

# HOW TO ACCESS IROQUOIS ONLINE

## 1. PURPOSE

The purpose of this document is to provide users with “best effort” instructions on how to access the Iroquois OnLine (Citrix) environment from the public Internet.

## 2. SCOPE

**Our Best Effort:** The system should be accessible from virtually all configurations and devices from virtually any location on the Internet. We realize that a very small percentage of devices may be unable to access Iroquois OnLine. If this is the case, please review the following instructions again, and consult your local IT staff and/or contact us for further assistance.

### **A Note about Wireless:**

Many customers access Iroquois OnLine from an office network; however, we realize some may wish to utilize a wireless connection (i.e., Wi-Fi, Cellular, Wi-Max).

A responsive IOL session will depend on well-established signal strength and consistency.

### **Do Not Use VPN:**

Connecting to this environment using the VPN software from an external location is not supported or advised.

Secure access to Iroquois OnLine will be established using your standard web browser, and does not require VPN.

### **Running Windows or Macintosh:**

Client machines connecting to IOL must be running the Microsoft Internet Explorer web browser on Windows 2000, XP, Vista or Windows 7 (32bit and 64bit) operating system platforms.

Persons running Apple/Macintosh systems may be successful provided that they use the web browser designed for that operating system. The system shall automatically deploy the web client for Macintosh (Apple) systems when following these instructions.

All other devices will be out of scope; however, users have been successful accessing the system from handheld computers (PDA's, iPhones, iPod Touch, SmartPhones, PocketPCs, etc.).

### **Use Internet Explorer:**

Internet Explorer should be version 5.5 or later.

Internet Explorer version 8.0 is fully supported.

### 3. REQUIREMENTS

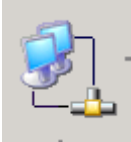
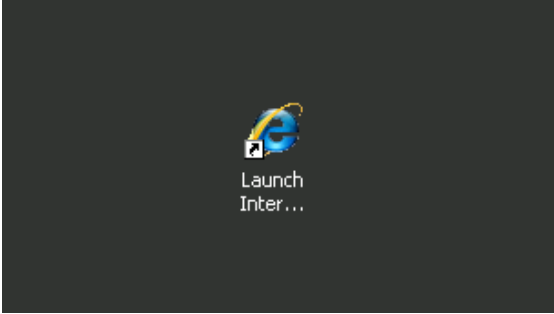

**Client Device:** A desktop or laptop computer running a Windows or Apple operating system (2000, XP, Windows 7, Vista, Mac OS X 10.4 or later).

**User ID:** A logon account to Iroquois OnLine.

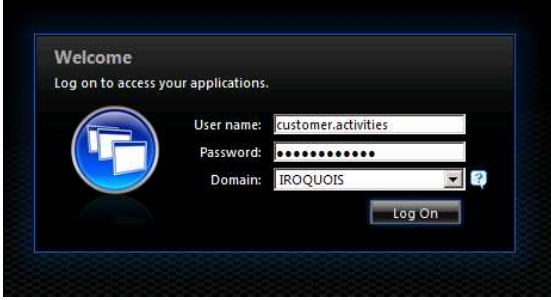
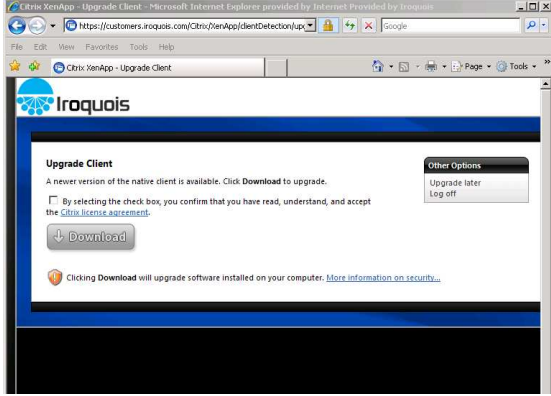
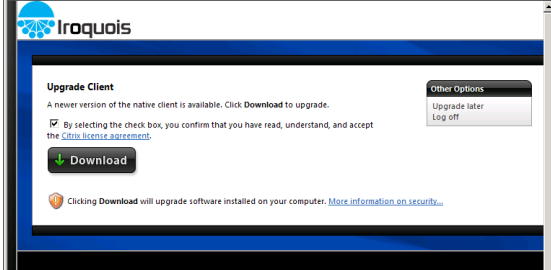
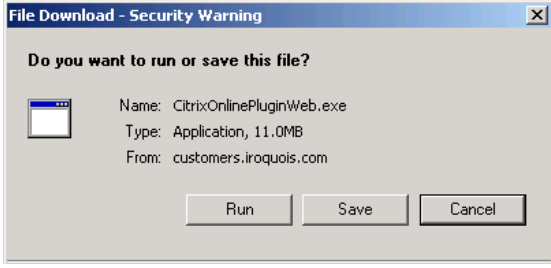
**Access to the Internet:** A connection to the public Internet.


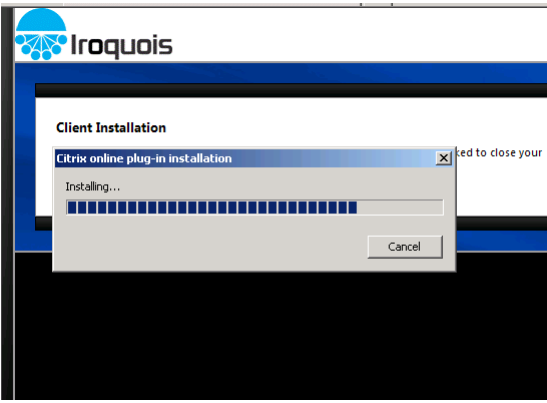
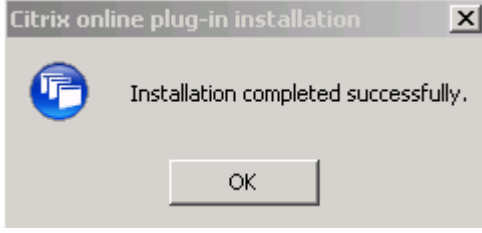
**Web Browser:** The web browser (i.e., Internet Explorer).

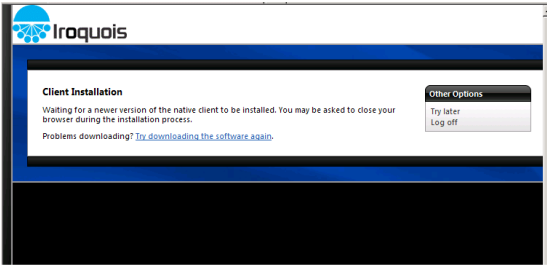
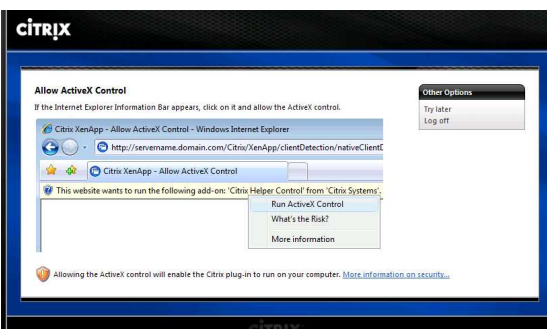
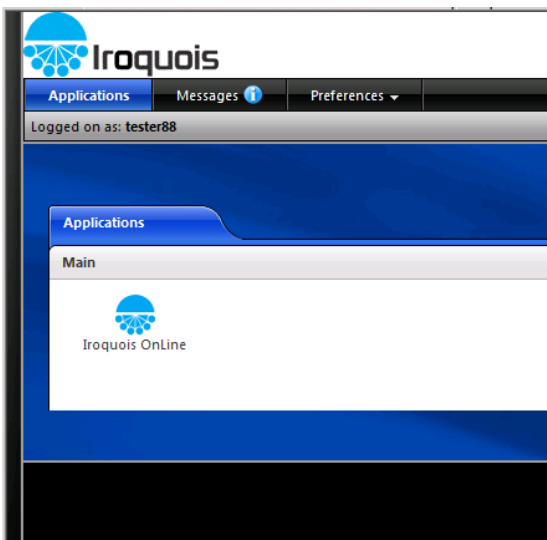
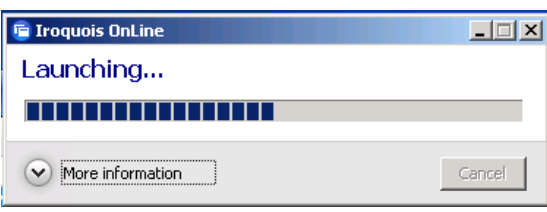
### 4. PROCEDURE


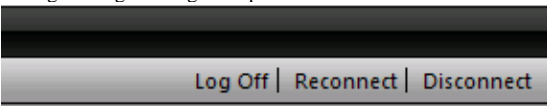
1.	<b>Accessing Iroquois OnLine</b>	
2.	Log on your desktop and verify your system is connected to the Internet.  Do <b>not</b> load or start any VPN software.	
3.	Open Internet Explorer.	
4.	Browse to <a href="http://www.iroquois.com">http://www.iroquois.com</a>	



<p>8.</p>	<p>Within the “Welcome” section, enter your user name and password to Iroquois Online in the spaces provided.</p> <p>When finished entering the information, click “Log On”. Alternatively, press Enter key to log in.</p> <p><i>Proceed to the next step.</i></p>	
<p>9.</p>	<p>The system will attempt to detect if you need the Citrix software and will also offer a new or upgraded version to you, if applicable.</p> <p>We suggest that you consult your IT department prior to updating the software. Should you consult with your system administrator, please relay that the Iroquois OnLine system will deploy the “Citrix XenApp Online Plugin -Web Version 11.2”.</p> <p>To update your system, select the check box titled, “By selecting the check box, you confirm that you have read, understand, and accept the Citrix license agreement”.</p> <p>To temporarily bypass the upgrade option, double-click on the “Upgrade Later” selection within the “Other Options” section located on the right-hand side of the page.</p> <p>If you are not prompted to upgrade your (Citrix) software or install new (Citrix) software, please skip ahead to the section titled, “<b>Launching Iroquois OnLine</b>”.</p> <p><i>Proceed to the next step.</i></p>	
<p>10.</p>	<p>Click the Download button on the web page.</p> <p><i>Proceed to the next step.</i></p>	
<p>11.</p>	<p>Click Run.</p> <p><i>Proceed to the next step.</i></p>	

<p>12.</p>	<p>Click "Run" again once the software has downloaded.</p> <p><i>Proceed to the next step.</i></p>	 <p>The image shows a security warning dialog box from Internet Explorer. The title bar reads "Internet Explorer - Security Warning". The main text asks "Do you want to run this software?". Below this, it shows a small icon of a document and the following information: "Name: CitrixOnlinePluginWeb" and "Publisher: CITRIX SYSTEMS, INC". There are two buttons: "Run" and "Don't Run". At the bottom, there is a yellow shield icon with an exclamation mark and a warning message: "While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <a href="#">What's the risk?</a>"</p>
<p>13.</p>	<p>Allow the installation to complete.</p> <p><i>Proceed to the next step.</i></p>	 <p>The image shows a "Client Installation" window with the Iroquois logo at the top. In the foreground, there is a smaller dialog box titled "Citrix online plug-in installation" with a progress bar and the text "Installing...". A "Cancel" button is visible at the bottom of this dialog box. The background window is partially obscured.</p>
<p>14.</p>	<p>Once the installation has completed, a message will appear indicating so.</p> <p>Click OK.</p> <p><i>Proceed to the next step.</i></p>	 <p>The image shows a dialog box titled "Citrix online plug-in installation" with a blue folder icon on the left. The text inside says "Installation completed successfully." and there is an "OK" button at the bottom.</p>

<p>15.</p> <p>If you are upgrading your system's Citrix software, the web page should direct you to the main page where your application icons will appear. <b>If the page does not direct you to this location, please select, "Try Later" from the "Other Options" section located in the upper-right portion of the screen.</b></p> <p>Also, it is possible your system requires a restart. If this is the case, the screen will display the message asking you to restart your machine. <b>Please restart your machine, only if prompted.</b></p> <p>If this is the first time installing Citrix software, you may also observe the Internet Explorer Information Bar appear. If so, click on (the light-yellow information bar at the top of the page) to allow the ActiveX control. You will be directed to the main page. If not, please select, "Try Later" from the section titled, "Other Options" in the right-hand portion of the web page.</p> <p><i>Proceed to the next step.</i></p>	 
<p>16.</p>	<p><b>Launching Iroquois OnLine</b></p>
<p>17.</p> <p>To access the Iroquois OnLine application, execute a single left-click with your mouse over the icon titled, "Iroquois OnLine".</p> <p>If you encounter any error messages, we recommend that you close any open Internet Explorer web browser windows, reopen Internet Explorer, and navigate back to the web site, which is "customers.iroquois.com".</p> <p><i>Proceed to the next step.</i></p>	
<p>18.</p> <p>The application icon(s), such as Iroquois Online, will begin to launch. You will see a progress bar within a small window appear on your screen.</p> <p><i>Proceed to the next step.</i></p>	

<p>19.</p>	<p>The application (e.g., Iroquois OnLine) will display.  Begin working in the application.</p>	
<p>20.</p>	<p>To properly exit the system, select File from the top menu, and then select "Exit". If you click the "x" located on the upper-right portion of the application window (frame), the system will close the window for you but hold your session open for approximately one hour.</p> <p>Alternatively, navigate back to the web page for Iroquois OnLine, and then click "Log Off" in the upper-right section of the page.</p>	<p>Enlarged image of Log Off option:</p>  <p>Full page image of Log Off option:</p> 