Citrix Access Control Service
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Get started

November 18, 2019

This page walks you through how to get started with onboarding and setting up the Access Control service for the first time. As an admin, you must set up authentication, configure access to SaaS apps, and specify the content access settings in Access Control service. Once the settings are complete, the end users can access the service from the Citrix Workspace app or the workspace URL.

System requirements

Operating systems support: Citrix Workspace app is supported on Windows 7, 8, 10, and Mac 10.11 and above.

Browser support: Access workspaces using Internet Explorer 11, or the latest versions of Edge, Chrome, Firefox, or Safari.

Citrix Workspace support: Access workspaces using Citrix Workspace for any of the desktop platforms (Windows, Mac).

How it works

Citrix Access Control helps IT and security admins to govern authorized end-user access to sanctioned SaaS and enterprise hosted web apps. User identities and attributes are used to determine access privileges and access control policies determine privileges that are required to perform operations. Once a user is authenticated, access control then authorizes the appropriate level of access and allowed actions associated with that user’s credentials.

Citrix Access Control combines elements of several Citrix Cloud services to deliver an integrated experience for end users and administrators.

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SaaS applications with built-in templates

November 5, 2019

Citrix presently supports the following SaaS apps and is continually adding support for more apps.

To configure and publish apps using a template, see SaaS apps configuration using a template.

- 15Five - Continuous performance management tool to coach employees.
- 10000ft - Project management tool to plan for growth.
- 4me - Service management tool for collaboration between internal, external, and outsourced teams.
- Abacus - Realtime expense reporting software.
- Absorb - Learning management tool.
- Accompa - Requirements management tool to build products.
- Adobe Captivate Prime - Learning management system to deliver personalized learning experiences across devices.
- Aha - Product roadmap and marketing planning tool to build products and launch campaigns.
- Alertops - Collaboration incident response tool to manage IT incidents.
- Allocadia - Marketing performance management tool to manage an organization’s marketing planning process.
- Anaplan - Planning tool to help organizations with decision making by connecting data, people, and plans.
- Andfrankly - Engagement tool to drive change in the workplace.
- Anodot - An AI platform that monitors times series data, detects anomalies and forecasts business performance in real time.
- AppFollow - Product management tool for accelerating global app growth and increasing customer loyalty.
- Assembla - Version control and source code management tool for software development.
- Automox - Patch management tool to track, control, and manage the patching process.
- Azendoo - Collaboration tool for teams to converse and collaborate.
- BambooHR - Human resources management tool to manage employee data.
- Bananatag - Tool to track and schedule emails, track files and create email templates
- Base CRM - Sales management tool to manage emails, phone calls, and notes.
• Beekeeper - Tool to integrate multiple operational systems and communication channels in one secure hub that is accessible from desktop and mobile devices.
• BitaBiZ - Absence and vacation planning and communication tool for leave and absence management.
• BlazeMeter - Testing suite.
• Blissbook - Policy management tool to create employee handbooks.
• Bluejeans - Video conferencing solution.
• Bold360 - Live chat tool for customer engagement.
• Bonusly - Employee recognition and reward management tool to recognize team contributions.
• Box - Content management and file sharing tool to manage, share and access your content.
• Branch - A mobile linking platform powering deep links and mobile.
• Brandfolder - Digital asset management tool to store and share digital assets.
• Breezy HR - Recruiting software and applicant tracking system.
• Buddy Punch - Time management tool to monitor employee attendance.
• Bugsnag - Monitoring tool to manage application stability and report errors and diagnostic data.
• Buildkite - Infrastructure tool for continuous integration software development.
• Bullseye Locations - Store locator tool to locate a store or dealer on a device.
• CA Flowdock - Collaboration tool for teams to converse and collaborate.
• CakeHR - Human resources management tool for attendance and performance management.
• Cardboard - Collaborative product planning tool to track disorganized information.
• Citrix Cedexis - Traffic management tool for large websites to leverage multivendor sourcing of data centers, cloud providers, and content delivery networks.
• CipherCloud - Platform that provides end-to-end data protection and advanced threat protection, and comprehensive compliance capabilities for enterprise embracing cloud-based applications.
• Celoxis - Project management tool to create project plans, automate work and collaborate.
• CircleHD - Training, learning, and collaboration tool to share videos and slides within the organization.
• Circonus - Data analytics and monitoring tool to deliver alerts, graphs, dashboards and machine-learning intelligence.
• Cisco Umbrella - Cloud security platform to provide the first line of defense against threats on the internet.
- ClearSlide - Sales engagement tool to let users share content and sales material for customer interaction.
- Cloudability - Cloud cost management platform to improve visibility, optimization, governance across cloud environments.
- CloudAMQP - Message queue tool to pass messages between processes and other systems.
- CloudCheckr - Cost management, security, reporting and analytics tool to help users optimize their AWS and Azure deployments.
- CloudMonix - Tool for cloud and on-premises resources monitoring and automation.
- CloudPassage - Visibility and continuous monitoring tool to reduce cyber risk and maintain compliance.
- CloudRanger - Tool to streamline your backups, disaster recovery and server control for AWS Cloud.
- Clubhouse - Project management tool for software development.
- Coggle - Mind mapping web application to create hierarchically structured documents, like a branching tree.
- Comm100 - Customer service software and communication tool for customer service professionals.
- Confluence - Content collaboration tool to help teams collaborate and share knowledge.
- ConceptShare - Proofing tool to deliver content faster, quicker, and cheaper.
- Concur - Travel and expense management tool to manage expenses on the go.
- ConnectWise Control - Business management tool to provide remote support and access.
- Contactzilla - Contact management tool to access up to date contact information.
- ContractSafe - Contract management tool to track, store, and manage contracts.
- Contentful - Software for content to create, manage, and distribute content to any platform.
- Convo - Team communication and collaboration tool for internal conversations.
- Copper - CRM tool.
- Cronitor - Monitoring tool for cron jobs.
- Crowdin - Solution that provides seamless and continuous localization for developers.
- Dashlane - Password management tool that also manages digital wallets.
- Declaree - Travel and expense management tool for business travel.
- Dell Boomi - Integration tool to connect cloud and on-premises applications and data.
• **DeskPro** - Help desk tool to facilitate ticket management, customer self-help, and customer feedback.

• **Deputy** - Workforce management tool for scheduling and tracking employees' time, tasks, and communication.

• **DigiCert** - Certificate management and troubleshooting tool for SSL certificates for websites.

• **dmarcian** - Email monitoring tool to filter spam, malware, and phishing.

• **DocuSign** - Online signature tool for different documents, such as insurance, medical, and real estate.

• **DOME9 ARC** - Security and compliance tool to manage public cloud environments.

• **Dropbox** - Cloud storage tool for secure file sharing and storage.

• **Duo** - Security tool to provide secure access to your applications.

• **Dynatrace** - Medical laboratory services.

• **Easy Projects** - Project Management tool.

• **Edapp** - Learning management tool for workspace learning.

• **EduBrite** - Learning management tool to create, deliver, and track training programs.

• **Ekarda** - Electronic card designing tool.

• **Envo** - Visitor management tool to manage people and packages.

• **Evernote** - Application for note taking, organizing, task lists, and archiving.

• **Expensify** - Expense management tool for expense report management, receipt tracking, and business travel.

• **ezeep** - Print infrastructure management tool to print from any device, any location to any printer in the Cloud.

• **EZOfficeInventory** - Inventory management tool to track all your assets and equipments.

• **EZRentOut** - Equipment rental tool to track equipment quality and availability.

• **Fastly** - Edge cloud platform to serve and secure applications closer to the users.

• **Favro** - Planning and collaboration tool for organizational flow.

• **Federated Directory** - Cross-company contact directory tool to search through the corporate address books of different companies.

• **Feeder**

• **Feedly** - News aggregation tool to compile news feeds from different sources.
• FileCloud - Software solution that provides a robust and secure file hosting and sharing platform for organizations.
• Fivetran - Tool to help analysts replicate data into a cloud warehouse.
• Flatter Files - Digital flat file cabinet for drawings and documents to provide a secure and simple way for providing access to content.
• Float - Resource planning tool for project scheduling and managing the teams’ utilization.
• Flock - Collaboration tool.
• Formstack - Online form builder and data collection tool.
• FOSSA - Automated open source license scanning and vulnerability management tools built natively into CI/CD.
• Freshdesk - Customer support tool to help support the needs of customers.
• Freshservice - IT help desk tool to simplify IT operations.
• FrontApp - Collaboration tool to manage all conversations in one place.
• Frontify - Platform to facilitate and streamline day-to-day branding, marketing and development operations.
• Fulcrum - Mobile data collection platform that allows you to easily build mobile forms and collect data.
• Fusebill - Billing management and recurring billing software.
• G-Suite - Set of intelligent apps to connect the people in your company.
• GetGuru - Revenue empowerment network to empower your revenue teams.
• GitBook - Tool to create and maintain your documentation.
• GitHub - Web-based hosting service for version control using Git for repositories hosted behind a corporate firewall.
• GitLab - A complete DevOps platform, delivered as a single application.
• GlassFrog - Software to Holacracy practice.
• GoodData - An embedded BI and analytics platform that provides fast, reliable, and easy to use analytics.
• GotoMeeting - Online meeting software with HD Video Conferencing capabilities.
• HackerRank - Provides competitive programming challenges for consumers and businesses.
• Happyfox - Online help desk software and web based support ticket system.
• Helpjuice - Knowledge management solution to create and maintain knowledge bases.
- **Help Scout** - Customer service software and knowledge base tool for customer service professionals.
- **Hellosign** - Esigning interface to enable signing from anywhere, at any time, on any device.
- **Helpdocs** - Knowledge base software to guide your users when they are stuck.
- **Honeybadger** - Exception, uptime, and check-in monitoring system in a single platform.
- **Harness** - Tool for continuous delivery and integration for Java, .NET apps in AWS, GCP, Azure, and Bare Metal.
- **HelpDocs** - Tool to create an authoritative knowledge base to guide your users when they’re stuck.
- **Helpmonks** - A collaborative email platform for team collaboration.
- **Hoshinplan** - Tool to visualize your strategic plans and track statuses in one canvas.
- **Hosted Graphite** - Tool to monitor your website, app, server, and container performance.
- **Humanity** - Online employee scheduling software to manages shifts, schedules, payroll, and time clocking.
- **Igloo** - Digital workplace and intranet solution provider to solve IT challenges across your organization.
- **iLobby** - Cloud-based visitor registration management solution.
- **Illumio** - Security system to prevent spread of breaches inside data center and cloud environments.
- **Image Relay** - Digital asset management and brand management software to securely organize and share digital files.
- **Informatica** - Tool for SaaS apps integration and a platform for developing and deploying custom integration services.
- **Intelligentcontract** - Contract management software.
- **iMeet Central** - Project management software for marketers, creative agencies, and enterprise businesses.
- **InteractGo** - Tool to measure real-time and historical data on system performance.
- **iQualify One** - Learning and management tool to delivers authentic learning experiences.
- **InsideView** - Data and intelligence solutions to solve sales, marketing, and other business challenges.
- **Insightly** - Cloud-based customer relationship management (CRM) and project management tools for small and medium size businesses.
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- **ITGlue** - Cloud-based IT documentation platform to help MSPs standardize documentation, create knowledge bases, manage passwords, and track devices.
- **Jitbit** - Help desk software and ticketing system to manage and track incoming support request emails as well as their associated tickets.

**JupiterOne** - Software platform to create and manage your entire security process.
- **Kanbanize** - Online portfolio Kanban software for lean management.
- **Klipfolio** - Online dashboard platform for building powerful real-time business dashboards for your team or your clients.
- **Jira** - Tool to plan, track, and manage your issues and projects.
- **Kanban Tool** - Visual management software to improve your team performance and boost productivity.
- **Keeper Security** - Password manager and security software to protect your passwords and private information.
- **Kentik** - Tool to leverage big data for network and performance monitoring, DDoS protection, and real-time ad-hoc network flow analytics.
- **Kissflow** - Workflow tool and business process workflow management software to automate your workflow process.
- **KnowBe4** - Tool to provide security awareness training and simulated phishing.
- **KnowledgeOwl** - Knowledge base and authoring tool.
- **Kudos** - Retail, job, project and fulfilment process systems.
- **LaunchDarkly** - Feature management platform to enable dev and ops teams to control the feature lifecycle.
- **Lifesize** - Video conferencing solution.
- **Litmos** - Learning management system for employee training, customer training, compliance training, and partner training.
- **LiquidPlanner** - Online project management software for your business.
- **LeanKit** - Lean-based, enterprise process and work management software to help enterprises visualize work, optimize processes, and deliver faster.
- **LiveChat** - Live chat and help desk software for businesses.
- **LogDNA** - Tool to collect, monitor, parse, and analyze logs from all sources in one centralized logging tool.
- **Mango** - Team collaboration software to consolidate and streamline siloed applications into one single platform.
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- **Manuscript** - A writing tool to help you plan, edit, and share your work.
- **Marketo** - Automation software to help marketing teams master the art and science of digital marketing.
- **Matomo** - Web analytics platform that evaluates the entire user-journey of everyone who visits the website.
- **Meisterplan** - Software that helps organizations create project portfolios.
- **Mingle** - Agile project management and collaboration tool to provide a combined workplace for the entire team.
- **MojoHelpdesk** - Helpdesk software and ticketing system.
- **Monday** - Team management software to plan, track, and collaborate all your work in one tool.
- **Mixpanel** - System to track user interactions with web and mobile.
- **MuleSoft** - Integration software to connect SaaS and enterprise applications in the cloud and on-premise.
- **MyWebTimesheets** - Online time tracking system to track time spent on various projects/jobs/activities.
- **New Edge** - Secure application networking service for Hybrid IT.
- **NextTravel** - Corporate travel management software tool.
- **N2F** - Expense report management tool to manage your business and travel expenses.
- **New Relic** - Digital intelligence platform to measure and monitor the performance of applications and infrastructure.
- **Nmbrs** - Cloud HR and payroll software for businesses.
- **Nuclino** - Collaboration software to collaborate and share information in real-time.
- **Office365** - Microsoft’s cloud-based subscription service.
- **OfficeSpace** - Cloud-based platform that helps organizations allocate workspace.
- **OneDesk** - Project management and helpdesk software to connect with and support your customers.
- **OpsGenie** - Incident management platform for DevOps and IT Ops teams to streamline alerts and incident resolution processes.
- **Orginio** - Online organizational chart creation tool to visualize the organizational structure.
- **Oomnitza** - IT Asset Management platform solution to track and manage assets.
- **OpenEye** - Mobile app for viewing live and recorded videos on Apex recorder.
- **Oracle ERP Cloud** - Cloud-based software application suite to manages enterprise functions.
- **Pacific Timesheet** - Web-based timesheet tool for payroll, project hours, and expenses.
- **Pagerduty** - Digital operations management system.
- **PandaDoc** - A mobile app for iPhone users access to their documents, analytics, and dashboard directly on their mobile phones.
- **Panopta** - Infrastructure monitoring tool.
- **Panorama9** - Cloud-based IT management platform for enterprise network monitoring.
- **Papyrs** - Editor to design your own intranet pages.
- **ParkMyCloud** - Single-purpose SaaS tool to connects to AWS, Azure Services, or GCP.
- **Peakon** - Tool to measure and improve employee engagement.
- **People HR** - HR software system for all key HR functions.
- **Pingboard** - Tool to build organization charts for organizing teams and workforce planning.
- **Pigeonhole Live** - Interactive Q&A platform.
- **Pipedrive** - Sales CRM and pipeline management software.
- **PlanMyLeave** - Leave management system for managing and tracking employee's leave of absence.
- **PlayVox** - Customer service quality monitoring tool.
- **Podbean** - Podcast service provider.
- **Podio** - Web-based tool to organize team communication, business processes, data and content in project management workspaces.
- **POPin** - Crowd-solving platform and mobile app that operationalizes team engagement for problem-solving
- **Postman** - API development environment.
- **Prescreen** - Applicant tracking tool to publish job vacancies online and offline.
- **ProductBoard** - Product management tool.
- **ProdPad** - Product management software to develop product strategies.
- **Proto.io** - Application prototyping platform to create fully-interactive, high-fidelity prototypes.
- **Proxyclick** - Cloud-based visitor management solution to manage visitors, build their brand image, and ensure the security.
- **Pulumi** - Cloud native development platform for containers, serverless, infrastructure, and Kubernetes.
• PurelyHR - Leave management tool for accessing employee leave data.
• Promapp - Business process management (BPM) tool.
• Prescreen - Cloud-based applicant tracking system to publish job vacancies online and offline.
• QAComplete - Software test management tool.
• Qualaroo - Feedback tool to gain insights from customers.
• Quality Built, LLC - Insurance, financial, and construction industry for providing reliable and innovative Third Party Quality Assurance Services.
• Qubole - Self-service platform for Big Data analytics built on Amazon.
• Questetra BPM Suite - Web-based business process platform for routine workflows.
• QuestionPro - Online survey software to create surveys and questionnaires.
• Quandora - Question and answer based knowledge management solution.
• Quip - Collaborative productivity software suite for mobile and the Web.
• Rackspace - Managed cloud computing services.
• ReadCube - Tool for web, desktop, and mobile reference management.
• RealtimeBoard - Whiteboard Collaboration tool for organizations to collaborate beyond formats, tools, locations and time zones.
• Receptive - Tool to gather feedback from customers, teams, and the market at one place.
• Remedyforce - IT service management and help desk system.
• Retrace - Application performance management tool that provides bug tracking, data aggregation and automatic alerts.
• Robin - Workplace experience tools to schedule conference meeting rooms and desk bookings.
• Rollbar - Real-time error alerting and debugging tools for developers.
• Really Simple Systems - Cloud-based CRM software for small businesses to manage their sales and marketing.
• Reamaze - Customer support software to support, engage, and convert customers with chat, social, SMS, FAQ, and email on a single platform.
• Resource Guru - Resource management software to schedule people, equipment and other resources.
• Retrace - Application performance management to integrate code profiling, error tracking, application logs, and metrics.
• Roadmunk - Product roadmap software and roadmap tool to create product roadmaps.
Citrix Access Control Service

- **Runscope** - Tool to create, manage and execute functional API tests and monitors.
- **Salesforce** – CRM tool to manage customer contact information, integrate social media, and facilitate real-time customer collaboration.
- **SalesLoft** - Sales engagement platform for efficient and revenue-boosting sales
- **Salsify** - Product experience management (PX) platform.
- **Samanage** - Tool for IT service management.
- **Samepage** - Collaboration software to manage online projects.
- **Screencast-o-matic** – Tool to screencast and edit video.
- **ScreenSteps** – Tools to create visual documents centered on screen captures.
- **SendSafely** – Encryption platform for secure exchange of files and emails.
- **Sentry** - Open-source error tracking software.
- **ServiceDesk Plus** - Tool for IT service desk.
- **ServiceNow** - Cloud platform to create digital workflows.
- **SharePoint** – Collaborative platform used for document management and storage.
- **Shufflrr** - Presentation management tool to create, update, share, and broadcast presentations.
- **Sigma Computing** – Analytics tool to explore, analyze, and visualize data.
- **Signavio** – A business process modelling tool.
- **Skeddly** - Tool to automate AWS resources.
- **Skills Base** - Talent management tool to track and document employee's performance and skills.
- **Skypeprep** - Learning management system (LMS) to train customers and employees.
- **Slack** - Collaboration tool to communicate and share information.
- **Slemma** - Data analysis tool to create data reports from multiple data sets.
- **Sli.do** - Interaction tool for meetings, events, and conferences.
- **SmartDraw** - Diagram tool used to make flowcharts, organization charts, mind maps, project charts, and other business visuals.
- **SmarterU** - Learning management system (LMS) to train customers and employees.
- **Smartsheet** - Collaboration tool to assign tasks, track project process, manage calendars, and share documents.
- **SparkPost** - Email delivery service.
- **Split** - Bill splitting application.
• **Spoke** - Service desk tool to file service tickets.

• **Spotinst** - SaaS optimization platform that helps companies purchase and manage cloud infrastructure capacity.

• **SproutVideo** - Platform to host business videos.

• **Stackify** - Troubleshooting tool that provides support with a suite of tools including Prefix and Retrace.

• **StatusCast** - Hosted status page to keep your employees and customers aware about downtime and website maintenance.

• **StatusDashboard** - Communications platform for hosting status dashboards and broadcasting incident notifications to customers.

• **Status Hero** - Tool for tracking status updates and daily goals from your team.

• **Statushub** - Platform to host the service status page.

• **Statuspage** - Tool to communicate status and incidents.

• **SugarCRM** - CRM tool for sales-force automation, marketing campaigns, customer support, collaboration, Mobile CRM, Social CRM and reporting.

• **Sumologic** - Data analytics software to provide log management and analytics services.

• **Supermood** - HR platform to gather employee’s feedback in real-time.

• **Syncplicity** - Tool to share and synchronize files.

• **Tableau** - Tool to create interactive data visualization.

• **TalentLMS** - Learning management system (LMS) to facilitate online seminars, courses, and other training programs.

• **Tallie** – Tool to capture and upload receipts, generate expense reports, and customize expense details.

• **Targetprocess** - Agile project management software to Scrum, Kanban, SAFe and so on.

• **Teamphoria** - Software to provide real-time employee engagement metrics, employee reviews, and recognition.

• **TeamViewer** - Proprietary software application for remote control, desktop sharing, online meetings, web conferencing and file transfer between computers.

• **Tenable.io** - Tool that provides data to identify, investigate, and prioritize the remediation of vulnerabilities and misconfigurations in your IT environment.

• **Testable** - Tool to create behavioral experiments and surveys.

• **TestingBot** - Tool to provide various browser versions for live and automated testing.
• **TestFairy** - Mobile testing platform, to provide companies with video recordings, logs, and crash reports of mobile sessions.

• **TextExpander** - Communication tool to insert snippets of text from a repository of emails, and other content, as you type.

• **TextMagic** - Messaging service to connect with customers.

• **ThousandEyes** - Tool to monitor network infrastructure, troubleshoot application delivery, and map internet performance.

• **Thycotic Secret server** - Account management software tool to manage passwords.

• **TimeLive** – Tool to provide timesheets and track time.

• **Tinfoil Security** - Security solution software to check for vulnerabilities.

• **Trisotech** - Tool that allows customers to discover, model, analyze their digital enterprise.

• **Trumba** - Tool to publish online, interactive, calendars of events.

• **TwentyThree** - Video marketing platform to integrate and add videos to the marketing stack.

• **Twilio** - A developer platform for communications.

• **Ubersmith** - Business management software for usage-based billing, quoting, order management, infrastructure management, and help desk ticketing solutions.

• **Unifi** - Communication and collaboration software with voice, web collaboration, and video conferencing capabilities.

• **UPTRENDS** – Website monitoring solution to track website uptime and performance.

• **UserEcho** - Community forum tool that helps businesses manage customer feedback.

• **UserVoice** - Product feedback management software to enable businesses to make data-driven product decisions.

• **VALIMAIL** - Email authentication software to authenticate legitimate emails and block phishing attacks.

• **Veracode** - Source code analyzer and code scanner protect enterprises from cyber threats and application backdoors.

• **Velpic** - Learning management system (LMS) designed to streamline workplace training.

• **VictorOps** - Incident management software to provide DevOps observability, collaboration, and real-time alerting.

• **Vidizmo** - Enterprise live and on-demand video streaming software.

• **Visual Paradigm** - Visual modeling and diagramming online platform for team collaboration.

• **Vtiger** - CRM tool that enables sales, support, and marketing teams to organize and collaborate.
- **WaveMaker** – Software for building and running custom apps.
- **Weekdone** - Tool to create managers’ dashboard and team management service for companies.
- **Wepow** - Tool to connect recruiters, job candidates, and employers through mobile and video interviewing solution.
- **When I Work** - Tool for employee scheduling and time tracking.
- **WhosOnLocation** – Tool to track the flow of people through sites and zones.
- **Workable** - Applicant tracking system.
- **Workday** - Tool for financial management, human resources, and planning.
- **Workpath** - Tool to manage goals and performance of the organization.
- **Workplace** - Collaboration tool by Facebook to help employees communicate through familiar interface.
- **Workstars** - Platform for social and peer employee recognition programs.
- **Workteam** - Tool to track employee time and attendance.
- **Wrike** - Social project management and collaboration software.
- **XaitPorter** - Document co-authoring software for bids and proposals and other business documents.
- **Ximble** - Tool for employee scheduling and time tracking.
- **XMatters** - Collaboration platform with an alerting software that integrates with other tools creating seamless process and effective communication.
- **Yodeck** - Tool to manage screens remotely, through the web or mobile.
- **Zendesk** - Software to request for customer service and to log support tickets.
- **Ziflow** - Tool for creative production teams.
- **Zillable** – Collaboration platform with communication capabilities.
- **Zingtree** - A toolkit for creating interactive decision trees and troubleshooters.
- **Zivver** - Tool that allows secure email and file transfer from your familiar email program.
- **Zoho** - Business application suite.
- **Zoom** - Communication and collaboration software with voice, web collaboration, and video conferencing capabilities.
- **Zuora** - A subscription-based software that enables a company launch, manage, and transform into a subscription business.
Configure Citrix Access Control service

October 31, 2019

1. You must have a Citrix cloud account. For detailed instructions on how to proceed, see Sign up for Citrix Cloud.

2. You must have the Access Control service entitlement. On the Citrix Cloud screen, in the Available Services section, click Request Trial.

After you receive the service entitlement, the tile is available in My Services. Click Manage to access the service UI.

3. For your end users to use the workspace and access the apps, they must download and use the Citrix Workspace app or use the workspace URL. You must have a few SaaS apps published
to your workspace to test the access control solution. The Workspace app can be downloaded from https://www.citrix.com/downloads. In Find Downloads list, select Citrix Workspace app.

4. If you have an outbound firewall configured, ensure that access to the following domains is allowed.
   • *.cloud.com
   • *.nssvc.net
   • *.netscalergateway.net

More details are available at Cloud Connector Proxy and Firewall Configuration and Internet Connectivity Requirements.

Limitation: You can add only one Workspace account.

Admin settings

The following diagram shows the high-level steps to get started with Access Control service.

1. Set up end user authentication. You must first configure the user’s workspace with the organization’s preferred identity provider, which could be Citrix identity (a unique identity with Citrix Cloud), Active Directory, Active Directory and token, or Azure Active Directory. For information about the different authentication methods and how to select them, see Workspace configuration and Identity and access management.

2. Configure end user access to SaaS and virtual apps. For detailed steps to configure and publish SaaS apps, see Support for Software as a Service Apps.

3. Configure web filtering for internet access from SaaS apps. If you have added a SaaS app from the Citrix Gateway service, to return to the Access Control service, click the hamburger icon on the top left of the navigation pane. In My Services list, select Access Control. Click Configure content access settings.

Configure web filtering for internet access from SaaS apps

You are now ready to configure content access settings for your end users accessing the SaaS apps. For example, a link within a SaaS app could point to a malicious website. With content access settings, an administrator can take a specific website URL or a website category and allow access, block access, or redirect the request to a hosted, secure browser instance, helping to prevent browser-based attacks. For more information about secure browser service, see Secure Browser Standard Service documentation at Secure Browser Standard Service.
Note:
A paid Secured Browser Standard Service customer (organization) gets 5000 hours of use per year by default. For more hours, they need to buy secure browser add-on packs. You can track the usage of Secure Browser Service. For more information, see Monitor usage.

The following illustration explains the end user traffic flow.

When a request arrives, the following checks are performed, and corresponding actions are taken:

1. Does the request match the global allow list?
   a) If it matches, the user can access the requested website.
   b) If it does not match, website lists are checked.

2. Does the request match the configured website list?
   a) If it matches, the following sequence determines the action.
      i. Block
      ii. Redirect
      iii. Allow
   b) If it does not match, website categories are checked.

3. Does the request match the configured website category?
   a) If it matches, the following sequence determines the action.
      i. Block
      ii. Redirect
      iii. Allow
   b) If it does not match, the default action (ALLOW) is applied. The default action cannot be changed.

Perform the following steps to configure enhanced security settings.

1. Click Configure Content Access.

2. Configure website category filtering and/or website lists.

Configure website category filtering

Website categorization restricts user access to specific website categories. Administrators can select from a preset list or customize the categories depending on the deployment. The preset list enables organizations to filter web traffic by using a commercial categorization database. The auto-updating
Citrix Access Control Service

database classifies billions of websites into different categories, such as social networking, gambling, adult content, new media, and shopping. In addition to categorization, each website has a reputation score kept up-to-date based on the site’s historical risk profile. Presets are classified as strict, moderate, lenient, none, and custom. Administrators can tweak presets to add or remove website categories.

- Strict preset minimizes the risk of accessing unsecured or malicious websites. End users can still access websites with very low risk. Includes most business travel and social media websites.
- Moderate preset minimizes the risk while allowing additional categories with low probability of exposure from unsecure or malicious sites. Includes most business travel, leisure, and social media websites.
- Lenient preset maximizes access while still controlling risk from illegal and malicious websites.
- None preset allows all categories.
- Custom allows configuring custom filtering of categories.

Perform the following steps to configure website category filtering.

1. Enable Filter website categories.

2. Click Add in the respective section to block website categories, allow website categories, or redirect the user to a secure browser. For example, to block categories, in the blocked categories section, click Add.

3. Select the categories to block from the list and click Add.

4. To allow categories, in the allowed categories section, click Add. Select the categories to allow from the list and click Add.

5. To redirect users to a secure browser, in the redirected to secure browser categories section, click Add. Select the categories from the list and click Add.

6. Click Save.

Configure website lists filtering

The website list feature enables you to control access to specific websites. You can use wildcards, such as *.example.com/*, to control access to all the domains in that website and all the pages within that domain.

Perform the following steps to configure website lists filtering.

1. Enable Filter website list. Click Add in the respective section to block websites, allow websites, or redirect the user to a secure browser. For example, to block websites, in the blocked categories section, click Add.

2. Enter a website that users cannot access and click Add.
3. To allow websites, in the allowed websites section, click **Add**. Enter the website that users can access and click **Add**.

4. To redirect users to a secure browser, in the redirected to secure browser websites section, click **Add**. Enter a website that end users can access only from a Citrix hosted browser and click **Add**.

5. Click **Save** for the changes to take effect.

### Manage Citrix Access Control service settings

October 23, 2019

You can modify the enhanced security settings for end users at any time depending on your requirement.

1. On the Get Started page, click **Configure Content Access**.

2. On the Manage tab, in the Content Access Configuration page, click **Edit**.
3. Click the trash can for the category or the website that you want to delete.

4. Click **Add** to block, allow, or redirect to a secure browser a website category or website.

5. Click **Save** for the changes to take effect.

**Launch a configured app - end user workflow**

October 23, 2019

As an end user, you must do the following:

1. Download the Citrix Workspace app from [https://www.citrix.com/downloads](https://www.citrix.com/downloads). In **Find Downloads** list, select **Citrix Workspace app**.
2. Log on and search for your SaaS apps. Click the app to launch it.

You can now use the SaaS app from within the Citrix Workspace app or from the Citrix Workspace web portal.

Depending on the admin configured settings, your SaaS apps open by using the browser engine within the Workspace app or you are redirected to a secure browser.

The following diagram shows the high-level flow for the Citrix Workspace app.

The following diagram shows the high-level flow for the Citrix Workspace web portal.

Available categories list for Citrix Access Control service

October 31, 2019

Categories restrict user access to specific websites and website categories. Enterprise customers can filter web traffic by using a commercial categorization database that is available in the Access Control
service. This database has a very large number of URLs classified into different categories, such as social networking, gambling, adult content, new media, and shopping. When you select categories to add, block, or redirect to a secure browser, advanced policies are created internally to filter your traffic.

For example, you might want to block access to dangerous sites, such as sites known to be infected with malware. You might want to selectively restrict access to content, such as adult content or entertainment streaming media for enterprise users.

List of third party categories and category groups:

- **Adult**
  - Adult/Porn
  - Nudity
  - Sexual Services
  - Adult Search/Links
  - Illegal Activities
  - Dating
  - Grotesque
  - Adult Magazine/News
  - Fetish
  - Sexual Expression (text)
  - Sex Education
- **Business & Industry**
  - Swimsuits & Lingerie
  - Business & Industry
  - Translators
  - Auctions
  - Shopping/Retail
  - Real Estate
  - IT Online Shopping
  - Side Business
  - Smoking
  - Alcoholic Products
  - Automotive
  - Business & Commercial
  - Ringtones
  - Emoticons
  - Mobile Operators
  - Agriculture
  - Associations/Trade Groups/Unions
  - Books/ebooks
Citrix Access Control Service

- Piracy & Copyright Theft
- Transport Service & Freight

• Computing & Internet
  - Advertisements/Banners
  - Computing & Internet
  - Mobile Apps & Publishers
  - Content Delivery Networks & Infrastructure
  - Hosting Sites
  - Parked Domains
  - DDNS

• Downloads
  - Downloads
  - Program Downloads
  - Storage Services
  - Mobile App Stores

• Email
  - Web-based Mail
  - E-Mail Subscriptions

• Finance
  - Market Rates
  - Online Trading
  - Insurance
  - Financial Products

• Gambling
  - Gambling in general
  - Lottery
  - Sweepstakes/Prizes

• Health
  - Health
  - Hate

• Illegal/Harmful
  - Illegal Activities
  - Illegal Drugs
  - Medication
  - Marijuana
  - Terrorism/Extremists
  - Weapons
  - Hate/Slander
  - Violence/Suicide
Citrix Access Control Service

- Advocacy in general

• Jobs & Resumes
  - LinkedIn
  - LinkedIn: Updates
  - LinkedIn: Mail
  - LinkedIn: Connections
  - LinkedIn: Jobs
  - Employment
  - Career Advancement

• Malware & SPAM
  - Hacking/Cracking
  - Malware
  - Malicious and Dangerous
  - SPAM
  - Spyware
  - Botnets
  - Infected Sites
  - Phishing Sites
  - Keyloggers
  - Mobile Malware
  - BOT Phone Home

• Messaging/Chat/Telephony
  - Web based Chat
  - Instant Messages
  - Internet Telephony
  - Military
  - SMS $ Mobile Telephony Services

• News/Entertainment/Society
  - Online games
  - Games
  - Personal Web Pages/Blogs
  - Personal Web Pages/Blogs
  - Streaming Media
  - Special Events
  - Popular Topics
  - Drinking
  - Sexual Expression(text)
  - Costume Play/Enjoyment
  - Occult
- Home & Family
- Professional Sports
- Sports in general
- Life Events
- Travel & Tourism
- Public Agency Tourism
- Public Transit
- Accommodations
- Music
- Horoscope/Astrology/Fortune Telling
- Entertainer/Celebrity
- Dining/Gourmet
- Entertainment/Venues/Activities
- Traditional Religions
- Religions
- Politics
- News
- Education
- Government
- Military
- Recreation & Hobbies
- Reference
- Kids Sites
- Arts & Cultural Events
- Philanthropy & Non-Profit Organizations
- Fashion & Beauty
- No Content
- Unsupported URL
- Law
- Local Communities
- Miscellaneous
- Online Magazines
- Pets/Veterinarian
- Recycling/Environment
- Science
- Society & Culture
- Photography & Film
- Museums & History
- eLearning
- Wordpress
  - Wordpress: Posting
  - Wordpress: Upload
- Private IP Address
  - Private IP Addresses
- Peer-to-Peer/Torrents
  - Peer to Peer/Torrents
- Remote Proxies
  - Remote Proxies
- Search
  - Search Engine Caches
  - Ask.fm
  - Ask.fm: Ask
  - Ask.fm: Answer
  - Search Engines & Portals
- Social Networking
  - Social Networks in General
  - Facebook
    - Facebook: Posting
    - Facebook: Commenting
    - Facebook: Friends
    - Facebook: Photo Upload
    - Facebook: Events
    - Facebook: Apps
    - Facebook: Chat
    - Facebook: Questions
    - Facebook: Video Upload
    - Facebook: Groups
    - Facebook: Games
    - Twitter
      - Twitter: Posting
      - Twitter: Mail
      - Twitter: Follow
    - YouTube
      - YouTube: Commenting
      - YouTube: Video Upload
      - YouTube: Sharing
    - Instagram
      - Instagram: Upload
Use case: Configure an access policy to allow selective access to apps

October 23, 2019

Some organizations want to restrict access to web based email or social networking sites, as a policy, for security or other reasons. To configure this, they can select strict preset in the website filter categories. Strict preset minimizes the risk of accessing unsecured or malicious websites. End users can still access websites with very low risk.

If your organization policy mandates strict preset, but wants to allow selective access to apps that are not productivity related, but are required for social interaction, follow these steps to configure settings in the Access Control service. In the following configuration, strict preset is selected, but is customized so that access to facebook groups is allowed, and access to instagram is through a secure
browser.

1. Log on to Citrix Cloud.
2. On the Access Control tile, click Manage.
3. Click Configure Content Access.
4. Enable Filter website categories.
5. Select Strict Preset.

6. In the allowed categories section, click Add. In Add Categories, select Facebook Groups. Click Add.

7. In the redirected to secure browser categories section, click Add. In Add Categories, select Instagram. Click Add.
8. Your settings appear in the allowed and redirect categories. Click **Save**.

**Validation**

To validate your configuration, you can publish a SaaS app for [https://www.google.com](https://www.google.com) with single sign-on disabled and have some users subscribed to the app.

- Launch the SaaS app from Citrix Workspace app (or Citrix Workspace web).
- After the app opens, search for facebook, and click the link returned in the search. You should see the app launch.
- Search for Instagram, and click the link returned in the search. You should see the app launch in a secure browser.
Citrix Access Control Service

- Search for any URL in the blocked category, and click the link returned. You should get access denied.

Monitor user activity and manage settings with analytics

November 5, 2019

Access Control service collates and presents information on the activities of users, such as, websites visited, and the bandwidth spent. It also reports bandwidth use and detected threats, such as malware and phishing sites. You can use these key metrics to monitor your network and take corrective actions.

Analytics tab

Access Control service provides four dashboards on the Analytics tab: User Security Dashboard, App Security Dashboard, User Operations Dashboard, and App Operations Dashboard. These dashboards display multiple sections that summarize the websites or applications accessed from the enterprise network, and also the activities performed by the users in the network.

The Manage tab on the dashboard page provides information on the filtered website lists and website categories.

The following sections provide more information about each of the dashboards.

User security

The domains accessed by the users in your network are categorized based on the URL categorization configuration in the Access Control service. The User Security dashboard summarizes the number of risky domains accessed and the volume of data uploaded and downloaded by the users in your network.

To access the User Security dashboard, from the Analytics tab, click User Security.
For the selected timeframe, in the **User Access Summary** section, the dashboard provides an overview of the number of malicious domains, Dangerous domains, Unknown domains, clean domains, and blocked URLs accessed by the users in your network and also the trend in accessing these domains by the users.

The widgets are represented based on the reputation score of the domains accessed by the user. The reputation score for the domains are assigned based on the URL categorization configuration in the Access Control service. The widgets are represented as follows:

<table>
<thead>
<tr>
<th>Widgets</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malicious Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 4.</td>
</tr>
</tbody>
</table>
### Widgets Details

<table>
<thead>
<tr>
<th>Widget</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dangerous Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 3.</td>
</tr>
<tr>
<td>Unknown Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 2.</td>
</tr>
<tr>
<td>Clear Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 1.</td>
</tr>
<tr>
<td>Blocked URL</td>
<td>Shows the number of the domains or URLs blocked by the Access Control service.</td>
</tr>
</tbody>
</table>

### Top Risky Users by Access

In the **Top Risky Users by Access** section, the dashboard provides the details of top users who have accessed the URLs or domains that are categorized as malicious or dangerous by the Access Control service. It provides the user account name, the number of risky domains accessed by the user, and the total number of domains accessed by the user.
You can click **More Details** to view the complete list of users who have accessed the risky domains.

### Top Risky Users by Data Download Volume

In the **Top Risky Users by Data Download Volume** section, the dashboard provides the details of the top users who have uploaded or
downloaded large volume of data from the domains that are categorized as malicious or dangerous by the Access Control service. It provides the user account name; the volume of data uploaded or downloaded by the user from the risky domains.

You can click More Details to view the complete list of users who have uploaded or downloaded data from the risky domains.
App security

The **App Security** dashboard summarizes the details of the domains, URLs, and apps accessed by users in your network. To access the **App Security** dashboard, from the **Analytics** tab, click **App Security**.
For the selected timeframe, in the **App Access Summary** section, the dashboard provides an overview of the number of malicious domains, Dangerous domains, Unknown domains, and clean domains accessed by users in your network. It also provides the volume of data uploaded or downloaded from the risky domains.
Top risky domains by access

The **Top Risky Domains by Access** section provides details about the malicious or dangerous domains that were more accessed by the users in your network. It provides details such as:

- The URL of the risky domain.
- The category to which the domain has been categorized by Access Control.
- The action taken by the Access Control service to mitigate the risk.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the risky domain for the selected timeframe.
You can click More Details to view the complete list of malicious or dangerous domains that were accessed by the users in your network.
The Top Risky Domains by Data Download Volume section, provides details about the top malicious or dangerous domains from which data was downloaded by users. The details are sorted by highest to lowest data volume. It provides details such as:

- The URL of the risky domain.
- The category to which the domain has been categorized by Access Control.
- The volume of data downloaded by users from the risky domain, with the increase in trend of the amount of data downloaded from the risky domain for the selected timeframe.

You can click More Details to view the complete list of malicious or dangerous domains that were accessed by the users in your network.
The TopRiskyCategories by Access section, provides details of the category of domains that were accessed highest number of time by the users in your network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the risky domain for the selected timeframe.
- The number of transactions by users on the risky domain, with the increase in trend of the number of transactions by users on the risky domain for the selected timeframe.
- The number of transactions blocked by the Access Control service.
You can click More Details to view the complete list of malicious or dangerous domains that were accessed by the users in your network.
Top risky categories by data download volume

The **Top Risky Categories by Data Download Volume** section, provides details of the category of domains from which highest amount of data was uploaded or downloaded by the users in the network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The total volume of data uploaded or downloaded from the domain by users in your network.
- The amount of data downloaded from the domain by users.
- The amount of data uploaded to the domain by users.
You can click **More Details** to view the complete details amount of data uploaded or downloaded by the user from the domains.
The User Operations dashboard provides an overview of the total number of domains accessed by users in your network. It also provides the amount of data uploaded to or downloaded from the domains. To access the User Operations dashboard, from the Analytics tab, click User Operations.
Top users by transactions

The Top Users by Transactions section lists the transactions performed by a user while accessing different domain categories and also specifies the number of transactions blocked for each user. It provides details such as:

- The name of the user.
- The number of transactions performed by the user while accessing different domain categories.
- The total number of domains accessed by the user.
- The number of transactions blocked by the Access Control service.
You can click **More Details** to view the complete details about the user transactions.

### Top Users by Transactions

<table>
<thead>
<tr>
<th>USER</th>
<th>RISKY ACCESS</th>
<th>ALL ACCESS</th>
<th>BLOCK</th>
</tr>
</thead>
<tbody>
<tr>
<td>citritehrushikesp</td>
<td>379</td>
<td>3.2K</td>
<td>72</td>
</tr>
<tr>
<td>citriteanilb</td>
<td>0</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>citritesantoshs</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>citriteharshc</td>
<td>0</td>
<td>60</td>
<td>0</td>
</tr>
<tr>
<td>citritesoujanyar</td>
<td>0</td>
<td>22</td>
<td>0</td>
</tr>
</tbody>
</table>

### Top users by data download volume
The **Top Users by Data Download Volume** section, provides details of the top users who have uploaded data to or downloaded data from the domains. It provides details such as:

- The name of the user.
- The total volume of data uploaded to and downloaded from the domain by the user.
- The amount of data downloaded from the domain by the user.
- The amount of data uploaded to the domain by the user.

You can click **More Details** to view the complete details about the user transactions.
App operations

The **App Operations** dashboard provides an overview of the total number of domains accessed by users in your network. It also provides the amount of data uploaded to or downloaded from the domains. To access the **App Operations** dashboard, from the **Analytics** tab, click **App Operations**.
For the selected timeframe, the dashboard provides an overview of the number of domains accessed by users in your network. It also provides the volume of data uploaded to or downloaded from the domains.
**Top domains by access**

The **Top Domains by Access** section provides details about the domains that were more accessed by the users in your network. It provides details such as:

- The URL of the domain.
- The category to which the domain has been categorized by Access Control.
- The action taken by the Access Control service to mitigate the risk.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the domain for the selected timeframe.

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>CATEGORY</th>
<th>ACTION</th>
<th>USER</th>
</tr>
</thead>
<tbody>
<tr>
<td>config.netscalergatewaysta...</td>
<td>Others</td>
<td>ALLOW</td>
<td>6 +6</td>
</tr>
<tr>
<td>citrite--sso--c.cs13.content.f...</td>
<td>Computing and</td>
<td>ALLOW</td>
<td>2 +2</td>
</tr>
<tr>
<td></td>
<td>Computing a...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>cdn3.optimizely.com</td>
<td>Business and In...</td>
<td>ALLOW</td>
<td>1 +1</td>
</tr>
<tr>
<td></td>
<td>Business and ...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>cdn.optimizely.com</td>
<td>Business and In...</td>
<td>ALLOW</td>
<td>1 +1</td>
</tr>
<tr>
<td></td>
<td>Business and ...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>login.salesforce.com</td>
<td>Business and In...</td>
<td>ALLOW</td>
<td>1 +1</td>
</tr>
<tr>
<td></td>
<td>Business and ...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You can click **More Details** to view the complete list of domains that were accessed by the users in your network.
The TopDomainsbyDataDownloadVolume section provides details about the top domains from which data was downloaded by users.

The details are sorted by highest to lowest data volume. It provides details such as:

- The URL of the domain.
- The category to which the domain has been categorized by Access Control.
- The volume of data downloaded by users from the domain, with the increase in trend of the amount of data downloaded from the domain for the selected timeframe.
You can click More Details to view the complete list of domains that were accessed by the users in your network.
Top categories by access

The Top Categories by Access section, provides details of the category of domains that were accessed highest number of time by the users in your network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the domain for the selected timeframe.
- The number of transactions by users on the risky domain, with the increase in trend of the number of transactions by users on the domain for the selected timeframe.
- The number of transactions blocked by the Access Control service.

You can click More Details to view the complete list of domains that were accessed by the users in your network.
Top categories by data download volume

The **Top Risky Categories by Data Download Volume** section, provides details of the category of domains from which highest amount of data was upload or downloaded by the users in the network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The total volume of data uploaded or downloaded from the domain by users in your network.
- The amount of data downloaded from the domain by users.
- The amount of data uploaded to the domain by users.
You can click **More Details** to view the complete details amount of data uploaded or downloaded by the user from the domains.
Manage tab

The dashboard on the Manage tab provides information on the blocked websites, allowed websites, and websites that redirects users to a secure browser.

For more details, see Configure web filtering for internet access from SaaS apps.

Delivering SaaS and web apps through StoreFront

October 31, 2019

With Citrix Cloud and the Access Control Sync for StoreFront utility, you can employ enhanced security and web-filtering policies for these apps to protect your users and network from malware and data leaks. Users access their StoreFront store as usual to launch the SaaS and Web apps that you have configured in Citrix Cloud. For more information see Access control for SaaS and Web apps in StoreFront.