

Transforming lives

DSHS Citrix Remote and Hosted Applications Service Internal Guide

Revision History

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

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Introduction

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

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

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

Citrix Access Methods

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

Customer Experience Expectations

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

Printing via Citrix

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

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

Access Method	Printing Capability	
Internal (at work)	Available	

Hard Drive Availability – Saving Capabilities

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

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

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

Saving in Citrix from Work

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

- <u>Citrix Home Drive</u>
- 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.



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"
File
2. Click "Save"
Save
3. Double Click "This PC"
This PC
 Under "This PC", select the "Network Drive (H:)" folder. You may have a different drive letter.
🗠 🖳 This PC
🗁 📔 Desktop
Documents
Downloads
Cocal Disk (C:)
Network Drive (H:)
> Pictures
🗢 Removable Disk (D:)
🖂 🛃 Videos
5. Click "Save ", your document is now saved in your previously mapped drive.
Save

How to save to your USB drive from work

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

1. In Word, click "File"
File
2. Click "Save"
Save
3. Double Click "This PC"
This PC
4. Under "This PC", select the " Removable Disk (E:) " folder. You may have a different drive letter associated to your USB connection.
⊿ 🖳 This PC
🖻 📔 Desktop
Documents
Downloads
▷ 💼 Local Disk (C:)
🖻 🌗 Music
▷ 坖 Network Drive (H:)
Pictures
▷ 🖙 Removable Disk (E:)
Videos
5. Click " Save ", your document is now saved on your USB.
Save

Applications available to all

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

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

Setting Favorites

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

1.	In the Start Menu, "Open Citrix Receiver".
	Citrix Receiver
2.	Locate Word in the user's Apps, click "Details".
	Details Word 2016 DSHS Citrix



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

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

- <u>Citrix Skype Add-on for Windows</u>
- <u>Citrix Skype Add-on for Mac</u>
- <u>Citrix Skype Add-on for Linux</u>

Prerequisites

Remote Access Request	You will need to complete the Remote Access Request and Agreement
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: <u>Remote Access Request</u>
	and Agreement
	Note: if you already have Citrix, you will not need to fill this out.

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

Logging into the DSHS Citrix Remote and Hosted Application Service Environment

There are three ways to access the DSHS Citrix Remote and Hosted Application Service environment. You can access the Citrix Application(s) through the (1) Citrix Receiver Application, (2) DSHS Staff Access Page, and (3) through your Mobile Device. Below explains the three methods of logging into the DSHS Citrix Remote and Hosted Application Service. You can choose from any of the following options.

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

The following instructions explain how to log into Citrix from Work for the first time (Internally). You will need to make sure you have all the <u>Prerequisites</u> before you can start this process.



2	Check the box "DSUS Internal" Click "OK"		
5.	Note: If DSHS internal is not listed as shown below, contact your local IT.		
	(b) Edit Accounts — X		
	Add or Remove Accounts		
	On Name Description Image: Discription DSHS Internal DSHS Internal		
	Add Remove		
	OK		
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.		
	User name: waitah		
	Password:		
	Remember my password		
	Log On Cancel		
	Secure connection		
5.	Close the Citrix Receiver by clicking the "X" in the top right corner.		
	🕒 Chris Resolver - 🗆 🔀		
	Citrix Receiver Wait, Abri S + Q		

6. In the Start Menu, "Open Citrix Receiver".



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



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

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



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 <u>Prerequisites</u> before you can start this process.



3. Enter your DSHS Username and Password. Ant Department of Social 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. Citrix Receiver Department of Social & Health Services All Categories Q, Search All Apps All Apps A Details Details Detail Access 2016 DSHS Citrix Chrome DSRS Citrix хI Details Details Excel 2016 DSHS Citrix

Detail

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Details

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Details

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.





iOS	Android	
6. Enter Username, Password, Passcode, Select	6. Enter Username, Password, Passcode, Select	
" <mark>S</mark> ign in"	" <mark>S</mark> ign On"	
Sign in Enter the Username and Password waitah	 Sign in Enter your credentials User name testuser 	
Sign in	Password Passcode The stight of	
Passcode : Your Passcode is from the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, please contact your local IT.	Passcode : Your Passcode is from the RSA Token Software, RSA Token Hardware, or RSA Mobile Token. If you do not have an RSA Token, please contact your local IT.	
 iOS 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. 	Android 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.	
DSHS Q Q Search DSHS Citrix >	Cītrīx Workspace™ ♣ Home Apps Desktops	



Troubleshooting

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

References

DSHS Citrix Remote and Hosted Application Service - FAQ DSHS Inventory of DSHS Citrix Remote and Hosted Application Service Applications