SECTION A: Who can use this job aid?

This job-aid is for users that have browser compatibility issues using ARC or Procurement / EDM and would like to use the Citrix solution.

CUIT recommends using Internet Explorer 9, 10, 11 (with compatibility mode turned on) or Safari (5.1.9+, 6.0.4+, 6.1.0+, 6.2.0+, 7.0.0+, 7.1.0+, 8.0.0) to access OnBase documents through the ARC application, as the recent versions of FireFox (38, 39, and 40) are not supported by OnBase version 14.0.

Citrix is a secure, managed desktop that has pre-configured ARC and EDM supported browsers.

ARC users clicking the "View Documents" button in ARC and receive the error message below, and are not able to use a supported browser are good candidates for using the Citrix solution.
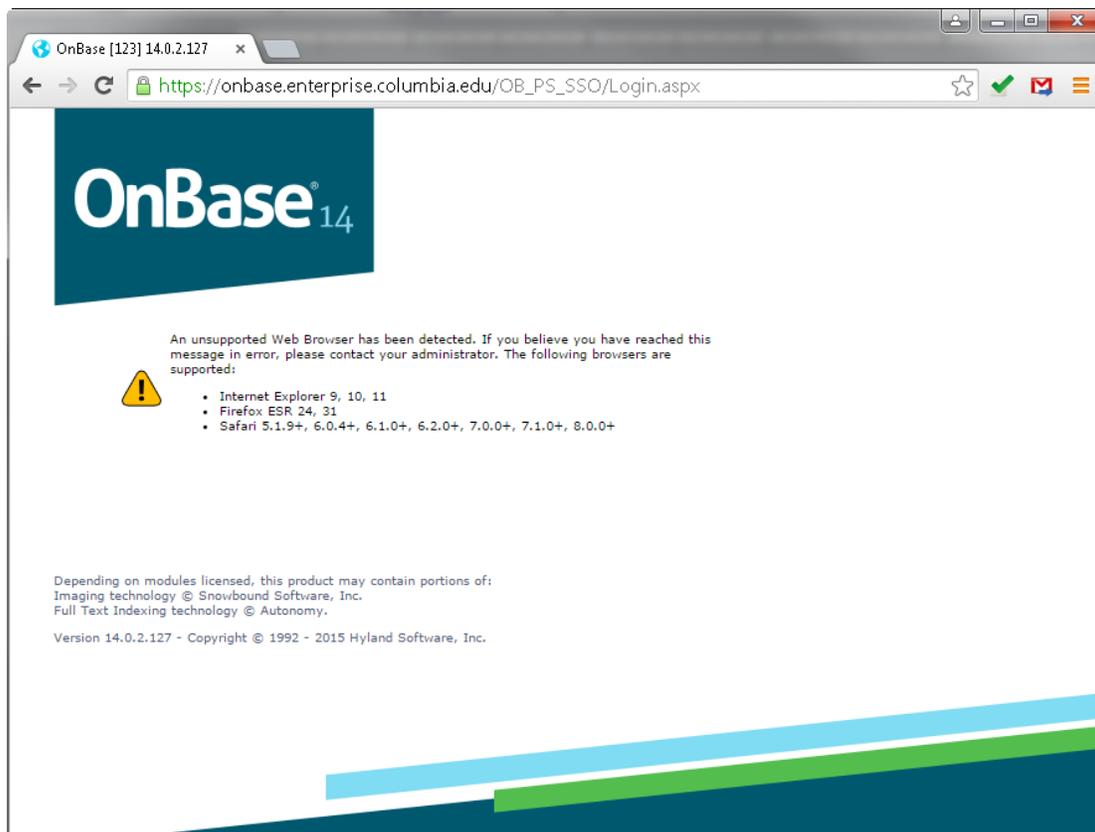
How can I use Citrix?

Users must have the appropriate security access granted to the "**Citrix Arc Users**" domain, and have the Citrix Receiver installed on their machine**.** Requests for Citrix access for the ARC/Procurement EDM Citrix solution should be made to askCUIT@columbia.edu.

How do I know if I have Citrix Receiver on my machine?

If your department is part of the CUIT managed desktop domain we will have installed Citrix Receiver on your machine already. In this case you can go to section B to find instructions on how to access the Columbia University Citrix gateway. If you are not sure if your desktop is managed by CUIT please contact the CUIT helpdesk at 212-854-1919 or send an email to askCUIT@columbia.edu.

What if I am not part of the CUIT managed desktop domain?

If you are not part of the CUIT managed desktop domain the following two tasks must be completed.

TASK: Install Citrix Receiver.

To use Citrix users must have the Citrix Receiver installed on their machine. There are three possible scenarios to install it on your machine.

1. **You have a personal laptop or desktop**. If you have a personal laptop or desktop you are able to download the Citrix Receiver from http://www.citrix.com/go/receiver .

2. **You have a business supplied desktop or laptop with administrative rights**. This means that you are allowed to download and initiate executable files from the Internet. In this case please download Citrix Receiver from http://www.citrix.com/go/receiver.

3. **You have a business supplied desktop or laptop without administrative rights**. Please contact your local IT department to install the Citrix Receiver.

After downloading the Citrix Receiver, locate and run the installer and follow the steps below:

1. Start the installation by clicking the "Start" button
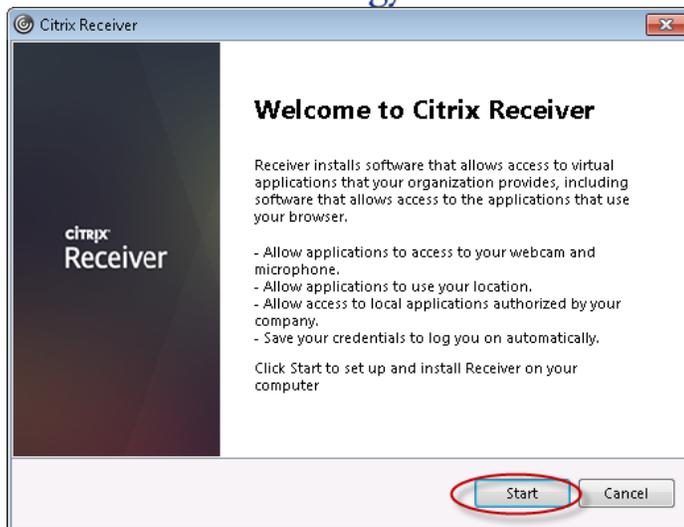
2. Click on the "I accept the license agreement" checkbox and click on the "Next" button
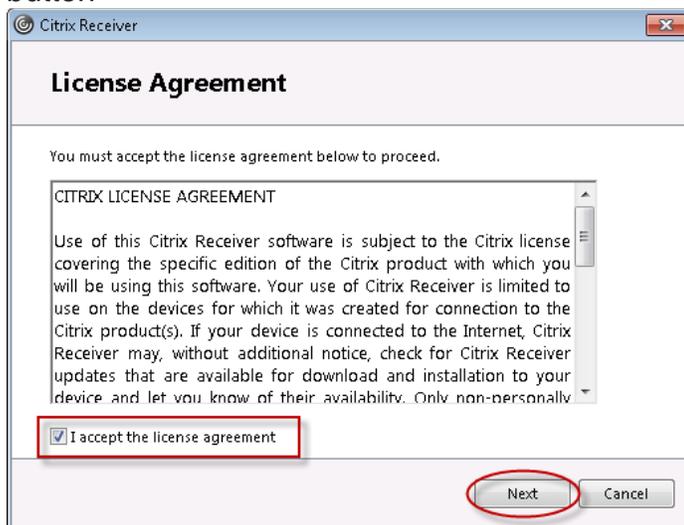
3. Click on the "Next" button
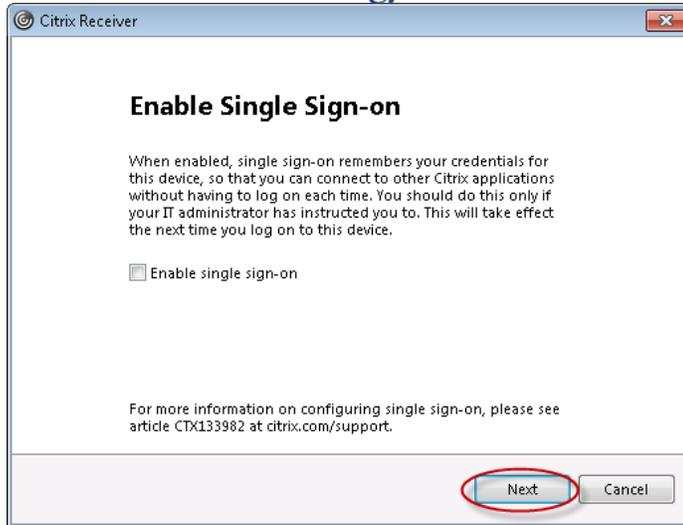
4. Click on the "Install" button
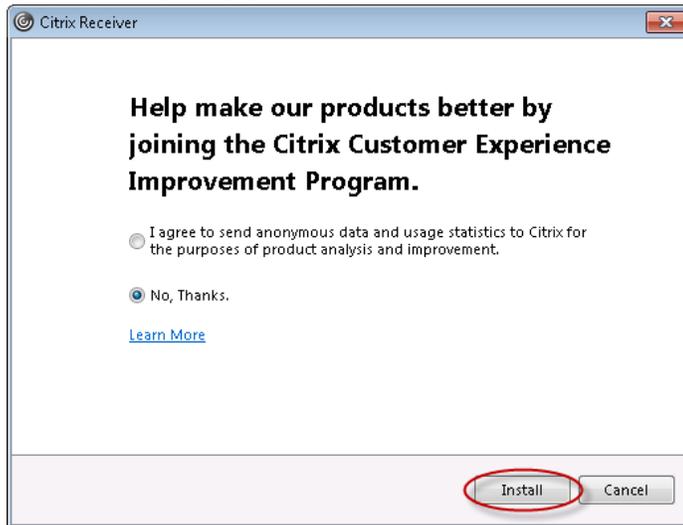
5. Click the "Finish" button
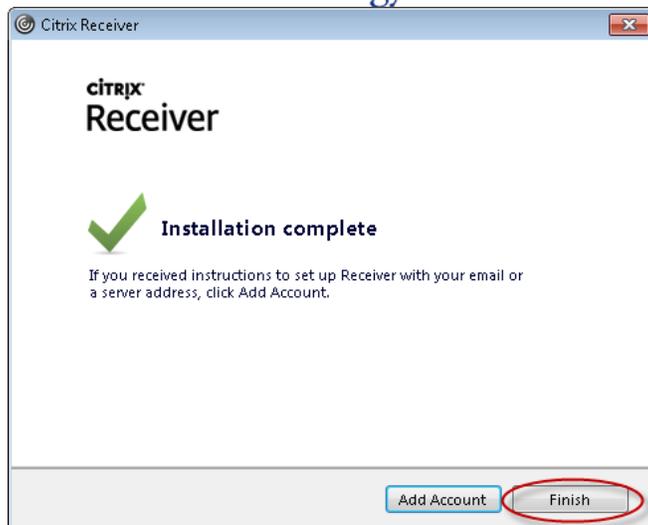
TASK: Have the right security access granted to use Citrix.

Please call the CUIT helpdesk at 212-854-1919 or send an email to askCUIT@columbia.edu and request access to the "**Citrix Arc Users**" domain. This access is needed in order for the ARC and EDM/Procurement applications to become available to you on the Citrix desktop.

SECTION B: Access to the Columbia University Citrix Website

1. From your preferred browser navigate to the Columbia University central Citrix gateway page at citrix.cuit.columbia.edu.
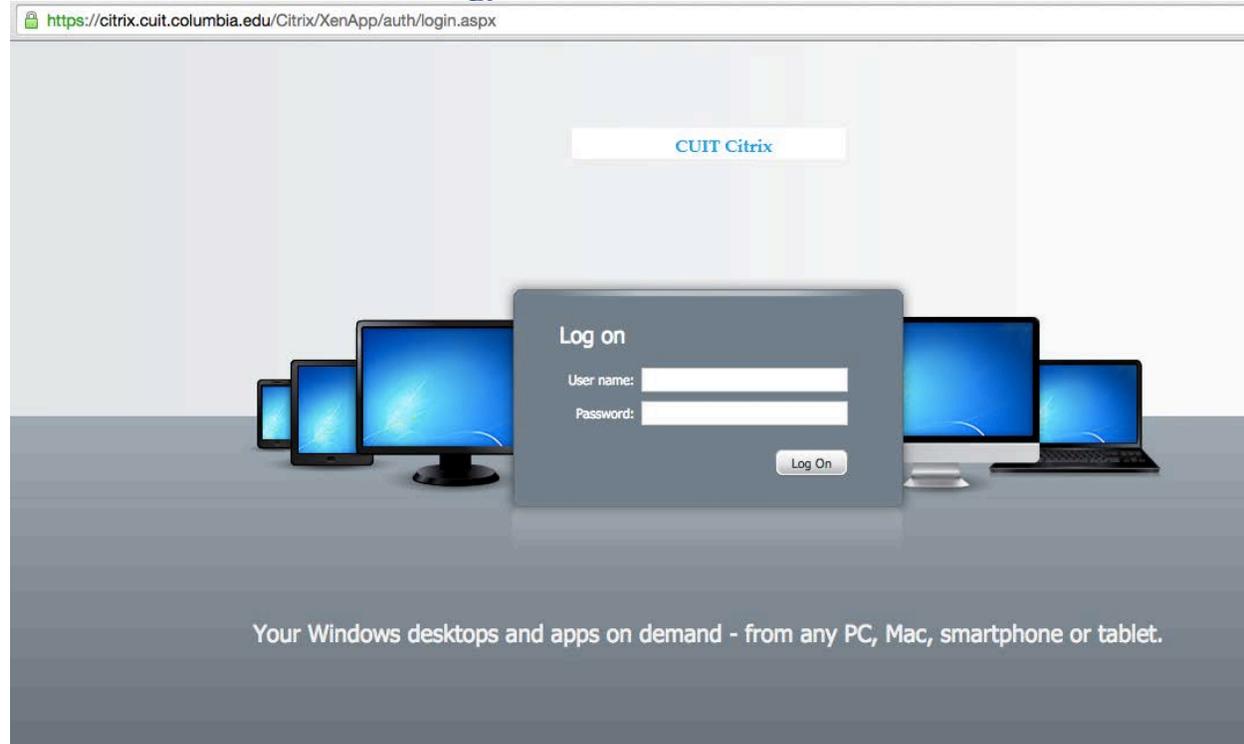
2. Login with your Columbia UNI and password.

3. The first time you access this you may prompted with a "Citrix Receiver – Security Warning" and asked to allow the plug-in or add-on to run. Please click "Permit all access".
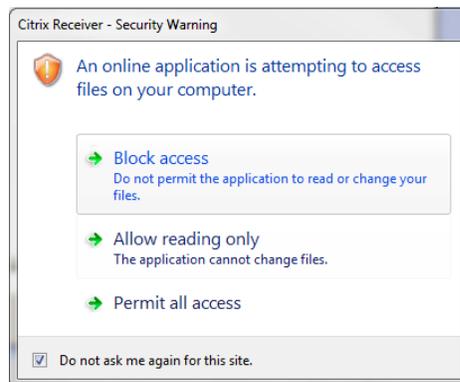
4. Citrix Desktop.

The Citrix application allows CUIT to provide access to applications in a secure and consistent manner. The applications available to you on the desktop are dependent

upon your security profile. Once logged in you will see two Firefox icons: one for ARC Web Access and one for Procurement / EDM.

(*If you do not see the ARC and Procurement/EDM icons you are missing the right access profile. Please contact the CUIT Help Desk and request access to the 'Citrix Arc Users' domain.*)

5. Click once on the application icon to start.
    Note: Depending on the browser used to access the Citrix, the first time you launch an application it will download a small file named "launch.ica". This icon will launch the Citrix viewer. This is a one-time set-up task.
    -   Right-click on the icon and select 'Always open files of this type" and press enter.

6. The Citrix viewer will open a new window to launch your application. You should now see the standard login screen for EDM/Procurement of ARC. Login with your regular credentials and conduct your work as usual.

Important:

- It may take up to 45 seconds to start an application the first time.
- Check your browser's pop-up blocker to ensure it does not prevent you from launching applications.
- If you do not see an application after clicking it, make sure it did not start behind another window.
- Applications launched via Citrix look like native applications for your operating system