## Overview

This quick reference card (QRC) pertains to you if you are a CTMS user who is not a staff member of DCRI/Duke. New Duke security features require that you use a third-party platform (called the Citrix Receiver) to securely run the CTMS application.

Log into Citrix Receiver

1 Using the Google Chrome browser (only), go to: **https://citrix.duke.edu**

   You see either the *Duke Health Log On* page (skip to Step *3*) or the *Welcome to Citrix Receiver* page (proceed to Step *2*).

2 *If* the **Welcome to Citrix Receiver** page opens, you are prompted to allow the website to search your computer to see if the Citrix Receiver agent is already loaded.
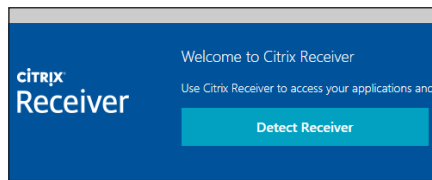

   a Click the **Detect Receiver** button.
      The results of the search appears on a new page.

   b Complete one of the following.
      • If Citrix Receiver software (at a supported release level) is not found on your computer, a small dialog opens. To proceed, click **Open Citrix Receiver Launcher**.
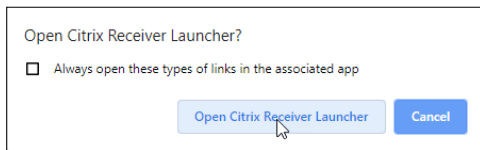

      • If a compatible version of this software is found, the above dialog does not appear and you can click the **Already installed** link in the middle of the page.

      The *Duke Health Log On* page appears. Proceed to Step *3*.

3 On the **Duke Health Log On** page, enter the same **User name** (UserID) and **Password** you use to access CTMS.
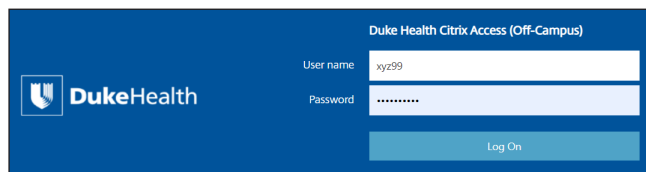

4 Click **Log On**.

5 You are prompted to select a multi-factor authentication method to verify that *you* are the authorized user.
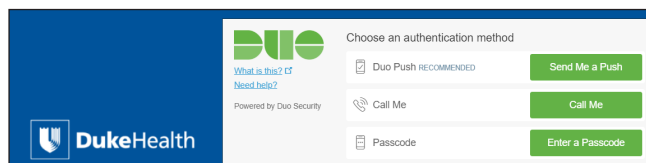
The **Call Me** option uses the telephone number you entered when you registered for Multi-Factor Authentication (MFA). Both the **Duo Push** and **Passcode** methods require you have the *Duo Mobile* app installed on your smartphone.

The landing page for Citrix Receiver opens.
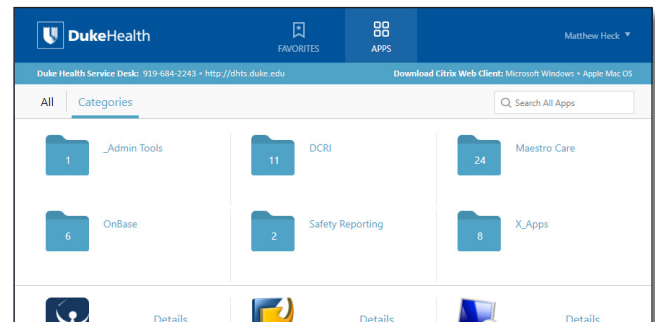
First Visit? Download the Web Client!

If this is the first time you are using Citrix Receiver, download the web client software to your computer.

1 On the landing page for Citrix Receiver, go to the upper right. In the light blue bar, at **Download Citrix Web Client**, click the computer system you are using (the following steps assume using Chrome on a Windows machine).
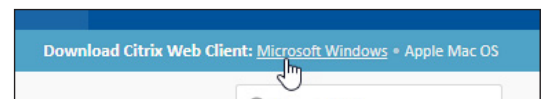
   An installation file downloads. Chrome shows it available at the bottom left corner of the page (otherwise, locate this file in your **Downloads** folder).
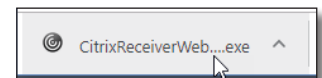
2 Click to install the web client software.

   The installer dialog opens to the Welcome page.

**3** At the bottom of the dialog, click **Start**. The License Agreement page appears.

4 Read the agreement, select the **I accept the license agreement** checkbox, and then click **Install**.

A page with a progress bar shows how installing the software is going. Wait for the **Installation Successful** page to appear.
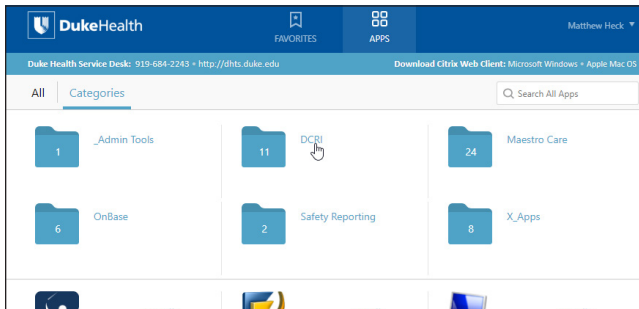
5 At the bottom of the dialog, click **Finish.**

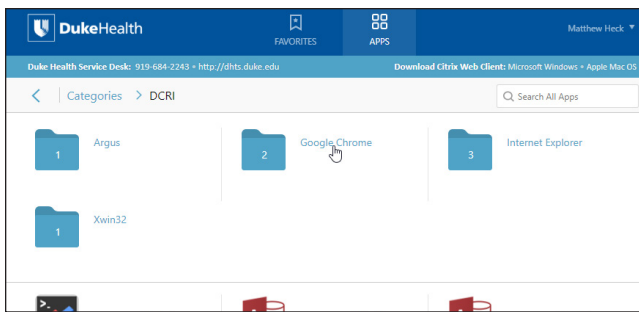This client software works in the background. You do **not** open it directly to complete tasks.
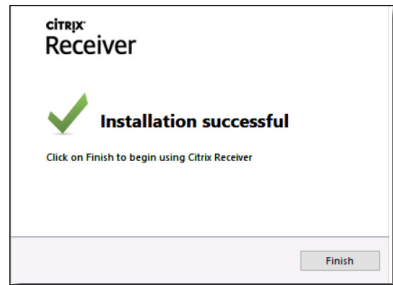
Open CTMS in Citrix Receiver

1 Select **DCRI** (text or folder).
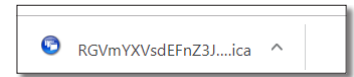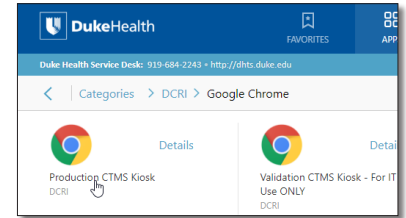
The options on the page change.

**2** Select **Google Chrome**.

The options on the page change.

3 Click **Production CTMS Kiosk** on the left.

The system automatically downloads an .ica file to your **Downloads** folder (visible on Chrome in the lower left corner).
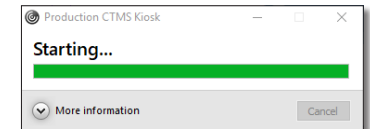
**4** Click the .ica file to open it.

Important! If you get to this point and a **How do you want to open this file?** dialog appears, then you must install the latest web client. Close the dialog and complete the steps in the "First Visit? Download the Client" section earlier in this QRC.
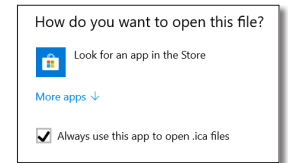
A dialog with a progress bar shows how the launch is going.

5 *If* a **Welcome to Chrome** dialog opens (it sometimes "hides" behind another page), then do the following:
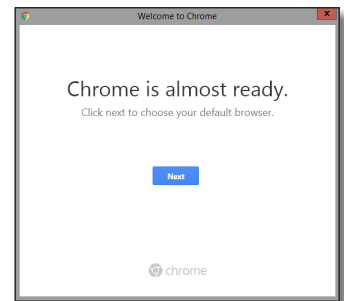
a Click **Next**.

Your screen goes dark, with a small dialog asking if you want to proceed using Internet Explorer, (in some cases:) Citrix Metaframe Server FTA, or Google Chrome.

b Select **Google Chrome**.

6 At this point the CTMS login page appears in *kiosk mode* (no taskbars or browser controls). Enter your CTMS **User ID** and **Password** again, and then click **Login**.

You are now in CTMS. Use the application the same way as you have in the past—with the exception of needing to use keyboard shortcuts (see next) since you have no taskbars or browser controls.

Keyboard Shortcuts to Use in Kiosk Mode

At some point while you are in kiosk mode you will be finished with a page without a way to close it or navigate to a different page. The following keyboard shortcuts will work in these situations.

Close the window you are currently in (and after you log out)	Ctrl + W
Refresh a window if it happens to be empty	Ctrl + R *or* F5
Backtrack to the previous page you have visited	Alt + left arrow
Open the next page in your browser's history	Alt + right arrow

A complete list of Windows and MacOS shortcuts supported on Google Chrome can be found at:
https://support.google.com/chrome/answer/157179?hl=en

Logging Out

Kiosk mode adds a step to the usual log out procedure. After you log out in the usual way, you need to press **Ctrl** + **W** to close the page that is open on your browser.

Getting Help

If you have questions or comments about the content of this QRC, please email Technology Training [**dcriittrain@dm.duke.edu**]. If you experience any technical problems working with CTMS or Citrix Receiver you are unable to resolve, email the DHTS Service Desk [**helpdesk1@dm.duke.edu**] or, for time-sensitive issues, call them at 919.684.2243.