



CCCitrixAccess Login Instructions

Accessing CCCitrixAccess

Open your web browser. Enter the following URL address: <https://cccitrixaccess.cc.nih.gov>

Helpful Hint: Save this location as a bookmark.

NIH National Institutes of Health
Clinical Center

Conditions of Use and Logon


This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties. Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring. **By using this information system, you understand and consent to the following:**

The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.




Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

NIH PIV Login

Insert your PIV card into your smart card reader before attempting to log in. For assistance contact the CC Service Center at 301-496-8400 or visit <https://smartcard.nih.gov>

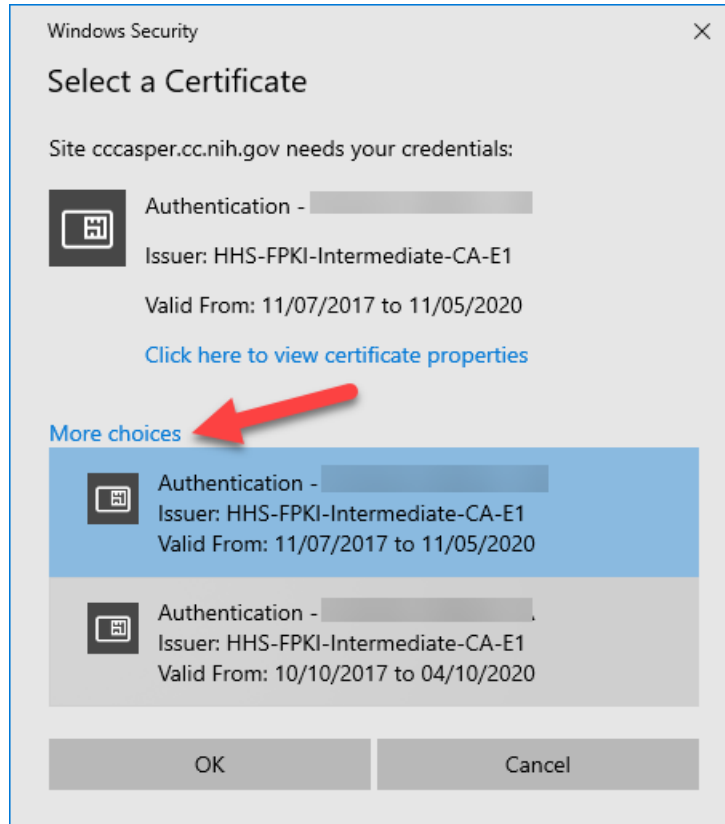


If you have been granted a temporary PIV card exemption, click [here](#)

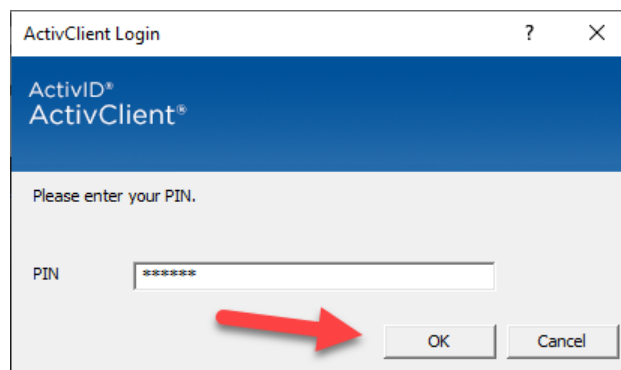
   USA.gov

[CRIS Website](#) | [IforgotMyPassword.nih.gov](#) | [CCCitrixAccess_Citrix_Client_Download](#) | [NCI.IforgotMyPassword](#) | [Accessibility](#)

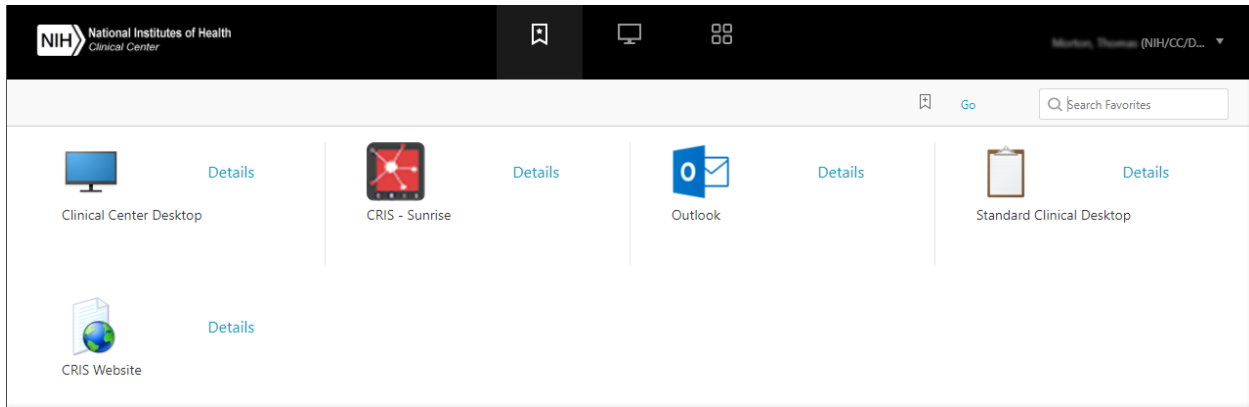
1. Make sure the PIV card is inserted into the PIV card reader.
2. Click the **Log On** button.
3. Select the proper user certificate and click the **OK** button (see below). Please note that you may have to click the **More choices** to find the correct certificate.



4. Enter the PIN number and click the **OK** button (see below).



5. You will then be logged into CCCitrixAccess and be presented with the Citrix Storefront.



Citrix Storefront

Once logged in you will be presented with the Citrix Storefront.



The **Favorites** tab will be shown first. There will be a default list of items here. Users can add Apps and Desktops to the Favorites tab.



The next tab is the **Desktops** tab. This will only show that desktops that users may have access to.

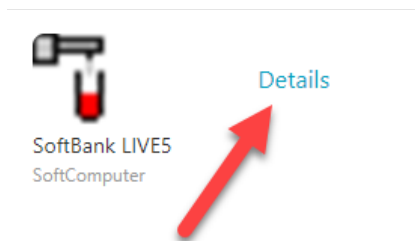


The **Apps** tab is the third tab and it will give a listing, organized into folders, of all Apps that the user has access to.

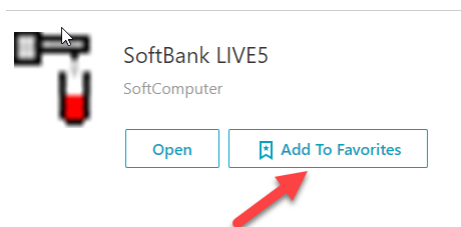
Adding to Favorites

Users can add any App or Desktop to the Favorites page easily.

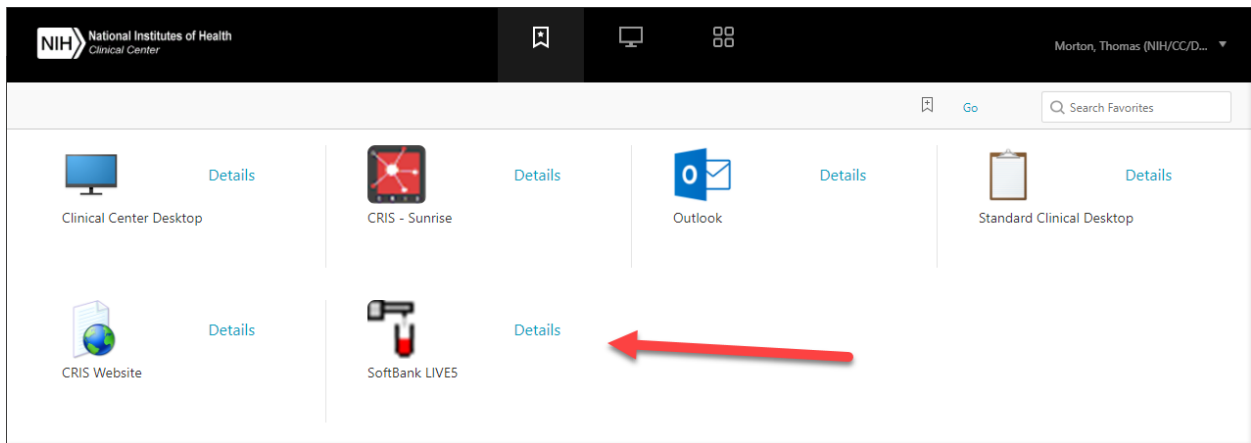
1. Click the **Details** link next to the App or Desktop



2. Click the **Add to Favorites** button.



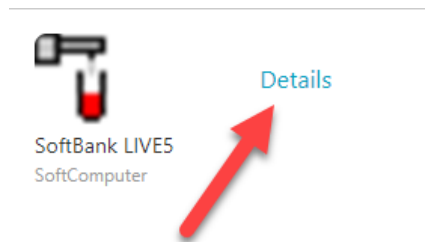
- Go back to the Favorites tab and the user will see that App or Desktop icon with the other Favorites.



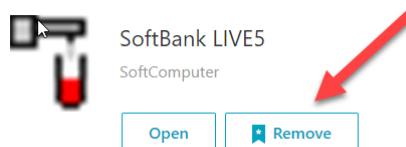
Removing From Favorites

User can also remove some Apps and Desktops from the Favorites Tab. Some icons are mandatory and cannot be removed.

- From the Favorites tab click the Details next to the App or Desktop that the user wants removed.



- Click the Remove button and it will be removed from the Favorites tab.



Downloading and Installing the Citrix Client

In order to use the CCCitrixAccess website, a Citrix client must be downloaded and installed. There are two locations to get to the Citrix Client download page.


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1. From the initial CCCitrixAccess login page, select the **CCCitrixAccess Citrix Client Download** link at the bottom-middle of the page.

How to Log into CCCASPER

- [CCCASPER Log in Instructions PDF](#)

Citrix Client Downloads

Note: Uninstall all older Citrix clients / plug-ins first

- [Windows 10 / Windows 8 / Windows 7 - Citrix Workspace App 1911](#)

- [Windows Citrix Installation Instructions PDF](#)

- [Mac OS 10.13, 10.14 and 10.15 – Citrix Workspace App 1912](#)

- [Mac OS X Citrix Client Installation Instructions PDF](#)

PIV Card Instructions

For assistance contact the CC Service Center at 301-496-8400 or visit

<https://ocio.nih.gov/Smartcard/Pages/default.aspx>

Important Notes

*** If you cannot load CRIS from CCCASPER on a Mac: ***

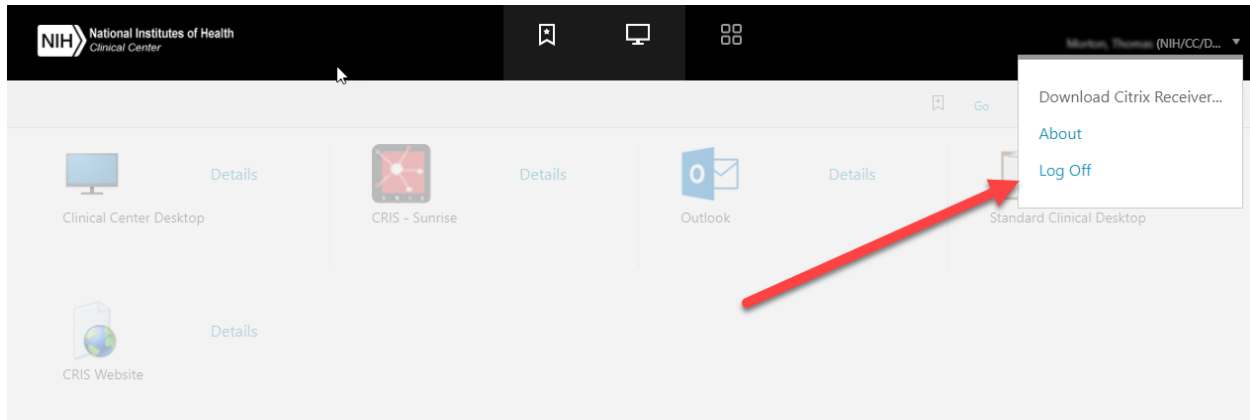
1. Update the Citrix client using the link above.
2. Rename the computer to 15 characters or less with no spaces or special characters.
3. Call CRIS support at 301-496-8400 to have the new computer name registered.

2. Select the appropriate link for downloading the Citrix Client.
3. For more detailed instructions follow one of the links below:
 - a. [Windows Citrix Installation Instructions PDF](#)
 - b. [Mac OS X Citrix Client Installation Instructions PDF](#)

4. If you are having problems with downloading or installing the Citrix Client, contact the CC Service Center at 301-496-8400.

Logging Off

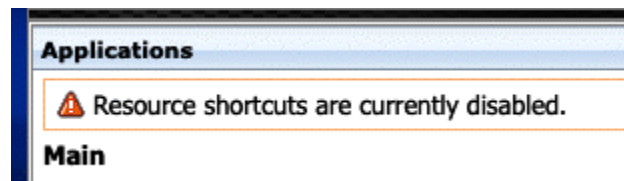
To log off the session, click the username at the top left corner. Then click the **Log Off** from the drop-down menu.



Troubleshooting

Resource shortcuts are currently disabled

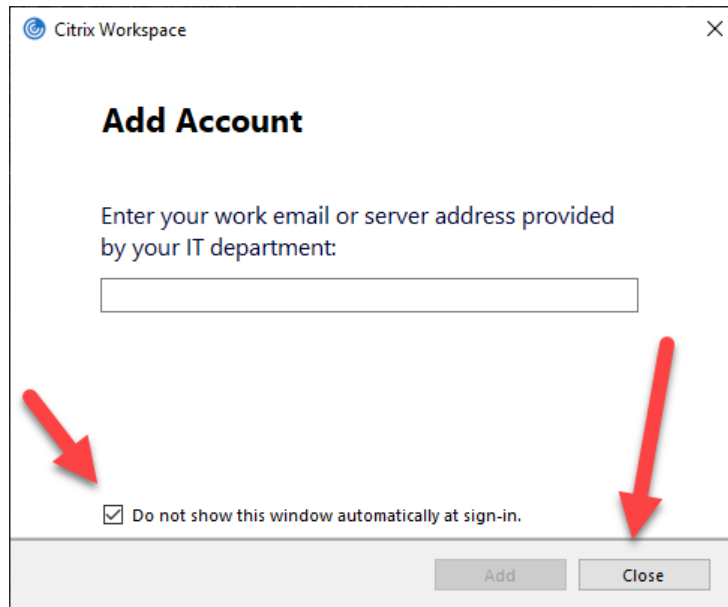
This will generally occur if your login to Citrix has timed out. Please follow the steps below.



1. Close all windows associated with your internet browser.
2. Once all those windows are closed, you may open your browser and go to <https://cccitrixaccess.cc.nih.gov>
3. Log in as normal.

Citrix Workspace – Add Account Message

This message will appear after installing or updating the Citrix Workspace application. Follow the steps below to disable this pop-up.



1. Leave the box in the middle blank.
2. Check the **Do not show this window automatically at sign-in** checkbox.
3. Select the **Close** button to close the window.