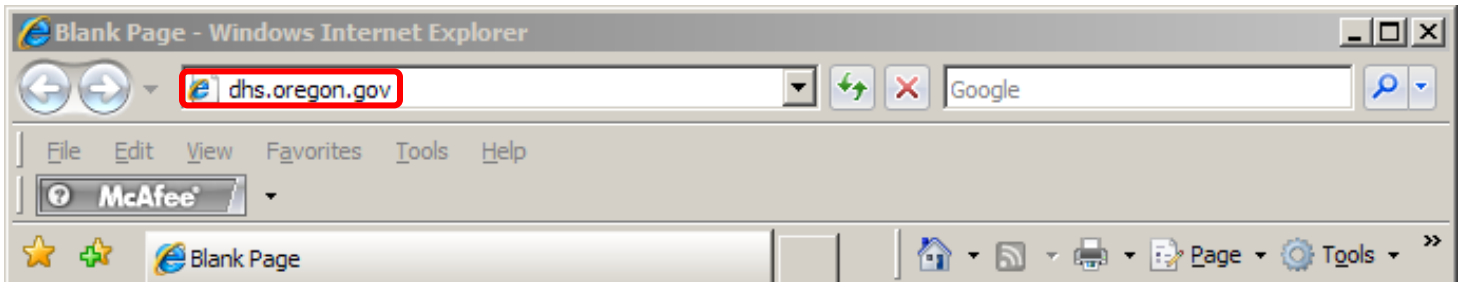


## Logging into DHS Citrix Portal

Open **Internet Explorer** and delete anything in the URL bar, then type **dhs.oregon.gov** into the URL bar and press **Enter**



In the **User name** field put in your OR#

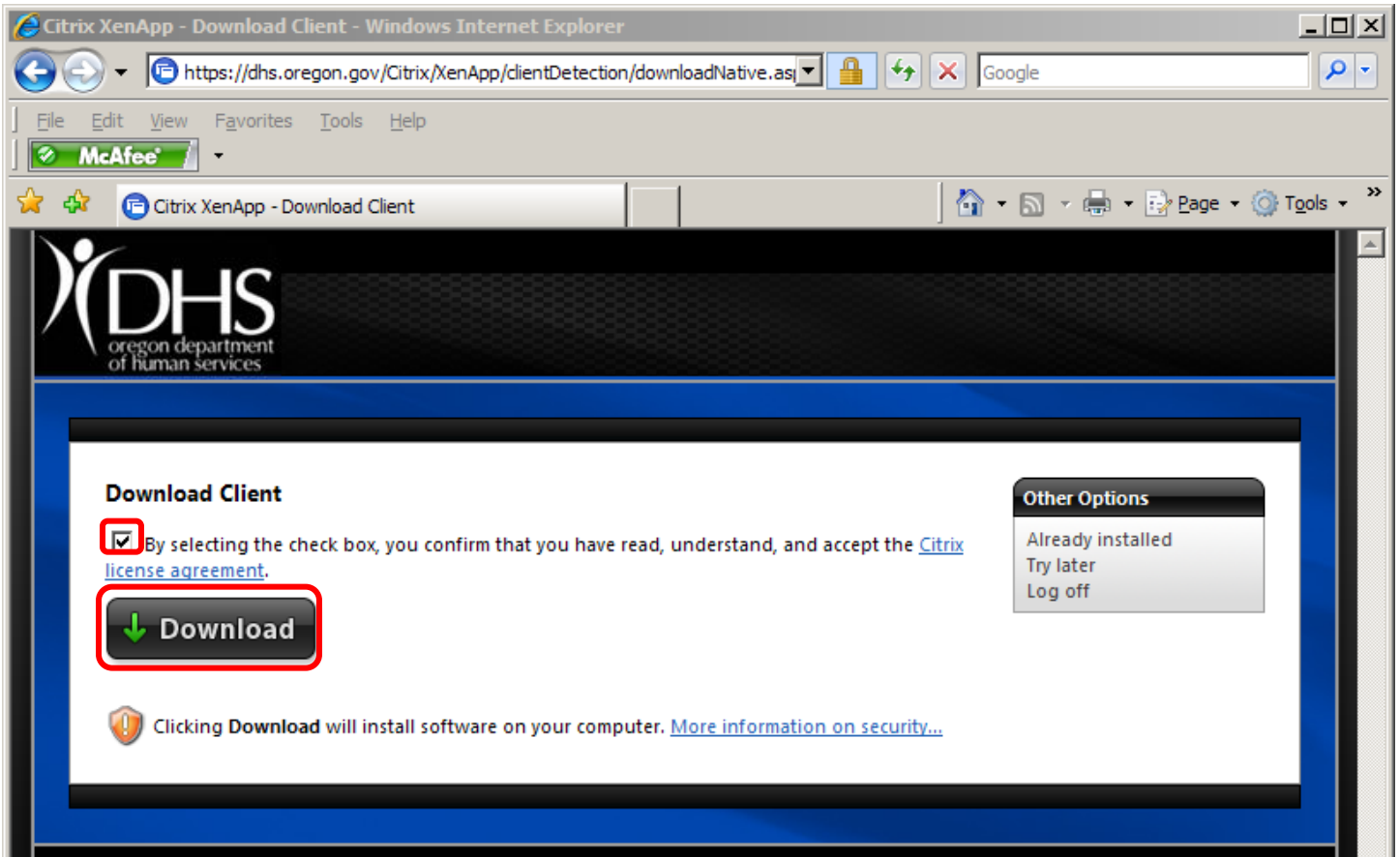
Type your Citrix password into the **Password** field\*

\*The password is the same as your password you use to get into your workstation

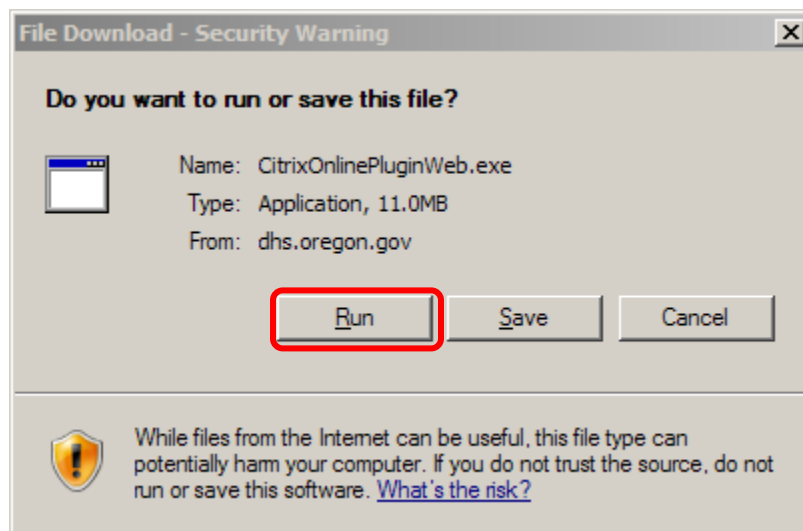
A screenshot of the Oregon Department of Human Services Remote Access Portal login screen. The background is dark blue. At the top, it says "Oregon Department of Human Services" in white, followed by "Remote Access Portal" in a smaller font. Below this is a disclaimer in white text: "By clicking the Log On button, you state that you are authorized to access this system. Use of Oregon Department of Human Services systems are monitored and logged. Individuals using this computer system without authority or in excess of their authority are subject to being prosecuted under ORS 164.377, Title 18 USC 2511 and/or any other applicable state or federal law." Underneath the disclaimer, it says "Call the DHS Service Desk at (503) 945-5623 for additional assistance." On the left side, there is a circular icon with a white padlock on a blue background. To the right of the icon are two white input fields. The first is labeled "User name:" and the second is labeled "Password:". Below the password field is a blue "Log On" button with white text.

# First time using Citrix on this workstation

You must click the **checkbox** first before it selecting **Download**



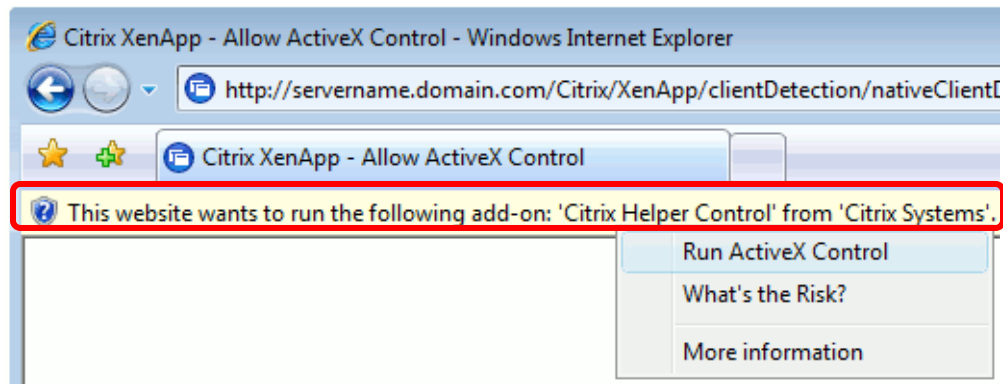
Select **Run** when you see the following popup



If you do not see the File Download prompt, check to see if there is an **Active X** prompt near the top of the webpage.

### Allow ActiveX Control

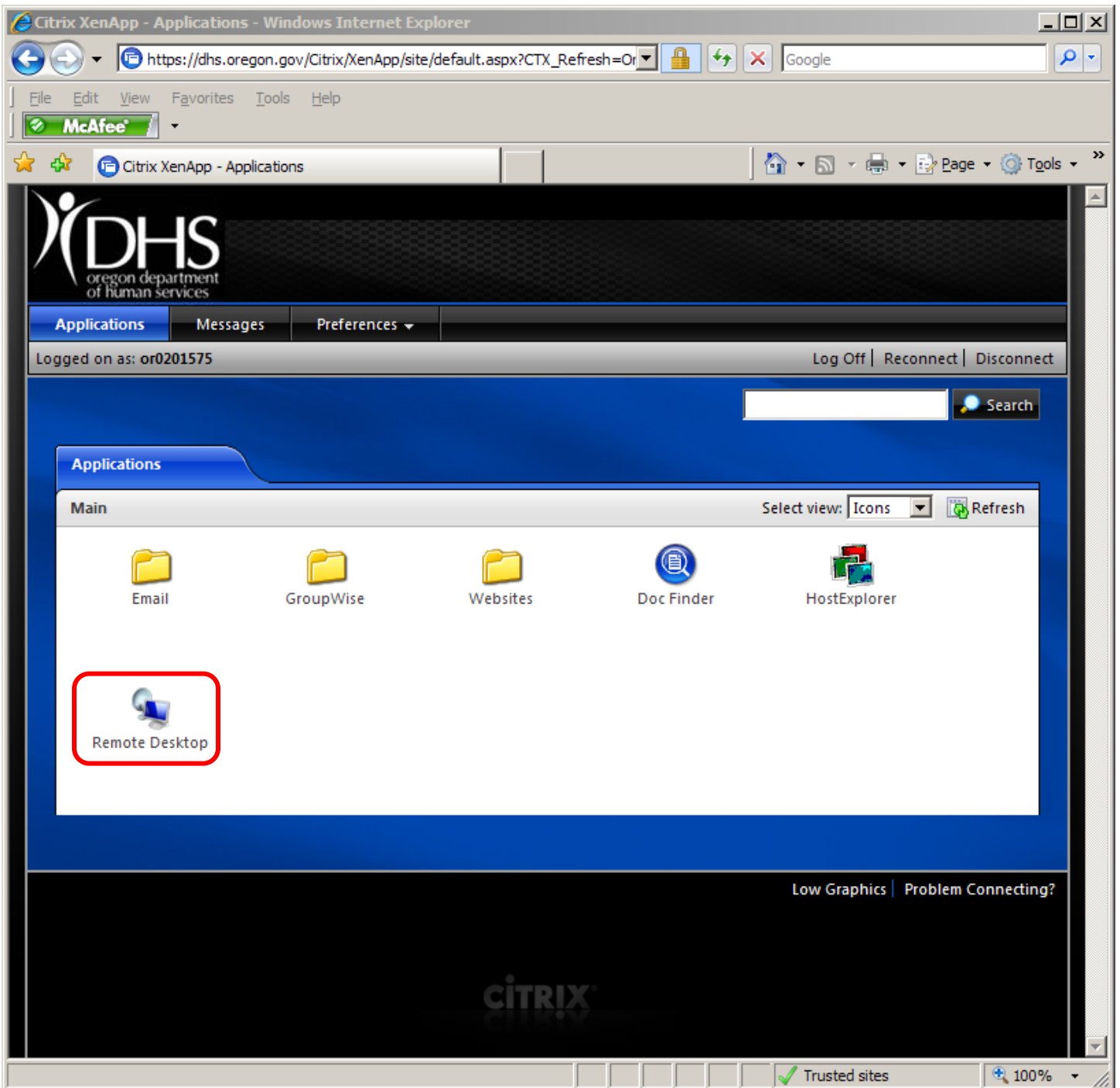
Click on the Information Bar (at the top of the page) and select **Run ActiveX Control** from the menu.



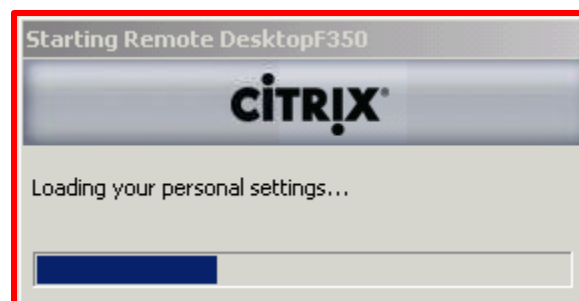
Problems downloading? [Try downloading the software again.](#)

If so, **Left-click** the prompt (highlighted in red) then select **Run ActiveX Control**

Left-Click the **Remote Desktop** icon once to launch the program

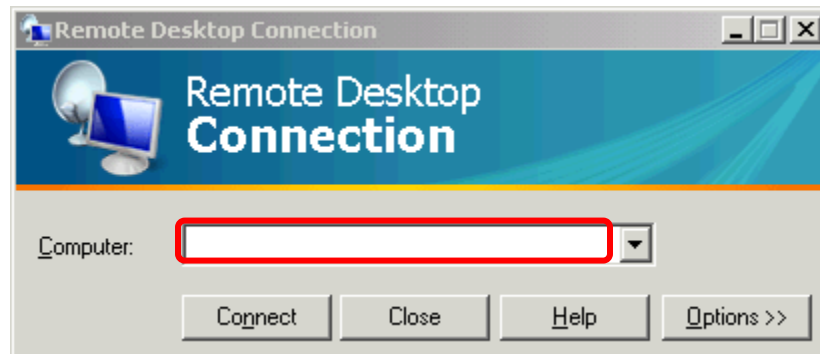


You will see a box like this while the application is loadin (it usually takes 15-90 seconds)



Type your **Workstation Name** or **IP Address\*** and then **Left-Click Connect**

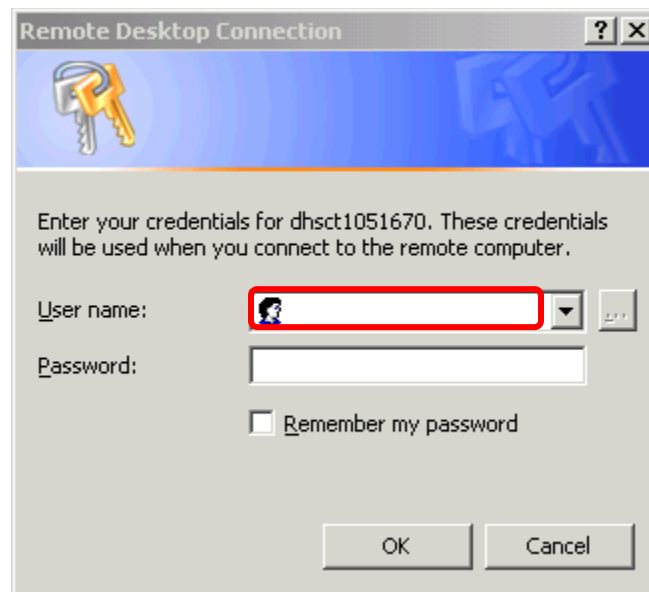
\*if you do not know your workstation name or IP address, refer to the **Remote Desktop Prerequisite** document



In the **User name** field put in **DHS\OR#** (e.g. DHS\OR0103022)

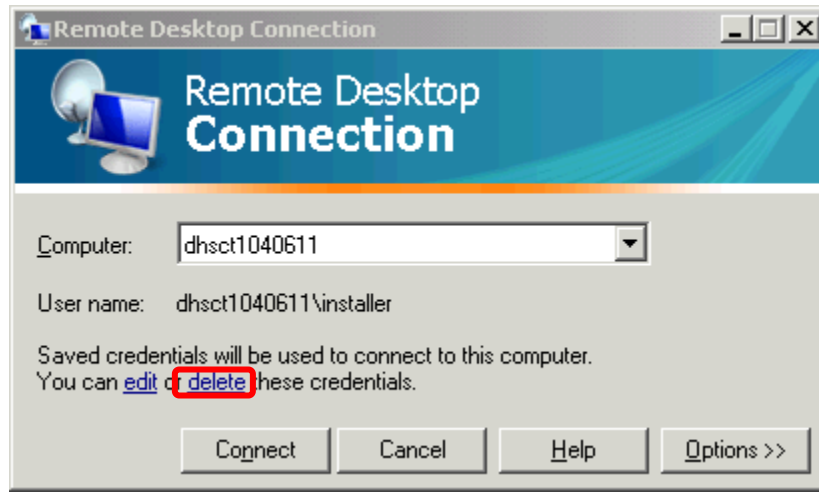
In the **Password** field type your password to login to your computer

**DO NOT CHECK REMEMBER MY PASSWORD**

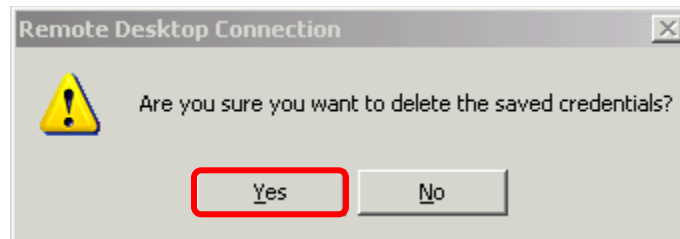


# Troubleshooting Remote Desktop Logon

When running Remote Desktop, if it says “Saved credentials will be used to connect to this computer” click the **delete** link



Then select **Yes** to delete the saved credentials



If there is anything in the **User name** field, delete it and put in **DHS\OR#** (e.g. DHS\OR0103022)  
In the **Password** field type your password to login to your computer and click **OK**

