

## External Access Setup and Login instructions.

**SETUP STEP 1: Security Question Setup** (Once registration is complete, this step will not be required for each login.)

- From a computer outside of the RCSD network – <https://entrust.rcsdk12.org/IdentityGuardSelfService/>
- From a computer inside the RCSD network - <https://entrust.rcsdk12.org:8445/IdentityGuardSelfService/>

Entrust IdentityGuard Self-Service :: Log In - Microsoft Internet Explorer provided by RCSD MIS

https://entrust.rcsdk12.org/IdentityGuardSelfService/authenticate/firstFactorAuthentication;jsessionid=0E3E...

File Edit View Favorites Tools Help

Entrust IdentityGuard Self-Service

**Log In**

\* User Name:

\* Password:

Log In

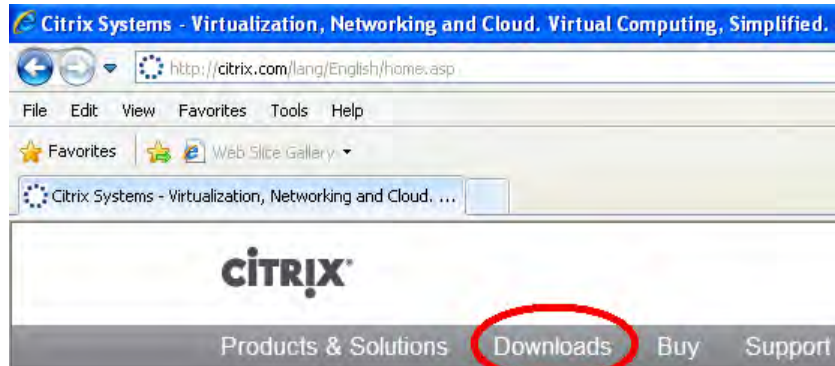
Use your network Login information.

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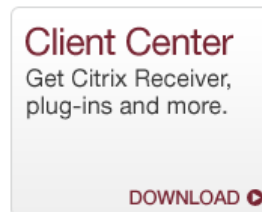
1. Enter your user name (employee number) and password; then click the log in button.
2. At the next screen, verify that your name and email appear correctly. Your district email will be populated for you automatically
3. Mark your district email as your default in case you forget any security answers.
4. Enter a second form of communication. (For example: phone number, personal email, etc).
5. On the next screen, select three (3) security questions of your choice and answer each. You should note the answers for these security questions as they will be required during the login process. Click OK when finished.  
NOTE: You can always change these questions by logging in again to the above site.
6. Once the questions are verified click **“Done”** to finish.

**SETUP STEP 2: Downloading the Plug-in needed for External access.** (Once registration is complete, this step will not be required for each login.)

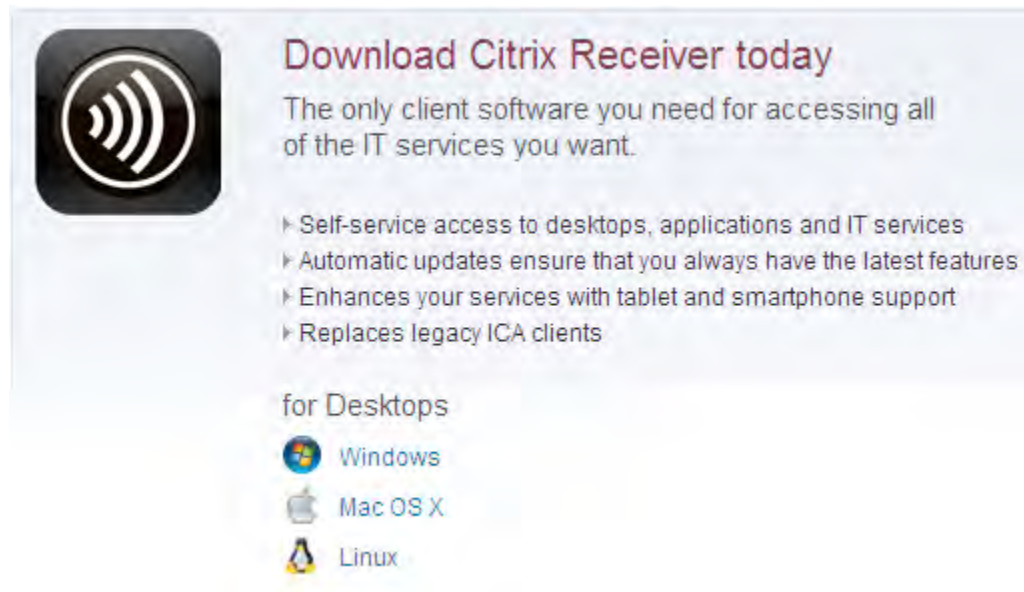
1. Go to [www.citrix.com](http://www.citrix.com) . Please note that at no time will you need to logon to this site to download the plug-in required.
2. Click on Downloads on the top left menu bar.




3. Now click the Citrix Clients box.

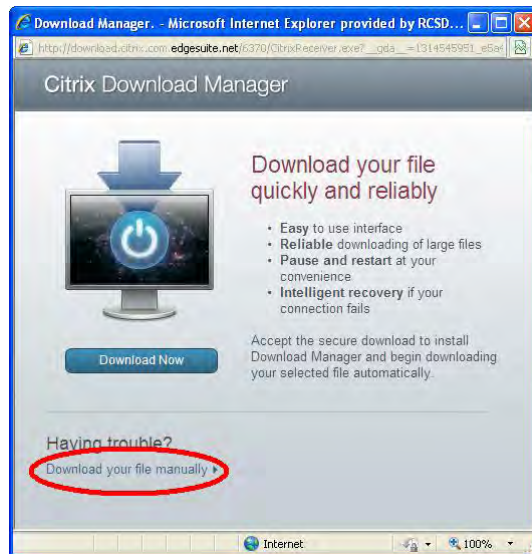


4. On the next screen, after clicking the Client Center box, you will need to choose what type of computer you have.



5. On the next screen, you will see “**For Web Access**” displayed. One option is listed under this heading called “**Receiver**”. To the right of that click **Download** .

6. A separate **Citrix Download Manager** window will appear. At the bottom of this window click the link that says “**Download your file manually**”.

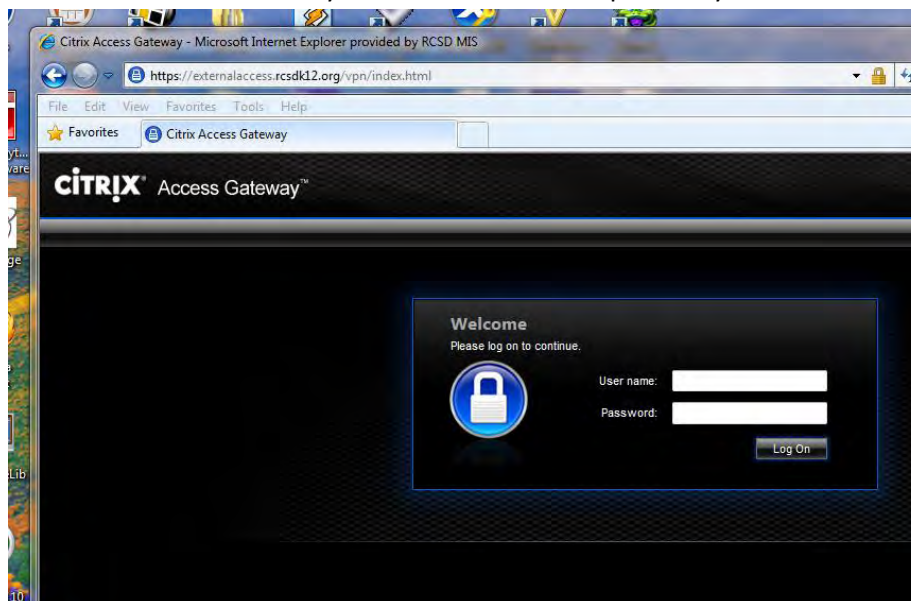


7. Click “Run” when the security window prompts you to.
8. **FOR WINDOWS USERS ONLY:** Once the Citrix Receiver is finished installing you should see the circled icon in the system tray near the time.



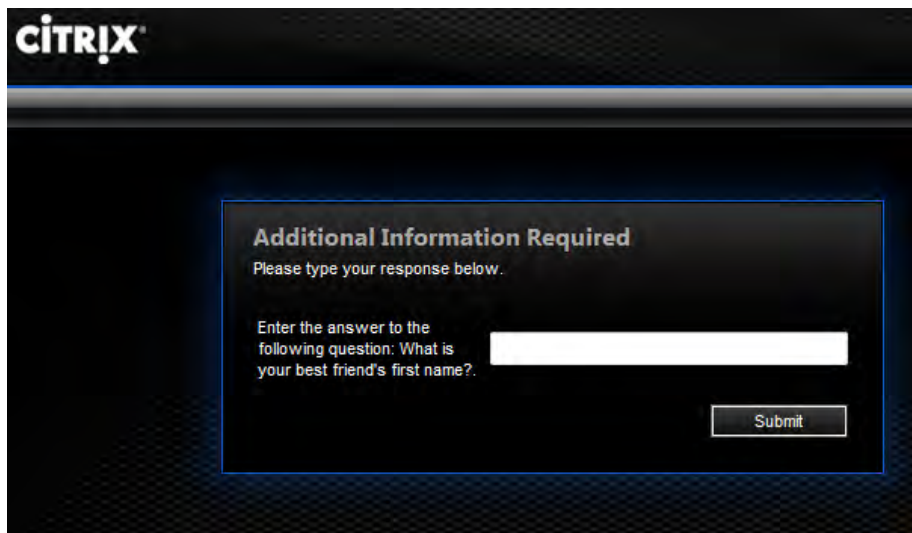
**SETUP STEP 3: Logging into External Access (Once registration is complete, this will be the default login process to access the Citrix machine)**

1. Go to link: <https://externalaccess.rcsdk12.org>  
NOTE: Add this link to your favorites or desktop for easy access.



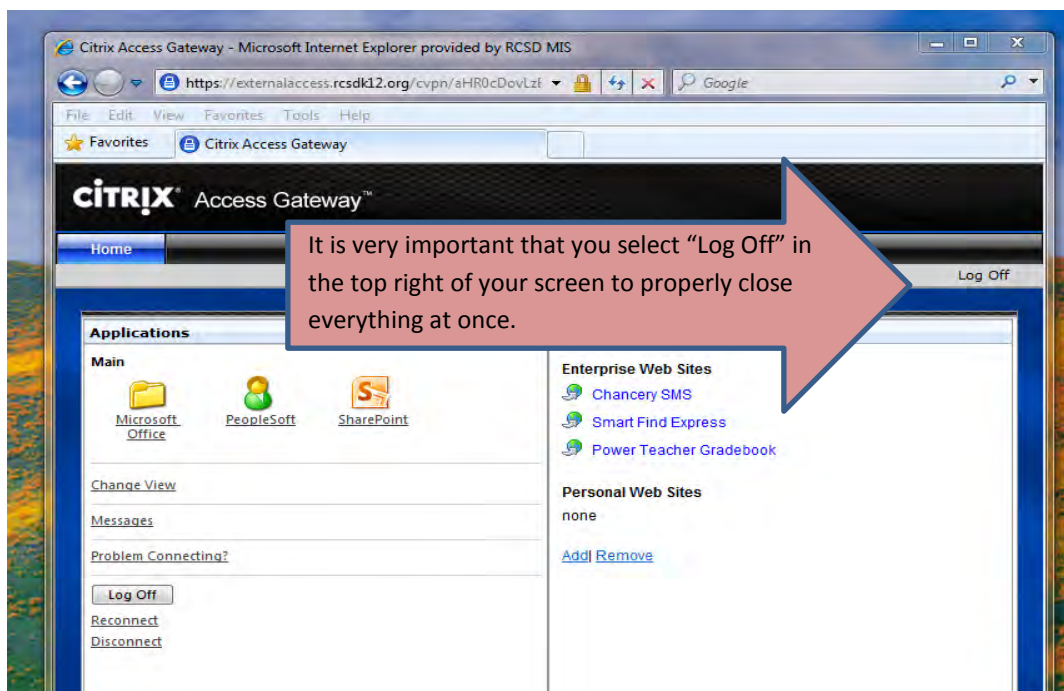
2. Enter your user name and password for current district computer and hit “log on”

3. At the next screen, answer the security question that you setup in step 1 and hit submit.



The image shows a Citrix Access Gateway security screen. At the top left is the Citrix logo. The main heading is "Additional Information Required" with the instruction "Please type your response below." Below this, it says "Enter the answer to the following question: What is your best friend's first name?." There is a text input field to the right of the question. At the bottom right is a "Submit" button.

4. Your Home page will appear with your application options.  
NOTE: Links on right will connect you to internal web applications using your default browser. Under Personal Web Sites you can add any internet web links.



5. When Logging off, be sure to save all of your work BEFORE you select to log off. It is very important that you select "Log Off" in the top right of your screen to properly close everything at once.

#### PROBLEMS OR QUESTION:

If you have any problems or questions, please contact the Helpdesk at 262-8151.