

Citrix Metaframe Client Installation and Account Setup Instructions

The PC or Laptop you are using to access applications hosted by TBS must have a standard Citrix Web Plug-in installed. This is a free application and only needs to be downloaded once per machine. To install the Citrix Web Plug-in, please follow these steps.

1) Go to <https://pnconnect.hostedaccess.com/citrix/metaframe>. This is the URL you will use to access Citrix and your Deltek applications (that require Citrix). It is recommended you Bookmark or save it as a Favorite in your internet browser.

2) In the “Message Center” you will be warned that you do not have the Metaframe Presentation Server Client installed. Select “Metaframe Presentation Server Client for 32-bit Windows” to begin the download. This client will also work with Vista and Vista 64-bit machines.


Message Center

The Message Center displays any informational or error messages that may occur.



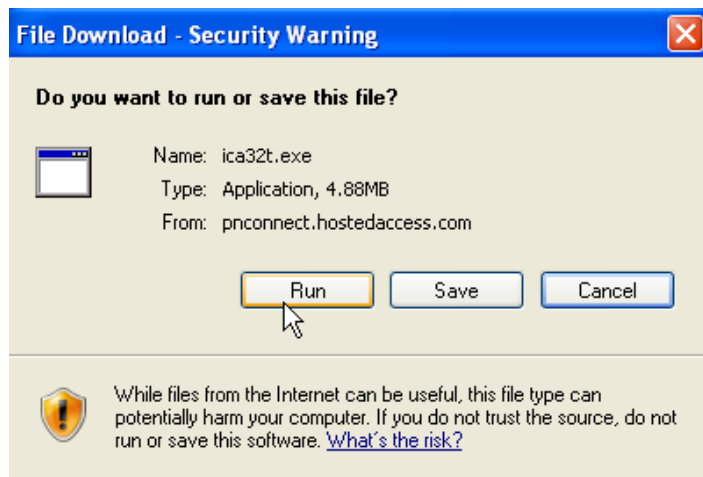
You do not have the MetaFrame Presentation Server Client (ActiveX) for 32-bit Windows installed on your system. You must install the Client to launch the applications.

Select the icon below to install the Client.

 [MetaFrame Presentation Server Client for 32-bit Windows](#)

Other Clients are available from the [Citrix Client download site](#)

3) Select “Run” if you receive a Security Warning.



4) Select “Run” again to install the Citrix XenApp Web Plugin.



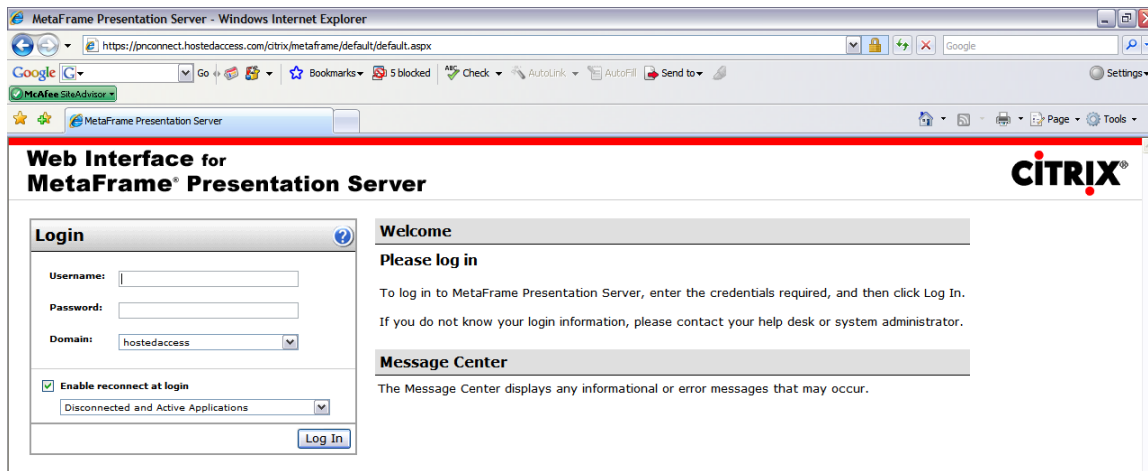
5) The install may take several seconds to a minute to complete. When complete (the progress bar will disappear), select File/Exit to close your internet browser.

6) Re-open your internet browser and go to <https://pnconnect.hostedaccess.com/citrix/metaframe>. You should no longer receive a message that you have not downloaded the “client”.

Please proceed to the next page for instructions on setting up your personal Citrix account.

Citrix Activation Instructions

1) Open Internet Explorer and go to <https://pnconnect.hostedaccess.com/citrix/metaframe>

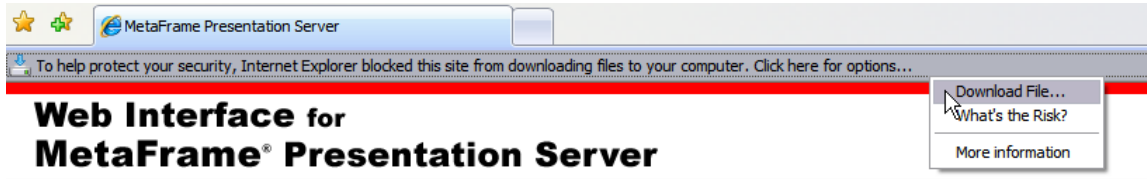


2) Add the above URL address to your “Favorites”

3) Enter your username and password provided by TBS and select ‘Log In’ (the Domain should default to hostedaccess). If this is your first time logging in to your account, you will be prompted to change your password. It must be at least 6 characters long including at least one numeral.

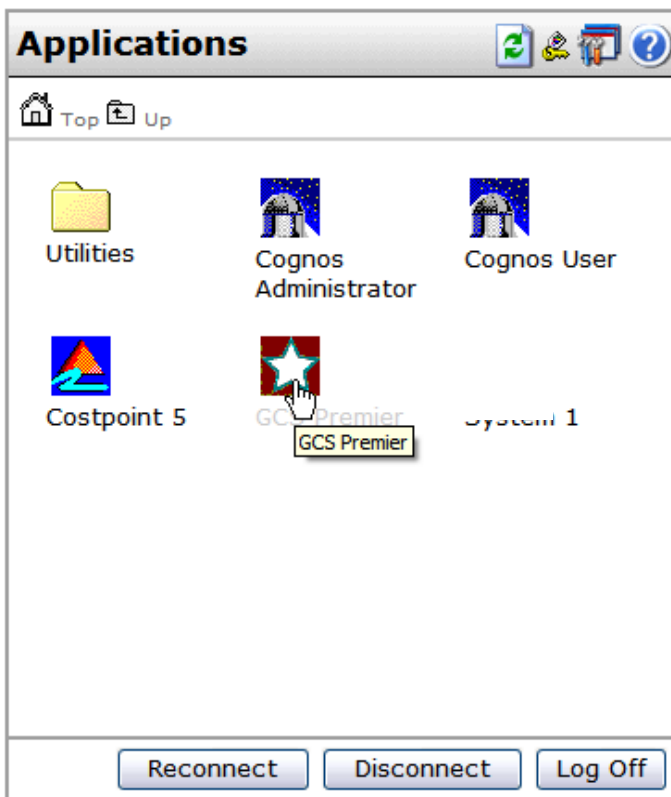
A close-up screenshot of the "Login" form from the Citrix web interface. The form has a grey header with the word "Login" and a help icon. It contains three input fields: "Username:", "Password:", and "Domain:" (with "hostedaccess" selected in a dropdown). Below these is a checked checkbox for "Enable reconnect at login" and another dropdown menu for "Disconnected and Active Applications". A blue "Log In" button is located at the bottom right of the form, with a mouse cursor hovering over it.

Note: It is common to receive a security warning from Internet Explorer under the toolbar when logging in to Citrix. If this occurs, left click on the warning and select 'Download File' to proceed. This file does not pose a threat to your system.

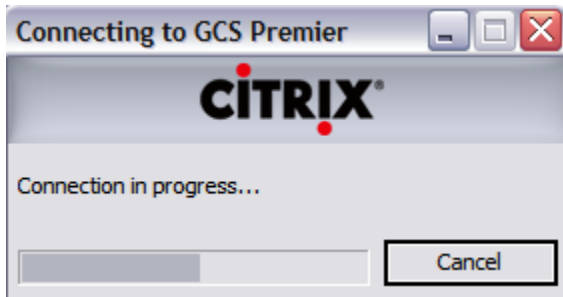


4) To launch an application (for example, GCS Premier) single-click on the appropriate icon (do not double click the application icon, this may cause duplicate sessions and result in an error).

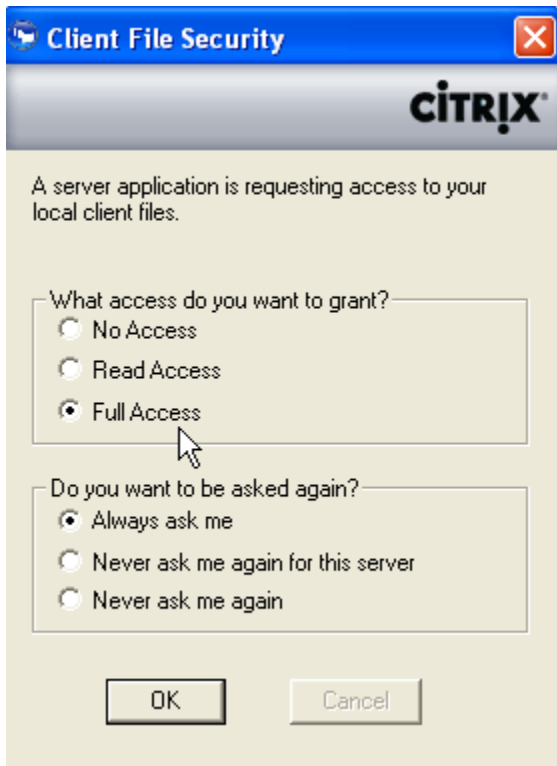
Note: You will only see the applications your company is licensed to use.



After selecting your application you will see a progress bar. Initially, this may take several seconds. Once complete, your application will launch and appear in your browser.



5) Applications on Citrix allow files to be saved to a local client drive (usually c:). When launching an application and/or saving a file to a local drive you may receive a Client File Security message. If you receive this message, select “Full Access” and “Always Ask Me” and then ‘OK’.



6) To exit an application, use File/Exit (not the X button in the upper right window). This will prevent the possibility of creating “ghost” users and other system errors.

Questions? Please contact Support at Support@tbs-llc.com