



Citrix Receiver Software Instructions

Please read and follow this guide to download and install the program before telecommuting.

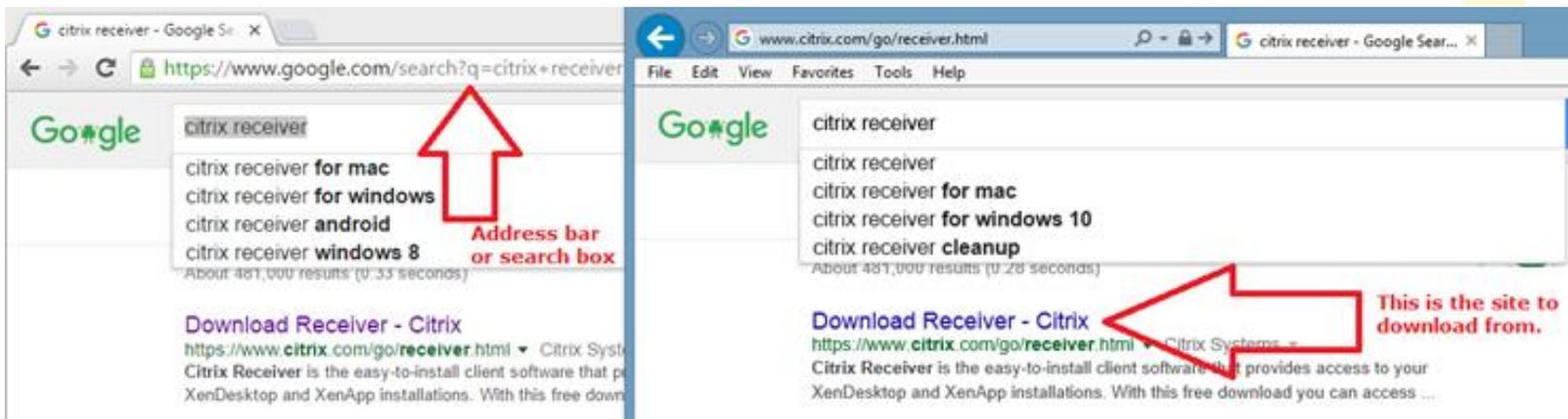


Introduction

- These instructions will guide you in connecting to AHCCCS Desktop or your AHCCCS PC remotely.
- You must have permission to telework, which is granted to your account after reading and agreeing to:
 - AHCCCS Admin Policy 822,
 - the State of Arizona Telework Policies,
 - the AHCCCS Telework Agreement and External Access Request Form being completed by you and your supervisor.

To begin:

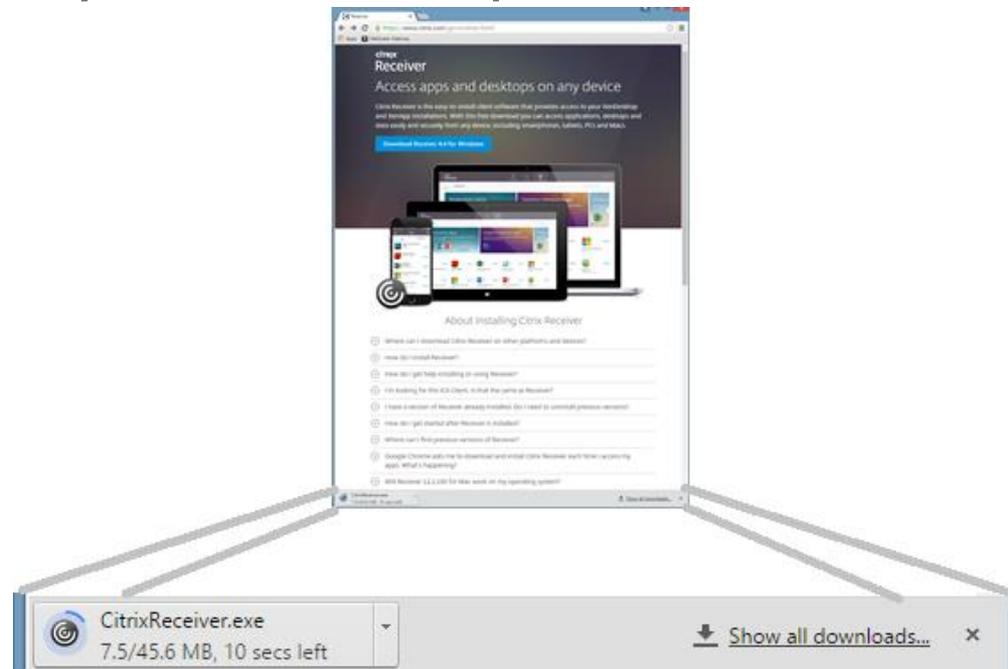
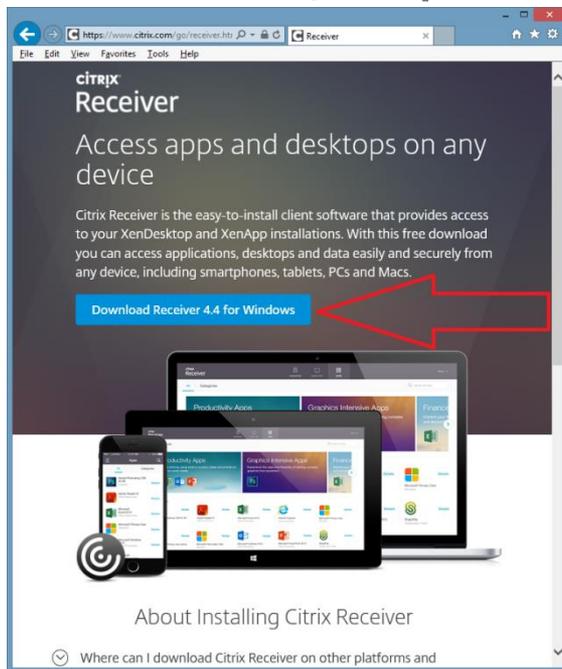
- 1. Open your browser** – Usually Internet Explorer or Edge, Safari, Chrome, or Firefox.
- 2. Click or tap the address bar or search box** – It's usually at the top,
 - type in www.citrix.com/go/receiver.html to go directly to the site.
 - If you have difficulties, you can also search for Citrix Receiver – it should be the top result.



Download Citrix Receiver

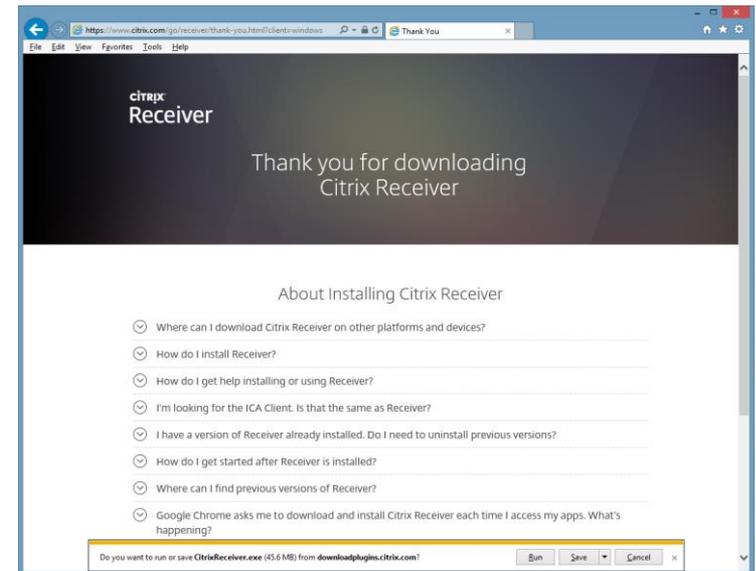
3. Click the **Download** button –

- It may take a minute or two for it to finish, depending on your internet speeds.



Run the installer

4. Click **Run** – to install Receiver automatically after downloading.



Do you want to run or save **CitrixReceiver.exe** (45.6 MB) from **downloadplugins.citrix.com**?

Run

Save

Cancel

- If you click **Save** – which keeps the file on your computer to run later – you will get a choice to Run, Open folder, or View Downloads when the download is done. Click **Run**.

The CitrixReceiver.exe download has completed.

Run

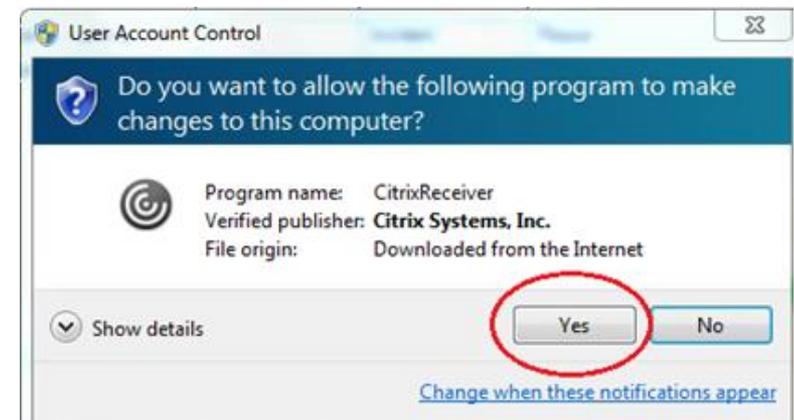
Open folder

View downloads

Make changes to this computer

5. You may be prompted to allow changes to take place.

- Click **Yes** or **Allow**.



Read and follow the rest of the prompts

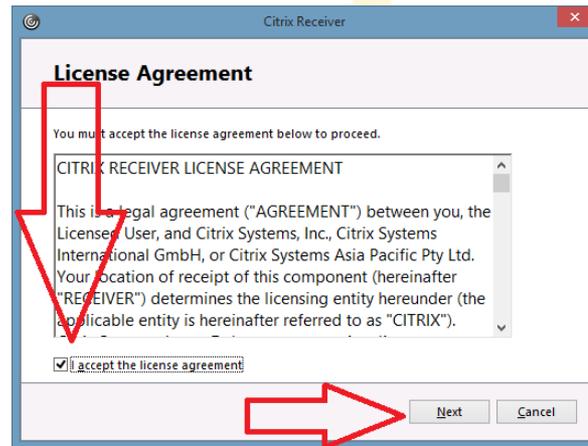
6. Click **Start**.



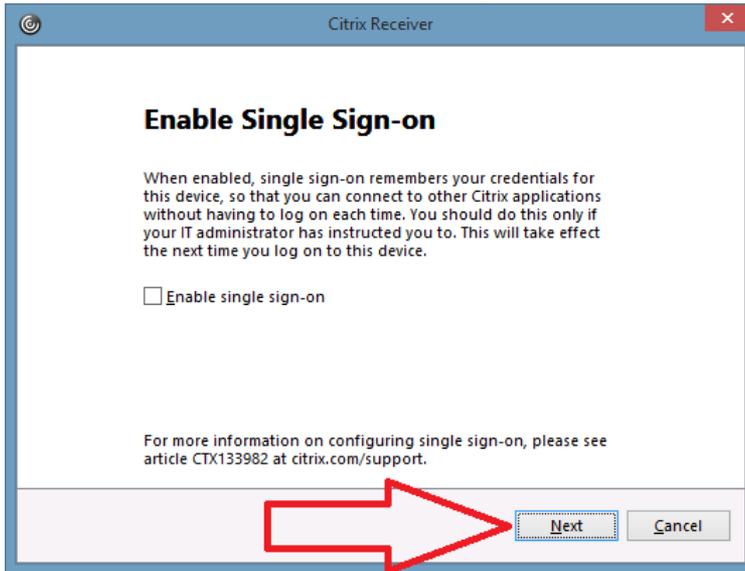
7. Read the license agreement.

8. Click to **accept** it.

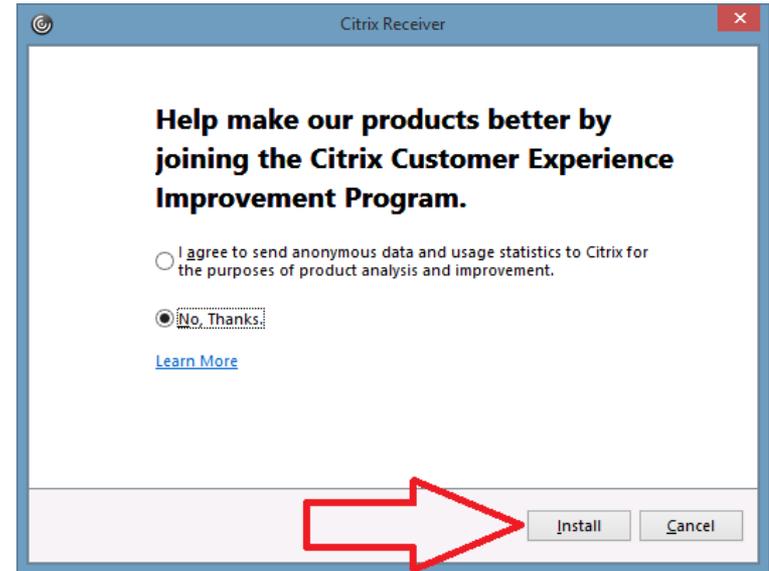
9. Click **Next**.



Click Next, then click Install



10. Do not select "Enable single sign-on". Click **Next**.



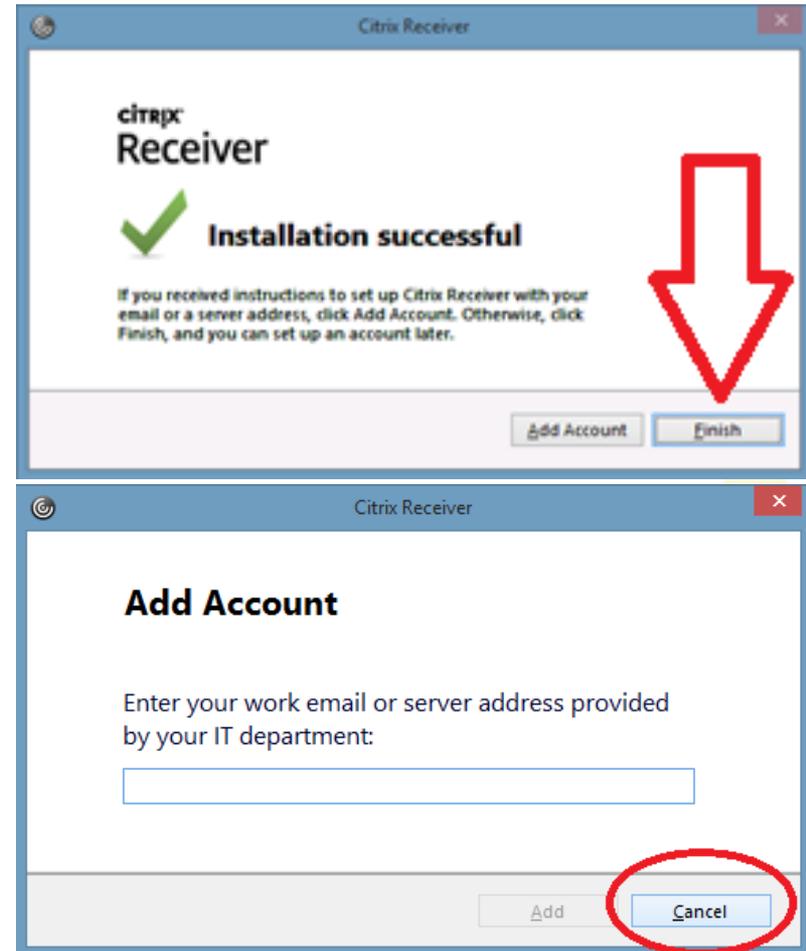
11. Click "No, Thanks", then click **Install**.

Installation successful – Finish!

12. Do not try to “Add Account”, click **Finish**.

13. If a prompt to add one appears, click **Cancel**.

If you see one that asks for a URL, choose “I will enter the URL later.”



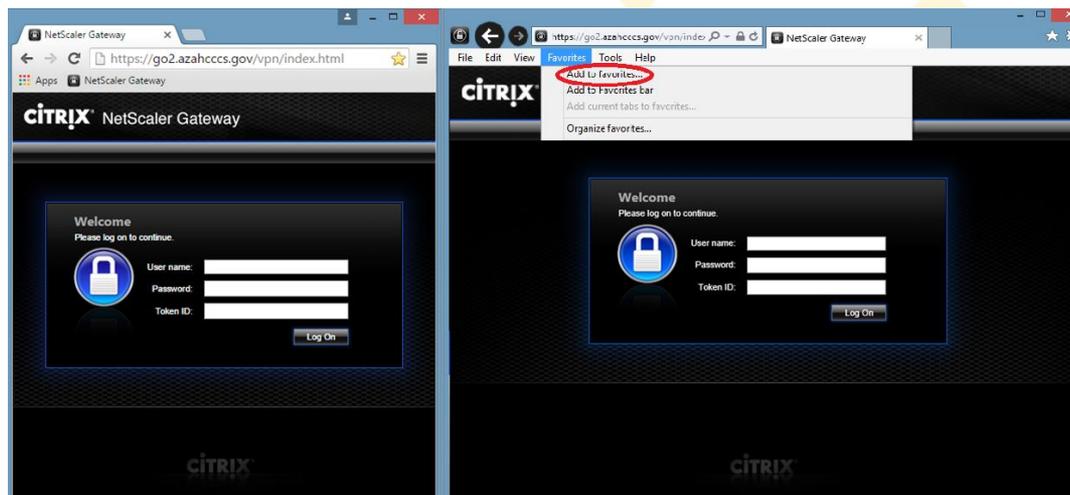
Using Receiver

14. Each time you telecommute, begin by opening a browser just like step 1.

15. In the address bar, type in <https://go.azahcccs.gov> and hit Enter or Go.

- Select go2.azahcccs.gov if you have a token, go3.azahcccs.gov if you don't.

Tech Tip: Add it to your Favorites or Bookmarks for easier access later!

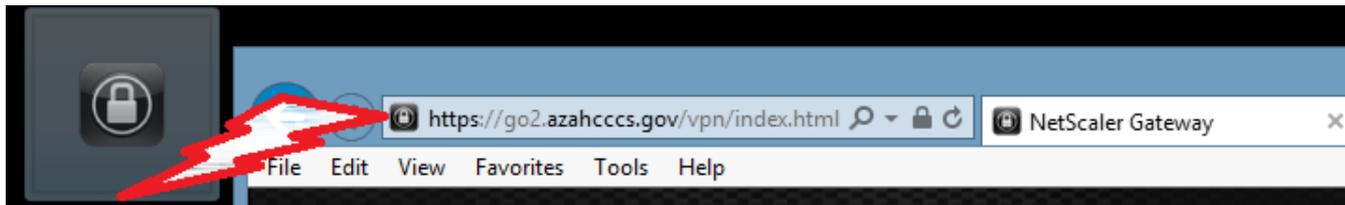


Reaching across Arizona to provide comprehensive quality health care for those in need

Optional Tech tip:

16. To create a shortcut on your desktop to the Citrix login webpage, do the following:

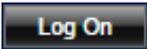
- **Click** and **drag** the icon on the left side of the address bar to an empty part of your desktop.



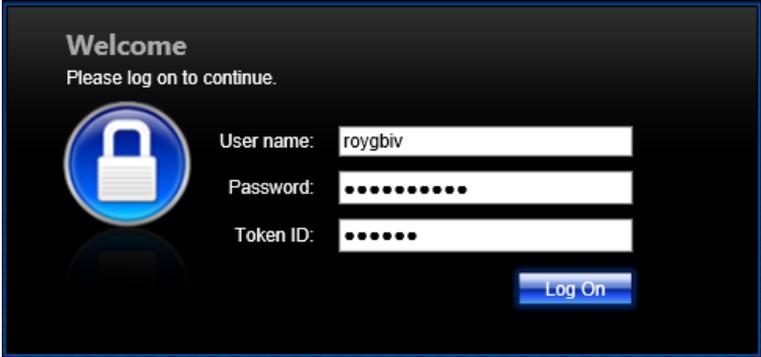
- If done correctly, an icon appears there!



Enter your credentials

17. At the “Citrix Netscaler Gateway” Welcome screen, type your User name, password, and temporary token response in the text fields and click .

- Make sure NUM Lock is on!
- Make sure CAPS Lock is off!
- When changing your password, refer to the Data Security Password Parameters document.
- You will get locked out after 3 incorrect attempts. To have your account unlocked or password reset, call Customer Support at (602)417-4451, otherwise it will unlock automatically after 15 minutes.



Welcome
Please log on to continue.

User name: roygbiv

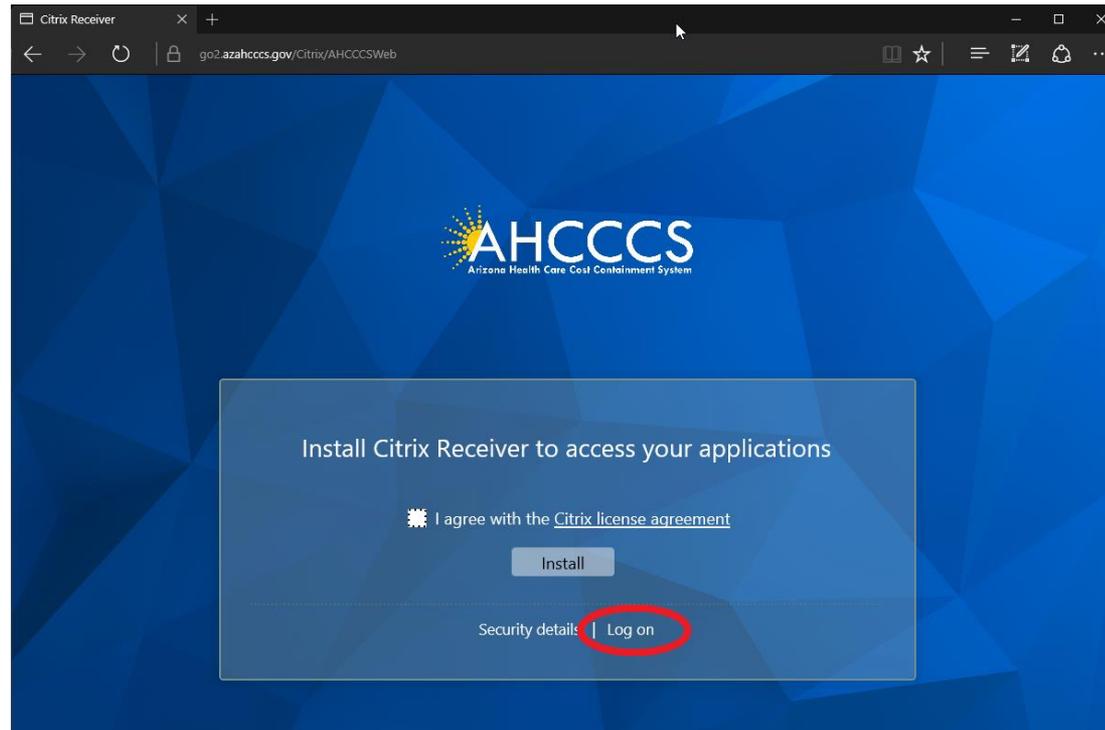
Password:

Token ID:

Log On

Click Log on

18. You may be prompted each time to install Citrix Receiver.
- Since you already did, click **Log on** to skip this.



Choose your session

19. Most people should click AHCCCS Desktop.
 - If you have a work PC for working with non-standard programs, click MyPC.

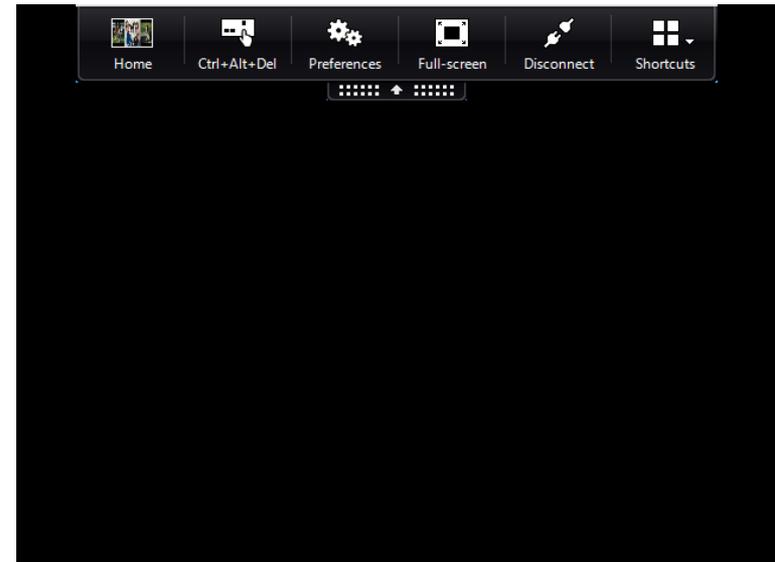
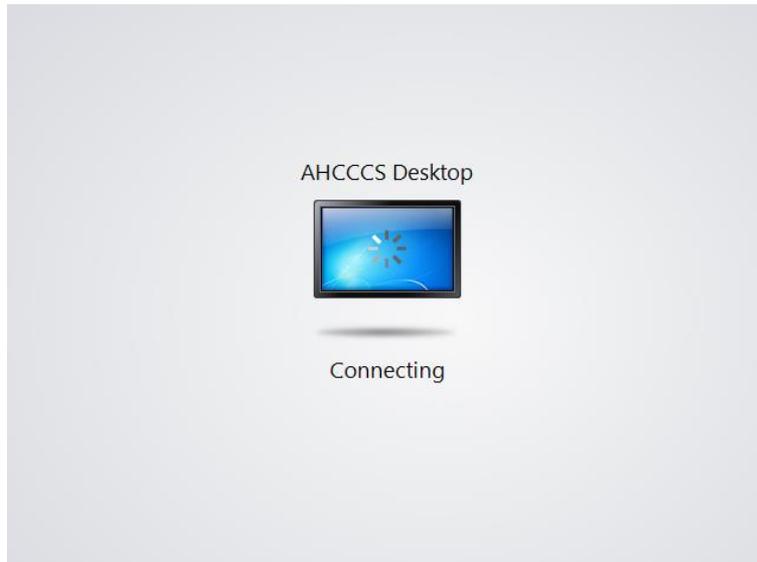


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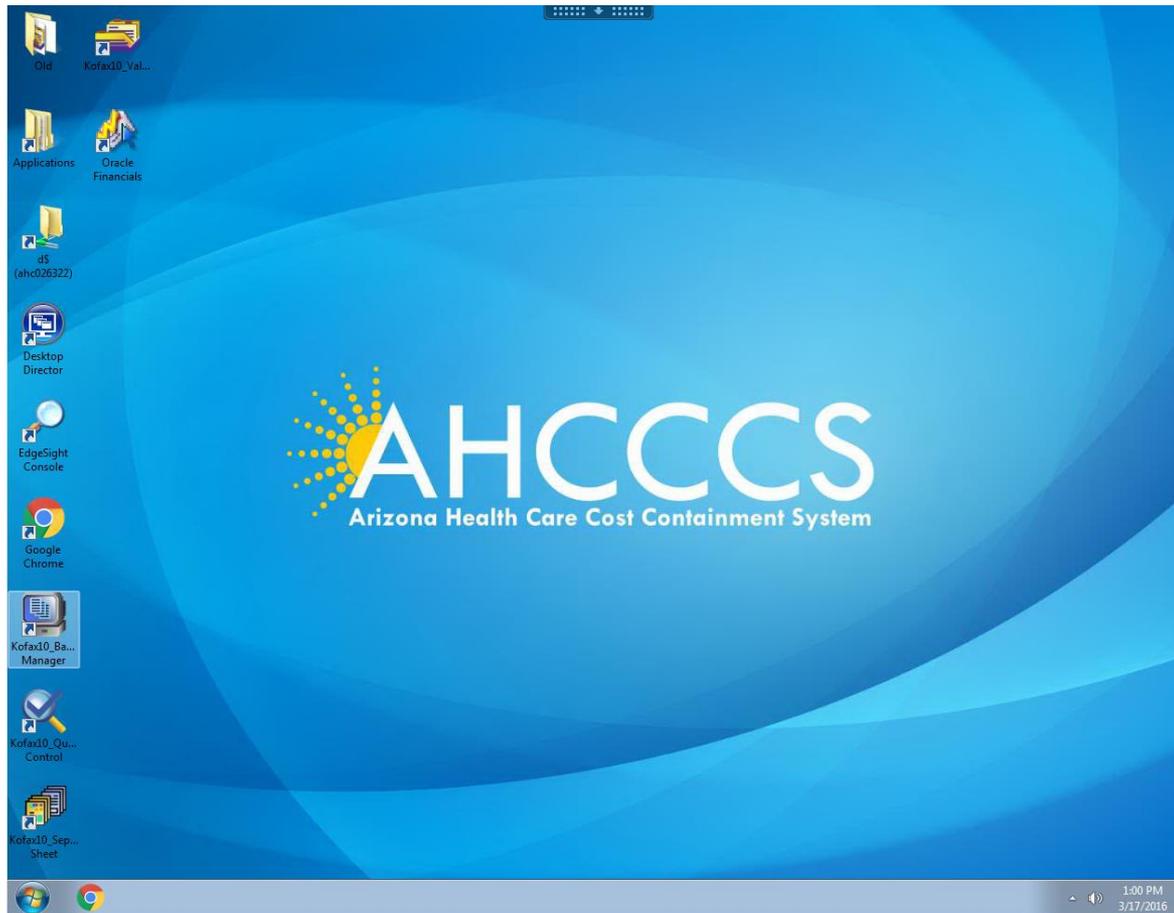
Connecting...

20. It may take over a minute to connect, depending on your Internet speeds.

- You will see a white, then a black screen.

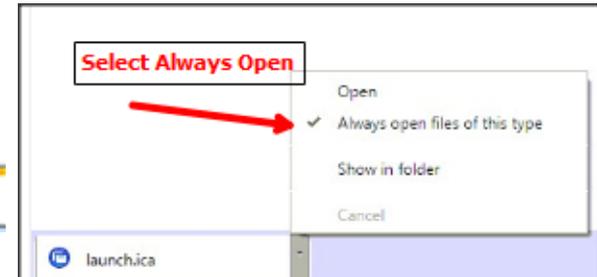


You're in!

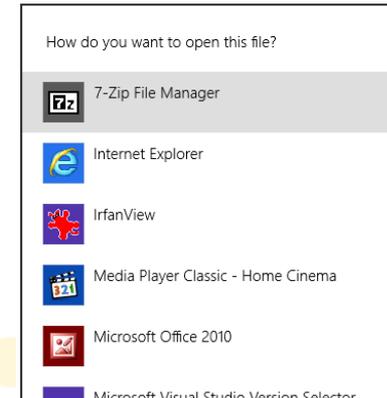


Troubleshooting -

- If you are prompted to **Save** or **Open** a file that looks like *gibberish5468i0rbhszer.ICA*, select **Open** or right-click to select “Always open files of this type” then **Open**.



- If you see a box asking “How do you want to open this file?”, please call Customer Support and ask for help changing your Default Programs.



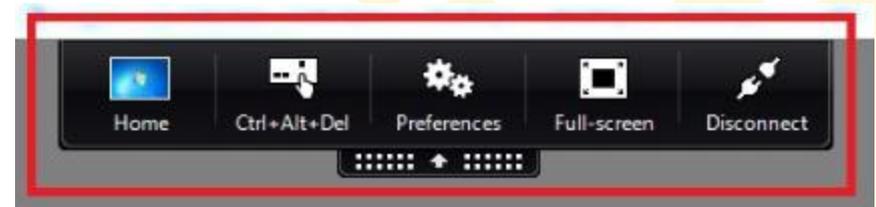
Proper use -

- If your AHCCCS Desktop session locks, it will look like this:



If your home computer locks, you will see its normal background, not the AHCCCS login. Unlock your personal PC first, then your remote session.

- To go from your session to your home computer, click the Citrix Toolbar and click Home.



Proper use continued -

- To make your session smaller, click Window (which becomes the Full Screen button) and resize the window as you want. Repeat this to go back to Full Screen mode.
- Exiting a remote session should be done by going to the start menu and selecting "**Log off**" in MyPC or AHCCCS Desktop.

