

COUNTY ISSUANCE MACHINES – INTERNET ACCESS

Overview:

Citrix will provide internet access to the County Driver License Issuance machines.

With this type of connectivity, accessing county email via a web solution is a viable option. Please contact your County IT Department to obtain the proper URL to access your county email, on-line.

A policy memo will follow on the use of the DOT supplied Internet Connection.

Summary of Steps:

1. From your Desktop, you will click the **DOT Internet Access** icon.
2. **Log in** with your ARTs User ID and Password.
3. Click on the **APPS icon** at the top of the screen.
4. Double click either **Google Chrome** or **Internet Explorer** to open a web browser.

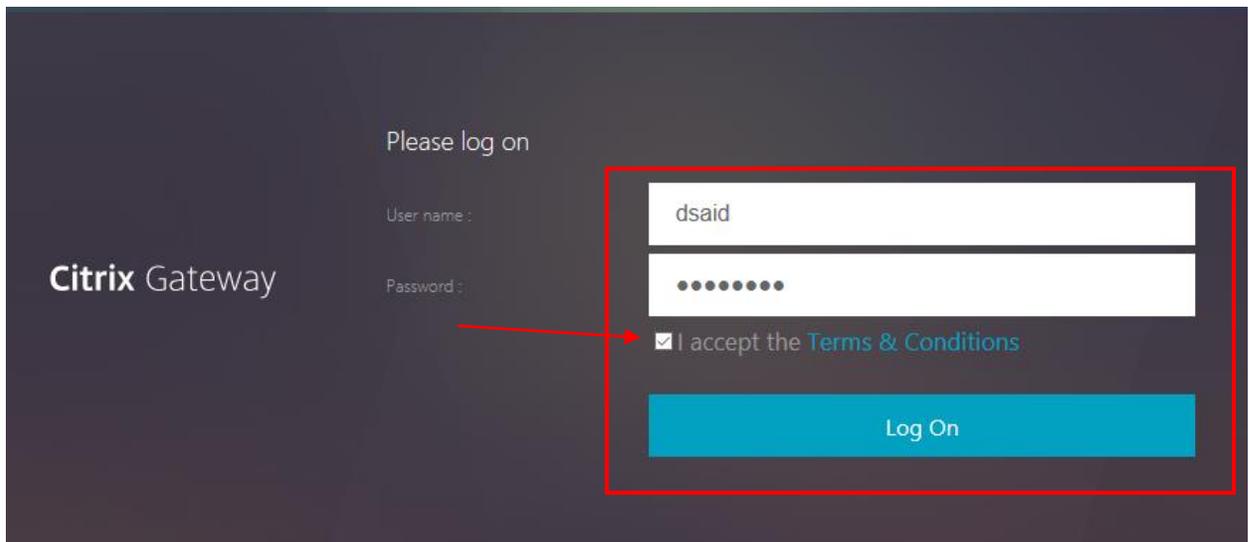
Please Note: The following screen shots are for a Windows 10 operating system, which will be the same operating system coming with the DL Redesign equipment. Since most of the County DL computers are still using a Windows 7 machines the look of the screens may be slightly different, however the functionality remains the same.

Detailed Procedures:

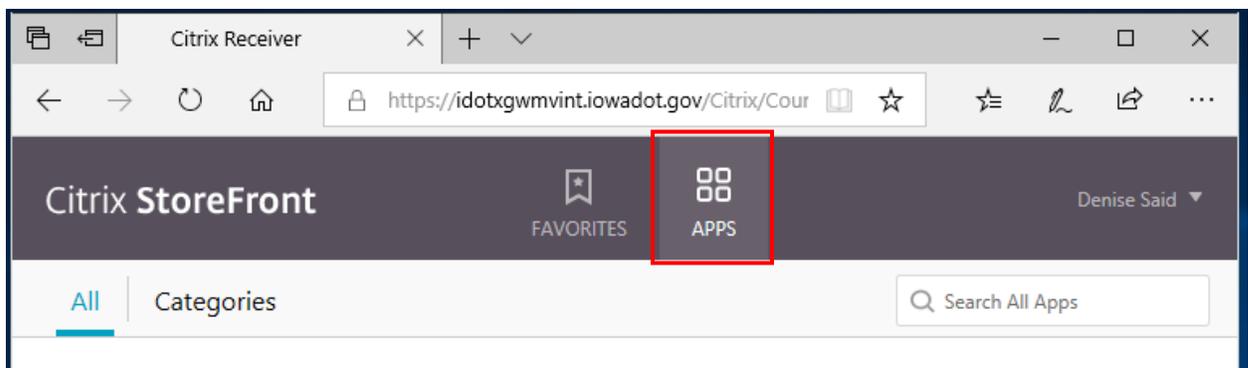
1. From your Desktop, you will click the **DOT Internet Access** icon.



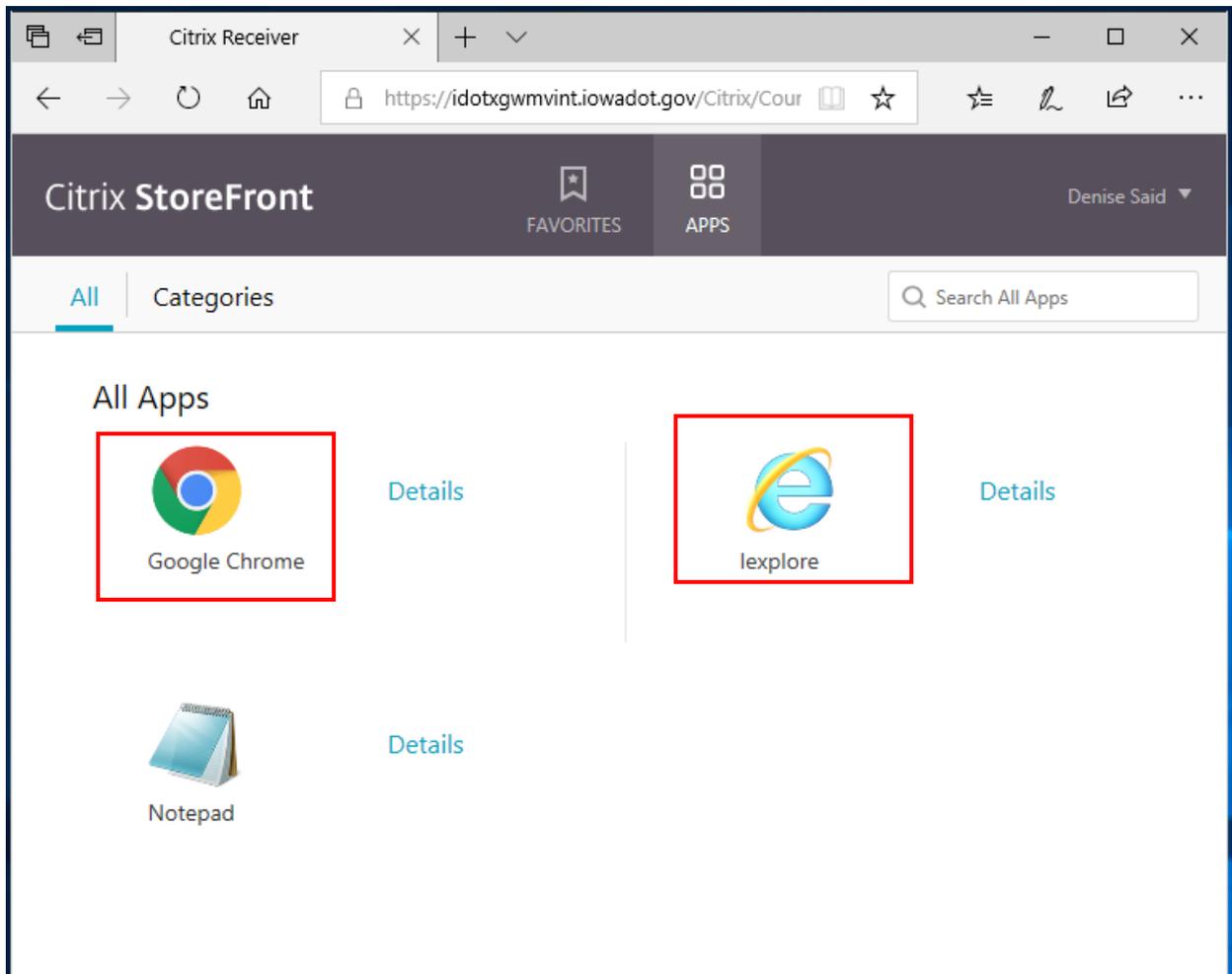
2. **Log in** with your ARTs User ID and Password. Place a **checkmark** in the '*I accept the Terms & Conditions box*' and click **Log On**.



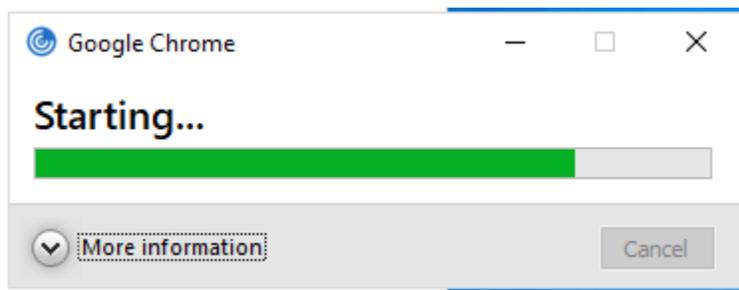
3. Click on the **APPS icon** at the top of the screen.



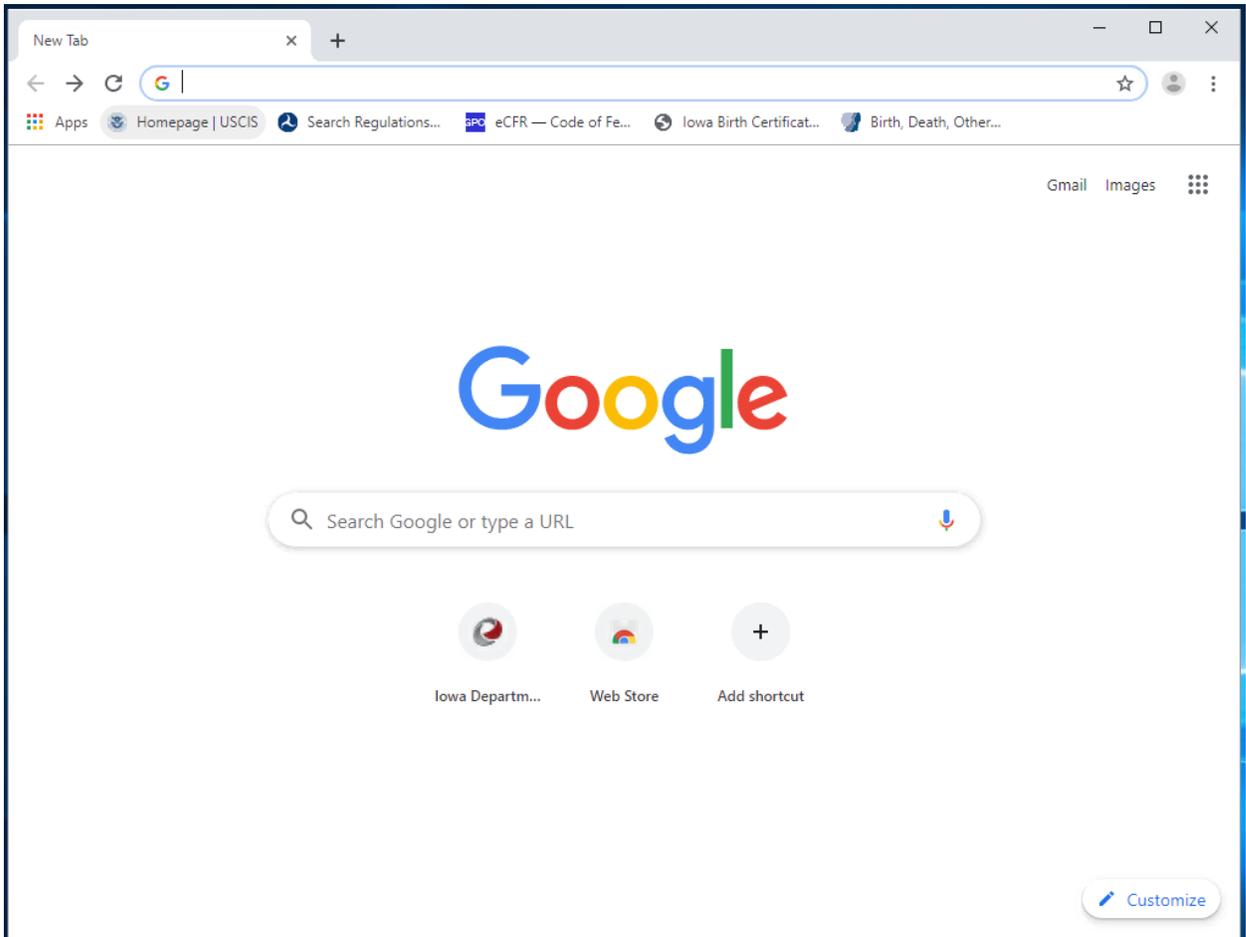
4. Double click either **Google Chrome** or **Internet Explorer** to open a web browser.



5. Double clicking on either **Google Chrome** or **IE Explorer** icons, will load the search window.



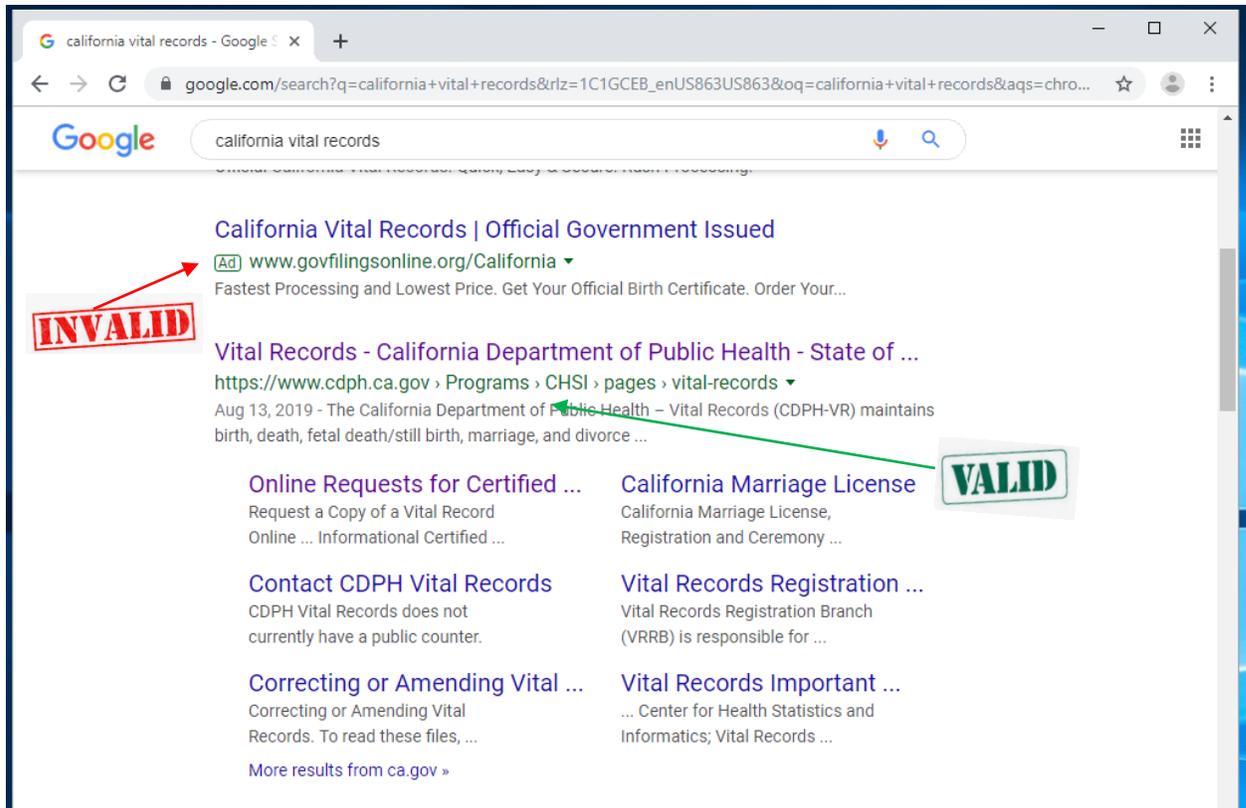
6. The search window will look like a search window on your vehicle machines.



7. The DOT has several websites on a ‘white list’ which you will NOT have access to. For example, if you type in California Vital Records in the ‘search google or type a URL’ field, it will return several web sites.

The websites that start with an **Ad** are locked and not accessible.

Scroll down, to the actual web site and click on it to open.



8. Once you have Google Chrome or Internet Explorer open, you can **bookmark** common web site to use in the future. This functionality is the same as you’d normally bookmark a web site.

Additional Information

WHAT DO I NEED TO KNOW BEFORE I GET STARTED?

Sara is working on a policy memo which outlines the Do's and Don'ts of using the Internet solution and we will get it out to you as soon as possible.

The internet should be used for work related searches which will help you retrieve information for your customers in a more efficient and timely manner.

WHAT IS THE NAME OF THE SOLUTION WE ARE USING TO ACCESS THE INTERNET?

The Internet is provided to the DL Issuance Computers through Citrix. Once you log into Citrix, it acts like a tunnel into the internet. Citrix functions independently on your computer, which means that it does NOT talk to your desktop. This helps ensure the safety and security of ARTs and ERMS.

If you click on a site that has malware, spyware, phishing or a trojan virus, Citrix contains the virus and does not allow it to access your desktop. If this happens, you'll have to reach out to the Call Center (515.239.1075) for resolution.

WHY CAN'T I OPEN SOME OF THE FORMS FROM THE DOT'S WEBSITE?

Documents that are formatted as a PDF will open in Citrix. Some of the documents on the DOT's Website are in a .zip folder, which provides guidance on how to complete the forms. Citrix does not allow users to access .zip documents.

HOW DO I ACCESS MY EMAIL?

Since Citrix isn't connected to your desktop, you must get a webmail link from your IT Department. Once you have the link, you can log into your county email via Google Chrome or Internet Explorer.

HOW DO I ATTACH A DOCUMENT FROM MY DESKTOP?

Documents cannot be attached to an email using the Citrix solution. Citrix cannot access your desktop. The best practice is to scan the documents to an email; once the document is in your email, you can forward the message to your Liaison or Count Contact.

WHO CAN HELP TROUBLESHOOT AN ISSUE WITH CITRIX?

If it is the first time you are logging in and are having trouble, please contact your County Liaison for assistance.

If you've used the solution and are now experiencing trouble, please utilize the Call Center for assistance 515.239.1075.

WHY CAN'T I ACCESS CERTAIN WEB SITES?

Our Security and Network Teams maintain a list of websites that are 'white-listed' which means they are blocked from our network and we cannot access them.

If you feel a website is on this list in error and you can justify why you need access to that site for work related business, please send an email your Liaison and Denise.Said@iowadot.us and we will look into adding the site.