

# Citrix Installation and Use

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## ABOUT THE PASSCODE FIELD

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The Passcode is formed of your personal PIN plus the code displayed on your RSA SecurID key token. If you have not set a PIN because this is your first login, please enter just the code displayed on your SecurID key token. You will then be prompted to create a PIN. Keep this PIN secure as it is needed in the future to access your account. If you have set a PIN simply enter your PIN followed by the code displayed on your SecurID key token.

### **Example:**



**In this example, if you have never set a PIN:**

Enter 159759 for the Passcode.

**In this example, if your PIN is 1234:**

Enter 1234159759 for the Passcode.

Although other operating systems may work, instructions are provided for the above platforms only. Click the name of the operating system that you would like to use to go directly to that section of the document.

# Windows XP

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1. Citrix Receiver requires .NET 2.0. To install .NET 2.0 follow the following steps; otherwise, skip to step 8.  
If you have installed recent software it is likely that this software is already installed. If you receive an error about missing .NET 2.0 please install it and then repeat the installation steps. You will first have to uninstall the partially-installed receiver to correct this error.
2. Navigate to <http://www.microsoft.com/en-us/download/details.aspx?id=1639>
3. Click the Download link next to NetFX20SP2\_x86.exe
4. Click Run
5. Click Run
6. Accept the license agreement and click Install.
7. Click Exit.
8. Launch Internet Explorer.



9. Enter the Citrix address <http://commerce.wa.gov/citrix> - You can bookmark this address for quicker access in the future. Click the Citrix XenApp link.



**Department of Commerce**  
Innovation is in our nature.

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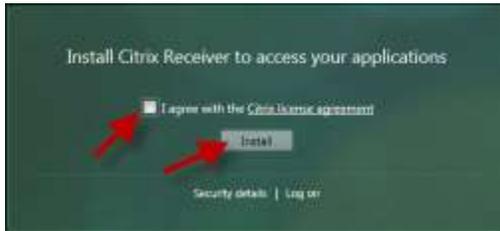
**Citrix XenApp**

10. This will bring you to the Access Gateway screen. Log in to the Access Gateway. The Username field is your network username. The AD Password field is your network password. The RSA password field is your passcode as described on page 1 of this document.

A screenshot of the Access Gateway login screen. It has a black background with the text 'Welcome' and 'Please log on to continue.' at the top. On the left is a blue padlock icon. To the right are three white input fields labeled 'User name:', 'AD Password:', and 'RSA Password:'. At the bottom right is a 'Log On' button.

11. If you have already installed the Citrix Receiver skip to Step 22.

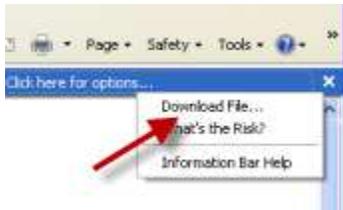
12. After a short delay, you will be asked to install the Citrix Receiver. Select the check box and click Install.



13. Click the Notification Bar.



14. Click Download File.



15. Click Run.



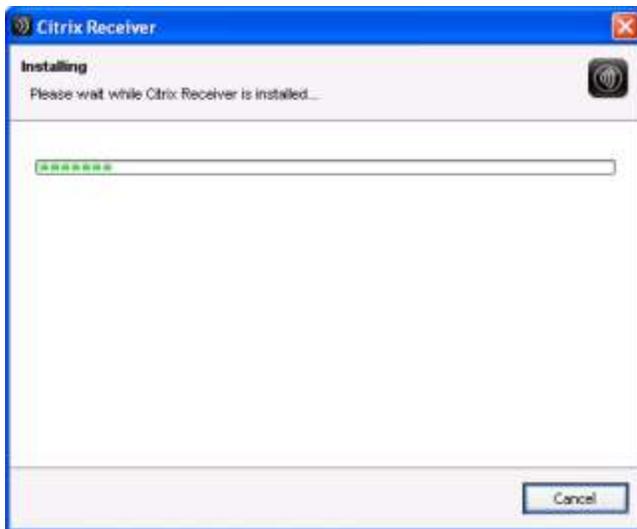
16. Click Run.



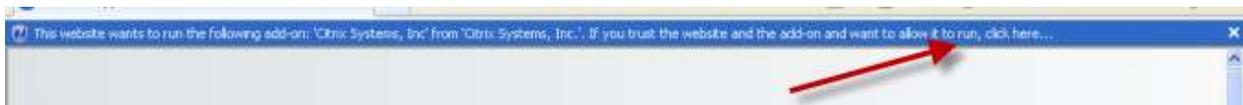
17. Click Install.



18. The install will complete automatically.



19. Click the Information Bar at the top of the window.



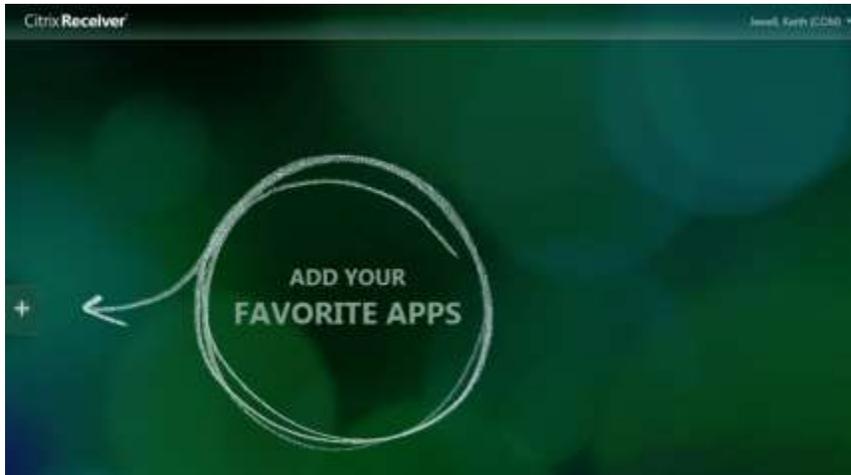
20. Click Run Add-on



21. Click Run.



22. If this is your first time using Receiver on any device you will have to add applications by clicking the Plus sign to the left. Click the applications that you would like to add. Once you are done, close the application panel.



23. Click the application you would like to run.

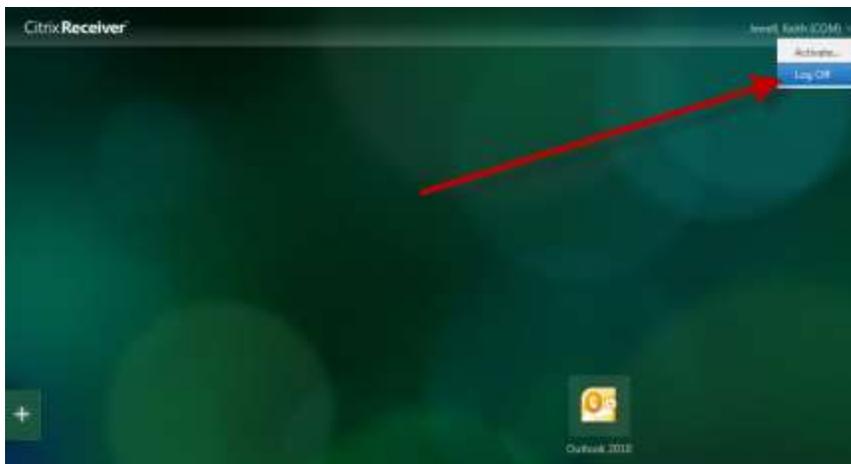


24. If this is the first time launching an application, you may receive the following dialog. If you would like to permit access to files located on your local computer, click Yes.. If you would like to always permit access, select the 'Do not ask me again for this site' checkbox.



25. Use your application.

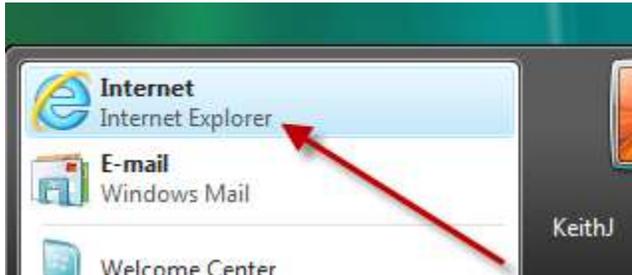
26. When complete, return to the Citrix interface and click your name, then click Log Off.



# Windows Vista

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1. Launch Internet Explorer



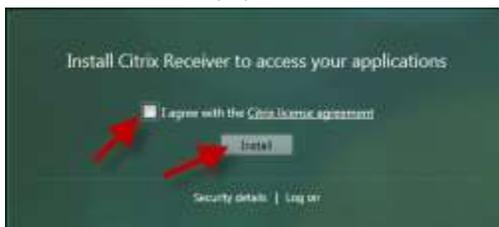
2. Enter the Citrix address <http://commerce.wa.gov/citrix> - You can bookmark this address for quicker access in the future. Click the Citrix XenApp link.



3. This will bring you to the Access Gateway screen. Log in to the Access Gateway. The Username field is your network username. The AD Password field is your network password. The RSA password field is your passcode as described on page 1 of this document.



4. If you have already installed the Citrix Receiver skip to Step 12.
5. After a short delay, you will be asked to install the Citrix Receiver. Select the check box and click Install.



6. Click Run.



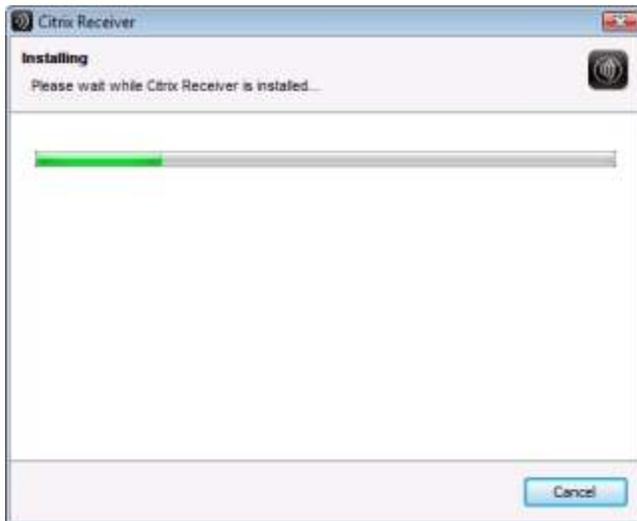
7. If User Account Control is enabled, you will need to click Continue in the UAC dialog.



8. Click Install.



9. The install will complete automatically.



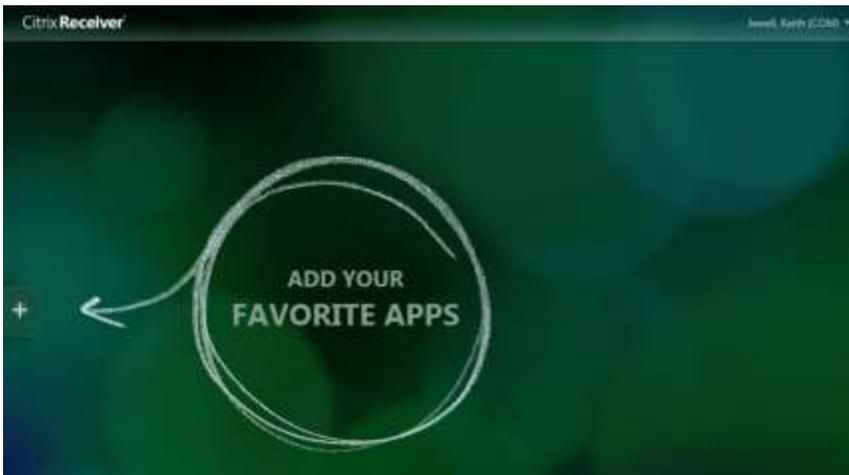
10. Look for the Information Bar at the bottom. Click Allow.



11. Select 'Do not show me the warning for this program again' and click Allow



12. If this is your first time using Receiver on any device you will have to add applications by clicking the Plus sign to the left. Click the applications that you would like to add. Once you are done, close the application panel.



13. Click the application you would like to run.

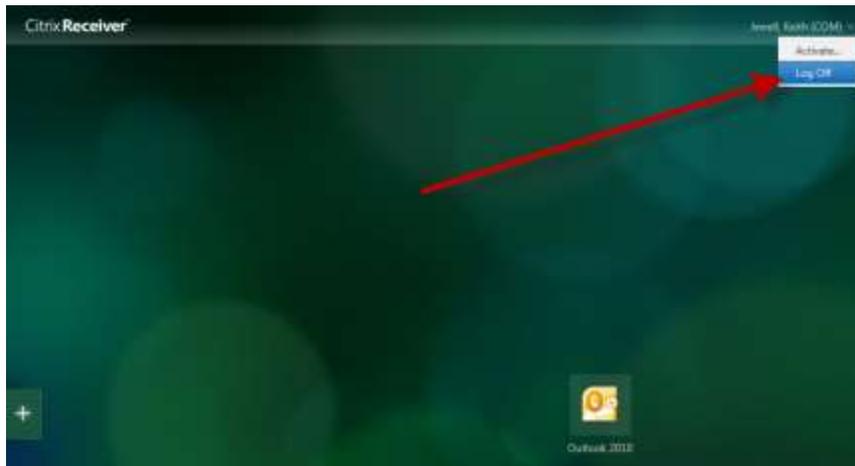


14. If this is the first time launching an application, you may receive the following dialog. If you would like to permit access to files located on your local computer, click Permit. If you would like to always permit access, select the checkbox.



15. Use your application.

16. When complete, return to the Citrix interface and click your name, then click Log Off.



# Windows 7

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1. Launch Internet Explorer.



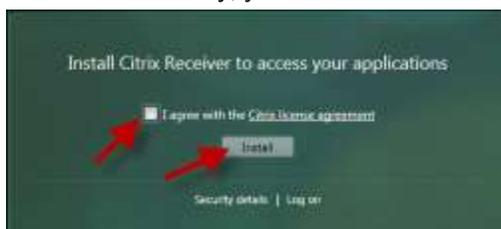
2. Enter the Citrix address <http://commerce.wa.gov/citrix> - You can bookmark this address for quicker access in the future. Click the Citrix XenApp link.



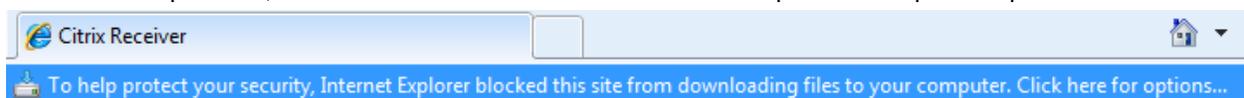
3. This will bring you to the Access Gateway screen. Log in to the Access Gateway. The Username field is your network username. The AD Password field is your network password. The RSA password field is your passcode as described on page 1 of this document.



4. If you have already installed the Citrix Receiver skip to Step 18.
5. After a short delay, you will be asked to install the Citrix Receiver. Select the check box and click Install.



6. In Internet Explorer 8, click the Notification Bar. For Internet Explorer 9 skip to Step 9.



7. In Internet Explorer 8, click Download File.



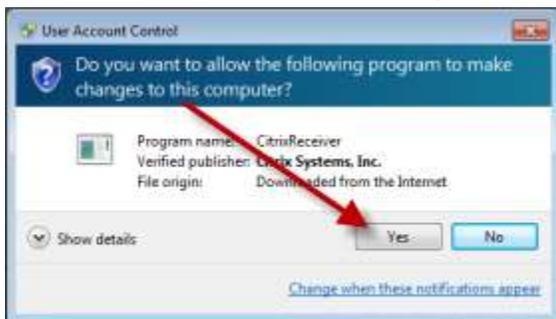
8. In Internet Explorer 8, click Run. Skip to Step 12.



9. In Internet Explorer 9, click Run.



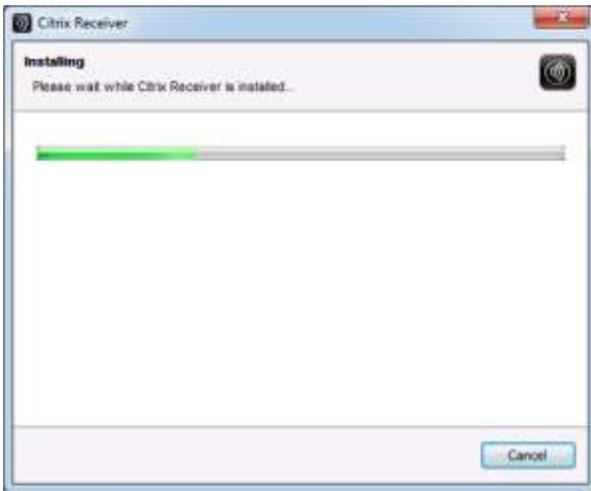
10. If User Account Control is enabled, you will need to click Yes in the UAC dialog.



11. Click Install.



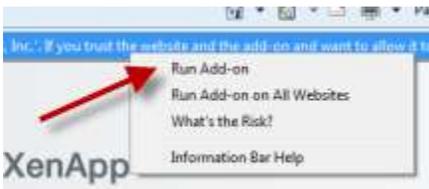
12. The install will complete automatically.



13. In Internet Explorer 8, look for the Information Bar at the top. In Internet Explorer 9, skip to Step 16.



14. Click the bar, then click Run Add-On.



15. A dialog will pop-up. Click Run. Skip to Step 17.



16. In Internet Explorer 9, look for the Information Bar at the bottom. Click Allow.

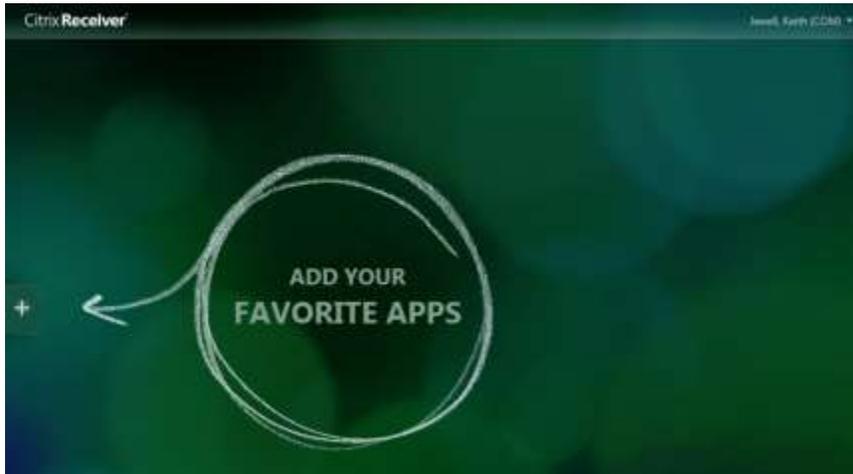


17. Select 'Do not show me the warning for this program again' and click Allow

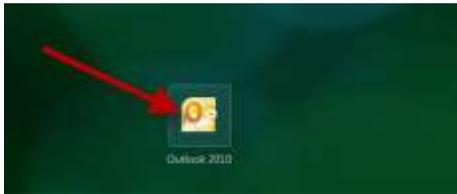


18. If this is your first time using Receiver on any device you will have to add applications by clicking the Plus sign to the left. Click the applications that you would like to add. Once you are done, close the application

panel.



19. Click the application you would like to run.

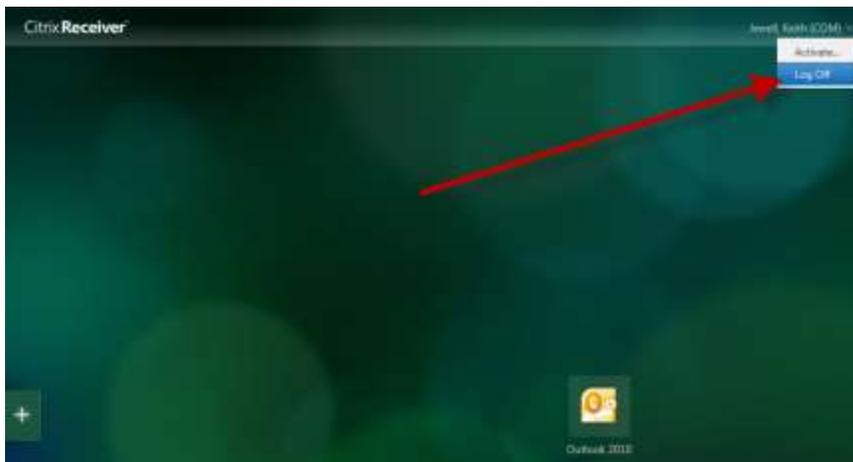


20. If this is the first time launching an application, you may receive the following dialog. If you would like to permit access to files located on your local computer, click Permit. If you would like to always permit access, select the checkbox.



21. Use your application.

22. When complete, return to the Citrix interface and click your name, then click Log Off.



# Windows 8

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## In the desktop environment

1. Launch Internet Explorer.



2. Enter the Citrix address <http://commerce.wa.gov/citrix> - You can bookmark this address for quicker access in the future. Click the Citrix XenApp link.



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3. This will bring you to the Access Gateway screen. Log in to the Access Gateway. The Username field is your network username. The AD Password field is your network password. The RSA password field is your passcode as described on page 1 of this document.



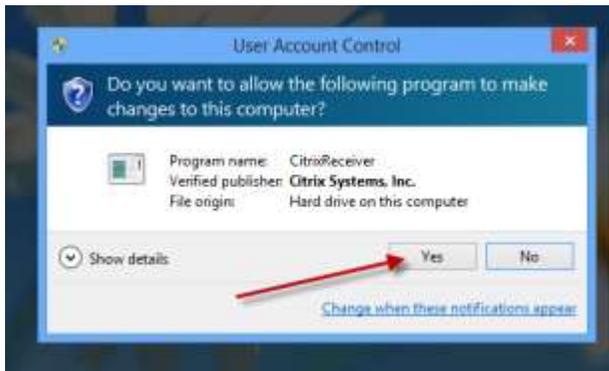
4. If you have already installed the Citrix Receiver skip to Step 12.
5. After a short delay, you will be asked to install the Citrix Receiver. Select the check box and click Install.



6. Click Run.



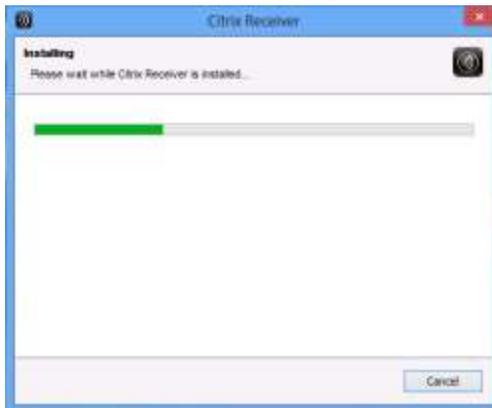
7. If User Account Control is enabled, you will need to click Yes in the UAC dialog.



8. Click Install.



9. The install will complete automatically.



10. Click Allow on the information bar.

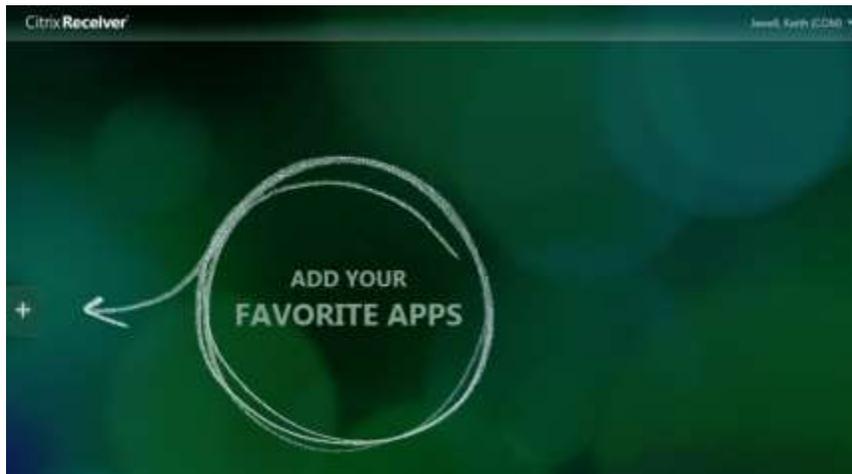


11. Select 'Do not show me the warning for this program again' and click Allow



12. If this is your first time using Receiver on any device you will have to add applications by clicking the Plus sign to the left. Click the applications that you would like to add. Once you are done, close the application

panel.



13. Click the application you would like to run.

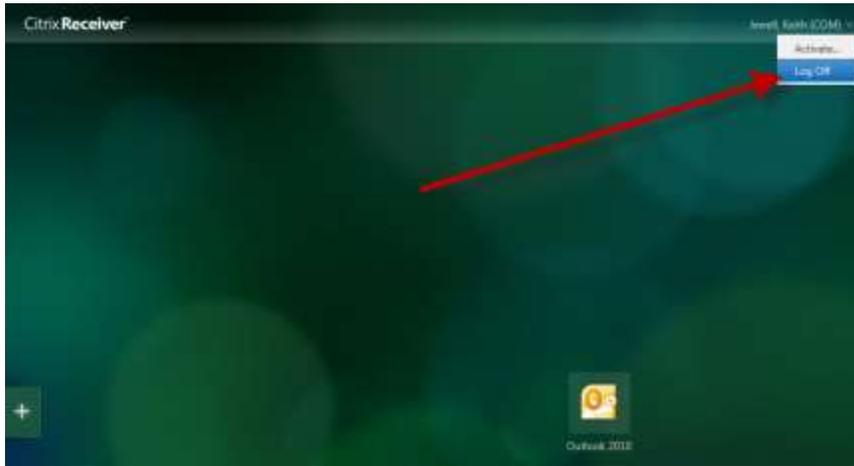


14. If this is the first time launching an application, you may receive the following dialog. If you would like to permit access to files located on your local computer, click Permit. If you would like to always permit access, select the checkbox.



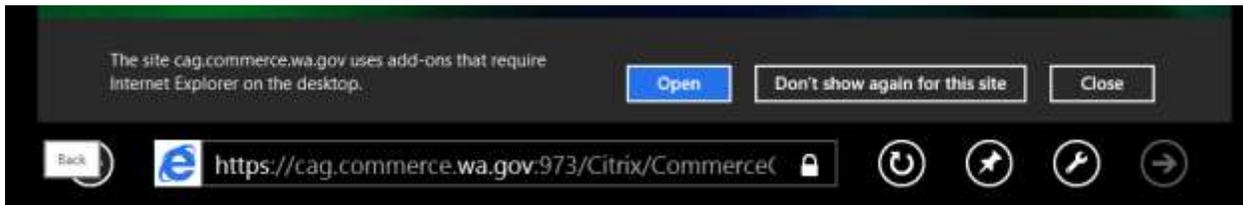
15. Use your application.

16. When complete, return to the Citrix interface and click your name, then click Log Off.



## In the Modern Interface

1. Citrix is not compatible with the Modern interface of Windows 8. You will receive the following error:



However it may work using the below instructions.

2. Start Internet Explorer from the home screen.



3. Enter the Citrix address <http://commerce.wa.gov/citrix> - You can bookmark this address for quicker access in the future. Click the Citrix XenApp link.

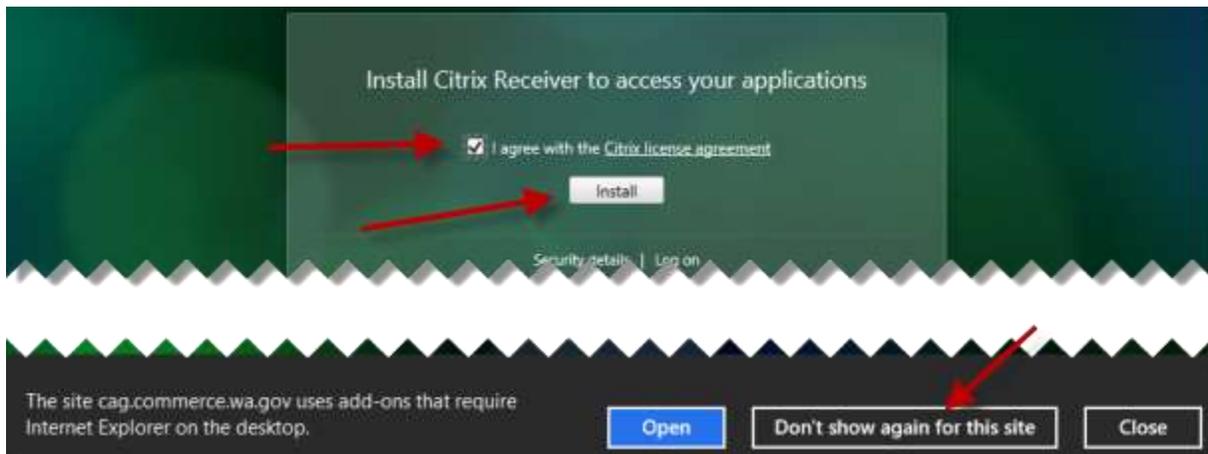


4. This will bring you to the Access Gateway screen. Log in to the Access Gateway. The Username field is your network username. The AD Password field is your network password. The RSA password field is your

passcode as described on page 1 of this document.



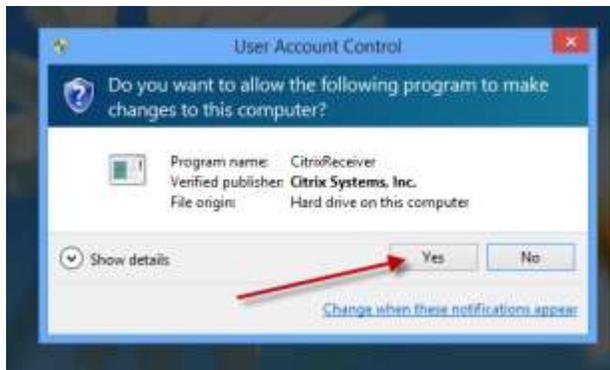
5. If you have already installed Citrix Receiver skip to step 14.
6. After login, you will receive the following error message. Click 'Don't show again for this site' then agree to the license and click Install.



7. Click Run.



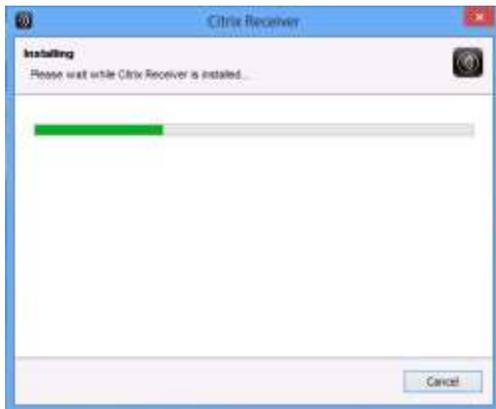
8. If User Account Control is enabled, you will need to click Yes in the UAC dialog.



9. Click Install.



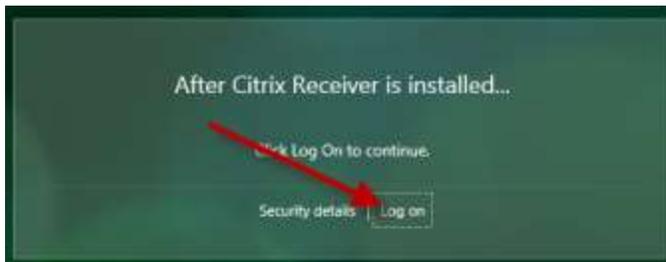
10. The install will complete automatically.



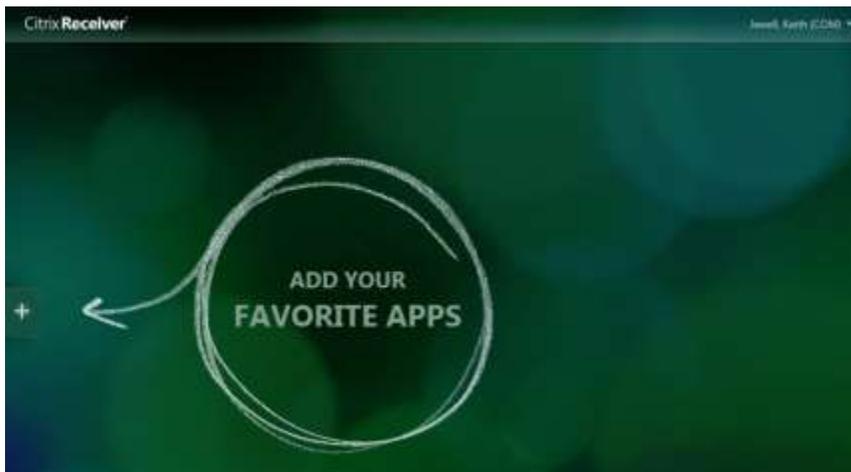
11. Return to the Start screen, using the keyboard or the Charms Bar.

12. Click Internet Explorer.

13. Click 'Log On'.



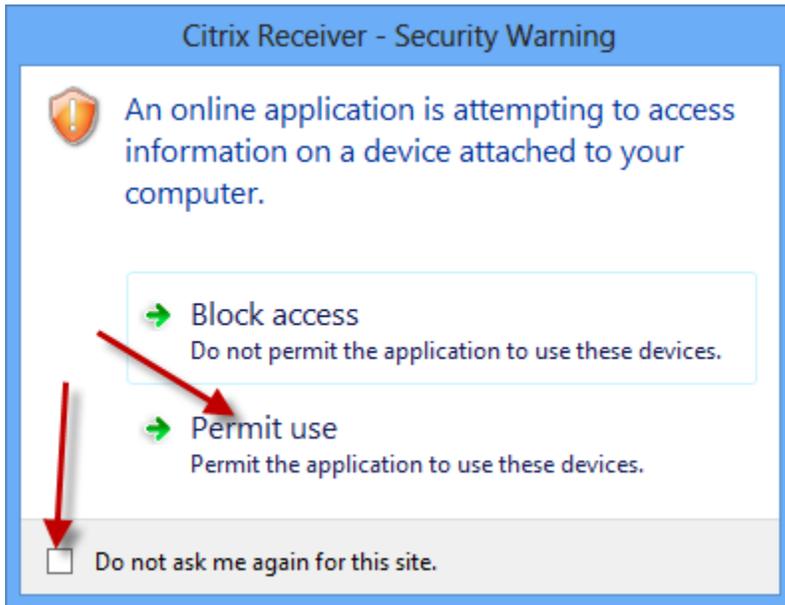
14. If this is your first time using Receiver on any device you will have to add applications by clicking the Plus sign to the left. Click the applications that you would like to add. Once you are done, close the application panel.



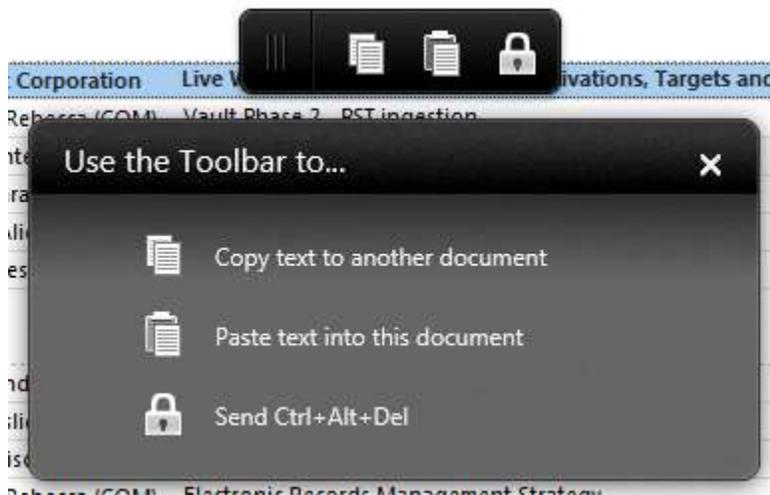
15. Click the application you would like to run.



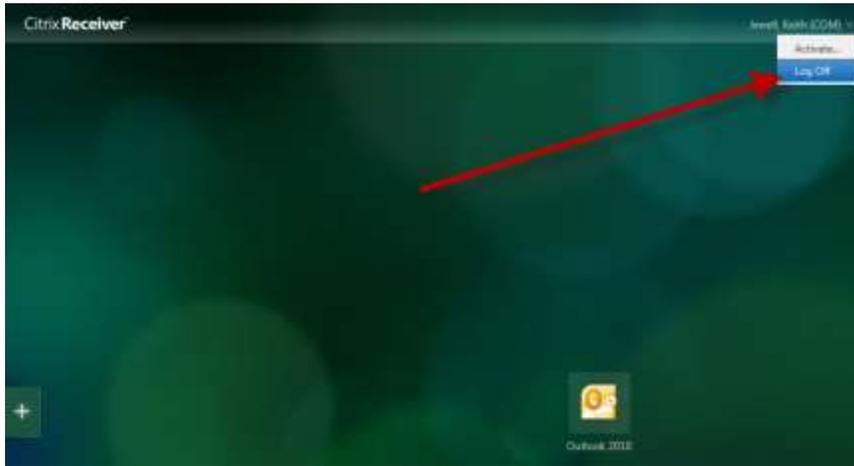
16. If this is the first time launching an application, you may receive the following dialog. If you would like to permit access to files located on your local computer, click Permit. If you would like to always permit access, select the checkbox.



17. Use your application. Windows 8 includes a touch toolbar for performing clipboard operations.



18. When complete, return to the Citrix interface and click your name, then click Log Off.



# Ubuntu 12.04 LTS

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**NOTE! This won't work right now unless you install a GoDaddy intermediate certificate. It's a bug in Receiver.**

1. Ubuntu is no longer supported due to a certificate change in the Citrix packaging. It may be possible to make it work by installing an intermediate certificate, but that is beyond the scope of this document.

# Mac OS X 10.8

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1. Launch Safari.



2. Enter the Citrix address <http://commerce.wa.gov/citrix> - You can bookmark this address for quicker access in the future. Click the Logon to Citrix link.



3. If you have already installed Receiver skip to Step 22.
4. Click Install.



5. You will be redirected to the Citrix site. Click the link for Receiver.



6. Click Download Receiver for Mac.



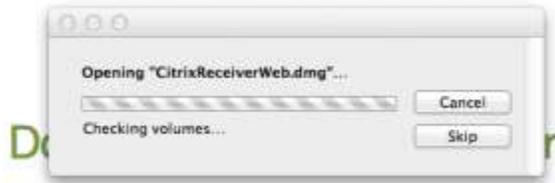
7. Click Downloads in the lower-right corner of the screen.



8. Double-click CitrixReceiverWeb.dmg



9. The disk image will open.



10. Click the Finder.



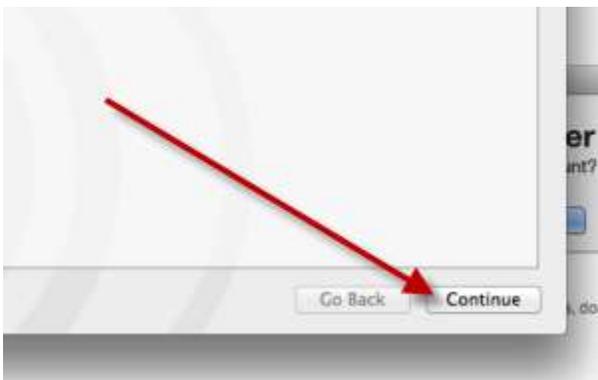
11. Double-click Install Citrix Receiver.pkg



12. Click Continue.



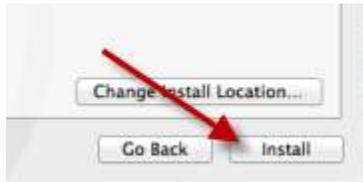
13. Click Continue again.



14. Agree to the license agreement.



15. Click Install.



16. Enter your password or an administrator username and password, then click Install Software.



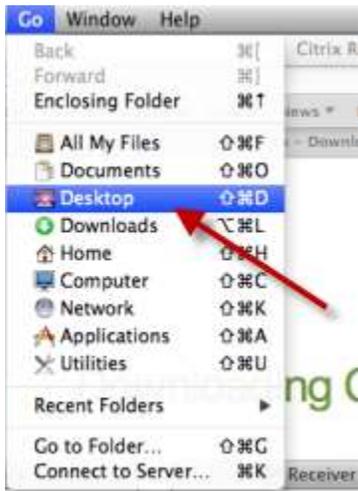
17. Click Close.



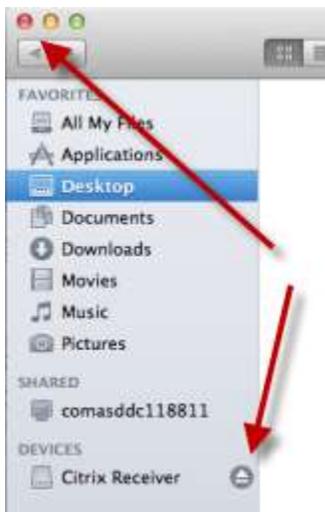
18. Close the Citrix Receiver window.



19. Click the Go menu, then choose Desktop.



20. Click the Eject icon next to Citrix Receiver, then close the Finder window.



21. Close the two extra tabs.



22. Enter your user credentials.



23. Click on your chosen application.

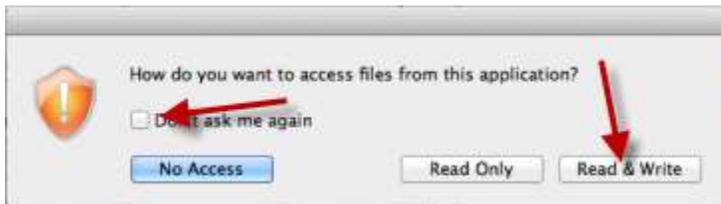


24. Your application will show with a Citrix Viewer icon on the launcher. All applications will show under the single icon. Notification icons will show in the menu bar.



25. Use your application.

26. If this is the first time launching an application, you may receive the following dialog. If you would like to permit access to files located on your local computer, click 'Read & Write'. If you would like to always permit access, select the checkbox.



27. When complete, return to the Citrix interface and click Log Off.

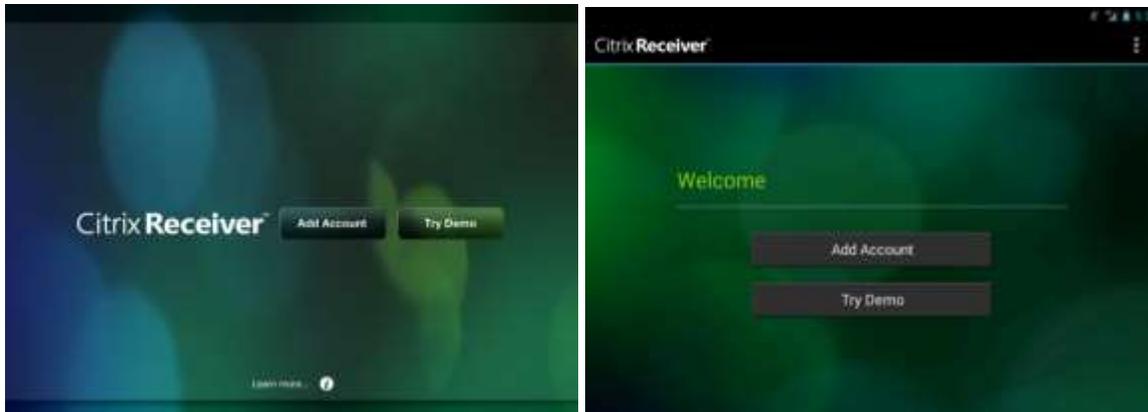


# iPad/iPhone/Android/Windows Phone

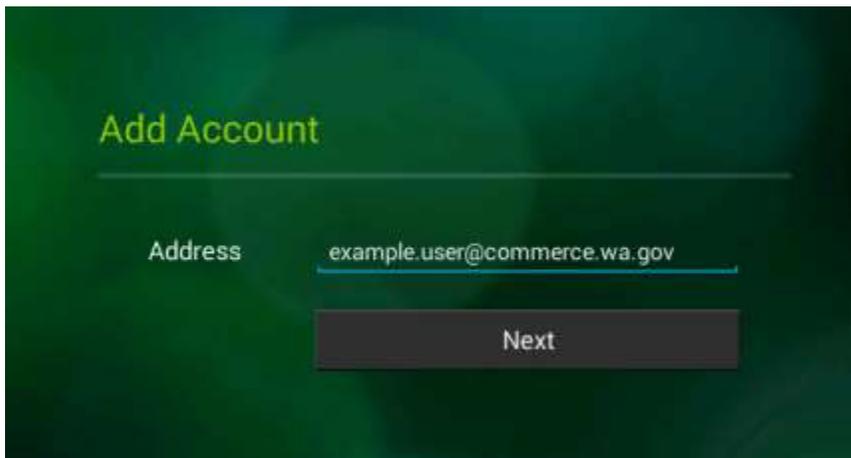
1. Install the Receiver from the app marketplace on your device. Below is an example of the listing on iPad.



2. Open the Receiver. You will be asked to add an account. Examples for iPad and Android are below.



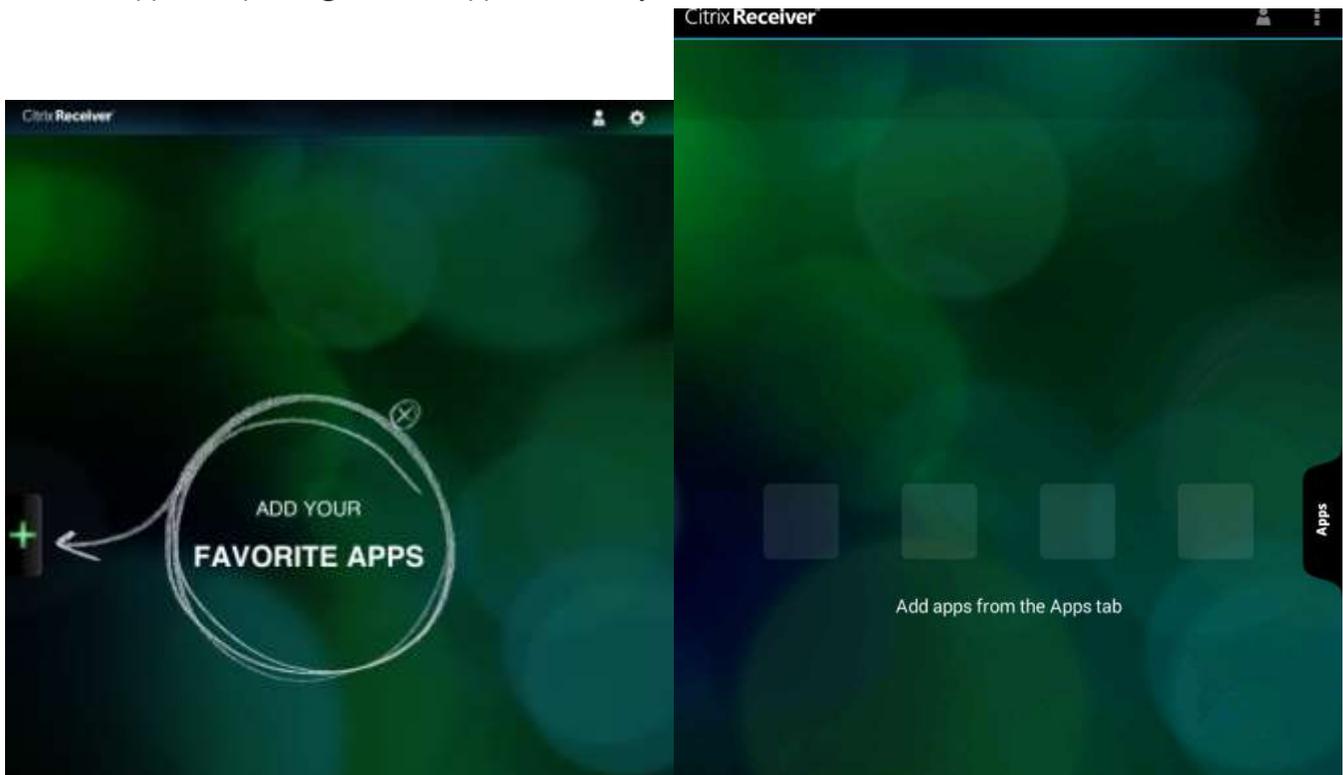
3. After selecting Add Account, enter your Commerce email address.



4. You will be prompted for your user name, domain, password, and passcode. The first three are the same as your login when in the office. The last is your PIN plus the six digit code on your RSA device – see the first page of this document for details. You cannot set a new PIN from receiver, and will need to use a desktop for your first logon if you have not yet set a PIN.

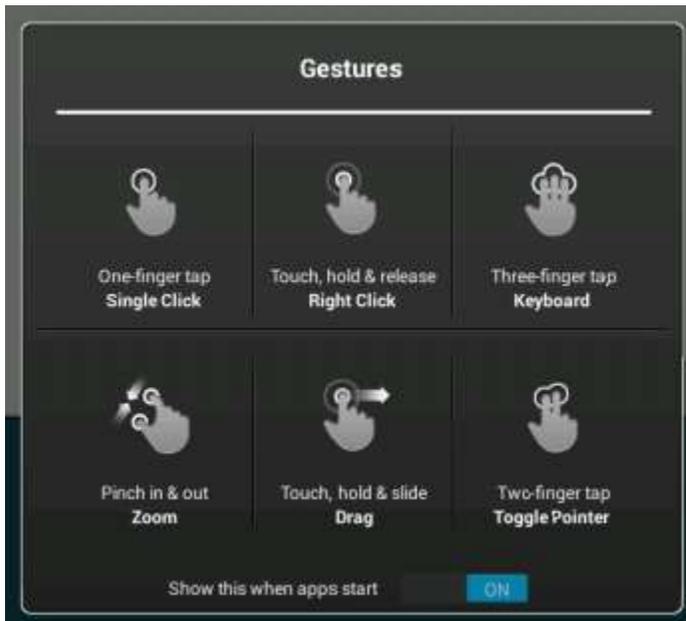


5. You will be presented with your Receiver screen as previously configured from another device. If you have not added any applications, your Receiver screen will be empty, as below. Touch the Apps tab, indicated by the word Apps or a plus sign, to add applications to your Receiver screen.



6. Tap applications to add them. Once they are added, close the Apps tab. You can now long-hold on apps to remove them or to place them on your device home screen, or tap them to open them.

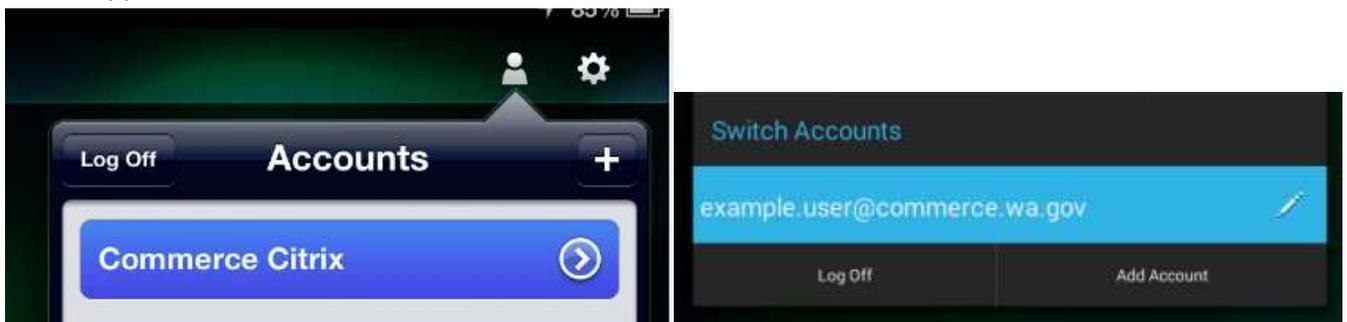
7. Once you have opened an application, the following shortcuts may be useful.



8. To access other shortcuts or close the application, use the black tab at the top of the screen. Options will depend on the version of Receiver you are using.



9. When you are done with an application, close it via the X on the application window, or the X on the upper tab.
10. When you are complete with your Citrix session, tap the person icon in the upper right corner and tap Log Off. If you do not do this before leaving receiver, you may need to do it upon coming back in to Receiver before applications will launch.



11. If you receive an error when you try to launch applications, try logging off and then back on to your account. This should re-prompt you for credentials and once again allow you to launch applications. Otherwise please verify that you have Internet connectivity.