

AGO2GO Installation Instructions for Windows 7

Important: These instructions must be done using Internet Explorer web browser

How to get to Internet Explorer: Click on the Windows Key - looks like this

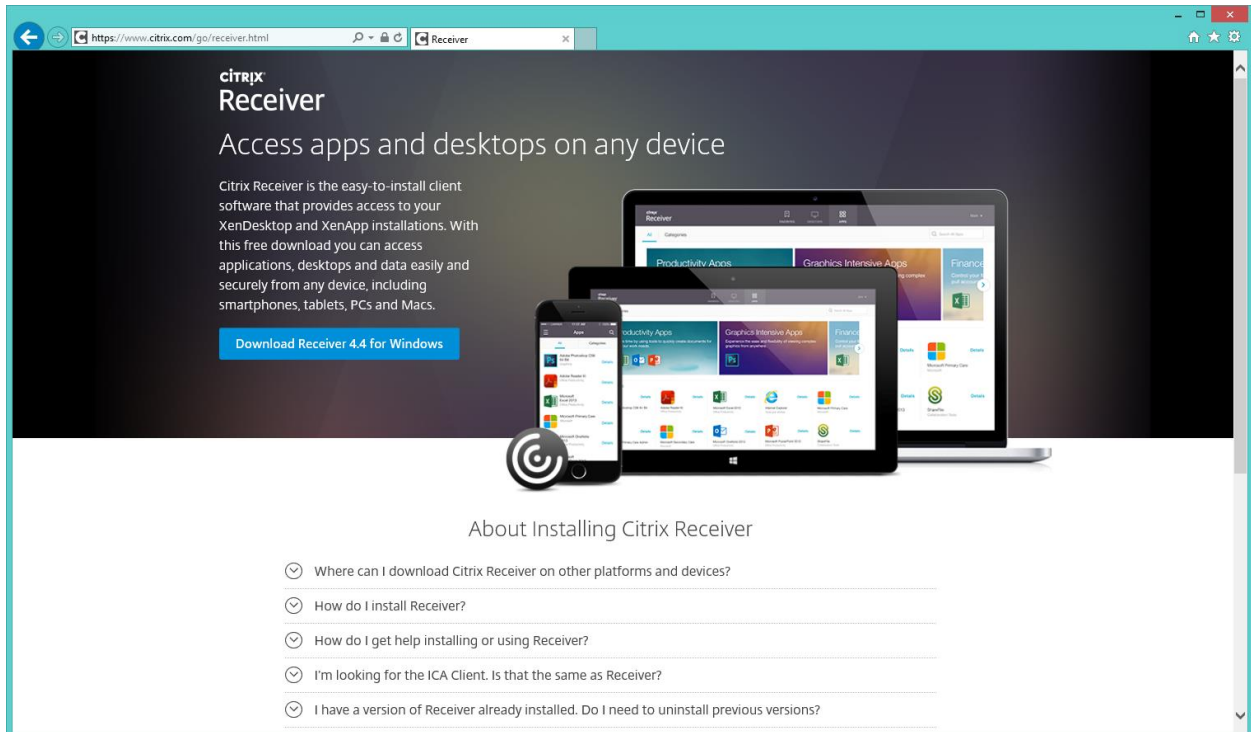


and type Internet. Then Click on Internet Explorer

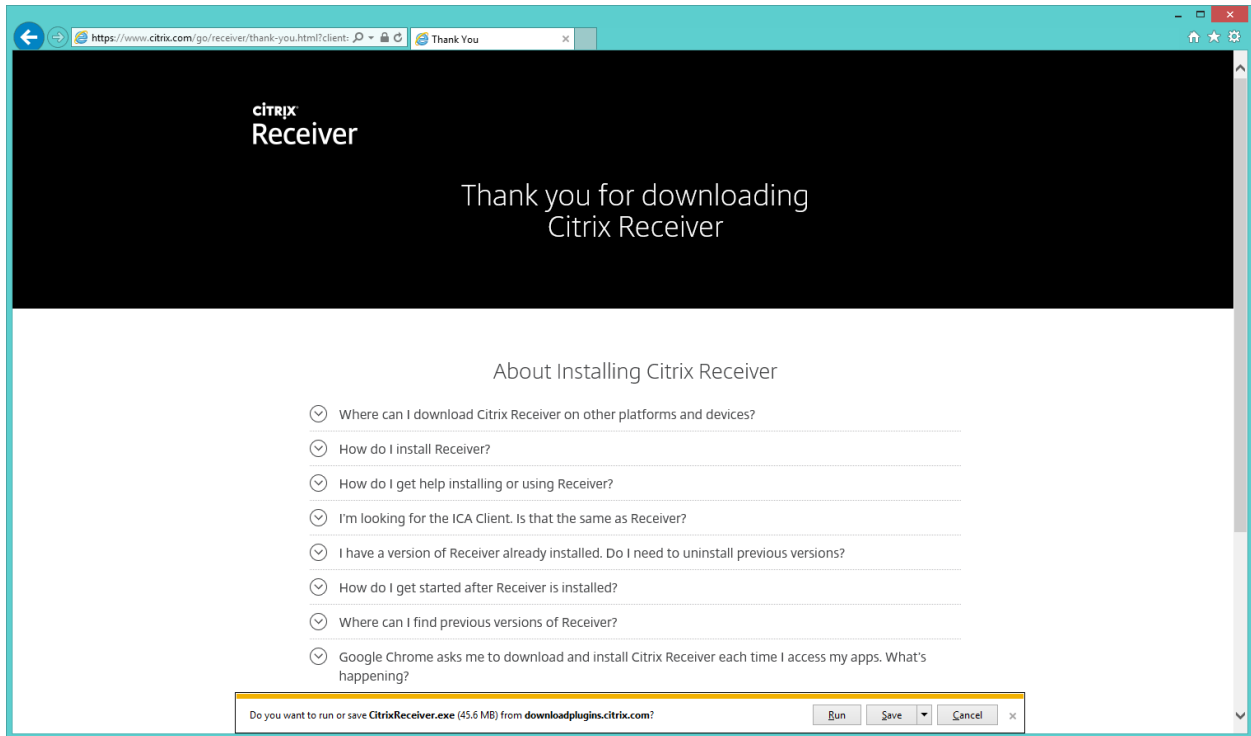
Now, let's Install the Receiver:

In order to use AGO2GO, you will have to download the Citrix Receiver. This can be downloaded here: www.citrix.com/go/receiver.html

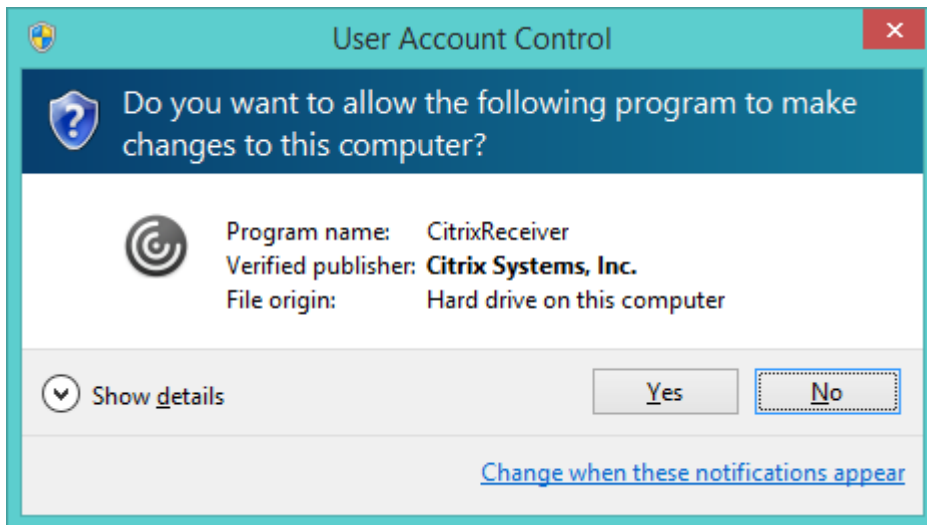
Click on the blue button that says "Download Receiver for Windows" it looks something like this:



Once you click on that, this screen will come up. Click on "Run"



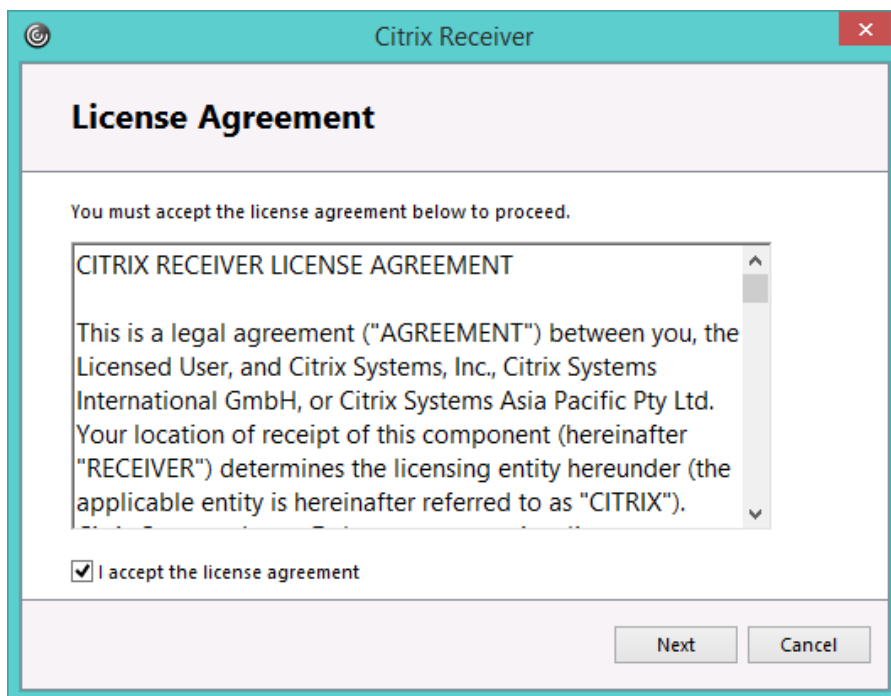
This box pops up. Click on "Yes"



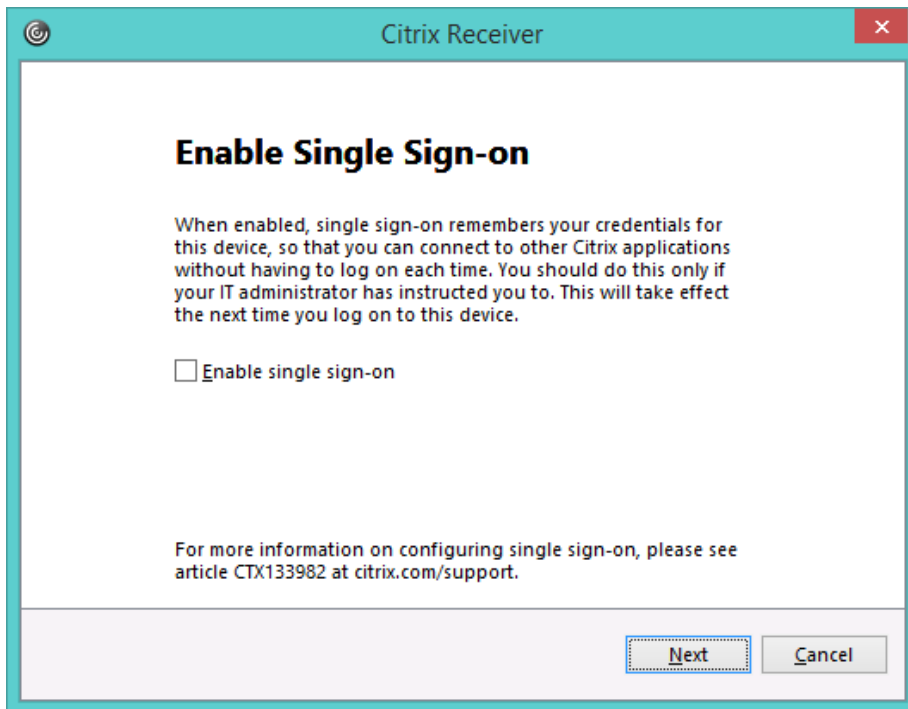
Then this box pops up. Click on "Start"



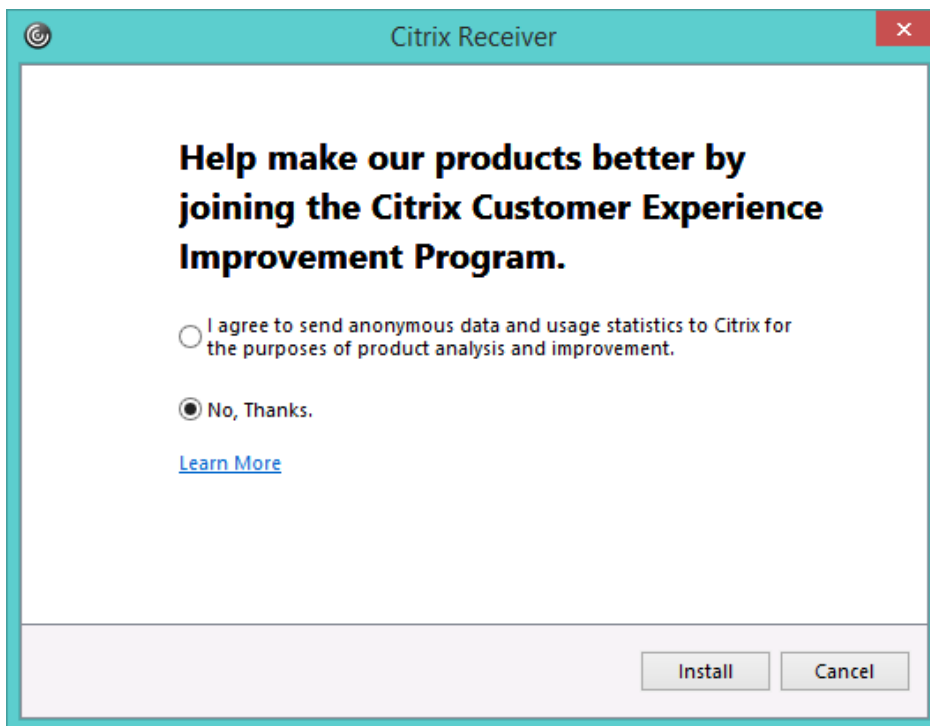
Accept the license agreement and click on "Next"



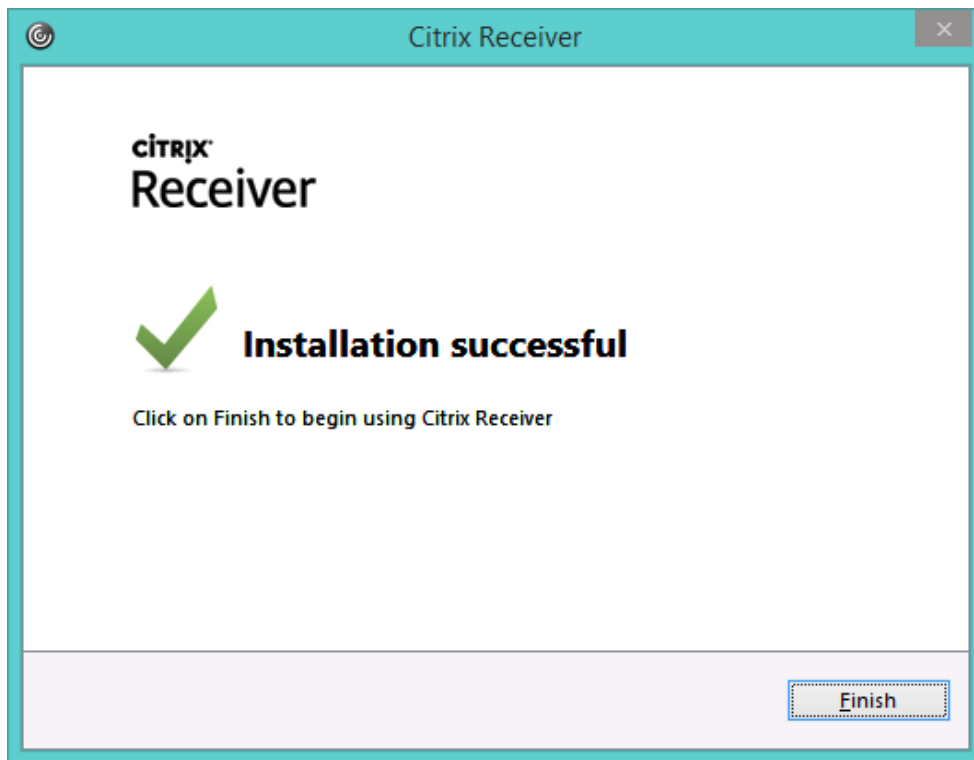
Do not enable single sign on. Leave this at the default as unchecked and click "Next"



Click on No, Thanks. Then click on "Install"



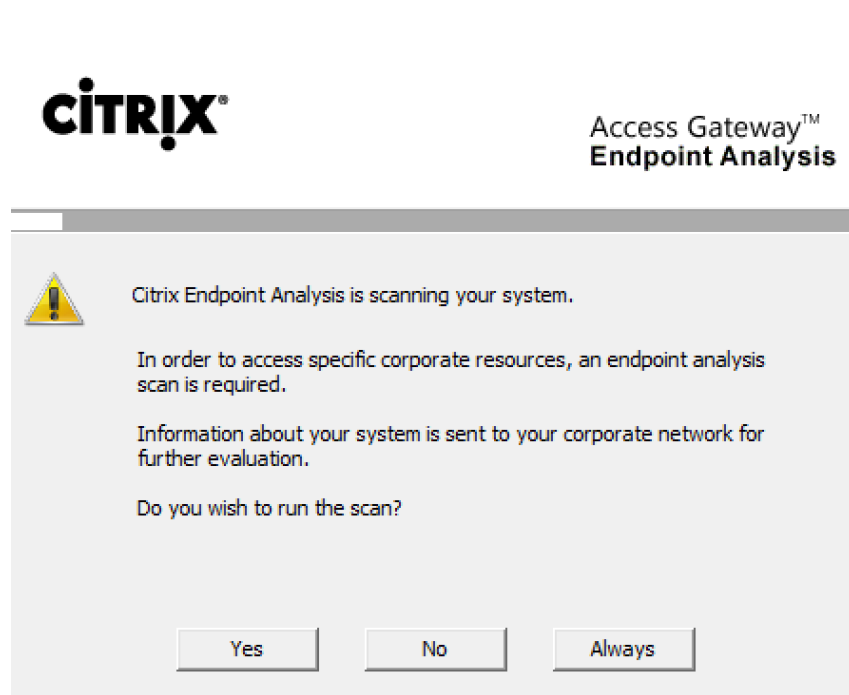
When the installation is complete, this will pop up. Just click on "Finish"



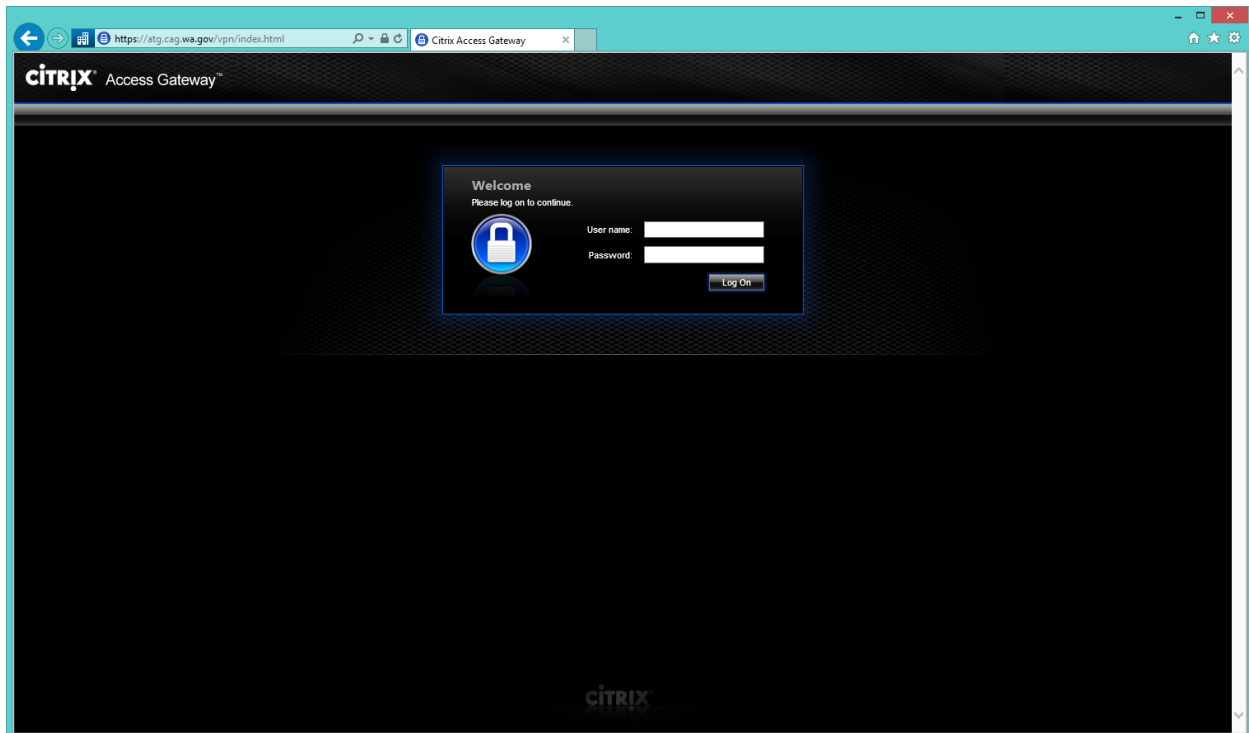
Let's Log in to AGO2GO:

Now that the receiver is installed, you can go to <https://atg.cag.wa.gov/>

On this screen, a box will pop up. Click on "Yes" (Warning: This box will sometimes hide behind other windows or open pages.)



After the check runs, you will be at this screen



If you have used AGO2GO before, here is a refresher on logging in:

If you are an existing AGO2GO user and installing AGO2GO on a new, replacement or second home computer, see below:

Note: In the “Citrix Access Gateway Welcome” screen login using your “ATGusername100” user name and password.

- If using a keyfob, the password is your PIN plus the FOB numbers displayed (no space).
- If using a mobile smartphone token, the password is just the numbers displayed (no space).

Now, let’s set up your PIN:

If you are a NEW AGO2GO user, follow these steps to create your AGO2GO PIN number.

User name:

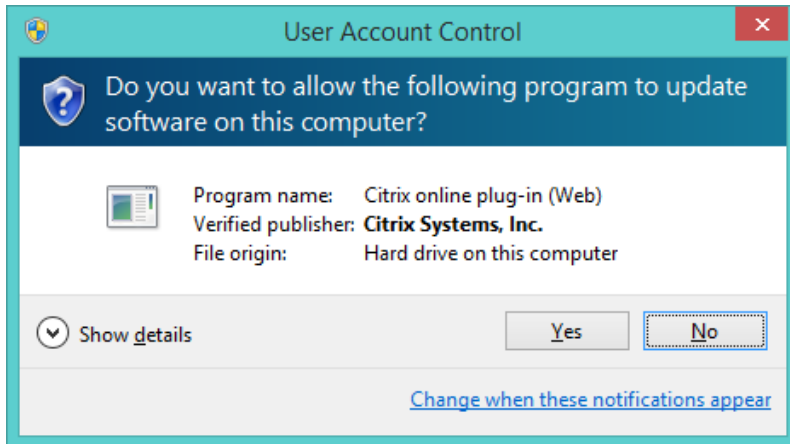
- User name begins with ATG followed by the first 3 letters of your First Name and First 3 letters of your Last Name then “100”
- ATGusername100 for example: John Smith would enter: ATGJohSmi100

Password:

- If this is your very FIRST time logging into AGO2GO, you will need to create your PIN. To do this, you will only use the 6 digit RSA key Fob number as your Password. You will then be taken to a screen asking you to create your PIN.
- Your PIN can be any 5-8 digit number of your choice. Choose something you won’t forget because you will need to know your PIN from now on. You will get a second window asking to confirm your PIN, re-enter.
- Once you have created your PIN, your password, from now on, will be your PIN number followed by the 6 digit RSA key fob number (no spaces, just one long number).
- Remember: Use only the six digit RSA SecurID number when you log in for the first time. In the future, the Passcode will be your PIN number followed by the RSA SecurID key fob number. Do not use spaces

Once you have successfully set up your PIN, you will be taken to this screen:

If this screen happens to pop up, click on “Yes”



Then you will end up here:



Here you will enter you regular AGO network username and password and click “Log On”

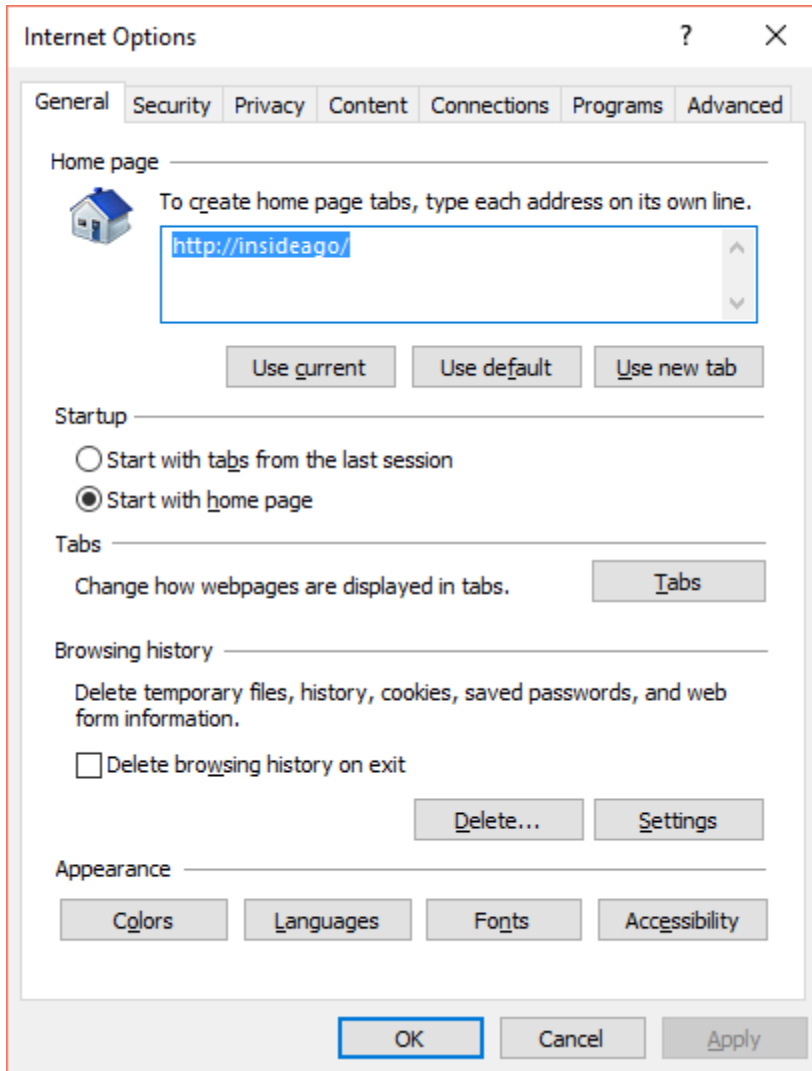
If you are having trouble opening applications in Citrix once you are logged in, try the following to add atg.cag.wa.gov to Trusted Sites in your Internet Explorer browser:

In your Internet Explorer browser window, click on the gear at the upper right hand of the screen

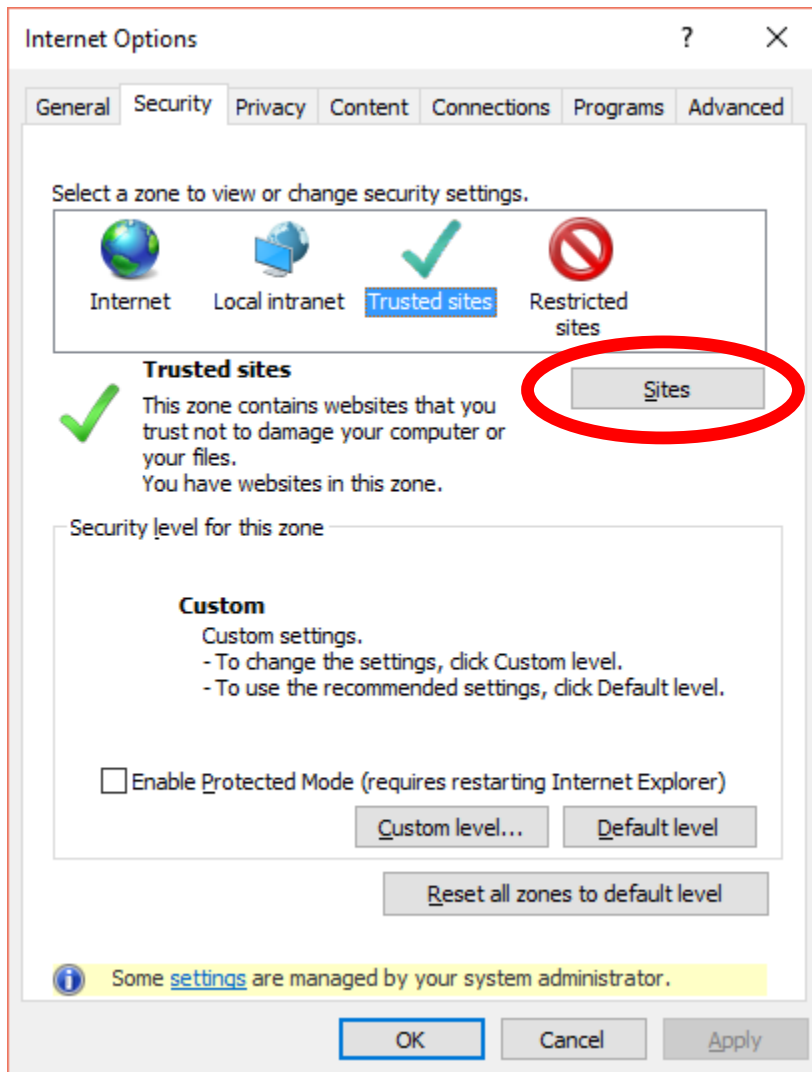


Then you will click on Internet Options

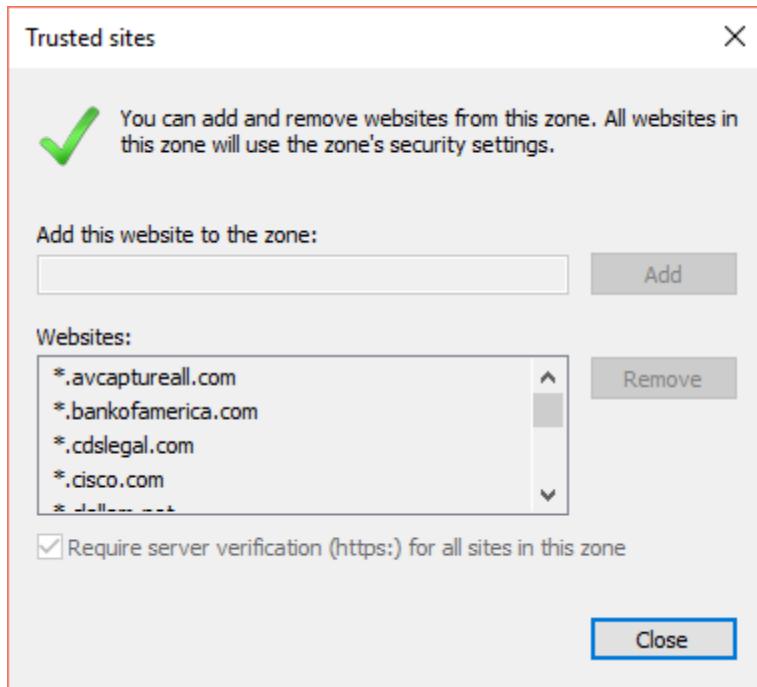
And this window will pop up:



Click on the Security tab at the top



Click on the Trusted sites icon and then click on sites



In the Add this website to the zone:

Type: atg.cag.wa.gov

Click Close and then Apply and then OK