Washington State Department of Social & Health Services

Transforming lives

DSHS Citrix Remote and Hosted Applications Service Internal Guide

Revision History

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

Contents

DSHS Citrix Remote and Hosted Applications Service Internal Guide - Version 1.0

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 work, 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
Internal (at work)	Available

Hard Drive Availability – Saving Capabilities

You can access and 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.

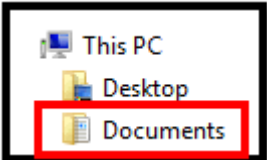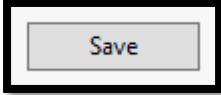| Access Method	Local Drive (C:\)	Citrix Home Drive	Mapped Drive	USB
Internal (at work)	Available	Available	Available	Available

Saving in Citrix from Work

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

- Citrix Home Drive
- Any Drive you have mapped from work
- USB

How to save to your Citrix Home Drive from work

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 "**S**ave"
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 work

When you access and save your documents in Citrix, you can save to any drive mapped from your work PC. See the example below on how to save to a mapped (H:\) drive. Your drive will contain the letter that you assigned when you mapped the drive from your work PC.

Prerequisite –Mapped network drives from your work PC must be established prior to logging into Citrix.
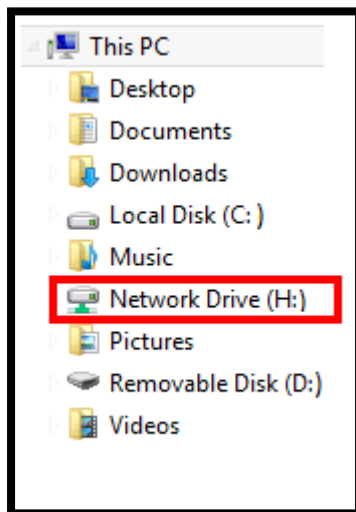
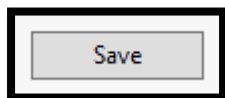| |
|---|
| 1. In Word, click "**File**"
  |
| 2. Click "**S**ave"
  |
| 3. Double Click "**This PC**"
  |
| 4. Under "This PC", select the "**N**etwork Drive (H:)" folder. You may have a different drive letter.
  |
| 5. Click "**S**ave", your document is now saved in your previously mapped drive.
  |

How to save to your USB drive from work

When you access and save your documents in Citrix, you can save to USB from your PC. See the example below on how to save to a USB drive. Your drive will contain the letter that you assigned when you mapped the drive from your work PC. In this example, the USB drive is (E:).
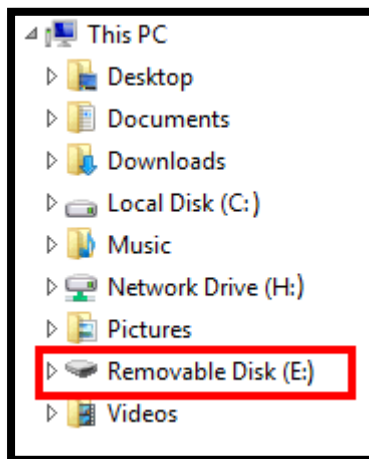
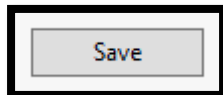| |
|---|
| 1. In Word, click "**File**"

File |
| 2. Click "**Save**"

Save |
| 3. Double Click "**This PC**"

This PC |
| 4. Under "This PC", select the "**Removable Disk (E:)**" folder. You may have a different drive letter associated to your USB connection.

▲ This PC
  ▷ Desktop
  ▷ Documents
  ▷ Downloads
  ▷ Local Disk (C:)
  ▷ Music
  ▷ Network Drive (H:)
  ▷ Pictures
  ▷ Removable Disk (E:)
  ▷ Videos |
| 5. Click "**Save**", your document is now saved on your USB.

Save |

Applications available to all

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.
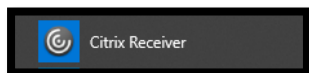
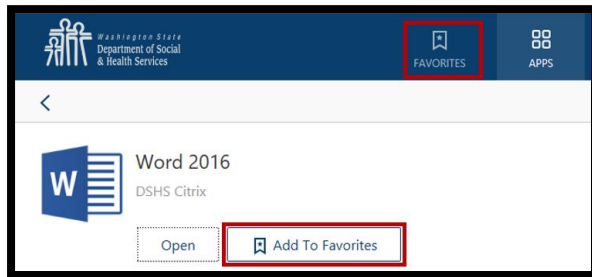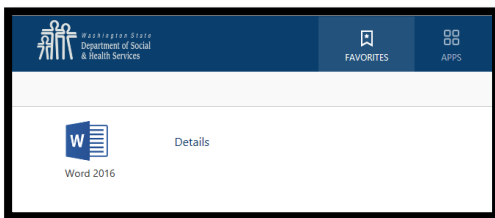| |
|---|
| 1. In the Start Menu, "**O**pen Citrix Receiver". |
| 2. Locate Word in the user's Apps, click "**D**etails". |
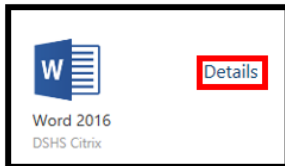
3. Select "**Add To Favorites**", click the "**Favorites**" Tab to view your favorites.
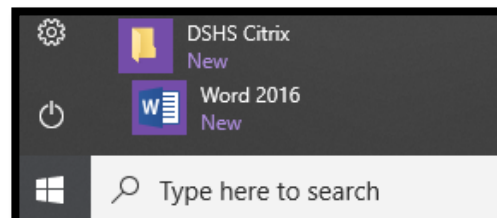

Microsoft Word will be available in your Favorites Tab. In addition, any app in your favorites will be available in the Start Menu under the folder "DSHS Citrix".
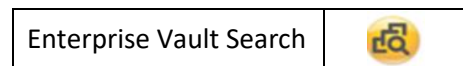
Favorites Tab:	**Start Menu**:

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. Contact your local IT if you need assistance installing the Skype for Business Add-on tool. 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

Remote Access Request and Agreement	You will need to complete the Remote Access Request and Agreement form, get your manager's approval, and submit the form to your Administrations Authorized Requestor. The form can be found on the DSHS Forms page, form number (03-443) Form: Remote Access Request and Agreement **Note: if you already have Citrix, you will not need to fill this out.**

Citrix Receiver LTSR	Citrix Receiver LTSR is required on your work PC to connect to DSHS Citrix Remote and Hosted Application Service environment. Your Local IT is responsible for installing the Citrix Receiver LTSR on your work machine (or work mobile device). If you have issues with your Citrix Receiver LTSR at work, contact your Local IT support.

## Logging into the DSHS Citrix Remote and Hosted Application Service Environment

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. Below explains the three methods of logging into the DSHS Citrix Remote and Hosted Application Service. You can choose from any of the following options.

First time logging into Citrix from Work using Citrix Receiver Application (Internally)

The following instructions explain how to log into Citrix from Work for the first time (Internally). You will need to make sure you have all the Prerequisites before you can start this process.
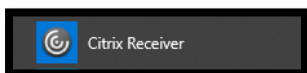
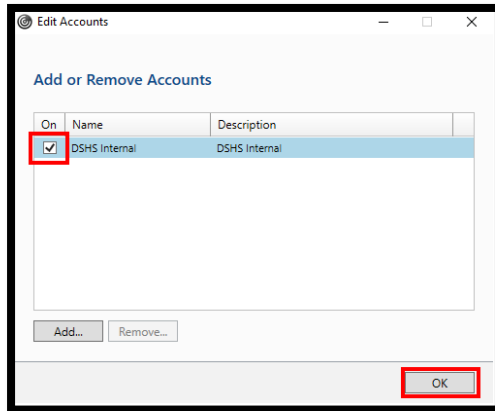|	
1. In the Start Menu, **"Open Citrix Receiver"**. 	
2. Click the drop down arrow next to the search bar. Click **"Accounts…"** 	
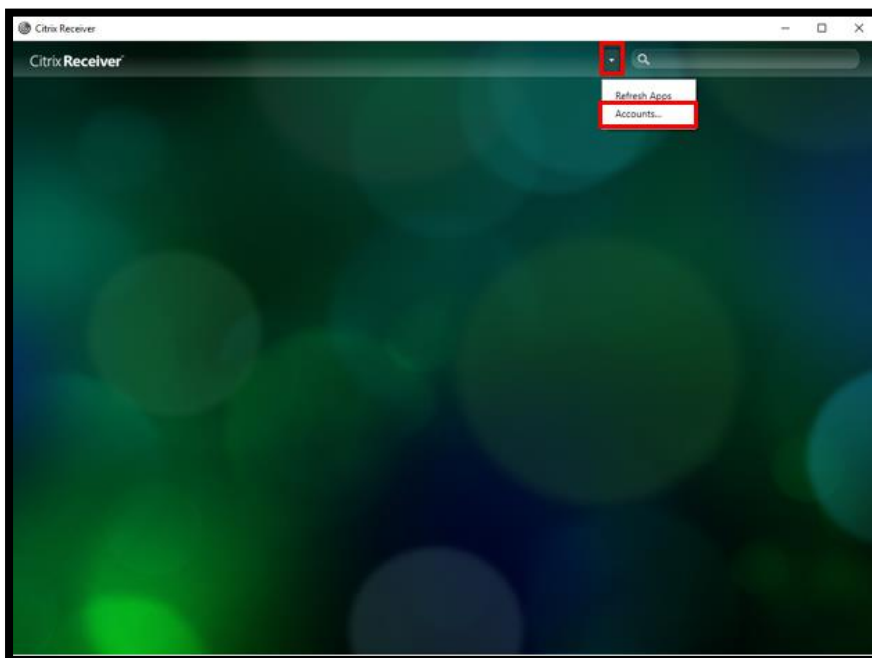
3. Check the box **"DSHS Internal"**, Click "**O**K".
   Note: If DSHS internal is not listed as shown below, contact your local IT.
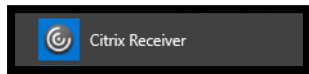

4. You will be prompted for your credentials, enter them here. Check the **"R**emember my password"** checkbox and click **"L**og On"**. You may not see the login request as shown below if your local IT has automated the process on your behalf.
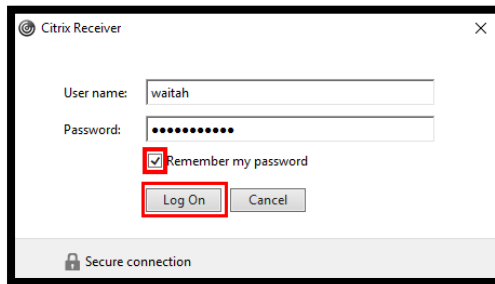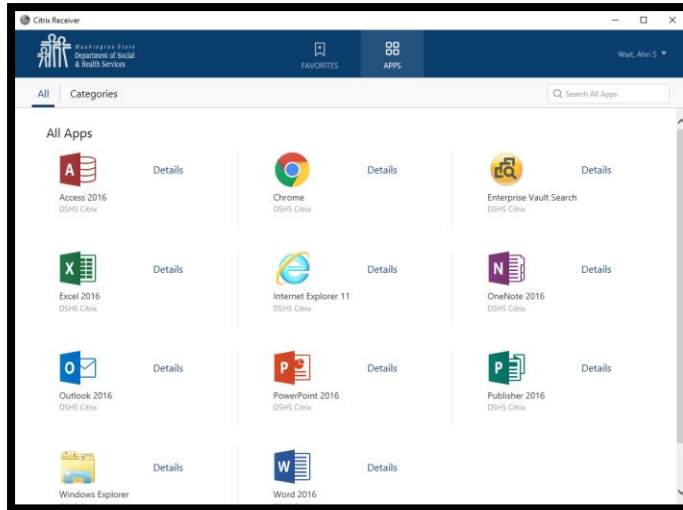

5. Close the Citrix Receiver by clicking the "**X**" in the top right corner.
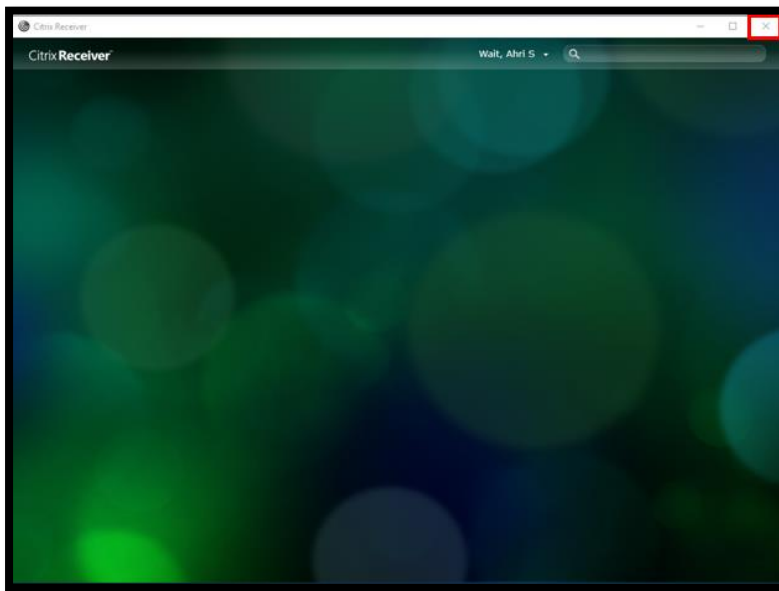
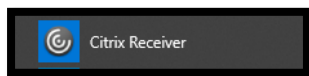6. In the Start Menu, **"Open Citrix Receiver"**.

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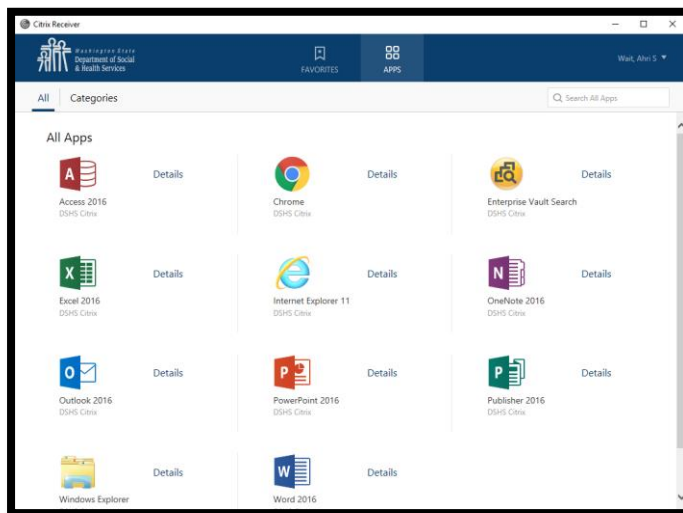

Daily Login to Citrix from Work using the Citrix Receiver Application (Internally)

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

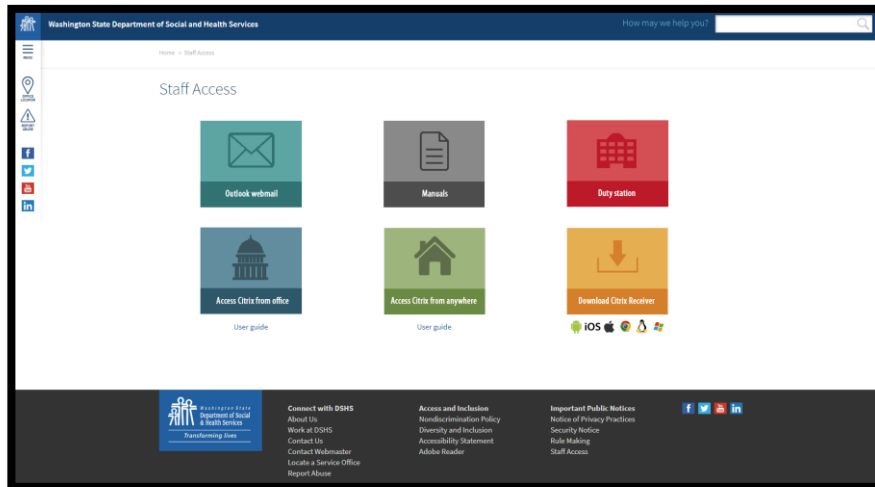1. In the Start Menu, **"Open Citrix Receiver"**.

2. You will see all of the DSHS Citrix Remote and Hosted Applications that are available to you. If your hosted application is missing, contact your local IT.

Login to Citrix from Web Browser at work (Internally)

The following instructions explain how to log into Citrix from work through your web browser (internally). 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.

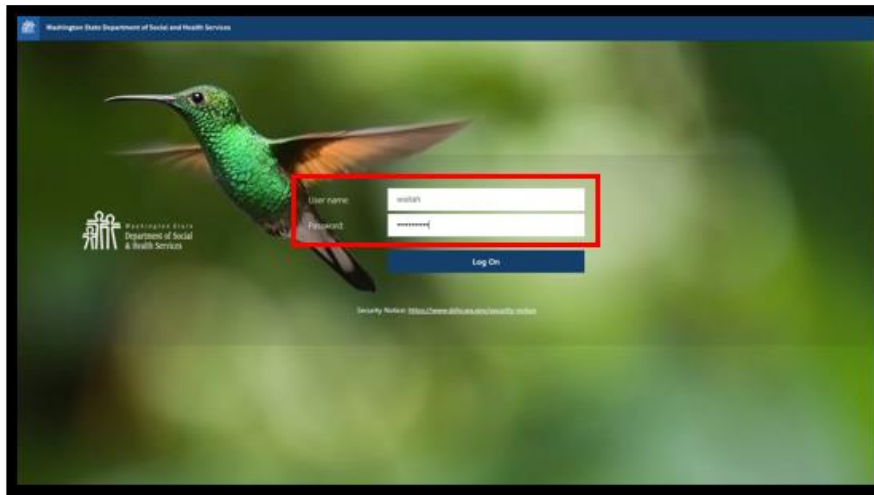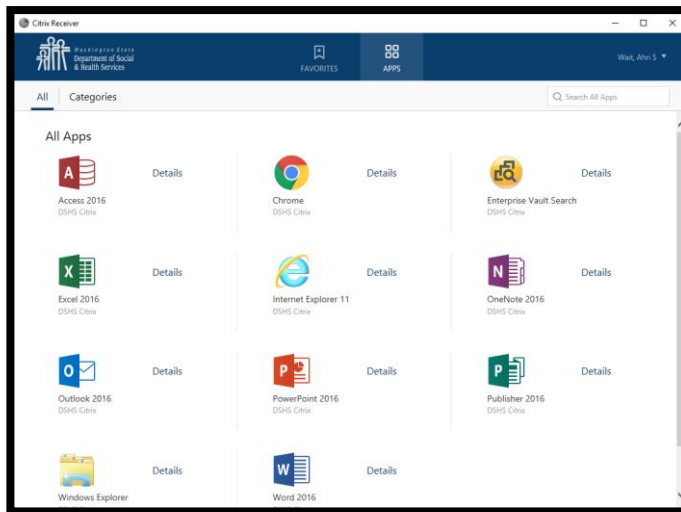1. Open up a web browser and navigate to DSHS Staff Access (https://www.dshs.wa.gov/staff-access)

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

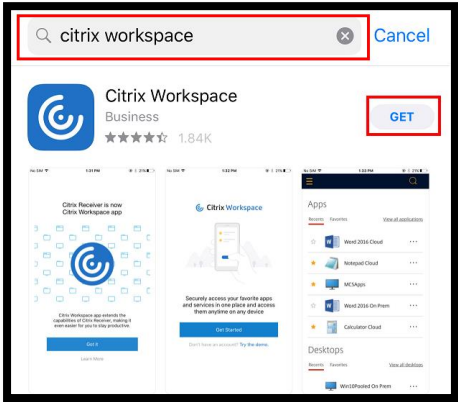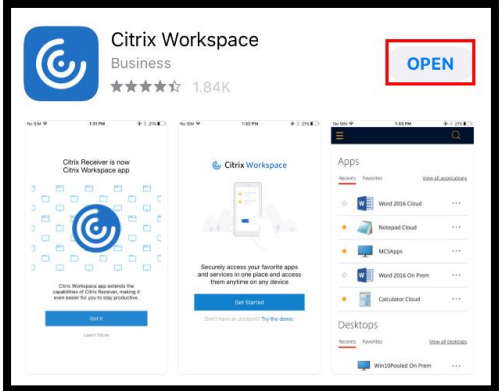3. Enter your DSHS **Username** and **Password**.

4. You will see all of the DSHS Citrix Remote and Hosted Applications that are available to you. If your hosted application is missing, contact your local IT.

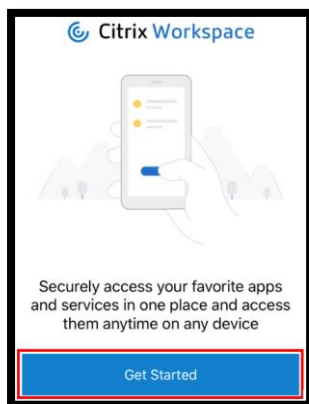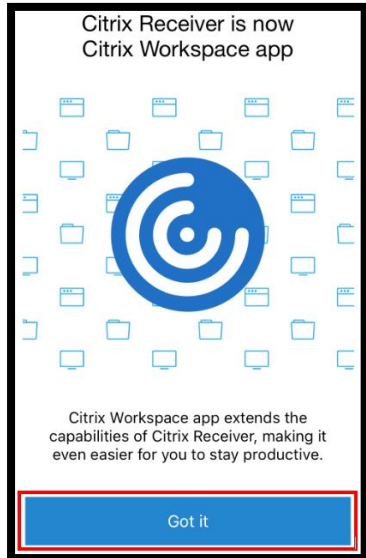## Login to Citrix from Mobile Device at work (Internally)

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

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.	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.
iOS 1. Open the Apple App Store 	**Android** 1. Open the Google Play Store
iOS 2. Search for "**C**itrix **Workspace**" and select "**G**ET". 	**Android** 2. Search for "**C**itrix **Workspace**" Select "**I**nstall"
iOS 3. Once the download is complete, select "**O**PEN". 	**Android** 3. Once the download is complete, Open "**Citrix Workspace**"

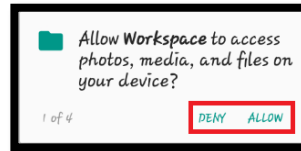|	
Touch ID Prompt: Choose "**N**ot Now" the skip the step to Enable Login with Touch ID.	
iOS	**Android**
4. Select "**G**ot it" then "**G**et Started".	4. Click "**A**llow" or "**D**eny" on the 4 prompts that you receive:

iOS

Citrix Receiver is now
Citrix Workspace app

Citrix Workspace app extends the capabilities of Citrix Receiver, making it even easier for you to stay productive.

Got it

Citrix Workspace

Securely access your favorite apps and services in one place and access them anytime on any device

Get Started

Android

Allow **Workspace** to access photos, media, and files on your device?
1 of 4   DENY   ALLOW

Allow **Workspace** to make and manage phone calls?
2 of 4   DENY   ALLOW

Allow **Workspace** to record audio?
3 of 4   DENY   ALLOW

Allow **Workspace** to access this device's location?
4 of 4   DENY   ALLOW

Select "**G**ot it"

Got it

Select "**G**et Started"

Get Started
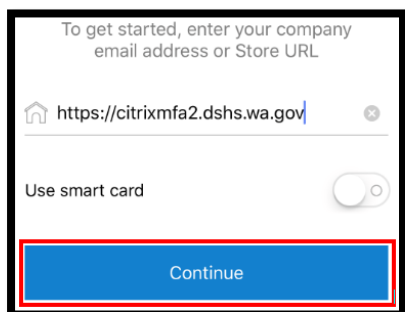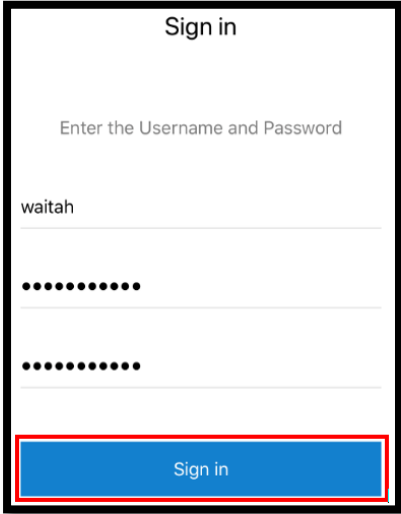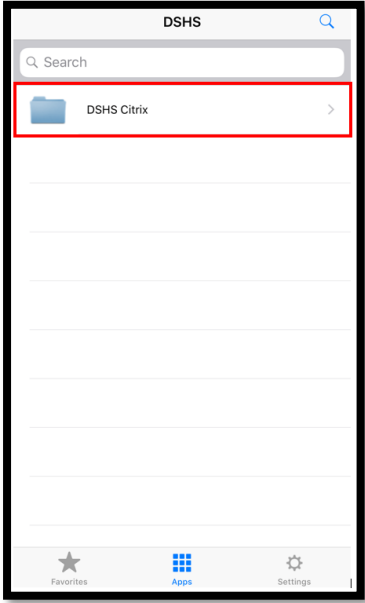
iOS	**Android**
5. Enter the "**A**ddress" https://citrixmfa2.dshs.wa.gov Select "**C**ontinue"	5. Enter the "**A**ddress" https://citrixmfa2.dshs.wa.gov Select "**C**ontinue"

iOS

To get started, enter your company email address or Store URL

https://citrixmfa2.dshs.wa.gov

Use smart card

Continue

Android

To get started, enter your company email address or Store URL

https://citrixmfa2.dshs.wa.gov

☐ Add account type as Web Interface

Continue

iOS	Android
6. Enter **Username**, **Password**, **Passcode**, Select "**S**ign in"	6. Enter **Username**, **Password**, **Passcode**, Select "**S**ign On"
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.	**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.
iOS	Android
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.	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.

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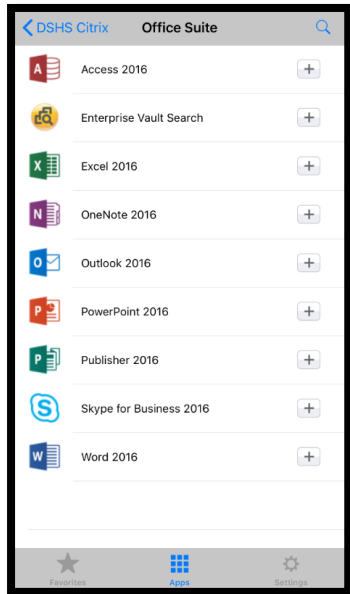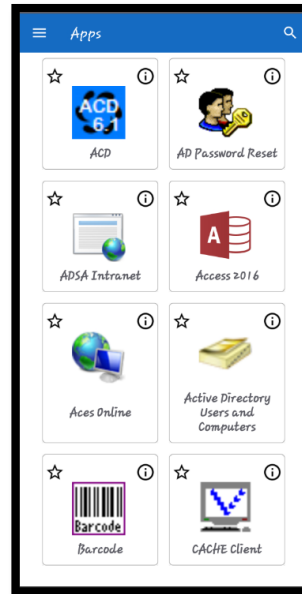
Troubleshooting

If you experience issues with Citrix at work, contact your local IT for assistance.

References

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

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