

Set up your device for SURE

For Windows devices*

There are two tasks that need to be completed in the setup process:

1. [Install your SSL Certificate](#)
2. Configure [Trusted Sites in Internet Options](#)

Optional: [Install Citrix desktop client](#)

Click each option above for detailed steps.

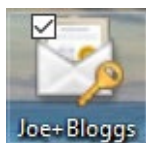
*Some of the setup steps may require administrative privileges on the workstation.
It is recommended that the installation be done with the assistance of IT support staff.*

* For instructions for macOS, please contact the SURE Support team.

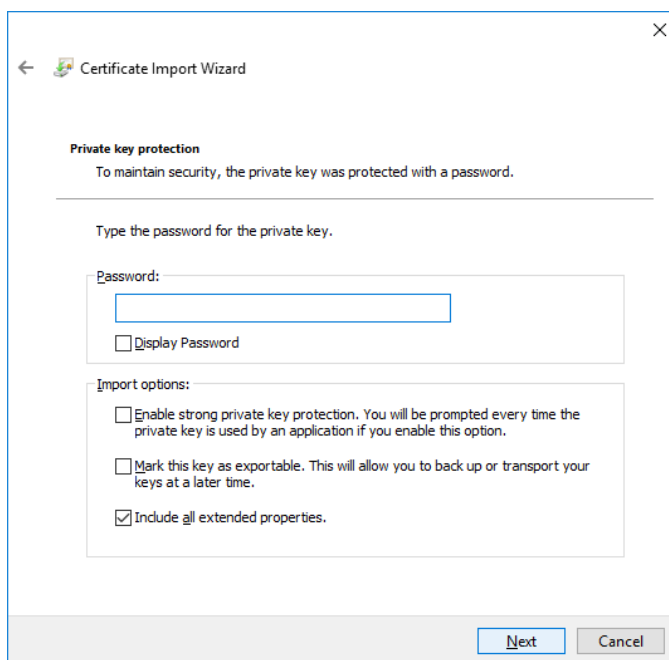
Install your SSL Certificate

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1. Save the certificate file to your device – we recommend saving it to your desktop for ease of access.
2. Double click on the certificate file to begin installation



3. Select Current User and click **Next**
4. Click **Next** again
5. Enter the **Certificate password** provided to you and click **Next**



6. Click **Next** again
7. Click **Finish**

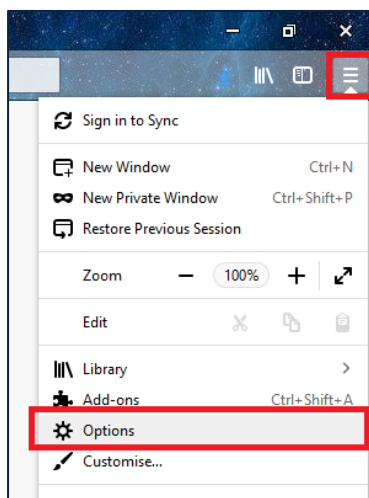
If you use **Firefox**, please also see [Import Certificate in Firefox.](#)

Import Certificate into Firefox

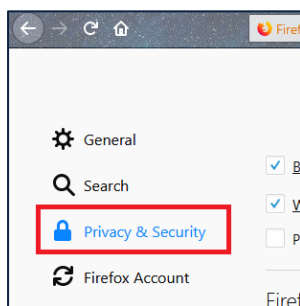
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To use SURE with Firefox, you will need to install your SSL Certificate on your device and also import the SSL Certificate into Firefox, in order to access the SURE Gateways.

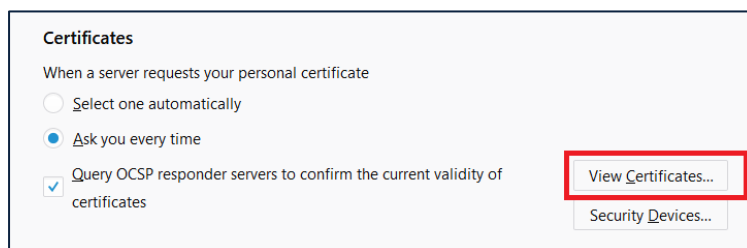
1. In Firefox, go to the Settings Menu and select **Options**



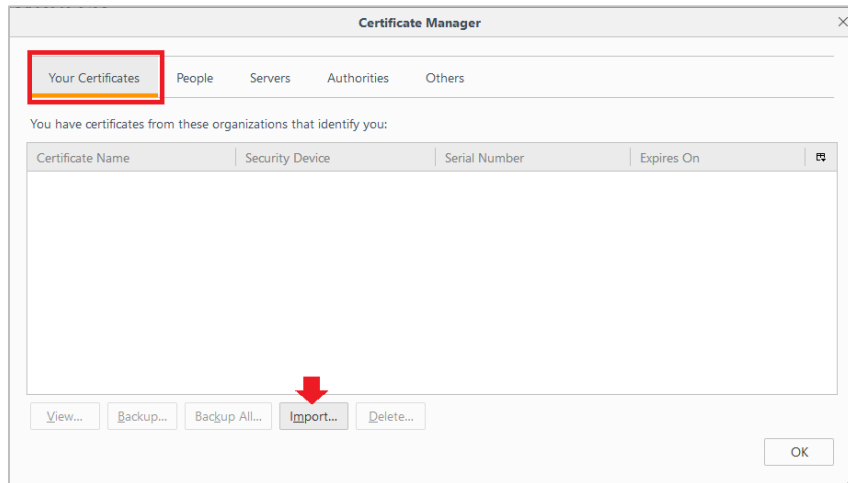
2. Select **Privacy & Security**



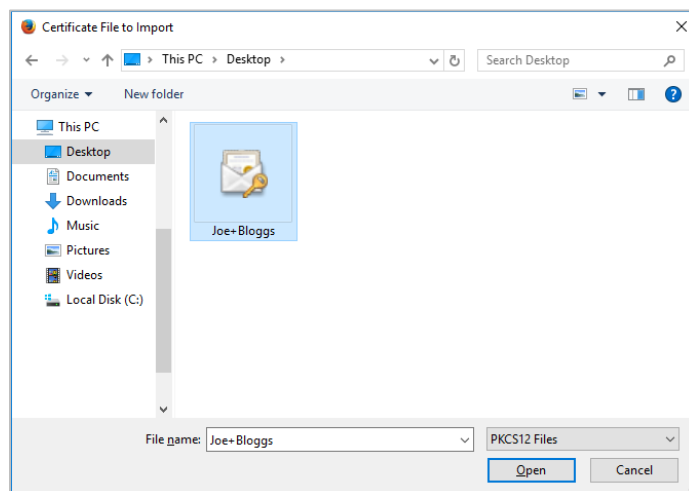
3. Scroll to the bottom of the Privacy & Security page and click **View Certificates**



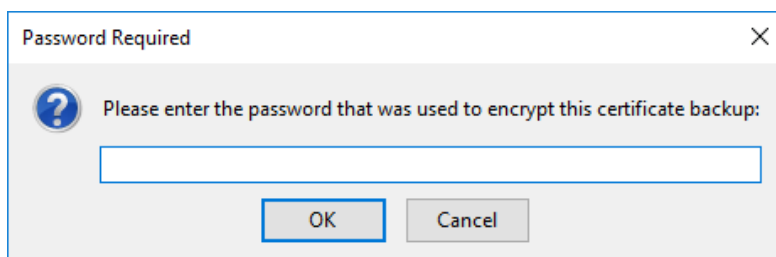
4. Under **Your Certificates**, click **Import**



5. Select the certificate file and click **Open**



6. Enter the certificate password and click **OK**



7. Click **OK**

Your certificate has been installed in Firefox.

Configure Trusted Sites

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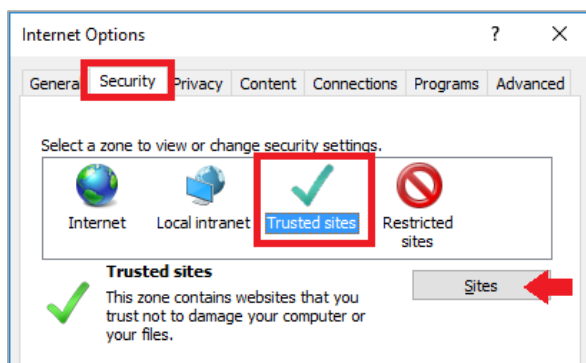
Your organisation may prevent you accessing these settings. If so, please contact your organisation's IT team to ask them to configure these settings for you.

1. Open **Internet Options** on your computer.

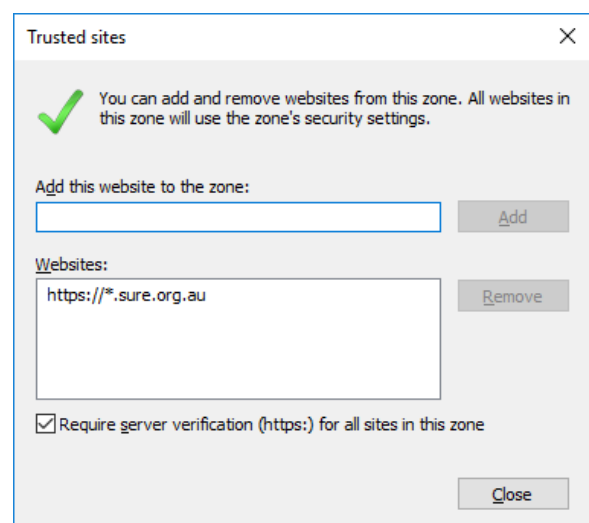
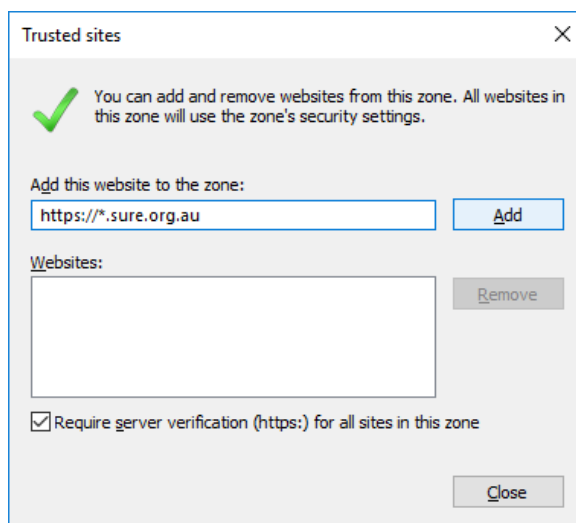
To access this you can:

- Search for **Internet Options** in your Windows/Start menu; or
- Copy and paste **Control Panel\All Control Panel Items\Internet Options** into the address bar in File Explorer

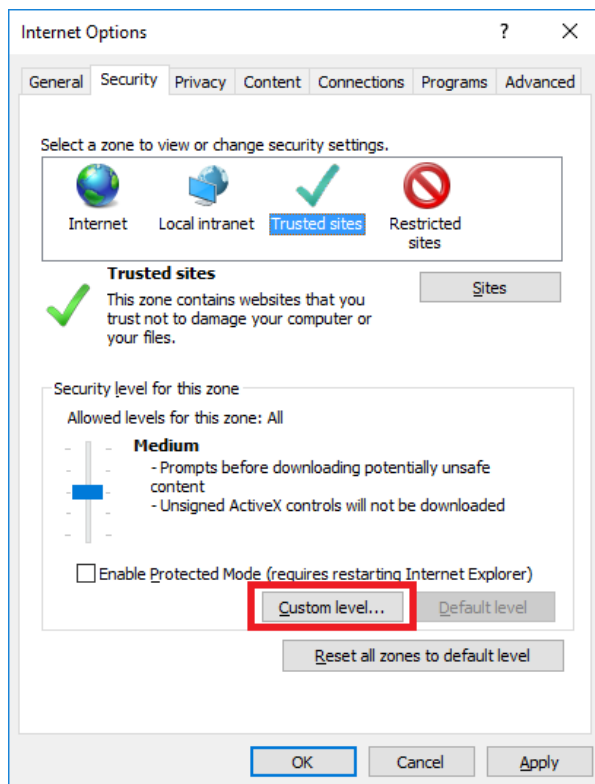
2. Click the **Security** tab and select the **Trusted Sites** zone. Click on the **Sites** button.



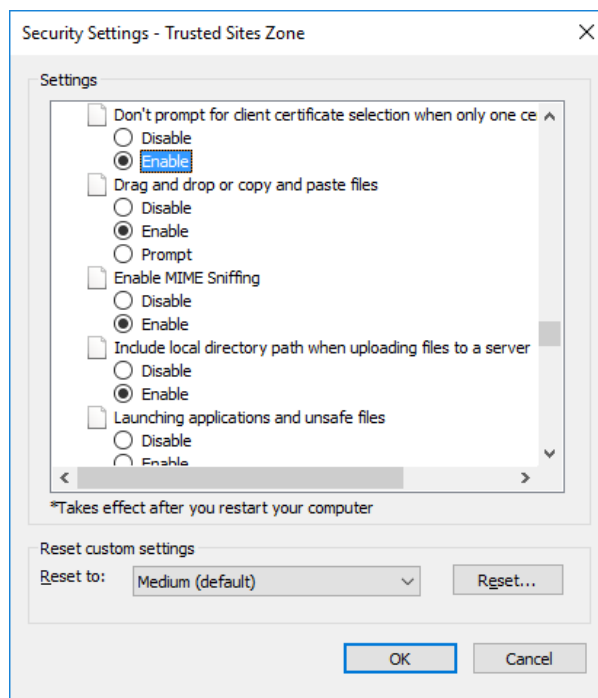
3. Type in https://*.sure.org.au and **Add**.



4. Click **Custom level**



5. Under the Miscellaneous category, scroll down to “Don’t prompt for client certificate selection when only one certificate is present” and select **Enable**. Click OK.



Install Citrix desktop client

SURE can be accessed:

- directly from any HTML5 compatible web browser; or
- via a Citrix desktop client such as Citrix Receiver or Citrix Workspace

About these options

1. Accessing SURE from within your browser (using HTML5)

SURE functionality is largely the same in a browser as it is when using a Citrix desktop client.

There is a known issue between the Citrix HTML5 offering and the Firefox browser, where particular keyboard inputs (including [and \) do not work. We recommend using [Google Chrome](#) for HTML5 if you regularly use these keys for coding or commands, or using one of the desktop clients.

2. Accessing SURE via Citrix Receiver / Citrix Workspace

If you are only accessing one SURE workspace, or all of your SURE workspaces are accessible from the new Access Gateway (<https://access.sure.org.au>), you can use [Citrix Workspace](#). SURE is also accessible using [Citrix Receiver version 4.9 LTSR](#) for Windows.