Citrix SSL-VPN Helpdesk Flow Chart

How is the user connecting?

- Virtual Desktop, Thin Client, Published Apps, Apple Devices
- SSL-VPN

citrix.miamidade.gov or edesktop.miamidade.gov or cloud.miamidade.gov

Refer the issue to the (ITD) Citrix Support Team

connect.miamidade.gov, econnect.miamidade.gov or vconnect.miamidade.gov

Has the user reviewed the tutorials online at http://connect.miamidade.gov? If not they need to.

Solved?
- Yes → End
- No → Use the troubleshooting guide to try to resolve user's problem: http://connect.miamidade.gov -> Help and Troubleshooting, click "SSL-VPN Troubleshooting Guide"

Solved?
- Yes → End
- No → Is the user a County Employee or Full Time Contractor

Is the user a County Employee or Full Time Contractor
- Yes → Validate from helpdesk that you can connect.
- No → Refer the issue to (ITD) ENA Remote Access Support Group

Validate from helpdesk that you can connect.
- Success → Issue is with end user system, user network, or user technical ability.
- Fail → SSL-VPN Infrastructure Issue

Issue is with end user system, user network, or user technical ability. → Refer the issue to Field Services

Refer the issue to Field Services → **Solved?**
- Yes → End
- No (Escalate) → Refer the issue to (ITD) ENA Remote Access Support Group

SSL-VPN Infrastructure Issue → Refer the issue to (ITD) ENA Remote Access Support Group

End
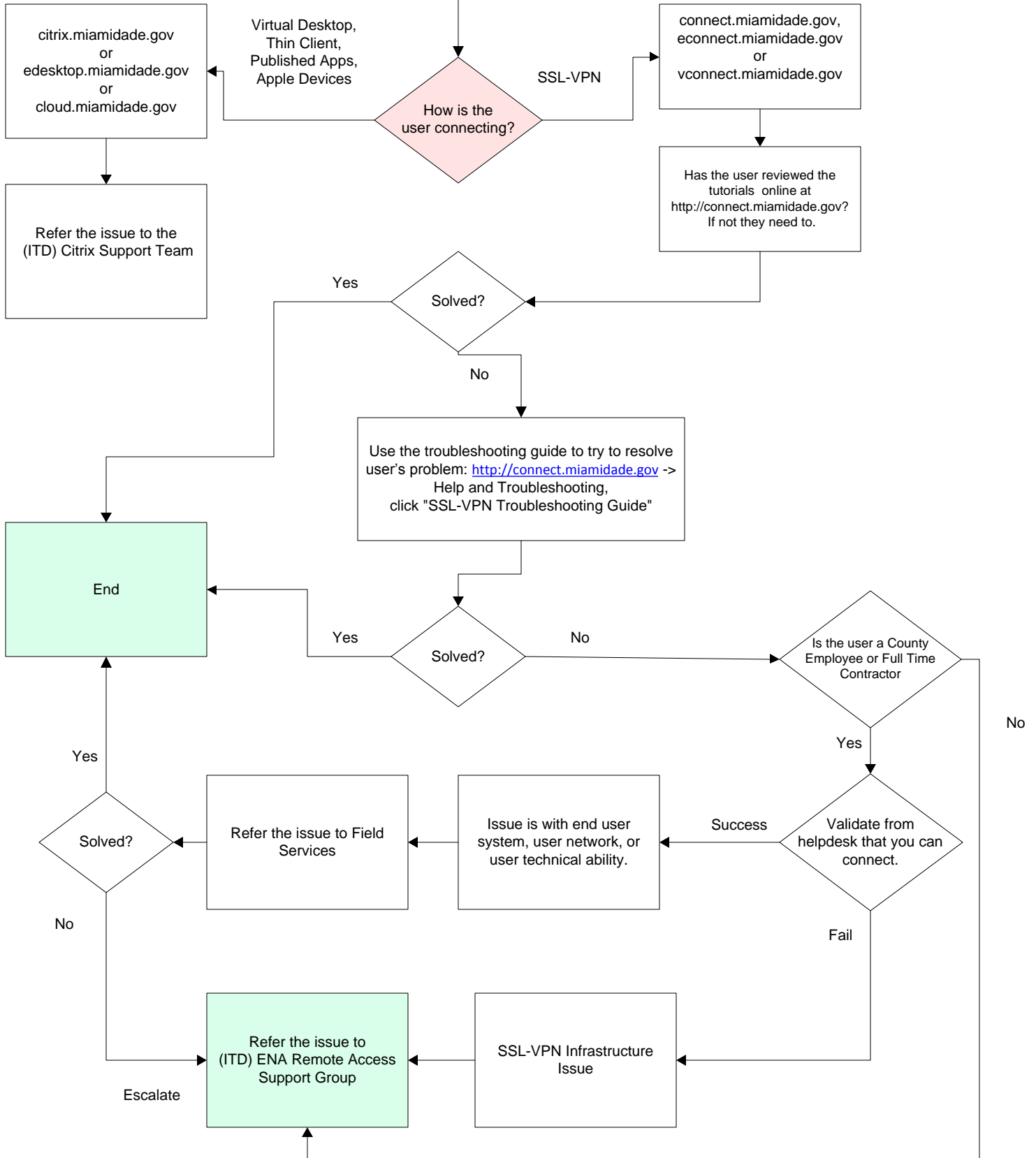
The SSL-VPN has been generating a number of support calls to help desk and operations staff related to basic user issues people are encountering. Please know that there are online resources available to end users and support staff to quickly identify and address many questions and problems.

Many calls can be quickly resolved by help desk staff asking a few questions at the time of the initial call and directing the caller appropriately, (see attached flowchart, also posted at http://connect.miamidade.gov/help.aspx).

1) There are multiple Citrix systems, find out which one the user is attempting to use.
2) If customer is using edesktop.miamidade.gov or citrix.miamidade.gov or cloud.miamidade.gov – the call should be routed to (ITD) CITRIX SUPPORT
3) If connect.miamidade.gov, (also econnect.miamidade.gov, vconnect.miamidade.gov)
    a. Validate system functionality by establishing an SSL-VPN connection. If you cannot connect, follow the below steps for yourself first, then with the caller.
    b. Insure that the user has reviewed and followed the steps outlined in the video tutorials at http://connect.miamidade.gov on requesting access, using the system and help and troubleshooting.
    c. If the issue is not resolved, ask what error the user is encountering. There is a troubleshooting guide online, http://connect.miamidade.gov -> Help and Troubleshooting: http://connect.miamidade.gov/SSL-VPN%20Troubleshooting.pdf; this identifies the vast majority of the problems encountered. Lookup the problem and see if a documented solution resolves it.
    d. For County employees and full time contractors, if the issue is not resolved and appears related to the end user's system, network or insufficient user technical abilities, refer the ticket to a depot tech to address.
    e. If the issue is not resolved and appears related to the SSL-VPN infrastructure or this is a vendor account, refer the issue to the on-call Remote Access team member.

Following these steps will reduce misrouted on-call escalations, inefficiencies and delays in addressing customer problems.