



Transforming lives

DSHS Citrix Remote and Hosted Application Service External Guide

Revision History

Revision	Change Description	Updated By	Date
1.0	Original	DSHS ET Infrastructure Apps & Remote Access Team	10/18/2018
2.0	Icon Update	DSHS ET Infrastructure Apps & Remote Access Team	11/28/2018

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Introduction

The DSHS Citrix Remote and Hosted Application Service environment is a multiple server web-based approach to offering a variety of enterprise applications to staff who have an intranet or Internet connection to the DSHS network. It delivers desktop applications to authorized users and contractors after authentication to the DSHS Citrix Remote and Hosted Application Service environment.

This user guide is focused on the process of establishing access to the DSHS Citrix Remote and Hosted Application Service system by installing, initiating and implementing the Citrix Receiver LTSR software on each authorized user(s) work or home computer, logging in through the Staff Access page, the Citrix Receiver or your Mobile Device.

This user guide is not intended to assist with any functions within the Microsoft Office Suite or departmental applications. Instead, it gets you to the point where the applications are available and operational via DSHS Citrix Remote and Hosted Application Service system.

Citrix Access Methods

There are three ways to access the DSHS Citrix Remote and Hosted Application Service environment. You can access the Citrix Application(s) through the (1) Citrix Receiver Application, (2) [DSHS Staff Access page](#), and (3) through your Mobile Device.

Customer Experience Expectations

Descriptions below highlights some of the basic functionality of the DSHS Citrix Remote and Hosted Application Service environment.

Printing via Citrix

If you have a functioning printer at home, you will be able to print from the DSHS Citrix Remote and Hosted Application Service Application.

Note: If you experience print issues, contact your local IT.


Access Method	Printing Capability
External (from home or other location)	Available

Hard Drive Availability – Saving Capabilities

You can save your documents while working in Citrix. Where you save your document may vary depending on where you are connecting from. See table below for details.

***If a records request is received by DSHS, Citrix Home Drives should be included in your search to be responsive to DSHS Public Records and Discovery requests.**

Access Method	Local Drive (C:\)	Citrix Home Drive	Mapped Drive	USB
External (from home or other location)	Not Available	Available ^{1,2}	Available ^{1,2}	Not Available

¹DSHS Home Drive and DSHS network drives are not mapped automatically. You will need to map home and network drives manually to be saved to your Citrix profile by using Windows Explorer “”. This should only need to be done one time unless a DSHS Citrix user profile needs to be reset.

²Alternatively to a DSHS Citrix user having to manually map home and network drives, the DSHS Administration local IT can contact and collaborate with DSHS ET Citrix Team to incorporate home and network drives in a Windows Active Directory Logon Script.

Saving in Citrix from Home or Remote Location

You can access and save your documents while working in Citrix from your home or remote location. If you are working from the home or a remote location, you will be able to save to the following drives:




- [Citrix Home Drive](#)
- [Any Drive you have mapped from home or remote location](#)

You will **not** be able to access or save to the following drives while working from home or remote location.

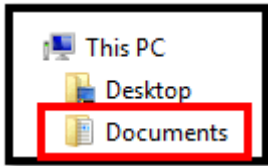
- C:\
- USB

How to save to your Citrix Home Drive from home or remote location

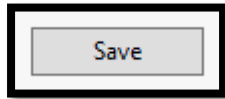
When you access and save your documents in Citrix, you can save to your Citrix home drive. See the example below on how to save a Word document to the “**Documents**” folder on your Citrix home drive.

1. In Word, click “ File ” 
2. Click “ Save ” 
3. Double Click “ This PC ” 

4. Under “This PC”, select the “**D**ocuments” folder.




5. Click “**S**ave”, your document is now saved in your Citrix home drive.



How to save to your Mapped Drive from home or remote location

When you save your documents in Citrix, you can save to any mapped drive. See the example below on how to save to a mapped (H:\) drive. Your Citrix mapped drive may not be the same drive letter you have mapped from your work PC.

Prerequisite – Mapped drives from your home PC must be established using Windows Explorer “” or a Windows Active Directory Logon Script (contact your local IT for assistance).

1. In Word, click “**F**ile”



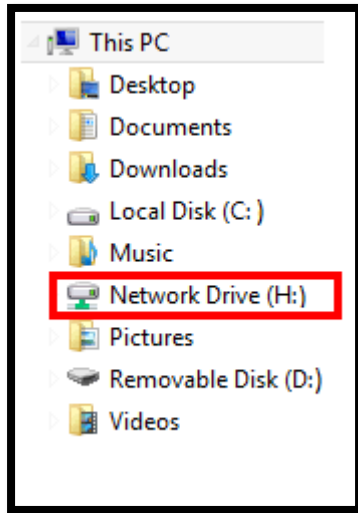
2. Click “**S**ave”



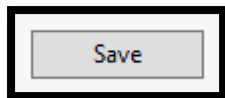
3. Double Click “**T**his PC”



4. Under “This PC”, select the “**Network Drive (H:)**” folder. You may have a different drive letter.








5. Click “**Save**”, your document is now saved in your previously mapped drive.



Applications available to all Citrix users

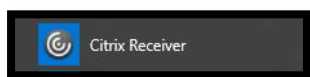
All Citrix users have applications that are available by default. The table below shows what applications are available to all users at login. Any additional application(s) access will be granted by the Administration local IT.

Applications	Application Icons
MS Office 2016	
Chrome	
Enterprise Vault Search	
Windows Explorer	
Internet Explorer 11	

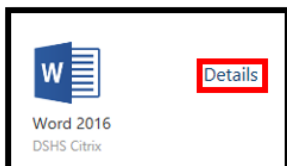
Setting Favorites

Citrix now has the ability to set any application(s) as a favorite. This enables the ability to quickly access application(s) that have been tagged as a favorite. Once application(s) are set as a favorite, a folder named DSHS Citrix will appear in your Start Menu with a link to your favorited application, as well as show up on the favorites tab in Citrix. Launching the application from the DSHS Citrix folder will initiate your Citrix session. Below is an example of setting Word as a favorite.

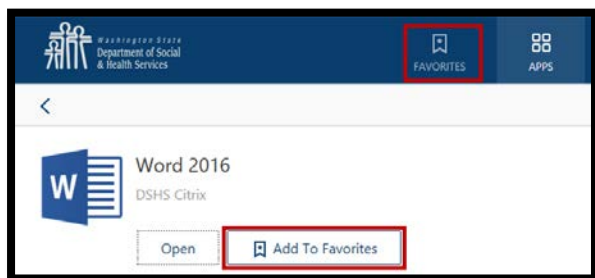
1. In the Start Menu, **“Open Citrix Receiver”**.



2. Locate Word in the user's Apps, click **“Details”**.

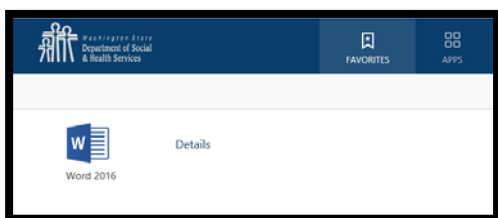


3. Select **“Add To Favorites”**, click the **“Favorites”** Tab to view your favorites.

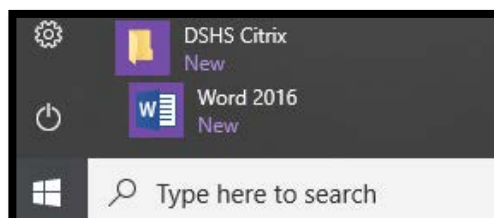


Microsoft Word will be available in your Favorites Tab. In addition, any app in your favorites will be available in the Start Menu under the folder “DSHS Citrix”.

Favorites Tab:



Start Menu:



Enterprise Vault (URL)

The Enterprise Vault is not available within Outlook. You will need to access the Enterprise Vault through the Enterprise Vault Search application icon in the Citrix Apps Tab.

Enterprise Vault Search



Skype for Business

Skype for Business is available through DSHS Citrix Remote and Hosted Application Service. You will need to install a Citrix Skype Add-on tool on the device. Below are the links for installing the Skype add-on tool:

- [Citrix Skype Add-on for Windows](#)
- [Citrix Skype Add-on for Mac](#)
- [Citrix Skype Add-on for Linux](#)

Prerequisites

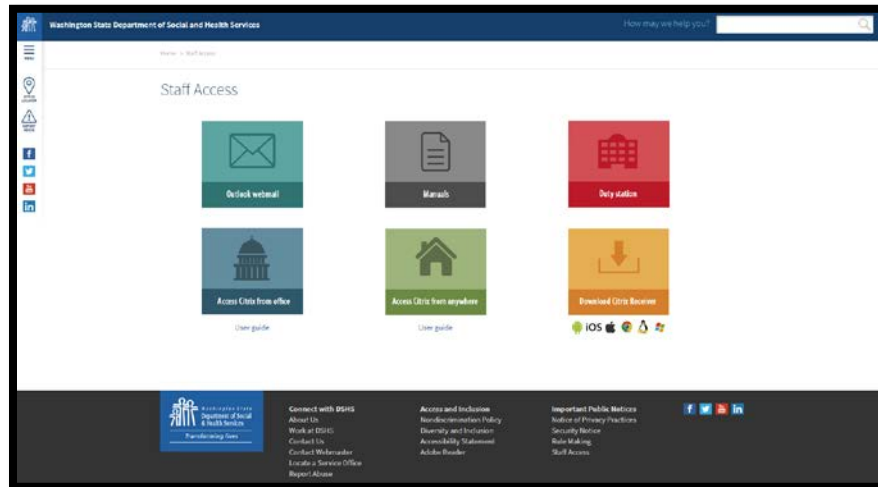
RSA Token	An RSA multi-factor token (also known as two-factor token) is required to connect to DSHS Citrix Remote and Hosted Application Service from anywhere outside the WA State Governmental Network (SGN).Three types of multi-factor tokens are available for DSHS employees: (1) RSA Token Software, (2) RSA Token Hardware, or (3) RSA Mobile Token. DSHS employees must be provided an RSA Token from WaTech via their local IT.									
Citrix Receiver LTSR	<p>You are responsible for installing the Citrix Receiver LTSR on your home machine (or personally-owned mobile device). The Citrix Receiver LTSR is required on your remote/home PC to connect to DSHS Citrix Remote and Hosted Application Service. You can download the Citrix Receiver LTSR application at home from the DSHS Staff Access (https://www.dshs.wa.gov/staff-access)</p> <p>If you have issues with your Citrix Receiver at home, contact your Local IT.</p>									
Compatibility Matrix	<table><tr><th>Operating system</th></tr><tr><td>Windows 10</td></tr><tr><td>Windows 8.1, 32-bit and 64-bit editions</td></tr><tr><td>Windows 7, 32-bit and 64-bit editions</td></tr><tr><th>Browser</th></tr><tr><td>Internet Explorer 11 and above</td></tr><tr><td>Latest Google Chrome</td></tr><tr><td>Latest Mozilla Firefox</td></tr><tr><td>Microsoft Edge</td></tr></table>	Operating system	Windows 10	Windows 8.1, 32-bit and 64-bit editions	Windows 7, 32-bit and 64-bit editions	Browser	Internet Explorer 11 and above	Latest Google Chrome	Latest Mozilla Firefox	Microsoft Edge
Operating system										
Windows 10										
Windows 8.1, 32-bit and 64-bit editions										
Windows 7, 32-bit and 64-bit editions										
Browser										
Internet Explorer 11 and above										
Latest Google Chrome										
Latest Mozilla Firefox										
Microsoft Edge										
Skype For Business	<p>Skype for Business is available through DSHS Citrix Remote and Hosted Application Service. You will need to install a Citrix Skype Add-on tool on your home device. Below are the links for installing the Skype add-on tool:</p> <ul style="list-style-type: none">• Citrix Skype Add-on for Windows• Citrix Skype Add-on for Mac• Citrix Skype Add-on for Linux									

Receiver Information

How to install Citrix Receiver LTSR at Home

The following instructions explain how to install Citrix Receiver LTSR at home for the first time. You will need to make sure you have all the [Prerequisites](#) before you can start this process.

1. Open up a web browser and navigate to [DSHS Staff Access](https://www.dshs.wa.gov/staff-access) (<https://www.dshs.wa.gov/staff-access>)

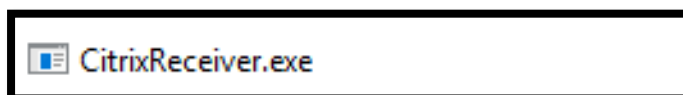


2. Choose the Citrix Receiver Download link that applies to your home PC.

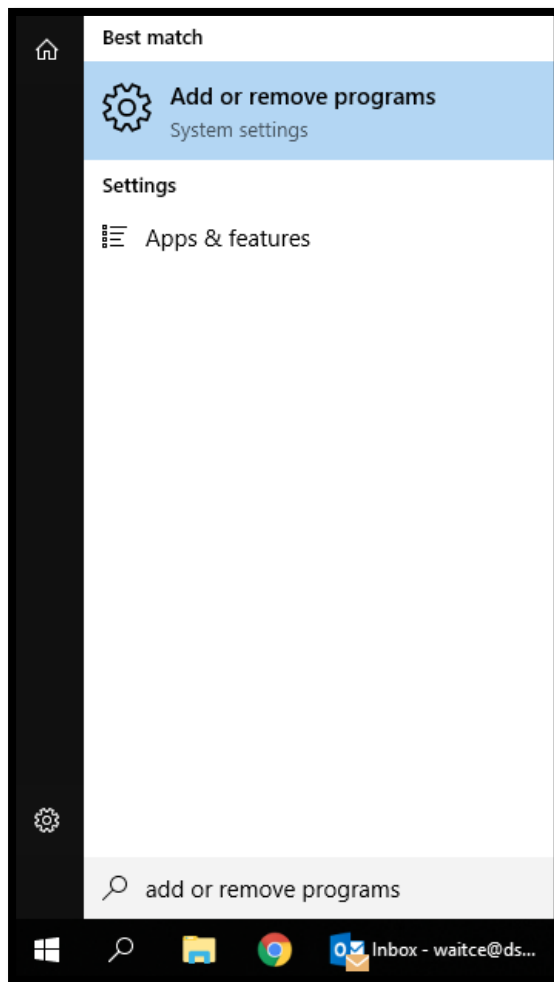


-  = Android iOS
-  = MAC iOS
- iOS** = iPhone/iPad OS
-  = Chrome OS
-  = Linux OS
-  = Windows OS

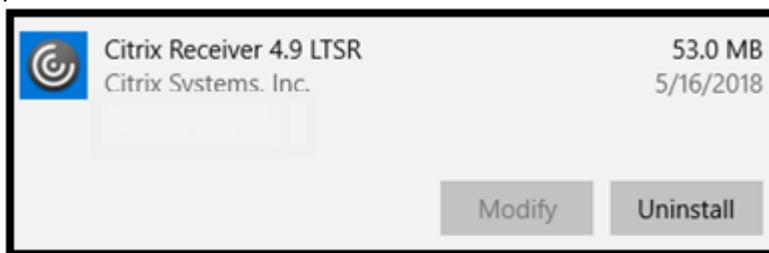
3. Run “**CitrixReceiver.exe**” from your download folder to install Citrix Receiver.
NOTE: Once CitrixReceiver.exe is ran, please wait **5 minutes**. The installation is silent and will configure the tool in the background of the Citrix Receiver installation.



4. To confirm that Citrix Receiver LTSR has been installed, search for “**Add or Remove Programs**” in the start menu.



5. You should see **Citrix Receiver LTSR** installed. If you do not see Citrix Receiver LTSR, contact your Local IT.



6. When the installation is complete, in the Start Menu, “**Open Citrix Receiver**”.



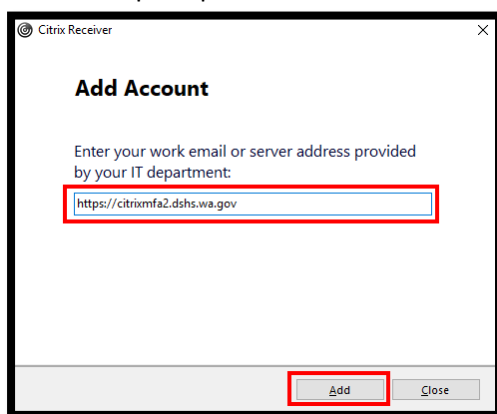
First time logging into Citrix from Home

The following instructions explain how to log into Citrix from home for the first time (Externally). You will need to make sure you have all the [Prerequisites](#) before you can start this process.

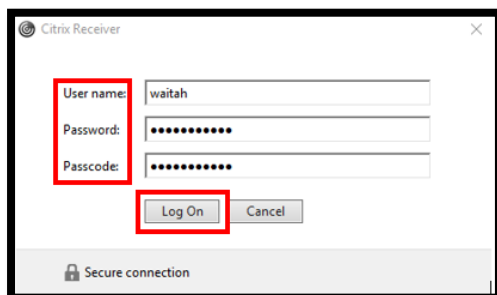
1. In the Start Menu, **“Open Citrix Receiver”**.



2. You will be prompted to Add Account. Enter: **https://citrixmfa2.dshs.wa.gov** Click **“Add”**.

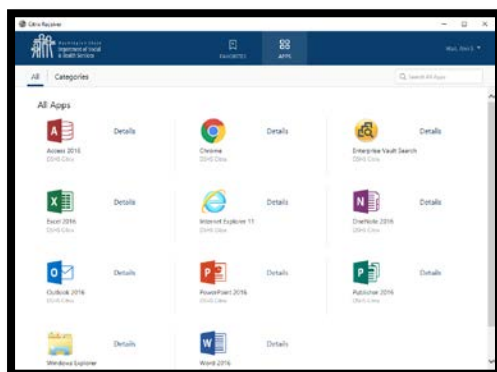


3. Enter your DSHS Username, Password, and Passcode click **“Log On”**.



***Passcode:** Your Passcode is found using the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, contact your local IT.

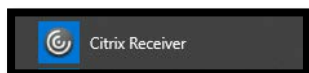
4. You will now see all of the DSHS Citrix Remote and Hosted Applications that are available to you. If your Citrix applications are missing, contact your Local IT.



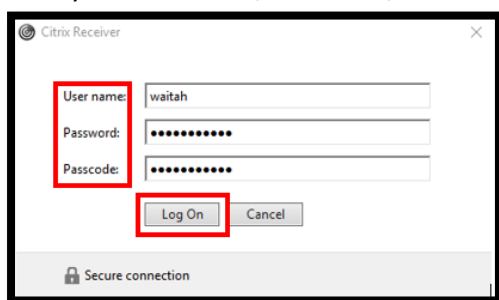
Daily Login to Citrix from Home

The following instructions explain how to log into Citrix from home on a daily basis. You will need to make sure you have all the [Prerequisites](#) before you can start this process.

1. In the Start Menu, “**Open Citrix Receiver**”.

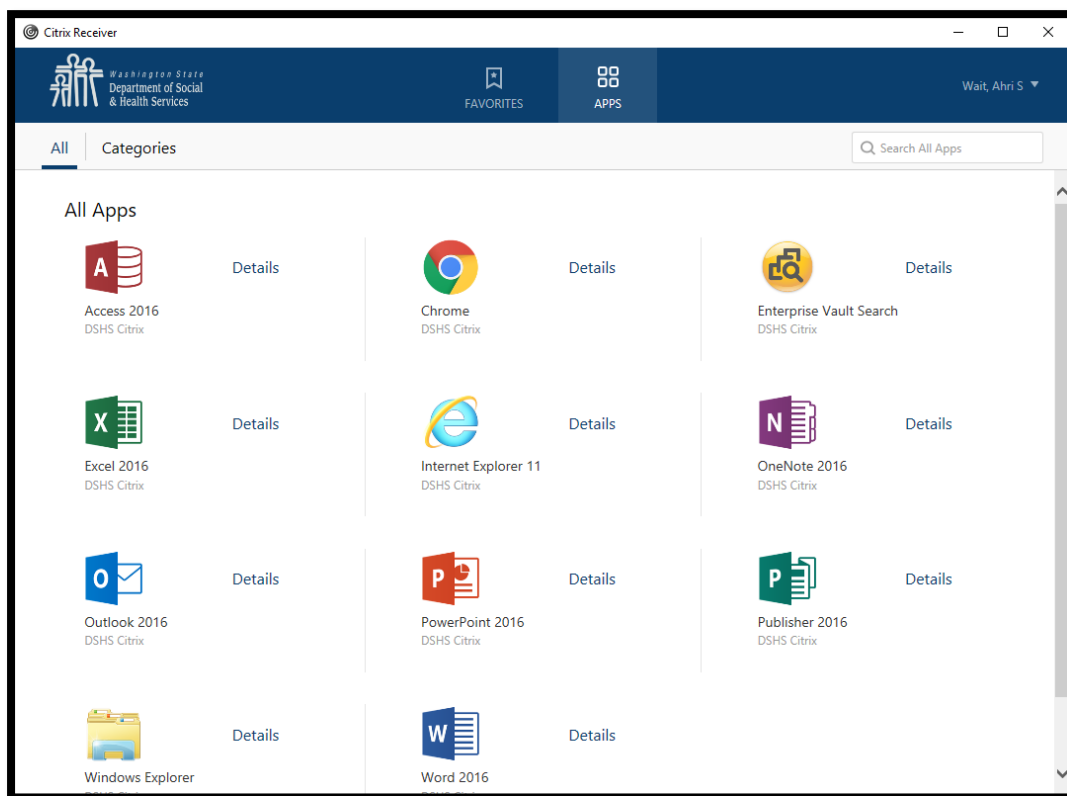


2. Enter your **Username, Password, and Passcode** click “**Log On**”.



***Passcode:** Your Passcode is found using the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, contact your local IT.

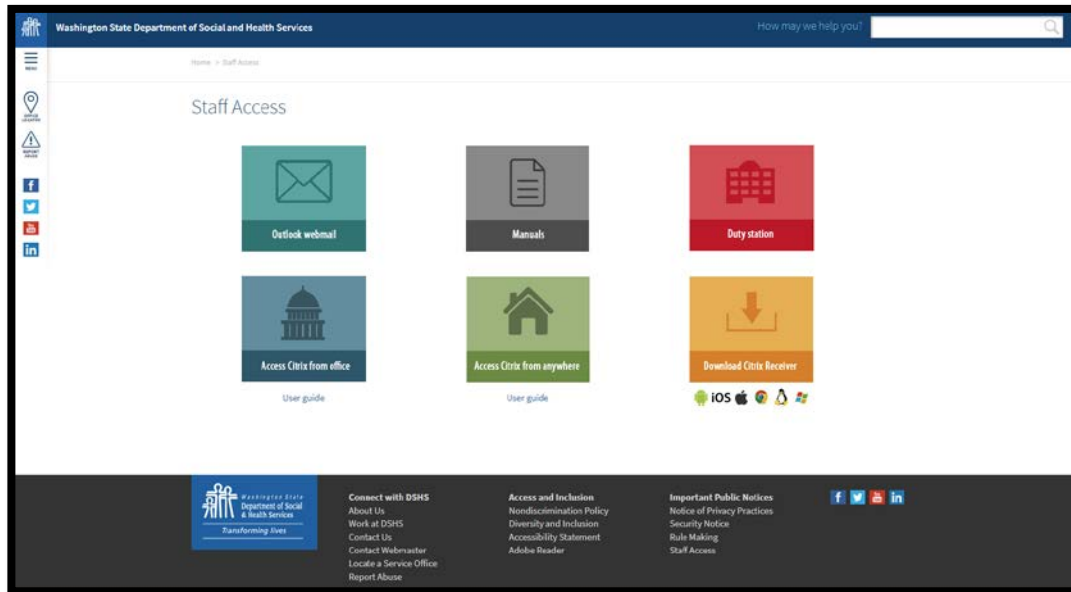
3. You will now see all of the DSHS Citrix Remote and Hosted Application Service that are available to you. If your Citrix applications are missing, contact your Local IT.



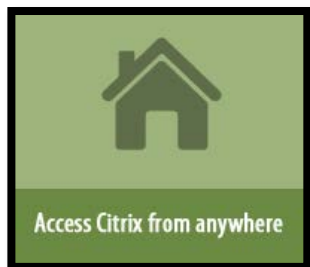
Login to Citrix from Web Browser at Home

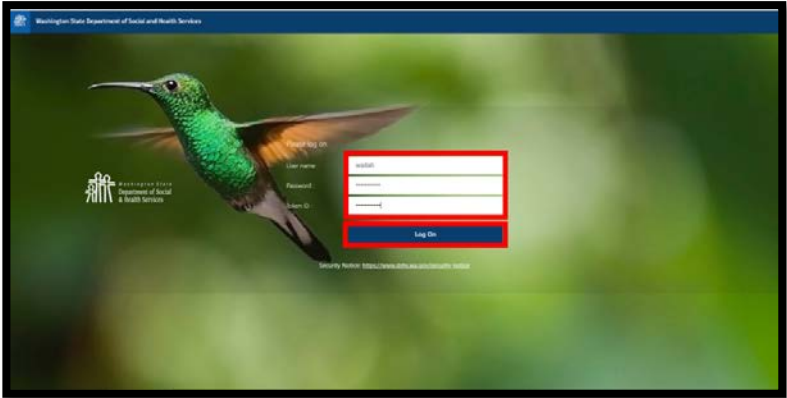
The following instructions explain how to log into Citrix from home through your web browser. Use Internet Explorer, Chrome, Firefox or Microsoft Edge. You will need to make sure you have all the [Prerequisites](#) before you can start this process.

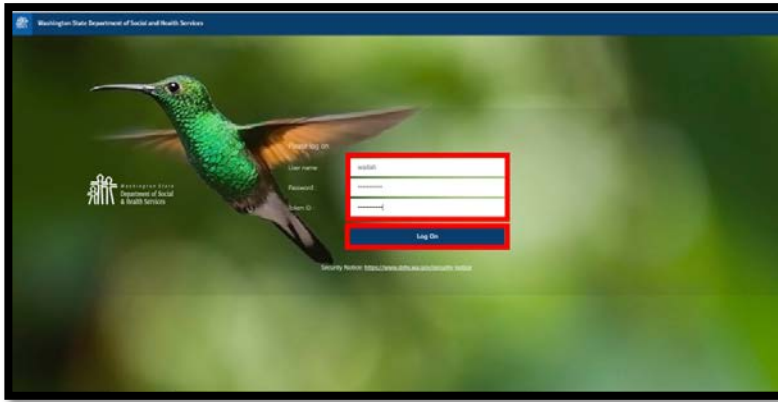
1. Open up a web browser and navigate to [DSHS Staff Access](https://www.dshs.wa.gov/staff-access) (<https://www.dshs.wa.gov/staff-access>).




2. Click "**A**ccess Citrix from anywhere".

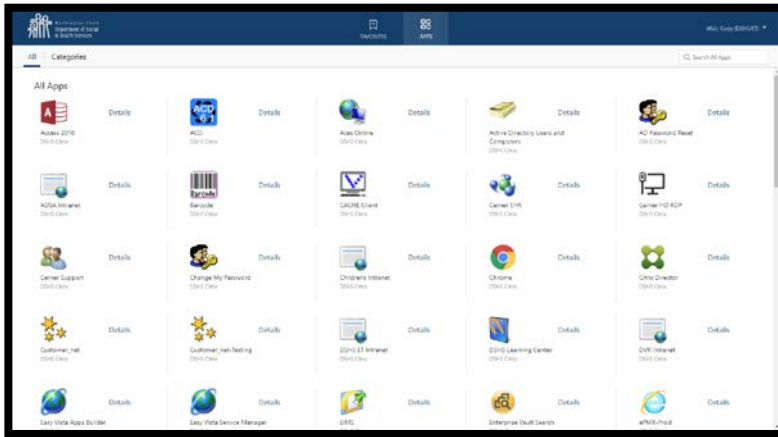


3. Enter your DSHS Username, Password, and Passcode click “**Log On**”.
- 
- ***Passcode:** Your Passcode is found using the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, contact your local IT.





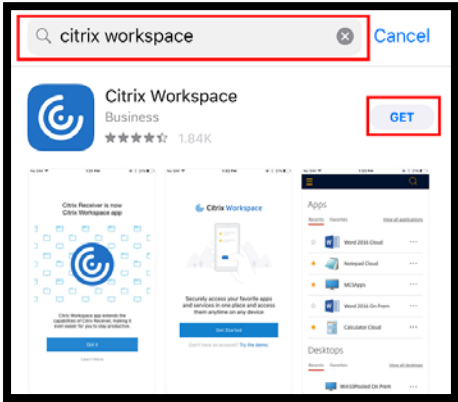
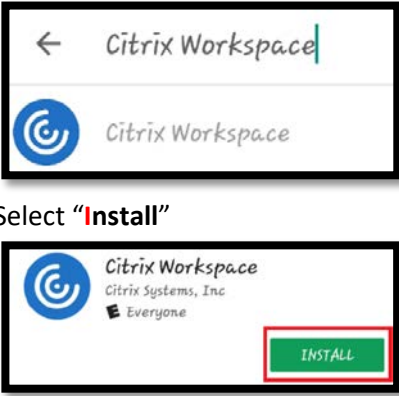
***Passcode:** Your Passcode is found using the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, contact your local IT.

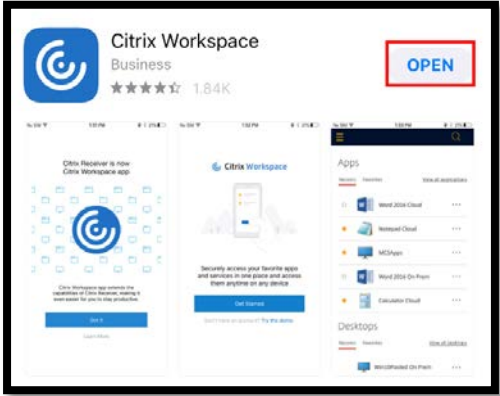


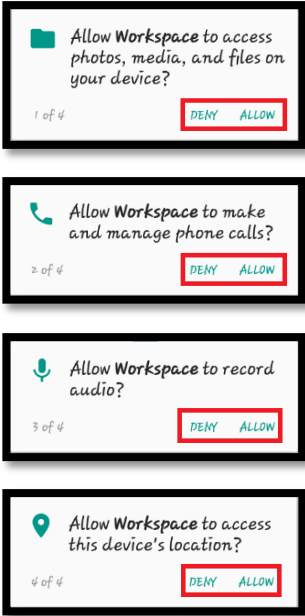


4. You will now see all of the Citrix XenApp Remote and Hosted Application Service that are available to you. If your Citrix applications are missing, contact your Local IT.
- 
- The screenshot displays the Citrix StoreFront interface. At the top, there's a navigation bar with 'All Apps' selected. Below it, a grid of application tiles is visible, each featuring an icon, a title, and a 'Details' link. The applications include:
- Moodle 2.7.6
 - AOL
 - Asia Online
 - Active Directory Users and Computers
 - AD Password Reset
 - Adobe Acrobat
 - Barcode
 - Citrix ICA Client
 - CamScanner
 - Camera HD ASP
 - Genius Support
 - Change My Password
 - Children's Internet
 - Chrome
 - Citrix Director
 - Customer .net
 - Customer .net - Real-time
 - Educational Internet
 - Educational Learning Center
 - GMI Internet
 - Easy Vista Apps Divider
 - Easy Vista Services Manager
 - ESG
 - Enterprise Vault Search
 - eMule

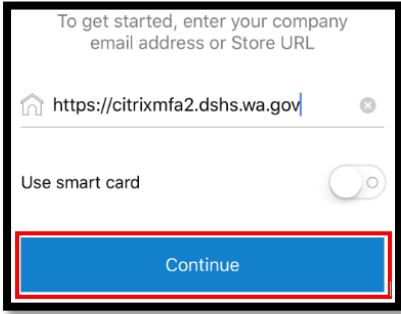
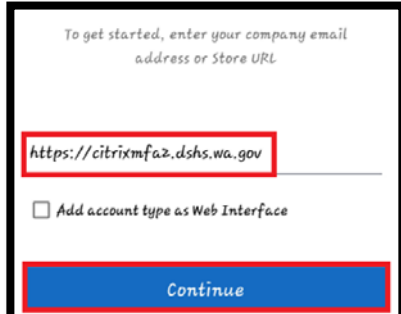
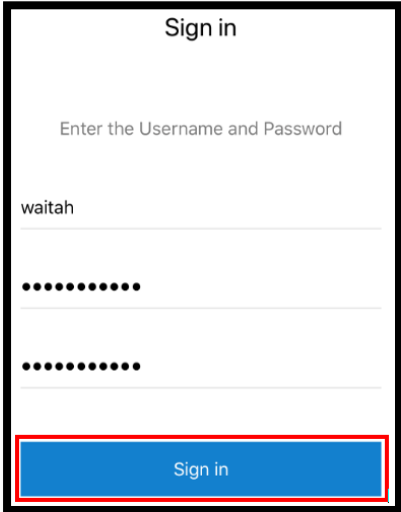
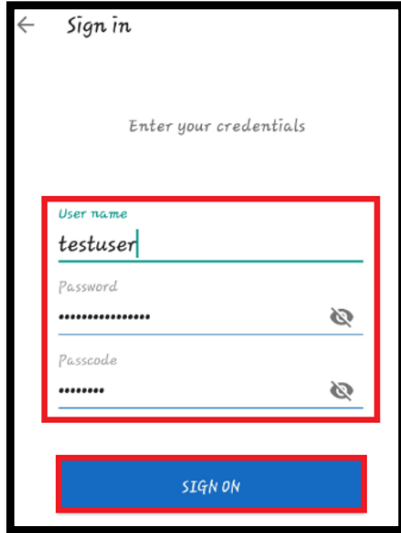



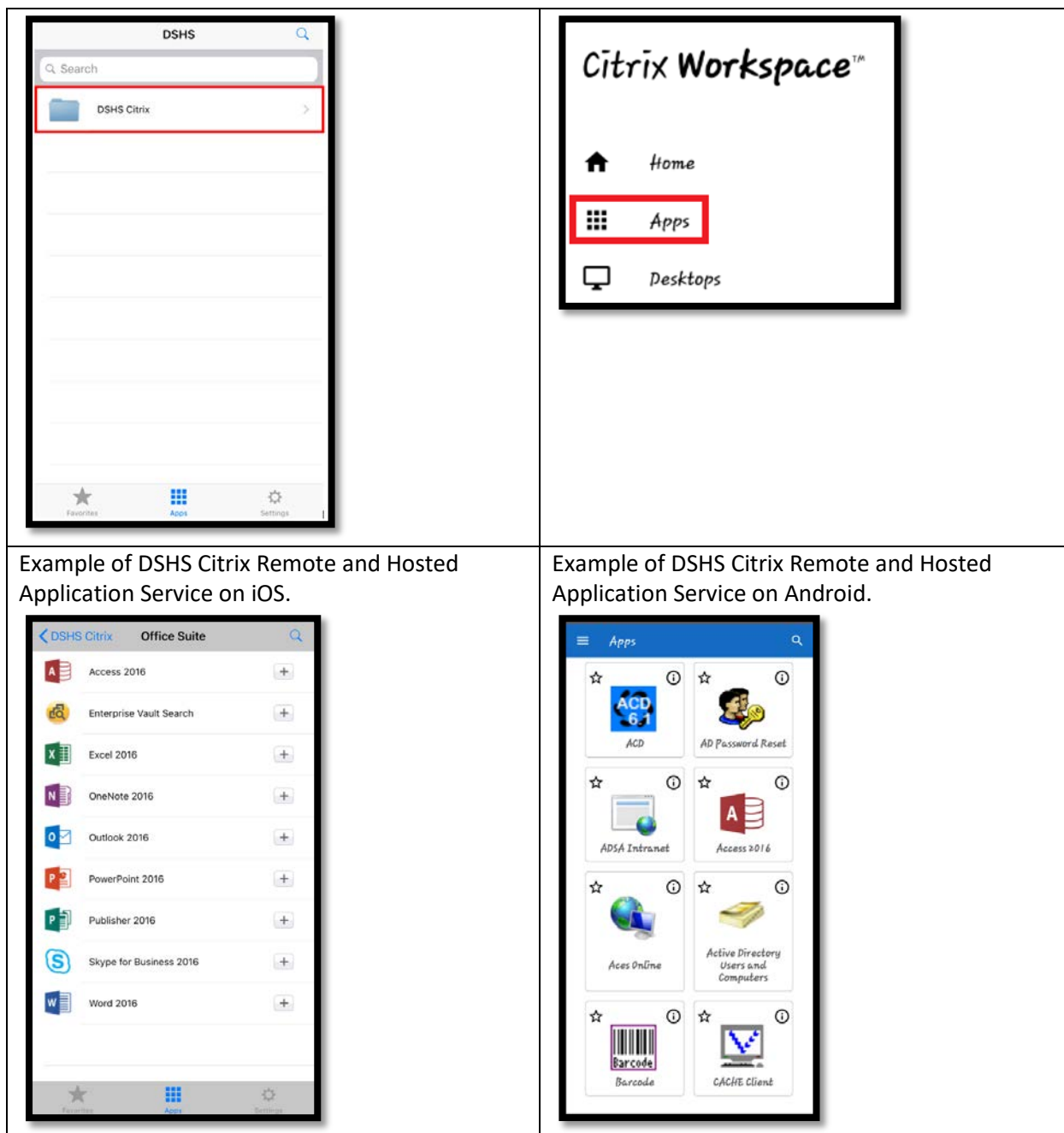
Login to Citrix from Mobile Device at Home

If you would like to log into the DSHS Citrix Remote and Hosted Application Service using your mobile device, you will need to use RSA token issued from your local IT.

<p>The following instructions explain how to log into Citrix from Home through your iOS Mobile Device (Internally). You will need to make sure you have all the Prerequisites before you can start this process.</p>	<p>The following instructions explain how to log into Citrix from Home through your Android Mobile Device (Internally). You will need to make sure you have all the Prerequisites before you can start this process.</p>
<p style="text-align: center;">iOS</p> <p>1. Open the Apple App Store</p> 	<p style="text-align: center;">Android</p> <p>1. Open the Google Play Store</p> 
<p style="text-align: center;">iOS</p> <p>2. Search for “Citrix Workspace” and select “GET”.</p> 	<p style="text-align: center;">Android</p> <p>2. Search for “Citrix Workspace”</p>  <p>Select “Install”</p>

<p style="text-align: center;">iOS</p> <p>3. Once the download is complete, select “OPEN”.</p>  <p>Touch ID Prompt: Choose “Not Now” the skip the step to Enable Login with Touch ID.</p>	<p style="text-align: center;">Android</p> <p>3. Once the download is complete, Open Citrix Workspace.</p> 
<p style="text-align: center;">iOS</p> <p>4. Select “Got it” then “Get Started”.</p> 	<p style="text-align: center;">Android</p> <p>4. Click “Allow” or “Deny” on the 4 prompts that you receive:</p>  <p>Select “Got it”</p>  <p>Select “Get Started”</p> 

<p style="text-align: center;">iOS</p> <p>5. Enter the “Address” https://citrixmfa2.dshs.wa.gov Select “Continue”.</p> 	<p style="text-align: center;">Android</p> <p>5. Enter the “Address” https://citrixmfa2.dshs.wa.gov Select “Continue”.</p> 
<p style="text-align: center;">iOS</p> <p>6. Enter Username, Password, Passcode, Select “Sign in”.</p>  <p>Passcode: Your Passcode is from the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, please contact your local IT.</p>	<p style="text-align: center;">Android</p> <p>6. Enter Username, Password, Passcode, Select “SIGN ON”.</p>  <p>Passcode: Your Passcode is from the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, please contact your local IT.</p>
<p style="text-align: center;">iOS</p> <p>7. You have now successfully logged into DSHS Citrix Remote and Hosted Application Service from your iOS Mobile Device. Select “DSHS Citrix” to view your available Internet Browsers, Intranet Sites, Tools, Office Suite, Business Applications.</p>	<p style="text-align: center;">Android</p> <p>7. You have now successfully logged into DSHS Citrix Remote and Hosted Application Service from your Android Mobile Device. Select the menu bar “” to view your available Internet Browsers, Intranet Sites, Tools, Office Suite, Business Applications.</p>



Example of DSHS Citrix Remote and Hosted Application Service on iOS.

Example of DSHS Citrix Remote and Hosted Application Service on Android.

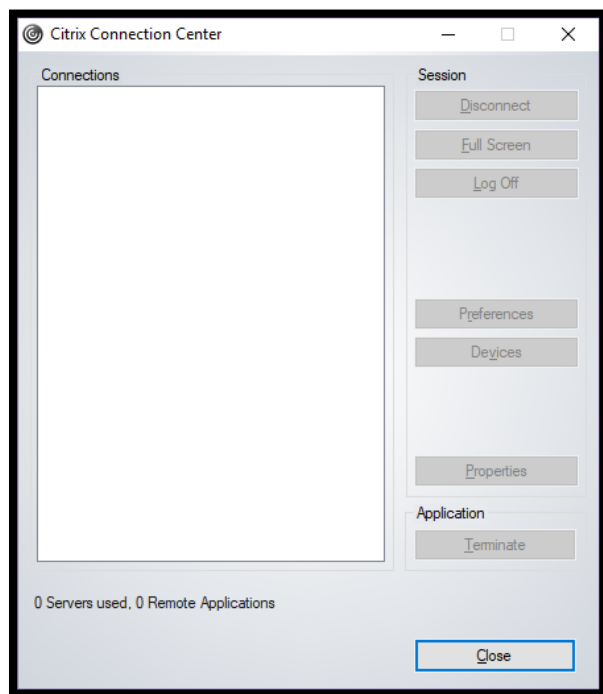
Troubleshooting

Profile Reset

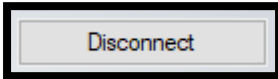
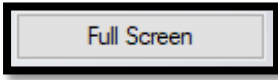

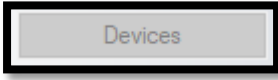
If you are experiencing issues with a specific application, you may need a Citrix profile reset. The profile reset is a good first step in troubleshooting an application. As an example, some of the common issues are: displaying the application incorrectly or the application will not open. Contact your Local IT to request a profile reset.

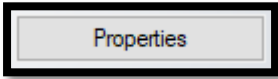
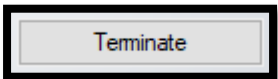
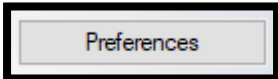
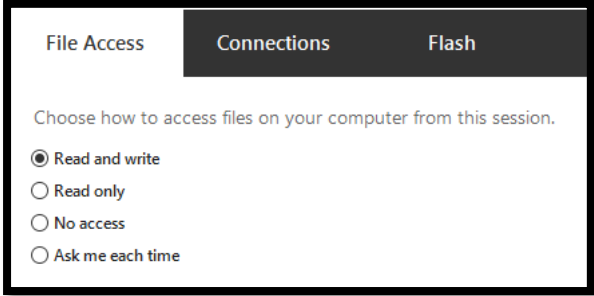
Connection Center

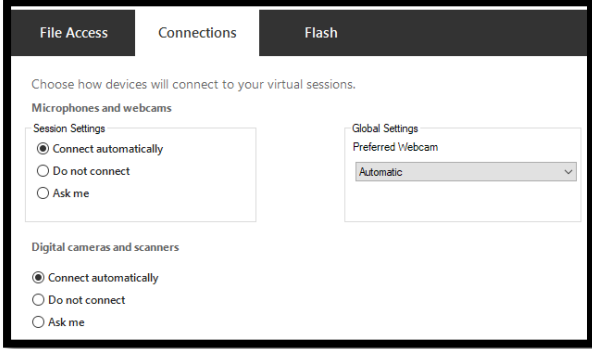
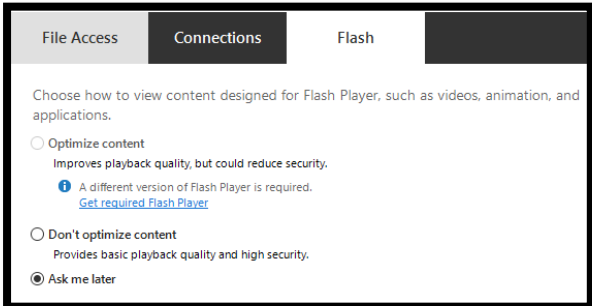
The Citrix Connection Center displays all connections established from Citrix Receiver. The Connection Center window displays a list of active sessions. Each server entry in the list represents a session. For each session, below each server entry is a list of the hosted resources that are running on the server. The Connection Center offers various options to view statistics, control sessions, applications and the ability to terminate the application session.



Below is a breakdown in detail of all functionality of the Citrix Connection Center.

Function	Result
	The Disconnect button disconnects the currently selected server session.
	When the Full Screen button is clicked, the currently selected connection (your hosted applications appear in separate, resizable windows on your local desktop) switches to a full screen session.
	To log off from a server, select a server entry from the list and click Logoff. The session ends and all hosted applications you are running on that server are terminated.
	This option is disabled, you will not be able to modify any settings in “Devices”.

	<p>Displays communication statistics for the selected server. The user name, server name, encryption level, session reliability, and SpeedScreen settings also appear for the currently selected session.</p>
	<p>To terminate an individual hosted application connection, select an application and click Terminate. If you have other hosted applications running on that server, the session remains active and the hosted applications remain running. If no other hosted applications are running on the server, the connection to the server is terminated.</p>
	<p>Click the Preferences button to modify the following settings shown below.</p>
	<p>Session Security – File Access</p> <p>Use the Files drop-down menu to set access permissions of hosted applications to files located on your mapped local drive. The settings do not affect the applications' permissions to access files located on the server.</p> <ul style="list-style-type: none"> • Choose Read Only to give the application read-only access to your associated local files. • Choose Ask Permission to have a dialog box appear before redirection requiring you to specify if redirection should occur or not. • Choose Full Access to give the application read-write access to your associated local files. Only the Full Access option allows you to save changes to your local drive. • Choose No Access to deny the application any access to your local files.

 <p>The screenshot shows the 'Connections' tab in the Citrix Session Settings window. Under 'Microphones and webcams', the 'Session Settings' section has three radio buttons: 'Connect automatically' (selected), 'Do not connect', and 'Ask me'. The 'Global Settings' section has a 'Preferred Webcam' dropdown menu set to 'Automatic'. Below this, the 'Digital cameras and scanners' section also has three radio buttons: 'Connect automatically' (selected), 'Do not connect', and 'Ask me'.</p>	<p>Session Security - Microphones/Webcams</p> <p>Use the Microphones and webcams radio buttons to set application preferences to your computer's microphone or webcam.</p> <ul style="list-style-type: none"> • Choose Connect automatically to have your Microphone connect to your session. • Choose Do not connect and your microphone will not connect automatically to Citrix. • Choose Ask me to be prompted to have your microphone connect to your Citrix session. <p>Session Security - Digital Cameras and Scanners</p> <p>Use the Digital Cameras and Scanners radio buttons to set application preferences to your computer's Digital Cameras and Scanners.</p> <ul style="list-style-type: none"> • Choose Connect automatically to have your Digital Cameras or Scanners connect to your session. • Choose Do not connect and your Digital Cameras or Scanners will not connect automatically to Citrix. • Choose Ask me to be prompted to have your Digital Cameras or Scanners connect to your Citrix session.
 <p>The screenshot shows the 'Flash' tab in the Citrix Session Settings window. It asks how to view content designed for Flash Player. There are three radio buttons: 'Optimize content' (which improves playback quality but could reduce security), 'Don't optimize content' (which provides basic playback quality and high security), and 'Ask me later' (which is selected). A blue information icon and text state 'A different version of Flash Player is required.' with a link to 'Get required Flash Player'.</p>	<p>Use the flash Tab to set Adobe Flash preferences within your Citrix session. You will want to leave the default of Ask me later.</p>

WaTech RSA Token Troubleshooting

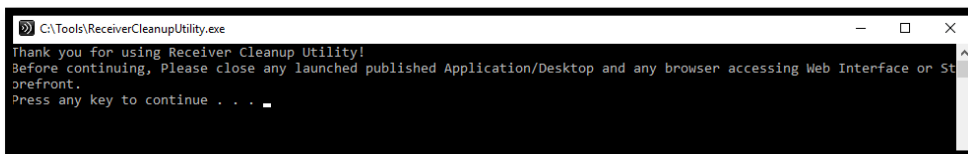
Contact your local IT if you experience any issues in Citrix. Your Local IT has an authorized requestor for the RSA system that can assist.

Types of issues	Who to Contact
<ul style="list-style-type: none">▪ PIN Reset▪ Token Unlock▪ Helping troubleshoot login to Citrix with your RSA token	Local IT – Authorized users for the RSA system will have access to the RSA console for troubleshooting.
<ul style="list-style-type: none">▪ New Tokens▪ Delete Tokens▪ Re-issue Tokens▪ Any other Token issues	The Local IT will need to be an authorized user to contact WaTech and work with RSA tokens.

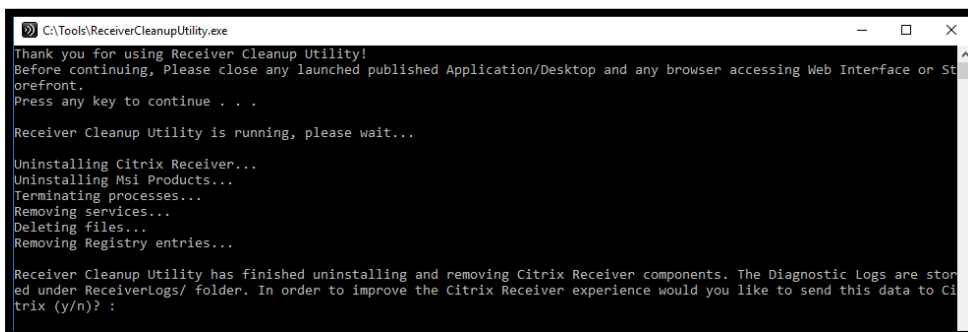
Remove Citrix Receiver for Clean Install

If you are having trouble removing the Citrix Receiver, or receiving errors after upgrades from earlier versions, you will want to run the Citrix Receiver Clean-up Utility. The Citrix Receiver Clean-Up Utility is a standalone executable file and does not require installation. This tool is available upon request from the DSHS Citrix Administrators via the [DSHS ET Service Desk](#).

1. Request Citrix Receiver Clean-Up Utility from the [DSHS ET Service Desk](#). You will receive a file named **“ReceiverCleanupUtility.exe”**.
2. Right click **“ReceiverCleanupUtility.exe”**, choose **“Run as Administrator”**.
3. Press any key to continue...

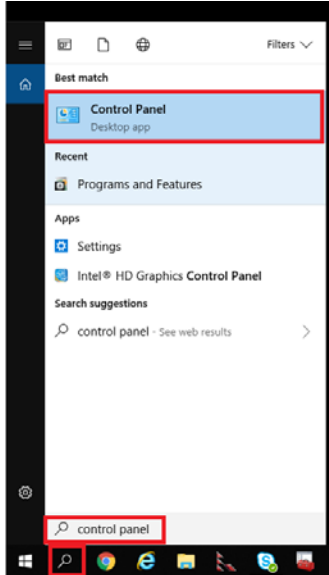


4. Enter **‘n’** when prompted to send this data to Citrix.

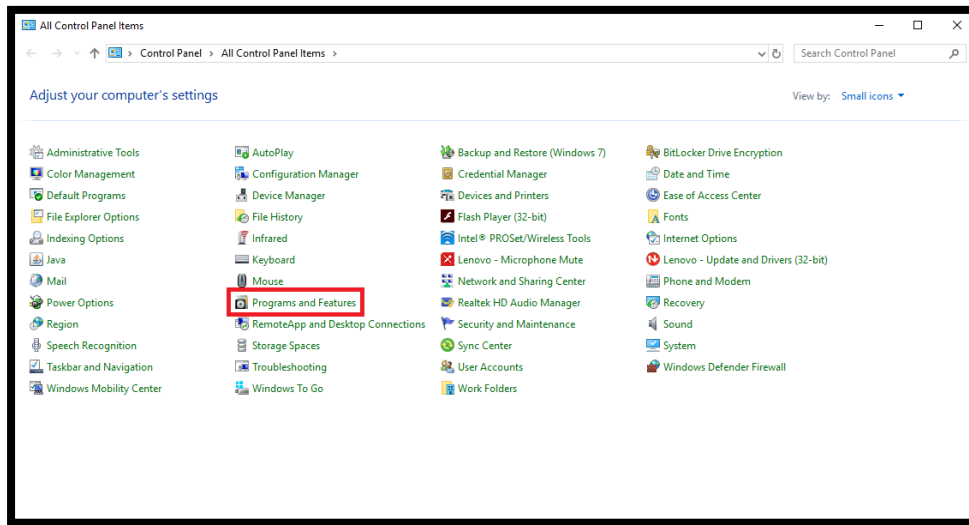


5. Reboot your PC.

6. To confirm Citrix Receiver has been uninstalled, search for “**C**ontrol Panel” from your Start Menu.



7. Open the “**P**rograms and Features” option.



8. Verify Citrix Receiver LTSR is not listed in Programs and Features.
9. When the Citrix Receiver LTSR is uninstalled, you will need to reinstall the approved DSHS Citrix Receiver LTSR. Please see [How to install Citrix Receiver at Home](#) for instructions.

Browser prompts when trying to launch application

When launching an application from an Internet browser, you may receive a prompt: “**Do you want to open or save launch.ica from dshsnetcaler.dshs.wa.lcl**”. The application does not launch immediately, unless an option is chosen. You will need to download the latest DSHS approved Citrix Receiver LTSR. If you still receive the prompt after installing the latest receiver, [click here for additional information that can assist in resolving your issue with the launch.ica prompt](#).

References

[DSHS Citrix Remote and Hosted Application Service - FAQ](#)

[DSHS Inventory of DSHS Citrix Remote and Hosted Application Service Applications](#)