Installing Citrix on Windows 10

Windows 10 users wanting to access ROSS through Citrix must install a Citrix receiver.

Check if an old Citrix client exists.
1. Right click on Start button in Windows 10 and click Control Panel.
   a. Within Control Panel click Programs and Features.
   b. Search for Citrix Receiver or Citrix Online Add-in or Citrix launcher.
2. Versions older than 4.4.1xx must be uninstalled.
3. Uninstall old version and reboot.
   a. Note: administrative permission may be required.

Installing Citrix-receiver
2. Download Citrix-receiver client version 4.6.x or newer.
3. Click run and follow the installation directions.
4. After installation the message Installation Successful will appear.
   a. Click Finish.
   b. Note: do not Add Account at this time.

Installing the Citrix-receiver on Windows 10 Internet Explorer.
1. Open Internet Explorer.
3. Press the Alt key.
4. At the menu bar click Tools.
5. Click Compatibility View settings.
6. Ensure the current web site is displayed in the Add this website text box.
7. Click Add.
8. Close then reopen Internet Explorer to ensure that the compatibility settings were stored.

Accessing ROSS from a Citrix network farm
1. FS users (on either a FS or non-FS computer using the FS Citrix Farm):
2. Non-FS users (not using a FS computer but using the FS Citrix Farm):
3. Log on to the Citrix website and launch the ROSS application
4. Note; if a warning appears to allow running content, click Allow.

Helpdesk: 866.224.7677 https://iia-hd.peckham-enclave.us/
ROSS Website: https://famit.nwcg.gov/applications/ROSS