

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

1. Go to <https://www.citrix.com/downloads/citrix-receiver.html>.
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.
2. Open the website <https://ross.fs.fed.us/XenApp/auth/login.aspx>.
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):
 - a. Log on to <https://apps.fs.fed.us/XenApp/auth/login.aspx> using your Active Directory log on account information.
2. Non-FS users (not using a FS computer but using the FS Citrix Farm):
 - a. Log on to <https://ross.fs.fed.us/XenApp/auth/login.aspx>.
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://ia-hd.peckham-enclave.us/>
ROSS Website: <https://famt.nwcg.gov/applications/ROSS>
