

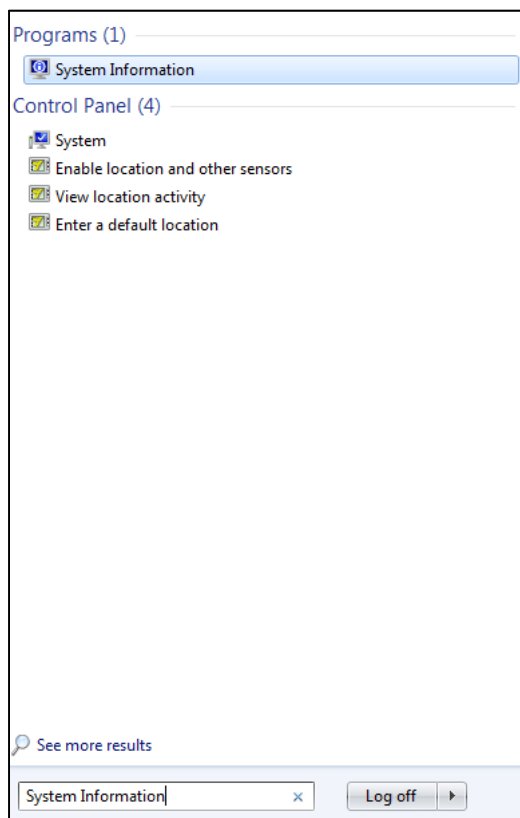
How to Access VDI Workstation from a Windows PC with PIV Card

Prerequisites:

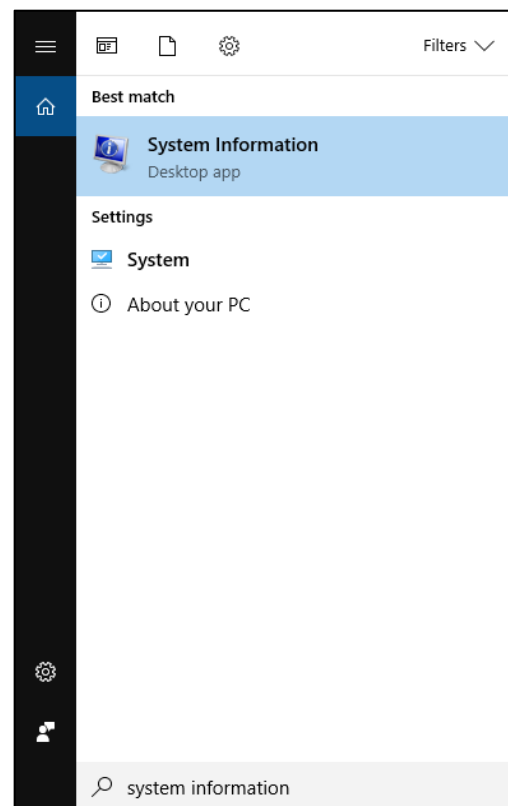
- ✓ Computer operating system must be at least Windows 7, Windows 8, Windows 8.1, or Windows 10.
- ✓ Computer must have an Antivirus running.
- ✓ Computer must have windows update patches downloaded and installed within the last 45 days. If system is not up to date on patching, Citrix Endpoint Analysis (EPA) software scans will fail.
- ✓ PIV Card Reader & a valid PIV Card + Pin

Software Prerequisites Check & Installation:

1. Open an Internet Explorer browser on a Windows PC.
2. Browse to: <https://www.justice.gov/taxvdi>
3. Determine which bit your windows machine is by typing “System Information” in the search bar.



Windows 7



Windows 10

4. Under system information, you will be able to determine whether you are running a 32-bit or a 64-Bit system.

| Item | Value |
|---------------------------------|--------------|
| OS Name | |
| Version | |
| Other OS Description | |
| OS Manufacturer | |
| System Name | |
| System Manufacturer | |
| System Model | |
| System Type | x64-based PC |
| Processor | |
| Processor | |
| BIOS Version/Date | |
| SMBIOS Version | |
| Windows Directory | |
| System Directory | |
| Boot Device | |
| Locale | |
| Hardware Abstraction Layer | |
| User Name | |
| Time Zone | |
| Installed Physical Memory (RAM) | |
| Total Physical Memory | |
| Available Physical Memory | |
| Total Virtual Memory | |
| Available Virtual Memory | |
| Page File Space | |
| Page File | |

5. Download and install necessary files based on your 32-bit or 64-bit system.

Windows PC 32-Bit Downloads

1- [ActivID ActivClient x86 7.1.msi](#) - PIV Card software for your home computer

2- [AC_7.1.0.208_FIXS1805000_x86.msp](#) - Update to PIV Card software

3 - [CitrixReceiver.exe](#) - Needed for Tax VDI to work with all features

Windows PC 64-Bit Downloads

1 - [ActivID ActivClient x64 7.1.msi](#) - PIV Card software for your home computer

2 - [AC_7.1.0.208_FIXS1805001_x64.msp](#) - Update to PIV Card software

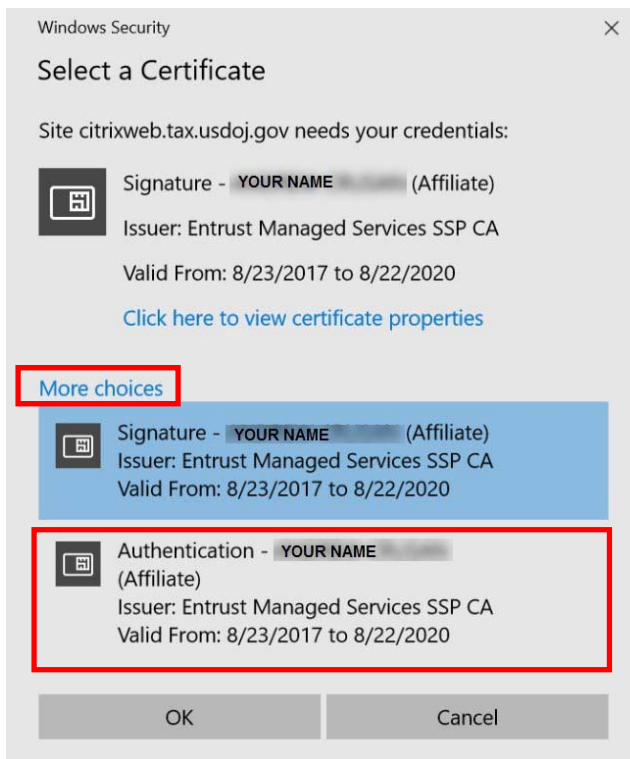
3 - [CitrixReceiver.exe](#) - Needed for Tax VDI to work with all features

Launching VDI

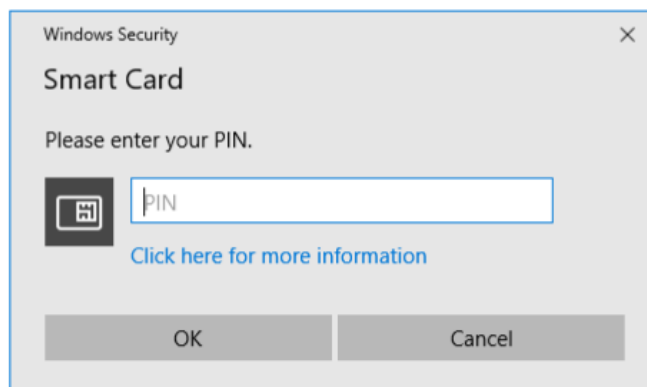
1. Insert PIV Card Reader
2. Insert PIV Card into Reader
3. Open Internet Explorer and browse to "<https://citrixweb.tax.usdoj.gov>".
4. Users will be presented with a Windows Security Popup.

Note: Screenshots below are from a Windows 10 machines, Windows 7 & 8 machine images may look different.

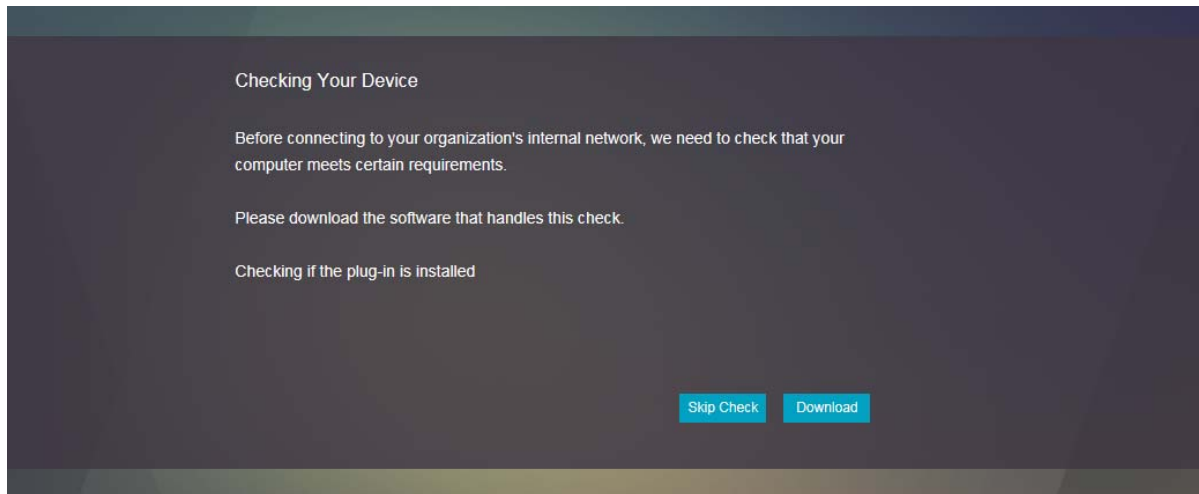
5. Ensure you select the certificate associated with "Authentication".
6. Select "More Choices" & "Authentication - <Firstname Lastname> "



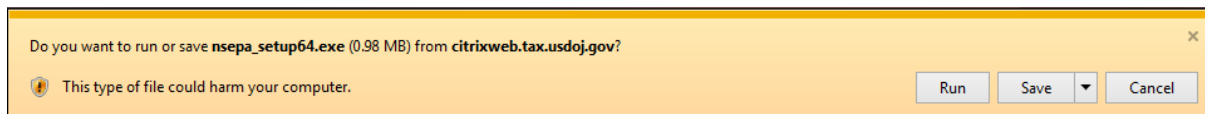
7. Enter PIV Card Pin.



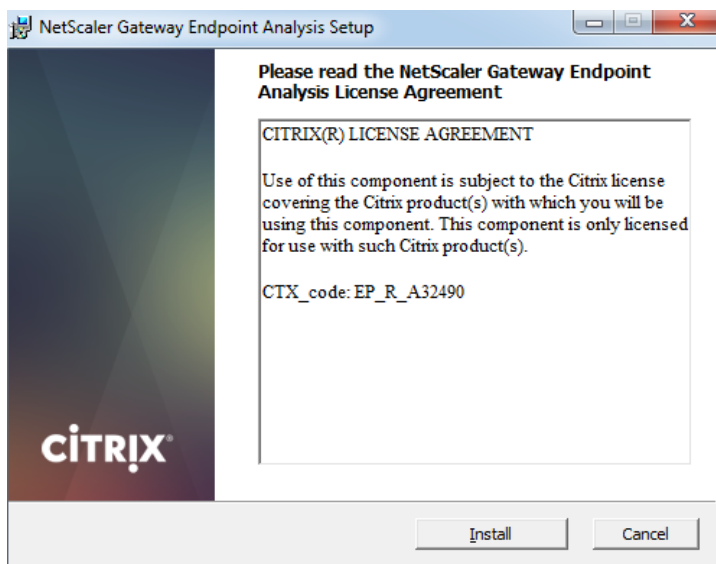
8. If this is your first login, you will be prompted to download and install the Citrix Endpoint Analysis (EPA) Plug-in.
9. Select “download”.



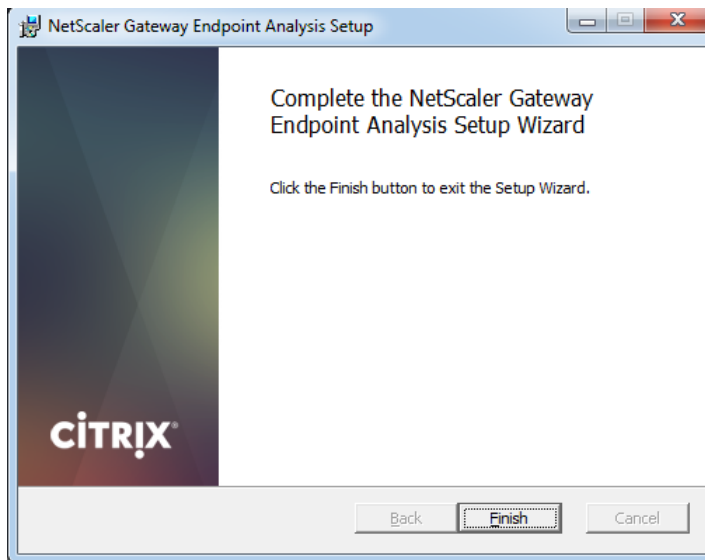
10. At the bottom of your screen you will see a popup.



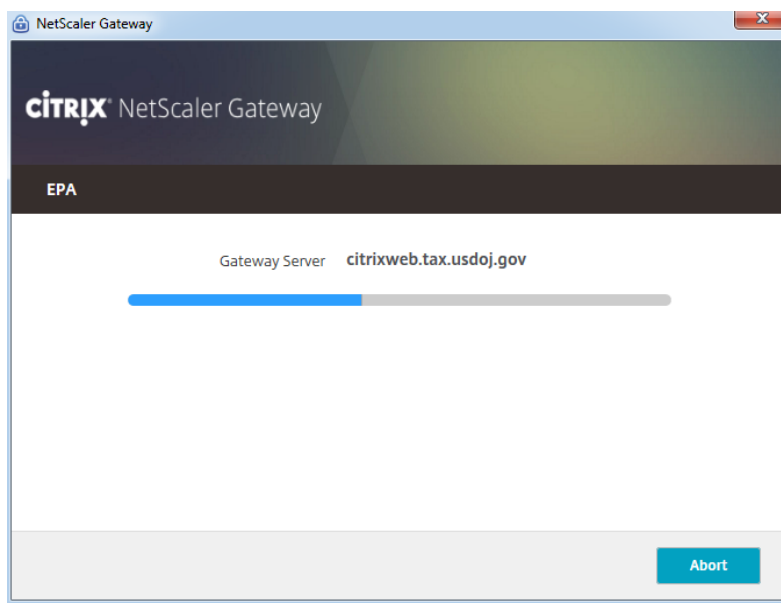
11. Select “Run”.
12. A NetScaler Gateway Endpoint Analysis Setup Wizard will appear on screen.
13. Select “install”.



14. After installation to close screen, select “Finish”.



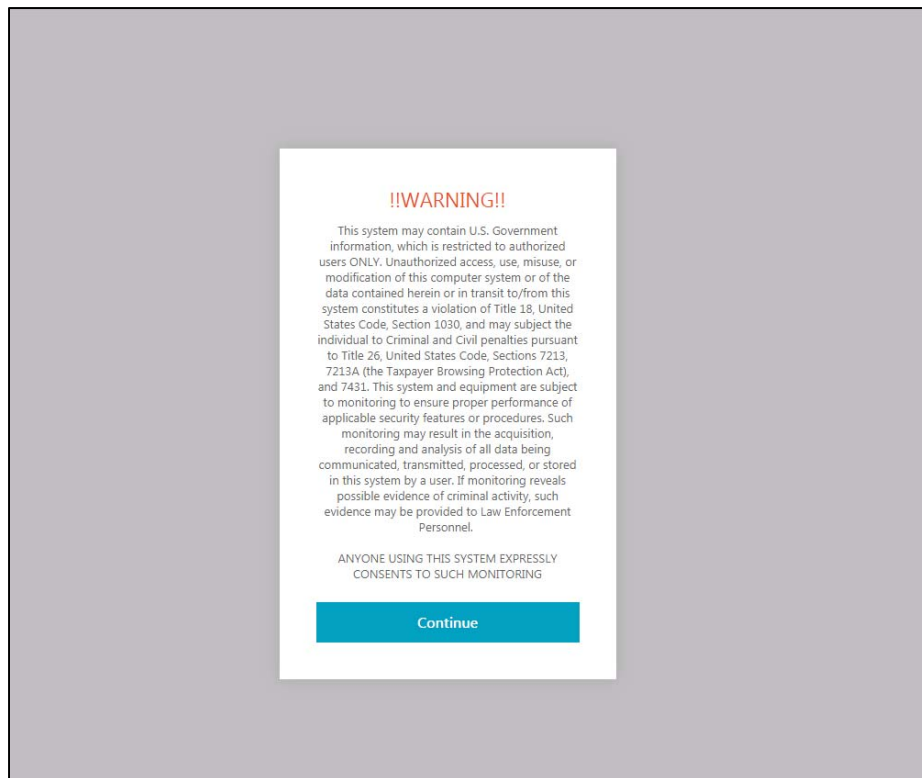
15. Once the NetScaler Gateway Endpoint Analysis Setup Wizard closes the EPA Analysis will begin.



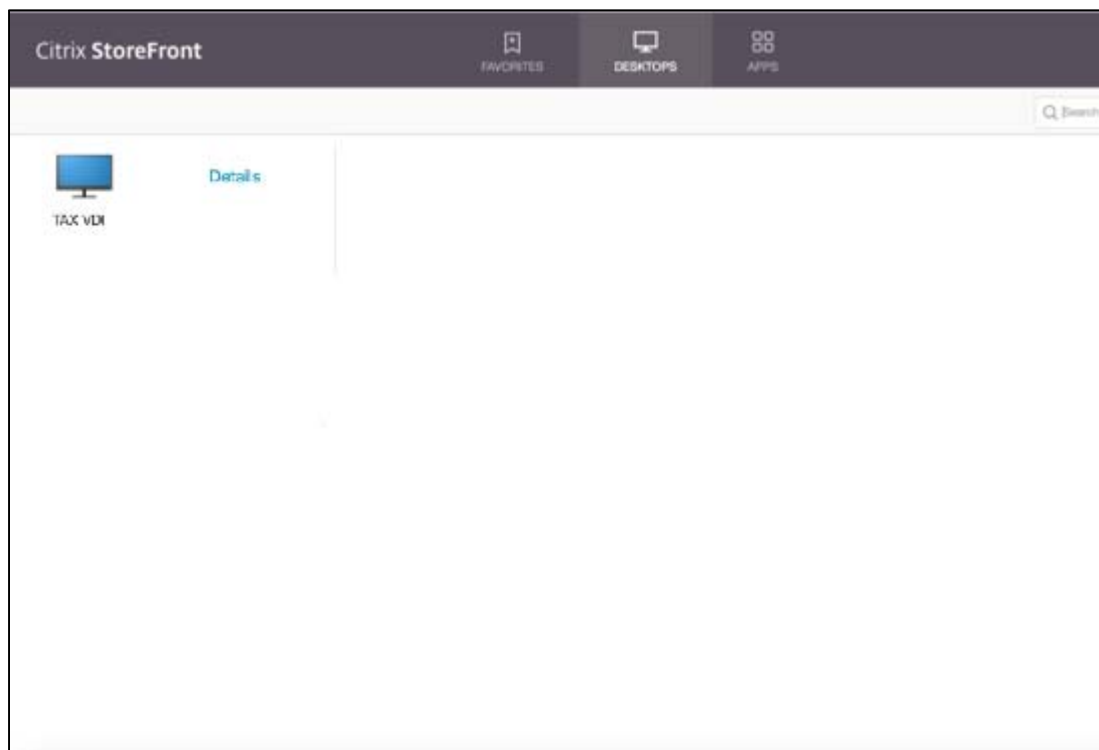
16. After Citrix Endpoint Analysis allows user login, you will be presented with a EULA Pop Up.

16a. If the Citrix Endpoint Analysis fails, you will receive an error screen (see Appendix A).

17. Please read the Tax Division warning EULA and Accept by Selecting “Continue”.

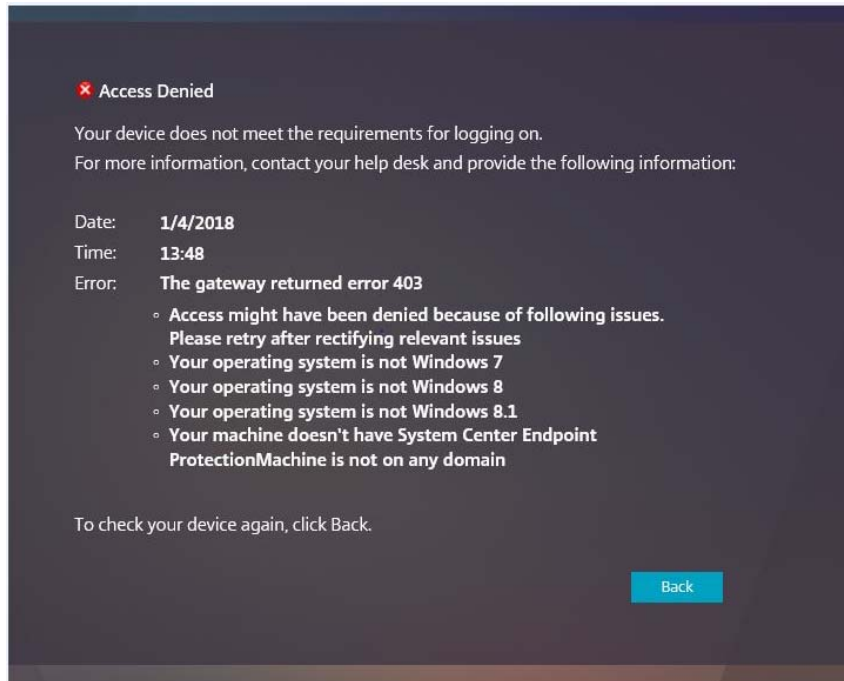


18. Available Desktop & Applications will load, Select available VDI to launch workstation.



Appendix A.

If you receive a failed Citrix Endpoint Analysis (EPA) scan, you will see a pop-up similar to the following:



If this is received, please check that all of the prerequisites have been fulfilled and retry launching the URL "<https://citrixweb.tax.usdoj.gov>".