

# Working Remotely with Enclave-Transfer

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Scope: SO, CCC	Revision Date: 06/10/2020
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## 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, [policy, standards and procedures](#) are required to minimize this risk.

This procedure details how to work remotely with the Enclave-Transfer folder that is part of the [Protective Enclave](#). In order to access the Enclave Transfer folder remote is by requesting [Citrix RIS access](#) 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 [Rules for using the Protective Enclave](#).

### 3. Prerequisites

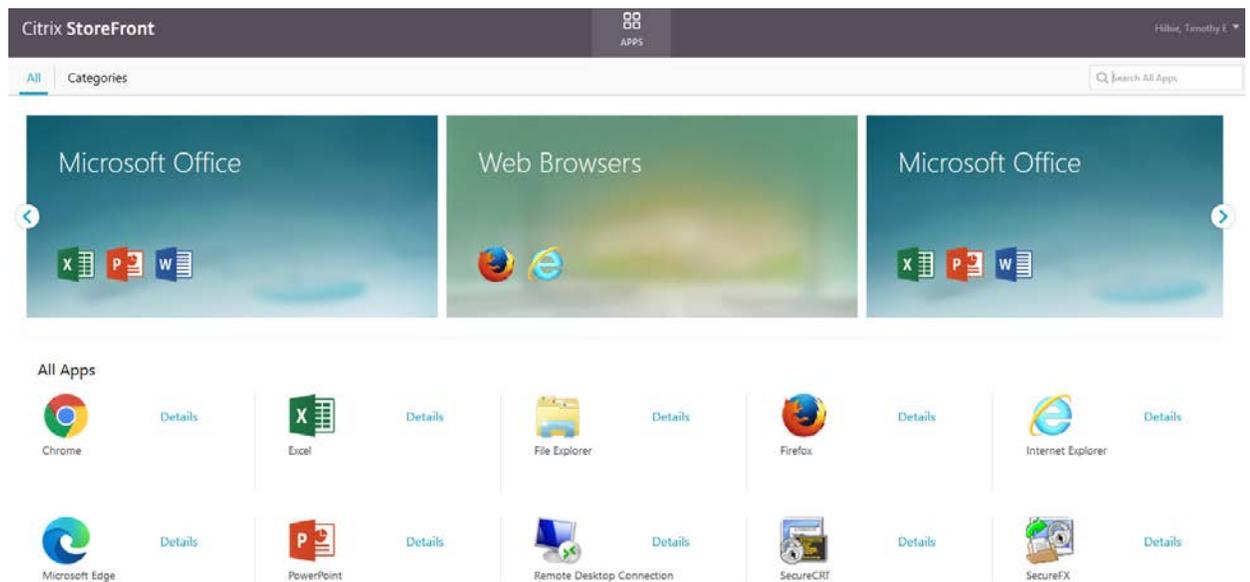
The following prerequisites are required to work remotely with the Enclave-Transfer folder.

- Access to the Protective Enclave.
- Access Banner 9 via the Protective Enclave.
- Have completed the [Remote Access Agreement form](#) 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 [link](#).

### 4. Accessing Citrix RIS

Follow these steps to access Citrix RIS:

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

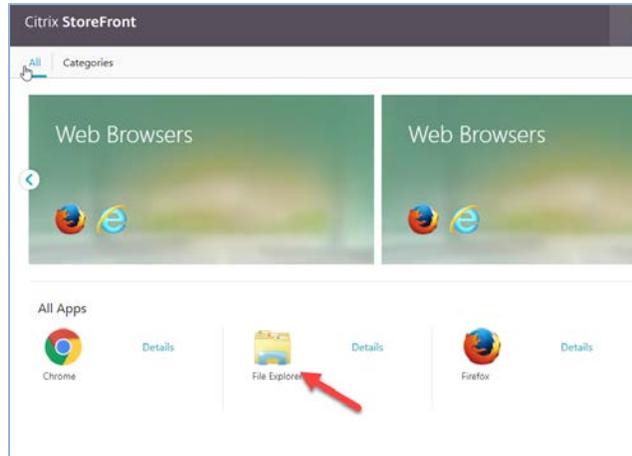


Visit [online help pages](#) if you need additional help using Citrix.

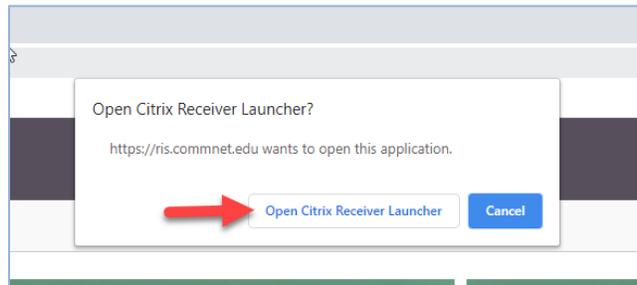
## 5. File Explorer in RIS

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

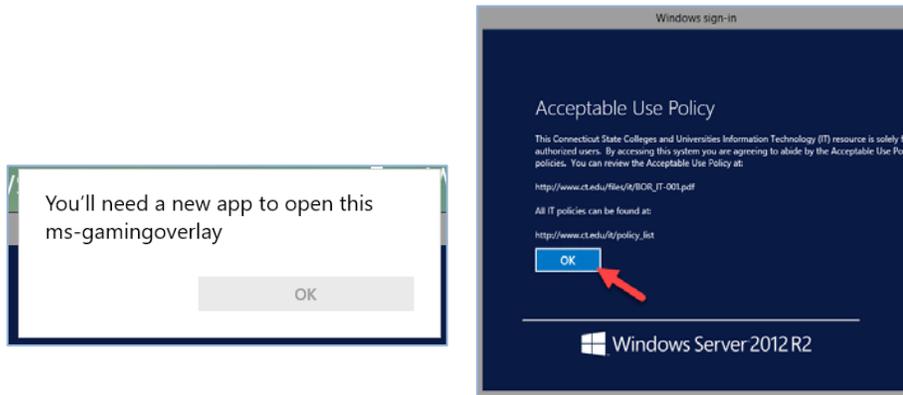
1. Click **File Explorer** in the Citrix Storefront.



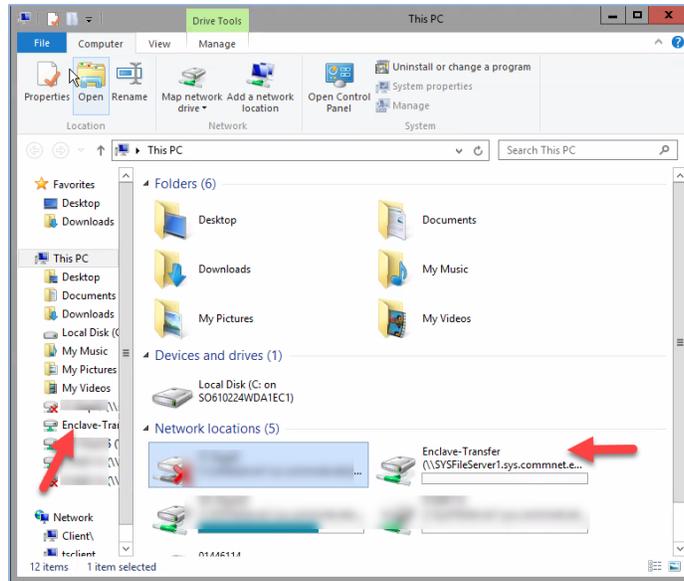
2. Another prompt will ask if you want to allow the Citrix Receiver Launcher. Click **Open Citrix Receiver Launcher**.



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 ms-gamingoverlay" 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**”.



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

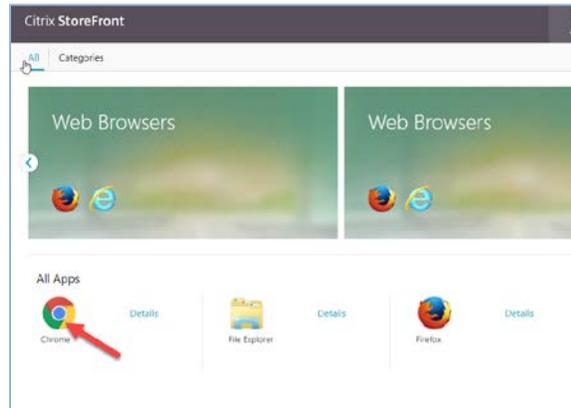
You can use the Microsoft Office Apps (Word, Excel, PowerPoint) in RIS to open and edit files in the Enclave-Transfer Area:



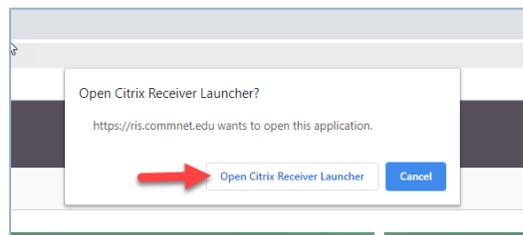
## 7. Upload Enclave-Transfer files to OneDrive

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.



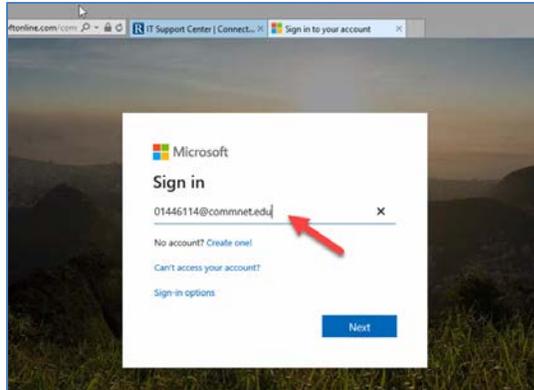
3. Allow the Citrix Receiver launcher.



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

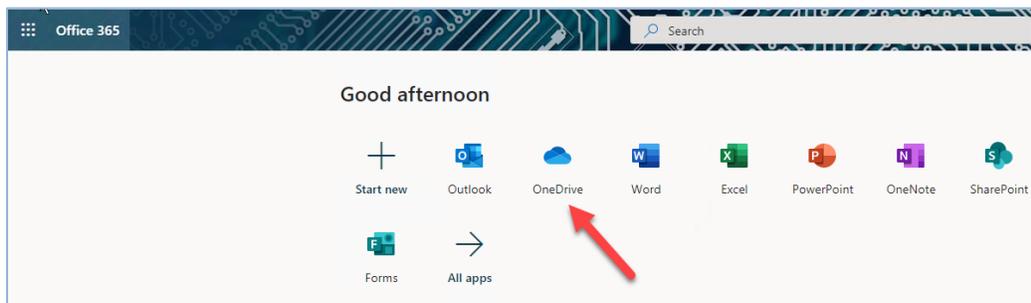


5. Google Chrome will open momentarily. Once opened, navigate to the Office 365 Support Page (<http://supportcenter.ct.edu/service/Office365.asp>). Click **Login**. Office will open a new tab - sign in with your netID and password.



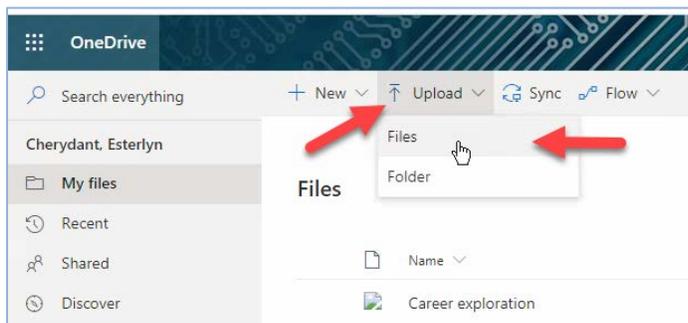
6. From the Home page, click **OneDrive** to access your personal storage space.

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



7. From the OneDrive page, browse to your desired file destination to upload your Enclave-Transfer files.
8. 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.

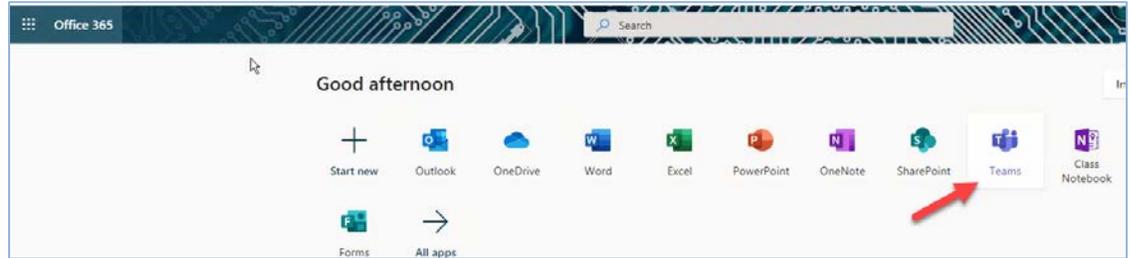


After uploading a file from the Enclave-Transfer folder to OneDrive, it is not necessary to remain in Citrix or remain in a browser running from a Citrix session, to work with the file. You may also choose to login to Office 365 from a regular web browser (outside of Citrix) and work in OneDrive.

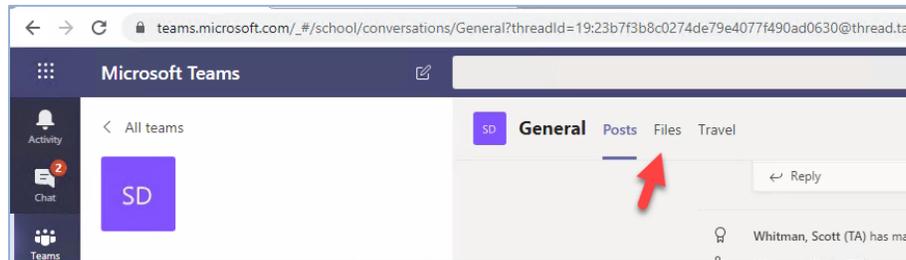
## 8. Upload Enclave-Transfer files to a Microsoft Team

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

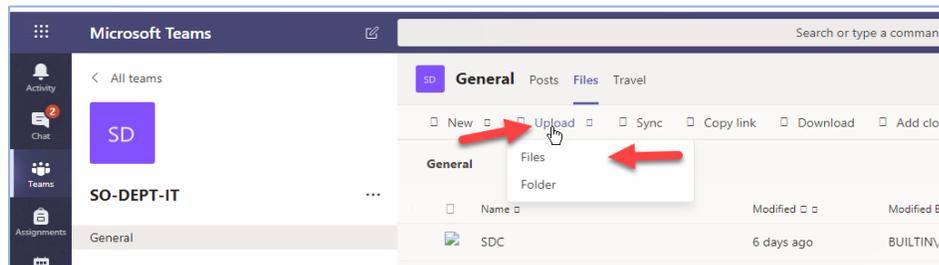
1. Access **Teams** by returning to the Microsoft Office Home page.



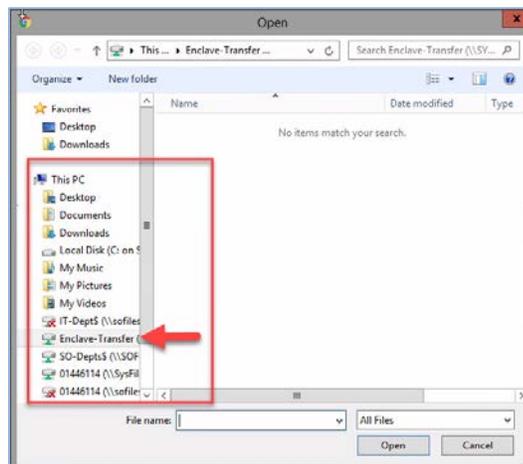
2. Navigate to the desired Teams group or destination then click **Files**.



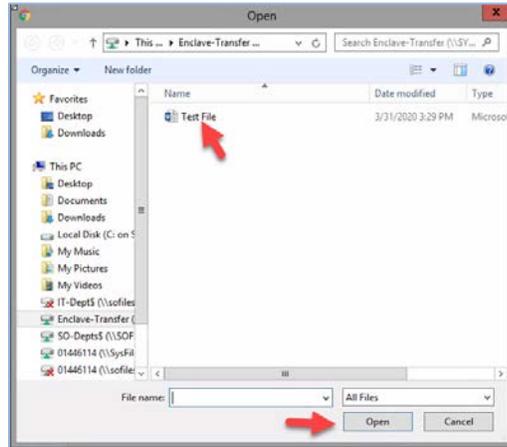
3. Click **Upload** from the Menu bar to import a file or folder from the Enclave-Transfer.



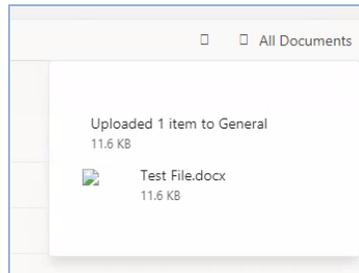
4. Use the Navigation Pane area to locate the Enclave-Transfer shared folder.



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.

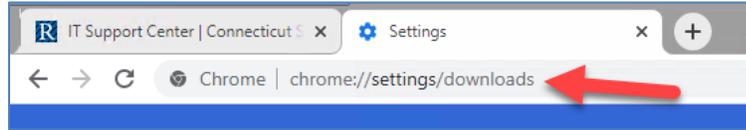
## 9. Copy a file from OneDrive to the Enclave-Transfer folder

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.

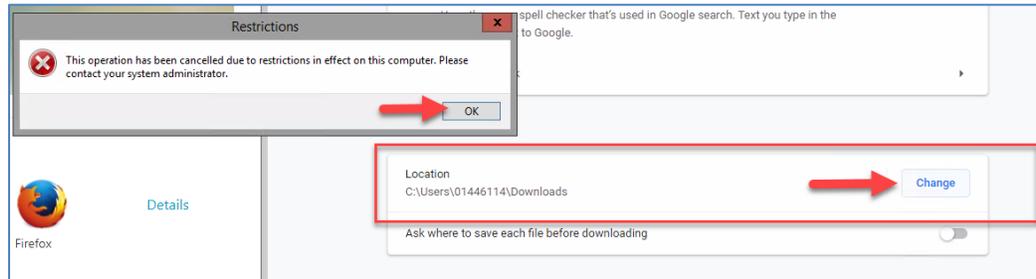
1. Login to Citrix <https://www.ris.comnet.edu>.
2. Click to open a browser (Allow the Citrix launcher and accept the policy agreement). In the browser, navigate to <http://supportcenter.ct.edu/service/office365.asp>
3. Click **Login**. Sign in with your NetID and password.
4. Open a new tab.
5. Change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

**In Google Chrome:**

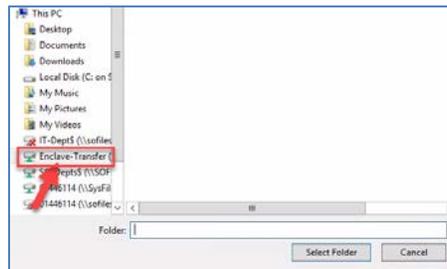
6. Type “chrome://settings/downloads” in the address bar then press Enter.



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**.



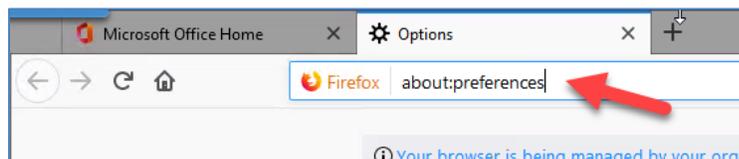
9. The new download path should now show the U:\ drive.



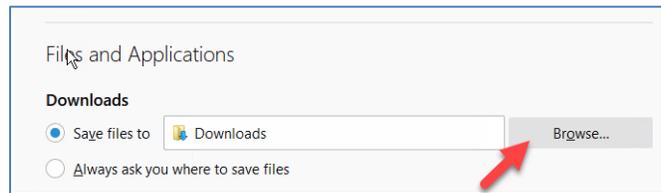
**In Firefox:**

Change the default download location in Firefox.

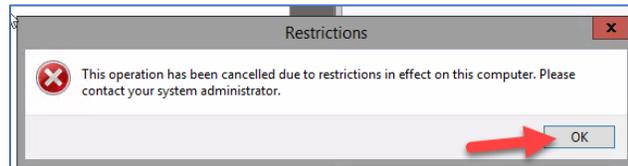
- In a new tab enter “about:preferences”.



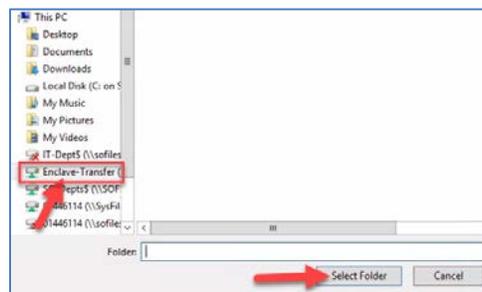
- Scroll down and find **Downloads**. Click **Browse**.



- Click OK in the Restrictions message window.



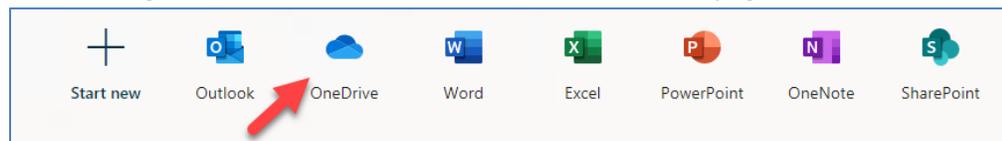
- Click the Enclave-Transfer folder then click **Select Folder**.



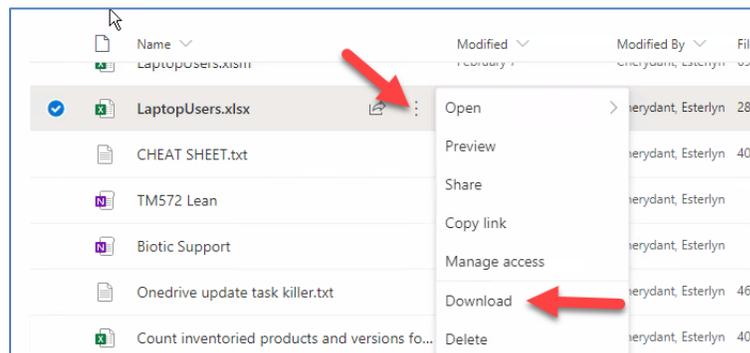
- Confirm the new download path.



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



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



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.

