



CONNECTIT.EQUINOR.COM

Connectit.equinor.com gives access to Equinor applications via the Internet and Equinor office.

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Citrix Client and HTML5 access

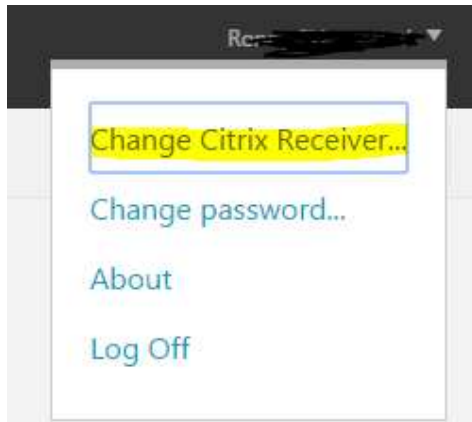
Connectit.equinor.com supports connections through both Citrix Client and Citrix Receiver for HTML5.

Using the full Citrix Receiver client will always offer the best user experience. The HTML5 “clientless” access is an alternative that offers less features but requires no installation on the end-user device.

By default, Citrix will use the full client if installed. If the full client is not installed or not detected it will use the HTML5 “clientless” access.

Some browsers (e.g. Chrome/Edge) allow the user to choose which client to use:

- After logging on to connectit.equinor.com. On the top right corner click/touch your username and select “change Citrix Receiver”:



- Select "use light version" to use the HTML5 clientless access or choose "detect receiver" if you have the full client installed but it is not detected:



- Follow the on-screen instructions to complete

Citrix StoreFront Favorites

When you log on to connectit.equinox.com the default landing page will be "Home". Home "Favorites" will be empty by default. Go to "apps" to find your applications:

If you have many applications “Categories” view will give you a better overview/folder structure:



To add an application to favorites:

Click details:



Click add to favorites:



The application is now added to favorites

To remove application from favorites

Click details on the applications, then click “remove”



How to access [Connectit.equinor.com](https://connectit.equinor.com)

Open your browser and go to the following address:

- <https://connectit.equinor.com>

This address is used from:

- Equinor office location
- Internet

The authentication options vary depending on the location user is accessing from:

From Equinor office location

Only Equinor username and password is required



equinor

Secure Logon
for Connectit

Username


Password

Logon

From Internet

Two-step process:

- First username and one of the below displayed alternatives:



equinor

Secure Logon
for Connectit

Equinor Username

Authentication method

- SafeNet
- Microsoft Authenticator
- Yubikey
- SMS*

Logon

- Then Equinor password



Please provide your SafeNet
passcode

Equinor username

SafeNet passcode

Logon

Q&A

- Favorites, the default view is “Home”, at first logon this will be empty. Go to the “Apps” view to see all applications you have access to.

- Click the “Details” link on a app to get option to add the app to your “Home” view.
- To have a better sorting of the apps in the “Apps” view you can choose the “Category” view.

- Icon size. This can't be changed, optimized for touch screens.

- The default and recommended Citrix Client is the “full installed Citrix Workspace client”. The “HTML5 (light) Citrix Receiver” is only recommended where “Full Citrix Receiver” cannot be installed.

- “HTML5 (light) Citrix Receiver” and session sharing. Depending on web browsers opening of applications might not open in same tab of the browser. This is due to limitation in the Citrix HTML5 (light) client on different browsers.

- Changing from Citrix HTML 5 (light) Receiver to Citrix Receiver. Depending on web browser the client can be change through the “down arrow” on username on right hand side and choose “Change Citrix Receiver”. (Note this option is not available on all web browsers)

- Incorrect keyboard mappings - Citrix HTML 5 Client: Some special characters might not map correctly. It has been reported that some special characters are not mapped correctly. This can happen when using Chrome through HTML5 client and launching “Microsoft remote desktop”. The keyboard settings on the remote RDP session within the terminal server session might get some mis-detected keyboard settings.

Workaround: Try another browser or install the full Citrix client

- authentication from internet from Equinor laptop require 2-factor.

- download url for Citrix Client: <https://www.citrix.com/en-in/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-1912ltsr.html>

-feature matrix for Citrix Client: <https://support.citrix.com/article/CTX104182>