Citrix Client Installation Guide

Installing Citrix Receiver Web Plugin

Go to https://xasg.westat.com

Make sure you **voice authenticate** before attempting to log in.

To log in, enter your WINS# for the username, enter your password, and click 'Log On.'
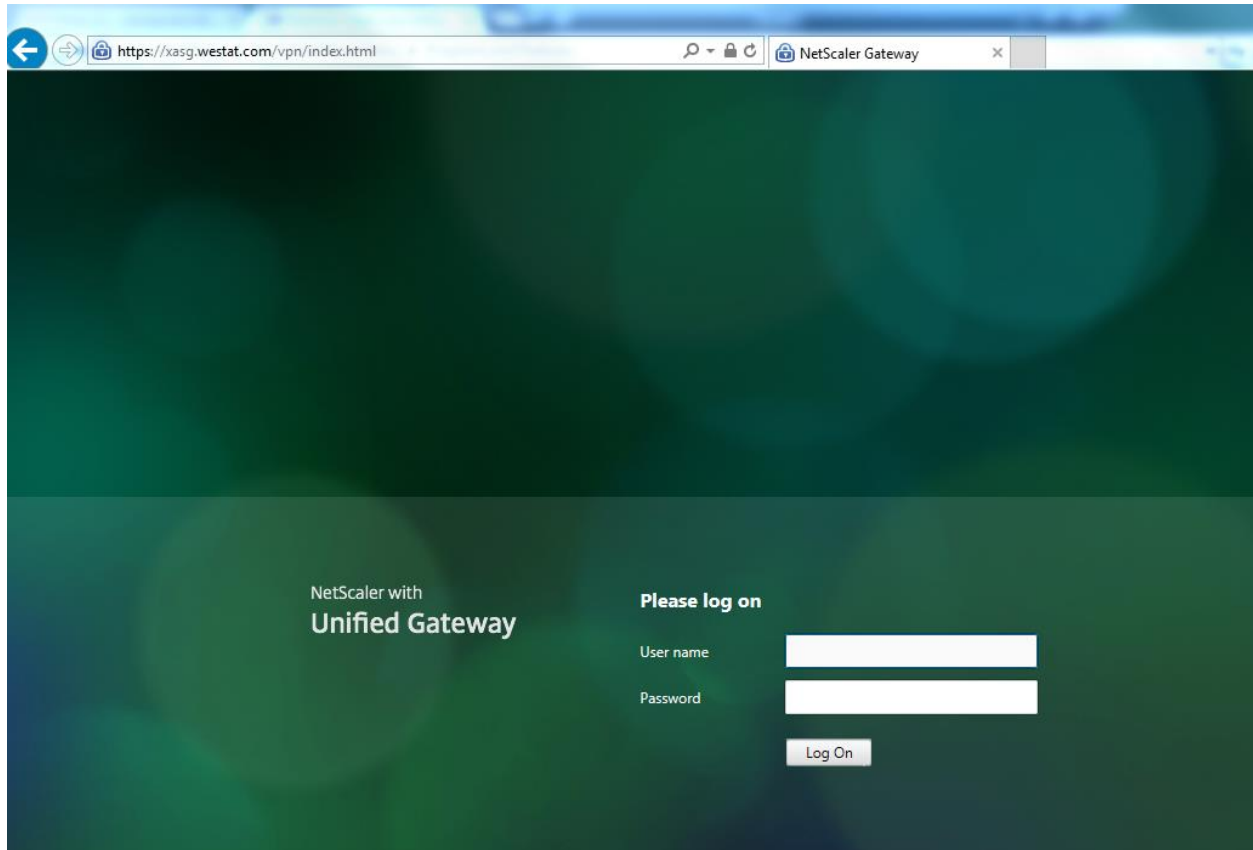
The first time you log in on your PC, you will should be automatically prompted to download the new Citrix Receiver Client software.

If you have problems loading the receiver, reference the Troubleshooting Guide.

After reading and agreeing with the Citrix Licenses Agreement, select I agree with the Citrix License Agreement. After selecting the "I agree" box, you can select install.
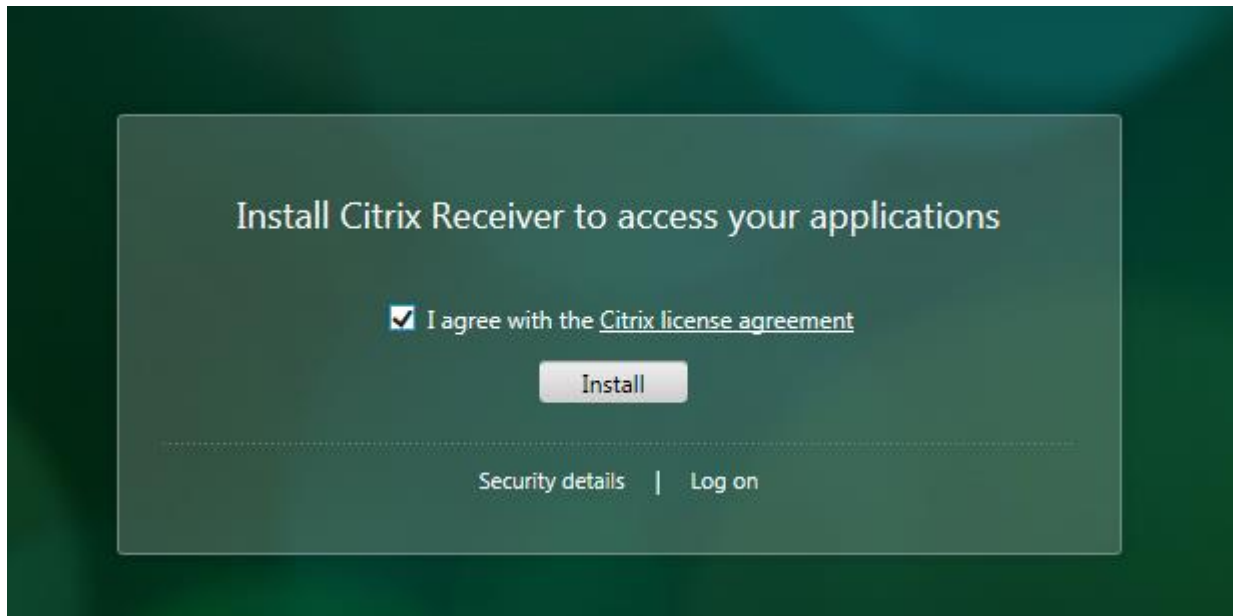
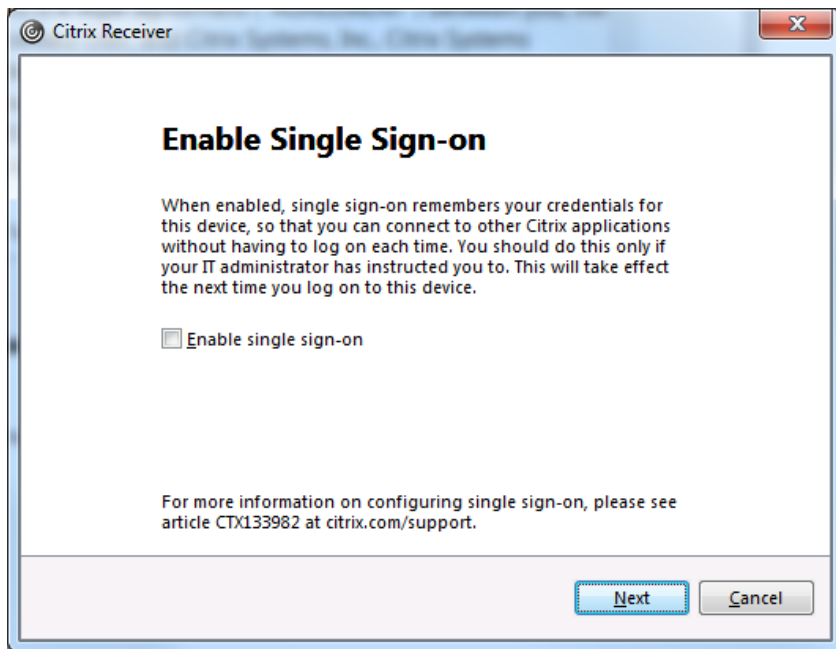Your browser will prompt you to run software, select run
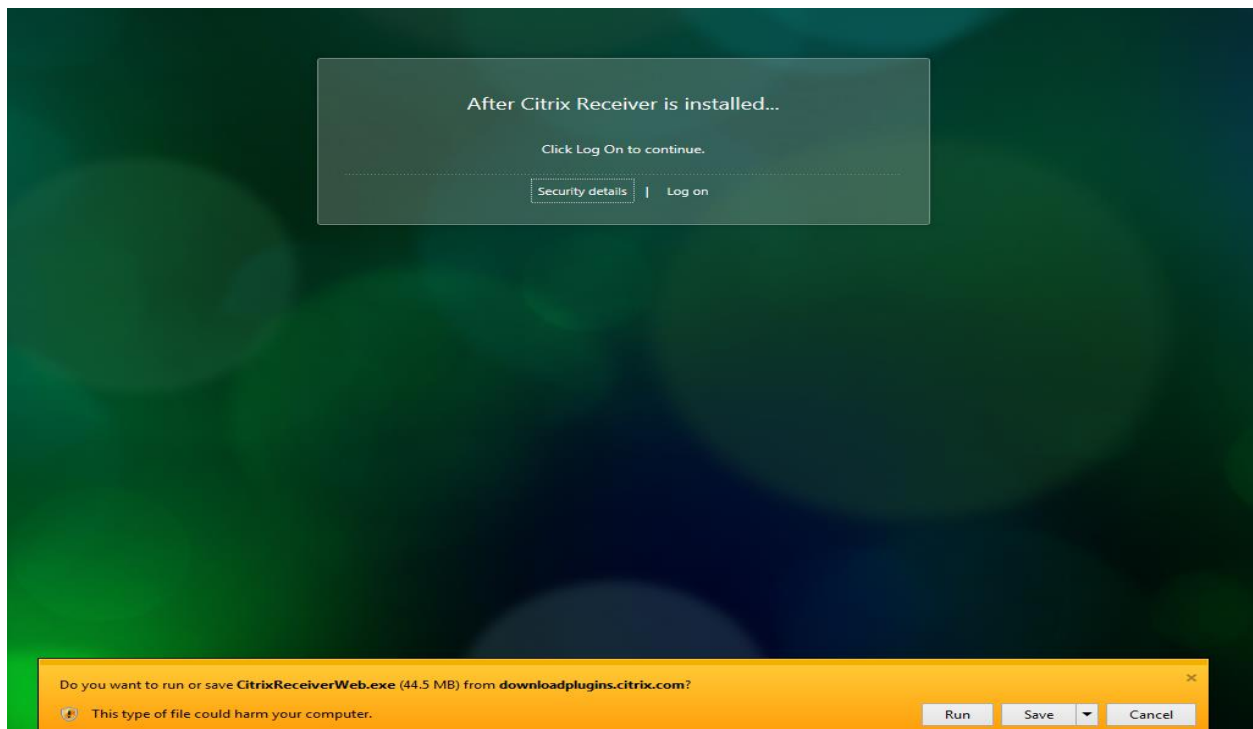
Select yes to the user access control prompt. The Citrix Receiver installation will begin, select Start to begin.
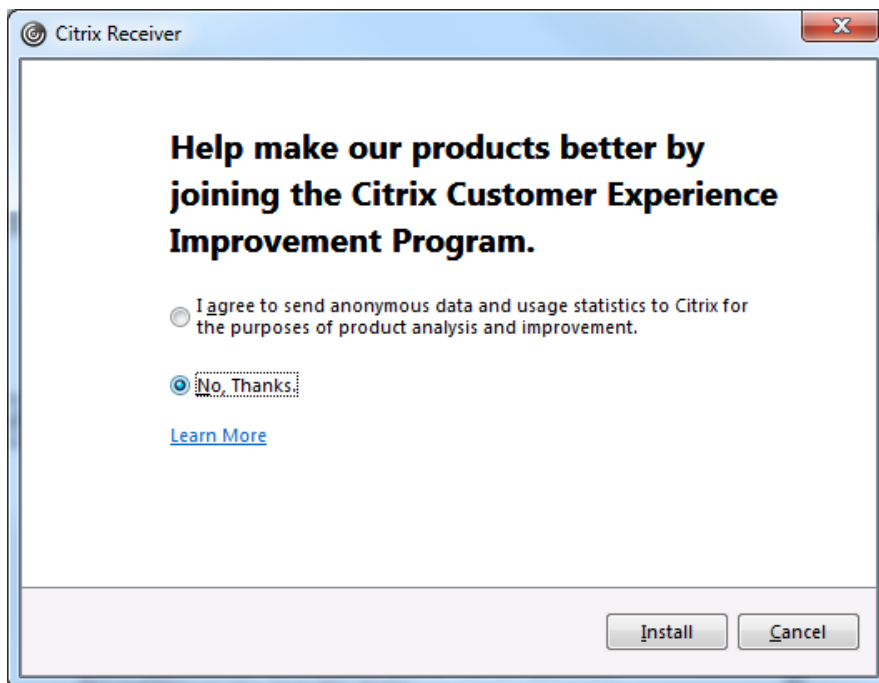

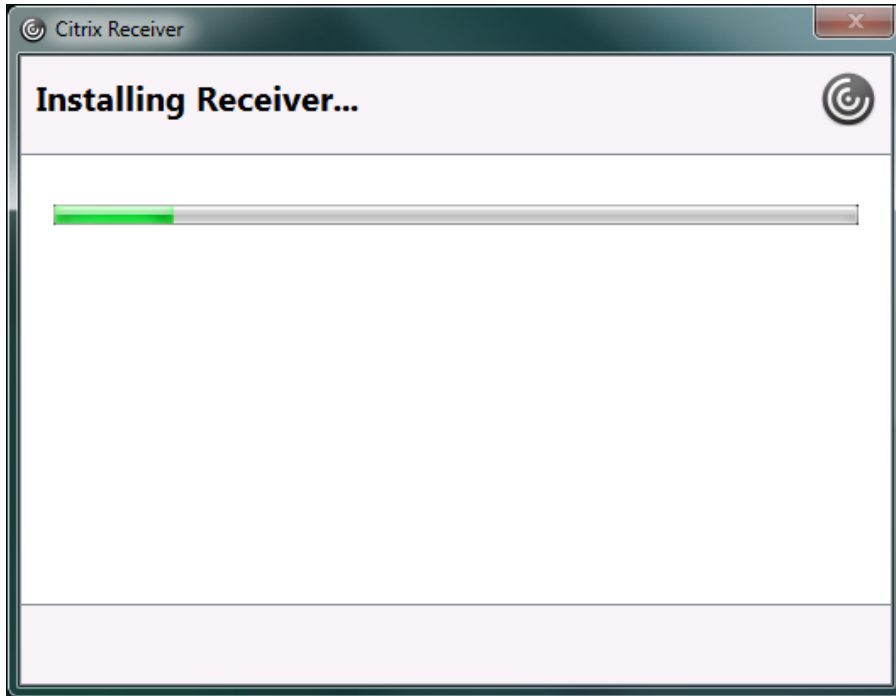Read and accept the license agreement, then select next

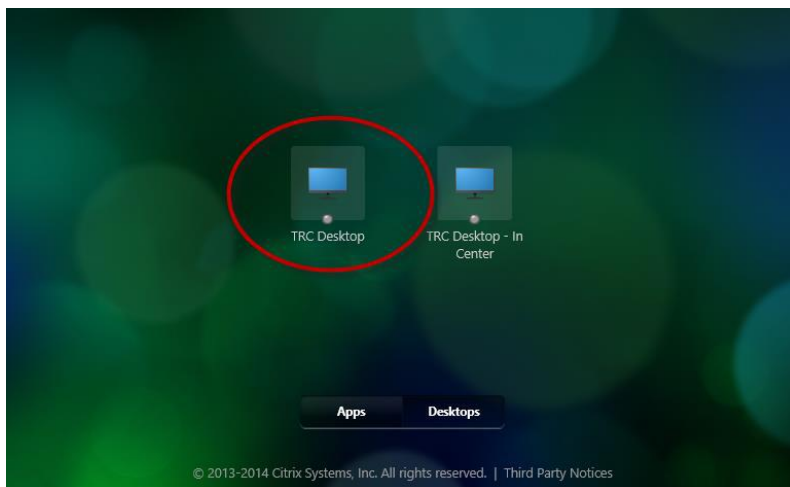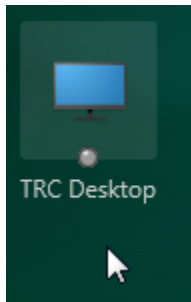Do not enable single sign on, select next

Select No Thanks to joining the Citrix Customer Experience Improvement Program. Select Install
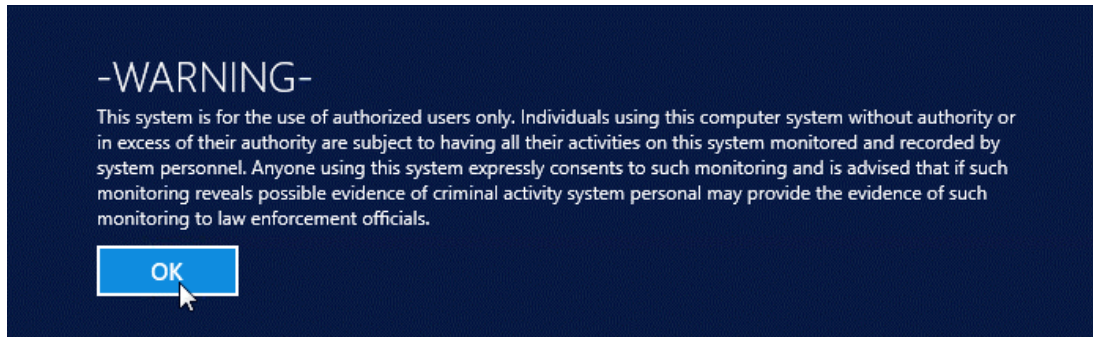

The receiver will start installing

After the receiver installation is complete, the browser should auto log you in. If not logged in, select log on. Select TRC Desktop in your browser
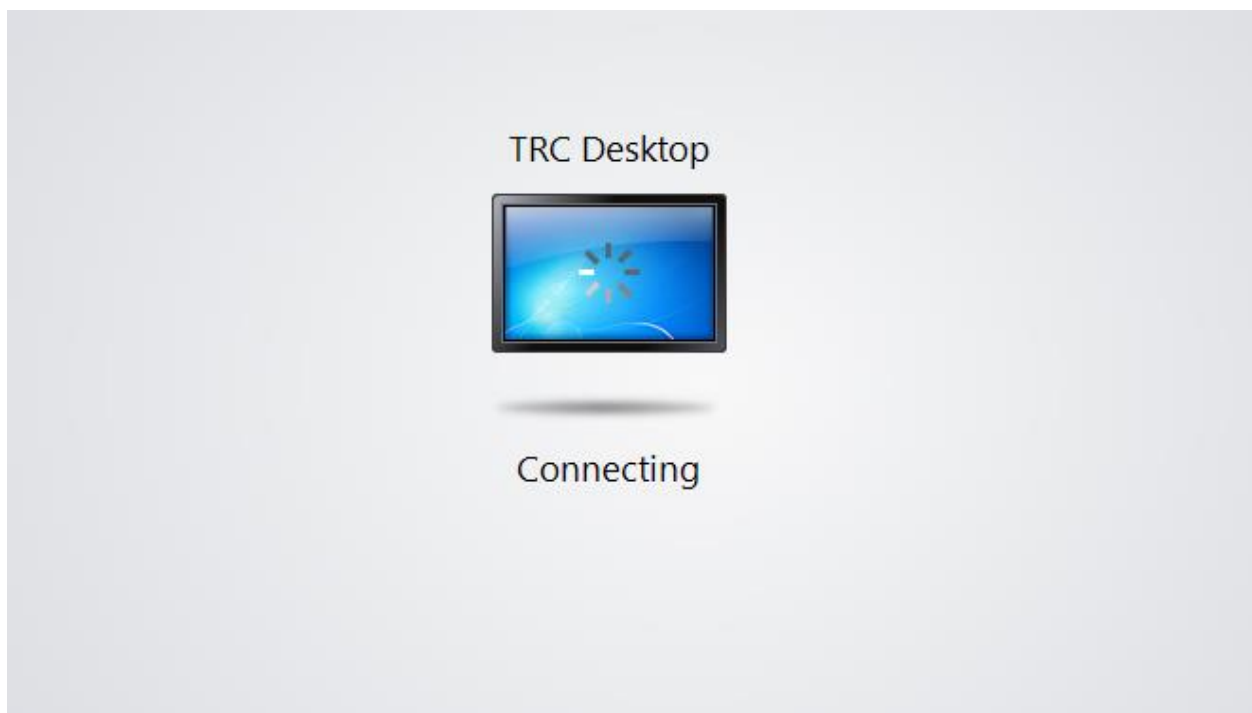
The Citrix Receiver should load, you might need to click on the icon in your tray.
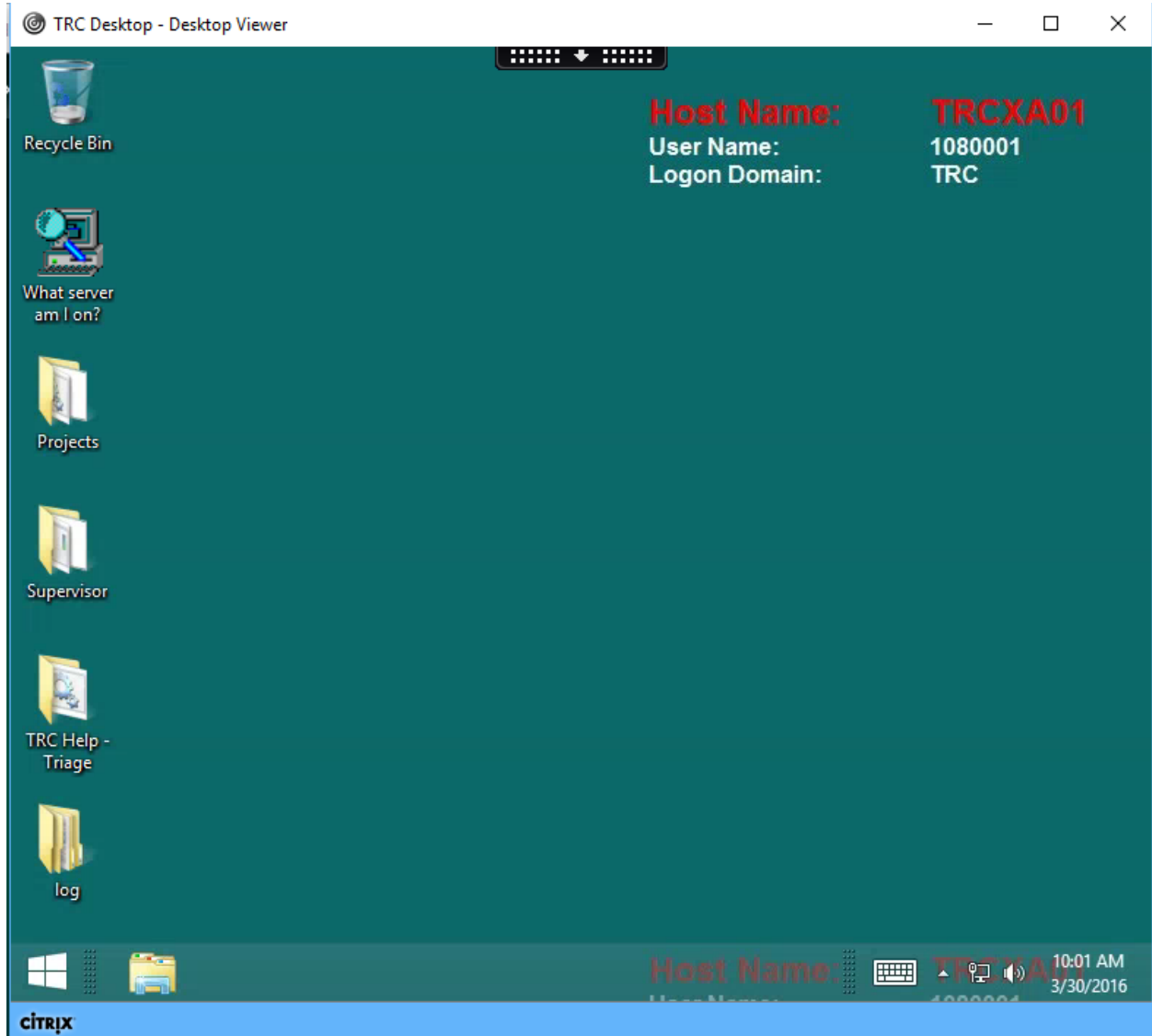
You will receive our Warning page. Click OK

-WARNING-
This system is for the use of authorized users only. Individuals using this computer system without authority or in excess of their authority are subject to having all their activities on this system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity system personal may provide the evidence of such monitoring to law enforcement officials.

OK

This will launch a Citrix Session

TRC Desktop

Connecting

You should now see your TRC Desktop

Full Screen

If you maximize your Citrix window to full screen, you will no longer be able to see your personal desktop or taskbar. Since Spark runs on your personal desktop and will not be visible if you maximize to full screen, we recommend that you manually adjust the size of your Citrix window instead of using the maximize to full screen option.

If you need to get out of full screen mode, click on the black dropdown menu located on the top center of your screen.
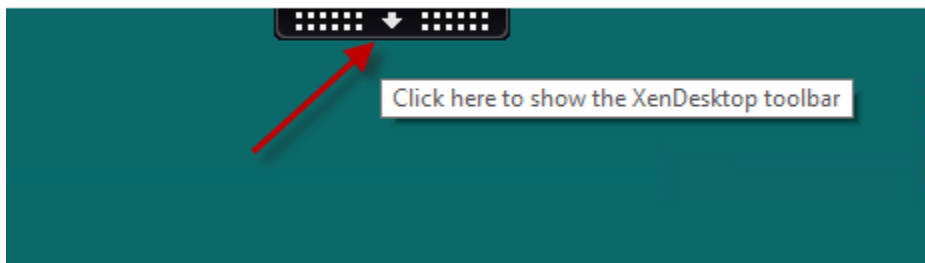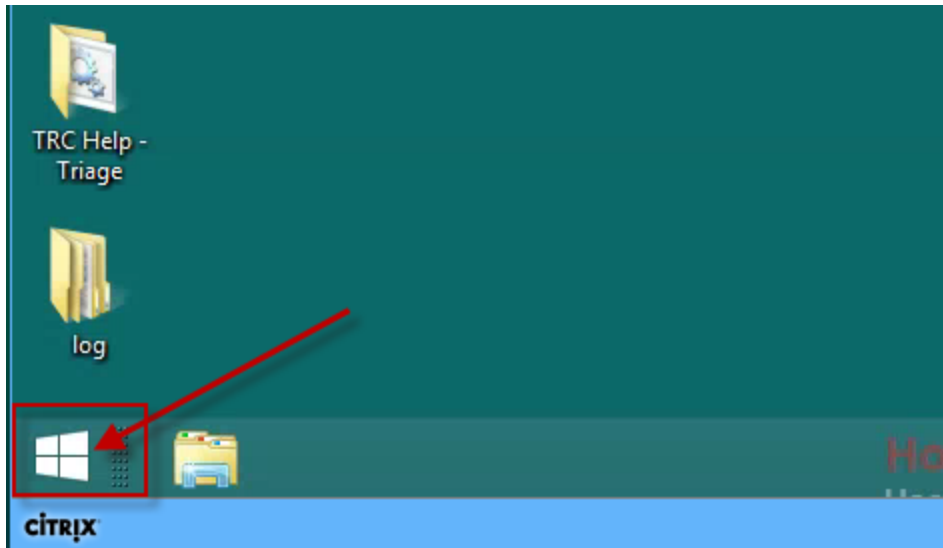

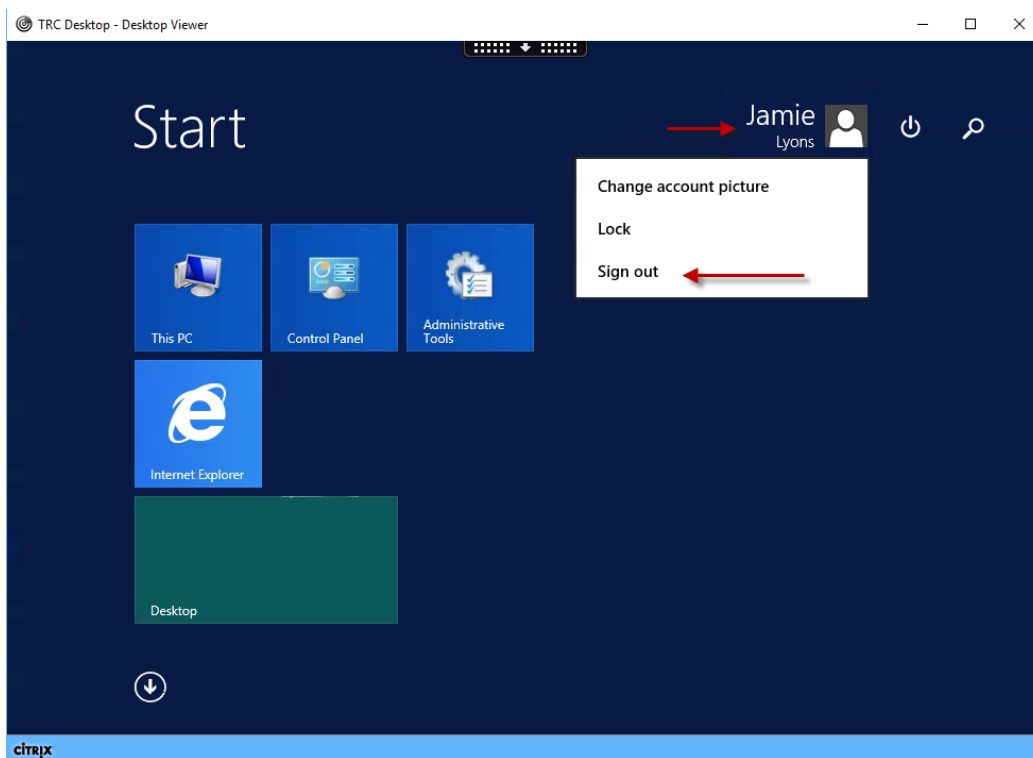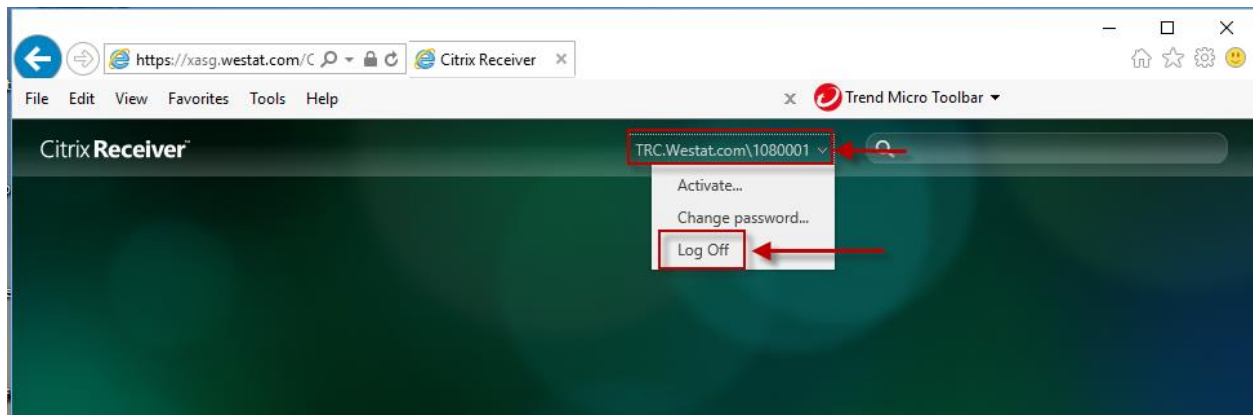Next click "Window" to exit full screen mode.
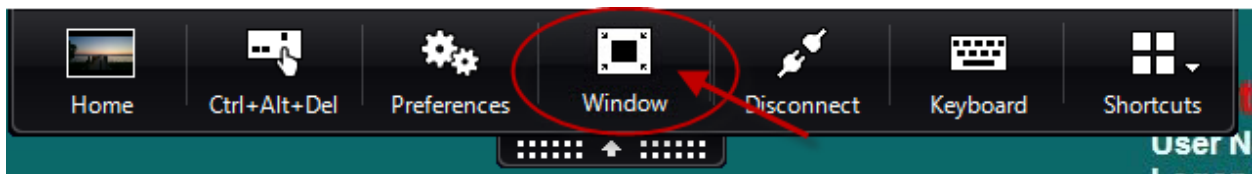
Logging Out

Click on the 'Windows/Start' button on the lower left corner.

On the Start Menu, click on your name and select 'Sign Out.'

On the Citrix Receiver page, click on the dropdown next to your WINS and select 'Log Off."

Once you see the log off confirmation screen, you can Exit the browser tab.