Citrix Secure Access for Android

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Citrix Secure Access for Android devices

December 13, 2023

Citrix Secure Access client for Android (formerly known as Citrix SSO app for Android) provides the best-in-class application access and data protection solution offered by NetScaler Gateway. You can now securely access business critical applications, virtual desktops, and corporate data from anywhere at any time.

> **Notes:**
>
> - Starting from release 23.12.1, Citrix SSO for Android is renamed to Citrix Secure Access. We are updating our documentation and the UI screenshots to reflect this name change.
> - For administrator-specific instructions on Citrix Secure Access for Android, see Citrix Secure Access for Android devices.

How to use Citrix Secure Access from your Android device

December 13, 2023

> **Notes:**
>
> - Starting from release 23.12.1, Citrix SSO for Android is renamed to Citrix Secure Access. We are updating our documentation and the UI screenshots to reflect this name change.
> - For administrator-specific instructions on how to use Citrix Secure Access for Android, see Citrix Secure Access for Android devices.

Install Citrix Secure Access from your Play Store. First-time users must create a connection to NetScaler Gateway by adding the server in non-MDM case. For subsequent uses, you can connect to an existing connection or add a connection, and edit existing connections as well, if allowed by your administrator in an MDM deployment. You can also view the logs and take appropriate actions accordingly.

> **Notes:**
>
> - Connections deployed via MDM cannot be edited.
> - Starting from Citrix SSO for Android 23.8.1, you might be prompted to grant the Query all packages consent to the Citrix SSO app. Once the consent is granted, the Citrix SSO app:

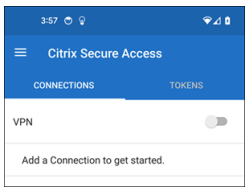
- Receives the package install notification from the operating system.
- Restarts the Always On VPN.

When you connect to your VPN profile for the first time, you are prompted to provide consent (required by Google policies) to collect information of the installed package. If the you grant the consent, the VPN connection is initiated. If you deny the consent, the VPN connection is aborted. The consent screen does not reappear once the consent has been granted.

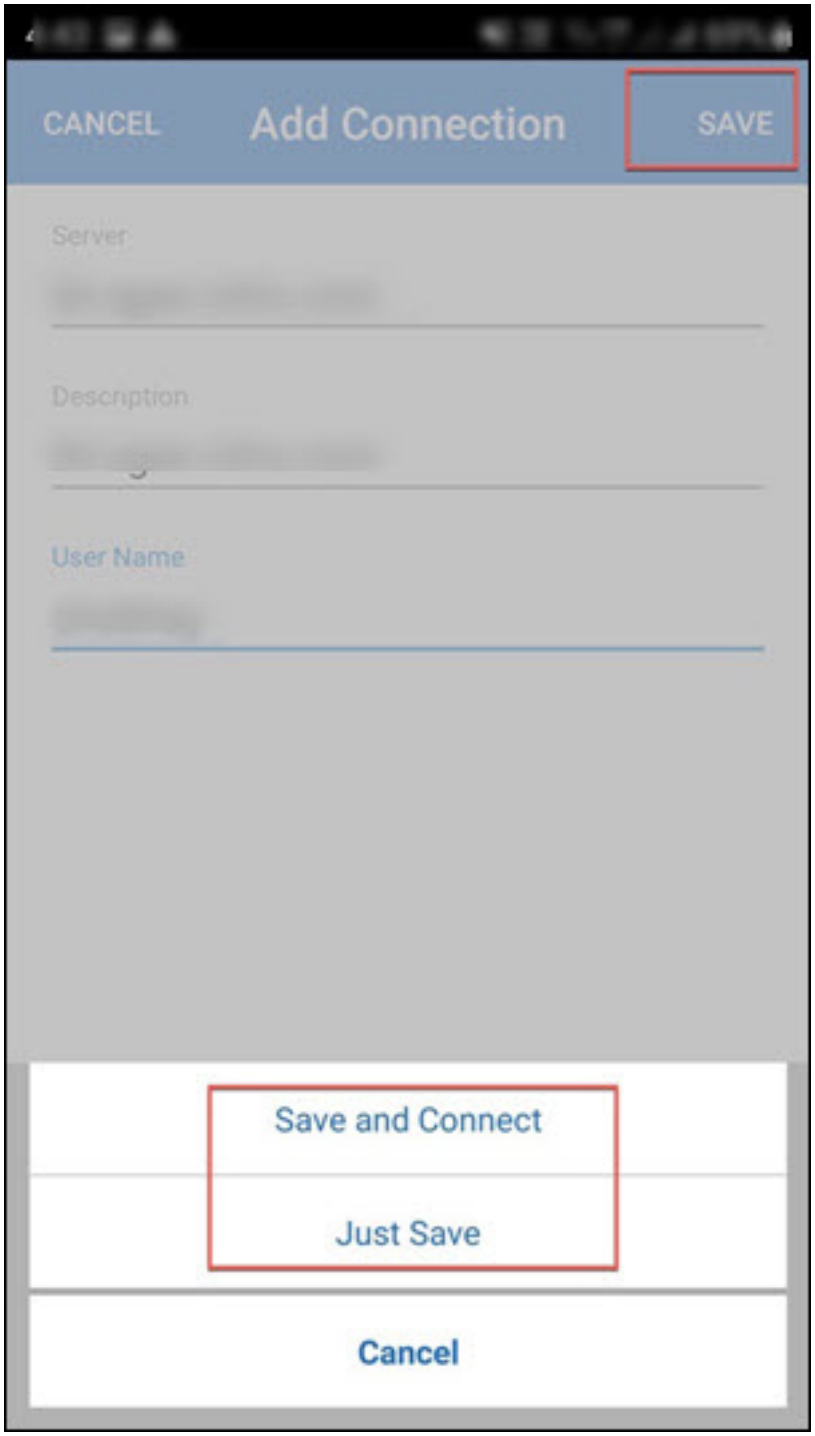
Add a connection

Note: This step is required only in a non-MDM case.

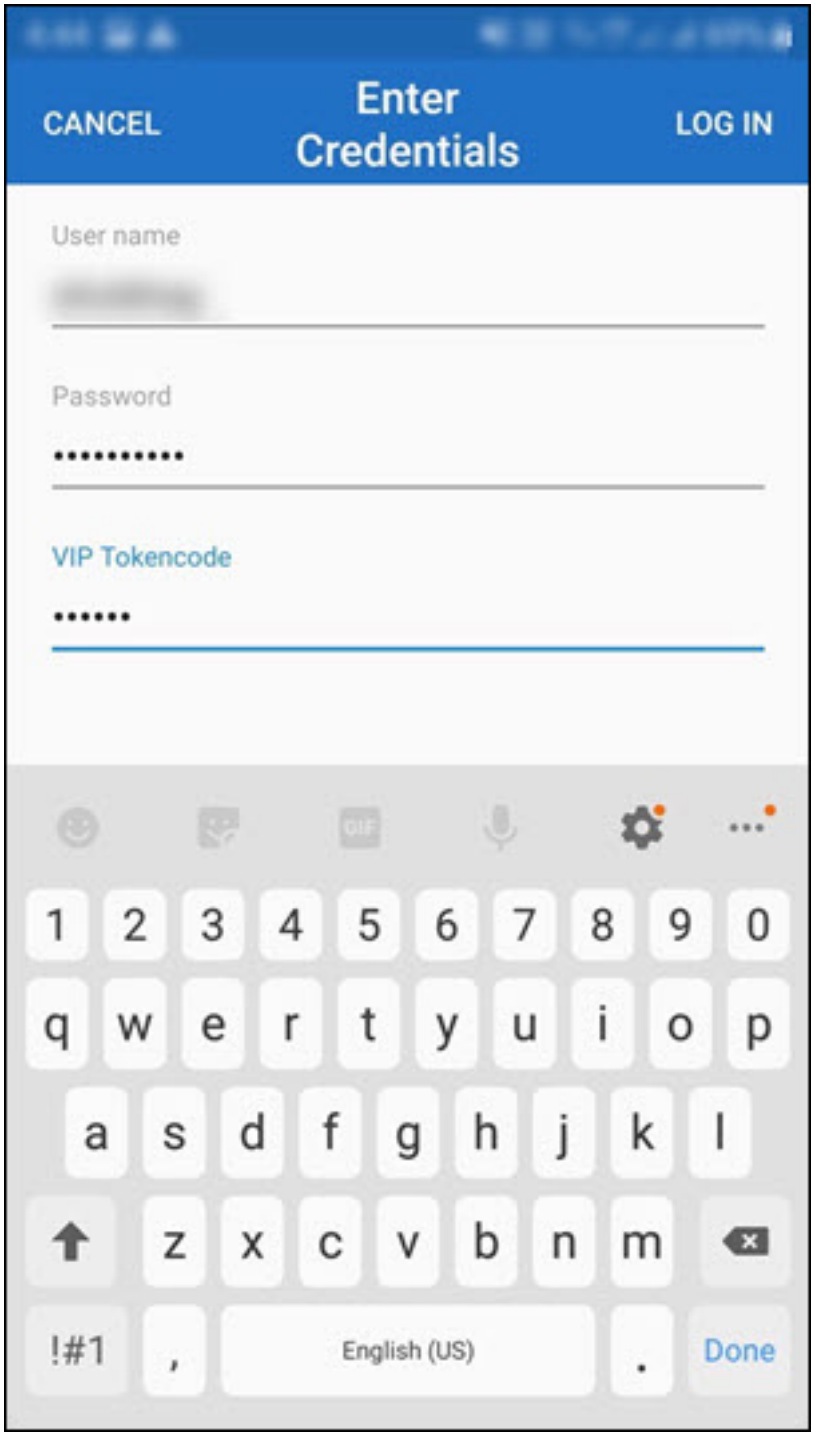
After you install Citrix Secure Access and open the app on your Android device, the following screen appears.



1. Click **+** to add a connection.
2. Enter the base URL (for example, https://gateway.mycompany.com) and the name for the VPN connection. Optionally, you can enter the user name.
3. Click **Save** and then click **Save and Connect** or **Just Save** as appropriate.

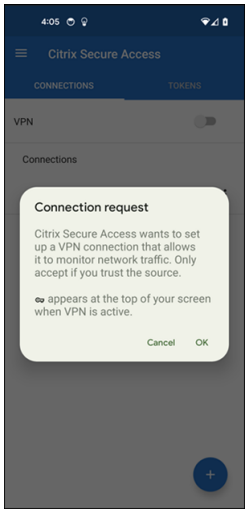


4. Provide authentication credentials for your server and tap **LOG IN** or **Done** on the keypad.

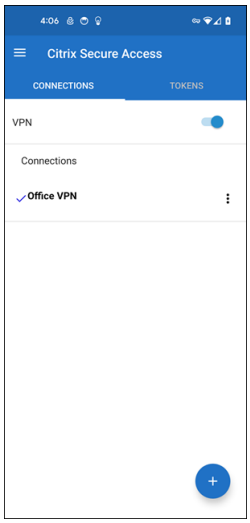


The connection request message appears. Click **OK**.

Note: This message appears only the first time that any VPN connection is established by Citrix Secure Access. If user allows the connection first time, this message is not shown again until the user uninstalls and reinstalls the app.



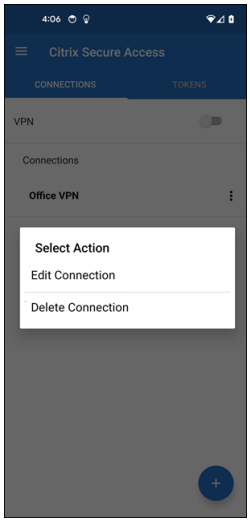
Note: To log out from Citrix Secure Access, turn the **VPN switch** OFF.



Modify or delete an existing connection

You can edit or delete a connection after you log out from Citrix Secure Access.

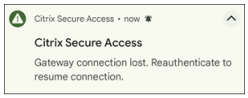
Tap and hold the server name and select **Edit Connection** or **Delete Connection**.



Reconnect to NetScaler Gateway after a VPN connection failure - Preview

Starting from release 23.10.1, Citrix SSO for Android prompts you to reauthenticate with NetScaler Gateway when a VPN connection is lost. You are notified on the UI and the notification panel of your Android device indicating that the connection to NetScaler Gateway is lost and that you must reauthenticate to resume the connection.

> **Note:**
>
> This feature is in preview.

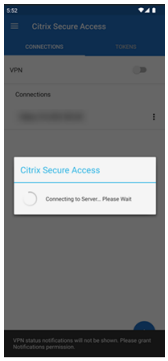


Receive or block notifications on Android 13+ devices

Starting from Citrix Secure Access for Android release 23.12.1, when you install or reinstall Citrix Secure Access client on Android 13+ devices, you are prompted to provide permissions to receive notifications from Citrix Secure Access client. If you deny the permission, you do not receive any VPN status or push notifications from Citrix Secure Access client on your Android device.

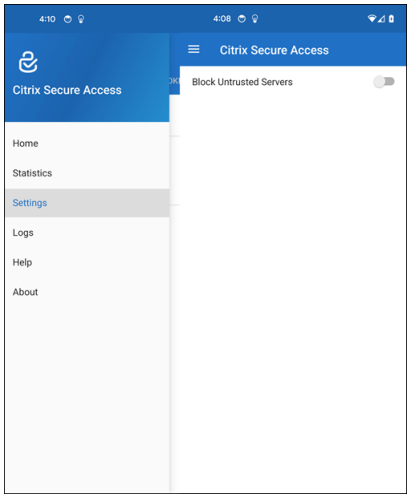
You can navigate to **Settings > Notifications** on your Android device to change the notification permissions.

In the following example, the VPN status notifications have been disabled.



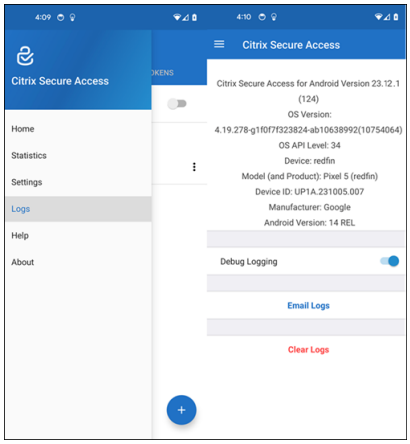
Block untrusted servers

Citrix Secure Access does not connect to untrusted servers, by default. Untrusted servers refer to servers using self-signed certificates or not having trusted root certificate for the gateway. To allow these types of connections, you can turn **Block Untrusted Servers** switch **OFF**.



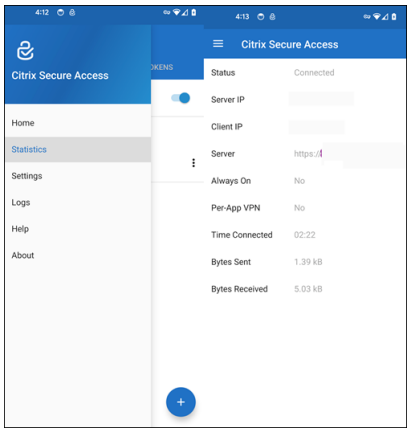
Enable debug logs

Capturing debug logs is a critical part of troubleshooting or reporting issues to Citrix Support.
Tap the **Debug Logging** switch **ON** to turn on debug logging for Citrix Secure Access. You can email the logs when troubleshooting connection issues using the **Email Logs** link.



View statistics

You can view the connection statistics when VPN is connected.



Password tokens

You can add a 6-digit password token as a second factor authentication. This code uses the time-based one time password protocol to generate the OTP code.

You can add a password token manually or register a password token using the QR code scan method. Second factor authentication using push notifications is not be enabled if you choose to enter the token manually.

Register a password token

1. Log in to your organization's manage one-time PIN page in your web browser on a desktop or a laptop.
2. Click **Add Device**.

3. Enter a name for your device, then click **Go**.

   A QR code is generated.

Add a password token by scanning the QR code on the browser

1. Navigate to **Tokens** tab on the **Home** view.
2. Tap **+** and tap **Scan QR Code**.
3. Focus the camera on the QR code on your browser.

Citrix Secure Access auto-populates the device name and secret key.

Alternatively, you can manually enter the secret key that appears above the QR code.

Citrix Secure Access validates the QR code and then registers with gateway for push notifications. If there are no errors in the registration process, the token is successfully added to the tokens tab.

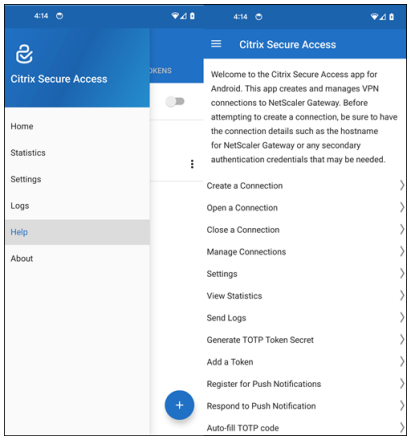
> **Note:**
>
> - You must allow camera permissions for Citrix Secure Access to capture the QR code.
> - You must enable the device PIN/password on your device.

Add a password token manually

1. Navigate to **Tokens** tab on the **Home** view.
2. Tap + and tap **Enter Manually**.
3. Enter the device name and the secret key as it appears on the password token generated on the browser.

Help topics

For more information about how to use Citrix Secure Access, see **Help**.



Connect to your corporate network using Citrix Secure Access configured in an Intune environment

December 13, 2023

> **Note:**
>
> For administrator-specific instructions on Citrix Secure Access for Android, see Citrix Secure Access for Android devices.

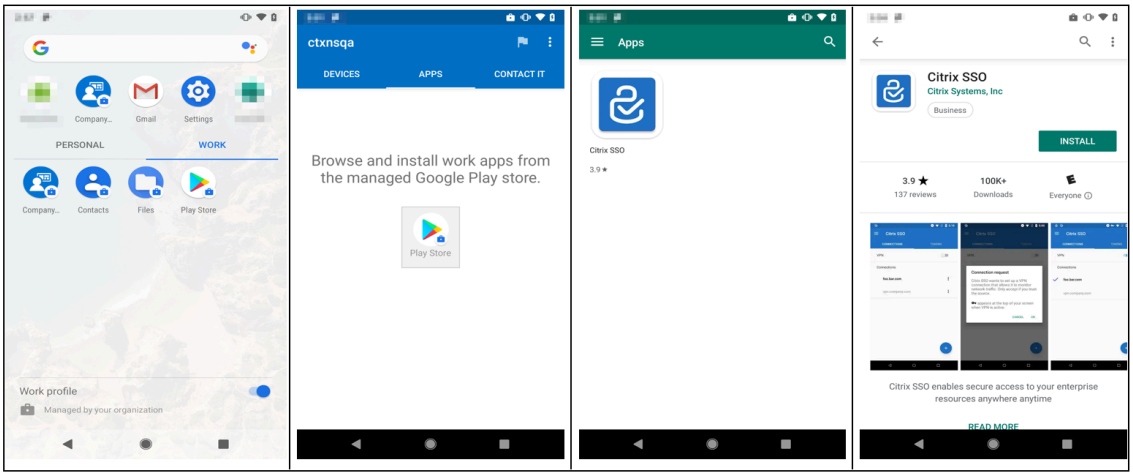
This topic captures details about connecting to your corporate network using Citrix Secure Access client configured in the Microsoft Intune Android Enterprise environment.

Assumptions:

- You have enrolled the device in Intune using Intune Company Portal app.
- Work profile for the user is set up on the device.

1. Open **Intune Company Portal** app on the device from the work profile.
2. Click the three dots menu to open settings for the app and scroll to the bottom of the screen. Tap **SYNC** to sync with the Intune server and then navigate to the main app screen.
3. Tap on the **APPS** tab and tap on the **Managed Google Play Store** link.

   The list of approved apps for the user appears.



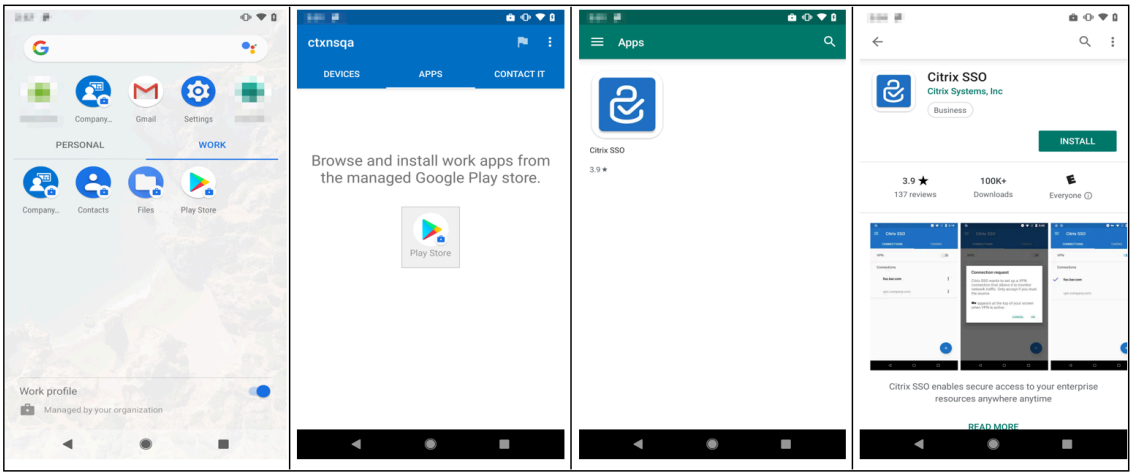
4. Tap **Citrix Secure Access**.

   The Citrix Secure Access client appears in the Managed Google Play store.

5. Tap **INSTALL**.

6. Navigate back to the work profile apps list. The Citrix Secure Access is added to the installed app list.

7. Tap the Citrix Secure Access icon in the **WORK** profile app list to open it.



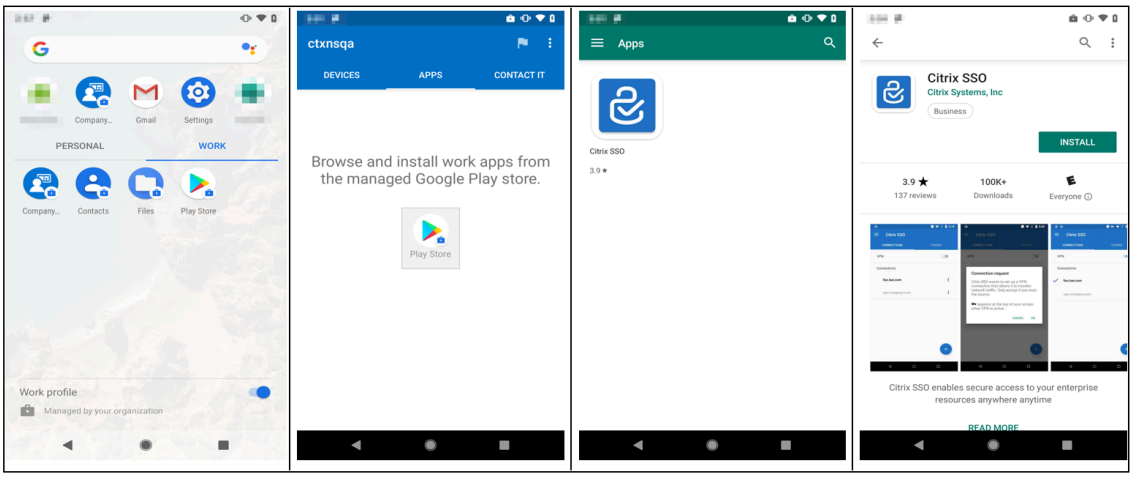
   Citrix Secure Access opens. You are prompted to allow or disallow permission to communicate securely with your company's internal network.

8. Tap **ALLOW** to grant the permission. Citrix Secure Access closes if you choose **DON'T ALLOW** and you cannot use the Citrix Secure Access client.

> **Note:**
>
> You might be prompted to allow or deny **permission to manage and make phone calls** (if not already granted via Intune). Tap **Allow** to grant permission. You may deny this permis-

> sion but if Intune NAC check is required for device authentication on NetScaler Gateway, you cannot connect to your company's internal network until you grant this permission.

9. The **My Corporate VPN** (or the name you chose in the Citrix Secure Access configuration in Intune) is listed in the Managed Connections section of the **CONNECTIONS** tab. Tap on this connection, you are prompted for the credentials to authenticate with NetScaler Gateway.
10. Provide credentials for authentication with NetScaler Gateway and tap **LOG IN**.



You may be prompted to select a certificate if client certificate authentication is configured on NetScaler Gateway. You can provide access to the certificate.

11. You are prompted by Android system to allow **Connection request** for VPN tunnel setup. Tap **OK** to grant Citrix Secure Access permission to establish secure connection with your internal company network.

    Note: This prompt is only displayed when you establish a secure connection to NetScaler Gateway for the first time. It is not displayed for subsequent connection attempts until Citrix Secure Access is uninstalled and then installed again on the device.

You are connected to your internal company network. A key icon appears in the device status bar notifying you that VPN connection is active. Citrix Secure Access client's VPN service notification icon also appears on the status bar. The connect switch changes its state to connected and a check mark icon appears next to the VPN profile name.