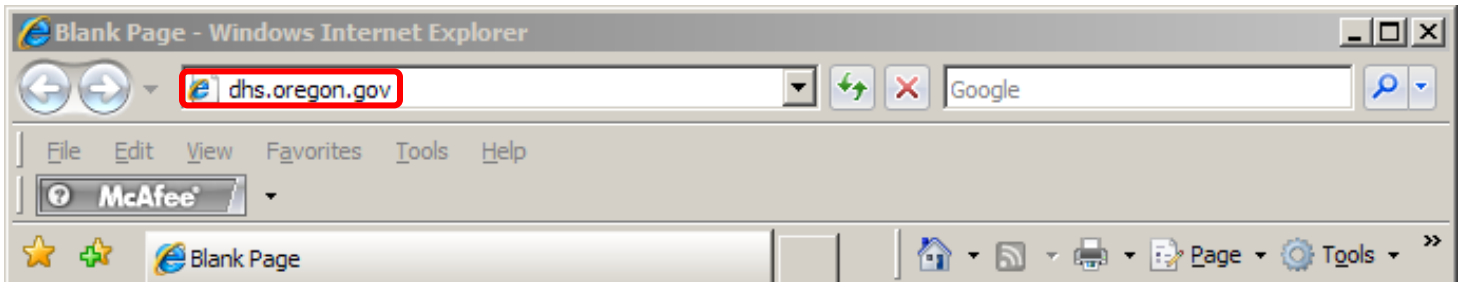# Logging into DHS Citrix Portal

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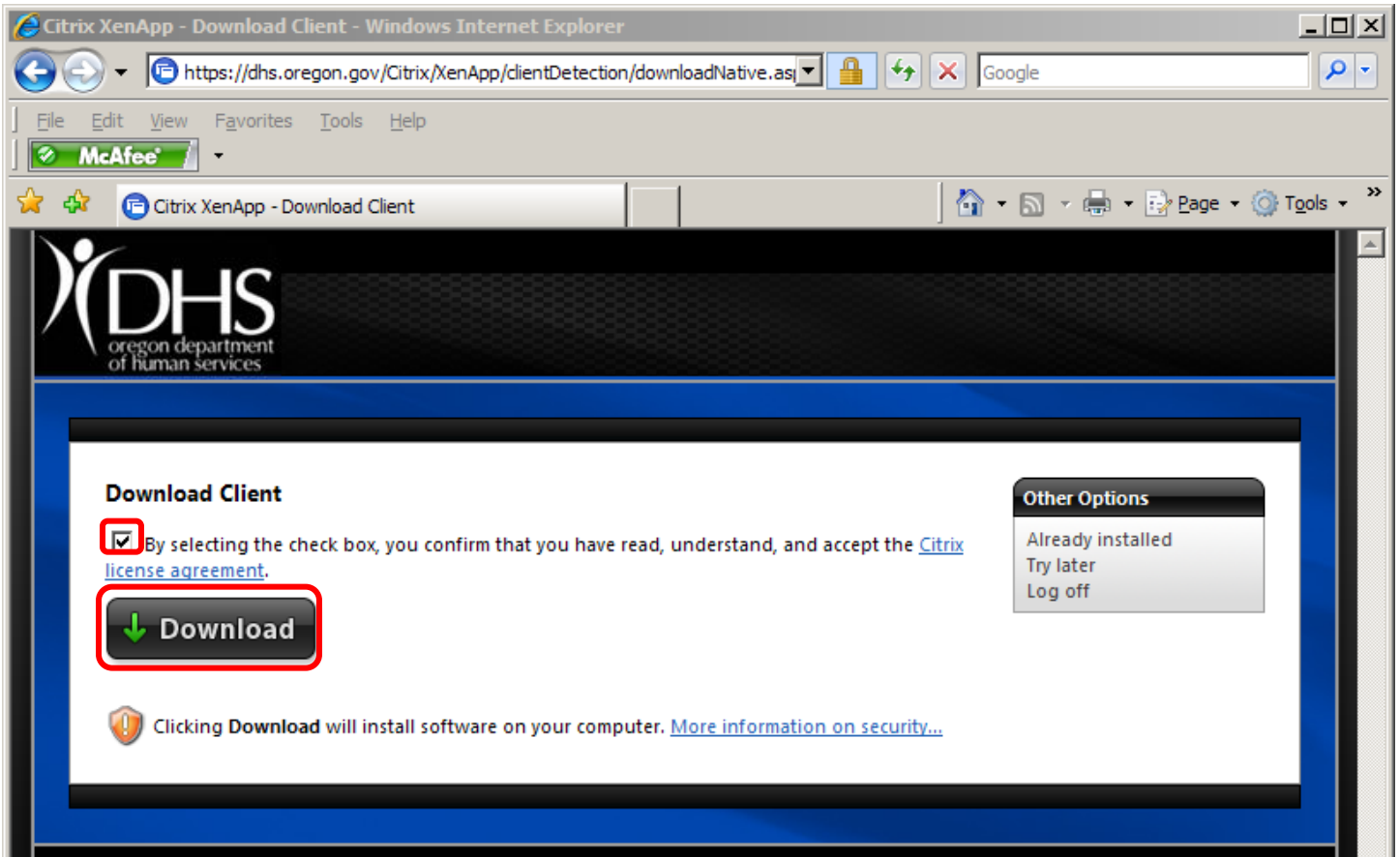

In the **User name** field put in your OR#

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

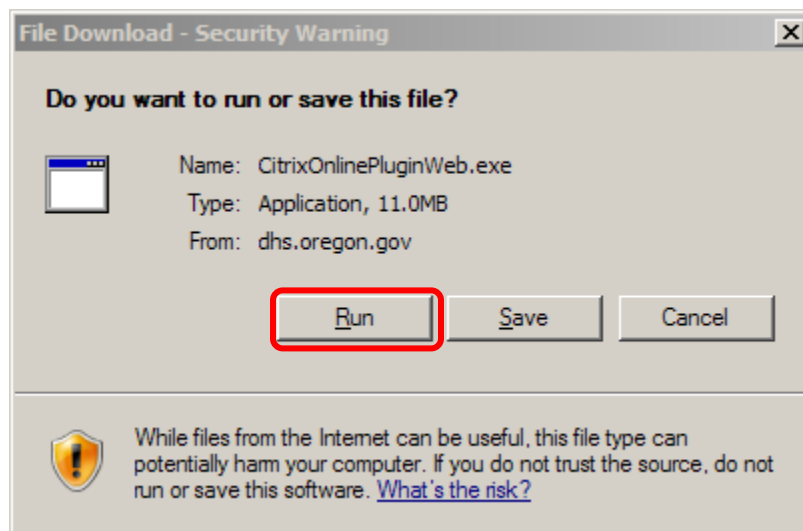*The password is the same as your password you use to get into your workstation

First time using Citrix on this workstation

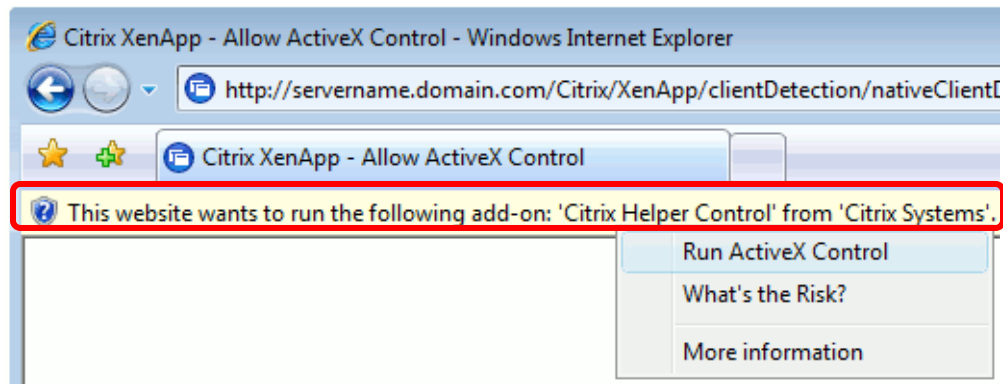You must click the **checkbox** first before it selecting **Download**

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.

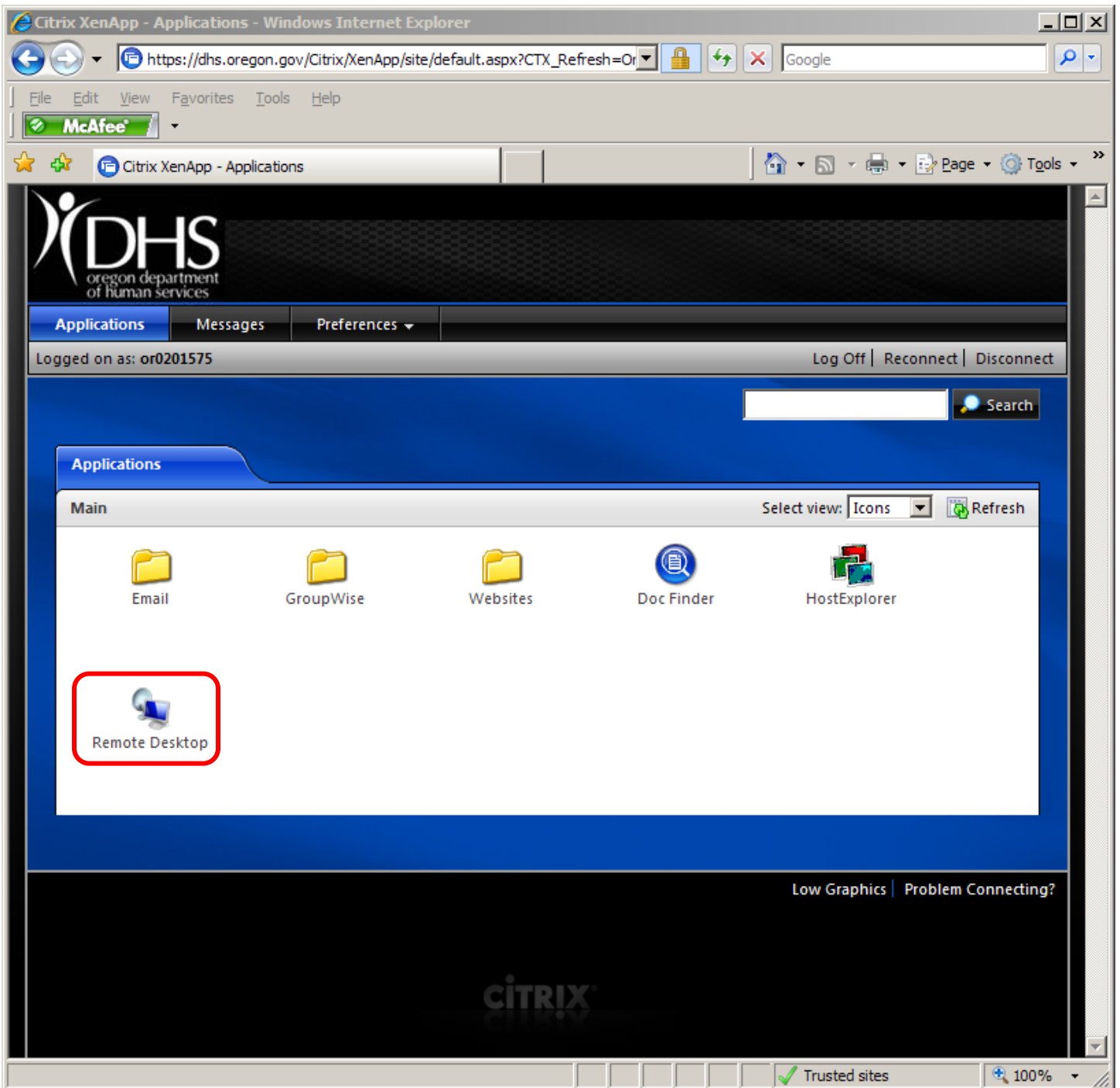If so, **Left-click** the prompt (highlighted in red) then select **Run ActiveX Control**

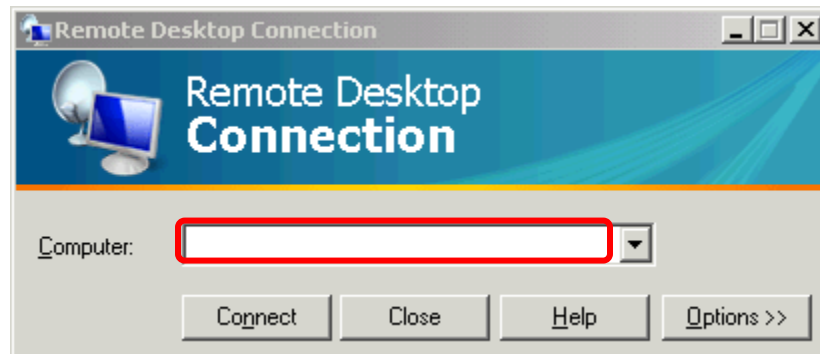**Left-Click** the **Remote Desktop** icon once to launch the program

You will see a box like this while the application is loadin (it usually takes 15-90 seconds)
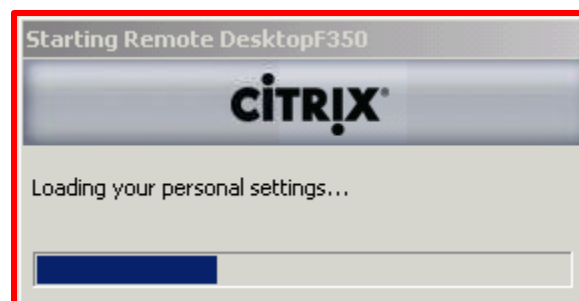
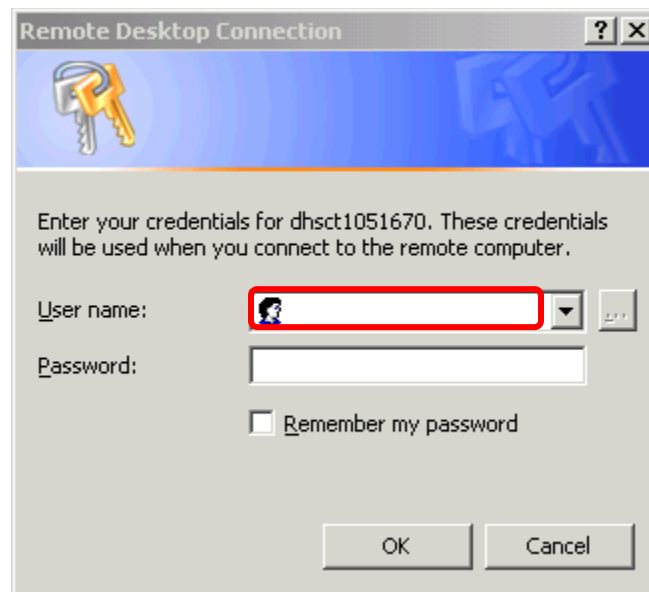Type your **Workstation Name** or **IP Address*** and then **Left-Click Connect**

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

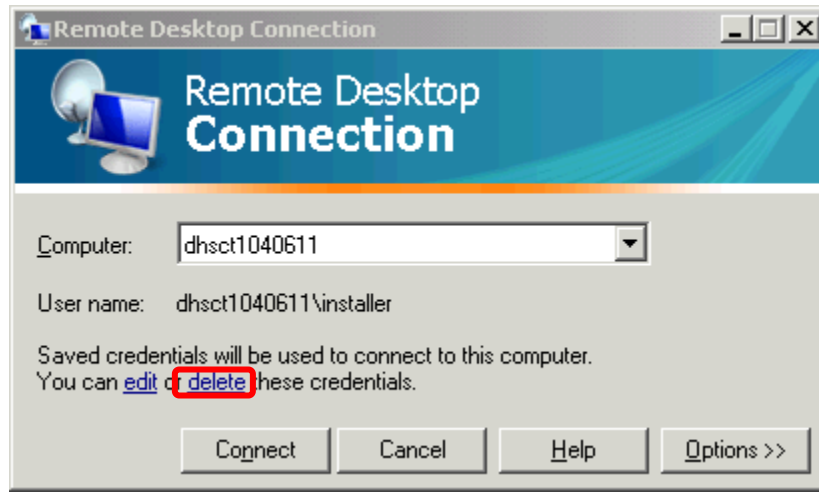In the **User name** field put in **DHS\OR#** (e.g. DHS\OR0103022)

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

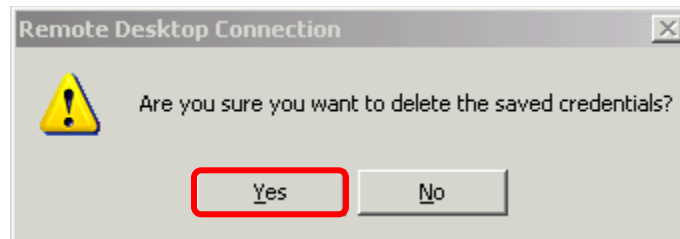**DO NOT CHECK REMEMBER MY PASSWORD**

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**