

Using ECF on Citrix

Getting Started Guide

Recommended Web Browsers

Use Microsoft Edge or Google Chrome. Do not use Internet Explorer.

Sign-In Help

Call (612) 348-6662

Mon. to Fri., 7 am to 5 pm

Steps Overview

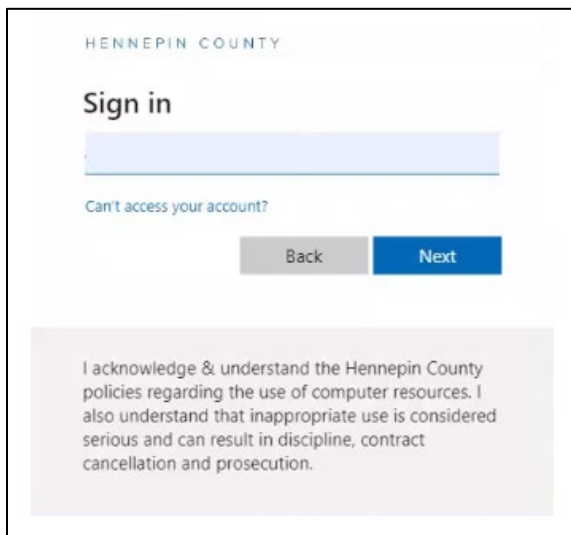
Follow these steps to install and set up Citrix Workspace to access ECF. Detailed instructions are given below.

1. Sign in to Citrix Workspace.
2. Install Citrix Workspace.
3. Set up Citrix Workspace Favorites.
4. Sign in to ECF and SMI.

Signing In to Citrix Workspace

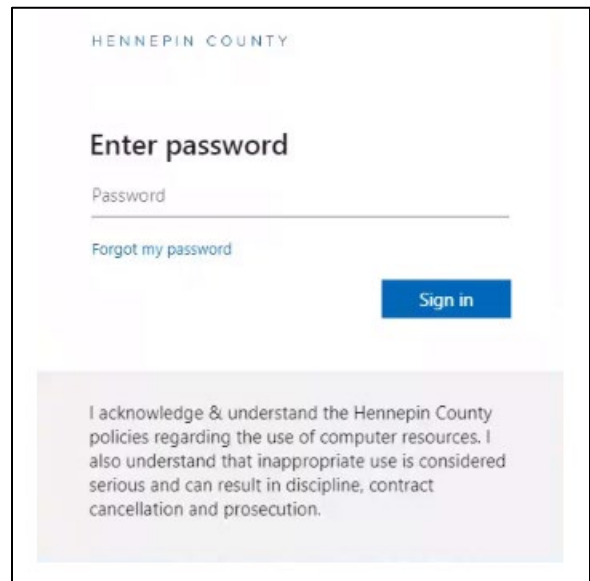
You should have been set up to sign in using a two-step process, called multi-factor authentication. First, you sign in with your user ID and password. Then, you verify your identity.

1. In your web browser (Edge or Chrome only), enter **https://remote.hennepin.us**
2. Enter your Hennepin County user name (example: jan.maple@hennepin.us) and click the **Next** button.



The screenshot shows the 'Sign in' page for Hennepin County. At the top, it says 'HENNEPIN COUNTY'. Below that is the title 'Sign in' and a text input field. Underneath the field is a link that says 'Can't access your account?'. At the bottom of the input area are two buttons: 'Back' and 'Next'. At the bottom of the page, there is a grey box containing the text: 'I acknowledge & understand the Hennepin County policies regarding the use of computer resources. I also understand that inappropriate use is considered serious and can result in discipline, contract cancellation and prosecution.'

3. Enter your Hennepin County password and click the **Sign In** button.



The screenshot shows the 'Enter password' page for Hennepin County. At the top, it says 'HENNEPIN COUNTY'. Below that is the title 'Enter password' and a password input field. Underneath the field is a link that says 'Forgot my password'. At the bottom right of the input area is a blue button that says 'Sign in'. At the bottom of the page, there is a grey box containing the text: 'I acknowledge & understand the Hennepin County policies regarding the use of computer resources. I also understand that inappropriate use is considered serious and can result in discipline, contract cancellation and prosecution.'

4. Choose a method to verify your identity.

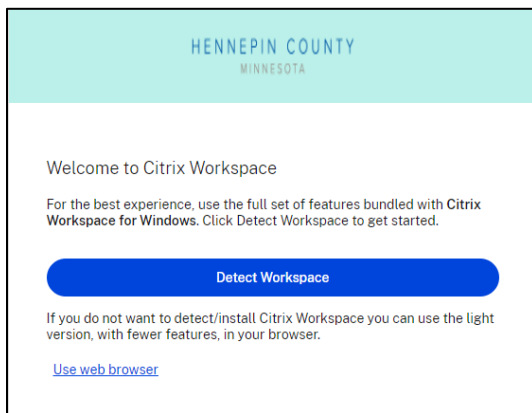


The screenshot shows the 'Verify your identity' page for Hennepin County. At the top, it says 'HENNEPIN COUNTY'. Below that is the title 'Verify your identity'. There are three options for verification, each with an icon and text: 1. A Microsoft Authenticator app icon with the text 'Approve a request on my Microsoft Authenticator app'. 2. A '123' icon with the text 'Use a verification code'. 3. A telephone handset icon with the text 'Call +X XXX-XXX-XX50'. Below these options is a link that says 'More information'. At the bottom of the page, there is a grey box containing the text: 'Are your verification methods current? Check at https://aka.ms/mfasetup'. At the bottom right of the page is a grey button that says 'Cancel'.

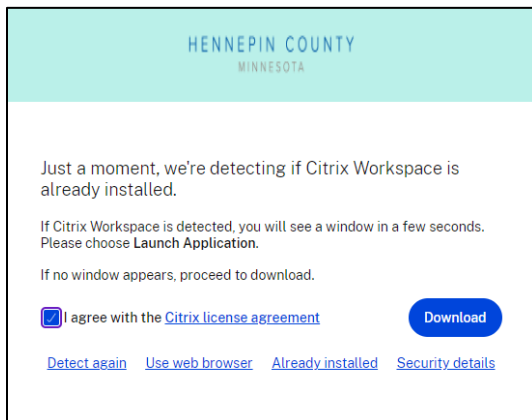
Installing Citrix Workspace

Citrix Workspace is software that allows you to connect your computer to ECF and other applications.

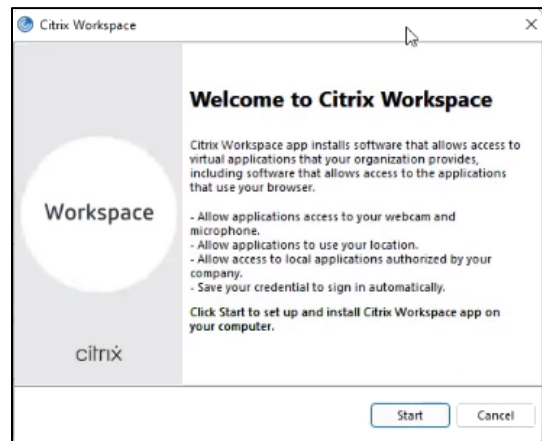
1. On the Welcome to Citrix Workspace window, click the **Detect Workspace** button. For the best experience, click **Detect Workspace**. Do not click **Use web browser**.



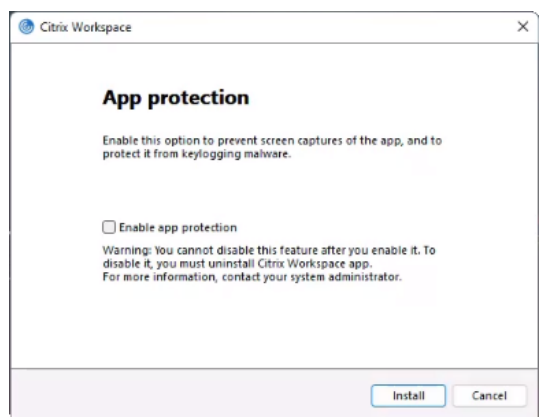
2. On the Detecting Citrix Workspace window, select the **I agree** check box, and click the **Download** button.



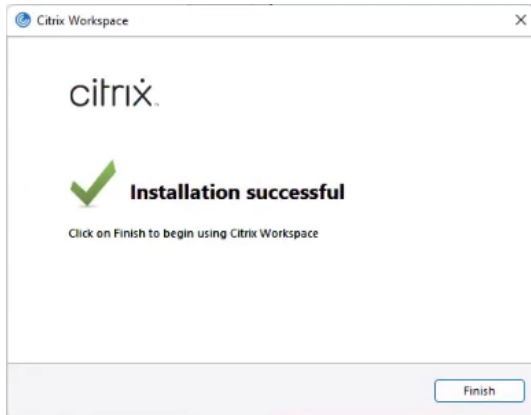
3. Do one of the following:
 - Edge browser: At the top of the window, click the **Open file** link.
 - Chrome browser: At the bottom of the window, click the **Run** button.
4. On the Welcome to Citrix Workspace window, click the **Start** button.



5. On the License Agreement window, select the **I accept** check box, and click the **Next** button.
6. On the App Protection window, leave the **Enable app protection** check box cleared, and click the **Install** button.



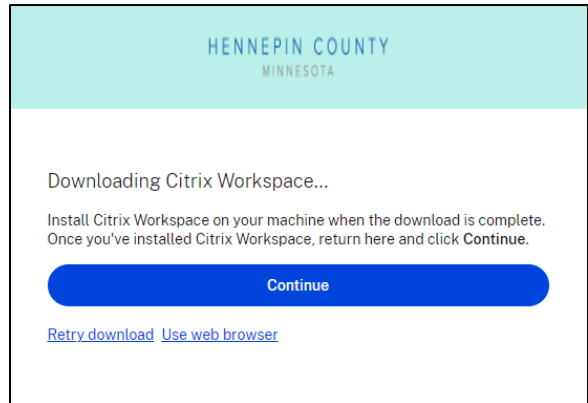
8. On the Installation successful window, click the **Finish** button.



9. A message appears asking if you want to restart your computer. Click the **Yes** button.

10. Close the Downloading Citrix Workspace window.

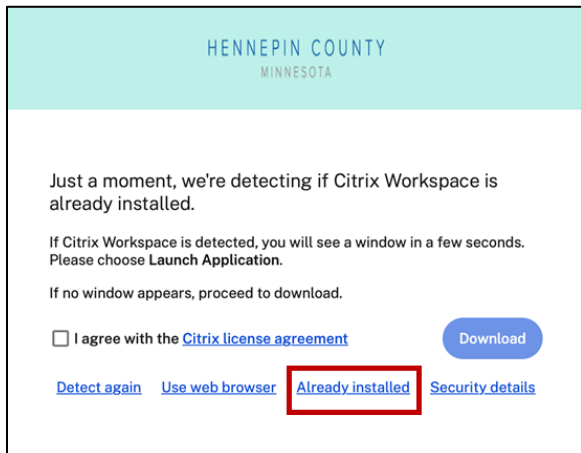
*Do not click the **Continue** button.*



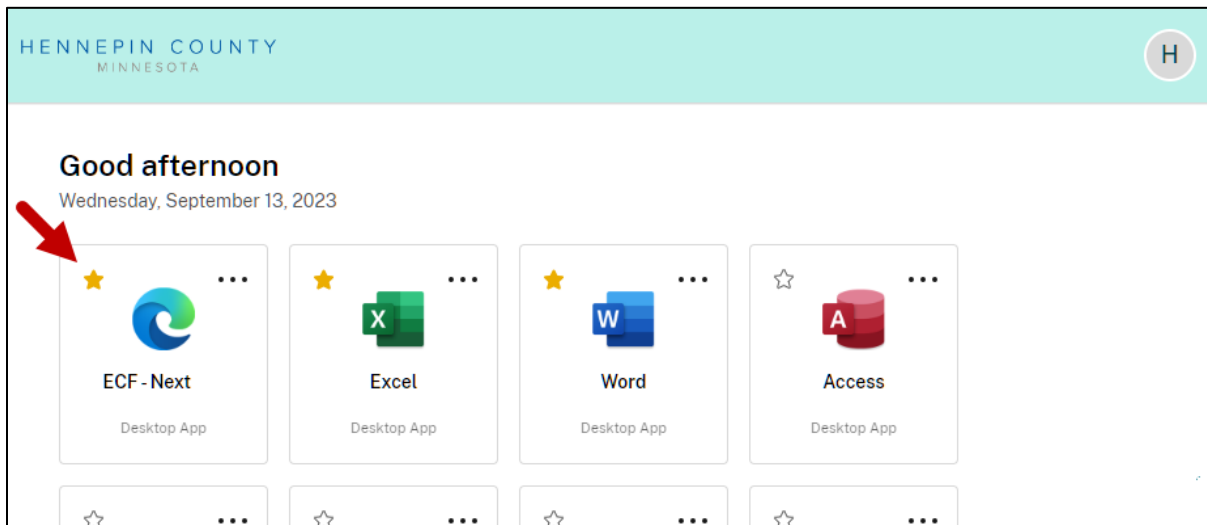
Setting Up Citrix Workspace Favorites

In Citrix Workspace, you can set up favorites for your frequently used applications. Favorites appear in the upper rows of tiles in alphabetical order.

1. In your web browser, enter **https://remote.hennepin.us**
2. Sign in to Citrix Workspace with your Hennepin County user name (example: jan.maple@hennepin.us) and password. See Signing In to Citrix Workspace (above).
3. On the Welcome to Citrix Workspace window, click the **Detect Workspace** button.
4. On the Detecting Citrix Workspace window, click the **Already installed** link.

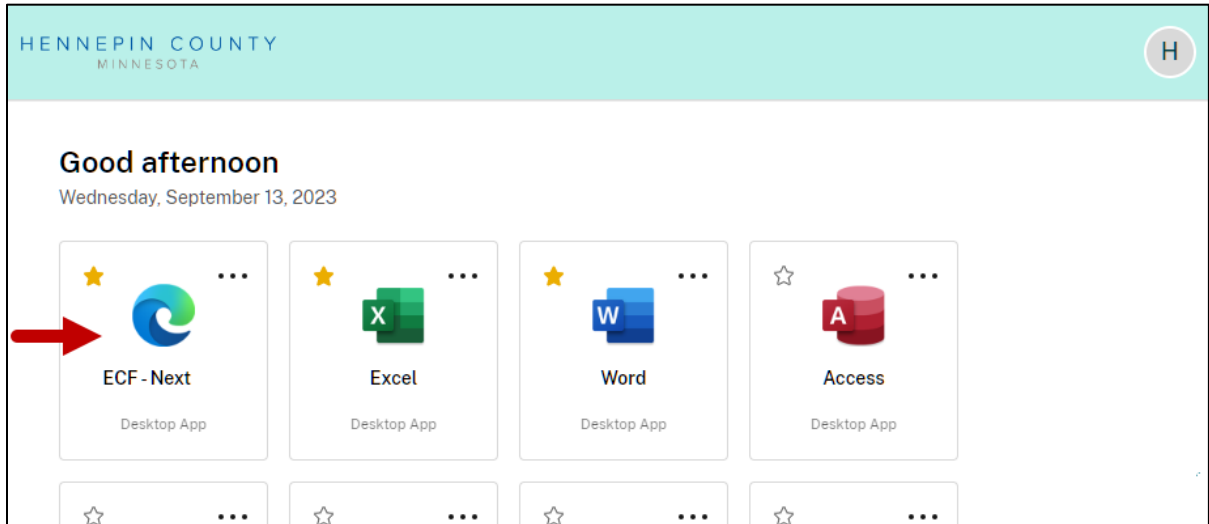


5. To favorite an application, click the star outline in the upper left corner of a tile. The star is now filled in.



Signing In to ECF and SMI

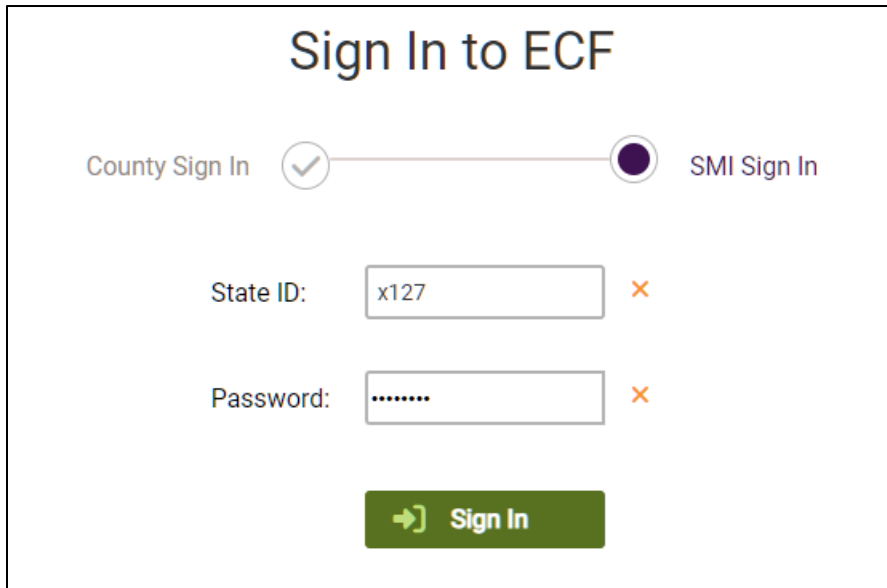
1. In Citrix Workspace, click the **ECF Next** tile.



2. Sign in to ECF with your Hennepin County network ID and password.

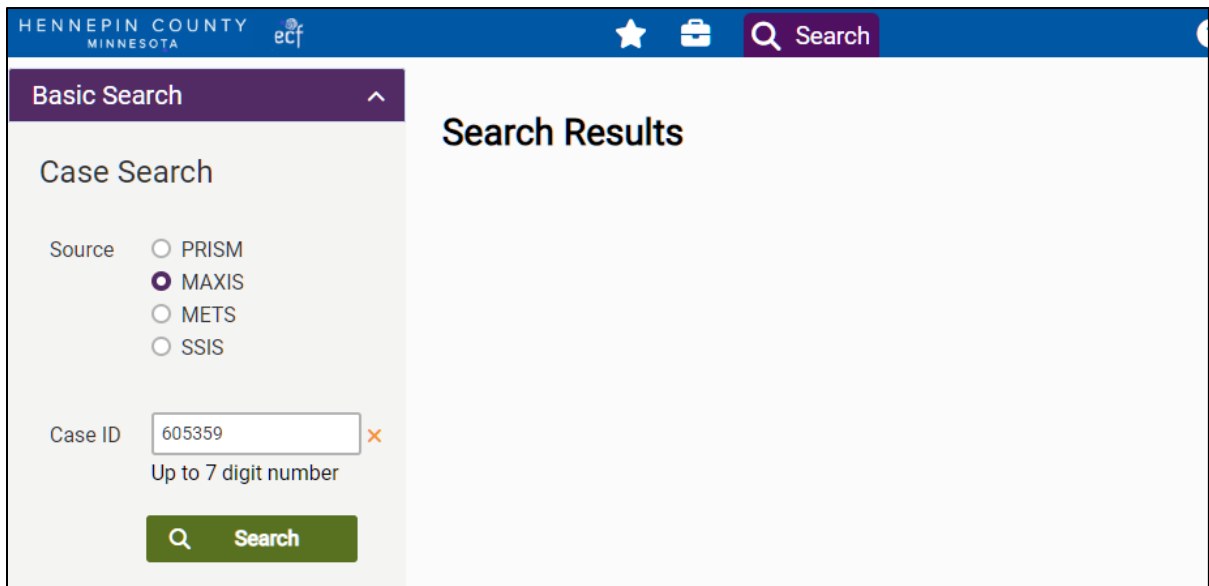
The screenshot shows the "Sign In to ECF" login screen. At the top, the title "Sign In to ECF" is centered. Below it, there are two radio buttons: "County Sign In" (which is selected, indicated by a purple dot) and "SMI Sign In" (which is unselected, indicated by a grey dot). Underneath, there are two input fields. The first is labeled "Network ID:" and contains the text "wf0000"; to its right is a red "X" icon. The second is labeled "Password:" and contains seven dots; to its right is also a red "X" icon. At the bottom center, there is a green button with a white right-pointing arrow and the text "Sign In".

3. Sign in to SMI with your State of Minnesota state ID and password.



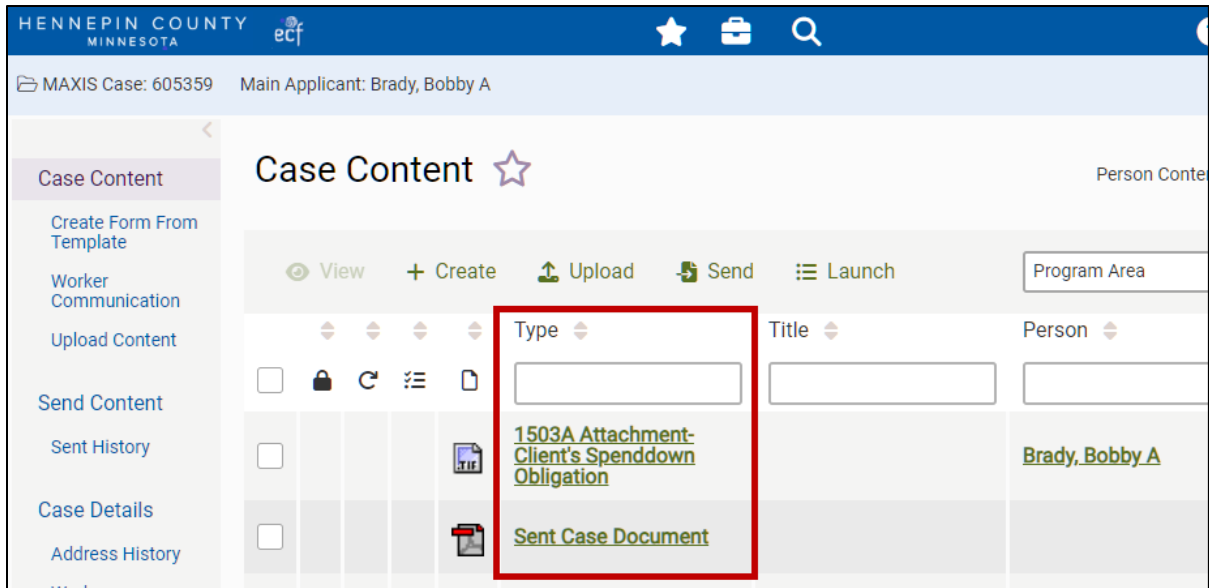
The image shows a web form titled "Sign In to ECF". At the top, there are two radio buttons: "County Sign In" (which is selected with a checkmark) and "SMI Sign In" (which is unselected). Below the radio buttons are two input fields: "State ID:" with the value "x127" and "Password:" with a masked password ".....". Each input field has a small orange "x" icon to its right. At the bottom of the form is a green button with a right-pointing arrow and the text "Sign In".

4. On the ECF case search page, search for any case.

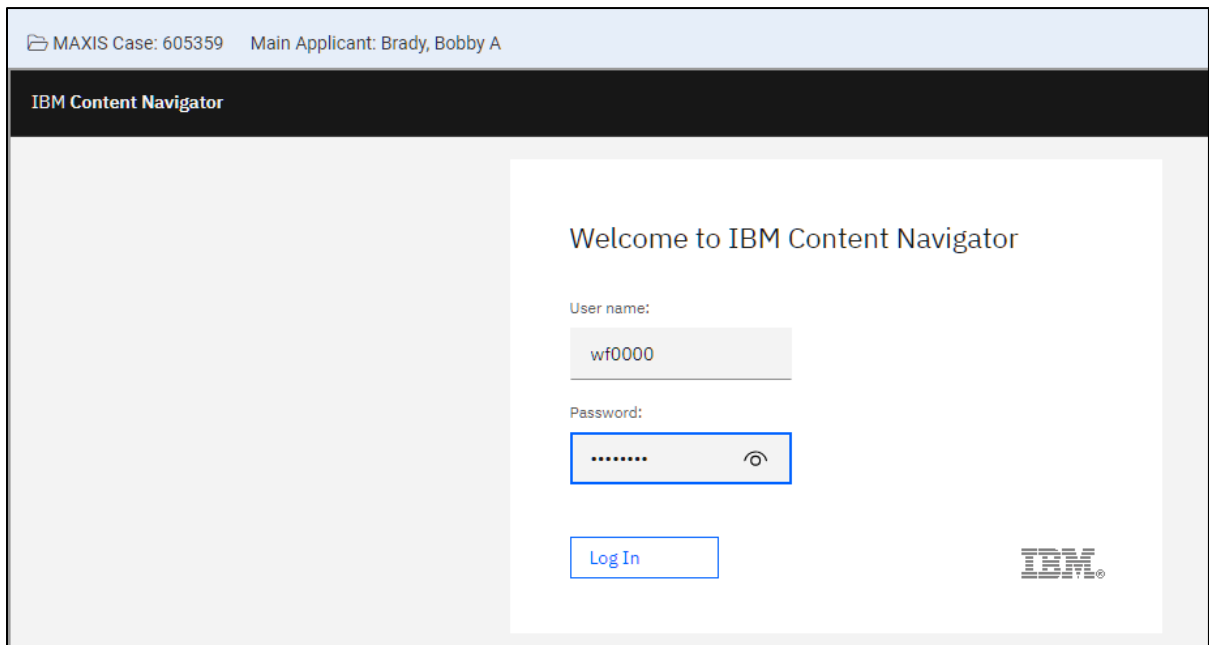


The image shows a screenshot of the ECF case search page. The top navigation bar is blue and contains the text "HENNEPIN COUNTY MINNESOTA" on the left, a star icon, a briefcase icon, and a search icon with the word "Search" next to it. Below the navigation bar is a purple header for "Basic Search" with an upward-pointing arrow. The main content area is divided into two sections. On the left is a "Case Search" sidebar with the following options: "Source" with radio buttons for "PRISM", "MAXIS" (selected), "METS", and "SSIS"; "Case ID" with a text input field containing "605359" and a small orange "x" icon to its right; and a note "Up to 7 digit number" below the input field. At the bottom of the sidebar is a green button with a search icon and the word "Search". On the right is a large white area titled "Search Results".

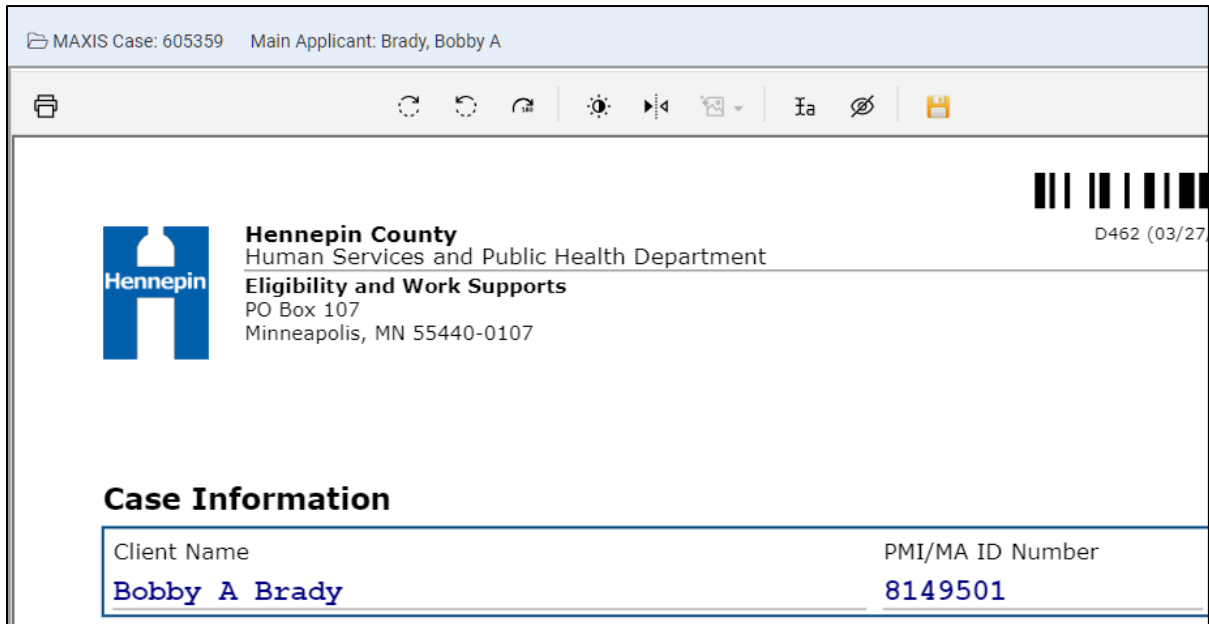
5. On the Case Content page, click the name of a content item in the **Type** column.



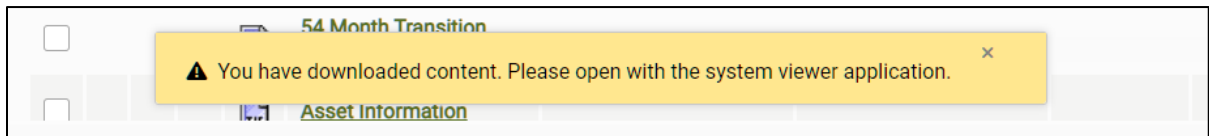
6. If the Welcome to IBM Content Navigator window appears, enter your Hennepin County network ID and password and click the **Log In** button. The IBM Content Navigator window appears the first time that you view certain content types.



7. If either of these events happen, the installation and setup were successful.
 - The content item opens in a new browser tab.

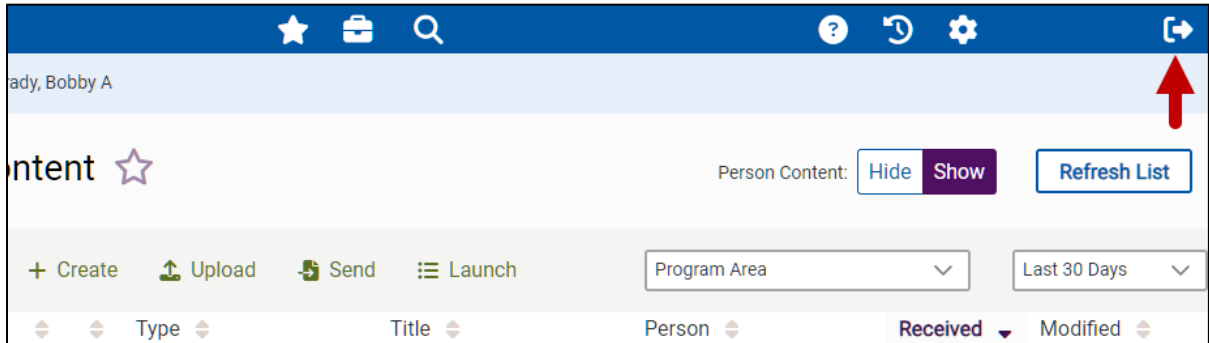


- A message appears saying you have downloaded content. The downloaded content was saved to your Windows Downloads folder.

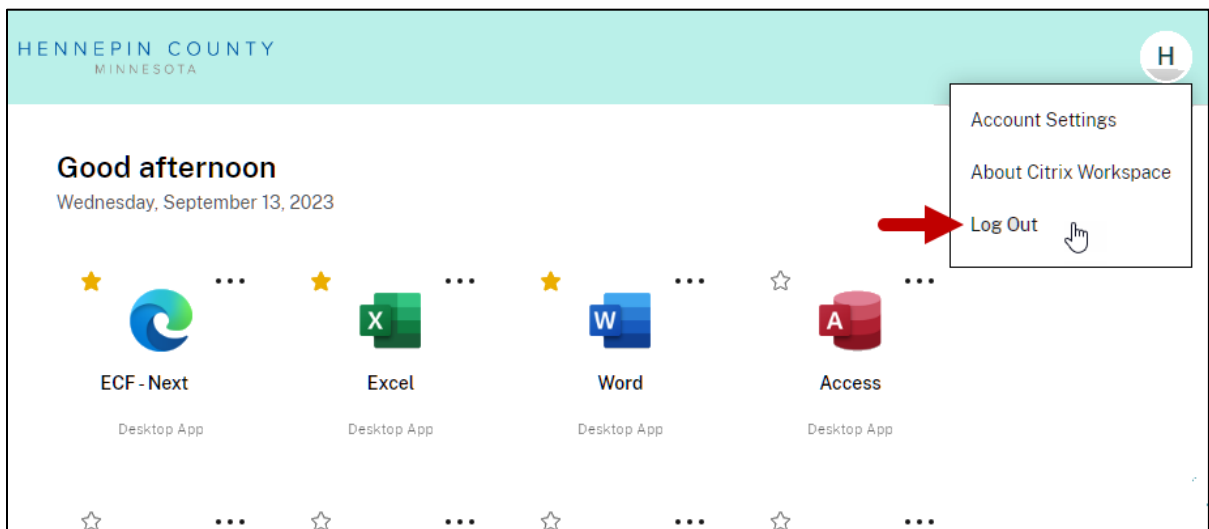


Signing Out

1. In ECF, click the **Sign Out** button on the navigation bar.



2. In Citrix Workspace, click the **Account** button (upper right corner) and click **Log Out**.



Going Forward

You have completed the Citrix Workspace installation and setup.

The next time that you want to access ECF, do the following:

1. In your web browser, enter **https:// remote.hennepin.us**
2. Sign in and verify your identity.
3. In Citrix Workspace, click the ECF tile.
4. Sign in to ECF and SMI.