






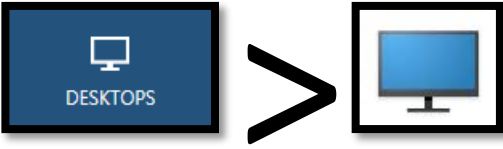


DSHS Citrix Remote PC Quick Guide

This is a quick guide to assist you if you are asked to work from home using Citrix due to the COVID-19/Novel Coronavirus.

The following is a summary of the steps you will need to take to be ready to work remotely.

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|--------------------------|--|
| <input type="checkbox"/> | <p>Step 1: Submit Remote Access Request and Agreement to your local IT help desk. They will give you access to Citrix once the form is processed.</p> |
| <input type="checkbox"/> | <p>Step 2: Get an RSA multi-factor authentication (MFA) token from your local IT staff. This token is needed to connect remotely and your local IT staff will provide instructions for use.</p> |
| <input type="checkbox"/> | <p>Step 3: In a web browser, navigate to the DSHS Staff Access page [https://www.dshs.wa.gov/staff-access]. Choose the Download Citrix Receiver link that applies to your home PC (pictured below).</p> <div style="display: flex; align-items: center; justify-content: center;">  <div style="margin-left: 20px;"> <p> = Android iOS</p> <p> = MAC iOS</p> <p>iOS = iPhone/iPad OS</p> <p> = Chrome OS</p> <p> = Linux OS</p> <p> = Windows OS</p> </div> </div> |
| <input type="checkbox"/> | <p>Step 4: Once the Citrix receiver and the RSA token are installed on your home computer, click on the Citrix Receiver icon  in your system tray. Enter your username, password, and RSA token when prompted.</p> |
| <input type="checkbox"/> | <p>Step 5: On successful login, select the Desktops tab. Your DSHS-managed PC will be displayed.</p> <p>To get to your desktop, select the Desktops tab and click the icon for your PC.</p> <div style="text-align: center;">  </div> |
| <input type="checkbox"/> | <p>Step 6: If you have questions about how to use Citrix, please see the External User Guide on the DSHS Staff Access page. Please contact your local IT staff if you have any questions.</p> |

See the YouTube video "[DSHS Secure Citrix Remote PC Access](#)" for a quick overview of how to access your DSHS-managed device via Citrix Remote PC from your home PC once you receive remote access [<https://www.youtube.com/watch?v=Vg-VZjTTfDA&feature=youtu.be>].