Do you have a RSA Token and PIN set up?

Please use the buttons below

Yes

No

After you are connected remotely, find more Employee Tech Resources by typing http://help in your web browser.
Are you using a Fifth Third Laptop?

Please use the buttons below

Yes  No

After you are connected remotely, find more Employee Tech Resources by typing http://help in your web browser.
How to Set Up a RSA Token

In order to access VPN or Citrix, you must have the following prerequisite: Remote access/active token + pin. Users must go through the normal remote access (Citrix) setup process.

1. Go to myAccess. NOTE: If you cannot access the network, have your manager complete the request.

2. Click Menu > Manage Access > Manage User Access.

3. Enter the Employee ID and click Search. Select the Employee and then click the Manage Access tab.

4. Request type depends on your type of device.
   - Employee - {Insert LOB name} - Remote Access Soft Token. (Phone device must be included within the comments of the request.)
   - Employee or Contractor - {Insert LOB name} - Remote Access Hard Token.

5. Review the information, then click Submit.

Before using VPN or Citrix, your access request for a Soft or Hard token must be approved.

Once approved, you can access VPN (use with a Fifth Third device) or Citrix (use with a personal device).
What is VPN & who should use it?

VPN client connectivity creates a secure link between the Fifth Third network and an employee’s Fifth Third provided laptop or tablet. It allows you to work from anywhere as if you are plugged in directly to the Fifth Third network. **VPN access provides a better, faster login experience and is the preferred method for access to our systems using Fifth Third-provided laptops and tablets when working remotely.** Simply use the Cisco AnyConnect VPN client from your Bank-issued laptop or tablet when working remotely; Cisco AnyConnect is already installed on your device. Unlike other remote access applications, such as Citrix, the VPN mimics your in-office experience. Your folders and shortcuts are right where they always are; there are no more black screens and confusing views to click through. Your laptop looks the same at work, at home or at a client’s office. **Note: If you have a Bank-issued laptop or tablet, you should use VPN whenever you are working remotely.**

How to access VPN:

In order to access VPN, you must have the following prerequisite: Remote access/active token + pin. Users must go through the normal remote access (Citrix) setup process.

1. Go to myAccess. **NOTE:** If you cannot access the network, have your manager complete the request.
2. Click Menu > Manage Access > Manage User Access.
3. Enter the Employee ID and click Search. Select the Employee and then click the Manage Access tab.
4. Request type depends on your type of device.
   - Employee - {Insert LOB name} - Remote Access Soft Token. *(Phone device must be included within the comments of the request.)*
   - Employee or Contractor - {Insert LOB name} - Remote Access Hard Token.
5. Review the information, then click Submit.

Before using VPN, your access request for a Soft or Hard token must be approved.

How to connect to VPN:

1. Click Search, then search and select “Cisco AnyConnect” which will be pinned to the top of your menu.

**TIP for Mac OS Users:** Disable the Bluecoat Unified Agent BEFORE connecting to VPN. Click the Blue Coat icon in the top menu bar, then Disable Unified Agent.
2. Connect to a non-Fifth Third network, either wired or wireless. NOTE: If you are connecting to a public Wi-Fi, please ensure you have opened Internet Explorer and agreed to the terms and conditions of the Wi-Fi spot, if applicable, before attempting to connect to VPN.

![Network: Connected (10.221.4.170)](image)

Home Wi-Fi

3. Below VPN, select mv.53.com from the drop down menu, click Connect.

![VPN: Ready to connect.](image)

mv.53.com

4. Once prompted, enter your Employee ID for the Username and your PIN + RSA Token for the Password. NOTE: Do not include spaces between the 4-digit pin and token.

![Cisco AnyConnect | mv2.53.com](image)

Username: 
Password:

5. Click OK.

6. You are now successfully connected to VPN.

![Cisco AnyConnect Secure Mobility Client](image)

After you are connected remotely, find more Employee Tech Resources by typing http://help in your web browser.
What is Citrix Workspace & who should use it?

Citrix Workspace, formerly Citrix Receiver, allows you to work remotely without having your Fifth Third machine. Citrix Workspace gives you instant access to all of your apps, files, and desktops from an easy-to-use, all-in-one interface. You can view your desktop through the Citrix Workspace client, which is available for various operating systems. **Note: If you have a Fifth Third provided laptop or tablet, you should use VPN when working remote.**

If you use a Desktop at work, you should use Citrix whenever you are working remotely.

**How to install Citrix Workspace app on your personal device:**

1. On your personal device, click [here](#) to go to the Citrix Workspace app Download page.
2. Select the appropriate install you need based on your OS (Mac, iOS, Android, etc.)
3. Once the Workspace App has been installed, you can access Remote Access two ways. Let’s walk through both:

**How to connect to Citrix Workspace (Option 1– Web Browser)**

1. Go to [SA.53.com](http://SA.53.com). If you’ve already navigated here, you can remain on the same home screen.
2. Fill in your Network ID, Password, and PIN + RSA Token. See Requesting Remote Access for more info on RSA Token.
3. Check the I accept the Fifth Third Legal Notice box.

4. Click Log On.
5. Click Employee Desktop to connect to your Desktop.
How to connect to Citrix Workspace (Option 2– Citrix Workspace App)

1. The first time you log in, you will need to configure it by opening the Citrix Workspace App on your personal device.

2. You will be prompted to enter in your email address or the address provided by your administrator. Enter in SA.53.com.

3. Click Add.

4. Enter your Network ID, Network Password, and PIN + RSA Token. Click Log On.

5. Click Employee or Contractor Desktop to connect to your desktop. If you wish to use the Remote Desktop Connection, click Apps > Remote Desktop Connection.

Note: The Employee and Contractor Desktops are based on a standard Fifth Third PC. If you are using the Employee or Contractor Desktop, you will not find all of your applications installed.

After you are connected remotely, find more Employee Tech Resources by typing http://help in your web browser