

Working Remotely with Enclave-Transfer

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Table of Contents

1.	Introduction	. 1
2.	Usage Provisions	. 1
3.	Prerequisites	. 2
4.	Accessing Citrix RIS	. 2
5.	File Explorer	. 3
6.	Microsoft Office Apps (Word, Excel, Powerpoint) in RIS	. 4
7.	Upload Enclave-Transfer files to OneDrive	. 5
8.	Upload Enclave-Transfer files to a Microsoft Team	. 7
9.	Copy a file from OneDrive to the Enclave-Transfer folder	. 8

1. Introduction

Where warranted, certain Connecticut Community Colleges (CCC) internal resources may be remotely accessible for those employees who perform CCC business from a remote location, such as home or when traveling. While measures have been taken to secure this type of connection, remote access is inherently a security risk. Consequently, <u>policy</u>, <u>standards</u> and <u>procedures</u> are required to minimize this risk.

This procedure details how to work remotely with the Enclave-Transfer folder that is part of the <u>Protective Enclave</u>. In order to access the Enclave Transfer folder remote is by requesting <u>Citrix RIS</u> <u>access</u> and to explicitly state in the request that access to the Enclave transfer area is required. Once in RIS, files in the Enclave Transfer area can be access via a number of services.

2. Usage Provisions

Read and comply with the <u>Rules for using the Protective Enclave</u>.

3. Prerequisites

The following prerequisites are required to work remotely with the Enclave-Transfer folder.

- Access to the Protective Enclave.
- Access Banner 9 via the Protective Enclave.
- Have completed the <u>Remote Access Agreement form</u> requesting access to Citrix RIS. When completing the form, you must explicitly state in the request that access to the Enclave transfer area is required.
- Have a Windows or Mac PC running the latest version of Citrix Workspace App. Install the Citrix Workspace App for your operating system by clicking this <u>link</u>.

4. Accessing Citrix RIS

Follow these steps to access Citrix RIS:

- Open a Browser and go to <u>https://ris.commnet.edu</u>
- Log in with your NetID and password.
- Once logged into Citrix RIS, the Citrix StoreFront will be loaded and appear as follows:



Visit online help pages if you need additional help using Citrix.

5. File Explorer in RIS

You can access the Enclave-Transfer folder from within File Explorer:

1. Click File Explorer in the Citrix Storefront.



2. Another prompt will ask if you want to allow the Citrix Receiver Launcher. Click **Open Citrix Receiver Launcher**.



- 3. Wait for the application to load until the Acceptable Use Policy window appears. Ignore any other related prompts or windows you see prior to this point.
- 4. On Windows 10 computers, the message "you'll need a new app to open this msgamingoverlay" may open. Ignore it and only interact with the Acceptable Use Policy window. The message will eventually go away.



- 5. Click **OK** or press **Enter** on your Keyboard to accept the policy.
- 6. Wait a few seconds for the Citrix File Explorer window to open. As you can see in the image below, the **Enclave-Transfer** folder is accessible under "**This PC**".

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6. Microsoft Office Apps (Word, Excel, PowerPoint) in RIS

You can use the Microsoft Office Apps (Word, Excel, PowerPoint) in RIS to open and edit files in the Enclave-Transfer Area:



7. Upload Enclave-Transfer files to OneDrive

You can upload files to OneDrive from the Enclave-Transfer folder, by following these steps:

- 1. Return to the browser page showing the Citrix StoreFront and open one of the available browsers. The rest of the steps in this documentation feature the Google Chrome browser.
- 2. Click Google Chrome to open the browser within Citrix.



3. Allow the Citrix Receiver launcher.



4. Click **OK** or press **Enter** to accept the Acceptable Use Policy message.



 Google Chrome will open momentarily. Once opened, navigate to the Office 365 Support Page (<u>http://supportcenter.ct.edu/service/Office365.asp</u>). Click Login. Office will open a new tab - sign in with your netID and password.



6. From the Home page, click **OneDrive** to access your personal storage space.

Note: Because OneDrive is running under certain restrictions in Citrix, most picture icons will not be displayed. This is a normal and expected behavior.

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- 7. From the OneDrive page, browse to your desired file destination to upload your Enclave-Transfer files.
- Once at the desired folder location, click Upload from the Menu bar and then click Files.
 Note: There is also an option specific to uploading folders.

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After uploading a file from the Enclave-Transfer folder to OneDrive, it is not necessary to remain in Citrix or remain in a browser running from a Citrix session, to work with the file. You may also choose to login to Office 365 from a regular web browser (outside of Citrix) and work in OneDrive.

8. Upload Enclave-Transfer files to a Microsoft Team

You can upload files to a Microsoft Team from the Enclave-Transfer folder, by following these steps:

1. Access **Teams** by returning to the Microsoft Office Home page.



2. Navigate to the desired Teams group or destination then click Files.

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3. Click **Upload** from the Menu bar to import a file or folder from the Enclave-Transfer.

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4. Use the Navigation Pane area to locate the Enclave-Transfer shared folder.

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5. Select the file, then click **Open** to start the upload. If you are only uploading a single file, clicking the file once will automatically begin the upload.



6. A notification will appear to let you know the upload was successfully.



After uploading a file from the Enclave-Transfer folder to a Microsoft Team, it is not necessary to remain in Citrix or remain in a browser running from a Citrix session, to work with the file. You may also choose to login to Office 365 from a regular web browser (outside of Citrix) and work in Teams.

9. Copy a file from OneDrive to the Enclave-Transfer folder

You may find it useful to transfer a non-DCL3 file into the enclave. Before you do so, please make sure the file is safe and not from an unknown source.

- 1. Login to Citrix <u>https://www.ris.commnet.edu</u>.
- 2. Click to open a browser (Allow the Citrix launcher and accept the policy agreement). In the browser, navigate to <u>http://supportcenter.ct.edu/service/office365.asp</u>
- 3. Click **Login.** Sign in with your NetID and password.
- 4. Open a new tab.
- 5. Change the default download location of the browser.

In Google Chrome:

6. Type "chrome://settings/downloads" in the address bar then press Enter.



7. Click **Change** under Downloads. Click **OK** when the Restrictions message appears. This error is meant to occur because you are restricted from accessing the Download folder and any other folders in Citrix besides the Enclave-Transfer.



8. Click the Enclave-Transfer folder then click **Select Folder**.

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9. The new download path should now show the U:\ drive.



In Firefox:

Change the default download location in Firefox.

• In a new tab enter "about:preferences".



• Scroll down and find **Downloads**. Click **Browse**.



• Click OK in the Restrictions message window.



• Click the Enclave-Transfer folder then click **Select Folder**.

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• Confirm the new download path.

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10. Close the settings tab and return to Office 365. From the Home page Click **OneDrive**.

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11. Select the file needed then click the three dots. Select Download from the list of options.

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12. Note: The bottom of your browser window will display the download status.



13. Sign in to the Protective Enclave to access the file in the Transfer-Folder.