

Accessing Your Citrix Desktop in Windows 7/8 and Internet Explorer 9/10

(Once you setup the Citrix Receiver and Pin Code you will not need to do those steps again.)

You will need to install the Citrix Receiver to be able to access your Citrix Desktop.

Click this link:

<http://receiver.citrix.com/>

At this page, click Download Receiver for Windows



Citrix Receiver

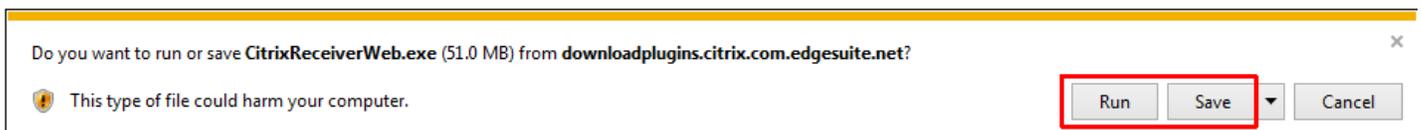
Access your apps, data and desktops from any device.

Download Receiver for Windows

Find Citrix Receiver for other platforms

Download previous versions of Receiver

Accept the End-User License agreement and click Continue. If Run is listed choose that, you may receive a warning screen regarding User Access Control, choose yes and allow the installation to complete.



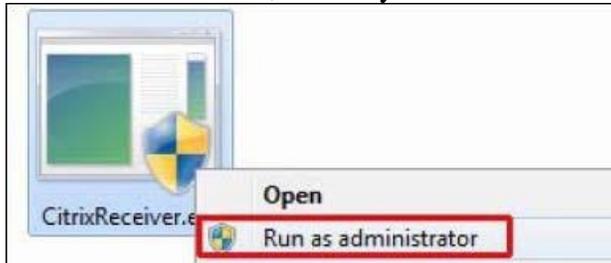
Once the install completes, you should see an icon similar to below in the task tray near the clock.



If run was not available, choose Save. Once the download is completed you will see this at the bottom of the screen:



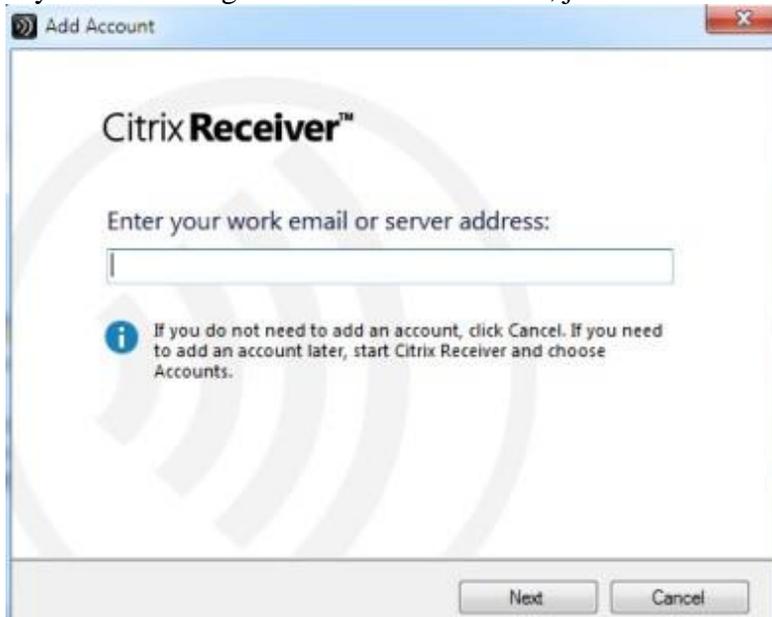
Choose Open Folder, this will take you to the location of the file you downloaded. Right-Click on the file and choose "Run as Administrator". You may receive a warning screen regarding User-Access Control, choose yes and allow the installation to complete.



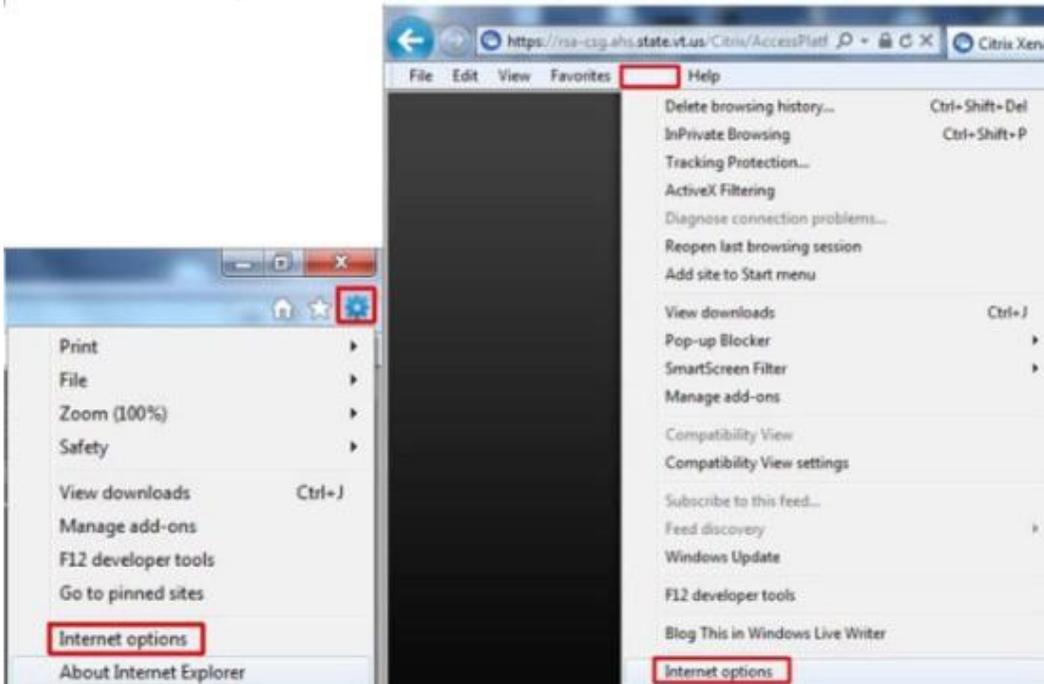
You should see an icon similar to below in the task tray near the clock.



If you see a dialog that looks similar to this, just close the box.



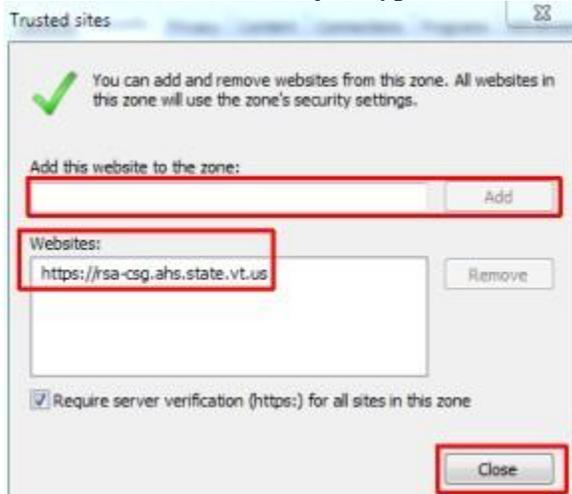
Close Internet Explorer and reopen it. Click this link: <https://citrix.ahs.state.vt.us> . Once the page load, if you have the menu bar displayed choose Tools, Internet Options. If the menu bar is not displayed, click the Gear Icon in the right and choose Internet Options.



Click on the Security tab, then Trusted Sites, then Sites to open this dialog box:



You should see the web address <https://citrix.ahs.state.vt.us> listed in the Add this website to the zone box, click add, close. If not just type it in and click add, then click close:



Close Internet Explorer and then click this link: <https://citrix.ahs.state.vt.us>
If you have ALREADY created a PIN code, skip to the next section “Pin-Code Done”.



If not, enter your information: User name and Password are the same as you log on to your computer in the office. PASSCODE is what appears **ON YOUR** RSA SecureID Token/Key FOB (not the picture above). Click Logon, this will take you to a page to create your PIN code. Once that is done you will be returned to this same web page, continue on the next page of these instructions.

A screenshot of a web portal login page. The page has a dark background with white text. At the top, it says "Welcome" and "Welcome to the State of Vermont Agency of Human Services Citrix Web Portal". Below this, there is a message for first-time users. A help desk contact number is provided. On the left, there is a circular icon with three overlapping white squares. To the right of the icon are three input fields: "User name:" with the placeholder "firstname.lastname", "Password:" with the placeholder "work computer password", and "PASSCODE:" with the placeholder "token code". A "Log On" button is located at the bottom right of the form area.

“Pin-Code Done”

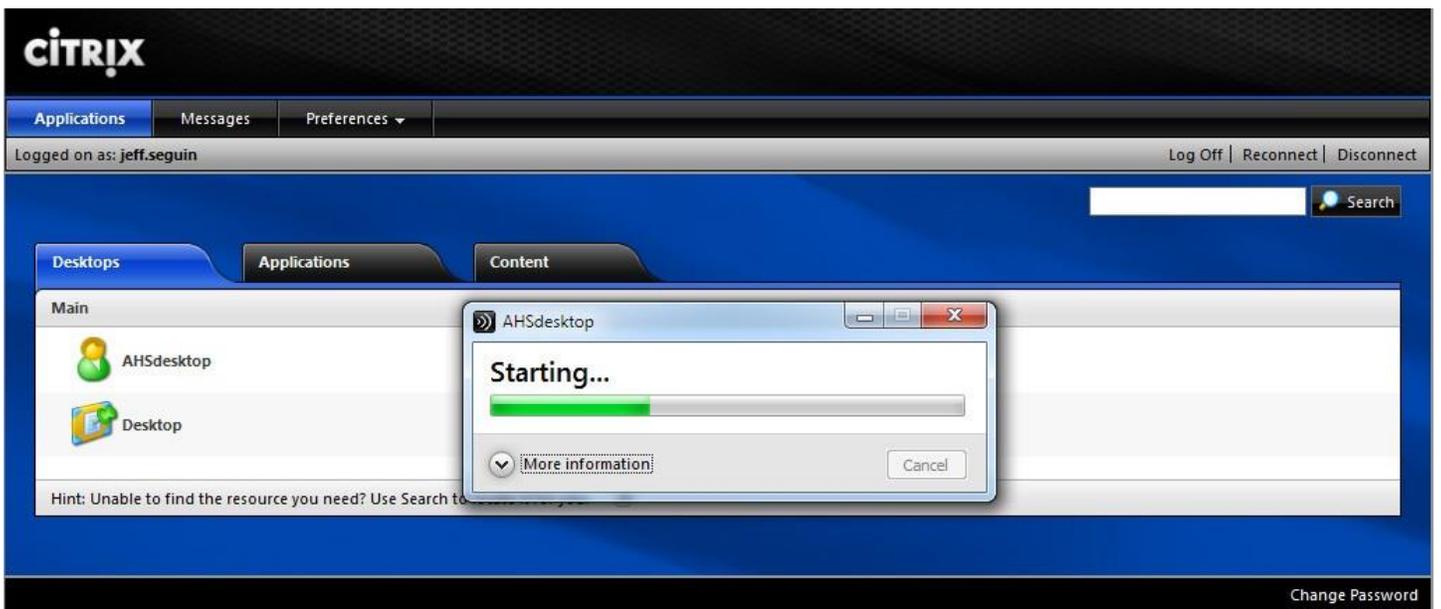
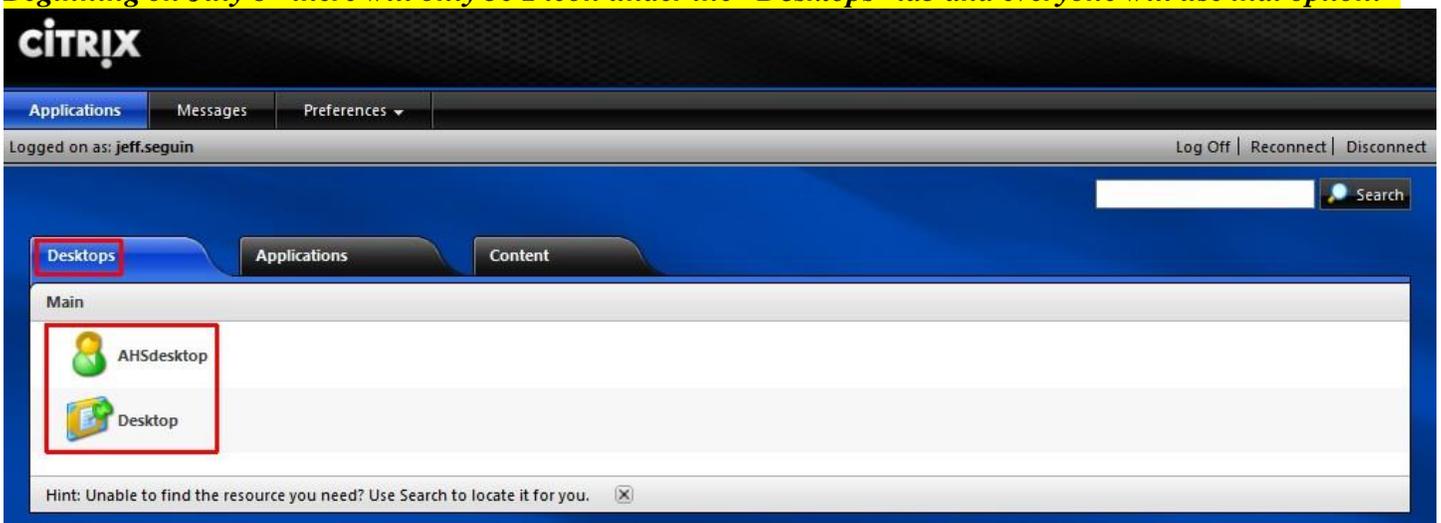
Enter your User name, Password and PASSCODE:

User name and Password are the same as you log on to your computer in the office.

PASSCODE is the PIN code you setup plus what appears on the RSA SecureID Token/Key FOB –NO SPACES

A screenshot of a web portal login page, similar to the one above but with a different PASSCODE placeholder. The page has a dark background with white text. At the top, it says "Welcome" and "Welcome to the State of Vermont Agency of Human Services Citrix Web Portal". Below this, there is a message for first-time users. A help desk contact number is provided. On the left, there is a circular icon with three overlapping white squares. To the right of the icon are three input fields: "User name:" with the placeholder "firstname.lastname", "Password:" with the placeholder "work computer password", and "PASSCODE:" with the placeholder "pin code + token code". A "Log On" button is located at the bottom right of the form area.

You'll then come to this page. VDH users click the Desktop icon, all others divisions click AHSdesktop.
Beginning on July 8th there will only be 1 icon under the "Desktops" tab and everyone will use that option.



When you finish your session and log off the Citrix Desktop, you may come back to the screen and be logged off.



If not, just click "Log Off".

