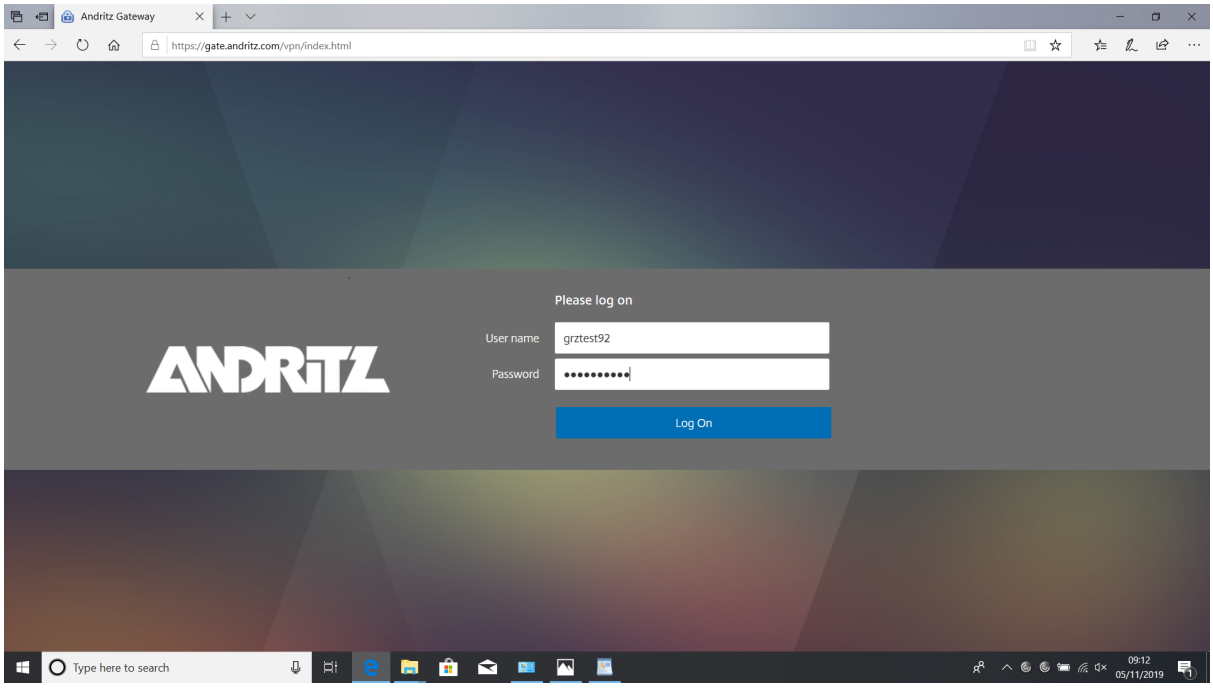
Note: If your camera is unable to capture the QR code, you can manually add your account information to the Microsoft Authenticator app for two-factor verification. For more information and

8. **Setup a second verification method is recommended:**
Office Desk Phone call for verification

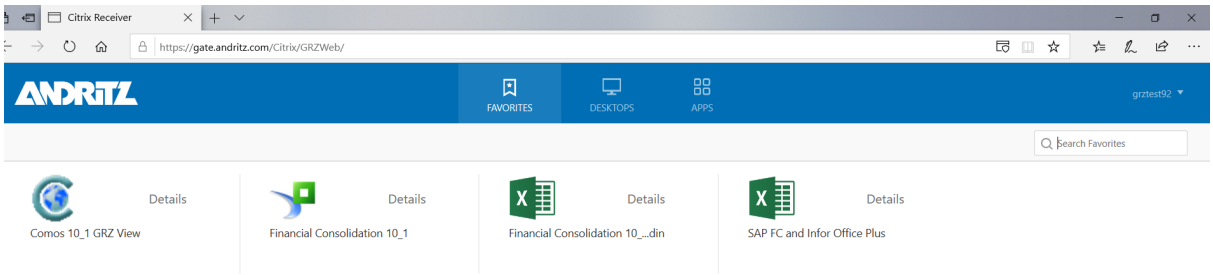


9. **Please go back to** https://gate.ANDRITZ.com[2]

2 https://gate.andritz.com



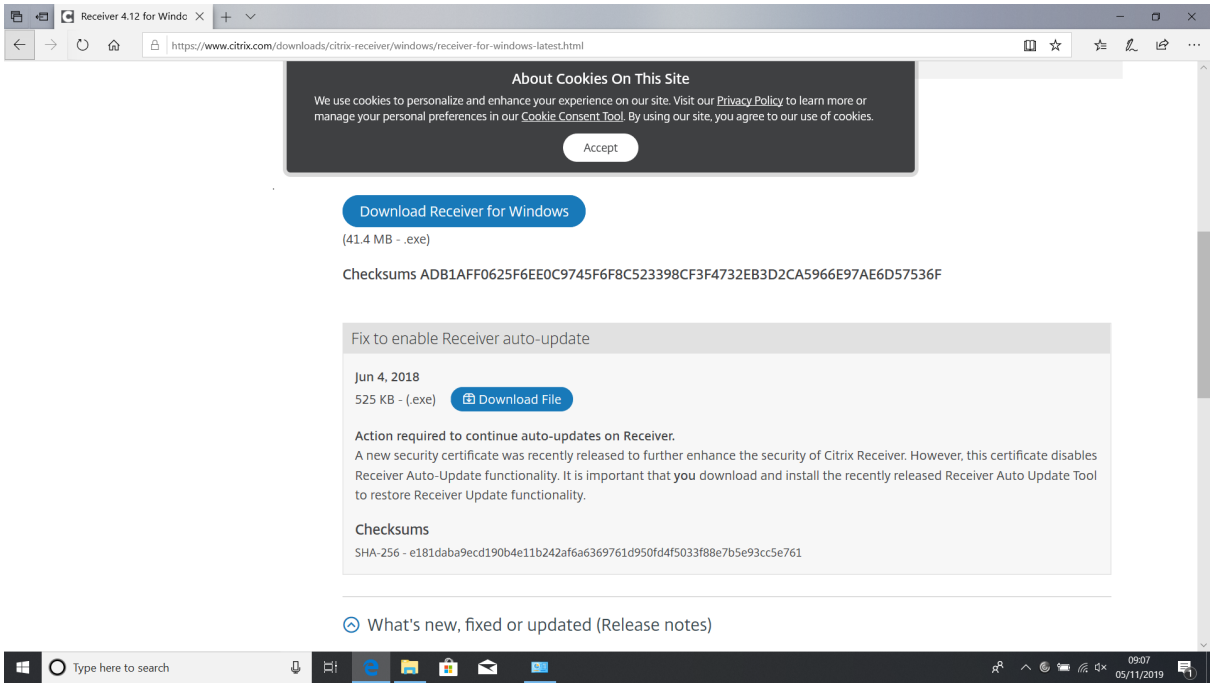
Here you can find your Favorites, Desktops or Apps in the blue menu bar:



Download and install the Citrix Receiver

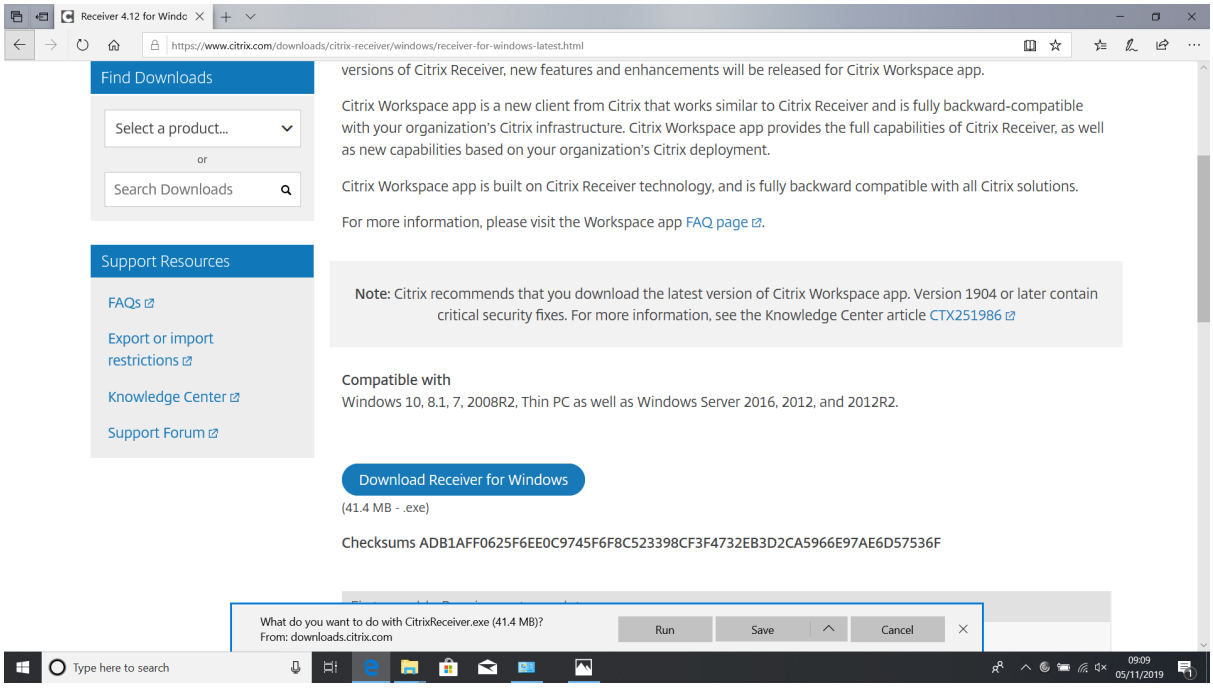
1. **Citrix Receiver can be downloaded here:** https://www.citrix.com/products/receiver.html

   D[3]ownload Receiver for Windows:

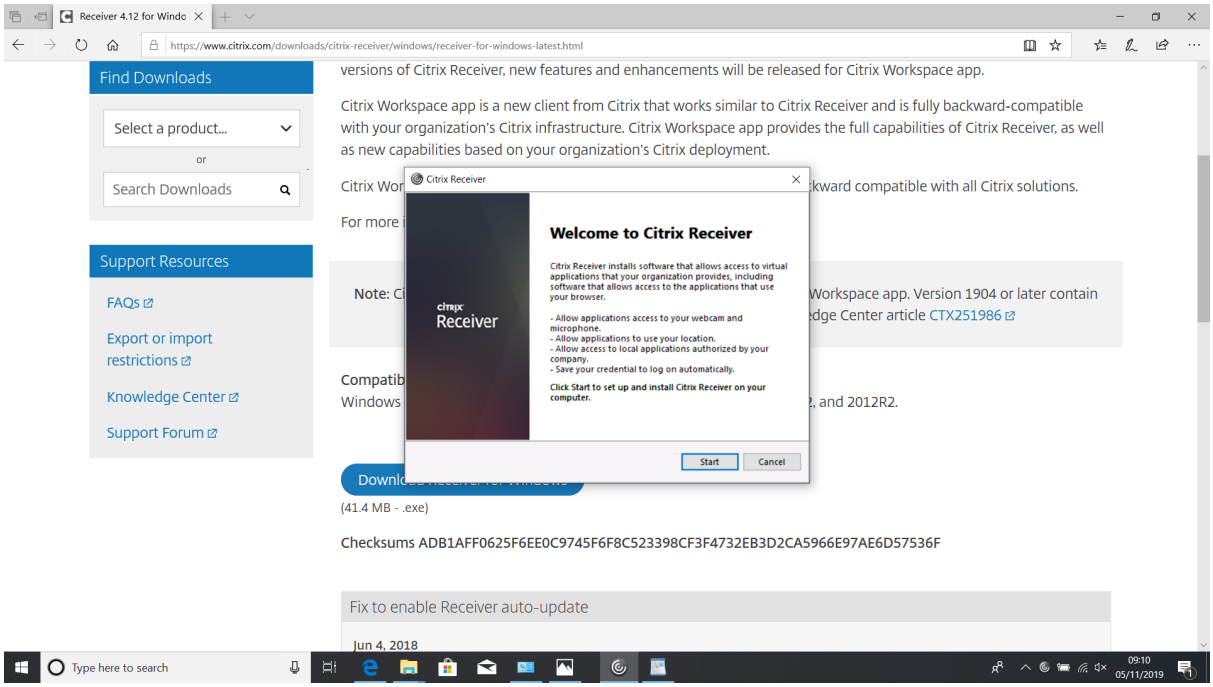


2. **Click "RUN" to start the installation:**

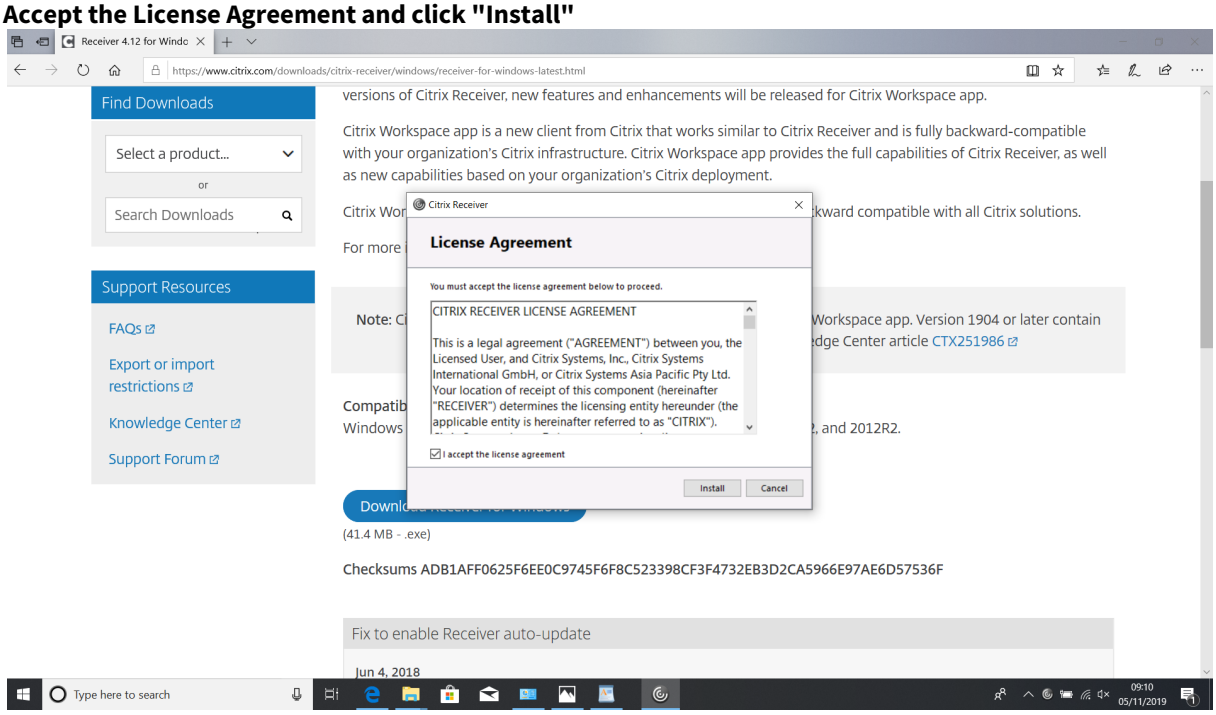
3 https://www.citrix.com/products/receiver.html


Receiver 4.12 for Windc
https://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-latest.html
Find Downloads
Select a product...
or
Search Downloads
Support Resources
FAQs
Export or import restrictions
Knowledge Center
Support Forum
versions of Citrix Receiver, new features and enhancements will be released for Citrix Workspace app.
Citrix Workspace app is a new client from Citrix that works similar to Citrix Receiver and is fully backward-compatible with your organization's Citrix infrastructure. Citrix Workspace app provides the full capabilities of Citrix Receiver, as well as new capabilities based on your organization's Citrix deployment.
Citrix Workspace app is built on Citrix Receiver technology, and is fully backward compatible with all Citrix solutions.
For more information, please visit the Workspace app FAQ page.
Note: Citrix recommends that you download the latest version of Citrix Workspace app. Version 1904 or later contain critical security fixes. For more information, see the Knowledge Center article CTX251986
Compatible with
Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, and 2012R2.
Download Receiver for Windows
(41.4 MB - .exe)
Checksums ADB1AFF0625F6EE0C9745F6F8C523398CF3F4732EB3D2CA5966E97AE6D57536F
What do you want to do with CitrixReceiver.exe (41.4 MB)?
From: downloads.citrix.com
Run
Save
Cancel
Type here to search
09:09
05/11/2019

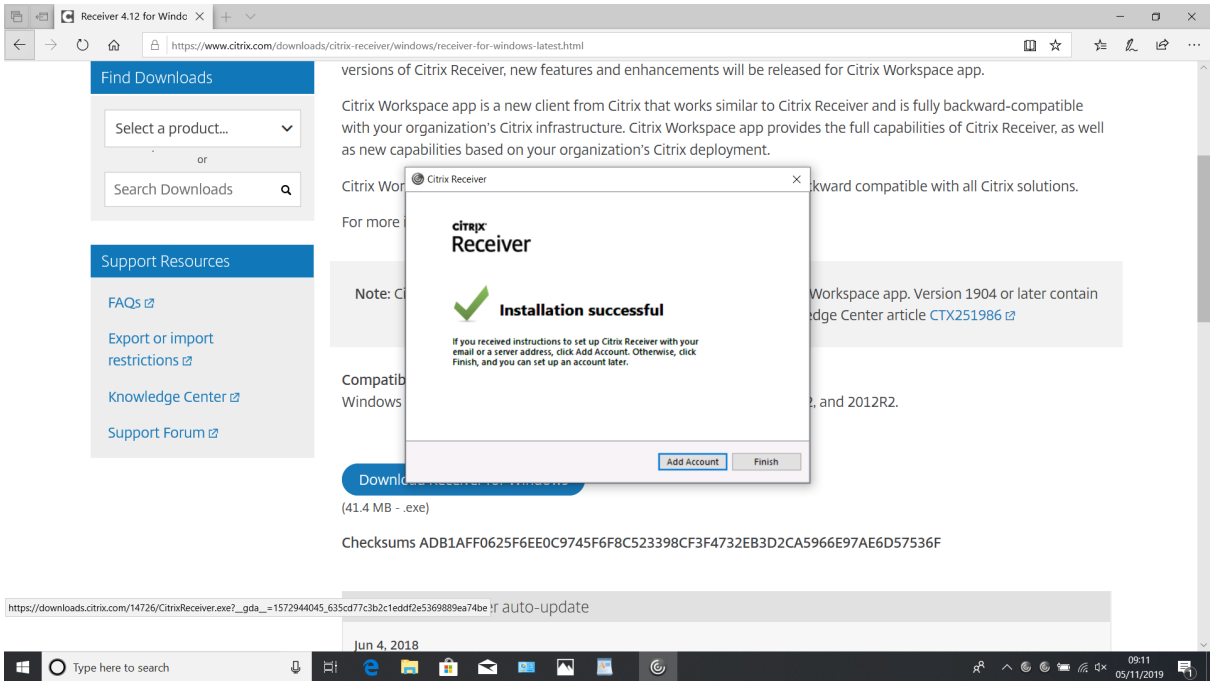
3. **"Start"**


Receiver 4.12 for Windc
https://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-latest.html
Find Downloads
Select a product...
or
Search Downloads
Support Resources
FAQs
Export or import restrictions
Knowledge Center
Support Forum
versions of Citrix Receiver, new features and enhancements will be released for Citrix Workspace app.
Citrix Workspace app is a new client from Citrix that works similar to Citrix Receiver and is fully backward-compatible with your organization's Citrix infrastructure. Citrix Workspace app provides the full capabilities of Citrix Receiver, as well as new capabilities based on your organization's Citrix deployment.
Citrix Receiver
Welcome to Citrix Receiver
Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
- Allow applications access to your webcam and microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your company.
- Save your credential to log on automatically.
Click Start to set up and install Citrix Receiver on your computer.
Start
Cancel
(41.4 MB - .exe)
Checksums ADB1AFF0625F6EE0C9745F6F8C523398CF3F4732EB3D2CA5966E97AE6D57536F
Fix to enable Receiver auto-update
Jun 4, 2018
Type here to search
09:10
05/11/2019

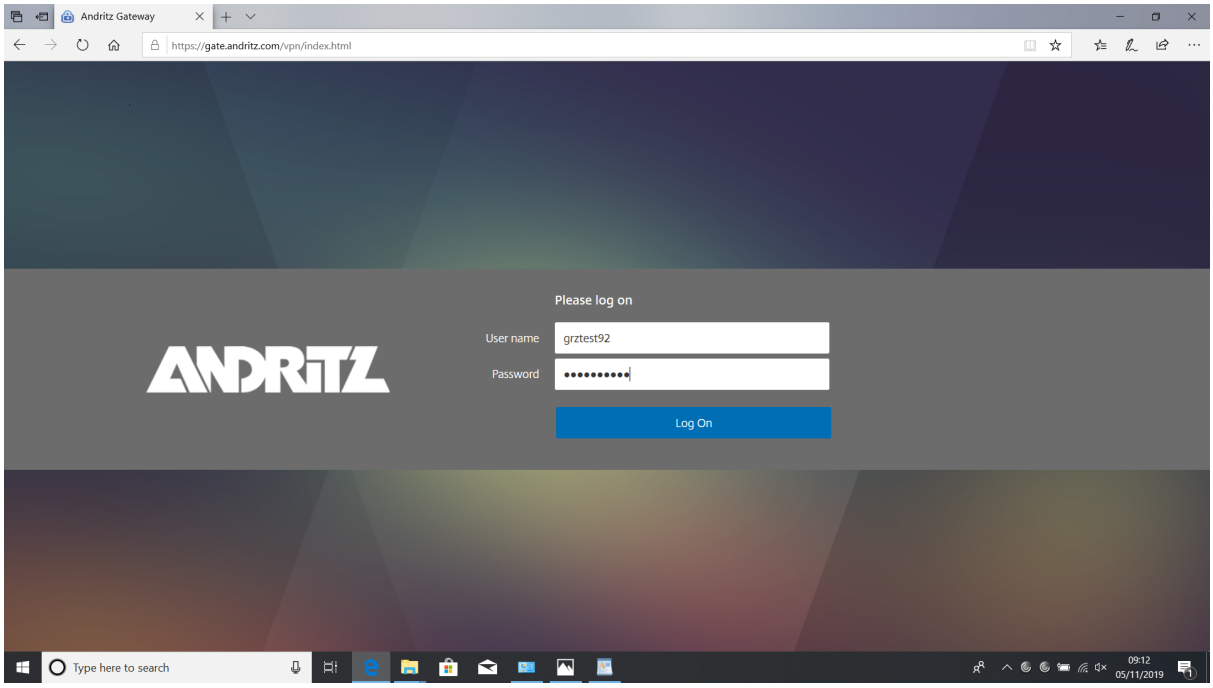
4. **Accept the License Agreement and click "Install"**



5. **Press "Finish"**



6. **Go back in the Browser to** https://gate.andritz.com


Andritz Gateway
https://gate.andritz.com/vpn/index.html
Please log on
User name
grztest92
Password
Log On
Type here to search
09:12
05/11/2019