

WESTPOINT INSTRUCTIONS FOR ALTESS CITRIX ACCESS

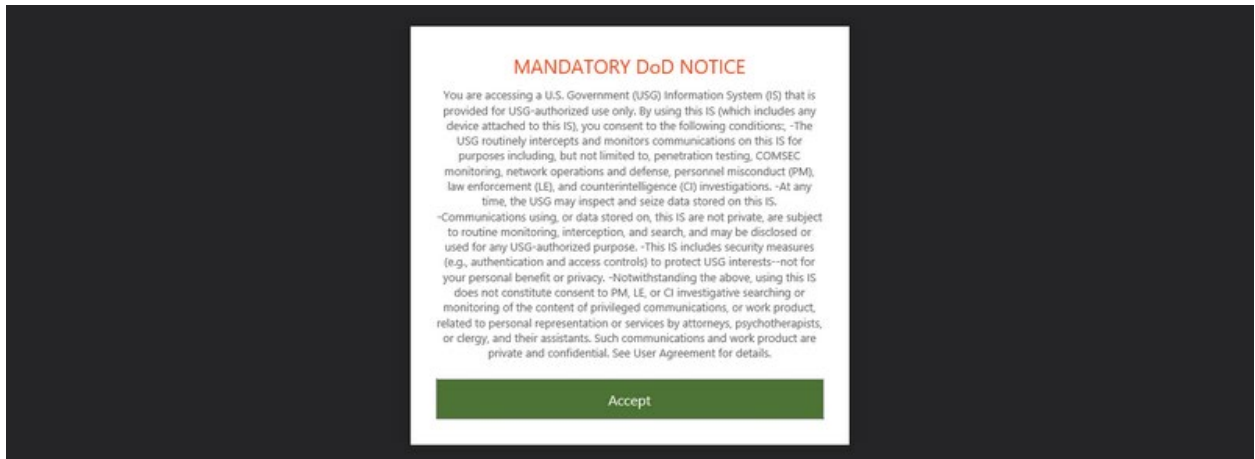
PREREQUISITES

- Citrix receiver version 4.2.1000 or greater, or Citrix Workspace App
- Modern Browser which supports CAC authentication
 - MS Edge
 - MS Internet Explorer
 - Chrome
 - Firefox
 - Safari

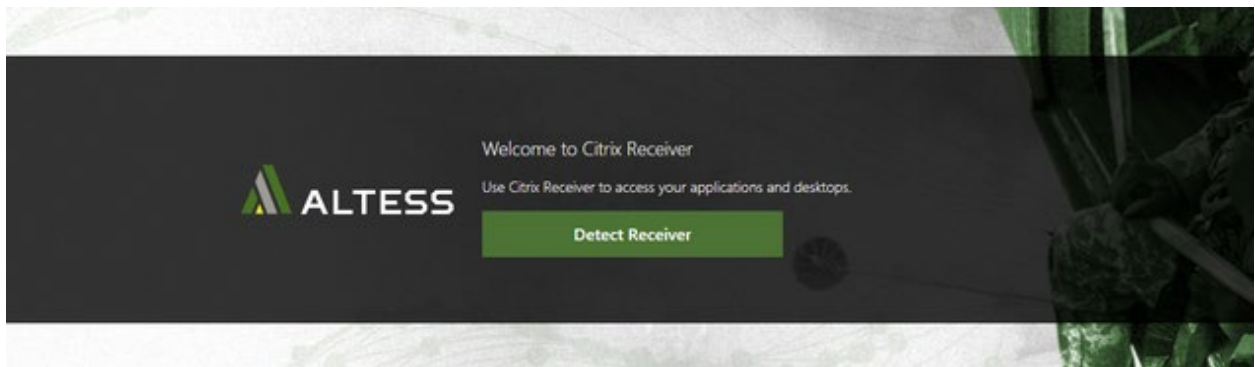
Citrix Receiver or Workspace App is available to download from <https://receiver.citrix.com>

ACCESSING ALTESS CITRIX APPLICATIONS

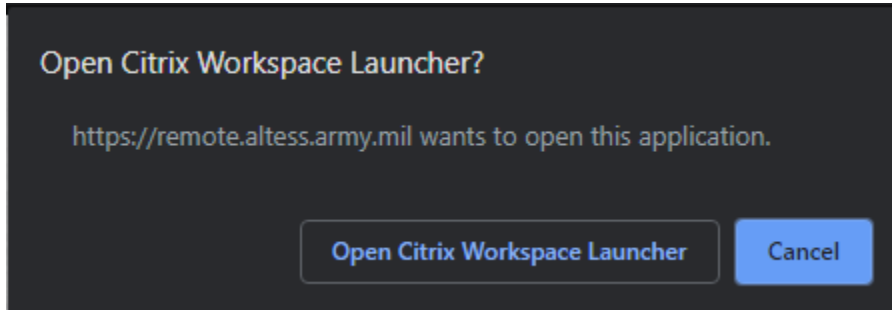
1. Browse to <https://remote.altess.army.mil>
2. Accept the EULA upon presentation



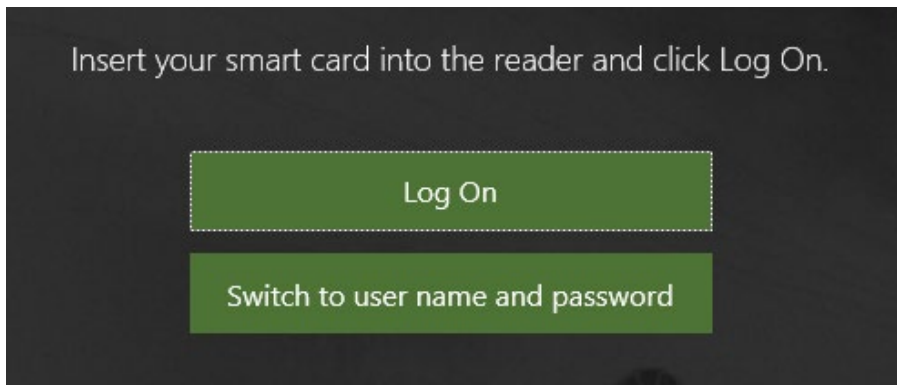
3. The site may prompt to Detect Receiver if it is not automatically detected. Click "Detect Receiver"



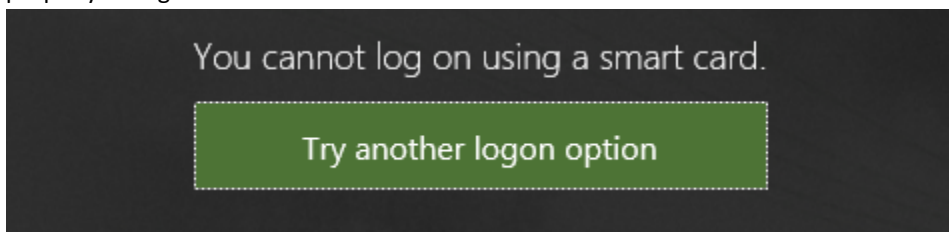
4. Browsers such as Chrome may ask for permission to run the components necessary for detection. Click the option to open the launcher.



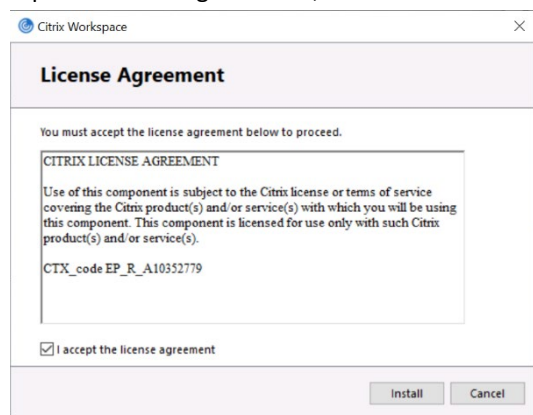
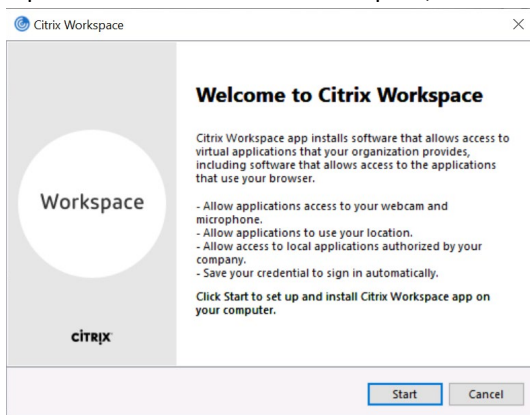
5. If not immediately prompted for Smart Card, click Logon.



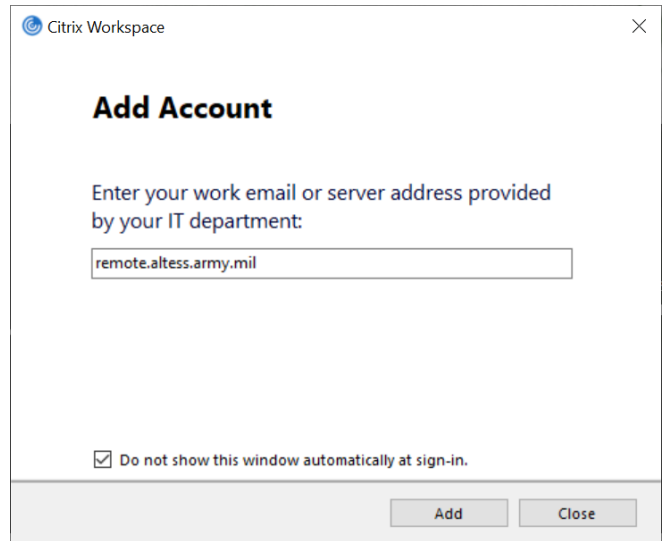
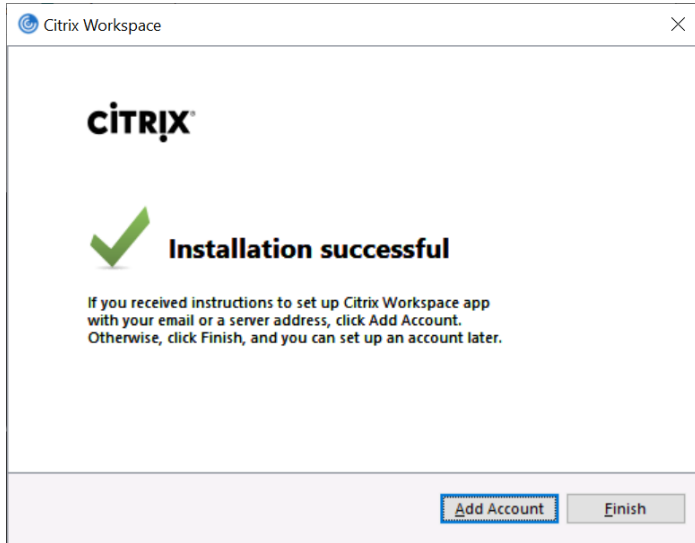
6. In choosing smart card credentials, use the following guidance:
 - a. PIV User: Select your authentication certificate. This will have 15 digits.
 - b. CAC User: Select your EMAIL Certificate for the web site. ID Certificate for server logon.
7. If this error shows, CLOSE YOUR BROWSER, then re-open. Attempt your logon again using the proper certificate. If none of your certificates work, contact your local support; your domain account is likely not properly configured.



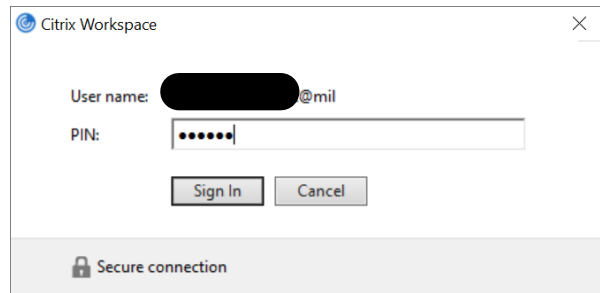
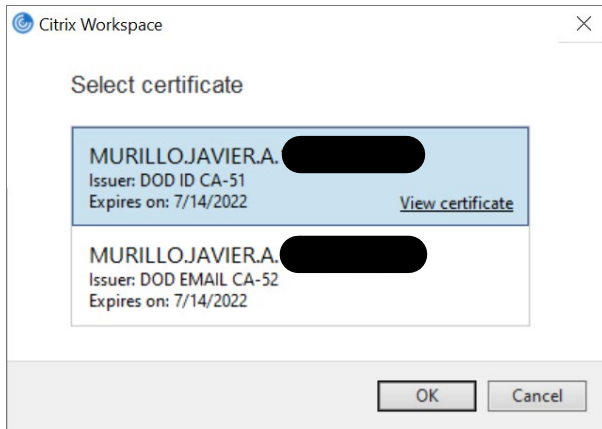
8. If presented to install Citrix Workspace, click Start, Check "I accept the license agreement", Click Install



9. Ensure your CAC is inserted. Click Add Account > Enter Remote.altess.army.mil > Click Add



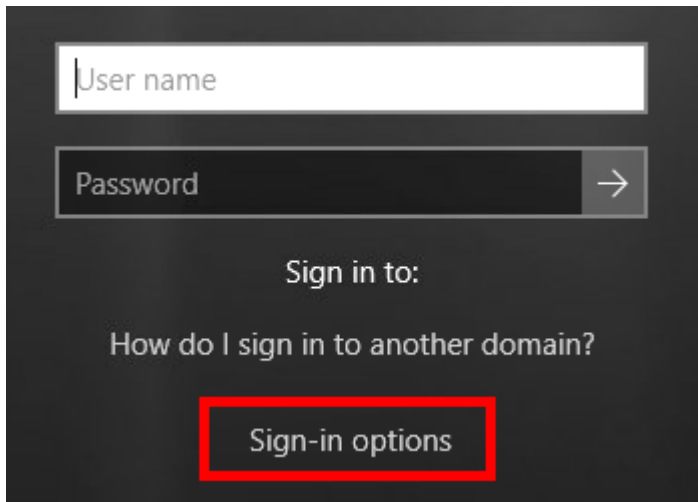
10. Select ID Cert, Click OK > Type in CAC Pin > Click Sign In > Click Browser you wish to use > Click OK



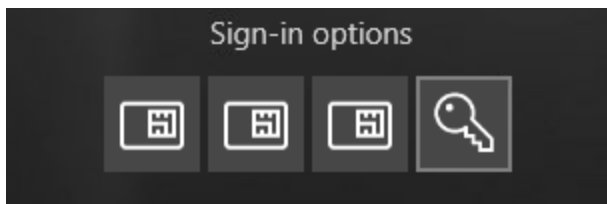
11. After login, multiple browsers are available. Click on one and proceed with the session logon procedure.



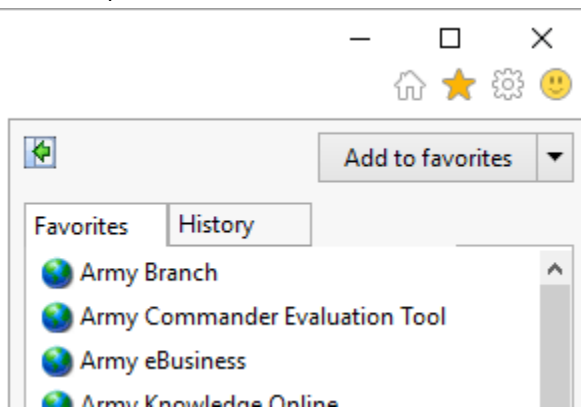
12. A server logon prompt opens after application launch. Wait for the “Sign in Options” text to appear



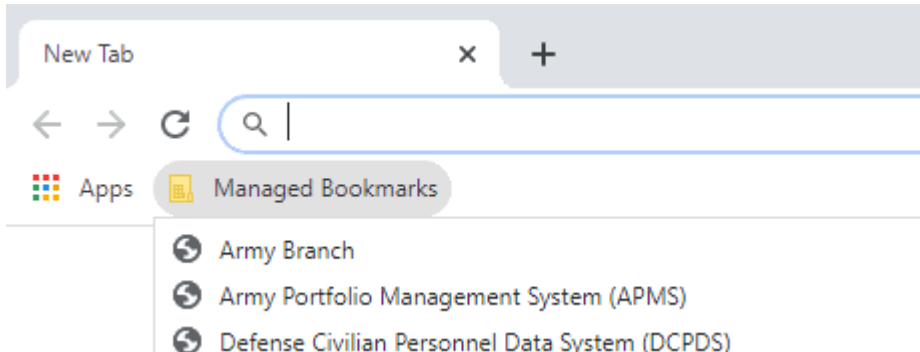
13. Click on “Sign in Options” and select the proper certificate for logon. Clicking on each Smart Card tile shows details about the certificate.



14. After successful authentication, your application (browser) should show within 30-60 seconds.
15. Once your application appears, your session has established. At this time, you may return to the ALTESS web page and launch another browser without going through the logon process. Your session ends once the last browser application closes.
16. Favorites are managed within Chrome and Internet Explorer. See these examples:
Internet Explorer:



Chrome:



17. Favorites are not available within Firefox due to technical limitations.

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