

## Logging on to Citrix from Outside CDSS

Note: Before you can log into Citrix from outside the CDSS network, you must first be issued a token from the CDSSnet Helpdesk or have installed RSA SecurID Software token application & ID on your iPhone.



The **RSA SecurID token** displays your **token code** (a six digit number that changes every 60 seconds). The bars on the left side of the display count down, telling you how much time you have left until the next change.

Your **Passcode** is a combination of something you know (your PIN) and something you have (the token code). For example if your PIN is 9999 and your token code currently says 159759, your passcode would be 9999159759.



The **RSA SecurID Software Token** application is authentication software that transforms your iPhone into an RSA SecurID authentication device same as the RSA SecurID token above.

Your **Passcode** is a combination of something you know (your PIN) and something you have (the token code). For example if your PIN is 9999 and your token code currently says 729738, your passcode would be 9999729738.

Go to <https://remote.dss.ca.gov/> with your internet browser (Internet Explorer, Firefox, Safari, etc.)

1. Enter your user name and password (what you logon to Windows with at CDSS).
2. **If you have NOT previously set up your PIN code, you will need to do so now.**
  - In the Passcode field enter the current six digit number displayed on your token.
  - Check the box next to "I Agree" to agree to the terms of use.
  - Click Log On.

**Continue on to step #4.**

### **If you have previously set up your PIN:**

- Enter your Passcode, which is your PIN and your token code. (i.e. If PIN=9999 token=159759, Passcode=9999159759)
- Check the box next to "I Agree"
- Click Log On.

**Skip to step #7.**

**Welcome**

Please log on to continue.

User name:

Password:

Passcode ("PIN" and "Token code"):

I agree to the terms below.

[Help](#)

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Your assistance is needed for the protection of our computer systems and data. Please be aware that this computer system is the property of the State of California, Department of Social Services (CDSS). It is only to be accessed and used for the official government business by authorized personnel, consistent with the provision of applicable bargaining agreements.

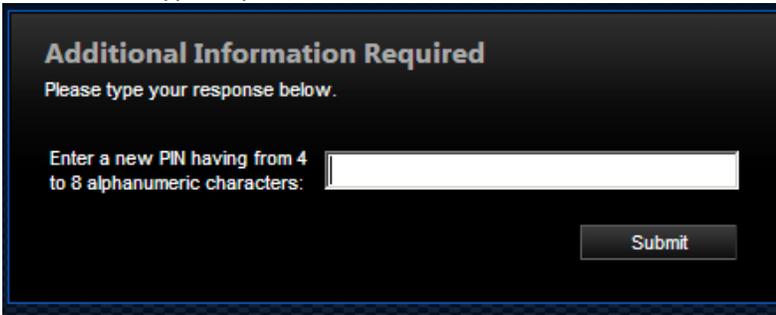
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As a reminder the State has the right to monitor, log and/or recover all network activity with or without notice, including email and all Internet web site communications. Therefore, users should be aware there is no privacy in the use of these resources under the current CDSS information security policies.

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To ensure the security of our systems, each employee is responsible for reviewing, knowing and abiding by the CDSS information security policies. Pressing "Agree" and the subsequent use of this system by the employee is an agreement to comply with those policies.

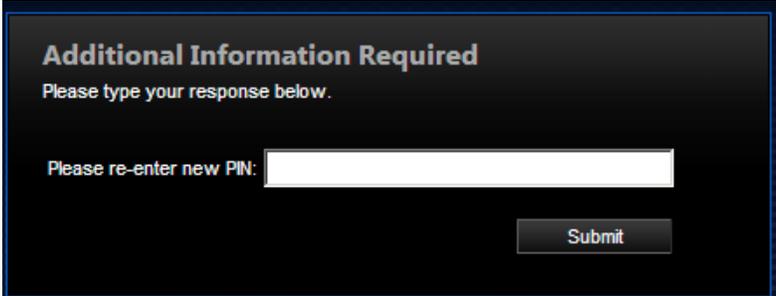
3. Your PIN can be between four and eight characters, and can be any combination of letters, numbers or special characters. Type in your desired PIN and click Submit.



**Additional Information Required**  
Please type your response below.

Enter a new PIN having from 4 to 8 alphanumeric characters:

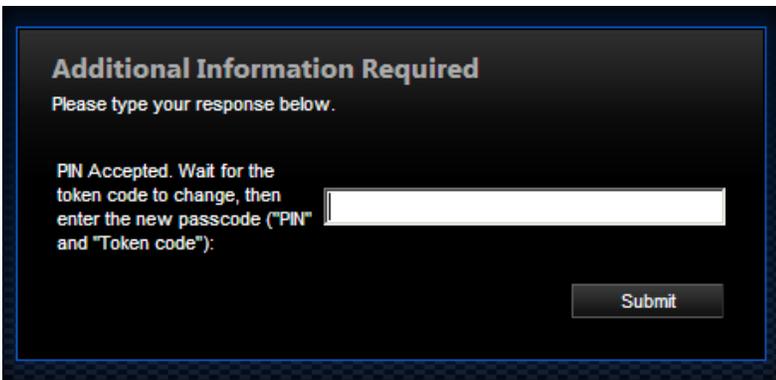
4. Enter your desired PIN again then click Submit.



**Additional Information Required**  
Please type your response below.

Please re-enter new PIN:

5. You will receive a message saying your PIN has been accepted.
- Wait for the token code to change.
  - Enter your Passcode, which is your PIN and your token code. (i.e. If PIN=9999 token=159759, Passcode=9999159759)
  - Click Submit.



**Additional Information Required**  
Please type your response below.

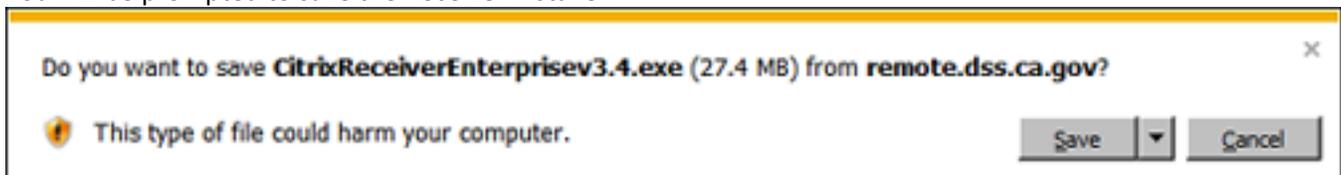
PIN Accepted. Wait for the token code to change, then enter the new passcode ("PIN" and "Token code"):

6. The first time you access Citrix from any computer you will need to install the Citrix Receiver. Check the box next to “I agree with the Citrix license agreement” and click INSTALL.

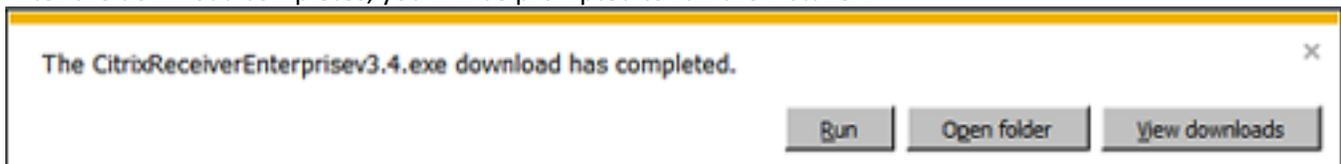
If you are using Mac OS X or are unable to get the receiver to work, you will need to download the Citrix Receiver software from <http://receiver.citrix.com/>



7. You will be prompted to save the Receiver installer:



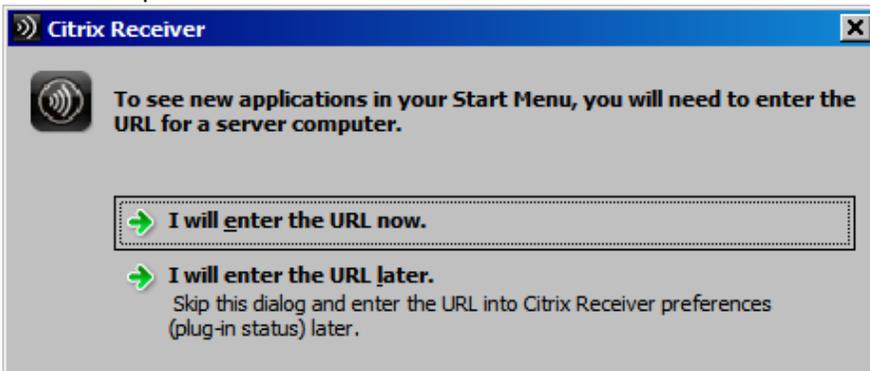
8. After the download completes, you will be prompted to run the installer.



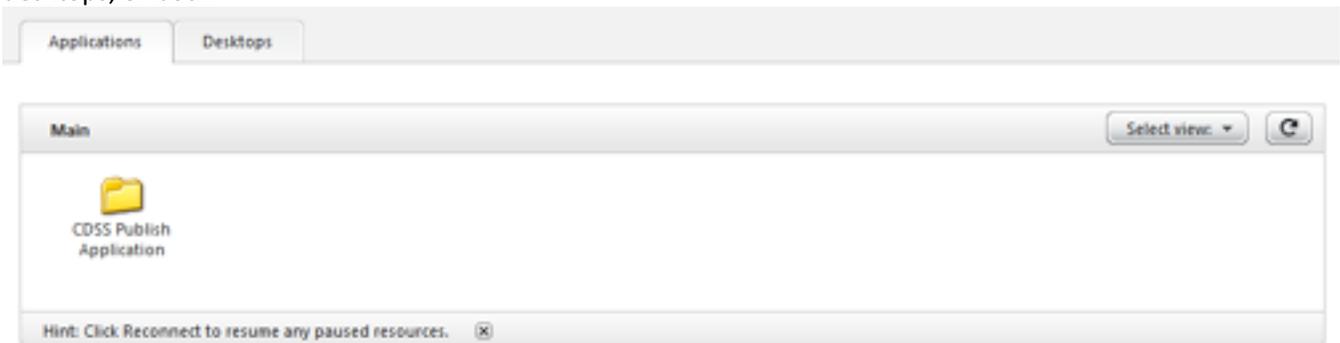
9. Click Install to install the Receiver:



10. Select the option to enter the URL later:



11. Once the plug-in has installed, you will see your Citrix options. You may have access to individual applications, full desktops, or both.



12. Click on the Desktops tab to reveal the Bureau Chief Pool selection.



Bureau Chief Pool - Win7



- If you have problems connecting to the Bureau Chief Pool, click on the “Problem Connecting?” link to reset the session.
- If you continue to have problems, please contact your Personal Computer Administrator for assistance.