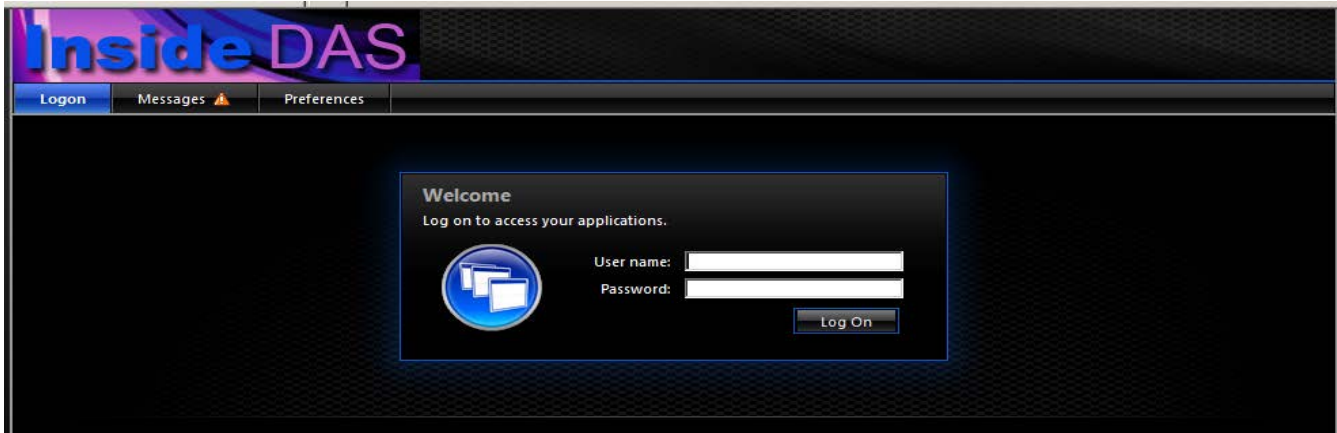


Welcome to DAS Citrix: <https://inside.das.oregon.gov>



If you are having problems with BAMPROD launching when you would click on the Orbits Icon and nothing happens or you get asked to where to save *launch.ica* file.



Please visit the following website <http://receiver.citrix.com/Downloading.htm> for the latest Citrix client. Depending on your version of IE you will see either a pop-up or message across the bottom of the page. You should be able to download and install the new receiver and then access Orbits. If you're not able to download the receiver or visit the website just let me know and we can work with your IS staff to get this installed.



## Downloading Citrix Receiver



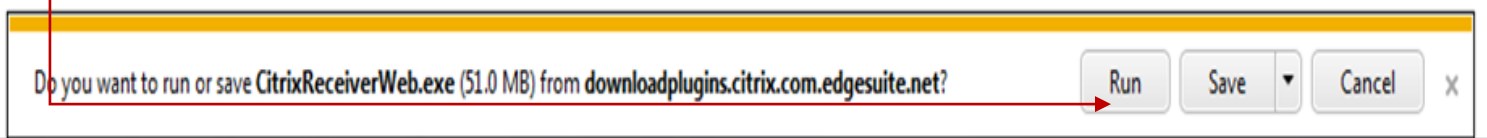
1. Install  
Click Run to install Receiver.



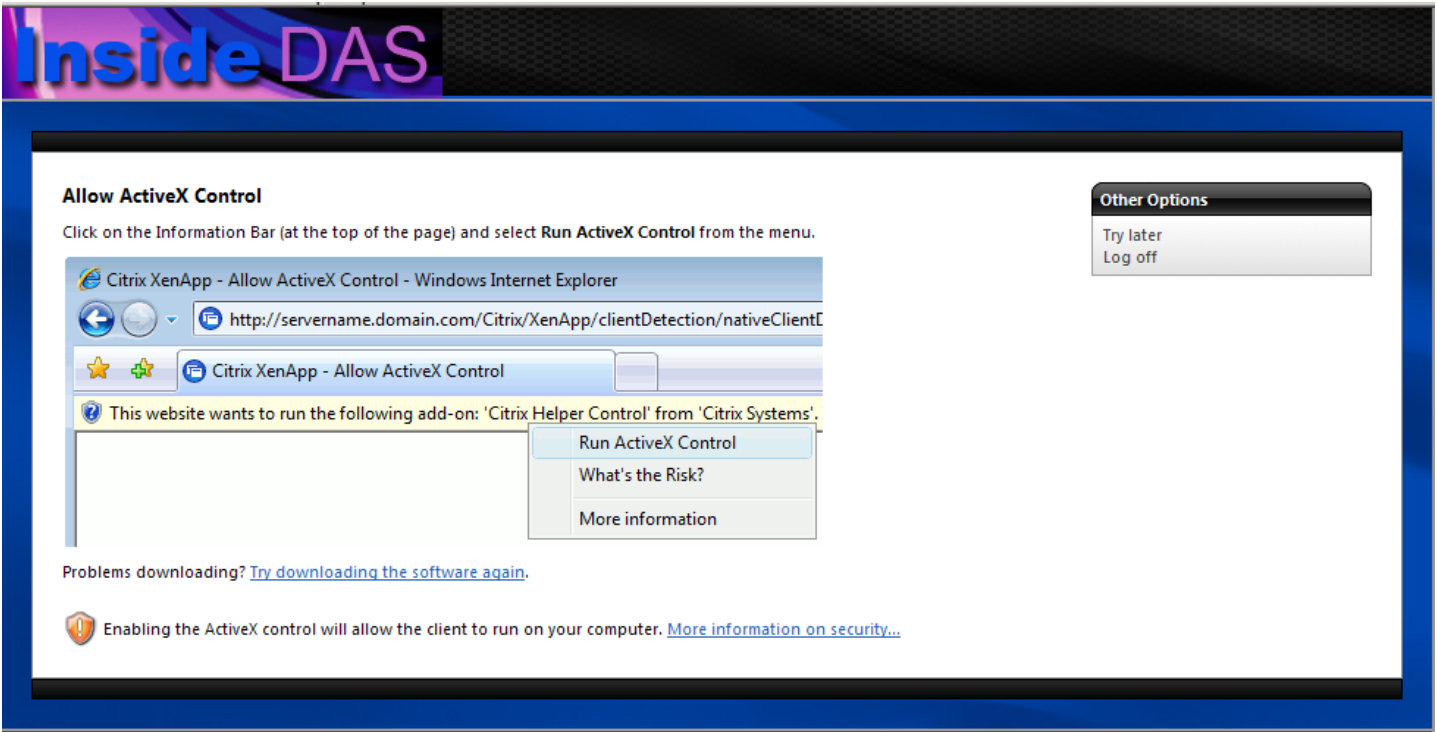
2. Allow access  
Click Yes to allow User Account Changes.



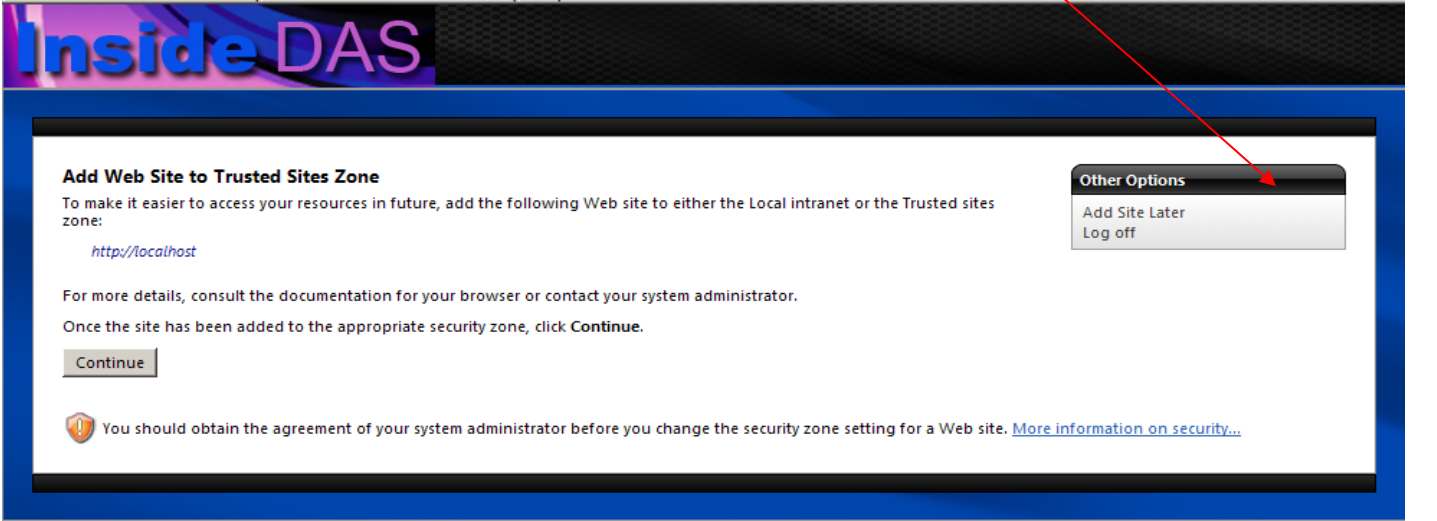
3. Set up  
Follow the steps to set up Receiver and get your apps, data and desktops.



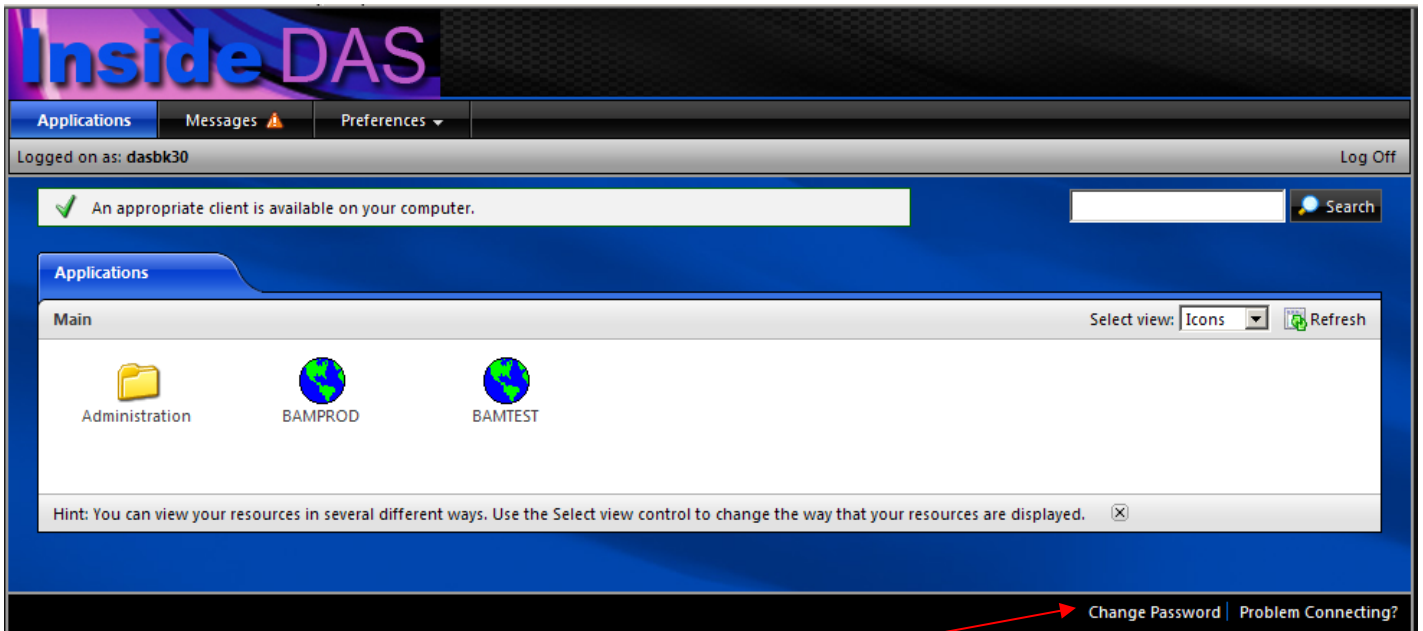
\* You may need to run the ActiveX Control. This screen shot below, shows you how to do this.



After you install the Citrix client, the next step will ask you to add the website to your trusted site zone. This is optional, your IT folks might want you not to. We recommend asking them first. In the meantime, you can select (Add site later) to complete the update.



After clicking the (Add site later), you should see this screen below.



**Change Your Citrix Passwords:** Type your citrix username “typically this is your RACF ID” unless you are DAS or ETS Desktop supported Agency then it will be the same as your desktop login. In the lower right corner you can find the Change Password link.

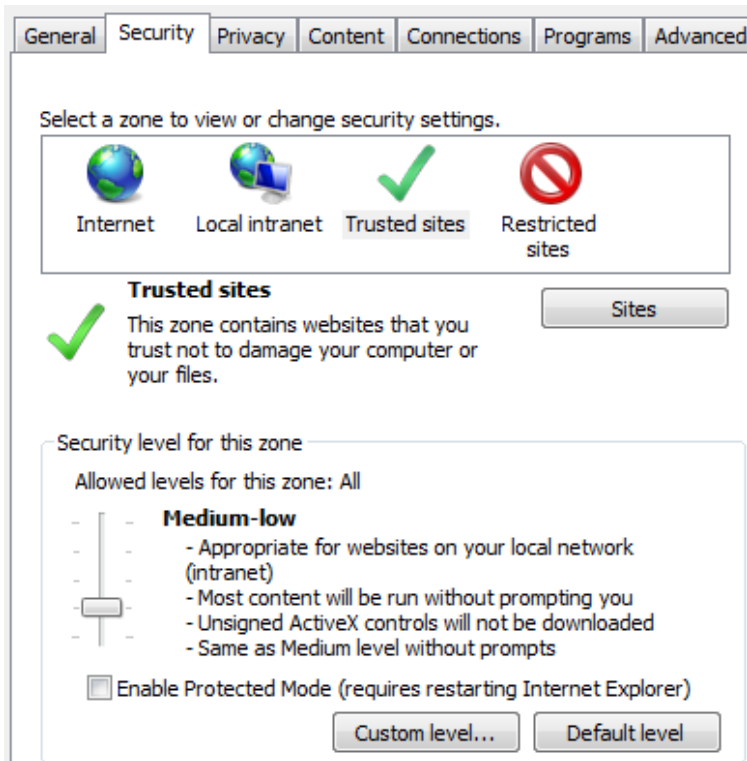
**\*NOTE\*** that the Passwords for **CITRIX** Must:

- Minimum of 8 characters long
- Password must have a Combination of **alpha** and **Numeric** character
- Passwords must be a minimum of 8 characters.
- The password must meet 3 of the 4 Complexity Requirements below:
  - Uppercase characters (A through Z)
  - Lowercase characters (a through z)
  - Numerals (0 through 9)
  - Non-alphabetic characters (such as: \$, #, %)
- Passwords should not contain personal information or be a repeating character or use sequential characters. "xxxxxx", "12345678"
- Every 90 days you will be prompted to change your password within 7 days of expiration.
- Every time your password expires, it will need to be renewed as unique as there is No recycling of passwords
- You have 3 opportunities to put in your password, and then you will be locked out (3 strikes and you're out).

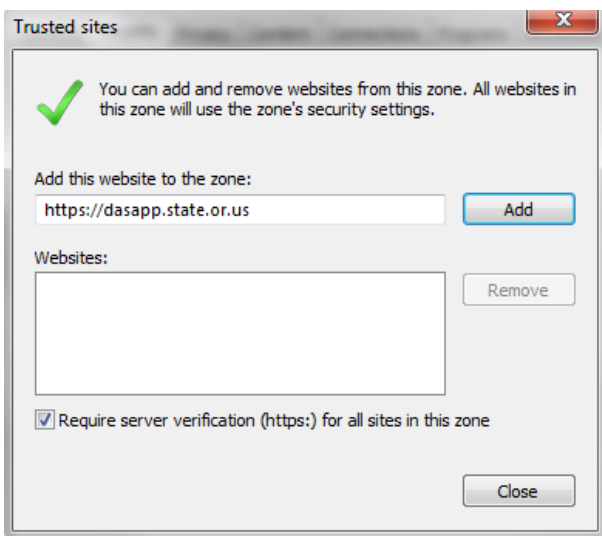
Another issue is with Microsoft Internet Explorer 10 causing the Vacancy Saving and Citrix to misbehave. If you are running IE10 you will need to add <https://dasapp.state.or.us> and <https://inside.das.oregon.gov> to your Trusted Sites, you might also need to lower the trusted site security level.


Trusted Sites is located on the IE tool bar under Tools.

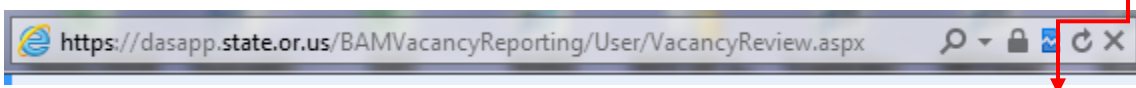
Tools → Internet options → Security



Click on Trusted Sites, then click on Sites and ADD <https://dasapp.state.or.us> and <https://inside.das.oregon.gov> to the list of trusted sites.

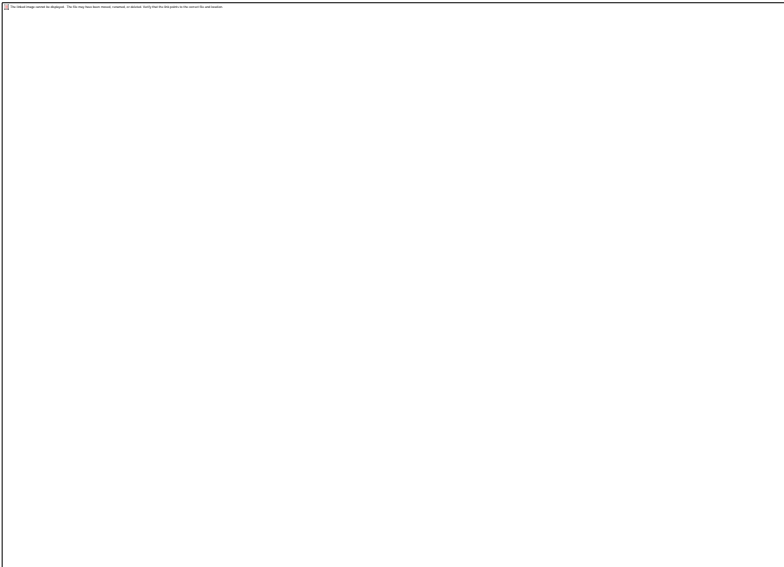


Another thing you can try is enable compatibility mode. To enable Compatibility Mode click this Icon →  it will turn light blue when it is enabled. You can find the icon on the address bar of IE9 and higher.



**System Password reset:** if you need into the Orbits system or have your password reset please e-mail [shawn.miller@oregon.gov](mailto:shawn.miller@oregon.gov) or [Orbits.help@oregon.gov](mailto:Orbits.help@oregon.gov)

**Citrix Login** – (<https://inside.das.oregon.gov>) New this year if you need your Citrix password reset please e-mail: [HelpDesk.TSC@oregon.gov](mailto:HelpDesk.TSC@oregon.gov) and CC: [shawn.miller@oregon.gov](mailto:shawn.miller@oregon.gov) or [Orbits.help@oregon.gov](mailto:Orbits.help@oregon.gov) .



**Orbits Login** - password reset please e-mail [Orbits.help@oregon.gov](mailto:Orbits.help@oregon.gov)



**Mainframe login:** PICS, PPDB, Web reporting (PICS & PPDB) also PLE and Vacancy saving ([Quarterly Web Report](#)) use the **same** password.

To reset your Mainframe password – You will need to e-mail ([DAS.RACFUserAdm@oregon.gov](mailto:DAS.RACFUserAdm@oregon.gov) )

**DataMart Login:** (PICS/PPDB/SFMS/OSPA)

DataMart password reset you will need to e-mail: ([tsc.helpdesk@oregon.gov](mailto:tsc.helpdesk@oregon.gov) ) or ([datamart.support@oregon.gov](mailto:datamart.support@oregon.gov) )