

Remote access– verification in the app ProID

Remote connectivity allows users (internal and external) to connect to applications and data ČEZ. The user is authenticated in the **app ProID** in the mobile phone.

For VPN connection it is necessary:

- **On your mobile phone have app ProID**
 - An **account** in the domain CEZDATA.Corp (**KPJM**)
 - **Remote Access** activated, otherwise, it is necessary to enter the request to [ServiceDesk](#)
 - Stable internet connection
 - **Citrix Workspace client** on the workstation
 - VPN **Cisco Secure Client** on the workstation
- Installation of Cisco Secure Client and Citrix Workspace is on: <https://www.cez.cz/vzdalenypristup>

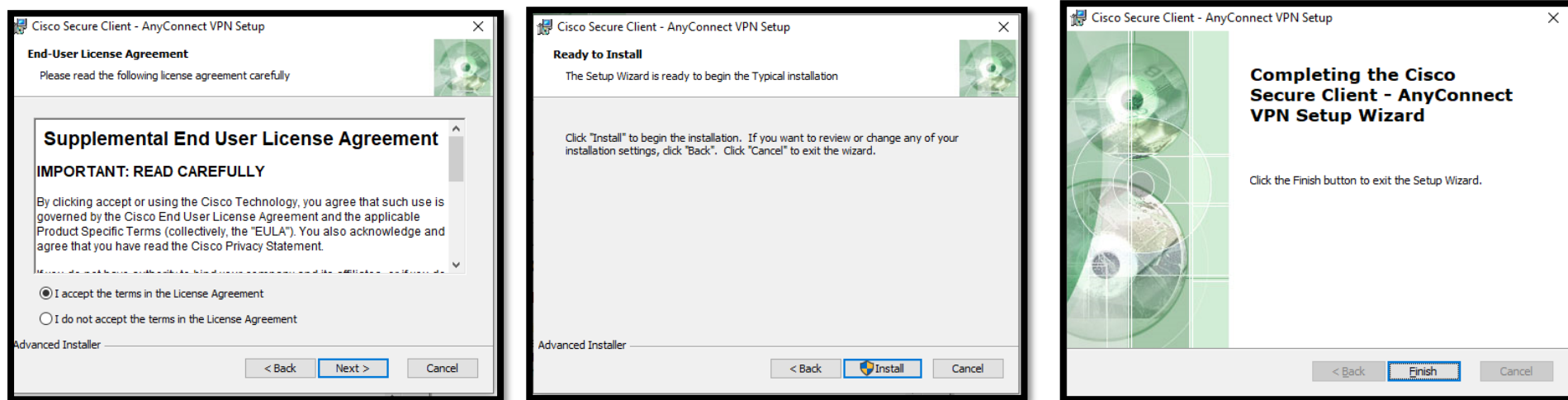


Client installation Cisco Secure a Citrix WorkSpace (Installations requires administrators' privileges)

From <https://www.cez.cz/vzdalenypristup>, download the Cisco Secure Client and Citrix Workspace VPN client installation files to the NB/PC and start the installation. Installations requires administrators' privileges.

a) Installing the Cisco Secure Client VPN Client

- under "Installation Resources", select the **VPN Client** installation file and start the installation



Cisco Secure client installation is successfully completed

b) Client installation Citrix WorkSpace

- Install the Citrix WorkSpace client
- Install the certificate "CEZ Root CA2.crt" from url: <https://crl.cez.cz> or <http://crl.cez.cz>
- You must choose the correct certificate store – „Trusted Root Certification Authorities“

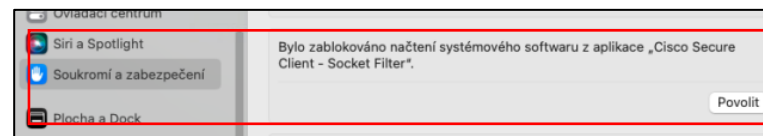
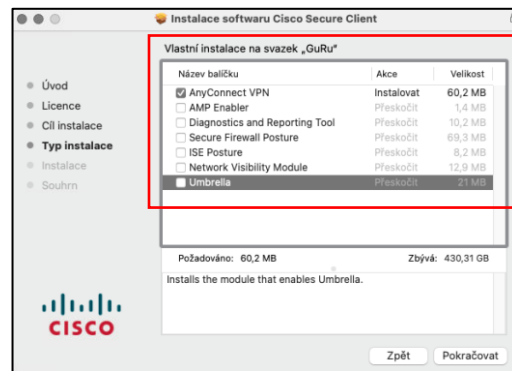
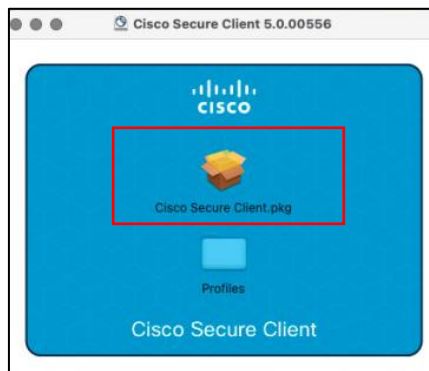


Cisco Secure and Citrix WorkSpace Client Installation - macOS (requires station administrator privileges)

From <https://www.cez.cz/vzdalenypristup>, download the Cisco Secure Client VPN client installation files to the NB/PC and start the installation.

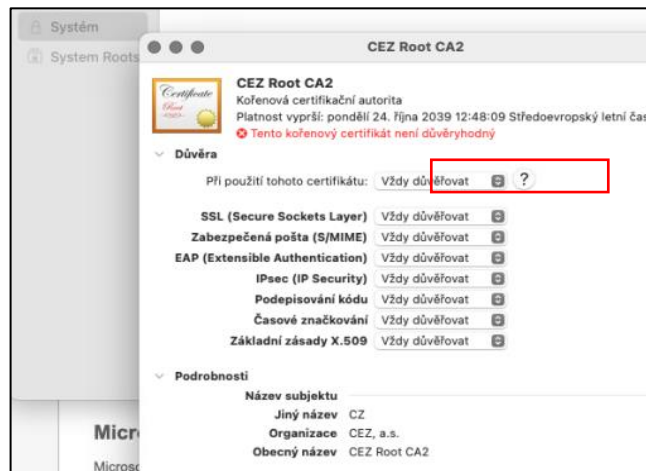
a) Installing the Cisco Secure Client VPN Client

- under "Installation Resources", select the **MacOS - klient VPN** installation file and start the installation



b) Client installation Citrix WorkSpace

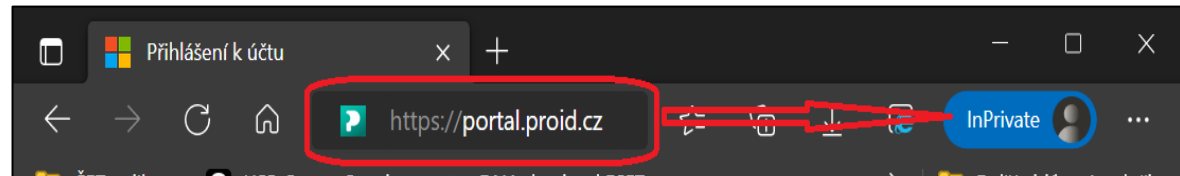
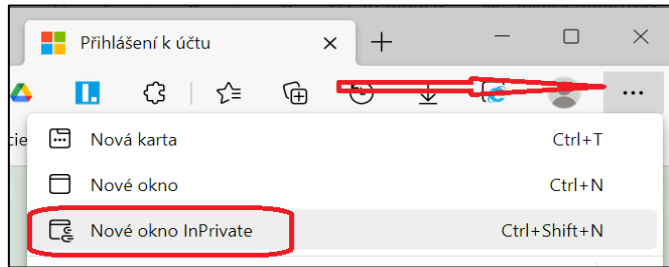
- Download the current client installation from Citrix: [Workspace for macOS](#)
- After installation, download the certificate "CEZ Root CA2.crt" from url: <https://crl.cez.cz> or <http://crl.cez.cz>
- Select open and install the certificate. It is important to select the correct certificate store "System" and set Always Trust.



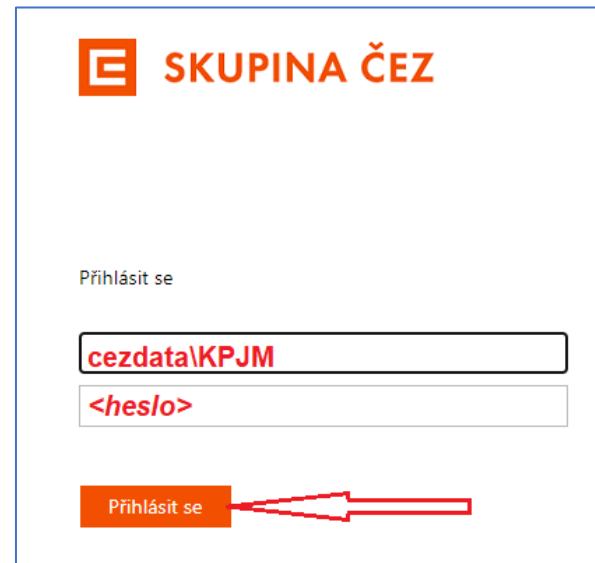
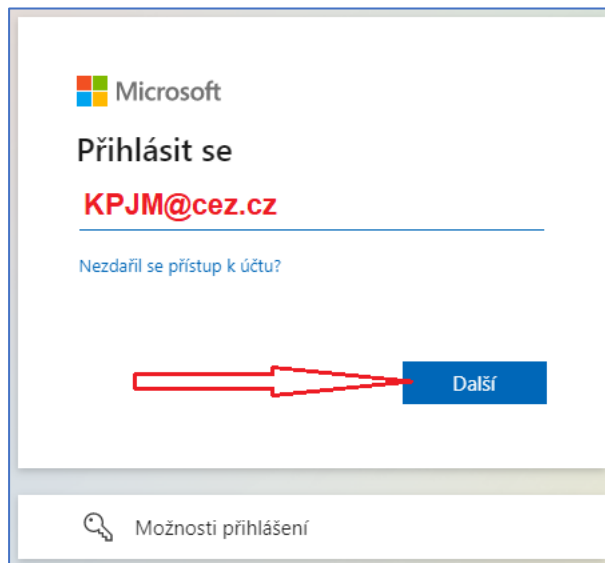
Installation of the ProID application and registration of the mobile device in the ProID portal from NB/PC



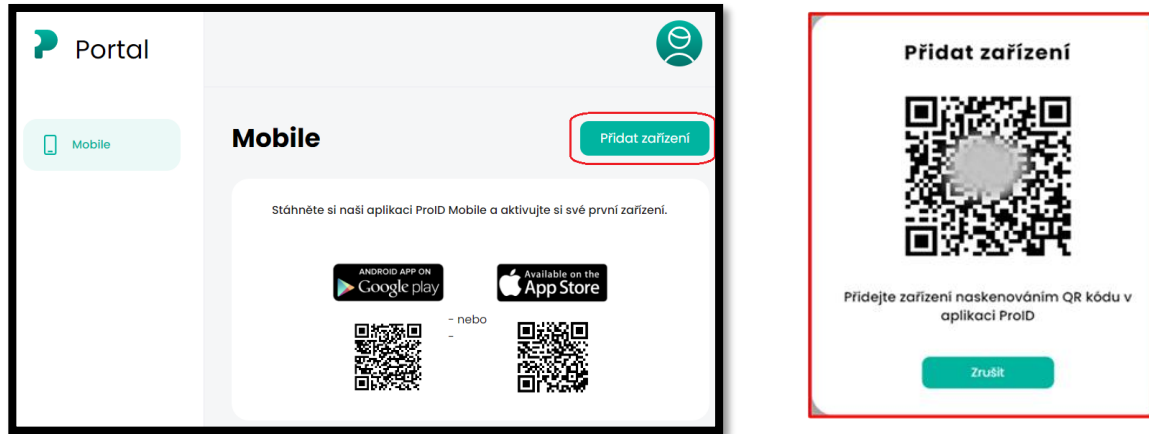
- Install the **ProID Mobile (AHEAD iTec)** app on your mobile phone from Google Play or App Store
- On the station, in Edge, open the <https://portal.proid.cz> link in InPrivate mode



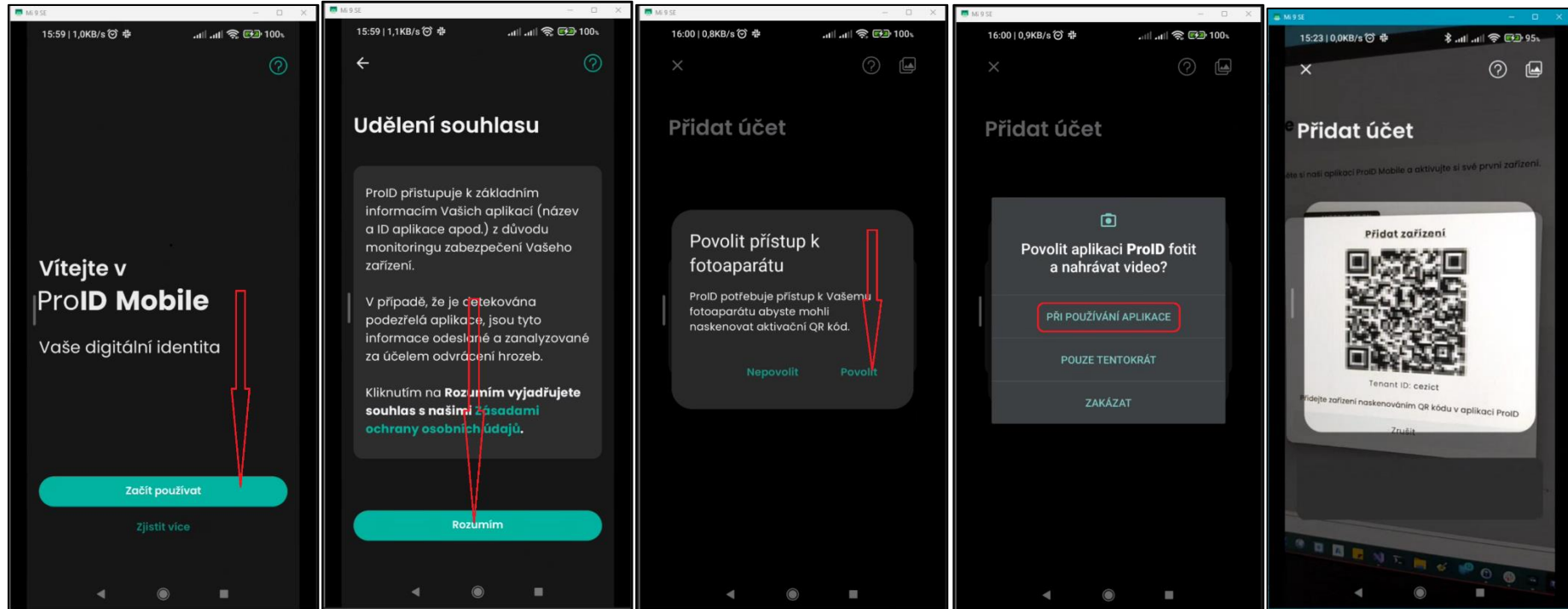
a) log in to the ProID portal using the login details you received as part of your identity request or from your Guarantor (KPJM)



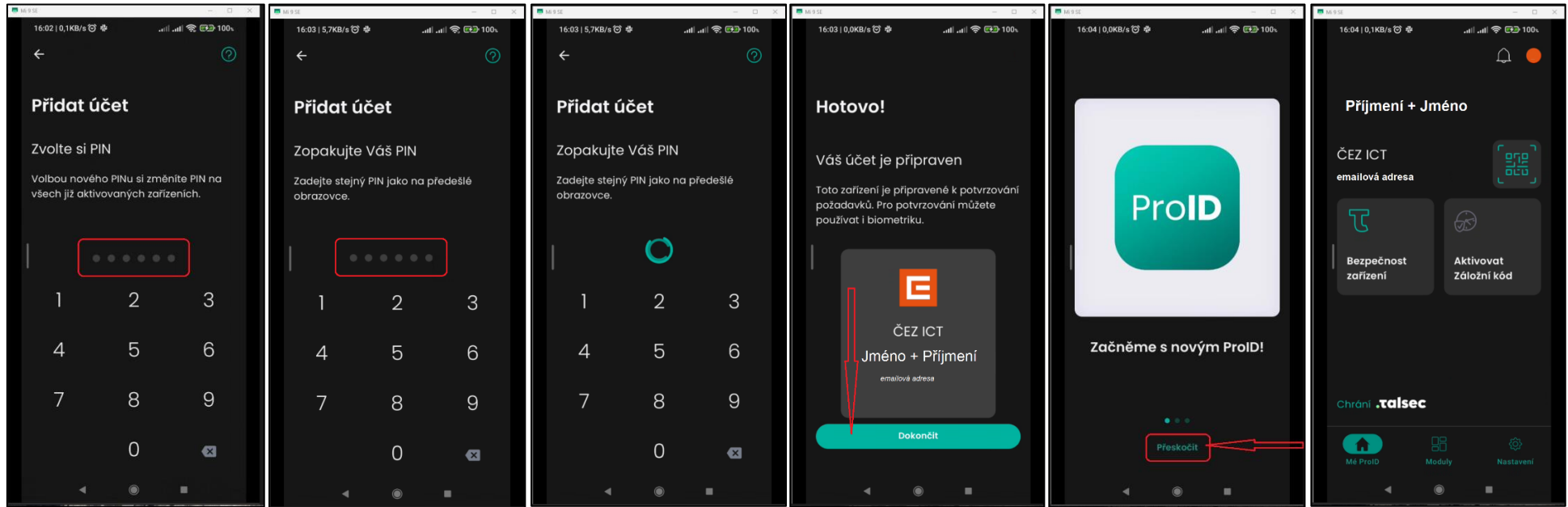
b) On the Portal Mobile page, select "Add a device" to display a QR code.



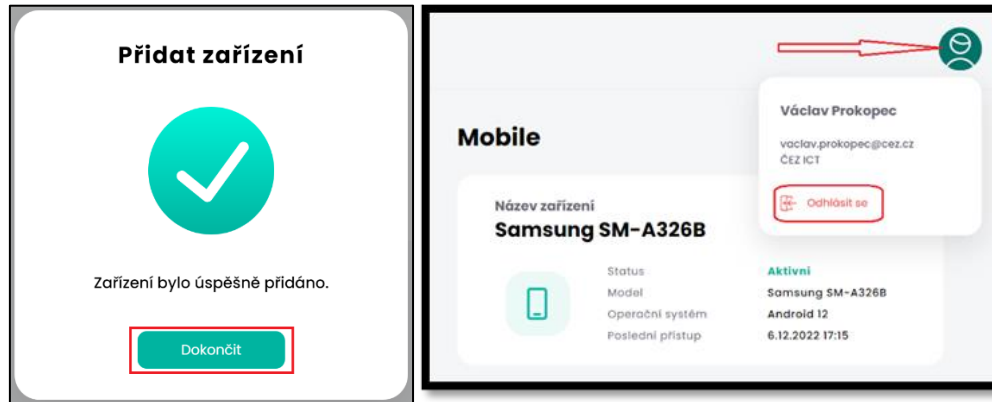
c) On your mobile device, open the ProID app and scan the QR code that appears into it



d) The ProID app on your mobile device prompts you to enter and then verify a 6-digit PIN and enable notifications.



e) Complete the activation by confirming in the ProID portal and you can log out of the ProID portal

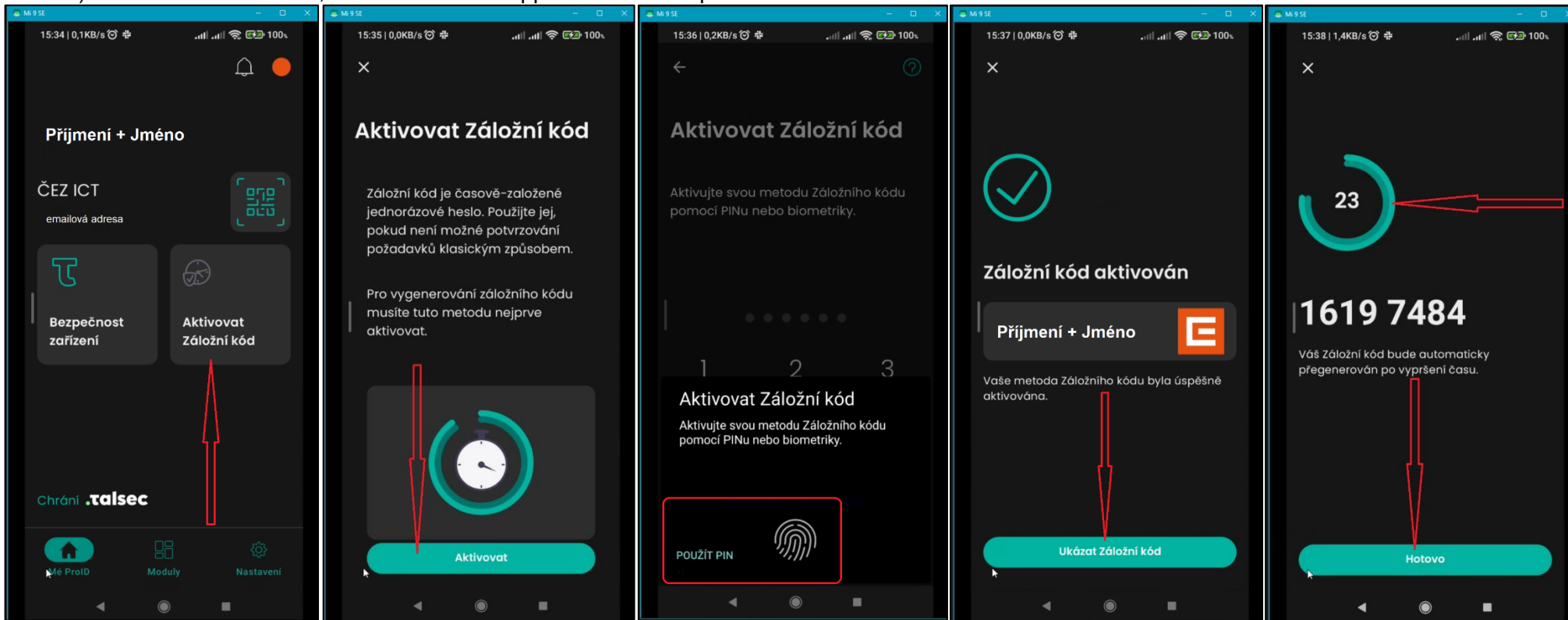


Activating the Backup Code

In case of problems with authentication using the ProID app (e.g. unavailability of data connection on the mobile phone), you can log in to the VPN using the Backup Code.

The generation of the backup code must be activated in the ProID application.

a) On the mobile device, launch the ProID app and follow the pictures:

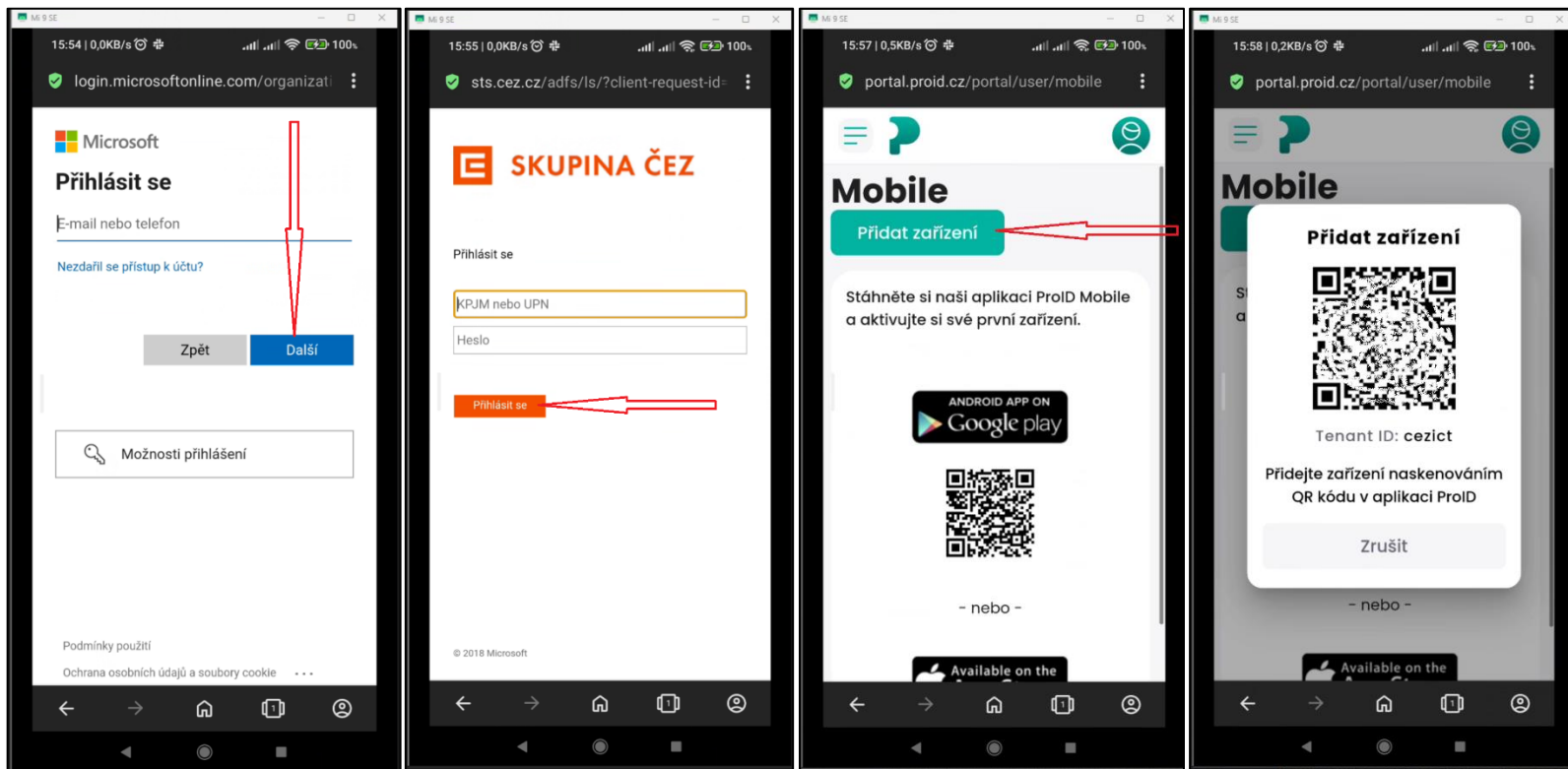


Install the ProID app and register your mobile device in the ProID portal directly from your mobile device.

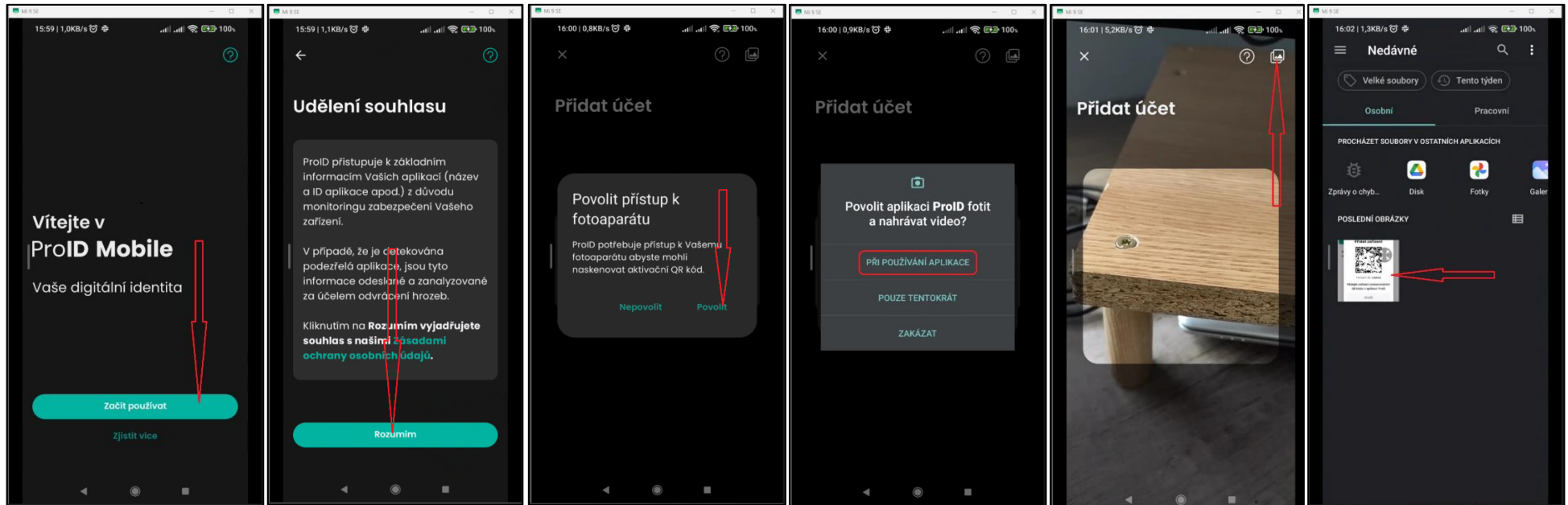
The ProID Mobile application (AHEAD iTec) is adapted in such a way that it allows the QR code to be retrieved even from an image stored in the gallery of the mobile device (MZ).

This allows you to log into the ProID portal, generate and save the QR code to the MZ, launch the ProID Mobile (AHEAD iTec) application and retrieve the saved QR code on one device (without the need to log into the ProID portal on another device).

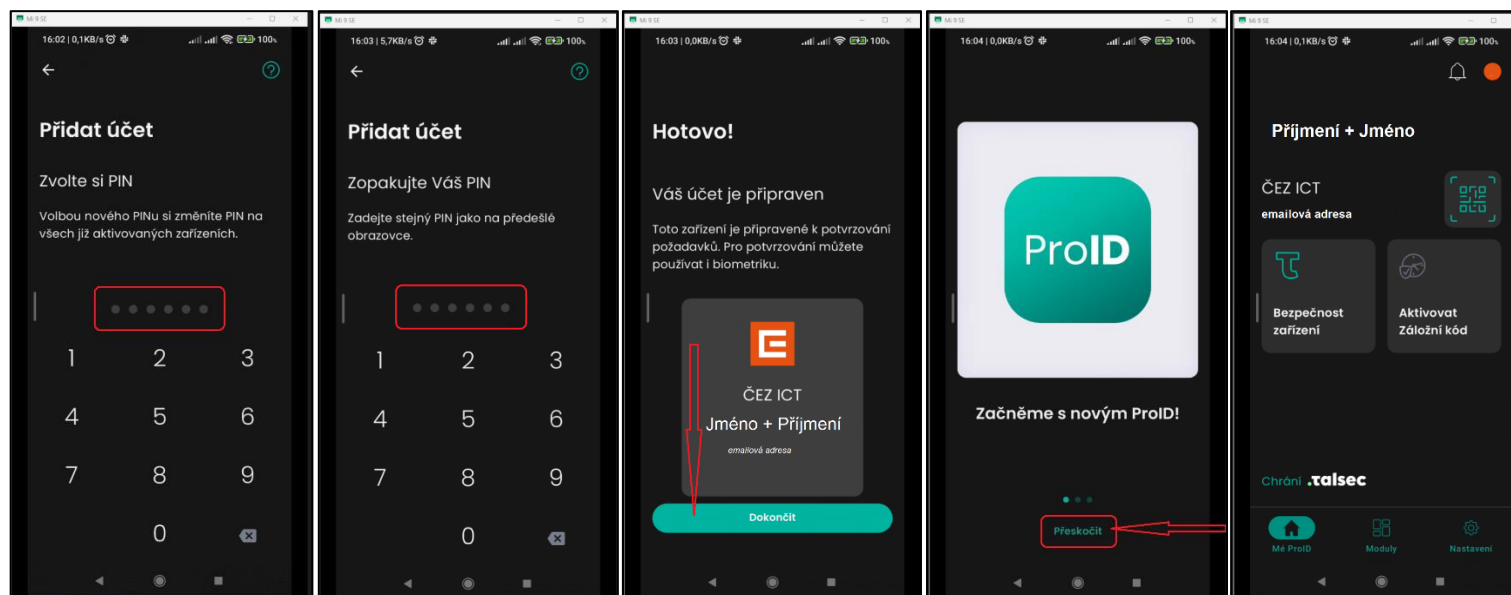
1. Install the ProID Mobile app (AHEAD iTec) on your mobile device from Google Play or the App Store
2. On your mobile device, open the link <https://portal.proid.cz> in your web browser
 - a) Log into the ProID portal with your work email and password, generate a QR code using the "Add Device" option and save a screenshot to the gallery



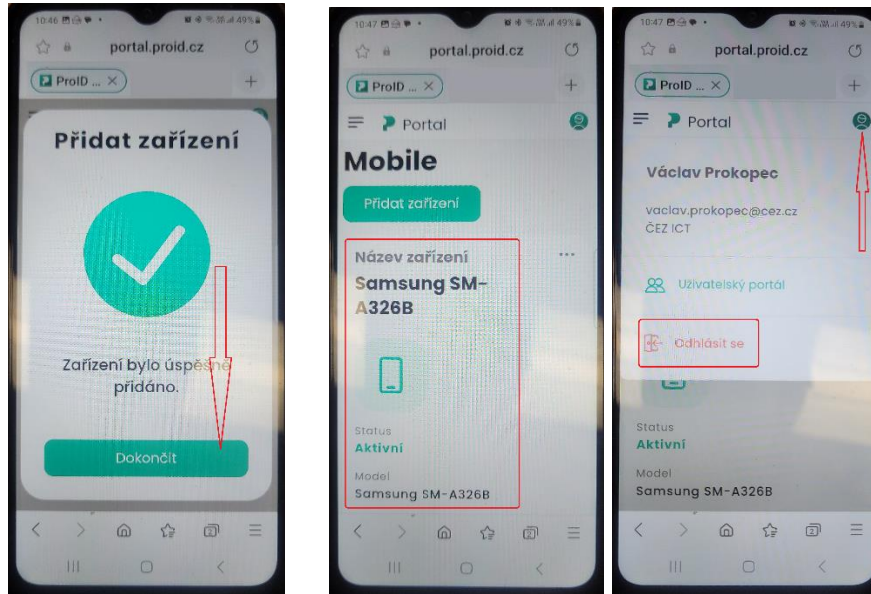
b) launch the ProID app, perform the initial setup and select the QR code from the gallery from the saved screenshot



c) The ProID application prompts you to enter and then verify a 6-digit PIN



- a) Return to the ProID portal page and complete the device addition, check the added device, and log out of the ProID portal.



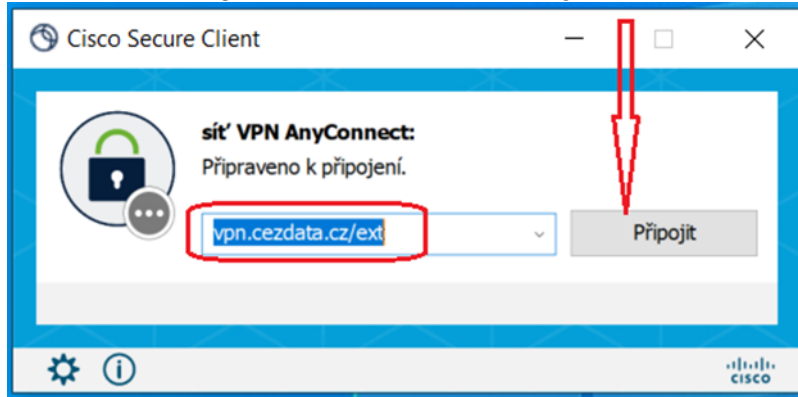
- b) After completing the device registration and ProID setup, perform Backup Code Activation, as described in the [Activating the Backup Code](#) section.



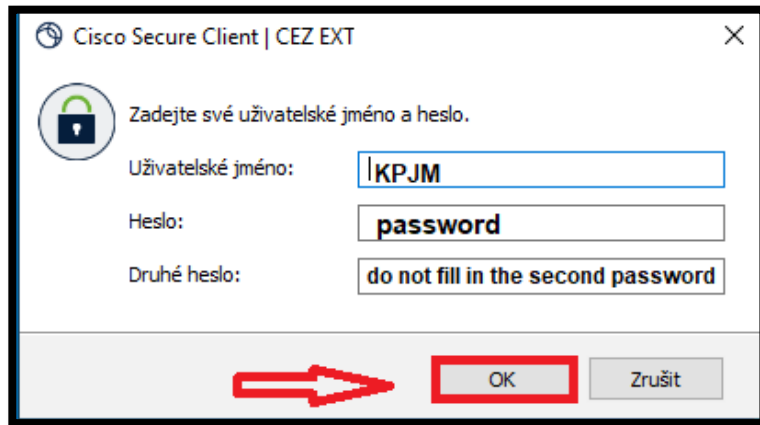
VPN login

You can only log in to the VPN after installing the ProID app on your mobile device and registering your mobile device in the ProID portal.

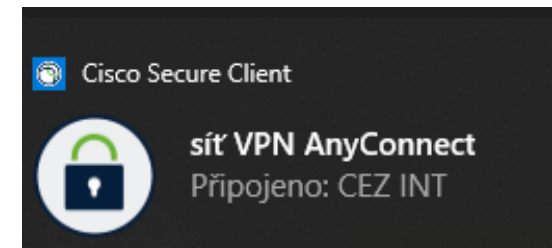
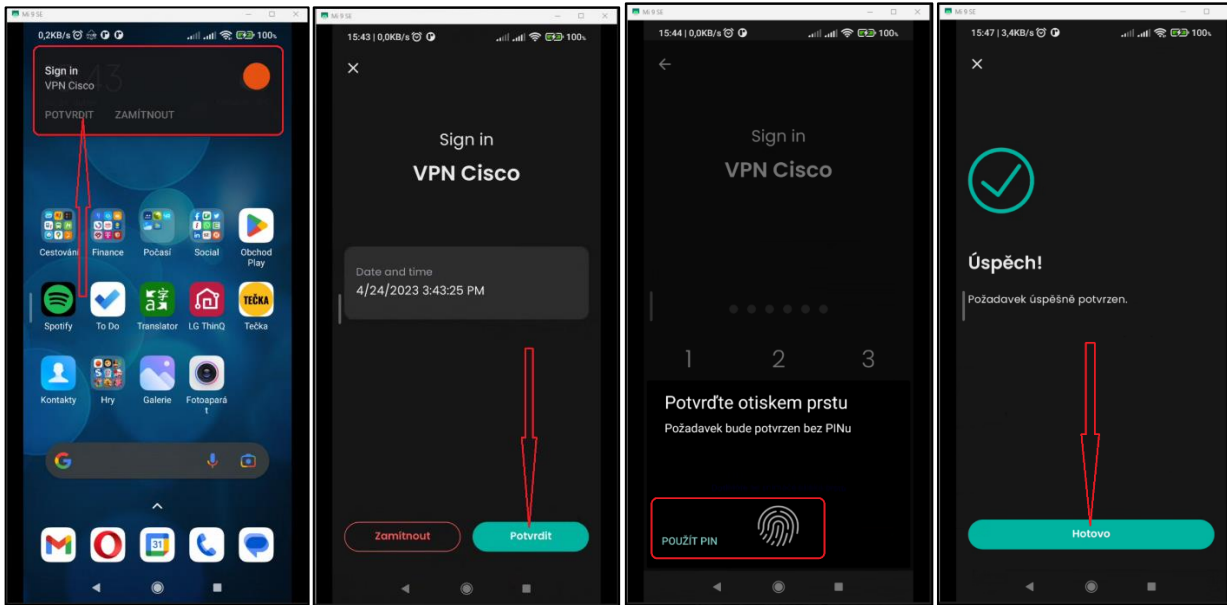
1. Connect your mobile device to the internet **and launch the ProID app**
2. Run VPN client on the station **Cisco Secure Client**
3. First time in a dialog box „Připraveno k připojení.“ Enter the link **vpn.cezdata.cz/EXT** (If you have the ext-fix role, enter vpn.cezdata.cz/EXT-fix).



4. In the next window, enter only your KPJM and the password assigned to KPJM, do not fill in the second password!



5. You will receive a notification in the ProID app on your mobile device about the authentication request - confirm it and verify it with the chosen authentication method.(6-digit PIN or fingerprint or Face ID). After successful authentication, you are connected to the VPN

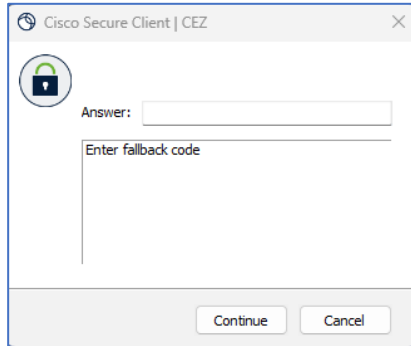


Logging into the VPN with a backup code

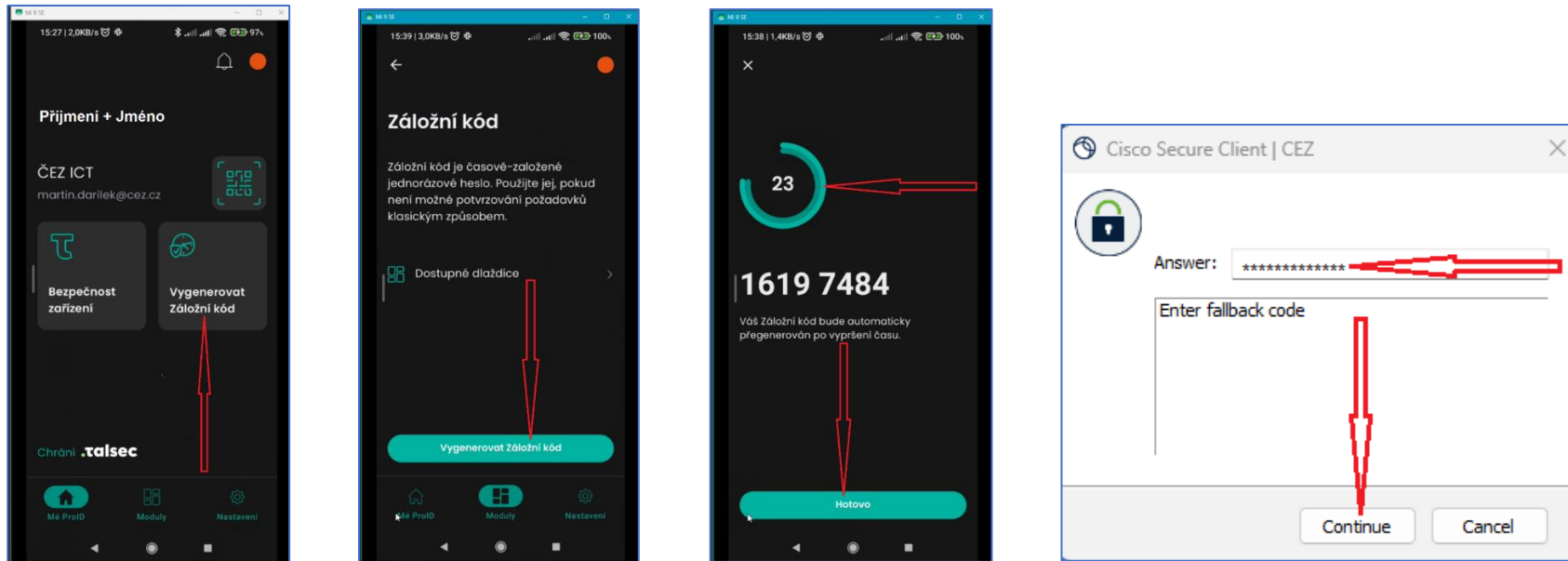
This method of logging into the VPN is intended for when the ProID Internet service is down or when the user's mobile device is not running data.

VPN login using the Backup Code is **only** possible after installing the ProID app on the mobile device, registering the mobile device in the ProID portal and activating the Backup Code in the ProID app installed on the mobile device.

- a) If the ProID service is not available when logging into the VPN, another Cisco Secure Client window will appear within 50 seconds asking you to enter the Backup Code.



- b) Open the ProID app on your mobile device and follow the pictures. The backup code must be redeemed before it expires.

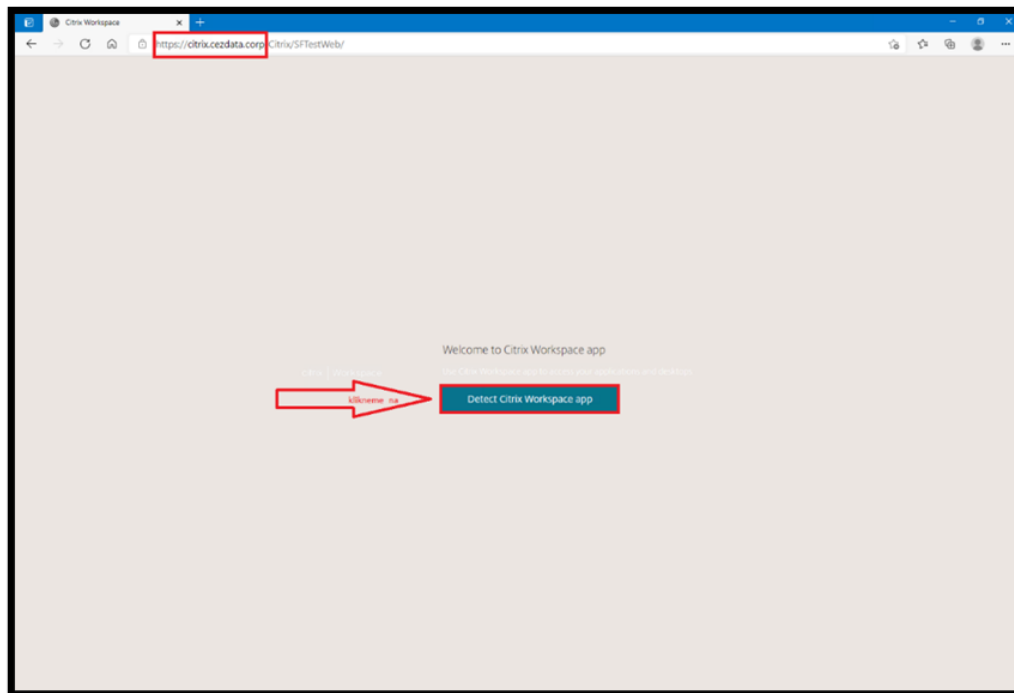


ACCESS TO RESOURCES IN CEZ

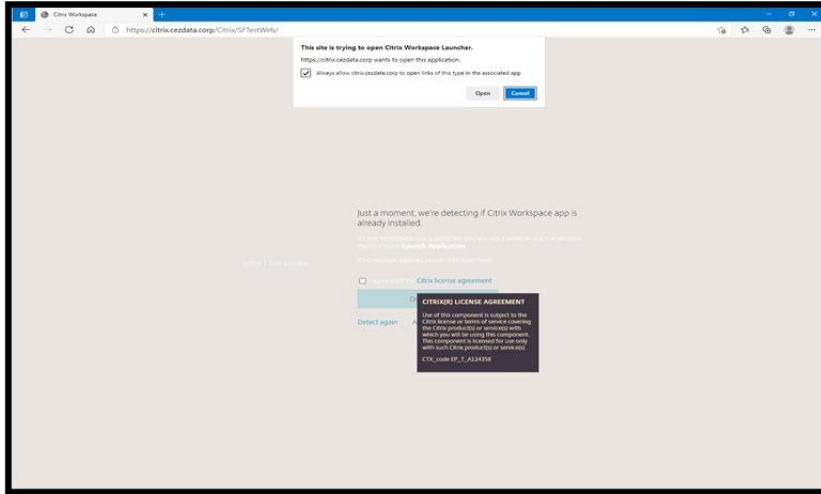
After logging in through the portal <https://citrix.cezdata.corp> you have a Citrix environment.
In Desktops tab, the user can offer VD is allocated according to the business needs of the user.
In the Applications tab are automatically placed apps that are not the type of desktop

Sign in to citrix

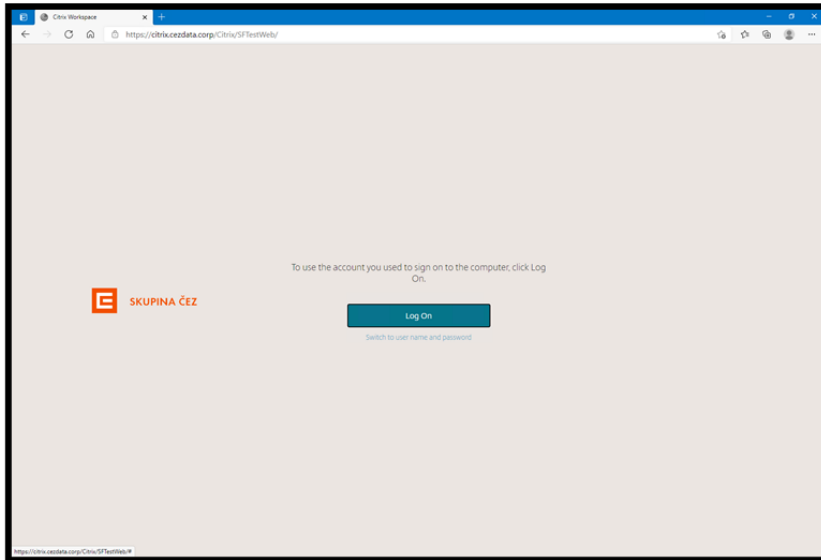
1. Please run web browser Edge and enter address: <https://citrix.cezdata.corp>
2. On first use please enter https:// before web address.
3. Using your KPJM and password (same as VPN)



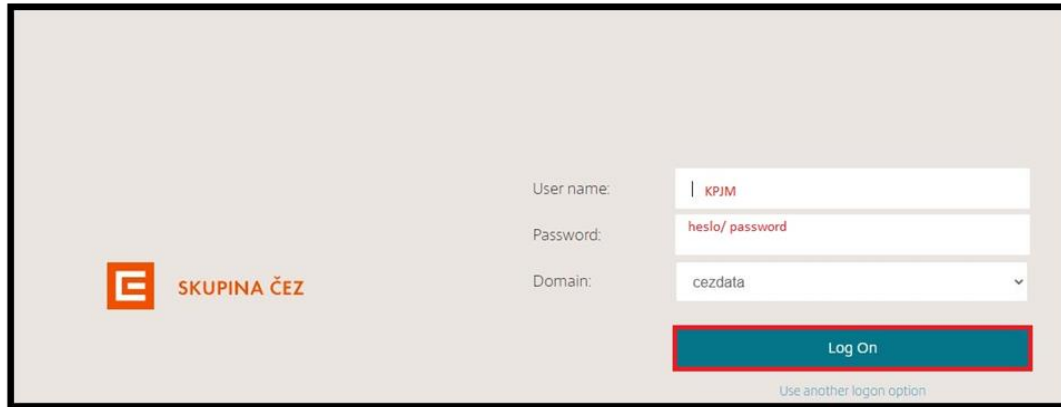
- Click on Detect Citrix Workspace app – in pop-up dialog check Always allow citrix.cezdata.corp to open links of this type in the associated app – and click on Open



- On computer then click on **Switch to username and password**



- Please enter your login data (KPJM-user name and password, domain: cezdata) – then click on Log On



- After successful login, there are assigned virtual desktops on tab **DESKTOP** and on tab **APPS** virtual applications.



- To launch virtual desktop, please click on appropriate icon.

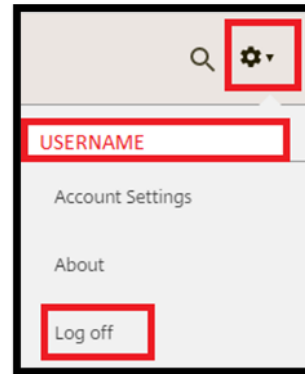


Working in Citrix virtual desktop

- The user has available network disks M: U: I: H:
- **The user does not have a local disk C accessible**
- **Desktop - Files on your desktop are automatically deleted after you log off**

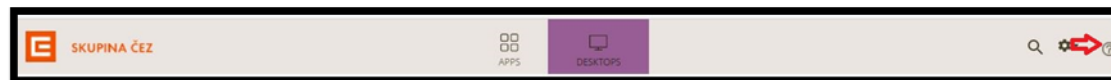
Stop working in a virtual desktop

- To finish virtual desktop session please logoff (*Start – Logoff or Power Off in Windows 10 VD*)
- **To logoff from web portal** <https://citrix.cezdata.corp> , please click on icon with tooth wheel symbol in right top corner, then choose **Log off**.



User guides and client Citrix Workspace

- User guides and Citrix Workspace client are available in dialog after click on button  with exclamation mark in right top corner.



Download
Citrix Workspace App client
Návody CZ - čeština
Řešení problémů s Citrixem
Návod na instalaci Citrix Workspace App klienta
Návod na změnu hesla
Jak nahlásit závadu
User Guides EN - English
Basic troubleshooting guide
Citrix Workspace App client installation guide
IdM - How to change password



FINALLY

For problems and error messages in the initial login dialog, contact ServiceDesk. To speed up the resolution of any problem, we recommend attaching the printscreen error messages.

If you have any other issues, contact your IT administrator or service provider Internet connection.

Other questions? Please contact ServiceDesk.

CEZ ICT Services, a. s.

tel. 841 842 843 (int **905 1444**)

servicedesk@cez.cz

