



GO virtual Quick Guide

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1 Introduction

This document serves as a Quick Guide for accessing GO virtual. This document is applicable to all PC or MAC operating systems (OS) and mobile devices.

To login to GO virtual, visit go.state.gov.

2 Install Citrix Workspace App (First Time Login Only)

Before you can login to GO virtual, you must have the Citrix Workspace app installed on your device. You can download the latest version by clicking the [Download Citrix Workspace App](#) link at the bottom of the website and following the download instructions.

For instructions on how to download Citrix Workspace on a mobile device, see the sections below.

2.1 Apple Device Instructions (iPhone/iPad)

1. Navigate to the **App Store**.
2. Search for **Citrix Workspace**.
3. Tap **GET** or the **cloud with a down arrow icon** (depending on your device).
4. If prompted, enter your **Apple ID** and Password. Tap **OK**.
5. Enter your **Apple ID password** and tap **OK** to start the download and installation.
6. The installation may take several minutes and can be monitored by watching the circular download timer.
7. Once the installation is complete, open your web browser (i.e., Safari) and navigate to <https://go.state.gov>.

2.2 Android Device Instructions

1. Navigate to the **Play Store**.
2. Search for **Citrix Receiver** or **Citrix Workspace**.
3. Tap **Install**.
4. Once the application is installed, open your internet browser (i.e., Chrome) and navigate to <https://go.state.gov>

3 Configure the Browser

Open one of the following browsers: Edge (IE11), Chrome, Safari or Firefox. Please ensure that “pop-up blocker” is not enabled.

3.1 EDGE (IE11) and Chrome Configurations

1. Click on **Settings**.
2. Click on **More Settings**.
3. Under **Privacy**, click on **Content Settings**.
4. Click on **Manage exceptions...**
5. **Pop Ups Exceptions** menu will appear.
6. In the field **Hostname pattern**, enter the following:

- <https://go.state.gov>
 - <https://piv.state.gov>
 - <https://enroll.state.gov>
7. Click **Done**.

3.2 Firefox Configuration

1. In the upper right corner of the browser, click the Menu button (it has 3 horizontal lines).
2. A drop-down menu appears. Select the **Add-Ons** icon.
3. On the left, click the **Plugins tab**. A list of all plugins appears.
4. From the list of plugins, find Citrix Workspace and select the drop-down menu.
5. From the drop menu select the “Always Activate” option.
6. Navigate to go.state.gov

3.3 Safari Configuration

1. Open the Safari browser
2. From the file tab menu at the top, Click on Safari, and from the drop menu, select: “Preferences”.
3. Under the security tab, make sure that Block pop-up windows is NOT checked.
4. Exit out of the menus and browser

4 Setting RSA PIN: First Time RSA Users Only

1. Select the check box to acknowledge the monitoring consent notice.
2. Enter your OpenNet username and password.
3. Enter only your RSA Token Code shown on your token in the PIN + RSA Token Code field.
4. Click **RSA Login**.
5. Enter your new PIN that meet the following criteria.
 - PINs must be a minimum of 6 numbers in length.
 - PINs cannot contain any special characters or letters (ex: &#\$#@!*).
 - PINs cannot start with the number zero.
6. Click **Submit**.
7. Enter your new PIN again to confirm.
8. Wait for the token code to change on your token, then enter your new PIN + token code.
9. Click **Submit**.

Note: If criteria for NEW PIN and Confirm PIN has not been met, the SUBMIT button will be greyed out.

5 Logging into GO virtual

5.1 RSA Token Method

1. To login to GO virtual with an RSA token, visit go.state.gov
2. Select the check box to acknowledge the monitoring consent notice.
3. Enter the following credentials into the fields shown:
 - OpenNet Username
 - OpenNet Password
 - PIN + RSA Token Code
4. Click **RSA Login**
5. You will then be redirected to the Citrix Storefront.
6. To open a full GO virtual Desktop session, click the **GO virtual desktop icon**. To open a single application, click the **application icon** to launch the application.
7. Double click the downloaded ica file to open the application.

5.2 MFA Method

In order to login this method, you must already be registered for MFA. [Click here for instructions on how to register for MFA](#) if you have not already done so. The registration process requires that you have access to an OpenNet workstation.

1. Navigate to go.state.gov
2. Select the check box to acknowledge the monitoring consent notice.
3. Click **MFA Login**.
4. The Pick an account page will appear. Click your **OpenNet email address** that is displayed.
5. Click **Sign in with a username and password instead**.
6. Enter your **OpenNet email address** and **password**.
7. Click **Sign in**.
8. Approve your sign in request by verifying your MFA in the method you chose during the MFA registration process (i.e., phone call, MS Authenticator app prompt, etc.).
9. The Citrix Storefront will appear.
10. Select the **GO virtual desktop icon** if you'd like to open a full virtual desktop session or select an individual app icon.
11. The Windows sign-in window will appear. Enter your **OpenNet username and password**. You must include your domain in the username field (i.e., WashDC\username). Click **enter** on your keyboard or click the **blue arrow icon**.
12. Your virtual desktop or individual application will then open.

5.3 PIV/Smartcard Method

In order to utilize the PIV/Smartcard Login feature, you must already be enrolled in the GO virtual program via MRAMS, which requires management and funding approval. This feature is not available on mobile devices, i.e., iPhones.

5.3.1 Process for Windows and Apple/MAC Devices

1. Connect a smart card reader to your device and insert your PIV card.
2. Navigate to go.state.gov
3. Select the check box to acknowledge the monitoring consent notice.
4. Click the **PIV Login** button.
5. A **Select a certificate** prompt will appear. Select the **second affiliate option** listed and click **OK**.
 - **NOTE:** *If you click **Cancel** or the **X icon** in the corner of the prompt window, you will need to navigate back to go.state.gov in order to login.*
6. Enter your **PIN** and click **OK**.
7. You will be redirected to the Citrix Receiver website. If you get **Detect Receiver** prompt, click **Detect Receiver**. If you already have Citrix Receiver installed on your device, click **Already installed**.
 - **MAC USERS:** If you receive a prompt to **unblock the Citrix Plugin**, you may need to configure Safari. To do so, navigate to your browser's preferences menu, select **Security**, select **Internet Plug-ins – Web Settings**, and highlight **Citrix Receiver**. Change the **When Visiting other website settings** to **Always On** or **On**.
8. You will then be redirected to the Citrix Storefront.
9. To open a full GO virtual Desktop session, click the **GO virtual desktop** icon. To open a single application, click the **application icon** to launch the application.
10. Double click the downloaded ica file to open the application.
11. Once the login window appears, click on **Sign-in options**.
12. Select the **second PIV Card Icon**, enter your **PIN**, and click **enter** on your keyboard. The application will then open.

5.3.2 Process for Chromebook Devices

1. Download and install the Smart Card Connector App and Middleware App via the [Chrome web app store \(https://chrome.google.com\)](https://chrome.google.com).
2. Connect a smart card reader to your device and insert your PIV card.
3. Navigate to go.state.gov
4. Select the check box to acknowledge the monitoring consent notice.
5. Click the **PIV Login** button
6. A **Select a certificate** prompt will appear. Select the **third** affiliate option listed and click **OK**.

NOTE: *If you click **Cancel** or the **X icon** in the corner of the prompt window, you will need to navigate back to go.state.gov in order to login.*
7. Enter your **PIN** and click **OK**.

8. You will be redirected to the Citrix Receiver website. If you get **Detect Receiver** prompt, click **Detect Receiver**. If you already have Citrix Receiver installed on your device, click **Already installed**.
9. You will then be redirected to the Citrix Storefront.
10. To open a full GO virtual Desktop session, click the **GO virtual desktop** icon. To open a single application, click the **application icon** to launch the application.
11. Double click the downloaded ica file to open the application.
12. Click **ALLOW** when the Smart Card Connector prompt appears.
13. Once the login window appears, click on **Sign-in options**.
14. Select the **second PIV Card Icon**, enter your **PIN**, and click **enter** on your keyboard. The virtual desktop or single application will then open.

6 Printing in GO virtual

In order to print in GO virtual, your personal computer must be mapped to a printer. Instructions for mapping to a printer are listed below.

- Click on **Start button** of your taskbar
- Click the **settings icon**
- Select **Devices**
- Select **Printers & scanners**
- 1. *NOTE: a list of printers & scanners you are already mapped to will be visible*
- Select **Add a printer or scanner**
- If your printer/scanner does not automatically appear as an available device, click the printer that I want isn't listed
- Select **Add a Bluetooth, wireless or network discoverable printer**
- Choose **the connected printer**
- 2. *NOTE: If you're still unable to see your printer, ensure it's switched on and both the printer and your computer are on the same local network*