

Getting Started in Citrix

Introduction:

This guide is designed for any user who is new to Citrix and using a computer which has not logged into Citrix before. The following tasks will be accomplished:

- Printer Setup
- Installation of Citrix on the Computer
- Log in to Citrix
- Log in to SAP
- Password Changes

The final section of this guide is a list of policies DOT has governing the usage of the Citrix system. Please read them prior to connecting to the Citrix system. Please direct any questions you may have to Kevin Harrison (kevin.harrison@dpi.nc.gov).

Printer Setup/Rename:

In order to assure the highest chance of success in printing you must rename your printer prior to logging into Citrix. SAP does not communicate through Citrix effectively with some printer naming schemes.

1. Go to the Windows control panel. [Start Menu/Devices and Printers is generally the fastest way there]
2. Navigate through the Windows control panel to your current list of printers
3. Citrix only uses your default printer so assure the printer you wish to print to is set as the default
4. Rename your printer using the following guidelines
 - a. Must be no longer than 25 characters
 - b. May not contain any spaces [“HP LaserJet 4300 Series” is not acceptable]

If you have difficulty with this renaming process, or are unable to do so due to the security in place on your computer, contact your local IT support for assistance.

Installation of Citrix:

1. Go to <https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows/receiver-for-windows-431.html>

Note: The newest version of the Citrix Receiver (4.5 at the time of this writing) does not appear to be stable in DOT's implementation. As such this link takes you to a slightly older version of the receiver client which has proven more stable.

Receiver for Windows 4.3.100

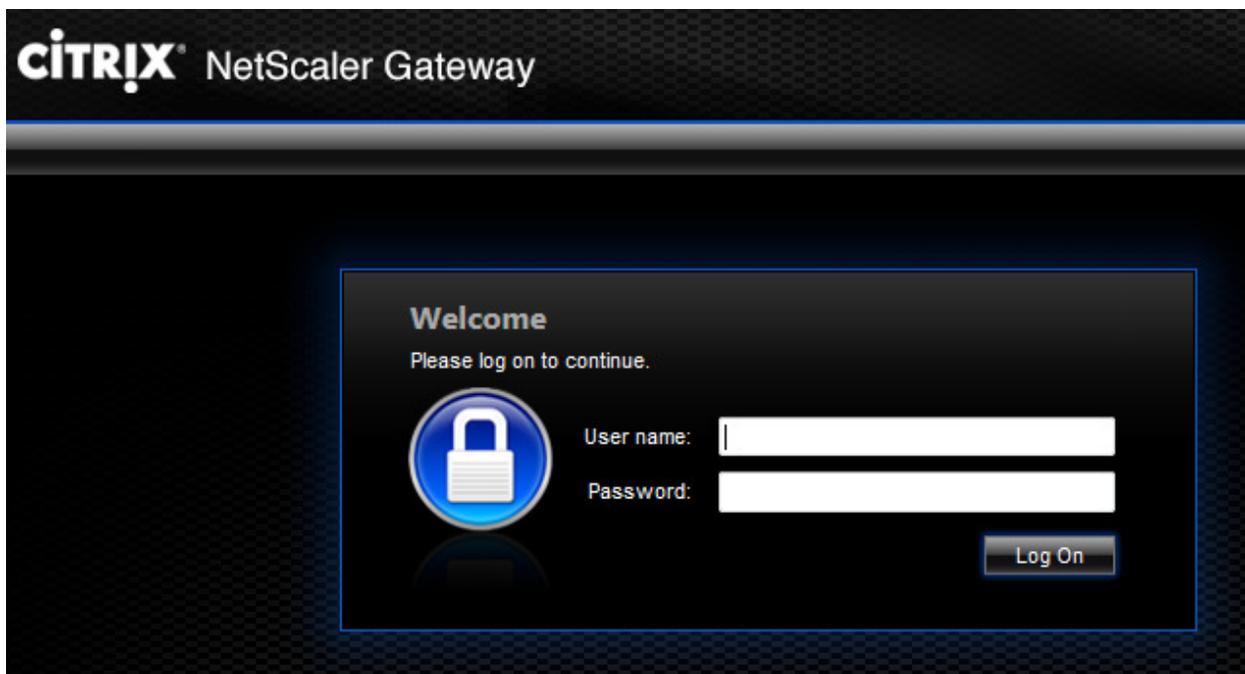
Sep 28, 2015

46.7 MB - (.EXE)  [Download File](#)

2. Click on "Download File" toward the bottom of the page.
3. Download and Run the client install file.

Note: If you are prompted to enter a server at the end of the installation you can cancel that request, the client has been successfully installed.

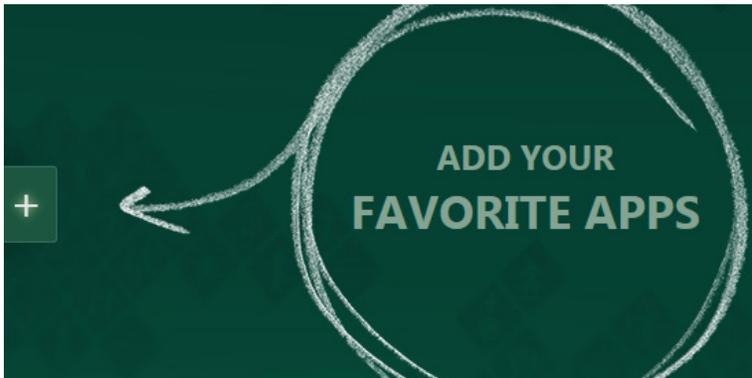
4. Proceed to <https://remote.services.ncdot.gov/> and log in using your Citrix credentials

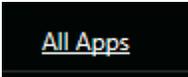


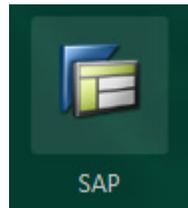
Note: If you are prompted to change your password, please see the end of this document for password change information.

If your web browser displays an all black screen with no login prompt, try a second time. If it still does not appear, use the Tools menu in Internet Explorer ( Icon) to access "Compatibility View Settings" and add the site to compatibility view. Refresh the page.

5. You will be presented with the Application Launchpad. If the SAP application is not there, add it via steps 6 and 7, otherwise skip to step 8.

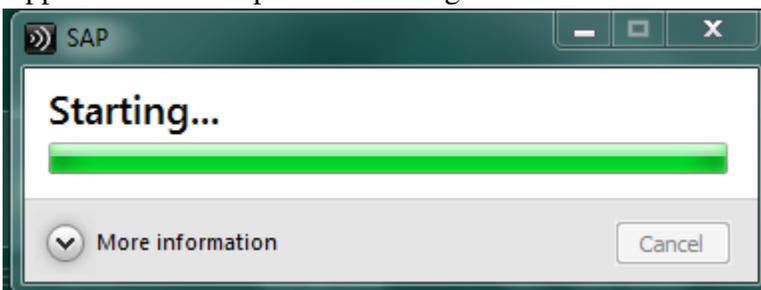


6. Click “+” then “All Apps” 
7. Select the application called “SAP” - This will move the icon to the Launchpad (Note: Once the application is added steps 6-7 will not be required again)



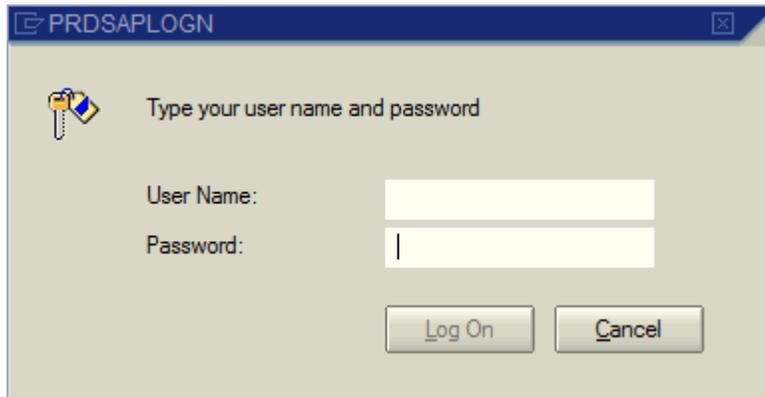
8. Click the icon to launch the application

9. Application launch process will begin



If you are a brand new to this system it is possible that it will time out the first time while creating your profile, just try again.

10. The SAP login screen will be displayed – enter your SAP password (ID will be showing)



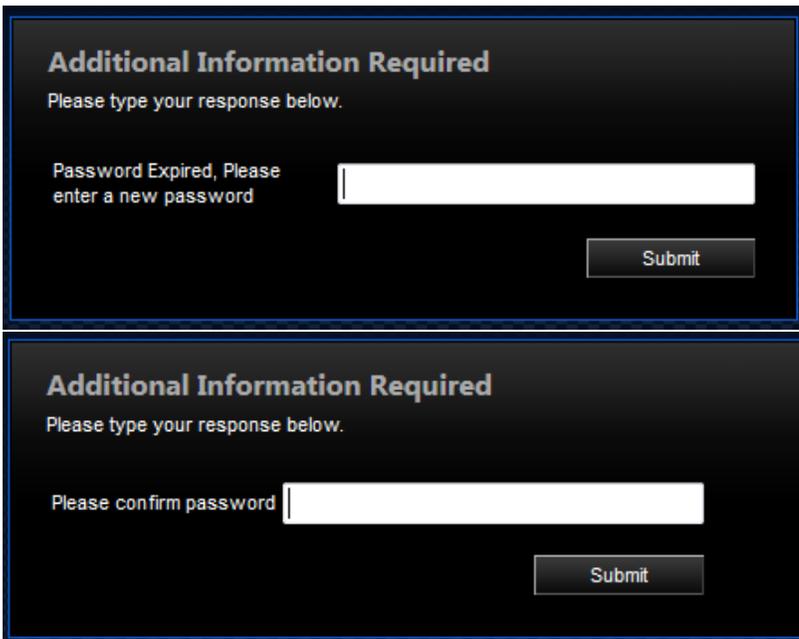
Note: Citrix and SAP are two different accounts and thus have two separate passwords. (Changing one does not change the other)

Password Requirements:

1. At least 7 characters in length
2. Contain no personal information (Part of your name, social security number, birthday)
3. Must contain three of the following four* things (*see note below):
 - a. Lower Case Letters
 - b. Upper Case Letters
 - c. Numbers
 - d. Other Characters (!@#% \ etc)
 - e. For example: rsLm36123q , UJPbeVm! , etc.
4. Must not be a password you have used before

***NOTE: Your second password for SAP requires: lower case letters, at least one number, and at least one non-alphanumeric character (!@#% etc). If you want your two passwords the same you should meet this stronger requirement for your Citrix Password**

Required Citrix Password Changes:



The image shows two screenshots of Citrix password change prompts. The top screenshot is titled "Additional Information Required" and asks the user to "Please type your response below." It contains the text "Password Expired, Please enter a new password" followed by a white text input field and a "Submit" button. The bottom screenshot is also titled "Additional Information Required" and asks the user to "Please type your response below." It contains the text "Please confirm password" followed by a white text input field and a "Submit" button.

If you succeed, it will log you in automatically with the new password. **If it fails (because you entered an invalid new password or did not enter matching passwords) then you will be kicked back out to the login screen where you must log in again with your current password to make another attempt.**

Optional Citrix Password Changes:



You can manually select to change your password once logged in. You can do this under the dropdown menu in the upper right hand corner.

Change Password

User name: dot.nc.net\8kharrison

Old password: |

New password:

Confirm password:

OK Cancel

Access additional Citrix information at: <http://www.ncbussafety.org/BSIPconnection.html>

Citrix Usage Policies:

1. You may use personal equipment while off site to facilitate this service. However, IT-Technical Services is not responsible for loading or maintaining privately owned personal computers.
2. It is your responsibility to arrange access to the Internet via an Internet Service Provider (ISP).
3. Due to software limitations, local printing is not guaranteed to work for Citrix applications on the DOT/DPI network or through this service.
4. You must not share any system or user information regarding this service with anyone either inside or outside DOT/DPI. Specifically, the sharing of user ids and passwords is explicitly forbidden. If another employee needs this service, they must get the proper approval and authorization.
5. In compliance with the State of North Carolina Enterprise Security Standards and the NC DOT supplemental standards, all usage of the remote access system will be logged and can be audited at the discretion of IT-Technical Services. Privacy is not guaranteed with the use of this system.
6. This list does not constitute an exhaustive list of rules and procedures and can be updated as needs arise. IT-Technical Services retains the right to revoke access to this service for non-compliance with security policies, at the request of the Unit Manager, or any other reasonable circumstance.