Instructions for Using Two- Factor RSA Tokens with Citrix Workplace Environment (CWE)

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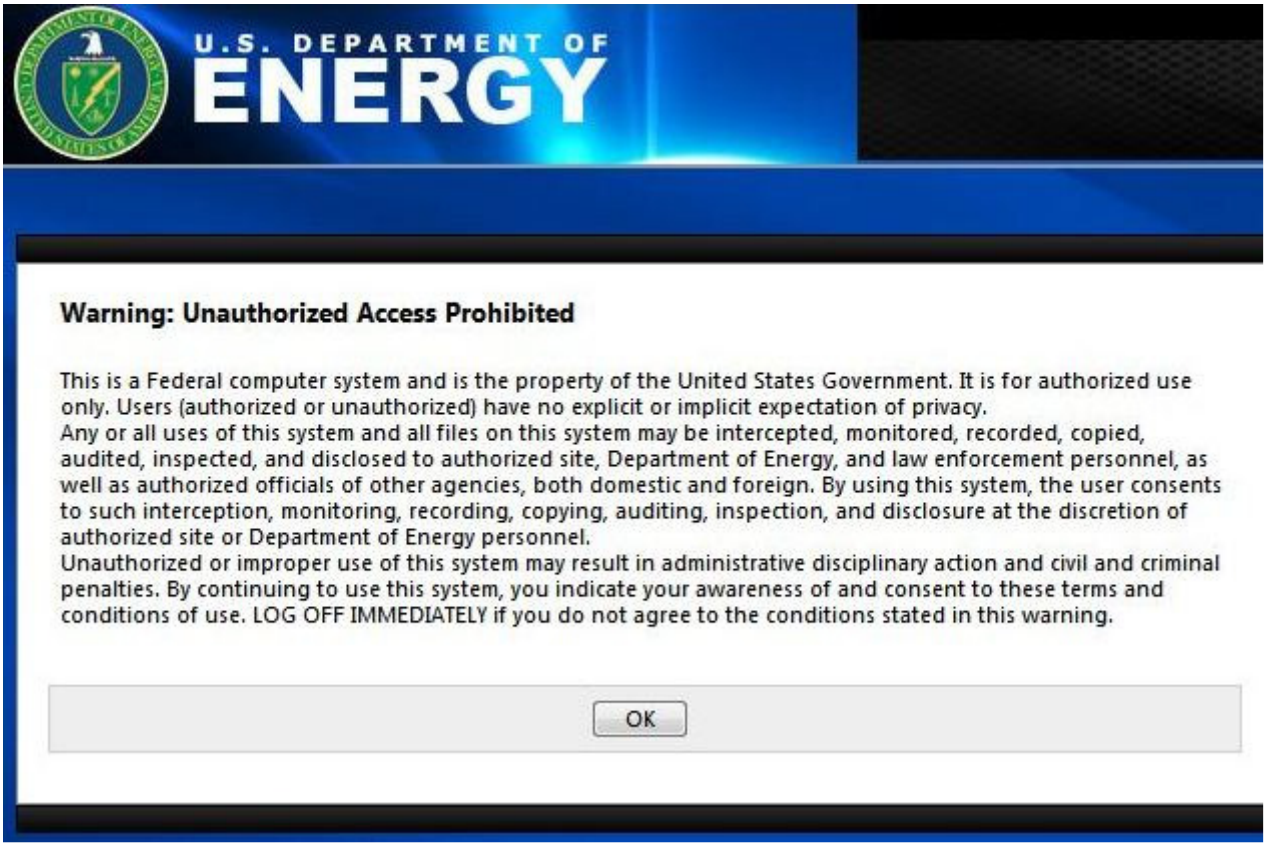
Associate CIO for Operations (IM)
United States Department of Energy

Using Your RSA Token with Citrix

Note: If you access Citrix Workplace from within the DOE network (DOEnet or VPN) then you do not need an RSA Two-Factor token. The Citrix Workplace logon screen will prompt you only for your Windows User name and Password.

Step 1 – Establish a connection to the Internet and connect to https://workplace.doe.gov.

Step 2 – Click "OK" to bypass the Government warning banner.



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Step 3 – For NEW RSA Token Holders Only! If you are using your RSA Token for the first time you should follow the steps below for RSA PIN creation. Others who have already set up their PIN and used their RSA Token successfully should proceed to **Step Five (5)**.

Enter your Windows User name (LAN ID) in the User name box and your generated RSA Token Code in the PASSCODE box, and then click the Log On button.

Example: Assume your LAN User ID is DOEJ and the generated RSA Token Code is **032848**. In the User name box you will enter DOEJ, and in the PASSCODE box, you will enter **032848**, and then click the Log On button.

Step 4 – The RSA system will detect that you are in "PIN reset mode" and direct you to set up a new PIN based on 4 to 8 alphanumeric characters. You will need to type it again for the second time to confirm your New PIN. This PIN will become a permanent part of your new two-factor token so make sure you set it to something you can remember.

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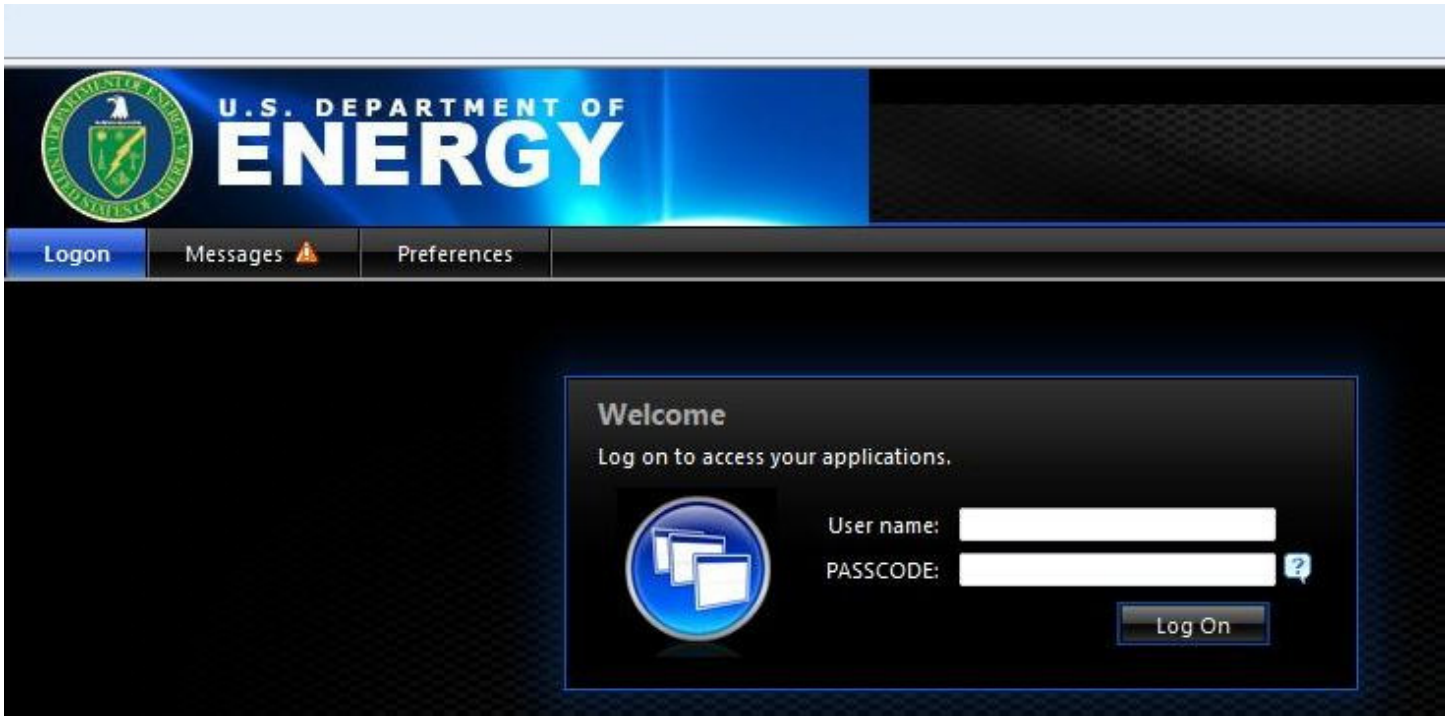
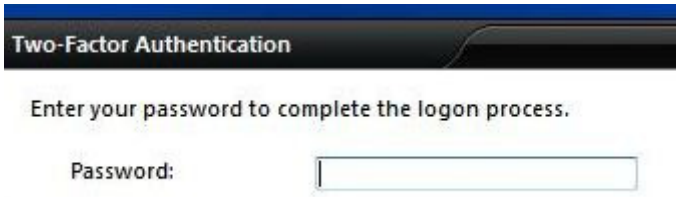
Step 5 – The Citrix Workplace login page (see image below) will be displayed. Enter your Windows (LAN) User name in the User name box and your RSA PASSCODE in the PASSCODE box. Click the "Log On" button.

Note: Your PASSCODE is a combination of your two-factor pin followed by the generated RSA Token Code. Example: your LAN User ID is DOEJ, your two-factor pin is **1234,** and your generated RSA Token Code is **032848**. In the User name box you will enter DOEJ, and in the PASSCODE box, you will enter **1234032848**, and then click the Log On button.)

The bars on the left side of your RSA token screen show how much time is left until a new 6-digit display will appear. If your RSA display shows one bar, you may want to wait until the new number is displayed before entering this part of your Passcode



Step 6 – After successfully entering your Windows User name and your RSA PASSCODE, you may occasionally see a prompt for your Windows User PASSWORD. There are various situations that cause this prompt (having multiple network accounts, or having a recently changed Windows LAN Password are examples). If you see the PASSWORD prompt, enter your Windows LAN Password and click the Log On button to continue.

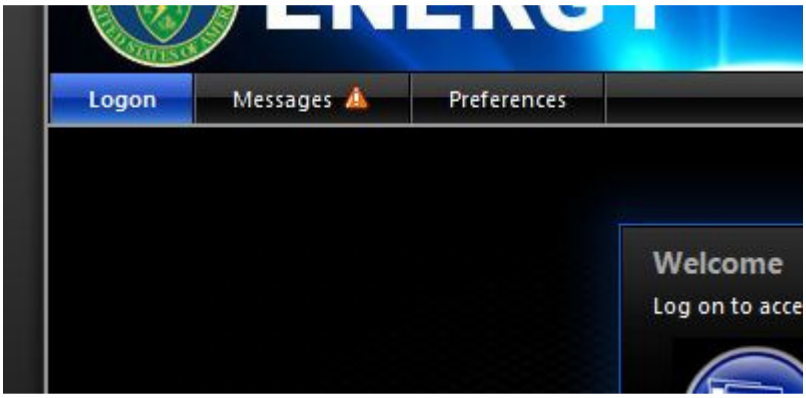


Step 7 – After successfully logging in, the Citrix Workplace portal page will be displayed with icons representing all of your authorized Corporate Applications. Such as:

Step 8 – If you are an existing Citrix Workplace customer and you have already installed Citrix client software, you are done. You may click on your desired application. It should load and launch normally.

Note: If you have never previously installed Citrix client software, you will need to follows Steps 9-15 before you can gain access to Citrix applications.

Step 9 – Click the "Messages" button:



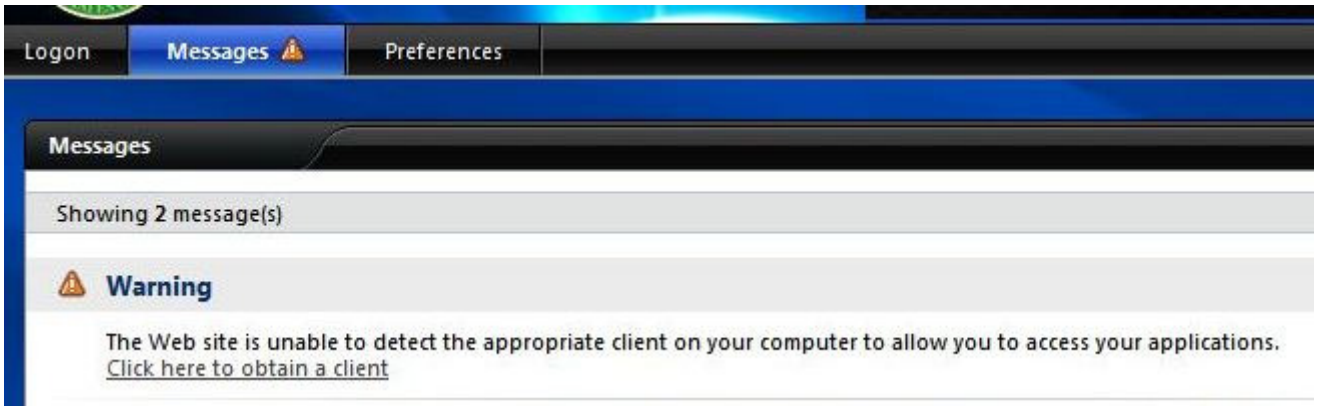
Step 10 – In the messages area, depending on what version of Windows you are using, and what version of Internet Explorer you are using and what your local security settings are, you may be directed to do the following:

- set HTTPS://workplace.doe.gov as a "Trusted Site".
- allow ActiveX control ("Citrix Helper Control") to run.

If you are prompted regarding the Trusted Site settings or the ActiveX control, please take the requested action. If you are unsure how to do this, please contact the ESC Help Desk (301-903-2500) for assistance. You may be able to work with Citrix without acting on these requests, however, for best results try to adjust your settings as requested.

When you are finished, proceed to **Step 11**.

Step 11 – From the "Messages" area of the Citrix Workplace web site, click the link to download and install the Citrix client software:

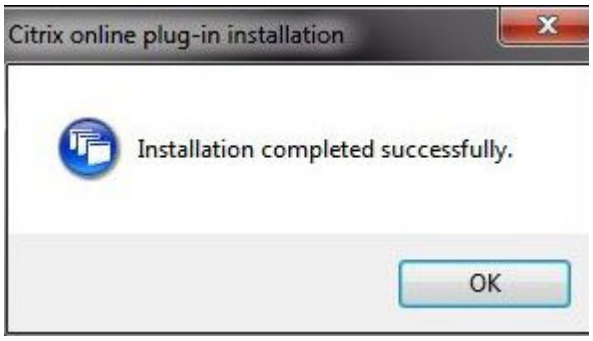


Step 12 – Choose "Run" when prompted to Run or Save the client software:

Step 13 – Wait for the Citrix client software to finish downloading and installing. The software works with Windows XP, Vista and 7 (32 bit & 64 bit). Windows Vista and Windows 7 users may have to click "OK" on a user-account control security prompt to allow the software to fully install.

Note: You will need administrator rights to your local PC to install this software. It is sometimes possible to install the software without administrator rights, but in most cases, you should attempt the install when logged on to the local PC with full admin rights.

Step 14 -- After the software downloads and successfully installs, you should see a message "Installation completed successfully". Click OK to proceed.



Step 15 -- At this point, click the "Logon" button to return to the main logon page. Logon and run your application as outlined in **Step 8**.

Please call the DOE ESC Help Desk at 301-903-2500 if you encounter problems obtaining and installing the client software and/or connecting to your published applications.