How to launch Remote PC
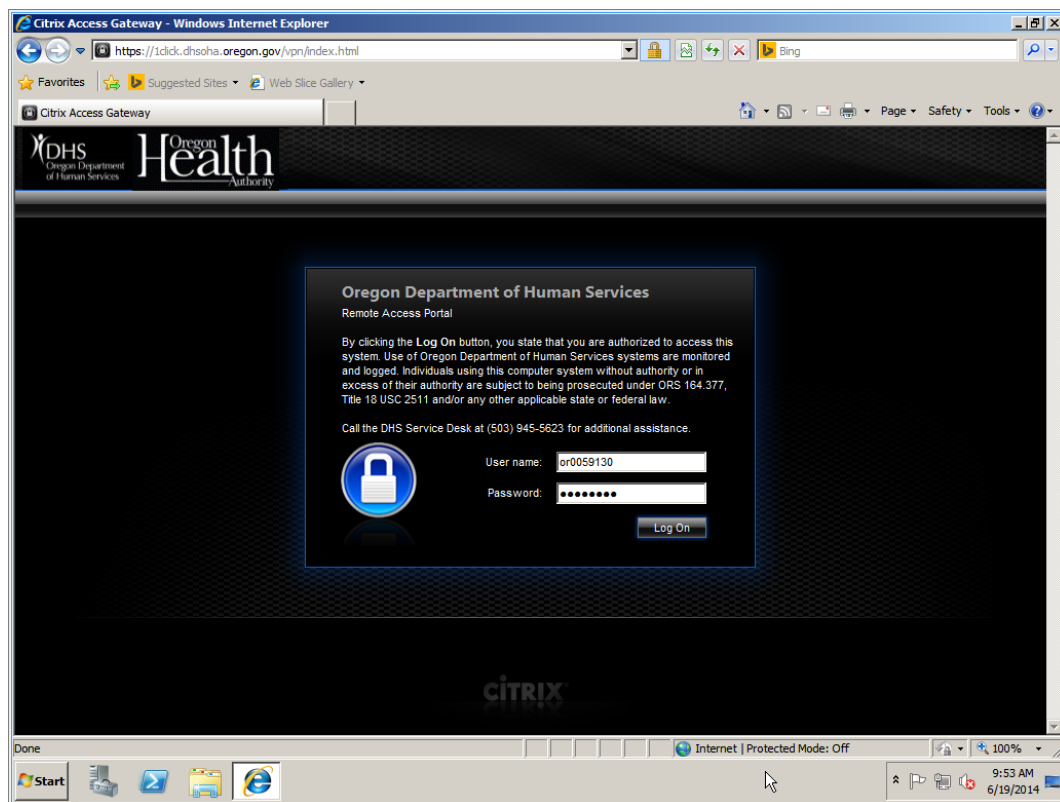
1. Determine the version of the Internet browser you intend to use to access Citrix/RemotePC.
   a. If you use Internet Explorer 8 or above, Mozilla Firefox 23 or above, or Google Chrome 29 or above on your computer you use to access Citrix (likely your home computer), continue to Step 2.
   b. If you use IE7 or an older version of another browser, please use our Citrix web interface portal, http://dhs.oregon.gov to access RemotePC. Instructions for that website start on page 7
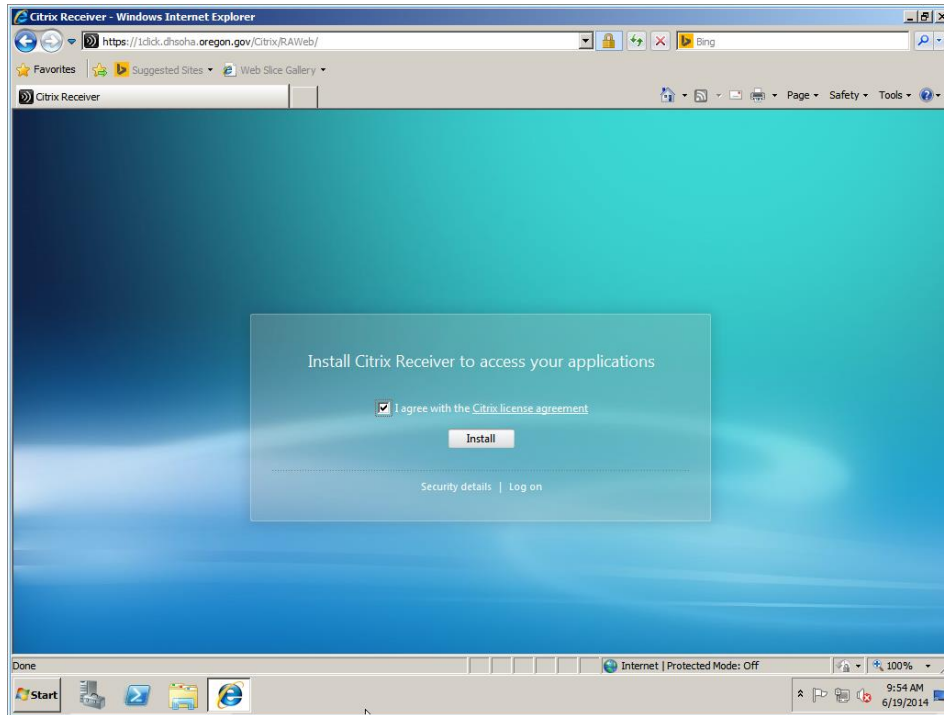
Note – All Screenshots and directions below are based on Internet Explorer. Steps will be similar in Firefox/Chrome. If you need assistance, contact the DHS/OHA ServiceDesk at (503) 945-5623
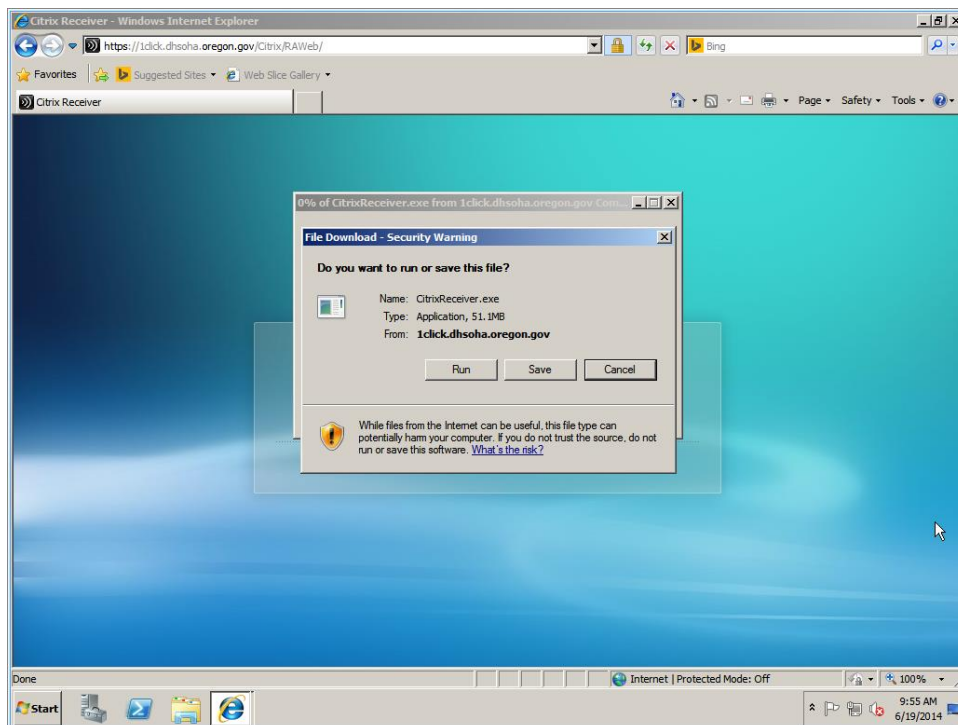
Instructions for newer internet browsers

2. Browse to **http://1Click.dhsoha.oregon.gov** and enter your OR# or P# and you password, then click Log on.
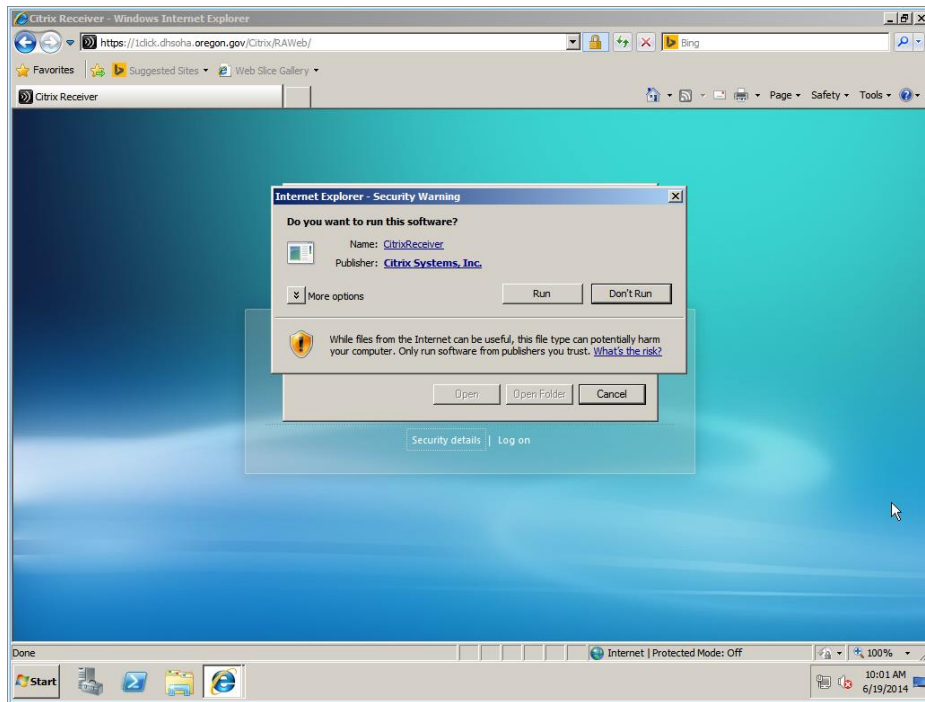
3. If this is the first time you have used our new 1Click citrix portal or you don't have the Citrix Receiver installed on your workstaion, you will need to install the receiver now. If not, you can skip to step 9.

4. Check the I agree with the Citrix license agreement box and click Install. Then Run the CitrixReceiver.exe download.

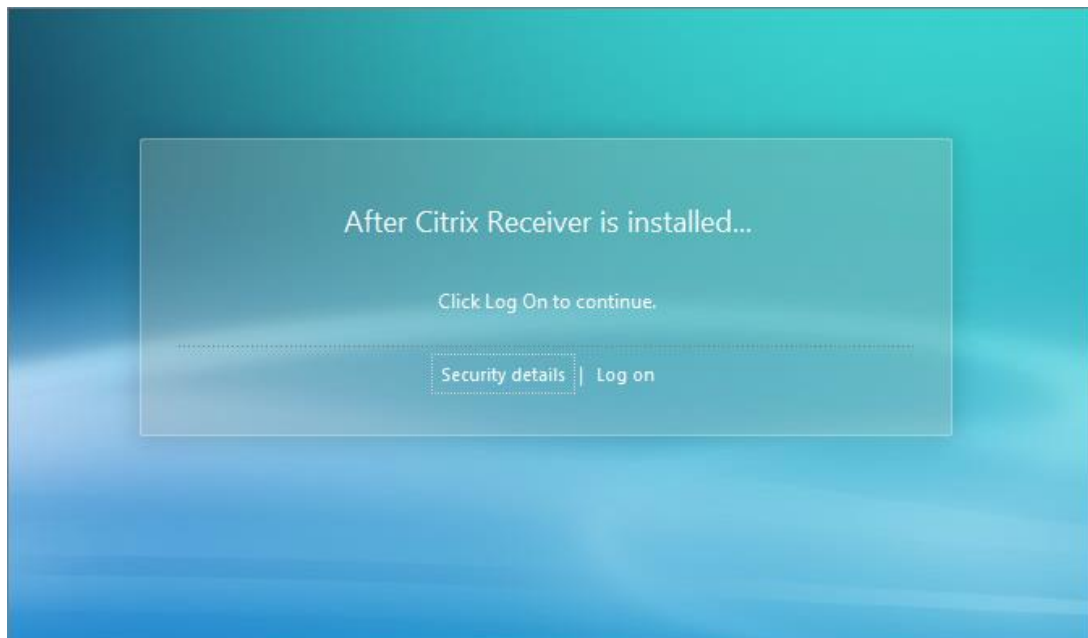5. Click Run to start the installation.

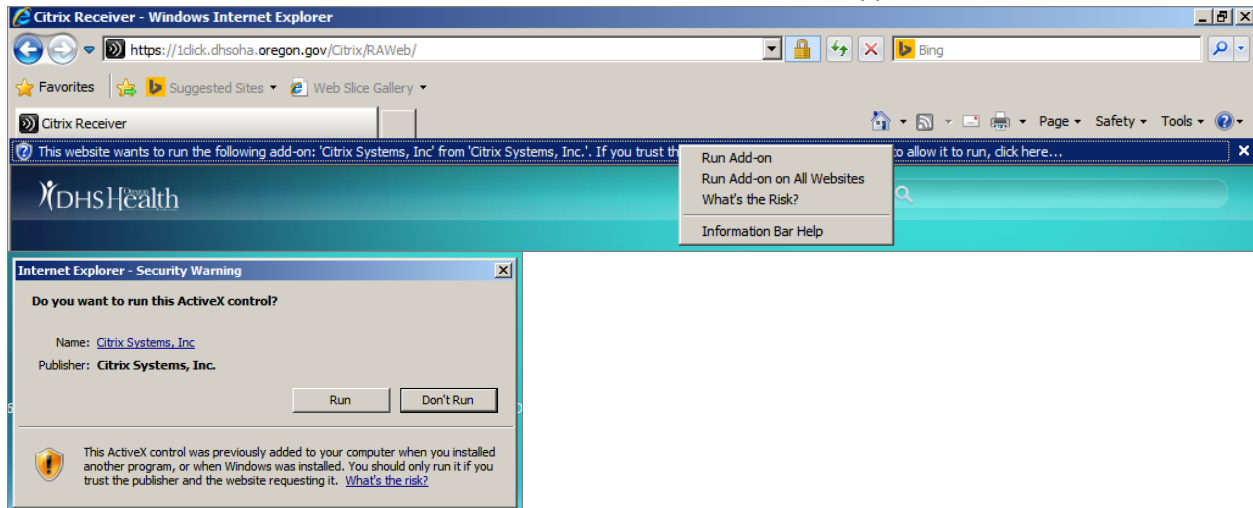6. Click Install to install the Citrix Receiver.
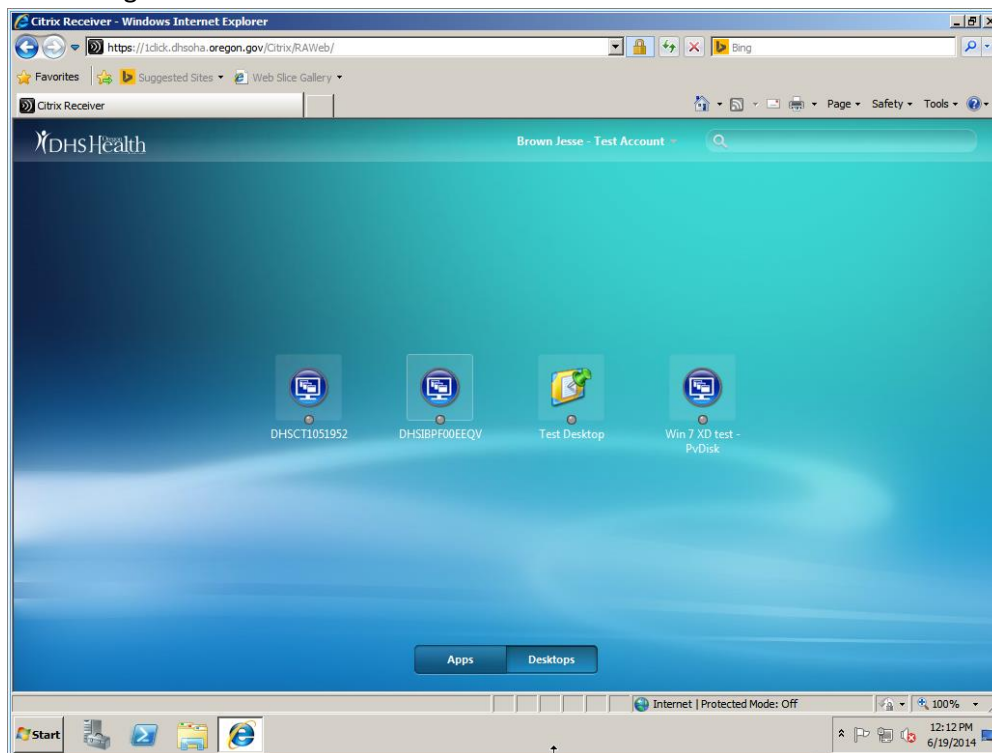
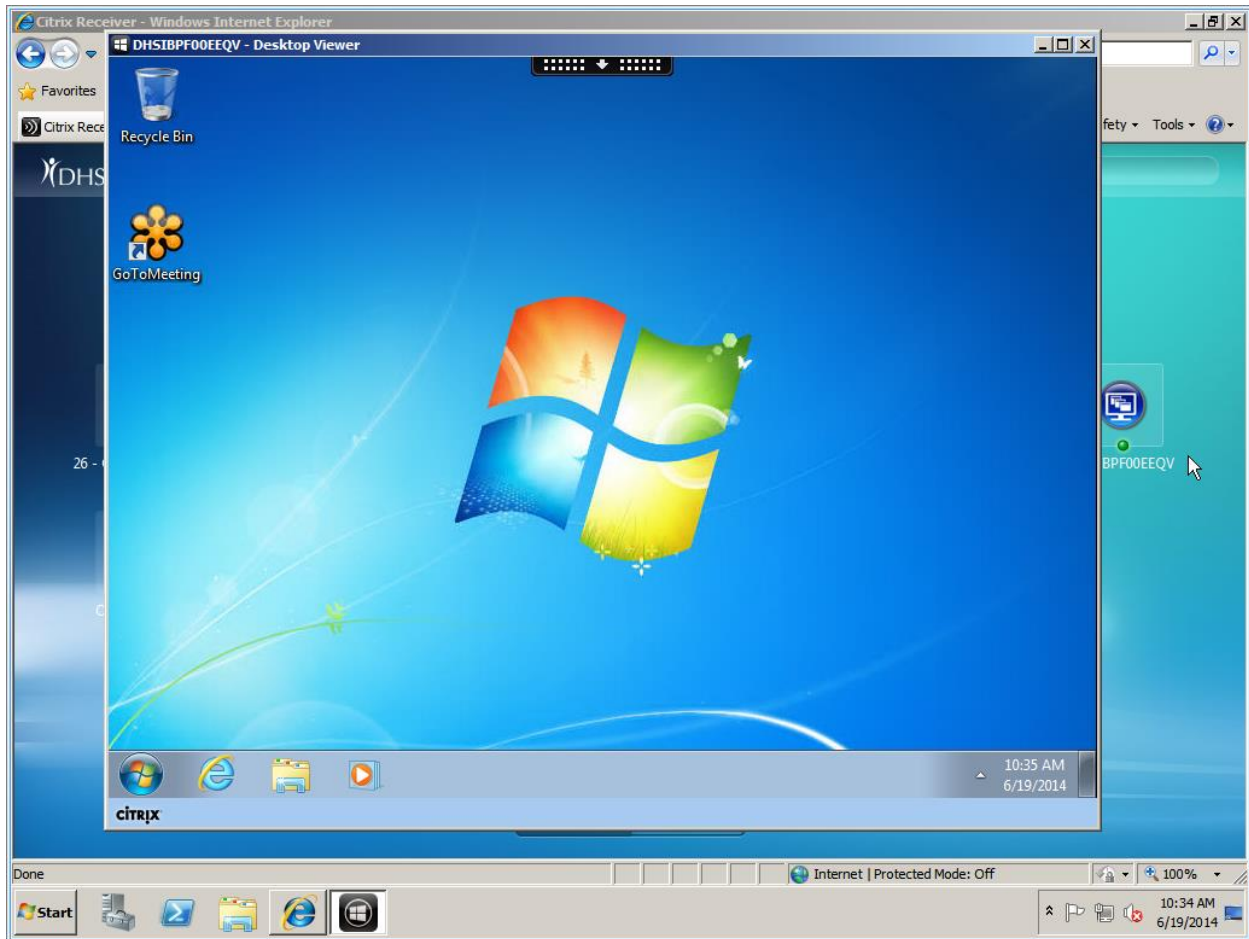7. Click Finish to complete the install.

8. Click Log on to continue.

Note - You may see the following "This website wants to run…" bar, if so click the bar and then select Run Add-on on All websites, then click Run on the active x window that will appear next.
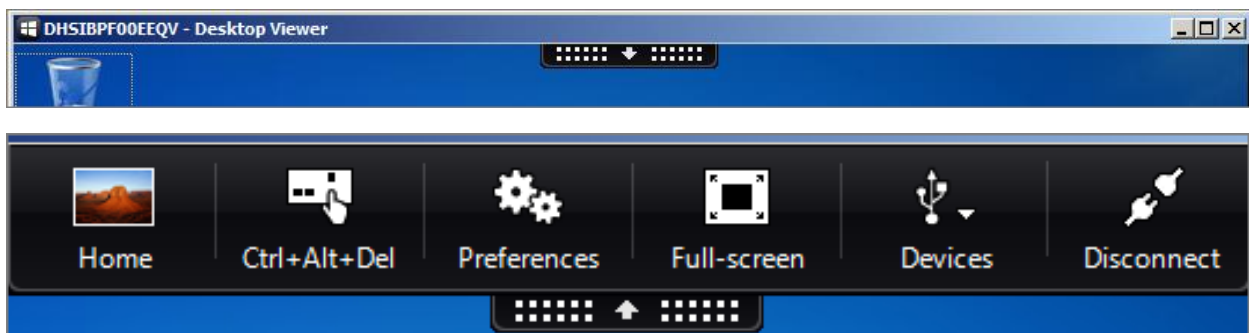

9. Verify you are on the Desktops tab (shown at bottom of screen*). If you don't have a Desktops tab, or you don't see your DHS/OHA PC listed, please call the DHS/OHA Service Desk at 503-945-5623.* Click on your DHS workstation icon (e.g. DHSIBPF00EEQV) and your RemotePC session should begin.

You can switch between full screen mode and window, as well as change other settings/tasks, by clicking the black/white arrow (shown below) on the top of your window.
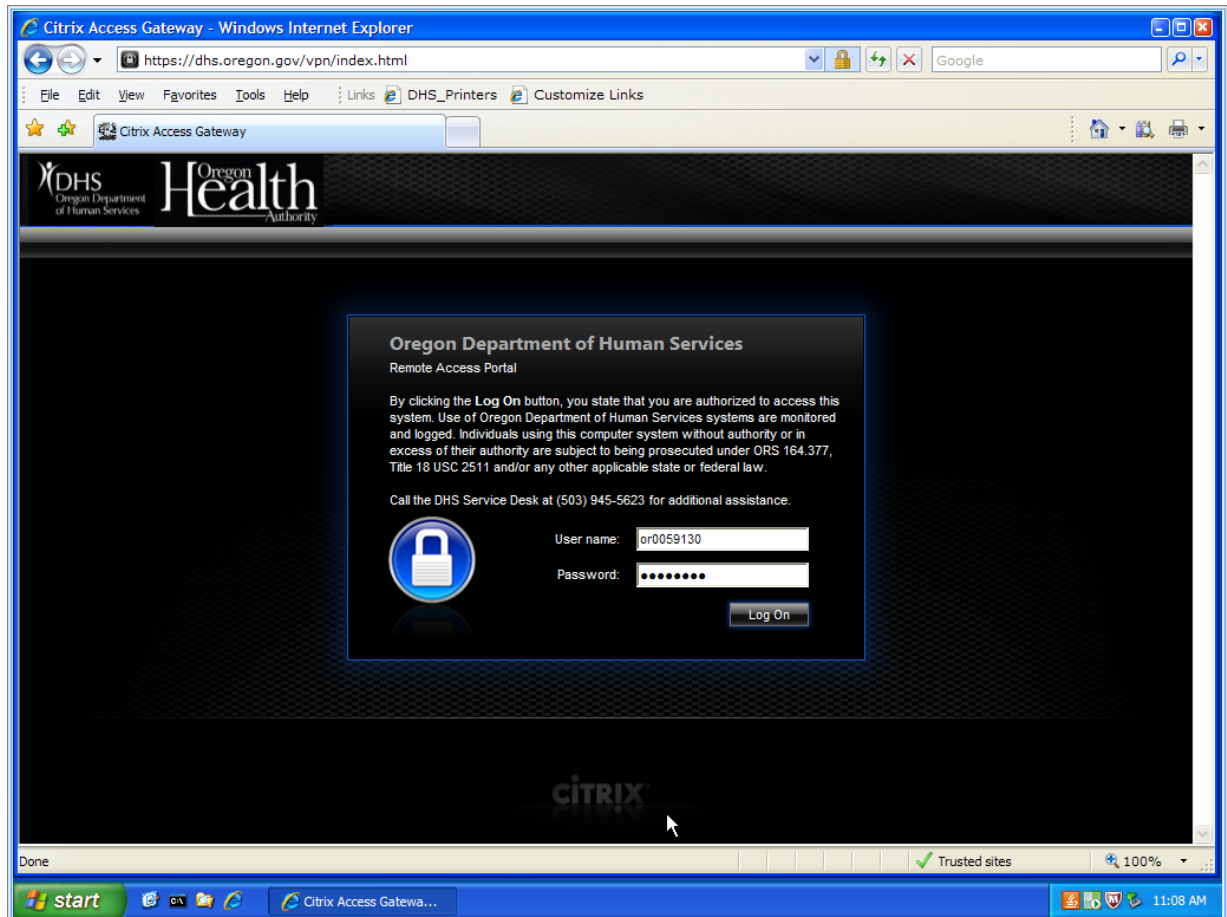

We hope you enjoy your new RemotePC access!

If you need any assistance or have questions, contact the DHS/OHA Service Desk at (503) 945-5623 or dhs.servicedesk@state.or.us.
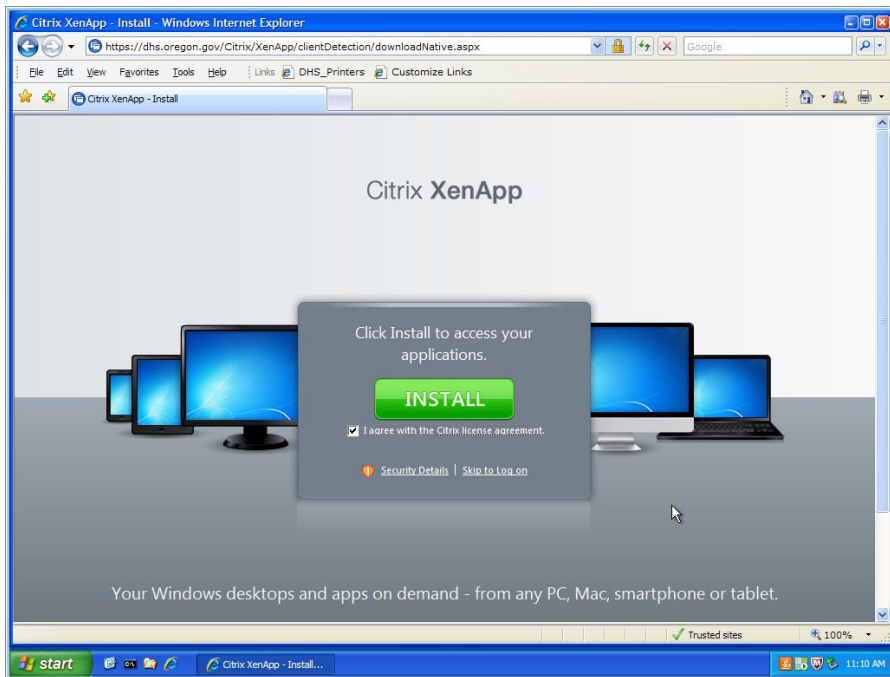
RemotePC Instructions for older browsers (IE 7 or lower)

1. Browse to http://dhs.oregon.gov
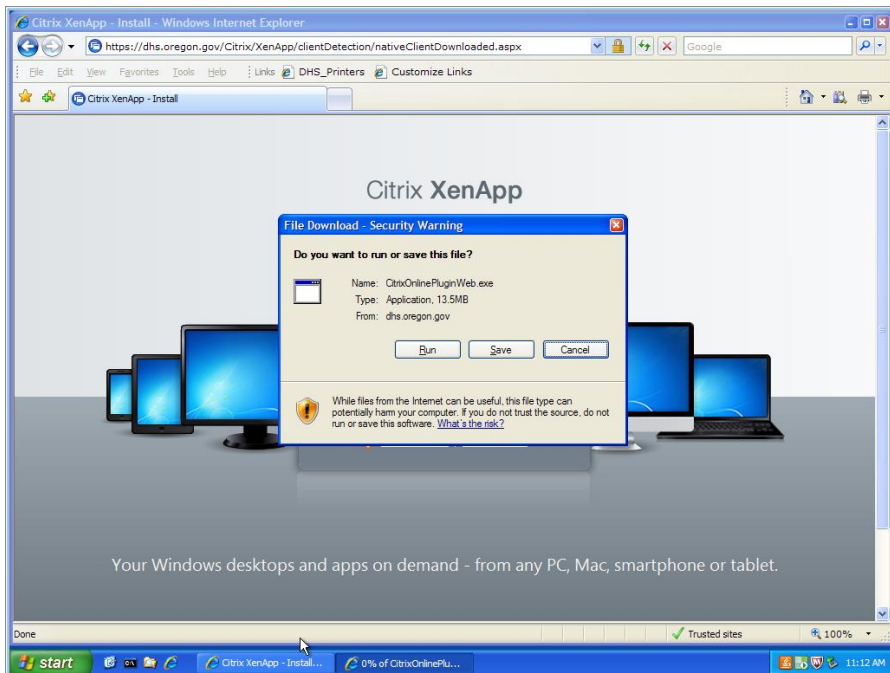2. Enter your username, which is your OR# or P# and then enter your password. Then Click Log On.

3. If this is the first time you have launched our citrix portal or don't have the Citrix Web client/Receiver installed on your computer, continue to step 4. If you already have launched citrix before or have the client/receiver installed, you can skip to step 6.
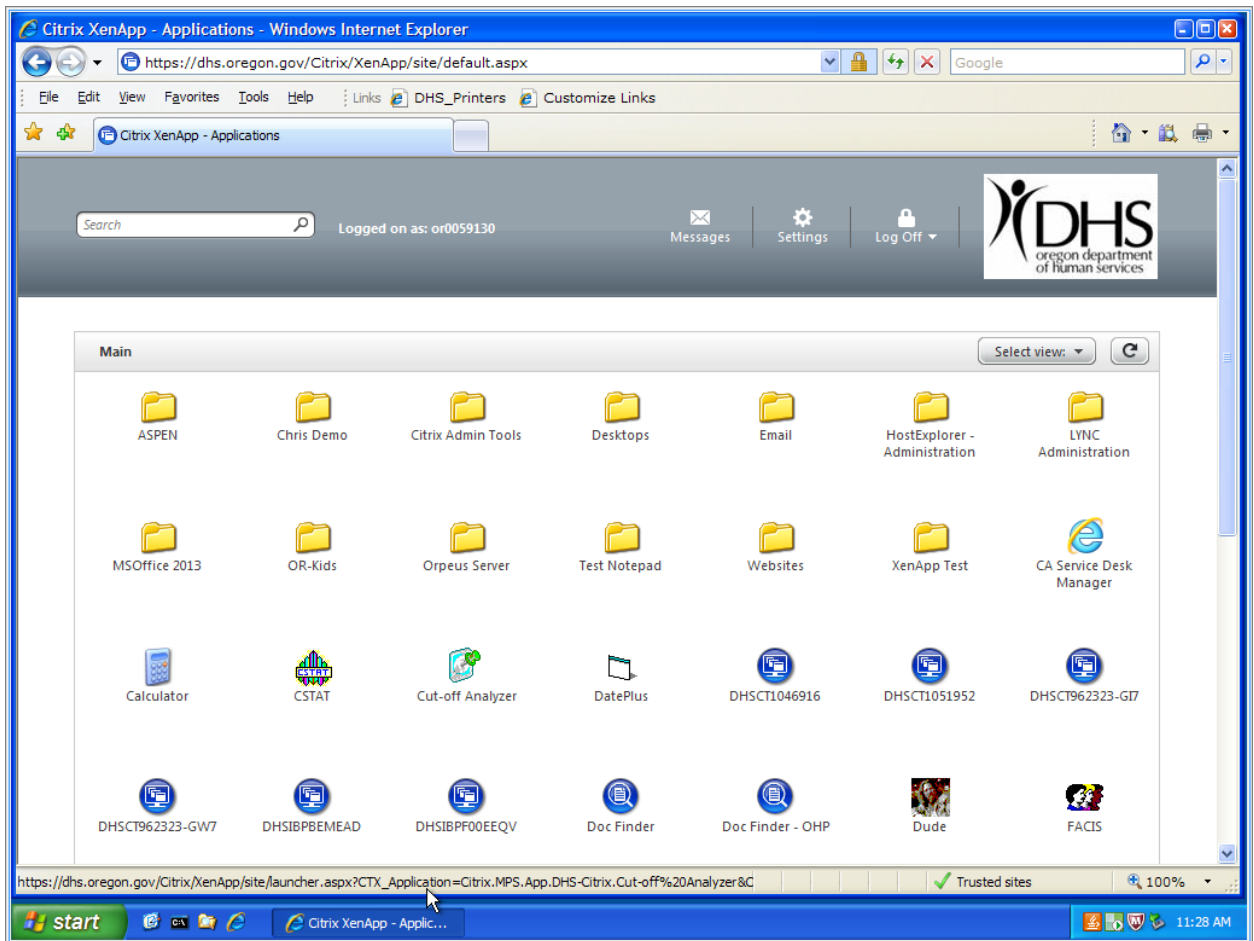
4. Check the "I agree with the Citrix license agreement" box, then click Install.
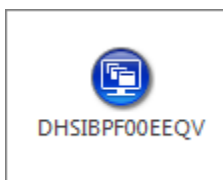

5. Click Run to run the CitrixOnlinePluginWeb.exe, and then OK on the install complete window.
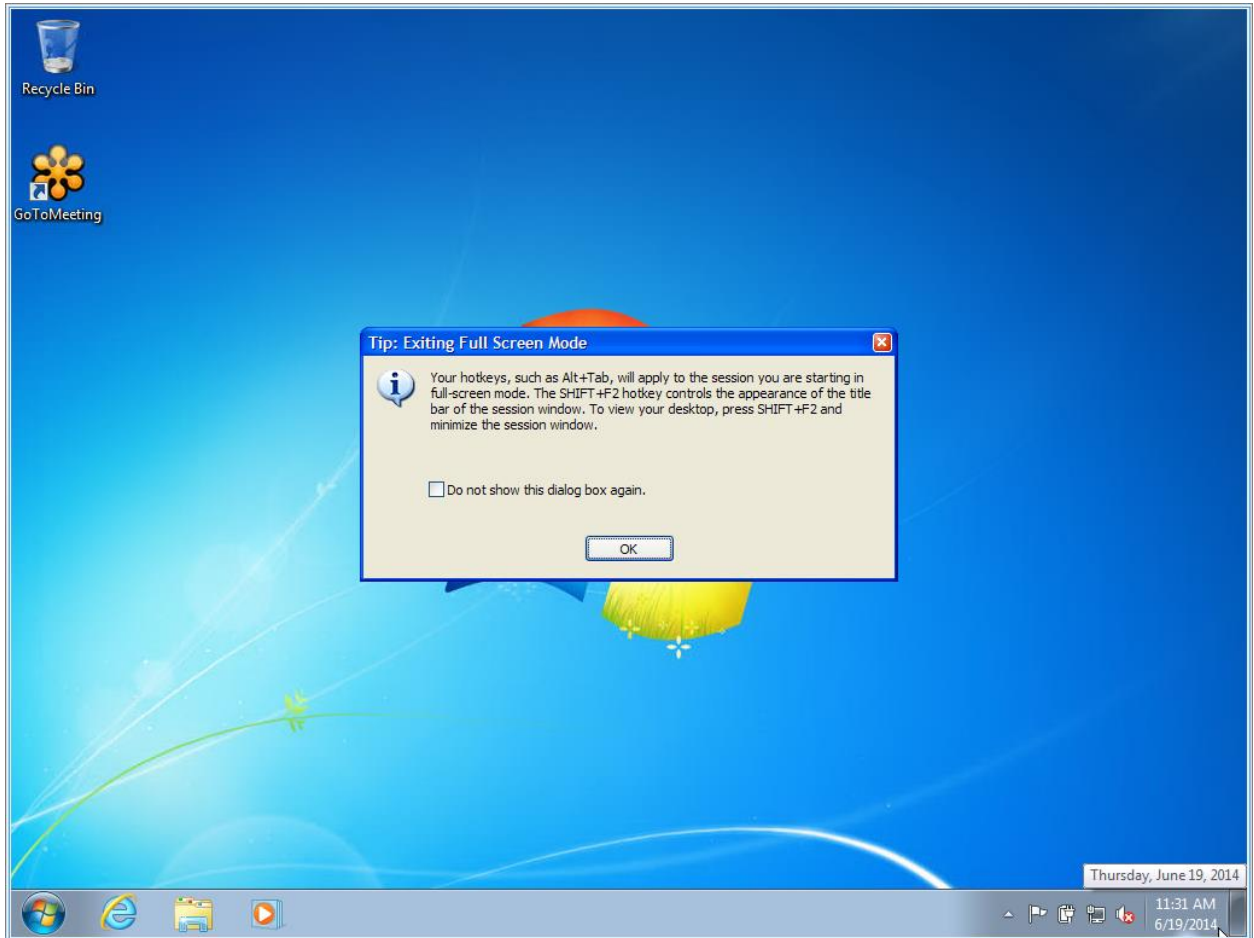
6. You will now see the Citrix apps you have available.

7. Find your DHS PC name (e.g. DHSIBPF00EEQV) and click it. The icon should be blue (shown below).

8. Your RemotePC desktop will launch in full screen mode by default the first time. **IMPORTANT** - *Note the Tip window that displays info on how to switch between full screen mode and window. By default, hold SHIFT and press F2 to switch back to window mode so you can access your home PC.* Click Ok once you have read the tip.

We hope you enjoy your new RemotePC access!

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