

Illinois Department of Human Services

Vstone Login/Citrix Install Procedure
Date: 02/01/2017

Vstone Login/Citrix Install Procedure

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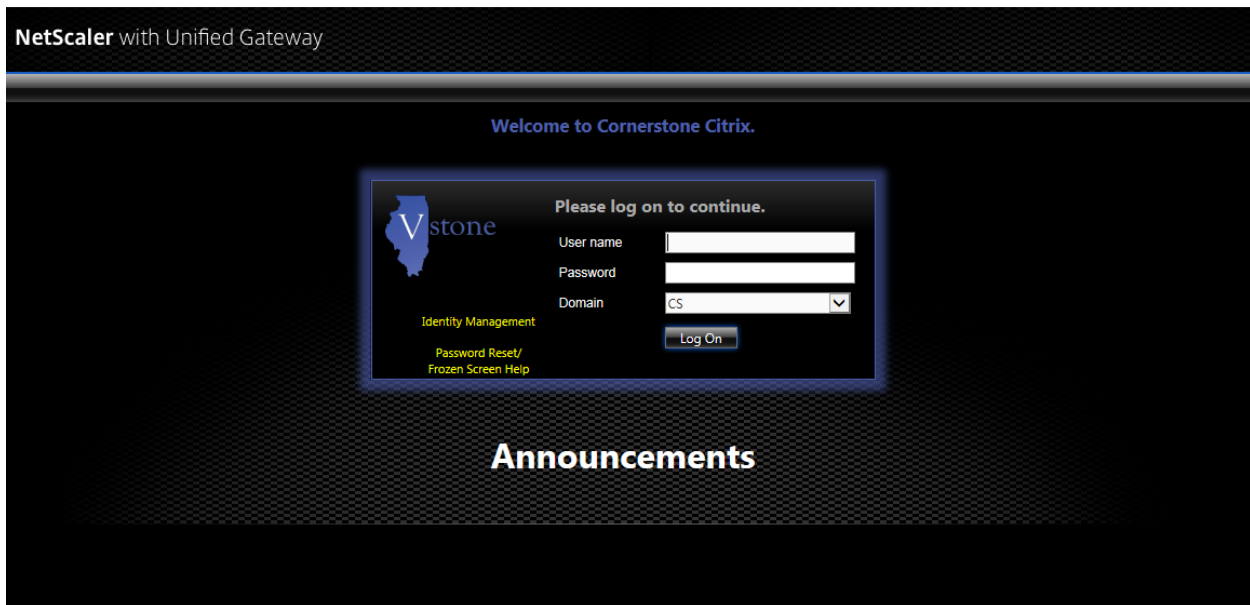
Vstone Login/Citrix Install Procedure

Logging in to Vstone System

This section provides information about logging into the Vstone system. Vstone operates from an online CITRIX Access Gateway. To access the user will need internet connection and access to an internet browser.

Launch Internet Explorer and navigate to the following URL <https://cs.dhs.illinois.gov>. The CITRIX Access Gateway Login screen will display.

- If the URL returns a blank screen refer to **Compatibility View Settings** on page 4.

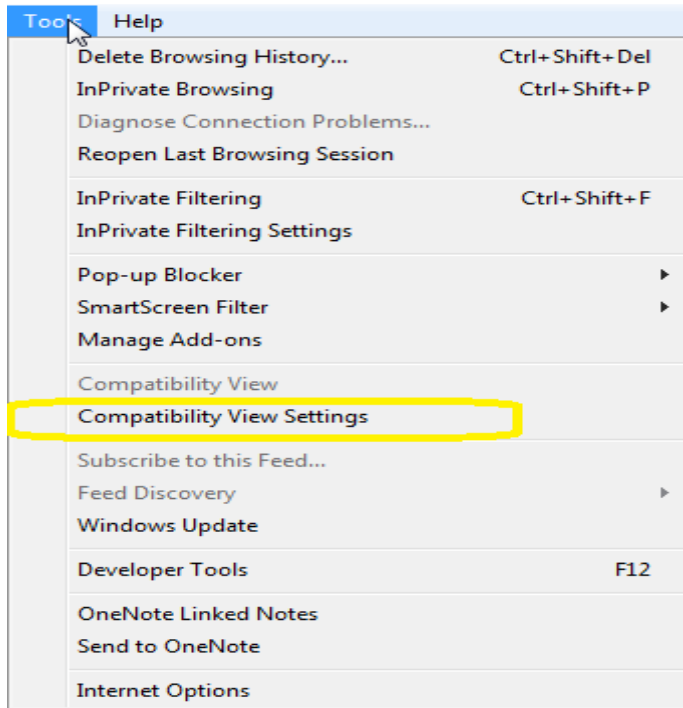


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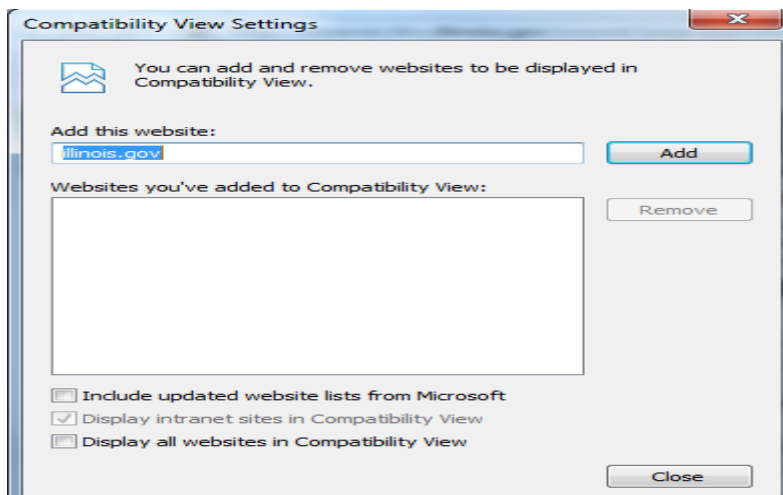
Compatibility View Settings

If only a blank screen appears the user will need to add Illinois.gov to the Compatibility View Settings in the Internet Explorer Tools.

1. If you do not see the TOOLS tab, you can hold down the 'Alt' key and press the 'T' key. The Tools pop-up window will display. Press the 'B' key.



2. 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'.)

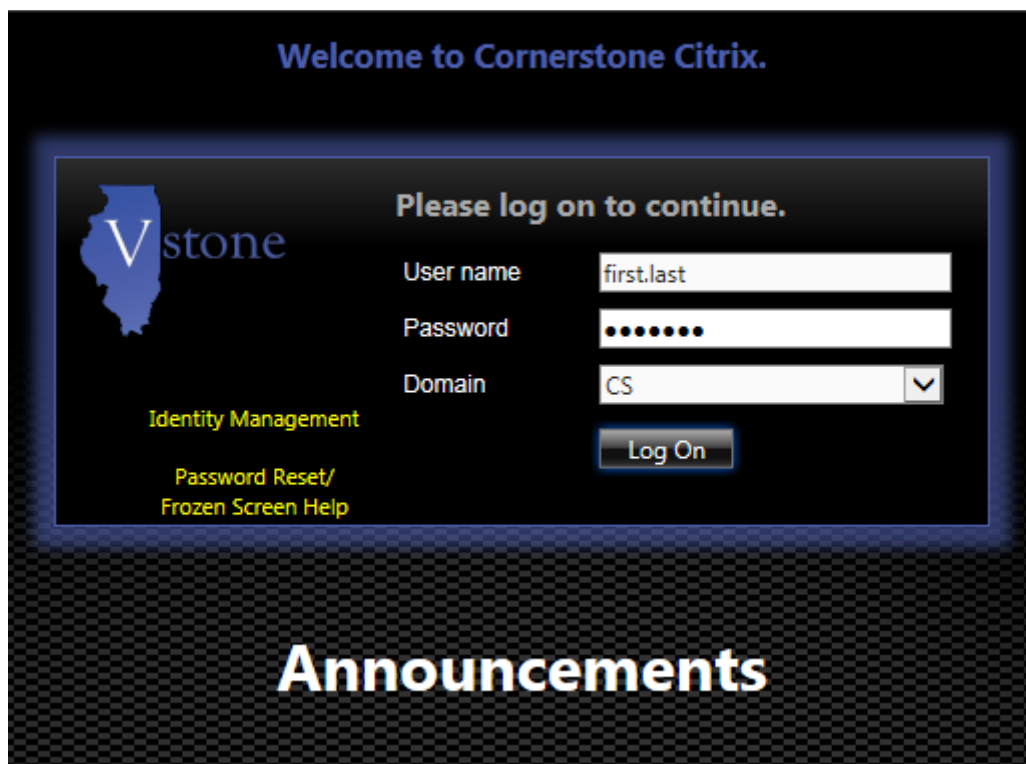


3. Click the **Add** button. Illinois.gov will be added to the user Compatibility view.
4. Click the **Close** button. The CITRIX Access Gateway Login screen will now display.

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CITRIX Access Gateway

To access the CITRIX Access Gateway, go to <http://cs.dhs.illinois.gov>. The CITRIX main login screen will display.



Welcome to Cornerstone Citrix.

Please log on to continue.

User name

Password

Domain

Identity Management

Password Reset/
Frozen Screen Help

Announcements

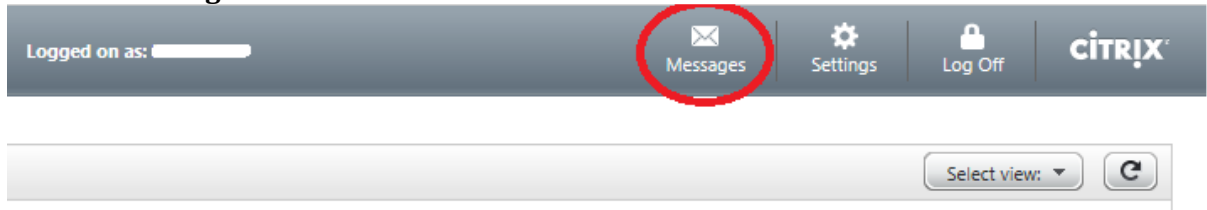
1. Enter the user's **User name** (*The User name will be 'first.last'*).
2. Enter the user's **Password**.
3. Click **Log On**. The system will display the main-page.

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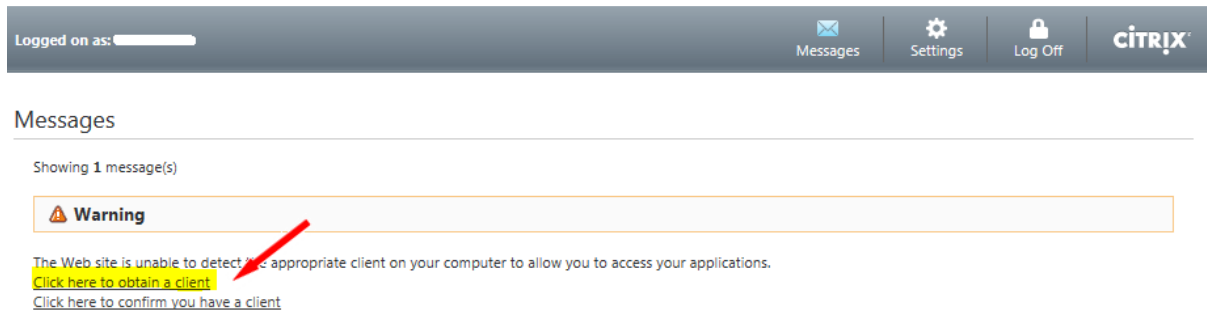
Install CITRIX XenApp

If this is the users first time accessing CITRIX the user will be required to install CITRIX XenApp. The user will only need to install the application once. The system will take the user directly to the main CITRIX application screen anytime the user logs in after the installation.

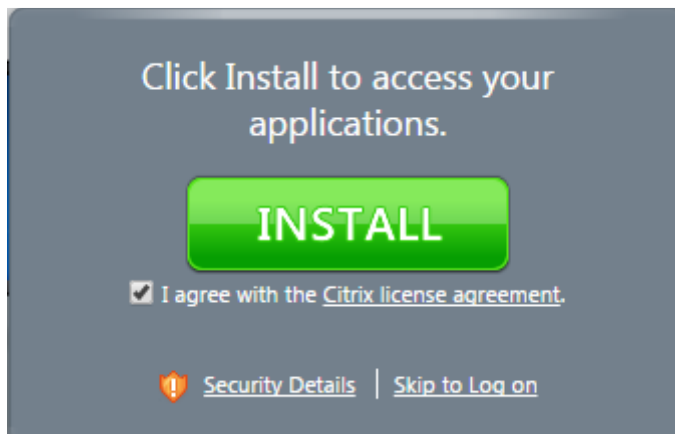
1. Click the **Messages** icon.



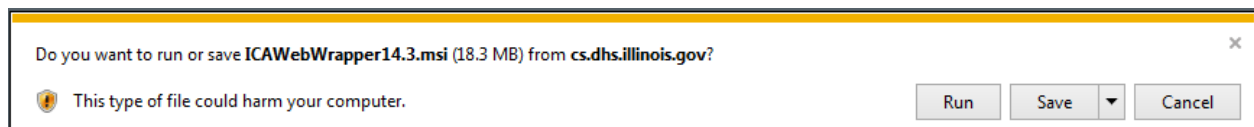
2. Click the first link 'Click here to obtain a client.'



3. Check the 'I agree' box and click the **INSTALL** button.

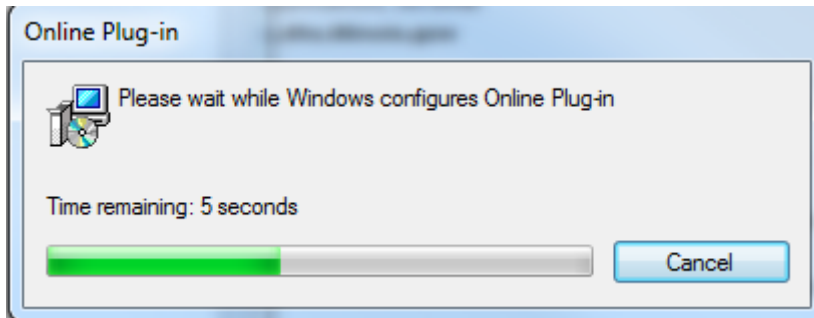


4. A pop-up box will display at the bottom of the screen prompting the user to **Run** or **Save** the ICA Web Wrapper. Click the **Run** button.

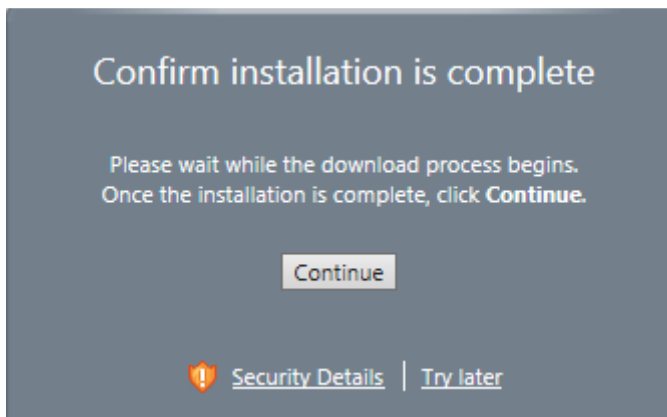


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- Windows will begin configuring the online plug-in. The configuration may take up to a minute complete.

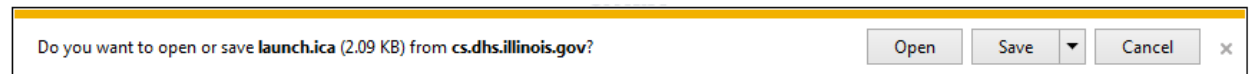


- Click **Continue** on the Confirm installation is complete box.



- 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.

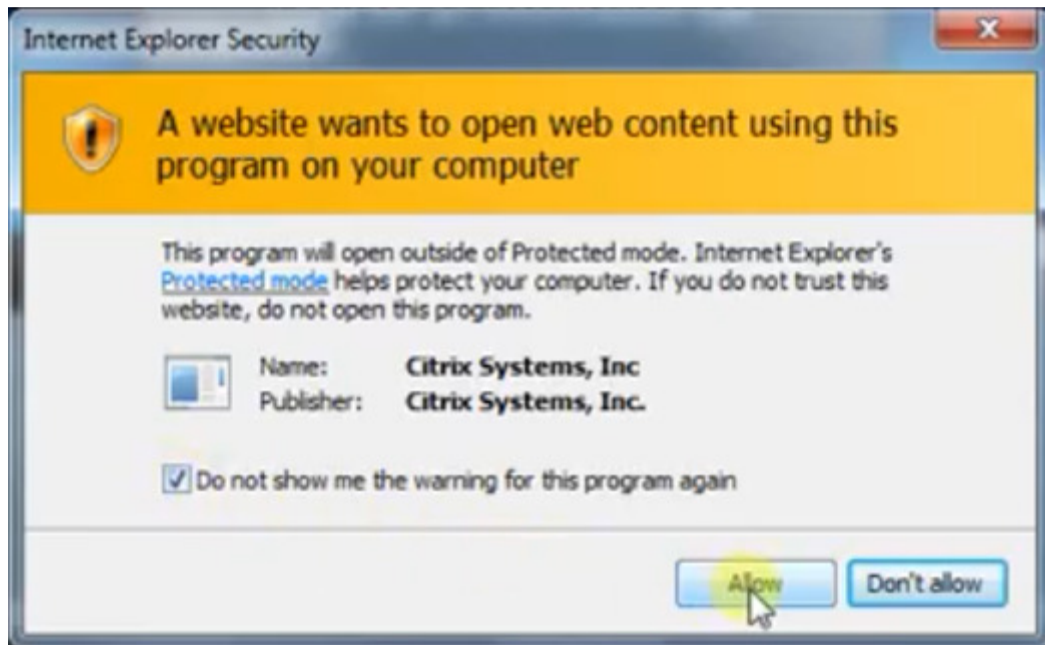
 - To avoid seeing this message again refer back to Compatibility View Settings to add Illinois.gov.



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Internet Explorer Security

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



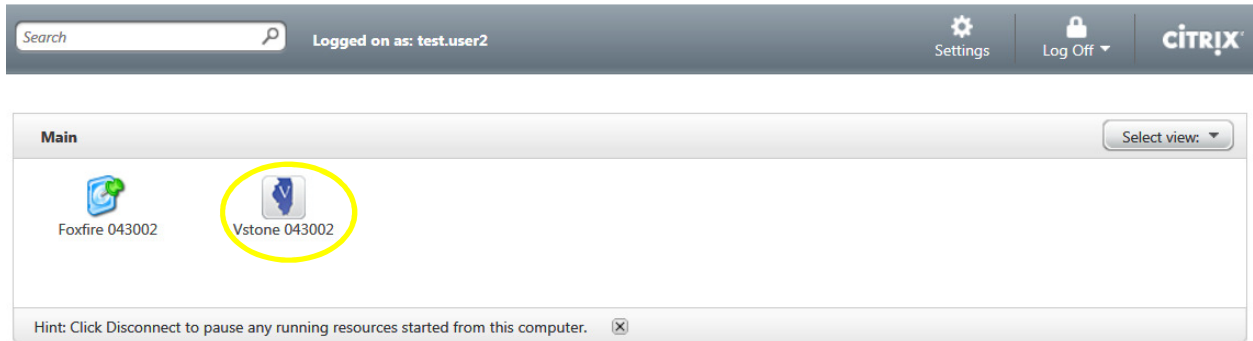
1. Click the check-box next to 'Do not show me the warning for this program again.' at the bottom of the pop-up to tell Internet Explorer not to display this warning again.
2. Click the **Allow** button. The system will take the user to the CITRIX Main-page screen.

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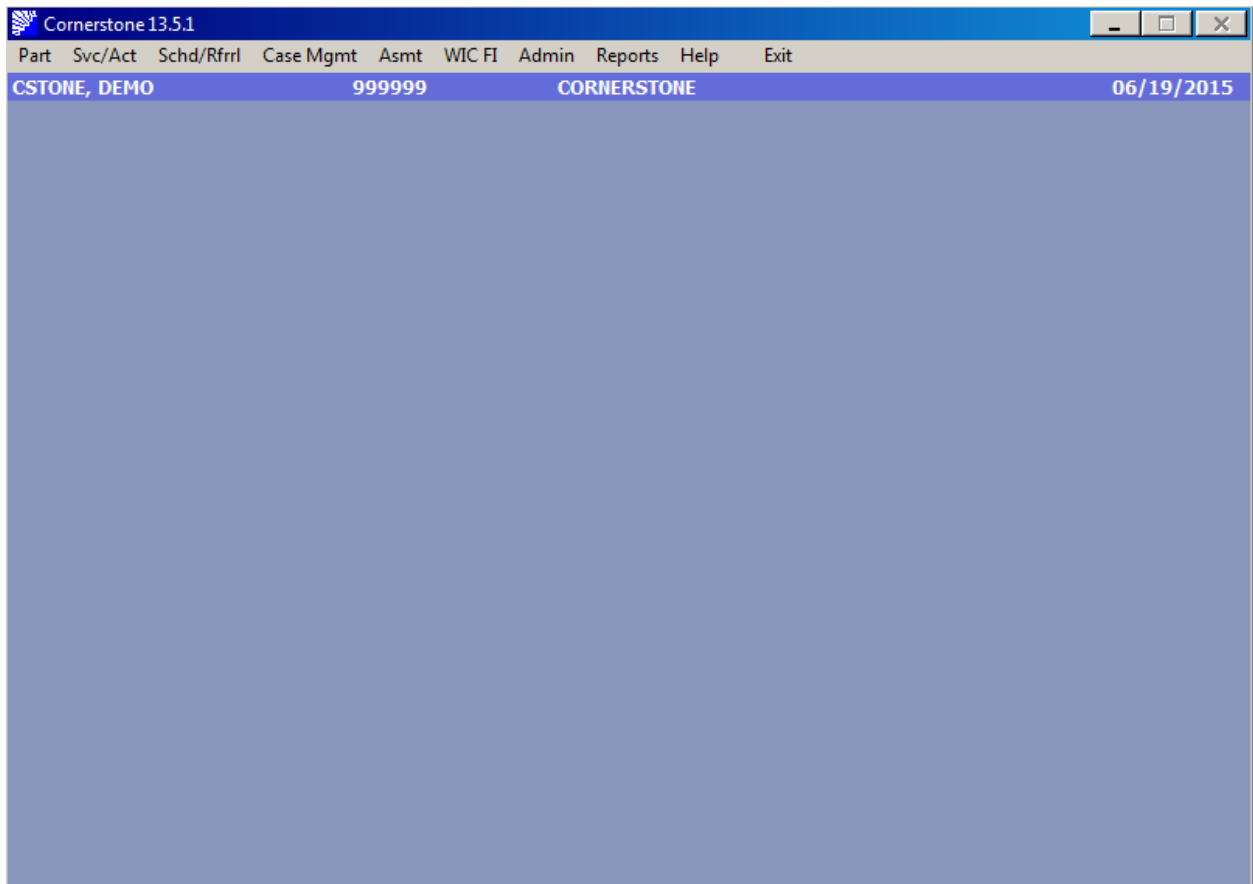
CITRIX Main-page

The **CITRIX Main-page** will allow the user to access the Cornerstone system.

- Select the **Vstone** icon. (Note: The icon will display the clinic number that the user is associated with.)
- Multi-site users will see multiple Vstone icons. User will need to be sure they select the correct site icon to insure they are logging into the proper location.



The Cornerstone main-page will display.



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Citrix Receiver – Security Warning

A Citrix Receiver – Security Warning may prompt the user to confirm the application access information.

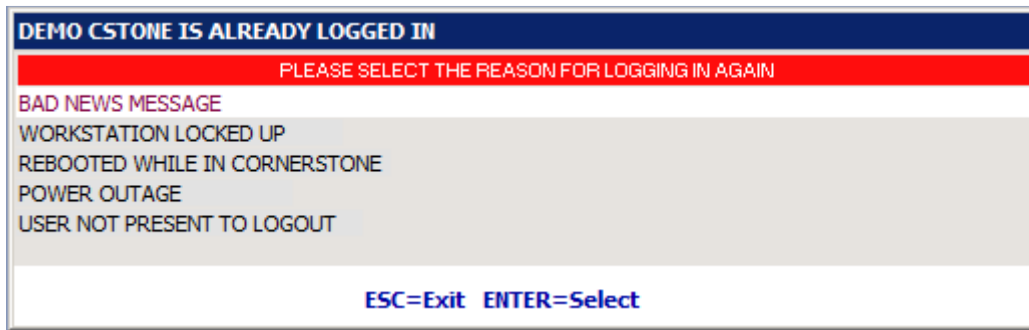


1. Click the check-box next to 'Do not ask me again for this site.' at the bottom of the pop-up to tell CITRIX to not display this warning again.
2. Click the **Permit use** button.

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Flagged as Logged-In

If the user attempts to log in and the system notices that the user's ID is still flagged as currently logged in, a pop-up window will display. The pop-up window contains a list of reasons why this situation may have occurred. In order to access the Cornerstone system, the user will be required to select the appropriate reason from the list. The user must try to log into the same machine that was used when the problem occurred. If the user attempts to log into a different machine, an error message will display.



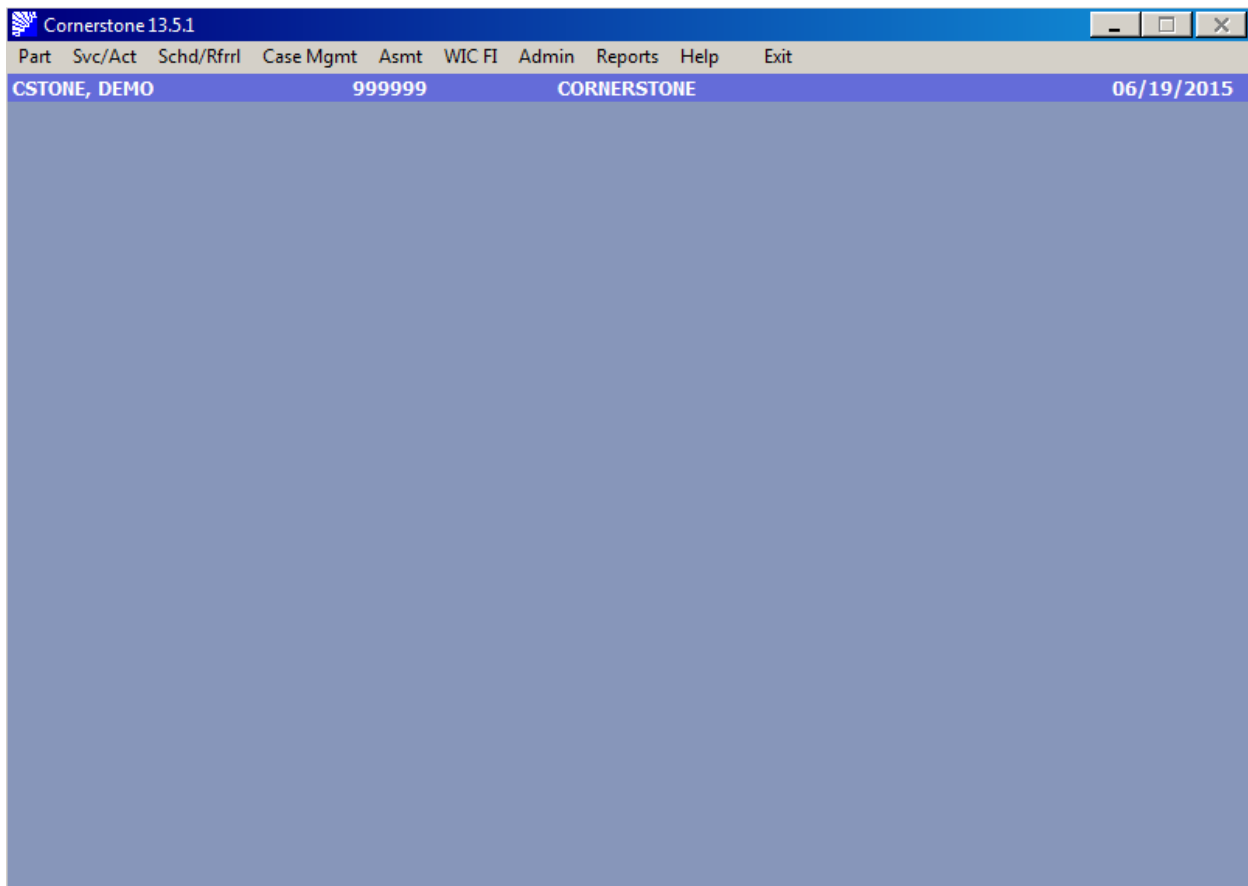
1. Select the reason for logging in again from the list:
 - Bad News Message.
 - Workstation Locked Up.
 - Rebooted While in Cornerstone.
 - Power Outage.
 - User not Present to Logout.
2. Press **<Enter>**. The system will reset the user's ID and continue with the login process.
OR
Press **<Esc>** to close the system without making a selection. **Please note this step is not recommended. It is best to select a reason and continue back into Cornerstone and then exit properly.**

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Log Out/Exit

In order to log out of the Cornerstone system, the user must return to the main menu screen.

1. Select **<F3> Return** to return to the main menu screen.
2. Click **Exit** on the main-menu bar. The Cornerstone system will close.



3. You will return to the Citrix Home Page. To logoff of Citrix, select the **LOGOFF** button.

