

1. Launch your web browser and go to <http://web.hrpt.ny.gov>.
2. Click on the Receiver 4.12 to download the application.

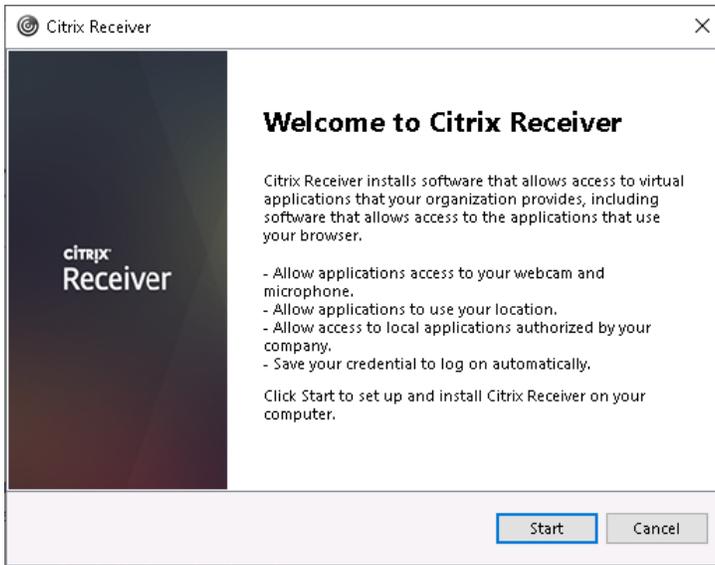
If you are using Microsoft Edge, click on Run to start the installation:



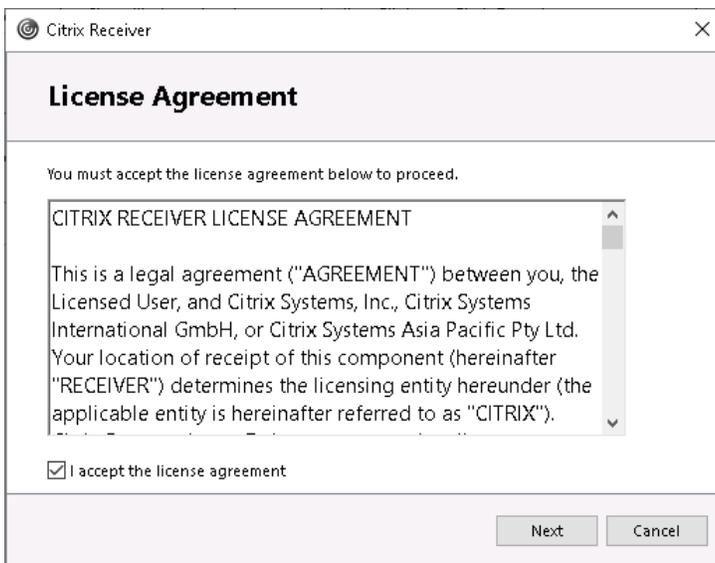
If you are using Google Chrome, the file will download automatically. Click on CitrixReceiver.exe to start the installation:



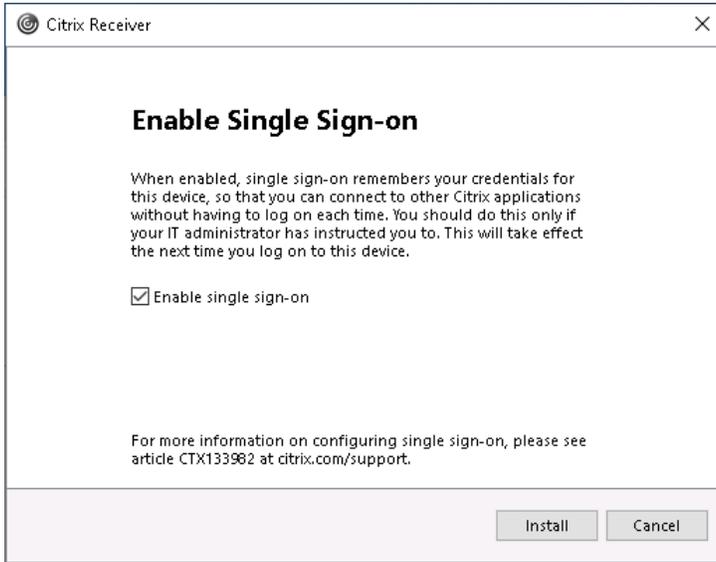
3. Click on Start button to proceed with the installation.



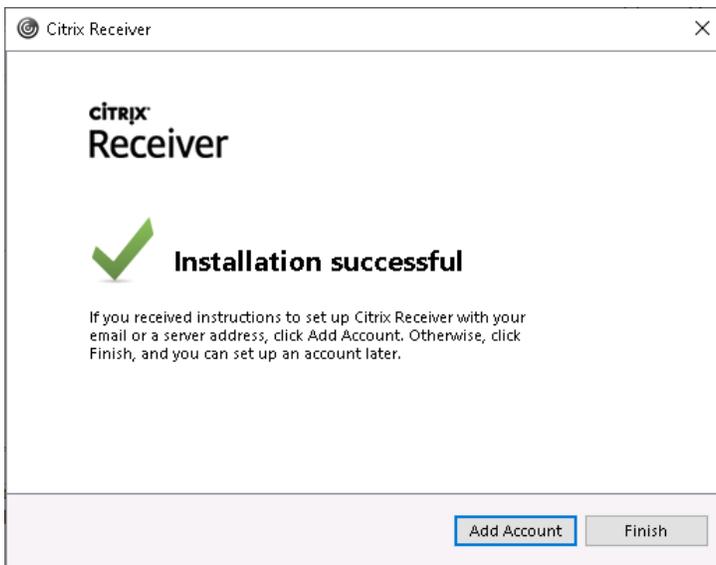
4. Accept the license agreement and click on Next.



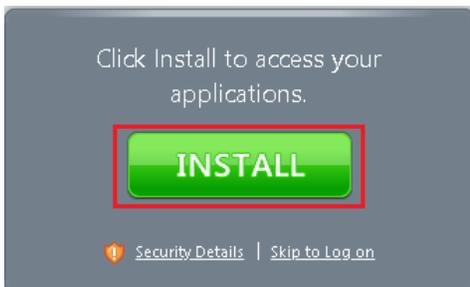
5. Enable the single sign-on and click on Install. Allow a few minutes for the installation to complete.



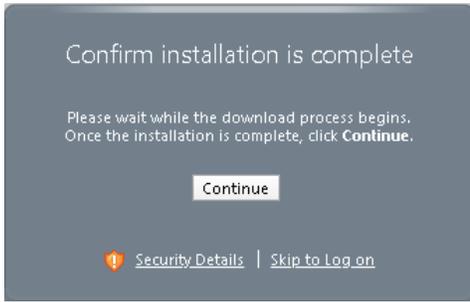
6. Once the installation has completed, click on Finish.



7. Return to your web browser and go to our Citrix login page at: <https://apps.hrpt.ny.gov/citrix/xenapp> Please be sure to bookmark the site in your browser for quicker access.
8. At the Citrix login page, review the disclaimer and click on Agree.
9. On the next page, click on the Install button  
This will open a new tab, directing you to the Citrix download site. Please disregard this page.



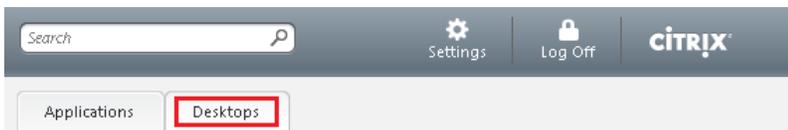
10. Return the previous tab where you will see a confirmation page. Click on Continue.



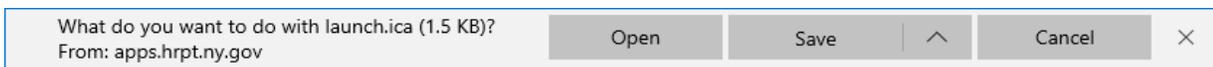
11. Enter your Windows login credentials (domain is HRPT). Click on Log On.



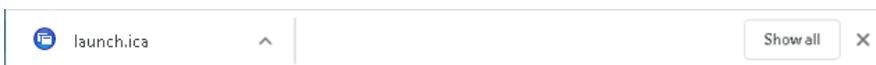
12. Upon login, we recommend that staff use the Desktop application to access applications for e-mail and documents. Click on the Desktops tab, followed by clicking on the Desktop icon.



If you are using Microsoft Edge, click on Open to start the Citrix session:



If you are using Google Chrome, click on launch.ica to start the Citrix session:



13. Click on OK to the disclaimer page.
14. Your Citrix session will appear like a secondary desktop on your screen. In this session, you will have access to your email, documents and office printers as well as your printer(s) at home.
15. Please be aware of the following when working in Citrix:
  - To properly log out of your session, please go to the Start menu and click on the Log Off button. Clicking on the X in the upper right corner of the Citrix window does NOT log you out of the session.
  - Citrix sessions will disconnect if you are idle over an hour. If you are disconnected, all documents and work will remain active for an additional 2 hours until you are able to reconnect. After 2 hours, all idle sessions will expire from the server.