Accessing Workspace portal using RSA: Installing Citrix & Java

Introduction

This document provides a set of detailed setup instructions which need to be followed before accessing Citrix via the workspace portal for the first time. You will need to install Java and Citrix. It also shows you how to clear your cache, in case you've unsuccessfully tried to access Citrix previously.

Portal Requirements

To access the workspace portal, you will need:

- Internet Explorer 6 or higher. **Note:** Firefox or any other 3rd party browser is not supported.

- Java Runtime (installation instructions are included in this document)

Creating and launching desktop links
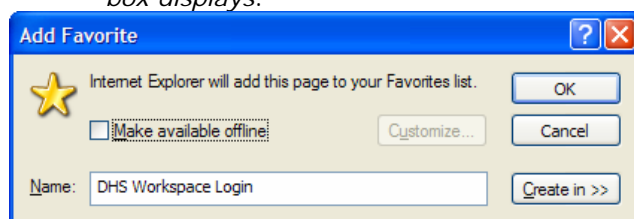
Creating a Desktop Link

To create a link on your desktop:

1. Open **Internet Explorer**.

2. Type the following address in the **Address bar**: https://workspace.dhs.vic.gov.au/. *The DHS Workspace login window displays.*
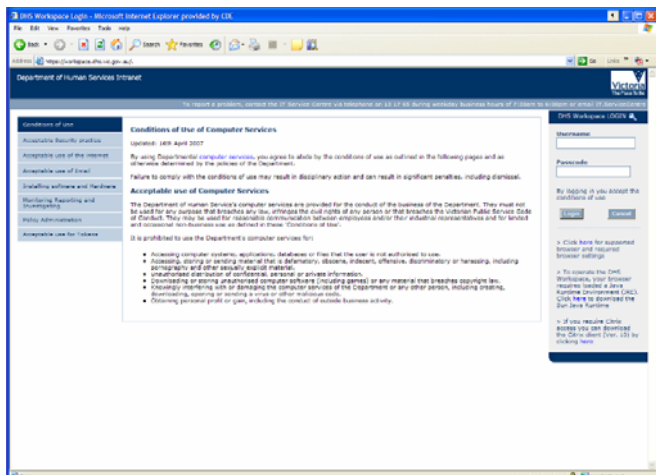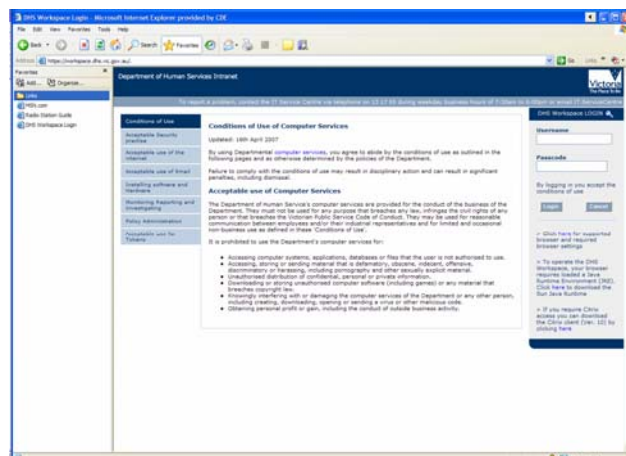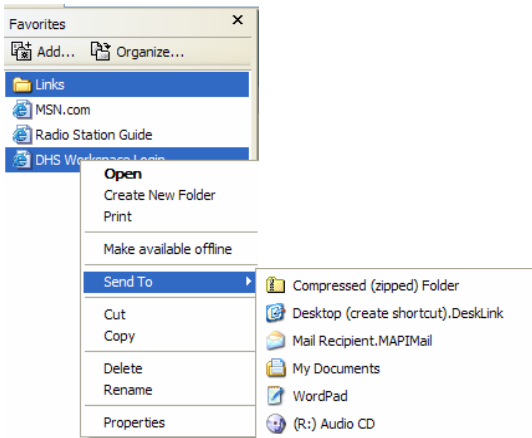

Department of Human Services

3. Choose the **Favorites** menu, **Add to Favourites...**. *The Add Favorite dialog box displays.*

4. Type in a name for the link in the **Name** box. (Or leave the default DHS Workspace Login)

5. Click **OK**. *The link will now display in the Favorites list.*

6. Click on **Favorites** ⭐ Favorites on the **Toolbar**. *The Favorites pane displays on the left hand side of the screen.*

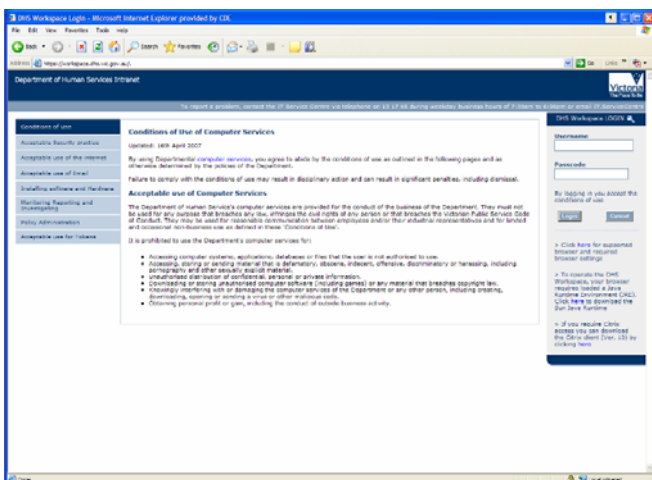7. **Right - click** on the **DHS Workspace Login** link in the **Favorites** pane. *A shortcut menu displays.*

Installing Java Runtime

If Java Runtime is not already installed on your PC, you will need to download it through the hyperlink on the DHS Workspace Portal login Window.

Java hyperlink

8. Choose **Send To, Desktop (create shortcut).DeskLink.** *An icon displays on the desktop.*
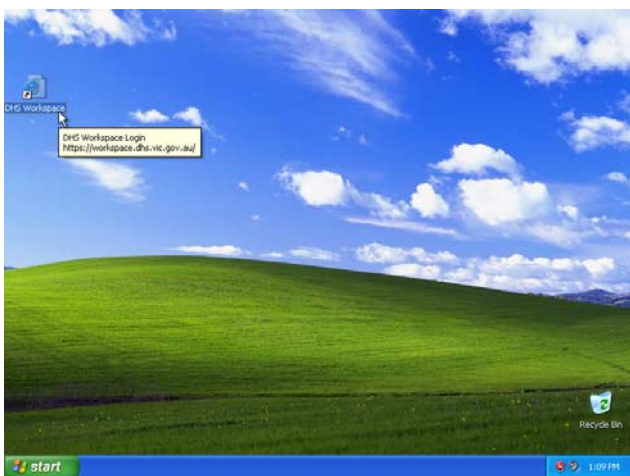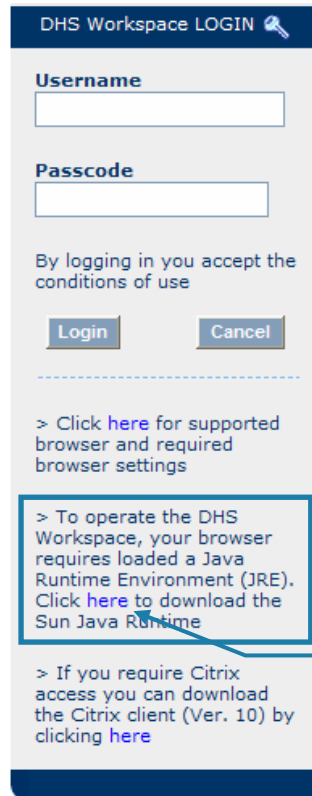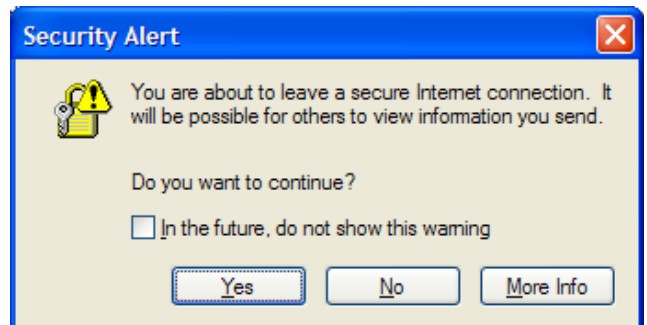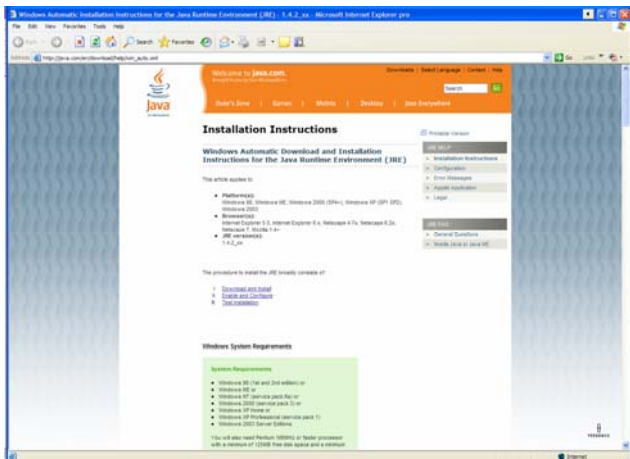

Launching the Workspace Portal

To launch the Workspace Portal:

1. **Double-click** the **DHS Workspace icon** on your desktop. *The DHS Workspace Portal Login Window displays*.
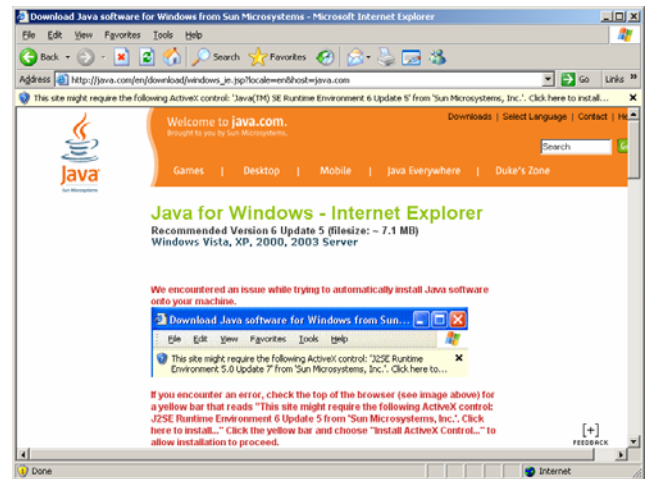

To install Java Runtime:

1. **Click** on the **hyperlink** on the DHS **Workspace Portal login** Window. *A Security Alert dialog box displays*.
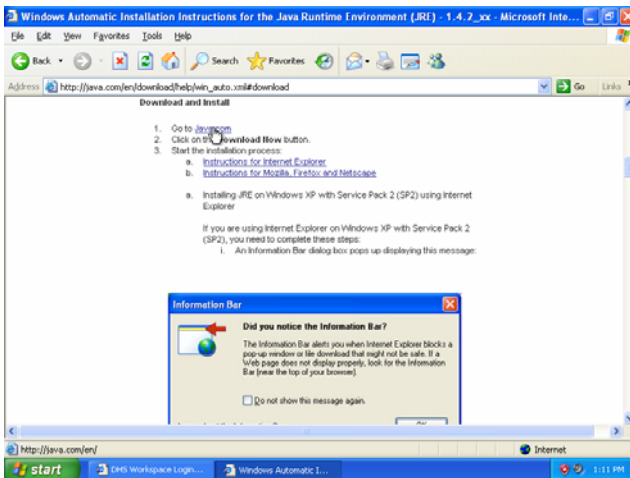

2. Click **Yes**. *The Java Installation Instructions Window displays*.

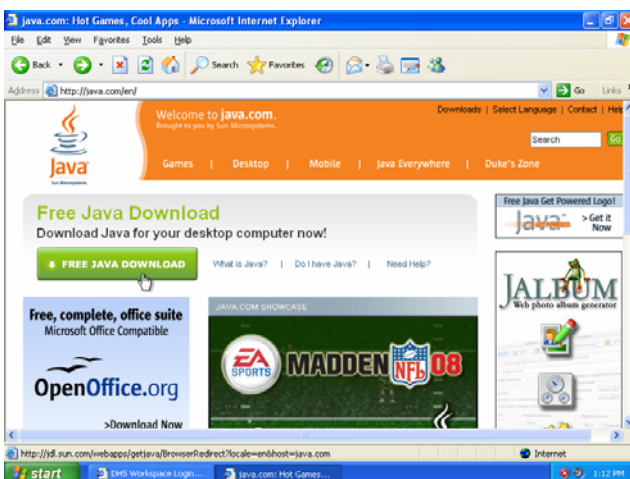3. Click **Download and installation**. *The download and install instructions display.*

4. **Click** on the hyperlink to **Java.com**. *The Free Java Download Window displays.*

5. Click **Free Java Download**. *The Java for Windows Window displays.*

6. **Click** on the yellow bar at the top of the screen. *The bar turns blue and a shortcut menu displays.*

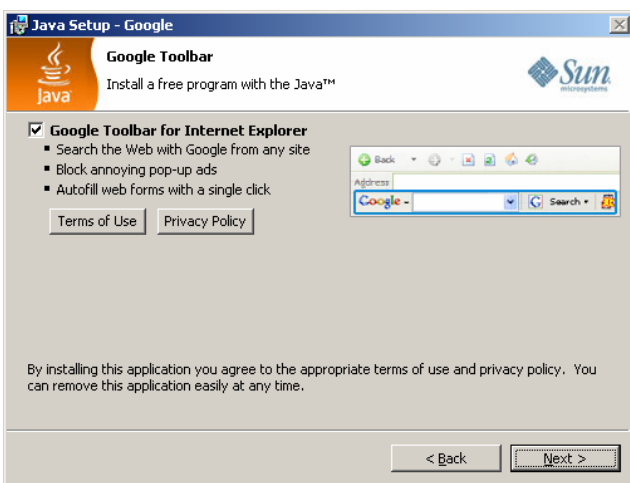7. Choose **Install ActiveX Control ...** *The Internet Explorer – Security Warning Window displays.*

8. Click **Install**. *The Java Setup - Welcome Window displays.*

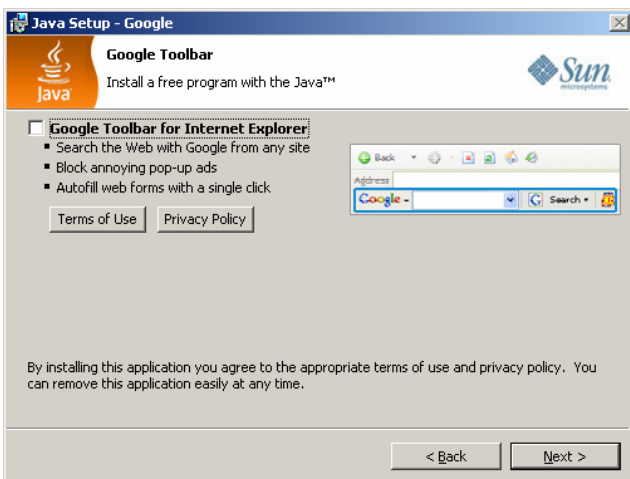**9.** Click **Accept.** *The Java Setup - Google Window displays.*

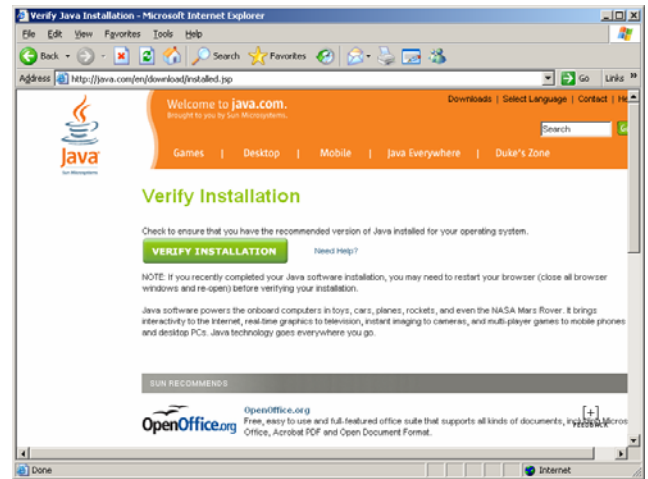*Once complete the Java Setup – Complete Window displays.*

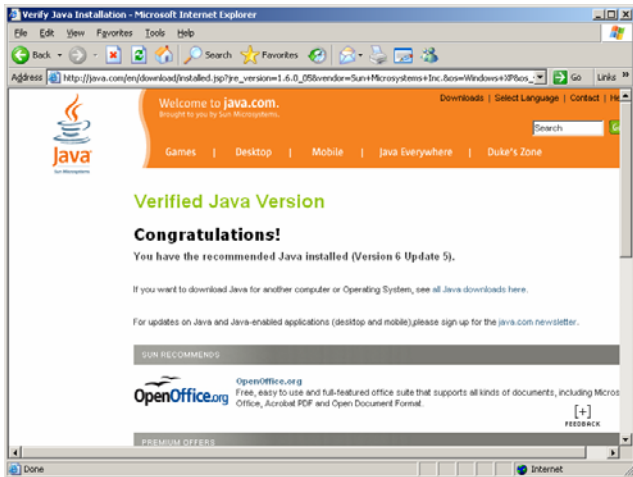**10.Deselect** the **Google Toolbar for Internet Explorer** check box.

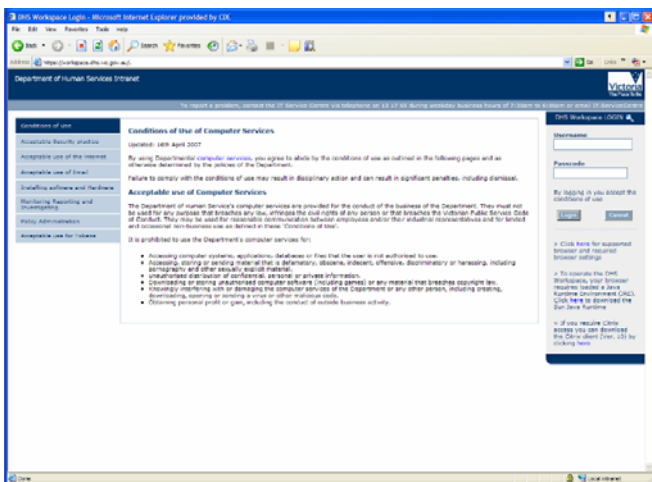**12.**Click **Finish**. *The Verify Installation Window displays.*

11. Click **Next**. *The Java Setup – Progress Window displays.*

13. Click **Verify Installation**. *The verification process will run and once complete the Verified Java Version Window displays.*
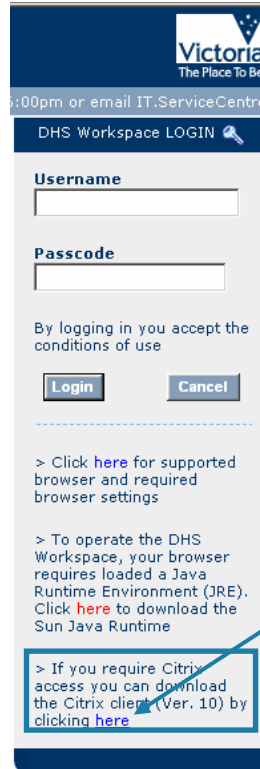
14. **Close** the **Java browser windows** and return to DHS Workspace portal Login screen.
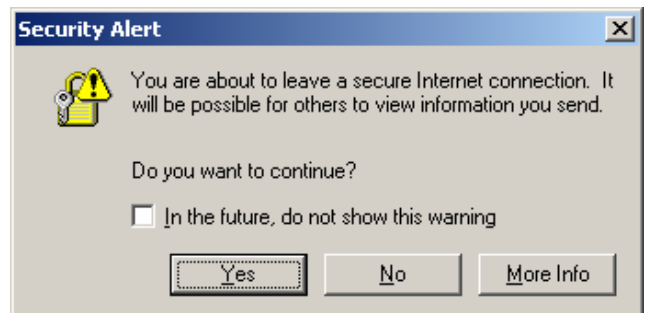

Installing Citrix

Once Java Runtime has been installed you can now install Citrix from the DHS Workspace portal login Window.
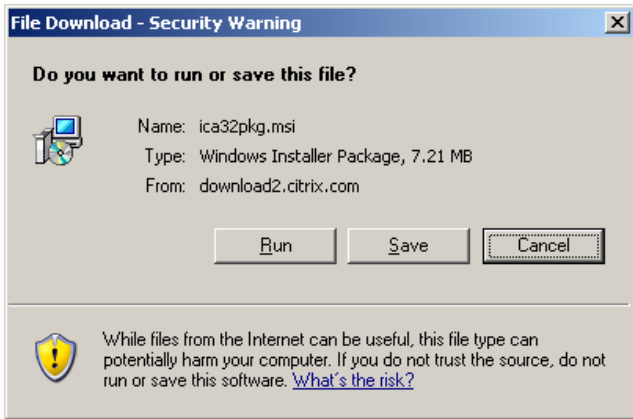
To install Citrix:
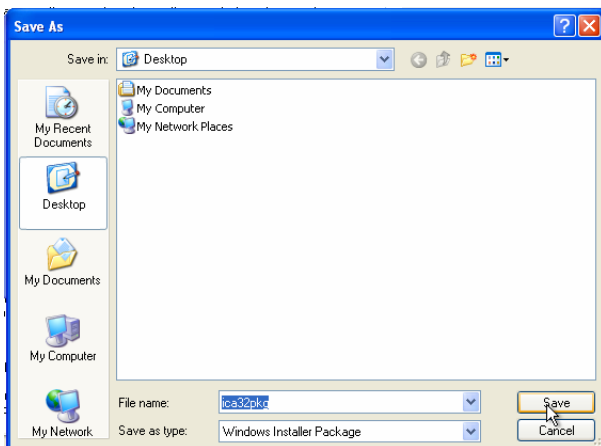

Citrix hyperlink

1. **Click** on the **Citrix hyperlink** on the right hand side of the DHS Workspace Portal login screen. *A Security Alert dialog box displays.*

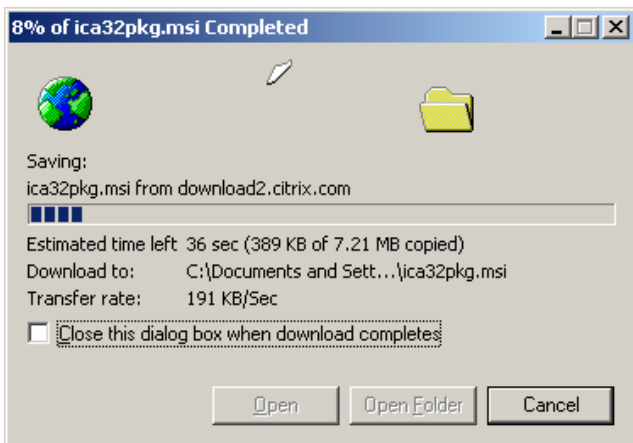**2.** Click **Yes**. *The File Download - Security Warning displays.*
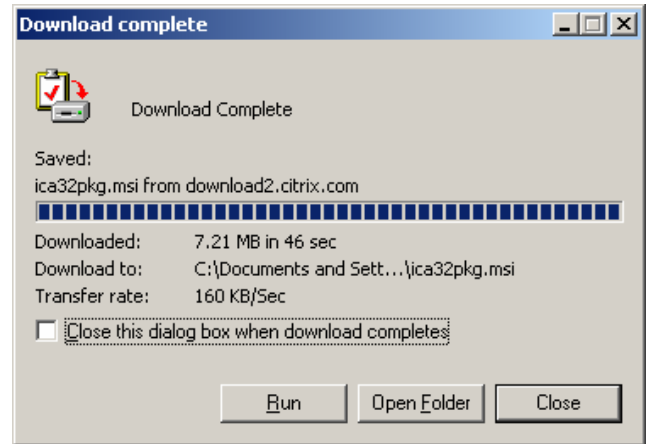
3. Click **Run**. *The Save As dialog box displays.*

4. **Select** the **desktop**.

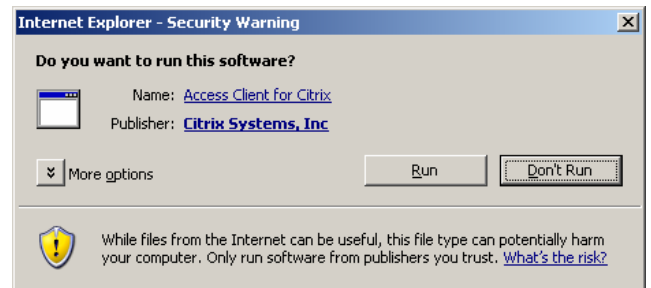5. Click **Save**. *A Progress dialog box displays.*

Note: If you choose to save the file to a location other than the desktop, make sure you are aware of the location the file will be saved to, before selecting Save.
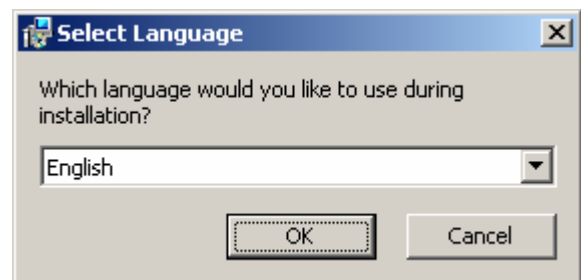
Once complete the Download Complete dialog box displays.

6. Click **Run**. *The Internet Explorer – Security Warning dialog box displays.*
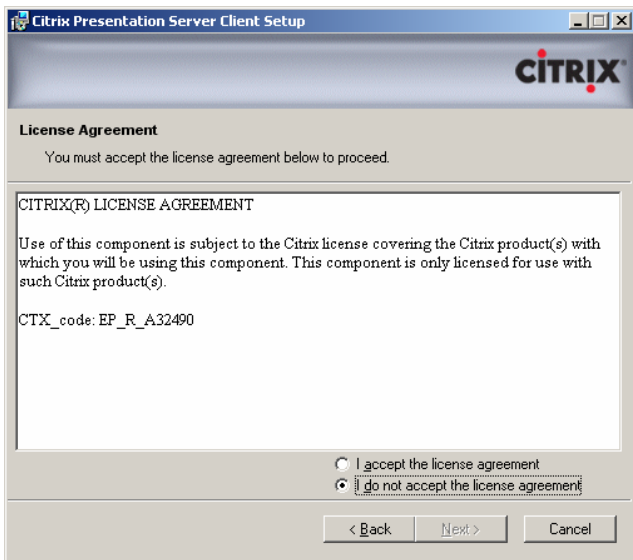

7. Click **Run**. *The Select Language dialog box displays.*

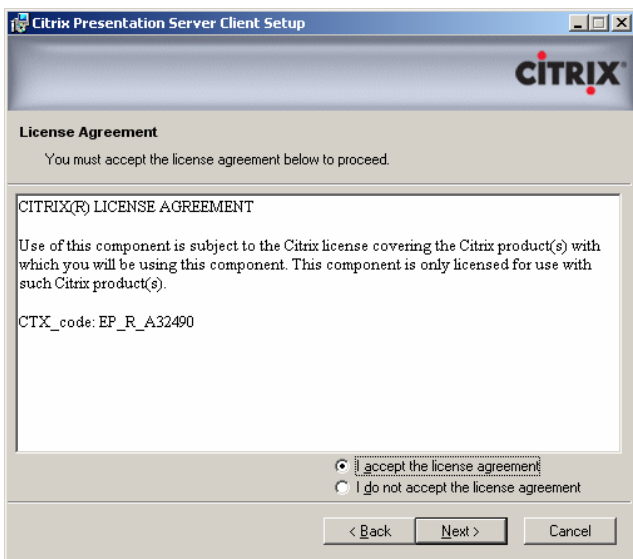8. Click **OK**. *The Citrix Presentation Server Client Setup dialog box displays.*

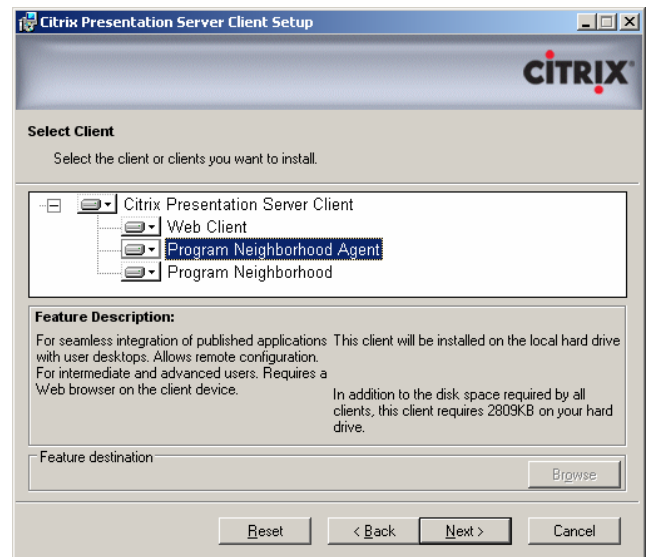9. Click **Next**. *The License Agreement Page displays.*

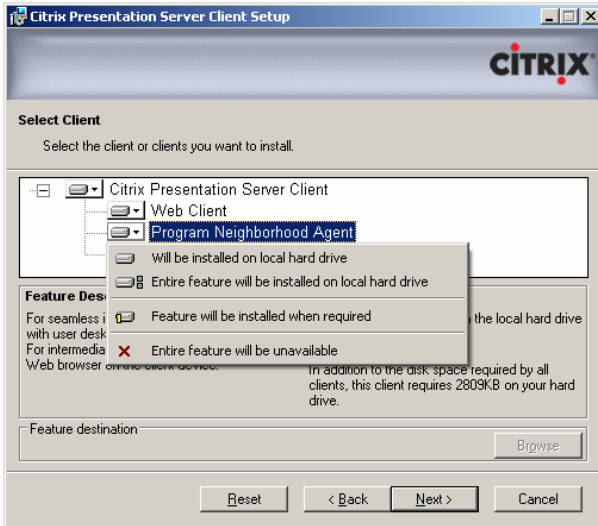10. Click the **I accept the license agreement** radio button.

11. Click **Next**. *The Select Client page displays.*

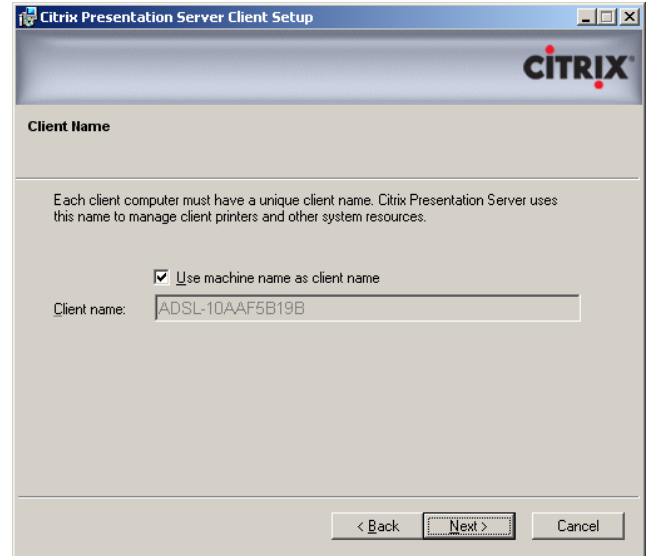12. Select the **Program Neighbourhood Agent**.

13. Click on the **drop down arrow** on the left hand side. *A shortcut menu displays.*

14. Select **Entire feature will be unavailable**. *A red X will display beside Program Neighborhood Agent.*

15. Click **Next**. *The Select Program Folder Page displays.*

16. Click **Next** to accept the default. *The Client Name Page displays.*

17. Click **Next** to accept default. *The Use Local Name and password Page displays.*

18. Ensure the **No** radio button is selected.

19. Click **Next**. *The Program Neighborhood options page displays.*
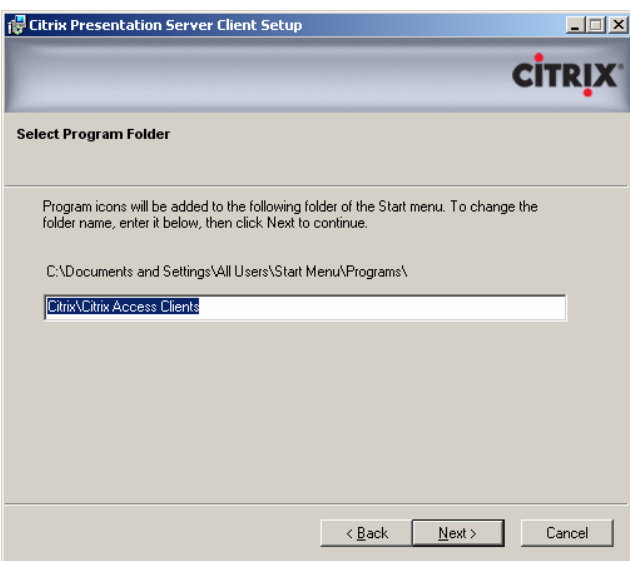
20. Click **Next** to accept default. *The ready to install page displays.*

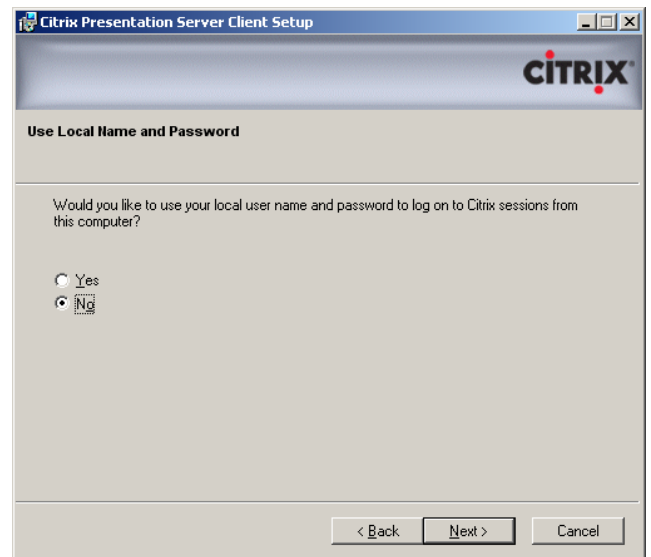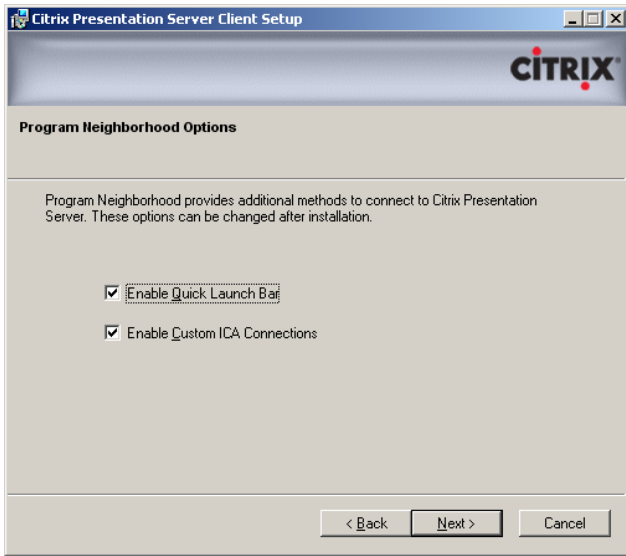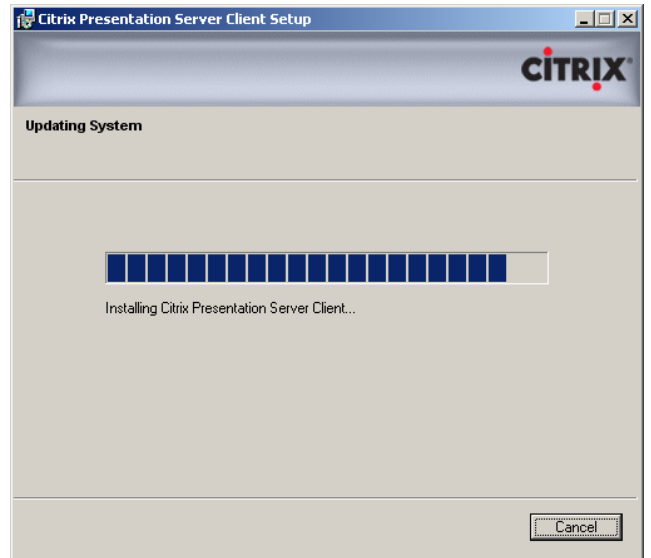**21.** Ensure that in the Installation Summary, **Program Neighborhood Agent** is set to **Do not install**.

22. Click **Next**. *The Updating System Page displays.*

Once complete, the Citrix Presentation Server Client has been successfully installed screen displays.

23. Click **Finish**.

Clearing your Internet Cache

Once you have installed both Java Runtime and Citrix, it is recommended that you clear your Internet cache to remove any temporary internet files.

To clear your Internet Cache:

1. Open the **DHS Workspace Portal Login** Window.

2. Choose the **Tools** menu, **Internet Options**. *The Internet Options dialog box displays*.

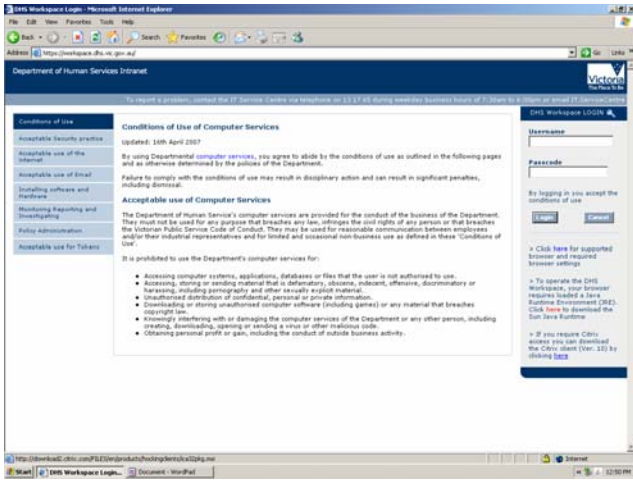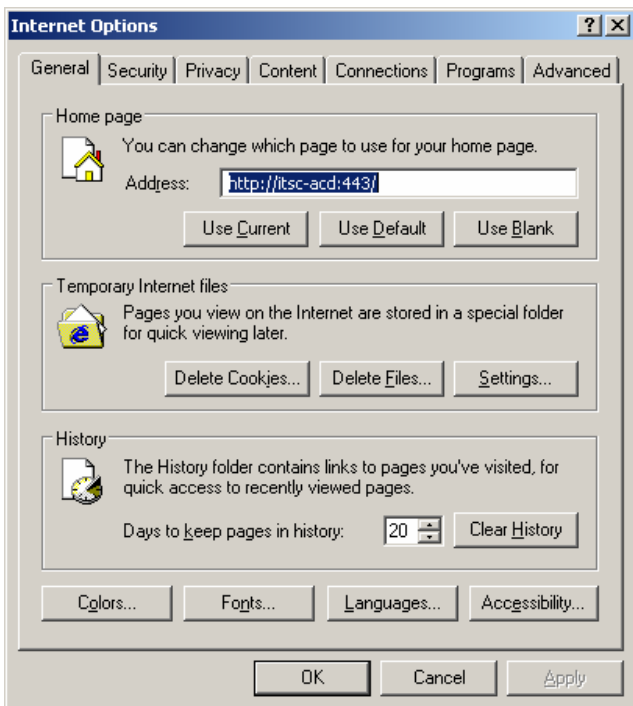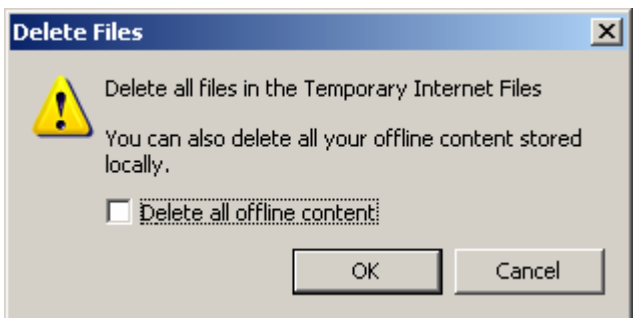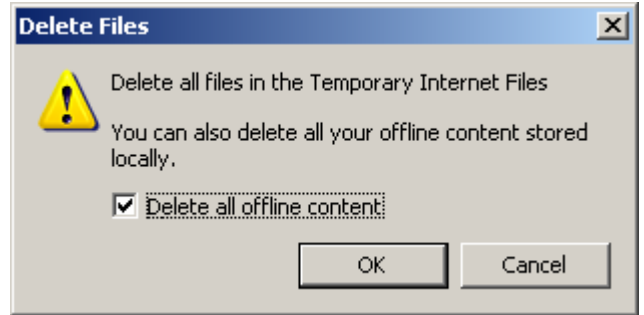3. Click **Delete Files** in the **Temporary Internet Files** section on the **General Tab**. *The Delete Files Warning dialog box displays*.

4. Check the **Delete all offline content** check box.

5. Click **OK**. *The Delete Files Warning dialog box closes*.

6. Click **OK** to close the Internet Options dialog box.

7. Close **Internet Explorer**.

Using DHS Workspace and Citrix

1. Reopen Internet Explorer and the **DHS Workspace Portal Login** Window.
2. **Login** using your **HSNet username** in the username box. **Passcode** is your **4 digit RSA** pin and the **6 numbers** which are **displayed** on the **token**.

Note: The 4 digit RSA pin remains the same (unless you request a pin reset), but the 6 numbers on the RSA token change every 60 seconds.
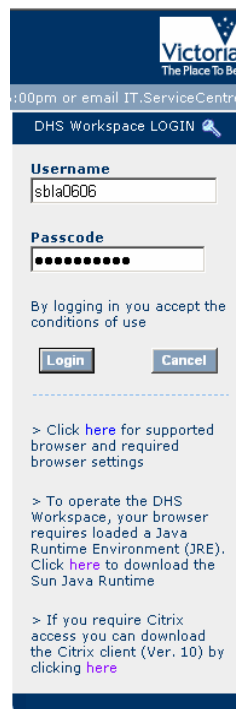
3. Click **Login**. *The Security Information dialog box displays.*

4. Click **Yes**. *DHS Workspace displays.*

5. Click on the **My Work** tab. *The contents of the My Work Tab display.*

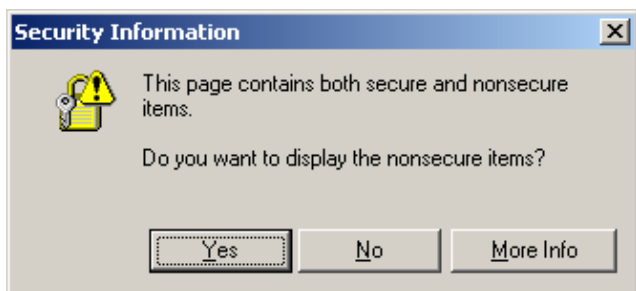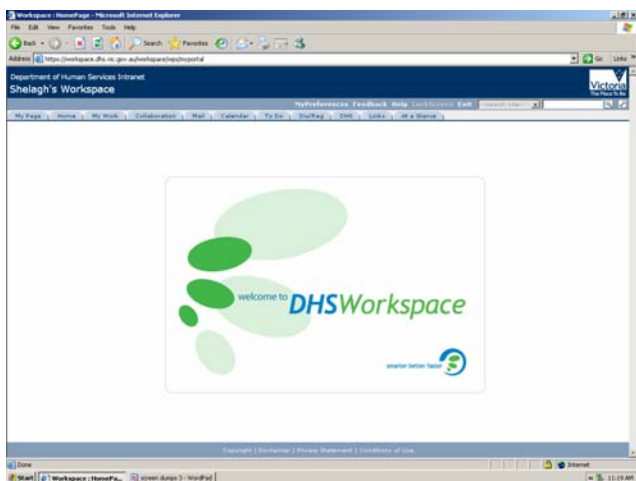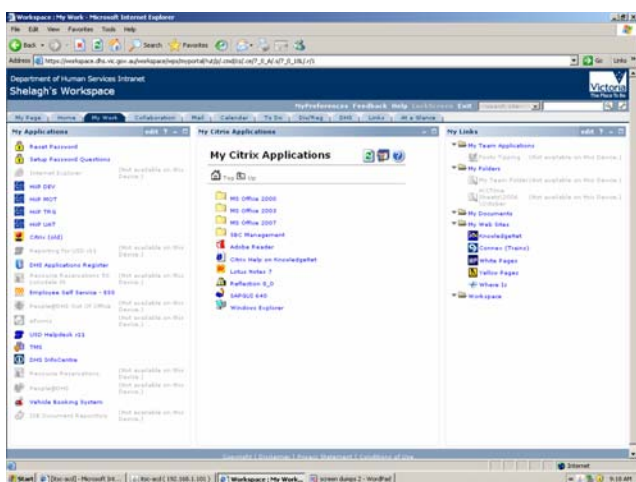**My Work Tab**

The My Work Tab contains three portlets:

- My Applications
- My Citrix Applications
- My Links.

My Applications Portlet
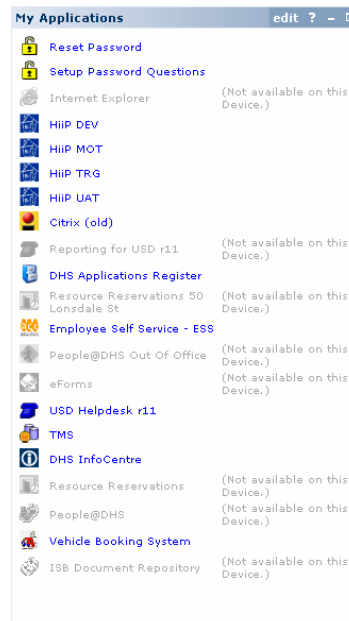
My Applications portlet contains links to all the Business and Common layer applications to which you have access.

Any application icons that appear greyed out are not available externally via the DHS Workspace Portal such as people@dhs, Resource Reservations System, ISB Document Repository. An alternative accessed through My Citrix Applications portlet can be utilised.

This application is not available

This application is available

My Citrix Applications Portlet

My Citrix Applications portlet contains links to common and Business layer applications such as Office, Lotus Notes, SAMS, CASIS, eMinisterials as well as files and folders contained on your H:/ and F:/ drives.
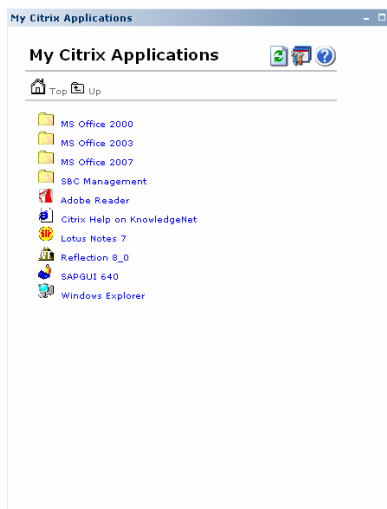
Note: Office 2007 is available for staff use but is not supported through the IT Service Centre.

To access your H:/ and F:/drive folders:

1. Click on the **Windows Explorer** icon in the **My Citrix Applications** portlet. *Citrix loads and the Client Security dialog box displays.*


Options available are:

What access do you want to grant?	
No Access	You will not be able to access any files or folders.
Read Access	You will only be able read files and folders. You will not be able to edit or add any new material.
Full Access	You will have read and edit access to all files and folders.
Do you want to be asked again?	
Always ask me	The Client File Security dialog box will display every time you try to access Windows Explorer and Lotus Notes through Citrix.
Never ask me again for this site	The Client File Security dialog box will display every time you try to access Windows Explorer (in this case) through Citrix.
Never ask me again	Will never display again and will automatically give you the access checked in the the What access do you want to grant section?.

2. Click **OK**. *A new window opens displaying the contents of your H:/ drive.*
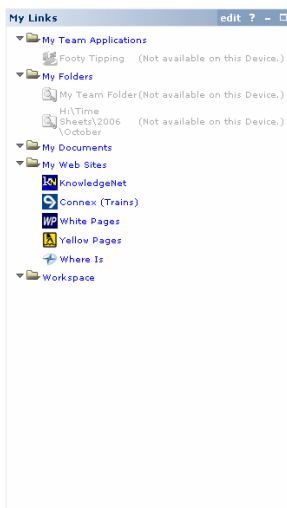
Note: This may take several minutes.
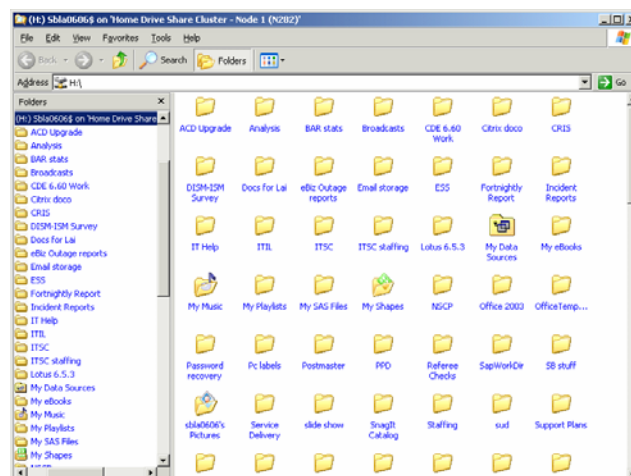
3. **Click** on the drop down arrow in the **Address Bar**. *A list of other available drives displays.*
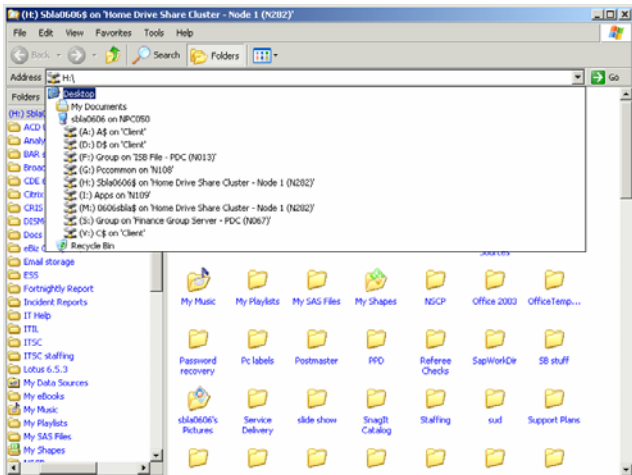
4. **Click** on the required drive, then navigate to the **required file** or **folder**.

My Links Portlet

My Links portlet contains links (shortcuts) to customer layer applications, web sites and Windows Explorer folders of your choice. Any links that appear greyed out are not available through Citrix.