

Transforming lives

DSHS CITRIX VIRTUAL WORKPLACE

SECURE TWO-FACTOR AND END-USER

REFERENCE GUIDE

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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 <u>Citrix Access</u> from your local IT support and receive confirmation for approval.
- □ **Step 2**. Install the <u>Citrix Receiver</u> on your workstation with your local IT support.
- Step 3. Navigate to 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 <u>Remote</u> <u>Access Request and Agreement</u>, get your manager's approval, and submit the form to your local IT support. It can be found in the <u>DSHS Forms</u> page, form number (03-443).

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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

In a web browser, navigate to <u>myaccess.dshs.wa.gov</u>, click "Download the latest DSHS approved Citrix client".

Download the latest DSHS approved Citrix client.

Click "Run" or "Save".
 Note: The message may vary depending on the web browser you're using. (See examples below.)

Internet Explorer (Windows)

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You have chosen to open:		
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from: http://downloadplugins.citrix.com.edgesuite.net		
Would you like to save this file?		
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r ome (Windows)		
CitrixReceiver.exe		
26.9/44.8 MB, 2 secs left		



- 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
citreps: Receiver
Installation successful
Finish, and you can set up an account later.

CITRIX RECEIVER INSTALLATION FOR MACINTOSH

- 1. In a web browser, navigate to <u>https://www.citrix.com/downloads/citrix-receiver/Macintosh/receiver-for-Macintosh-latest.html</u>.
- 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)

	Downloads	Clear
	CitrixReceiver.dmg	^
Chrome	e (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".

000	Install Citrix Receiver	6
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e Introduction	To install Citrix Receiver for Mac, click Continue. You will be guided through the steps necessary to install Receiver on your Mac.	
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5. Agree to Terms of Service.



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

nstaller is trying to install new softwar Type your password to allow this.	e.
Name:	
Password:	_

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 <u>myaccess.dshs.wa.gov</u>.
- 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".

		Log on User name: LynchM Password: Log On	
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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 <u>Citrix Access</u> 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 <u>Citrix Receiver</u>.
- □ Step 4. Install the <u>RSA SecurID Software and Token</u>.
- □ Step 5. <u>Access Citrix from Home or Remote Location</u>.

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 <u>Remote Access Request and Agreement</u> to request an RSA SecurID token. <u>The Remote Access Request and Agreement</u> may be found in the <u>DSHS Forms</u> page, form number (03-443).

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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 <u>myaccess.dshs.wa.gov</u>, click "**Download the latest DSHS approved Citrix** client".

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)



Edge (Windows)

What do you want to do with CitrixReceiver.exe (44.7 MB)? From: downloadplugins.citrix.com	Save	Save as	Cancel	\times
······································				

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

D Citrix Receiver		×
1	Welcome to Citrix Receiver Setup	
1	Click Install to install Citrix Receiver on your computer.	
Citrix Receiver		
()		
	Instal	e

5. Accept License Agreement.



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

G Citrix Receiver	X
citrex Receiver	
Installation successful	vour
email or a server address, click Add Account. Otherwise, Finish, and you can set up an account later.	click
bā	d Account

CITRIX RECEIVER INSTALLATION FOR MACINTOSH

- 1. In a web browser, navigate to <u>https://www.citrix.com/downloads/citrix-receiver/Macintosh/receiver-for-Macintosh-latest.html.</u>
- 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)

	Downloads	Clear
	CitrixReceiver.dmg	^
Chrome	e (Macintosh)	
Chrome	e (Macintosh)	

CitrixReceiver.dmg

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".

| 1

000	Minstall Citrix Receiver	8
	Welcome to the Citrix Receiver Installer	
e Introduction	To install Citrix Receiver for Mac, click Continue. You will be guided through the steps necessary to install Receiver on your Mac.	
License		
Destination Select		
Installation Type		
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Summary		
	Co Back Continu	
	Continu	<u> </u>

5. Agree to Terms of Service.



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

Inst	aller is trying to install new software.
Typ	e your password to allow this.
Pat	Name: isword: Cancel Install Software

STEP 4 INSTALLING RSA SECURID - HOME OR REMOTE LOCATION

RSA SECURID SOFTWARE FOR WINDOWS

- 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).



 Download the RSA Secure ID Token Software, double-click the "RSASecurIDToken500x64.msi", found in your Downloads.

Note: DO NOT run the "RSASecurIDTokenAuto500x64.msi".

template 词题RSASecurIDToken500x64.msi	
ill RSASecurlDToken500x64.msi	
19	
BRSASecurIDTokenAuto500x64.msi	

5. Select "Run" to start the RSA SecurID Setup Wizard.



6. Select "Next" to continue to the Terms of Service.

👷 RSA SecurID Software Token	- Setup Wizard	×
RSA	Welcome to the RSA SecurID Software Token Setup Wizard	
	The Setup Wizard will install RSA SecurID Software Token 5.0.0.292 x64 on your computer.Click Next to continue or Cancel to exit the Setup Wizard.	
	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	

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

- 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).



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

00	Downloads		
	# E III * III * 12	Q.	
FAVORITES All My Files Applications Desktop Documents Documents Downloads Movies Music Pictures DEVICES VMware Tools	Name RSASecurIDMac412.dmg About Downloads	Date Modified Today 10:41 PM Mar 10, 2014 1:40 PM	Size 27.7 M8 9.9 M8

5. Select "Continue" to Start the RSA SecurID Setup Wizard.

000	🤪 Install SecuriD
	Welcome to the SecurID Installer
e Introduction	Welcome to the installation program for RSA SecurID Software Token 4.1.2 x64. You will be guided through the steps necessary to install this software.
License	
Destination Select	
Installation Type	
Installation	OP_{res}
Summary	Inst Security
RSA	
SecurID	Go Back Continue

6. Accept the Terms of Service, select "Agree", then select "Continue".

000		🤪 Ins	tall SecurID		8
	To continue in of the softwar	stalling the sof e license agree	tware you must agree ment.	e to the terms	-
⊖ Int					
e Lic	Click Agree to	continue or click	Disagree to cancel the	installation	
• Des	and quit the In:	staller.			
Inst	Read Licen	se .	Disagree	Agree	
@ Ins					
e summ R Sec		Information, the Use acceptance of this L This Agreement is individual person or the Software and He "Custo Customer is locate locat EMC Corporation Locat EMC Corporation International ("EISI" South America and International ("EISI") South America and International ("EISI")	to even which is subject to and losses Agreement (the "Agreement the entity that the individual entity that the individual entity and RSA (which med in the United Bates, Mexic ion sales subsidiary if Cus iocal sales subsidiary if Cus iocal sales subsidiary if Cus iocal sales subsidiary and (), if Customer is located out in a country in which EMC Customer's us of the Softe greement set forth in a qui	expressly conductored imment"). between you (meaning represent that has obta tilter use and not for out out the second that and the source or south America; (if) the United States, Mexic Corporation does not hav ide United States, Mexic Corporation does not hav otherwise in writing, area and Hardware, excep- totation issued by RSA	the ned jight jight the EMC ems o or ve a this st to of a ; or
		Print	Save	Go Back Con	tinue

7. 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".

Enter File Password	N	×
To complete import file enter a passwor Enter Password:	of bucklbl_00015 d.	0549691.sdtid
•	ОК	Cancel

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)

••፡፡፡ AT&T	ଚ 5:18 PM	1 🕴 74% 🔳 🕨
Cancel	Token Import	
Enter the your toke	token password to co n import.	mplete
QWE	ERTYU	I O P
AS	DFGH	JKL
• z	XCVB	M 🛛
.?123	space	return

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.				
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.				
RSA SecuriD				

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).

RSA Secur	e 🛠 ⅔ 📶 🖬 11:14 AM CID°	
Token File Password Enter Password		
ОК	Cancel	
	source and the second	
1 2 3 4 5 q w e r t a s d f q f z > Copied to Sym	6 7 8 9 0 y u i o p h j k l clipboard 1 m ▲ . Done	

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 <u>Software - Daily Citrix Login</u> for daily Citrix login instructions.

1. Navigate to <u>myaccess.dshs.wa.gov</u>.

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)

Username : Passw ord : Token ID :	LynchM LynchM Log On
	Username : Passw ord : Token ID :

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



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

CTS Remot	Options 💙 🗖 🔀
Enter PIN:	
Leav	ve Blank
RSA SecuriD	

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".

Additional	Information Required
Please type your response belo	w.
Enter a new PIN having from 5 to 8 digits:	•••••
	Submit

8. Re-enter PIN for verification and click "Submit".



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

Additional Information Required Please type your response below.		
PIN Accepted. Wait for the token code to change, then enter the new passcode:	Submit	

9. On the RSA Token Generator click "Re-enter PIN".



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



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

11. Click the "**Copy"** button.



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

Additional Information Required Please type your response below.		
PIN Accepted. Wait for the token code to change, then enter the new passcode:	•••••	
	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**.

Main					Select view: 💌 🤇 C
Admin Tools	Office 2010	Change My Password	Internet Explorer	Windows Explorer	
		rassword			

RSA Software - Daily Citrix Login

- 1. Navigate to 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)

Welcome Please log on to continue.		
	Username : Password : Token ID :	LynchM
		Log On

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".

Welcome Please log on to continue.		
	Username : Password :	LynchM
	Token ID :	•••••
		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 <u>Hardware - Daily Citrix Login</u> for daily Citrix login instructions.

- 1. Navigate to <u>myaccess.dshs.wa.gov</u>.
- 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)

Welcome		
Please log on to continue.		
	Username :	LynchM
	Passw ord :	•••••
	Token ID :	
		Log On

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).

Create New PIN	
New PIN:	What is a valid pin?
Confirm New PIN:	
Next Tokencode:	*
Cancel	

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**.

Main					Select view:
Admin Tools	Office 2010	Change My Password	Internet Explorer	Windows Explorer	

RSA HARDWARE - DAILY CITRIX LOGIN

- 1. Navigate to <u>myaccess.dshs.wa.gov</u>.
- 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)



 In the "Token ID:" field enter the (PIN + Token ID) off of the Hardware FOB. Example below: (PIN+159759)



5. Click "Log On".

Welcome		
Please log on to continu	e.	
	Username :	LynchM
	Passw ord :	•••••
-	Token ID :	•••••
		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**.

2	C			ALCON D	
Admin Tools	Office 2010	Change My	Internet Explorer	Windows Explorer	

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 <u>Mobile - Daily Citrix Login</u> for daily Citrix login instructions.

- 1. Navigate to <u>myaccess.dshs.wa.gov</u>.
- 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)

Welcome Please log on to o	continue.		
	Username : Password : Token ID :	LynchM	
		E	Log On

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



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



- 6. Type the Token into the "Token ID:" field.
- 7. 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.

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

👔 📲 🚮 🕼 10:32 AM	
Enter PIN Enter	Enter PIN () () () () () () () () () ()
For Android Device	For iPhone

11. 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".

Additional	Information Required
Please type your response belo	w.
PIN Accepted. Wait for the token code to change, then enter the new passcode:	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**.

Main					Select view: • C
Admin Tools	Office 2010	Change My Password	Internet Explorer	Windows Explorer	

RSA MOBILE - DAILY CITRIX LOGIN

- 1. Navigate to <u>myaccess.dshs.wa.gov</u>.
- 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)

Welcome Please log on to d	ontinue.	
P	Username : Password :	LynchM
	Token ID :	Log On

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



5. Enter your "**PIN**" into the RSA Mobile App.

🗐 📲 🚮 🕼 10:32 AM	
Enter PIN Enter	Enter PIN 2 1 RSA Security
For Android Device	For iPhone

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".

Welcome Please log on to o	continue.		
	Username : Password : Token ID :	LynchM	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**".

G Litrix Re	Add Account
E	inter your work email or server address provided by your IT department:
L	
[Do not show this window automatically at logon.
	Add 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 <u>Citrix Receiver Clean-up Utility</u> 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.
- <u>Automatically Open ICA Files</u>.
- <u>Associate .ica File Type with Citrix Connection Manager.</u>
- 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 <u>https://citrixfa.dshs.wa.gov</u> 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**."

Opening launch.ica		\times
You have chosen to	open:	
🖻 launch.ica		
which is: Citrix	ICA Client (1.9 KB)	
from: http://de	shsnetscaler.dshs.wa.lcl	
What should Firefo	do with this file?	
Open with	Citrix Connection Manager (default) $$	
Save File		
Do this <u>a</u> utor	natically for files like this from now on.	
	OK Cancel	

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.

Please log on to cont	nue.	
	User name:	
	Password :	
~	Token ID:	
		Log On

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

- 1. Open Chrome.
- 2. On your browser toolbar, click More 🚦 .
- 3. Point to More tools, and then click Clear browsing data.
- In the "Clear browsing data" box, click the checkboxes for Cookies and other site and plug-in data and Cached images and files.
- Use the menu at the top to select the amount of data that you want to delete. Choose beginning of time to delete everything.
- 6. Click Clear browsing data.

Microsoft Edge

- 1. Click the Hub icon =
- 2. Click the History icon 🕚
- 3. Click the link labeled Clear all history.
- 4. Check the boxes for each item you want to clear.
- 5. Click the Clear button. The message "All Clear!" will appear at the top when the data has been erased.

Mozilla Firefox

Clear the cache			
1. Click the menu button \equiv and choose Options .			
2. Select the Advanced panel.			
3. Click on the Network tab.			
4. In the Cached Web Content section, click Clear Now .			
General Advanced			
General Data Choices Network Update Certificates			
Applications Connection			
Privacy Configure how Firefox connects to the Internet Settings			
Security Cached Web Content Cached Web Content Your web content cache is currently using 350 MB of disk space Clear Now			
Advanced Override automatic cache management			
Limit cache to 350 MB of space			
5. Close the <i>about:preferences</i> 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.)

Delete Browsing History	23				
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.					
Temporary Internet files and website files Copies of webpages, images, and media that are saved for fast viewing.	er				
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.					
History List of websites you have visited.					
Download History List of files you have downloaded.					
Form data Saved information that you have typed into forms.					
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	n				
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing of about your visit, and exceptions to Do Not Track requests.	details				
About deleting browsing history Delete Cance					

NEXT TOKEN MODE

Additional In	ormation	Required
Please type your response below.		
Wait for token to change, then enter the new tokencode:		
		Submit

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.