



# Citrix SSO for iOS

## **Contents**

<b>Citrix Secure Access for iOS devices</b>	<b>2</b>
<b>Import and install certificates in Citrix Secure Access app</b>	<b>2</b>
<b>How to use Citrix Secure Access from your iOS device</b>	<b>5</b>

## Citrix Secure Access for iOS devices

December 19, 2023

Citrix Secure Access for iOS 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.

Citrix Secure Access app provides complete Mobile Device Management (MDM) support on iOS. With an MDM server, an admin can now remotely configure and manage device level VPN profiles and per-app VPN profiles.

### Important:

- Starting from release 23.11.1, Citrix SSO for iOS 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 SSO for iOS, see [Citrix SSO for iOS and Citrix Secure Access for macOS](#).

## Import and install certificates in Citrix Secure Access app

December 19, 2023

### Important:

- Starting from release 23.11.1, Citrix SSO for iOS 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 iOS, see [Citrix Secure Access for iOS and Citrix Secure Access for macOS](#).

Citrix Secure Access on iOS supports client certificate authentication with NetScaler Gateway. Certificates can be delivered to the Citrix Secure Access in the following ways:

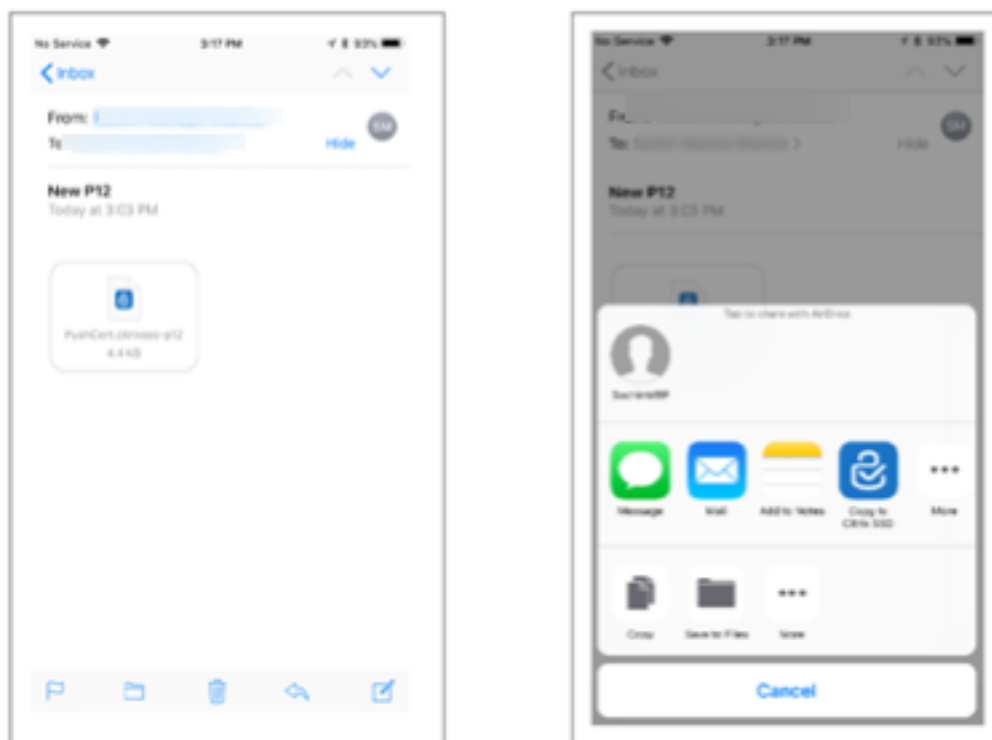
- **MDM server** - Preferred approach for MDM customers. Certificates are configured directly on the MDM-managed VPN profile. Both VPN profiles and certificates are then pushed to enrolled devices when the device enrolls into the MDM server. Follow MDM vendor-specific documents for this approach.
- **Email** - Only approach for non-MDM customers. Administrators send an email with the User Certificate identity (Certificate and private key) attached as a PKCS#12 file to users. Users must

have their email accounts configured on their iOS device to receive the email with an attachment. The file can then be imported to the Citrix Secure Access on the iOS.

**Note:**

File name extensions `.pfx` and `.p12` are claimed by the iOS system and cannot be claimed by third-party apps such as Citrix Secure Access. Therefore, administrators must change the Extension/MIME type of the user certificate, from standard `.pfx` or `.p12` to `.citrixsso-pfx` or `.citrixsso-p12` respectively.

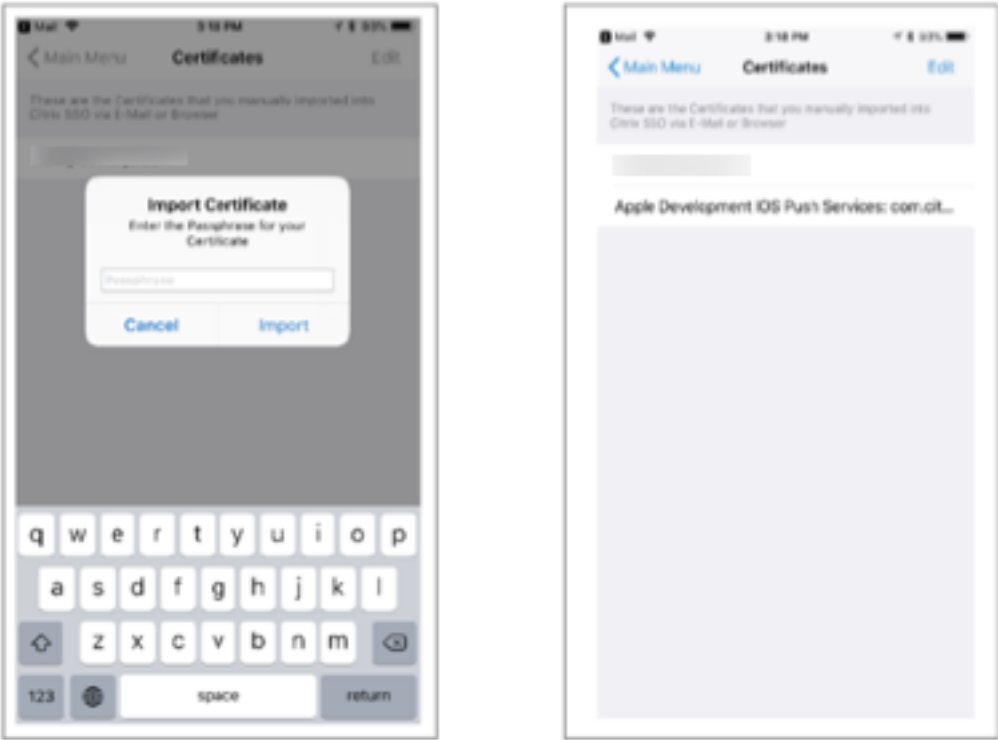
1. Open the email with the user certificate identity (certificate and private key) attached as a PKCS#12 file.
  - Tap on the attachment to reveal the system **OpenIn** menu.
  - Tap **Copy to Citrix SSO**.



2. Install certificate in Citrix Secure Access.

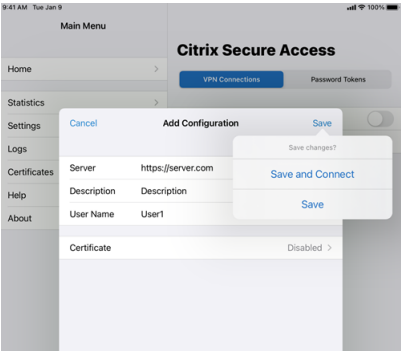
The app is now launched and a prompt for the certificate passphrase is displayed. Enter the correct passphrase for the certificate to be installed into the app's keychain and click **Import**.

Upon successful validation, the certificate is imported.

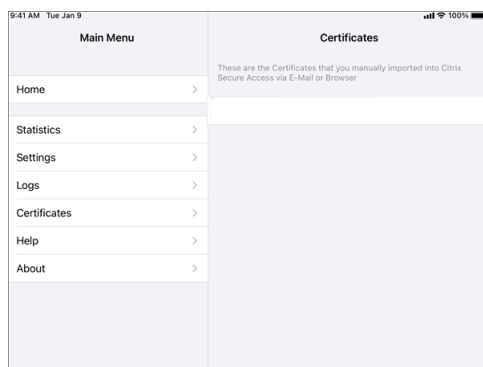


3. Use certificate-based authentication with VPN.

- To use the certificate for VPN authentication, you must first create a VPN configuration or a profile on Citrix Secure Access.
  - Navigate to the **VPN Connections** view and tap **Add VPN Configuration**.
  - On the configuration view of the VPN profile, you can select the imported certificate in the **Certificates** section.



- Tap **Save** to import the certificate.



#### 4. Manage certificates.

To manage the certificates imported into Citrix Secure Access navigate to the **Certificates** tab in **Main Menu**.

## How to use Citrix Secure Access from your iOS device

December 19, 2023

### Important:

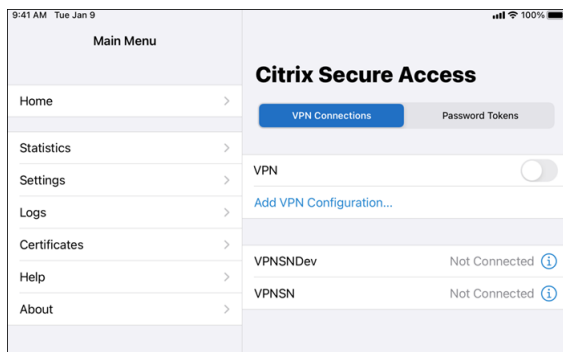
- Starting from release 23.11.1, Citrix SSO for iOS is renamed to Citrix Secure Access. We are updating our documentation and the UI screenshots to reflect this name change.
- For administrator-specific instructions on Citrix Secure Access for iOS, see [Citrix Secure Access for macOS/iOS](#).

Install the Citrix Secure Access app from App Store. After installing the app, first time you must create a connection to NetScaler Gateway by adding the server. For subsequent uses, you can connect to an existing connection or add a new connection, and edit existing connections as well. You can also view the logs and take appropriate actions accordingly.

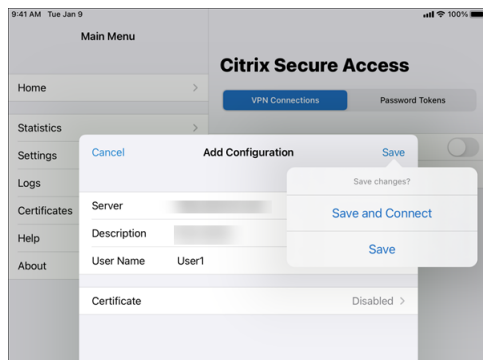
For MDM customers, your admin might have pre-configured VPN connections that appear automatically when you enroll your device. You can start the connections directly by selecting the connection and turning the VPN switch ON. These VPN connections are non-editable by users.

### Add a connection

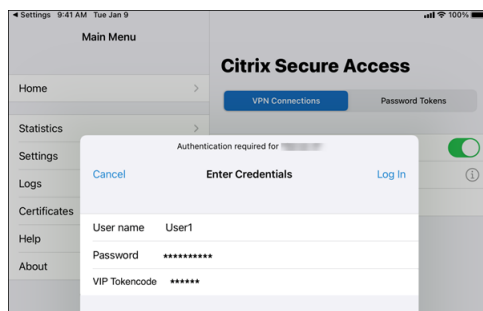
After you install Citrix Secure Access and open the app, the following screen appears.



1. Tap **Add VPN Configuration** to add a new connection.
2. Enter the server details.  
You can also optionally add user name.
3. Tap **Save** and then tap **Save and Connect** or **Save**, as appropriate.



4. Provide authentication credentials for your server and tap **Log In**.



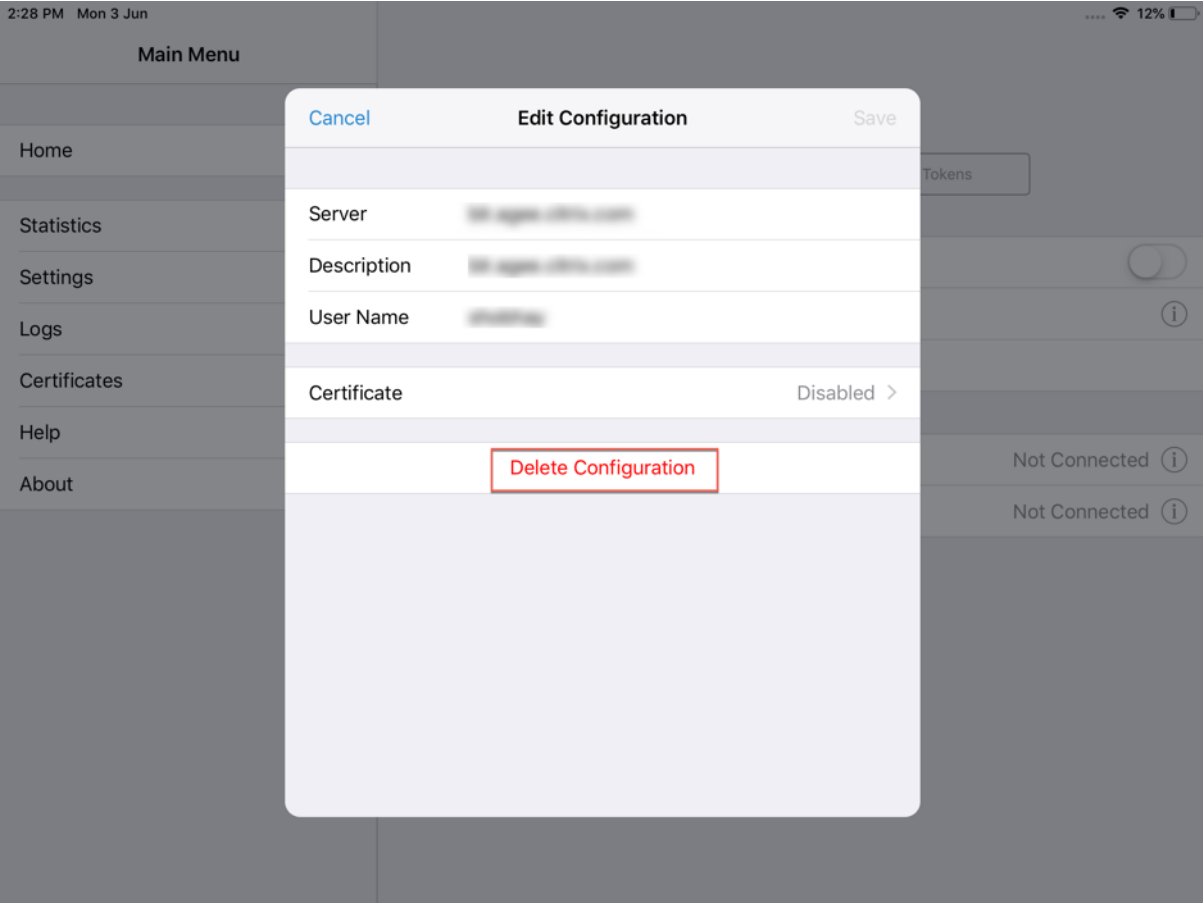
**Note:** To log out from Citrix Secure Access, turn the VPN OFF.

### Reconnect to NetScaler Gateway after a VPN connection failure

Starting from release 23.09.1, Citrix SSO app for iOS prompts you to reauthenticate with NetScaler Gateway when a VPN connection is lost. You are notified on the UI that the connection to NetScaler Gateway is lost and that you must reauthenticate to resume the connection.

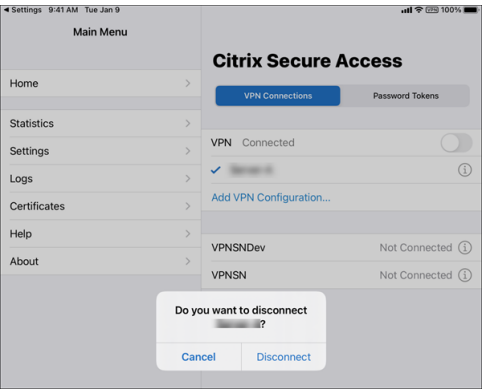
Delete an existing connection

Tap the icon next to the connection and then tap Delete Configuration.



Disconnect a connection

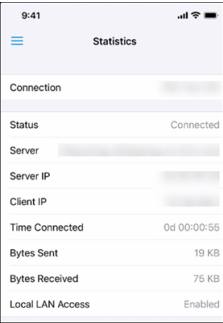
Toggle the VPN switch to OFF and then tap Disconnect.





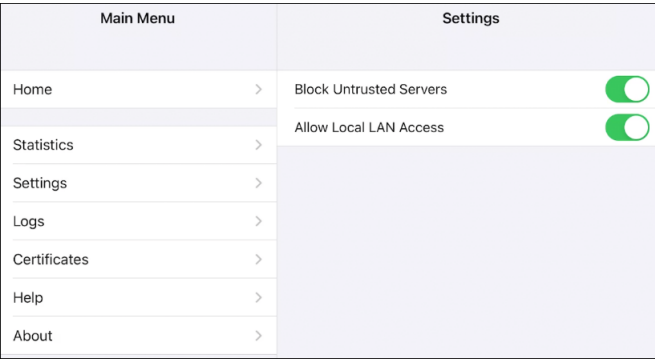
View statistics

You can view the connection statistics when the VPN is connected.



Block untrusted servers

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



Local LAN access

Citrix SSO for iOS 23.10.1 supports the Local LAN access feature wherein you can determine whether you want to access the local LAN resources on your client device once a VPN connection is established. You can use this feature only if your administrator has configured the local LAN access setting on NetScaler Gateway.

To configure local LAN access on the Citrix Secure Access UI:

- 1. Navigate to the main menu and click **Settings**.
- 2. Enable **Allow Local LAN Access**.

You can verify the status of local LAN access on the **Statistics** page.

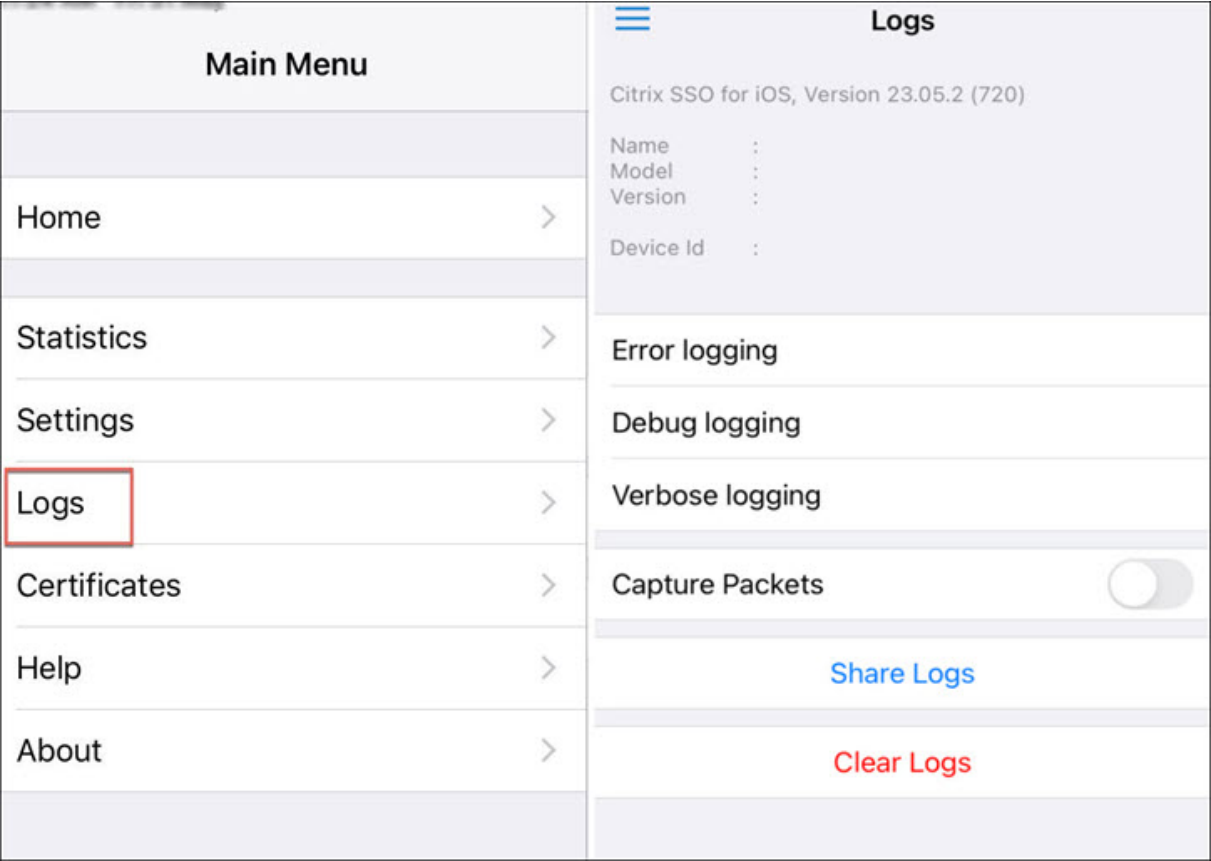
Send logs

Capturing debug logs is a critical part of troubleshooting or reporting issues to Citrix Support. Following are the steps to capture and share the debug logs:

- 1. Set the **Debug Logging** switch to ON.
- 2. Share the logs using options such as email, chat, save to files, and so on.

Note:

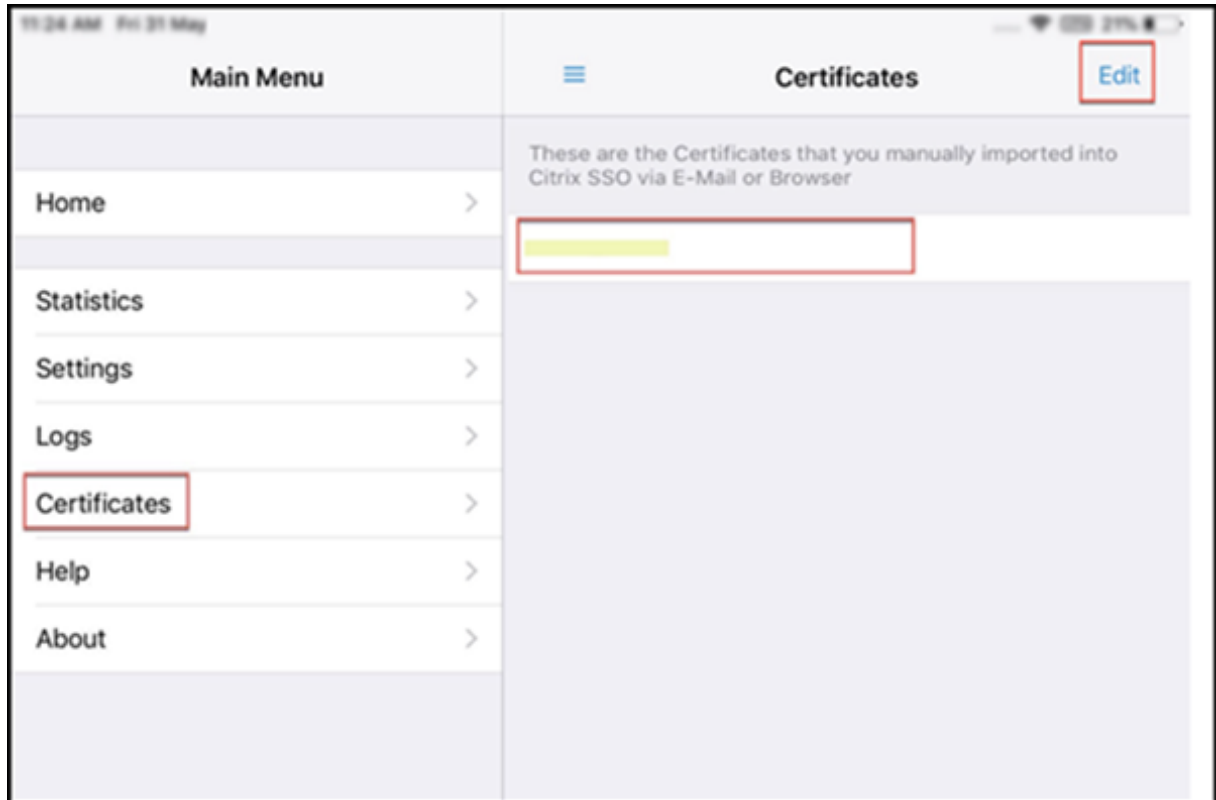
- To generate a new set of logs, delete older logs first by using **Clear Logs**.
- Starting from release 23.07.1, the **Email Logs** option is replaced with the **Share Logs** option. Share Logs provides various options to share the compressed log files.



View client certificates

You can view the client certificates that are imported into Citrix Secure Access. The imported certificates appear in the **Certificates** section. You can delete the certificates by one of the following ways.

- On the certificate cell, perform a slide gesture from right to left to reveal the **Delete** button. Then tap **Delete**.
- Tap **Edit** to reveal the **Delete** button and then tap **Delete**.



## Help topics

For help on various items, see **Help**.

Main Menu	Help
Home >	Welcome to the Citrix SSO app for iOS. This app creates and manages VPN configurations to Citrix Gateway. Before attempting to create a configuration, be sure to have the configuration details such as the hostname for Citrix Gateway as well as any authentication credentials that may be needed.
Statistics >	Create a VPN Configuration >
Settings >	Open a VPN Connection >
Logs >	Close a VPN Connection >
Certificates >	Manage VPN Configurations >
Help >	Generate a Password Token >
About >	Add a Password Token >
	Register for Push Notification >
	Remove a Password Token >
	Authenticate using Notification >
	Second Password Auto-Fill >
	Settings >
	View Statistics >
	Send Logs >
	Importing Certificates >



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