

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.

G	Control Panel	Programs Programs and Features	✓ Search Programs and Fe	eatures			
	Control Panel Home	Uninstall or change a program					
	View installed updates	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.					
0	Turn Windows features on or	· · ··································					
Ĭ	off	Organize 🔻 Uninstall		= - (
	Install a program from the network	Name	Publisher	Installed On			
		CiscoWorks User Tracking Utility 1.1.1		2/21/2013			
		Citrix Access Management Console - Framework	Citrix Systems, Inc.	3/6/2013			
		Citrix online plug-in - w	Citrix Systems, Inc.	4/10/2013			
		Citrix Presentation Serve	Citrix Systems	3/6/2013			
		🗮 EMC SourceOne Archive Search 2010 AddIn	Lockheed Martin Corporation	10/22/2012			
		6 EMC SourceOne Offline Access	EMC Corporation	10/22/2012			
		🍪 GoToMeeting 5.5.0.1133	CitrixOnline	3/6/2013			
		💷 Hyena v9.2	SystemTools Software Inc	2/12/2013			
		Untel® HD Graphics Driver	Intel Corporation	2/20/2013			
		🔚 Intel® SDK for OpenCL - CPU Only Runtime Pac	Intel Corporation	2/20/2013			
		🗾 Java 7 Update 17	Oracle	3/12/2013			
		Lotus Notes 6.5.4	IBM	10/22/2012			
		🔂 McAfee Agent	McAfee, Inc.	2/8/2013			
		McAfee Policy Auditor Agent	McAfee, Inc.	2/11/2013			

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.

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		(Go to			•		Status bar
		S	Stop			Esc	~	Lock the toolbars

Select the General tab and	Internet Options
in the browsing history section, click the delete	General Security Privacy Content Connections Programs Advanced
button to clear your web browser's cache.	Home page To create home page tabs, type each address on its own line.
temporary files, cookies and the browsing history.	http://hudsharepoint.hud.gov/sites/DCSM/SBA/defa
	Use current Use default Use blank
	Browsing history
	Delete temporary files, history, cookies, saved passwords, and web form information.
	Delete browsing history on exit
	Delete Settings
	Change search defaults. Settings
	Tabs
	Change how webpages are displayed in tabs.
	Appearance
	Colors Languages Fonts Accessibility



Select the Privacy tab, and	Internet Options				
click "Sites".	General Security Privacy Content Connections Programs Advanced				
	Settings				
	Select a setting for the Internet zone.				
	- Medium				
	- Bocks third-party cookies that do not have a compact privacy policy				
	- Blocks third-party cookies that save information that can be used to contact you without your explicit consent				
	can be used to contact you without your implicit consent				
	Sites Import Advanced Default				
	Location				
	physical location				
	Pop-up Blocker				
	Settings				
Type hud.gov in the	Per Site Privacy Actions				
and click Allow.	Manage Sites You can specify which websites are always or never allowed to use cookies, regardless of their privacy policy.				
	Type the exact address of the website you want to manage, and then click Allow or Block.				
	To remove a site from the list of managed sites, select the name of the website and click the Remove button.				
	Address of website:				
	Block				
	Allow				
	Managed websites:				
	Domain Setting Remove				
	hud.gov Always Block Remove all				

Still on the Privacy tab,	Internet Options
Still on the Privacy tab, click on Settings .	Internet Options Image: Content Connections Programs Advanced General Security Privacy Content Connections Programs Advanced Settings Select a setting for the Internet zone. Select a setting for the Internet zone. Medium - - -
	 Never allow websites to request your Clear Sites Pop-up Blocker Turn on Pop-up Blocker InPrivate
Type <u>*.hud.gov</u> in the "Address of website to allow:" field to add *.hud.gov to the pop-up blocker settings.	Pop-up Blocker Settings Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow: *.hud.gov
	Allowed sites: *.hud.gov Remove *.domting non- Remove *.domting non- Remove all *.domting non- Remove all *.domting non- *.domting non- *.domting non- *.domting non-

How to login to **HUDMobile**

Once the old Citrix Receiver for windows is uninstalled successfully, open your Internet Explorer

Enter your H-ID User name: 1211217888 browser and navigate to: Enter your Password: password HUDMobile.hud.gov Domain: HHQ • HHQ Select Log On Enter your FTW our Domain NYC Username/Password and SFC select your **domain**. Click CHI the Log On button to DEN continue. ATL Enter your grid card Additional Information Required information and click Please type your response below. enter your grid card **Submit** to continue. information Enter a response to the grid challenge [B5] [I1] [I4] using a ... card with serial number III. Submit

Welcome

This system and associated resources are the property of the U.S. Department of Housing and Urban Development. Misuse or unauthorized access to this system may be subject to the provisions of the U.S. Federal Criminal Cod

USC 1030. Fraud and Related Activity with Computers).

By Clicking the "Log On" button you are accepting

Legal Notice:

For Internet Explorer 11	Tools Help
only:	Delete Browsing History Ctrl+Shift+Del
	InPrivate Browsing Ctrl+Shift+P
Select Tools menu and	Reopen Last Browsing Session
click Compatibility View	Tellviusta Eiltaviag Chilu Shift i E
Settings.	InPrivate Filtering Settings
	Pop-up Blocker
	SmartScreen Filter
	Manage Add-ons
	Compatibility View
	Compatibility View Settings
	Subscribe to this Feed
	Feed Discovery
	Developer Tools F12
	Internet Options
For Internet Explorer 11	
only:	You can add and remove websites to be displayed in
-	Compatibility View.
Type hud.gov and click	
Add.	Add this website:
	Add
Click close to continue.	Websites you've added to Compatibility View:
	hud.gov Remove
	Include updated website lists from Microsoft
	Display intranet sites in Compatibility View
	Display all websites in Compatibility View
	Close
	Close

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 .	CURRENT VERSION OF CITRIX RECEIVER REQUIRED OIG and HUD Laptop Users: Please contact your Help Desk or Skip to Login Other Users: Accept license agreement and click Install Imstall I agree with the <u>Citrix license agreement</u> Install Security details Skip to Login
Click Run on the security warning.	File Download - Security Warning Image: CitrixReceiver.exe Do you want to run or save this file? Name: CitrixReceiver.exe Type: Application, 51. 1MB From: portaltest.hud.gov Image: Run Save Cancel Image: While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?
Click Run again on the security warning.	Internet Explorer - Security Warning Do you want to run this software? Name: CitrixReceiver Publisher: Citrix Systems, Inc. Image: White options Run Don't Run While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

Click Install to continue	Ditrix Receiver
installing the receiver.	
	Welcome to Citrix Receiver Setup
	Click Install to install Citrix Receiver on your computer.
	Citrix Receiver
	Install Cancel
Click Finish on the Installed	Citrix Receiver
successfully page.	
Citrix receiver installation	Citrix Receiver ™
completes.	
	Installed successfully!
	If you received instructions to set up Receiver with your email or a server address, click Add Account.
	Add Account Finish
The "HUDMobile Desktop"	
icon will be displayed. The	
desktop will be displayed	
automatically. It this does	
then click on the	HUDMobile Desktop

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.	Microsoft HUD Web Apps
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.	 Microsoft Office Communicator 2007 R2 Nuance PDF Converter 8 Remote Desktop Connection Windows Explorer Windows Remote Assistance WinZip HUD Applications Microsoft Office Web Apps
Please note: The published applications can be accessed from the desktop or from the Start menu.	● Back Search programs and files
To close out your HUDMobile session, click the " Logoff " button from the HUDMobile desktop Start Menu.	Back Search programs and files Log off
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	Citrix Receiver will time out in 4 minutes and 39 seconds due to inactivity. Refresh

 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 ".	Activate 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. Home To switch back to the HUDMobile desktop click the Desktop Viewer icon in the taskbar.	When in Full Screen Mode
Ctrl+Alt+Del: To send the key sequence to the HUDMobile Desktop.	

more customized settings.



Full-screen: To display the HUDMobile Desktop in Full – <u>screen mod</u>e.



Window: To display the HUDMobile Desktop in Window mode.



Disconnect: To disconnect <u>from HUD</u>Mobile Desktop.



