

Purpose: Citrix is the application used by remote employees to access TCB Enterprise systems. This document is provided as a supplemental resource to the online TCB Apps-Citrix course accessible via [MyLearning](#), and summarizes how to access, install, login, and setup the Citrix desktop and how to access the network drives within this application. Locate the course from the Course Catalog to self-enroll.

What tools and systems do you access within Citrix?

Citrix is used to access network tools and systems that contain proprietary and protected data as defined in the organization security policies. For a complete list of tools to use inside and outside of Citrix, access the [Tools & Resources page](#) within the Insider.

Do not use Citrix to access any of the following tools or systems.

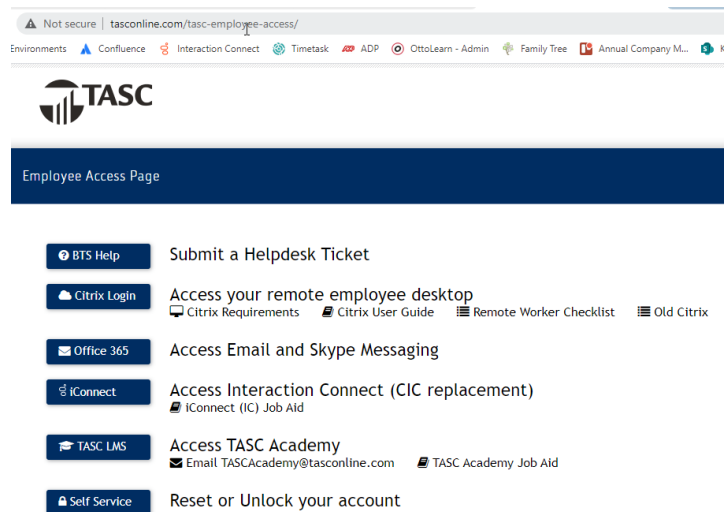
- | | |
|--|----------------------------------|
| Employee Access page-access.tasconline.com | iConnect softphone |
| MyLearning –tasconline.sharepoint.com/sites/MyLearning | Concur |
| Perigon-All Company webcasts | ADP Employee Portal (time clock) |
| Teams applications | Office365 |

Citrix Login

Before Proceeding

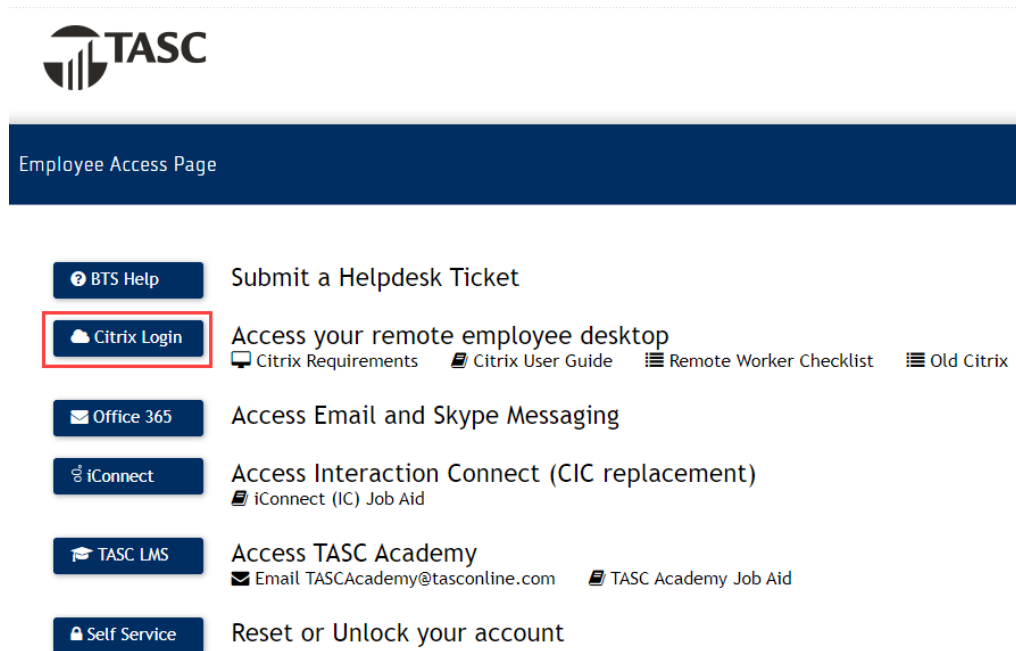
Before accessing, installing, and setting up your Citrix desktop, you will need to make sure you have the following in hand and/or completed:

- Active Directory Credentials
 - Network Username
 - Network password
- Registration within [Gatekeeper](#) Self-Service tool, accessible from the [Employee Access page](#).

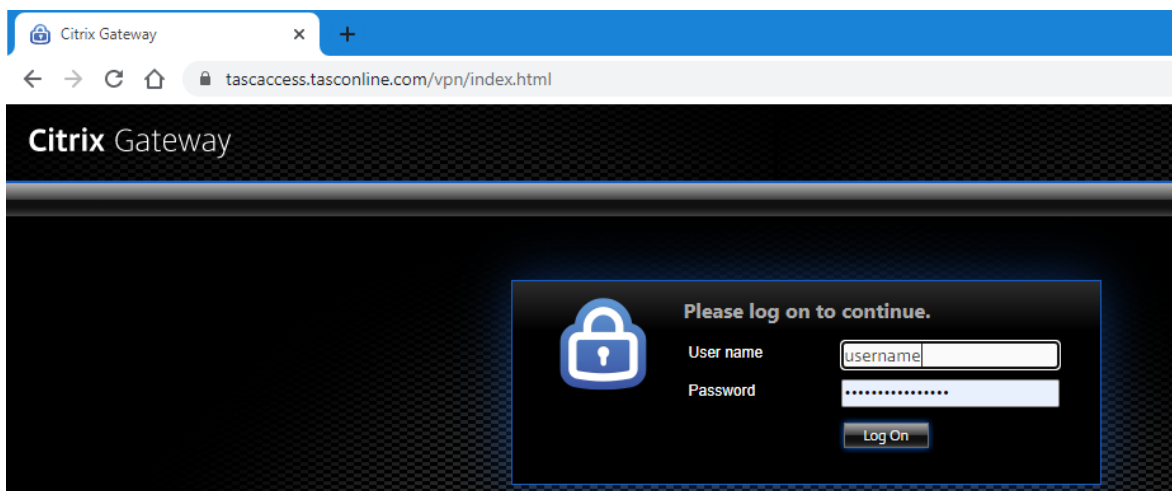


Login for Personal Computer

1. Open a web browser outside of Citrix and access the Employee Access Page at <https://access.tasconline.com>
2. Click on Citrix Login Button.



3. Enter your Active Directory (AD) username and password.
 - Do NOT follow with @tasconline.com.
 - Do NOT enter email address.
4. Click Log On.



Setting up Multi-Factor Authentication (MFA)

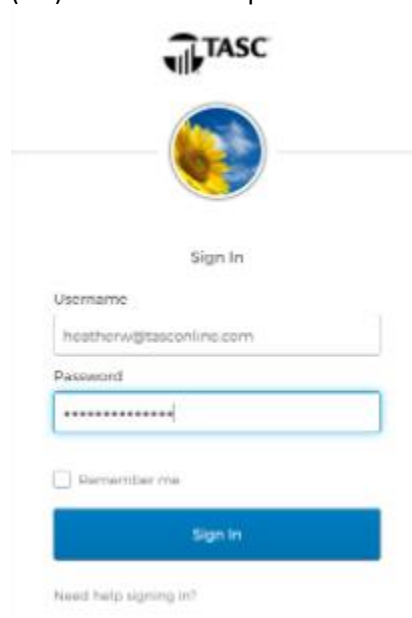
You'll need to set up your authentication method, called a factor, only once when you first start using CITRIX. You just need to authenticate once per session for CITRIX, once MFA is enabled.

- **Authentication with MFA is not required when working in the office.**
- For more details on MFA , see the MFA Job Aid:

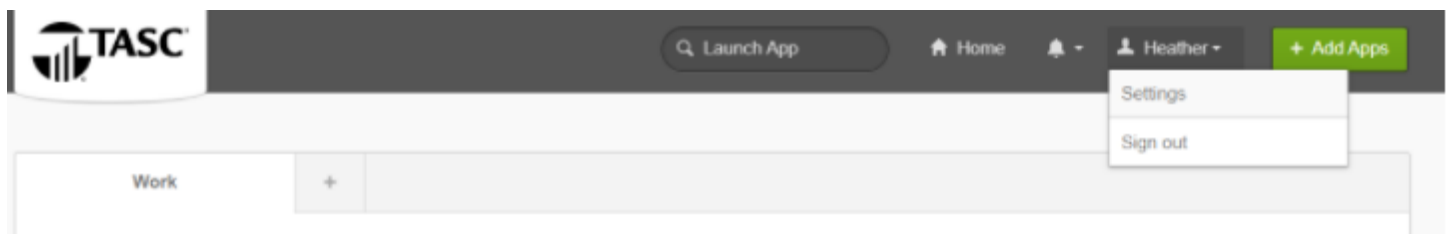
<https://tasconline.sharepoint.com/:b:/s/TASCInsider/EVRTic8y6xZGqzhBKZBrogkBRqkwUpHFsnD9QDIBBDDzcQ?e=OVL94>

Setup

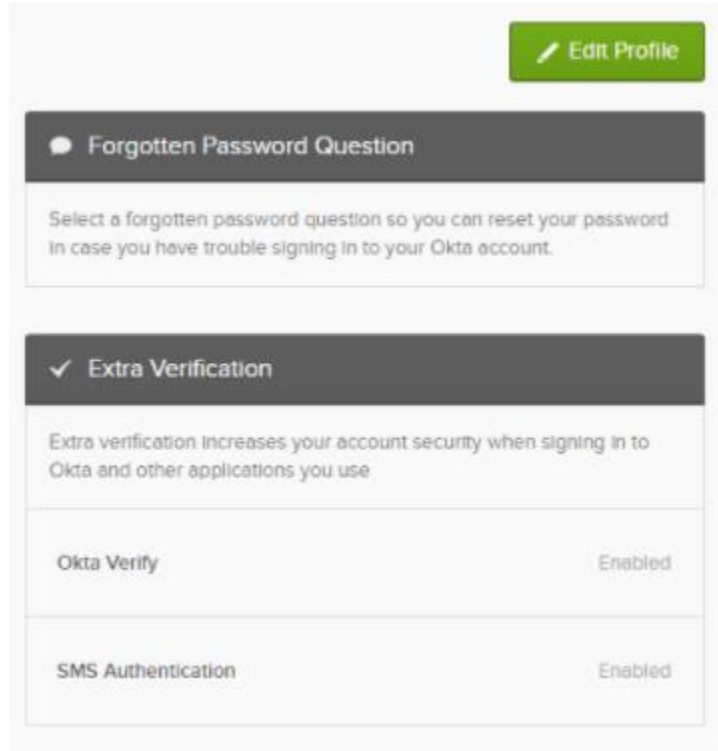
1. Go to <https://tasc.okta.com/>
2. Sign in with your Active Directory (AD) username and password.



3. Click your name



4. Click settings
5. Click edit profile



[Edit Profile](#)

Forgotten Password Question

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use.

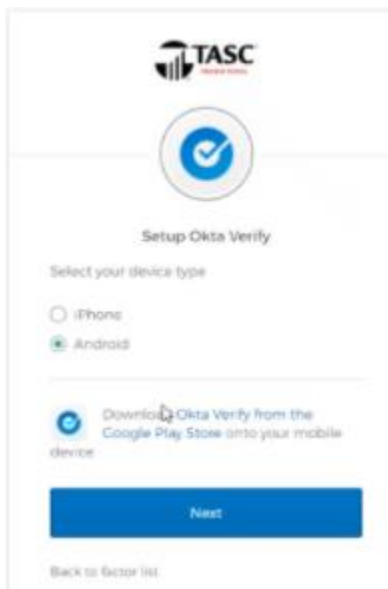
Okta Verify	Enabled
SMS Authentication	Enabled

6. Sign in again

7. Click set up next to the factor you wish to configure (and continue in that section below in this job aid to complete setup)

OKTA Verify App

1. Select your phone type



TASC

Setup Okta Verify

Select your device type

iPhone

Android

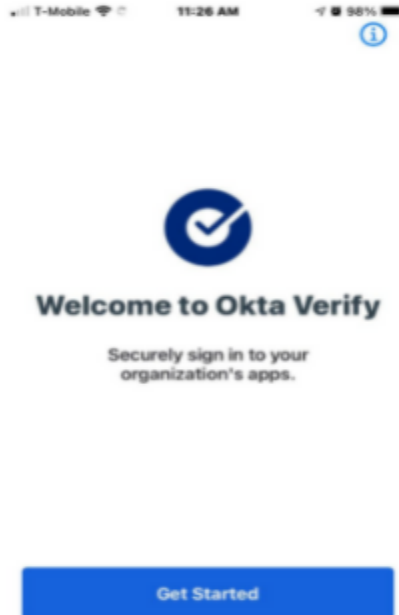
Download Okta Verify from the Google Play Store onto your mobile device

[Next](#)

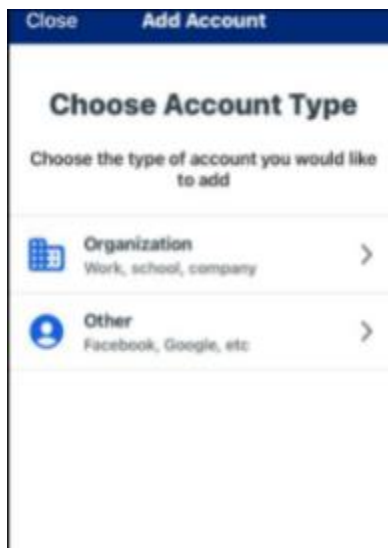
[Back to factor list](#)

2. Using your phone or mobile device, download the Okta verify app (through the Google Play Store or Apple App Store)

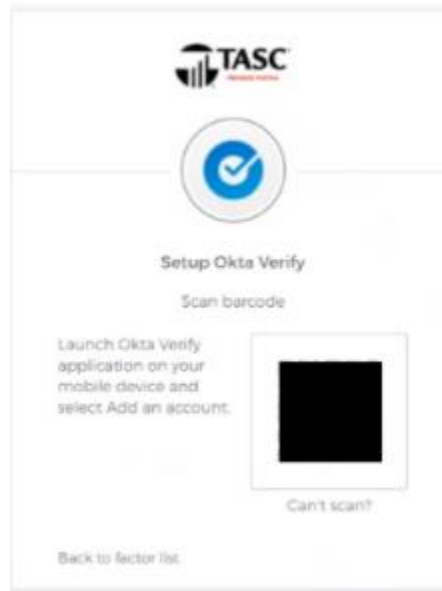
****Be sure you choose the OKTA Verify app – not Okta Mobile***



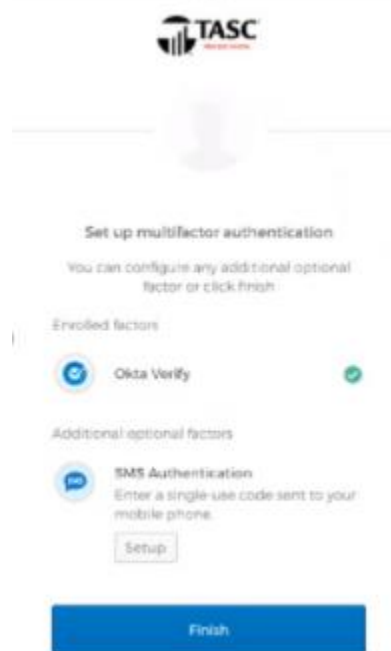
3. Choose organization



4. Click through the setup on the app
5. You'll need to allow the app to have permissions to use the camera and video
6. Click next on your computer screen
7. You'll be prompted to scan a QR code



8. Use your phone to scan the QR code on your computer screen
 - a. Hold your phone up with the camera facing the screen until the QR code aligns.
 - b. When it does, the app will recognize it and the screen will change to the picture below.



9. If you'd like to also configure SMS, you can do that here. Continue to the SMS section to configure SMS. (See MFA job aid linked above for full directions on SMS setup).
10. Click Finish
11. You'll be prompted to select an image (if you have not already done so when signing into MS Office)

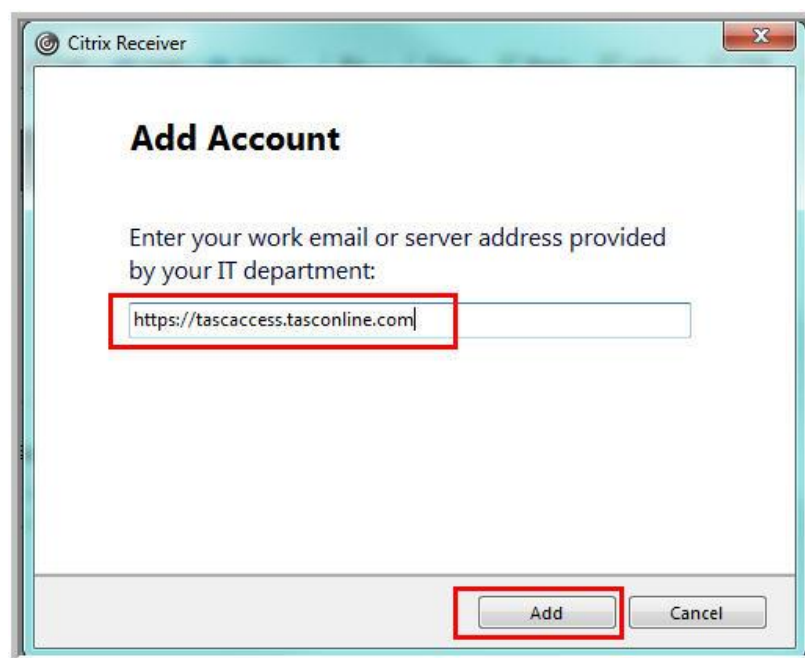


12. Click create my account
13. Click Got it
14. You're set up!
15. For additional security, you can go into your profile and choose a security question if you wish, but this is not required.

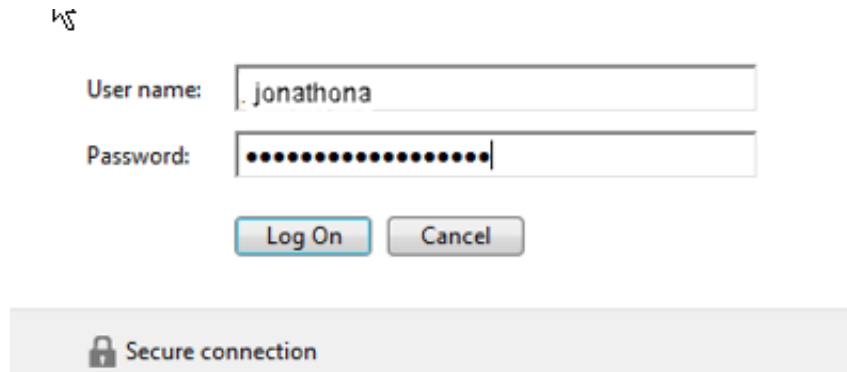
Install or Upgrade Citrix Workspace

Upon initial login, or after installation, you may be asked to download or upgrade the Citrix workspace desktop.

1. Accept the request.
2. Follow onscreen prompts and instructions to download and install on your personal computer.
3. If requested for account name, enter <https://tascaccess.tasconline.com>



- Once install or upgrade is complete, if requested, enter your Network Active Directory credentials.



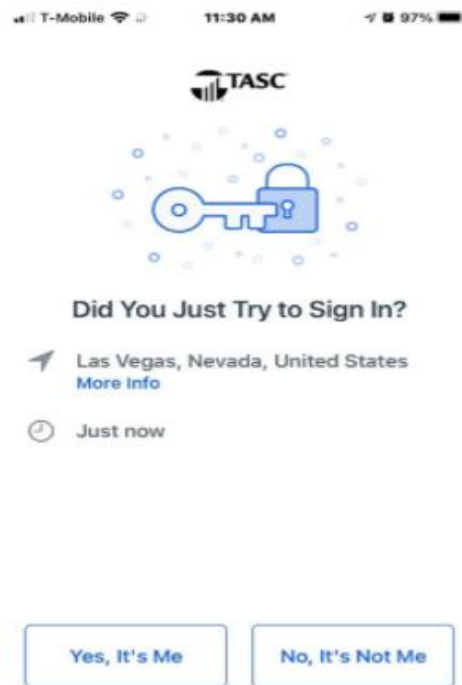
User name: jonathona

Password: [dots]

Log On Cancel

Secure connection

- Multi- factor authentication will occur with each login attempt. Go to your mobile device and click Yes, It's Me to continue.

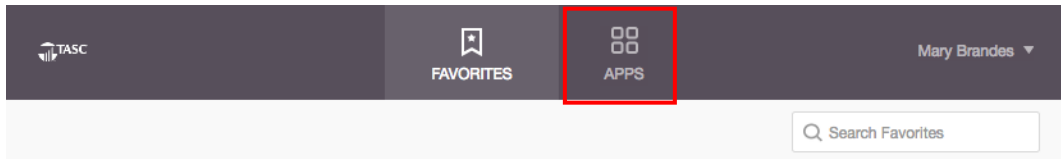


Citrix Workspace Desktop

Upon initial login, your Favorites desktop will be blank. To add applications to your Favorites, follow the instructions below.

Add Apps to Favorites

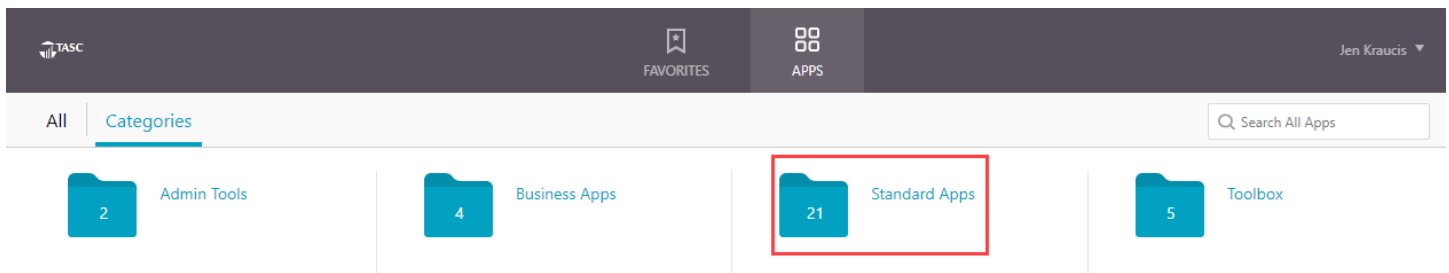
- Click on the Apps button.



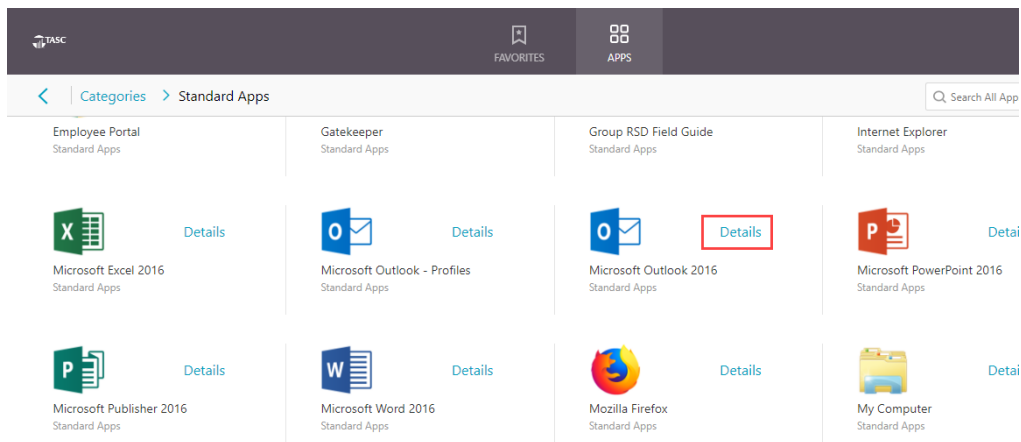
Add Favorites

Go to Apps, click on Details next to your choice and then select Add to Favorites.

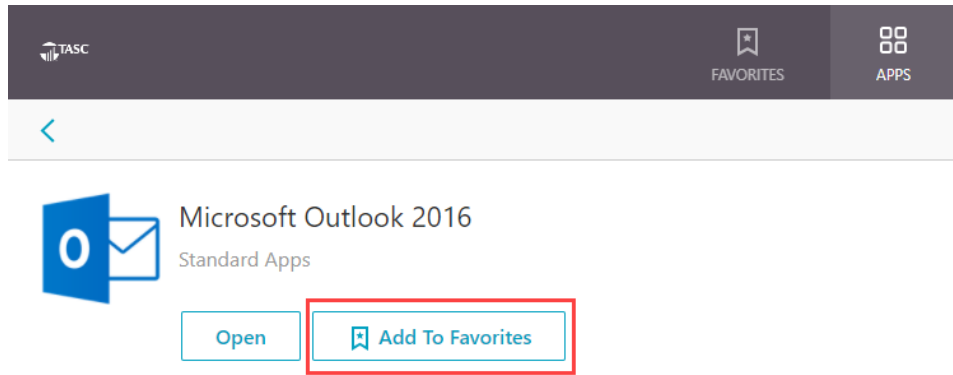
2. Click on Standard Apps folder.



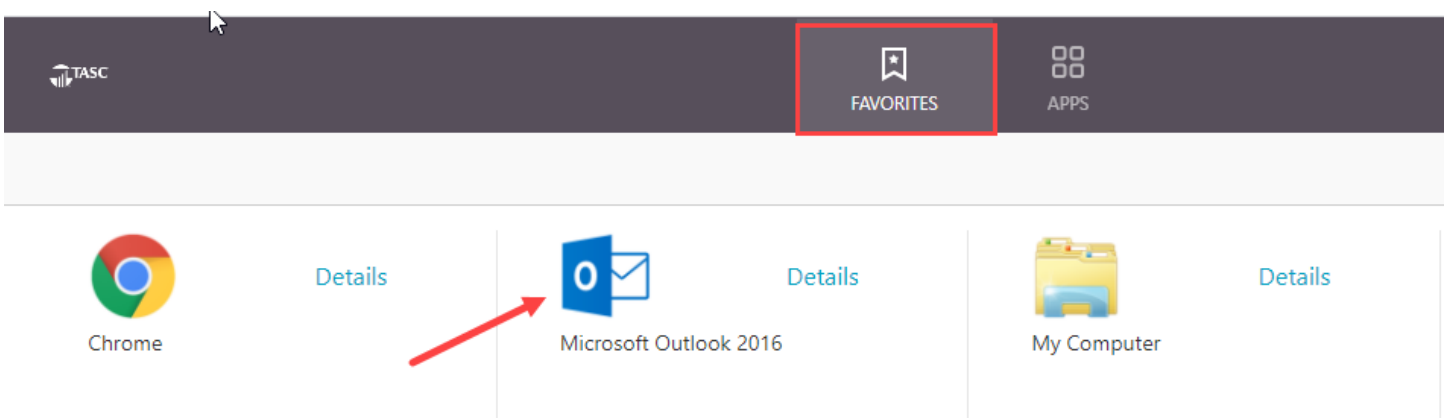
3. Click on the Details link next to the app you want to add to your Favorites desktop.



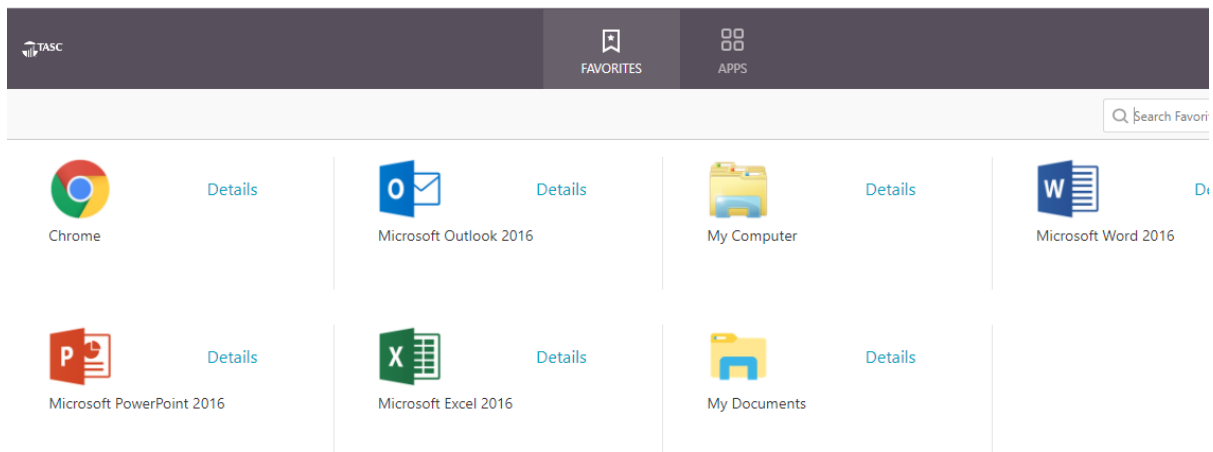
4. Click on the Add to Favorites button.



5. Return to Favorites button and the app will now appear.



6. Complete this process for additional apps.

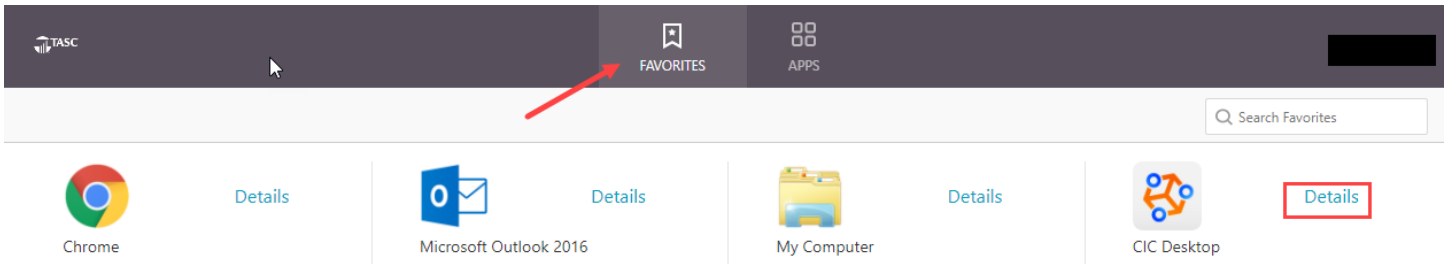


Recommended standard apps for all employees include My Computer, My Documents, Microsoft Outlook, Google Chrome. Additional apps may be recommended based on your role and as directed by your manager.

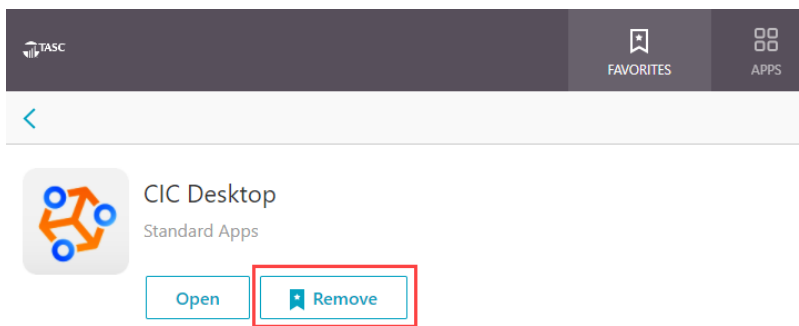
Remove Apps from Favorites

To remove an app from your Favorites desktop, follow the instructions below.

1. Click on the Details link next to the app from your Favorites desktop.



2. Click Remove.



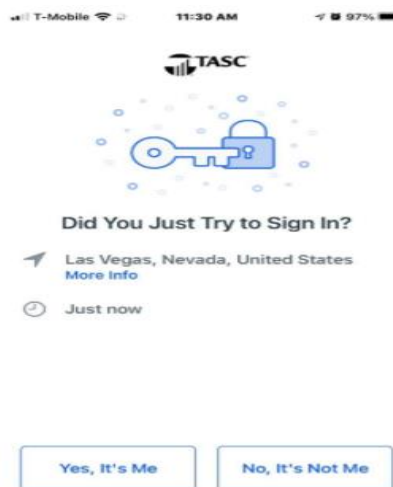
Access Network Drives

Follow the instructions below to access TCB network drives.

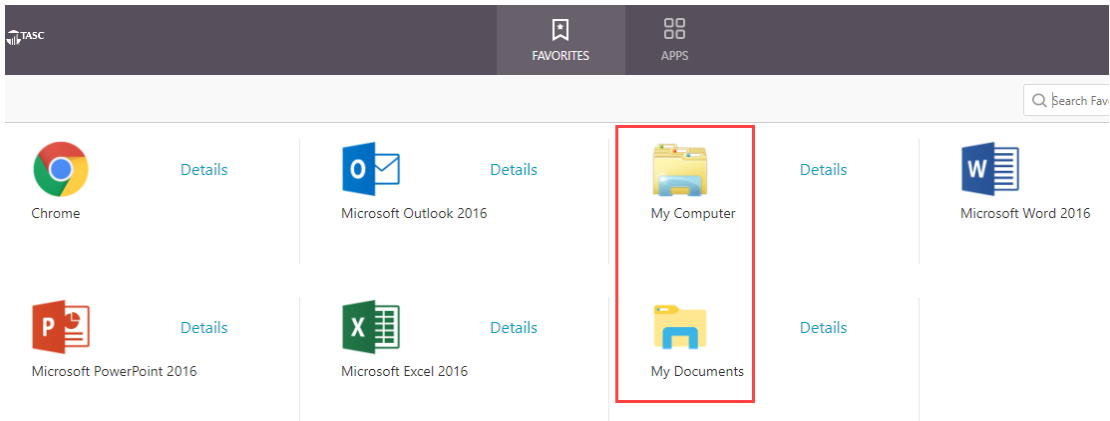


Save documents on the organization network drives, unless otherwise instructed by your manager. Do not save documents on your local computer.

1. Sign into Citrix Using your Active Directory username and password
2. Verify MFA (Multifactor authentication):



3. Click on My Computer or My Documents.

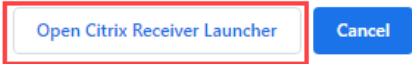


4. Click Open Citrix Received Launcher if prompted.

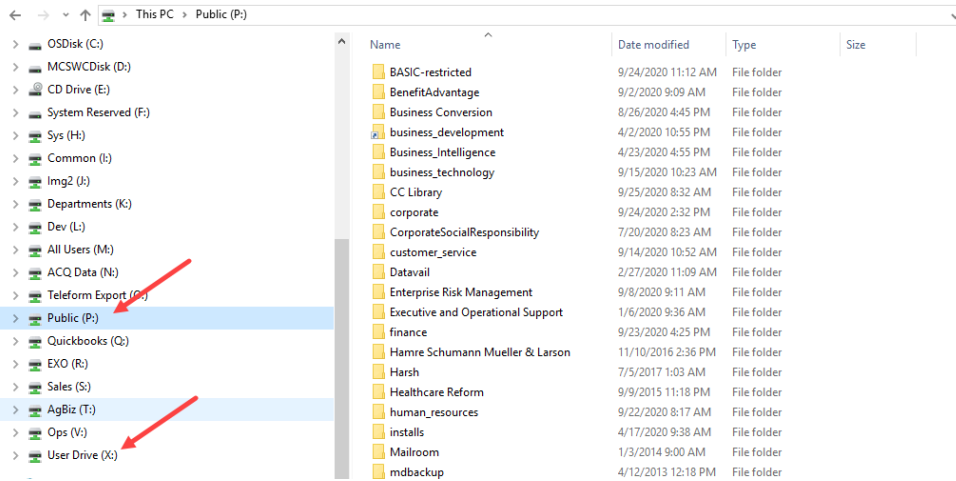
Open Citrix Receiver Launcher?

<https://tascaccess.tasconline.com> wants to open this application.

Always allow tascaccess.tasconline.com to open links of this type in the associated app

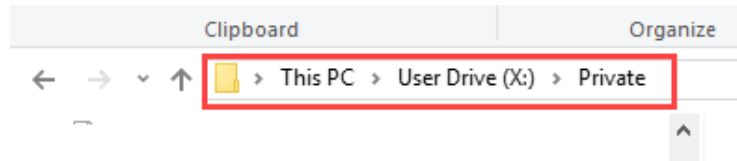


5. Click on the appropriate drive to access folders and files.

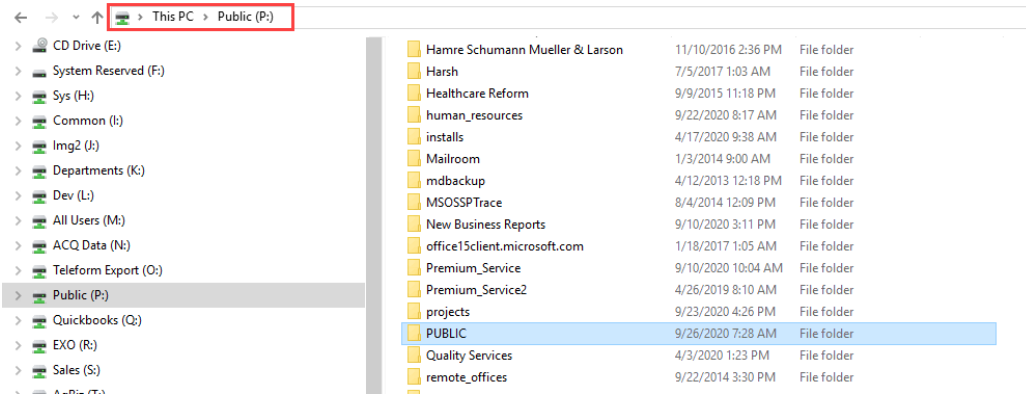


6. User Drive (X:) drive is your personal organization drive. Save your working files here.

- Save confidential files within the Private folder.
- Any files saved outside of the Private folder will be accessible by anyone in the organization.



7. Public (P:) drive is used to access the Public shared drive and folders.



System Requirements Review

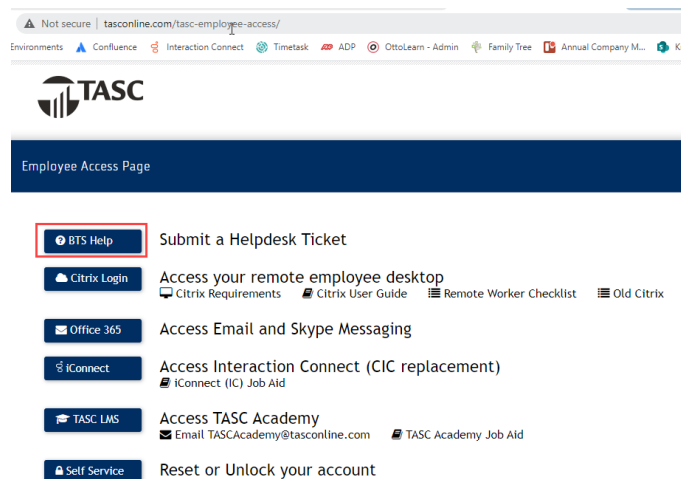
Business Technology Services, (BTS), is TCB Enterprise’s technology department, and defines the minimum requirements all remote employees must obtain before sustaining a remote environment. Please contact your supervisor or access the Insider for a copy of the [Remote Readiness Checklist](#).

Need Assistance?

Before contact BTS Helpdesk, browse the [Troubleshooting Tips and FAQ’s](#) section in this document.

Contact BTS Helpdesk with any questions/concerns.

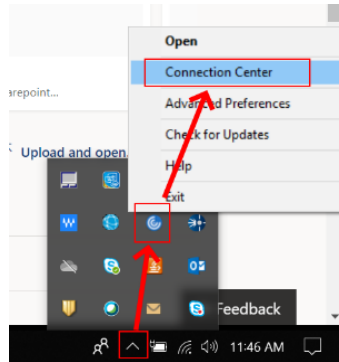
1. Access the [Employee Access](#) page.
2. Click on BTSHelp opening a [BTS-Helpdesk ticket](#)



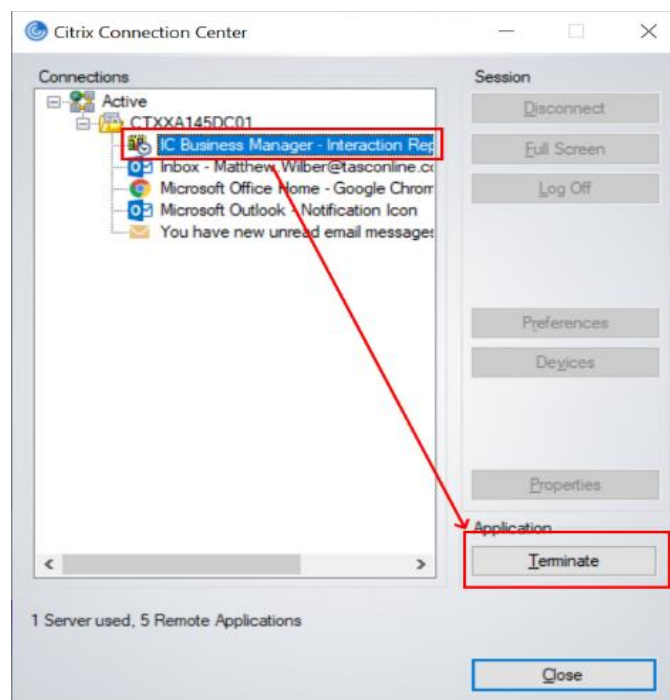
Troubleshooting Tips and FAQ's

Issue: My Citrix Applications are locked up.

1. Close the application that is locked up.
2. If it is still locked up, open the Citrix Connection Center
3. Click the up arrow, right click the Citrix Workspace icon, then click Connection Center

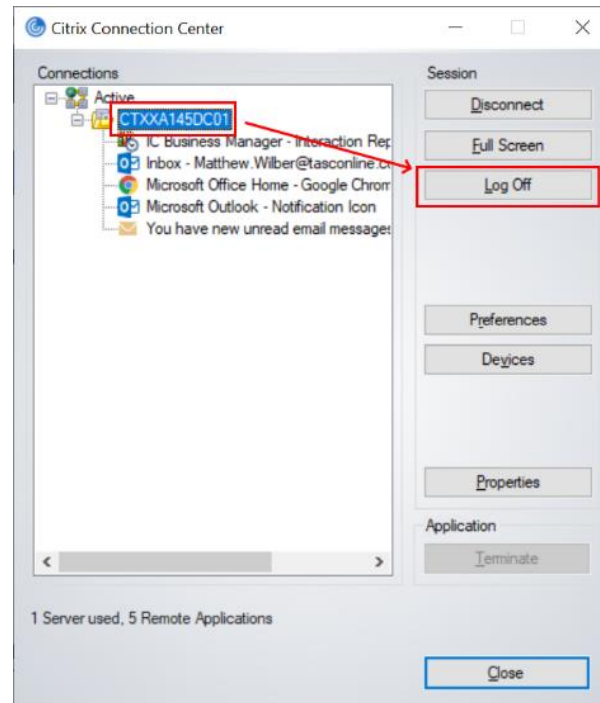


4. Select the application that is locked up.
5. Click Terminate.



6. If Citrix is still locked up, select the server name (CTXXA....)

7. Click Log Off



8. Log back into Citrix applications.
9. If Citrix is still locked up, open a [BTS-Helpdesk ticket](#).

Issue: Using Citrix, I get the error “cannot complete your request.”

1. Close the browser tab containing Citrix.
2. If still unsuccessful, in your browser, clear your cache and cookies and close the browser
3. Log into Citrix.
4. If still unsuccessful, to the [Employee Access](#) page open a [BTS-Helpdesk ticket](#)

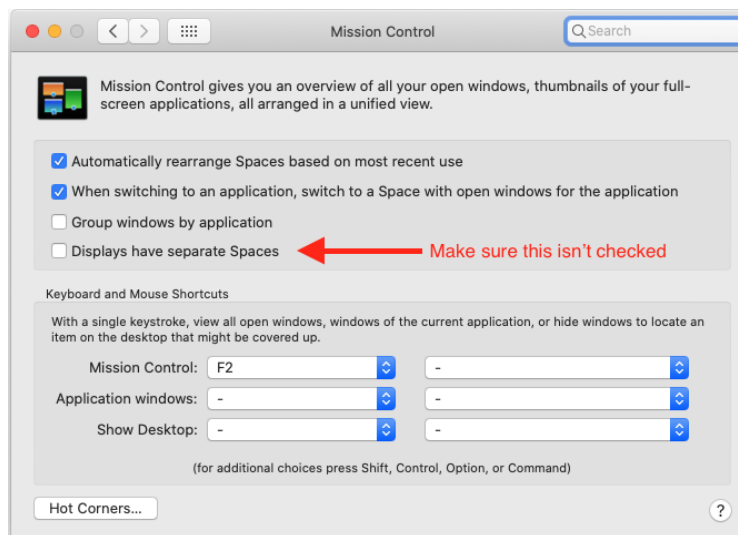
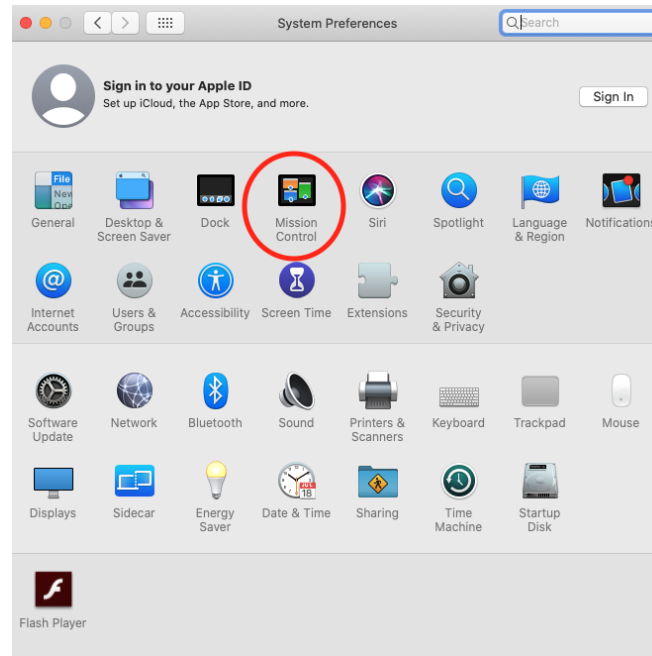
Issue: My email links aren't opening in Chrome.

1. Open Internet Explorer.
2. Click the gear icon in the upper right for Tools.
3. Click Internet Options.
4. Click the Programs tab.
5. Click Set Programs under Internet Programs.
6. Click Set Your Default Programs.
7. Under web browser, click the existing program and then select Google Chrome.
8. Close all the windows.

Issue: I'm having difficulties using multiple monitors on Mac OS

Mac OS users should create a separate work only profile because the changes that are recommended to the system will completely change how you interface with the OS and might not be enjoyable on the personal profile.

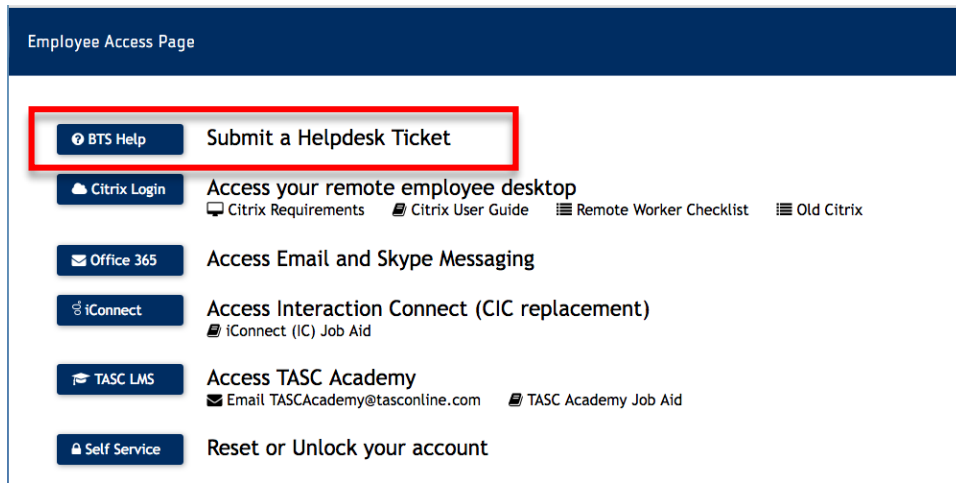
1. Apple Menu > System Preferences > Mission Control > uncheck "Displays have separate Spaces"



2. This change will move Mac OS from thinking each monitor is a separate individual monitor (with their own menu bars, etc.) to thinking all monitors are one (with one menu bar).

Issue: I experience “black boxes” or disconnect issues in Citrix.

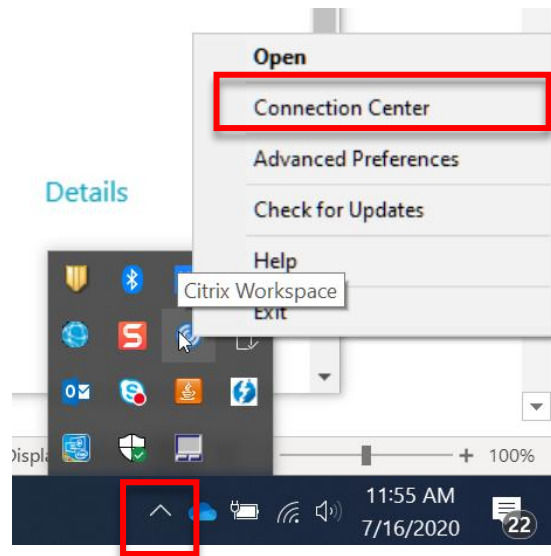
Access the [Employee Access](#) page and open a [BTS-Helpdesk ticket](#).



Issue: Applications freeze in Citrix

Use Citrix connection center to manage your Citrix session if you're applications freeze.

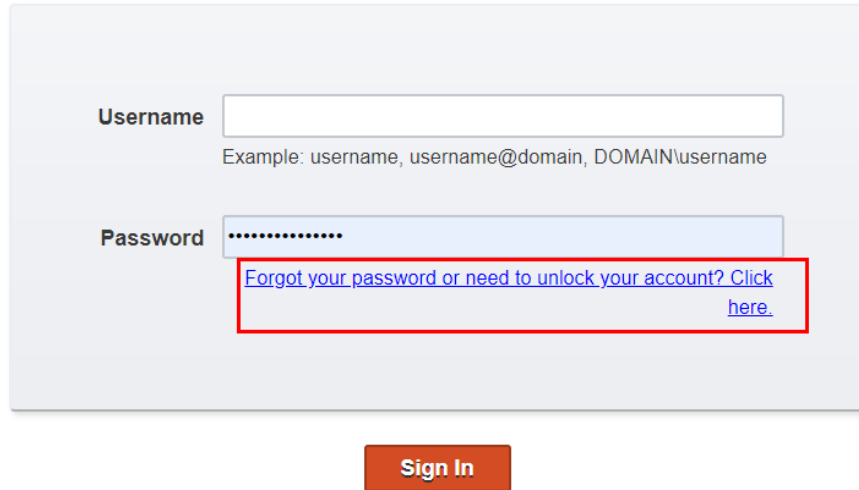
1. At the bottom right corner of the screen click the ^, then click the Citrix icon to access the connection center.



Issue: I'm locked out of the network

1. Go to the [Employee Access Page](#) and complete the [Gatekeeper unlock process](#).
2. Click Self Service
3. Click the forgot your password link

Sign In

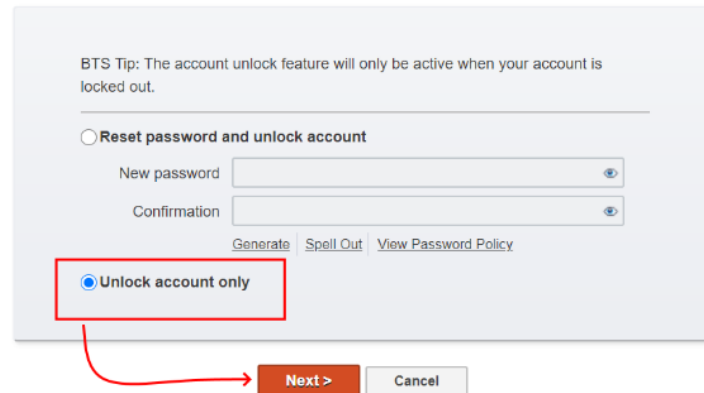


The screenshot shows a 'Sign In' form with two input fields: 'Username' and 'Password'. Below the 'Username' field, there is an example: 'Example: username, username@domain, DOMAIN\username'. Below the 'Password' field, there is a link: 'Forgot your password or need to unlock your account? Click here.' This link is highlighted with a red rectangular box. Below the form is a red 'Sign In' button.

4. On the next screen, enter your username (I.e johnd)
5. Answer the security questions
6. Choose either to unlock the account or reset your password.

Reset Password/Unlock Account

Please use the form below to reset your password and/or unlock your account.





The screenshot shows a 'Reset Password/Unlock Account' form. At the top, there is a tip: 'BTS Tip: The account unlock feature will only be active when your account is locked out.' Below this, there are two radio button options: 'Reset password and unlock account' (which is unselected) and 'Unlock account only' (which is selected and highlighted with a red rectangular box). The 'Reset password and unlock account' option has two input fields: 'New password' and 'Confirmation', each with an eye icon for toggling visibility. Below these fields are three links: 'Generate', 'Spell Out', and 'View Password Policy'. At the bottom of the form, there are two buttons: 'Next >' (highlighted with a red arrow) and 'Cancel'.


7. If still unsuccessful, open a BTS helpdesk ticket. <https://btshelp.tasconline.com/>

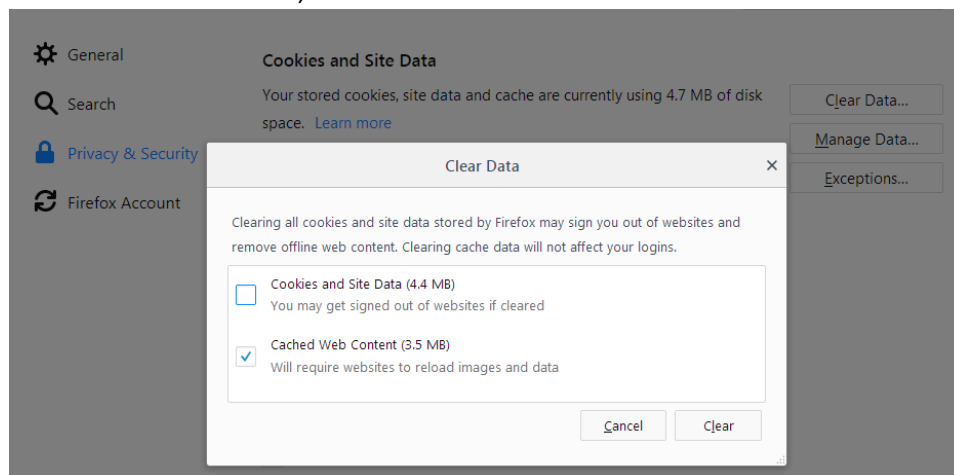
Issue: How do I clear cache and cookies?

In Chrome

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools  > Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

In Firefox

1. Click the menu button  and select **Options**.
2. Select the Privacy & Security panel.
3. In the **Cookies and Site Data** section, click **Clear Data...**



4. Remove the check mark in front of *Cookies and Site Data*.
 - For more information about managing site data, see [Manage local site storage settings](#).
5. With *Cached Web Content* check marked, click the **Clear** button.
6. Close the *about:preferences* page. Any changes you've made will automatically be saved.

In Edge

1. Click on the menu button situated in the upper right corner.
2. Click on Settings.
3. Under Clear browsing data, click on Choose what to clear.
4. Check the boxes next to Cookies and saved website data and Cached data and files.
5. Click on Clear.

In Internet Explorer

1. Select Tools icon at the top right of the IE web browser.
2. Choose Safety >; Delete browsing history.
3. Tick box as required and click Delete button.