Army Reserve Remote Access Information & Instructions

- ❖ *You must have a current active Army Reserve account to access the Army Reserve network and its resources.*
- ❖ *The Army Reserve provides two methods of remote network access. They are Citrix and VPN.*
  - o ***Citrix*** *can be accessed from any computer with a current CAC card and reader, current DOD root certs and Internet Access.*
  - o ***VPN*** *can only be accessed from an Army Reserve Government furnished equipment (GFE) computer.*
- ❖ ***Citrix*** *users are allowed to print at home if their home printer is supported and connected **before** they start a Citrix session.*
- ❖ ***VPN*** *users cannot print because they are not permitted to add or install any personal devices to a GFE.*
- ❖ ***Webmail*** *provides email access from any CAC enabled computer with current DOD rootcerts and Internet Access.*
- ❖ *Instructions below include **Special Notes for Hotel Users, Home Users, Mac Users** and **Troubleshooting Tips**.*
- ❖ *Users assume all risk with using any of the software mentioned or for changes made to their non-AR equipment at our suggestion.*

How to access WEBMAIL

1. Insert CAC card into the CAC reader.

2. Open Internet Explorer (IE).

3. Type **https://web.mail.mil** in the address bar.

4. Click *OK* to enter the U.S. Government System.

5. Select the *DOD Email Certificate* or the *PIV Cert* if you are dual persona.

6. Type your PIN when prompted.

7. Click the orange hyper-text link to access your mailbox location.

8. Click *OK* at USG Warning and Consent Banner.

9. Select *Email or PIV Cert* again.

10. You can now view your Enterprise email in Microsoft Outlook Web Application.

How to access CITRIX

1. Open Internet Explorer (IE) and type **https://rasxtra.usar.army.mil/** in the address bar.

2. At the Windows Security box select the appropriate CAC PIV cert and click OK. **NOTE: As of 23 DECEMBER 2019 the 16 digit CAC PIV/Authentication Cert is required to access the Army Reserve network.** Call for assistance if needed.

3. At the USARC Alert click Accept.

4. Citrix opens at the US Army Reserve Remote Access Portal.

5. Click the AR Desktop icon.

6. *NOTE*: If you do not have Citrix Receiver installed see Citrix Access Troubleshooting Tip#1 below.

7. At the Windows Security window select your 16 digit PIV/ Authentication cert and click OK. See Tip #2 for additional guidance.

8. At the US Department of Defense Warning statement, read and click OK**.**

9. At Other user window select Sign-in options.

10. Select the chip icon with the 16 digit PIV/ Authentication cert and enter pin. Click blue arrow to continue.

11. Wait for Checking Status to complete.

12. Window will go black while authenticating, then blue, and then open blue desktop with icons.

13. When working in Citrix, it is a good idea to save your work as often as possible, don't depend on Auto save.

14. To log out of your Citrix session right click the *Start* button, click Shutdown or sign out and select Sign out.

15. After you have logged off successfully Please close your browser to protect your account.

How to access VPN

1. Go to the taskbar on the bottom right of your laptop screen and place your cursor on *Cisco AnyConnect Secure Mobility Client*. Select the icon to open the AnyConnect Client.

2. In the Mobility Client window click the drop down arrow and select USARC.

3. Click *Connect*.

4. Enter your PIN when prompted.

5. *Accept* the Cisco AnyConnect DOD warning page.

6. The client may check for and install updates. Follow prompts as directed.

7. Your VPN session will be established when you see "*Connected to USARC*" with a stationary padlock visible on the VPN icon on the taskbar.

8. *NOTE for OCAR Users:* **To map network drives with VPN:** Double-click the **ARFWD Logon** Shortcut to map your network drives. For others you'll need your drive connection path. *If you are OCAR personnel and do not have this icon please call the OCAR Help Desk.*

9. Open the Computer icon. It will take a few minutes to map your network drives depending on the speed of your connection.

Special Notes for Hotel Users

When you use your laptop at a hotel you have to access the hotel webpage and agree to their terms and conditions to get Internet access.

Turn on laptop, logon and open your Internet Explorer browser. It will fail to connect because the default page https://xtranet/Pages/default.aspx is only accessible when connected to the AR network.

Follow the steps below:

1. Connect to your wireless provider: When you type the hotel site it should open a web page and prompt you to accept the hotel terms for Internet access.

2. If step 1 fails either type the hotel site in the address bar manually or just try to access Google to prompt the hotel access agreement page. Once you agree to their terms you'll be given internet access. Consult the hotel for assistance to their web access.

Citrix Access Troubleshooting Tips
Please try tips one at a time when troubleshooting

1. **Citrix Receiver Installation:** For Army Reserve devices install Citrix receiver from software center on desktop. If not available call helpdesk. For Home PC download latest receiver from Citrix.com. Currently you need at least Version 4.12 or newer or Citrix Workspace.
   IMPORTANT: After Citrix Receiver Installation is complete the application will ask you to "Enter your work email or server address provided by your IT department". Please ignore and Select Close.

2. **Citrix Cert Selection:** As of **23 DECEMBER 2019** the Army Reserve Network including Citrix and VPN are all configured to work by selecting the **16 digit CAC PIV /Authentication cert for access**.

   If prompted for cert you may have to select More Choices to find the cert you need. Please call for assistance if needed.

3. Always type the address **https://rasxtra.usar.army.mil** in the address bar rather than use a shortcut when troubleshooting.

4. If the website keeps prompting to install Citrix Receiver when it is already installed then add the site to the trusted sites zone – In Internet Explorer, go to *Tools/ Internet Options/ Security/ Trusted Sites/* select *Sites* and in the "add this website to the zone" window Type in the address below **https://rasxtra.usar.army.mil**. Click *Close* and then *OK*. Close the browser and try again.

5. **DoD Root Certs:** If you get the "There is a problem with this website's security certificate" error or any certificate errors you may need to update your DoD Root Certificates. You can go to www.militarycac.com and under Installation Steps Step 3 select DoD Certificates and follow instructions to update certs. Download any one of the InstallRoot 5.2 files and follow the included screenshots to complete installation.

6. If browser asks you to change browser settings on you home PC: To Modify Internet Explorer Settings: In (IE), Go to *Tools/ Internet Options/ Advanced*, Scroll the bar to the bottom of Settings window and make sure TLS 1.1 and 1.2 are checked. SSL 3.0 and TLS 1.0 should be unchecked unless your system requests otherwise.

7. **ActivClient** is not required for Windows 7, 8 or 10 machines because they have a built in CAC reader. If you already have ActivClient and want to keep it you must have at least version 7.1.0.153. Refer to **www.militarycac.com** and select step 4 of the Installation Steps for ActivClient. Next page

click on U.S.ARMY logo. Next page at top of page under STEP 4-Army select 7.1.0.153 which takes you to 3 red ovals in middle of page. Scroll down 5 lines to "ActivID 7.1.0.153 is compatible with Windows 10, 8.1, 8 & 7" and select one of the next 2 blue hypertext according to your operating system, 32bit or 64bit, and install from AKO.

8. Turn off pop-up blockers if prompted to gain access.

9. **Mac Users:** Please refer to https://www.militarycac.com for guidance and assistance.

**If there are any problems or questions:
Please call the OCAR Help Desk (703) 806-6678 for assistance**