

Requesting a Non-FS Citrix Account for ROSS Access

GACC Non-FS Citrix Rep Responsibilities

There are two Citrix farms available for accessing ROSS: FS Citrix Farm and the Non-FS Citrix farm. Non-FS Citrix accounts are managed by the Geographical Citrix Representative (GACC Citrix Rep)

- [FS Citrix farm](#): FS users already have FS Active Directory credentials, which they will use to access the FS Citrix farm.
- [Non-FS Citrix farm](#): Non-FS users need a Non-FS Active Directory account to access the non-FS Citrix farm. *Non-FS Citrix farm accounts are facilitated by the GACC Citrix Rep.*

Non-FS Citrix Account Prerequisites

1. User must have complete their agency's current year annual security training (Forest Service, State, County, or Local Gov).
2. Users must have an active NAP account with the ROSS application identified.

Requesting a Non-FS Citrix account

1. Users must request a new Non-FS Citrix account via their GACCs Non-FS Citrix Representative (see table below).
2. The GACC Citrix Rep will request the account and notify the User when the account has been created.

GACC Non-FS Citrix Representative Responsibilities

1. Non-FS Citrix accounts must be requested through their GACC Citrix Rep (see list below).
2. THE GACC Citrix Rep is responsible for obtaining and tracking the User's agency annual security training certificate.
 - a. Citrix Rep must:
 - i. Before submitting a request for a new Non-FS Citrix account, obtain a current copy of the User's Agency's Annual Security Training.
 - ii. Confirm and maintain a copy of the User's current year security completion certificate as long as the User has a Non-FS Citrix account.
 - iii. Respond to audits regarding user security certificates.

3. Before submitting a request for new Non-FS Citrix account, confirm the person requesting the account has an **active** NAP account (thus completing the required Rules of Behavior).
4. Gather the following user information: Name, email, phone number and dispatch center.
5. Submit a ticket to the ROSS helpdesk (<https://iia-hd.peckham-enclave.us/>) to create the account. Include the person's information from #3, plus a copy of the User's current year security training certificate to be attached with the ticket.
6. The ROSS helpdesk will create a ticket and forward it to a Citrix SME to create the account.
7. The Citrix SME will contact the User with their new Non-FS Citrix credentials.
8. When the account is no longer needed, the GACC Citrix Rep must submit a helpdesk ticket with the person's name and email to the ROSS helpdesk (<https://iia-hd.peckham-enclave.us/>) requesting the account be removed.

CITRIX REPRESENTATIVES by GACC			
GACC	Name	Email	Phone (work)
AK	Jennifer S. Humphrey	jhumphre@blm.gov	907-356-5681
EA	Jen Parrish	jennifer.parrish@usda.gov	414-944-3811
GB	Kara Stringer	kara.stringer@usda.gov	801-531-5320
	Roni McCabe-Howell	veronica.mccabehowell@usda.gov	801-531-5320
NICC	Rick Squires	rick_squires@blm.gov	208-387-5400
NOPS	Dan Westbrook	Dan.Westbrook@fire.ca.gov	916-206-9991
	Shayne Canady	Shayne.canady@fire.ca.gov	951 782-4169
NRC	Kathy Pipkin	Kathy.Pipkin@usda.gov	406-329-4709
NWC	Ted Pierce	ted.pierce@usda.gov	503-808-2722
RMA	Rob Juhola	rob_juhola@nifc.gov	303-445-4304
SOPS	Dan Westbrook	Dan.Westbrook@fire.ca.gov	916-206-9991
	Shayne Canady	Shayne.canady@fire.ca.gov	951 782-4169
SA	Tracy Robinson	Tracy.Robinson@usda.gov	678-320-3002
SWC	Kenan Jaycox	Kenan.Jaycox@usda.gov	505-842-3473