

## Citrix User Guide

Accessing AER systems remotely requires an RSA SecurID token. In order to gain access to the AER remote systems, you need an AER network account (CB number and password), a RSA SecurID token and a valid RSA SecurID Passcode.

If you have a business need to access AER systems remotely you will need to order a RSA SecurID token. To do this please fill out the Electronic Service Request (ESR) form located in the Technology section of the Forms Library on the Hub and submit to your leader for approval.

The RSA SecurID Passcode contains two parts.

- A confidential, memorized, Personal Identification Number or PIN.
- The 6-digit token code currently displaying on your RSA SecurID token. The token code changes at a specified time interval, typically every 60 seconds.



## Before You Begin

If you require any assistance before you begin the login process please contact the AER Service Desk at 403-297-3744.

Before you begin you need to create a Personal Identification Number or PIN.

- You must create your own PIN.
- Your PIN must be all numbers, and may not contain letters.
- Your PIN must be a minimum of 4 numbers long.

If an unauthorized person learns your PIN and obtains your RSA SecurID token this person could assume your identity. Any action this individual takes is attributed to you in the systems security log. So for your own protection and that of the system, always take the following precautions:

- Create a PIN that is easy for you to remember but difficult for others to guess.
- Never reveal your PIN or password to anyone.
- If you think someone has learned your PIN or if your token is missing, notify the Service Desk immediately at (403)297-3744.

## First Time Activation or New PIN Mode

The first time you use your token to access the AER systems remotely you will be placed into the New PIN Mode. You need to complete the following steps in order to fully activate your account.

In order to set up your PIN you will need to use the RSA Self-Service Console. The RSA Self-Service Console allows users to manage many day-to-day tasks related to authentication, token management and user accounts without calling the Service Desk. The following tasks can be done via the self Service:

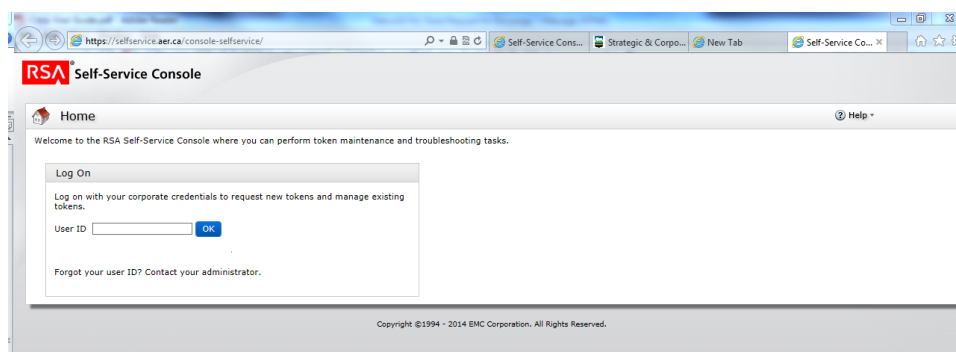
- Create a new PIN
- Reset a forgotten PIN
- Change an existing PIN
- Request an Emergency (Temporary) token

### Creating a new PIN:

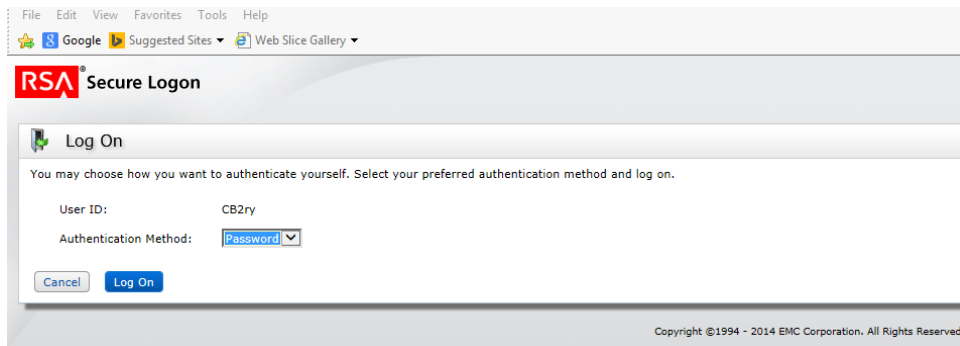
To use your token for the first time to access the AER systems remotely, you will need to create a PIN for the token. Your PIN will not change unless you choose to change it at a later date.

You need to complete the following steps in order to fully activate your account.

1. Initiate a login session at <https://selfservice.aer.ca/> The following page will be displayed.



2. Enter your Username (CB#) then click **OK**. The following page will be displayed.



File Edit View Favorites Tools Help

Google Suggested Sites Web Slice Gallery

**RSA Secure Logon**

**Log On**

You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.

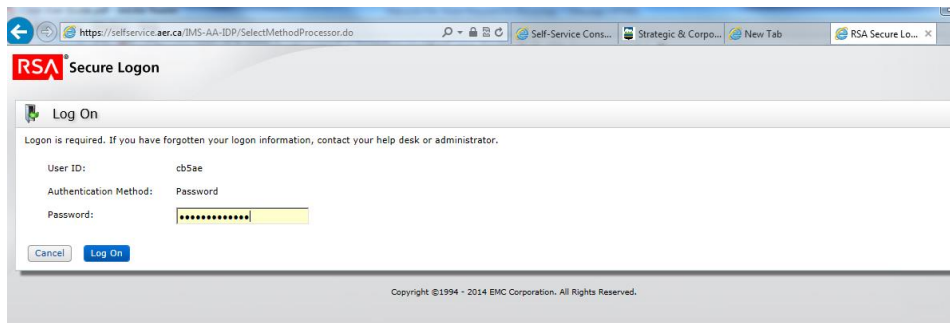
User ID: CB2ry

Authentication Method: Password

Cancel Log On

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3. Select **Password** from the drop down box then click **Log On**. The following page will be displayed.



https://selfservice.aer.ca/IMS-AA-IDP/SelectMethodProcessor.do

**RSA Secure Logon**

**Log On**

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID: cb5ae

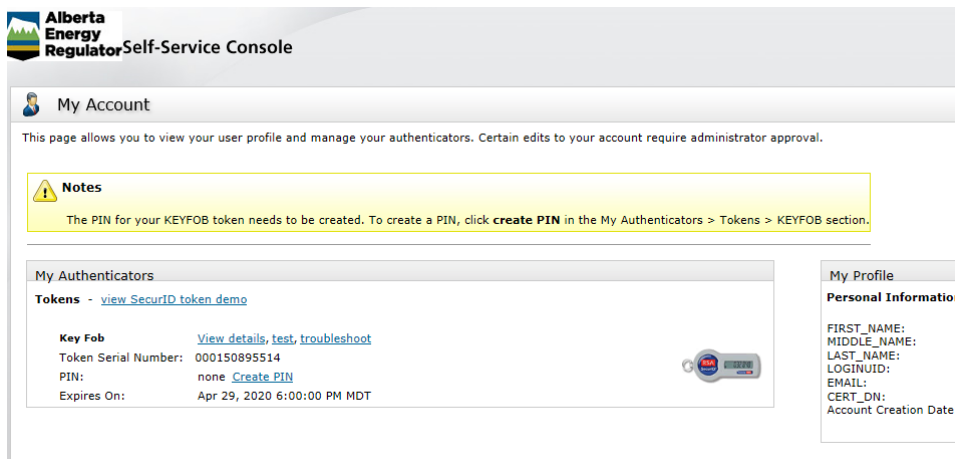
Authentication Method: Password

Password: [REDACTED]

Cancel Log On

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4. Enter your current network password then click **Log On**. The following page will be displayed.



**Alberta Energy Regulator Self-Service Console**

**My Account**

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

**Notes**

The PIN for your KEYFOB token needs to be created. To create a PIN, click **create PIN** in the My Authenticators > Tokens > KEYFOB section.

**My Authenticators**

Tokens - [view SecurID token demo](#)

<b>Key Fob</b>	<a href="#">View details, test, troubleshoot</a>
Token Serial Number:	000150895514
PIN:	none <a href="#">Create PIN</a>
Expires On:	Apr 29, 2020 6:00:00 PM MDT

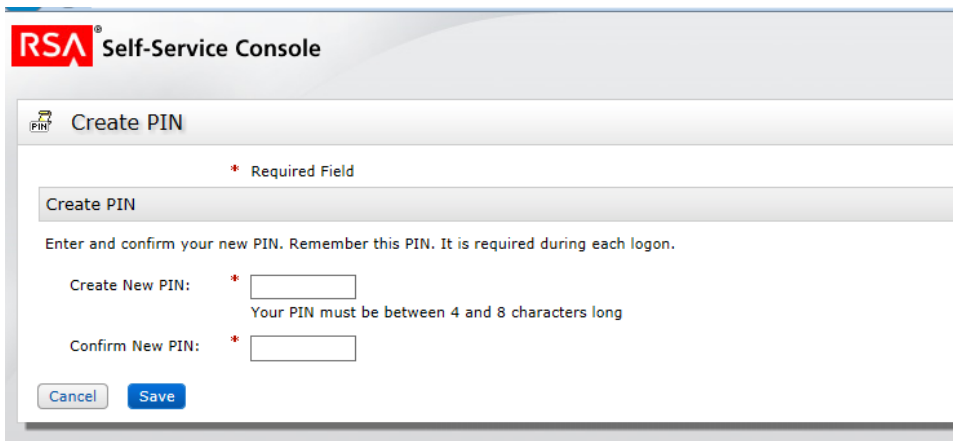
**My Profile**

**Personal Information**

FIRST\_NAME:  
MIDDLE\_NAME:  
LAST\_NAME:  
LOGINUID:  
EMAIL:  
CERT\_DN:  
Account Creation Date:

You have now successfully logged into the Self Service Console and are at the **My Account** page.

5. From the **My Account** page click on [Create PIN](#). The following page will be displayed.



**RSA** Self-Service Console

**Create PIN**

\* Required Field

Create PIN

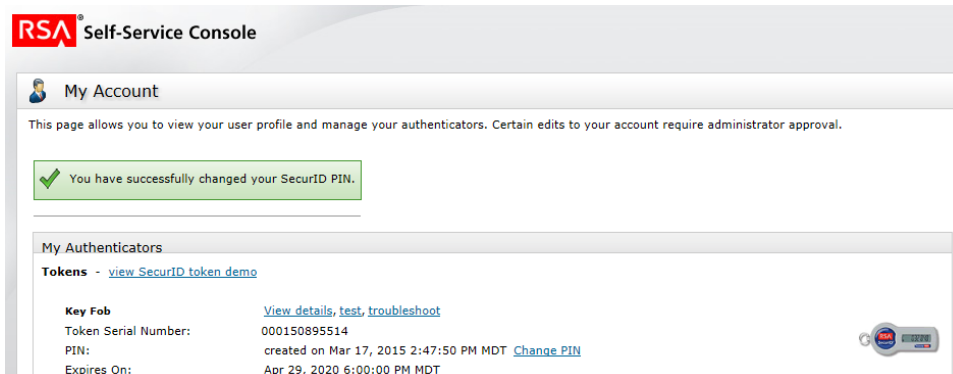
Enter and confirm your new PIN. Remember this PIN. It is required during each logon.

Create New PIN: \*

Your PIN must be between 4 and 8 characters long

Confirm New PIN: \*

6. Enter your new PIN and then confirm by entering it a second time.
  - *Please note: your PIN must be a minimum of 4 characters in length.*
7. Click **Save**. If you are successful, the following page will be displayed.



**RSA** Self-Service Console

**My Account**


This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

✓ You have successfully changed your SecurID PIN.

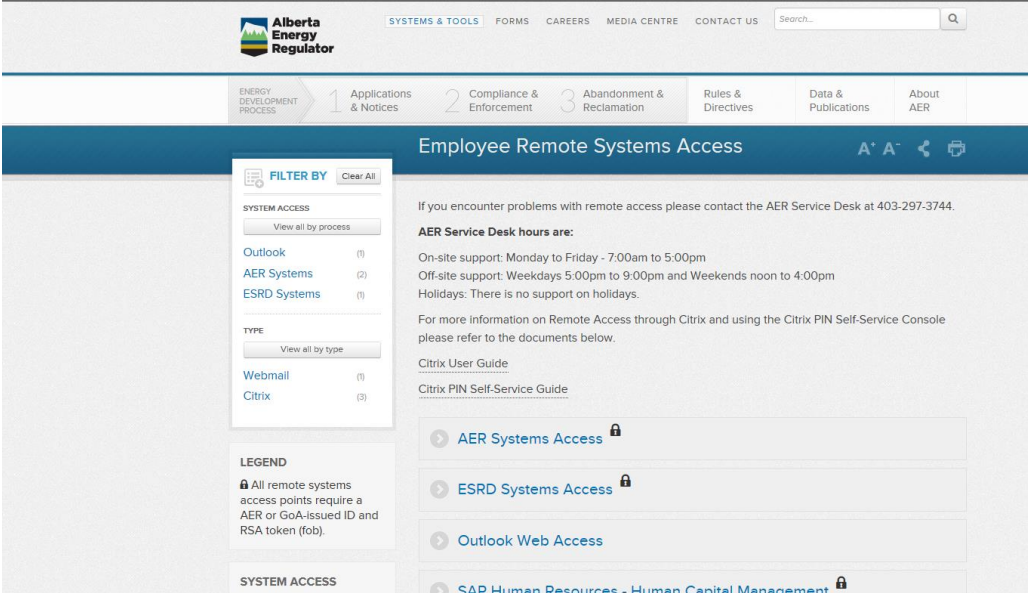
**My Authenticators**

**Tokens** - [view SecurID.token demo](#)


<b>Key Fob</b>	<a href="#">View details, test, troubleshoot</a>
Token Serial Number:	000150895514
PIN:	created on Mar 17, 2015 2:47:50 PM MDT <a href="#">Change PIN</a>
Expires On:	Apr 29, 2020 6:00:00 PM MDT




8. Log Off of the Self-Service Console.
9. To log in through Citrix, precede to [remote.aer.ca](https://remote.aer.ca) The following page will be displayed.



The screenshot shows the 'Employee Remote Systems Access' page on the Alberta Energy Regulator website. The page features a navigation menu at the top with categories like 'SYSTEMS & TOOLS', 'FORMS', 'CAREERS', 'MEDIA CENTRE', and 'CONTACT US'. Below the navigation, there are numbered steps: '1 Applications & Notices', '2 Compliance & Enforcement', and '3 Abandonment & Reclamation'. The main content area is titled 'Employee Remote Systems Access' and includes a 'FILTER BY' section with options for 'SYSTEM ACCESS' (Outlook, AER Systems, ESRD Systems) and 'TYPE' (Webmail, Citrix). A 'LEGEND' section explains that all remote systems access points require an AER or GoA-issued ID and an RSA token. The main content area lists several system access options, including 'AER Systems Access', 'ESRD Systems Access', 'Outlook Web Access', and 'SAP Human Resources - Human Capital Management'. A 'SYSTEM ACCESS' section is also visible at the bottom.

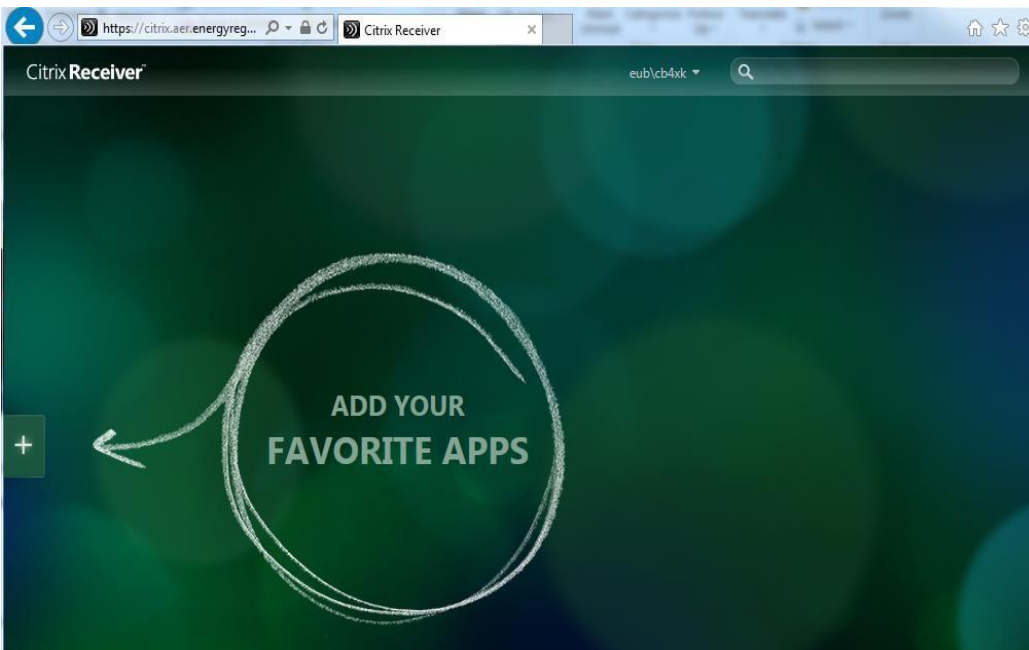
10. Choose **AER Systems Access** , the following screen will be displayed.



The screenshot shows the 'Secure Logon for AER Citrix Site' form. The form includes the Alberta Energy Regulator logo at the top left. Below the logo, the text 'Secure Logon for AER Citrix Site' is displayed. The form contains three input fields: 'Username', 'Password', and 'Passcode'. A 'Logon' button is located at the bottom of the form.

11. Wait for a new token code to be displayed on your RSA SecurID token. Enter your Username (CB#) and network password in the appropriate fields. In the Passcode field enter the PIN you created **then** the RSA SecurID Token code displayed on your key fob **without spaces**. Click **Login**

Most users will see a variation of the following home page. There may or may not be applications pre-installed on the home page.



Use the following set of instructions to add applications to the home page

- 1) Click on the plus sign on the left hand side of the page.
- 2) Click on All Apps
- 3) Click on the desired applications. They will automatically move to the home page.
- 4) Once done, click anywhere on the page.

You can rearrange the icons by dragging and dropping them into the desired order

If you are missing any applications please contact the AER Service Desk. Please note that not all applications used at the AER are available through Citrix.

## The Next Token Code Prompt

On occasion, even after you type your Passcode correctly, the system prompts you to enter the next token code that appears in order to confirm your possession of the RSA SecurID token:

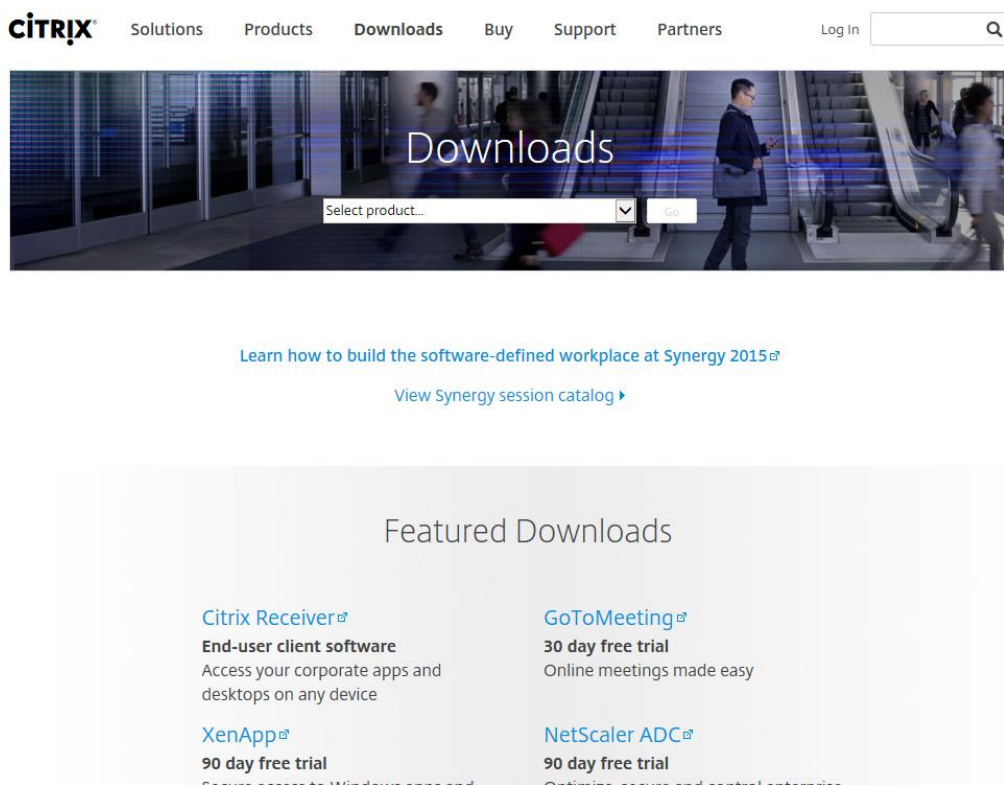
Wait until the token code changes, and then carefully type the new one then click **OK**. **Only enter the token code**. Do not enter your PIN. If you are not granted access after correctly entering the next token code, call the AER Service Desk.

## Installing Citrix receiver on your home computer

You may need to install the Citrix Receiver on your person computer in order to access our systems remotely. All AER supplied devices have the receiver installed by default.

1. Enter [www.citrix.com/downloads](http://www.citrix.com/downloads) in your web browser

The Citrix downloads page will be displayed



2. Select Citrix Receiver (End-user client software). The Citrix download page will be displayed



**CITRIX**  
**Receiver**

## Access apps and desktops on any device

Citrix Receiver is the easy-to-install client software that provides access to your XenDesktop and XenApp installations. With this free download you can access applications, desktops and data easily and securely from any device, including smartphones, tablets, PCs and Macs.

[Download Receiver 4.2.100 for Windows](#)

### About Installing Citrix Receiver

4. Click Download Receiver XXXX (download will vary in accordance to your device)
6. Follow the download prompts to complete the installation on your computer.

After you have installed the Citrix Receiver on your computer please return to step 9 in the Creating a new PIN section and follow the directions from there.

#### **Service Desk Tips:**

- For Mac iOS users you may need to upgrade to the latest operating system
- For Mac users avoid using Safari as Firefox or Chrome proved a more reliable service.
- For Google Chrome users, be sure that the Citrix Add-on located under Settings is enabled and not blocked. See <https://support.citrix.com/article/CTX136578> for more details.
- For instructions on installing the Citrix Receive on an iPad, contact the Service Desk
- The Citrix website is continuously upgraded / modified so images may appear different than in this document.



If you have any questions or concerns please contact the AER Service Desk at 403-297-3744 or via email at [service.desk@aer.ca](mailto:service.desk@aer.ca) .

**Regular support hours**

Monday to Friday — 7:00am to 5:00pm

**Offsite extended telephone support**

Monday to Friday — 5:00pm to 9:00pm

Weekends — noon to 4:00pm

Holidays — There is no support on holidays

**Emails received outside of regular support hours are responded to on the next business day.**