

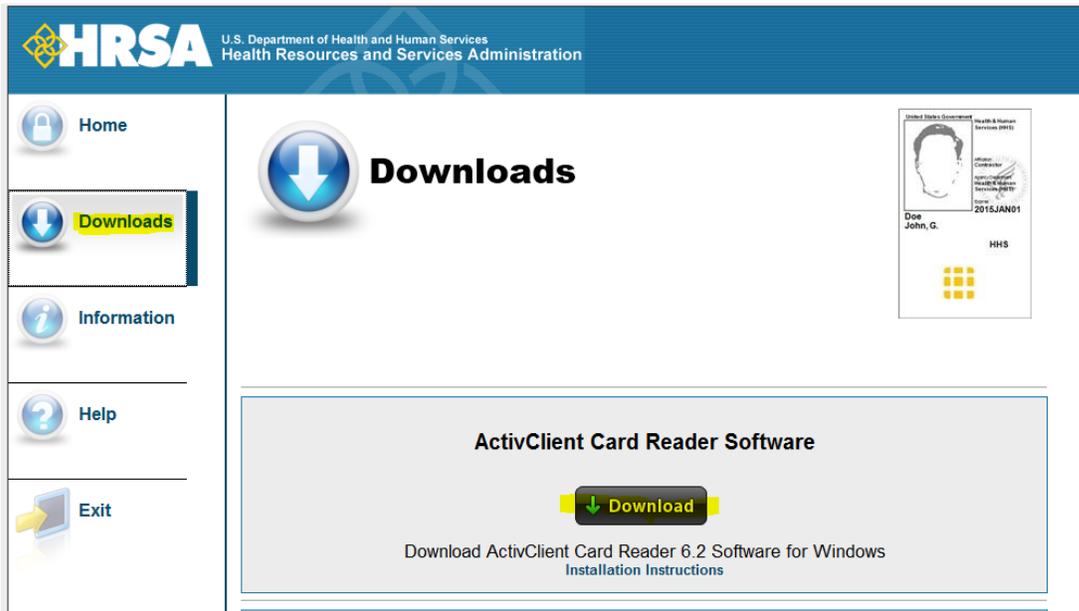
Configuring Personal PC for use with Citrix and PIV login

Note: It is important to first make note of what Windows Operating System you have on your PC and if it's a 32 or 64 bit. To do this, follow these instructions. Also..you must make sure you are using internet explorer when logging into Citrix.

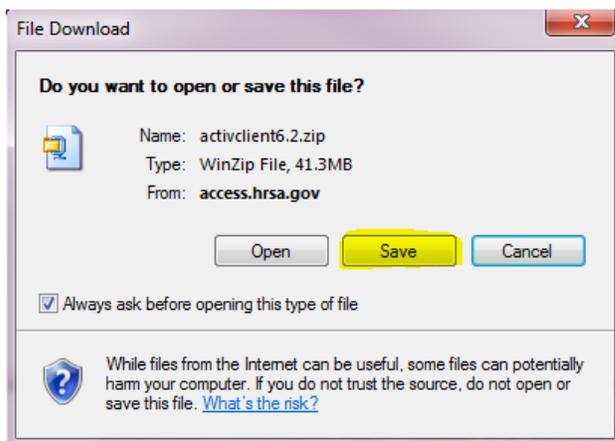
Locate the My Computer icon and right click and choose Properties. At the bottom under system type, please make note of the system and bit that it says you have. This will help you and the technician when installing or troubleshooting the system.

Installing the ActiveClient Card Reader Software

1. Make sure your computer is connected to the internet and go to <http://telework.hrsa.gov/>
2. Click the Download tab and then click the download button underneath ActiveClient card reader software.

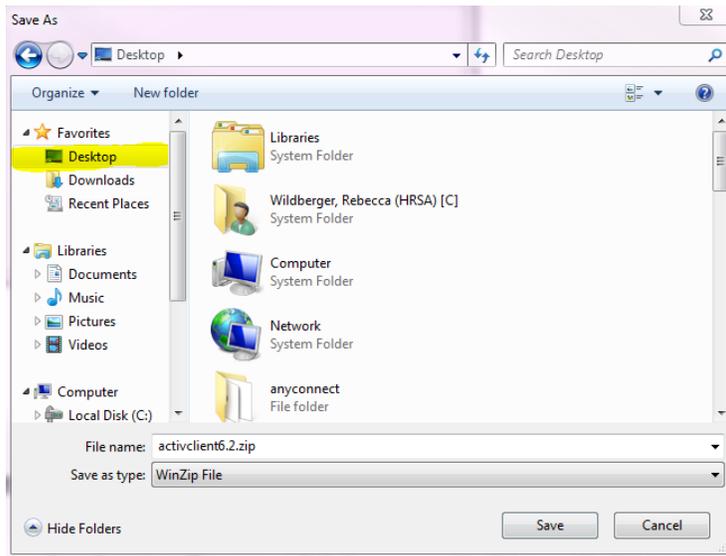


3. Click Save when prompted.

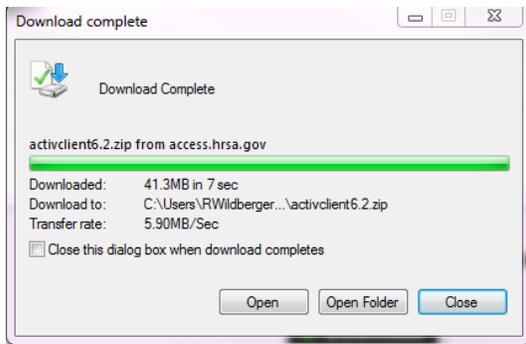


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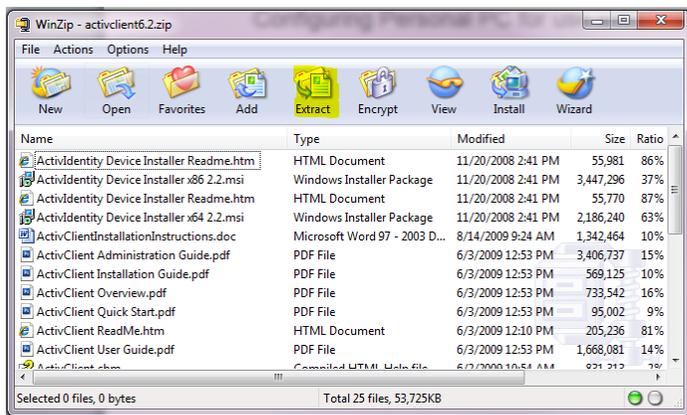
4. Save to your Desktop. This makes it easier to find.



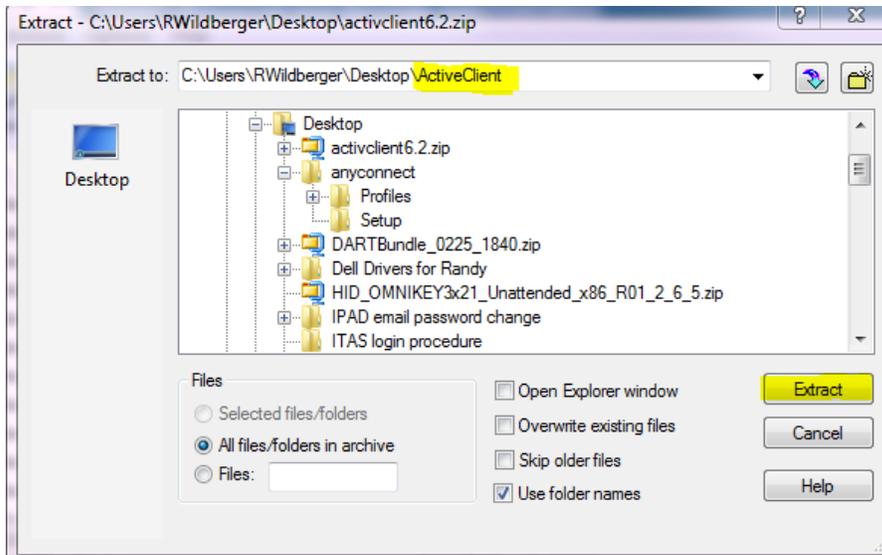
5. Click Open



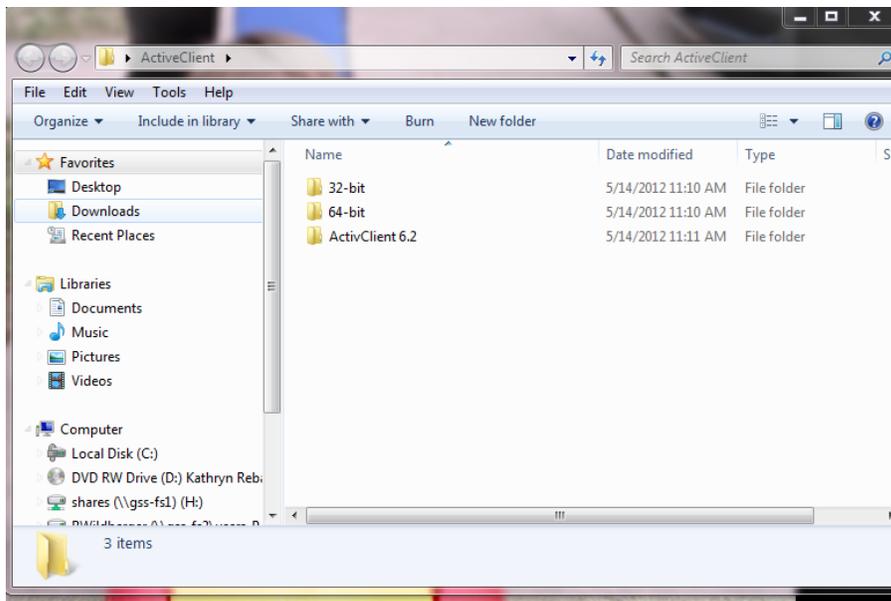
6. You will need to first extract the files to a location on your computer before you can install the software. It is suggested that you first create a folder on your desktop and then extract to that folder.



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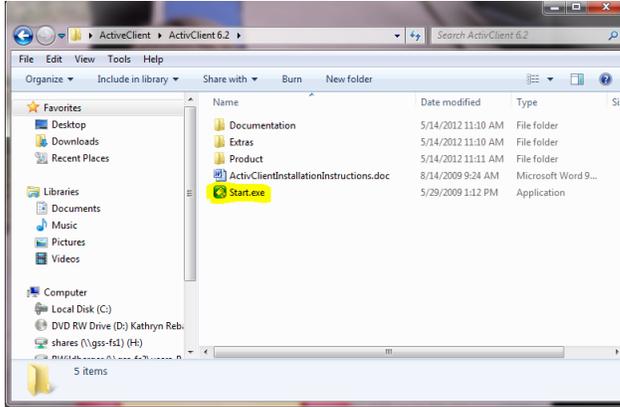


7. Locate the folder you created and extracted the files on your desktop, doubleclick to open.
8. Locate the ActiveClient 6.2 folder and doubleclick to open.



9. Double click on Start.exe to start the installation.

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10. Click yes at the prompt asking if you want to allow these changes to the computer.
11. Click the Quick Install button.
12. After the installation reboot your pc.

Citrix Client Configuration

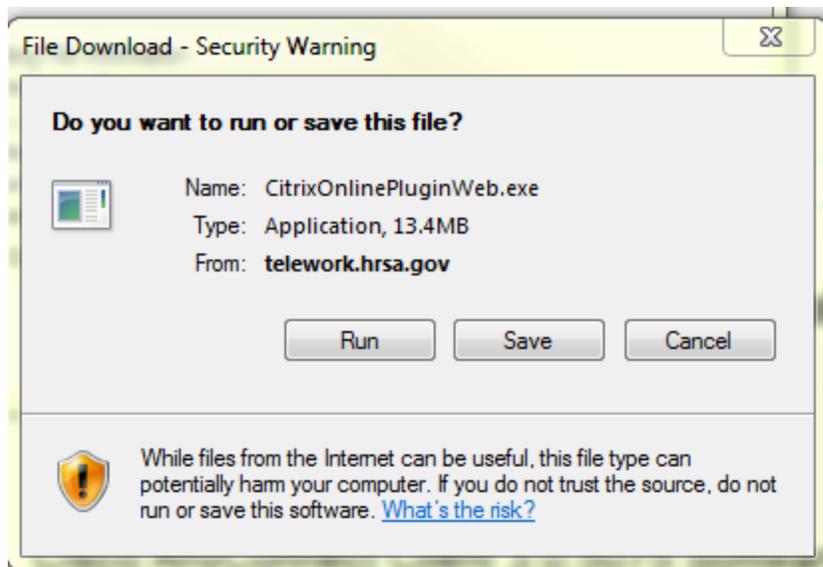
Uninstalling the old client

1. Go to the Control panel in your computer and click Add \ Remove Programs. It may also be called Programs and Features if you have Windows 7.
2. Locate the Citrix Client in the Programs list and click uninstall.
3. Reboot your PC.

Installing the new Citrix client

1. Open your internet explorer and then browse to <http://telework.hrsa.gov/>
2. Click the download tab
3. Scroll down to Download Citrix Client Version 12.1 and click “windows client”.

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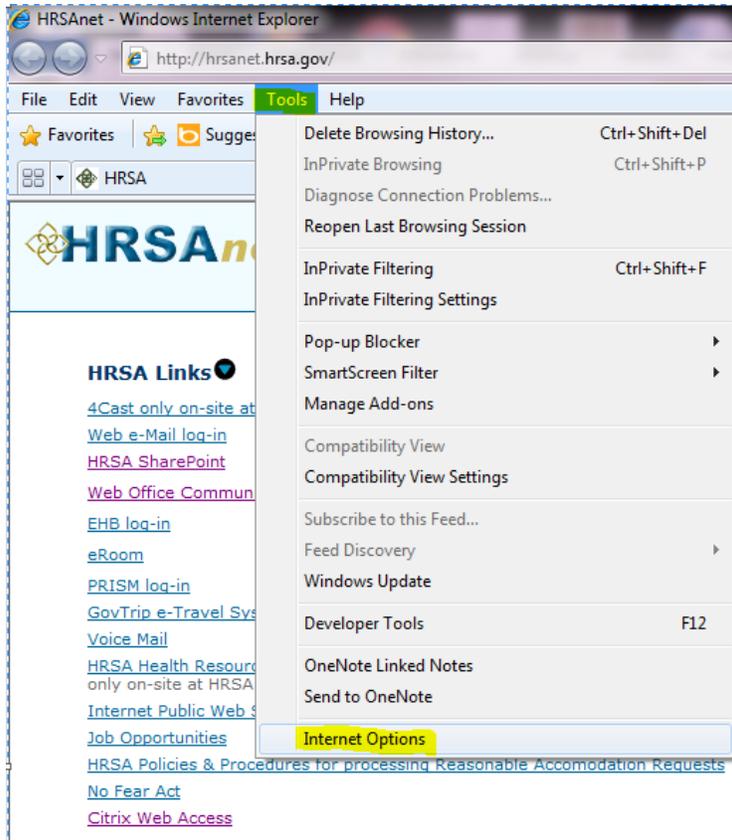


4. Click run to run the program and install.
5. Wait for the installation to complete and then click ok to exit the prompt box.

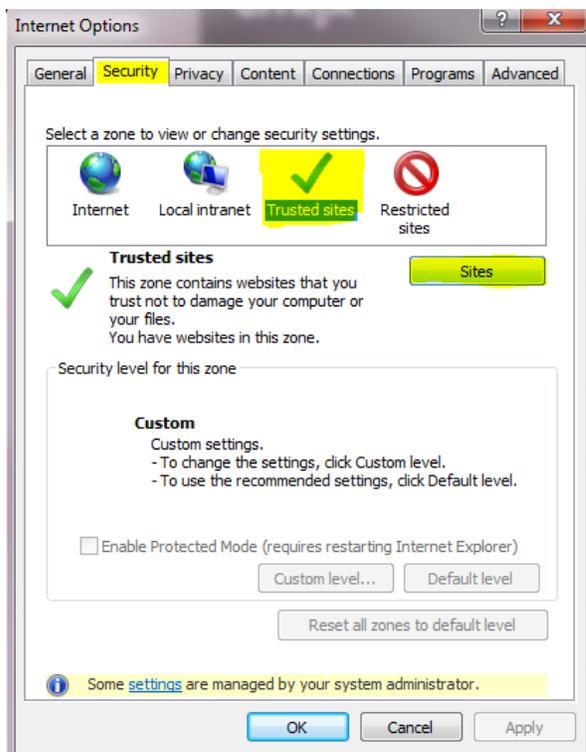
Adding trusted sites to Internet Explorer

1. Open Internet Explorer
2. Click Tools
3. Click Internet Options

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4. Click the Security Tab
5. Click the Trusted sites Icon
6. Click the Sites Button



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7. Click in the trusted website box and enter the three following websites and then click add.

Note: you must add one at a time.

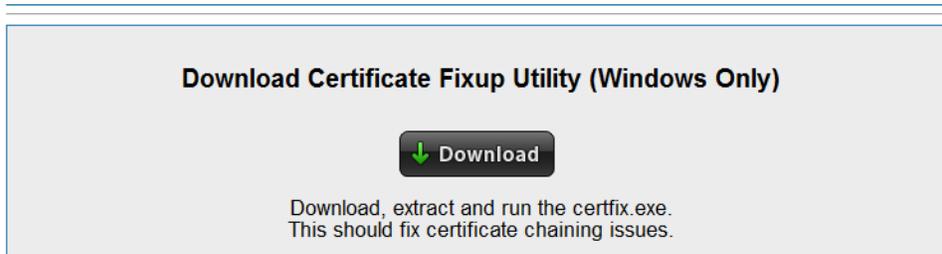
<https://access.hrsa.gov>

<https://telework.hrsa.gov>

<https://remote.hrsa.gov>

Correcting the PC's certificates

8. Go to <http://telework.hrsa.gov> and click the downloads tab.
9. Scroll down to the very bottom of the page under the Download Certificate Fixup Utility, click the download button.



1. At the prompt click save to save to a file on your desktop.
2. Extract the file and then run the exe file.