Citrix Access Gateway Install and Use

(For Windows Operating System using Internet Explorer V 7 or above)

Internet Explorer

Go to the following address: https://citrixaccess.va.gov

The login page will appear

VA Citrix Remote Access

When logging into this system you agree to the following:

You are accessing a U.S. Government information system, which includes:
(1) this computer,
(2) this computer network,
(3) all computers connected to this network, and
(4) all devices and storage media attached to this network or to a computer on this network.
This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following:
You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

If you have any further questions regarding Citrix Remote Access and associated resources, please reference the VA Remote Access (RA) Information and Media Portal at https://raportal.vpn.va.gov, browsing to the "Citrix (CAG)" section for userguides and FAQ's OR contact the VA Service Desk at 1-855-NSD-Help (855-673-4357) — Option 6, Option 1 or via email at NSD.VPNSecurity@va.gov.
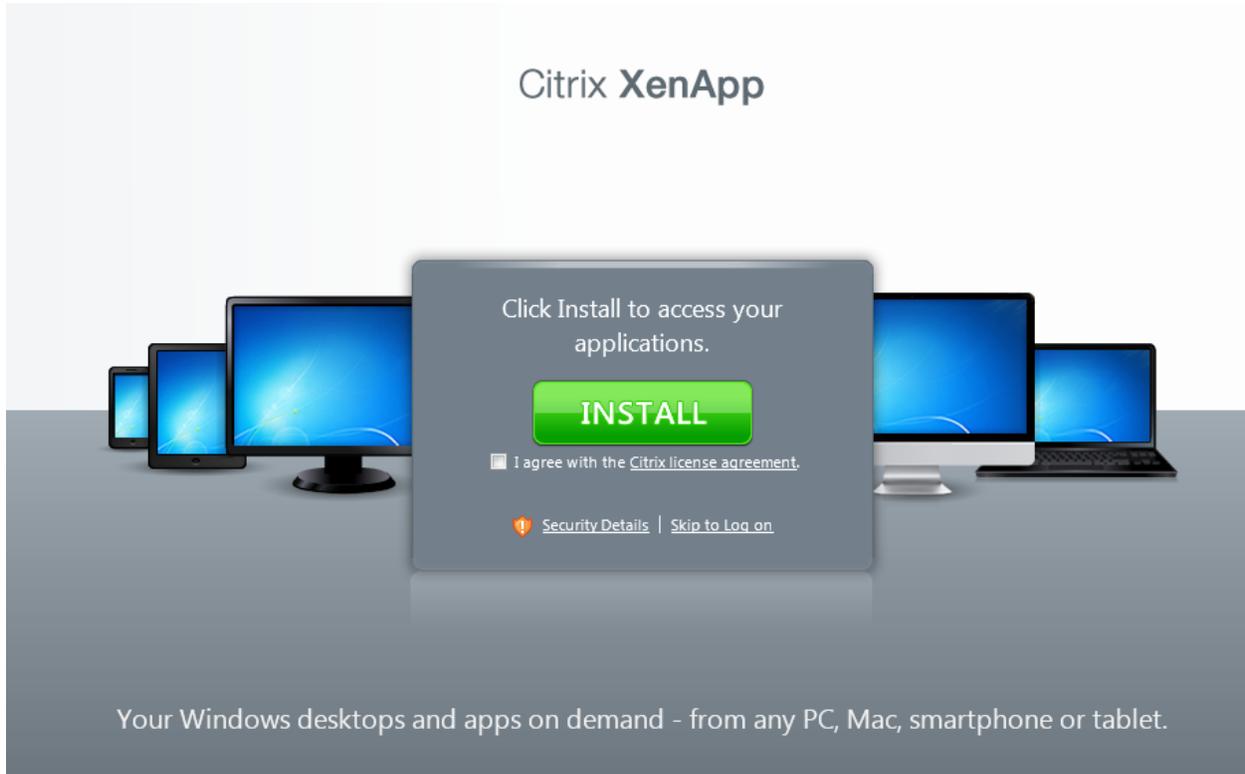
Domain\Username: _____

Password: _____

[Logon]

Click here to use PIV:
NOTE: PIV logon is not supported from iPad or Windows 8 RT at this time.

The first logon will initiate a software installation

Click the license agreement and click the green INSTALL button.

Internet Explorer will indicate your approval is needed to download and run the software. This notification will have a different appearance depending on your version of Internet Explorer. Below is a screenshot of the notification in Internet Explorer 9:
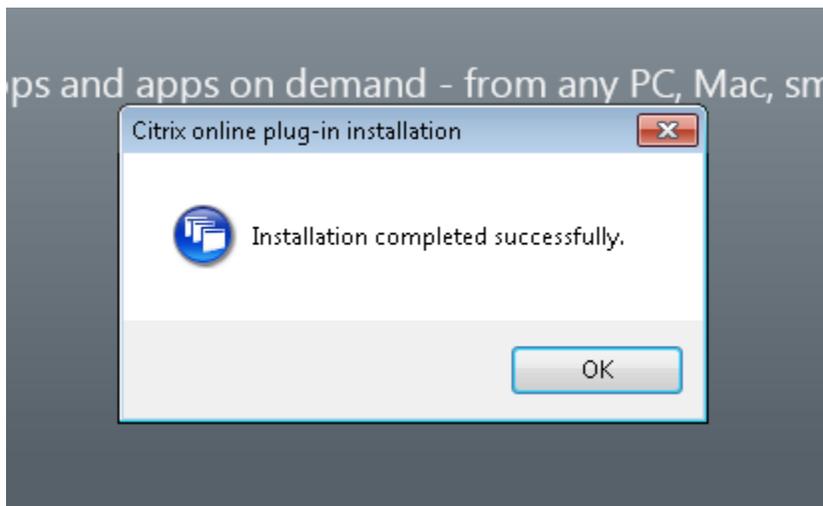

Choose RUN
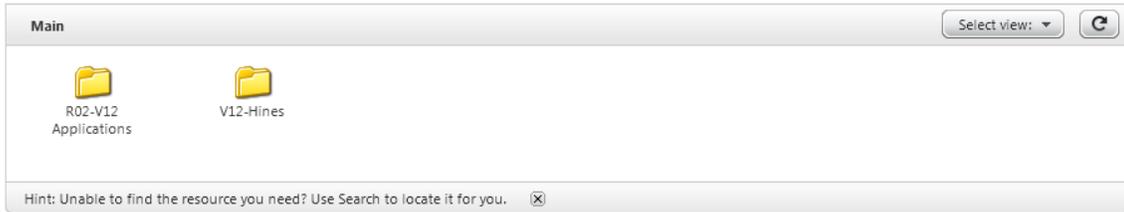
Installation progress will be displayed:
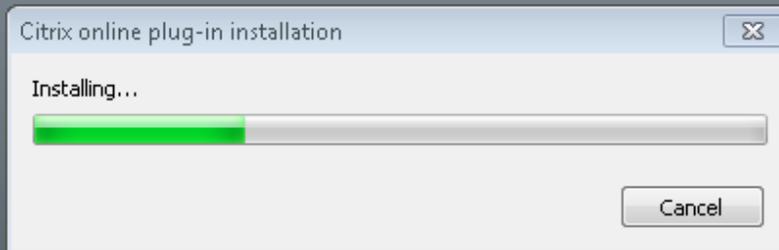
Successful installation:

When installed, the Citrix Homepage for V12 will appear:

Main   Select view: ▾   ↻

📁
R02-V12
Applications

📁
V12-Hines

Hint: Unable to find the resource you need? Use Search to locate it for you.   ⊗

Click the R02-V12 Applications folder to access Remote Desktop:

Main > **R02-V12 Applications**   Select view: ▾   ↻

🖥
V12
RemoteDesktop

Hint: You can view your resources in several different ways. Use the Select view control to change the way that your resources are displayed.   ⊗

Click on V12 Remote Desktop and enter either the terminal server name or a workstation name.

The Terminal Server name is VHAMIWTMSRU