

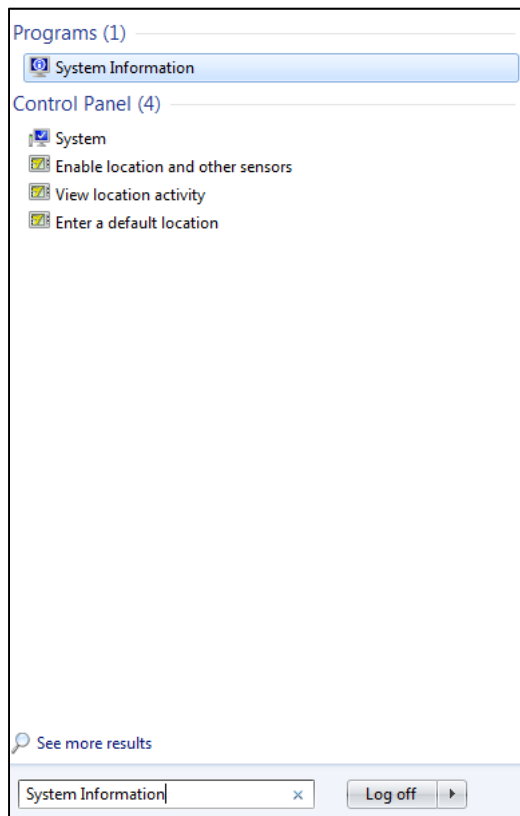
How to Access VDI Workstation from a Windows PC with PIV Card

Prerequisites:

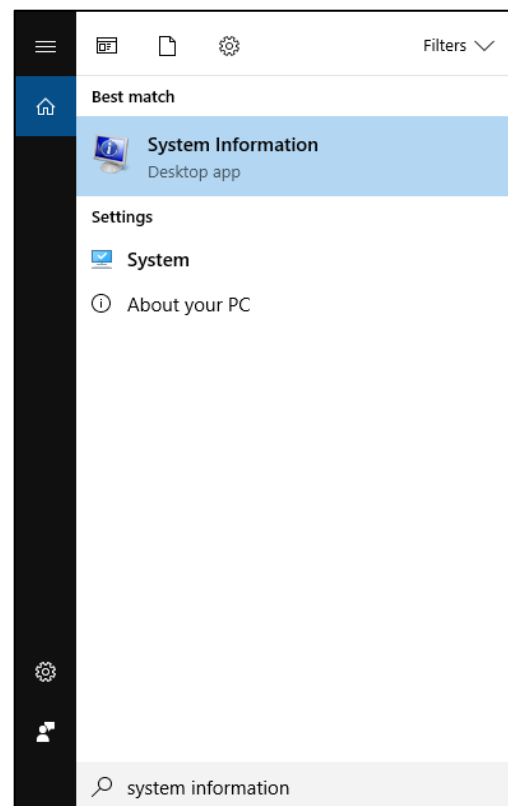
- ✓ Computer operating system must be at least Windows 7, Windows 8, Windows 8.1, or Windows 10.
- ✓ Computer must have an Antivirus running.
- ✓ Computer must have windows update patches downloaded and installed within the last 45 days. If system is not up to date on patching, Citrix Endpoint Analysis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

Software Prerequisites Check & Installation:

1. Open Google Chrome or Microsoft Edge on a Windows PC. (Internet Explorer cannot be used.)
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

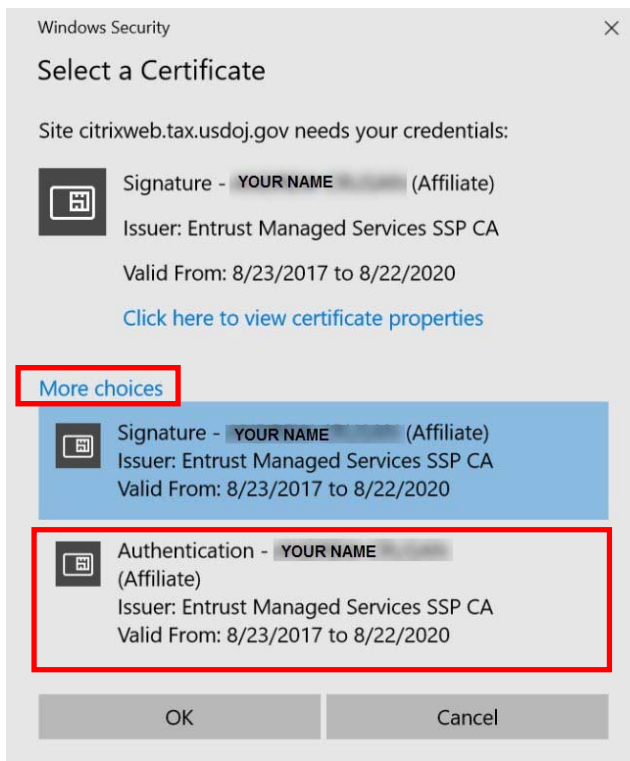
1 - [ActivID ActivClient x64 7.1.msi](#) - PIV Card software for your home computer

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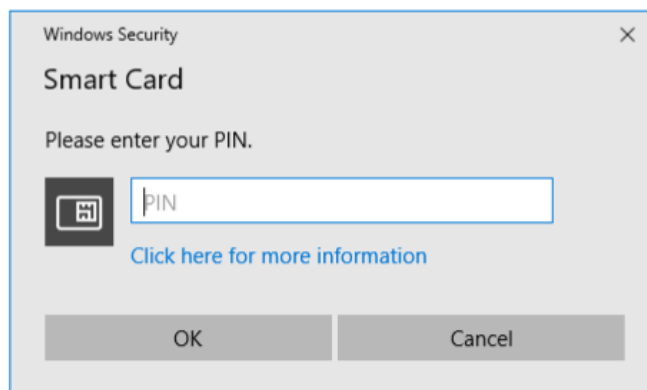
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Launching VDI

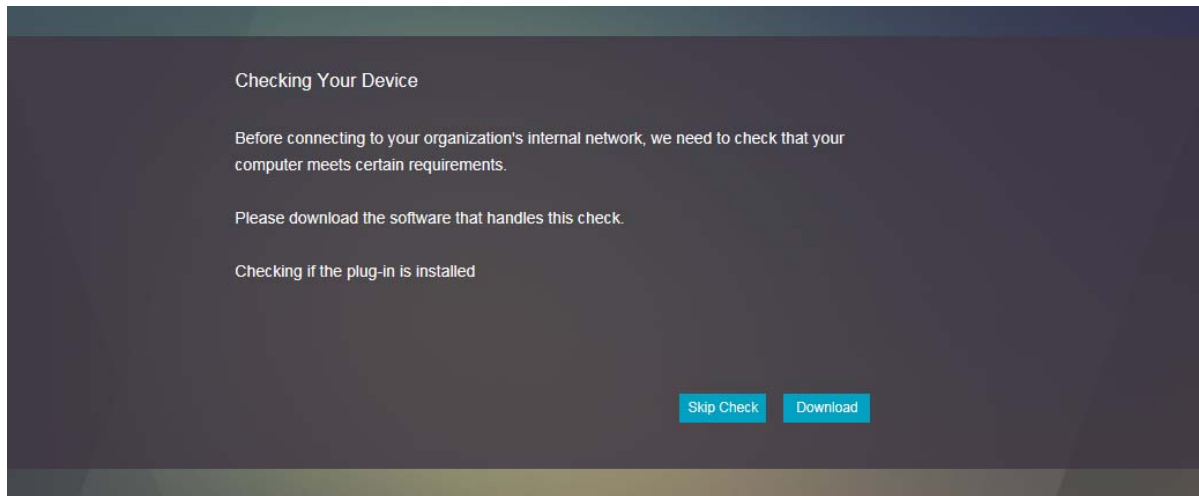
1. Insert PIV Card Reader
2. Insert PIV Card into Reader
3. Open Google Chrome or Microsoft Edge and browse to "<https://citrixweb.tax.usdoj.gov>".
4. Users will be presented with a Windows Security Popup.
Note: Screenshots below are from a Windows 10 machines, Windows 7 & 8 machine images may look different.
5. Ensure you select the certificate associated with "Authentication".
6. Select "More Choices" & "Authentication - <Firstname Lastname> "



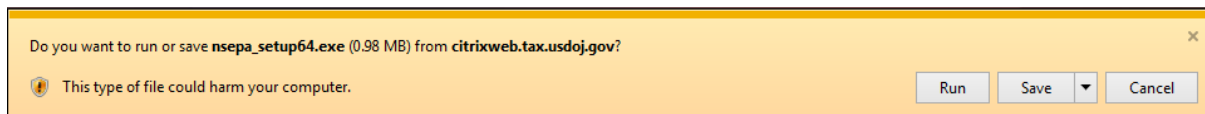
7. Enter PIV Card Pin.



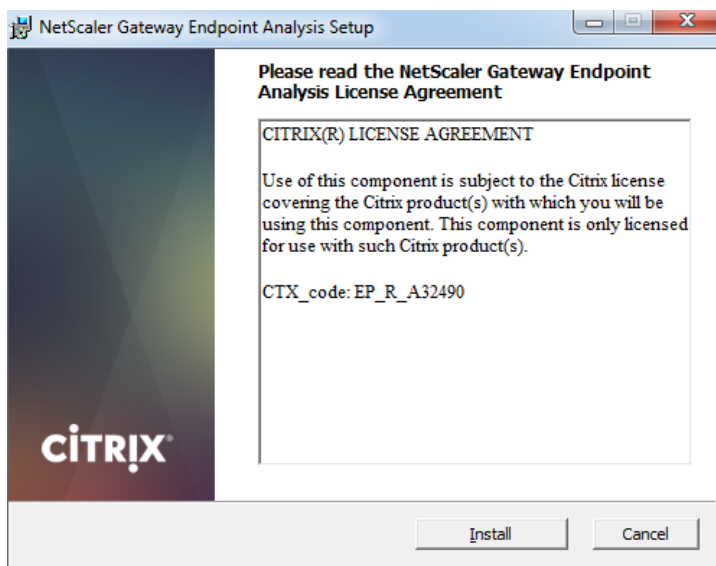
8. If this is your first login, you will be prompted to download and install the Citrix Endpoint Analysis (EPA) Plug-in.
9. Select “download”.



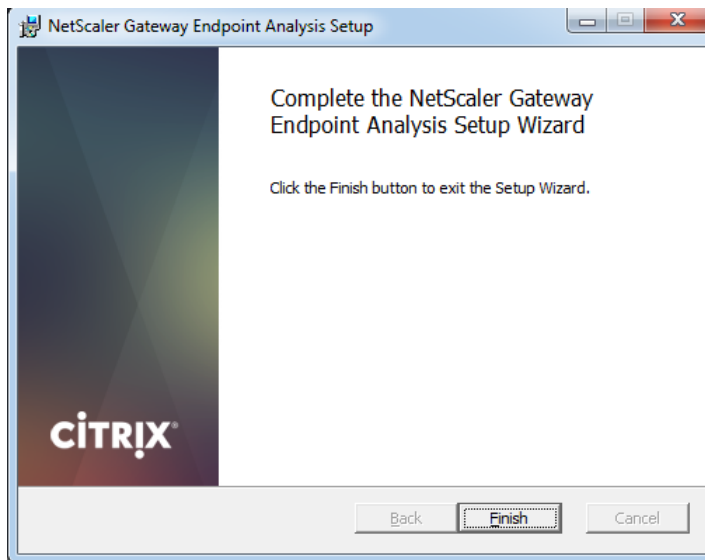
10. At the bottom of your screen you will see a popup.



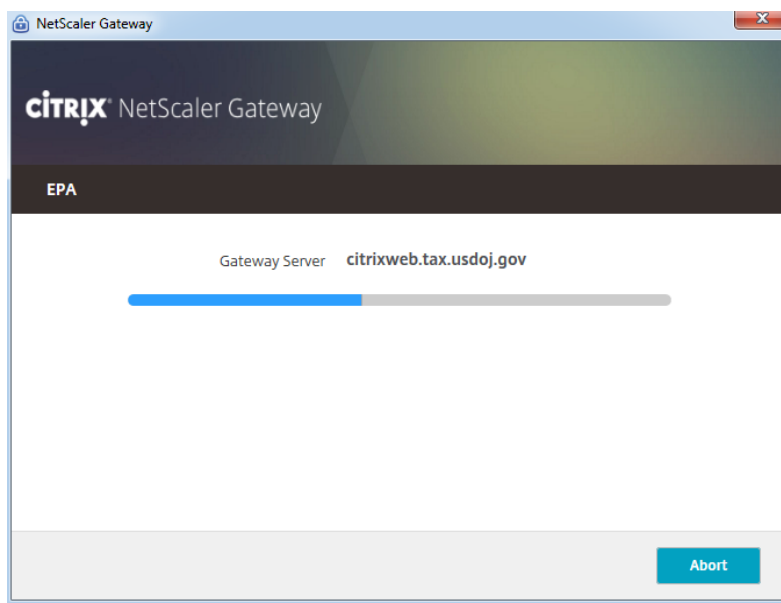
11. Select “Run”.
12. A NetScaler Gateway Endpoint Analysis Setup Wizard will appear on screen.
13. Select “install”.



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



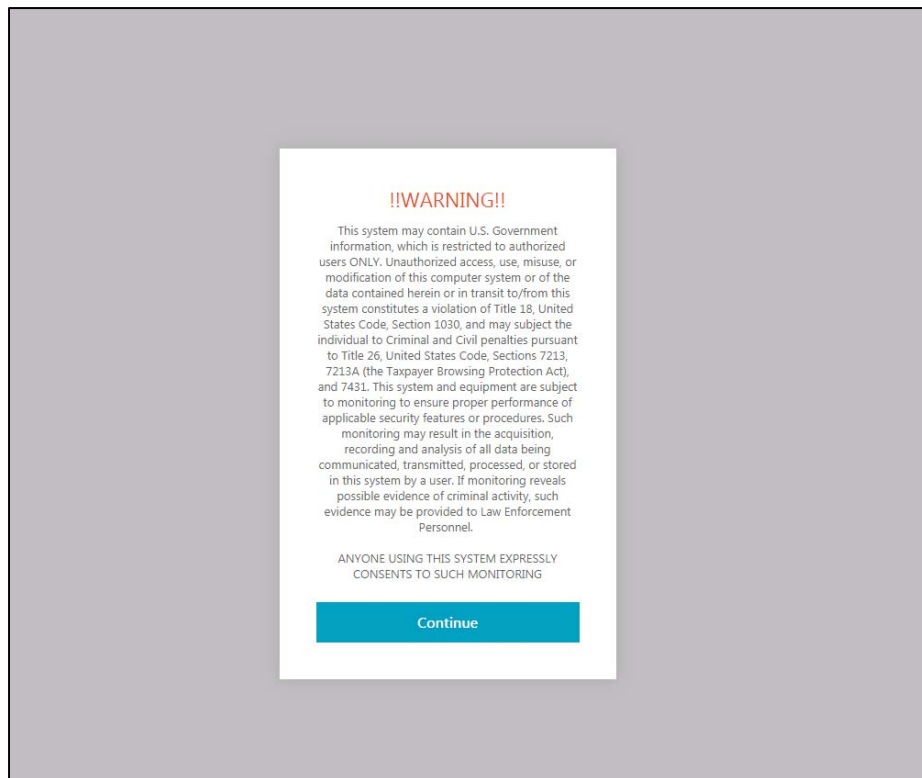
15. Once the NetScaler Gateway Endpoint Analysis Setup Wizard closes the EPA Analysis will begin.



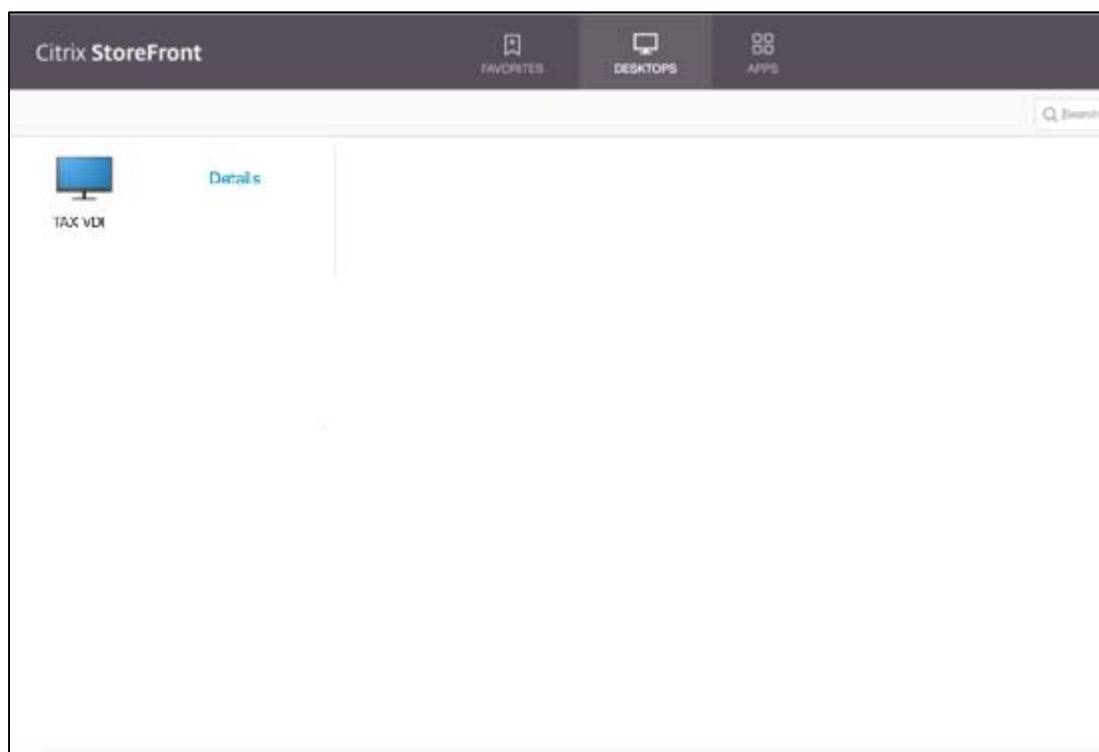
16. After Citrix Endpoint Analysis allows user login, you will be presented with a EULA Pop Up.

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”.

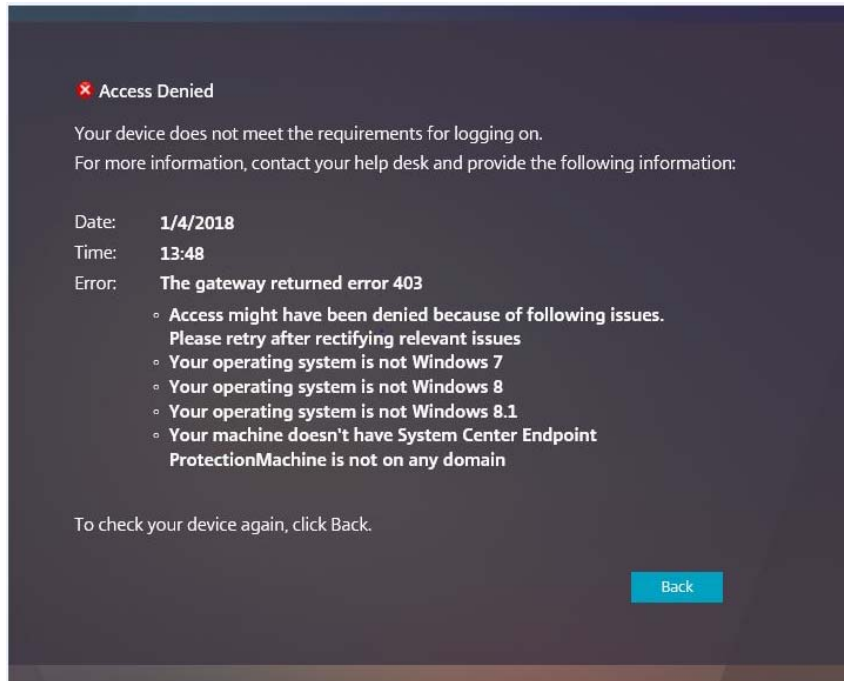


18. Available Desktop & Applications will load, Select available VDI to launch workstation.



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>".