

## How to Install the Citrix Client

This document explains how to install the Citrix client from the DHS Remote Access Portal.

1. Launch the website https://dhs.oregon.gov. Log in using your username and

oregon department of Ruman services gon Messages Prefe	ences
	Oregon Department of Human Services         Remote Access Portal         User name:         Password:         Log On
	Low Graphics
	HINT: Your user name is your EIN (Employee Identification Number) or your Partner number.

current password.

3. The DHS Remote Access Portal page contains a Citrix client detection

application. If you don't have the client installed, you will see the following page:

wnload Client Software	Other Options
By selecting the check box, you confirm that you have read, understand, and accept the <u>Citrix license agreement</u>	Already installed
Download	Try later

4. Select **By selecting the check box**... and click the **Download** button.

Another window opens to a Citrix website to download the software. Select the circled selection Citrix Clients.

<b>CİTRĮX</b> '	Products	& Solutions	Downloads	Support	Partners	Nev
iome > Support > Downloads						
.og in to access more downloads. My Citrix	The downloads y	ou need	l in one, o	easy p	lace.	
Username: Password:	Select your product and then narrow your search by version, operating system or download type to fill exactly what you need. If you are looking for a Citrix XenApp Client, select XenApp then refine your results by platform.					
Forgot Your Password	Your Password					
New Users					_	
More Options	Download Plug-ins	XenSe Download	d enterprise-	Xei Eva	nDeskto aluation	p 2
Support Knowledge Center	and Clients.	class, clo virtualizati	ud-proven on at no cost	. Deliv dem cost	ver desktop and, simply -effectively	os on y and r.
Subscription Advantage	LEARN MORE O	L	EARN MORE		LEARN M	MORE

5. Next click on the circled link, Citrix Online Plug-in – Version 12.0.

Results for: - XenApp > Clients and Plug-ins	
Indicates restricted access. For further assist	ance, please contact Customer Service.
<ul> <li>Clients and Plug-ins</li> </ul>	Hide Downloads
XenApp (all product versions)	
App-V Integration Kit	
Online Plug-in - Version 12.0	Windows (32, 64-bit)
Offline Plug-in 6.0 and Streaming Profiler 6.0	) Windows (32, 64-bit)
Online Plug-in for Mac - Version 11.1	Мас
Dazzle 1.1.1	Windows
Receiver 11.5 for Windows Mobile NEW!	Windows Mobile
WinCE/PocketPC Clients	WinCE, Windows Mobile
Bosoivor 40.0 for Java	lava

6. Finally click on Citrix online plug-in – Web. DO NOT choose the top download

box.

interface.					
Use the Citrix Offline plug-in to access applications streamed to your desktop. You must install the "Citrix Online plug-in" before you install the "Citrix Offline plug-in".					
View the list of cour (128-bit or greater)	ntries that may have encryption.	e export or in	nport restric	ctions for	products containing strong
General Docur Citrix eDocs Libra	nentation Ƴ				
Citrix Online plug-i	n All Languages	3/24/10	14.6 MB	.exe	Download D
Citrix Online plug-i - Web	n All Languages	3/24/10	11.8 MB	.exe	Download 오
General Docur Citrix eDocs Libra Citrix Online plug-i Citrix Online plug-i - Web	nentation y n All Languages n All Languages	3/24/10 3/24/10	14.6 MB 11.8 MB	.exe .exe	Download Download

 Click on the 'click here' button to download client and not the download manager.

	About the Download Manager
	The Download Manager provides for more effective, more efficient file downloads than you normally see with your browser, especially for large files or file sets. It can pause and restart downloads even if you turn your computer off and on again. You will be presented with a security warning and after you accept, the Download Manager will install and begin to download the requested file.
1	

Click to download your file now.

Should the Download Manager foil context, or if you do not accept the security certificate, you can <u>click here</u> to download the file without using the download manager.

8. Choose 'Run' to run the file.

File Down	nload - Security Warning	×
Do you	u want to run or save this file?	
	Name: CitrixOnlinePluginWeb.exe Type: Application, 11.0MB From: <b>download.citrix.com.edgesuite.net</b>	
	<u>R</u> un <u>S</u> ave Cancel	
	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>	t

9. Choose 'Run' again when the following screen appears to start the install.



10. When complete you will see this message. Go ahead and hit 'okay'.

Citrix on	line plug-in installation	×
6	Installation completed succes	sfully.
	OK	

## **Other Options**

There are other options on the client detection page. They are:

Other Options		

**Already installed:** This is used if you know that you have the Citrix client installed and the client detection page thinks that you don't. If you click this when you don't have the client installed, please see **Run Client Detection** section.

**Try alternative clients:** This is for a Java client. It is not recommended to use this client as it is slow.

**Try later:** If you want to try later for client detection. Remember, that you have to have a Citrix client installed if you want to access your applications.

Log off: If you don't want to install the client or make any other changes, please log off.

## **Run Client Detection**

1. If you want to run client detection again, click on the **Preferences** tab at the top of the page and go to **Connection Preferences**.

Sonnection Preferences	
Reconnection behavior	
Configure the behavior of the Reconnect button.	Reconnect sessions:
Client settings	
Specify your client software preferences for accessing published resources.	Run Client Detection
	Save Cancel

2. Click on Run Client Detection button.