

How to connect to NIPR over Web (NoW)

What you will need:

1. A laptop or desktop (MAC or PC) with DoD PKE Install Root and Citrix client software installed.
2. Your CAC card.
3. A working Wifi or ethernet connection.

1. Connecting the PC device to the Internet via WiFi or Ethernet connections

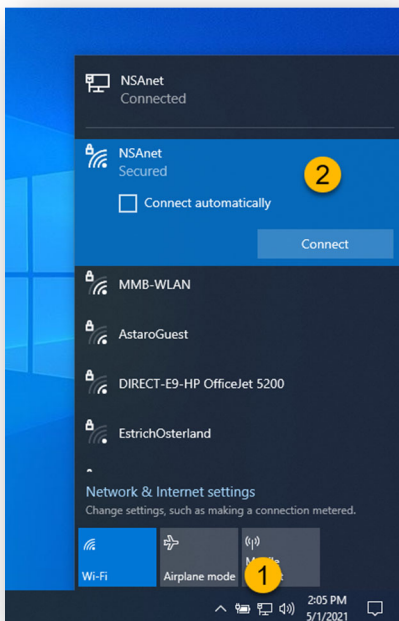
Hard Wired ethernet connection




1. Connect to the machine's internet connection cable to the machine's ethernet port.

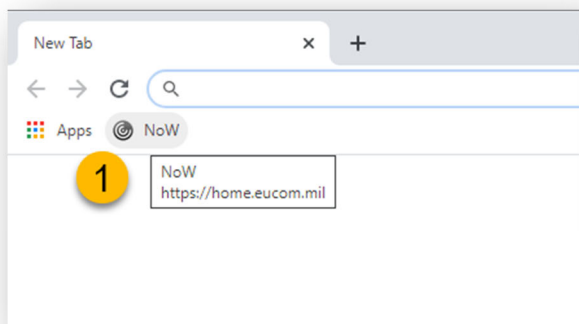
2. The other end of the ethernet cable connects to your router, hub or switch.

WiFi connection



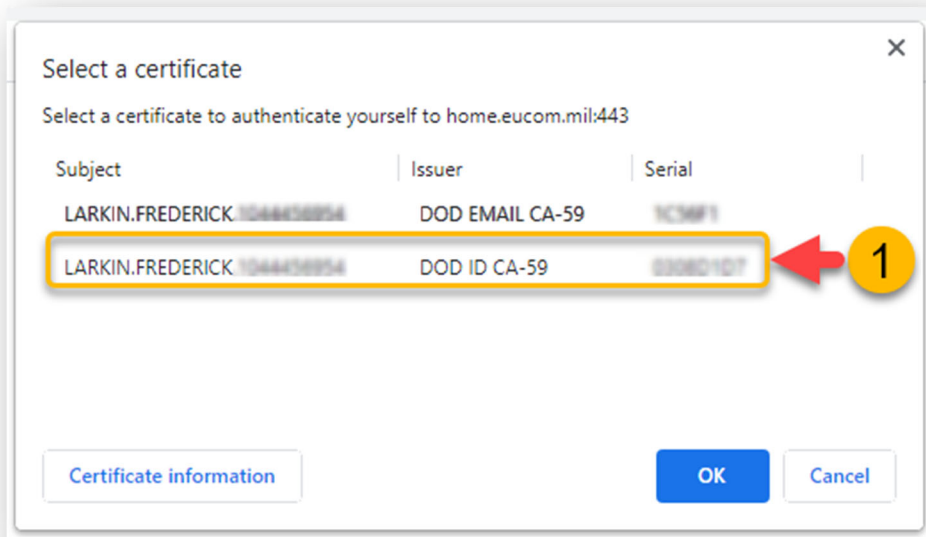
1. On lower right hand side of the screen, click the  network icon.
2. Select a wifi network and check CONNECT AUTOMATICALLY box.
3. Enter your WiFi's password.
4. Click CONNECT.

II. Open your Internet browser



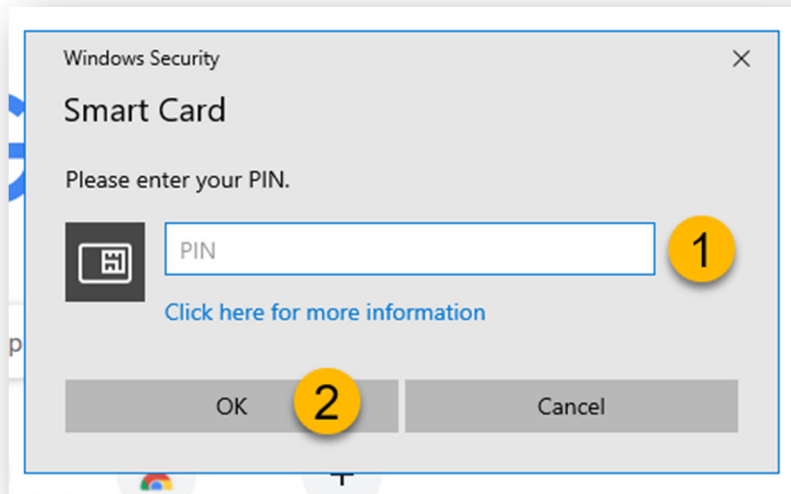
1. Click the EUCOM logo on the desktop or got to <https://portal.eucom.mil/Telework.html>.

2. Click the NoW icon from lower left side of the page



- 3 Select your DoD certificate.

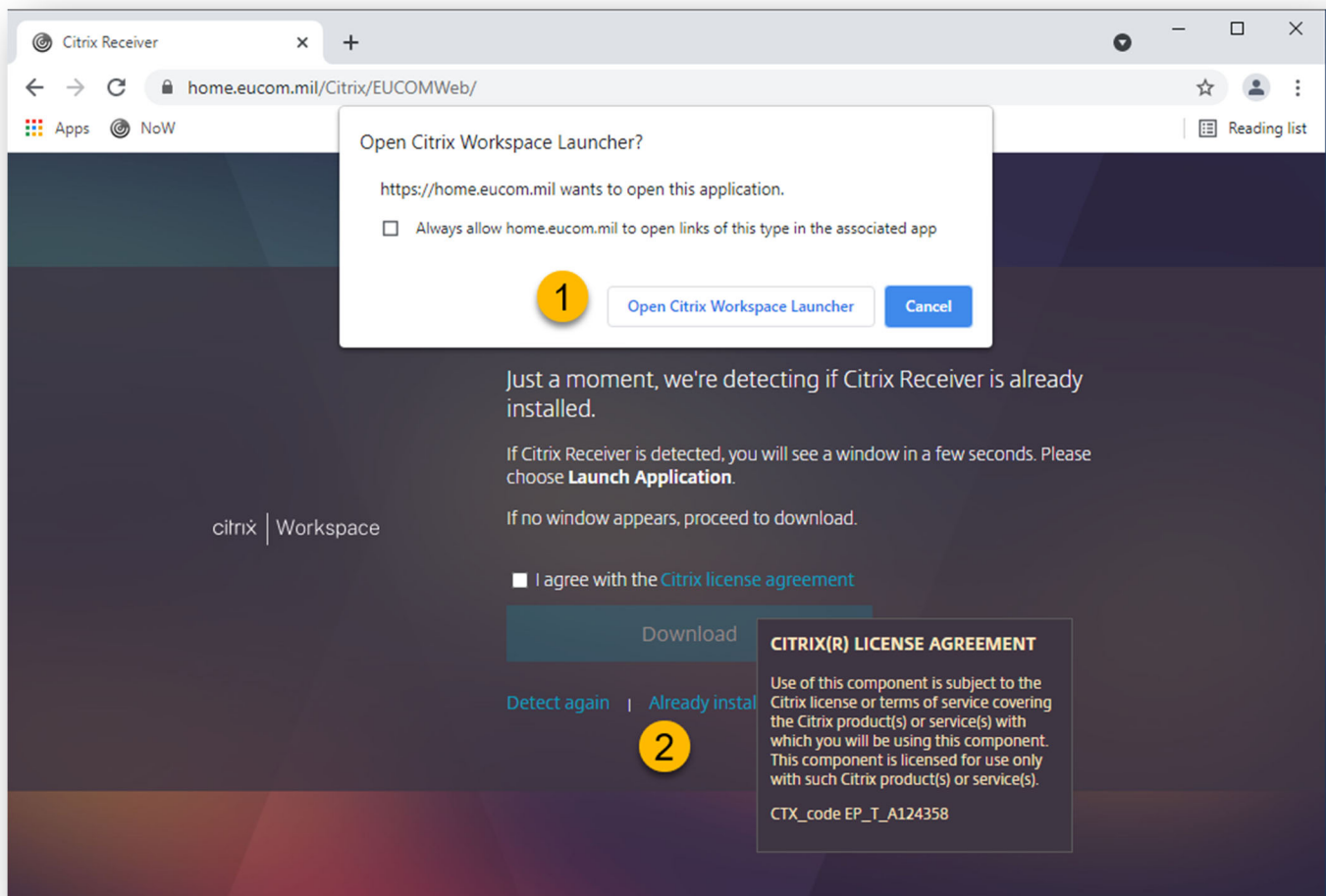
If you do not have the PKI software installed, you will not get this screen. Install the software.



4 Enter your PIN.

2 Press OK.

Citrix Receiver will then open and you will be presented with the screen shown below.

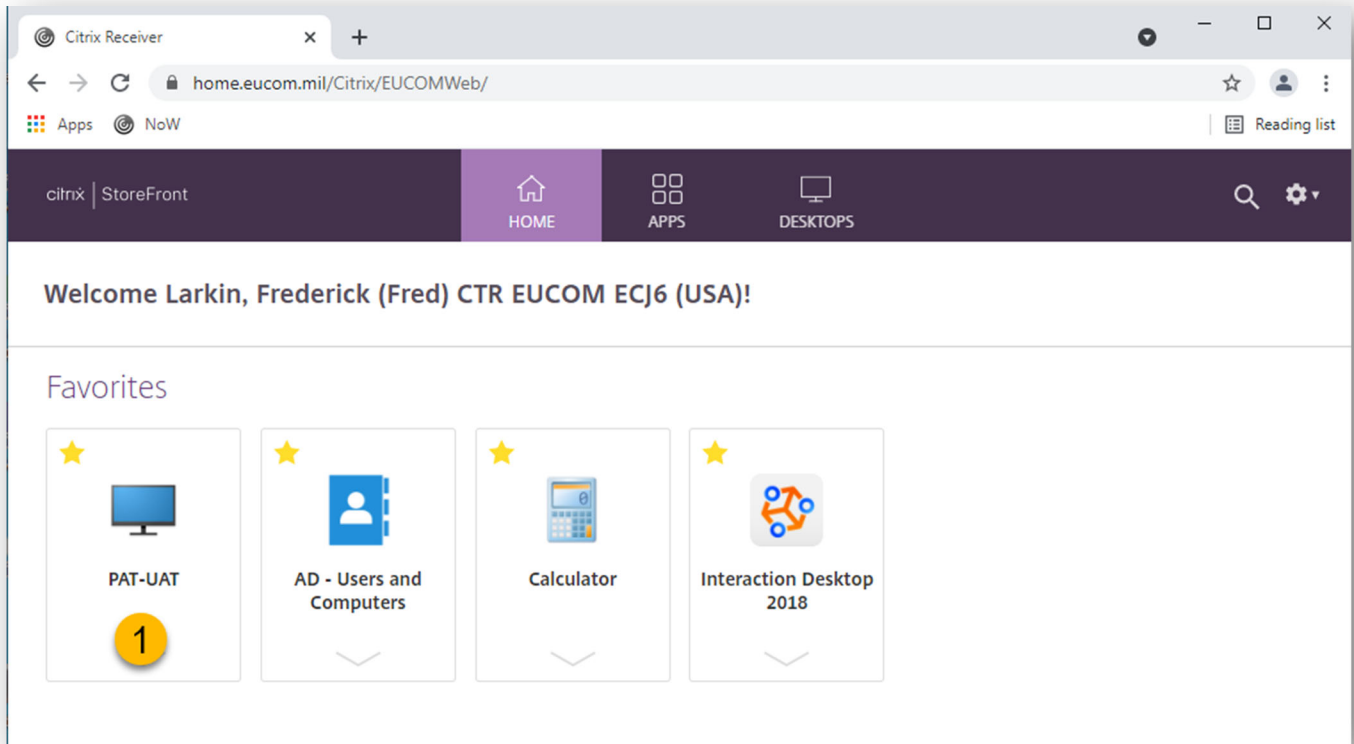


1 Click OPEN WORKSPACE LAUNCHER button.

2 Click on the words ALREADY INSTALLED.

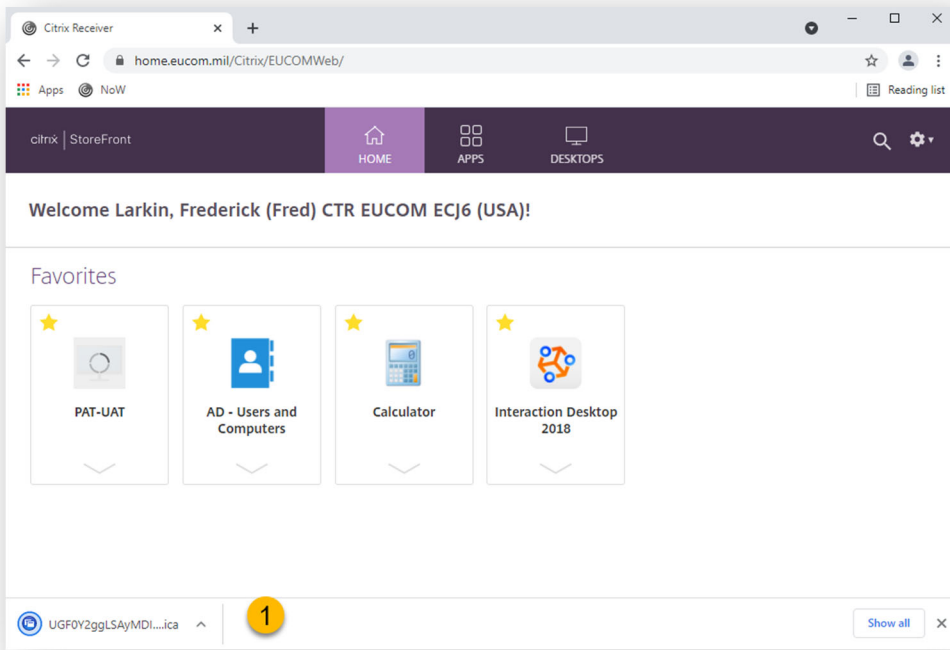
If you do not have the Citrix the screen above, you need to install Citrix receiver or you may not be able to connect. Install the citrix reciever. You can download it from:

<https://www.citrix.com/downloads/citrix-receiver/windows/>



Once the Citrix receiver loads, you will be shown your FAVORITES.

1 Select the desktop you normally use.

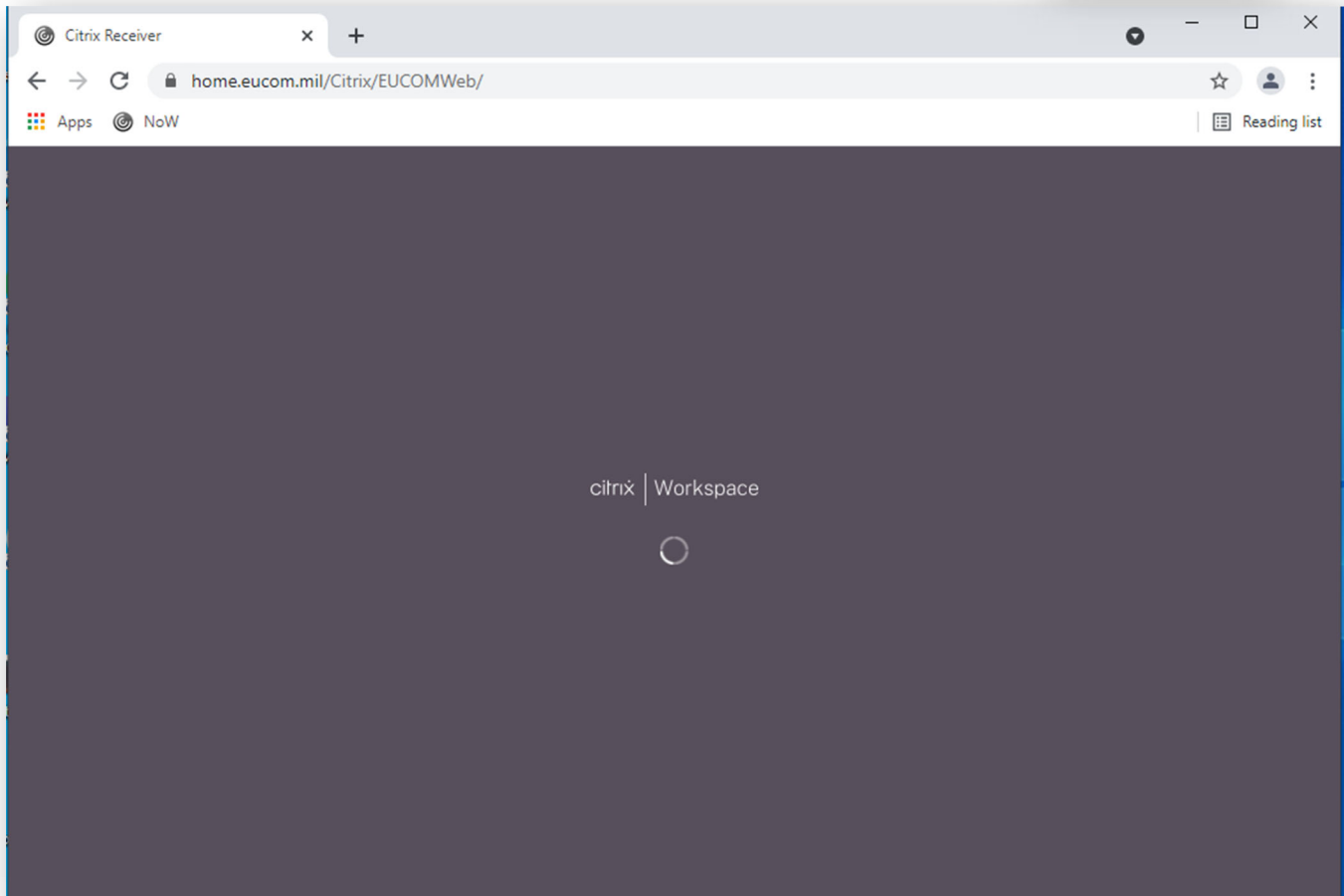
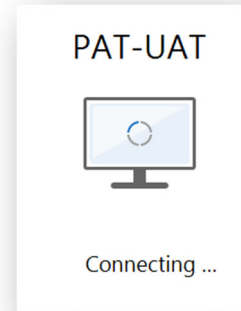


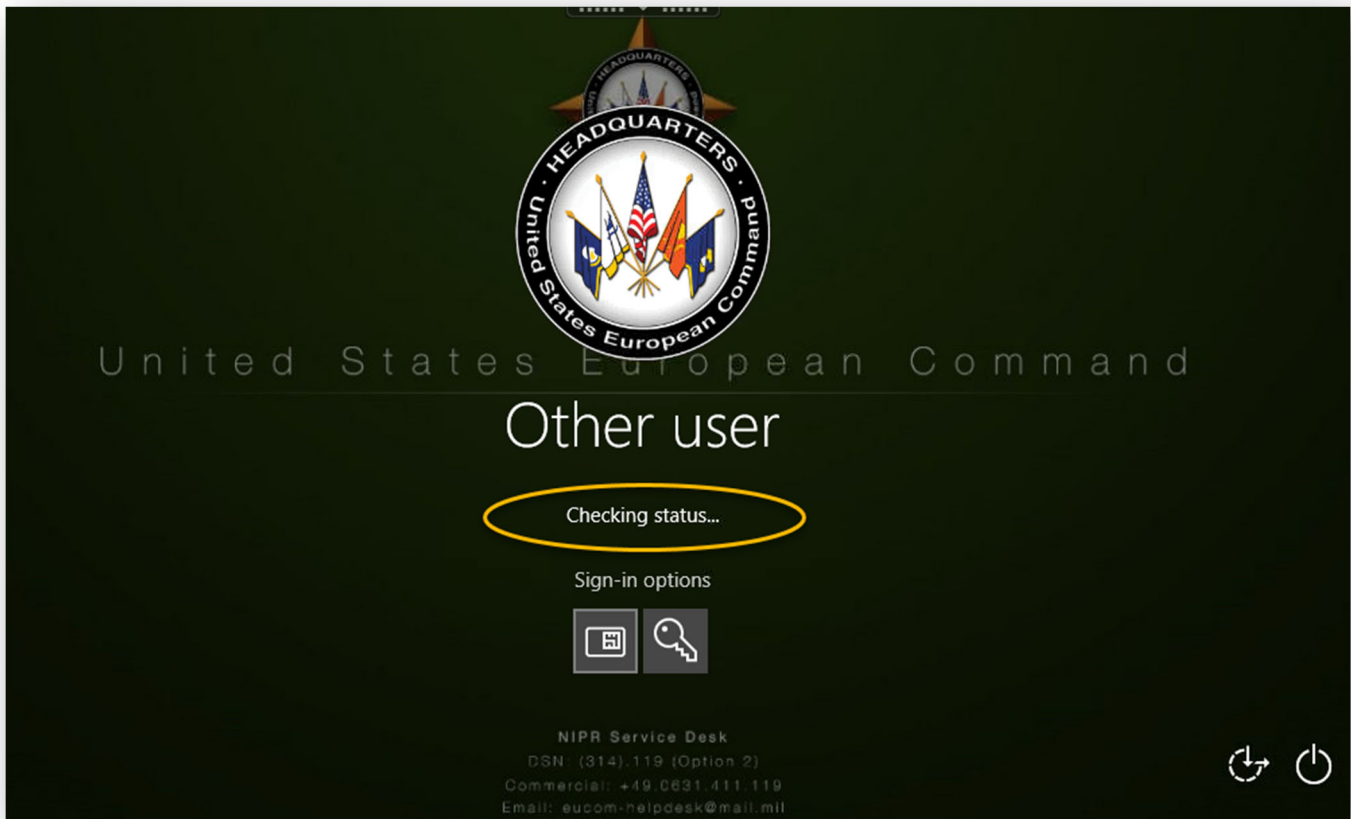
If you do not see your desktop, click the DESKTOPS icon in the toolbar above and select the desktop you normally connect to.

A file will start downloading and you will need to click on it to execute the connection to your desktop.

On Edge, the icon download pops up in the lower left as shown. On Chrome it pops up in the upper right (not shown).

Once you click on the download, the connection to your desktop begins.

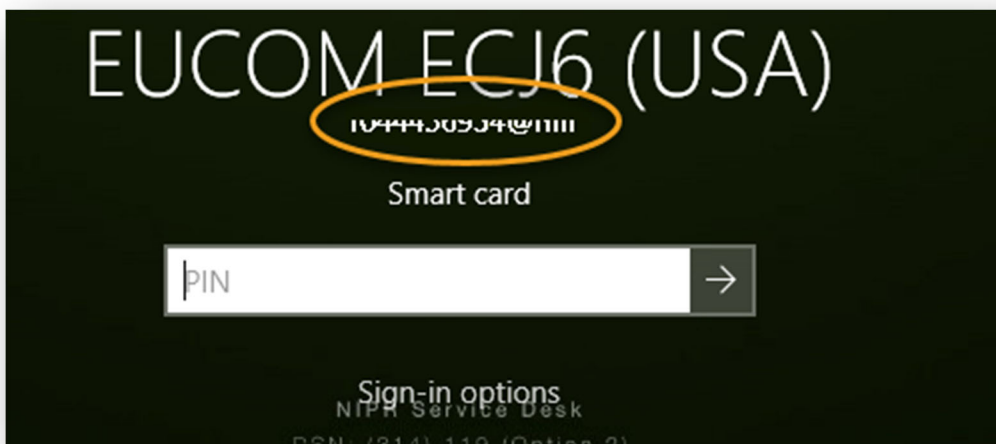




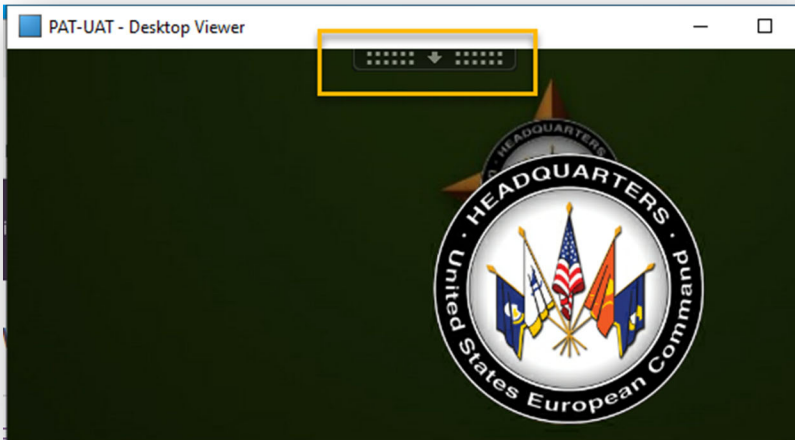
After a short time (depending on your internet connection speed, a login desktop will appear as well as the type of login you wish to use.

Notice the card reader lights are flickering. This means it is reading your certs on your CAC. Do not remove your CAC at this time (or anytime the reader is reading your certs). It will lock your CAC and you'll need to go to the CAC office and unlock it.

WAIT UNTIL THE "CHECKING STATUS" MESSAGE DISAPPEARS AND THE CAC READER LIGHTS STOP BLINKING BEFORE CHOOSING WHAT METHOD TO USE!

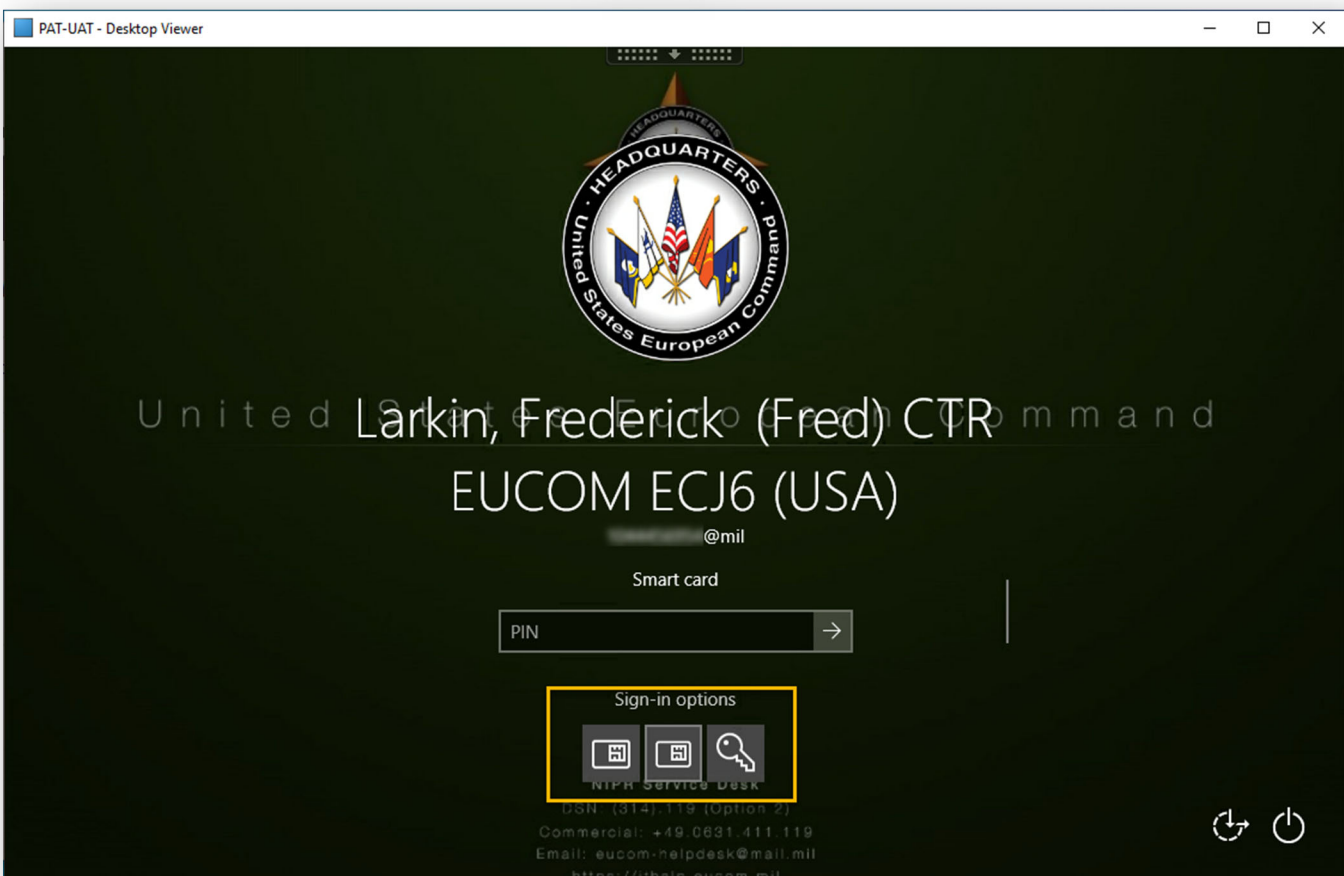


Once the cert(s) are loaded, click on SIGN-IN OPTIONS if the cert it picked is not the right one. Many have more than one on their CAC. If you do not see any cert number or only see part of it, your screen is too small and you need to resize it.



To resize the window, click on the down arrow of the Citrix Desktop toolbar.

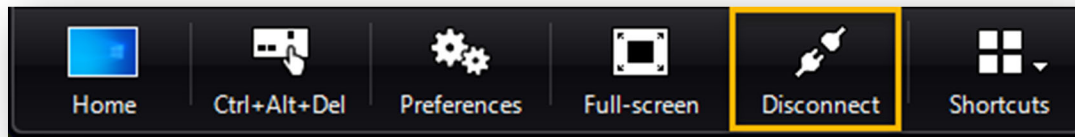
Then either click FULL-SCREEN on the toolbar. or manually resize the window.



You should now be able to see the selected certificate. Choose the one you use at work. It should be the longer PIV number (everyone should by now, have been migrated to the longer PIV). Enter your PIN and click the right pointing arrow to the right of the PIN entry field. Shortly thereafter, you will see a Welcome screen with your name and your desktop will appear shortly depending on your internet connection speed.

Logging off your desktop and Citrix Receiver is a two step process

To log out, click the toolbar menu down arrow on your desktop to bring up the menu. Select DISCONNECT



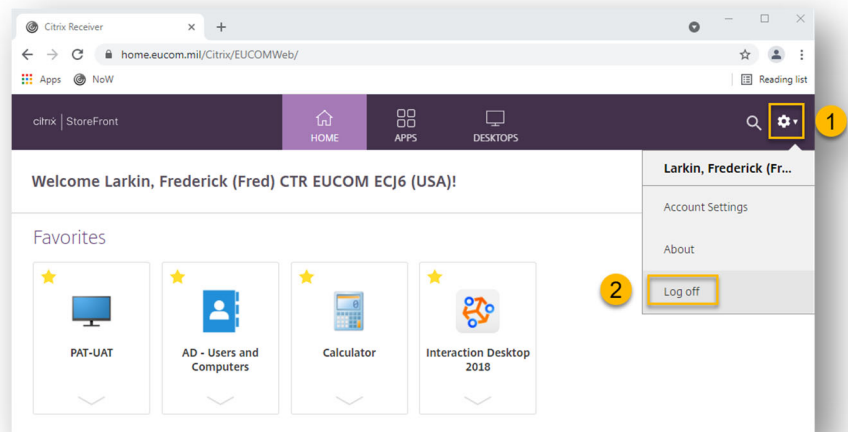
Your session will disconnect and you will then be taken to the Citrix Receiver app.

1 click on the cog icon to open the drop-down menu.

2 Click LOG OFF.

You can now close your browser.

Don't forget to remove your CAC card from the card reader!



To prevent issues keeping you from logging in in future sessions, it is important you log off properly from both your session and the Citrix receiver app.

Known issues that cause NoW to fail to connect

- Log in to NoW in just one browser, leaving open login attempts in other browsers or sessions causes issues.
- Set your browser to clear all cookies when you close it.
- Logout every time from your session **and** the Citrix receiver window rather than close just both windows.
- Remove the CAC from the reader when not using NoW.
- Always accept to update Citrix when prompted.
- If you don't update when you are prompted, you can also right click on the Citrix system tray icon and then click CHECK FOR UPDATES from the pop-up menu.

How to clear cookies in Chrome, Firefox, Safari, and Explorer/Edge

If you surf the web, computer cookies can be useful because they keep track of items in your shopping carts and save your personal information — including login credentials — so sites can remember you and what your preferences are. They can make online transactions extremely convenient, as you don't have to enter in your information every time you visit a site. Instead, logging into your favorite websites is quick and easy.

However, cookies can pose a privacy risk due to the amount of information they can hold. In NoW, cookies expire and if they are not cleared, an expired cookie from your last session will keep the connection from executing -meaning you won't make any connection.

Below are step-by-step instructions on how to clear cookies from the popular web browsers. If your Citrix session does not start, it is probably and expired cookie that blocked the connection. Be sure to clear all your cookies from your browser and restart your computer



Chrome for Windows or Mac:

1. In the top right corner of the browser, you will see three dots, which indicates a settings menu.
2. Scroll down to the bottom of the page and click on ADVANCED
3. Click on the section CLEAR BROWSING DATA
4. Under the ALL COOCKIES AND SITE DATA section, you can customize which cookies to delete based on a specific time range and other options. Finally, you can complete the deletion by clicking CLEAR DATA You can also clear your cache, which is where your computer stores previously viewed websites so they can be loaded faster on future visits.



Firefox for Windows or Mac:

1. In the upper right-hand corner of the browser, click the MENU BARS which look like three parallel lines, and click the PRIVACY tab.
2. Here you can select CLEAR YOUR RECENT HISTORY
3. Be sure that only COOKIES is checked, and then select the time frame for which you would like to delete your cookies. If you want to delete all cookies, select EVERYTHING
4. Double check your selections to make sure that other items you want to keep are not selected, and then hit "Clear now."



Safari for Mac

1. Select PREFERENCES from the dropdown Safari menu.
2. Click on "Privacy," then on MANAGE WEBSITE DATA
- 3.
4. Click on REMOVE ALL from the dropdown menu.



Explorer and Edge for Windows 10

Explorer:

1. Select TOOLS from the menu, select the SAFETY menu, and then select DELETE BROWSING HISTORY
2. 3. Make sure that the COOKIES AND SAVED WEBSITE DATA checkbox is selected, and then click on DELETE

Edge:

1. Go to the MORE menu and select Settings
2. Scroll to CLEAR BROWSING DATA and then select COOKIES AND SAVED WEBSITE DATA then select clear.