

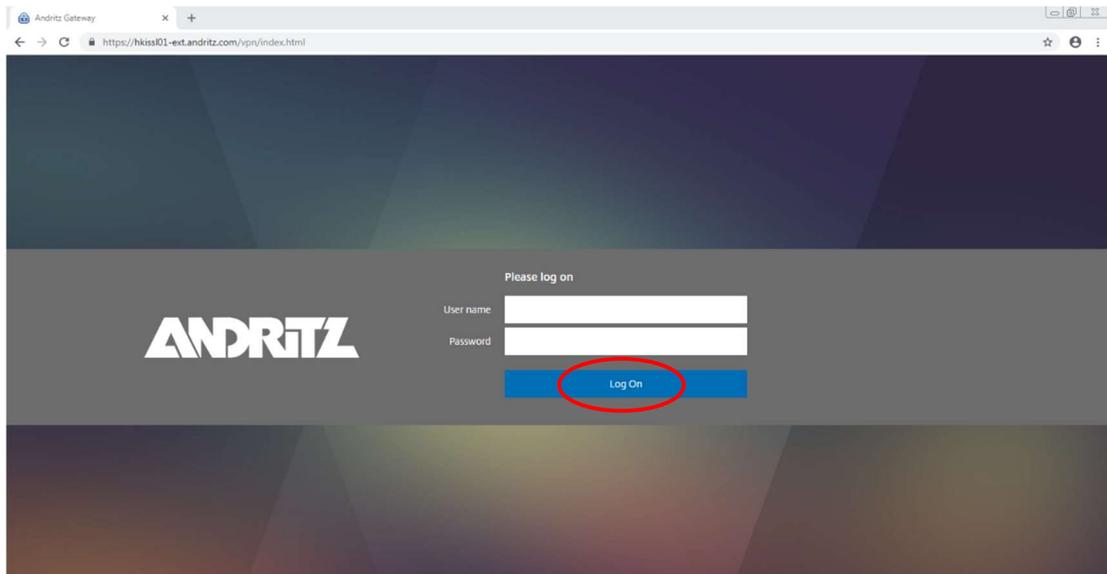


## Guide for Andritz remote access for external employees

### NOTE!

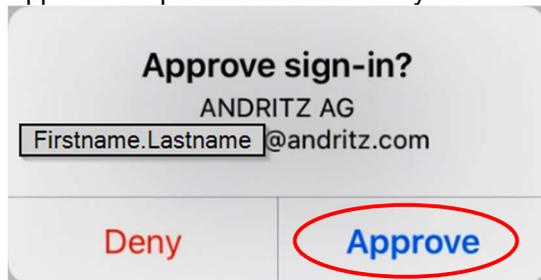
Before you can login, you need to enroll multi-factor authentication (MFA) for your account. Link: [Enroll MFA](#) (or find instructions at <https://www.andritz.com/group-en/webaccess> )

1. Open Internet browser (recommendation Chrome & Firefox) and go to: <https://hkissl01-ext.andritz.com> OR <https://grzssl01-ext.andritz.com>  
Insert your personal Andritz account info and click "Log On".



2. On the login you will get a push notification(a.) to your mobile phone **OR** a verification call(b.).

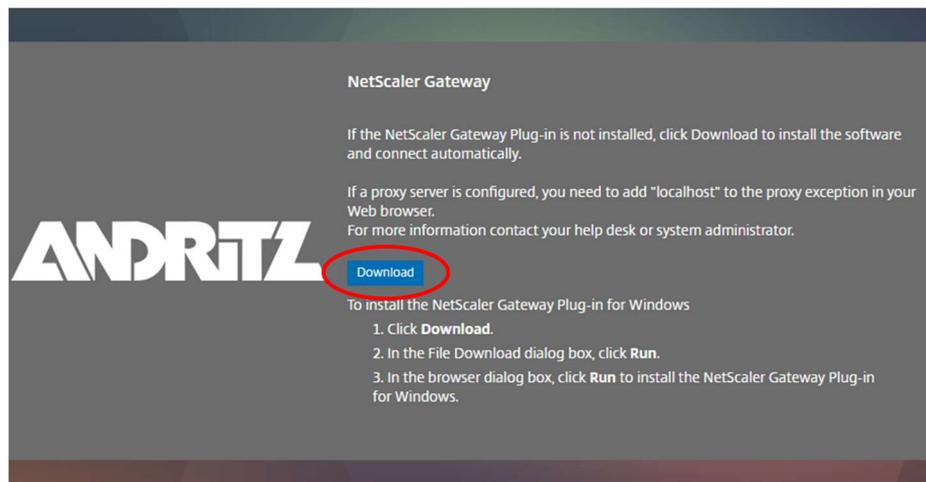
- a. Approve the push notification and you will be authenticated and logged in.



- b. Answer the call and follow the instructions on the phone.



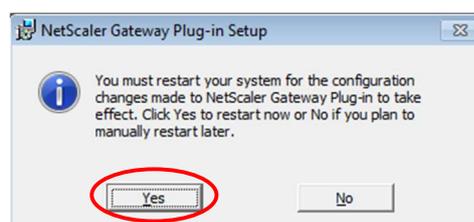
3. After successful log on, choose "Download". Run the downloaded file and accept all Windows access and/or security prompts.



4. Install the Citrix (previously Netscaler) Gateway Plug-in by clicking "Install". Accept and allow all Windows access and/or security prompts.



5. Restart your computer after the install completes.





6. Start Citrix Gateway Plug-in from the  icon in Windows notification area or from the Start menu if the icon is not visible.

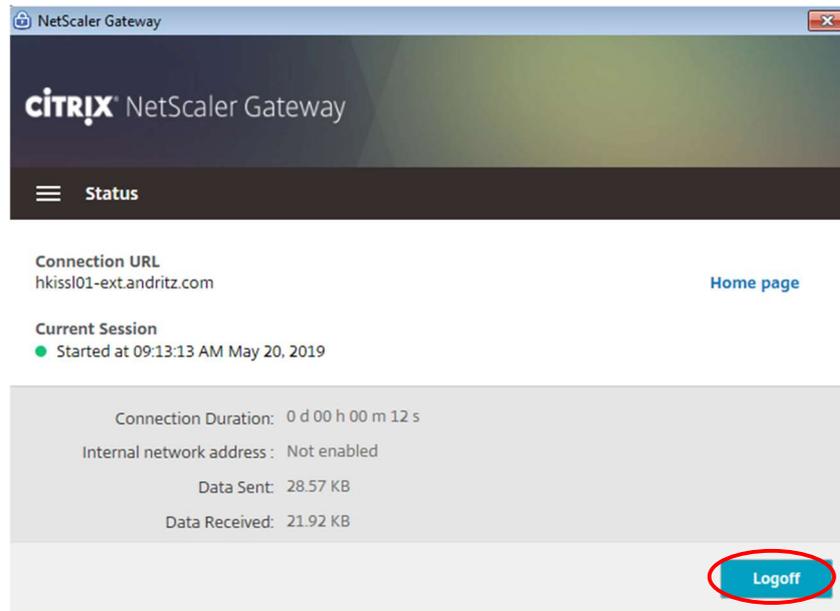


7. Insert your personal Andritz account info to the plug-in and click "Logon". You'll receive push notification or a verification call.





8. After successful login, you can use the Andritz resources you have access rights. When you don't need the connection anymore, click "Logoff".



- In future, you can establish the remote access starting from section 6.
- From the Windows notification area, you can find the Citrix GW plug-in icon  when the connection is on and the icon turns gray  when the connection is off.
- If you are having issues with e.g. hkissl01-ext -connection, please try grzssl01-ext -connection gateway instead (and vice versa). Both gateways provide same access rights.

In any case of issues related to VPN connection or MFA, please contact your local Service Desk.