The screenshots used in the following instructions were taken from a Windows 10 computer using Google Chrome. Your screens may look different on your home computer. Citrix is compatible with Edge, Chrome, Firefox and Safari.

*Note: Your DOR computer will need to be powered on to connect to it remotely. Make note of your computer name, **DORD####** (yellow & black label affixed to your workstation/laptop), before leaving the office.*

Installing the Citrix client on your personal computer

1. Open a web browser and go to https://citrix.revenue.wi.gov.

2. Plug your YubiKey into a USB port on your personal computer so that the gold button is facing up.

3. Enter your **Enterprise ID** and **Password**. *Note: Don't hit Enter or Login yet.*

4. Leave your cursor at the end of your password and press the **gold button** on your YubiKey.

5. Click **Detect Citrix Workspace app** when prompted.
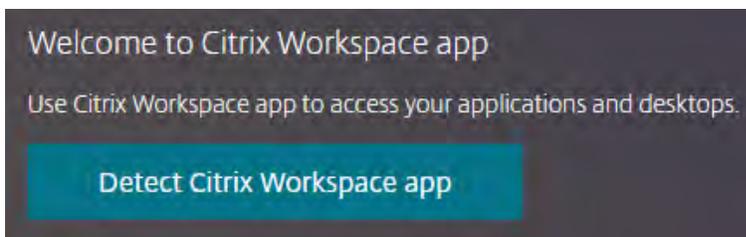
6. If Citrix does not detect Citrix Workspace, you'll see this screen. Click **I agree with the Citrix license agreement** and click **Download.**

   *Note: If you previously installed Citrix on your computer, click **Already installed** and skip to **Connect to your DOR Computer** instrucations below.*
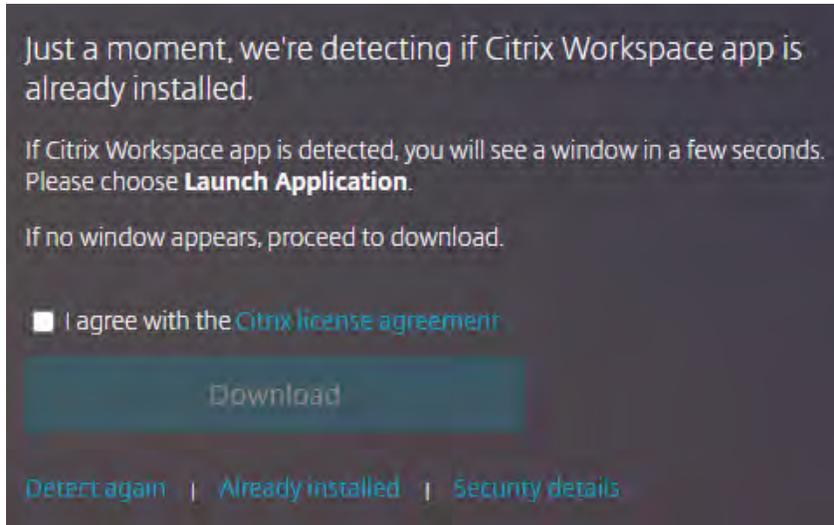
7. When the *CitrixWorkspaceApp.exe* download finishes, click to start the installation. In some web browsers you may need to **Save and Run** the download to install.

8. Click **Start** on the Welcome to Citrix Workspace screen.

9. Check **I accept the license agreement** and click **Next.**

10. Un-check **Enable single sign-on** and click **Next.**

11. Un-check **Enable app protection** and click **Install.**

12. Click **Finish** upon successful installation.

13. Close your web browser.

    *Note: if you see an **Add Account** window, check **Do not show this...** then click **Close.***

Connect to your DOR Computer

1. Open a web browser and go to https://citrix.revenue.wi.gov.

2. Plug your YubiKey into a USB port on your personal computer so that the gold button is facing up.

3. Enter your **Enterprise ID** and **Password**. *Note: Don't hit Enter or Login yet.*

4. Leave your cursor at the end of your password and press the **gold button** on your YubiKey.

5. Click **Apps** at the top of the web page, then click on **Remote Desktop Connection.**
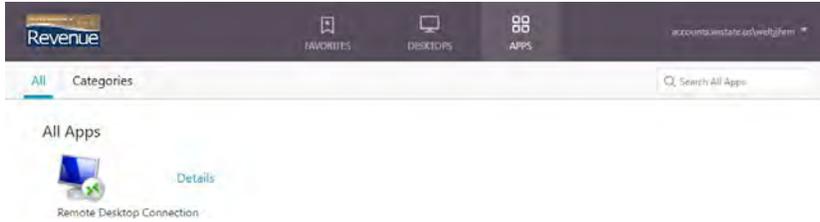
6. Click on the Citrix connection link that is downloaded.

7. On the Remote Desktop Connection screen, in the Computer field, type in your DOR computer name (**DORD####**) and click **Connect.**

8. An *Unknown Publisher* message window may appear. If so, check **Don't ask me again...** and click **Connect.**
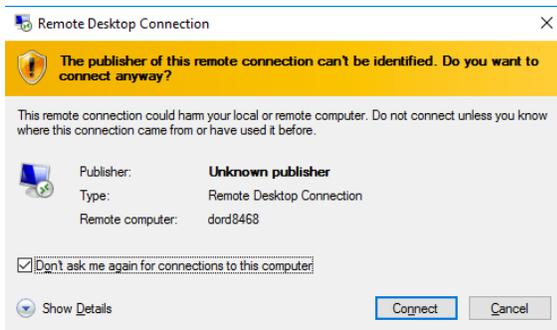
9. A *Name Mismatch* message window may appear. If so, check **Don't ask me again...** and click **Yes.**
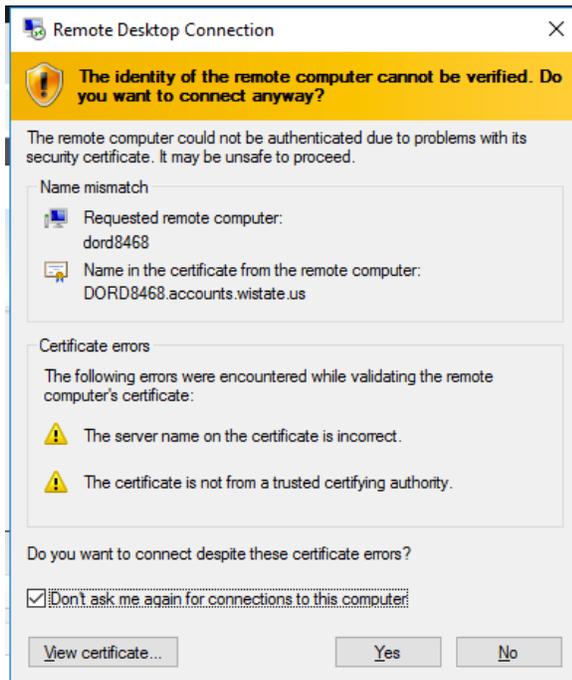
10. Your connection will finish and display your DOR computer. Click through the **Legal Notice** to get to the login screen.

11. Enter your **Enterprise ID** and **Password**.

12. Click on the **OTP** field.

13. Plug your YubiKey into a USB port on your computer so that the gold button is facing up.

14. When the green light turns on, press the **gold button** on the YubiKey. This will fill in the OTP field

15. YubiKey will complete the login process and bring you to your DOR computer's desktop

Disconnecting from Citrix

1. Click on your Work Computer's **Start button**, then click the person icon and select **Sign out**

2. Close your web browser