



ZF Virtual Access Operation Instructions



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Lenkungsinformationen / Control Information

Title:	ZF Net Remote Clientless – Virtual Access – Operation Instructions	Title:	
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2021-04-26	1.00.1	New version with Ping ID	
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2. Introduction

“ZF Virtual Access” is a technology that generally allows to access ZF published Virtual Apps and Desktops securely through the public internet. This way it is possible to access Services within the ZF network from anywhere around the world.

To use this technology every authorized user first must register for Ping ID with the QR-code that you get via email. Via this QR-code you can register your mobile phone for Ping ID. The Ping ID App on your mobile phone can then be used for the two factor authentication.

After that you can log on to the “ZF Virtual Access” portal through a secure login process to establish a connection to your Virtual Apps and Desktops.

The Virtual Apps and Desktops are running in the ZF data centers. Screen output and the mouse and keyboard input are the only data which are transmitted through the network to the user’s device.

The technical requirements for using “ZF – Virtual Access” are described in [3. System Requirements](#).



3. System Requirements

3.1. Browser / internet connection

Access requires any type of current internet browser to be installed on the user's device.

The communication on network port TCP 443 must be possible to the following addresses:

https://access.zf.com
https://ag.emea.zf.com
https://ag-qs.emea.zf.com
https://ag-mfa.emea.zf.com
https://ag.america.zf.com
https://ag-qs.america.zf.com
https://ag-mfa.america.zf.com
https://ag.shz.zf.com.cn
https://ag-qs.shz.zf.com.cn
https://ag-mfa.shz.zf.com.cn

If this is not possible, please contact your network administrator.

3.2. Citrix Workspace App (formerly Citrix Receiver)

In general, it is possible to use the Services without installing any software by using the HTML5-Receiver ([Lightversion](#)).

Users only need a device with any current web browser.

Recommended Browsers with the latest Version:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

For the full set of functions and the optimal user experience, it is required to install the Citrix Workspace App!

Without installing the Citrix Workspace App, the following features are not available:

- Audio-Redirection (needed for MS Teams)
- USB-Devices

3.2.1. Installing the Citrix Workspace App on the user's device

For the full set of functions of "ZF Virtual Access" the Citrix Workspace App must be installed on the user's device.

The Citrix Workspace App is available for different operating systems and devices.



Download and further information on how to install and use the Citrix Workspace App can be found here [HowTo_InstallCitrixWorkspaceApp.pdf](#)



4. Ping ID

For security reasons, connections to the ZF network must be secured with an independent second factor. This second factor is provided via a PingID App on your mobile phone. You have to download and install the PingID App via the well-known App Stores.

Please be informed that PingID App is used by ZF only for second-factor authentication and is no interest for ZF to get information from your mobile.

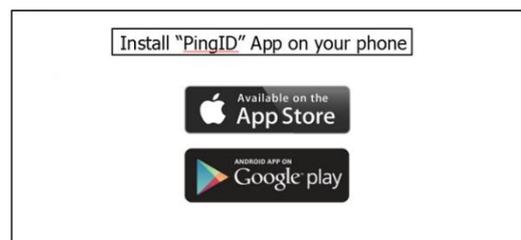
4.1. Important requirements

- **The mobile phone used by you for the 2nd-factor authentication must not be rooted! (you have gained superuser privileges on your device)**
- External ZF users are allowed to use a private device.
- Installed the PingID mobile application on the device from the common App Stores (Apple/ Google Play Store).
- The mobile device requires an internet connection to complete the device pairing process
- Your mobile phone must have a screen lock – by number, fingerprint, or other possibilities.
- Allowing the PingID App to access the device camera will allow you to scan a QR code required in the device pairing process. If you do not want this, you can manually enter the device pairing key.
- The PingID App requires iOS Version 11.x or Android Version 6.0 and higher.
- Microsoft Windows Phones are not supported.

4.2. Install PingID app on your mobile phone

ZF owners can find detailed information on PingID in the ZF network on the intranet site: [PingID](#). Open your App Store, depending on your mobile phone. Install “PingID”.

External users cannot enter intranet sites without VPN!



4.3. Register your ZF account

You will receive a mail with username, temporary password and QR code to registration in ZF. This QR code is valid 48 hours.

After expiration of QR validity user has to request a pairing code for the mobile device from IT Global Service Desk.

Please proceed with the following steps:

- Open PingID by clicking  on your home screen.
- PingID will immediately start searching for a QR code.

- Please place your device in front of the QR code you received in the e-mail from the IT Global Service Desk.



- Registration is performed in the background.
- You are informed when the registration was completed successfully.



- PingID application will confirm correct pairing the mobile phone and your ZF account.
- Please enter a profile name - feel free to choose the name that you like.
- External users can register only 1 mobile device!

If you have any problems, please contact the [IT Global Service Desk](#) (IT hotline) and inform the IT Global Service Desk about KBA00001763.

4.4. Additional information

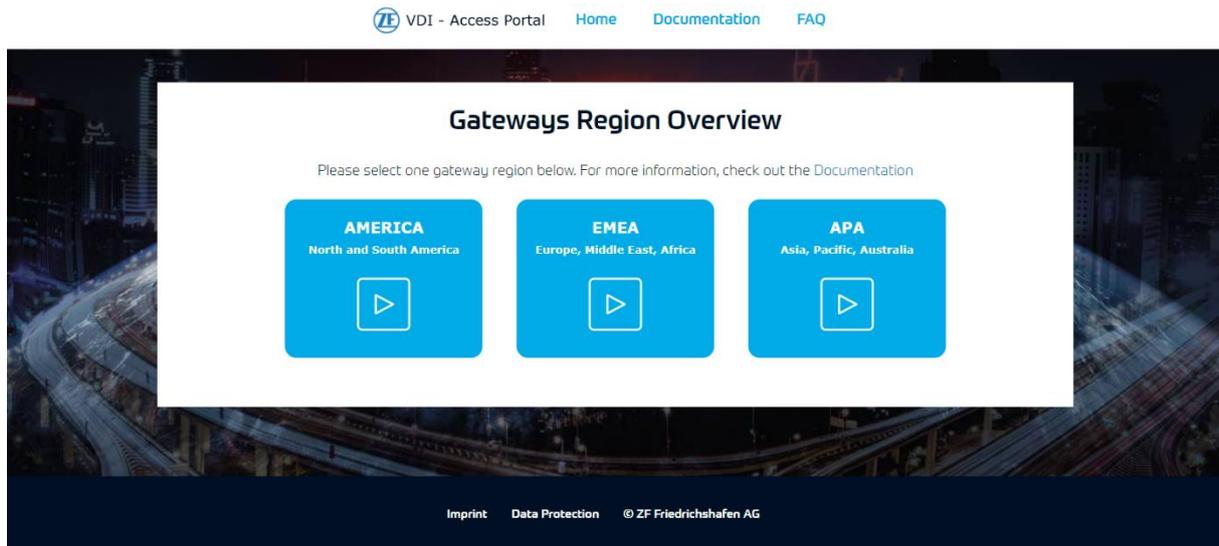
If the user has a valid password then the user can use it, otherwise should go in touch with your ZF contact.

5. Establishing a Connection

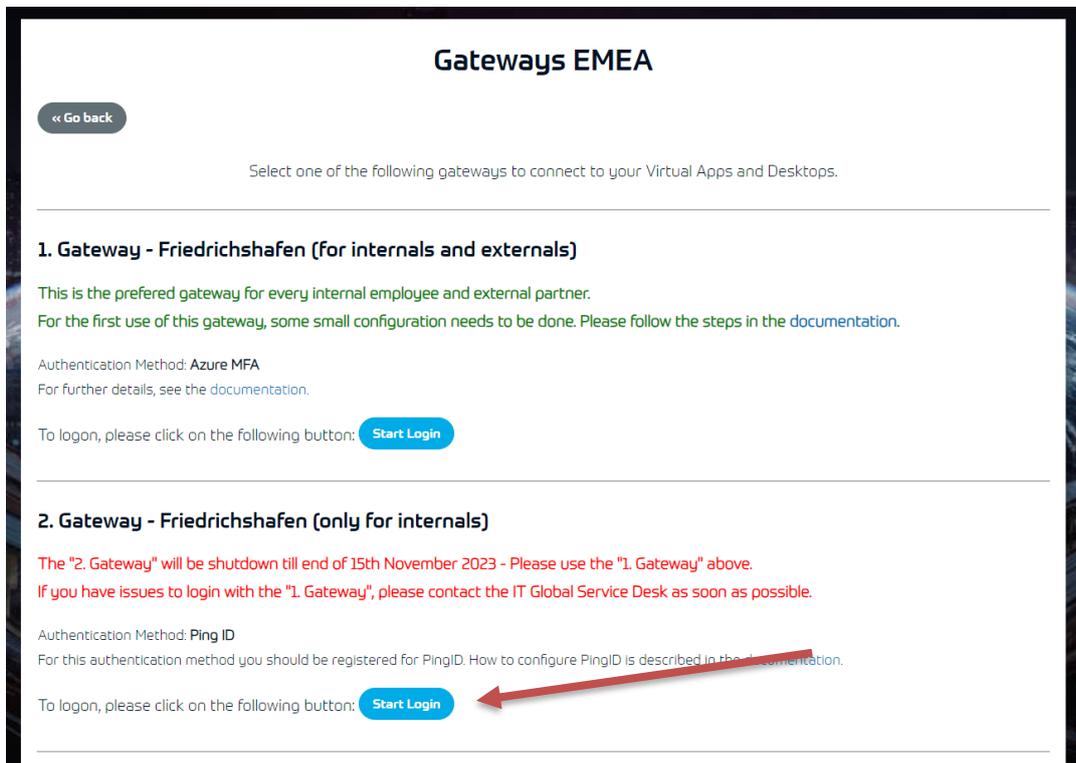
5.1. Login process

Use the following link to establish a connection: <https://access.zf.com>

Use the closest region to your current location:

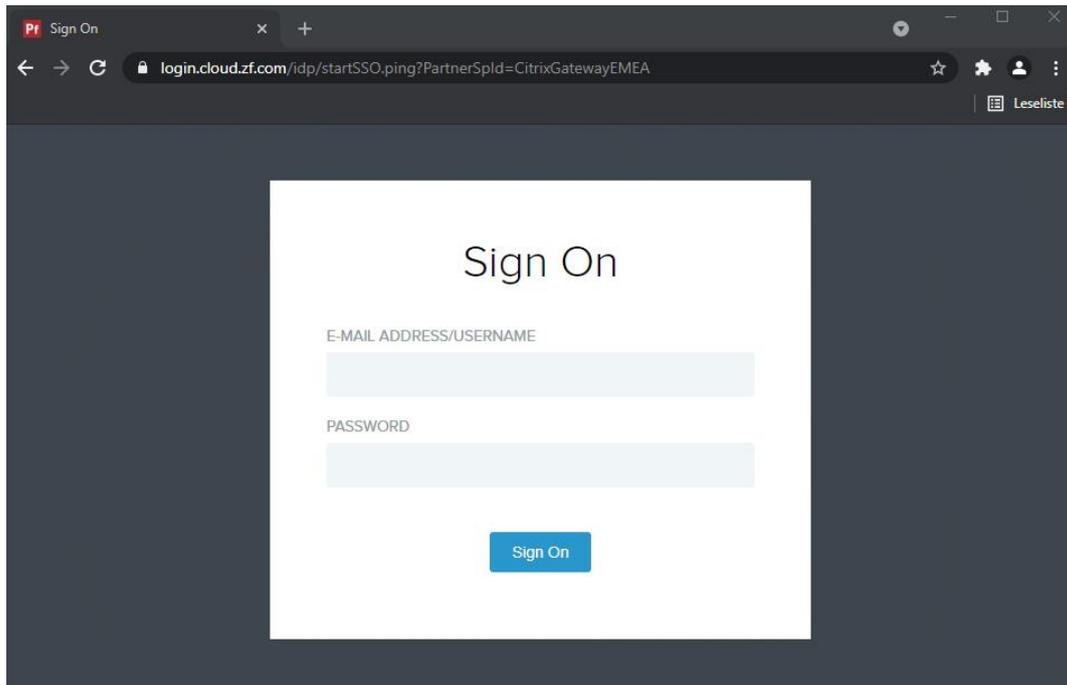


In the following window click the Button “Start Login“:





When the sign-in window opens, enter your credentials.



Credentials

Username = the UserID is the user name assigned to you by the user management

Password = your Windows/IDV login password assigned to you by the user management and that was sent to you ZF contact person.

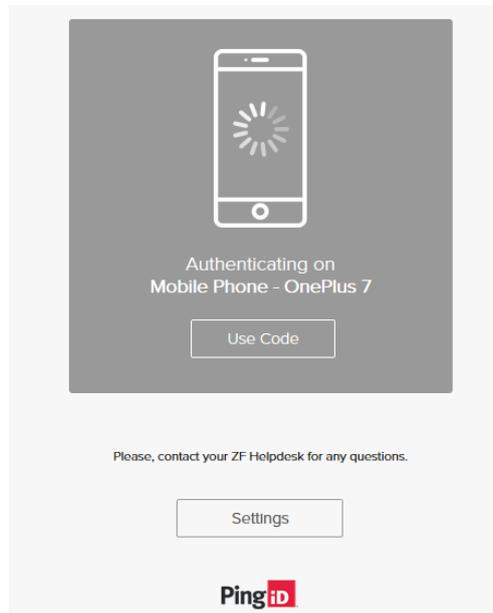
Please enter your credentials and click on “Sign On.”

NOTE:

Access is blocked if the password is entered incorrectly three times in a row.

Access can be unblocked by the [IT Global Service Desk](#) (IT hotline).

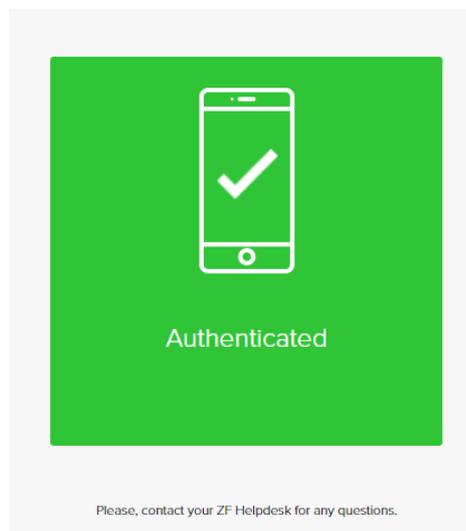
Afterwards the browser shows following page:



Please authorize the authentication by swiping in the Ping ID app on your mobile device.

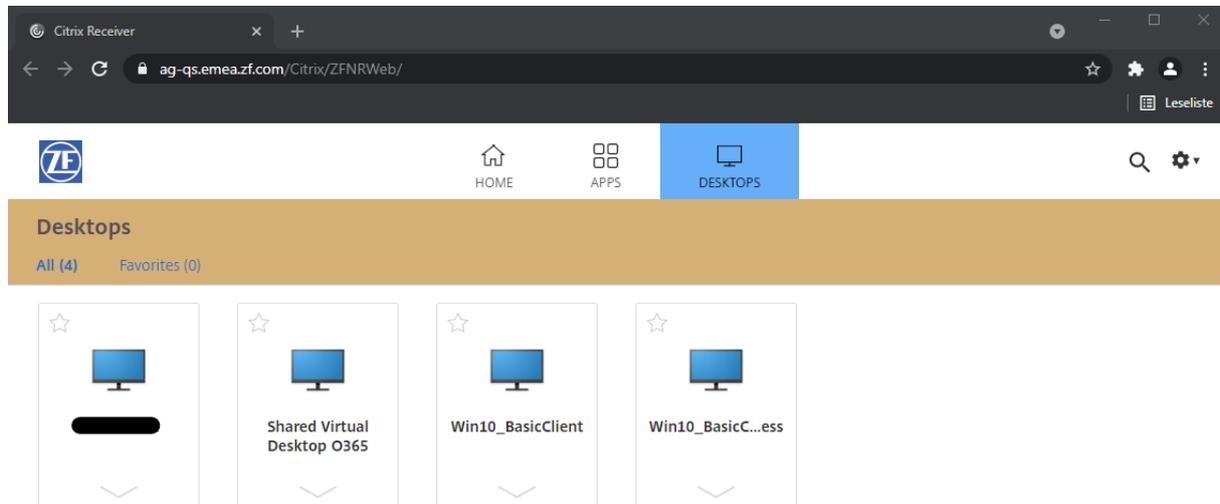


When the authentication works fine the green box is shown in the browser:



5.2. Using the web interface

Having successfully logged in to the system, you will get to the web interface. This is where you will see all the Virtual Apps and Desktops you may use. Depending on your browser, device and screen size, the web interface can look slightly different, but the range of functions is the same for all systems:



5.3. Launching the remote connection

To start the remote connection, please select your Virtual Apps or Desktops. After that the Citrix Workspace App or, in case you are using a HTML5-enabled browser (without locally installed Workspace App), the HTML5 Receiver will be launched. You will now automatically be logged in to your assigned Virtual Desktop and/or the relevant Virtual App will be started.

5.4. Closing the VDI and Clientless connection

To log off from the Virtual Desktop you should use the -> “Log off” Windows start button on the Virtual Desktop. If you just close the window, your session will remain open in the background for another 3 hours.

To ensure smooth operation, we recommend logging off completely when you no longer need the desktop.



6. Troubleshooting and Assistance

6.1. Login fails

If the login to the portal fails, please contact the [IT Global Service Desk](#) (IT hotline).

When contacting the IT HelpDesk, please specify that your problem refers to an account for “ZF Net Remote Clientless - Virtual Access” and provide the IT HelpDesk team with a precise description of the error and the time of your login attempts. Please copy the exact wording of the error message or provide a screenshot, if possible.

6.2. Successful login, but no desktops/applications available

If you have logged in successfully, but do not see any applications or desktops on the screen, please contact the [IT Global Service Desk](#) (IT hotline).

Please specify which Desktops or Applications you need access to.

6.3. Desktop cannot be started

If you receive the message “Desktop cannot be started” you may first want to try restarting the Virtual Desktop. To restart the Virtual Desktop, please select the option “Details” of the relevant Virtual Desktop in the web interface.

You will then get access to an extended view where you can restart the Virtual Desktop.

Should you still not be able to start the Virtual Desktop after a restart, please contact the [IT Global Service Desk](#) (IT hotline).

Please forward the precise error message to the IT HelpDesk team or provide a screenshot, if possible.

6.4. Automatic logoff from the web portal

Once you have been inactive in the web portal for 20 minutes, you will automatically be logged off. This, however, does not affect your existing connection to the Virtual Desktop. Different timeouts apply to the Virtual Desktops.

The standard timeout for inactivity on the Virtual Desktops is three hours. After three hours of inactivity your connection to the Virtual Desktop will be disconnected. If your session then remains in the “disconnected” status for another three hours, it will be finally terminated.



7. IT Global Service Desk (IT hotline)

ZF EMEA - IT Service Desk (Europe, Middle East Asia) Mo.-Fr. 05:00 - 22:00 (UTC+1 summer time, UTC+2 winter time) Tel: +49 7541 77 3600	ZF APA - IT Service Desk (Asia, Pacific Area) Mo.-Fr. 08:00 - 18:00 (UTC+8) Tel: +86 21 3761 3600
ZF AMERICA - North IT Service Desk Mo.-Fr. 07:00 - 17:00 (UTC-7) Tel: +1 734 582 8330	ZF AMERICA - South IT Service Desk 7/24 Tel: +55 15 4009 3600