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ACCESSING YOUR WORK EMAIL USING **YOUR** HOME COMPUTER

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REQUIREMENTS

Accessing your business email from your Windows® (version 7 or higher) home computer requires the use of your LincPass and a smart card reader. If you don't have a smart card reader, try your local help desk. Smart card readers are also available from amazon.com and most computer supply stores. (The SCR3310 is a tried-and-true model.)

You'll also need a DSL, cable, or WiFi hotspot Internet connection.

Satellite Internet service (e.g., DirecTV®, Dish Network®) is not supported.

Internet Explorer® (version 11) is the only browser supported. If you're using Windows 10®, which replaced Internet Explorer with Edge®, just type "Internet Explorer" in the search bar and then select it from the list displayed.

STEP ONE: Turn on your computer and wait for it to fully start.

STEP TWO: Plug your smart-card reader in to any available USB port, then wait for the device to be recognized and the driver to be installed.

STEP THREE: Install *Citrix Receiver*. Browse to http://receiver.citrix.com and follow the prompts to install. When finished, *do not* add an account if prompted.

STEP FOUR: Open Internet Explorer and go here: http://workspace.usda.gov.

STEP FIVE: In the *Select a certificate* dialog box, click on the certificate you use to access your work computer (it should end in "@fedidcard.gov"), click OK, and then enter your PIN at the prompt. (Make sure your browser window is not full screen; otherwise, the dialog box may be hidden behind it. Also note that the order of the certificates listed can change; you can't always select the certificate based on its position in the list.)

STEP SIX: Click on the Hosted Desktop icon, select the correct credential (the one ending in "@fedidcard.gov"), then re-enter your PIN.

STEP SEVEN: When prompted for a user name and password, don't enter it. Instead click the left arrow displayed to the left of the *Entrust Identity Guard®* box, then select *Other User*.

STEP EIGHT: Re-enter your PIN. If you get the error, "Your credentials could not be verified," select the other box under Sign-in options (one not currently highlighted) and try again. You may also get an error concerning "ctxMTHost.exe". Simply click OK to ignore the error.

If you get the message, "Web page wants to run the following add-on: Citrix Systems, Inc." check the box alongside, "Do not show this message again" and then click Allow.

(See other side)

STEP NINE: At the *Citrix Receiver Security Warning* dialog, select *Permit use* (to allow *Receiver* to access resources on your computer).

STEP TEN: The Windows Desktop is then displayed. In the lower left corner, click the Start button and launch Microsoft Outlook®. You can also launch any other available app.

That's it!

Ending Your Session

When you're ready to call it a day, don't just close your browser window and leave it at that. Instead, do this: Right-click on the Start icon in the lower left corner of the Desktop, hover over "Shut down or sign out," and then select "Sign out."

Next Time You Access Citrix

Always start from a *new* Internet Explorer window, not a new tab. In other words, close Internet Explorer entirely and restart it before accessing *Citrix Receiver*. Then start at **STEP FOUR** of the instructions on the other side.

If You Run Into Problems

Cannot log on using smart card: Make sure you are starting from a new Internet Explorer window. Close the Internet Explorer app and restart it.

Application takes too long to start: Are you responding to the prompts in a timely manner? Do you have enough network bandwidth (e.g., is someone streaming a movie over the same Internet connection)? If you still have problems, try reinstalling *Citrix Receiver*.

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