

State of Tennessee



Citrix Web Portal

July 5, 2018

State of Tennessee
Strategic Technology Solutions
Citrix

Document Information

This document is intended to be a guide to assist agency end-users in accessing the Citrix portal externally from the State’s network and internal to the State’s network. Also, outlined are the installation steps for the Citrix Receiver for purposes of connecting to the State’s Citrix Web environment.

Users must have an Active Directory account and be added to the appropriate Citrix Active Directory group(s) to gain access to agency applications. This system has been designed and verified to operate using Windows 10, Internet Explorer 11.112, and Citrix Receiver 4.9 LTSR (Long Term Service Release). Windows 7 may also be supported, but no other web browser or operating systems can be supported by STS. If at any time you experience difficulties with these instructions please contact your agency’s technical support personnel for further assistance.

Trademarks

Microsoft, Windows, Citrix and other products and company names mentioned herein are the trademarks of their respective owners.

Revision History

| Version | Publication Date | Modifications |
|---------|------------------|-----------------|
| 1.0 | July 5, 2018 | Initial Release |
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Table of Contents

| | |
|---|---|
| Document Information | 2 |
| <i>Citrix Receiver</i> | 3 |
| <i>Summary of Connection Instructions</i> | 4 |
| <i>Detailed Connection Instructions</i> | 5 |

Citrix Receiver

If the local workstation that is being used to access the portal does not have Citrix Receiver installed, it must be installed before applications can be accessed. When accessing the portal site, Receiver client auto detection will run to verify that Receiver is installed.

The latest version of Citrix Receiver that has been tested and is supported by STS is Receiver 4.9 LTSR (also known as version 14.9.0.2539).

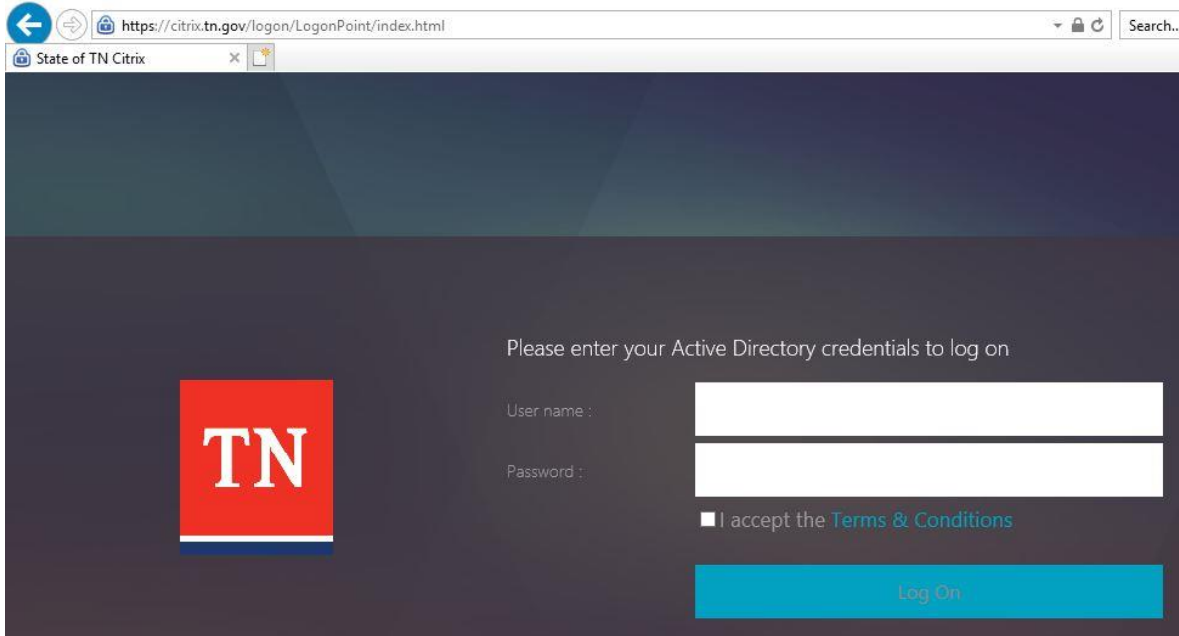
The installation of the Citrix Receiver, DOES NOT require administrator credentials.

Summary of Connection Instructions

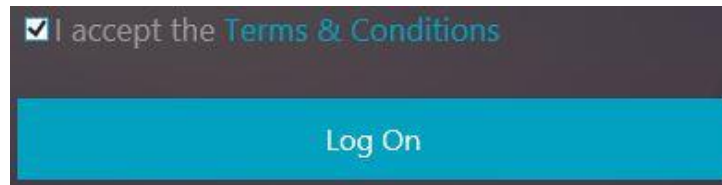
1. Install Citrix Receiver if not previously installed.
2. Open a web browser page to <https://citrix.tn.gov/>.
3. Log in using your Active Directory credentials to access your applications.
4. Launch your agency application and enter your application credentials.

Detailed Connection Instructions

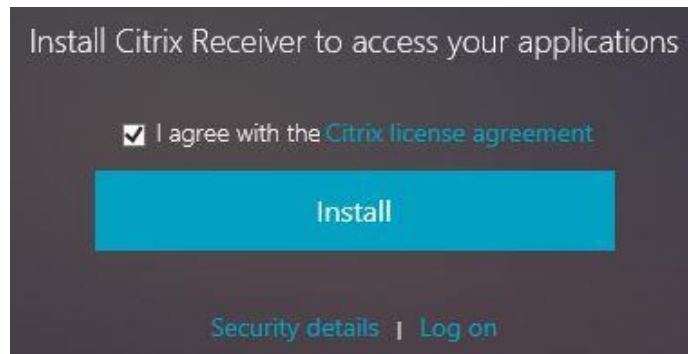
Open a web browser and enter the following URL: <http://citrix.tn.gov>.



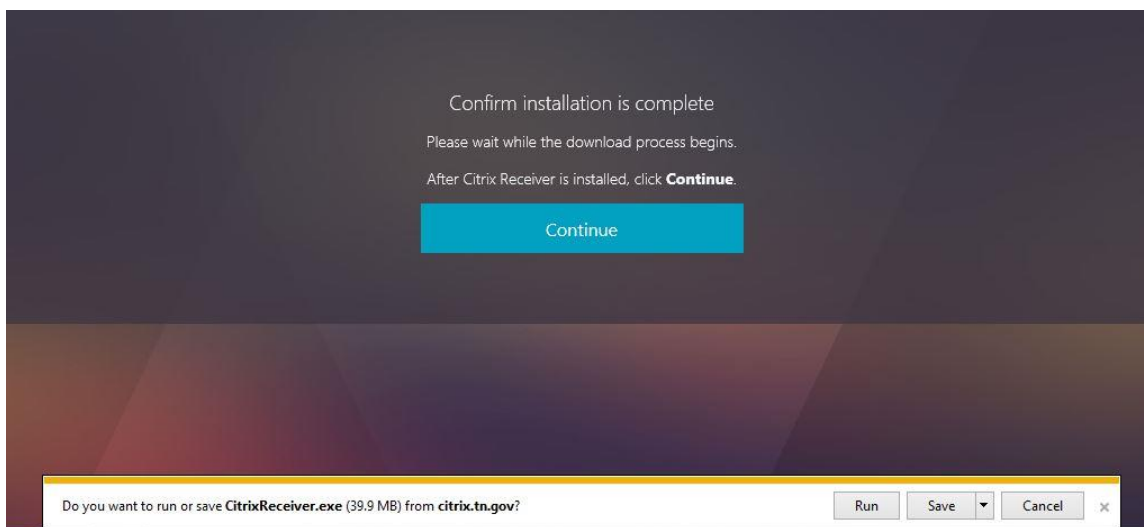
Enter your Active Directory credentials (user name and password), click the box next to *I accept the Terms and Conditions*, then you can click *Log On*. (Log On will remain grayed out until you click the box to accept the Terms.)



If you do not have Citrix Receiver installed you will be prompted to install Citrix Receiver to access your applications. Click *I agree with the Citrix license agreement*. Then click *Install*.



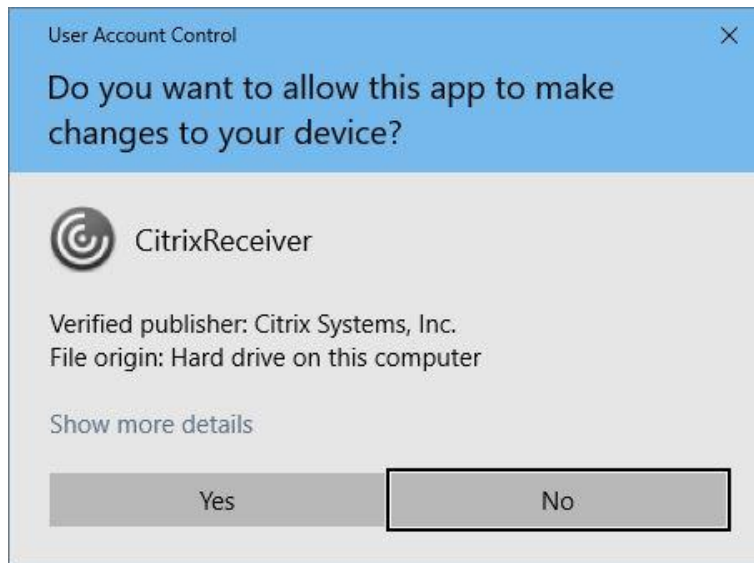
Internet Explorer will then prompt you to *Run, Save, or Cancel* the Citrix Receiver.exe. Choose *Run*. ***DO NOT CLICK CONTINUE UNTIL YOU HAVE COMPLETED THE RECEIVER INSTALL STEPS BELOW.***



Wait for the exe to completely download.



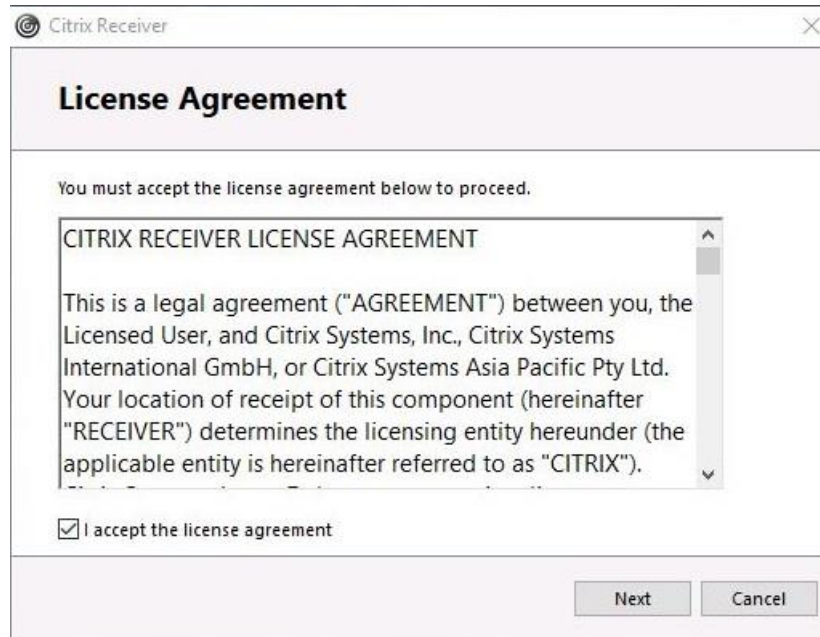
After download is complete, you will be prompted by User Access Controls to allow CitrixReceiver to make changes to your device. Click *Yes*.



At the Welcome to Citrix Receiver screen click *Start*.



Click the box to accept the License Agreement then click *Next*.

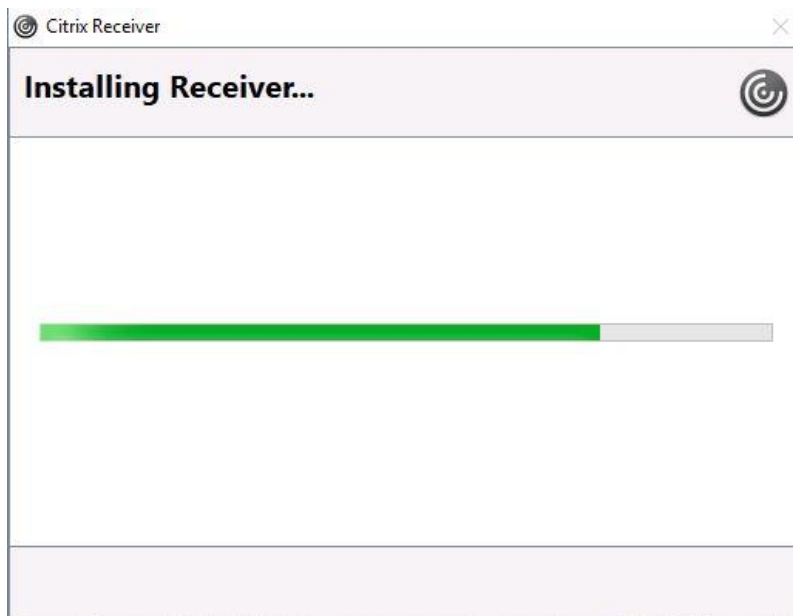


Click *Install* at the Enable Single Sign-On screen.

****DO NOT click to Enable single sign-on.****



Wait patiently as the install completes.



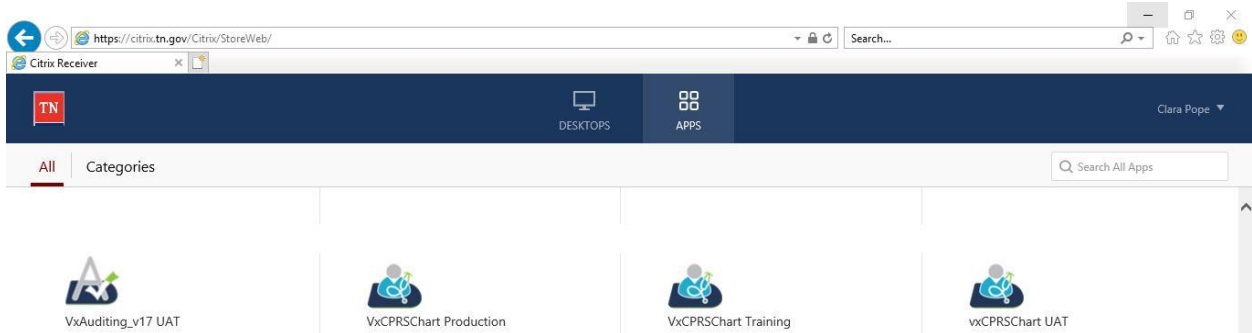
Click *Finish* when prompted with the Installation successful screen.

****DO NOT click Add Account.****

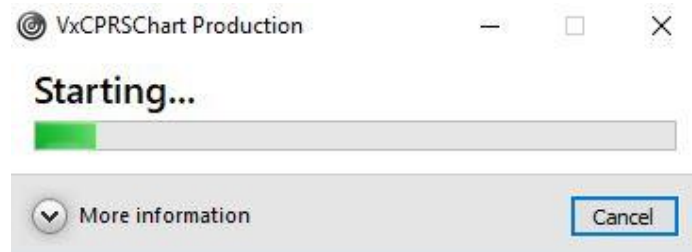


After your Receiver has successfully installed, you may now click *Continue* to complete authentication. At that time you will see your application icons displayed.

**Note that the icons displayed for you may differ from what is shown below.*



Single click on an application icon to launch it. A small Citrix Receiver window will open and display a logon/starting progress bar.

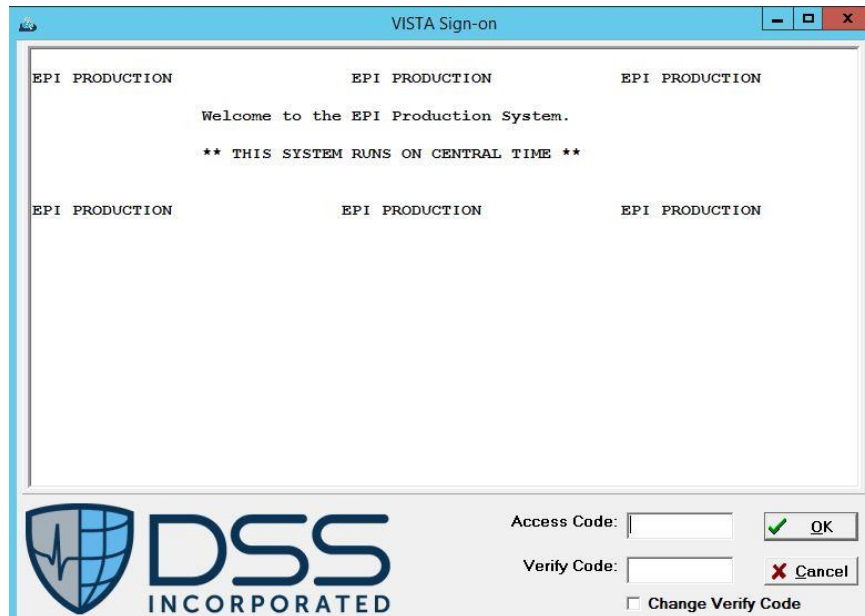


During the Receiver launch process, you have a Windows sign-in screen for Windows Server 2012 R2 appear. Click *Ok* to accept the EULA.



The Citrix Receiver application starting screen will appear again briefly before completing the launch of your application log on screen.

After the progress bar as fully loaded, your application log on screen will appear.



Enter your application credentials to complete your login process.