CAREER CENTERS MOVE TO CITRIX

Guide for Hearings

DRAFT

DCS 10.07.14

Career Center Networks

- Career Centers will be off the EOLWD network and onto their own local networks by the end of December 2014

- EOLWD IT developed a new Citrix platform for staff working at Career Centers (we refer to it as Citrix 2)

- EOLWD staff will have a new "Citrix State Desktop" to access applications and system drives

Sign On

- Log on to assigned computer(s) at the Career Center (this log in will be specific to each Career Center – see next page)

- Connect to the Internet browser and access Citrix at https://staff-citrix.detma.org

- Enter the DETMA user name and password

- Use Internet Explorer from the Citrix desktop to get to Clear2there or to UI Online

- Log on to any applications that require a password as is done now (e.g., MOSES password to get into MOSES, etc.)

Sign On for Hearings Staff

CAREER CENTER	SIGN ON TO ACCESS THE INTERNET
BerkshireWorks Pittsfield	TBD
Fall River Career Center	TBD
Taunton Career Center	TBD
Workforce Central Milford	TBD
Workforce Central Southbridge	TBD
Franklin Hampshire Career Center	TBD
JTEC Hyannis	TBD
Career Center of Lowell	TBD
North Central Career Center Leominster	TBD

Citrix Desktop

- The Citrix desktop is standard for all EOLWD staff and cannot be customized – see next few pages on setup

- The desktop will have the same software applications as on the standard EOLWD desktop

- Familiar drives to store and retrieve documents are available but may not have the same drive letter (X, H, etc.)

- As with any new computer setup, there are some adjustments that will need to be made
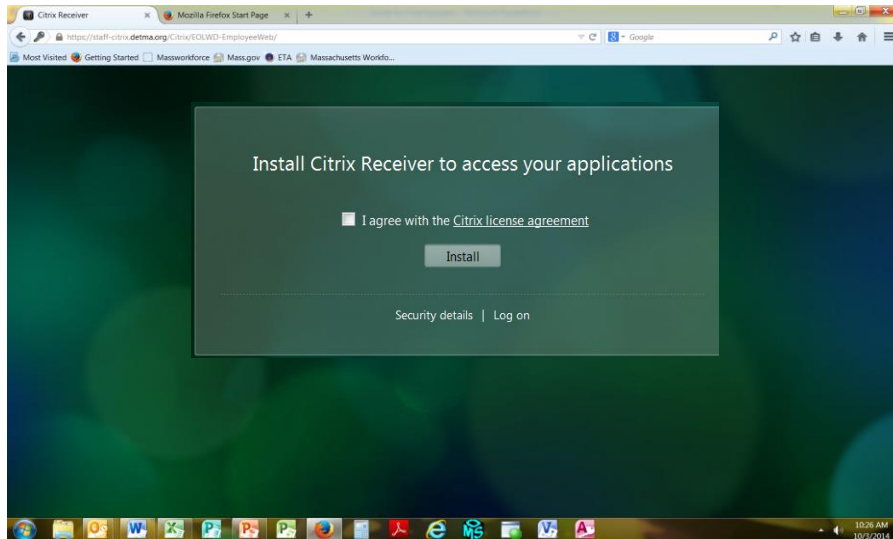
CITRIX DESKTOP

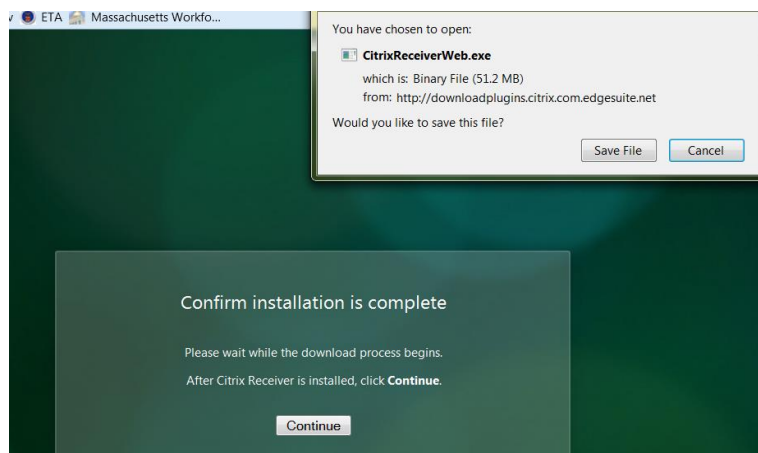Connect to an Internet browser and access Citrix at https://staff-citrix.detma.org
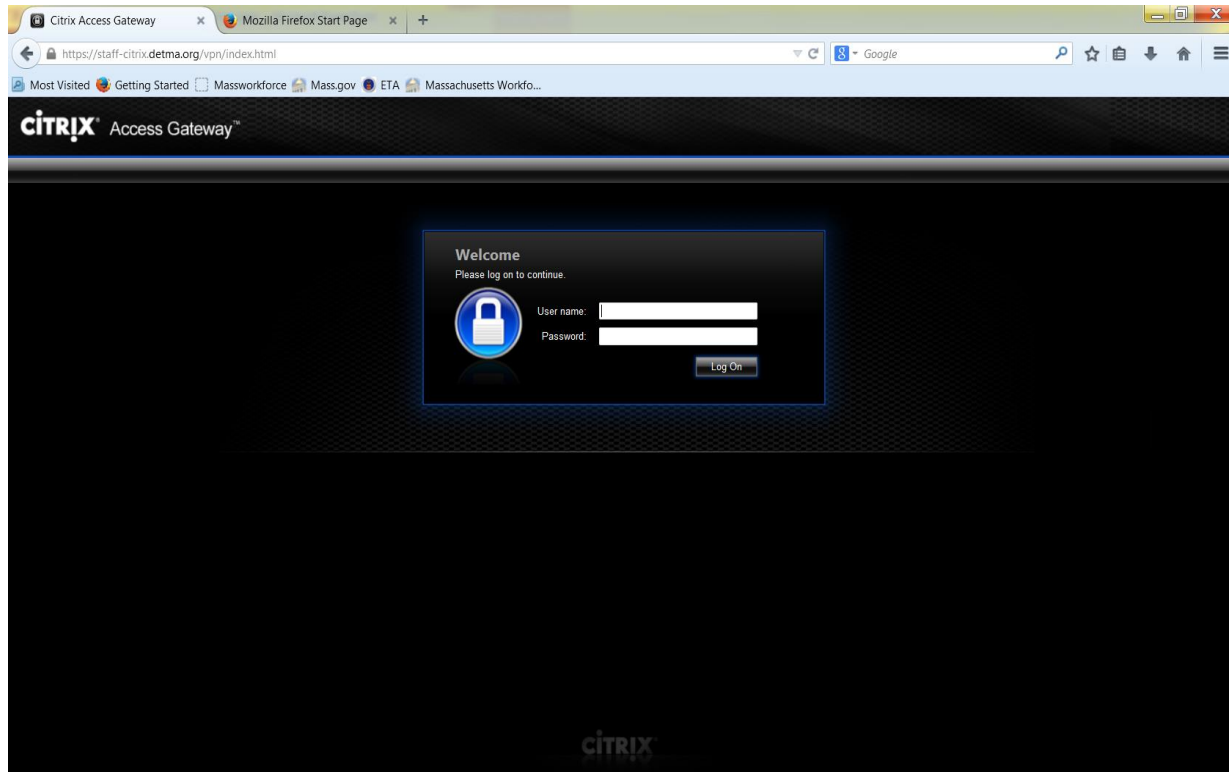
Enter DETMA user name and password

INSTALLING CITRIX DESKTOP

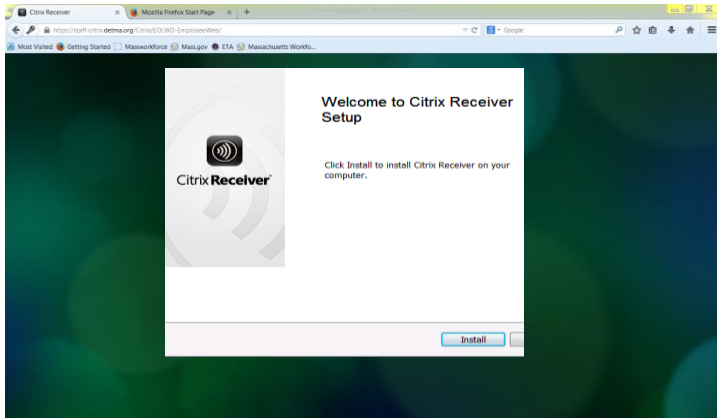**Only needs to be done first time using Citrix on the computer**

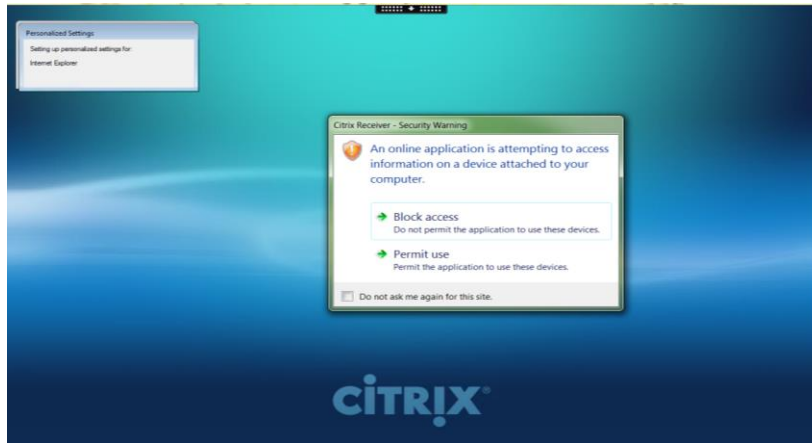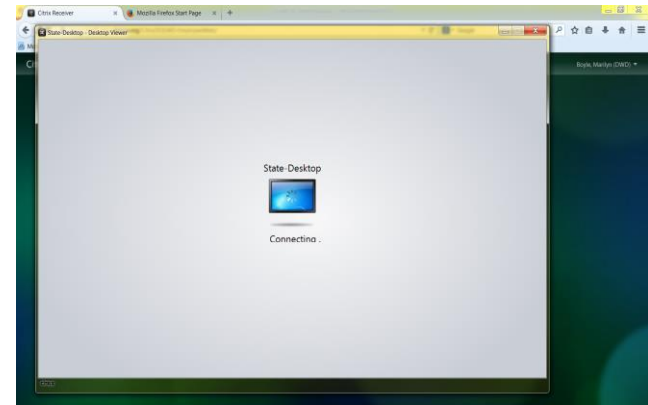Click INSTALL and follow the on-screen instructions to download and install the Citrix Receiver.

NOTE: Actual screens may vary depending on browser (Internet Explorer or FireFox)
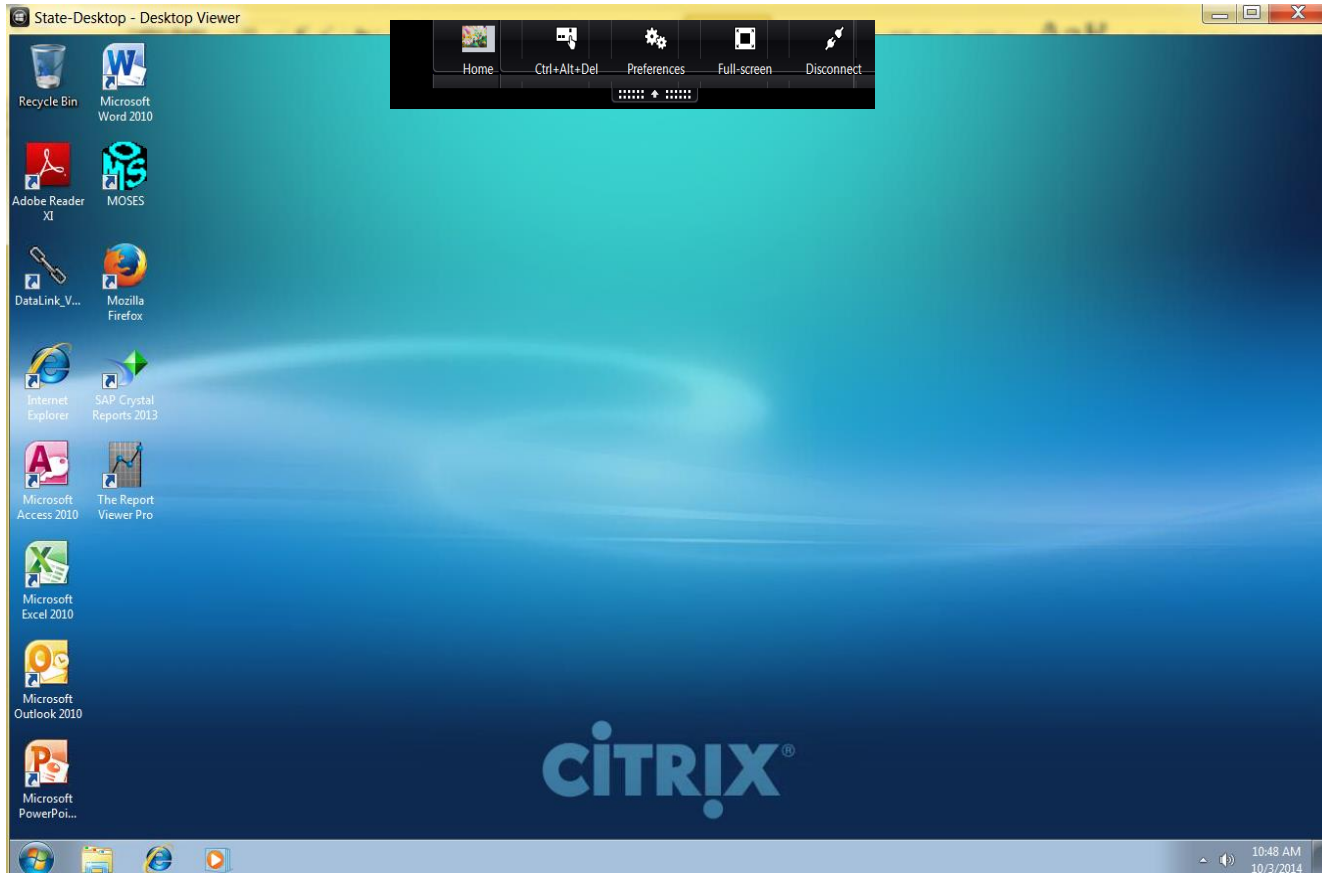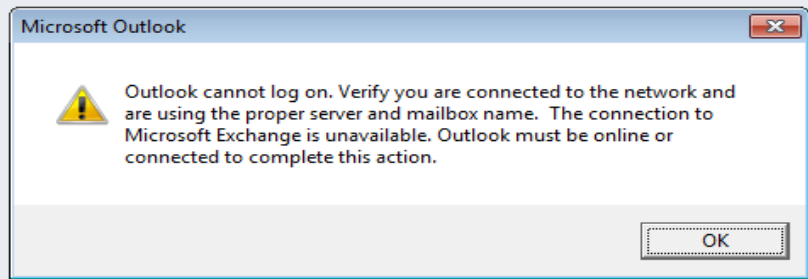
Install

State Desktop is Opening

Click Do Not Ask Me…

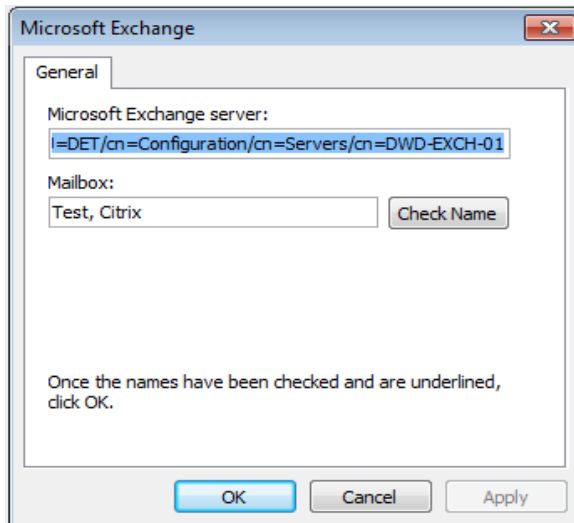Then Permit Use

Citrix State Desktop Applications

Setting up Outlook

This message may appear when first clicking on Outlook on the desktop
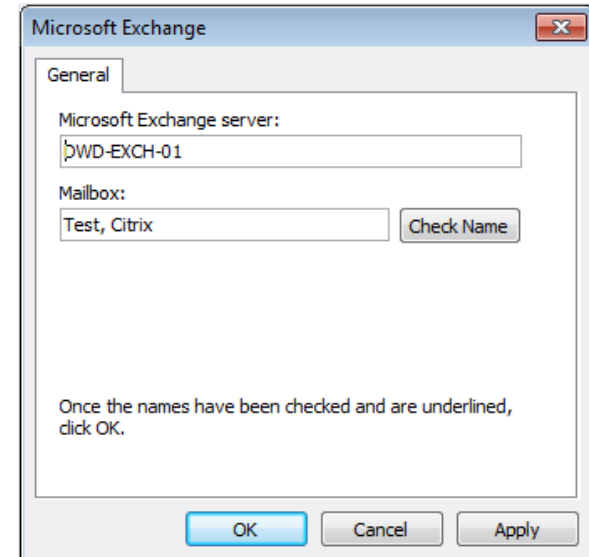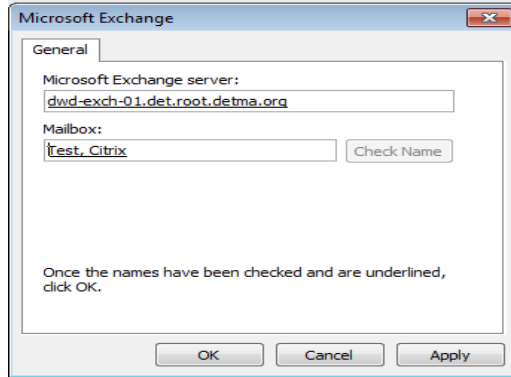
Click OK

Change Server as shown

Click Check Name

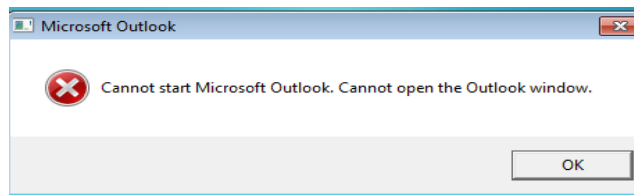Click OK

<u>Setting up Outlook Continued</u>

Microsoft Exchange

General

Microsoft Exchange server:
dwd-exch-01.det.root.detma.org

Mailbox:
Test, Citrix   Check Name

Once the names have been checked and are underlined, click OK.

OK   Cancel   Apply

Correct Exchange Server Displays

Click Ok

Microsoft Outlook

Cannot start Microsoft Outlook. Cannot open the Outlook window.

OK

IGNORE THIS MESSAGE

Click OK

Microsoft®

User Name
Please enter your full name and initials below.

Name: Test, Citrix
Initials: TC

OK

© 2010 Microsoft Corporation. All rights reserved.   Cancel
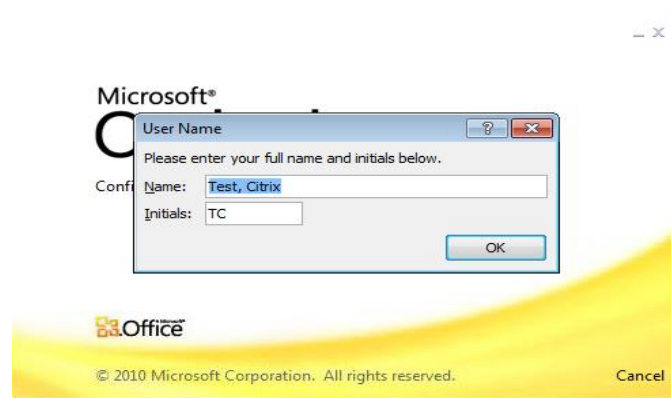
Re-launch Outlook

Click OK

Clear2there and UI Online

- It is not possible to set up a shortcut icon on the Citrix desktop to access Clear2there or UI Online
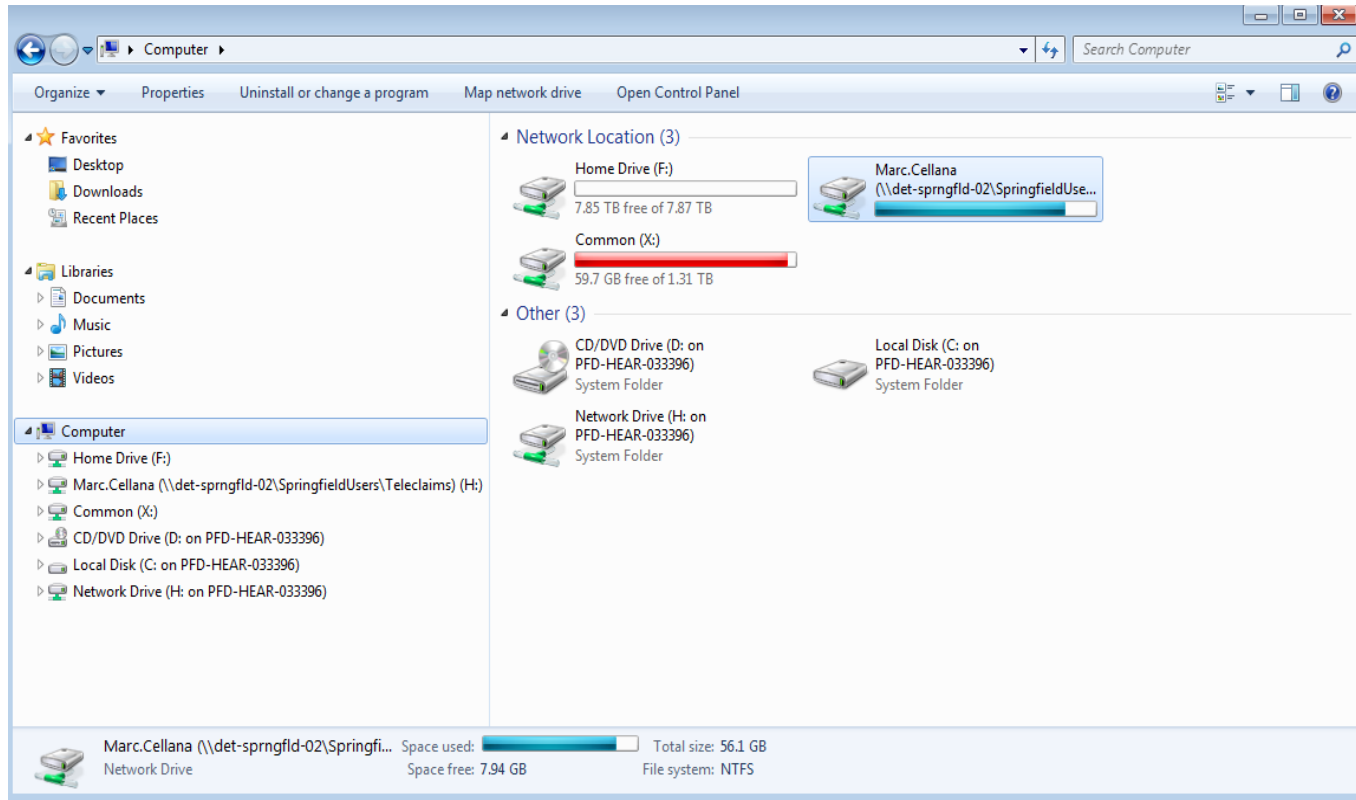
  https://ma.c2tinc.com/

  https://ma.c2tinc.com/control

  https://uionline.detma.org/Staff/Core/Login.ASPX

- Save the links to Favorites

LOCATING DRIVES

Note: The F drive is a new home drive at a server in the Hurley Building that is available only when in Citrix. The F drive was created to provide central storage for EOLWD staff who were saving to a local detma server at a Career Center. The local detma servers are being transferred to the Career Centers with the Citrix upgrade. Anything saved by EOLWD staff to a detma server at a Career Center has to be moved to the F drive prior to the Career Center's cutover to Citrix. UI Call Center servers are not impacted by the Citrix implementation at the Career Centers.

Troubleshooting

- Trouble logging on to the computer – contact local IT support

- Trouble logging on to Citrix or forgot password –EOLWD IT Help Desk (617-626-5555 or helpdesk@detma.org)

- Trouble with Citrix desktop applications, i.e., Outlook, Word, etc. – EOLWD IT Help Desk

- Trouble accessing Clear2there – jholcomb@clear2there.com

- Trouble accessing UI Online – EOLWD IT Help Desk