

# How to Access Citrix with PIV Card

## Introduction

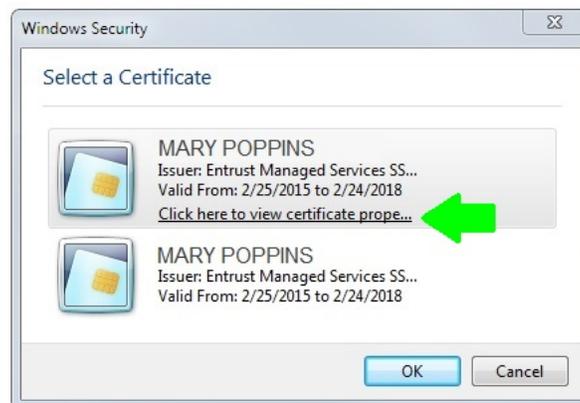
This document provides instructions on how to:

- [Log on Citrix](#)
- [Open an application](#)
- [Log off Citrix](#)
- [Resolve errors and known issues](#)
- [Get more help](#)

A PIV (smart) card and card reader are required, along with Windows 7 (or later) operating system. You will also need to know your PIN.

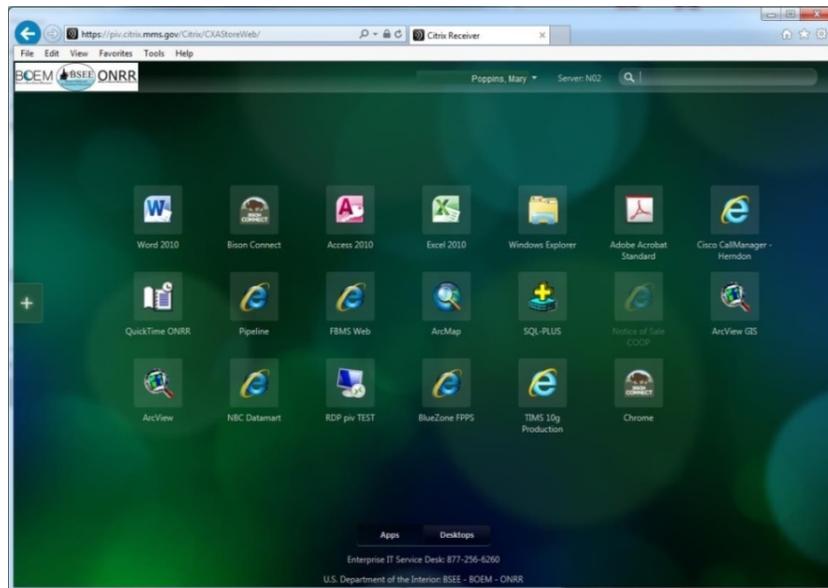
## Logging on Citrix

1. Insert your PIV card into the card reader.
2. Use Internet Explorer (Version 11) as your browser and navigate to Citrix, located at <https://citrix.mms.gov>. The End User Agreement appears.
3. Click **I Agree**. The certificate window appears.
4. Determine the correct certificate by following these steps:



- a. Select the top certificate and choose **Click here to view certificate properties**.
- b. Click the **Details** tab, scroll down and select **Subject Alternative Name**.



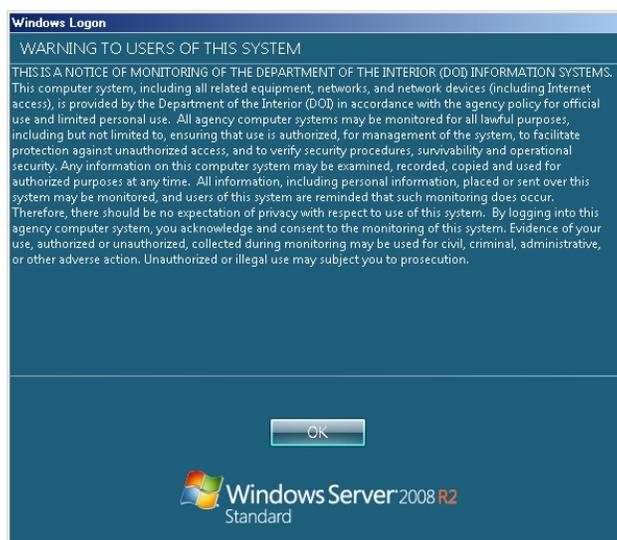


Note: If you see an **Add Account** window appear, asking for your work email or server address, click **Cancel** to close the window.

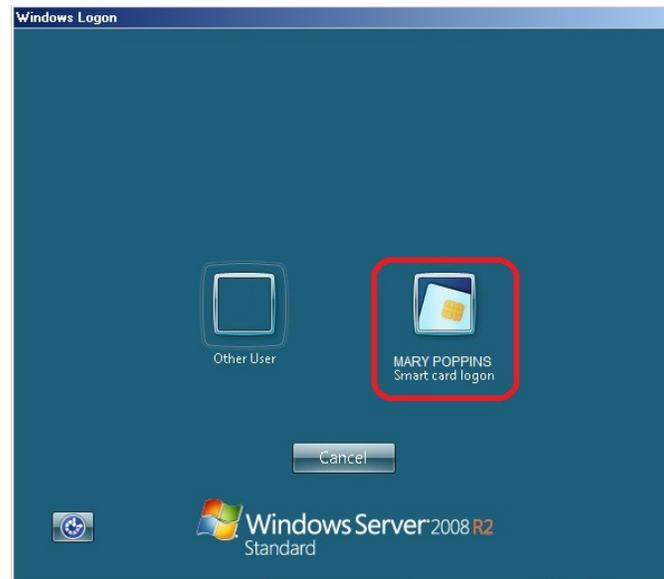
## Opening an application

Once you have logged on Citrix, open an application (for example, Excel or Word) by following these steps:

1. Single-click the icon of the application.
2. When the **Warning to Users of this System** appears, click **OK**.



3. You may see a “reading smart card” message briefly. Once your card has been read, click the **Smart Card logon** icon.

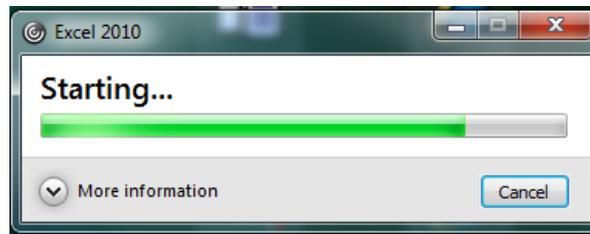


Note: If you only see the Other User icon, see [Windows Logon — No Smart Card Option](#) on page 7, for two possible solutions.

4. Type your PIN and either click the right arrow key or press **Enter**.



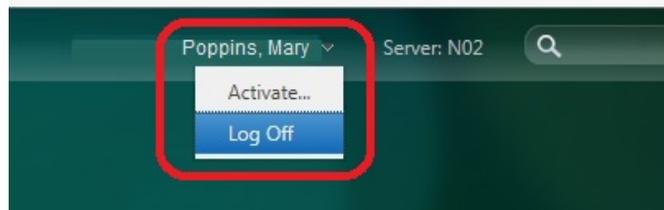
5. Your chosen application will indicate its launching progress.



The application opens.

## Logging off Citrix Portal

1. Click the drop-down arrow beside your name at the top of the Citrix portal, and select **Log Off**.



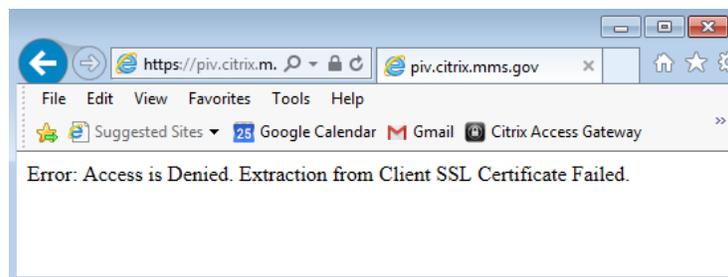
2. After a few seconds, the **You have logged off successfully** message appears. Close your browser.

Note: Close your *applications* as you normally would.

## Resolving errors and known issues

### “Access is Denied”

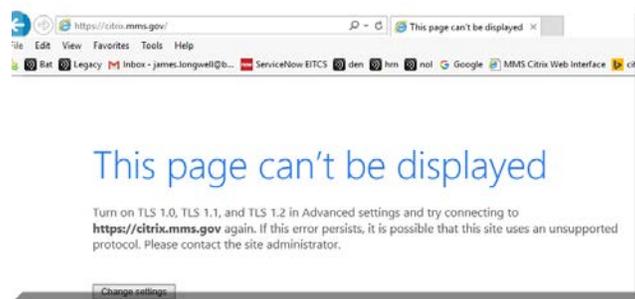
*Problem:* You see an **Error: Access is Denied** message after selecting a certificate and entering PIN.



*Solution:* This error means you selected the incorrect certificate. See [step 4, starting on page 1 above](#) to determine the correct certificate.

### **“This page can’t be displayed”**

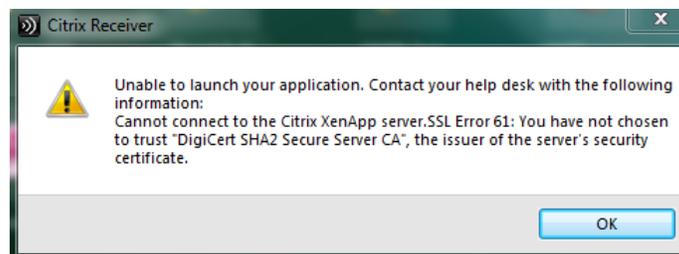
*Problem:* You see a **This page can’t be displayed** error message after canceling the certificate option box.



*Solution:* (1) Remove PIV card from reader. (2) Close all browser windows. (3) Relaunch Internet Explorer.

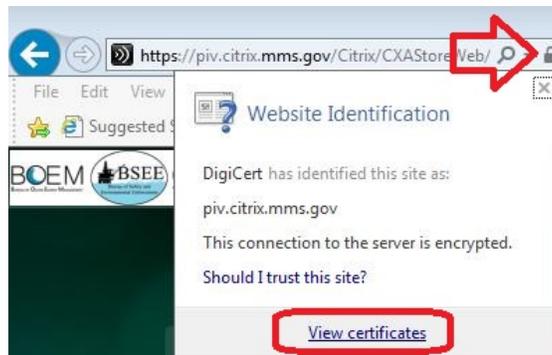
### **“Unable to launch your application . . . SSL Error 61”**

*Problem:* You see a dialog box that reads, “Unable to launch your application . . . SSL Error 61 . . . You have not chosen to trust “DigiCert SHA2 Secure Server CA . . .”

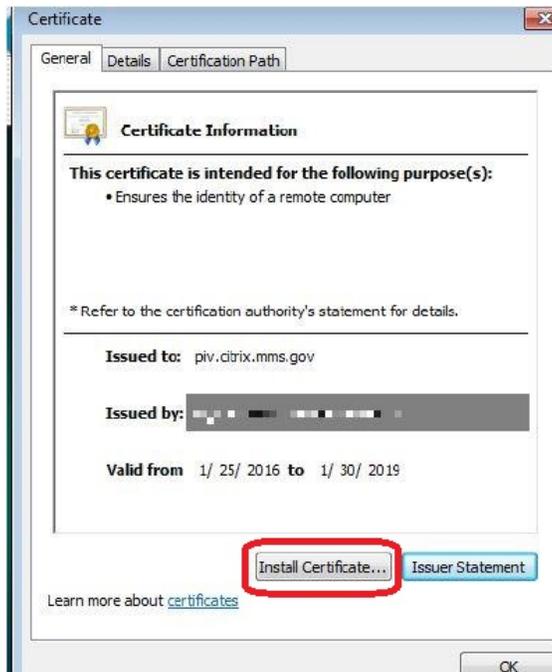


*Solution:* The certificate for the new Citrix site must be installed manually:

1. Click the padlock icon at the right end of the URL address bar and select **View certificates**.



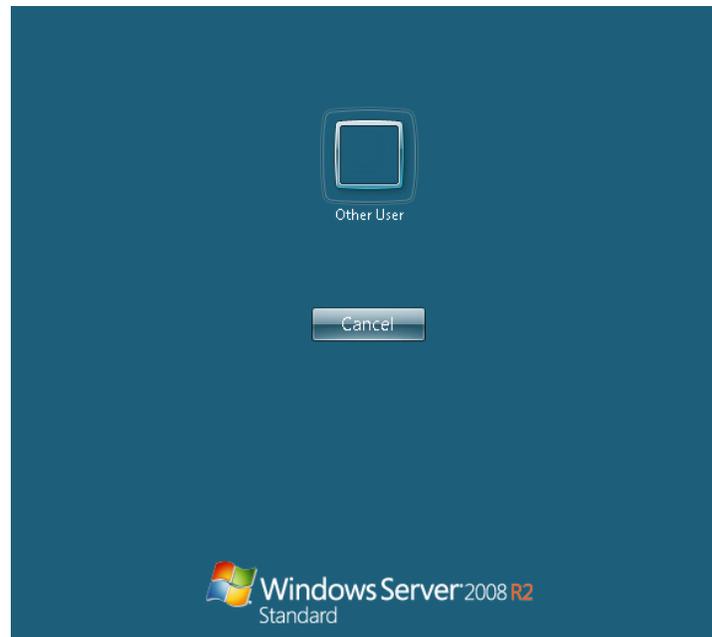
2. Click **Install Certificate...** at the bottom of the dialog box.



3. Select the defaults for the next three prompts during the installation process.

## Windows Logon — No Smart Card Option

*Problem:* You see no smart card option at the Windows Logon screen and can only choose **Other User**. (See *step 3 on page 4 above* for reference.)



*Solution 1:* Press the **Cancel** button and re-launch the application.

*Solution 2:* Select the **Other User** icon and enter your username (User ID) — beginning with **MMS\** — and your network (Windows) password. Either click the right arrow key or press **Enter**.

## Get more help!

If you need assistance with Citrix, please contact the Service Desk.

**Enterprise IT Service Desk — *Serving BSEE, BOEM, and ONRR***

Direct: 303-231-3333 or Toll Free: 877-256-6260

Email: [EnterpriseITServiceDesk@bsee.gov](mailto:EnterpriseITServiceDesk@bsee.gov)

Self-Service: <https://bsee.service-now.com/Portal/>

**Be sure to call if you need immediate assistance.**

**MAKING SERVICE BETTER WITH YOU IN MIND!**