OFFICE OF INFORMATION and TECHNOLOGY

STOREFRONT END USER GUIDE

FOR
WINDOWS 7, 8, 10 AND MAC OS X 10.11, 10.12, 10.13

VERSION 1.8
June 14th, 2018

1. REVISION HISTORY

Date	Change	Version	Author
October 6, 2016	Initial Draft and Package Changes	1.0	ESE Mac Team
January 19, 2017	StoreFront Changes and Document Design Changes	1.1	Kapil Mehra (CCS)
February 2, 2017	Formatting/Content Changes	1.2	Kapil Mehra and Sarah Steinhoff (CCS)
August 1, 2017	Updated to Include Windows and Mac End User Packages.	1.3	Kapil Mehra (CCS) and Dwight Calvert
August 28, 2017	Minor File Name and Browser Revisions	1.4	Kapil Mehra (CCS)
August 30, 2017	Minor changes after KM review	1.5	Kapil Mehra (CCS)
January 12, 2018	Receiver version updates	1.6	Dwight Calvert
April 2, 2018	Updated Request Support section	1.7	Jeffrey Fudd (CCS)
June 2, 2018	New Macintosh Package, OS X 10.10 no longer supported. Included Screenshot Win 10 cert prompt.	1.8	Dwight Calvert

2. PREFACE

This document provides information on how to connect a device to the Veterans Affairs (VA) Citrix Access Gateway (CAG) remote access solution. This guide is only for personally owned devices using **Windows 7, 8, 10 and Mac OS 10.11, 10.12, 10.13**.

NOTE:

- *This guide provides an overview of the process to access StoreFront and install the Windows or Mac end user package, which completes all required configurations to use StoreFront on Windows or Mac devices. The packages will only work on the following operating system versions:* ***Windows 7, 8, 10 and Mac OS 10.11, 10.12, 10.13***
- *A PIV Card, Soft Token or Domain Username / Password is required in order to access the resources.*
- *The end user package that needs to be installed will run automatically based on a .exe (Windows) or .dmg (Mac) push when first accessing StoreFront. End users will be prompted to update Citrix Receiver when they access StoreFront. The .exe or .dmg package that is downloaded consequently will be the executable package, which includes the installation of the required version of Citrix Receiver.*

These downloads are also located on the **RA Portal Media Page -** https://raportal.vpn.va.gov for manual access (Citrix (CAG) → Media → Citrix Software). The download is called 'VA ESE Windows OE Remote Bundle Package' for Windows (with file name CitrixReceiverWeb.exe) and 'VA ESE MAC OE Remote Bundle Package' for Mac (with file name CitrixReceiver.dmg). The 'CitrixReceiver.dmg' download contains the 'VA OE Citrix Remote Combo Package.pkg' package for Mac that needs to be installed.

A single package called 'CitrixReceiverWeb.exe' will be used for all three of the below Windows operating systems.

- Windows 7
- Windows 8
- Windows 10

A single package called 'CitrixReceiver.dmg' will be used for all of the below Mac operating systems.

- OS X 10.11 (El Capitan)
- Mac OS 10.12 (Sierra)
- Mac OS 10.13 (High Sierra)

Additional information regarding package installation can be found in the Package Overview and Installation section. For assistance with using CAG on another operating system, refer to the RA Portal media page at https://raportal.vpn.va.gov.

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4. PACKAGE OVERVIEW AND INSTALLATION

Logging on to the CAG (using PIV, OTP, Domain Username/Password) requires the installation of Citrix Receiver for Windows or Mac, smart card middleware software (where applicable), and other browser related configurations. In order to use StoreFront, the packages described in the sections below for the respective Windows/Mac operating systems can be installed using the following instructions:

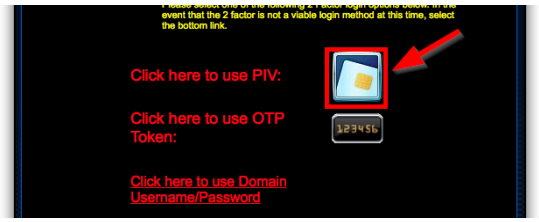
4.1 WINDOWS OPERATING SYSTEMS

Step 1: Complete Automatic Installation of the Package for Windows

1. Open Internet Explorer and browse to: https://citrixaccess.va.gov

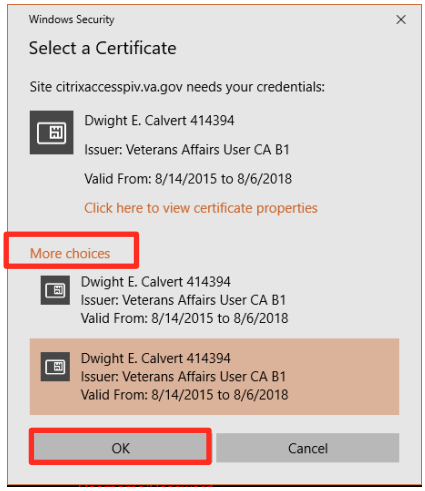
NOTE: *Internet Explorer 11 is the recommended browser for CAG access on Windows devices.*

2. Select the option to login with your **PIV** Card.

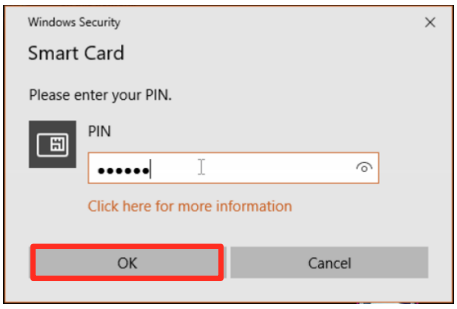


NOTE: *If you do not have PIV access, please use OTP or Domain Username/Password to logon as per the section on* Alternate Logon Methods.

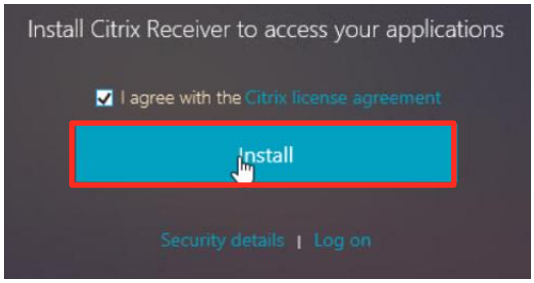
3. At the certificate selection prompt, select **More choices** and then **select the certificate** required for Smart Card Logon and click **OK**. Please refer to the Certificate Selection Assistance section or the Requesting Support section of this document if additional assistance is needed for selecting the correct certificate.



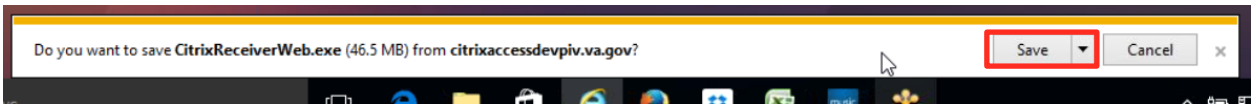
4. At the password prompt, enter the **PIV Card PIN** and select **OK**



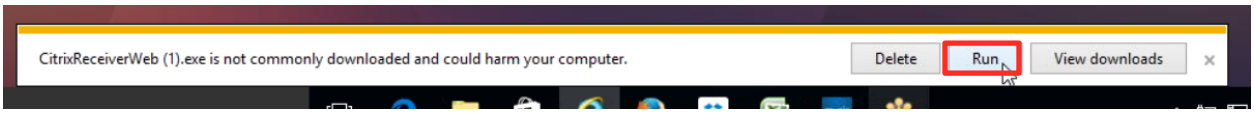
5. Check the box for 'I agree with the Citrix license agreement' and select **Install.**



6. Select **Save** when the below pop up bar appears.

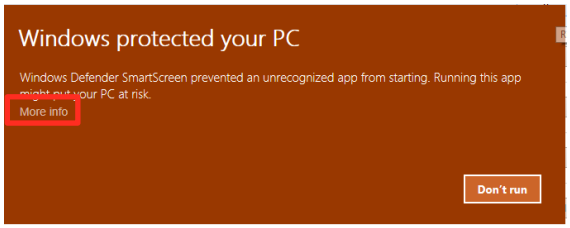


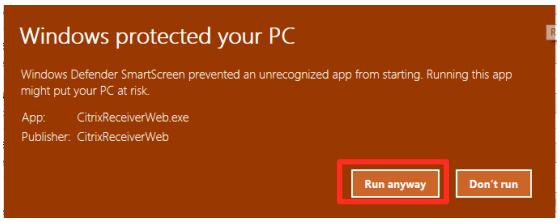
7. Wait for the download to complete. Once the download has completed, select **Run.** Please ignore the warning that the file is not commonly downloaded and could harm your computer. This file can also be accessed in the **Downloads** folder on your Windows device.



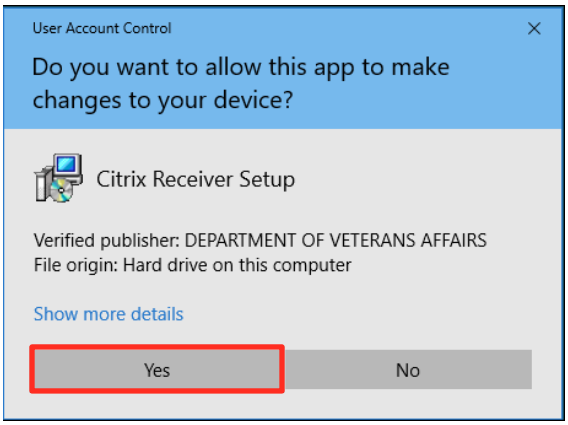
8. If you receive either of the below prompts, complete the following actions:

   8.1. **Windows protected your PC:** Select **More Info**. Then select **Run Anyway**.

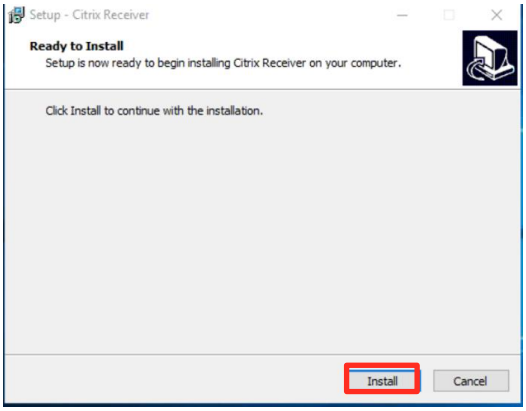




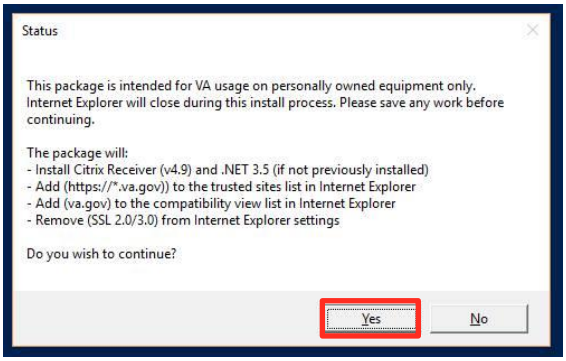
8.2. **User Access Control:** Select **Yes.**



9. Select **Install**.

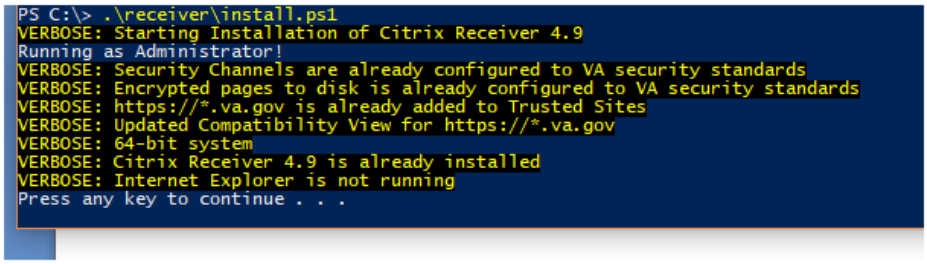


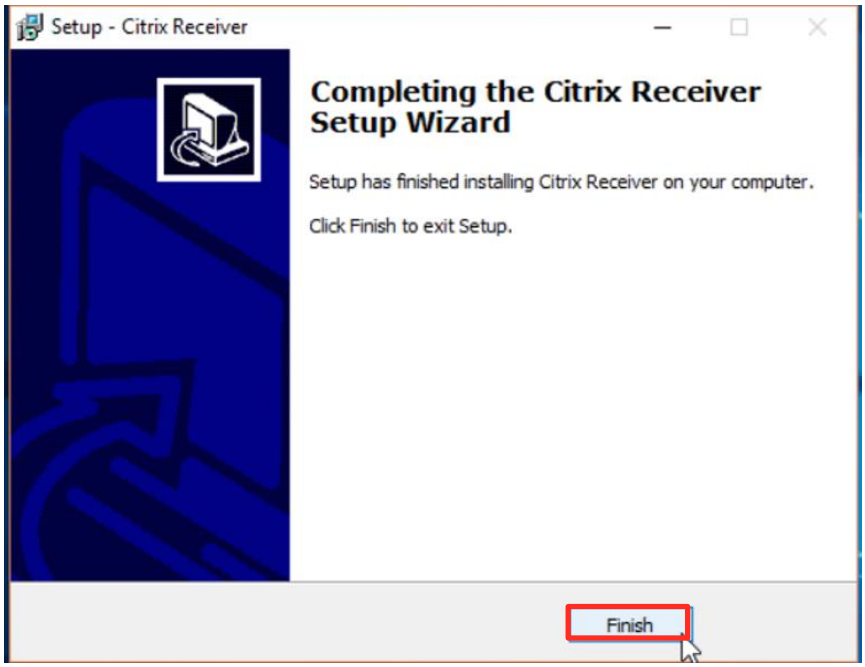
10. Select **Yes** when the below pop up appears.



11. Wait for the installation to complete. The installation could take between 5-10 minutes and may open other windows, such as the below window, in the process.

12. Press any key to continue when the dialog below appears. Select **Finish** in the installation window.





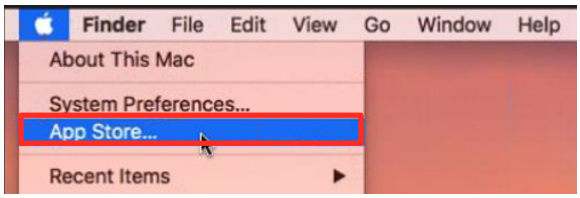
13. Once complete, **repeat steps 1-4** to access the CAG webpage.
14. You should now be able to access your applications/desktops through StoreFront. For more information on how to use StoreFront, please refer to the Launching and Managing Desktops and Applications section.

4.2 MAC OPERATING SYSTEMS

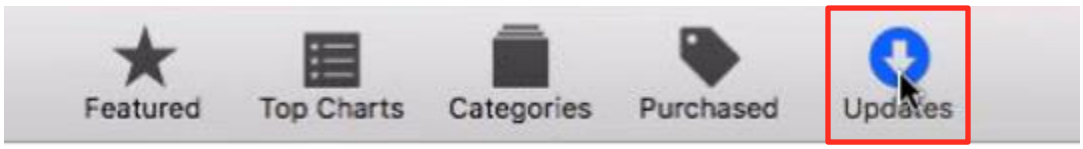
Step 1: Install All Current Updates for Mac

Before starting the install of the 'CitrixReceiver.dmg' package for the various operating system versions, check to see if any software updates are available. To do this complete the following steps:

1. Select the Apple Logo at the top left corner of the toolbar and select **App Store**….



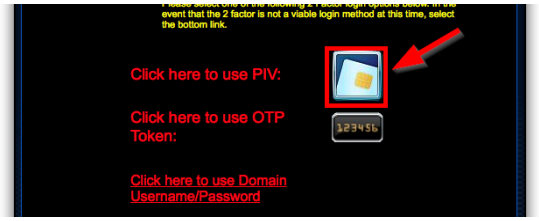
2. The **Updates** section inside of the App Store window that opens will show any available updates and allow them to be installed. Complete the installation of any available updates.



Step 2: Complete Automatic Installation of the Package for Mac

1. Open Safari and browse to: https://citrixaccess.va.gov
   NOTE: *Safari is the recommended browser for CAG access on Mac devices.*

2. Select the option to login with your **PIV** Card.

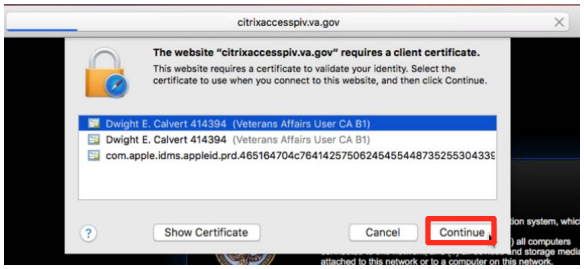


NOTE: *If you do not have PIV access, please use OTP or Domain Username/Password to logon as per the section on* Alternate Logon Methods.

NOTE: *Users working on Mac OS X 10.11 will need to download the "VA ESE MAC OE Remote Bundle Package" from the RAPortal to successfully use PIV authentication. If a user's account is locked down to PIV only authentication (POA) the user will need to request a temporary exemption in order to connect to RAPortal.vpn.va.gov from a MAC OS X 10.11 endpoint. To request a temporary exemption please call the Enterprise Service Desk at* ***855-NSD-HELP*** *(855-673-4357).*

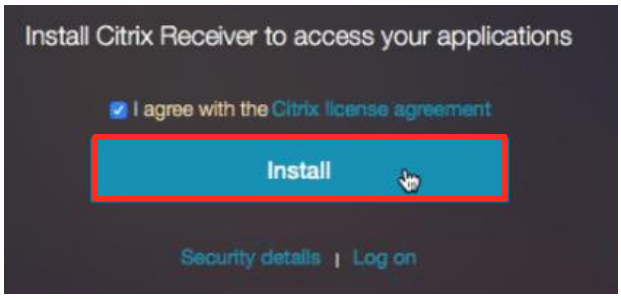
3. At the certificate selection prompt, **select the first certificate in the list** and select **Continue**. In most cases the first certificate will work, but if additional assistance is needed for this step please refer to the Certificate Selection Assistance section or Requesting Support sections.

   NOTE: *The package also creates a file on your Desktop labeled* ***"CitrixSSLErrorFix"****. This file is a command that can be run to resolve any issues that occur due to selecting the wrong certificate when attempting to log on to CAG.*

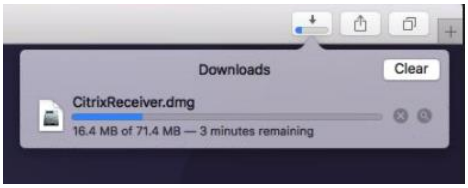


4. At the password prompt, enter the **PIV Card PIN** and select **OK.**

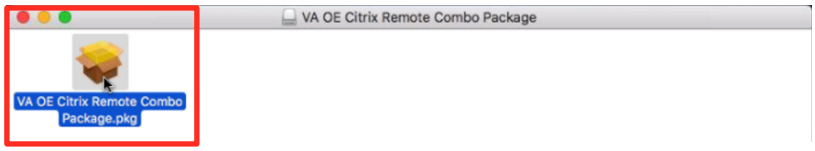
5. Check the box for 'I agree with the Citrix license agreement' and select **Install.**



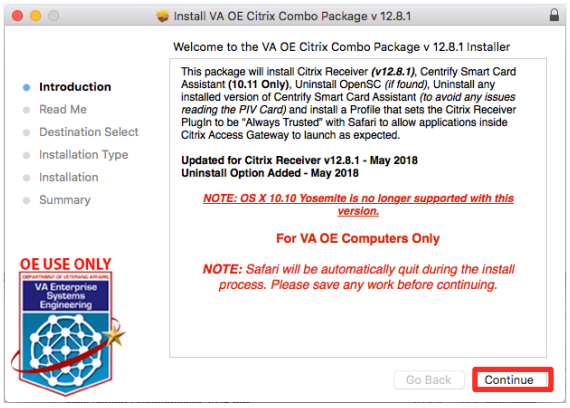
6. The package will start downloading on the top right-hand side of the Safari browser.



7. Install the package by running the CitrixReceiver.dmg file after it has finished downloading and then double-clicking on the VA OE Citrix Remote Combo Package.pkg file. By default, the CitrixReceiver.dmg file is saved in your Downloads folder.

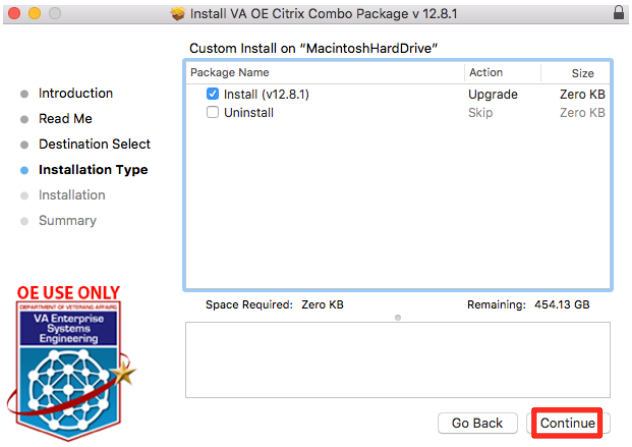


8. Select **Continue** on the package installer window that appears.



9. Keep clicking **Continue** through the Read Me and Destination Select sections until the below Installation Type section is reached. Then, select **Install** as per the below screenshot.
10. Please make sure your PIV Card is **removed** from the card reader.

NOTE: *You will be asked to enter the Administrator password in order to continue. This should be the account that has permissions to make system changes on the device.*



11. Select **Close** once the installation completes.
12. Once complete, you can reenter your PIV card. **Repeat steps 1-4** to access the CAG webpage.
13. You should now be able to access your applications/desktops through StoreFront. For more information on how to use StoreFront, please refer to the '<u>Launching and Managing Desktops and Applications</u>' section.

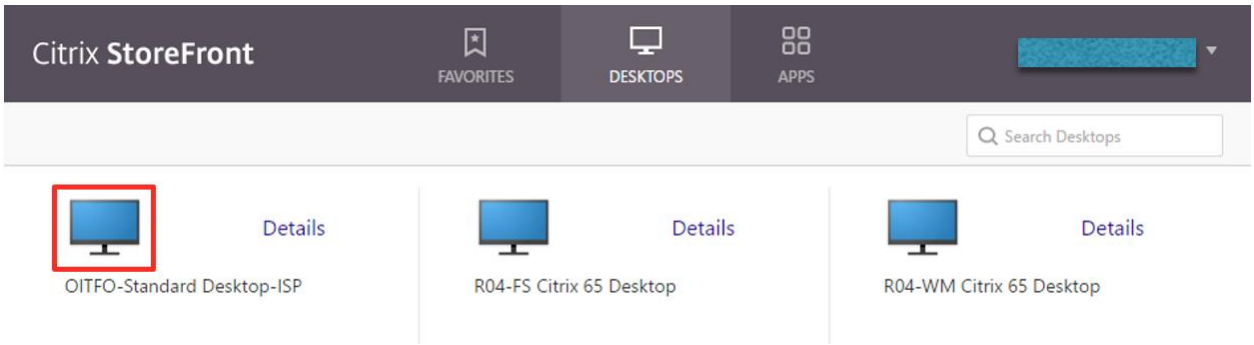
5. LAUNCHING AND MANAGING DESKTOPS AND APPLICATIONS

5.1 DESKTOPS

Follow the instructions below to launch a VA desktop after successfully authenticating to the CAG webpage.

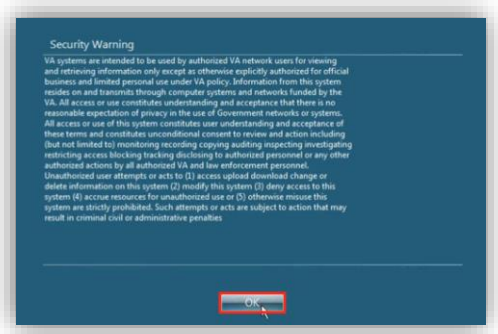
1. Select the **Desktops** icon at the top center of the screen. Select a desktop to launch.

NOTE: *The name of your desktop will depend on your user group and may not be the name shown below.*



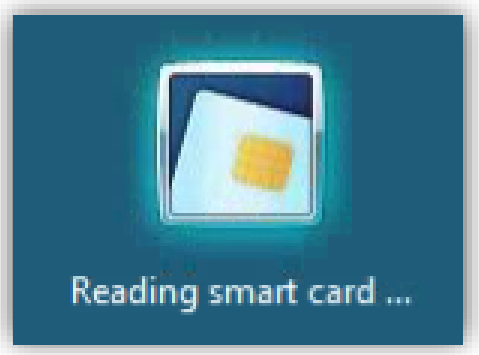
2. Wait for the desktop connection to establish successfully.

3. Once connected, you may be prompted with the VA Security Warning. Select **OK** to continue.



4. If PIV was used for log on, the desktop will now read the PIV card as shown below.

NOTE: *Allow time for the server to read the smart card. The login window will timeout within 30 seconds. Click the "Reading smart card …" icon every five seconds to keep window active.*

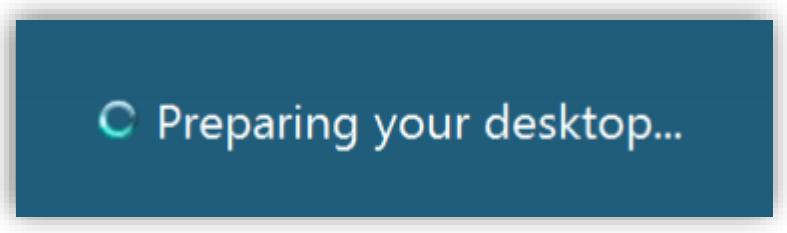


5. Re-select the appropriate certificate for authentication.

6. Once selected, re-enter smartcard PIN and select the arrow.

7. Wait for the desktop to finish initial preparations.

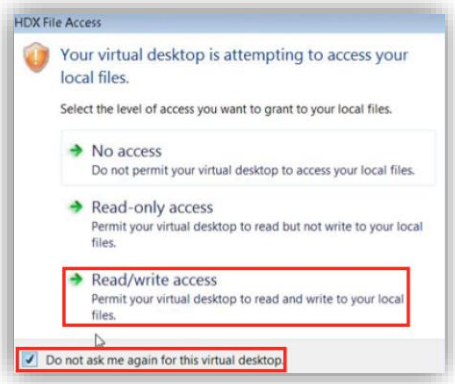
NOTE: *On first launch, the desktop may take up to a few minutes to open as a new profile is created.*



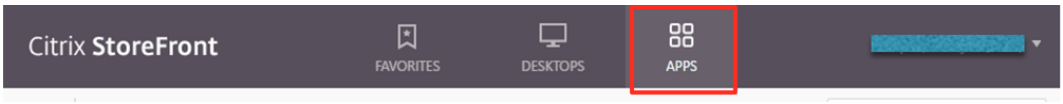
8. The VA desktop should now be presented.

NOTE: *The desktop may look different based on which one you selected to launch.*

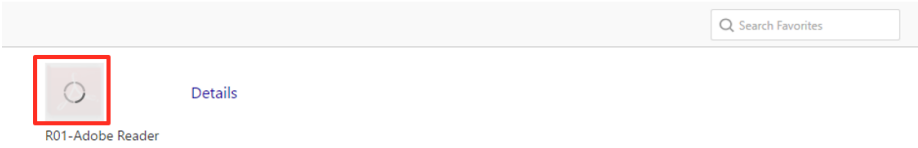
9. If the following prompt below appears, check the box next to **Do not ask me again for this virtual desktop**, then select **Read/write access**.



10. In order to launch applications, select the **Apps** icon.



11. Then, select an application, (such as R01-Adobe Reader) to launch the application.

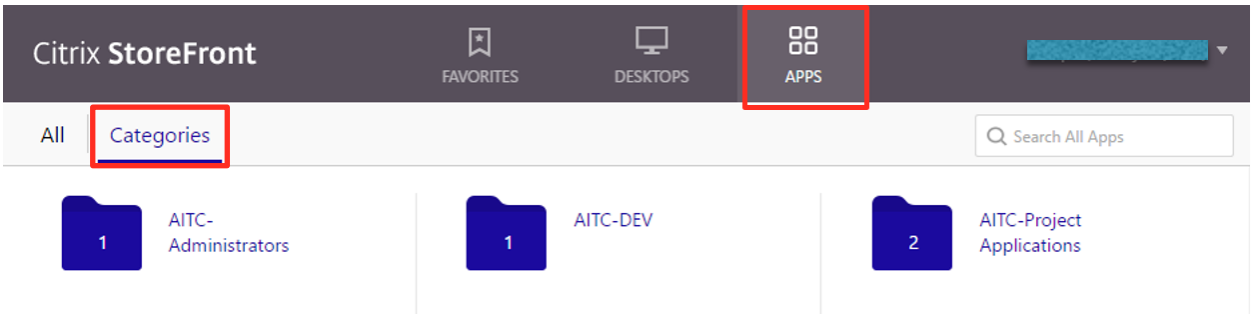


5.2 CUSTOMIZING YOUR APPLICATION FAVORITES

5.2.1 Adding Favorites

The following steps in this section will detail how to subscribe to applications so that they appear on the Favorites screen when you first login.

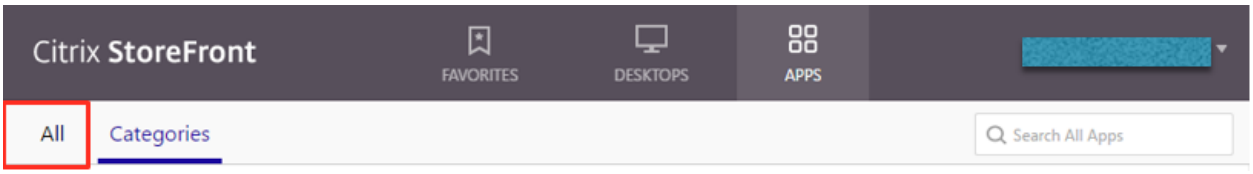
1. Select the **Apps** icon in the top center of the screen and then select **Categories.**



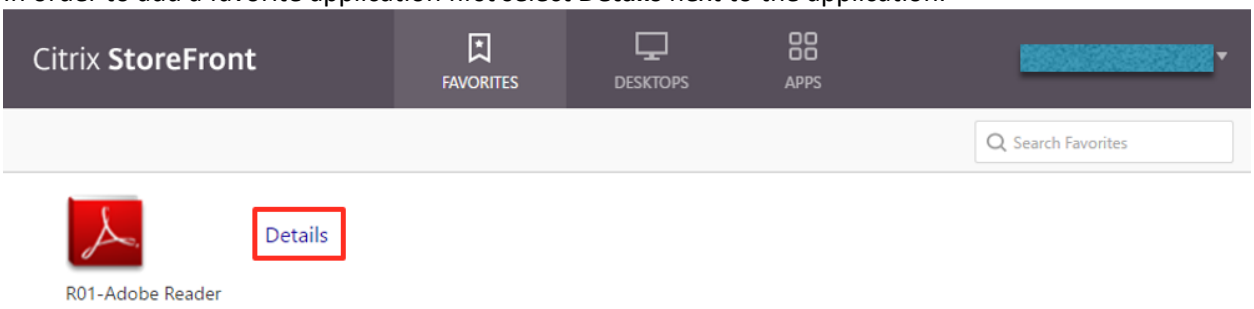
2. You will be presented with various folders containing applications you have access to. Select any of the folders to browse the available applications.

NOTE: *The applications you have access to will depend on your user account.*

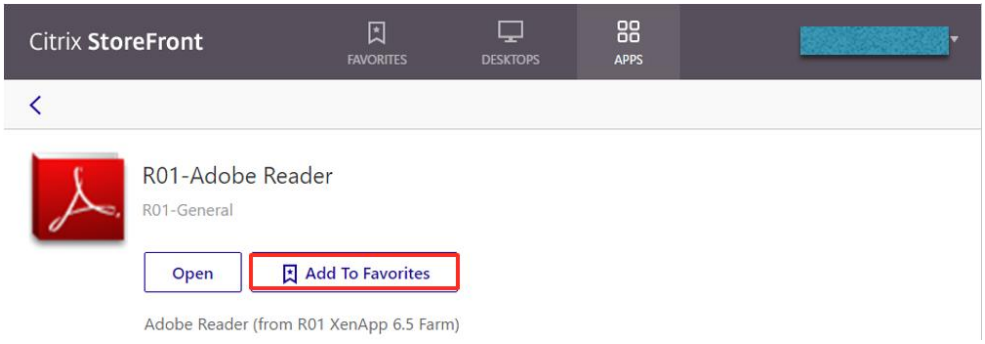
3. Alternatively, select **All** to view all the applications provided to you.



4. In order to add a favorite application first select **Details** next to the application.

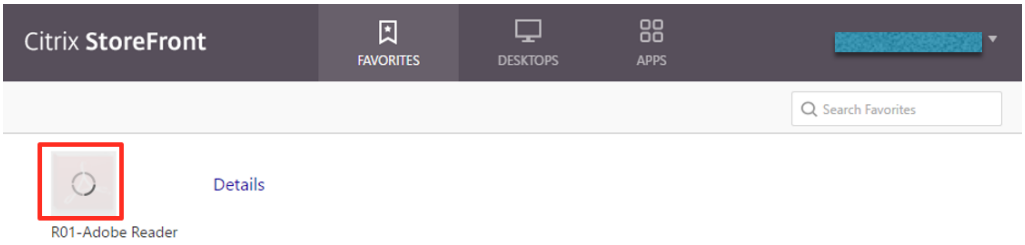


5. Then select **Add to Favorites.**



6. The application will now appear in the **Favorites** screen if you select the **Favorites** icon at the top center of the page.

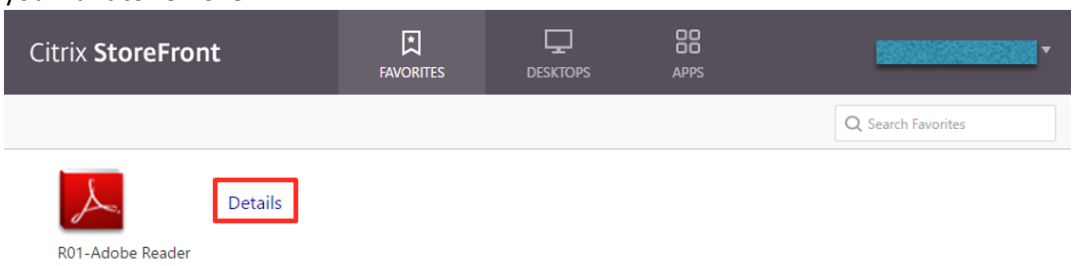
7. To launch the application, select the application once.



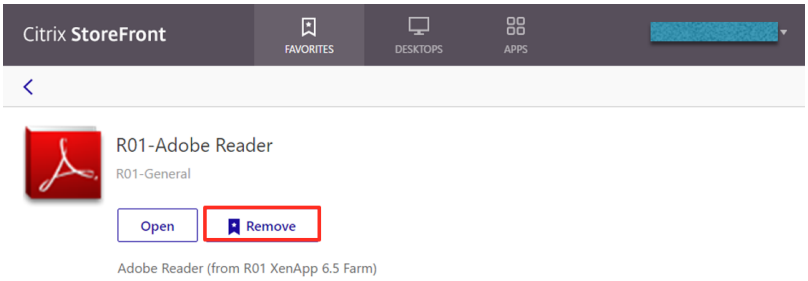
5.2.2 Removing Favorites

The following steps in this section will detail how to remove an application from the Favorites screen.

1. To remove an application from the Favorites window, select **Details** next to the application that you want to remove.



2. Then select **Remove**.



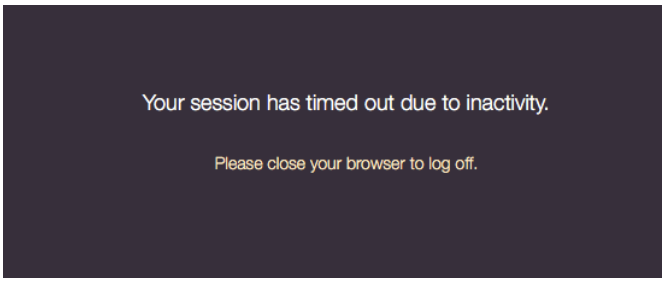
3. The application will be removed from your favorites.

NOTE: *You can always add the application back to your favorites if you choose later.*

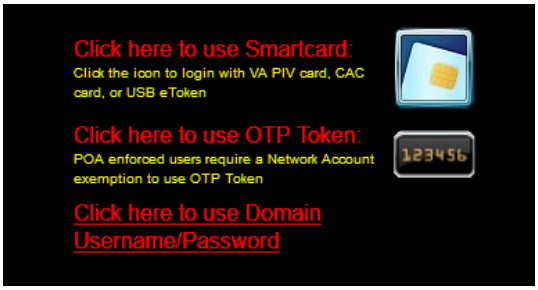
5.3 LOGGING BACK ONTO STOREFRONT AFTER A TIMEOUT

The following steps will detail how to log back on to StoreFront if you are logged off due to a timeout of StoreFront.

1. If you have been inactive on the StoreFront webpage for more than 15 minutes, you will see the below information on the StoreFront webpage due to a timeout.



2. In order to log back onto the StoreFront webpage, please close **ALL** browser windows and log back onto the CAG webpage (https://citrixaccess.va.gov) and then the StoreFront webpage.

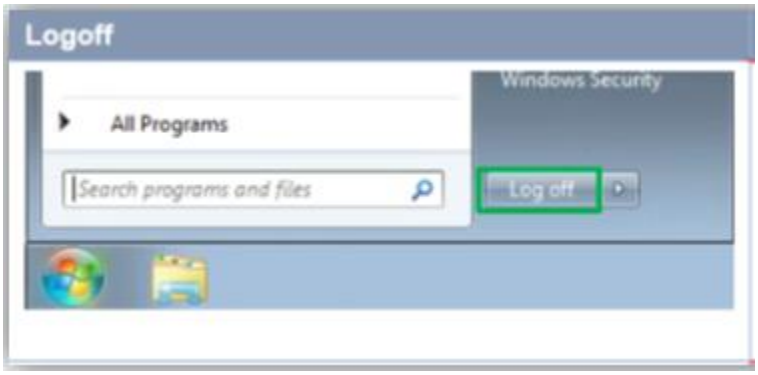


6. LOGGING OFF AT END OF DAY

The following steps in this section will detail how to log off from your remote desktop or application.

NOTE: *Manually logging off StoreFront will close all of your application and desktop sessions. The StoreFront page will automatically log off after 15 minutes of inactivity. This will NOT close your active sessions.*

1. To log off from a desktop, please make sure to **Log Off** from the desktop to ensure all your work is properly saved.



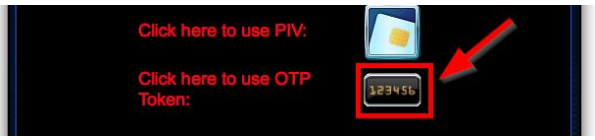
NOTE: *Closing an application/desktop by clicking on the X at the top right of the application will simply disconnect the session and may result in work not being saved.*

7. ALTERNATE LOGON METHODS

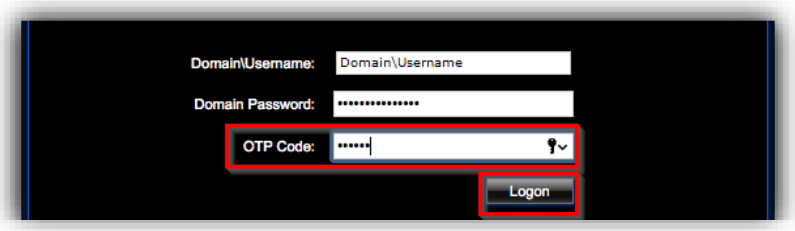
7.1 OTP TOKEN AUTHENTICATION

NOTE: *Most personnel are enforced to use their PIV Card for all network access, called PIV Only Authentication (POA). If you are POA enforced, you will not be able to use the CAG OTP Authentication method and will need to use the CAG PIV Authentication method for Windows (Section 4.1)* ***or*** *Mac (Section 4.2).*

1. Open Safari or Internet Explorer and browse to: https://citrixaccess.va.gov
2. Once on the login page, click the **OTP Token** icon.



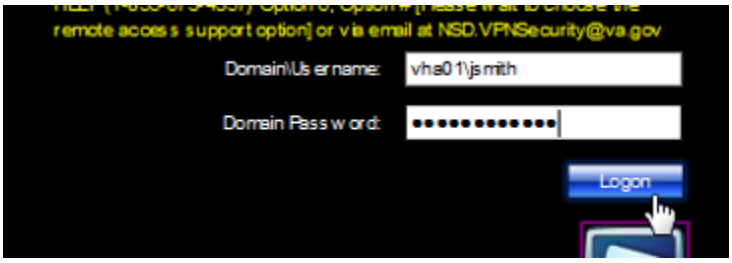
3. Enter **Domain\Username**, **Password** and **OTP Code** in the provided sections and select **Logon.**



7.2 DOMAIN\USERNAME AUTHENTICATION

1. Open Safari or Internet Explorer and browse to: https://citrixaccess.va.gov
2. Click the icon at the bottom to log in using **Domain Username/Password**.

3. Enter **Domain\Username** and **Password.** Select **Logon.**

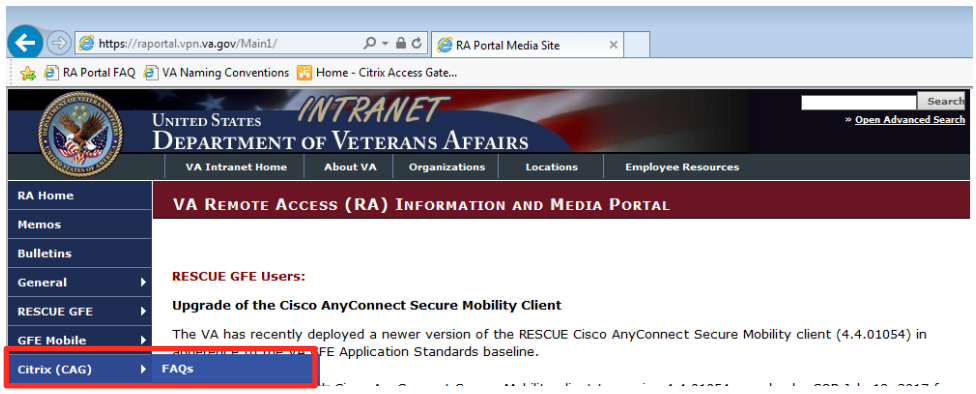


8. FREQUENTLY ASKED QUESTIONS

For additional information regarding Frequently Asked Questions (FAQ), please follow the below steps:

1. Access the following website: https://raportal.vpn.va.gov

2. Select the **Citrix (CAG) > FAQs** section.



3. Review the **CAG FAQs** section.

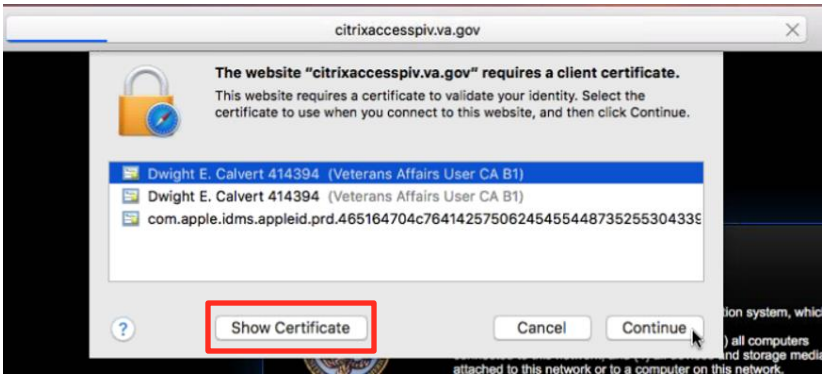
9. CERTIFICATE SELECTION ASSISTANCE

Q. I am facing PIV Authentication errors while logging on. What do I do to fix this?

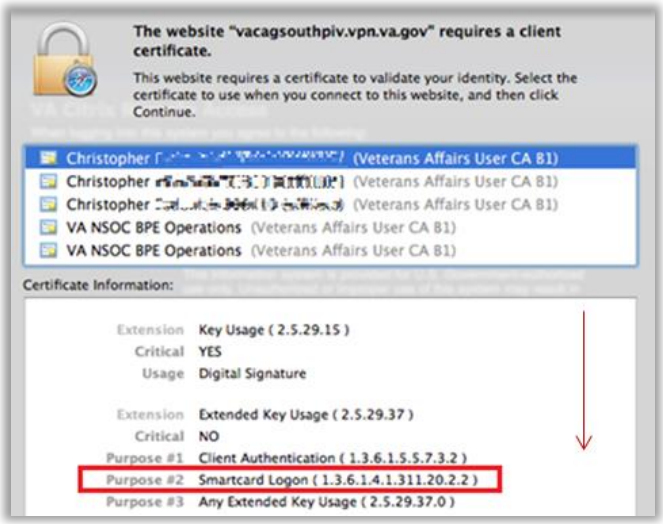
A. Please make sure you are selecting the correct certificate. This can be confirmed by verifying the details of the certificate. The correct certificate will have Smart Card Logon in the certificate details. Additional information on this for both Mac and Windows operating systems is shown below.

9.1 MAC DEVICES

1. Click on a certificate to highlight and select it. Click on the **Show Certificate** option to view the certificate details.



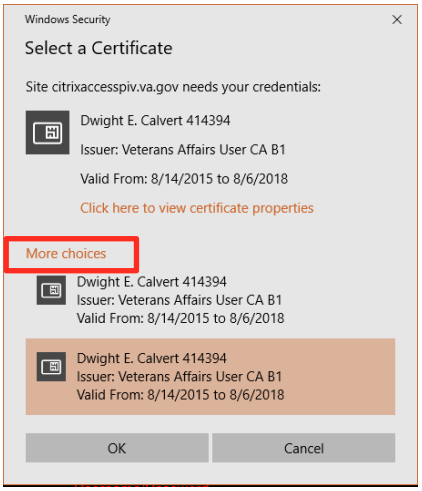
2. Verify **Smartcard Logon** is seen in the Certificate Information and then use that certificate for authentication to CAG. If Smartcard Logon is not seen, check the certificate properties of the other available certificates until Smartcard Logon is seen.



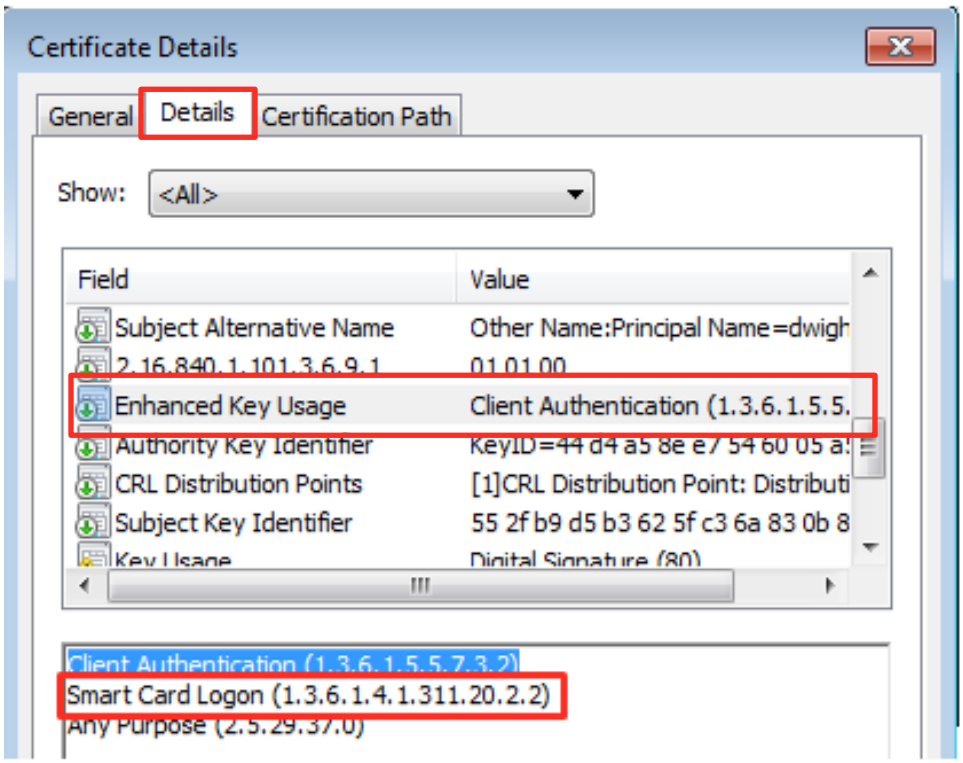
9.2 WINDOWS DEVICES

1. Click on a certificate to highlight and select it. Click on the **Click here to view certificate properties** option to view the certificate details.

2. When working on a Windows 10 machine only one certificate is shown by default. To see additional certificates, select **More choices**. Choose the desired certificate confirming its highlighted and then select **Click here to view certificate properties**.



3. Verify **Smart Card Logon** is seen in the Details → Enhanced Key Usage section of the Certificate Details and if so use that certificate for authentication to CAG. If Smart Card Logon is not seen, check the certificate properties of the other available certificates until Smart Card Logon is seen.


Certificate Details
General
Details
Certification Path
Show:
<All>
Field
Value
Subject Alternative Name
Other Name:Principal Name=dwigh
2.16.840.1.101.3.6.9.1
01.01.00
Enhanced Key Usage
Client Authentication (1.3.6.1.5.5.
Authority Key Identifier
KeyID=44 d4 a5 8e e7 54 60 05 a
CRL Distribution Points
[1]CRL Distribution Point: Distributi
Subject Key Identifier
55 2f b9 d5 b3 62 5f c3 6a 83 0b 8
Key Usage
Digital Signature (80)
Client Authentication (1.3.6.1.5.5.7.3.2)
Smart Card Logon (1.3.6.1.4.1.311.20.2.2)
Any Purpose (2.5.29.37.0)

10. REQUESTING SUPPORT

If having difficulty installing or connecting to Citrix Access Gateway (CAG) and need assistance contact:

Enterprise Service Desk

Phone Number: 1-855-673-Help (855-673-4357)

URL: https://yourit.va.gov/va