

VCOE Citrix Client and Certificate Procedures

Using the procedures outlined below, you will uninstall the Citrix Online Launcher, install the Citrix Receiver client, and import the certificate from VCOE's website to your local workstation.

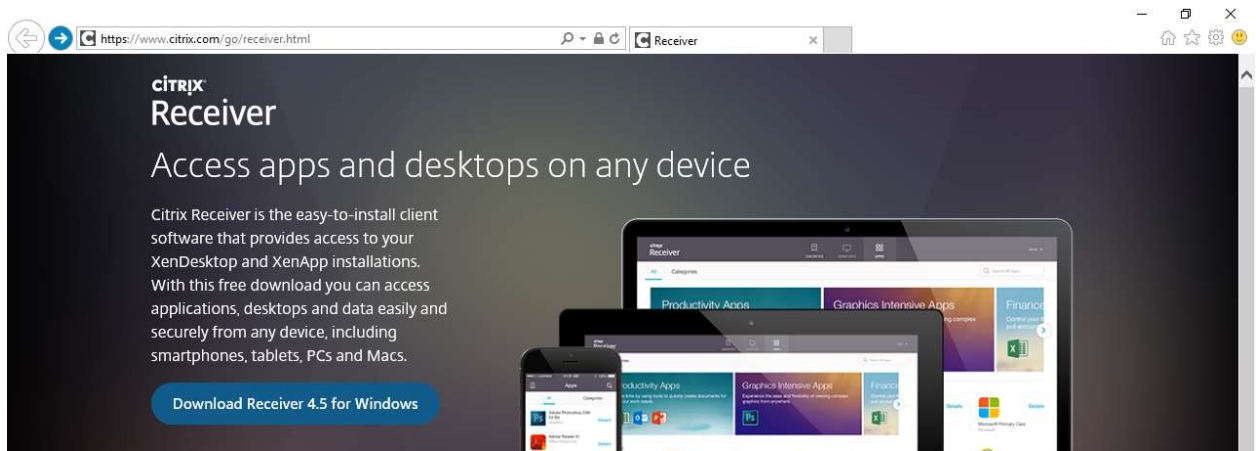
While many of you might use Chrome or Firefox as your default browser, you will want to import the certificate using Internet Explorer.

If installed, remove the Citrix Online Launcher:

1. Click Start button, type "Uninstall" in the search box, and click on "Uninstall a program."
2. Locate the "Citrix Online Launcher," select it and click Uninstall. When prompted to proceed, click "Yes."

Install new Citrix Receiver Client:

1. Open Internet Explorer browser, type <https://www.citrix.com/go/receiver.html> or paste the link into your browser's address bar and press the Enter key.
2. Click "Download Receiver 4.5 for Windows"



3. When prompted for CitrixReceiver.exe, choose "Run"

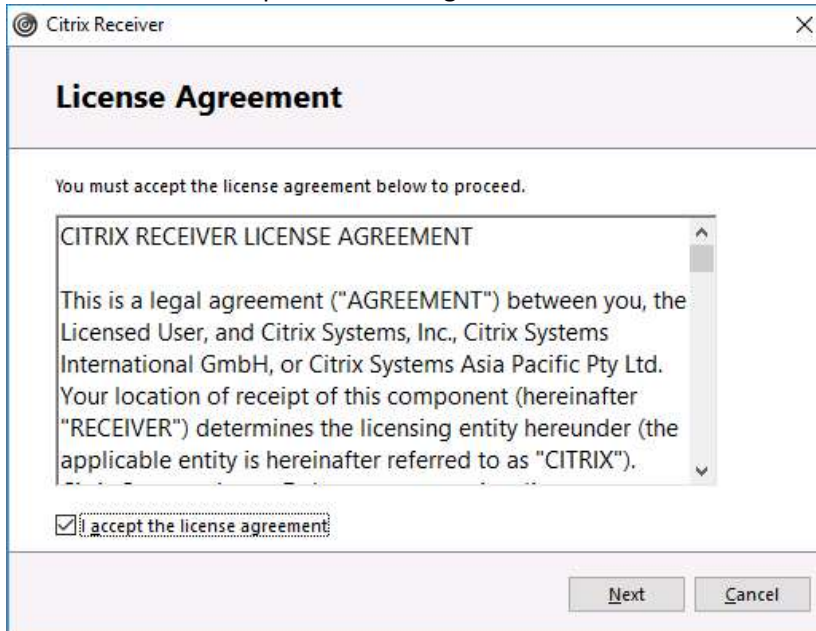


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4. The “Welcome to Citrix Receiver” dialog box will pop up, click “Start.”



5. Check “I Accept the license agreement” and click “Next.”



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6. Click "Install" (Do not check "Enable single sign on")



7. Click "Finish"



8. Close Internet Explorer

Import certificate:

1. Click Start -> All Programs, locate the Internet Explorer icon, right-click the Internet Explorer icon and choose "Run as Administrator" which will open Internet Explorer browser with added features. (If prompted, enter credentials with Administrator rights)

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2. Browse to <https://escape.vcoe.org/> either using your existing “Escape Online” favorite or by copying and pasting <https://escape.vcoe.org/> into the address bar of Internet Explorer and pressing the Enter key.
3. To the right of the address bar, you will see the website’s secure lock icon showing that it is a secure website.



4. Click on the lock icon which will open a box with certificate details. Click “View Certificates.”



5. On the General tab, click “Install Certificate.”

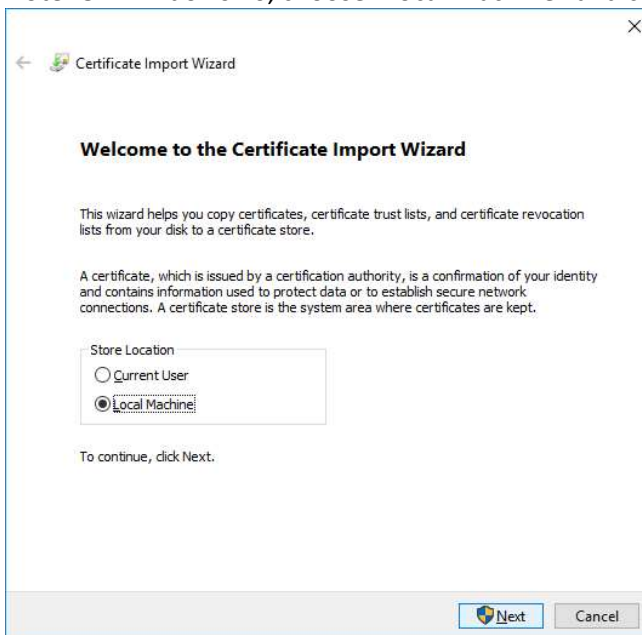


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- The "Certificate Import Wizard" will open, click "Next."

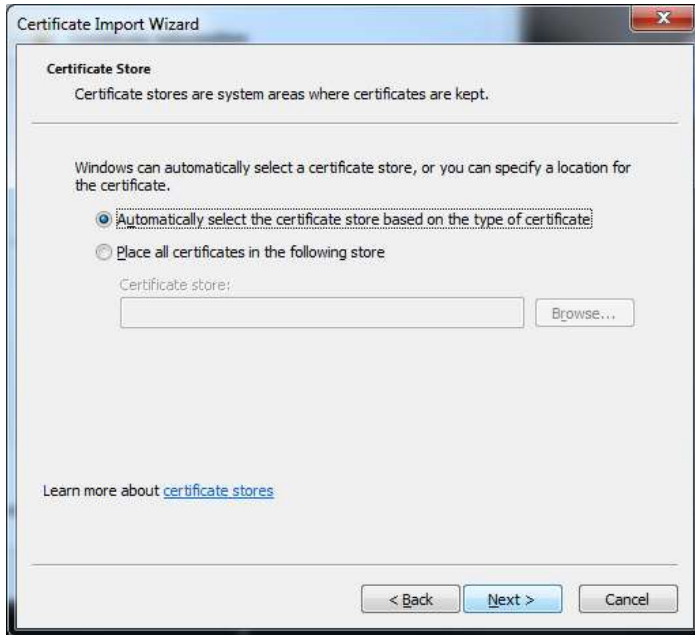


Note: On Windows 10, choose "Local Machine" and click Next.

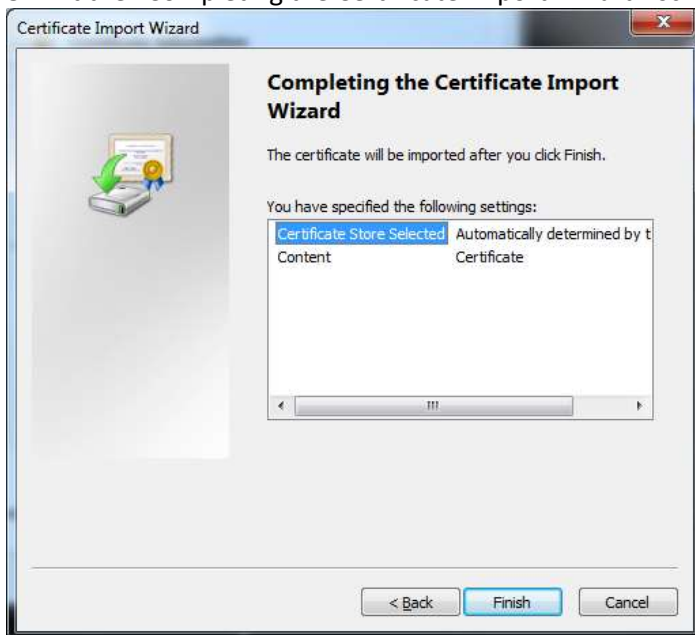


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- For the Certificate Store, click “Automatically select the certificate store based on the type of certificate” and click “Next.”



- At the “Completing the Certificate Import Wizard” screen, click “Finish.”

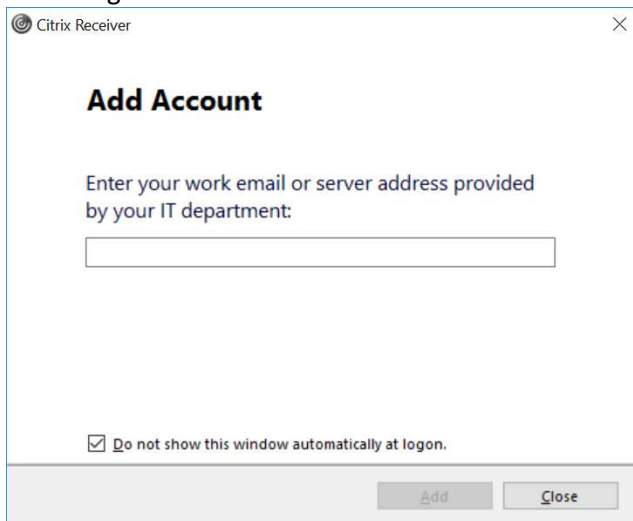


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- Once the certificate has been successfully imported, a box will pop up stating the import was successful.



- Click "OK" on the Certificate Information screen.
- Close all programs and reboot your computer.
- A "Citrix Receiver Add Account" box will pop up. Check "Do not show this window automatically at logon" and click "Close."



- Launch the VCOE Citrix Web Portal via <https://escape.vcoe.org/> with your browser of choice and login.
- When the "Citrix Receiver – Security Warning" pops up, click "Do not ask me again for this site" THEN click "Permit all access."

