

# Essential Energy - Citrix Remote Access

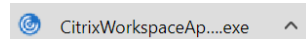
## Prerequisites: Citrix Workspace App

If you have an Essential Energy computer, you can skip this step as your system is already equipped with the Citrix Workstation App.

If you have a home computer, please perform the following:

- 1) For Windows Computers, please click the following link – [Citrix Workspace App](#)  
For Apple Computers, please click the following link – [Citrix Workspace App](#)

- 2) Launch the downloaded file and follow the installation instructions.



- 3) Click **Start**.

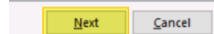
### Welcome to Citrix Workspace



- 4) Click to agree to the license agreement. Click **Next**.

### License Agreement

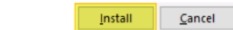
I accept the license agreement



- 5) Do **not** click the Enable Single Sign on. Click **Install**.

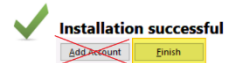
### Enable Single Sign-on

Enable single sign-on



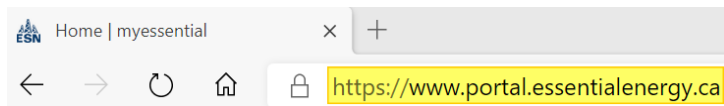
- 6) Do **not** click Add Account. Click **Finish**.

**CITRIX**

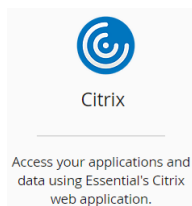


## How to log into Essential Energy Citrix to access Files and Applications

- 1) Open any web browser – Google Chrome, Internet Explorer, Microsoft Edge.
- 2) Type <https://portal.essentialenergy.ca> in the web browser's address bar and click Enter.

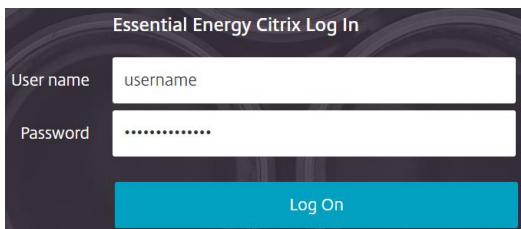


- 3) Click the **Citrix** icon.



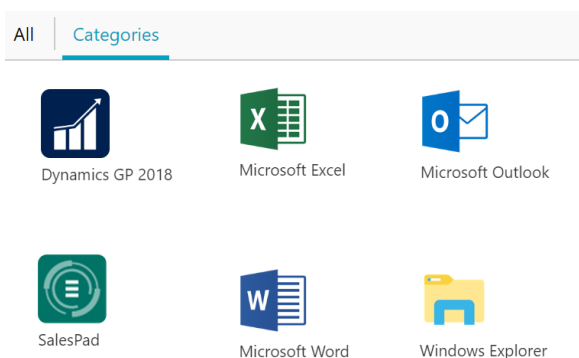
4) Enter your Essential Energy Username and Password. Click **Log On**.

Note: This is typically the first character of your first name followed by your last name.  
i.e.) John Smith – jsmith

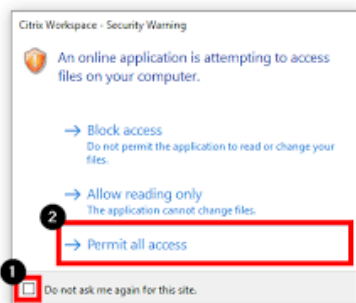


*Two Factor Authentication Users:* For those users who have two-factor-authentication enabled, you will need to enter a text verification code to Log On.

5) Once logged in, you can access company applications and network files (Windows Explorer).



Note: If you launch Windows Explorer, you may receive a Security Warning prompt. Select Permit all access and select Do not ask me again for this site.



You have successfully logged into Citrix. If you still need assistance, please email [ithelp@essentialenergy.ca](mailto:ithelp@essentialenergy.ca)