



HRSA

U.S. Department of Health and Human Services
Health Resources and Services Administration

CITRIX ACCESS GATEWAY

HRSA Remote Access User's Guide

The screenshot shows the HRSA Home page interface. At the top, the HRSA logo and name are displayed. A left-hand navigation menu contains links for Home, Downloads, Information, Help, and Exit. The main content area features a large 'Home' heading with a padlock icon, a user profile card for 'Doe John, G.' with a photo and ID number, and a warning icon stating 'Insert your PIV card in your smart card reader before you try to login.' Below this are two large buttons: 'Launch Cisco SSL VPN' with the Cisco logo and 'Access to Cisco VPN using your PIV Card', and 'Launch Citrix Access' with the Citrix logo and 'Access to Citrix using your PIV Card'.

Getting Started

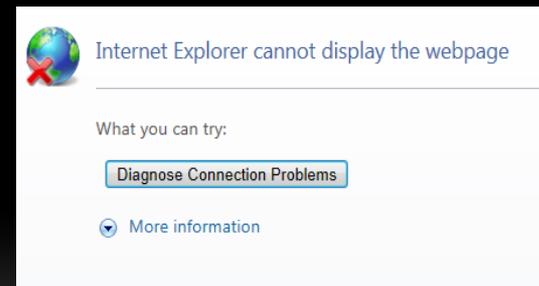
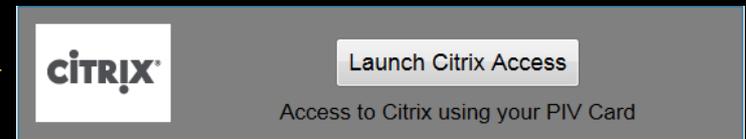
- Insert your PIV Card into the PIV Card Reader

NOTE: If this is the first time logging in, wait for the status LED on the card reader to go solid before proceeding

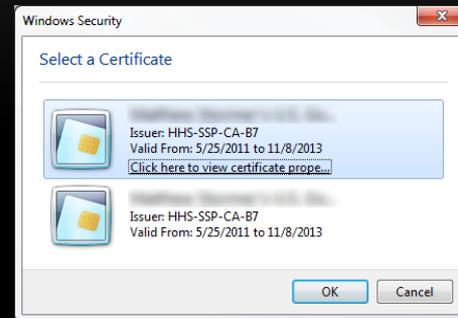
- Go to the Home page on the VPN portal and click “Launch Citrix Access” or navigate directly to:

<https://remote.hrsa.gov>

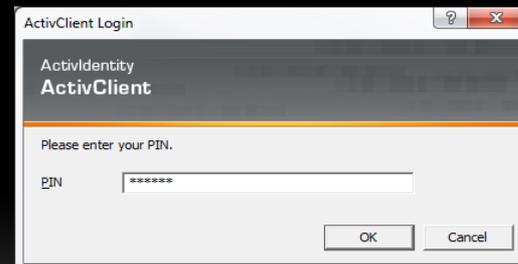
- If you receive the following error, close your browser out and start over. If the issue persists, then visit the Help section for troubleshooting tips.



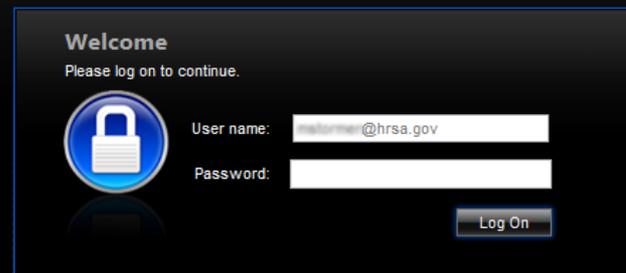
- At this point, you should be prompted to select your certificate. You may see multiple certificates. Verify the validity period, select the first matching certificate and press “OK”



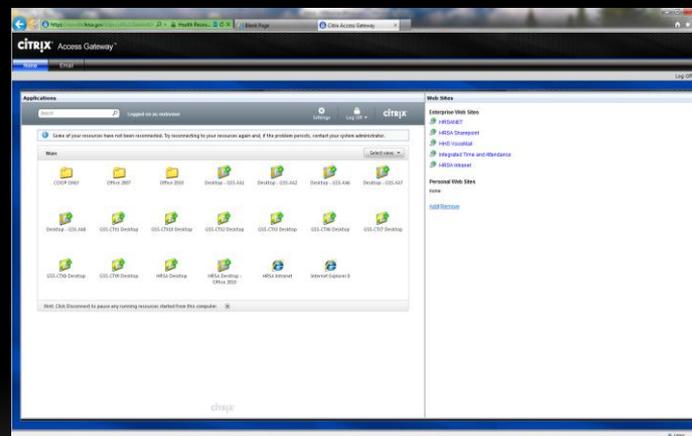
- Next is pin prompt. Enter your PIV pin and press “OK”. If you do not know or forgot your pin, you will need to visit the badging office to set a new pin.



- If the pin prompt is successful, you will be presented with a login dialog. The “User name:” field should be populated. Enter your HRSA Network Password and click “Log On”

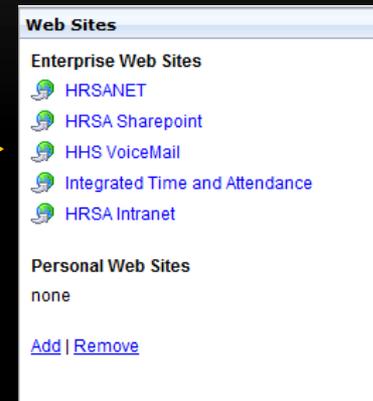


- You should now see the default Citrix landing page.

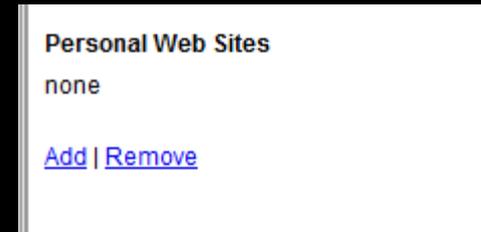


Customizing Bookmarks

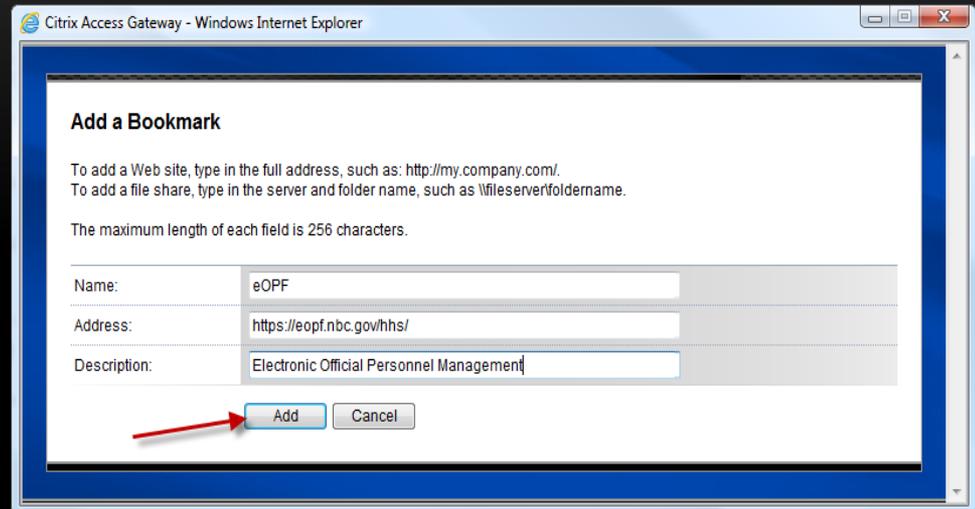
- Please note the Web Sites listed on the right corner of the screen. Click on the needed link and another window will open up with the respective website.



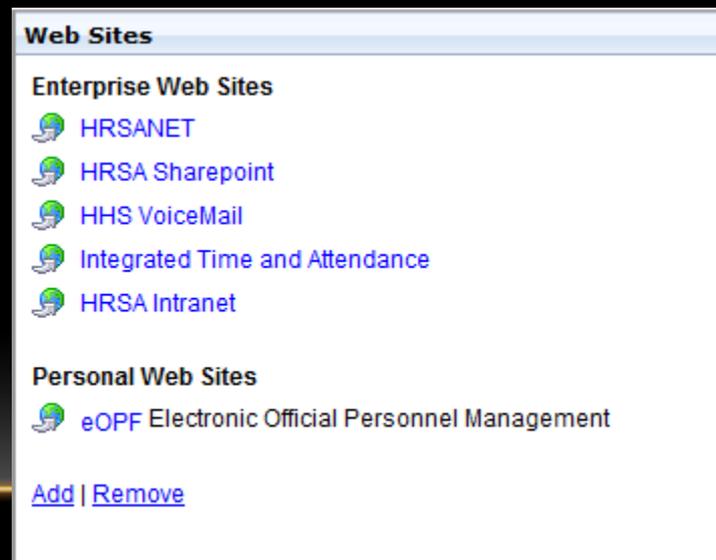
- Additional links can be added by clicking on the “Add” button under Personal Web Sites



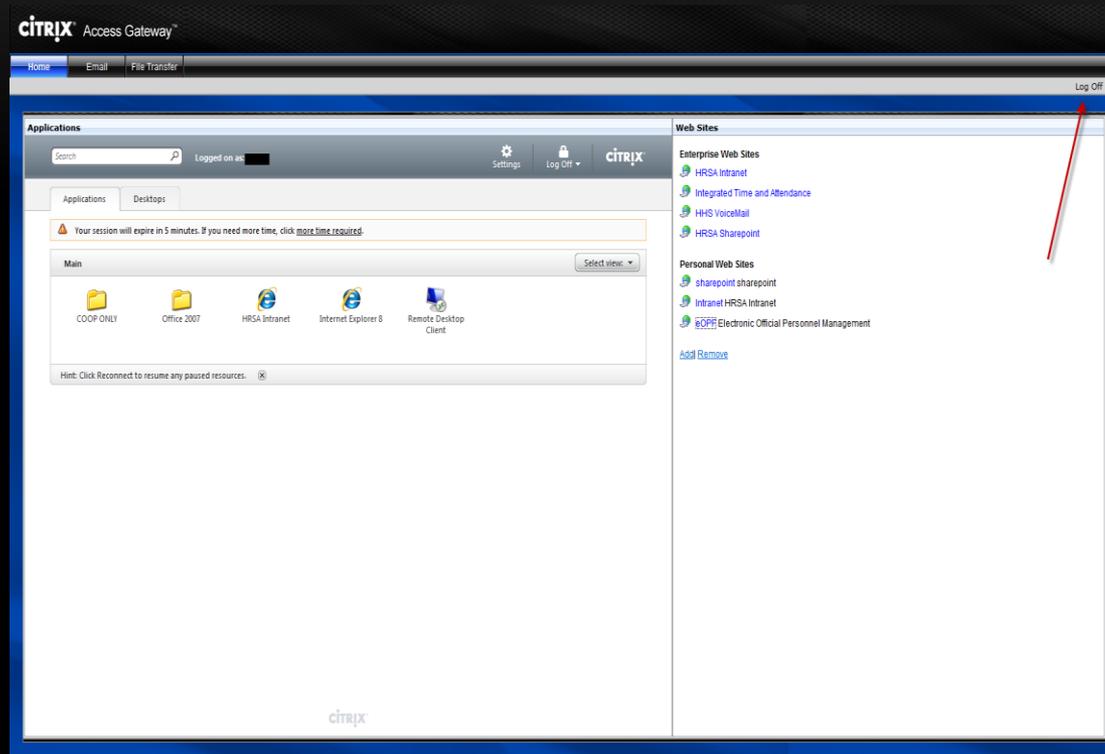
- This is an example of how you can add bookmarks. A bookmark is created for the eOPF system.



- The eOPF link has been automatically added to the Web Sites list.



Logging Off



To logoff the system, simply click the Log Off button in the right hand corner.