
Remote Access to BCF Systems What you Need to Know

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Getting Started

Enterprises have traditionally relied on username and password to grant remote access to their systems via VPN or Citrix. However, in recent years, malware that steals usernames and passwords has become more prevalent. In addition to malware on machines, the fact is that some passwords chosen are simply too easily guessed.

To mitigate this exposure, industry best practices and regulatory requirements (such as PCI) have dictated implementing *Two-Factor Authentication (2FA)*.

This document provides users with information on what is required to remote into the BCF Network to access files, folders, documents, BCF Intranet, BCF SharePoint, Daily Timesheets, network drives and any other applications or systems that are accessed when the user is in their office/terminal/vessel and inside the BCF Network.

How to Remote into the BCF Network

When you are anywhere outside of the BCF Network – i.e. at home, hotel, establishment with WiFi access etc, you will need the following applications installed on your Computer or Mobile device:

- Citrix Workspace App
- Symantec VIP Access

You will also need to ensure you have a current BCF Network username and password so that you can log in via Citrix.

Following the steps indicated in the next few pages will ensure that you can successfully access your applications/systems when remoting into the BCF Network.

The BCF I.T. Service Desk is available for assistance. Details are located here > [Contact the Service Desk](#).

Symantec VIP Access

Typically 2FA is:

- something you know (your password), and,
- something you have (a token or time limited code), or something you are (finger prints, or retina pattern).

BC Ferries has implemented 2FA in the form of a security code that changes every 30 seconds. Symantec VIP Access, can be installed on most smart phones/mobile devices or desktop computers (PC or Mac).

VIP Access – Supported Operating Systems

You can download VIP Access on the following Operating Systems:

- Windows
- MAC OS
- Android – for mobile devices
- IOS – for mobile devices

Installation and Getting Connected

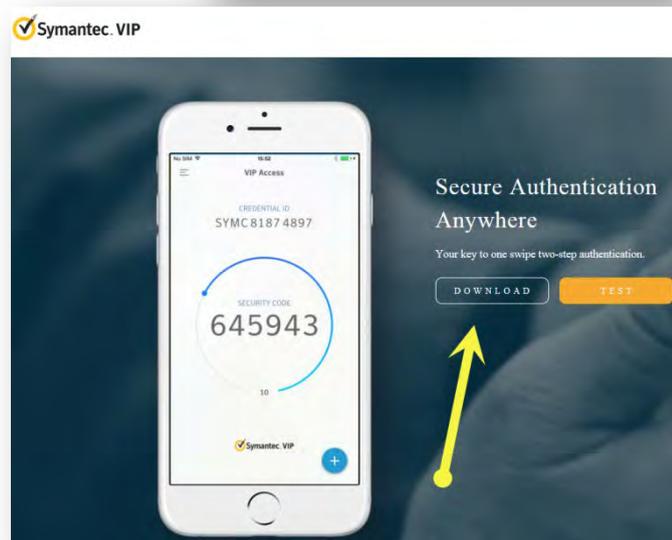
When you are outside of the BCF Network

2FA is achieved via the "Symantec VIP Access" application.



Download Steps

1. To download Symantec VIP Access – Click the following link/URL: <https://vip.symantec.com/> OR go to the AppStore to download on a mobile device (enter *VIP Access*).
2. Select **Download**.
3. Select either the install for your **Mobile** device or your **Computer**.



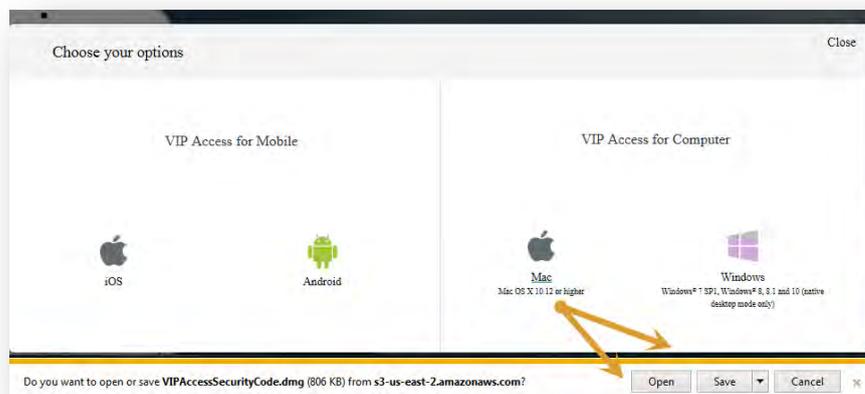
Downloading on your Mobile device:

- Follow the prompts to download VIP Access on your device



Downloading on your Computer:

- MAC – you can open, save or save as (from the dropdown arrow).



- Windows – you can run, save or save as (from the dropdown arrow).



NOTE: If you are having issues when you either open, save or run for the above, we suggest you click on the drop-down arrow next to **Save** and select **Save as**. Then save the file to your Desktop Computer/Device



4. Follow the prompts to download VIP access. Once complete, you will see on your Mobile device or Computer and icon which looks something like the following:

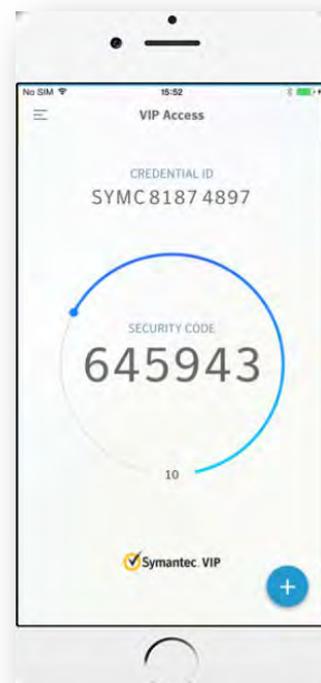


OR

5. When you launch VIP Access on your **Computer**, it looks something like this:



When launching VIP Access from your **Mobile** device, it looks something like this:



6. You will notice a Credential ID and a Security Code upon launching VIP Access. The Security code is what you will need to log into the BCF Network, along with your password.

The Credential ID is what needs to be registered by I.T. to ensure you can access the BCF Network and the required applications.

7. Once you've downloaded VIP Access, contact the Service Desk at 250-978-1234 or Toll Free at 1-866-515-1234 in order for your **VIP Access Credential ID** to be registered.
8. Once registered, the Service Desk Analyst will ensure you can log in successfully using your BCF Network credentials.

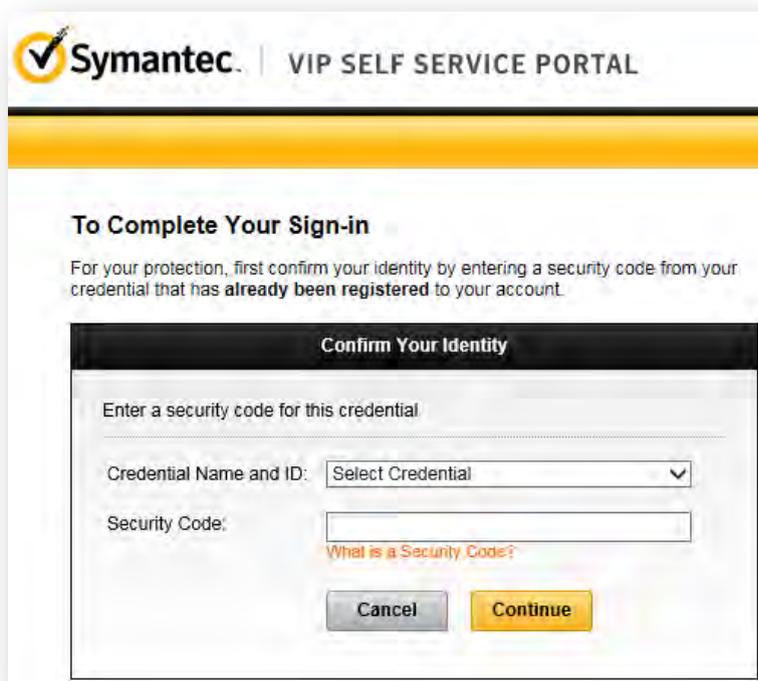
When you are inside the BCF Network

1. Follow the instructions above to download VIP Access.
2. **IMPORTANT! If this is your first time downloading Symantec VIP, you can register this via self-service portal from within the BCF network at:**
<https://kdcvipmgr.bcferrries.corp/vipssp/>



(otherwise, please contact the Service Desk so they can register the Credential ID for you).

3. You will be prompted to enter your **Security Code** from the VIP Access application you just downloaded. Click **Continue**.



Follow the prompts to register your Credential ID.

Employees unable to register via the self-service portal can contact the Service Desk.

About Citrix Access Gateway

Citrix Access Gateway provides secure, single-point access to information resources. The Gateway works regardless of the presence of firewalls, and it also supports any application or protocol. Access Gateway also reconnects users to applications when they make a change to their location and/or device, and it replicates the desktop experience on all mobile devices. The Gateway works with any application hosted on Citrix Presentation Server, Windows or UNIX, and also works on network file shares and direct-access apps.

Citrix Workspace App

If you wish to remote into the BCF Network for:

- Accessing your BCF network files/folders/documents
- Accessing the BCF Intranet
- Accessing BCF SharePoint sites
- Any other applications/systems that you may require access to that resides within the BCF network

....you will need to install the Citrix Workspace App either on your Computer or Mobile device.

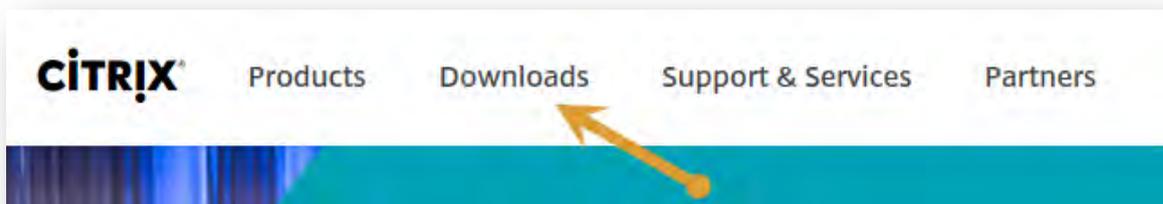
Citrix – Supported Operating Systems

You can download **Citrix Workspace App** on the following Operating Systems:

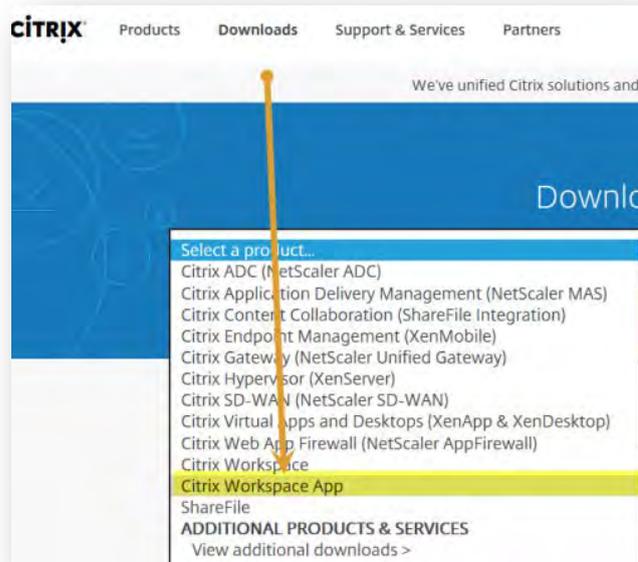
- Windows
- MAC OS
- iOS
- Android
- Linux
- Chrome
- HTML5

Installing Citrix Workspace App

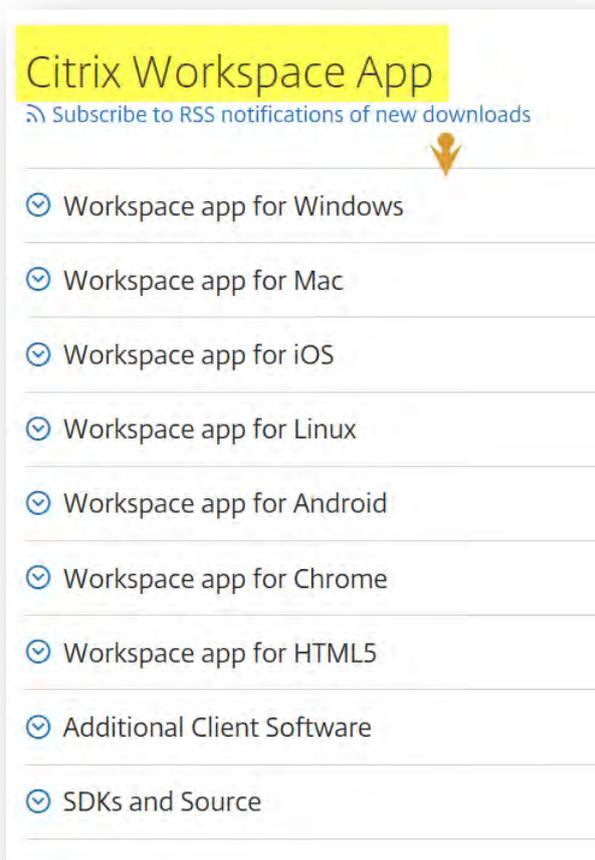
1. Go to <https://www.citrix.com>. Click on **Downloads**.



2. Select **Citrix Workspace App**.



3. Select the required **Workspace App** from the list.



4. Click on the latest Workspace App version and follow the prompts to download (*you may need to wait a little while for it to download*).

Please be patient when installing Citrix Workspace App. Sometimes it can take several minutes depending on your operating system and/or browser.

5. When the prompt "Do you want to allow the following program to make changes to this computer" displays. Select **Yes**.
6. Message displays "Citrix Workspace app installed software....", Click **Allow Applications to access**.
7. Click **Start...** Accept the license agreement, Click **Install**.

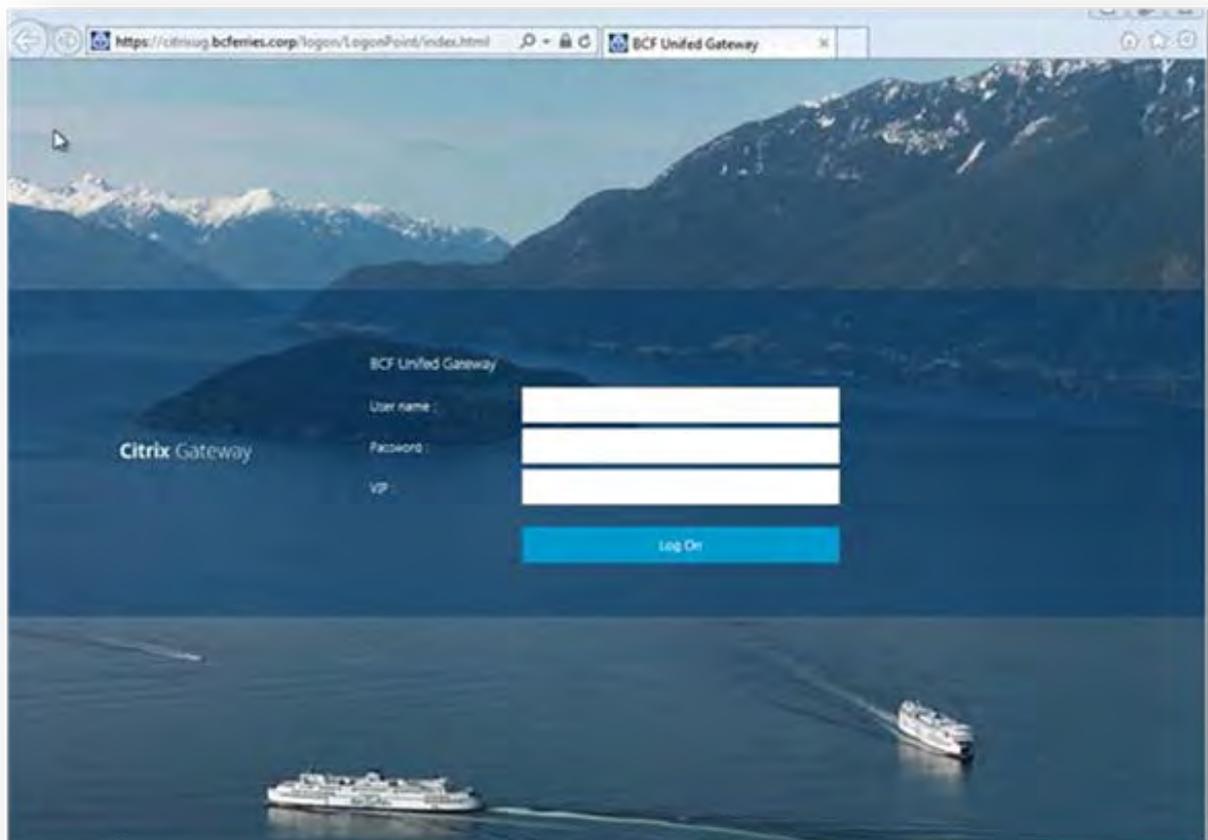
It will eventually open a box with "initializing"... A status bar displays which will display as green as it moves along... Please wait.

8. **Installing Citrix Workspace App** message displays... the green bar will continue. *Please wait as this may take some time.*
9. Message displays "Installation Successful, click on Finish to begin using Citrix Workspace". Click **Finish**.

Note: If it prompts you to enter a server name, please enter **citrix.bcferrries.com** and continue.

Note: Please ensure you check your browser for any prompts regarding Active X or if it is asking you to accept to make updates to the application.... Please accept what displays.

10. Once you Citrix Workspace App is installed, go to <https://citrix.bcferrries.com>. You will see the following landing page:



Enter the required information in all three fields:

User name: *Enter your BCF Network logon username (typically 8 characters or less)*

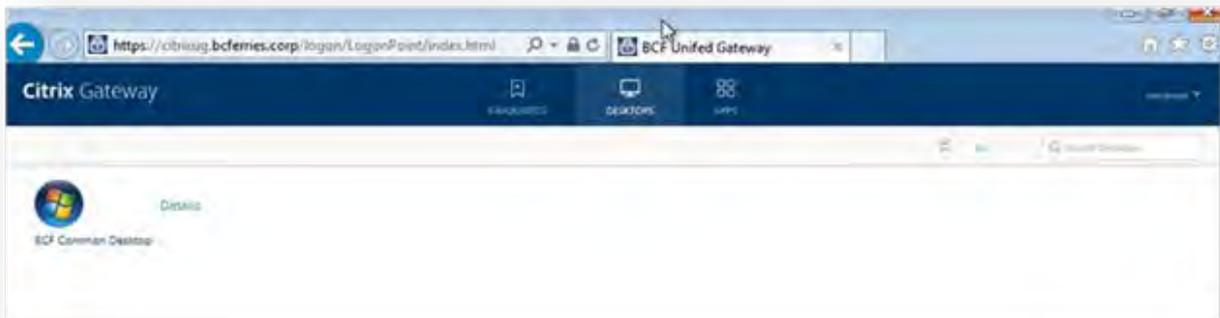
Password: *Enter your BCF Network password*

VIP: *Enter the Security Code from VIP Access*

Click **Log In**.

11. Dependent on your access, you may see one or more icons displayed on the web interface.

If you haven't logged into Citrix previously, we recommend you take a few minutes to review the icons in the middle of the Citrix Gateway banner to familiarize yourself with the look and feel.



Accessing your BCF Mailbox

If you have a BC Ferries email account, you can access your mailbox via MS Outlook when you are inside the BCF Network, or, via Outlook Web App when you are inside or outside the BCF Network.

The following information outlines steps on accessing your BCF mailbox via **Outlook Web App**.

Outlook Web App

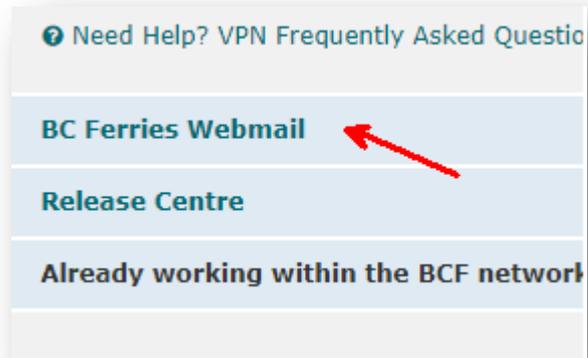
Accessing Webmail externally (outside the BCF Network)

Users can access Outlook Web App by:

- typing <https://webmail.bcferries.com>
- selecting your already Bookmarked/Favorites URL which points to this link, or,
- the Employee Login page > <https://www.bcferries.com/employees/>.

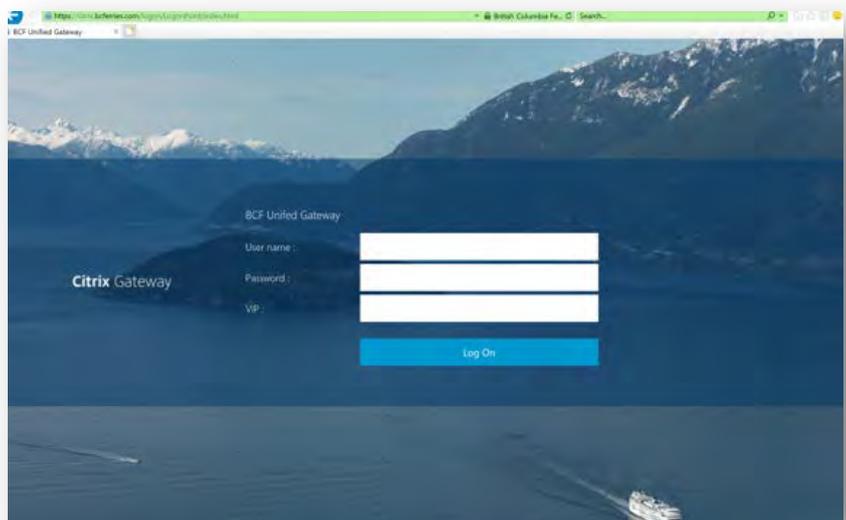
The following is an example when accessing your BCF mailbox from the BCF external website > Employee Login Page.

1. Go to the **Employee Login Page** (<https://www.bcferrries.com/employees/>), select **BC Ferries Webmail**.

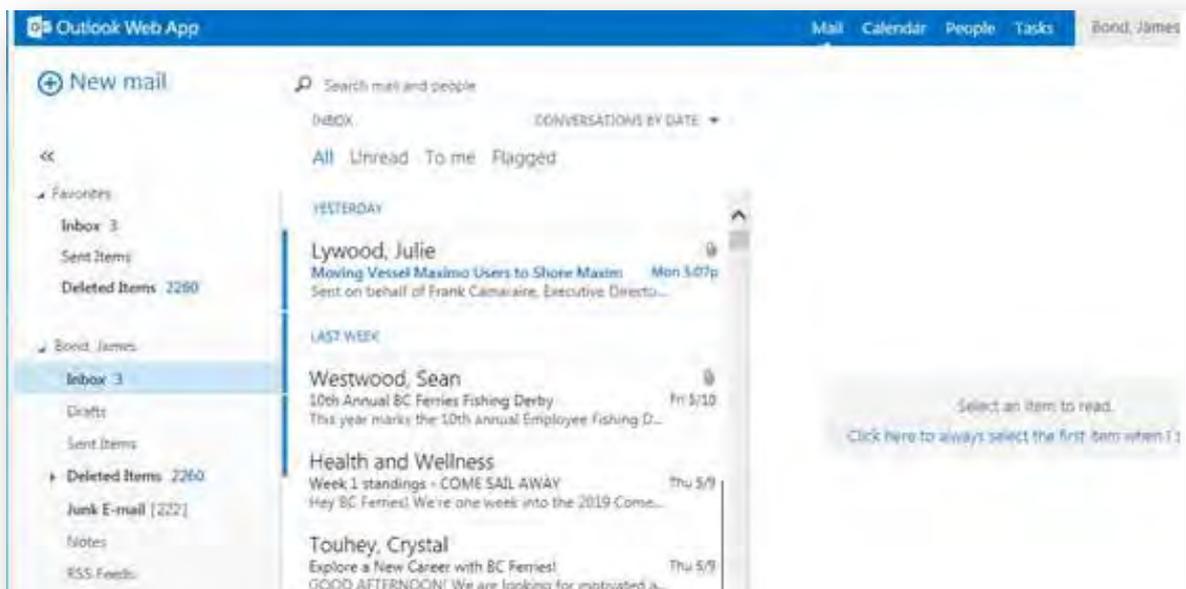


2. You will be directed to the landing page on the Citrix Gateway.

Enter your BCF Network Username, Password and Security Code which comes from your VIP Access application ([Click Here](#) for instructions to download VIP Access).



3. Once authenticated, the user will be directed to their Outlook Webmail mailbox.



Accessing Webmail internally (from inside the BCF Network)

If you are accessing Outlook Webmail from within the BC Ferries network, nothing changes here.

1. Go to <https://webmail.bcferrries.com>.
2. In the **Domain\username:** field, type "bcferries\" and then your BCF network username.

Example: bcferrries\jbond

3. Enter your BCF network password in the **Password** field.
4. Click .

Contact the Service Desk

If you have any issues installing the applications noted in this document, or if you require further information, please contact the Service Desk at:



Ph: 250-978-1234

Toll Free: 1-866-515-1234



1-866-280-0172



07:00-19:00 (Weekdays)

08:00-18:00 (Weekends/Holidays)