



Citrix Web Client Installation and CAC Registration Guide

Prepared By:
Department of Defense Education Activity

To ensure a reasonably smooth process of establishing connectivity with the new DoDEA Citrix environment please log into your PC with a username and password, and do not have your CAC card inserted in the CAC card reader.

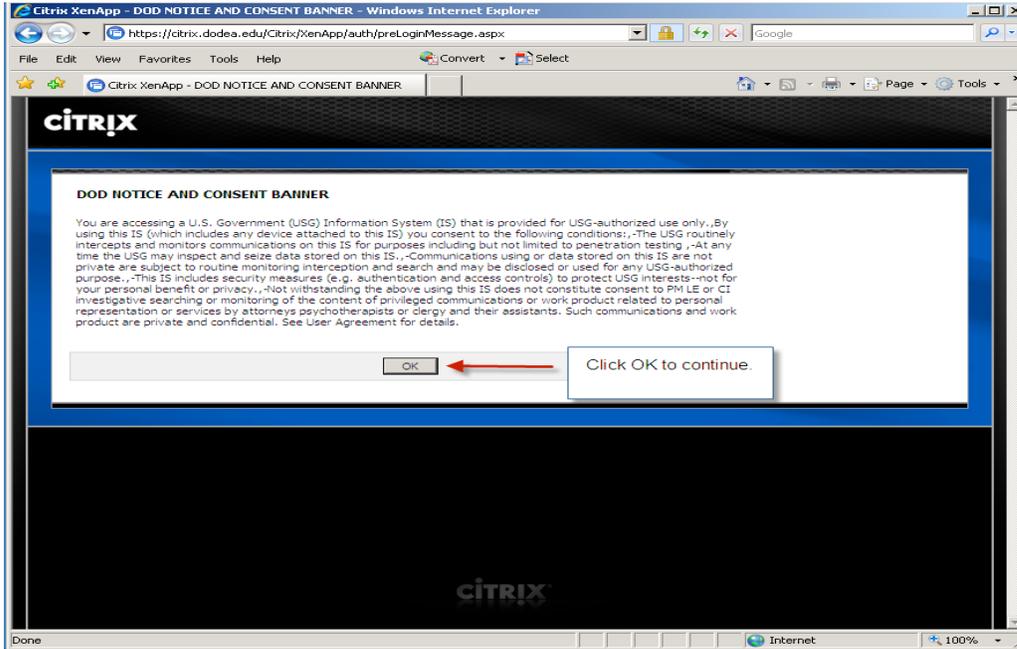
If you initially logged in with CAC, you should log out and login again with your username and password instead of your CAC card.

If your network security environment requires you to log in using only your CAC card, please be aware that there will be a step that will require you to pull your CAC card out in order to allow the DoDEA Citrix CAC registration process to successfully complete.

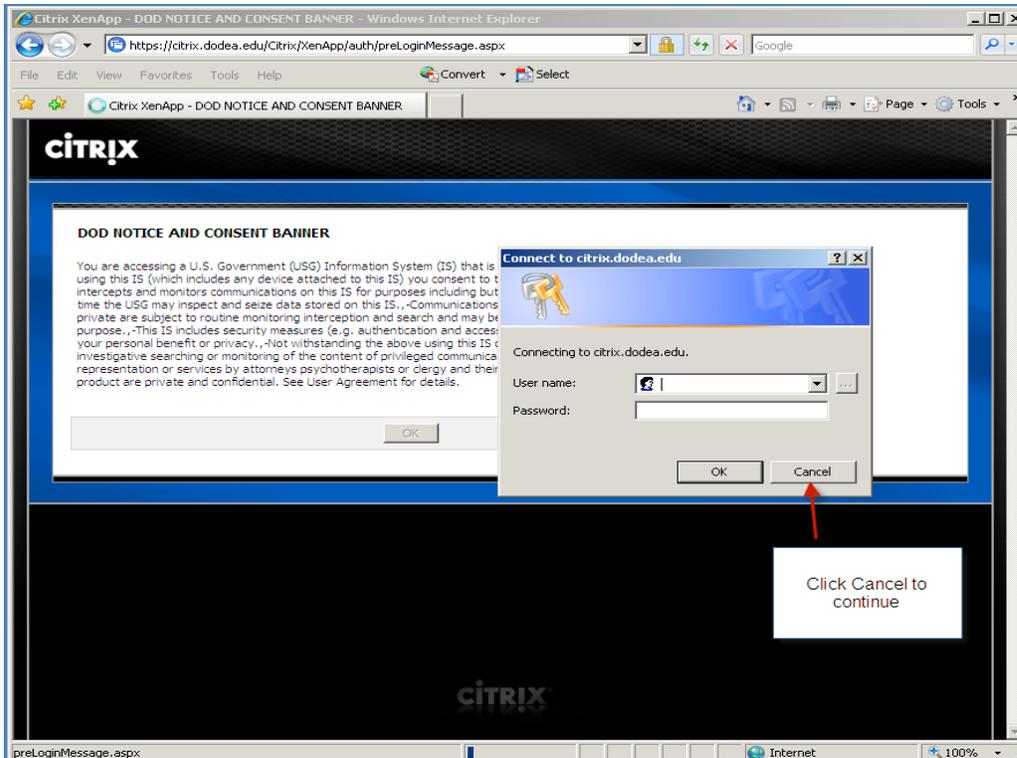
Step 1: Start Internet Explorer Web browser, and enter **https://citrix.dodea.edu**



Step 2: Read the DOD NOTICE AND CONCENT BANNER and the click on the OK button.



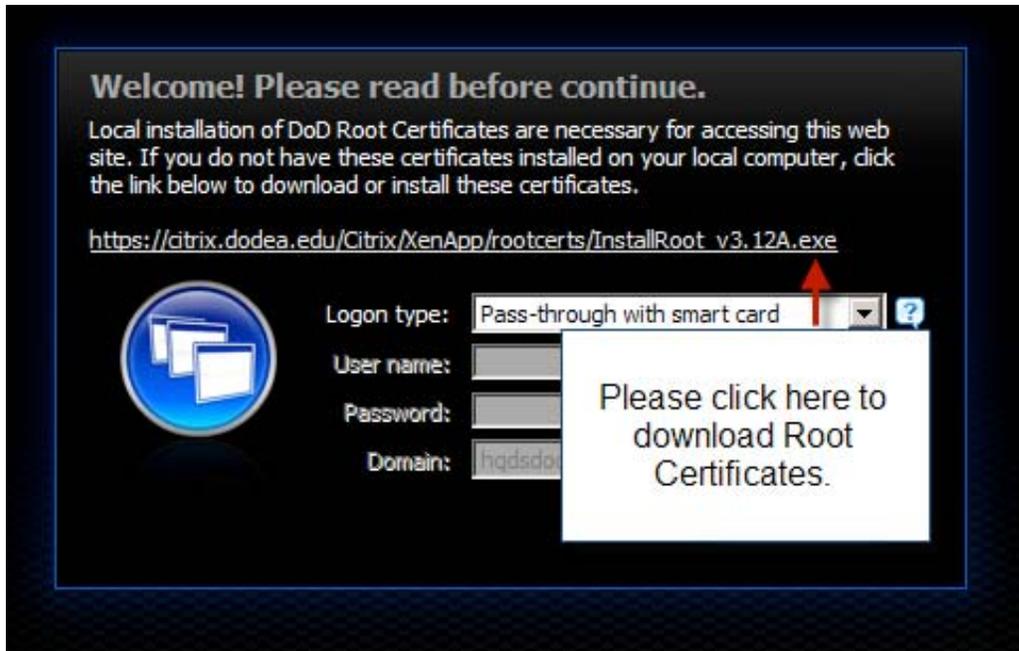
Step 3: Click on Cancel button to continue.



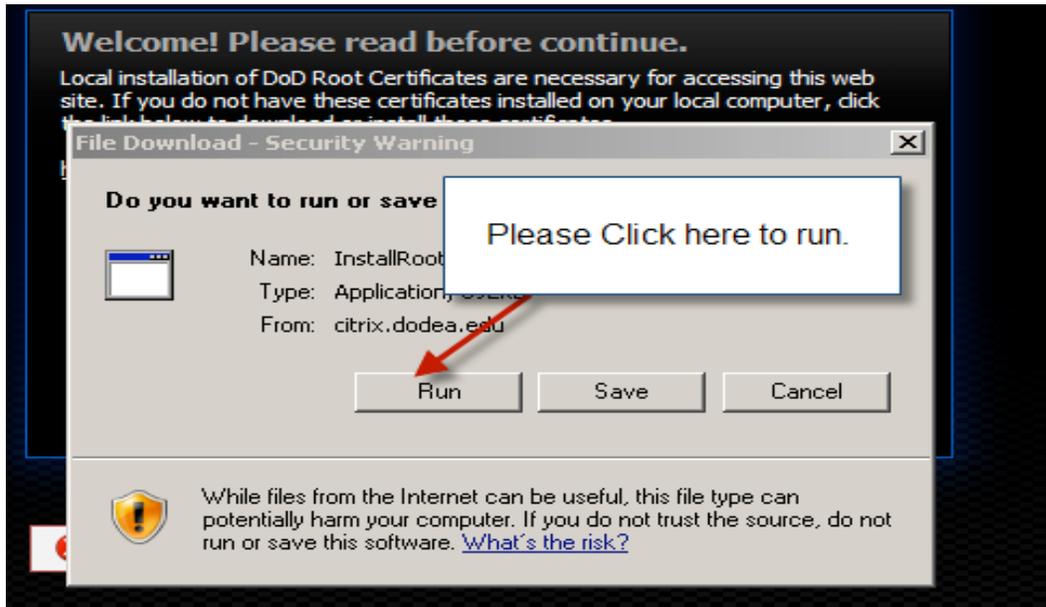
Step 4: This application requires that your local PC have the latest Department of Defense Root Certificates installed. The DoDEA Citrix login screen has a link to the latest DoD Root Certificates. If you don't have DoD Root Certificates, please click the link to install DoD cert. Contact your local helpdesk for assistance if you are not able to install these certificates.

Note: You should see v.3.13A.exe now instead of v.3.12A.exe

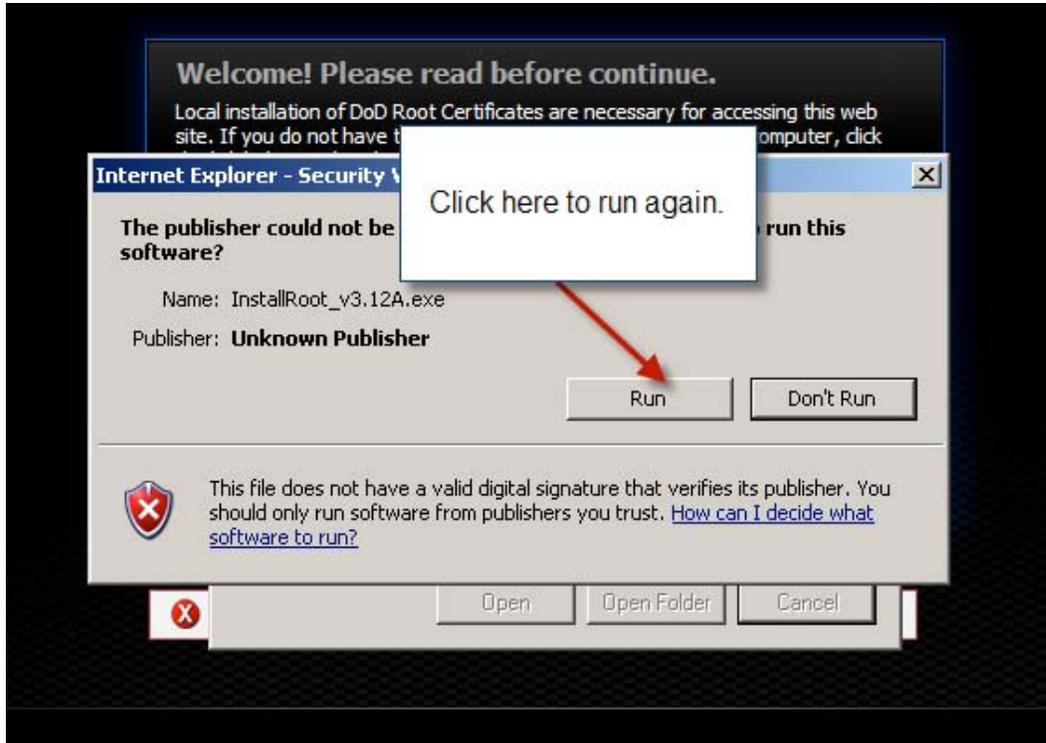
If you already have the latest DoD Root Certificates then skip to step 7.



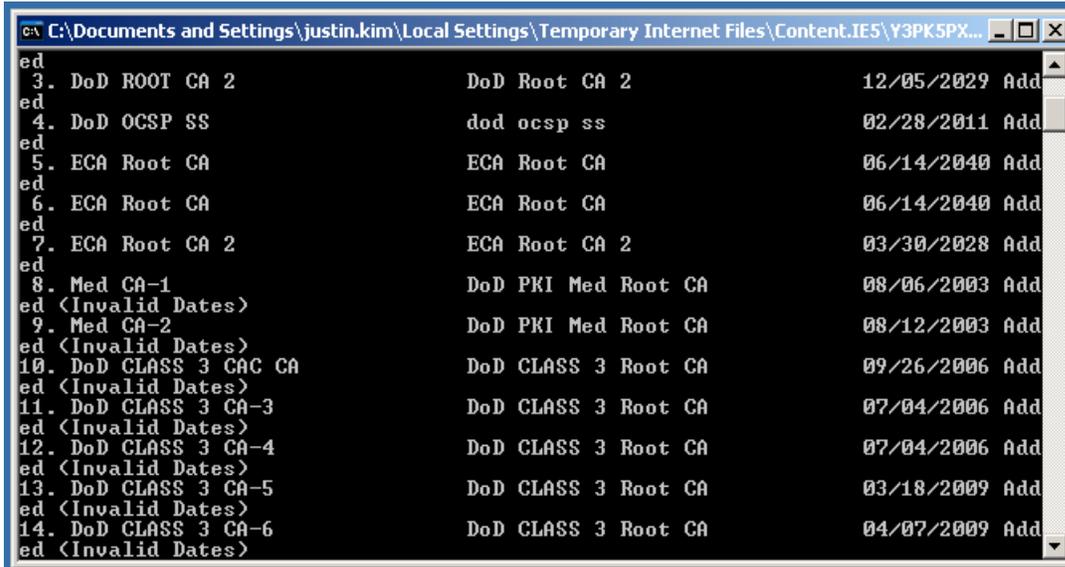
Step 5: After clicking on the link for the latest DoD Root Certificates the popup window for installation will appear as shown below. Click on the Run button.



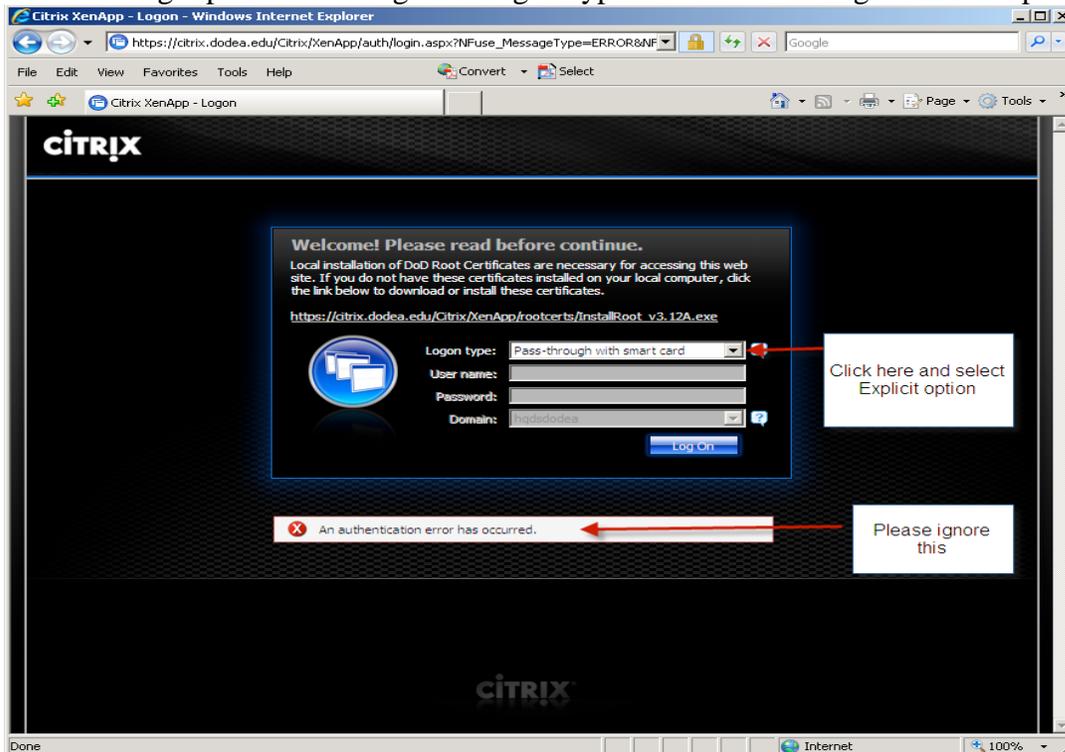
Step 6: A second popup window will appear. Click on the Run button for this window.



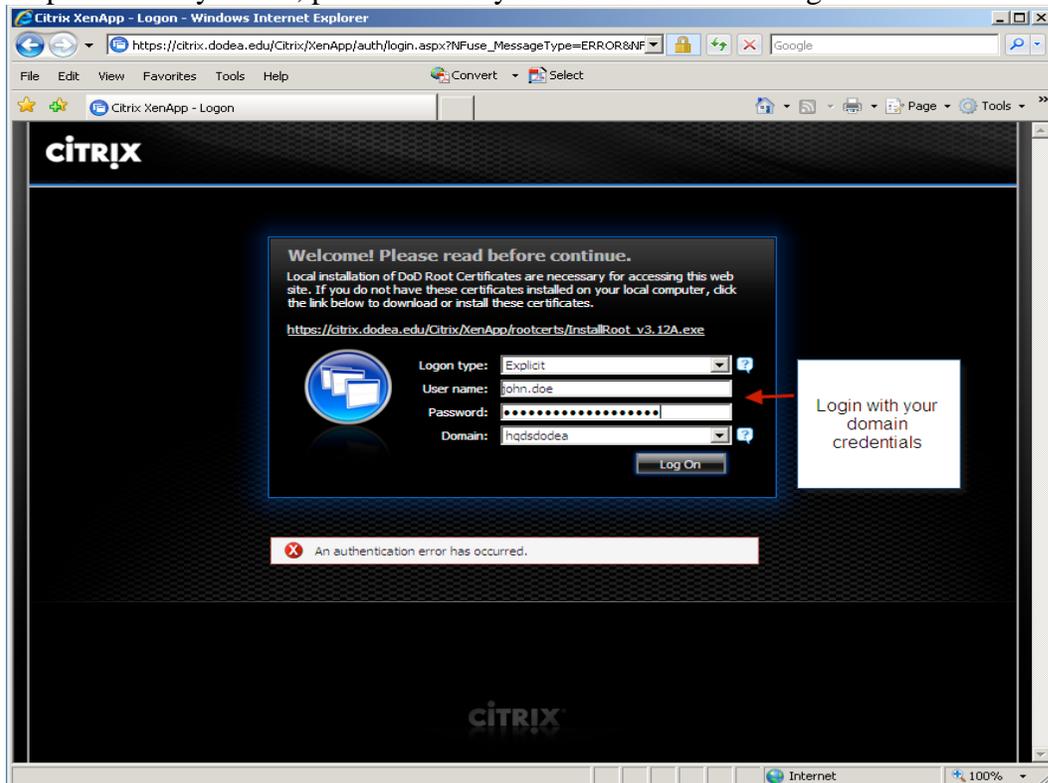
If the Root Certificate installation runs correctly you should see a popup window like the one shown below:



Step 7: Close the Root Certificate installation window(s) if necessary, and continue with the initial login process. Change the Login Type from “Pass-through...” to “Explicit”

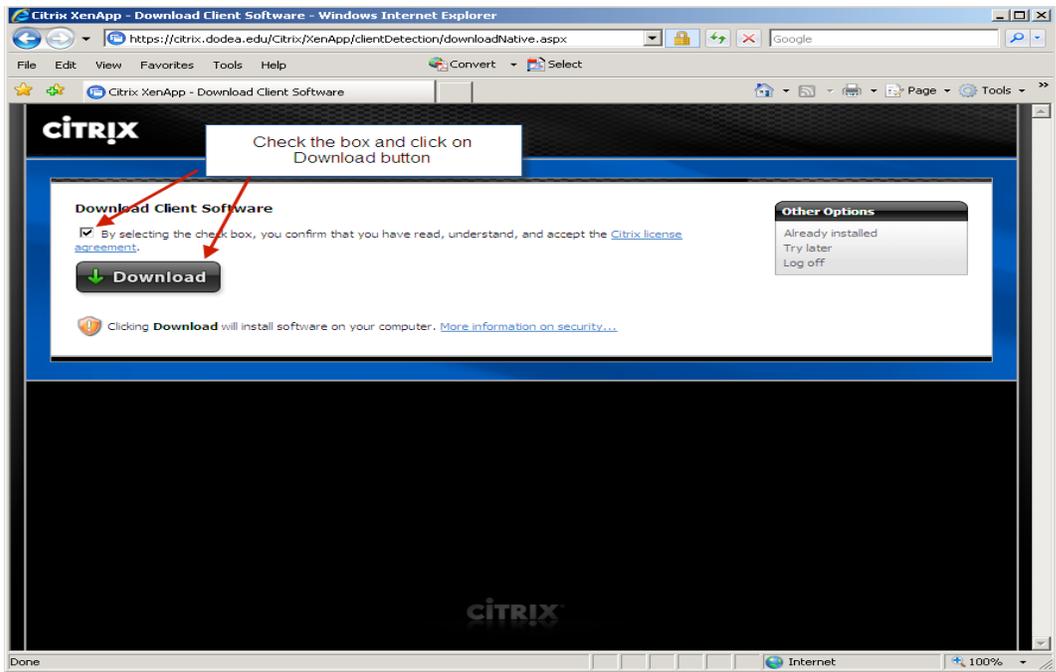


Step 8: Enter your ID, password and your domain. Click “Log On” to continue

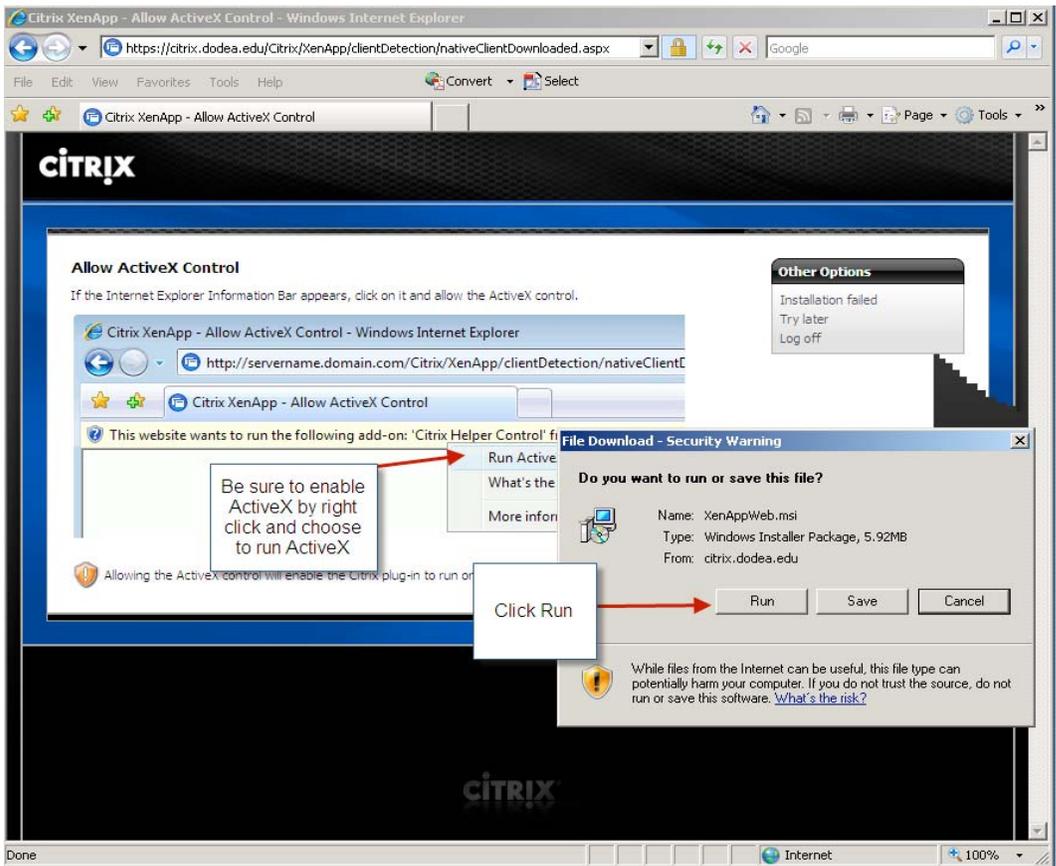


Step 9: The DoDEA Citrix server environment requires the Citrix Web Client to be installed on your local computer. If this client is not found on your computer, the window for installing this client on your computer will appear as shown below. This will install Citrix Web Client on your PC. If you do not have sufficient privileges to install this client on your local computer, contact your local help desk. If this window does not appear on your computer screen, go to step 13.

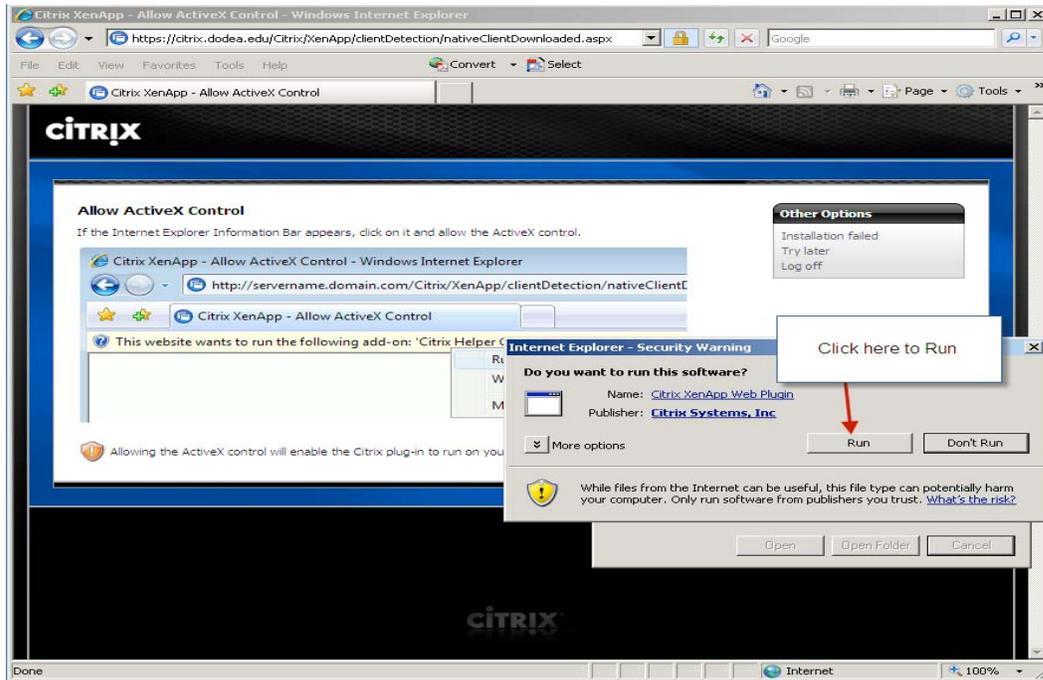
This Citrix client is fully licensed for DoDEA users and organizations supporting DoDEAs mission. Click on the box that accepts the Citrix License Agreement, and then click on the Download button.



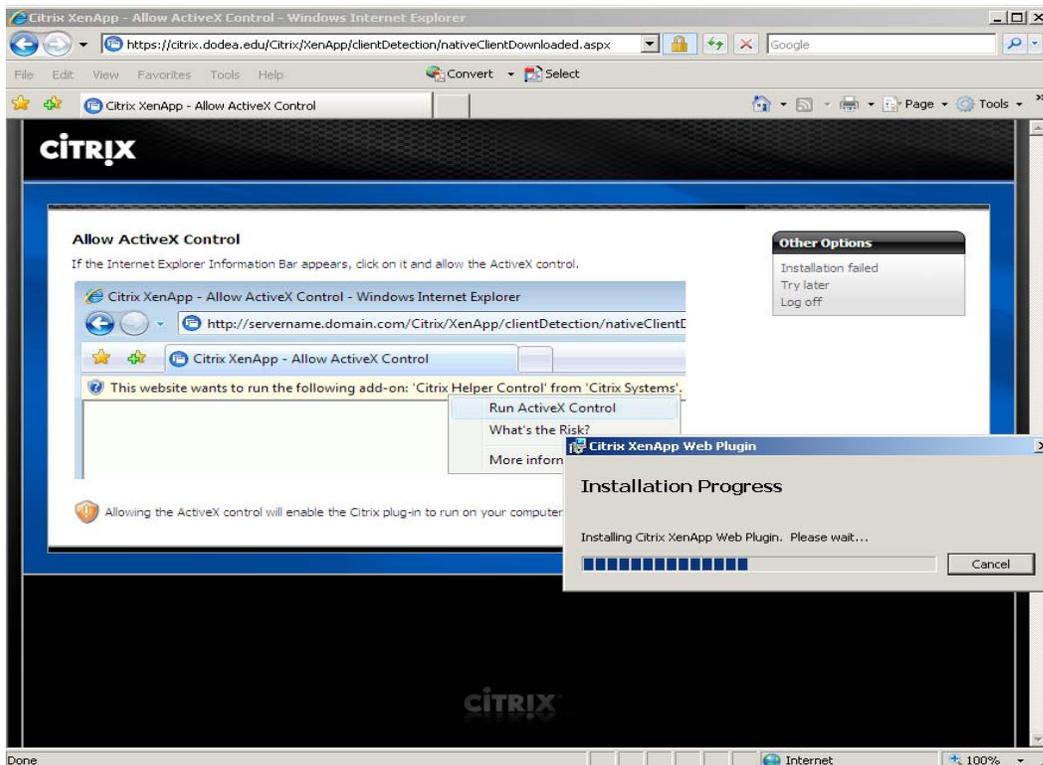
Step 10: Click the Run button to start the Citrix client installation.



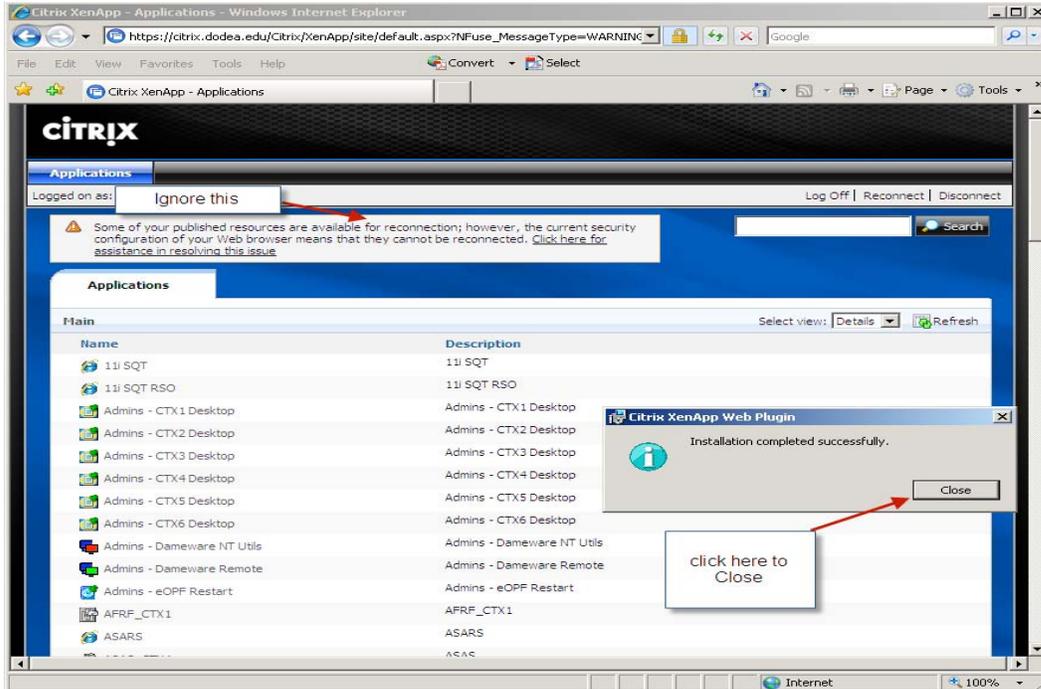
Step 11: Click on the Run button to continue the installation.



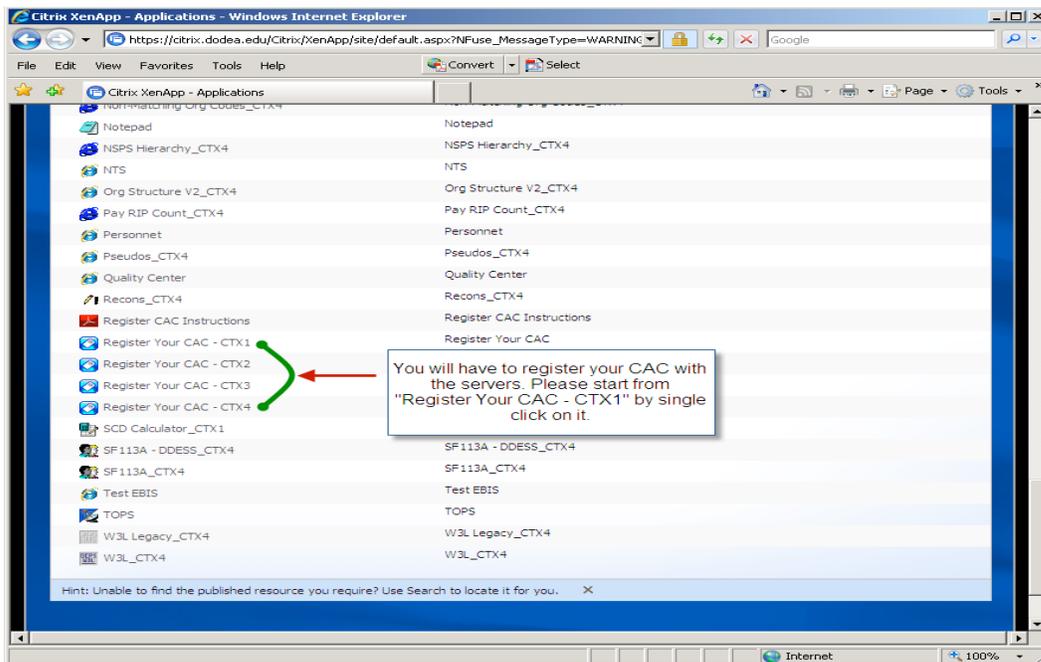
Step 12: Allow the running of the ActiveX Control if prompted to allow this process to run.



Step 13: Click on the Close button to close the client installation window.



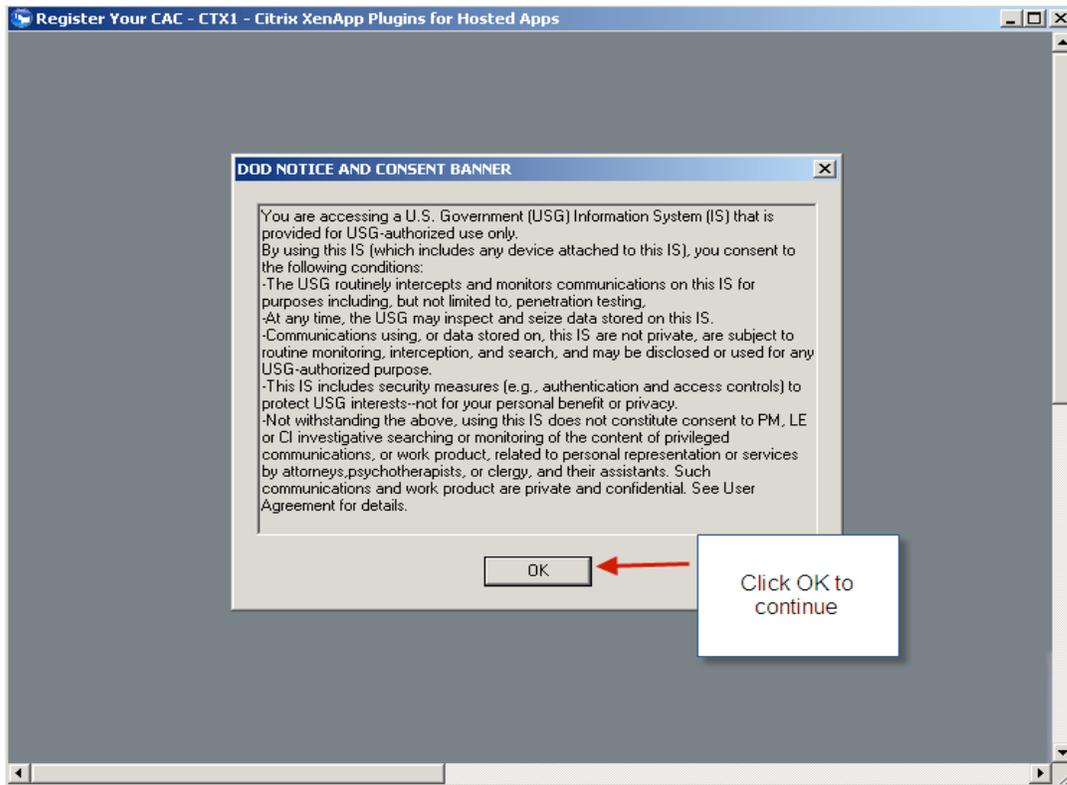
Step 14: Following the installation of the Citrix client and successfully logging into the DoDEA Citrix environment users must register their CAC cards on all of the DoDEA Citrix servers. Users that **ONLY USE MMS, ZBMS and WAAS only need to register their CAC cards on server CTX4.**



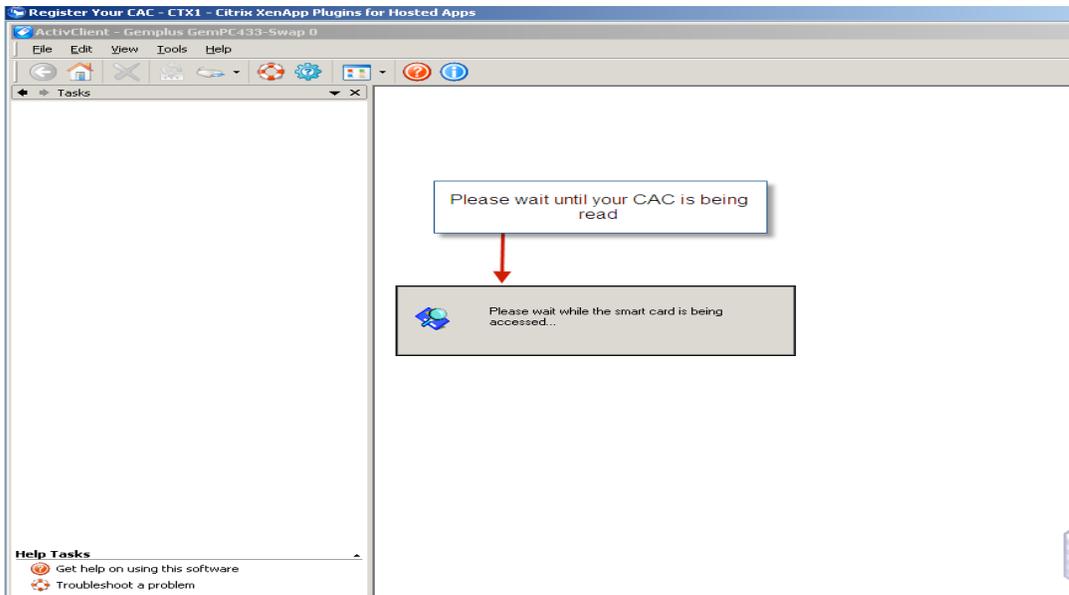
Note: You may see the Icons below rather than text like above



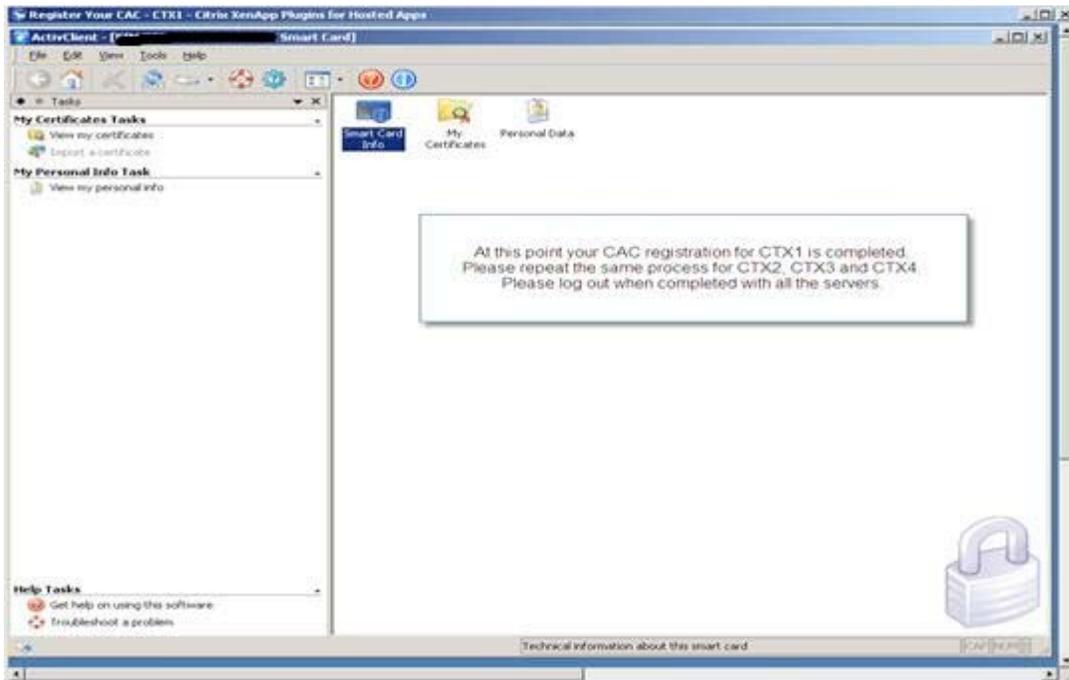
Step 15: When you click the CAC Registration icons, the prompt below will appear. Click on OK to continue.



Step 16: Insert your CAC card into your CAC reader. After the CAC software reads your CAC card three icons appear in the Active Client window when done similar to the picture in step 17.



Step 17: When the icons show below appear in the ActiveClient window, click on the Tools menu; click on Advanced: click on “Make Certificates Available to Windows”. Close CAC ActivClient register window. Close the Register CAC window. **Remove CAC card from the CAC card reader.**

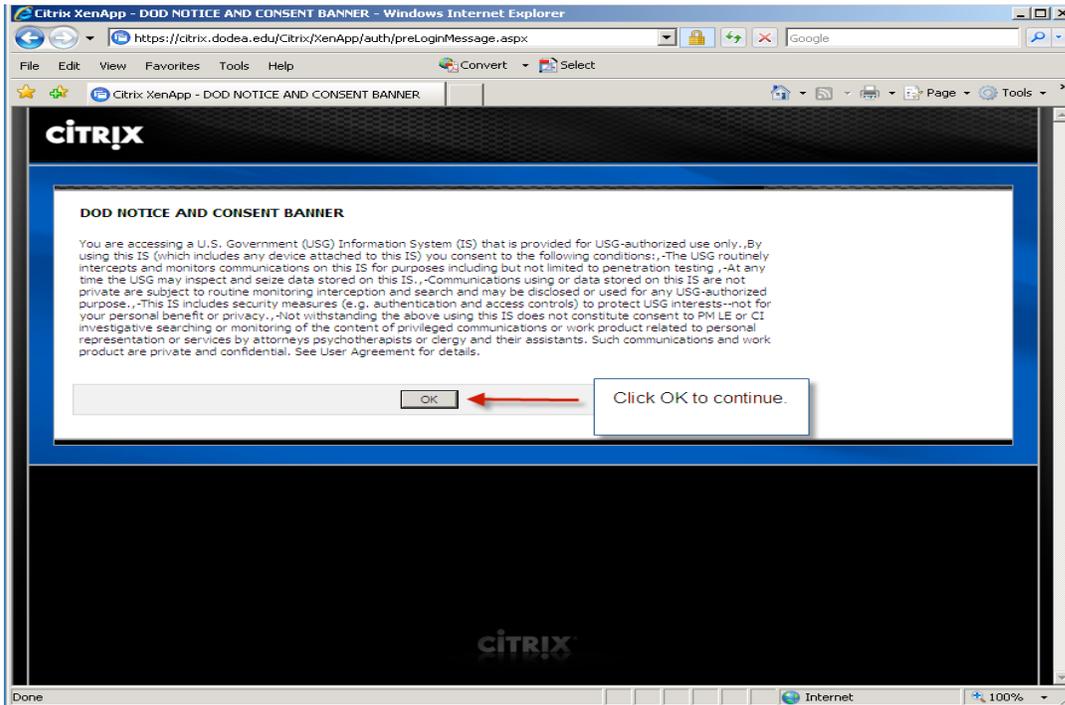


Step 18: Repeat step 14-17 for Citrix servers CTX2, CTX3, and CTX4 before moving to Step 19.

Step 19: **Remove CAC card from CAC reader**, and then close all Internet Explorer windows.



Step 20: Start the Internet Explorer Web browser (IE), and type in <https://citrix.dodea.edu>, Click on the OK button.

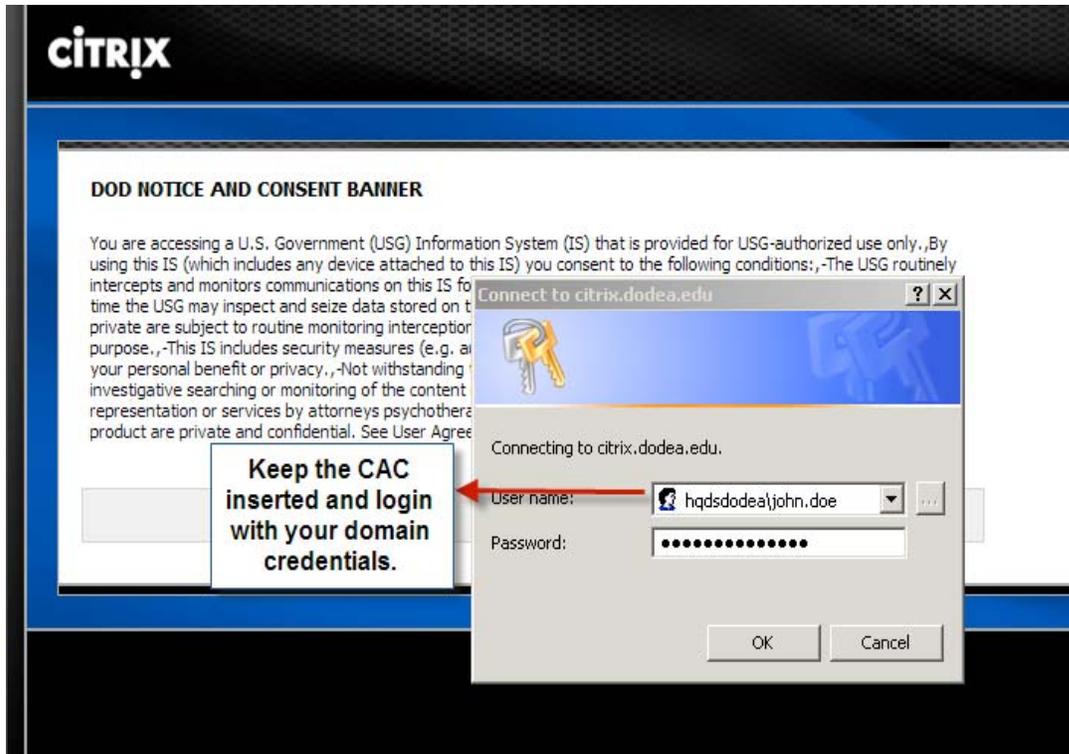


Step 21: At this stage of the configuration you should get a popup window similar to the one shown below. Please choose "Full Access" and "Never ask me again" option and Click OK. If you don't see below screen, please continue to step 22.

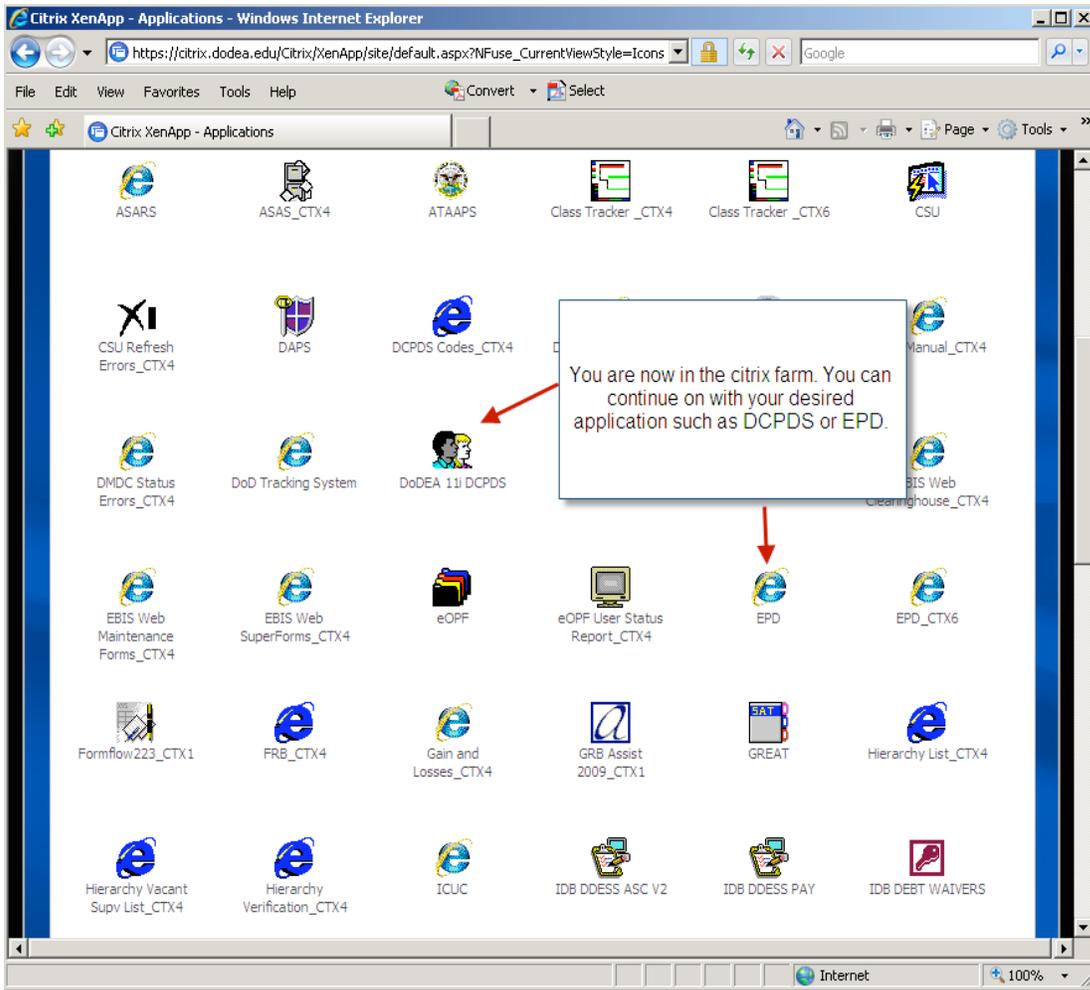


Step 22: Non CAC card Users, go back to Step 8, and follow the login without CAC instructions. DoDDS-Europe and DoDDS-Pacific Users, should also go back to Step 8 and login WITHOUT CAC card.

DoDEA-HQ, DDESS, DLA and WAAS Users, if you login to your desktop with your CAC card, you need to keep the CAC card in the reader while using Citrix (See below picture). If you did not login to your desktop with CAC card, DO NOT insert CAC card into reader until you are prompted to by the Citrix environment.



Step 23: Following a successful login to the DoDEA Citrix environment you will get a browser window that contains icons for all of the Applications that you have permissions to execute. That window will be similar to the one shown below:



Step 24: Click on the application that you want to use. Insert your CAC card in the reader, and enter your CAC card PIN number when prompted.

