

UCP APPLICATION PORTAL

The purpose of this document is to provide guidance to UCP staff using domain login accounts to access the UCP Application Portal from the internet.

BACKGROUND

The application portal is accessible from the public internet. No VPN session is required to access the portal. Security is provided in the form of a portal login page where the user will enter their domain username and password. All transmissions are encrypted to comply with applicable agency policies and HIPAA regulations. Users are reminded that the portal is to be used for agency business purposes only and its use is covered by the Policy on Acceptable Use of Electronic Resources.

Please note a few points:

- ✓ The application portal utilizes an application called **Citrix Workspace** . Citrix provides support for multiple operating systems including Windows and Mac OS as well as multiple web browsers.
- ✓ The computers you are using to access the portal must either have installed or be able to install the **Citrix Workspace** client software. Some public access computers may not give the end user the ability to do so and may preclude you from using the portal on that computer.
- ✓ If you experience problems accessing or using the portal, please contact the IT Department for additional assistance.
- ✓ Any modern browser can be used to access the portal: Microsoft Edge, Internet Explorer (being phased out), Google Chrome, Firefox, or Safari (for Mac computers).

INSTALL CITRIX WORKSPACE

Prior to accessing the Citrix portal, you must install the Citrix Workspace application, accessed here:

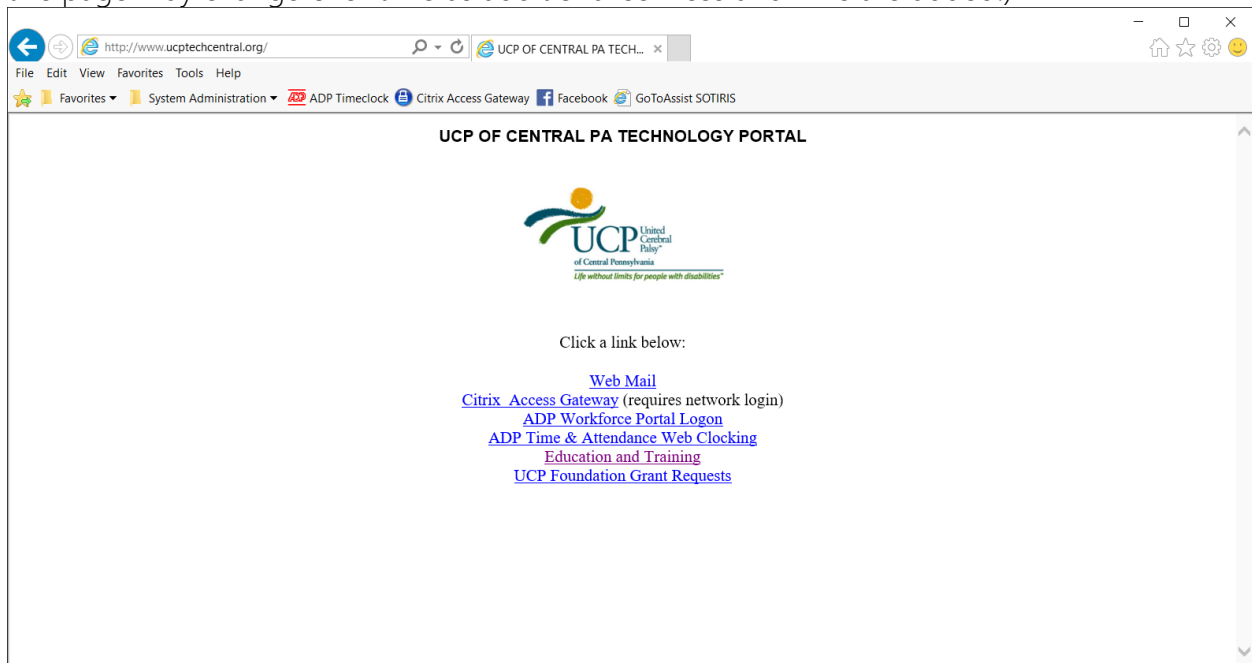
<https://www.citrix.com/products/receiver.html>

Follow the prompt to download and install the software.

ACCESSING THE PORTAL

The UCP Technology Portal's URL in the address bar: www.ucptechcentral.org

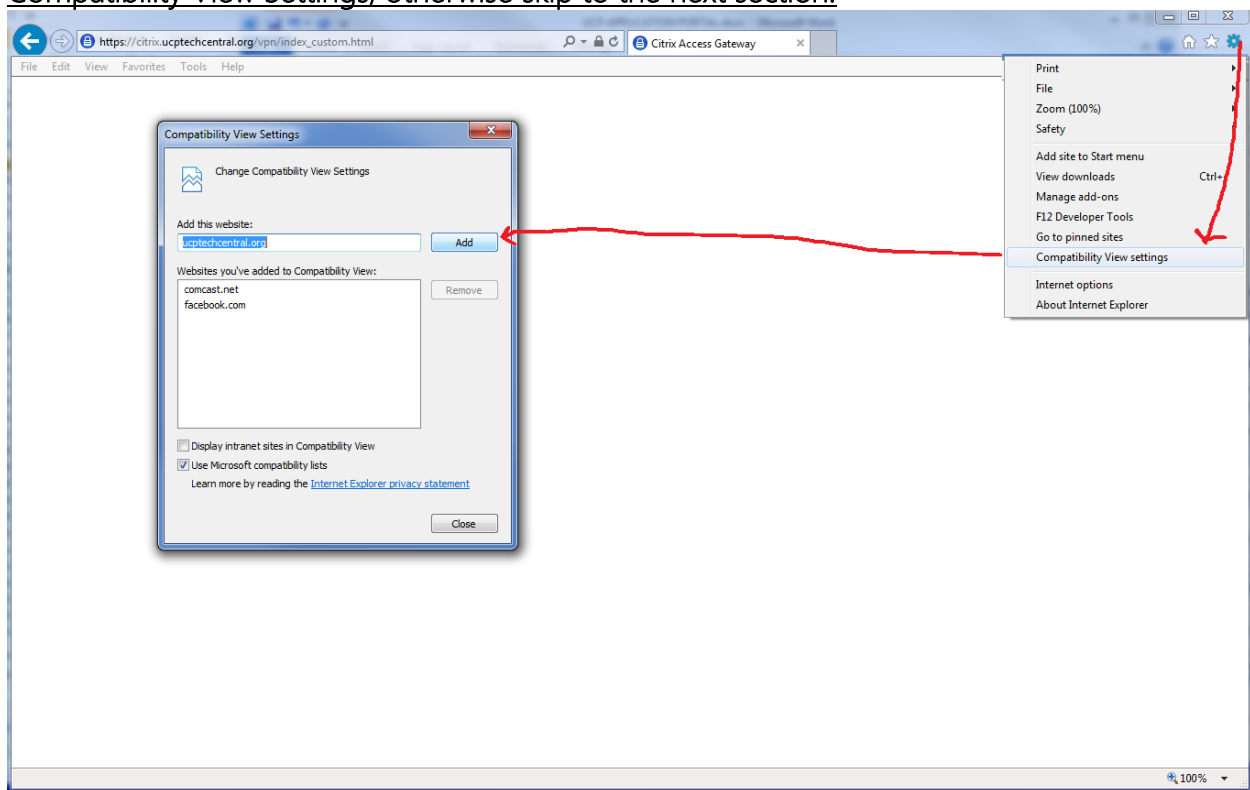
The portal can also be accessed at <https://citrix.ucptechcentral.org> (Note the appearance of this page may change over time as additional services and links are added.)



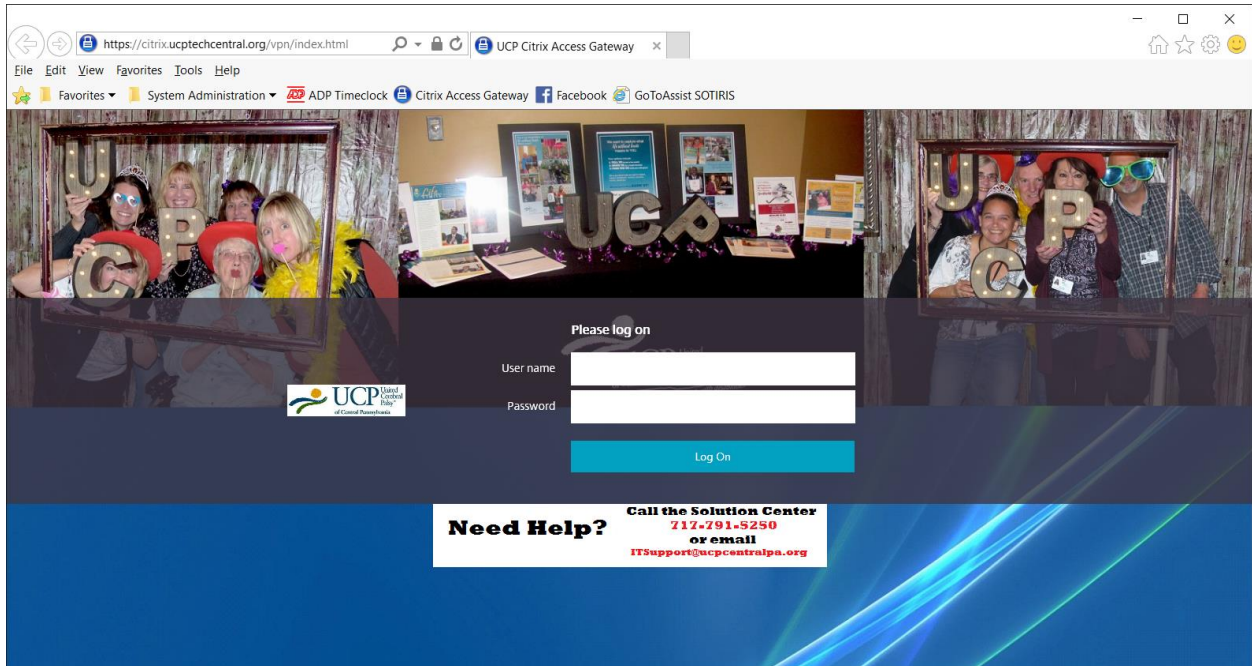
Click the "Citrix Access Gateway" link

The following steps are only needed if accessing the portal using Internet Explorer. If you are using a different browser, please skip to the section below "Logon to the Portal".

Please note this ONLY if this screen appears "blank", you will need to add the site to the Compatibility View Settings, otherwise skip to the next section.



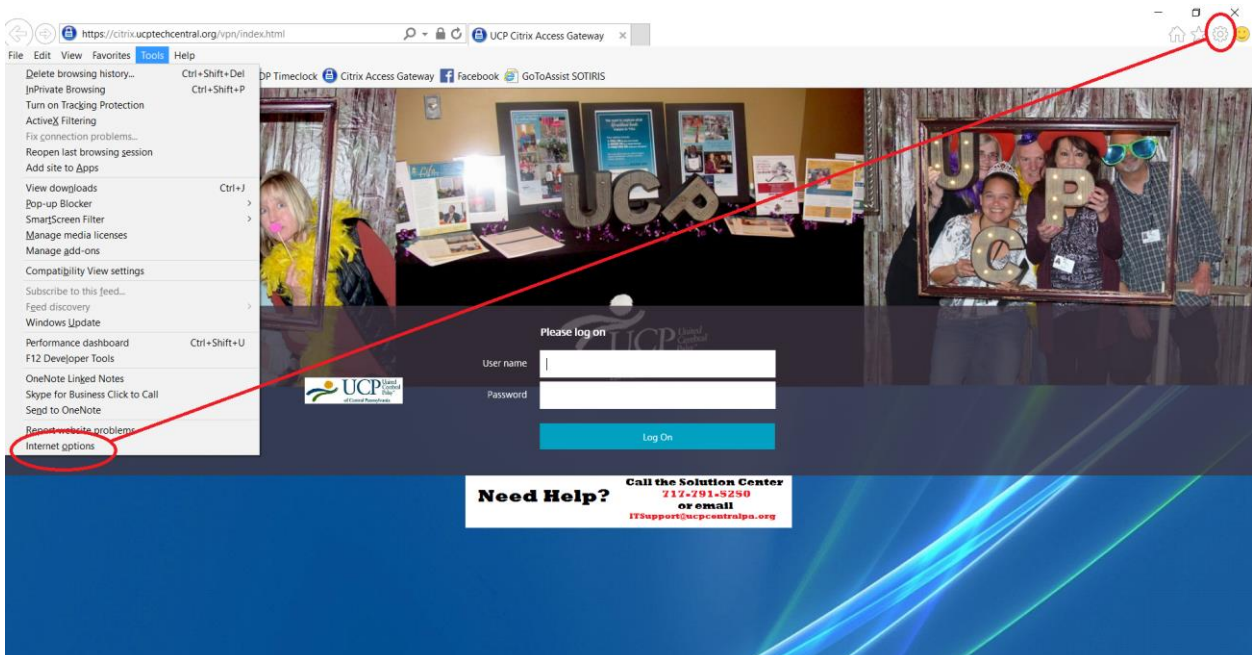
1. Click the Tools menu then Internet Options. Alternately, you can click the Options tool icon that appears in the upper right corner of Internet Explorer version 9 and later.
2. Click Compatibility View Settings from the drop-down menu
3. Click Add to add the site to the list
4. Click Close. The screen should refresh and display the logon page.



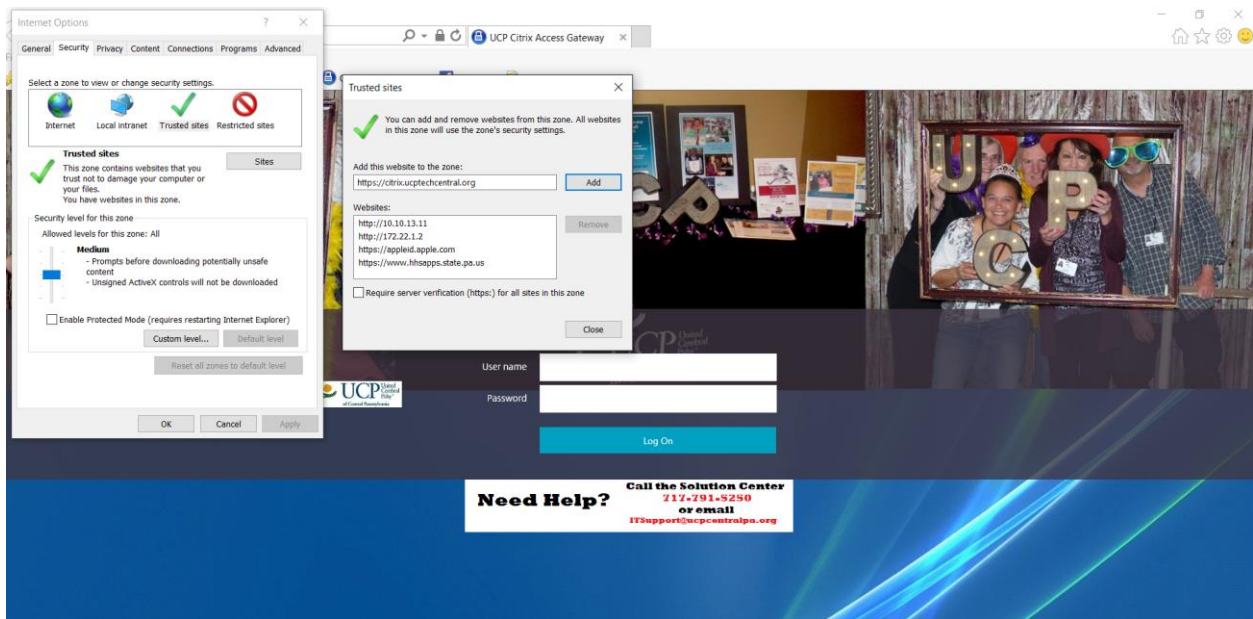
Next we are going to add the portal to Internet Explorer's "Trusted Sites" zone. In order to ensure the best possible experience using the portal, place the portal URL in the Trusted Sites zone of Internet Explorer.

While on the portal login page, follow this procedure:

5. Click the Tools menu then Internet Options. Alternately, you can click the Options tool icon that appears in the upper right corner of Internet Explorer version 9 and later.

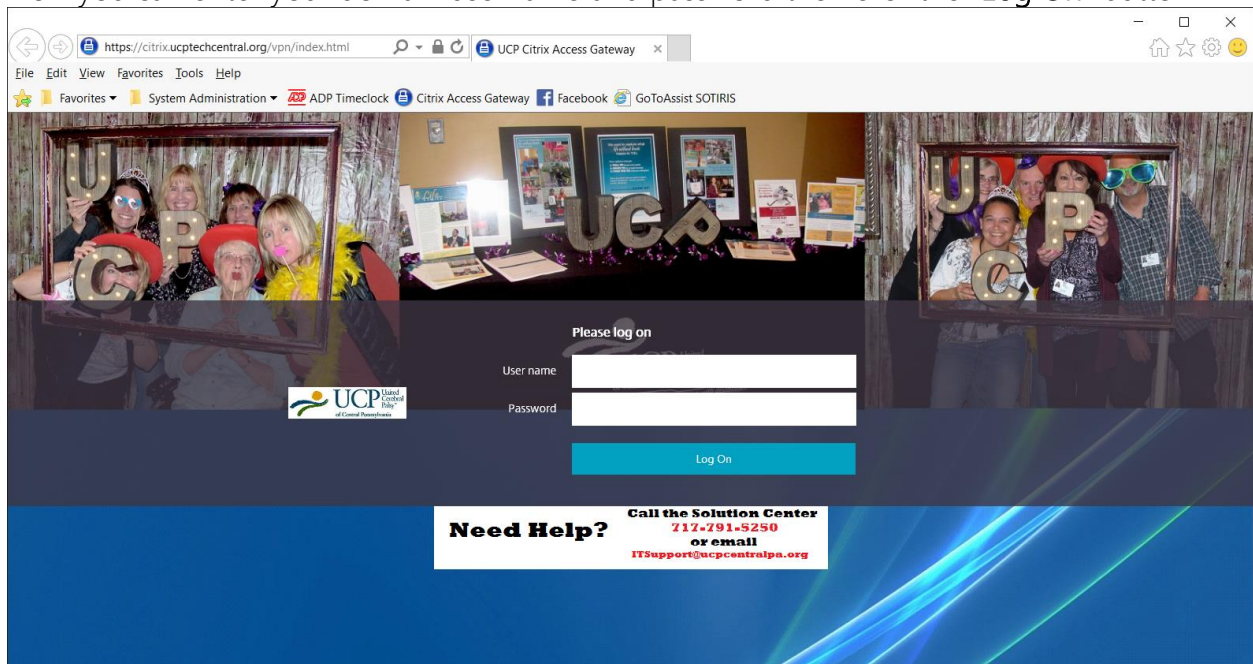


6. Next, click the **Security** tab of the Internet Options box
7. Click the **Trusted Sites** zone, then click **Sites**
8. The URL for the portal should appear in the **Add This Site to the Zone** box.
9. Click the **Add** button. The URL should now appear below in the Websites box.
10. Click Close to dismiss the Zone box.
11. Click OK to close the Internet Options box.

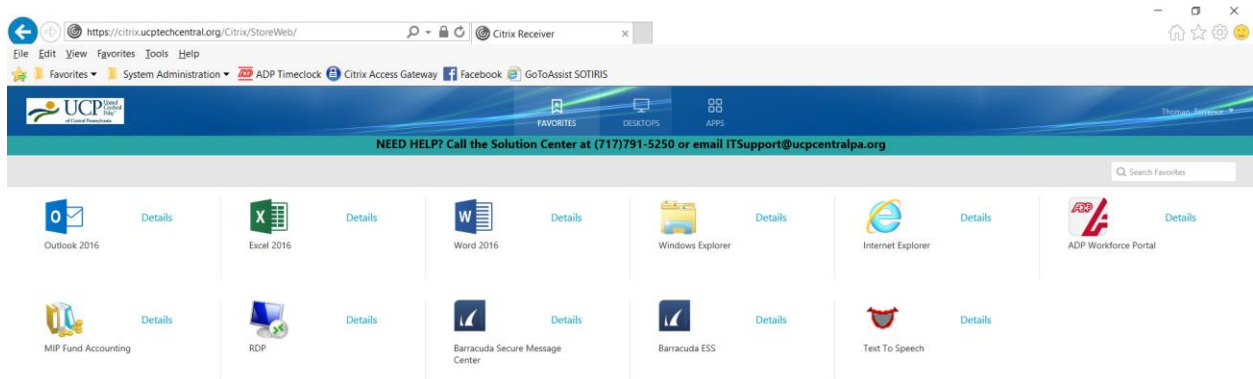


Logon to the Portal

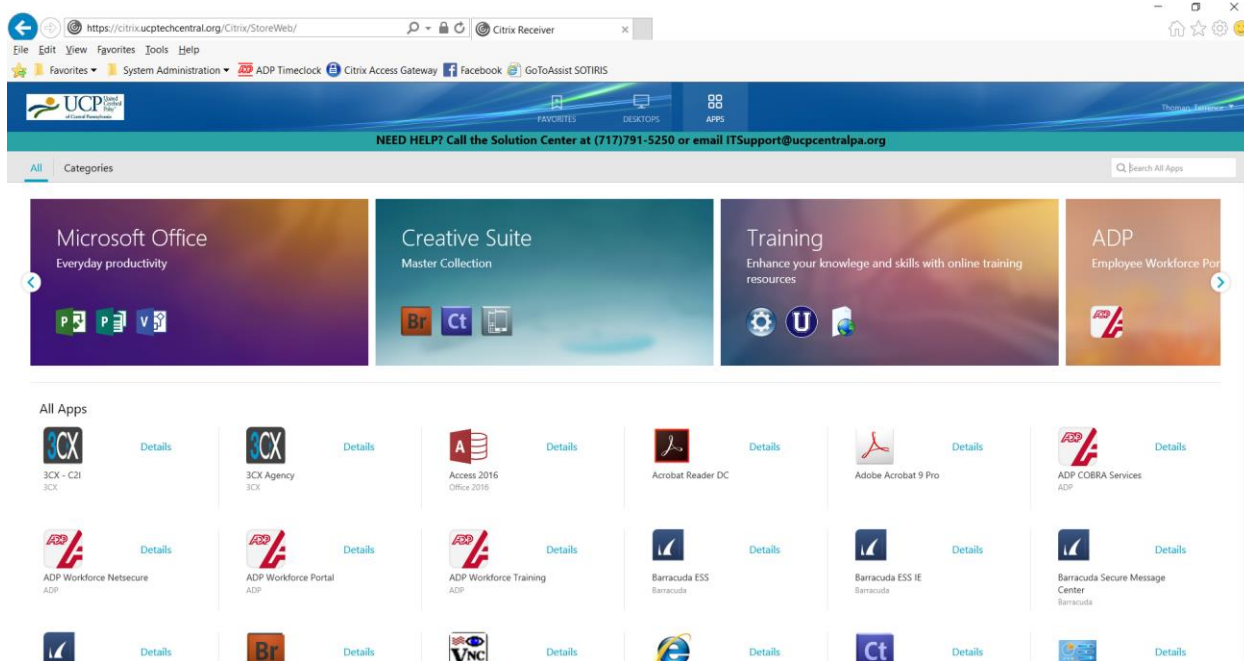
Now you can enter your domain username and password then click the "Log On" button



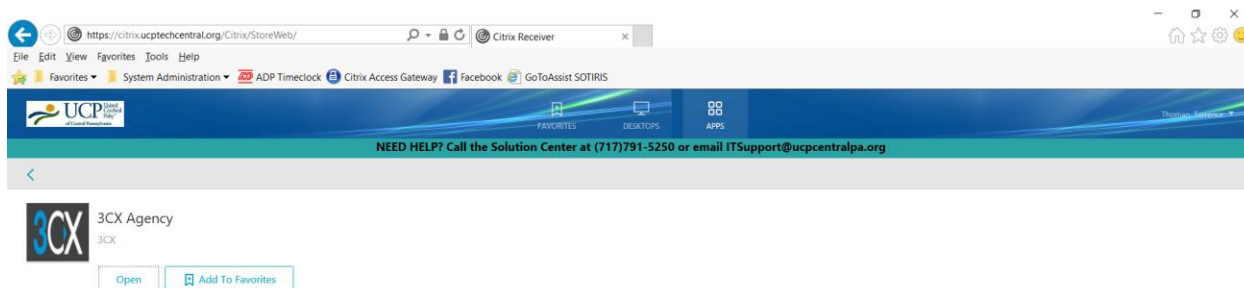
Once you are logged into your account, you will see the FAVORITES tab. Some applications will appear on this screen and cannot be removed. To add additional applications you tend to use on a regular basis, follow the below procedure.



Please keep in mind that not all users will be presented with the same set of applications as this is based on your need to access certain applications. To access ALL applications that are available to you, click the APPS tab on the top of the screen.



To add an application to your FAVORITES tab, click the Details link next to the application icon, then click **Add to Favorites**.



To remove an application from your FAVORITES tab, click the **Details** link and then **Remove**.

