



Guide to Remote Desktop Connection through Citrix XenApp

January 18, 2016

A. Introduction

TASC supports remote network access for remote and traveling employees through multiple devices including: Personal Computers, Laptops, Mobile Phones, and iPads.

Citrix is the technology provider for XenApp, which is the tool utilized to provide this secure access.

This guide shows step by step instructions on how to access the TASC network remotely.

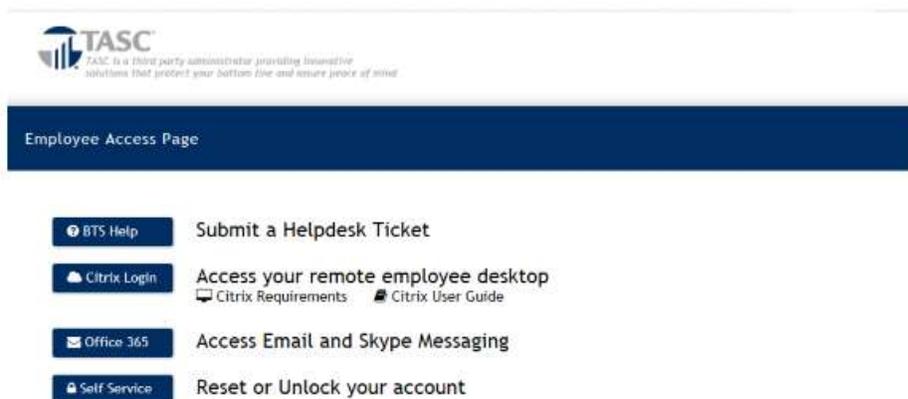
B. Prepare your device for remote access

Review Citrix Requirements found at:

<https://gatekeeper2.tasconline.com/adaxesselfservice/ctxreqs.pdf>

C. Logging into XenApp

Enter this URL into any web browser: <https://access.tasconline.com>



This web page lists the BTS assistance sites as well providing links to the most recent Citrix requirements and User Guide. Click on the blue Citrix Login button under the BTS Help button.

When first accessing the system you may receive this message:



If prompted, complete these steps:

1. Click on the check box "I agree with the Citrix license agreement"
2. Install

After completing the initial installation and for all future visits to this site using your device you will be directed to the login page.



Enter your TASC Active Directory User Name and Password

For Tablet or Smart Phone Users

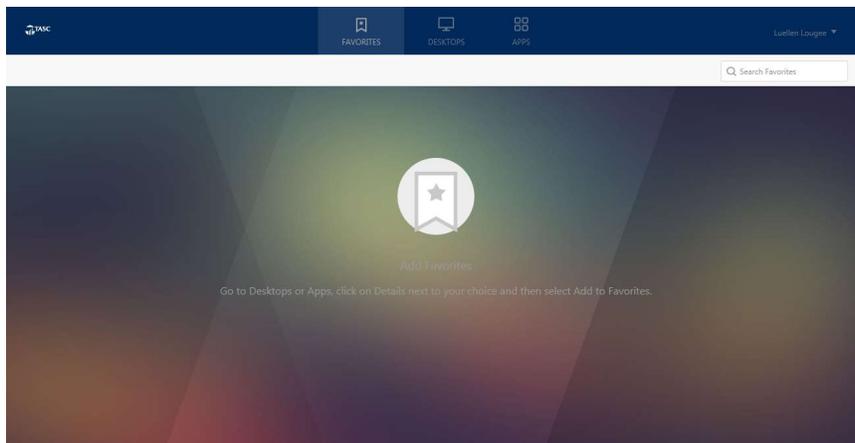
Log into the "Citrix Receiver App" on your device

1. Select "Add Account"
2. Enter the following information to set up your new account:
Address: <https://access.tasconline.com>
Type (android only devices): Storefront
Username: (your TASC username)
Password: (your TASC password)
Domain: tascecx1
3. Going forward launch the new account, just created for access

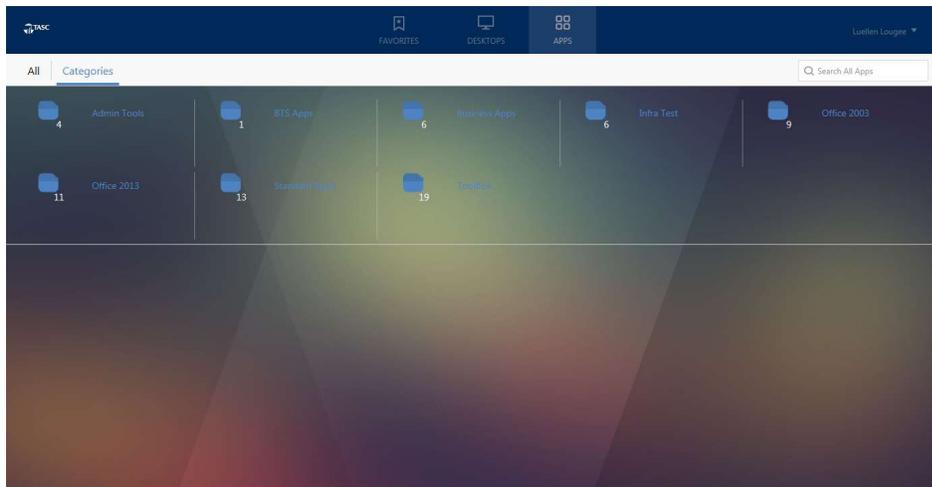
Note: Instructions on Citrix access on tablets and smart phones is available at <https://btshelp.tasconline.com> under Knowledge Base Number 139, 140, and 1865.

D. Accessing Applications through XenApp

Upon completion of logging in you will be directed to this page:



Click on the APPS button on the top right center of the screen. This will give you a selection of APP Groups to choose from, or you can go to the search box in the upper right of your screen and type in the name of the app you want.



The APP Categories are shown as icons. If you know the category your apps are in, click on it to open. If not, click in the Search All Apps box in the upper right corner of your screen and start typing in the name of your app.

All Apps

Contains standard applications utilized by all TASC employees.

Including, but not limited to: CIC, EE Service Center, BTS Help, Outlook

Business Apps

Contains applications provided to employees to support specific job functions.

Example: COBRA CSA platform is provided to employees who are approved to have access to this system and utilize it to complete their job functions.

Office 2010

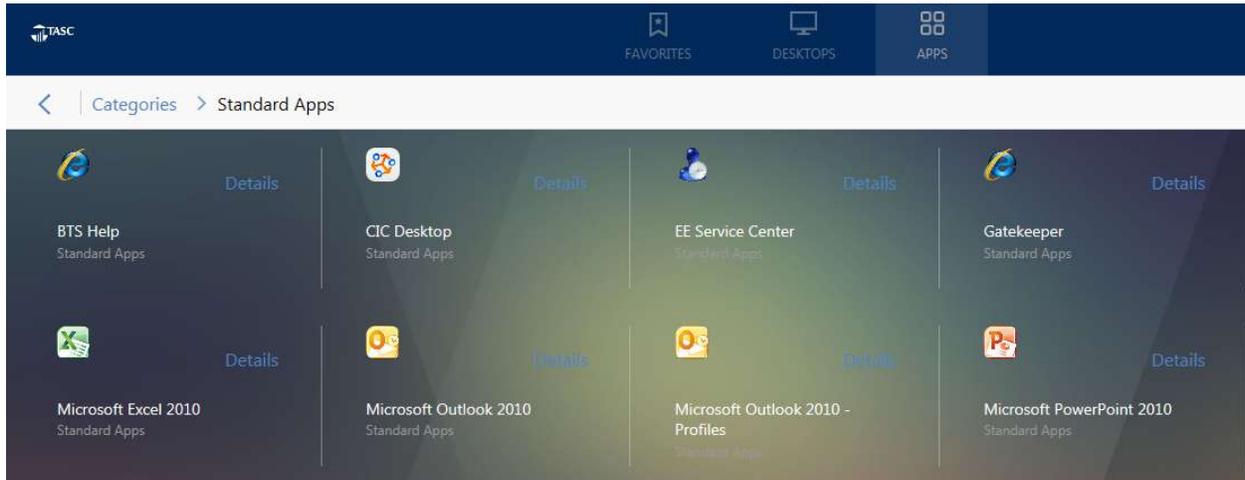
Contains standard Microsoft applications, as well as access to TASC network folders (My Computer & My Documents).

Notes for first time use of Citrix:

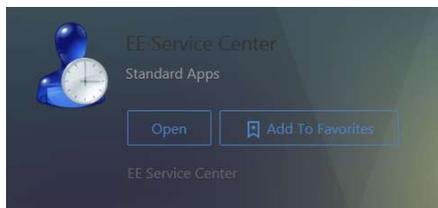
- Outlook: You may be required to reinstall Office 365 on your computer. Instructions to do this are located at <https://btshelp.tasconline.com> under Knowledge Base Number 5017. You will also be required to reestablish your signature line.
- CIC Interaction Desktop: When logging into CIC initially you will need to change the "Station Type" to "Remote Number" and enter your phone number in the "Remote Number" field. Instructions to do this are located at <https://btshelp.tasconline.com> under Knowledge Base Number 288.

- With the first use of the system, history associated with applications will not be available. This is true for Internet Explorer favorites, browsing history, recent excel, recent word, etc.

E. Customizing XenApp

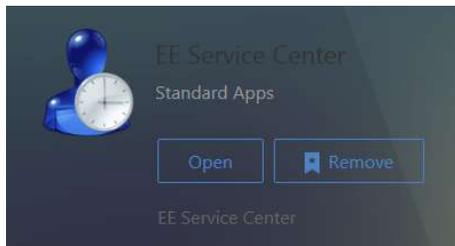


As you select applications from the Application groups and select Add to Favorites form the Details box, icons will be added to your personalized Favorites page.

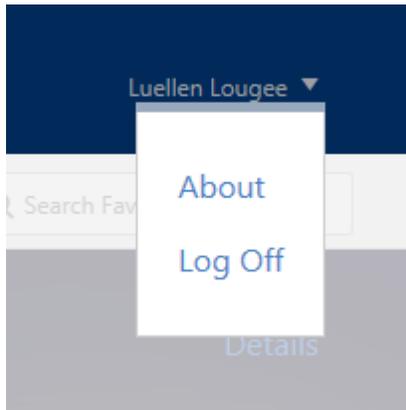


With XenApp you also have the ability to move and remove applications displayed on your personalized desktop.

By left clicking on the icons, you have the ability to start the application once without adding it to your Citrix Desktop. By left clicking on the Details option you will get the option to open or remove the app from your desktop. By selecting “Remove”, the application is only removed from your Citrix Desktop. The application will still be available through the applications lists if you need it later.



F. Logging out of Citrix XenApp



Click on the down arrow to the right of your name at top of the page and click on “Log Off” from the drop down menu.

G. System Time Outs

As a security measure TASC has configured our Citrix environment to follow the time out schedule below.

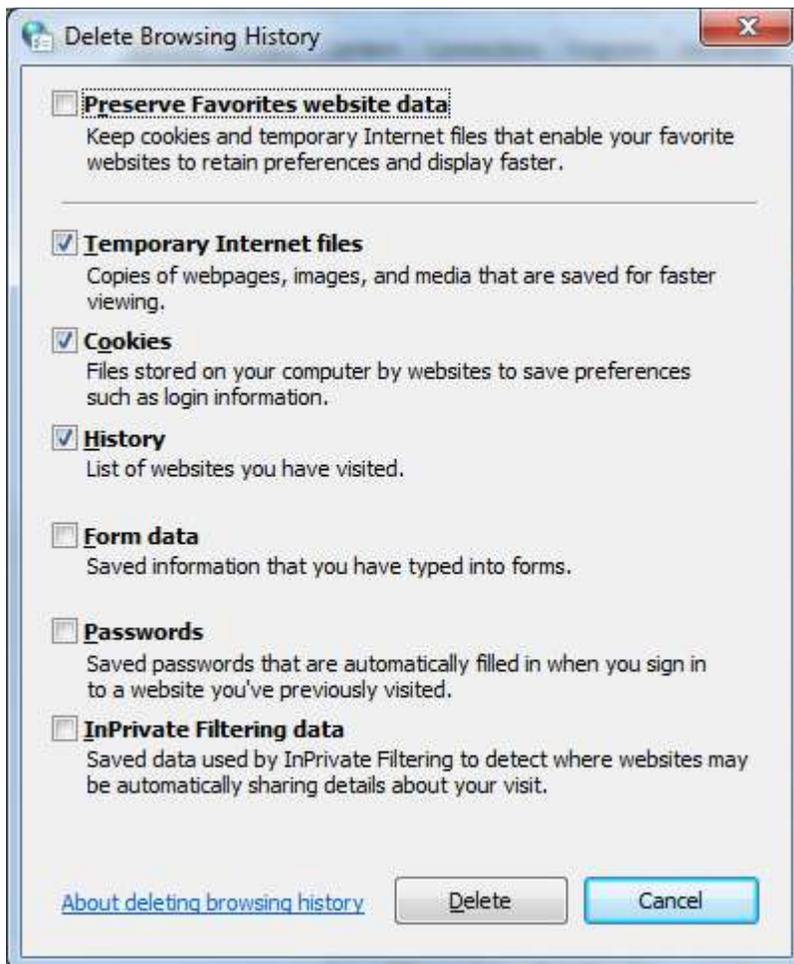
Citrix Session Type	User Activity	System Action	Time Out
Active Sessions	Actively using the system	None	Never
#1 – Web Interface / Storefront	No activity on the Citrix storefront page	Users are locked out and required to authenticate by logging back in	1 hour
#2 - Session Idle	No key strokes, etc	Citrix Web Interface is locked, requiring users to re authenticate by logging back in	1 hour
#3 - Session Disconnect	After 30 min of an idle session disconnect time begins	The Citrix session is closed out booting users out of all of their applications	30 minutes

H. Frequently Asked Questions

As a best practice if you are experiencing issues with Citrix begin by deleting your browsing history.

- In Internet Explorer, click the Gear  icon in the upper right of the window.
- Go to **Safety** and select **Delete Browsing History**
- Uncheck "**Preserve Favorites website data**"

The window should look like this:



- Click **Delete**
- Close out of Internet Explorer and restart it.

Question: After typing <https://access.tasconline.com> the page displays “address not found” or “page cannot be displayed”?

Answer: Enable TLS 1.0 Security

Internet Explorer (IE Version 7, 8, 9):

- 1) Click on Tools Menu (or Gear Icon (IE 9 only))
- 2) Click on Options (or Internet Options)
- 3) Click on Advanced Tab
- 4) Scroll to the bottom of the list
- 5) Check the box next to "Use TLS 1.0"

Mozilla Firefox:

- 1) Click on Tools Menu
- 2) Click on Options
- 3) Click on Advanced
- 4) Click on the box next to "Use TLS 1.0"

Question: Once logged into Citrix I'm unable to launch applications?

Answer: Add <https://access.tasconline.com> as a trusted site

- 1) Go to <https://access.tasconline.com/>
- 2) Click on the gear icon
- 3) Click on Internet Options
- 4) Select Security Tab
- 5) Select Trusted Sites



- 6) Click on Sites button
- 7) It should automatically enter in <https://access.tasconline.com> but in case it doesn't, enter it in (make sure to include the https://)



- 8) Click Add
- 9) Click Close
- 10) Change Security Level to "Low"
- 11) Click Ok
- 12) Reboot your PC when done

Question: Where do I log BTS help desk tickets?

Answer: <https://btshelp.tasconline.com>

Note: you do not need to be logged into Citrix to log a ticket

Question: How do I access TASC email outside of Citrix?

Answer: Via Office 365:

https://login.microsoftonline.com/login.srf?wa=wsignin1.0&rpsnv=2&ct=1378994594&rver=6.1.6206.0&wp=MBI_KEY&wreply=https:%2F%2Fwww.outlook.com%2Fowa%2F&id=260563&CBCXT=out