Citrix Virtual Desktop helps you connect to the internal DOL network from either your DOL or personal computer when you are teleworking or in the field (i.e., not connected to a DOL LAN, WiFi, or VPN connection). This technology creates a "virtual" DOL computer within the computer you are using, enabling you to securely and easily access internal resources such as LaborNet, network drives, and DOL applications.

Follow the step-by-step directions in this guide to connect to Citrix Virtual Desktop via the OCIO Citrix Portal:

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Please Note: If you need to use Citrix Virtual Desktop while already connected to the DOL network, you will be automatically logged into the OCIO Citrix Portal. Launch your virtual desktop session then proceed with Section I, Step 4.

If you do not have a DOL PIV card or RSA token, or need additional assistance, please contact the Enterprise Service Desk (ESD) at EnterpriseServiceDesk@dol.gov or call 855-LABOR-IT (855-522-6748) or TTY at 615-795-6010.

Section I: Connect with Your DOL PIV Card

Important Information: You may only connect to the Citrix Virtual Desktop with your DOL PIV card if you are using a DOL computer. If you need to connect using a non-DOL computer, please see Section II.

Reminder: If you are connecting to the Citrix Virtual Desktop for the first time, you will be prompted to install the tool. Go to Section III for more installation information.

STEP 1: Open the OCIO Citrix Portal (https://portal.dol.gov) or enter the URL into your web browser.

When the portal opens, ensure your PIV card is inserted in your card reader, then click the Continue button to the right of the PIV card image on your screen.

STEP 2: When the Select a Certificate prompt appears, select the Authentication certificate, then click OK.

(This prompt will look slightly different on Windows 10 computers).

STEP 3: When prompted, enter the PIN number associated with your DOL PIV card, then click OK.

(Instructions continued on the next page)
Section I (continued): Connect with Your DOL PIV Card

STEP 4: After you have successfully connected, the OCIO Citrix Portal in your browser will display the available virtual desktops. Select the OCIO Desktop option to begin your Citrix Virtual Desktop session.

⚠️ Please Note: OWCP-DFEC users should select the IF ECS WIN7 option instead.

STEP 5: When your Citrix Virtual Desktop session opens, read the DOL Warning Statement, then click OK. It may take up to 2 minutes for your DOL user settings to load so that you may navigate your desktop and access the DOL network.

If you minimize your session, you can easily open it again by selecting the desktop icon from your computer’s taskbar.

STEP 6: To log out, you must end your virtual desktop session. Click the Start menu in the bottom left corner of your virtual desktop, then click Log Off and choose the Disconnect option (6a).

Navigate back to the OCIO Citrix Portal, then click your name in the top right corner of your browser window and select Log Off from the dropdown menu (6b).

Section II: Connect with Your RSA Token

 uyarı: If you are using a non-DOL computer, you must use your RSA token to connect to the Citrix Virtual Desktop. For information on connecting with your DOL PIV card on a DOL computer, please see Section I.

Reminder: If you are connecting to the Citrix Virtual Desktop for the first time, you will be prompted to install the tool. Go to Section III for more installation information.

STEP 1: Open the OCIO Citrix Portal (https://portal.dol.gov) or enter the URL into your web browser.

When the portal opens, click the Continue button to the right of the RSA Secure ID image on your screen.

(Instructions continued on the next page)
Section II (continued): Connect with Your RSA Token

STEP 2: On the next screen, enter your DOL user name, password, and passcode (RSA PIN + token code) into the fields provided. Check the box to indicate that you agree with the Terms & Conditions and then click the Log On button.

STEP 3: After you have successfully connected, the OCIO Citrix Portal in your browser will display the available virtual desktops. Select the OCIO Desktop option to begin your Citrix Virtual Desktop session. Please Note: OWCP-DFEC users should select the IFECS WIN7 option instead.

STEP 4: When your Citrix Virtual Desktop session opens, read the DOL Warning Statement, then click OK. It may take up to 2 minutes for your DOL user settings to load so that you may navigate your desktop and access the DOL network.

If you minimize your session, you can easily open it again by selecting the desktop icon from your computer’s taskbar.

STEP 5: To log out, you must end your virtual desktop session. Click the Start menu in the bottom left corner of your virtual desktop, then click Log Off and choose the Disconnect option (6a).

Then navigate back to the OCIO Citrix Portal, then click your name in the top right corner of your browser window and select Log Off from the dropdown menu (6b).
Section III: Installing Citrix Virtual Desktop

Important Information: If you are connecting to the Citrix Virtual Desktop for the first time, you may be prompted to install the tool. See below for additional information about installation.

STEP 1: When you visit the OCIO Citrix Portal (https://portal.dol.gov), your browser will prompt you to install the Citrix Virtual Desktop receiver (if it is not already installed on your computer).

To proceed with the installation, check the box to agree with the Citrix License Agreement, then click Install.

STEP 2: When the installation tool launches, follow the prompts:

- 2a: Click the Start button
- 2b: Agree to Citrix Receiver License Agreement
- 2c: Finish the installation

STEP 3: When the installation has completed, return to your browser, click Continue, and proceed with login instructions from Section I (PIV card) or Section II (RSA token).

Section IV: Frequently Asked Questions (FAQs)

1. If I am working outside of a DOL office, which option should I use to connect to Citrix Virtual Desktop?

   If you are using a DOL computer with a PIV card reader, follow the directions in Section I of this guide to connect to the Citrix Virtual Desktop. If you need to connect to the DOL network using a non-DOL computer, follow the directions in Section II to connect with your RSA token.

2. Is Citrix Virtual Desktop compatible with all computers?

   Citrix Virtual Desktop has been certified for use on both Windows 7 and Windows 10 computers. If you are using a personal computer with a different operating system, you may be able to successfully install the Citrix Receiver and connect to the network. However, these systems have not been DOL certified.

3. What do I do if I need to print from the Citrix Virtual Desktop?

   If you are at a DOL office, you will be able to connect to DOL network printers. DOL does not support printing to non-DOL printers.

4. I was automatically logged out of Citrix Virtual Desktop — what happened?

   If you do not use your Citrix Virtual Desktop session for 30 minutes, the system will automatically log you out and you will need to establish a new session. This is a security measure designed to protect important information on the DOL network.

5. Can I move files directly from my computer and the Citrix Virtual Desktop (and vice versa)?

   Because Citrix Virtual Desktop is essentially a computer within a computer, you will not be able to directly drag files from the desktop of your physical computer and your Citrix Virtual Desktop session.

For additional assistance, please contact the Enterprise Service Desk (ESD) at EnterpriseServiceDesk@dol.gov or call 855-LABOR-IT (855-522-6748) or TTY at 615-795-6010.

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