



Transforming lives

DSHS Citrix Remote and Hosted Applications Internal Guide

Revision History

Revision	Change Description	Updated By	Date
1.0	Original	DSHS ET Infrastructure Apps & Remote Access Team	10/18/2018
2.0	Citrix Workspace	DSHS ET Infrastructure Apps & Remote Access Team	6/18/2020
3.0	a. HDX Realtime Media Engine URL b. FAQ	DSHS TSD Infrastructure Apps & Remote Access Team	10/1/2020

Contents

Introduction	4
Citrix Access Methods	4
Customer Experience Expectations	4
Printing via Citrix	4
Hard Drive Availability – Saving Capabilities	4
Saving in Citrix from Work	5
How to save to your Citrix Home Drive from work	5
How to save to your Mapped Drive from work.....	6
How to save to your USB drive from work.....	7
Applications available to all	8
Setting Favorites.....	8
Enterprise Vault (URL)	9
Skype for Business	9
Prerequisites	10
Logging into the DSHS Citrix Remote and Hosted Application Service Environment	10
First time logging into Citrix from Work using Citrix Workspace Application (Internally).....	10
Daily Login to Citrix from Work using the Citrix Workspace Application (Internally)	12
Login to Citrix from Web Browser at work (Internally)	13
Login to Citrix from Mobile Device at work (Internally)	15
Troubleshooting	18
References	18
FAQ	19

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 Workspace LTSR software on each authorized user(s) work or home computer, logging in through the Staff Access page, the Citrix Workspace 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 Workspace Application, (2) [DSHS Staff Access page](#), and (3) through your Mobile Device.

Customer Experience Expectations

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

Printing via Citrix

If you have a functioning printer at home or 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




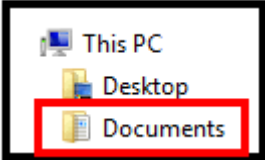
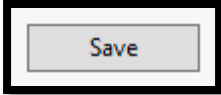
Saving in Citrix from Work

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 “Save”

3. Double Click “This PC”

4. Under “This PC”, select the “Documents” folder

5. Click “Save” , 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**”



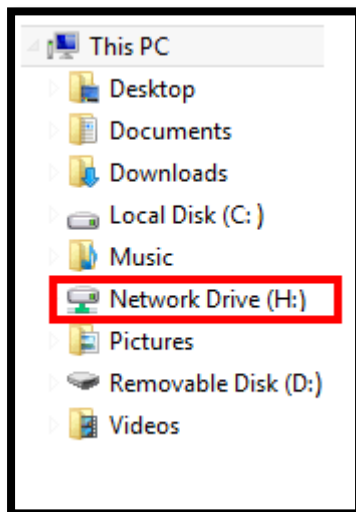
2. Click “**Save**”



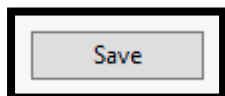
3. Double Click “**This PC**”



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



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



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"**



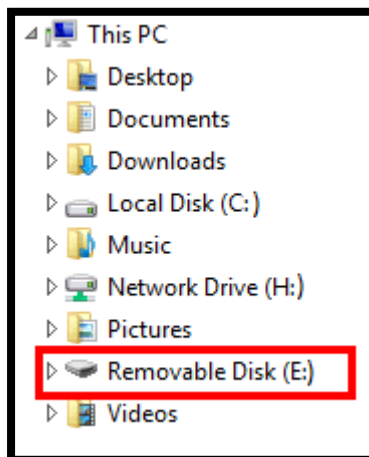
2. Click **"Save"**



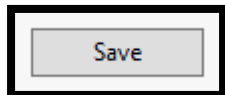
3. Double Click **"This PC"**



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








5. Click **"Save"**, your document is now saved on your USB.



Applications available to all

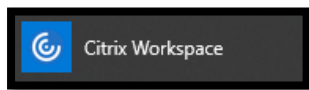
All Citrix users have applications that are available by default. The table below shows what applications are available to all users at login. Any additional application(s) access will be granted by the Administration local IT.

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

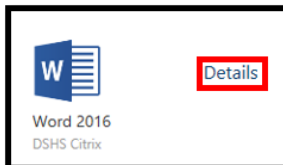
Setting Favorites

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.

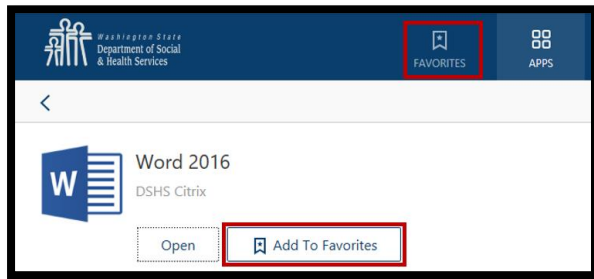
1. In the Start Menu, Open Citrix Workspace



2. Locate Word in the user's Apps, click "Details"

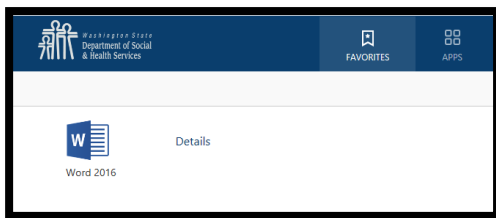


3. Select "Add To Favorites", click the "Favorites" Tab to view your favorites

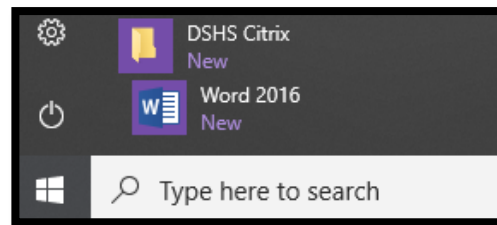


Microsoft Word will be available in your Favorites Tab. In addition, any app in your favorites will be available in the Start Menu under the folder “DSHS Citrix”.

Favorites Tab:

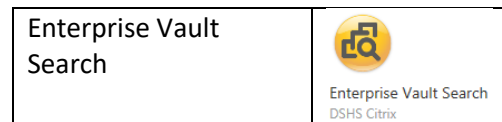


Start Menu:



Enterprise Vault (URL)

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



Skype for Business Optimization Add-On

Skype for Business is available through DSHS Citrix Remote and Hosted Application Service. Installing Citrix Skype for Business Add-on enhances your Skype for Business experience by optimizing communication between your device and the WA State Skype for Business infrastructure. 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 x64](#)
- [Citrix Skype Add-on for Linux x32](#)

Prerequisites

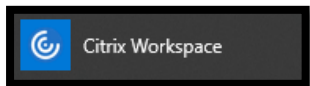
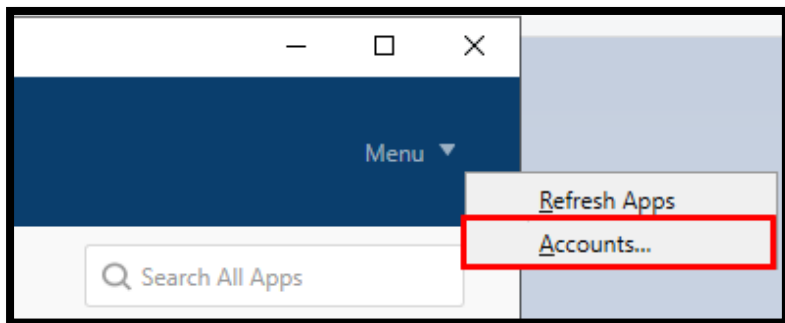
Remote Access Request and Agreement	You will need to complete the Remote Access Request and Agreement form, get your manager's approval, and submit the form to your Administrations Authorized Requestor. The form can be found on the DSHS Forms page , form number (03-443) Form: Remote Access Request and Agreement Note: if you already have Citrix, you will not need to fill this out.
Citrix Workspace LTSR	Citrix Workspace 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 Workspace LTSR on your work machine (or work mobile device). If you have issues with your Citrix Workspace LTSR at work, contact your Local IT support.

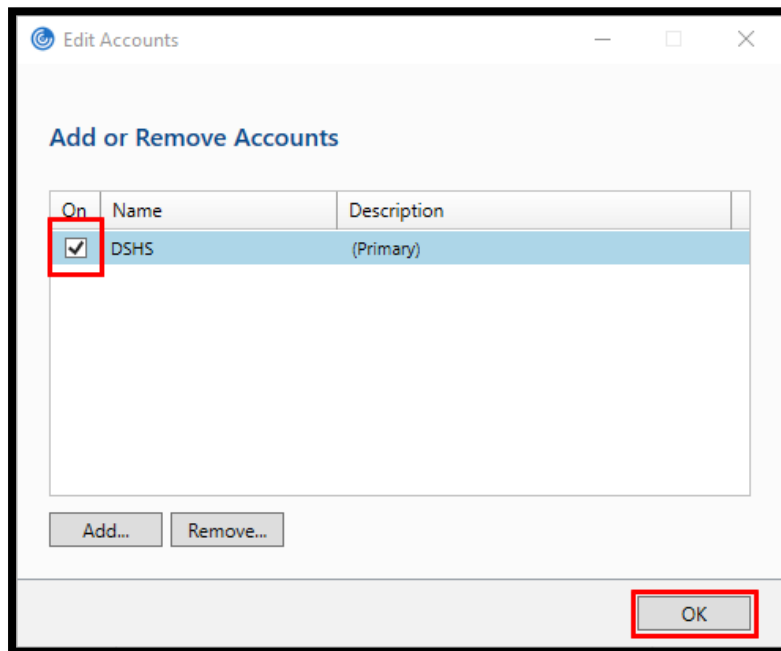
Logging into the DSHS Citrix Remote and Hosted Application Service Environment

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 Workspace 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.

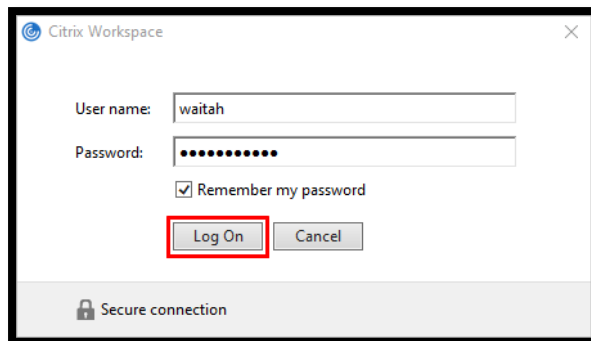
First time logging into Citrix from Work using Citrix Workspace Application (Internally)

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.

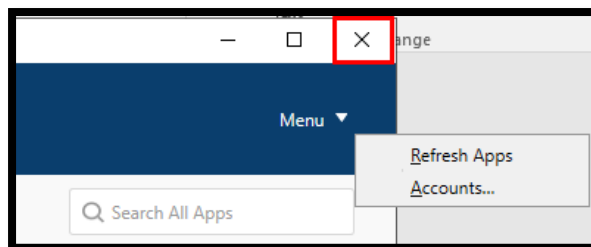
1. In the Start Menu, Open Citrix Workspace

2. Click the drop down arrow next to the search bar. Click "Accounts..."

3. Check the box "DSHS Internal", Click "OK" Note: If DSHS internal is not listed as shown below, contact your local IT.



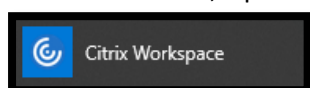
4. You will be prompted for your credentials, enter them here. Check the **“Remember my password”** checkbox and click **“Log On”**. You may not see the login request as shown below if your local IT has automated the process on your behalf.



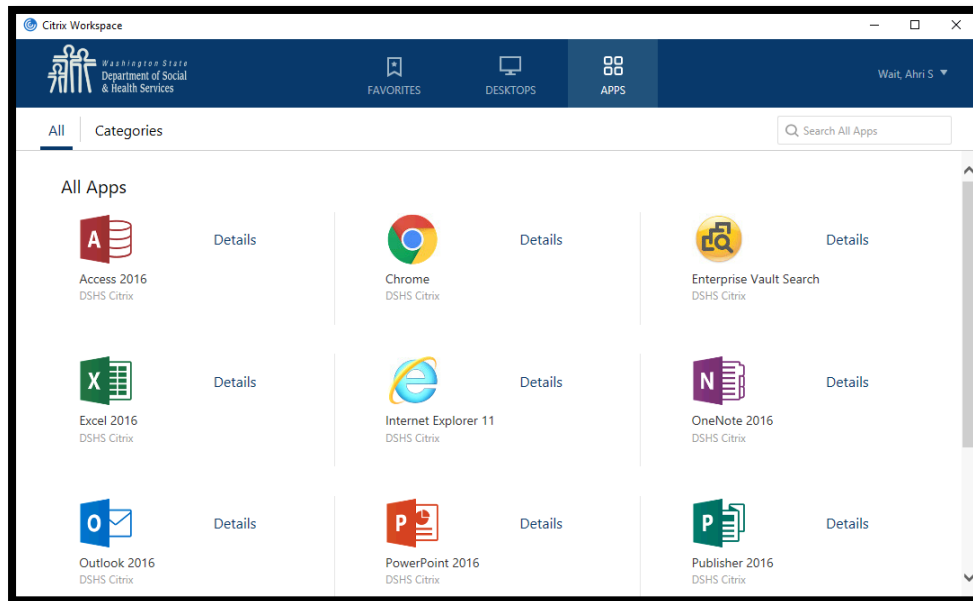
5. Close the Citrix Workspace by clicking the “X” in the top right corner



6. In the Start Menu, Open Citrix Workspace



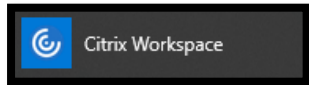
7. You will now see all of the DSHS Citrix Remote and Hosted Applications that are available to you. If your hosted application is missing, contact your Local IT.



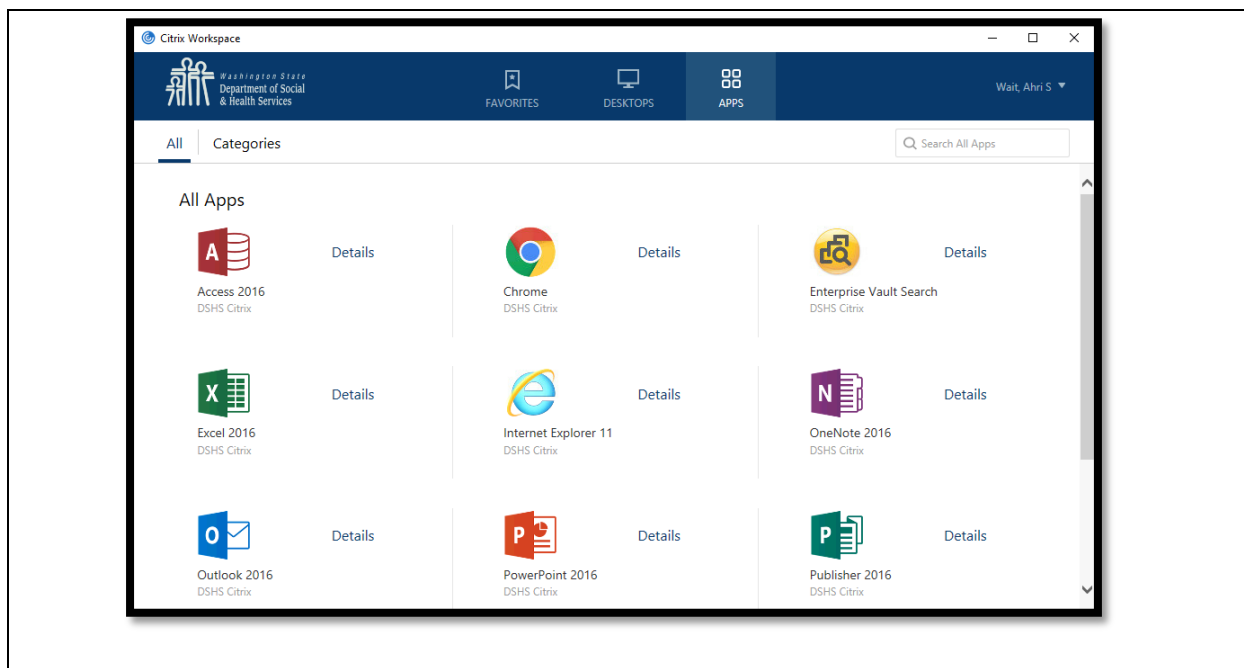
Daily Login to Citrix from Work using the Citrix Workspace Application (Internally)

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 Workspace



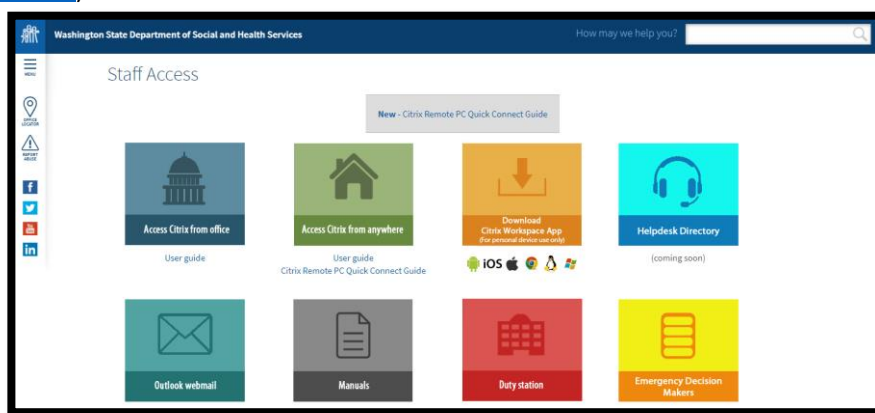
2. You will see all of the DSHS Citrix Remote and Hosted Applications that are available to you. If your hosted application is missing, contact your local IT.



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.

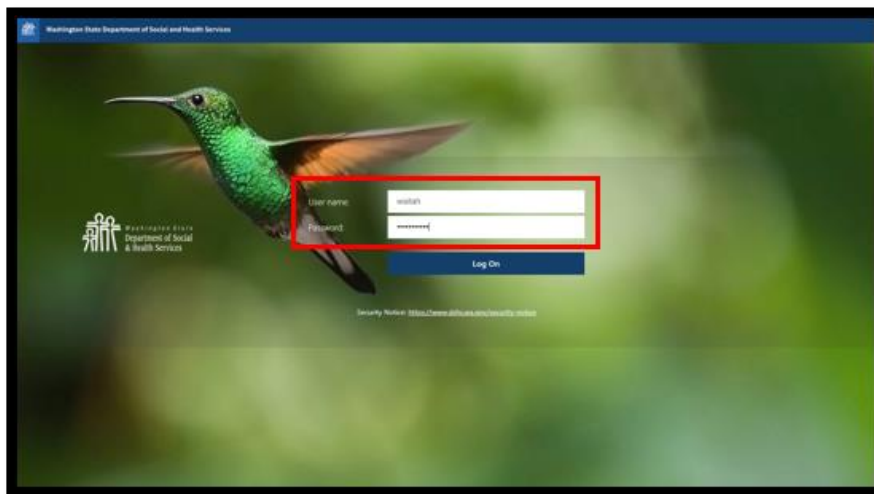
1. Open up a web browser and navigate to [DSHS Staff Access](https://www.dshs.wa.gov/staff-access) (<https://www.dshs.wa.gov/staff-access>)



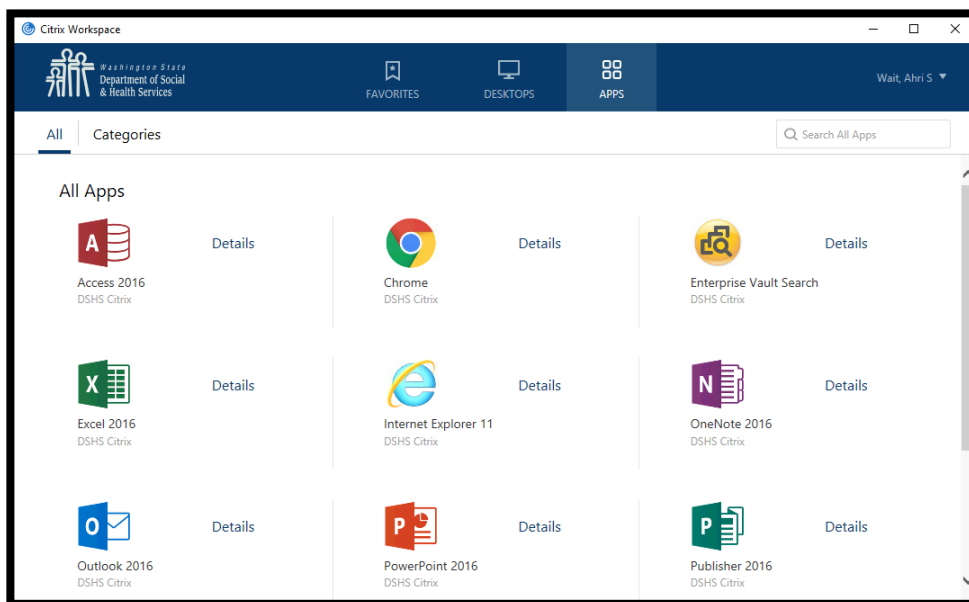
2. Click "Access Citrix from office"



3. Enter your User Name and Password



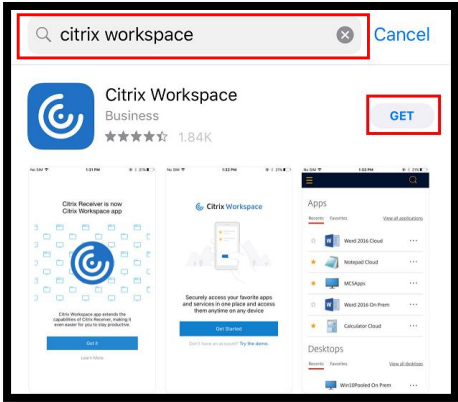
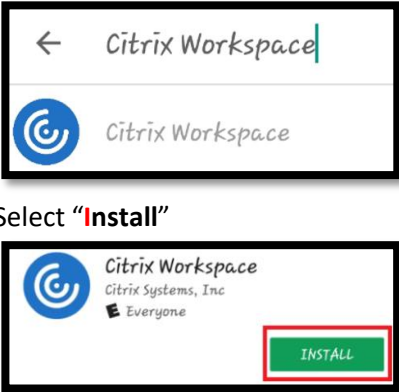



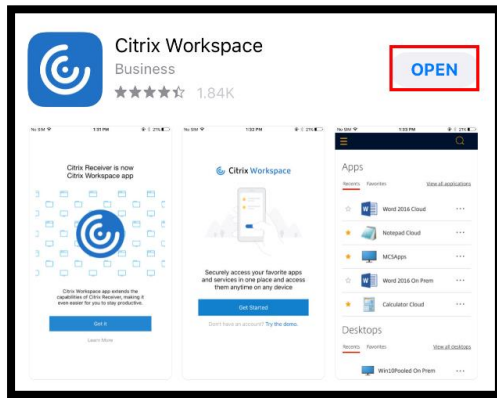
4. You will see all of the DSHS Citrix Remote and Hosted Applications that are available to you. If your hosted application is missing, contact your local IT.



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.

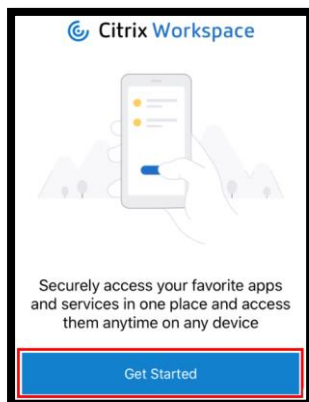
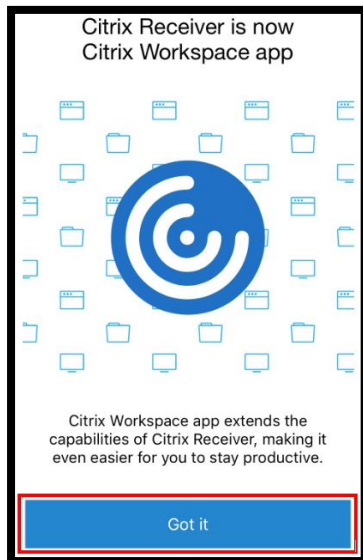
<p>The following instructions explain how to log into Citrix from Home through your iOS Mobile Device (Internally). You will need to make sure you have all the Prerequisites before you can start this process.</p>	<p>The following instructions explain how to log into Citrix from Home through your Android Mobile Device (Internally). You will need to make sure you have all the Prerequisites before you can start this process.</p>
<p style="text-align: center;">iOS</p> <p>1. Open the Apple App Store</p> 	<p style="text-align: center;">Android</p> <p>1. Open the Google Play Store</p> 
<p style="text-align: center;">iOS</p> <p>2. Search for “Citrix Workspace” and select “GET”</p> 	<p style="text-align: center;">Android</p> <p>2. Search for “Citrix Workspace”</p>  <p>Select “Install”</p>
<p style="text-align: center;">iOS</p> <p>3. Once the download is complete, select “OPEN”</p>	<p style="text-align: center;">Android</p> <p>3. Once the download is complete, Open Citrix Workspace.</p> 



Touch ID Prompt: Choose **“Not Now”** to skip the step to Enable Login with Touch ID.

iOS

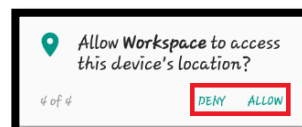
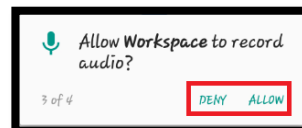
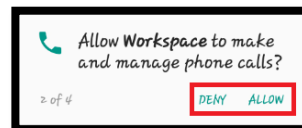
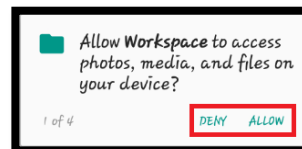
4. Select **“Got it”** then **“Get Started”**



iOS

Android

4. Click **“Allow”** or **“Deny”** on the 4 prompts that you receive:



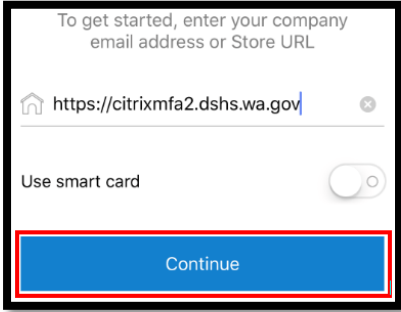
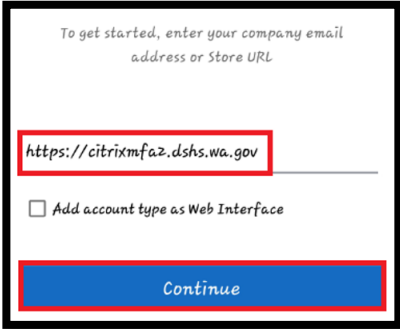
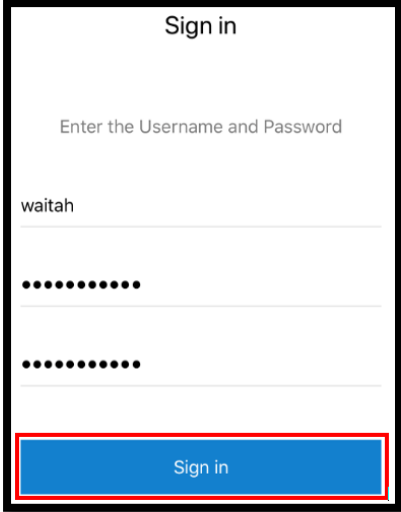
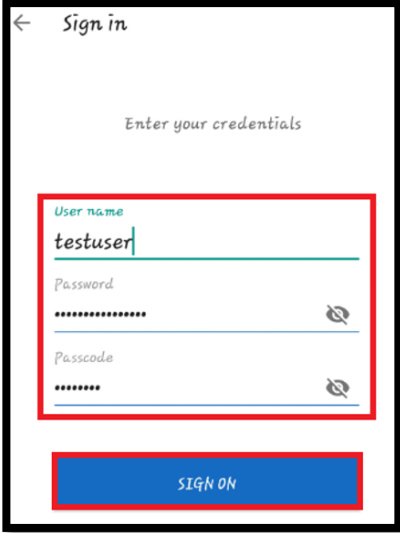

Select **“Got it”**

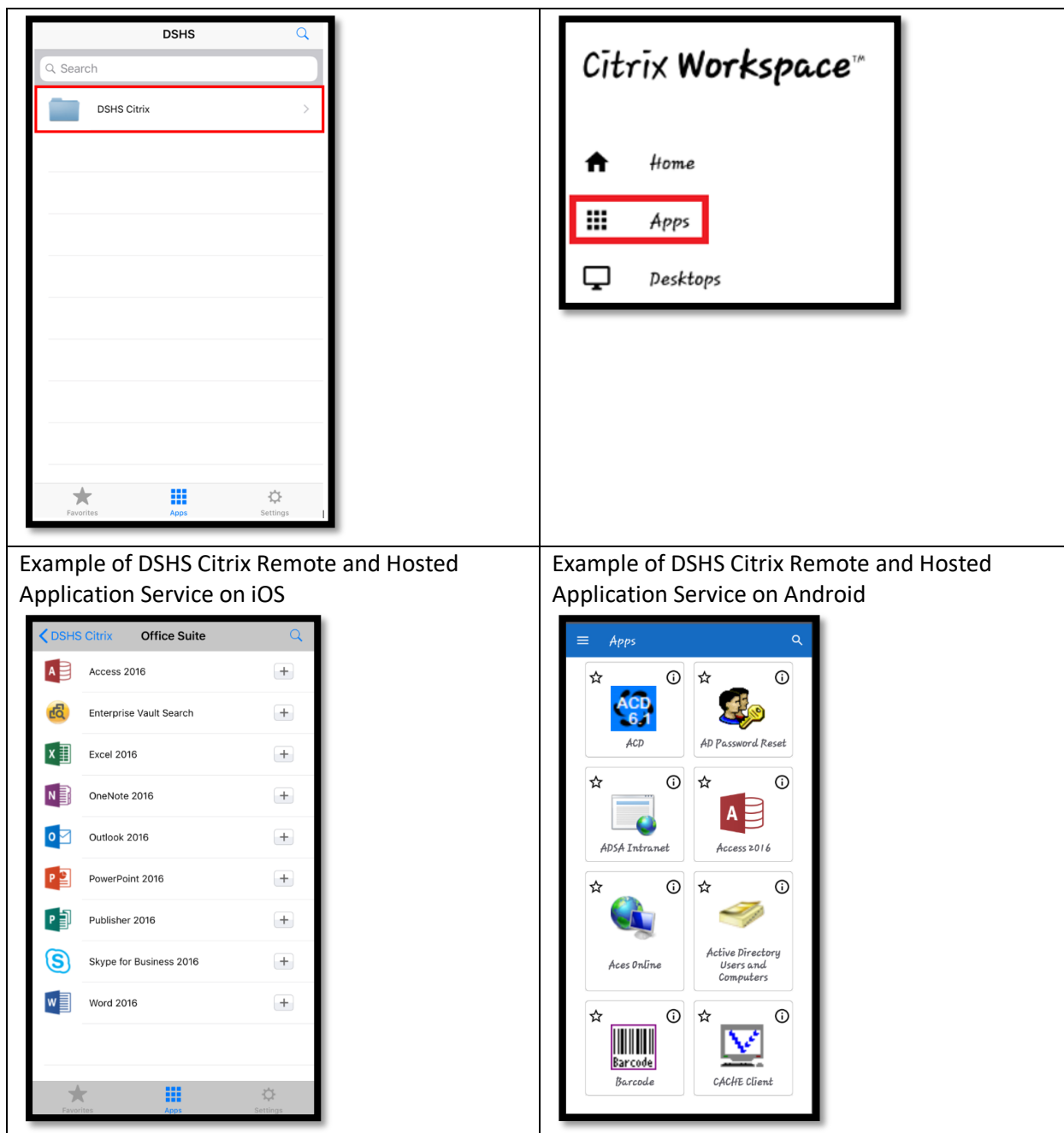


Select **“Get Started”**



Android

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



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](#)

FAQ

What is the cost of DSHS Citrix Remote and Hosted Application Service?

There are no additional chargeback costs for using the DSHS Citrix Remote and Hosted Application Service. Costs are part of the monthly network connection charge.

How do I update Citrix Workspace?

If you are using a DSHS-managed device, contact your local IT to update your Citrix Workspace.

How do I add a new application to Citrix hosted Applications?

If your Administration wishes to add an application that is not currently published in Citrix, please contact the [Enterprise Technology Service Desk](#) with a short description of what application your Administration would like published. The Citrix Team will contact you directly to complete your Administration's request.

How do I add an existing application to Citrix hosted Applications?

Contact your local IT to have an existing application added to your list of Citrix applications.