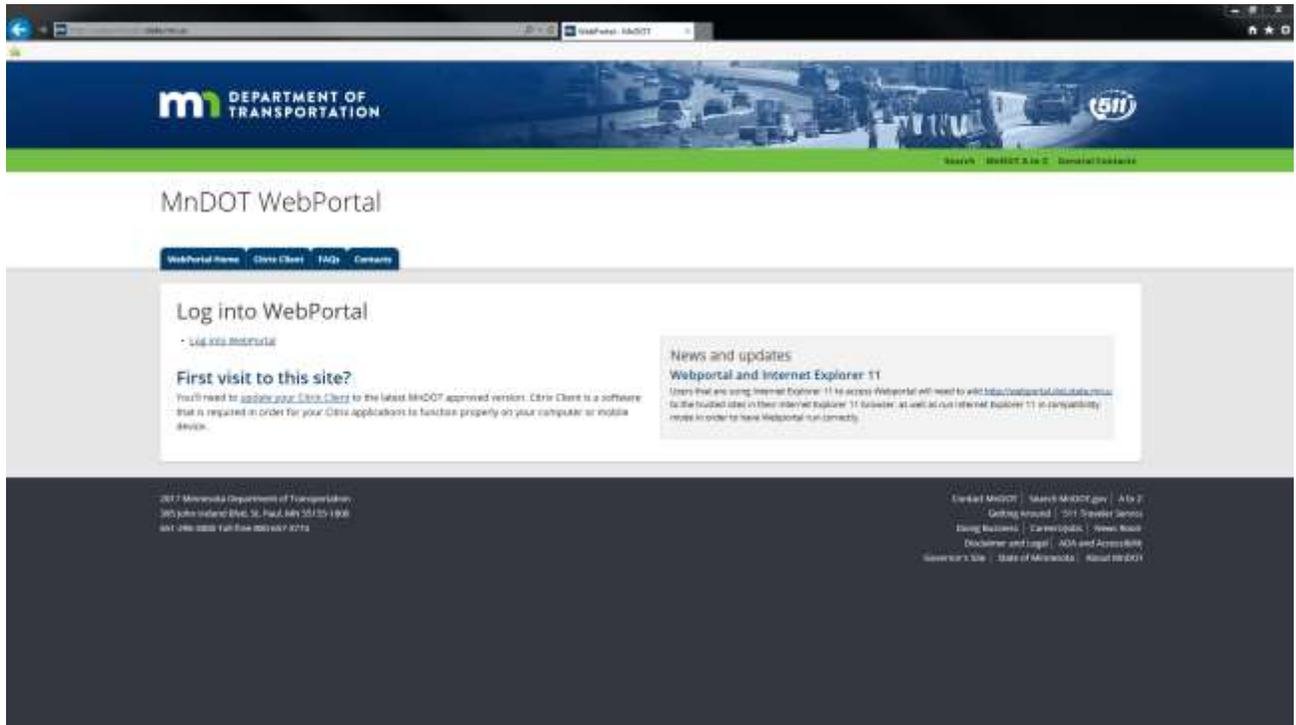


Web Portal User Guide

Below is the new DOT Web Portal Access Page. You will find several tabs for your review. At the end of this document you will see some common issues and troubleshooting steps.

<http://webportal.dot.state.mn.us/>

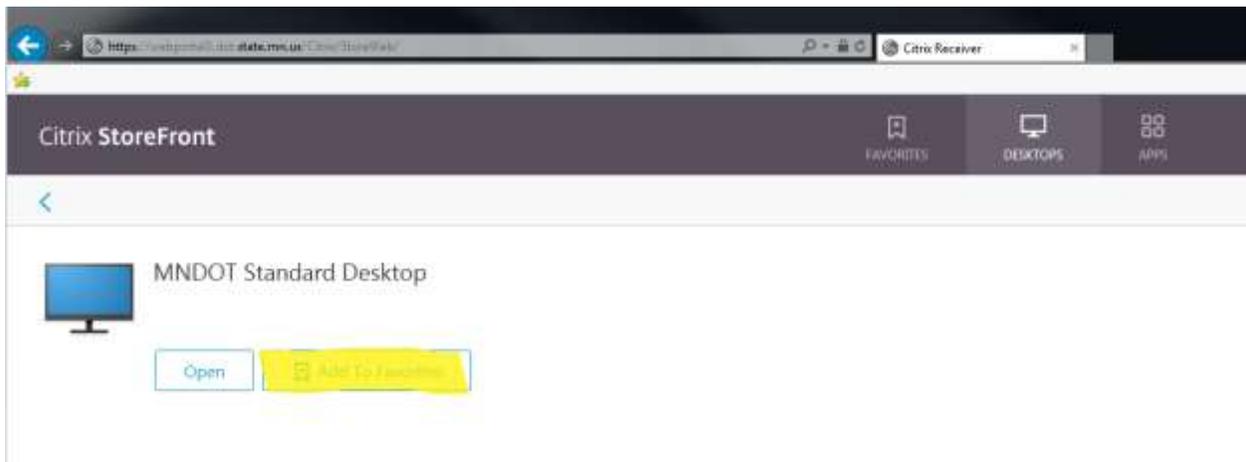
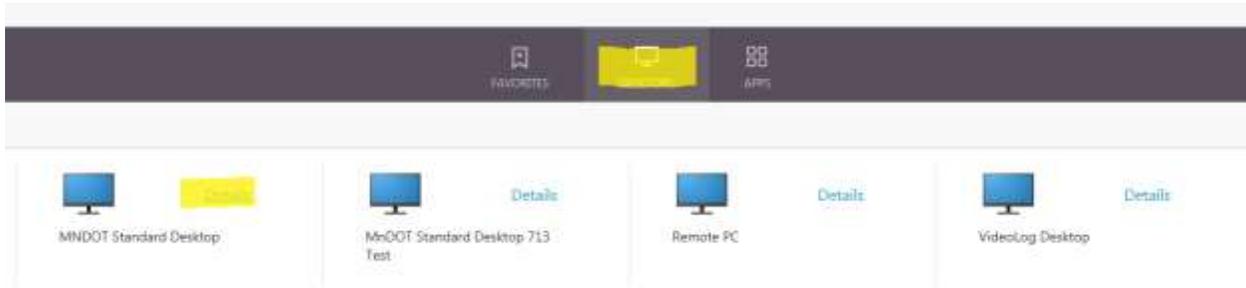
To login click on Log into WebPortal



Enter your Windows login credentials (What you use to login to your DOT workstation)



You are greeted with the Citrix StoreFront Page. Here is a list of applications you have access to and can use (varies person to person). By default, Favorites is the default tab. You can navigate to Desktops and Apps to see applications and desktops you have access to. By clicking details you can add them to your Favorites list for easier use. These favorites will follow whatever machine you login to (home or business). They will also follow you when using the Citrix Receiver Client installed on your machine.



Click your published application (example is Standard Desktop as it is the most popular)



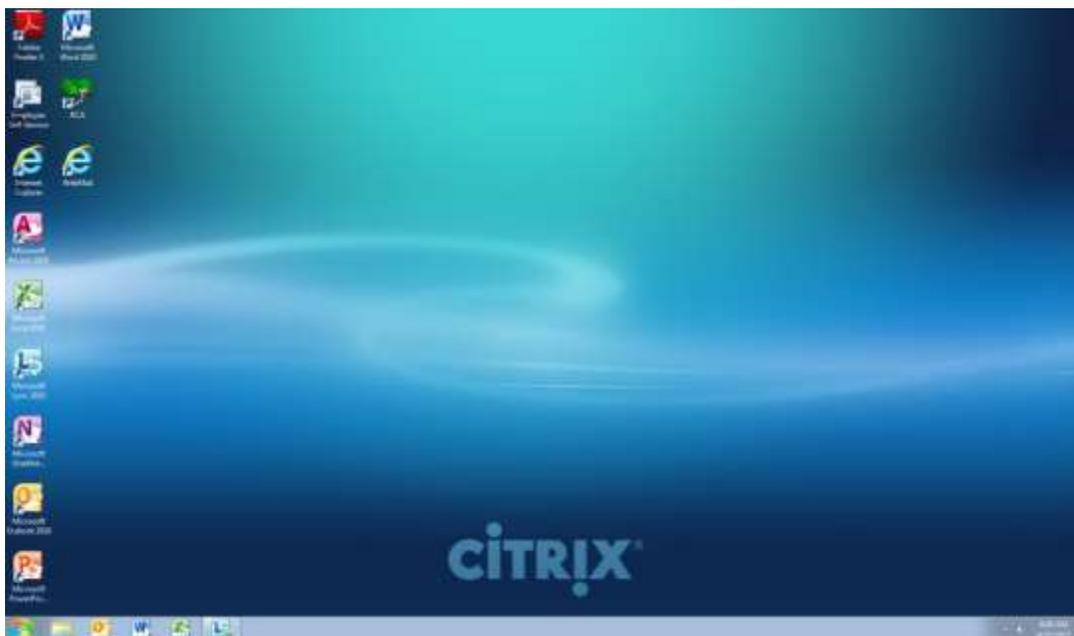
Click OK and be patient as it can take a few minutes depending on internet connection



If you are prompted with the following security warning please check “Do not ask me again” and select Permit Use.



You will be greeted with a screen like this



Each application may look and act different. If you encounter something not included in this guide and have questions, please contact the Service Desk with your question/concern. Their contact information is below.

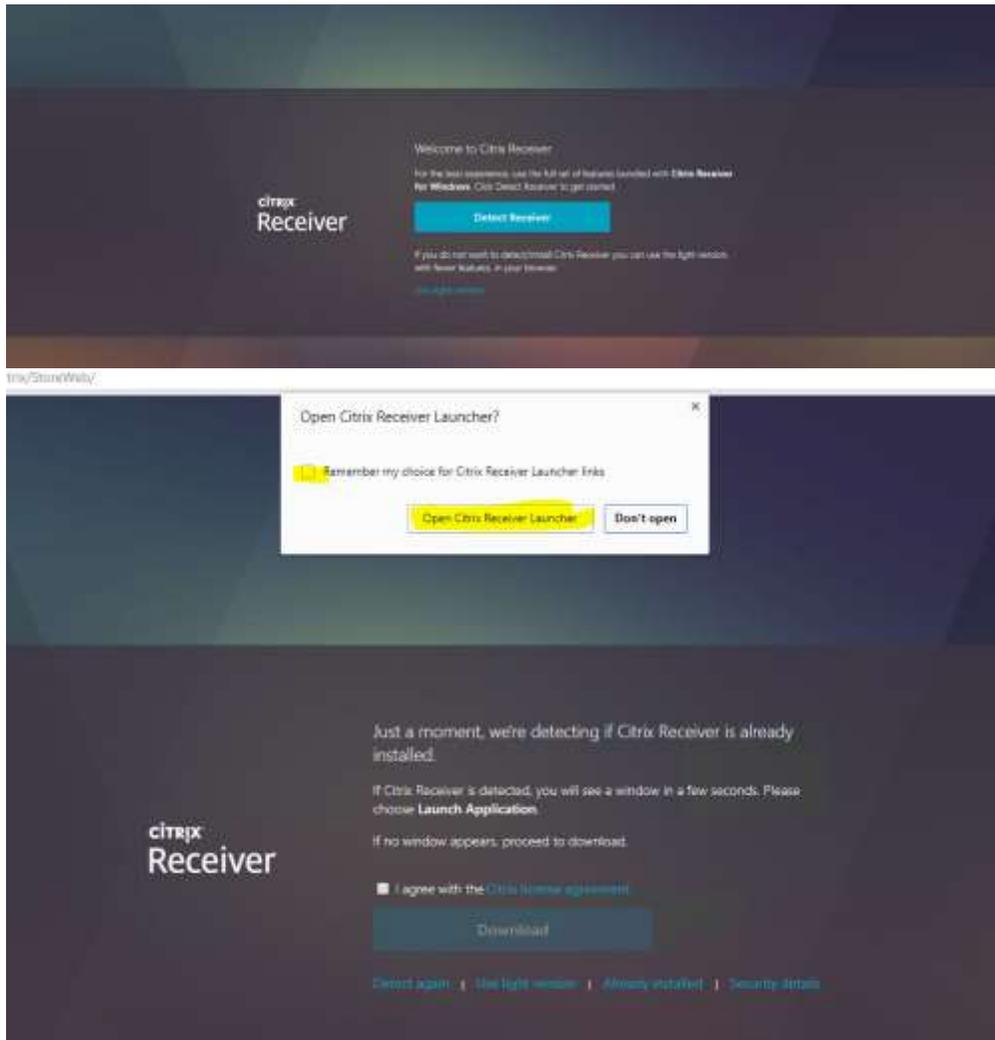
Phone: 651-355-0200

Email: itservicedesk.dot@state.mn.us

Troubleshooting/Most Common Issues

Receiver Detection

When logging in to Web Portal you may be prompted to download and install Citrix Receiver. Below is a screenshot showing this situation. If you know you have Citrix Receiver installed (requirement for web portal) click on detect or the already installed option when prompted.



If those options do not work you can click on "I agree" And click Already Installed to get past this screen

File Download

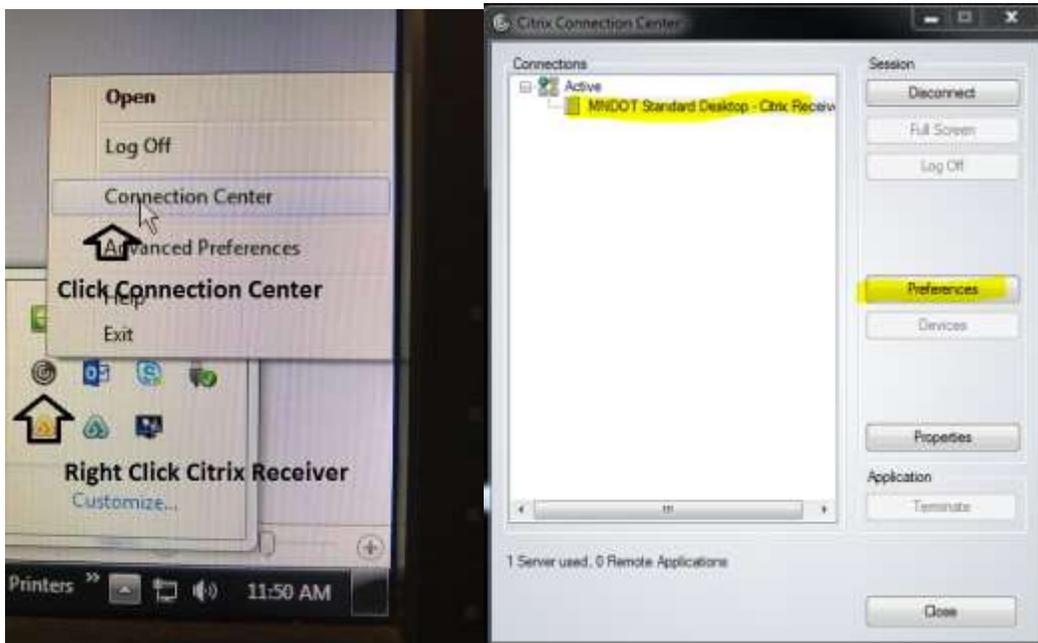
When opening an application/desktop you may get a download file like the one below. You can simply click this and it will launch Receiver to open the application.



Not seeing local printers and/or local file access

If you are unable to see your local printers and/or access your local files you may need to grant that access as a step earlier was either missed or did not prompt you. See below screenshots with illustrations.

Click the lower right hand corner of screen by your clock. You are greeted with a Citrix Connection Center Screen that shows your current Citrix connections. Make sure the one in question is highlighted and click Preferences.



Make sure the following is selected. This allows you to access this files on your local machine.

