

# Web App Gateway

Login Process and Troubleshooting

UserGuide

## Overview

This article provides the steps on how to connect to the Virtusa network via 'Web App Gateway' and self-troubleshooting steps to fix application issues.

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## 1) Pre-Requisites

You should be registered for Multi-Factor Authentication (MFA) to access Web App Gateway. If you haven't registered yet, go to [login.virtusa.com](https://login.virtusa.com) and click on 'Register Now' to complete your registration. You may refer the MFA 'How-to-guide' for assistance.

### LOGIN

Remote access to Virtusa

#### Web Access

Connect remotely to corporate apps without VPN \*

Enter Time

View E-mails

View Other Apps

Connect remotely to all corporate apps \*

(This feature will soon be deprecated)

Web App Gateway · [Help & troubleshoot](#)

\*If you have been issued a Virtusa machine, [access applications directly](#).

#### Manage My Account

##### Register for Multi-Factor Authentication (MFA)

This enables self-service password reset and secure application access.

Register Now

[How-to guide](#)

##### Reset your password or unlock your account

Reset forgotten or expired password, and unlock your account following unsuccessful login attempts (for MFA registered users only).

Reset / Unlock

#### Mobile Access

##### Get all apps on Company Portal

Enroll on the Bring Your Own Device (BYOD) program for all Virtusa apps.

Install Microsoft Teams if you are working remotely so that you can be reached regarding your support requests.

#GoMobile

For support, go to [Anytime ServiceDesk](#), and raise a ticket

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## 2) Login Process

Step 1: Go to [login.virtusa.com](https://login.virtusa.com) and click on 'Web App Gateway'

**LOG[IN]**  
Remote access to Virtusa

**Web Access**

Connect remotely to corporate apps without VPN \*

- Enter Time
- View E-mails
- View Other Apps

Connect remotely to all corporate apps \*  
(This feature will soon be deprecated)

**Web App Gateway** [Help & troubleshoot](#)

\*If you have been issued a Virtusa machine, access applications directly.

**Manage My Account**

- Register for Multi-Factor Authentication (MFA)**  
This enables self-service password reset and secure application access.  
[Register Now](#) [How-to guide](#)
- Reset your password or unlock your account**  
Reset forgotten or expired password, and unlock your account following unsuccessful login attempts (for MFA registered users only).  
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**Mobile Access**

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Step 2: Enter your Virtusa email and click on 'Next'

**virtusa**

**Sign in**

someone@example.com

[Can't access your account?](#)

[Sign-in options](#)

**Next**

Step 3: Enter your email password and click on 'Sign in'



The screenshot shows the virtusa login page. At the top is the 'virtusa' logo. Below it is the heading 'Enter password'. There is a password input field with a masked password of ten dots and a toggle icon for visibility. Below the input field is a link that says 'Forgot my password'. At the bottom right, there is a blue button with the text 'Sign in' highlighted by a red rectangular border.

Step 4: You will be directed to the One Time Password (OTP) page. The 'Phone-text' method will be used as the default method for verification as configured on the Self-service portal. Enter the 6-digit numeric code received on your cell phone and click on 'Verify' to proceed.



The screenshot shows the virtusa OTP verification page. At the top is the 'virtusa' logo. Below it is the heading 'Enter code'. A message with a speech bubble icon says: 'We texted your phone +XX XXXXXXXX84. Please enter the code to sign in.' Below this is a text input field labeled 'Code'. Underneath the input field is a link that says 'Having trouble? Sign in another way'. At the bottom left, there is a link that says 'More information'. At the bottom right, there is a blue button with the text 'Verify' highlighted by a red rectangular border.



Note: You will be directed to the Web App Gateway Bookmarks page.



Note: Do not forget to sign out once you are done with the VPN session.



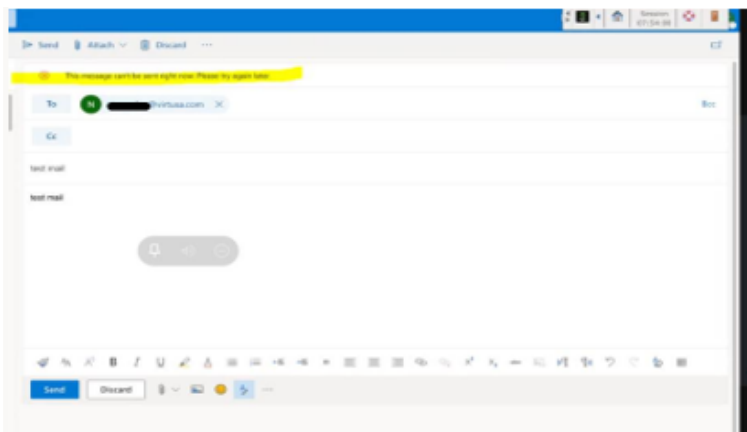
### 3) Troubleshooting

#### Identified Issues

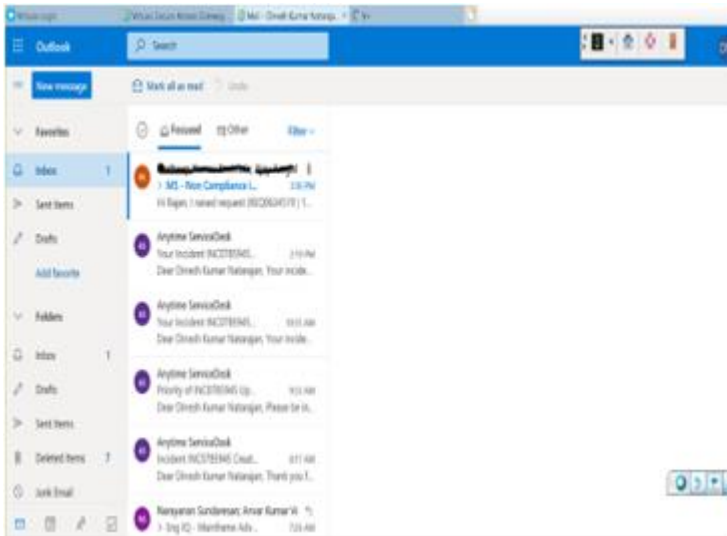
1. O365 mail in Web App Gateway - “Your Message can't be displayed right now”



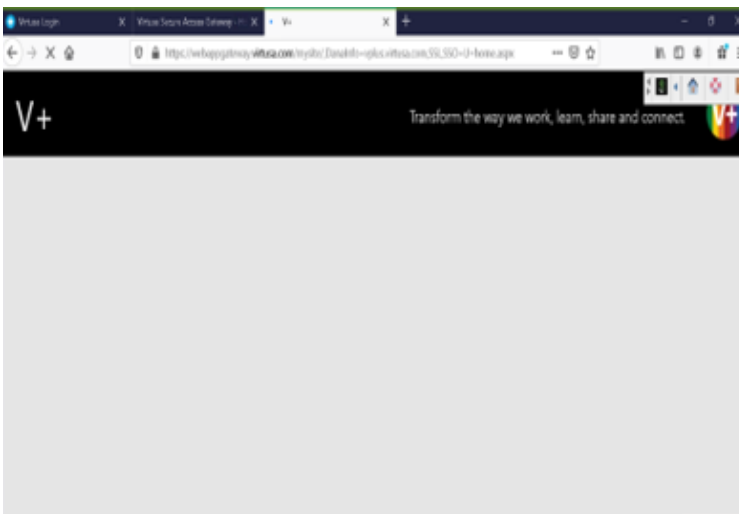
2. O365 Web mail - “The message can't be sent right now, please try again later”



3. O365 Web mail – The page is not loading after selecting any mail

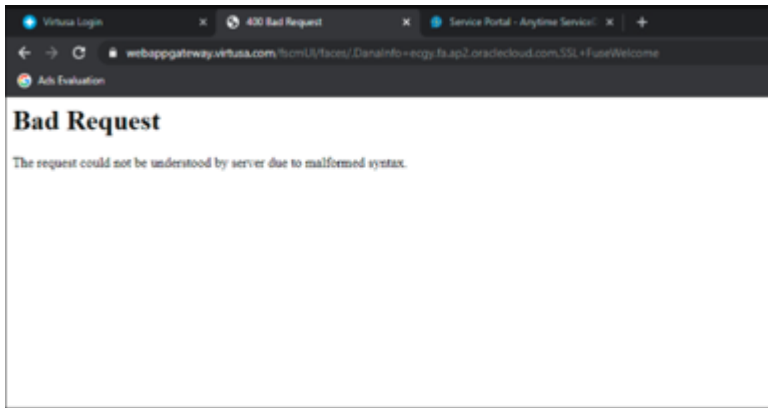


4. Vplus/ Velocity5/ Velocity in Web App Gateway - The pages are not loading when selected





## 5. 'Bad Request' error



## 6. 'Cannot Resolve the host' error



### Self-troubleshooting steps

We recommend that you use Internet Explorer or Firefox browsers to connect to Web App Gateway and its applications, as issues reported from these browsers are very less.

#### **Step 1: Clear browsing history, cookies and cache**

Click [here](#) to learn how to clear browsing history on Chrome.

Click [here](#) to learn how to clear browsing history on Internet Explorer.

Click [here](#) to learn how to clear browsing history on Edge.

Click [here](#) to learn how to clear browsing history on Firefox.

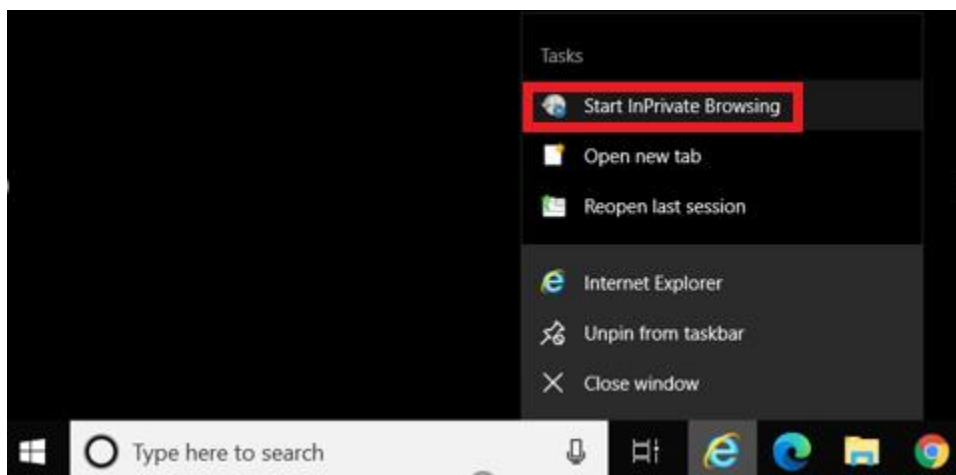
Click [here](#) to learn how to clear browsing history on Safari.

#### **Step 2: Try Incognito Mode**

To open an Incognito window on Chrome/ Edge/ Safari, use the keyboard shortcut **Ctrl+Shift+N** (Windows) or **Command+Shift+N** (macOS).

To open an Incognito window on Firefox, use the keyboard shortcut **Ctrl+Shift+P** (Windows) or **Command+Shift+P** (macOS).

To open an Incognito window on Internet Explorer, right click on the Internet Explorer icon on your desktop or task bar and select '**Start InPrivate Browsing**'.



### **Step 3: Add Extensions on Chrome**

If you are still facing issues with Chrome, please add the below URL 'Disable Content-Security-Policy' extension on Chrome and try Incognito Mode.

<https://chrome.google.com/webstore/detail/disable-content-security/ieelmcmcagommpfceebfedjlakhpden?hl=en>

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If the issues persist even after self-troubleshooting, please reach out to [Anytime ServiceDesk](#) for support.

