

Using ECF on Citrix

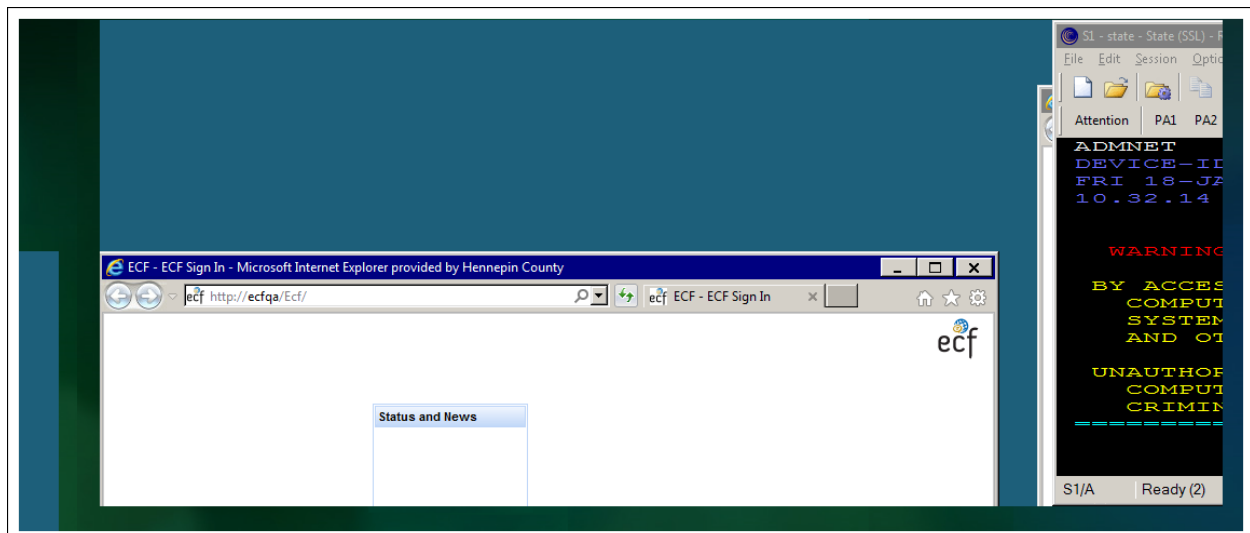
Getting Started Guide

Recommended Web Browser: Internet Explorer 11

Hennepin County only supports Internet Explorer (IE 11 recommended) for ECF on Citrix.

Recommended Setting for Multiple Monitors: Duplicate

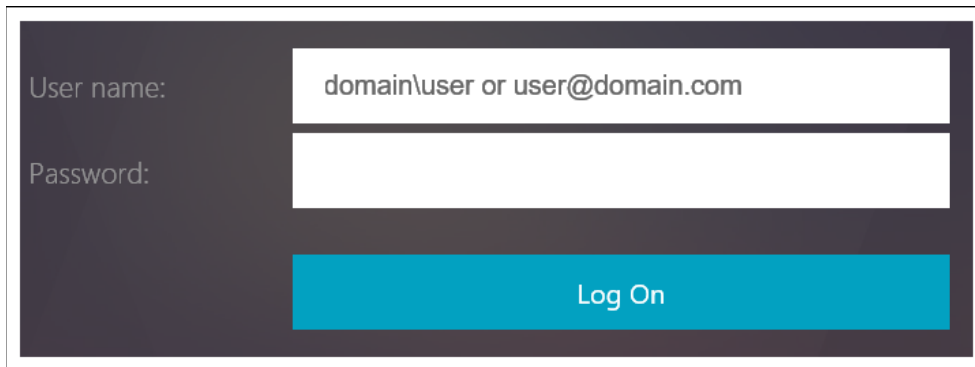
If you use multiple monitors (including your laptop screen), Hennepin County recommends the Duplicate (or Clone) display setting for ECF (and other applications) on Citrix. Using the Extend display setting may produce undesired effects, such as hiding part of the application windows.



Set Up Your Citrix Browser

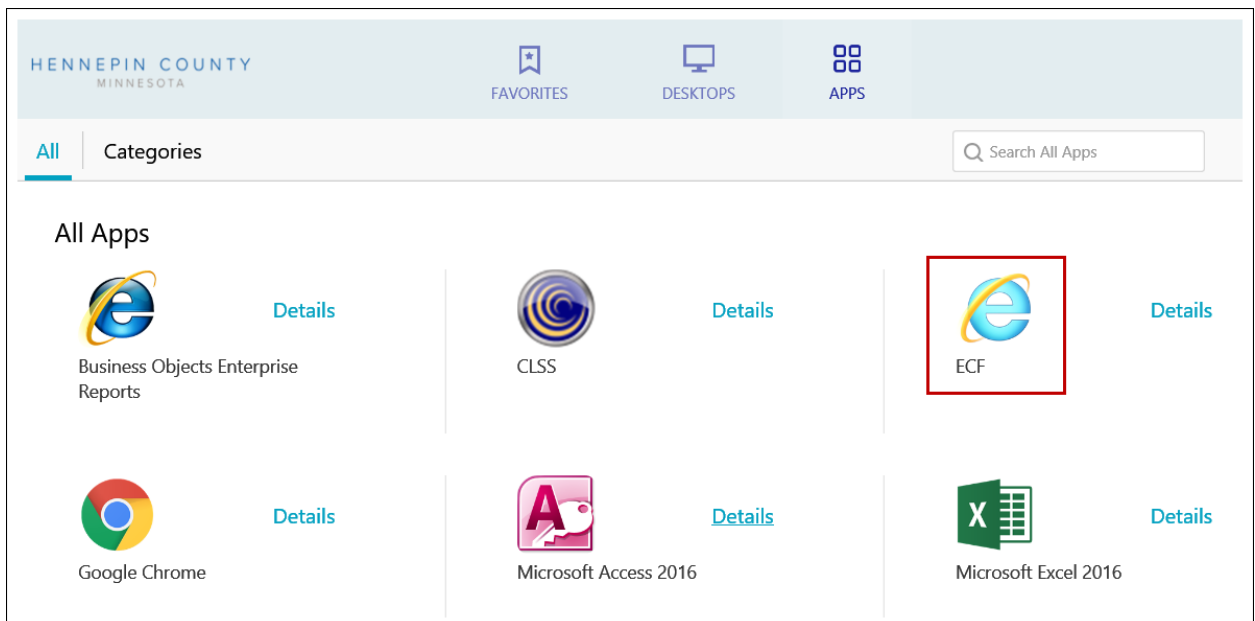
These instructions guide you through the prompts that you see the first time that you open a case or person document in ECF. Responding to the prompts as instructed ensures that future sessions run without errors.

1. In Internet Explorer, go to **remote.hennepin.us**.
2. Log on to Citrix with your Hennepin County user name and password.

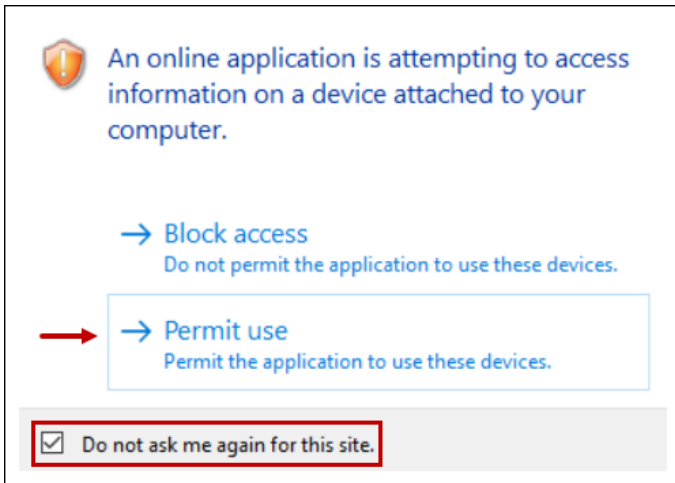


A screenshot of a Citrix login form. It features a dark grey background with white text. The 'User name:' label is followed by a text input field containing 'domain\user or user@domain.com'. Below it, the 'Password:' label is followed by a password input field. At the bottom, there is a prominent blue button labeled 'Log On'.

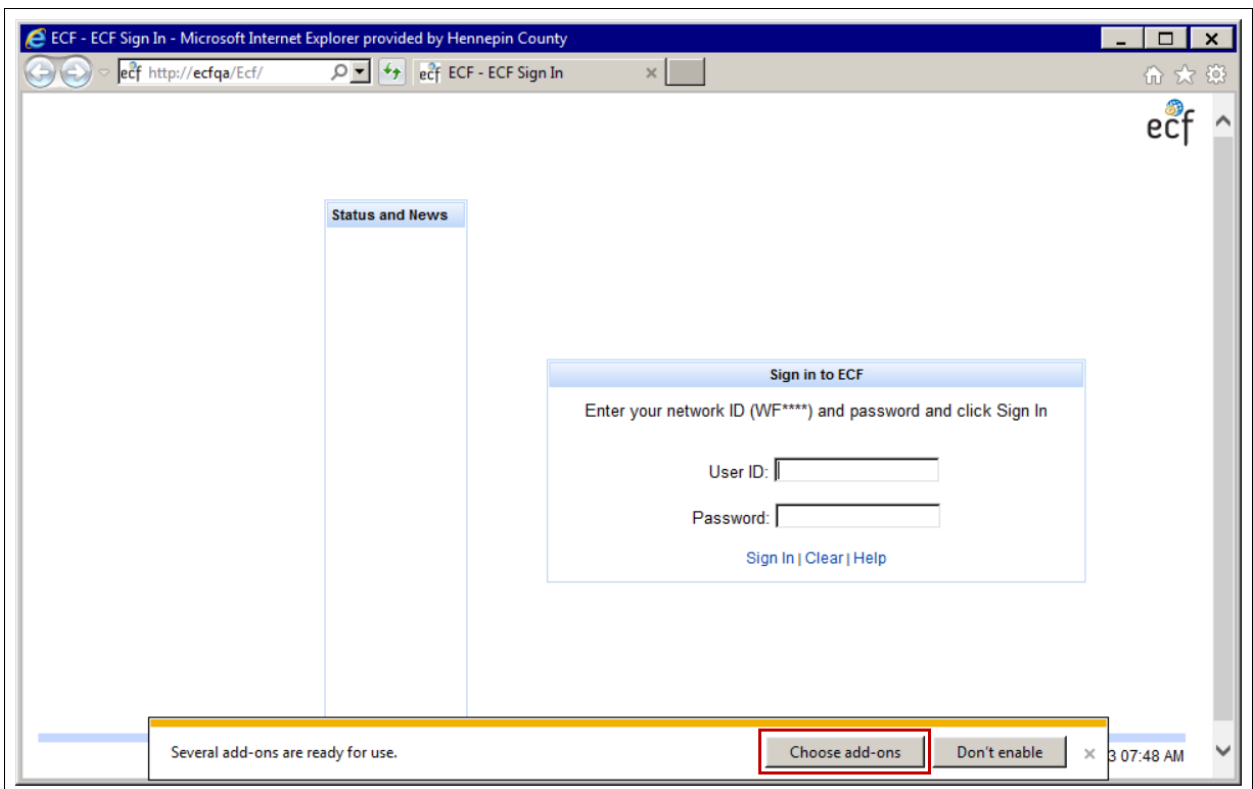
3. On the Citrix desktop, click the **ECF** icon.



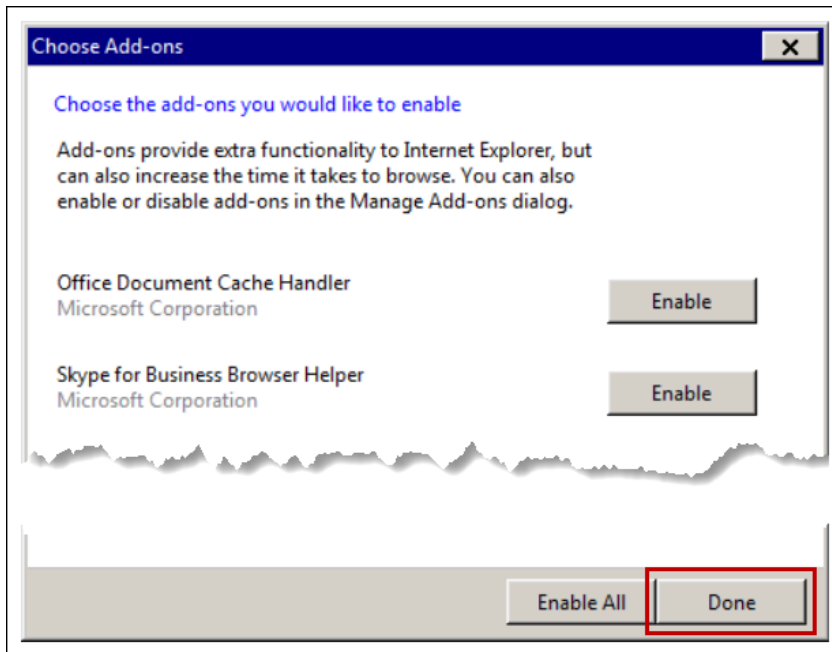
4. A message appears saying that an online application is attempting to access information on a device attached to your computer. Select the **Do not ask me again...** check box and click **Permit use**.



5. On the ECF sign in screen, sign in to ECF.
6. On the SMI sign in screen, sign in to SMI.
7. A message at the bottom of the screen appears saying that several add-ons are ready for use. Click **Choose add-ons**.



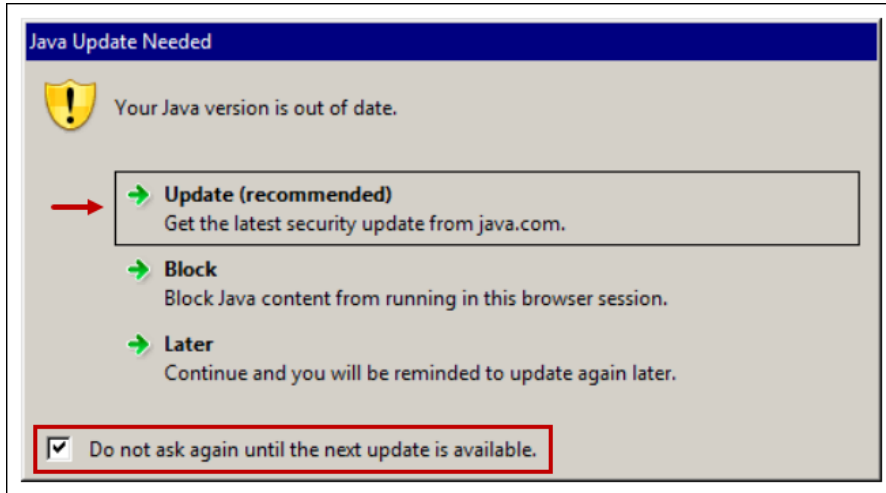
8. A message appears asking you to choose the add-ons that you want to enable. Do not make a selection. Just click **Done**.



9. On the ECF Search screen, click **Person Name Search**, if not selected.
10. Enter a last name and a first name. This is for setup purposes; you can use any client name. Click **Search**.
11. In the search results, click the link for the client.
12. On the Person Folder screen, click the **Person Documents** tab.
13. On the document list, click the link for any document.

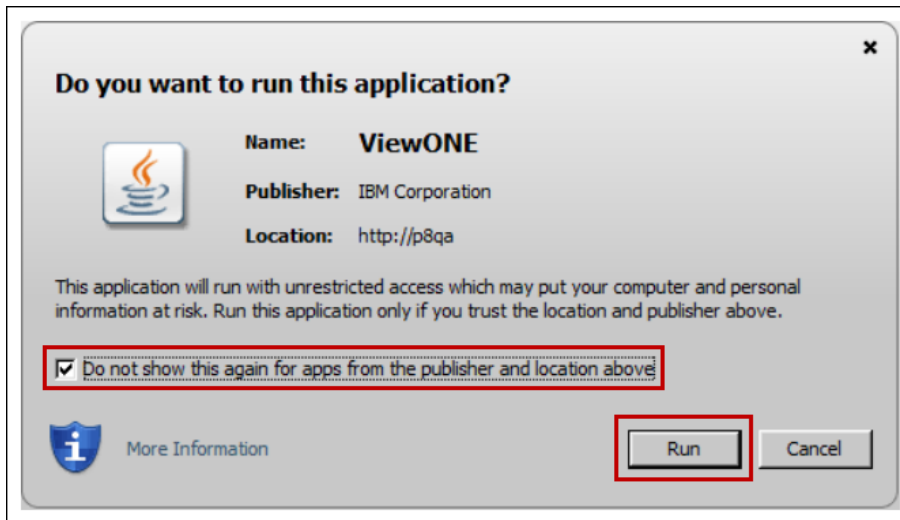
14. Does a Java Update Needed message appear?

- Yes: Select the **Do not ask again...** check box and click **Update**.
- No: Continue with the next step.



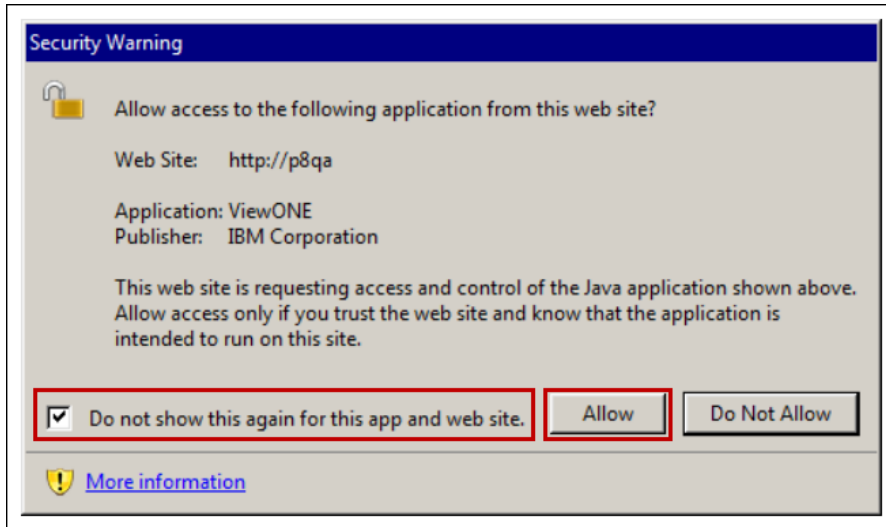
15. Does a message appear asking if you want to run the ViewONE application?

- Yes: Select the **Do not show this again...** check box and click **Run**. This message appears if you selected a scanned document (TIFF format).
- No: Continue with the next step.



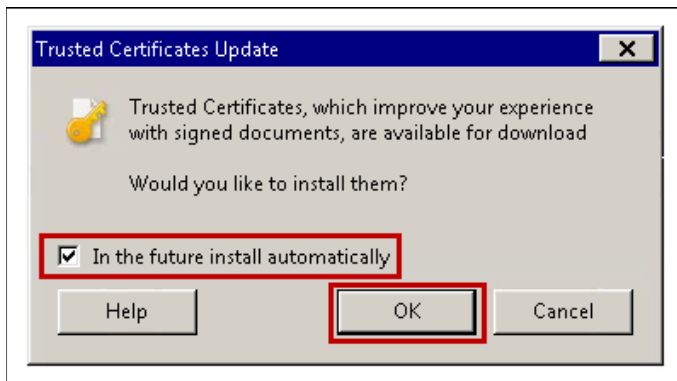
16. Does a message appear asking if you want to allow access to the ViewONE application?

- Yes: Select the **Do not show this again...** check box and click **Allow**. This message appears if you selected a scanned document (TIFF format).
- No: Continue with the next step.



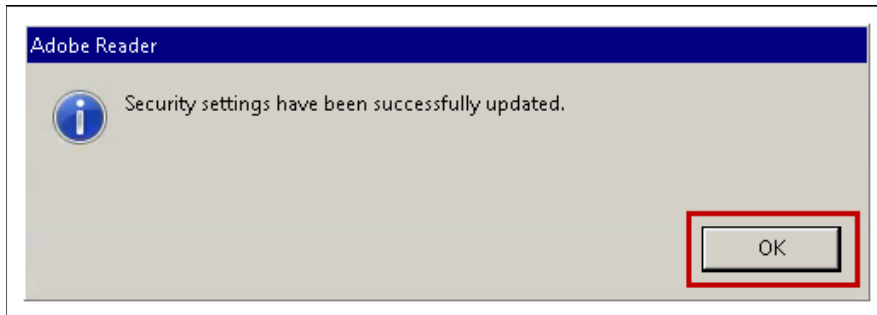
17. Does a message appear asking if you want to install trusted certificates?

- Yes: Select the **In the future...** check box and click **OK**. This message appears if you selected a PDF document.
- No: Continue with the next step.



18. Does a message appear saying that the security settings have been updated?

- Yes: Click **OK**. This message appears if you selected a PDF document.
- No: Done.



FileNet Logon Message

If you did not follow the instructions exactly, a message appears asking you to log on to FileNet. If this occurs, call the Hennepin County Enterprise Service Desk at (612) 348-6662. Ask for your Citrix browser settings to be reset.