CONNECT-TO-CHOP
USER GUIDE

VERSION
v8
Table of Contents

1 Overview ........................................................................................................................................3
2 Requirements ................................................................................................................................3
  2.1 Security ....................................................................................................................................3
  2.2 Computer ................................................................................................................................3
  2.3 Application .................................................................................................................................3
    2.3.1 Web Browser .......................................................................................................................3
    2.3.2 Prerequisites .......................................................................................................................3
3 Logon ...............................................................................................................................................3
4 Logoff ...............................................................................................................................................5
5 Microsoft Windows ........................................................................................................................7
  5.1 Citrix Client ................................................................................................................................7
  5.2 Troubleshooting ........................................................................................................................9
    5.2.1 Clear Cookies / Internet Cache ..........................................................................................9
    5.2.2 Reset Browser Options ......................................................................................................11
    5.2.3 Reset Advanced Settings ..................................................................................................12
    5.2.4 Check File Type Association .............................................................................................13
    5.2.5 Disable Proxy Auto-Detect .................................................................................................14
6 Apple Macintosh ............................................................................................................................16
  6.1 Citrix Client ................................................................................................................................16
  6.2 Troubleshooting ........................................................................................................................21
    6.2.1 Download Safe Files ...........................................................................................................21
    6.2.2 Clear Cookies ......................................................................................................................22
    6.2.3 Empty Cache ......................................................................................................................23
7 Applications .....................................................................................................................................24
  7.1 Microsoft Remote Desktop (RDP) ............................................................................................24
  7.2 LANDesk Connector ..................................................................................................................27
8 Support References ........................................................................................................................31
1 Overview
The connect web site (connect.chop.edu) is used for secure remote access into CHOP trusted network. This guide is for Citrix access to CHOP applications and servers.

2 Requirements

2.1 Security
• Have a CHOP network login User Name and Password.
• Entrust Passcode Requirements
  o Users that have been issued a token (Required)
  o Supervisors in CHOPOne (Required)
  o Non-Supervisors (Not Required)

2.2 Computer
  Network Connection
• Your computer needs to be able to access the Internet or be connected to the CHOP network.

  Operating Systems
• Windows XP, Vista, 7, 8
• Mac OS 10.8 +

2.3 Application

2.3.1 Web Browser
• Microsoft Internet Explorer 7.0 +
• Safari 5.0 +

2.3.2 Prerequisites
• Please disable any browser pop-up blockers. (IE, Safari, Google & Yahoo Toolbars, etc.)
• Please Uncheck “Do not save encrypted pages to disk” under Internet Options, Advanced, Security section.

3 Logon
1. Launch a browser session (Ex: Internet Explorer / Safari) with the following typed in the address field: connect.chop.edu.
2. Please enter your User Name, Password, and Passcode (If Required - See Section 2.1) in the appropriate fields’ then click the “Log on” button to proceed. The User Name and Password should be the same credentials you use when logging onto the network while on-site at CHOP facilities.
3. Clicking on the “Log on” button above.

4. Your connection speed will determine how soon you will be greeted by the screen below which should be a list of applications that you can use remotely via Citrix. Simply double-click the application you want to access and use it as if you were on-site at CHOP.

**Note**: Not all CHOP applications are available through Citrix.
4 Logoff

1. To logoff, exit the application you were using properly and click on the “Log Off” button in the top right corner of the screen below.
Connect-To-CHOP
User Guide
2. You will be presented with the following screen.

![Screen with Connect to CHOP message]

5 Microsoft Windows

5.1 Citrix Client

1. Launch a browser session with the following typed in the address field: `connect.chop.edu`.

You should see the following screen:
2. Click on the “Citrix Client” link to download.
3. Select “Download Receiver for Windows”
4. Select “I agree to the terms of the Citrix License Agreement”
5. Select Continue
6. Select Run

7. Select Install
5.2 Troubleshooting

5.2.1 Clear Cookies / Internet Cache

Internet Explorer 7

Select Tools ➔ Delete Browsing History…

Select “Delete files…”
Select “Yes”

Select “Delete cookies…”
Select “Yes”

Select “Close”

Close all IE7 windows before trying to launch Citrix again.

Internet Explorer 8 / 9

Enter **Ctrl+Shift+Del**
Select All Check Boxes Except “Preserve Favorite website data”
Select “Delete”

Close all IE windows before trying to launch Citrix again.

5.2.2 Reset Browser Options

Internet Explorer 7 / 8 / 9

Select Tools ➔ Internet Options
Select “Reset all zones to default level”
Select “OK”

Close all IE windows before trying to launch Citrix again.

5.2.3 Reset Advanced Settings

Internet Explorer 7 / 8 / 9 / 10

Select Tools → Internet Options
Select the Advanced tab
Select “Restore advanced settings”  
Make sure “Do not save encrypted pages to disk” is unchecked  
Make sure “Use SSL 2.0” and “Use SSL 3.0” is checked  
Select “OK”  

Select “OK”  

5.2.4 Check File Type Association  

Windows XP  

Launch My Computer or Windows Explorer  
Select Tools → Folder Options…  

Select the File Types tab  
Confirm that the ICA extension is set to Citrix ICA Client
5.2.5 Disable Proxy Auto-Detect

Internet Explorer 7 / 8 / 9 / 10

Select **Tools → Internet Options**
Select the **Connections** tab
Select “**LAN settings**”
Make sure “Automatically detect settings” is unchecked
Select “OK”

Select “OK”
Close all IE windows before trying to launch Citrix again.
6 Apple Macintosh

6.1 Citrix Client

8. Launch a browser session with the following typed in the address field: connect.chop.edu.

You should see the following screen:

![Connect to CHOP login screen]

9. Click on the link to download the Citrix Client. After the software is downloaded and the disk image is mounted, double click on the installer application.
10. Select “Install Citrix Receiver.pkg”.

11. Select “Continue”. 
12. Select “Continue”.

13. Select “Agree”.
14. Select “Install”.

15. Enter Administrator Name and Password.
16. Select “Install Software”
17. Select “Close”.

**Note:** The Citrix Receive standalone application isn’t currently supported. If you run the application, please select cancel to close.
6.2 Troubleshooting

6.2.1 Download Safe Files

1. Open Safari.
2. Go to the top menu bar and select Safari ➔ Preferences…

3. Under the general tab, check the box next to “Open “safe” files after downloading”

4. Close the preferences window.
6.2.2 Clear Cookies

**Safari**

1. With Safari open, click on Safari in the menu bar and select Preferences.

2. Click on the Security icon, and then click on the Show Cookies button.

3. Select Remove All.
4. When prompted select Remove All.

5. Quit Safari and restart Safari.

6.2.3 Empty Cache

Safari

1. With Safari open, click on Safari in the menu bar and select Empty Cache.
2. Select Empty.

3. Quit Safari and restart Safari.

7 Applications

7.1 Microsoft Remote Desktop (RDP)

1. Click on the RDP Icon.

2. You will be presented with a Remote Desktop Connection dialog box.
3. Enter the server IP or DNS address.
4. Click on the “Connect” button.

5. You will be presented with a security dialog box. Click “OK” if you accept.
6. Please enter your User Name, Password, in the appropriate fields. Select “CHOP-EDU” in the “Log on to” dropdown and click the “Login” button to proceed.
7. Upon successful authentication, you will be presented with a server console.
8. To disconnect without closing any applications running, click on the “X” in the upper right corner.

9. Click on the “OK” button to proceed.

7.2 LANDesk Connector

1. Click on the LANDesk Connector Icon.
2. When the PE LANDesk Connector launches, you will have a window that looks similar to this: (Please Note: You will most likely not see as many machines in your display window, depending on your access level.)

![Connector Launch Window]

3. If the computer you wish to remotely control is easily viewable in the list, simply highlight it and click “Remote Control”.

![Remote Control Highlight]

4. You can also search for the device you would like to remote control by selecting one of the selections from the dropdown box, populate your search criteria, and click “Find”.

![Search Function]

---

Page 28 of 31 v8
5. A Remote management box will open. You are now remotely controlling the machine. Note: You may be prompted to enter credentials. Please do so and then continue. The credentials screen will look as follows:

![Remote Management Box]

6. After clicking the connect button the remote control application may ask the user for permission to remote control the computer (shown below). When establishing a remote control session with a computer it is important that someone be on the computer to allow access. The remote control session will start after the client accepts the request.

![Permission Request]

![Remote Control Session]
7. Log in to the Novell and Windows and perform all desired tasks. "Ctrl + alt + D" is the equivalent of "ctrl + alt + delete" in the host machine.
8. When you are finished, press "ctrl + alt + s" to close the connection, then close the Remote Control window. Hotkey combinations can be found in the appendix of this document.

Permissions Problems for LANDesk Connector

You may be prompted to enter credentials. If you are prompted for credentials, ensure that the requirements for LANDesk Remote Control function stated above in “Requirements” are met. If you still receive the credentials prompt after all requirements are met, contact the IS Service Desk and open a support incident for the computer you are trying to access. The credentials request will look as follows:

Special Hotkey Combinations for Commands:

Ctrl + Alt + D = Ctrl + Alt + Delete
Ctrl + Alt + S = Close connection to host machine
Ctrl + Alt + M = Enter full screen mode
Ctrl + Alt + K = Lock out remote keyboard and mouse
8 Support References

- Help Desk: 215-590-4357
- Entrust Support Web Page: https://ishelp.chop.edu