

Remote Work – Logging into ConnectCA/ConnectRL

First time Use:

Download and install the Citrix Workspace App

- For Windows users: <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
- For Mac users: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

Once Citrix Workspace app is installed, **do not** click on the option to set up an account.

ConnectCA Login:

1. Open a browser and navigate to the webpage <https://connectca.golden1.com>. Use the network ID and password provided to you by your manager.

Upon first login, you will be asked to create a new password. Please follow the **minimum password requirements** when creating your new password:

- a. 16 characters.
- b. 1 uppercase character.
- c. 1 number.
- d. 1 special character.



Golden 1
Credit Union

Welcome to
Golden 1 ConnectCA
Click here for [access instructions](#)

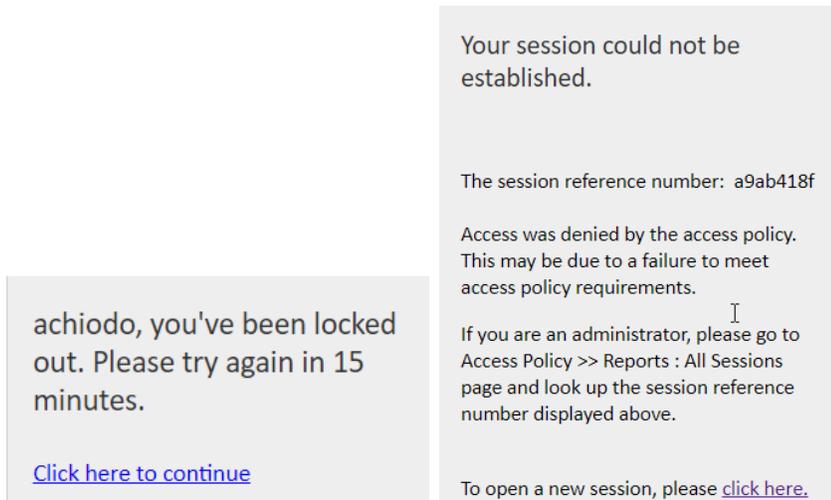
Username

Password

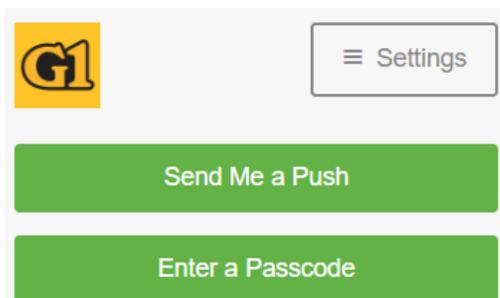
Logon

Note: If you enter your password incorrectly too many times, you will receive a lockout message (seen below) and need to use: <https://connectrl.golden1.com> to login.

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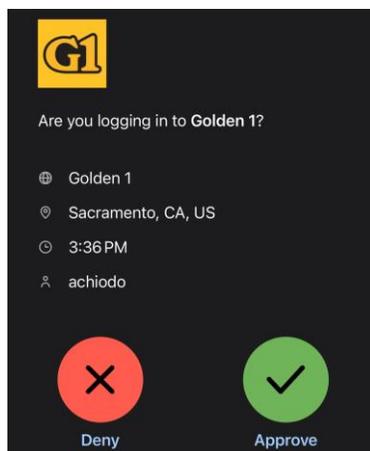


3. Once you have successfully logged in, you will see a screen asking for you to authenticate. To continue, click **"Send me a Push"** or **"Enter a Passcode."**



Note: You have 60 seconds to approve the connection or enter a 6-digit passcode

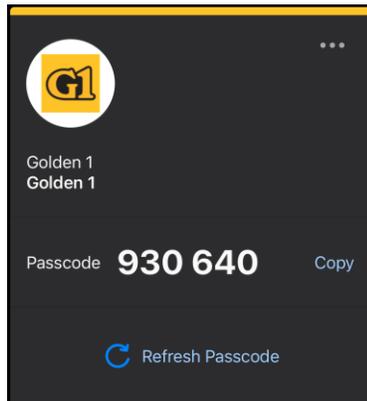
4. If you select **"Send Me a Push,"** you will get a notification on your mobile phone to approve or deny the connection. If this does not pop up automatically, launch the DUO app on your phone, and tap on the green bar at the top.



5. If you select **"Enter a Passcode,"** you can use the Duo mobile app or a hard token.

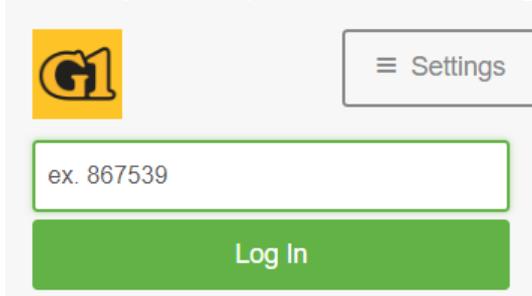
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- **DUO App (Soft Token):** Launch the Duo app on your phone, tap on the account for Golden 1, this will show your passcode.

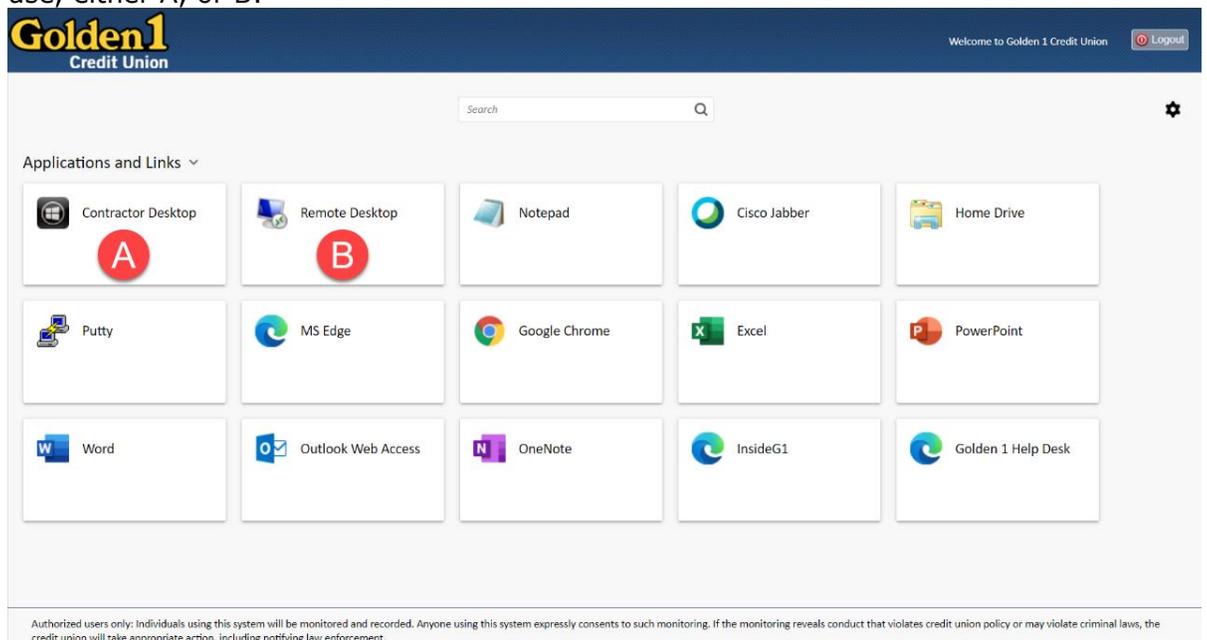


- **Users without the DUO App:** Please call the NOC Team and request a bypass code. They can be reached at (916) 732-2899 option 2.

6. Back on your computer, enter the 6-digit code (no spaces) and select Log In.



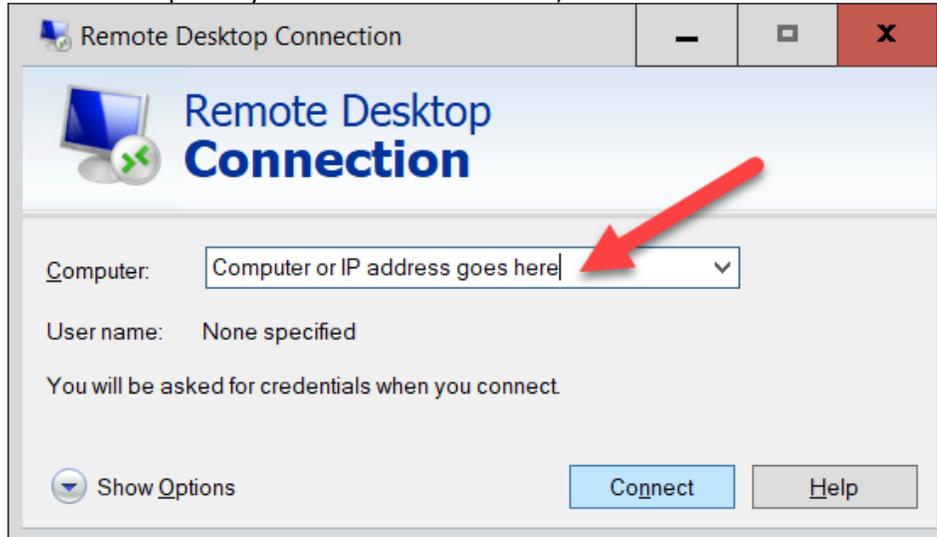
7. Once you get through with the Duo authentication, you will see the Applications and Links page. In your welcome e-mail, you will be instructed on which option to use, either A, or B:



If you are provided with a VM or Computer to remote into, use option B. Once selected, a **launch.ica** file will be downloaded. Open this to show the Remote Desktop Connection window and enter the IP Address, VM, or PC name of the

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remote computer you need to connect to, then hit connect.



If you run into any trouble, please call the IT Help Desk at 916-732-2899 option 1. They are open from: 7am-7pm PST Monday – Friday & 8:30am-5:00pm Saturday.