

# go2-VALERO-com

# Access from virtually any device

## **Trouble Connecting to Remote Access**

Contact IS Customer Support Center at (210) 345-4357 or (800) 483-0045

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## 1. Minimum System Requirements

- Windows Vista or Newer
- Mac OS X 10.9 or Newer
- Internet Explorer 9 or newer\* (Windows 7 and Newer Only)
- \* IE 9 and 10 need to have TLS v1.1 and/or TLS v1.2 enabled. See Disable TLS v1.0 section below
- Mozilla Firefox version 34 (Windows Vista and Newer and MacOS)
- Google Chrome version 40 (Windows and MacOS)
- Citrix Receiver version 14.2.100 (Windows) or version 12.1.100 (Mac OS)

## 2. Having Trouble Accessing Remote Workstation and Valero&Me?

#### Download Citrix Receiver

Citrix Receiver is a required component for accessing applications via Remote Workstation and Valero&Me.

- Windows and Mac OS:
  - Visit <a href="http://receiver.citrix.com">http://receiver.citrix.com</a> to download and install the version applicable to your workstation configuration.

## Add \*.valero.com to Trusted Sites in Internet Explorer

- 1. Open Internet Explorer
- 2. On your keyboard, type "Alt" + "t" and select Internet Options
- 3. Select the Security Tab
- 4. Select the Trusted Sites zone
- 5. Click the Sites button
- 6. Type in https://\*.valero.com and click Add
- 7. Click **OK** to remaining open dialogs

#### Add valero.com to Compatibility View Settings in Internet Explorer

- 1. Open Internet Explorer
- 2. On your keyboard, type "Alt" + "t" and select Compatibility View Settings
- 3. Type in valero.com and click Add
- 4. Click **OK** to remaining open dialogs

#### Disable TLS v1.0

#### **Internet Explorer**

- 1. Open Internet Explorer
- 2. On your keyboard type "Alt" + "t" and select "Internet Options"
- 3. Select the Advanced Tab
- 4. Scroll to the **Security** section
- 5. Locate and check the boxes for "Use TLS 1.1" and "Use TLS 1.2"
- 6. Click the **OK** button.

#### **Google Chrome**

- 1. Open Google Chrome
- 2. On your keyboard type "Alt" + "f" and select "Settings"
- 3. Scroll down to bottom of page and select "Show advanced settings..."



- 4. Scroll down to the Network section and click "Change proxy settings..."
- 5. Select the Advanced Tab
- 6. Scroll down to the "Security" section
- 7. Locate and check the boxes for "Use TLS 1.1" and "Use TLS 1.2"

#### **Mozilla Firefox**

- 1. Open Firefox
- 2. In the address bar, type "about:config" and hit Enter
- 3. If you get a warning message, click the button to continue.
- 4. Scroll down and double-click "security.tls.version.max"
- 5. Type in the value 3 and click OK.

Safari - There are no options for enabling TLS in Safari. Use Safari 7 or above.

#### Enable Citrix Receiver in Mozilla Firefox

- 1. Open Firefox
- 2. Type "Ctrl" +" Shift" + "a" on your keyboard
- 3. Select Plugins from the left column
- 4. Look for Citrix ICA Client
- 5. Select the dropdown list on the right and select **Always Activate**.

### Opening applications with Google Chrome

- 1. Attempt to launch an application
- 2. When you see the **launch.ica** file appear at the bottom of your web browser, click on the little arrow next to it and choose **Always open files of this type**
- 3. Restart Google Chrome
- 4. Log back in and launch your application again

#### Set default program for .ica files

#### For Windows:

- 1. Open Control Panel
- 2. Open the **Default Programs** menu (this is under Programs if you are in Category View)
- 3. Choose to Associate a file type or protocol with a program
- 4. Find the .ica file type and choose to Change program...
- 5. Browse to C:\Program Files (x86)\Citrix\ICA Client (you can paste this in the Open with... window)
- 6. Depending on your computer settings, the appropriate directory might be **C:\Program Files\Citrix\ICA Client** if the (x86) directory doesn't exist
- 7. Select wfcrun32 to set the Citrix Connection Manager as the default program to launch .ica files
- 8. Log back in and launch your application again

#### For MacOS:

- 1. Locate the launch.ica file downloaded from Chrome (typically in your Downloads folder)
- 2. Right-click (control + click) on the launch.ica file and select Open With > Other
- 3. Browse to your Applications
- 4. Select the Citrix Receiver, check the Always Open With checkbox, and click Open



## 3. Having Trouble Accessing VPN?

VPN is only available using a Valero laptop and access to the virtual private network. If you do not have access to VPN, submit a request through IdM using Role IS# AD1743

## Virtual Private Network (VPN)

On go2.valero.com page, click the **VPN** button.



A message will appear indicating your system configuration is being analyzed.



The window below may appear. Click **Always**.



If the Endpoint Analysis scan completes successfully, you will get a login prompt.



Once logged in, the NetScaler Plugin will establish a connection with the corporate network, run the login script, and open the Valero home page. You'll see a series of windows similar to these as the connection is made.







When done with VPN, right click the NetScaler Gateway icon in the taskbar and 7 select Logoff then 8 click

Yes at the prompt to end your session.

NetScaler Gateway

Do you want to end your session?

Help
About...
Logoff
Exit

NetScaler Gateway

Do you want to end your session?

For security, Citrix recommends closing all Web browser windows.

Deleting Temporary Internet Files...

Deleting Temporary Internet Files...

Cancel

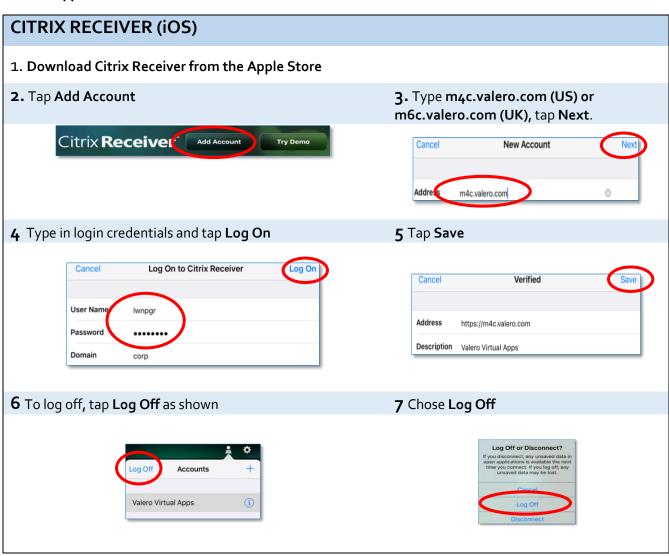


## 4. How to Access Remote Workstation from a Mobile Device

#### **Apple iOS and Device Support**

Model		iOS				iPhone							iDad	iPod		
IVIO	Juei	6.1.x	7	8	9	10	4	4s	5	5c	<b>5</b> s	6	6 Plus	6s Plus	iPad	Touch
for	5.9.4+	1	<b>✓</b>	<b>✓</b>	X	X	✓	1	<b>✓</b>	<b>✓</b>	<b>√</b>	1	✓	X	1	✓
Receiver iOS	6.1.x	X	<b>✓</b>	<b>✓</b>	<b>✓</b>	X	1	1	<b>✓</b>	<b>√</b>	>	<b>\</b>	<b>√</b>	<b>√</b>	1	✓
Rec	7	X	X	<b>✓</b>	<b>✓</b>	✓	X	X	<b>✓</b>	<b>✓</b>	<b>√</b>	1	✓	✓	1	X

Visit the App Store and search for Citrix Receiver. Download and Install.





#### **Google Android and Device Support**

Androi	d Version	4.x	5.x	6.x	7.x	Nougat
٦٢	3.7 <sup>1</sup>	1	<b>√</b>	X	X	X
er for roid	3.8.11	1	1	1	X	X
Receiver f Android	3.9.x	1	1	1	1	X
Re	3.9.2	1	1	1	1	X

<sup>1</sup>These versions do not automatically detect TLS v1.1 connections. It is recommended you use Receiver 3.9.x for Android.

Visit the Google Play Store and search for Citrix Receiver. Download and Install.

