AGO2GO Installation Instructions for Windows 7

Important: These instructions must be done using Internet Explorer web browser

How to get to Internet Explorer: Click on the Windows Key - looks like this



and type Internet. Then Click on Internet Explorer

Now, let's Install the Receiver:

In order to use AGO2GO, you will have to download the Citrix Receiver. This can be downloaded here: www.citrix.com/go/receiver.html

Click on the blue button that says "Download Receiver for Windows" it looks something like this:



rer/thank-you.html?client: $\mathcal{P} = \hat{\mathbf{a}} \circ orgonal Strank You x$	- □ × ↑★\$
	^
citrix Receiver	
Thank you for downloading Citrix Receiver	
About Installing Citrix Receiver	
Where can I download Citrix Receiver on other platforms and devices?	
How do I install Receiver? How do I get help installing or using Receiver?	
How do riger help instaining or using Receiver? I'm looking for the ICA Client. Is that the same as Receiver?	
Through of the CC clience is that the same as receiver?	
How do I get started after Receiver is installed?	
 Where can I find previous versions of Receiver? 	
Google Chrome asks me to download and install Citrix Receiver each time I access my apps. What's happening?	
Do you want to run or save CitrixReceiver.exe (45.6 MB) from downloadplugins.citrix.com ?	~

Once you click on that, this screen will come up. Click on "Run"

This box pops up. Click on "Yes"

0		User A	ccount Control	×
Do you want to allow the following program to make changes to this computer?				
	٢	Program name: Verified publisher: File origin:	CitrixReceiver Citrix Systems, Inc. Hard drive on this computer	
⊗ s	how <u>d</u> etai	ls	<u>Y</u> es <u>N</u> o)
			Change when these notifications app	ear

Then this box pops up. Click on "Start"



Accept the license agreement and click on "Next"

6	Citrix Receiver		×
	License Agreement		
	You must accept the license agreement below to proceed.		
	CITRIX RECEIVER LICENSE AGREEMENT	^	
	This is a legal agreement ("AGREEMENT") between you, the Licensed User, and Citrix Systems, Inc., Citrix Systems International GmbH, or Citrix Systems Asia Pacific Pty Ltd. Your location of receipt of this component (hereinafter "RECEIVER") determines the licensing entity hereunder (the applicable entity is hereinafter referred to as "CITRIX").	~	
	✓ I accept the license agreement		
	Next		Cancel

Do not enable single sign on. Leave this at the default as unchecked and click "Next"



Click on No, Thanks. Then click on "Install"



When the installation is complete, this will pop up. Just click on "Finish"

0	Citrix Receiver	
	citrix Receiver	
	Click on Finish to begin using Citrix Receiver	
	<u> </u>	ish

Let's Log in to AGO2GO:

Now that the receiver is installed, you can go to https://atg.cag.wa.gov/

On this screen, a box will pop up. Click on "Yes" (Warning: This box will sometimes hide behind other windows or open pages.)



After the check runs, you will be at this screen



If you have used AGO2GO before, here is a refresher on logging in:

If you are an existing AGO2GO user and installing AGO2GO on a new, replacement or second home computer, see below:

Note: In the "Citrix Access Gateway Welcome" screen login using your "ATGusername100" user name and password.

- If using a keyfob, the password is your PIN plus the FOB numbers displayed (no space).
- If using a mobile smartphone token, the password is just the numbers displayed (no space).

Now, let's set up your PIN:

If you are a NEW AGO2GO user, follow these steps to create your AGO2GO PIN number.

User name:

- User name begins with ATG followed by the first 3 letters of your First Name and First 3 letters of your Last Name then "100"
- ATGusername100 for example: John Smith would enter: ATGJohSmi100

Password:

- If this is your very FIRST time logging into AGO2GO, you will need to create your PIN. To do this, you will only use the 6 digit RSA key Fob number as your Password. You will then be taken to a screen asking you to create your PIN.
- Your PIN can be any 5-8 digit number of your choice. Choose something you won't forget because you will need to know your PIN from now on. You will get a second window asking to confirm your PIN, re-enter.
- Once you have created your PIN, your password, from now on, will be your PIN number followed by the 6 digit RSA key fob number (no spaces, just one long number).
- Remember: Use only the six digit RSA SecurID number when you log in for the first time. In the future, the Passcode will be your PIN number followed by the RSA SecurID key fob number. Do not use spaces

Once you have successfully set up your PIN, you will be taken to this screen:

If this screen happens to pop up, click on "Yes"

۲	User Account Control			
Do you want to allow the following program to update software on this computer?				
	Program name:Citrix online plug-in (Web)Verified publisher:Citrix Systems, Inc.File origin:Hard drive on this computer			
Show <u>d</u> e	tails <u>Y</u> es <u>N</u> o			
Change when these notifications appear				

Then you will end up here:

	× ¤
Citrix XenApp	
Welcome to AGO2GO Presse log in using your AGO username and password: User name: Password: Log On	
If you do not know your login information or need assistance installing the client please contact SD Customer Care. Monody—730am-500pm mathcardsking/data war oor you hone (560) 566-1200 or Toll- Free 1-866 ASR-4/SD (1-866-275-4473)	
Your Windows desktops and apps on demand - from any PC, Mac, smartphone or tablet.	
citrix IIIX	

Here you will enter you regular AGO network username and password and click "Log On"

If you are having trouble opening applications in Citrix once you are logged in, try the following to add atg.cag.wa.gov to Trusted Sites in your Internet Explorer browser:

In your Internet Explorer browser window, click on the gear at the upper right hand of the screen



Then you will click on Internet Options

And this window will pop up:

Internet Options					?	\times
General Security	Privacy	Content	Connections	Programs	Adva	nced
Home page						
	te home p /insideag		type each add	ress on its o	own line	•
	Use <u>c</u> ur	rrent	Use de <u>f</u> ault	<u>U</u> se n	ew tab	
Startup						_
◯ Start with ta <u>b</u>		ne last sess	sion			
Tabs						
Change how web	pages ar	re displaye	d in tabs.	Īč	abs	
Browsing history –						_
Delete temporary form information.		story, cool	vies, saved pas	swords, and	d web	
Delete bro <u>w</u> si	ing histor	y on exit				
		[Delete	<u>S</u> et	tings	
Appearance						_
C <u>o</u> lors	Lang	uages	Fo <u>n</u> ts	Acce	ssibility	
OK Cancel Apply						

Click on the Security tab at the top

Internet Options ? ×				
General Security Privacy Content Connections Programs Advanced				
Select a zone to view or change security settings.				
i i i i i i i i i i i i i i i i i i i				
Internet Local intranet Trusted sites Restricted sites				
Trusted sites				
This zone contains websites that you				
trust not to damage your computer or your files.				
You have websites in this zone.				
Security level for this zone				
Custom				
Custom settings.				
 To change the settings, click Custom level. To use the recommended settings, click Default level. 				
Enable Protected Mode (requires restarting Internet Explorer)				
Custom level Default level				
<u>R</u> eset all zones to default level				
Some <u>settings</u> are managed by your system administrator.				
OK Cancel Apply				

Click on the Trusted sites icon and then click on sites

Trusted sites		×			
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.					
Add this website to the zone:					
		Add			
Websites:					
*.avcaptureall.com	^	Remove			
*.bankofamerica.com					
*.cdslegal.com *.cisco.com *	~				
Require server verification (https:) for all sites in this zone					
		Close			

In the Add this website to the zone:

Type: atg.cag.wa.gov

Click Close and then Apply and then OK