

Logging into DHS Citrix Portal

Open Internet Explorer and delete anything in the URL bar, then type dhs.oregon.gov into the URL bar and press Enter

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In the User name field put in your OR#

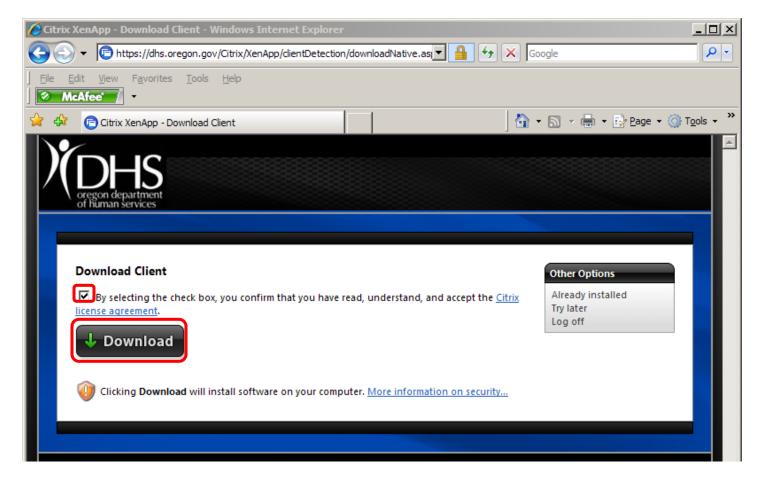
Type your Citrix password into the Password field*

*The password is the same as your password you use to get into your workstation

Oregon Depar Remote Access Porta	rtment of Human Services
system. Use of Orego and logged. Individual excess of their autho	n button, you state that you are authorized to access this on Department of Human Services systems are monitored s using this computer system without authority or in rity are subject to being prosecuted under ORS 164.377, I/or any other applicable state or federal law.
Call the DHS Service I	Desk at (503) 945-5623 for additional assistance.
	User name:
	Password:
	Log On

First time using Citrix on this workstation

You must click the checkbox first before it selecting Download



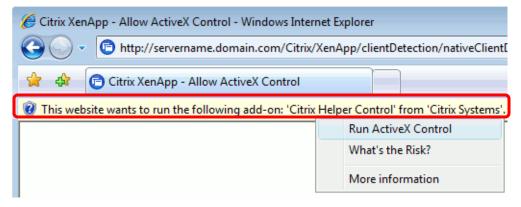
Select Run when you see the following popup

File Download - Security Warning Do you want to run or save this file?	×
Name: CitrixOnlinePluginWeb.exe Type: Application, 11.0MB From: dhs.oregon.gov <u>Run S</u> ave Cancel	
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>	

If you do not see the File Download prompt, check to see if there is an Active X prompt near the top of the webpage.

Allow ActiveX Control

Click on the Information Bar (at the top of the page) and select **Run ActiveX Control** from the menu.



Problems downloading? Try downloading the software again.

If so, Left-click the prompt (highlighted in red) then select Run ActiveX Control

Left-Click the Remote Desktop icon once to launch the program

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You will see a box like this while the application is loadin (it usually takes 15-90 seconds)



Type your Workstation Name or IP Address* and then Left-Click Connect

*if you do not know your workstation name or IP address, refer to the **Remote Deskop Prerequisite** document

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S	Remote Desktop Connection		/
<u>C</u> omputer:		•	
	Connect Close	<u>H</u> elp <u>O</u> ptions >	·>

In the **User name** field put in **DHS\OR#** (e.g. DHS\OR0103022)

In the **Password** field type your password to login to your computer

DO NOT CHECK REMEMBER MY PASSWORD



Troubleshooting Remote Desktop Logon

When running Remote Desktop, if it says

"Saved credentials will be used to connect to this computer" click the **delete** link

🗽 Remote Desktop Connection		
S	Remote Desktop Connection	
<u>C</u> omputer:	dhsct1040611	
User name:	dhsct1040611\installer	
Saved credentials will be used to connect to this computer. You can <u>edit</u> d <mark>ridelete</mark> hese credentials.		
	Connect Cancel <u>H</u> elp <u>O</u> r	otions >>

Then select **Yes** to delete the saved credentials

Remote I	Desktop Connection	
1	Are you sure you want to delete the saved credentials?	
	Yes No	

If there is anything in the **User name** field, delete it and put in **DHS\OR#** (e.g. DHS\OR0103022) In the **Password** field type your password to login to your computer and click **OK**

Remote Desktop Co	nnection ? ×
	Get
	s for dhsct1040611. These credentials u connect to the remote computer.
User name:	🕵 dhsct1040611\installer 💽 🔤
<u>P</u> assword:	
	Remember my password
	OK Cancel