USING TFORCE FREIGHT CITRIX REMOTELY

Example: Connecting from networks at home, library, hotel, MiFi, External Customers\Vendors, etc.

What is changing when accessing Citrix remotely?

The new URL for accessing TForce Freight Citrix remotely is https://remote.tforcefreight.com. Effective, Wednesday, July 9th, 2023, 12pm EST, www.upsfreight.net will be decommissioned. All users should update any saved bookmarks or favorites to point to the new address and vendors should be notified. This announcement can also be seen on the www.upsfreight.net Citrix login page until date of decommission.

What is changing when accessing Citrix while in a TForce Freight Service Center or the G/O?

Nothing will change when accessing Citrix from within a TForce Freight facility.

How do I update my current TFF Citrix bookmark/favorite?

Open browser, right-click on your saved bookmark/favorite, select "edit," delete old URL, add/paste new URL.
The new URL does not include **www.** and must include **https://** in the format. >>>   **https://**remote.tforcefreight.com

Who can I call for assistance or support?

Please call the TForce Freight Service Desk: 800-594-345

ACCESSING TFORCE FREIGHT CITRIX USING A SECURID/RSA TOKEN

How do I request an RSA Token?

SecurID/RSA Tokens can be requested using the following instructions. (Login to access the instructions is TFF Email address and same password used to login to pc/Citrix.)
ServiceDesk Knowledge Base - How to Request a SecurID Token to access TFF VPN/CheckPoint | ServiceNow (service-now.com)
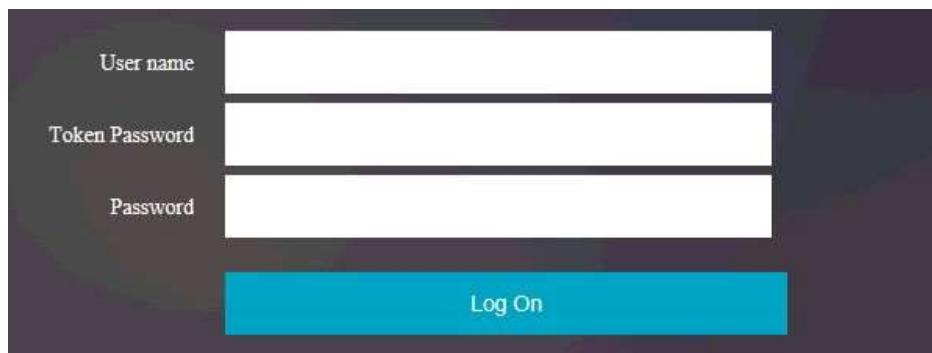
How do I configure my token once the request is complete?

ServiceDesk Knowledge Base - How to Request a SecurID Token to access TFF VPN/CheckPoint | ServiceNow (service-now.com)

TOKEN LOGIN STEPS IN CITRIX

1. Logon to https://remote.tforcefreight.com

This Login Page will display:

2. User Name= Enter your **ADID**
3. Token Password=
   <u>For Keychain Tokens</u>: Enter PIN you created on the RSA site followed by the Token Code currently displayed on Keychain (no spaces- Total of 14 characters/numbers)

   <u>For Soft Tokens</u>: Enter PIN you created into the RSA app on your mobile device, click the arrow, in the Citrix Token Password field enter the 8 numbers currently displayed on your mobile device
4. Enter your **Citrix password** as you do today
5. **Click Log On**

Who can I call for support?

TFF Service Desk: 800-594-3453