

Illinois Department of Human Services

Vstone Login/Citrix Install Procedure
Date: 12/03/2018

Vstone Login/Citrix Install Procedure

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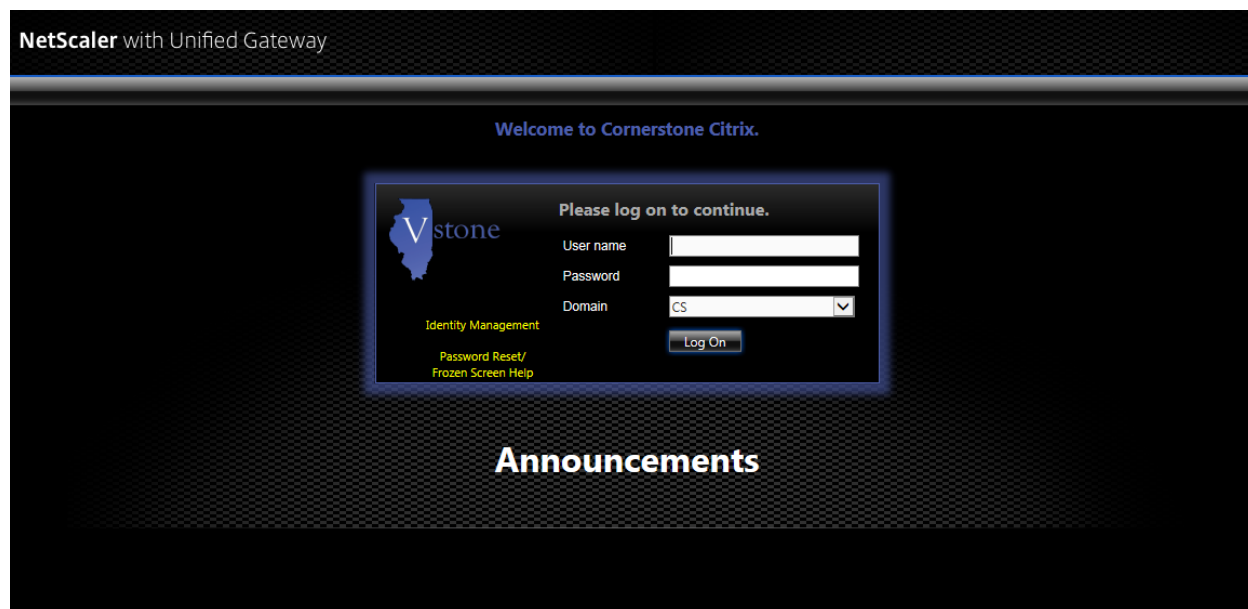
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Logging into the Vstone System

Vstone operates from an online CITRIX Access Gateway. To access, launch an internet browser and navigate to URL <https://cs.dhs.illinois.gov>. Internet Explorer is the recommended browser to use. The Welcome to Cornerstone Citrix login screen will display. If the URL returns a blank screen refer to **Compatibility View Settings** on page 6.

- Enter **User name** (*The User name will be similar to 'first.last'*).
- Enter **Password**.
- Click **Log On**.

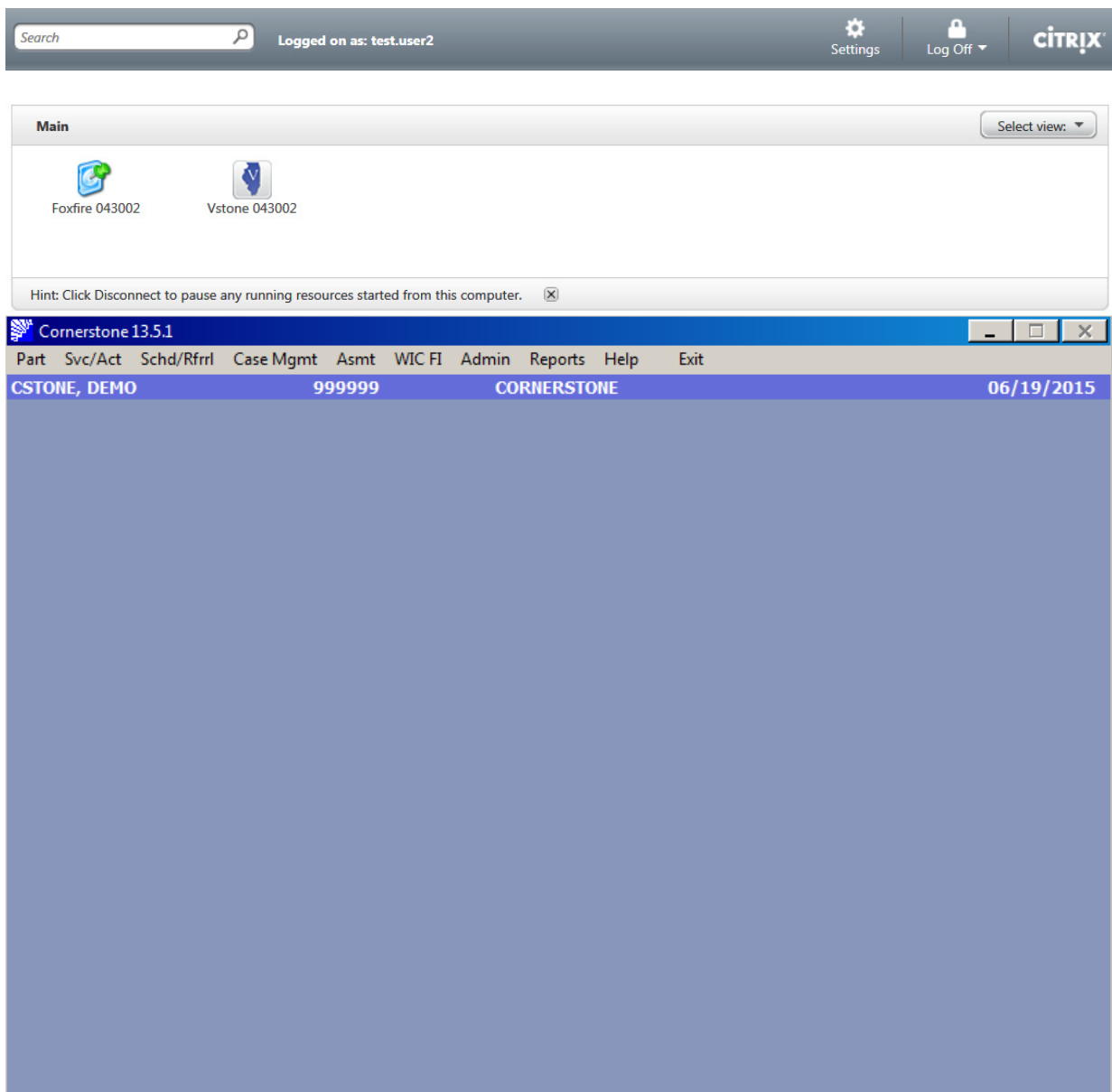


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Accessing Cornerstone

The Citrix landing page will display Vstone icons for the Cornerstone clinics that the logged in user is associated with. The clinic number will display under the icon. Multi-site users will see multiple Vstone icons and should be sure to select the correct icon to ensure they are logging into the proper clinic.

- Click the **Vstone** icon to launch the Cornerstone application.
 - If Citrix is detected on the local machine the Cornerstone main menu screen will display and the user can navigate the system as needed.
 - If Citrix is not detected on the local machine the user will be prompted with in install process. Refer to Installing Citrix on page 7.

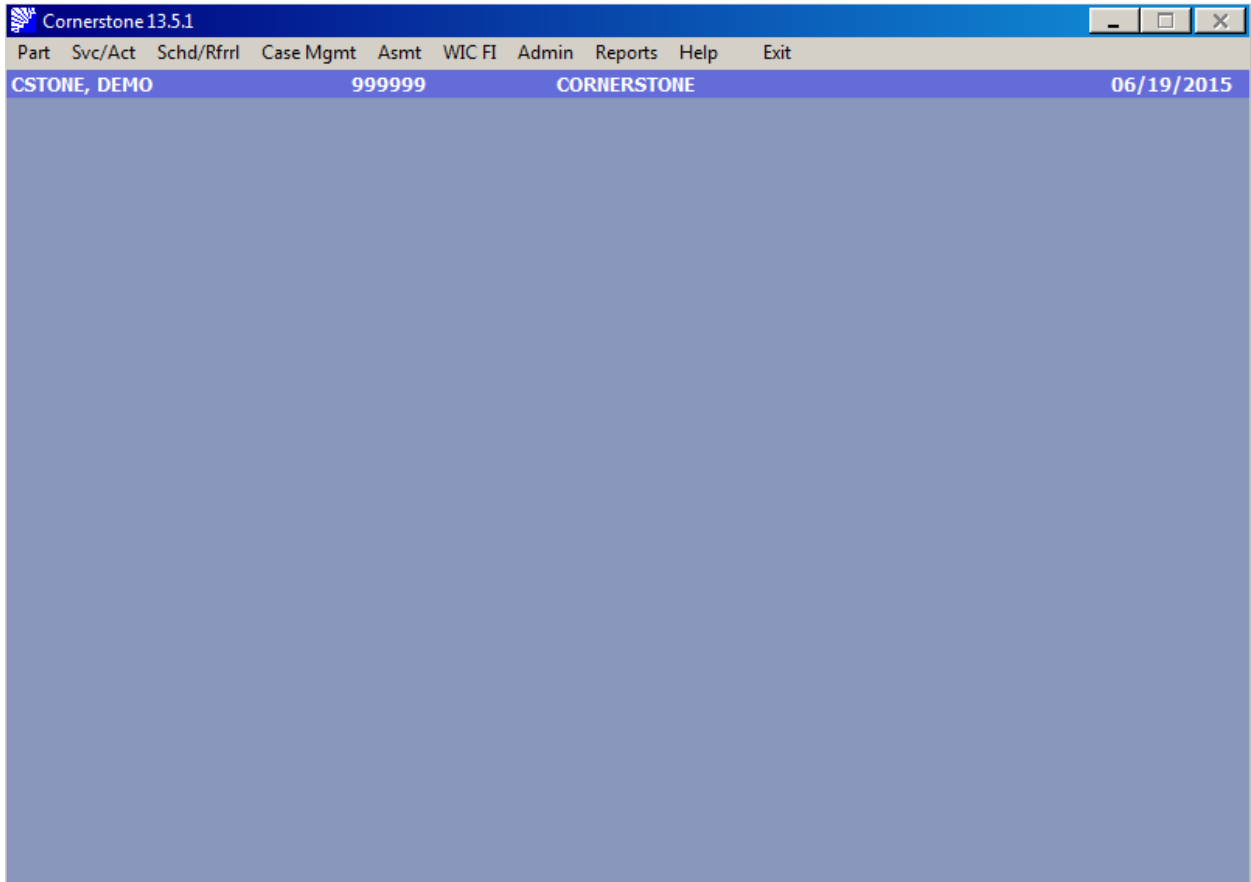


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Exiting the Vstone System

To exit the Vstone System properly the user should first Exit Cornerstone and then Log Off of Citrix.

- Return to the Cornerstone main menu screen and select **Exit**. The Cornerstone system will close.



- Select **Log Off** on the Citrix landing page if it is still open. Citrix window does time-out, so the landing page may have closed while the user is logged in and working in Cornerstone.

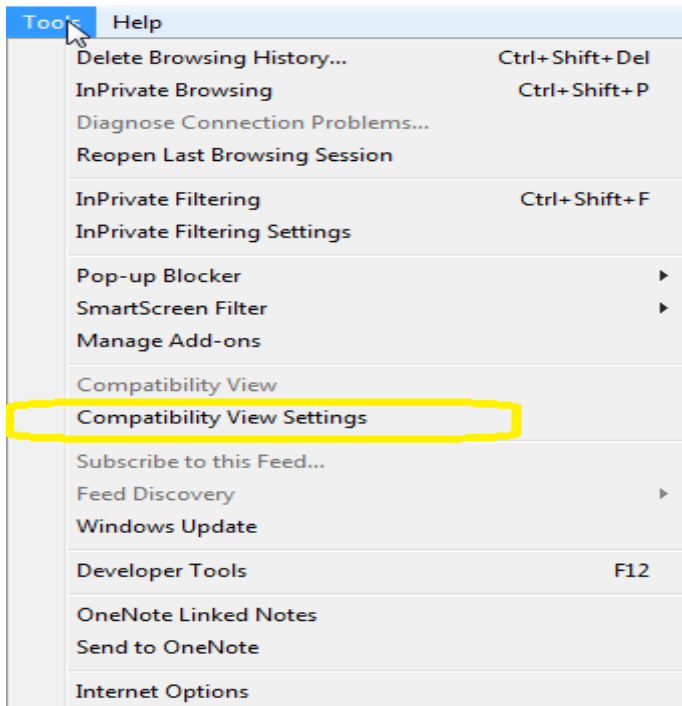


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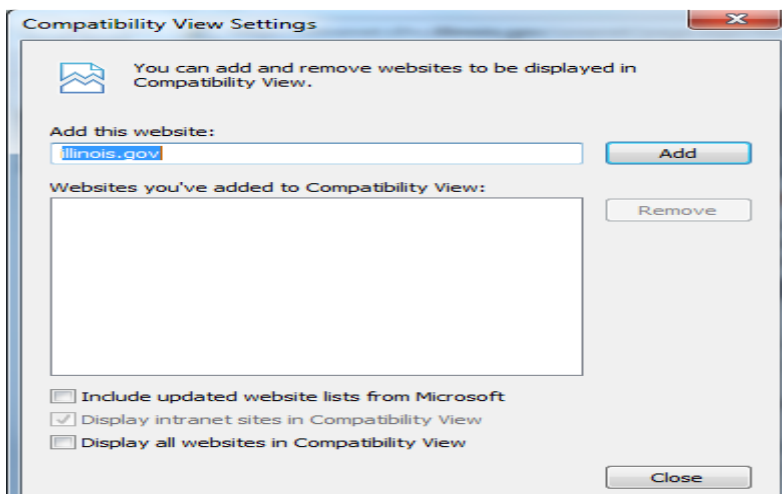
Compatibility View Settings

If only a blank screen appears when accessing <https://cs.dhs.illinois.gov> then 'illinois.gov' should be added to the Compatibility View Settings in the Internet Explorer Tools.

- Access Tools from the browser's menu bar, command bar or hold down the 'Alt' key and press the 'T' key. When menu displays select Compatibility View Settings or press the 'B' key.



- The Compatibility View Settings window will display with 'illinois.gov' entered in the Add this website text box. (If the text box is empty, type in 'Illinois.gov'.)



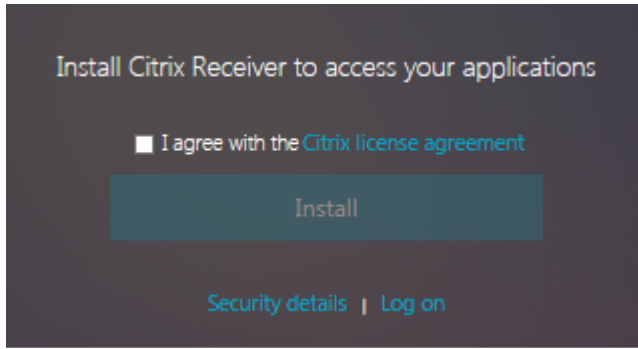
- Click the **Add** button. Illinois.gov will be added to the user Compatibility view.
- Click the **Close** button. The Welcome to Cornerstone Citrix login screen should then display.

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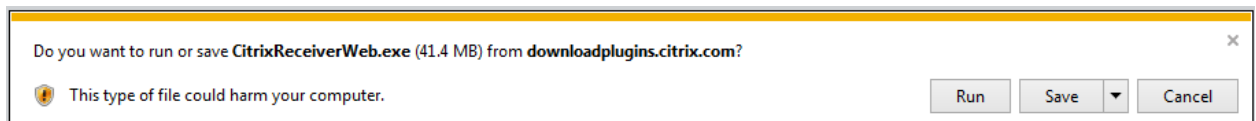
Installing CITRIX

The Citrix application must be installed on the local machine to access Cornerstone through the Vstone System. If Citrix is not detected on the local machine the system will prompt with the following install process when clicking on an Vstone icon to launch the Cornerstone application.

- Check the box 'I agree with the Citrix license agreement' and select **Install**.



- A pop-up box will display at the bottom of the screen prompting the user to **Run** or **Save** the CitrixReceiverWeb.exe. Click the **Run**.

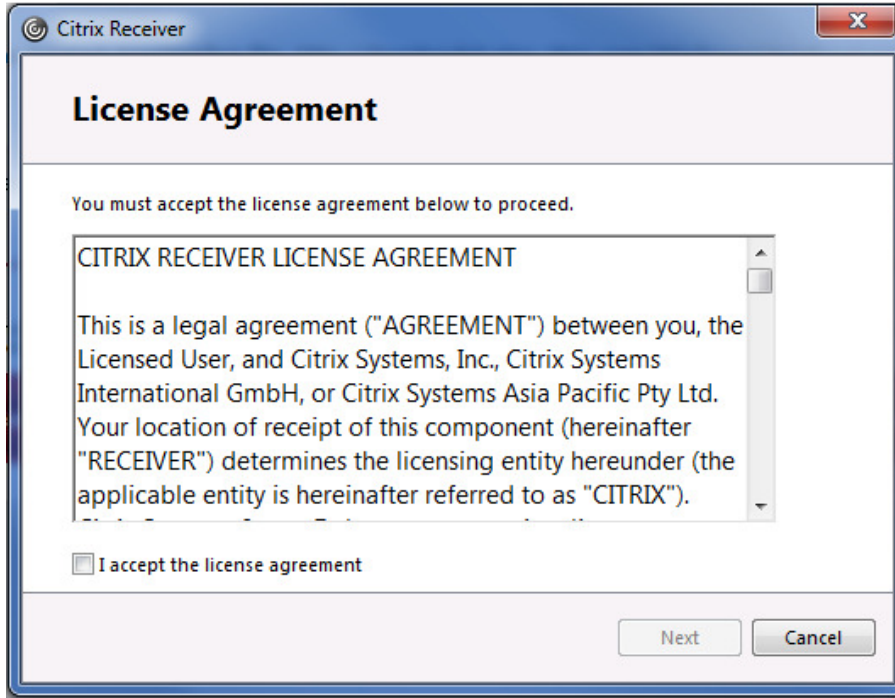


- A Citrix Receiver window will open to start the installation process. Select **Start**.

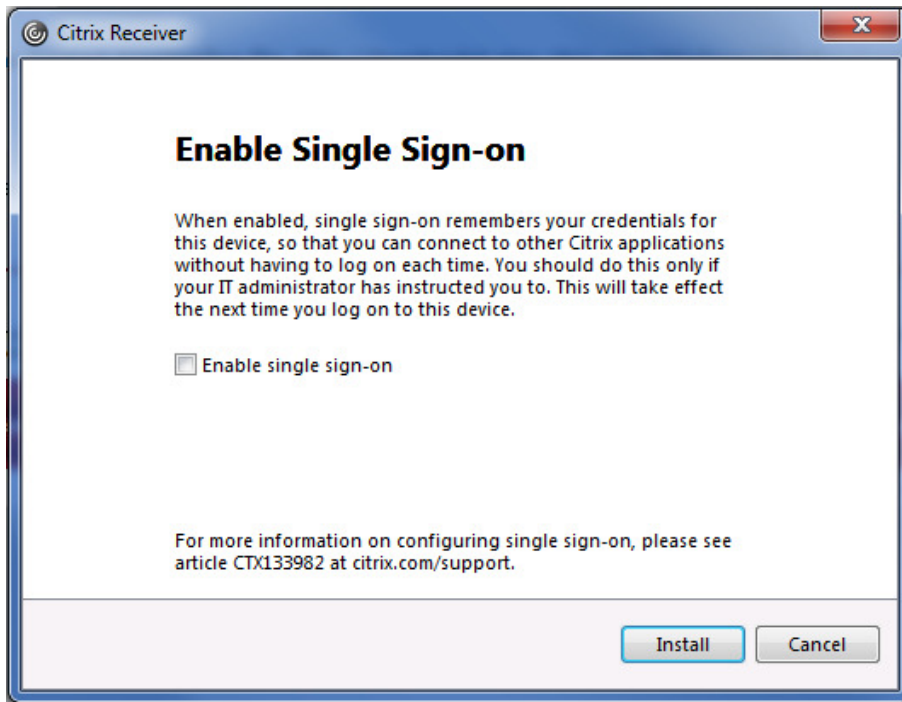


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- Check the box 'I accept the license agreement' and select **Next**.

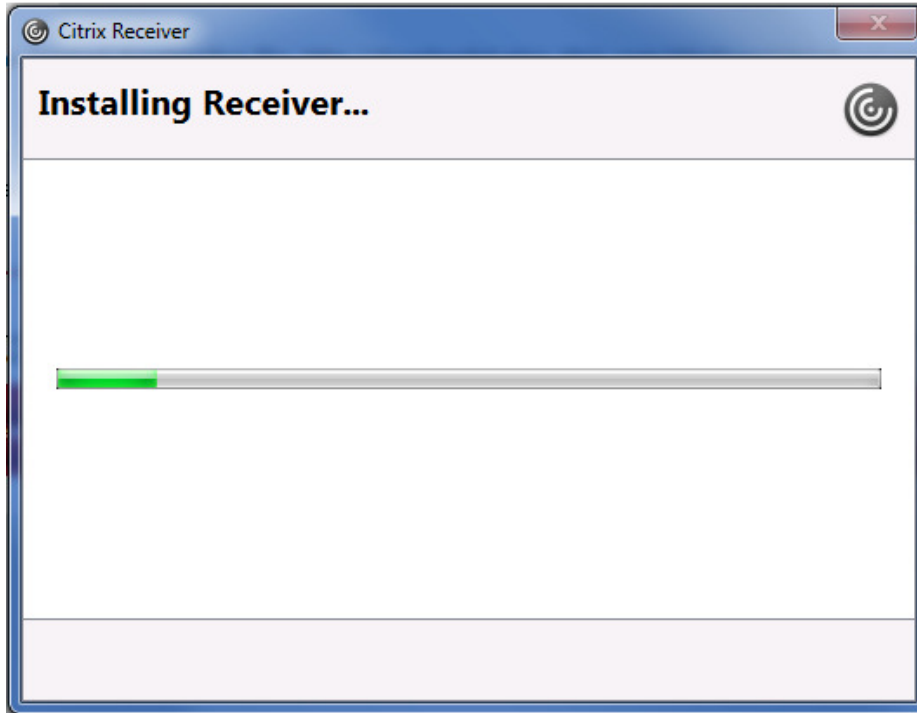


- DO NOT check the box 'Enable single sign-on' and select **Install**.

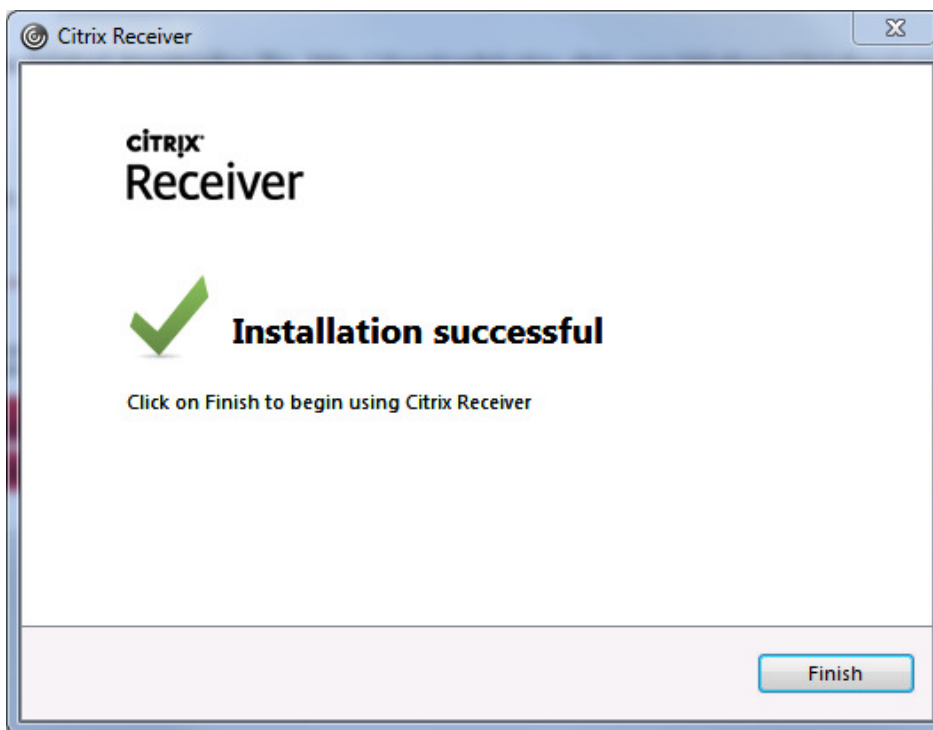


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- Installing Receiver will display with a status bar while Citrix is being installed.

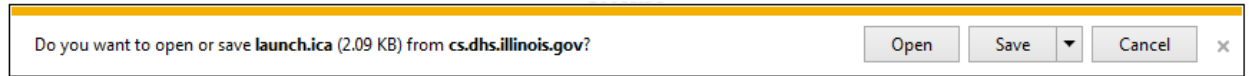


- Once the installation has completed and Installation Successful message will display. Select **Finish**.



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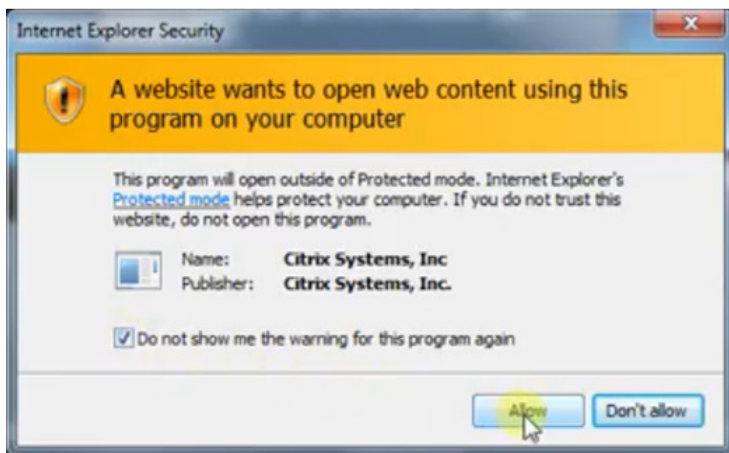
- A pop-up box may display at the bottom of the screen prompting the user to **Open** or **Save** launch.ica from cs.dhs.illinois.gov. Select the **Open** button.
- To avoid seeing this message again refer back to **Compatibility View Settings** on page 6.



Internet Explorer Security

A pop-up box may prompt the user to confirm running the Citrix System's add-on.

- Check the box 'Do not show me the warning for this program again.' And select **Allow**.



Citrix Receiver – Security Warning

A pop-up box may prompt the user to confirm the application access information.

- Check the box 'Do not ask me again for this site.' And select **Permit Use**.



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Windows 10

If Vstone will not launch after installing Citrix on a Windows 10 machine, the default program for the .ica file type may need updated. The following steps can be followed to address this.

Associate .ica File Type With Citrix Connection Manager

1. On Windows computers, go to Control Panel > Programs > Default Programs > Associate a file type or protocol with a program.
2. Under Name, find .ica file type.
3. Ensure that the current default is set to Citrix Connection Manager. If not, click Change program and choose Citrix Connection Manager.

Note: Connection Manager is the wfcrun32 file located at C:\Program Files (x86)\Citrix\ICA Client. On Windows 10, this file is located at C:\Program Files (x86)\Citrix\.