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Department of Social  
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**DSHS CITRIX VIRTUAL WORKPLACE  
SECURE TWO-FACTOR AND END-USER  
REFERENCE GUIDE**

Version 2.0 | April 25, 2017

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## Document History

Version Number	Date	Description
Version 1.0	11/1/2016	Final Approved
Version 2.0	4/25/2017	Updated Content Additions

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## DSHS VIRTUAL WORKPLACE OVERVIEW

The Virtual Workplace 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 staff and contractors after authentication to the Virtual Workplace system.

This user guide is focused on the process of establishing access to the DSHS Virtual Workplace (DSHS VWP) system and its applications by installing, initiating and implementing the software on each local computer for staff accessing the Virtual Workplace.

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.

## DSHS CITRIX VIRTUAL WORKPLACE REQUIREMENTS

### COMPUTER SYSTEM REQUIREMENTS AND COMPATIBILITY

There are basic computer operating systems (OS) and Internet browser requirements for successful connection and use of the DSHS Citrix Virtual Workspace system. The system requirements are described below.

#### Windows Operating System Requirements

- Windows 10, 32-bit and 64-bit editions
- Windows 8.1, 32-bit and 64-bit editions
- Windows 8, 32-bit and 64-bit editions
- Windows 7, 32-bit and 64-bit editions
- Windows Vista, 32-bit and 64-bit editions

#### Macintosh Operating System Requirements

- OS X El Capitan (10.11)
- OS X Yosemite (10.10)
- OS X Mavericks (10.9)
- OS X Mountain Lion (10.8)
- *OS X releases prior to Mountain Lion are not supported.*

#### Windows Operating System Browser Compatibility

- Internet Explorer 11 (32-bit mode)
- Internet Explorer 10 (32-bit mode)
- Mozilla Firefox 18.x (minimum supported version)
- Google Chrome 20 (minimum supported version)

#### Macintosh Operating System Browser Compatibility

- Safari 6.0 (minimum supported version)
- Mozilla Firefox 26.x (minimum supported version)
- Google Chrome 33.x (minimum supported version)

# DSHS CITRIX VIRTUAL WORKPLACE FROM WORK

## CITRIX CHECKLIST – CONNECT FROM WORK

The below checklist contains the steps needed for a successful Citrix Connection from work.

- Step 1.** Request [Citrix Access](#) from your local IT support and receive confirmation for approval.
- Step 2.** Install the [Citrix Receiver](#) on your workstation with your local IT support.
- Step 3.** Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov) . Follow the steps in this Guide: [Log into Citrix from Work.](#)

### STEP 1 - CITRIX ACCESS

Contact your local help desk for assistance in getting the initial Citrix setup. You will need to complete the [Remote Access Request and Agreement](#), get your manager’s approval, and submit the form to your local IT support. It can be found in the [DSHS Forms](#) page, form number (03-443).



### STEP 2 - INSTALLING CITRIX RECEIVER - WORK COMPUTER

Citrix Receiver is required on your PC to connect to DSHS Citrix Virtual Workplace. If you have issues installing your Receiver at work, contact your local IT support. Below are instructions on how to install the Citrix Receiver on your Windows/Macintosh PC.

### CITRIX RECEIVER INSTALLATION FOR MICROSOFT WINDOWS

1. In a web browser, navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov), click “Download the latest DSHS approved Citrix client”.

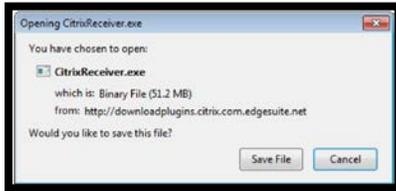


2. Click “Run” or “Save”.
- Note:** The message may vary depending on the web browser you’re using. (See examples below.)

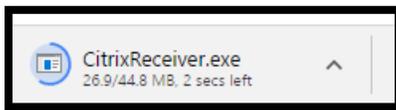
### Internet Explorer (Windows)



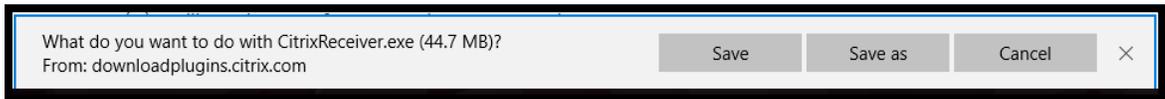
### Firefox (Windows)



### Chrome (Windows)



### Edge (Windows)



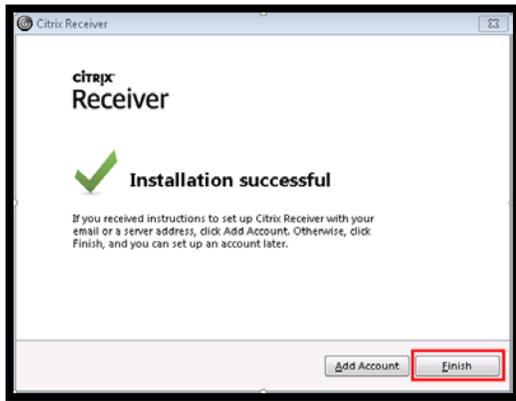
3. Open the "CitrixReceiver.exe" file from your **Downloads** folder.
4. Click "Install" to begin the installation of the Citrix Receiver.



5. Accept License Agreement.



6. Click **“Finish”** to complete the installation of the Citrix Receiver.



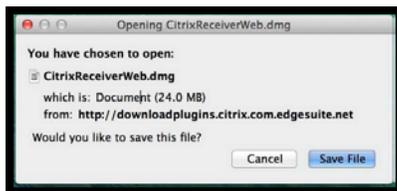
## CITRIX RECEIVER INSTALLATION FOR MACINTOSH

1. In a web browser, navigate to <https://www.citrix.com/downloads/citrix-receiver/Macintosh/receiver-for-Macintosh-latest.html>.
2. Click **“Download Receiver for Mac”**.

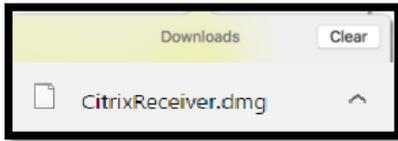


**Note:** The message may vary depending on the web browser you’re using. (See examples below.)

### Firefox (Macintosh)



**Safari (Macintosh)**



**Chrome (Macintosh)**



3. On a Macintosh computer, the **CitrixReceiver.dmg** file appears in the **Macintosh Downloads** folder. Click the **"Macintosh Downloads"** folder and then select the **"CitrixReceiver.dmg"** file. When prompted, click **"Install Citrix Receiver"**.



4. Click **"Continue"**.



5. Agree to **Terms of Service**.



6. Enter your **Personal Name/Password** you set on your Macintosh (if applicable).
7. Click **"Install Software"**.



### STEP 3 - HOW TO LOGIN TO CITRIX FROM WORK

The following section will explain the process of how to log into Citrix from Work. You will need to request access to Citrix from your **local IT support**. Once your local IT support has done the initial setup, follow the steps below to connect to Citrix from work.

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).
2. Click “Access the DSHS Virtual Workplace from your office”.



3. Enter your computer “Username” and “Password”.  
**Example:**  
Username: (LynchM)  
Password: (your computer password)

4. Click “Log on”.



You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your local IT administrator.



# DSHS CITRIX VIRTUAL WORKPLACE FROM HOME OR REMOTE LOCATION

## CITRIX CHECKLIST – CONNECT FROM HOME OR REMOTE LOCATION

The below checklist contains the required steps needed for a successful Citrix Connection from **Home or Remote Location**.

- Step 1. Request [Citrix Access](#) from your local IT support and receive confirmation for approval.
- Step 2. [Obtain your Username.SDTID](#) file from your local IT support.
- Step 3. Install the latest [Citrix Receiver](#).
- Step 4. Install the [RSA SecurID Software and Token](#).
- Step 5. [Access Citrix from Home or Remote Location](#).

## STEP 1 REQUEST CITRIX ACCESS FOR HOME OR REMOTE LOCATION

Contact your local IT support for assistance in getting the initial setup of Citrix for Home or Remote Location. You will need to complete the [Remote Access Request and Agreement](#) to request an RSA SecurID token. [The Remote Access Request and Agreement](#) may be found in the [DSHS Forms](#) page, form number (03-443).



## STEP 2 OBTAIN YOUR USERNAME.SDTID FILE

After completion of Step 1 **Request Citrix Access for Home or Remote Location**, your local IT support will e-mail you a **Username.SDTID** file. Save the file to your Desktop at **Home or Remote Location**, you will need this file to setup your SecurID RSA Software. If you have a mobile device, make sure you have access to the e-mail that contains the file on your mobile device.

**Note:** Do not save the Username.zip file, only the **Username.SDTID**.

## STEP 3 - INSTALLING CITRIX RECEIVER – HOME OR REMOTE LOCATION

Citrix Receiver is required on your PC to connect to DSHS Citrix Virtual Workplace. If you have issues installing your receiver on your **home or remote location** computer, contact your **local IT support**. Below are instructions on how to install the Citrix Receiver on your **Windows/Macintosh PC**.

## CITRIX RECEIVER INSTALLATION FOR MICROSOFT WINDOWS

1. In a web browser, navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov), click “Download the latest DSHS approved Citrix client”.

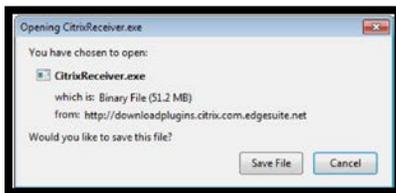


2. Click “Run” or “Save”.  
**Note:** The message may vary depending on the web browser you’re using. (See examples below.)

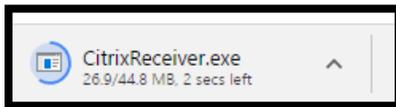
### Internet Explorer (Windows)



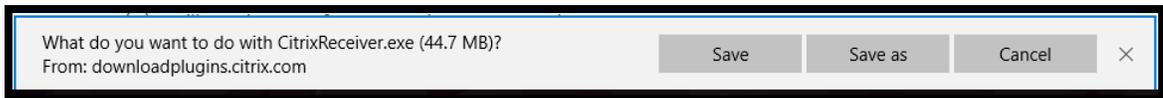
### Firefox (Windows)



### Chrome (Windows)



### Edge (Windows)



3. Open the “CitrixReceiver.exe” file from your **Downloads** folder.
4. Click “Install” to begin the installation of the Citrix Receiver.



5. Accept License Agreement.



6. Click "Finish" to complete the installation of the Citrix Receiver.



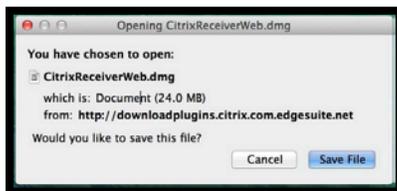
## CITRIX RECEIVER INSTALLATION FOR MACINTOSH

1. In a web browser, navigate to <https://www.citrix.com/downloads/citrix-receiver/Macintosh/receiver-for-Macintosh-latest.html>.
2. Click "Download Receiver for Mac".

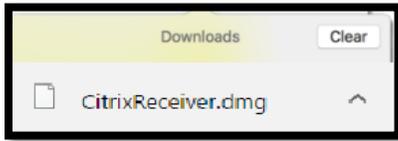


**Note:** The message may vary depending on the web browser you're using. (See examples below)

### Firefox (Macintosh)



**Safari (Macintosh)**



**Chrome (Macintosh)**



3. On a Macintosh computer, the **"CitrixReceiver.dmg"** file appears in the Macintosh **Downloads** folder. Click the **"Macintosh Downloads"** folder and then select the **"CitrixReceiver.dmg"** file. When prompted, click **"Install Citrix Receiver"**.



4. Click **"Continue"**.



5. Agree to Terms of Service.



6. Enter your **Personal Name/Password** you set on your Macintosh (if applicable).
7. Click **"Install Software"**



## STEP 4 INSTALLING RSA SECURID - HOME OR REMOTE LOCATION

### RSA SECURID SOFTWARE FOR WINDOWS

1. Download the latest RSA Security Token Based Authentication for Windows. Click link below to download software.  
[Download Link.](#)

2. Select **32-bit or 64-bit “RSA SecurID Software Token 5.0 Downloads for Microsoft Windows”**.



3. Select **32-bit or 64-bit** software, click one of the **“Download”** links (examples below).

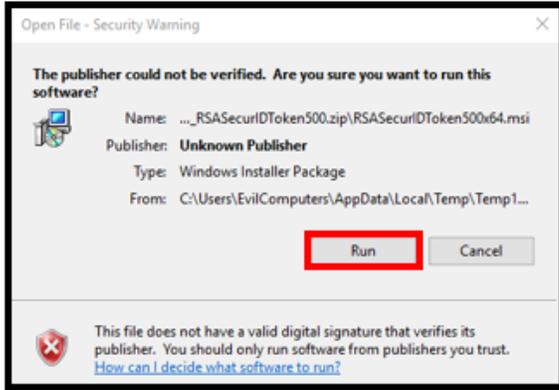


4. Download the RSA Secure ID Token Software, double-click the **“RSASecurIDToken500x64.msi”**, found in your **Downloads**.

**Note: DO NOT** run the **“RSASecurIDTokenAuto500x64.msi”**.



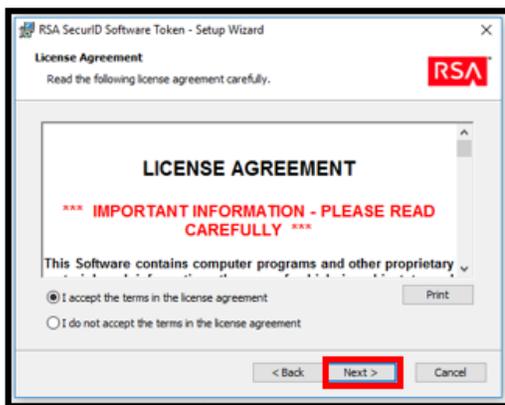
5. Select **“Run”** to start the RSA SecurID Setup Wizard.



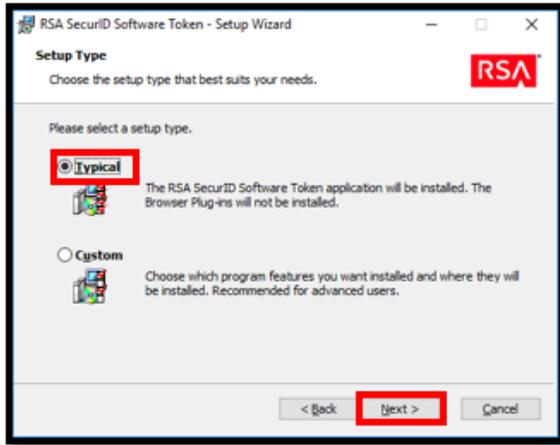
6. Select **“Next”** to continue to the Terms of Service.



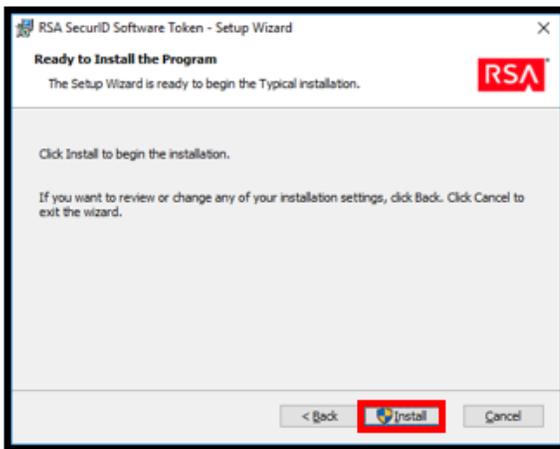
7. Accept the Terms of Service, Select **“Next”**.



8. Select **“Typical”**, then select **“Next”** to continue with the RSA SecurID Software Token application installation.



9. “Click **Install**” to install RSA SecurID software.



10. Uncheck “Launch RSA SecurID Software Token”, then select “Finish”.

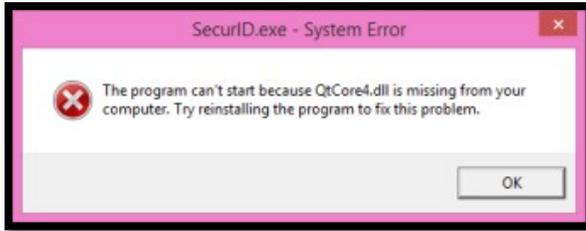


Next, you will have to link your **Username.SDTID** file to your SecurID RSA Software. If you do not have the **Username.SDTID** file, click the “**Obtain your Username.SDTID file**” link below.

[Step 2 Obtain your Username.SDTID file.](#)

11. Double-click the “**Username.SDTID**” file you saved to your desktop.

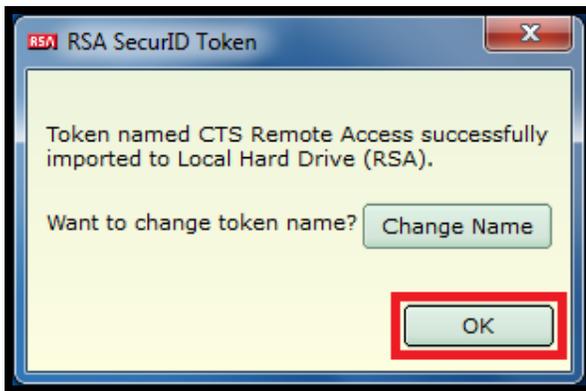
**Note:** If you get the below pop-up message, restart the computer. After restart, try double-clicking the file again.



12. Enter your **Username** as the **Password** (example: bucklbl) (case sensitive) and click “**OK**”.



13. Your RSA SecurID Software Token is now installed. Select “**OK**”.



**NOTE:** Delete the “**Username.SDTID**” file off of your desktop once installed.

## RSA SECURID SOFTWARE FOR MACINTOSH

1. Download the latest RSA Security Token Based Authentication for Macintosh. Click the link below to download the RSA SecurID software.

[Download Link](#)

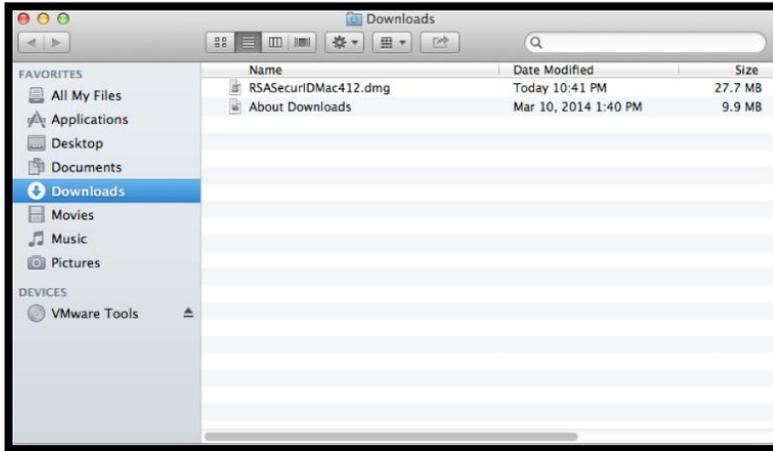
2. Select “**RSA SecurID Software Token Downloads for Mac OS X**”.



3. Once you select the software, click the “**Download**” link (example below).



- Once you download the RSA Secure ID Token Software, double-click the “**RSASecurIDMacintosh412.dmg**” from your **Downloads** folder.



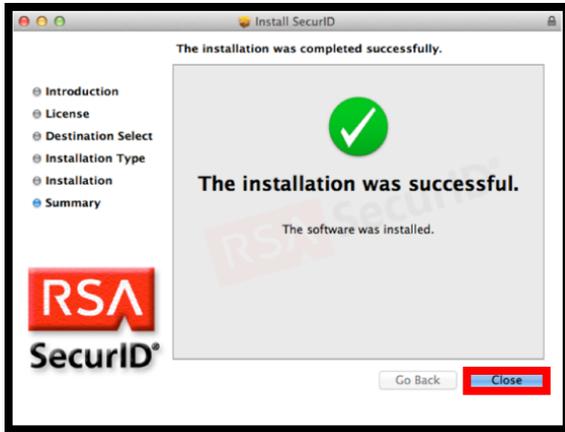
- Select “**Continue**” to Start the RSA SecurID Setup Wizard.



- Accept the Terms of Service, select “**Agree**”, then select “**Continue**”.



- Select “**Close**” to move to the next step of installation.



Next, you will have to link your **Username.SDTID** file to your SecurID RSA Software. If you do not have the **Username.SDTID** file, click the **"Obtain your Username.SDTID file"** link below.

[Step 2 Obtain your Username.SDTID file](#)

8. Double-click the **"Username.SDTID"** file you saved to your desktop.
9. Enter your **Username** as the **password** (example: bucklbl) (case sensitive) and click **"OK"**.



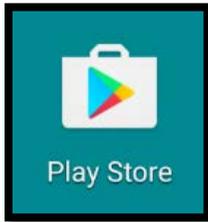
10. Your RSA SecurID Software Token is now installed. Select **"OK"**.



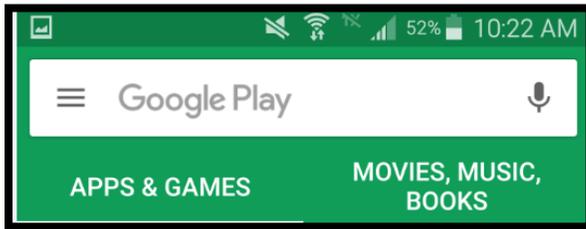
**NOTE:** Delete the **"Username.SDTID"** file off of your desktop once installed.

## RSA SECURID APP FOR ANDROID PHONE

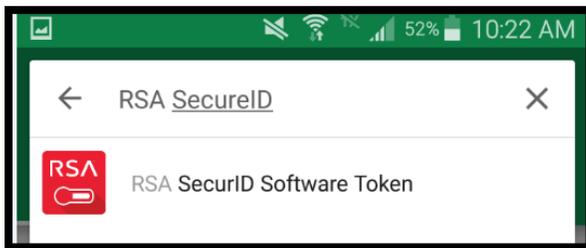
1. In your list of apps, tap the **Play Store** icon.



2. Tap search and enter the keywords **RSA SecurID** in the search field.



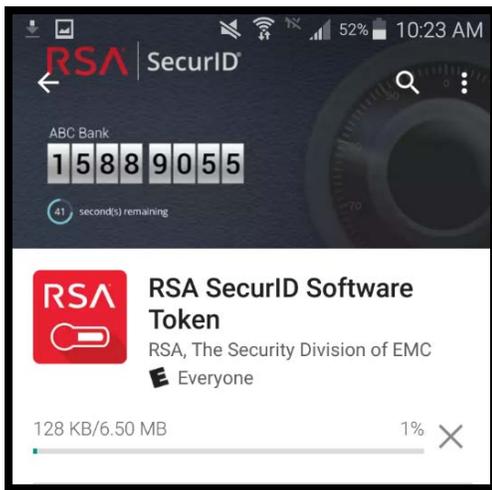
3. Select **RSA SecurID Software Token**.



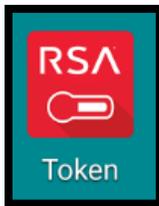
4. Tap **Install**.



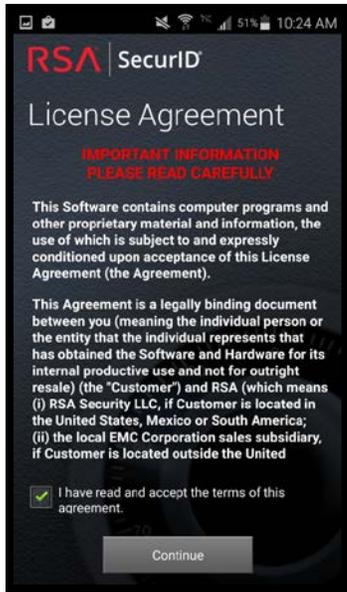
5. Click **Accept** to start the download of the application.



6. Open the **RSA SecurID** application once the download is complete.



7. Check **"I have read and accept the terms of this agreement."** Click **Continue**.



Next, you will have to link your **Username.SDTID** file to your SecurID RSA Software. If you do not have the **Username.SDTID** file, click the “**Obtain your Username.SDTID file**” link below.

### Step 2 Obtain your Username.SDTID file

8. Open the e-mail containing the **Username.SDTID** file from your Android device. The Password to install the RSA SecurID Software Token is your **User ID**.

**Example:** LynchM (case sensitive)



## RSA SecurID APP FOR APPLE (IOS) PHONE

1. On your Apple iPhone, tap the “**App Store**” icon.



2. Tap “**Search**”, and enter the keywords “**RSA SecurID**”.
3. Select “**RSA SecurID Software Token**”.
4. Tap “**Get**”, then “**Install**”.
5. Tap “**Open**”.

When the install is complete, you will have the RSA SecurID icon on your Apple device.



6. Tap the “**RSA SecurID**” icon to open the app.

Next, you will have to link your **Username.SDTID** file to your SecurID RSA Software. If you do not have the **Username.SDTID** file, click the “**Obtain your Username.SDTID file**” link below.

[Step 2 Obtain your Username.SDTID file](#)

7. Open the e-mail containing the **Username.SDTID** file from your Apple device.

The Password to install the RSA SecurID Software Token is the **User ID**. **Example:** LynchM (case sensitive)



Your Token is now installed on your Apple device.

## RSA SECURID APP FOR WINDOWS PHONE

### Install the Application

You can install the application directly onto your device from Windows Phone Store.

**To install the application directly onto your device:**

1. Tap the Windows Phone Store icon on your device.
2. Tap **apps** to navigate to the applications page.
3. Tap the search icon and enter **rsa securid**.
4. If prompted, enter your account credentials.
5. Tap **install**.

The device exits to the Home screen as the application downloads onto your device. When done, you see the icon in your application choices as shown.



Open the e-mail containing the **Username.SDTID** file from your Windows device.

The Password to install the RSA SecurID Software Token is the **User ID**. **Example:** LynchM (case sensitive).



Your Token is now installed on your Windows device.

## RSA SecurID Hard Token FOB

You will receive a Hardware Token FOB, pictured below. The Hardware Token FOB does not require additional software to be installed on your computer.



## STEP 5 HOW TO LOGIN TO CITRIX FROM HOME OR REMOTE LOCATION

The following section will explain the process of how to log into Citrix from Home or Remote Location. You will need to request access to Citrix from your **local IT support**. Once your **local IT support** has done the initial setup, follow the steps below to connect to Citrix from Home or Remote Location.

### RSA SOFTWARE - INITIAL CITRIX LOGIN

Once you have installed your RSA SecurID Software on your PC or Macintosh, follow the instructions below to Log into Citrix for the first time. Once you have logged in successfully for the first time, the process will slightly change. You will want to navigate to the [Software - Daily Citrix Login](#) for daily Citrix login instructions.

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).

Select “Access to the DSHS Virtual Workplace from your home or remote location.”

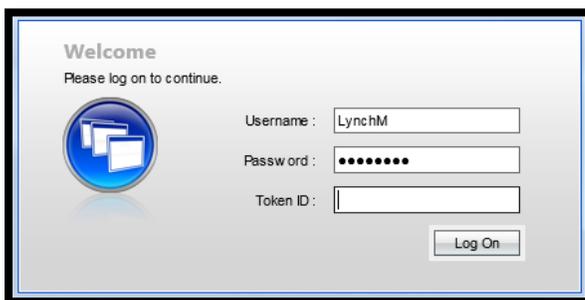


2. Enter your computer “Username” and “Password”.

**Example:**

Username: (LynchM)

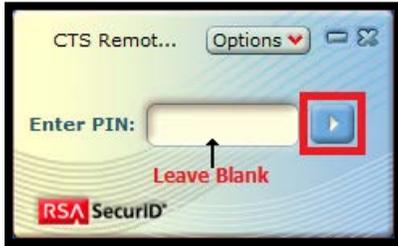
Password: (your computer password)



3. Open the **RSA SecurID Software** from your Start Menu.



4. Leave the Enter PIN field BLANK. Click the arrow.



**Note A:** Make sure the ticker bar is full before you click copy.

**Note B:** A Token Number can only be used one time. If your login attempt fails, wait for the next Token number to roll over.

5. Click “Copy” to copy Token Code.



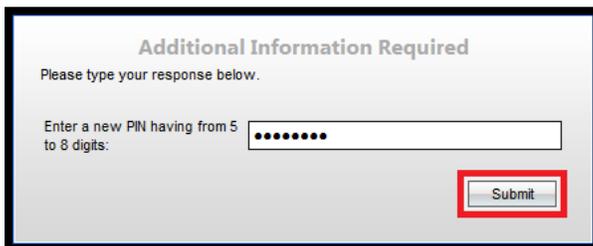
6. “Paste” into the “Token ID:” field in your browser and click “Log on”.



**Note:** Do not close RSA SecurID Token Generator.

**Note:** PIN cannot start with Zero (0), 11111, 22222, 12345, etc.

7. Enter a 5 to 8 all numeric PIN and click “Submit”.



8. **Re-enter PIN** for verification and click **“Submit”**.



A screenshot of a web form titled "Additional Information Required". Below the title, it says "Please type your response below." There is a text input field with the label "Please re-enter new PIN:" and a masked PIN of seven dots. To the right of the input field is a "Submit" button, which is highlighted with a red rectangular box.

You should get a message to enter your **Passcode**. See below step.



A screenshot of a web form titled "Additional Information Required". Below the title, it says "Please type your response below." The text reads: "PIN Accepted. Wait for the token code to change, then enter the new passcode:". There is an empty text input field. To the right of the input field is a "Submit" button.

9. On the RSA Token Generator click **“Re-enter PIN”**.



A screenshot of the RSA SecurID token generator application window. The title bar says "CTS Remot...". Below the title bar, there is a "Passcode:" label and a large display showing the number "7819 7284". Below the display are two buttons: "Re-enter PIN" (highlighted with a red box) and "Copy". The RSA SecurID logo is visible in the bottom left corner.

10. **Enter the PIN** you just created and click the arrow.



A screenshot of the RSA SecurID token generator application window. The title bar says "CTS Remot...". Below the title bar, there is an "Enter PIN:" label and a masked PIN of seven dots. To the right of the input field is a blue arrow button (highlighted with a red box). The RSA SecurID logo is visible in the bottom left corner.

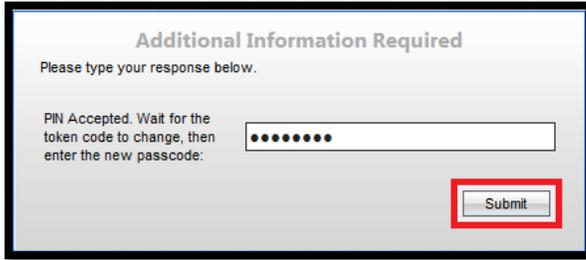
**Note:** Make sure the ticker bar is **full** before you click copy.

11. Click the **“Copy”** button.



A screenshot of the RSA SecurID token generator application window. The title bar says "CTS Remot...". Below the title bar, there is a "Tokencode:" label and a large display showing the number "6068 3830". Below the display are two buttons: "Re-enter PIN" and "Copy" (highlighted with a red box). The RSA SecurID logo is visible in the bottom left corner.

12. Paste the passcode into the “Additional Information Required” field on the Citrix Logon Page and click “Submit”.



You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your **local IT administrator**.



## RSA Software - Daily Citrix Login

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).
2. Select “Access to the DSHS Virtual Workplace from your home or remote location”.

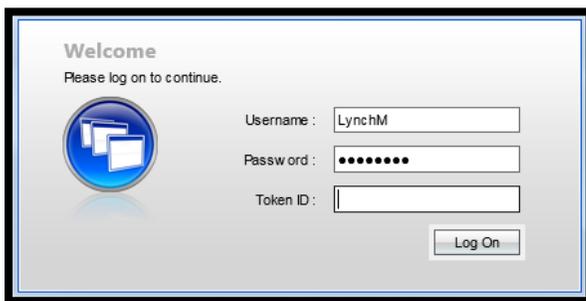


3. Enter your computer “Username” and “Password”.

### Example:

Username: (LynchM)

Password: (your computer password)



4. Open the **RSA SecurID Software** from the Start Menu.



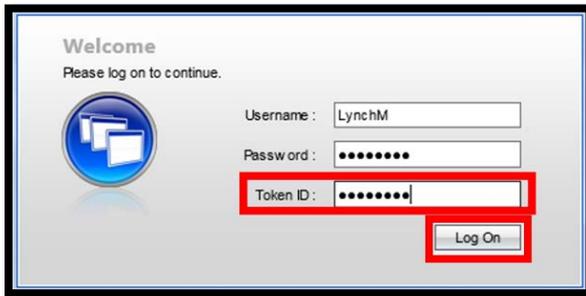
5. Enter your **PIN** and click the arrow.



6. Click **“Copy”** to copy Token Code.



7. **Paste** the Token Code into the **“Token ID:”** Field in your browser and click **“Log on”**.



You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your **local IT administrator**.



## RSA Hardware - Initial Citrix Login

Follow the instructions below to Log into Citrix for the first time with your RSA SecurID Hardware FOB. Once you have logged in successfully for the first time, the process will slightly change. You will want to navigate to the [Hardware - Daily Citrix Login](#) for daily Citrix login instructions.

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).
2. Select **“Access to the DSHS Virtual Workplace from your home or remote location”**.



3. Enter your computer “Username” and “Password”.

**Example:**

Username: (LynchM)

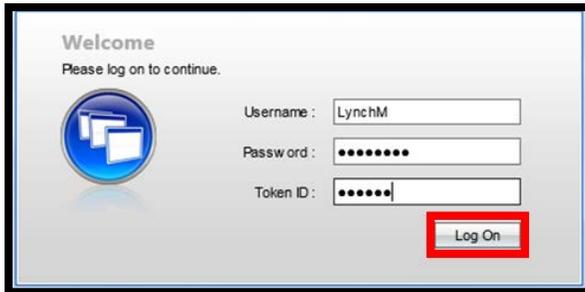
Password: (your computer password)



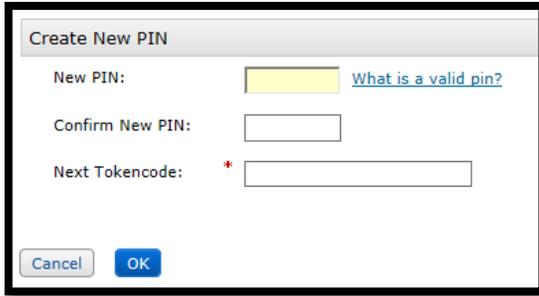
4. In the “Token ID:” field Enter the “Token ID” off of the Hardware FOB.



5. Click “Log On”.



6. Enter your “New PIN”.
7. Confirm “New PIN”.
8. Enter the “PIN + Next token code” (Note: wait for the Token numbers to change to the next Token).



9. Click **“OK”**.

You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your **local IT administrator**.



## RSA HARDWARE - DAILY CITRIX LOGIN

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).
2. Select **“Access to the DSHS Virtual Workplace from your home or remote location”**.



3. Enter your computer **“Username”** and **“Password”**.

**Example:**

Username: (LynchM)

Password: (your computer password)

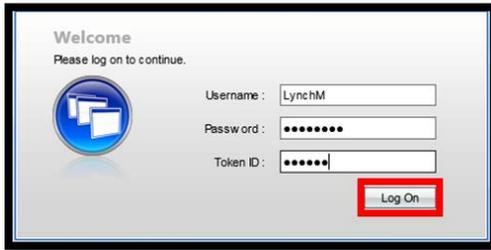


4. In the **“Token ID:”** field enter the **(PIN + Token ID)** off of the Hardware FOB.

**Example** below: (PIN+159759)



5. Click **“Log On”**.



You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your **local IT administrator**.



## RSA MOBILE - INITIAL CITRIX LOGIN

Once you have installed your RSA SecurID Software on your Mobile Device, follow the instructions below to Log into Citrix for the first time. Once you have logged in successfully for the first time, the process will slightly change. You will want to navigate to the [Mobile - Daily Citrix Login](#) for daily Citrix login instructions.

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).
2. Select **“Access to the DSHS Virtual Workplace from your home or remote location”**.

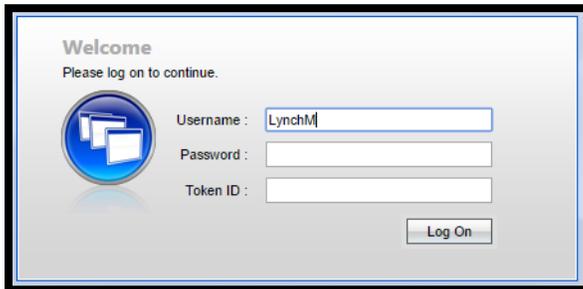


3. Enter your computer **“Username”** and **“Password”**.

### Example:

Username: (LynchM)

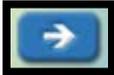
Password: (your computer password)



4. On your mobile device, open the **RSA SecurID** app.

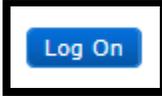


- In the RSA Mobile App, leave the **Enter PIN** field **BLANK**. Click the **Blue Arrow**.



- Type the Token into the **“Token ID:”** field.

- Click **“Log On”**.



When you click **“Log On”**, you will get prompted to set your **“PIN”**.

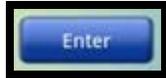
**Note:** Do not close RSA SecurID Token Generator.

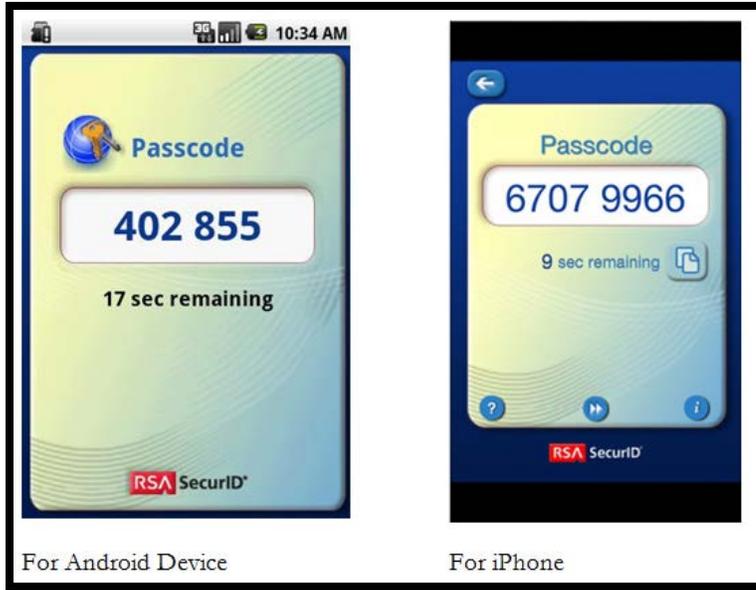
**Note:** PIN cannot start with Zero (0), 11111, 22222, 12345, etc.

- Enter a **5 to 8 all numeric PIN** and click **“Submit”**.
- Confirm your **“PIN”**, next you will need to enter your **“PIN”** into the RSA SecurID app.
- In the **RSA Mobile App**, navigate back to the main page, click re-enter your **“PIN”**.



- Once you have entered your **“PIN”**. Select the **Blue Arrow** or **Enter**.



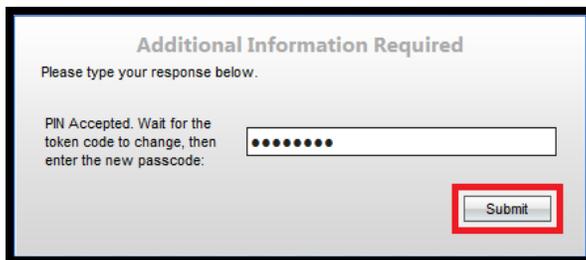


**Note A:** Make sure the ticker bar is full before you type in the Token Number.

**Note B:** A Token Number can only be used one time. If your login attempt fails, wait for the next Token number to roll over.

12. Type the passcode into the field requesting “**Addition Information Required**”.

13. Click “**Submit**”.



You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your **local IT administrator**.



## RSA MOBILE - DAILY CITRIX LOGIN

1. Navigate to [myaccess.dshs.wa.gov](http://myaccess.dshs.wa.gov).
2. Select “**Access to the DSHS Virtual Workplace from your home or remote location**”.

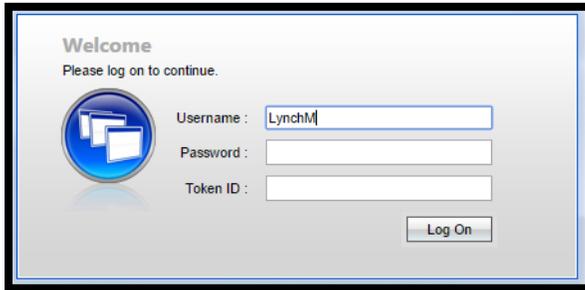


3. Enter your computer “Username” and “Password”.

**Example:**

Username: (LynchM)

Password: (your computer password)



4. On your mobile device, open the **RSA SecurID** app.



5. Enter your “PIN” into the RSA Mobile App.



6. Once you have entered your “PIN”, select the **Blue Arrow** or **Enter**.



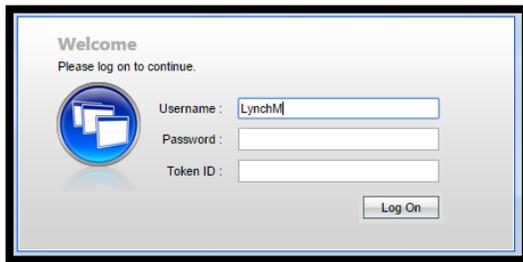
**Note A:** Make sure the ticker bar is full before you type in the Token Number.

**Note B:** A Token Number can only be used one time. If your login attempt fails, wait for the next Token number to roll over.

7. Type your Passcode into the “Token ID:” field.



8. Click “Log On”.



You are now logged into Citrix; below is an example of applications you will see when you log in. Any application permissions/access are delegated by your **local IT administrator**.

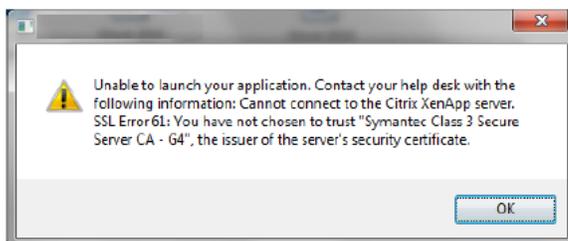


## TROUBLESHOOTING

### CITRIX RECEIVER TROUBLESHOOTING

#### RECEIVER IS OUT-OF-DATE

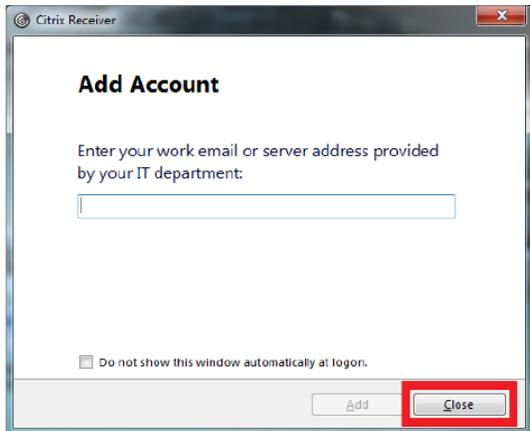
If you get the below error message, you will need to install the latest version of Citrix Receiver.



For the latest installation instructions, click here: [Installing Citrix Receiver - Work or Remote Location.](#)

## CITRIX RECEIVER ADD ACCOUNT NOTIFICATION

If you get the below message, **Close it**. It should not ask you for the information again. In addition, you can check the “**Do not show this window automatically at logon.**” box. Click “**Close**”.



## INSTALLATION ISSUES WITH RECEIVER WHILE UPGRADING OS TO WINDOWS 10

If you did an in-place upgrade to Windows 10 from Windows 7 or 8.1 and receive the error message below, run the following steps.



Step 1: Obtain the [Citrix Receiver Clean-up Utility](#) from the DSHS ET Service Desk to fully uninstall Citrix Receiver.

Step 2: Re-install Citrix Receiver from [Installing Citrix Receiver - Work or Remote Location](#).

## PROMPTED TO DOWNLOAD, RUN, OPEN LAUNCH.ICA FILE INSTEAD OF LAUNCHING APPLICATION

When launching an application from the Internet browser, users are prompted to save or download the launch.ica file. The prompt **Do you want to Open, Save, or Cancel the launch.ica connection** file is displayed. The application does not launch immediately. Also, some but not all the users report that they are unable to connect.

There can be a number of resolutions to the issue including but not limited to the following:

- [Install the latest version of Citrix Receiver.](#)
- [Add Website to Trusted Sites.](#)
- [Set ICA to launch automatically for Mozilla Firefox.](#)
- [Remove or Disable Third Party Browser Adware.](#)
- [Clear the “Do not save encrypted data to disk” option.](#)
- [Automatically Open ICA Files.](#)
- [Associate .ica File Type with Citrix Connection Manager.](#)
- [Disable ActiveX Internet Explorer.](#)

## Install the Latest Version of Citrix Receiver

Re-install Citrix Receiver from [Installing Citrix Receiver - Work or Remote Location](#).

## Add Website to Trusted Sites (Internet Explorer)

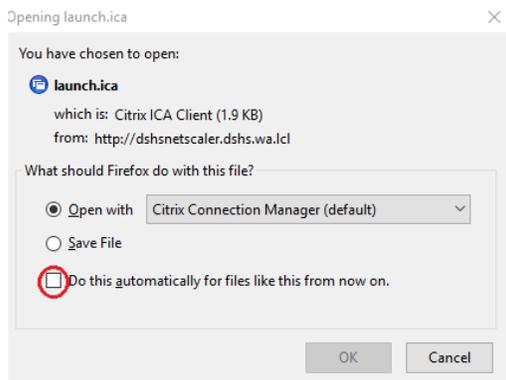
Add the site to the **Trusted sites** list if using Internet Explorer browser using the following steps:

1. Go to **Tools > Internet Options > Security tab > Sites**.
2. In the **Add this website to the zone field**, enter <https://citrixfa.dshs.wa.gov> and click **Add**.



## SET ICA TO LAUNCH AUTOMATICALLY FOR MOZILLA FIREFOX

Mozilla Firefox 52.x no longer supports Citrix Receiver plugin using NPAPI. The workaround is to configure Firefox to automatically run **launch.ica** file types. **Check the box "Do this automatically for files like this."**



## REMOVE OR DISABLE THIRD-PARTY BROWSER ADWARE

Remove or disable any third-party browser based adware software that could be interfering with the successful launch of the ICA file. Restart the browser after removing these software and try again.

## CLEAR THE "DO NOT SAVE ENCRYPTED DATA TO DISK" OPTION (INTERNET EXPLORER)

If you are using Internet Explorer, click **Tools > Internet Options > Advanced tab** and clear the option **"Do not save encrypted data to disk."**

## AUTOMATICALLY OPEN ICA FILES

After the ICA file is downloaded, enable the browser to open similar files automatically.

- **Internet Explorer:** Right click on the **downloaded file** and uncheck the option **"Always ask before opening this type of file."**

- **Google Chrome:** Click the drop-down list for the file in the download bar and select **“Always Open Files of This Type.”**

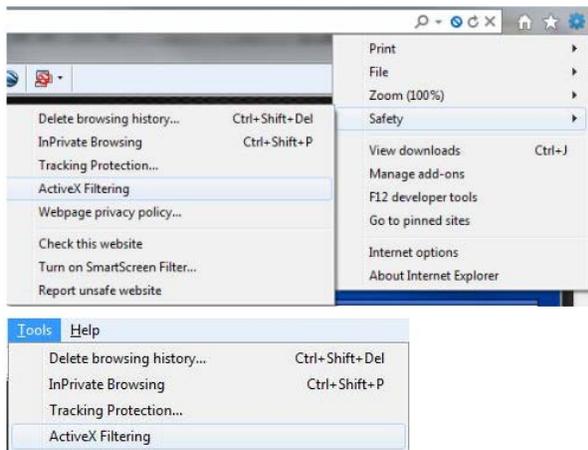
## ASSOCIATE .ICA FILE TYPE WITH CITRIX CONNECTION MANAGER

1. On Windows computers, go to **Control Panel > Default Programs > Associate a file type or protocol with a program.**
2. Under Name, find .ica file type.
3. Ensure that the current default is set to Citrix Connection Manager. If not, click **Change program** and choose Citrix Connection Manager.

**Note:** Connection Manager is the wfcrun32 file located at C:\Program Files (x86)\Citrix\ICA Client. On Windows 10, this file is located at C:\Program Files (x86)\Citrix\.

## Disable ActiveX Internet Explorer

Disabling ActiveX filtering globally: Click **Gear icon**, select **Safety, de-select ActiveX Filtering**. Alternatively, press Alt key and click **Tools** menu (ActiveX filtering is enabled if a “tick” appears next to it and is disabled if the “tick” disappears).

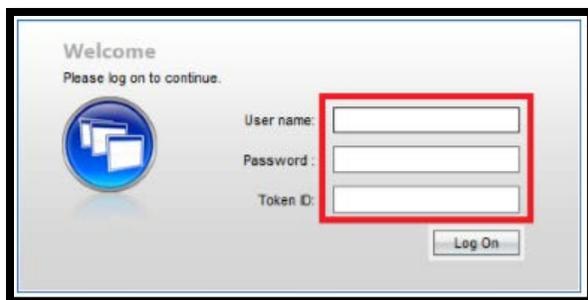


## RSA SecurID Troubleshooting

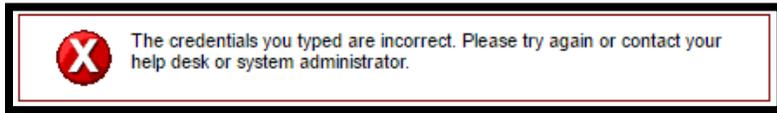
Contact your local IT support for assistance with installing the RSA Software at home.

## CITRIX LOGIN TROUBLESHOOTING

Fields go Blank/Credentials you typed are incorrect.



Or:



#### Resolutions:

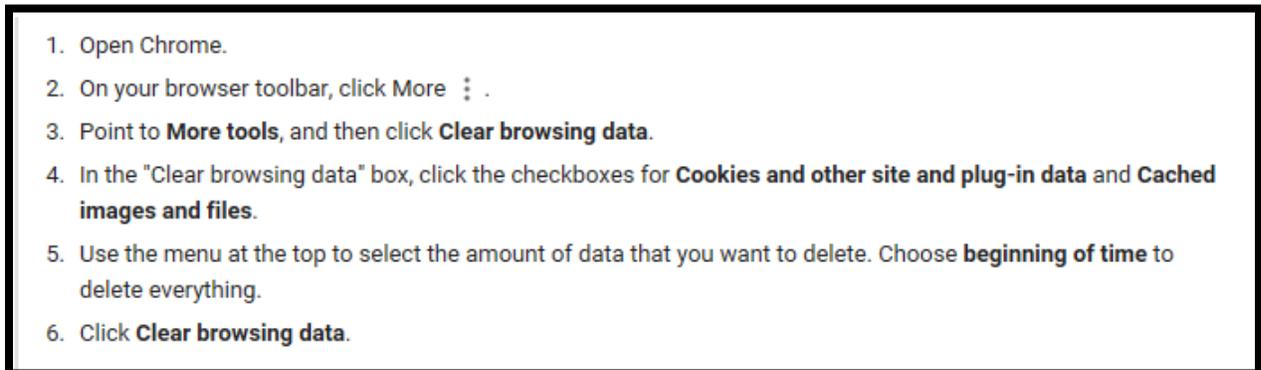
Verify your **PIN is correct**. If you need your PIN reset, contact your local Help Desk.

1. Make sure the RSA SecureID **ticker bar is full**, before typing (Mobile/Hardware Tokens) or copying (Software) your passcode.

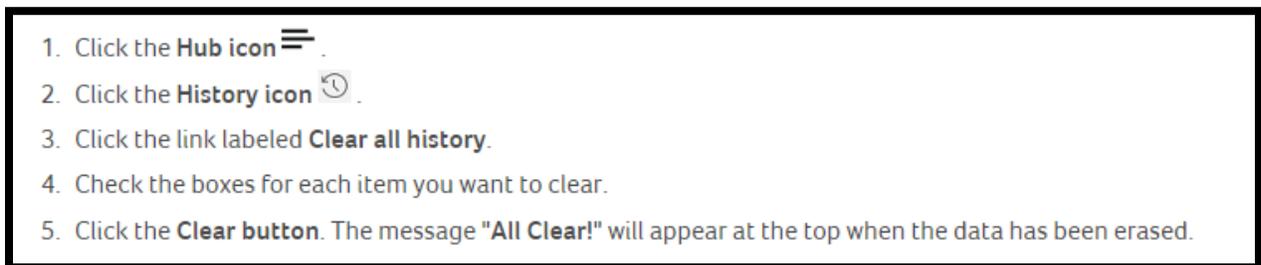


2. If you *incorrectly* enter your credentials **three times**, your RSA token will be **locked**. Contact your local help desk for assistance with getting your account unlocked.
3. Clear your browser's cache. Below are instructions for Chrome, Firefox, Edge, and Internet Explorer.

#### Chrome



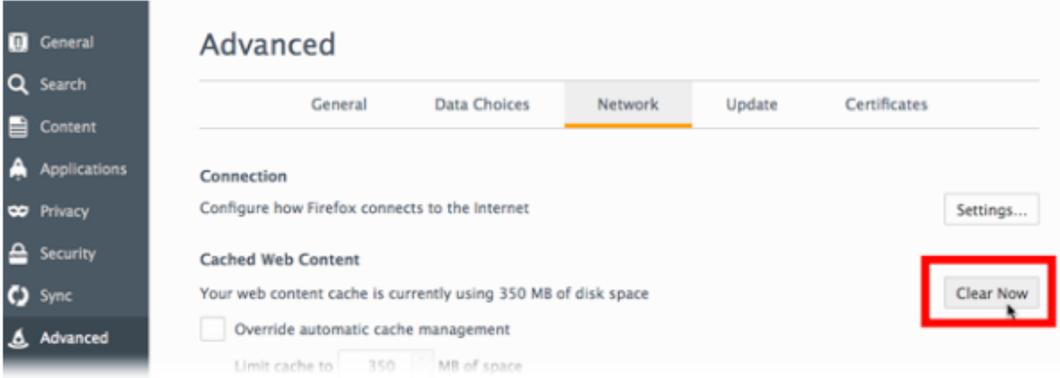
#### Microsoft Edge



## Mozilla Firefox

### Clear the cache

1. Click the menu button ☰ and choose **Options**.
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click **Clear Now**.

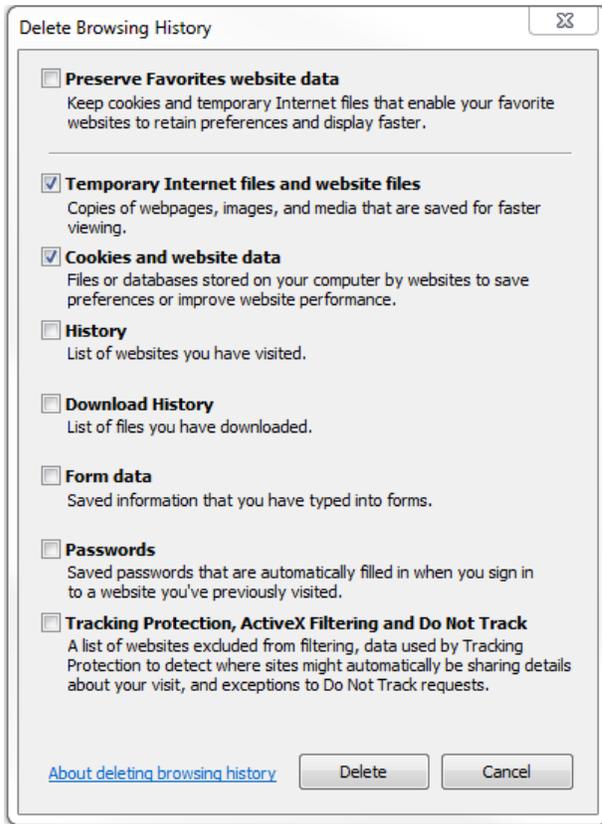


The screenshot shows the 'Advanced' settings page in Mozilla Firefox. The 'Network' tab is selected. Under the 'Cached Web Content' section, the 'Clear Now' button is highlighted with a red rectangular box. The page also shows the 'Connection' section and a 'Settings...' button.

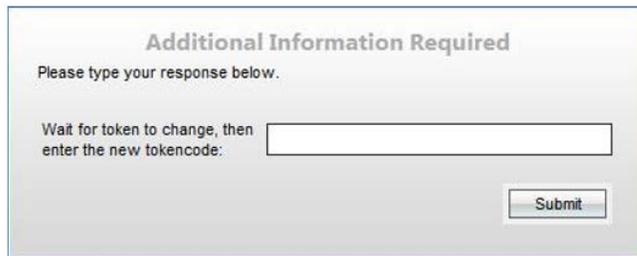
5. Close the *about:preferences* page. Any changes you've made will automatically be saved.

## Internet Explorer

1. Click **Tools**.
2. Click **Delete Browsing History**.
3. Uncheck **“Preserve Favorites website data”**.
4. Check **“Temporary Internet files and website files”** and **“Cookies and website data”**.
5. **“History”**, **“Download History”**, **“Form Data”**, **“Passwords”**, and **“Tracking Protection, ActiveX Filtering and Do Not Track”** are optional. (See example below.)



## NEXT TOKEN MODE



You will get the above prompt for “**Additional Information Required**” after two-to-three **unsuccessful** attempts entering your User Name, and Password.

### Resolutions:

1. Let the RSA Token Code rollover to issue the new Token Code. Type (Mobile/Hardware Tokens) or copy (Software) your passcode into the “Addition Information Required” field.