

# Using ECF on Citrix

## Getting Started Guide

### Recommended Web Browsers

Use Microsoft Edge or Google Chrome. Do not use Internet Explorer.

### Steps Overview

Follow these steps to install Citrix software and set up Citrix to access ECF. Detailed instructions are given below.

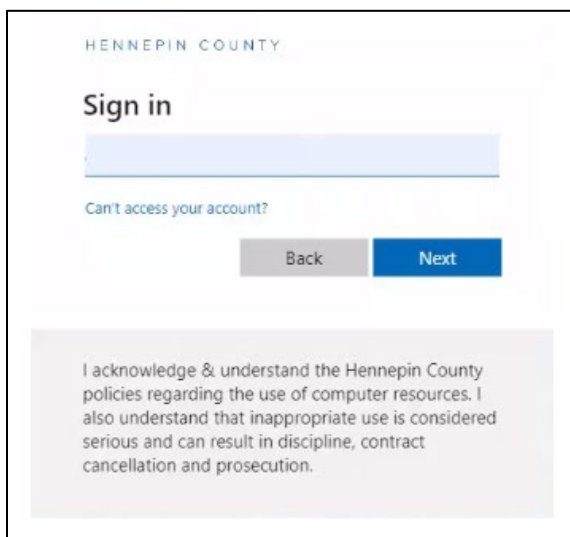
1. Sign in to Citrix.
2. Install Citrix Receiver.
3. Set up Citrix StoreFront.
4. Sign in to ECF.



## Signing In to Citrix

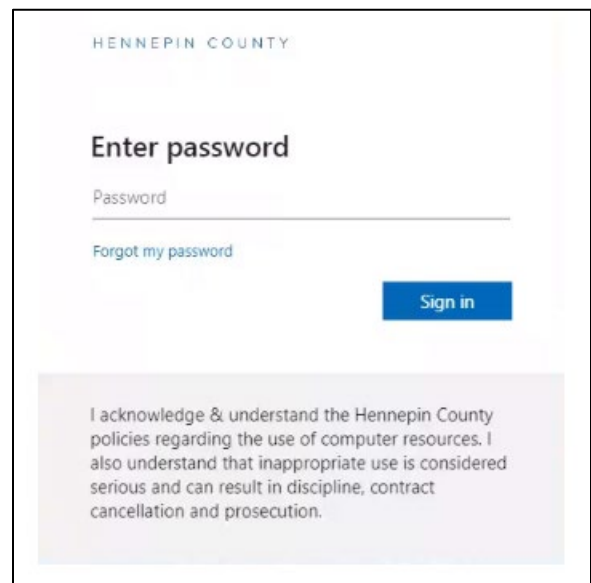
You should have been set up to sign in using a two-step process, called two-factor authentication. First, you sign in with your user ID and password. Then, you verify your identity.

1. In your web browser (Edge or Chrome only), enter **https://remote.hennepin.us**
2. Enter your Hennepin County user name (example: jan.maple@hennepin.us) and click the **Next** button.



The screenshot shows the 'Sign in' page for Hennepin County. At the top, it says 'HENNEPIN COUNTY'. Below that is the title 'Sign in' and a text input field. Underneath the field is a link that says 'Can't access your account?'. At the bottom of the input area are two buttons: 'Back' and 'Next'. A light gray box at the bottom contains a disclaimer: 'I acknowledge & understand the Hennepin County policies regarding the use of computer resources. I also understand that inappropriate use is considered serious and can result in discipline, contract cancellation and prosecution.'

3. Enter your Hennepin County password and click the **Sign In** button.



The screenshot shows the 'Enter password' page for Hennepin County. At the top, it says 'HENNEPIN COUNTY'. Below that is the title 'Enter password' and a password input field. Underneath the field is a link that says 'Forgot my password'. At the bottom right is a blue 'Sign in' button. A light gray box at the bottom contains a disclaimer: 'I acknowledge & understand the Hennepin County policies regarding the use of computer resources. I also understand that inappropriate use is considered serious and can result in discipline, contract cancellation and prosecution.'

4. Choose a method to verify your identity.



The screenshot shows the 'Verify your identity' page for Hennepin County. At the top, it says 'HENNEPIN COUNTY'. Below that is the title 'Verify your identity'. There are three options for verification, each with a radio button: 'Approve a request on my Microsoft Authenticator app' (with a Microsoft Authenticator icon), '123 Use a verification code' (with a 123 icon), and 'Call +X XXX-XXX-XX50' (with a phone icon). Below these options is a link for 'More information'. At the bottom, there is a disclaimer: 'Are your verification methods current? Check at https://aka.ms/mfasetup' and a 'Cancel' button.

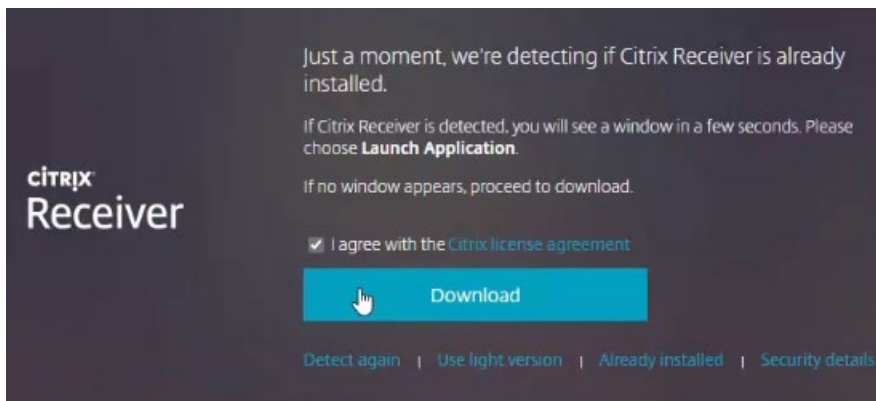
## Installing Citrix Receiver

Citrix Receiver is software that allows you to connect your computer to ECF and other applications.

1. On the Welcome to Citrix Receiver screen, click the **Detect Receiver** button. For the best experience, click **Detect Receiver**. Do not click **Use light version**.

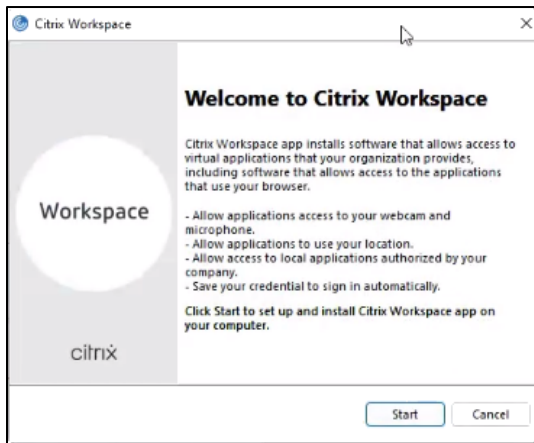


2. On the Download screen, select the **I agree** check box, and click the **Download** button.

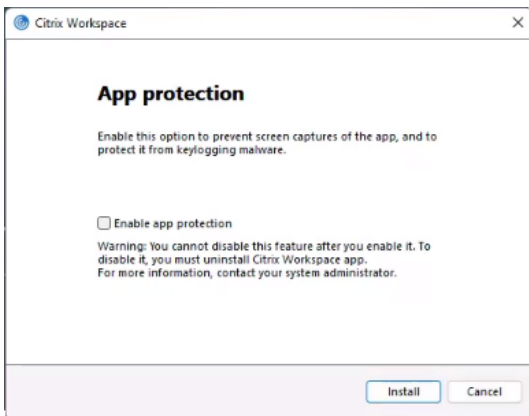


3. Do one of the following:
  - Edge browser: At the top of the screen, click the **Open file** link.
  - Chrome browser: At the bottom of the screen, click the **Run** button.

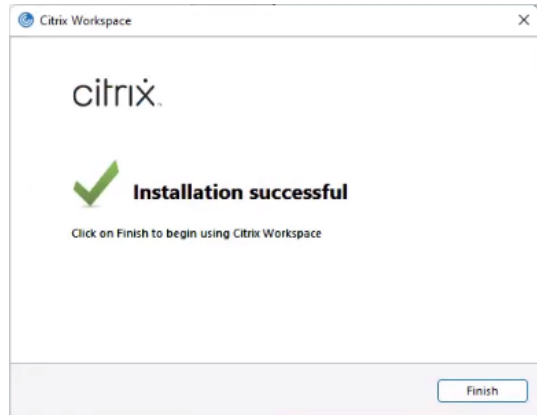
4. On the Welcome to Citrix Workspace window, click the **Start** button.



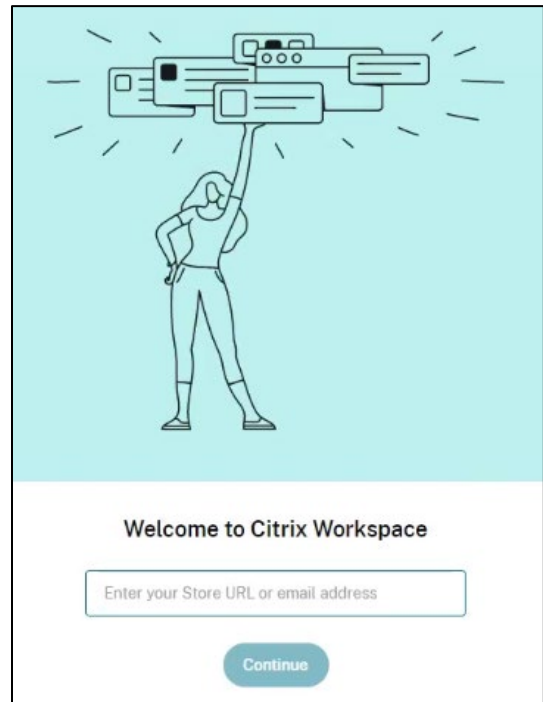
5. On the License Agreement window, select the **I accept** check box, and click the **Next** button.
6. On the App Protection window, leave the **Enable app protection** check box cleared, and click the **Install** button.



7. On the Installation successful window, click the **Finish** button.



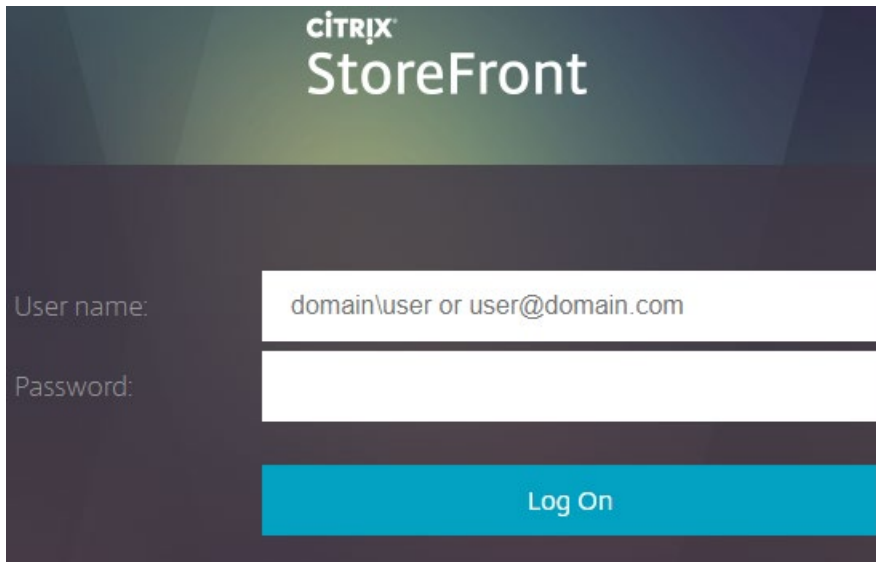
8. A message appears asking if you want to restart your computer. Click the **Yes** button.
9. Close the Welcome to Citrix Workspace window. Do not click the **Continue** button.



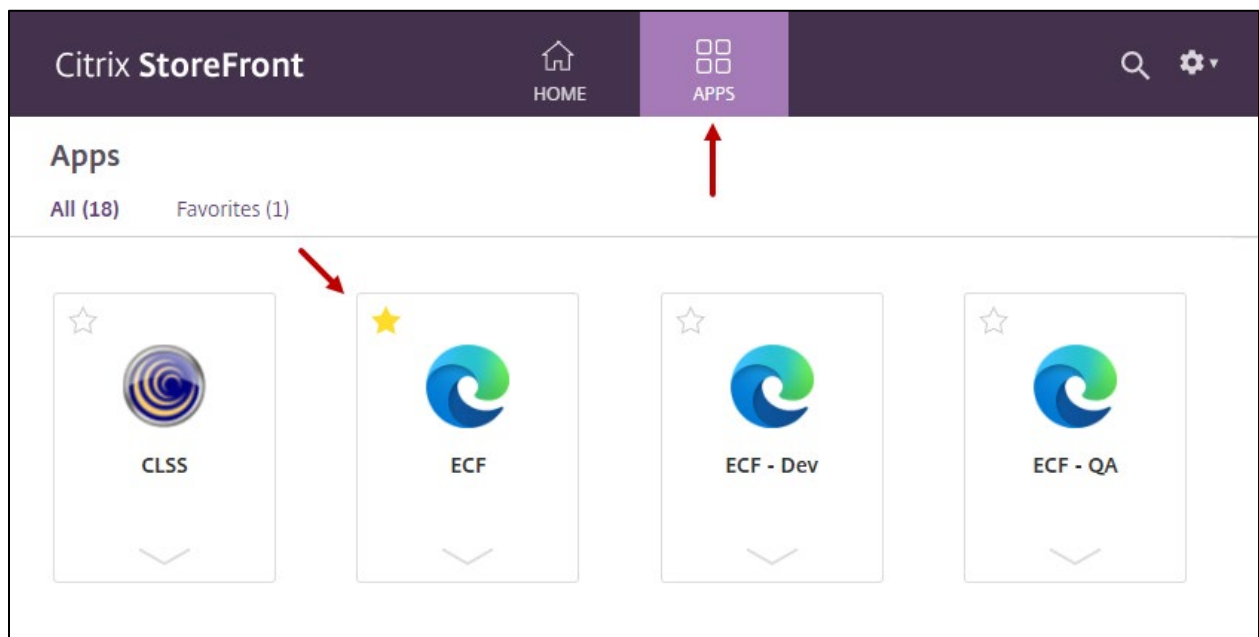
## Setting Up Citrix StoreFront

Citrix StoreFront provides an easy way to find and open ECF and other applications that you have access to.

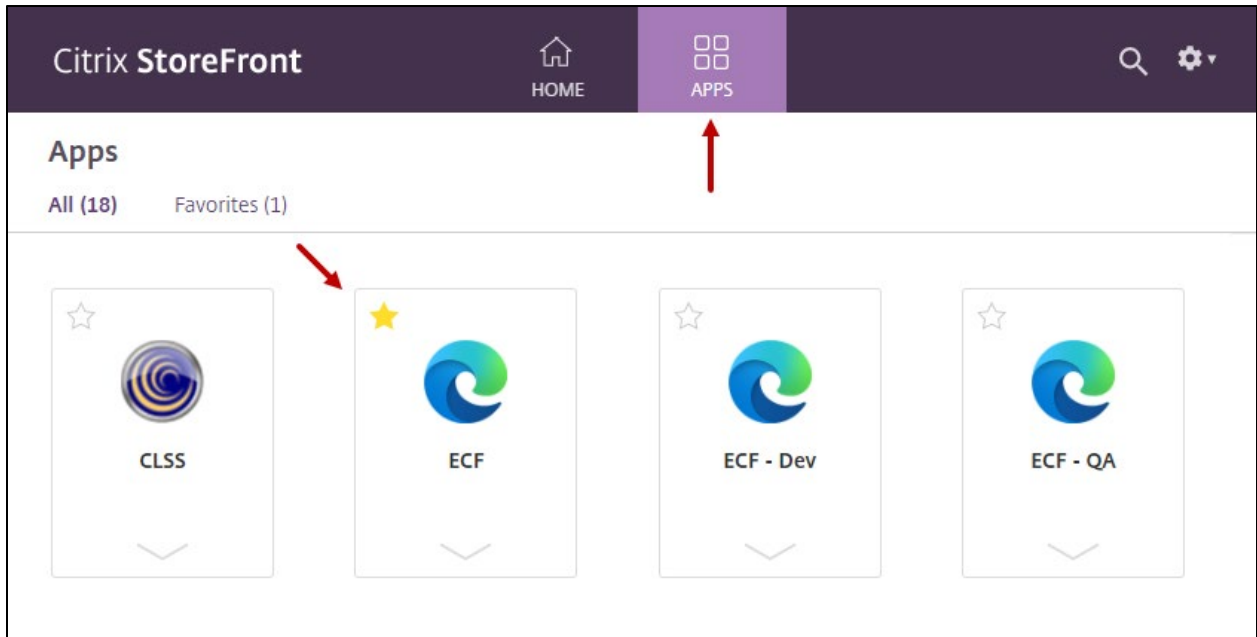
1. In your web browser, enter **https://remote.hennepin.us**
2. On the Citrix StoreFront screen, log on with your Hennepin County user name (example: jan.maple@hennepin.us) and password.



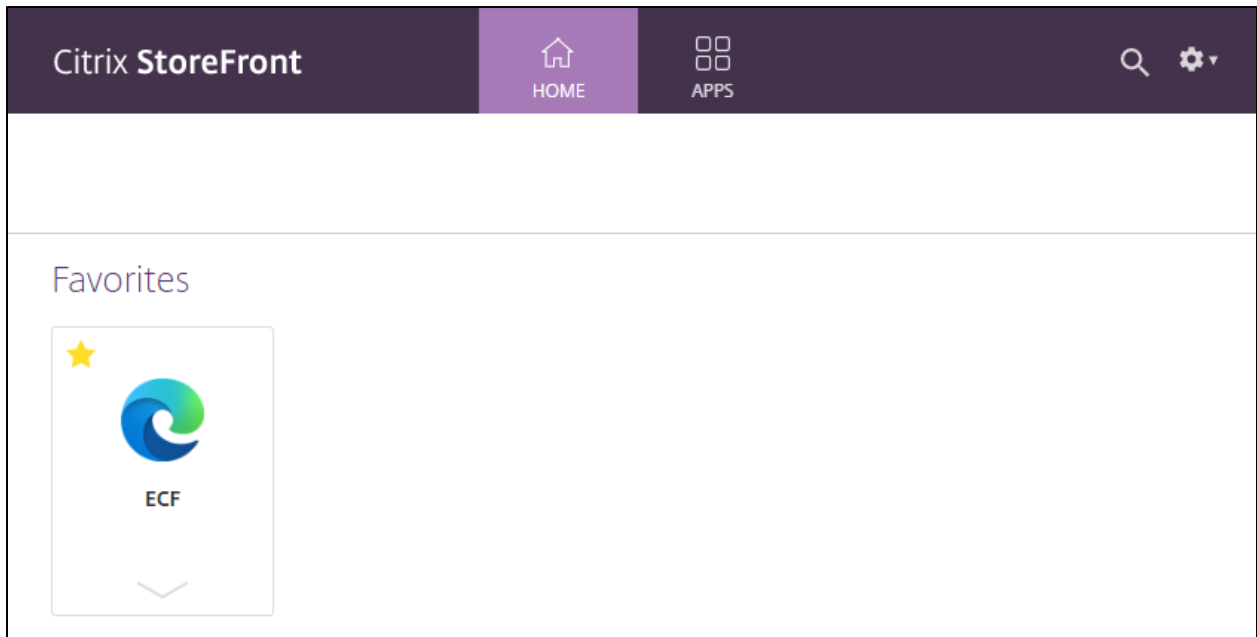
3. On the Citrix StoreFront screen, click the **Apps** button.



4. In the upper left corner of the ECF tile, click the star outline. The star is now filled in.

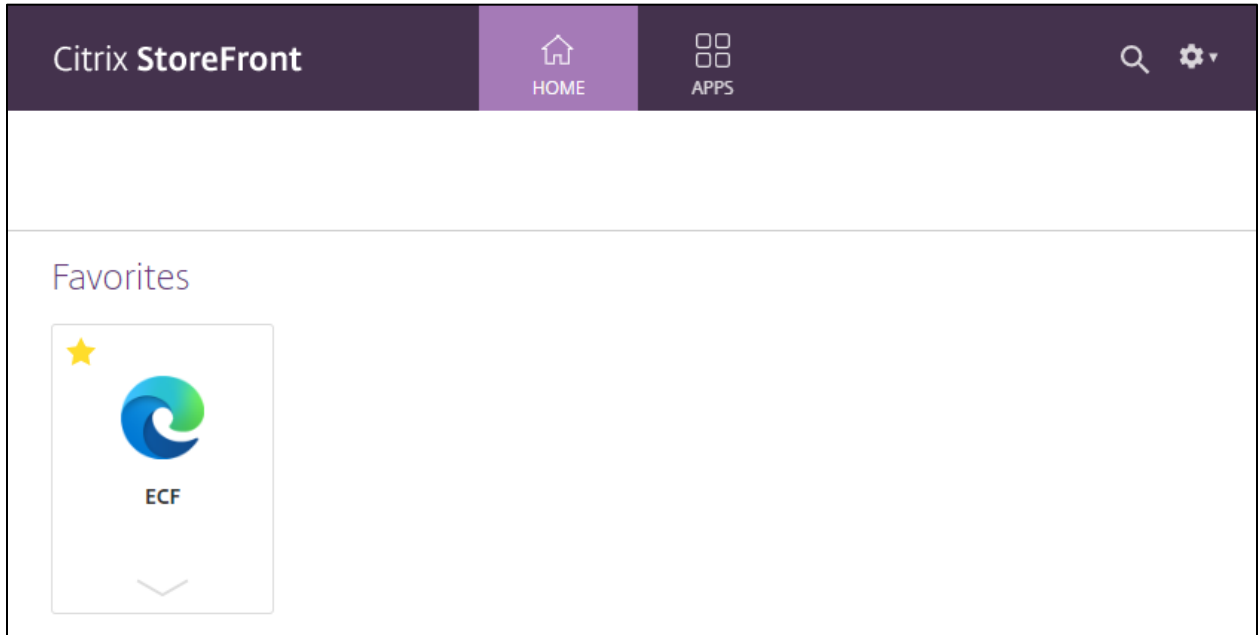


5. Click the **Home** button. ECF now appears as a favorite on the home screen.

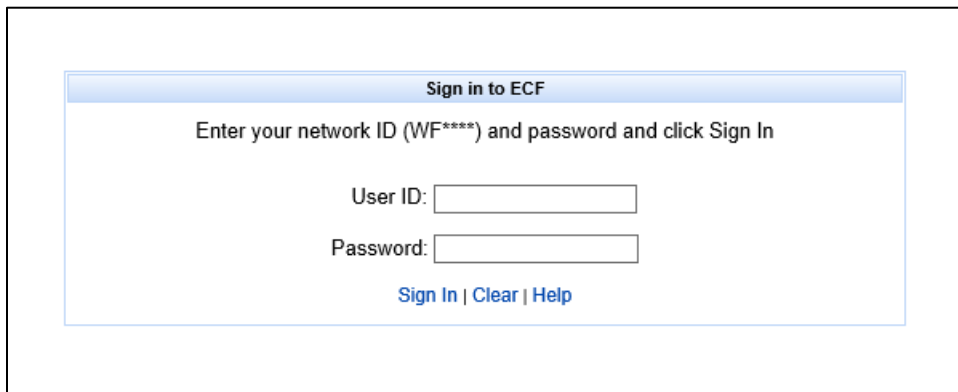


## Signing In to ECF

1. On the Citrix StoreFront home screen, click the **ECF** tile.



2. Sign in to ECF with your Hennepin County user name and password (example: jan.maple@hennepin.us).



3. Sign in to SMI with your State of Minnesota user ID and password.

**Sign in to SMI**



Enter your SMI ID (X127\*\*\*\*) and password and click Sign In

User ID:

Password:

[Sign In](#) | [Clear](#) | [Change Password](#) | [Help](#) | [Bypass](#)

4. On the ECF Case/Person Search screen, select **Case Search**.



Work ItemsCase/Person SearchMy ProfileStatus and News? HelpSign Out

**Search Type**

Case Search

Person Name Search

Person ID Search

**Search Information**

[Search by Case ID](#)

Source System:

Case ID:

Items found: 0

There are no items to display

[Add New MNsure Case](#)



5. Search for any case.

Search Type: Search Information

Case Search  
 Person Name Search  
 Person ID Search

**Search by Case ID**  
 Source System: MAXIS  
 Case ID: 605359

Items found: 0  
There are no items to display

[Add New MNsure Case](#)

6. On the Case Details screen, click the **Case Documents** tab.

Case Folder: 605359 (Get Notifications for this Case)

Case Details | Case Participants | **Case Documents** | Case Work Items | Sent Documents | History | Privacy

Expand All | Collapse All

**Main Applicant: Brady, Bobby A**

**Worker: Pervez, Shakil X127AE5 Worker Phone: +16123488499 Child Care Assistance Worker: CCA Worker Phone:**

Program	Begin Date	End Date	Status
Health Care	10/04/13		Active

Address	Type	Name	Phone	Forms to ARep
ALTRNT-ADDR-1	Authorized Representative	JONATHAN SMITH	612-999-9999	Y

- On the document list, click the link for a TIF document or PDF document. If these document types are not in your document list, click the link for any document.

Case Folder: 605359 (Get Notifications for this Case)

Work Items Case/Person Search My Profile Status and News ? Help Sign Out

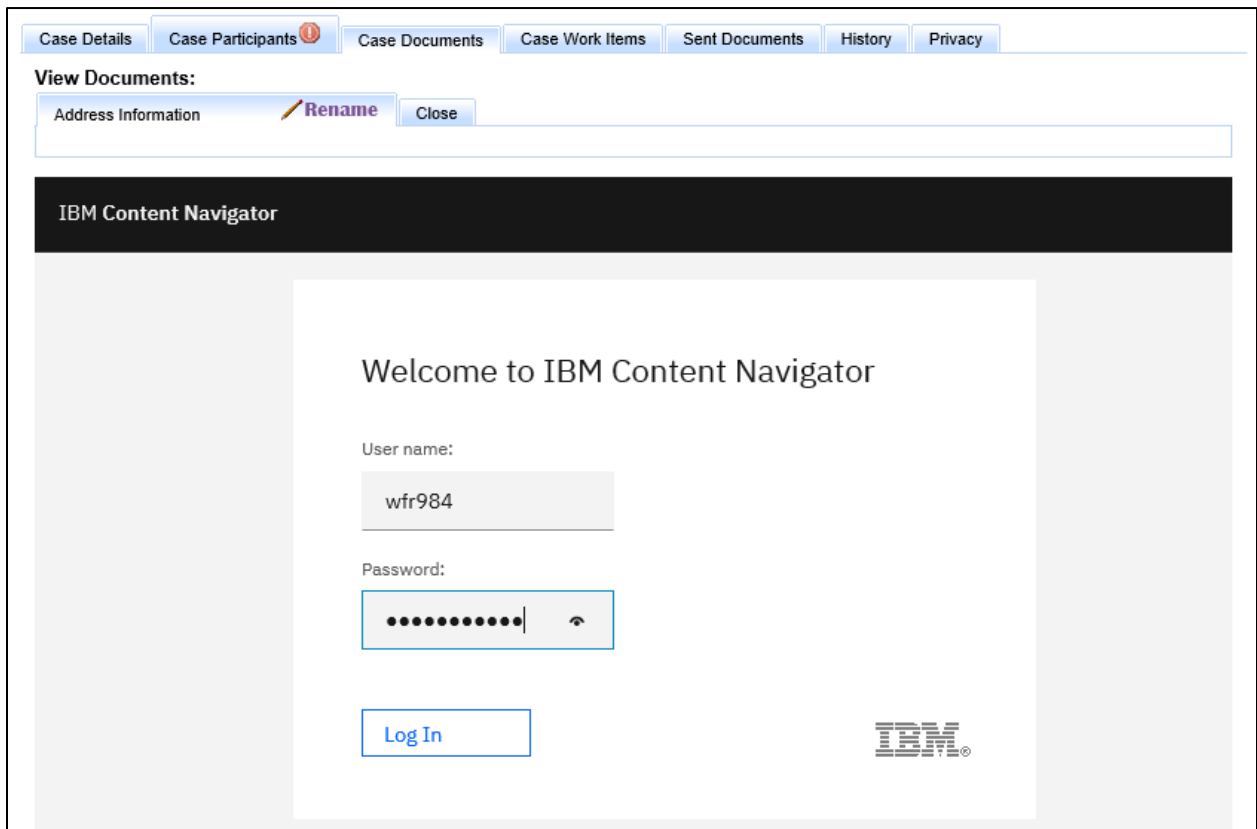
Case Details Case Participants Case Documents Case Work Items Sent Documents History Privacy

**Case Documents:** The documents below are associated with the case or a person on the case. The name column identifies the person on the case. You may view or launch a workflow for multiple documents. To edit, view properties or view versions for a document select a single document first. **This list can be sorted by clicking on any column title.**

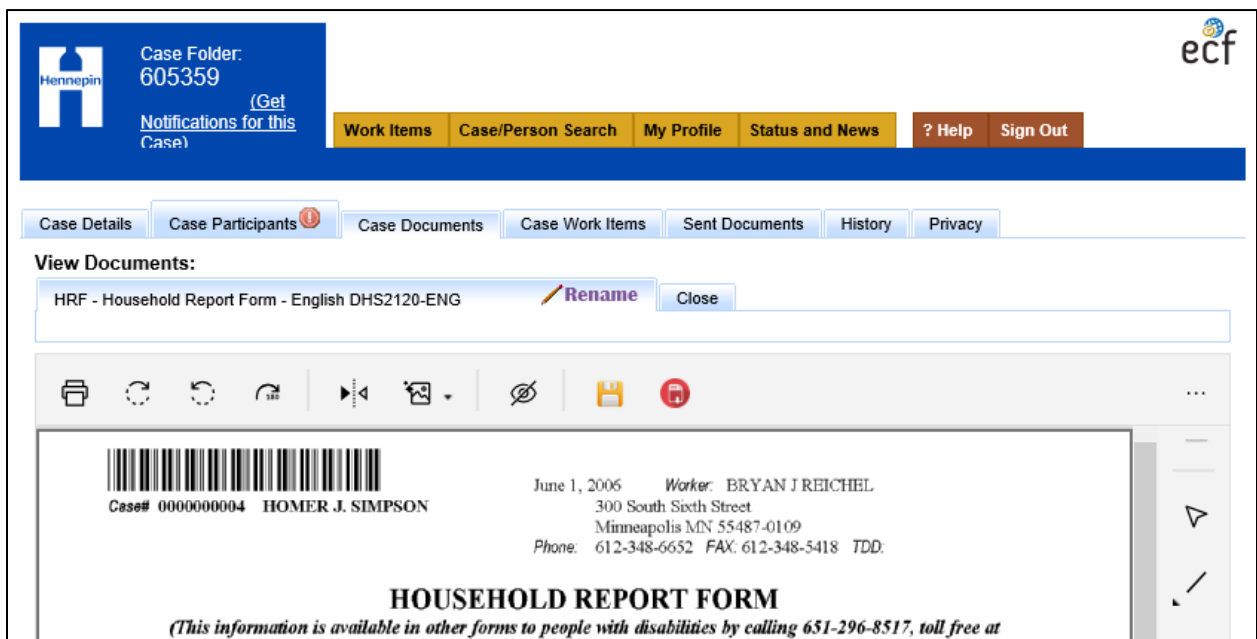
See Only Demographic Information Financial Information Legal Information Medical Information  
Other Information Service Information TEST All

File	Edit	Insert	Act	Filter	Form Type	Title	Name	Received	Modified	M
<input type="checkbox"/>					<a href="#">Address Information</a>	Address Information	Brady, Bobby A	09/09/2022		<a href="#">K</a>
<input type="checkbox"/>					<a href="#">HRF - Household Report Form - English DHS2120-ENG</a>	HRF - Household Report Form - English DHS2120-ENG		09/09/2022		<a href="#">K</a>
<input type="checkbox"/>					<a href="#">Income Information</a>	Income Information	Brady, Bobby A	09/09/2022		<a href="#">K</a>

8. If the Welcome to IBM Content Navigator screen appears, enter your Hennepin County user ID and password. The IBM Content Navigator screen appears the first time that you view certain document types.

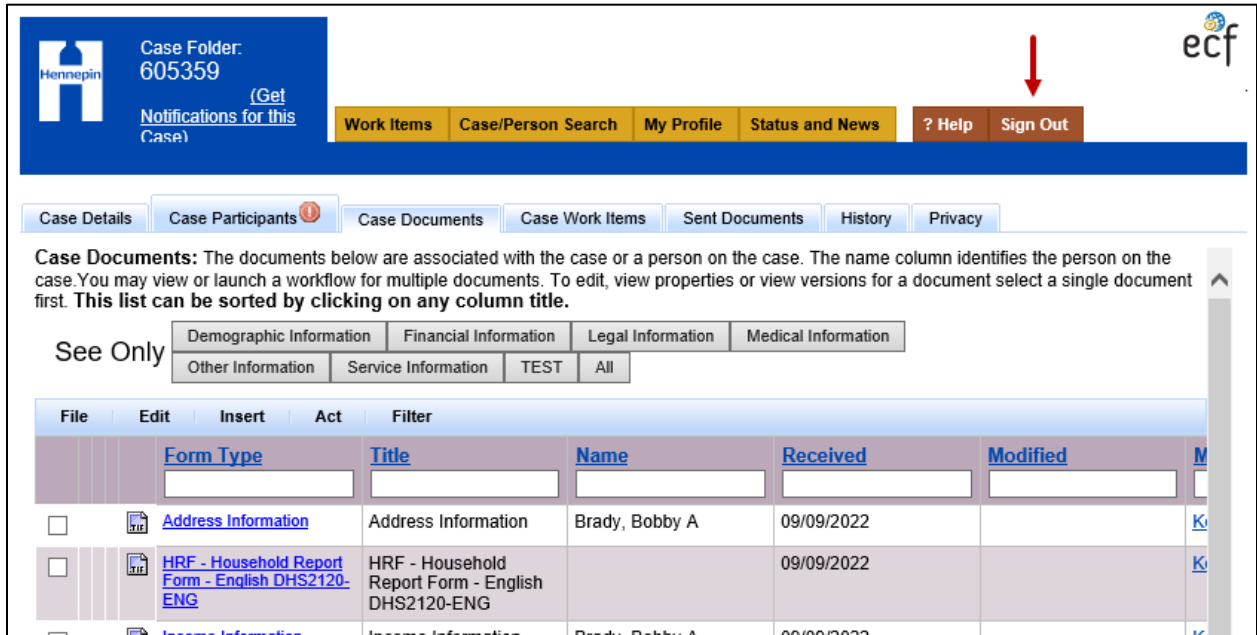


9. If you can view the document, the setup is correct.

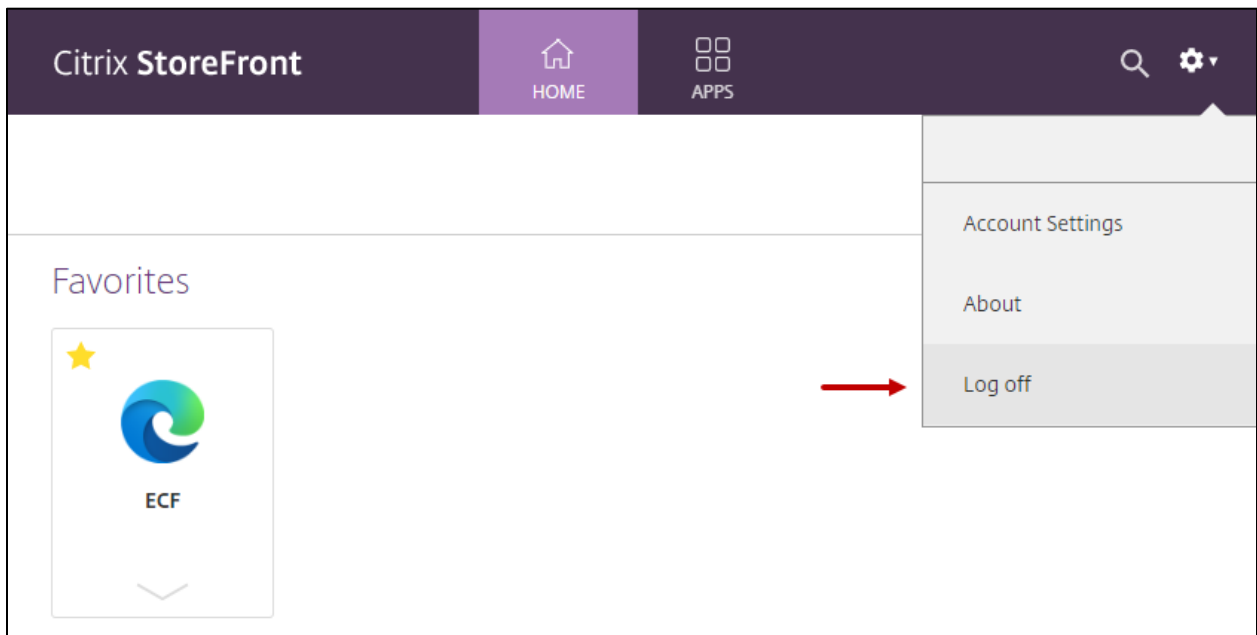


## Signing Out

1. In ECF, click the **Sign Out** tab.



2. In Citrix StoreFront, click the **gear** icon and click **Log off**.



## Going Forward

You have completed the setup.

The next time that you want to access ECF, do the following:

1. In your web browser, enter [https:// remote.hennepin.us](https://remote.hennepin.us)
2. Sign in and verify your identity.
3. On the Citrix StoreFront home screen, click the ECF tile.
4. Sign in to ECF and SMI.