



**Office of the Chief Information Officer
Information Technology Division**

COMPUTER SELF-HELP DESK - TRAINING TIPS AND TRICKS

HUDMOBILE ON HOME COMPUTERS

This document is a step-by-step instruction to check or remove duplicate or older versions of the Citrix client. It provides instructions to download, install and configure Citrix Receiver 4.1 for Windows on the following machines:

- Windows XP
- Windows Vista
- Windows 7
- Windows 8.x

This document also includes steps on how to login into HUDMobile with a grid card and launch published applications.

Please note:

- The Internet Explorer (IE) version used on this document is IE8. If your web browser version is not IE8, some of the displays in these steps may appear different.
- You need to use the HUD issued grid card to access HUDMobile.hud.gov.

If you experience any issues with access to HUDMobile.hud.gov, or require assistance, please contact the HITS Help Desk at 1-888-297-8689 option 9.

Steps:

- Remove or uninstall duplicate or older versions of the Citrix client.
- Configure your Internet Explorer Security Settings.
- Login to HUDMobile.hud.gov.
- Download, install and configure your Citrix Receiver 4.1 for Windows.

Remove older version of Citrix client

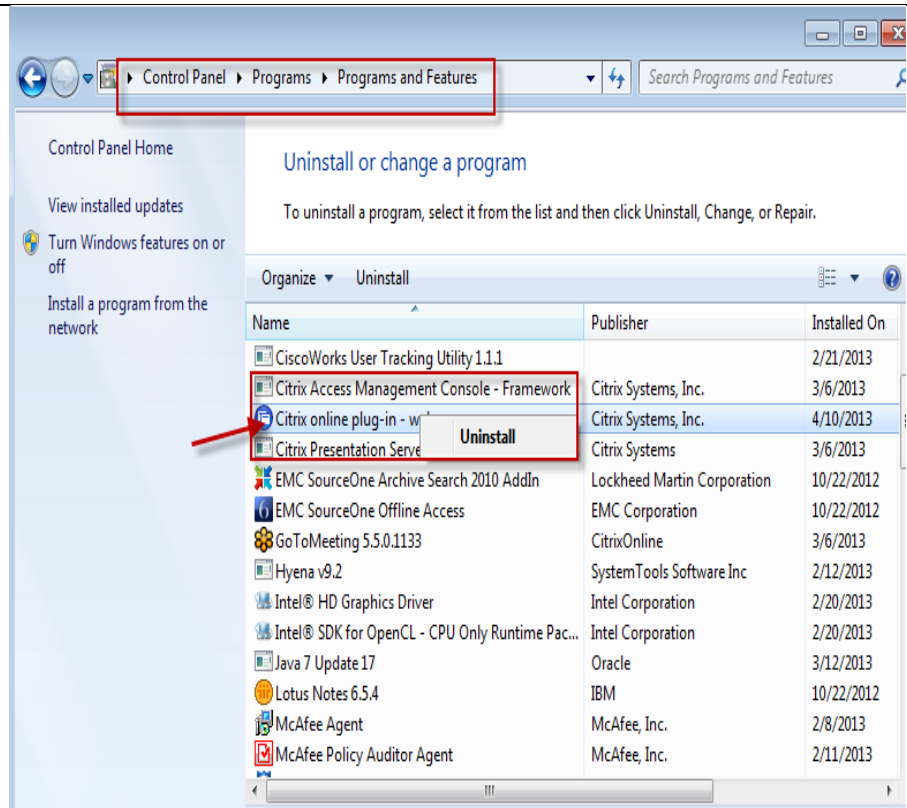
To ensure you do not have a duplicate or an older version of the Citrix client installed on your system, please follow these steps.

Log on to your system as the user with **administrative rights**.

Uninstall or remove any existing installations of online plug-in or Citrix receiver from the client machine **before** starting the installation process.

- A. Windows 8/8.1/7 or Vista – Control Panel→Programs and Features
- B. Windows XP – Start→Control Panel→Add/Remove Programs

If you have one or more entries that begin with “**Citrix online plug-in (Web), Citrix presentation client, or Citrix receiver**”, uninstall or remove all Citrix programs individually from oldest to newest version.

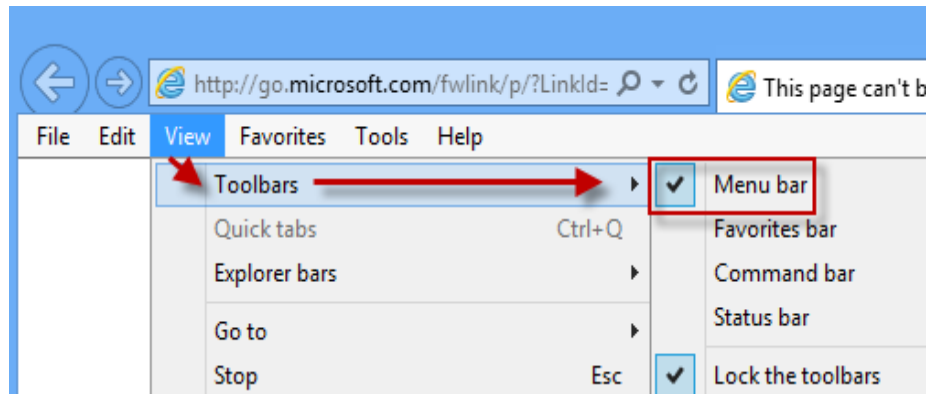
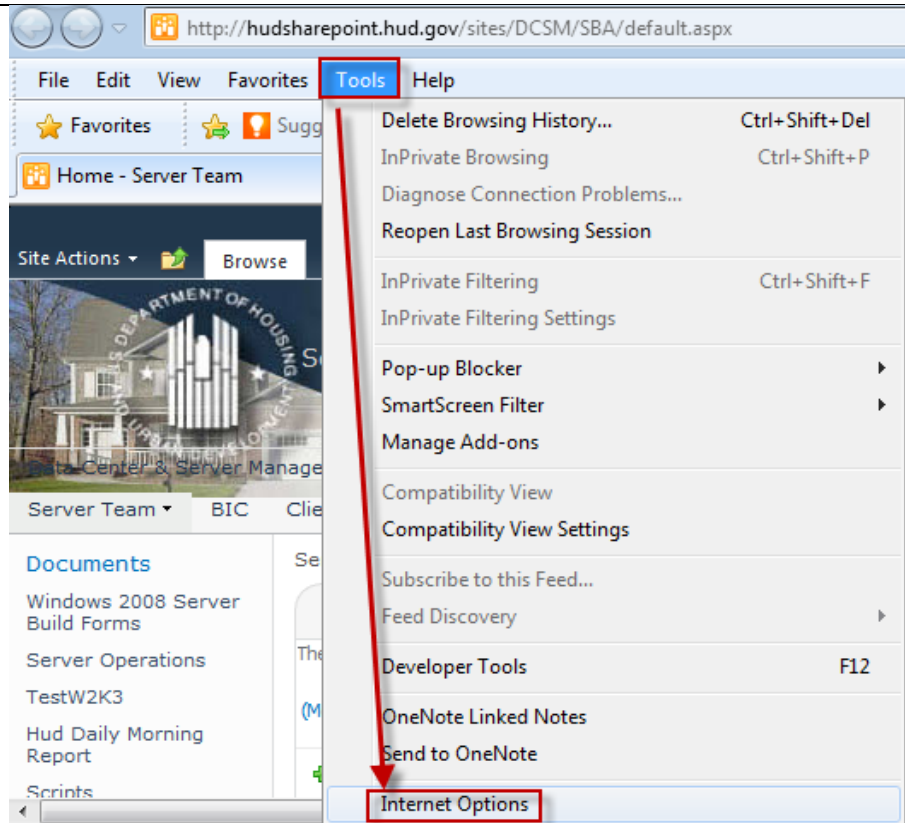


Configure your Internet Explorer Security Settings

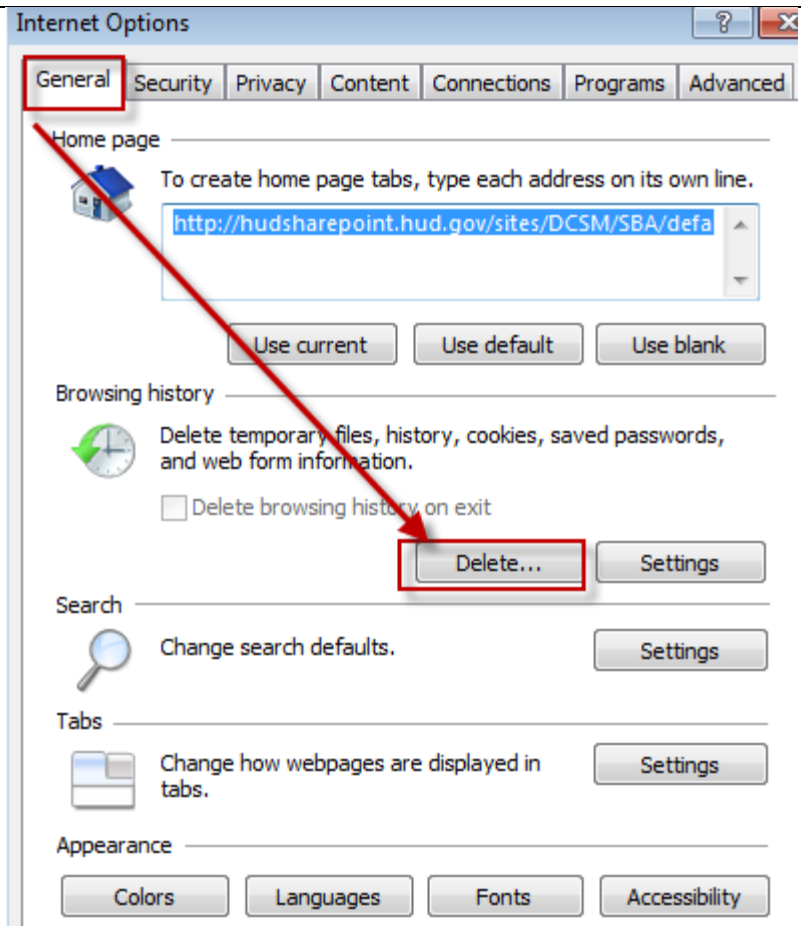
Clear Your Internet Explorer Cache:

Open your Internet Explorer and Select **Tools**→**Internet Options** to configure your IE settings.

Please note: If the Tools menu is not visible, press the **Alt** key on your keyboard. Select **View**→**Toolbars** and select **Menu bar** to display.

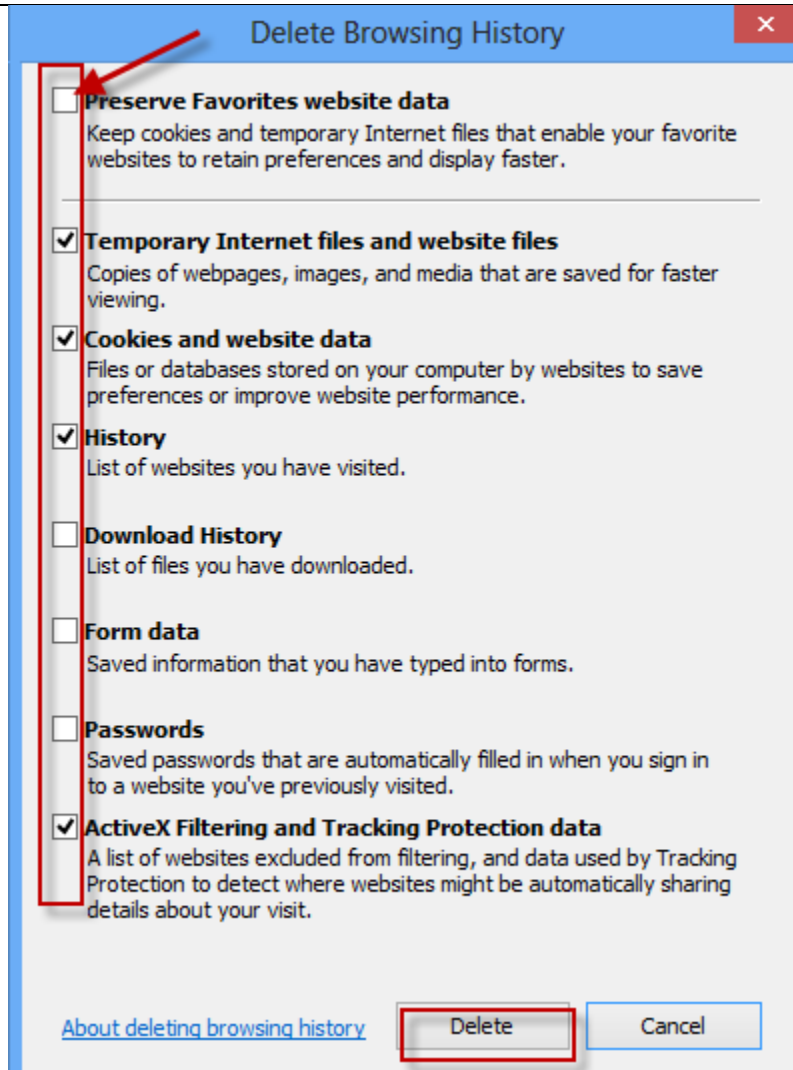


Select the **General** tab and in the browsing history section, click the **delete** button to clear your web browser's cache, temporary files, cookies and the browsing history.



Ensure the “**Preserve Favorite website data**” is **unchecked** (to save your favorite cache). Click the **Delete** button. You should see a notice at the bottom of the page stating that the selected browsing history has been cleared.

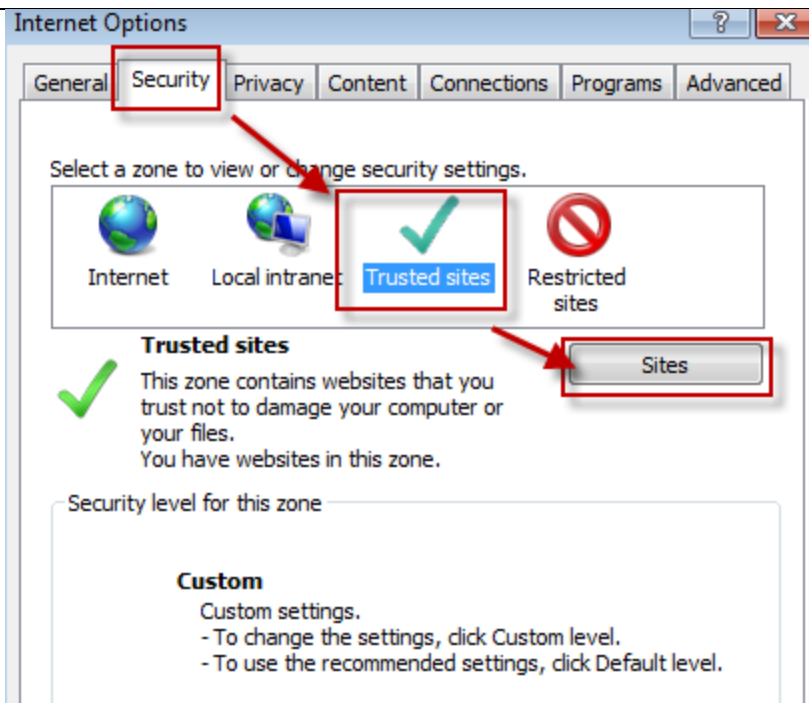
Alternately, once your browser is open, you may simply press **Ctrl+Shift+Delete** to open the Browsing History window on the right (to skip the above steps).



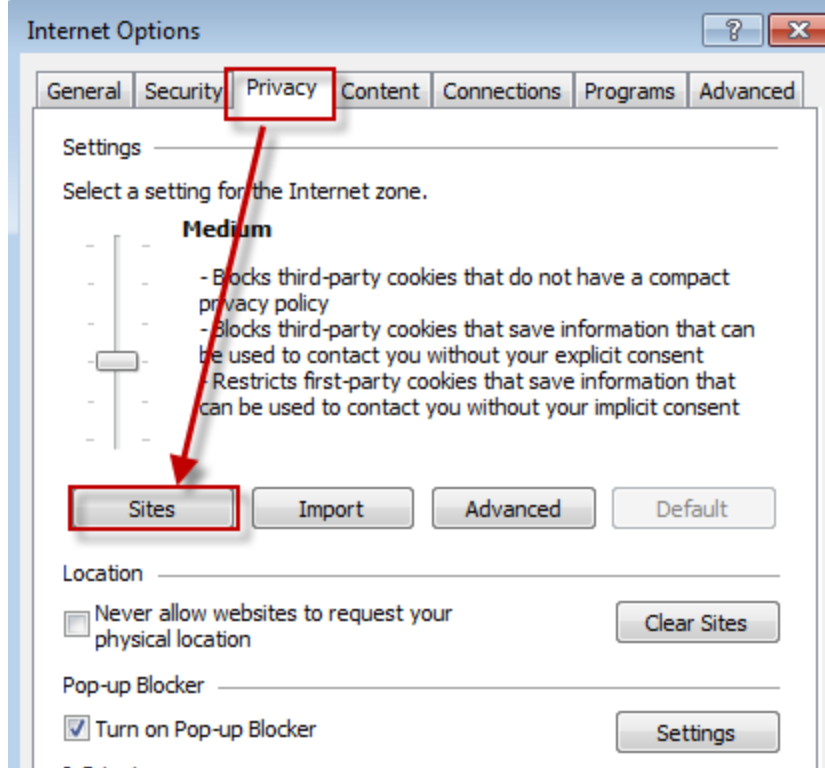
Add HUD website to Trusted Sites:

Select the **Security** tab, click **Trusted Sites** icon and then click **sites** button.

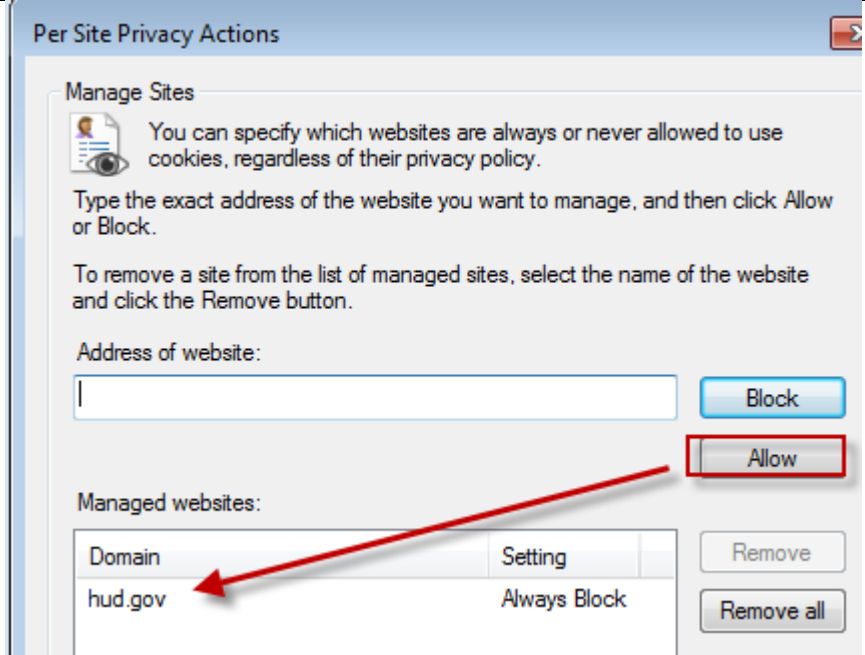
Type https://*.hud.gov in the “**Add this website to the zone:**” field and click **Add**



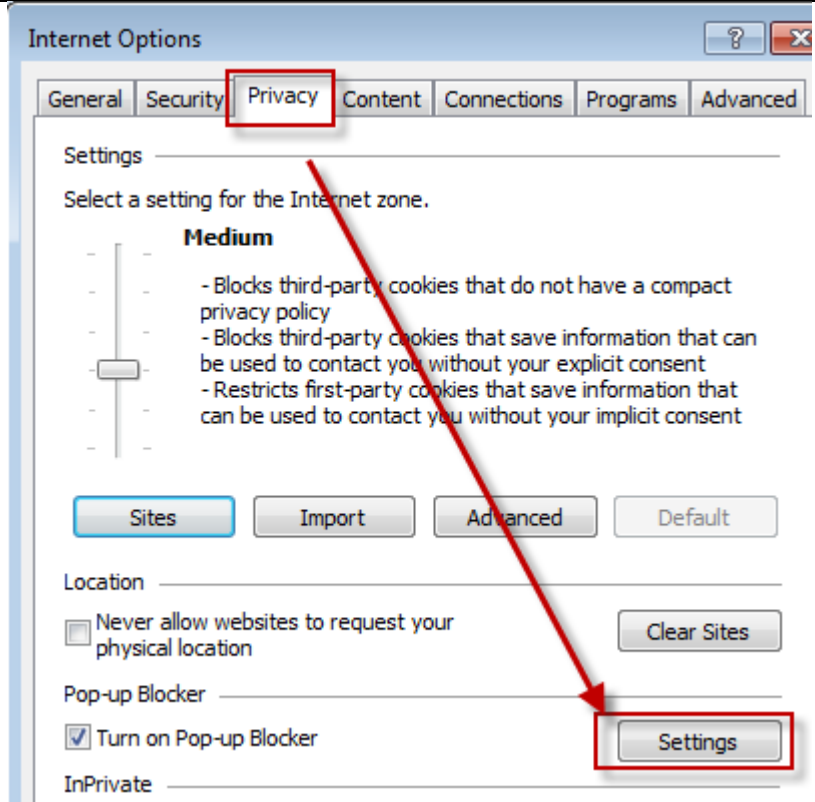
Select the **Privacy** tab, and click "**Sites**".



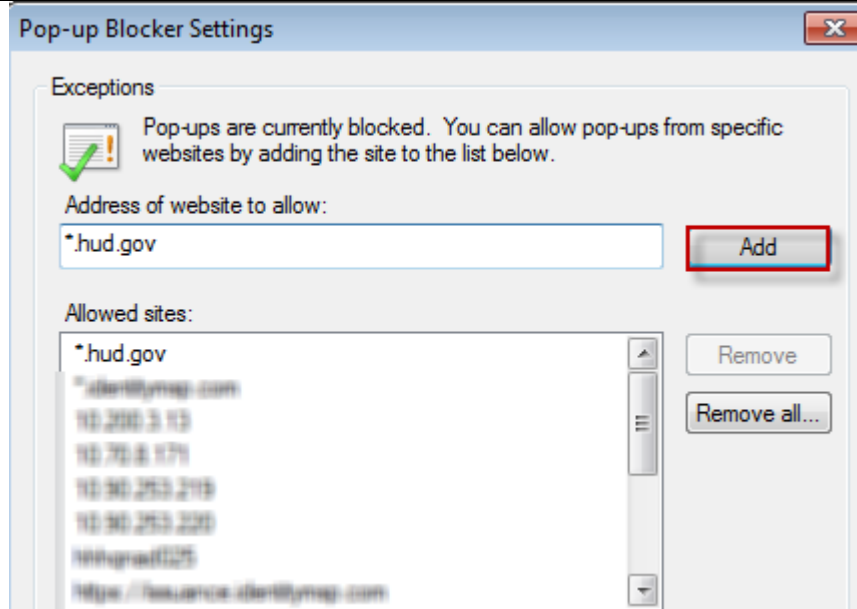
Type **hud.gov** in the "**Address of website:**" field and click **Allow**.



Still on the **Privacy** tab, click on **Settings**.



Type *.hud.gov in the “**Address of website to allow:**” field to add *.hud.gov to the pop-up blocker settings.



How to login to HUDMobile

Once the old Citrix Receiver for windows is uninstalled successfully, open your Internet Explorer browser and navigate to:

HUDMobile.hud.gov

Enter your **Username/Password** and select your **domain**. Click the **Log On** button to continue.

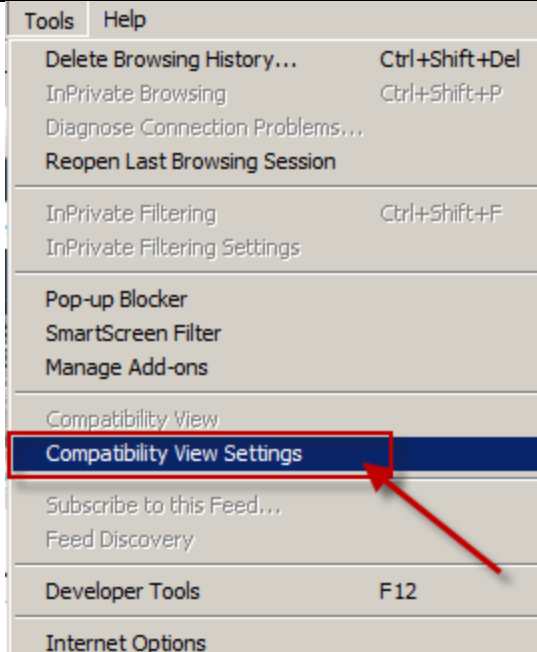
The screenshot shows the 'Welcome' page of the HUDMobile system. It includes a 'Legal Notice' section and a login form. The login form has fields for 'User name', 'Password', and 'Domain'. A red callout box points to the 'User name' field with the text 'Enter your H-ID'. Another red callout box points to the 'Password' field with the text 'Enter your password'. A third red callout box points to the 'Domain' dropdown menu, which is open and showing a list of domains: HHQ, FTW, NYC, SFC, CHI, DEN, and ATL. The text 'Select your Domain' is written in the callout box. A red box highlights the 'Log On' button, with an arrow pointing to it.

Enter your grid card information and click **Submit** to continue.

The screenshot shows the 'Additional Information Required' page. It asks the user to 'Please type your response below.' and provides a text input field with three dots. A red callout box points to the input field with the text 'enter your grid card information'. Below the input field is a blue 'Submit' button.

For Internet Explorer 11 only:

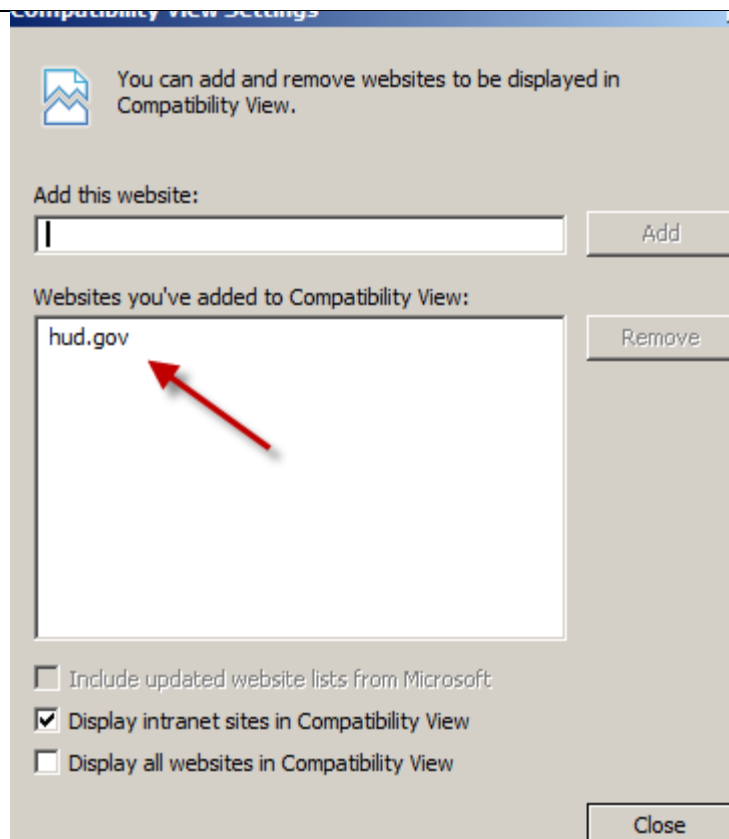
Select **Tools** menu and click **Compatibility View Settings**.



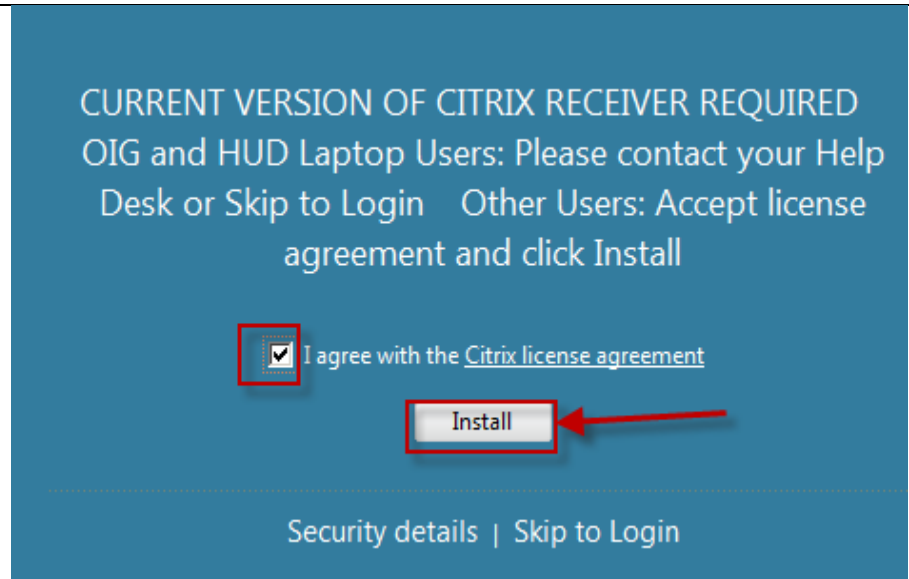
For Internet Explorer 11 only:

Type **hud.gov** and click **Add**.

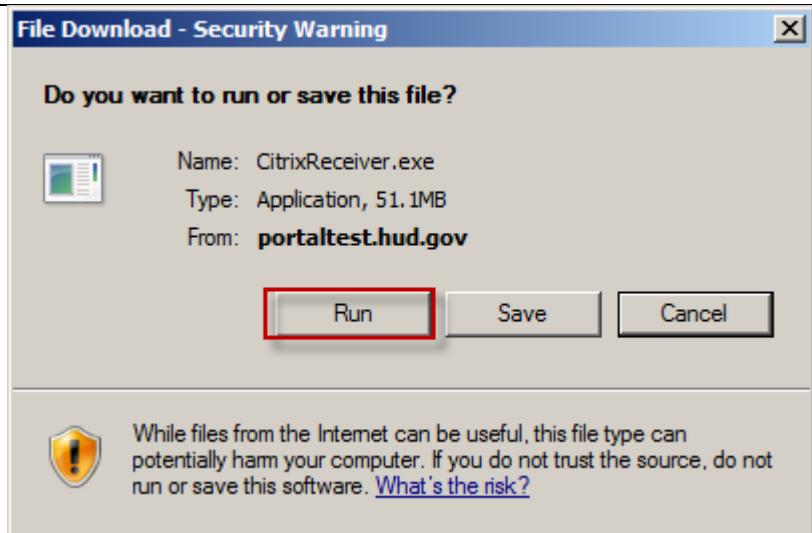
Click **close** to continue.



You will be prompted to install Citrix receiver from the HUDMobile site. Select the license agreement by checking "I agree with the Citrix license agreement" and click **Install**.



Click **Run** on the security warning.



Click **Run** again on the security warning.



Click **Install** to continue installing the receiver.

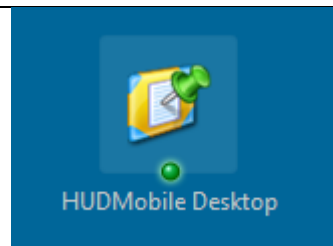


Click **Finish** on the Installed successfully page.

Citrix receiver installation completes.



The **“HUDMobile Desktop”** icon will be displayed. The desktop will be displayed automatically. If this does not occur within 5 seconds, then click on the **“HUDMobile Desktop”** icon.



The Desktop displays all published applications. Double-click on the icon you wish to launch.

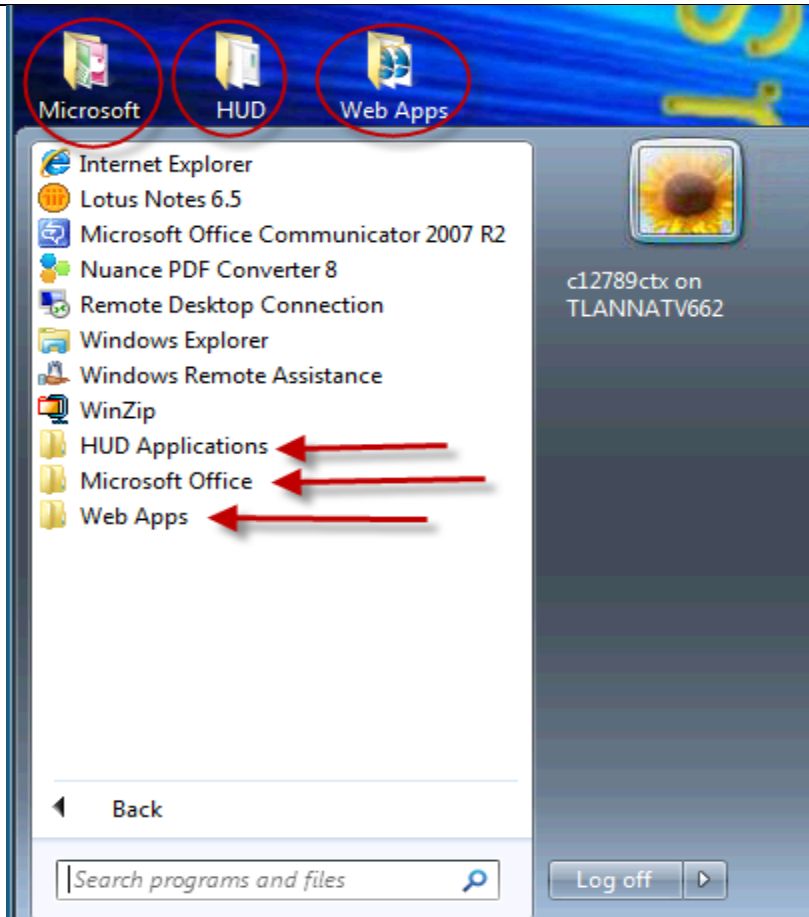


To access Microsoft Office Suite applications, open the “**Microsoft Office**” folder and click on the application icon to launch.

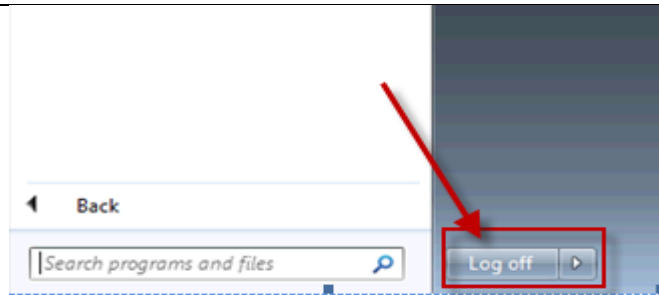
To access HUD applications, open the “**HUD Applications**” folder and click on the application icon to launch.

To access Web based, open the “**Web Apps**” folder and click on the application icon to launch.

Please note: The published applications can be accessed from the desktop or from the **Start** menu.

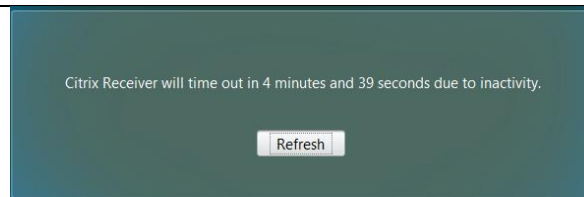


To close out your HUDMobile session, click the “**Logoff**” button from the HUDMobile desktop Start Menu.



The Citrix Application Portal will timeout after 30 minutes of inactivity. It will display a 5-minute countdown warning prior to logging you off.

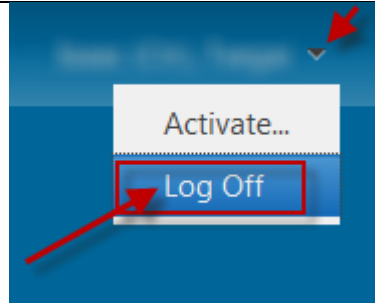
- You can ignore this warning since it will NOT impact the HUDMobile Desktop



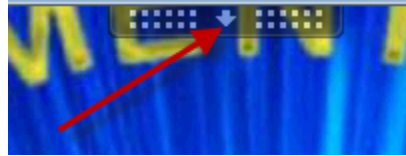
session.

- You only need to relogin to the Application Portal if the HUDMobile Desktop session was terminated.

To logoff from HUDMobile, click the drop-down arrow where your name is displayed on the right corner and click on “**Log off**”.



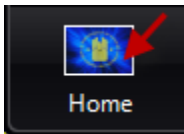
To access the Desktop Viewer and its features, click the down arrow on the Desktop Viewer bar displayed at the top of the HUDMobile Desktop window.



When in Window Mode

For the icon description and its function see below:

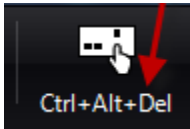
Home: To switch to your home PC desktop.



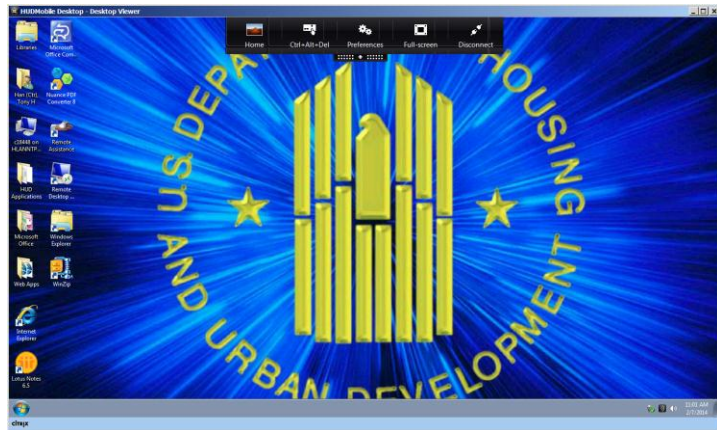
To switch back to the HUDMobile desktop click the Desktop Viewer icon in the taskbar.



Ctrl+Alt+Del: To send the key sequence to the HUDMobile Desktop.



Preferences: To access

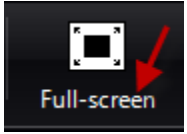


When in Full Screen Mode

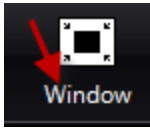
more customized settings.



Full-screen: To display the HUDMobile Desktop in Full – screen mode.



Window: To display the HUDMobile Desktop in Window mode.



Disconnect: To disconnect from HUDMobile Desktop.

