MIT is currently in the process of transitioning from the legacy CCure security system (both CCure 800 and CCure 9000) to MIT’s Unified Security Platform – Genetec. As we transition buildings and doors from CCure to Genetec, please continue to use the current CCure system to manage your door access clearance, regardless of whether the door has been transitioned to Genetec. All changes in CCure will be automatically transferred to the new system regularly.

For now, as we transition from CCure to Genetec, the ability for Gatekeepers to lock/unlock doors, control elevator access, or schedule events is not yet available. These features will be available soon. During this transition period, please contact the IS&T Campus Safety and Security (CSSO) team by creating a Physical Security Work Order request here.

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What is CCURE?

CCURE is an application, launched via Citrix (citrixapps.mit.edu), that allows a Gatekeeper to grant or revoke a person's access to a building, to lock and unlock doors, schedule events, and to control elevator access. Using CCURE, a Gatekeeper activates a person's MIT ID card, granting them permission to access a building or specific doors.

Gatekeepers

A Gatekeeper is a person in a DLC assigned with granting and revoking card access, locking and unlocking doors, scheduling events, and controlling elevator access. To become a Gatekeeper, you must be set up by the IS&T Campus Safety & Security (CSSO) team.

The CSSO team will grant access and give the new Gatekeeper a CCURE password. This password is different from the Kerberos password. A Kerberos ID and Kerberos password are used to access Citrix; from there, the Gatekeeper will select the appropriate CCURE applications and log in using their Kerberos ID and CCURE password.

Accessing CCURE

To access CCURE, you must have Citrix installed on your computer. To install Citrix, you must have administrative privileges to your machine. Instructions for installing and launching Citrix can be found at http://kb.mit.edu/confluence/x/ACZB

Log into Citrix

If you do not have Citrix Receiver installed on your computer, the first time you go to the website, Citrix will attempt to install it for you. Whereas this might seem expedient, it is preferable to go to the software grid and follow the link "Obtain from vendor." Allowing Citrix to do it automatically could result in a loop.

If you are logging in from off campus, you must first connect to the VPN with duo, before logging into Citrix. See http://kb.mit.edu/confluence/x/6QPn for information on how to install and launch the VPN.

1. To log into Citrix, go to “http://citrix.mit.edu” (it automatically resolves to citrixapps.mit.edu) and log in using your Kerberos ID and password.
2. Once logged into Citrix, you will arrive at what is called Citrix Storefront. Select the CCURE folder:

![Citrix Storefront]

3. The folder opens, displaying the two CCURE app icons:

![CCURE app icons]

4. Select the appropriate icon for the tasks you wish to perform:
   a. CCURE 800 Admin is used for the tasks of looking someone up, granting and revoking building access (aka Clearances), and running a list of users with a particular clearance.
   b. CCURE 800 Monitoring is used for locking and unlocking doors, scheduling an event and controlling elevator access.

5. After you double-click to launch one of the CCURE applications, you will need to authenticate with Duo. (This is true even if you have already authenticated with Duo for the VPN.)

![Duo authentication]

You may need to minimize the CCURE Starting... pop-up if the Duo Security pop-up is covered.

6. Enter push, phone, or sms and click OK to continue the process.
   a. Push
When you enter **push** Duo will send a Login Request to the Duo app on your mobile device.

b. **Phone**

c. **SMS**
When you enter "sms" Duo will send your mobile device a code or codes which you will enter back on the CCURE log in screen.

⚠️ If you click Cancel on the Duo Security pop-up you will see one of the following screens. Click the Cancel button or the arrow in the circle and launch the CCURE app again. If the problem persists, reinitiate Citrix and launch Citrix again.
Finally, you can now log in to the CCURE application. This time, use your Kerberos ID and the CCURE password that you set up with the Security and Emergency Management Office.

**Best Practices**

- Gatekeepers should periodically review who has what clearance and remove clearances for individuals where they are no longer appropriate.
- If you need to grant privileges for a list of individuals, you can forward this list to the IS&T Campus Safety & Security (CSSO) team and they can perform the task for you.
- It is possible to bundle multiple doors into a clearance and remove or redo old, possibly out-of-date clearances. The CSSO team can assist you with this task.

**Have Questions or Still Need Help?**

- The Service Desk can assist users in launching CCure via Citrix. Contact the IS&T Service Desk
- Beyond that, questions about CCURE should be directed to the CSSO team by creating a Physical Security Work Order request at http://ist.mit.edu/campus-safety.