

To add ross.fs.fed.us to your trusted sites - perform this one time only!

You must add https://ross.fs.fed.us to your trusted sites before you can install Citrix. You may need Administrative Rights to perform this task.

- 1 Start Internet Explorer.
- 2 Click the **Tools** drop-down arrow, and then click **Internet Options**.
- 3 On the **Internet Options** dialog box, click the **Security** tab, click **Trusted sites**, and then click the **Sites** button.

- 4 On the **Trusted sites** dialog box, type **https://ross.fs.fed.us** into the text box, click the **Add** button, and then click the **Close** button.

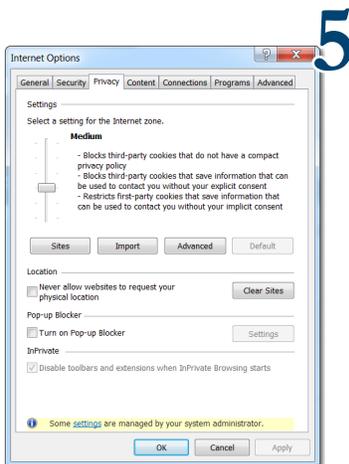
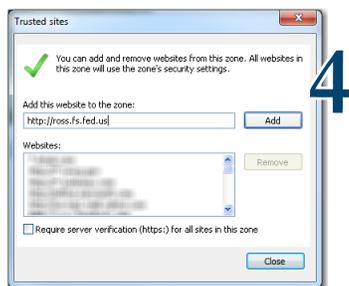
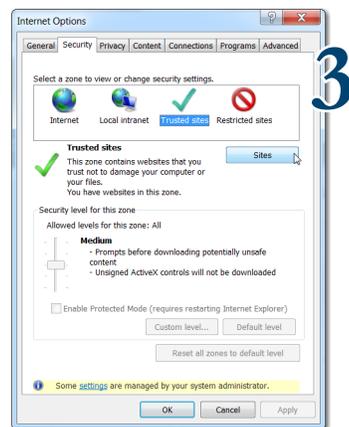
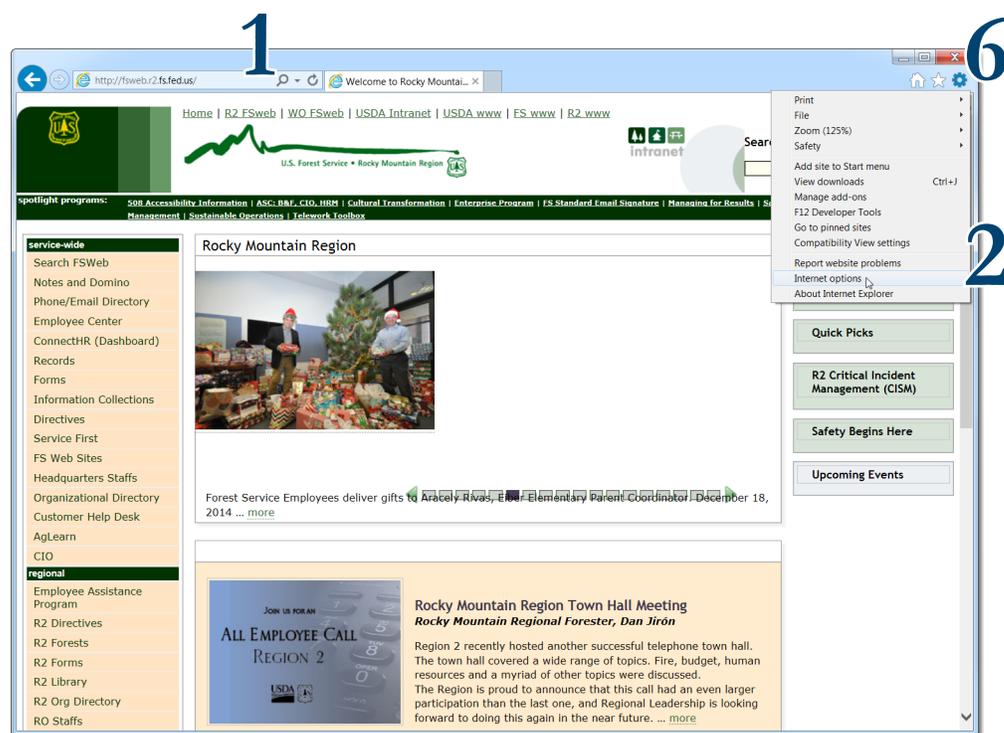
*Repeat Step #4 and also add **http://*nwcg.gov** to your trusted sites.*

- 5 On the **Internet Options** dialog box, click the **Privacy** tab, verify that **Medium** is the **selected setting for the Internet zone**, and then click the **Apply** button.

*Click the **Advanced** button to verify that all **First-party and Third-party session cookies** are allowed.*

- 6 When finished, close **Internet Explorer**.

Screen captures



For Internet Explorer 8-11, set your default browser to 32-bit. For more information contact your system administrator.

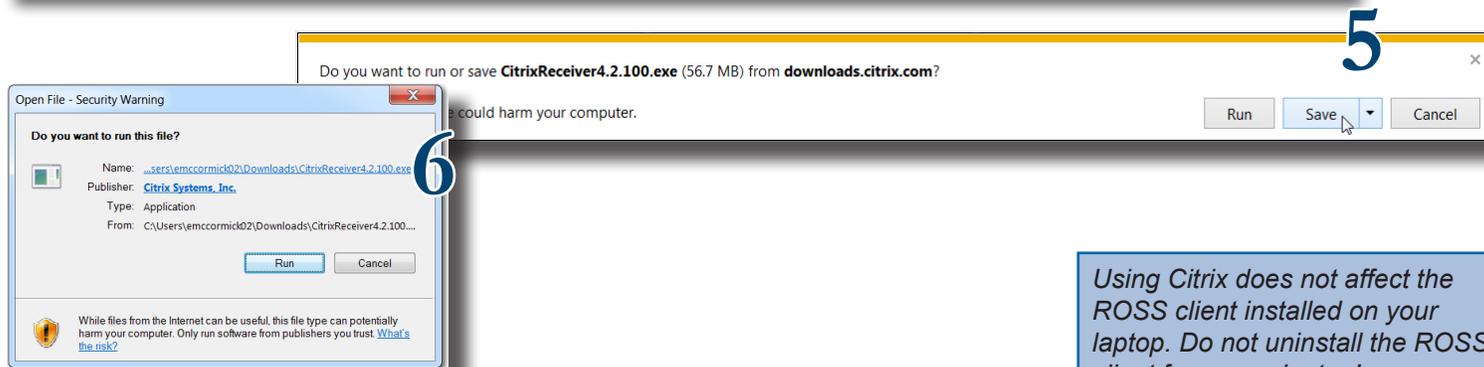
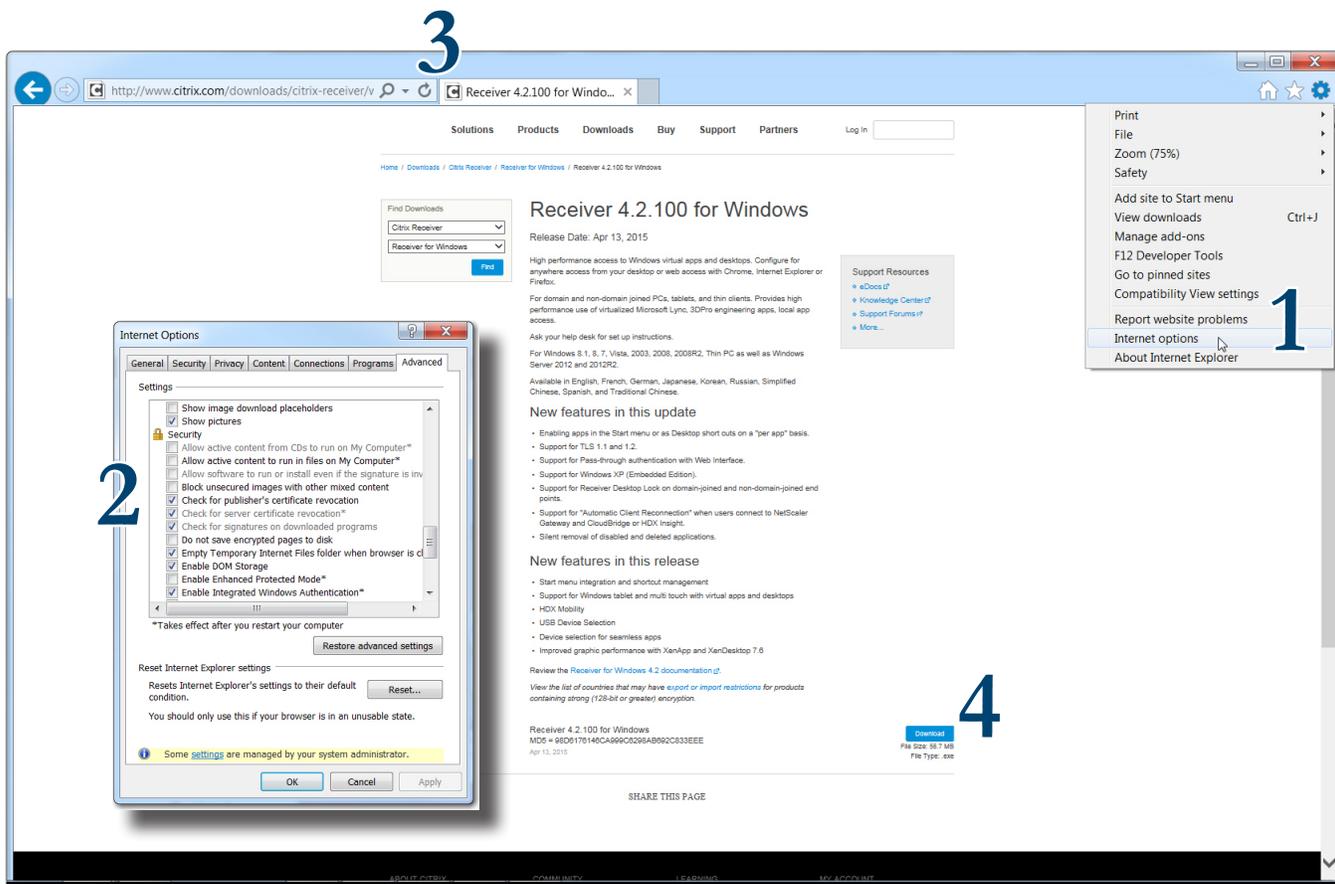
To install the Citrix Client on to your computer

If you are unable to connect to Citrix, you may need to open and install the Citrix plug-in onto your laptop or personal computer. You will need elevated privileges or Administrator rights to install.

- 1 Start your Internet browser, click **Tools**, and then click **Internet options**.
- 2 On the **Internet Options** dialog box, click the **Advanced** tab, scroll to **Security**, click to uncheck the **Do not save encrypted pages to disk** check box, and then click **OK**.

- 3 In the **Address** bar, type the following <http://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-42.html>
- 4 Click the **Download** button.
- 5 Save **CitrixReceiver4.2.100.exe** to your desktop or other location of your choice.
- 6 On your desktop, double-click the **CitrixReceiver4.2.100.exe** icon, and then complete the installation as instructed on your screen.

Screen captures



Using Citrix does not affect the ROSS client installed on your laptop. Do not uninstall the ROSS client from your laptop!

To setup drive access for your computer - perform this one time only!

Perform this task before attempting to save ROSS reports to your computer for the first time!

1 In WordPad or NotePad, type the following text

[Access]
GlobalSecurityAccess=405

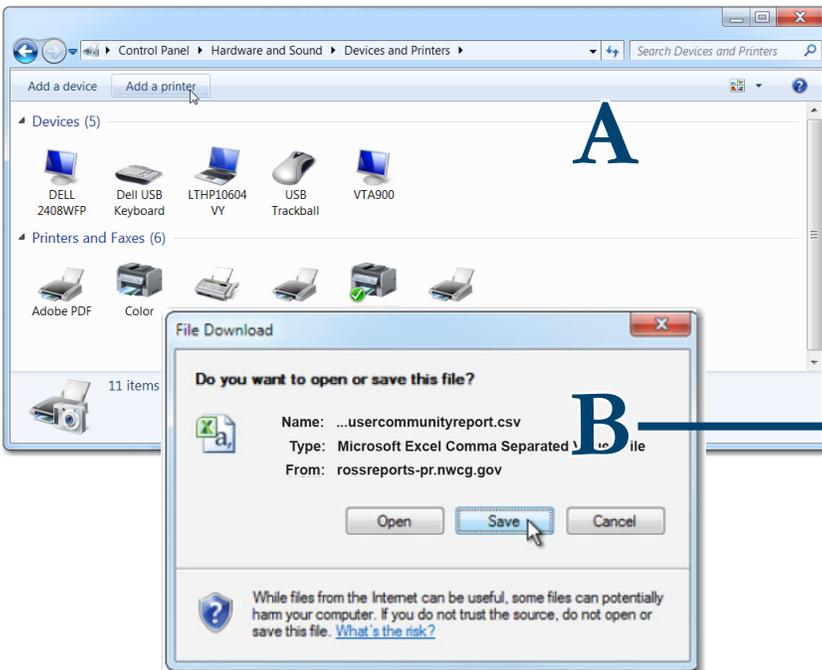
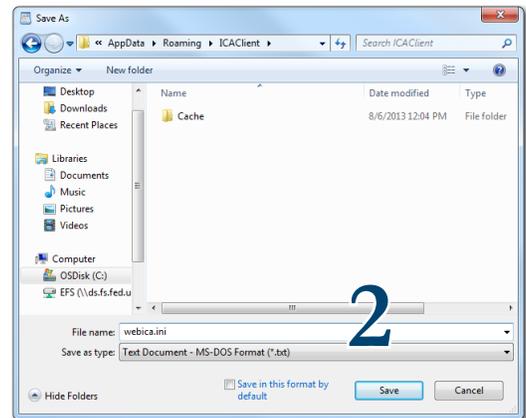
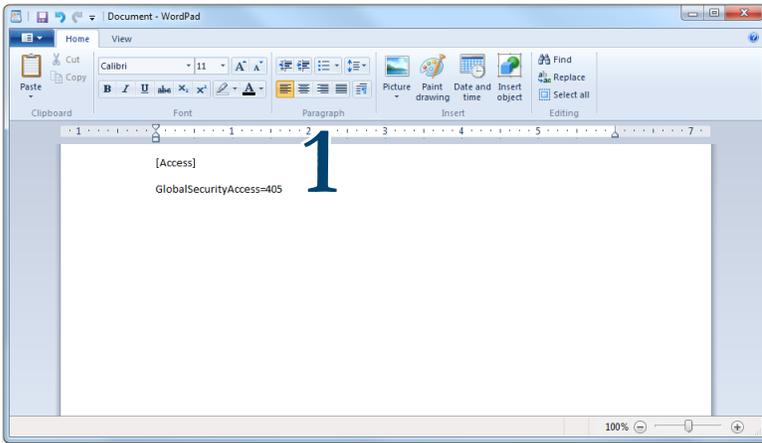
2 Save as Text Document - MS-DOS Format (*.txt) in C:\Users\

To print ROSS reports from Citrix

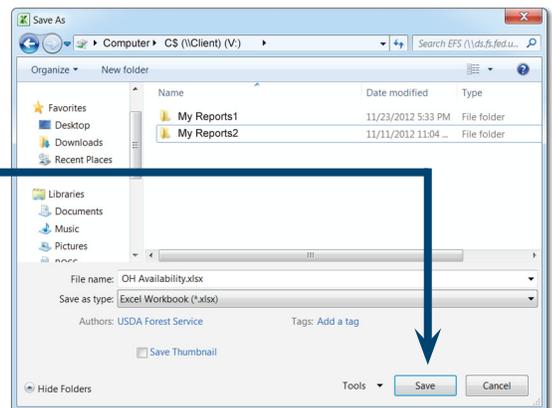
A Set up your network and local printers as usual.
B To print a Standard or User Community report, perform the following

- Create and save the **ROSS Report** of your choice.
By default, Standard reports generate PDF files. If you wish to save a Standard report as an Excel file, export the report as a .csv file.
- Navigate to **C\$(\\Client) (V:)**.
- Download the **ROSS Report** to a **Folder** of your choice.
- Start Excel or other compatible application
- Open the ROSS Report that was saved in the **C\$(\\Client) (V:)** directory.
- Print the file.

Screen captures



You cannot save/print directly to your Desktop! You must first navigate to C\$(\\Client) (V:) and then to your computer, which is running ROSS and Cognos via the Citrix Farm.



To log on to ROSS using Citrix

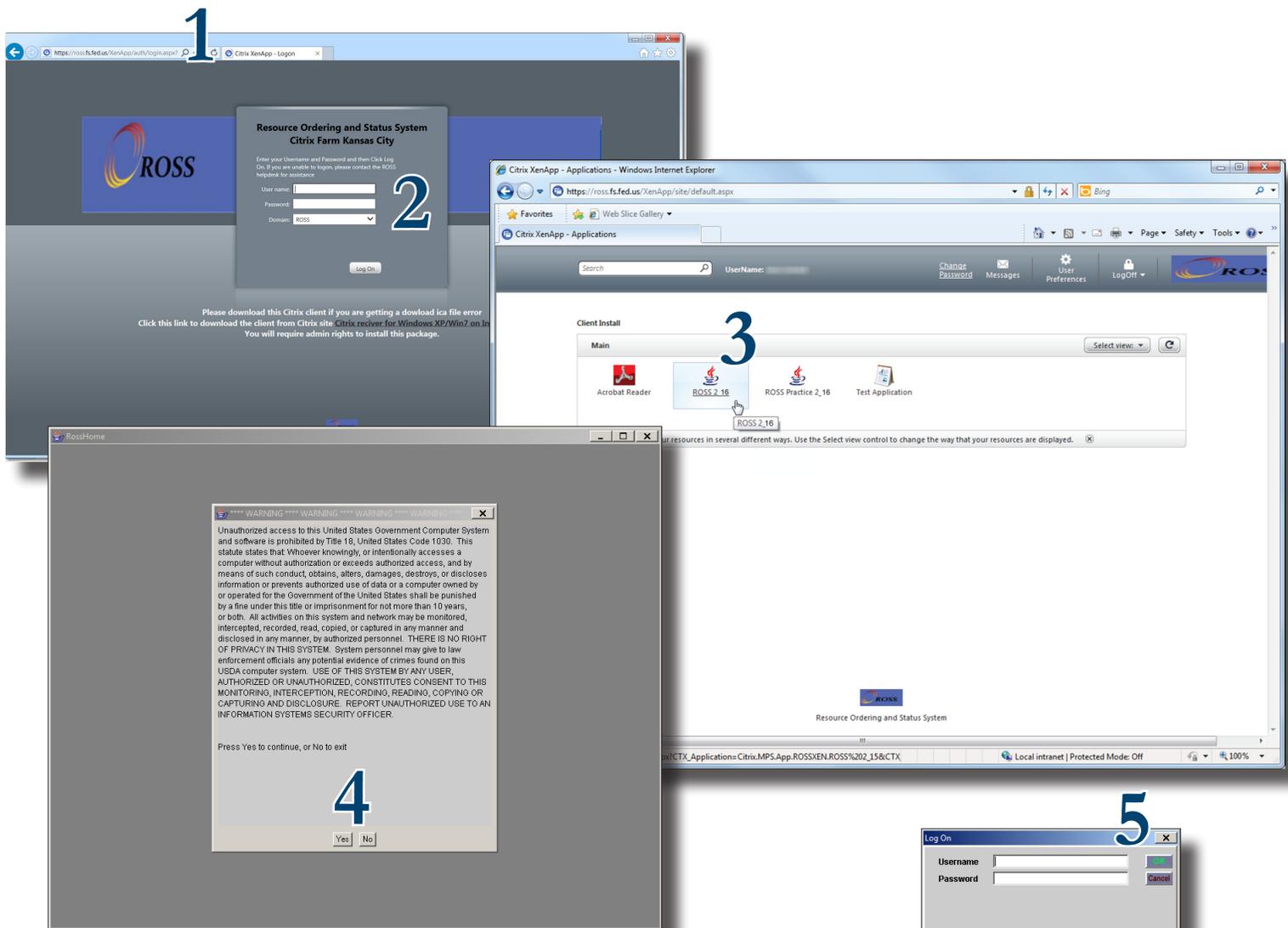
Before logging into Citrix you must obtain a non-FS Citrix user ID and password! Contact your GACC representative to request access.

- 1 Start **Internet Explorer**, and then type <https://ross.fs.fed.us/XenApp/auth/login.aspx> in the **Address** bar.
- 2 On the **Resource Ordering and Status System Citrix Farm Kansas City** dialog box, complete the following information, and then click the **Log On** button
 - Your NAP User Account Name
 - Your NAP Password.
- 3 On the **Client Install** page under **Menu**, click the **ROSS** icon.
- 4 On the **ROSSHome** screen, click **Yes**.
- 5 Log in as usual, using your **NAP User Account** and **NAP Password**.

To exit ROSS Reports, ROSS, and the Citrix Farm

- A On the ROSS Reports toolbar, click the **Log Off** link, and then click **Log Off**.
- B Exit **ROSS**.
- C On the **Citrix XenApp - Applications** screen, click the **LogOff** icon.
- D Close **Internet Explorer**.

Screen captures



To disable protected mode in Internet Explorer

If **Citrix does not appear to run** and you completed the installation instructions and added *ross.fs.fed.us* to your trusted sites as outlined on Page 1 of this Quick Reference Card, try disabling protected mode in Internet Explorer.

- 1 Start **Internet Explorer**, click the **Tools** drop-down arrow, and then click **Internet Options**.
- 2 On the **Internet Options** dialog box, click the **Security** tab, and then click to clear the **Enable Protected Mode** check box.
- 3 Click the **Apply** button, and then click **OK**.

To turn off the Internet Explorer pop-up blocker

- A Start **Internet Explorer**.
- B Click the **Tools** drop-down arrow, click **Pop-up Blocker**, and then click **Turn Off Pop-up Blocker**.
- C Close **Internet Explorer**.

Screen captures

