

Remote Access – Using your Home Computer to Citrix into the Network

Prerequisites: A properly working and installed CAC reader on your home computer, your CAC & Pin, Internet Explorer version 8 or higher.

Notes: These instructions are provided for Windows Users.

For help with Macintosh operating systems please visit: <http://militarycac.com/apple.htm>

For CAC reader purchases (not an endorsement, just a reference) please visit:

<http://militarycac.com/usbreaders.htm>

(Step One) – Insert your CAC into your card reader

(Step Two) – Open internet Explorer and navigate to: <https://logon.calguard.ca.gov>

(Step Three) – You will be prompted by your computer to select a CAC certificate.

**** Always Select the *EMAIL* certificate ****

(Step Four) – If you do not have the current Citrix Software installed on your computer, the site will prompt you to install it; you must install the software to continue.

Notes: If you have installed the software or know you have the software installed already, click the option on the right of the screen to skip the check to continue.

(Step Five) – If the software is installed and it does not move to the next screen, Click on the Citrix Icon to continue to the Citrix Options Page

(Step Six) – Choose the User Desktop icon.

(Step Seven) – When prompted, enter your Pin. This process can be slow to initially logon to the user desktop, be patient!

Notes:

Take all actions within the Citrix window. The window will automatically size to be 75% of your screen. You cannot change this.

You must save any files created to your U drive (shown as My Documents in citrix).

Logging Off Citrix When You're Done:

When you are done, logoff inside the Citrix window like you would on a normal computer. Make you click the “Continue what I was doing” link that pops up on the Right lower portion of the screen. Failing to do so ties up the Citrix session, this can prevent others from using the resource.