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
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.

![Login Page](image)

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](https://access.tasconline.com)
   - **Type** (android only devices): Storefront
   - **Username**: (your TASC username)
   - **Password**: (your TASC password)
   - **Domain**: tascex1
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](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:

![Application Page](image)
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.

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

```
Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

Temporary Internet files
Copies of webpages, images, and media that are saved for faster viewing.

Cookies
Files stored on your computer by websites to save preferences such as login information.

History
List of websites you have visited.

Form data
Saved information that you have typed into forms.

Passwords
Saved passwords that are automatically filled in when you sign in to a website you’ve previously visited.

InPrivate Filtering data
Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.
```

- Click Delete
- Close out of Internet Explorer and restart it.
**Question:** After typing [https://access.tasconline.com](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](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](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: