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.)

1. Start by clicking the corresponding link below;
   a. From a computer <u>outside</u> of the RCSD network – https://entrust.rcsdk12.org/IdentityGuardSelfService/
   b. From a computer <u>inside</u> the RCSD network - https://entrust.rcsdk12.org:8445/IdentityGuardSelfService/


2. Enter your user name (employee number) and password; then click the log in button.
3. At the next screen, verify that your name and email appear correctly. Your district email will be populated for you automatically.
4. Mark your district email as your default in case you forget any security answers.
5. Enter a second form of communication. (For example: phone number, personal email, etc.).
6. On this 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.
   i. NOTE: You can always change these questions by logging in again to the above site.
7. Now you will be asked to verify the answers to your questions.
8. Once the questions are verified click **_"Done"_** to finish.
   i. NOTE: When you click **_"Done"_** it will log you out automatically. This means that you are finished with this step.

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
   i. NOTE: You will **NOT** log onto www.citrix.com at any time.
   ii. NOTE: If you have a district laptop this is already installed, please go to **SETUP STEP 3**.

2. Click on ***Downloads*** on the top left menu bar.
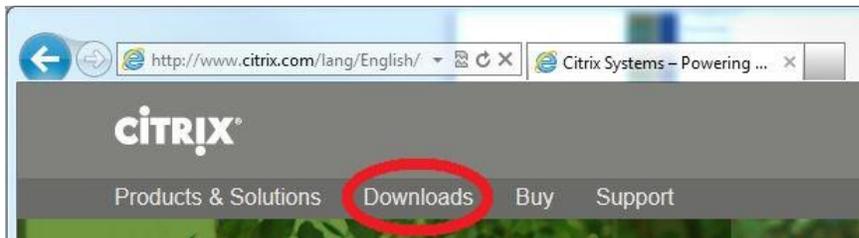
3. Here click the ***Citrix Receiver*** link under Clients.
   iii. NOTE: You will not log onto www.citrix.com at any time.
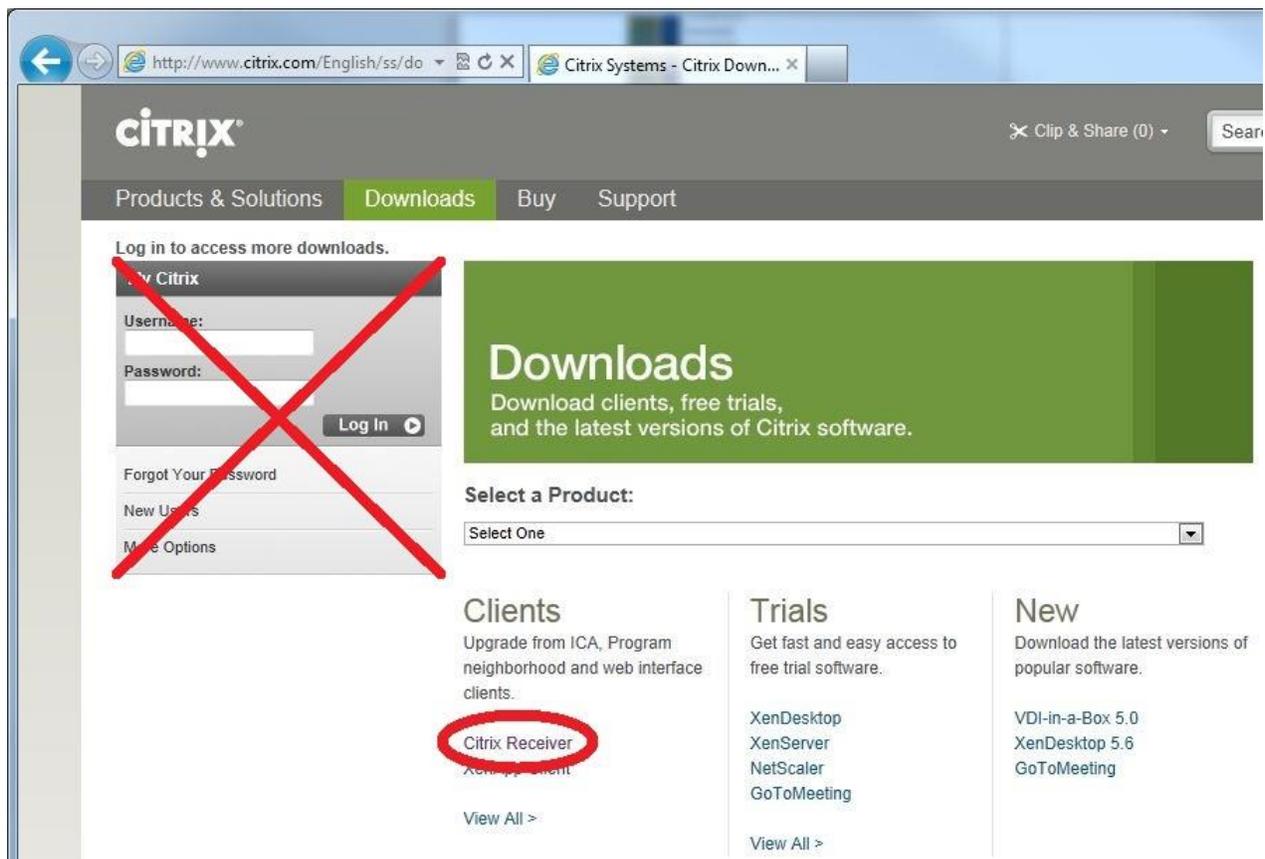
4. The website will automatically detect what plugin you need. Click where is says "Download Receiver for ????"

5. Here click the ***Citrix Receiver*** link under Clients.

6. **FOR WINDOWS USERS ONLY:** Once the Citrix Reciever 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
   i. NOTE: Add this link to your favorites or desktop for easy access.
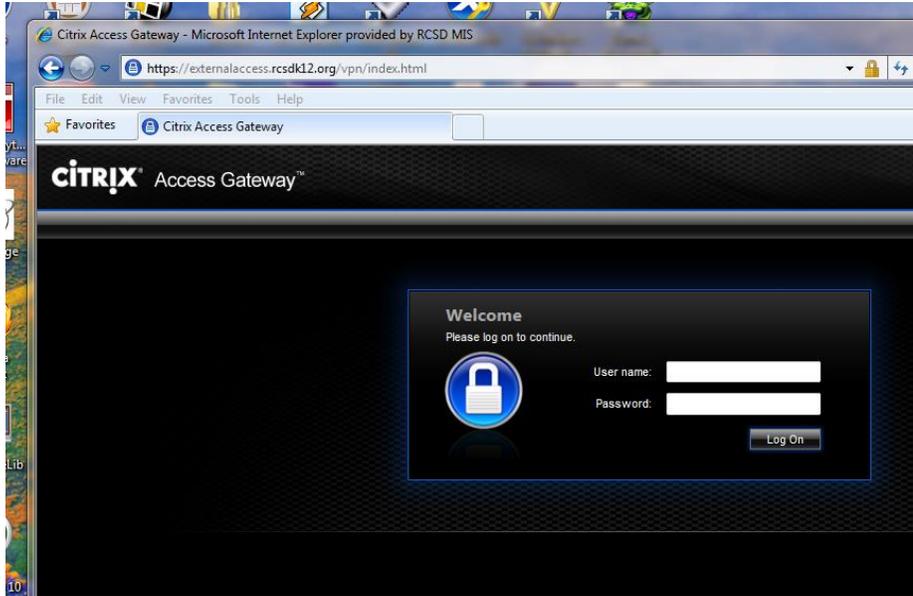
2. Here you will need to log on to the site. Once you have entered your user name and password click **"Log On"**.
   i. NOTE: Your log on is the same as your district computer log on.

3. At the next screen, answer one of the security questions that you setup in step 1 and hit **Submit**.
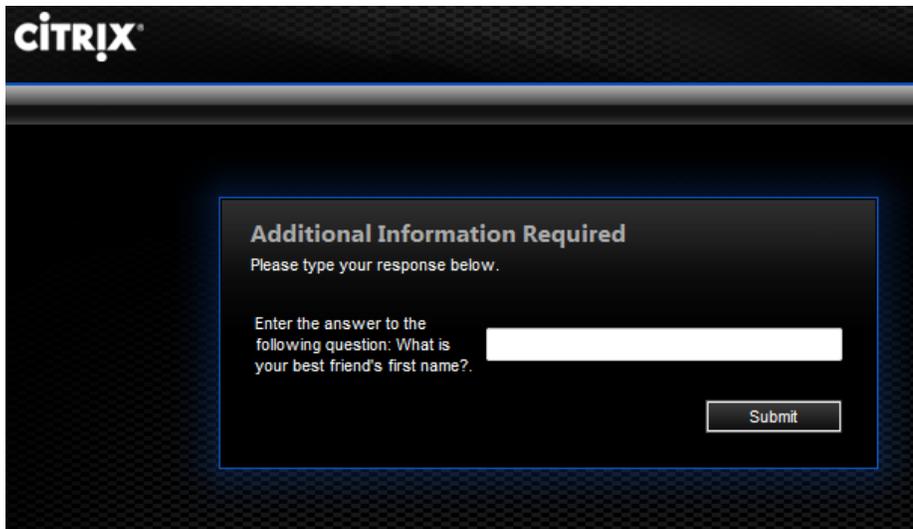
4. Your Home page will appear with your application options.
    i. NOTE: Links on right will connect you to internal web applications using your default browser. Under Personal Web Sites you can add any internet web links.
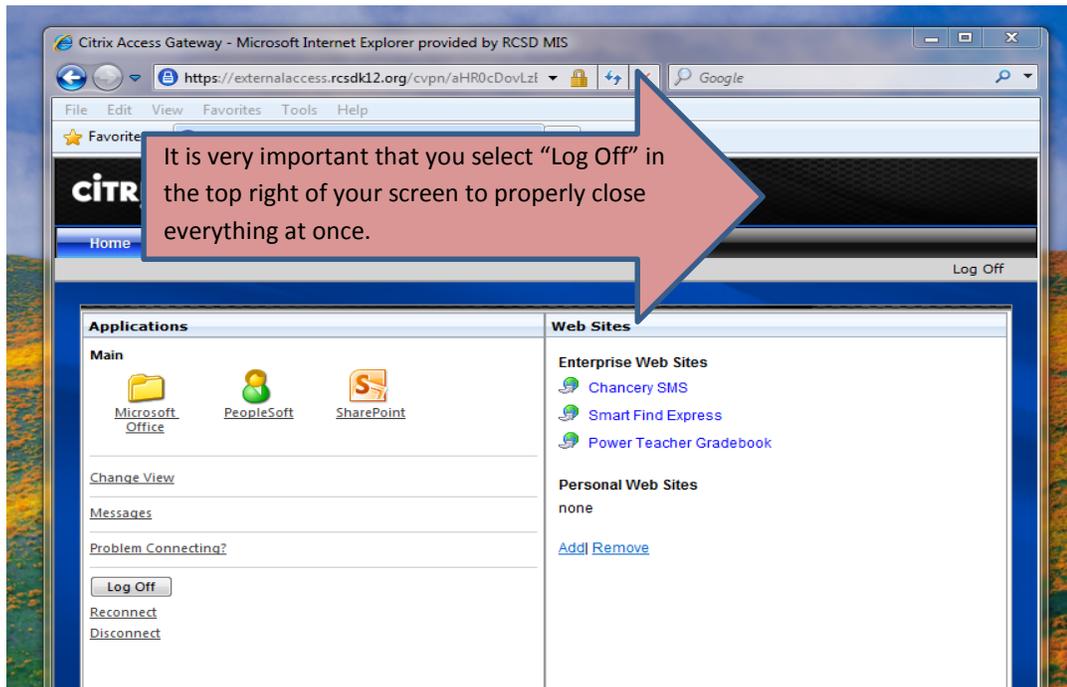
5. If your screen looks like the one below and its asking you to install the client. All you should need to do is click where it says *"Already installed"*. Once clicked you should see the icons and it should be working.
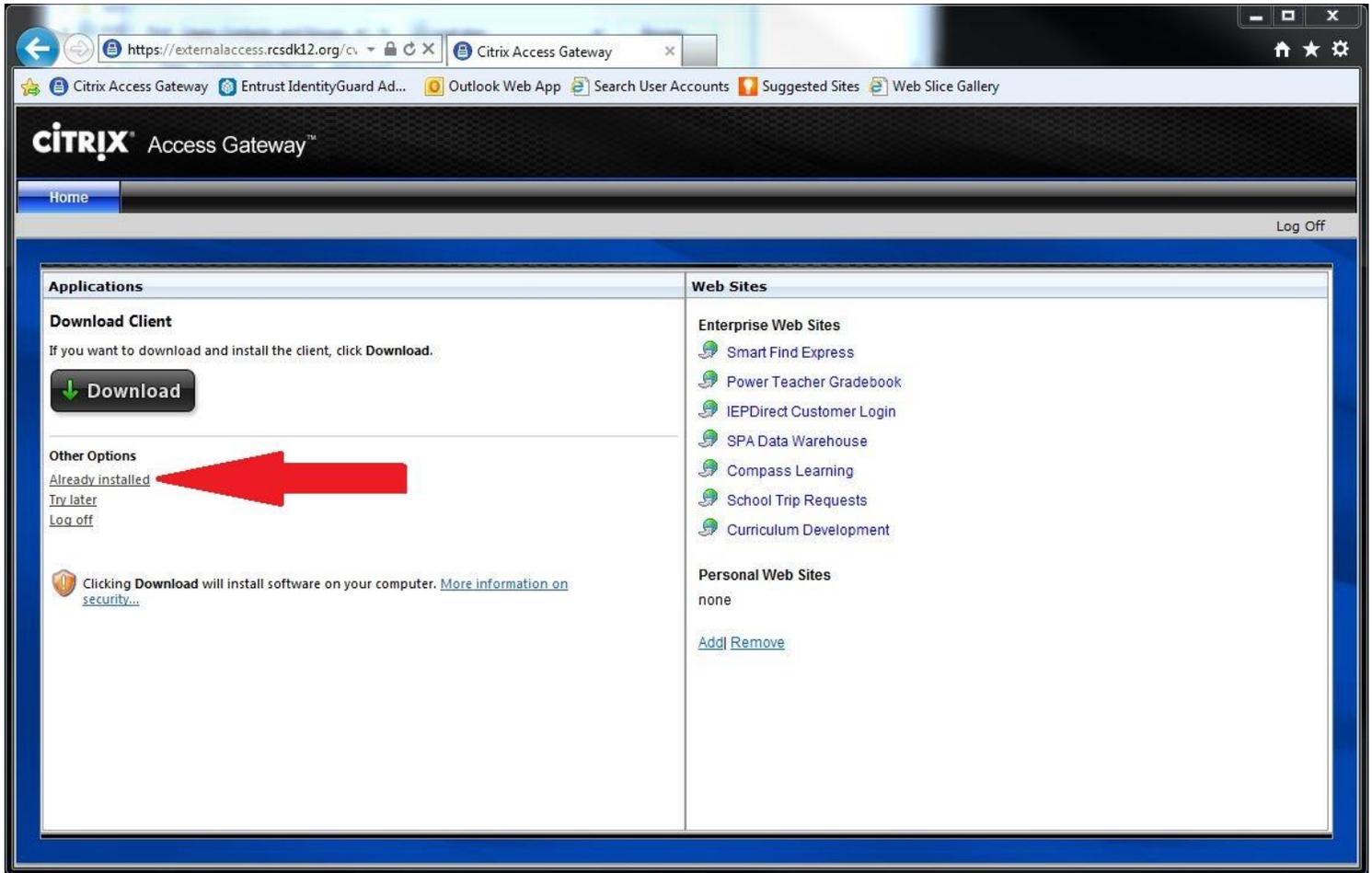
6. When Logging off, be sure to save all of your work **BEFORE** you select to log off. It is very important that you select *"Log Off"* in the top right of your screen to properly close everything at once.

PROBLEMS OR QUESTION:

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