

How to Utilize the TASB Boulder Citrix Server

Prior to connecting to the TASB Boulder Citrix server, users must submit a signed Remote Access Agreement to the TASB Boulder staff. Users must comply with all current NOAA security initiatives and procedures. You will be unable to logon to the server if you have not submitted this agreement. (It has been included with this document.)

Boulder TASB supports Citrix use with Microsoft's Internet Explorer and the Microsoft Windows operating system. Connection to the Boulder TASB Citrix server with other browsers is NOT supported. Support for Macintosh or Linux operating systems is NOT available.

A reliable Internet connection is required to access the TASB Boulder Citrix server. TASB Boulder staff do NOT support the configuration of your home Internet connection. This is the responsibility of you and your Internet Service Provider (ISP).

Computers setup by TASB staff will have the latest version of Internet Explorer installed, with security certificates and browser plugins configured for use with the TASB Boulder Citrix server. NOAA equipment will be configured to utilize DHCP on both wired and wireless interfaces, which is the standard protocol used to assign an IP address to the computer when attached to a standard home or hotel Internet connection.

Prior to accessing the TASB Boulder Citrix server, confirm that you have reliable Internet access. After connecting your NOAA equipment your network of choice, navigate to your home page to verify connectivity to the Internet. If you cannot establish a connection to the Internet, you will be unable to access the TASB Boulder Citrix server. Contact your ISP or the hotel staff for instructions on accessing the Internet. Once you establish a reliable connection to the Internet, you can connect to the Boulder TASB Citrix server.

For those users choosing to utilize their own equipment, instructions to setup Internet Explorer for access to the Boulder TASB Citrix server are included at the end of the standard access instructions. Of note, some business lines prohibit the use of personal equipment to access NOAA networks. Workforce Management prohibits such use. Check with your business line for the current policy regarding use of personal equipment.

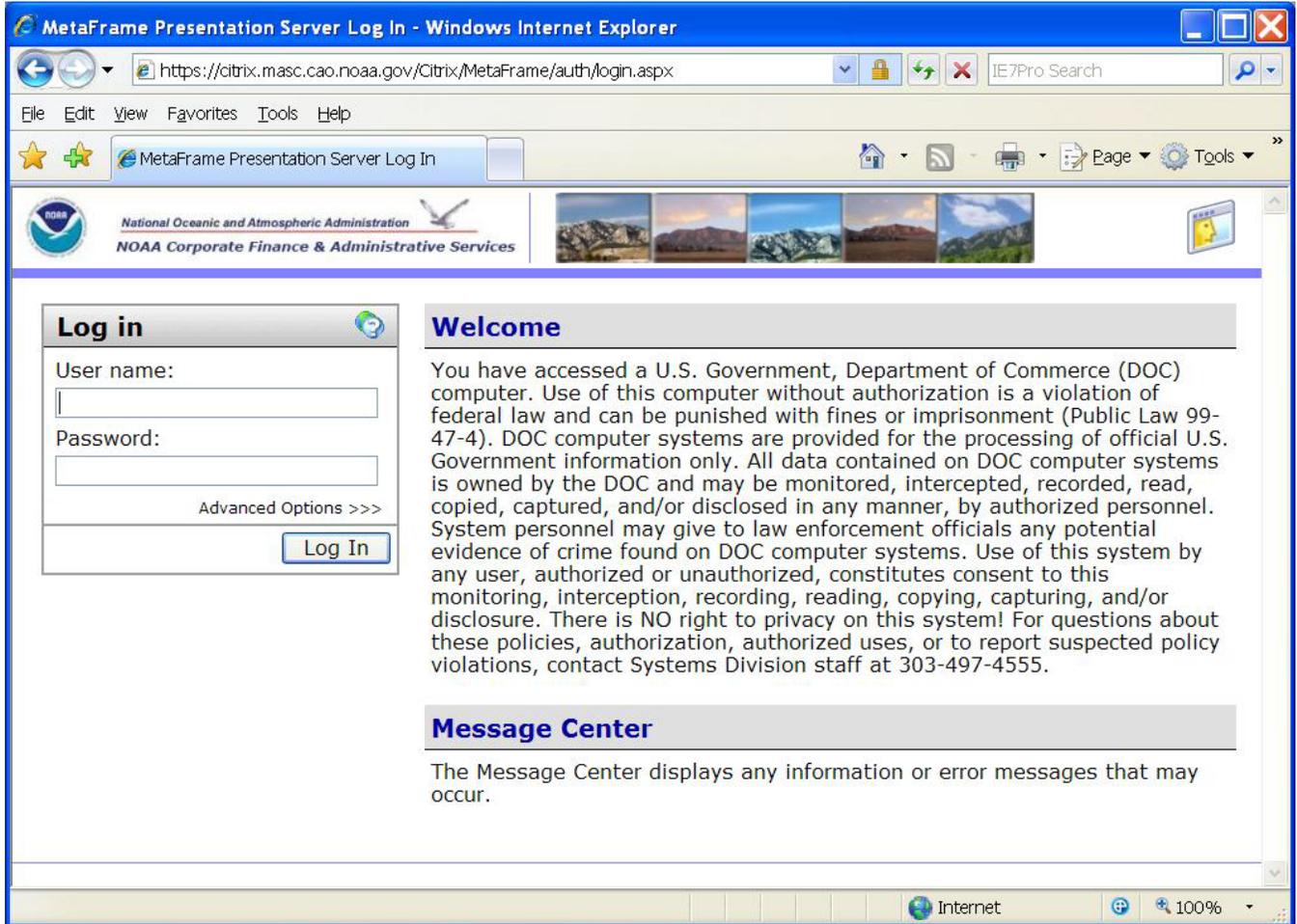
To connect to the TASB Boulder Citrix server, you must use a secure protocol. Type the following URL into the address bar of Internet Explorer:

<https://telework.masc.noaa.gov>

Note this uses https and not the standard http prefix to the website address. Using https ensures that you are using secure communication protocols.

(As a reminder, if you utilize the Citrix server IP address instead of the above name, you will receive certificate errors. The only way to avoid these errors is the use of the correct URL as shown above.)

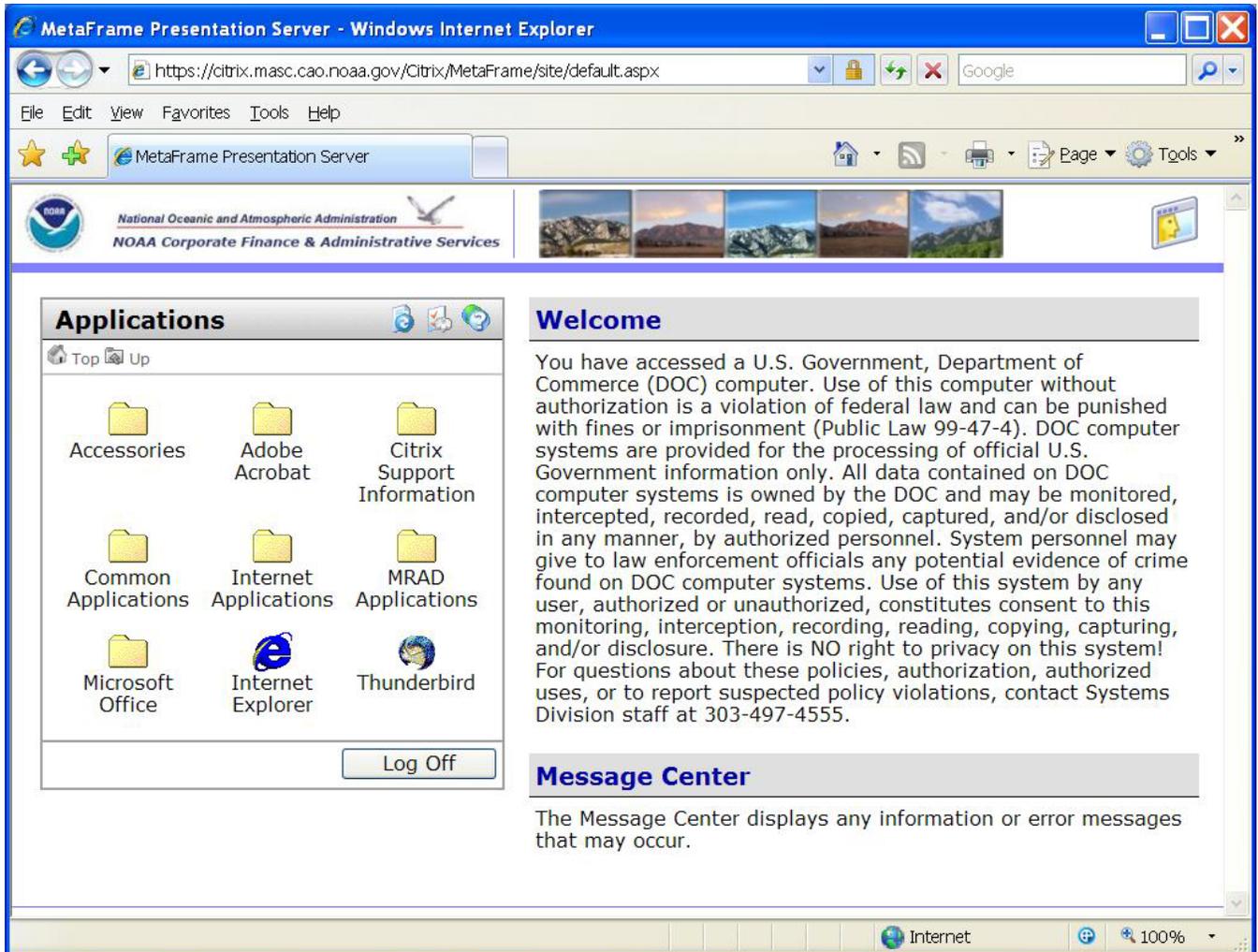
The following window will be displayed upon connection to the server.



Within NOAA users are assigned many user names and password. The TASB Boulder Citrix server utilizes your standard Microsoft username and password. This is the one you use each time you logon to your desktop computer. This username will be in the format *FLastname*, where *F* is your first initial and *Lastname* is your last name. Do NOT use your email username and password. The system will only recognize your Microsoft username and password.

As with your desktop computer, you have five attempts at logging onto the server. If you input the incorrect password more than five times, you'll be locked out of the system. Contact SD Staff if this occurs. If you lockout your account during off hours, your account will automatically unlock after 15 minutes of inactivity and you may try again. We recommend you wait at least 20 minutes prior to attempting access again.

Once logged onto the Citrix Server website, you'll find menus with various applications that have been made available for your use. To execute any of these applications, select the proper folder for the application of your choice, then click the appropriate icon once and the application will run. The top level menu will look similar to this:



The above example shows the MRAD Applications folder. Users of other business lines will see all only their own business line folder, along with the other common folders and applications.

The most popular applications available are Thunderbird and Microsoft Word. Once you open either of these two programs or others, you will have access to the network files you normally see from your desktop. TASB Boulder always recommends that you never save data to your desktop hard drive. Using Citrix, you quickly become aware that any files you've saved to your local desktop hard drive are unavailable. You will only have access to your network files, typically located in your *H:\My Documents* directory. You'll also have access to your divisional shared drive, typically drive *U:*, and the common shared drive, typically *S:*. All the network drives you see from your desktop computer are available within each application you open from Citrix. Due to security considerations, access to the files via Windows Explorer or the Command

prompt is unavailable. Using the *Open* or *Save* commands within each application, you can navigate to any accessible network drive and directory.

Once you've opened an application, it will continue to run regardless of the status of the Applications window status. The Internet Explorer applications menu will timeout and logout automatically after a short period of inactivity. To access another menu item, just logon once again.

As explained previously, the need for a *reliable* Internet connection is imperative. Typically, dialup connections provide very slow and poor performance when using Citrix. It's possible to use a dialup connection, but performance will be terrible. High speed connections give much better performance. Some users have wireless connections to their ISP. Don't confuse this with a wireless connection from your computer to your home or hotel router. A wireless Internet connection uses radio from your location to the ISP. A wireless connection to your ISP can cause problems with Citrix when poor weather occurs or even if a bird flies between your antenna and the ISP's antenna.

TASB Boulder staff can't assist you when your connection is intermittent, slow, or poor. The path between your computer and the Citrix server can traverse anywhere throughout the Internet. Trouble with this path is beyond our control. If you experience frequent service interruptions, contact your ISP.

If you do experience disruptions with Internet connectivity, Citrix will attempt to reconnect with your computer and re-establish your connection. In some cases, the connection will be terminated completely and you may have to logon and launch the application again. It's possible data loss can occur, but such loss is infrequent. We recommend that you save your work on a regular basis.

If you experience other problems when utilizing Citrix, contact TASB Boulder staff either via email at masc.sd@noaa.gov or the help desk at 303-497-4555.