PSN Application Portal - User Guide

You have been assigned an Entrust Token to use when logging into the portal from a CYC owned computer, such as a PC or Laptop, to access PSN Applications. You can also access Standard (non PSN applications) through this and the CYC Application Portal. This token has been associated with *your* CYC account and cannot be used by any other person. **IMPORTANT** By using this token and accessing the CYC system you are bound by the terms set out in the Council's Electronic Communication Policy.

If you have an existing Entrust card, this Token replaces it

The security token generates and displays unpredictable codes that changes every time the token is powered on.
To gain access to the Council network for the Remote PSN Application you must enter your username, Password and a valid PASSCODE which is the code currently displayed on your Entrust token.

User Responsibilities

You are responsible for protecting your Entrust token against loss and theft.
If an unauthorised person obtains your token, they could assume your identity.
Any action this intruder takes is attributed to you in the system's security log.
For your own protection and that of the system, always take the following precautions:

• Never reveal your user password to anyone. Do not write it down.
• Do not let anyone access the system under your identity (login with your token)
• Protect your token from physical abuse. Do not immerse it in liquids or expose it to extreme temperatures.
• Exercise care not to lose your token or to allow it to be stolen. If your token is missing or stolen, call the ICT Service Desk on 01904 552222 immediately. The administrator will disable the token so that it is useless to unauthorised users. TIP: Attach the token to your key ring.

Getting Started

To access PSN applications you will need the following:

* A CYC owned computer (PC or laptop) running Microsoft Windows XP or 7.
  This means that the computer has been supplied by CYC ICT and has been connected to the internal network.

- Internet access. A broadband connection is preferred.
- Microsoft Internet Explorer (recommended), Mozilla Firefox.
- Citrix ICA Web client or Citrix Receiver (you will be prompted to install Citrix Receiver if using Internet Explorer or Firefox).
- Your CYC username and password.
- An Entrust Token.
- Before entering your login details verification that you are accessing from a CYC owned computer. This uses the Citrix Endpoint Analysis (EPA) scan.

One-time EPA software installation Step 1

Access the EPA screen from the CYC Application Portal login screen from either
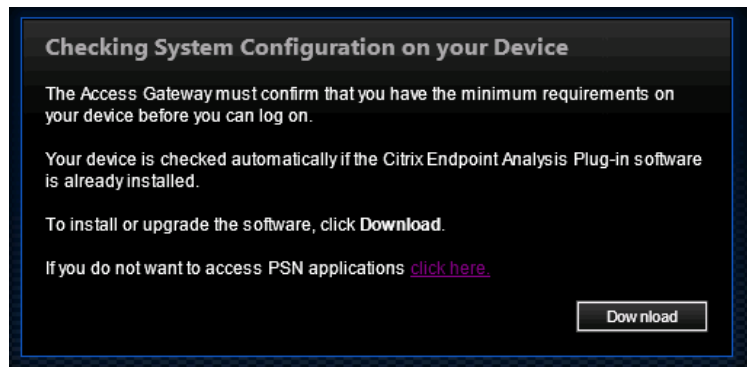http://www.york.gov.uk/ictportal or https://secure.york.gov.uk

If you don't wish to access or aren't authorized to access the PSN applications, click the "click here" link.

If you wish to proceed you'll need to download and install the EPA software to your computer. Click "Download"
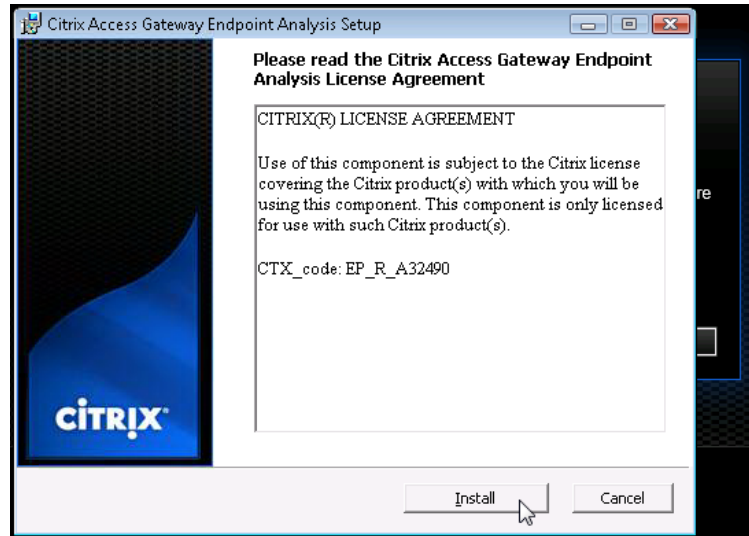
Step 2

Click "Run".

Checking System Configuration on your Device

The Access Gateway must confirm that you have the minimum requirements on your device before you can log on.

Your device is checked automatically if the Citrix Endpoint Analysis Plug-in software is already installed.

To install or upgrade the software, click **Download**.

If you do not want to access PSN applications click here.

[Download]

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If you do not want to access PSN applications click here.

[Download]

Do you want to run or save **nsepa_setup64.exe** (465 KB) from **secure.york.gov.uk**?   [Run] [Save ▼] [Cancel]
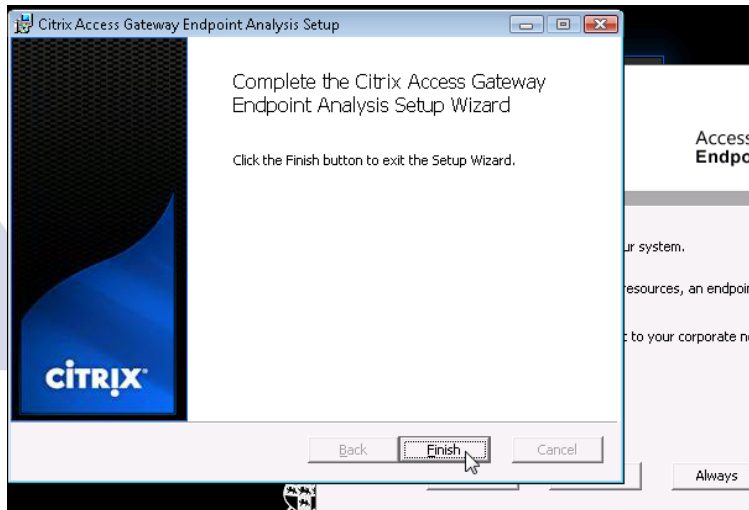
Step 3

Click "Install".

Click "Finish" to complete the EPA software installation.

After installing the EPA software and each time you access the site from the CYC Application Portal login screen from either http://www.york.gov.uk/ictportal or https://secure.york.gov.uk follow these steps:

Step 1

Click the preferred scanning option - Yes, No or Always.

If you click "Yes" and the scan passes you'll be presented with the login page. Each time you logon you will be prompted to decide whether to run the scan.

If you click "Always" the scan runs without prompting each time you access the site. It will either pass and open the login screen or fail and redirect to https://apps.york.gov.uk

If the scan fails an "Access Denied" window appears. You will be redirected to the CYC Application Portal for standard applications - https://apps.york.gov.uk

Don't click "Back"

If you feel your computer does meet the requirements but the scan fails you can either try again or contact the ICT Service Desk on 01904 552222 for further assistance.
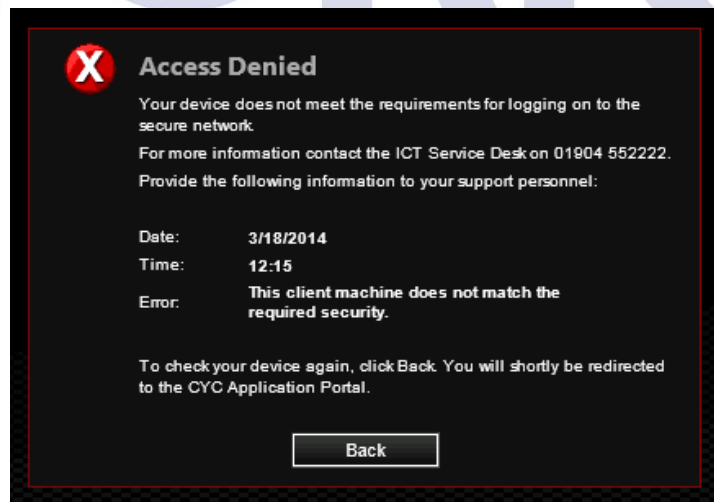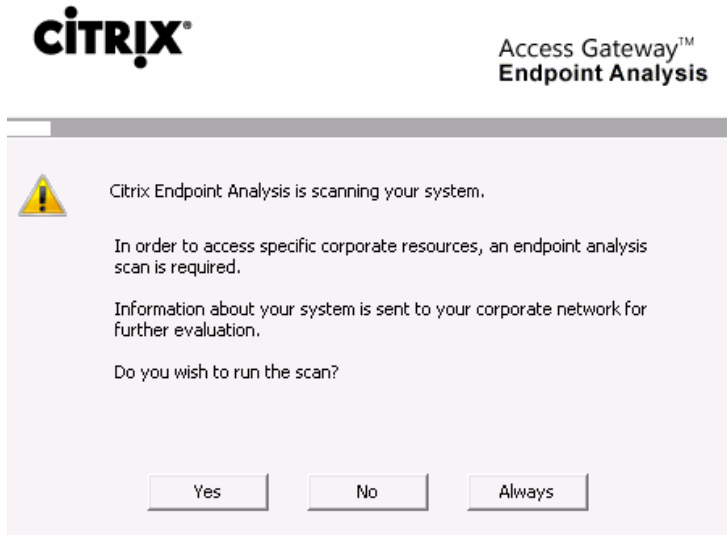
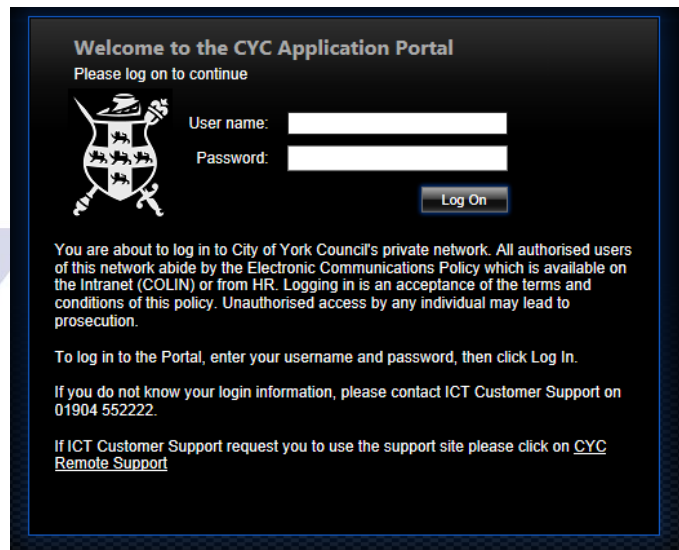If you click "No" You will be redirected to the CYC Application Portal for standard applications - https://apps.york.gov.uk

Don't click "Back"
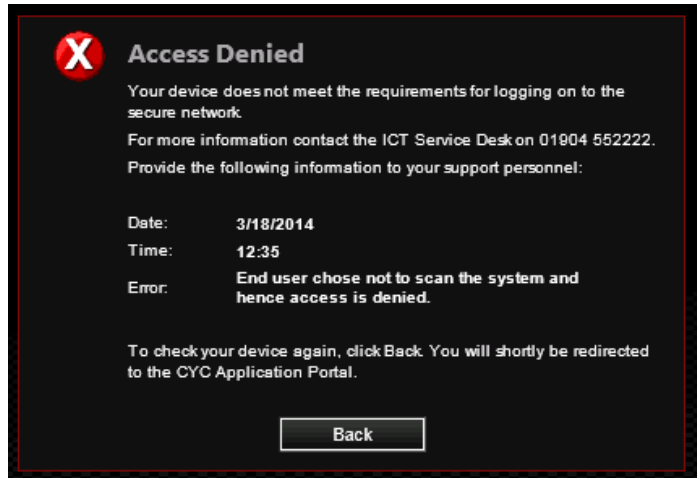
Step 2

Enter your user name that you use to log onto Citrix and the password associated with this.

Click "Log On"

Step 3

You will be prompted to enter the passcode from your Entrust Token. To display this press and hold the power button on the token. These passcode should be entered in one continuous string with no spaces.

Once entered click "Submit"

Note: If you are using Mozilla Firefox please follow the Browser and Citrix Client installation document which is located on the ICT Portal page.

Power Button
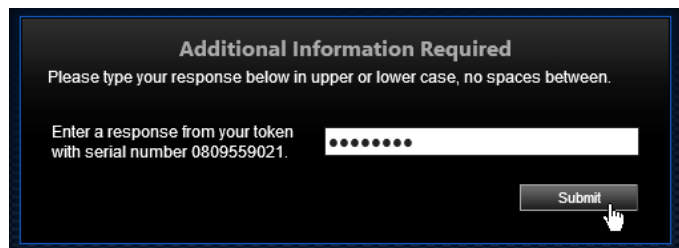
Step 4

You will then be presented with a page of shortcuts to all the applications you have access to. This includes both PSN and Standard (non PSN) Applications.

Click on an application to launch it.
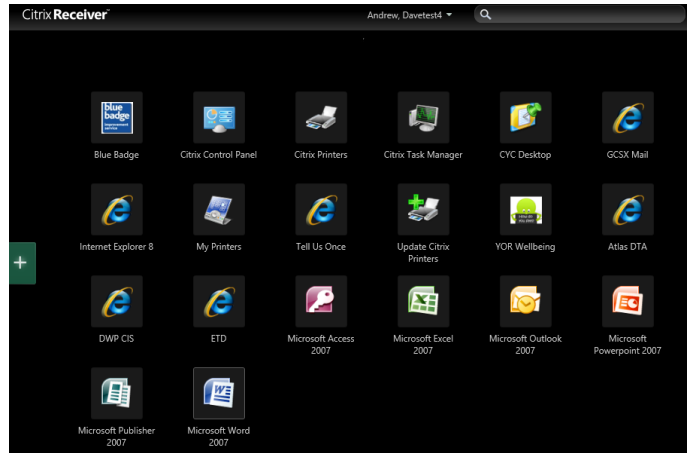
Expired Password

If your password has expired you are prompted to enter a new password.

After entering your new password click **Submit**

Re-enter the same password to confirm, click **Submit.** You will then be prompted to enter your grid card references from your Entrust Card.

Hints and Tips

Searching for an application

You can use the search box located at the top right of the page to quickly find applications.

Start typing the name of the application and the results will start to appear.

Click on the name to launch the application.

Customising the applications displayed

By default you are presented with the shortcuts for the all the applications you have access to; but if you wish to you can remove shortcuts to only display your most frequently used/favourite applications. Once the shortcuts are removed they will only reappear on the desktop if you manually re add them.
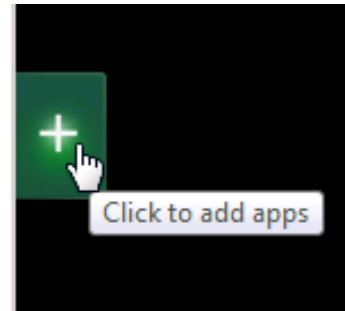
Removing shortcuts

Locate the icon you wish to remove and hover over the top left and you will see the 'Remove' option.
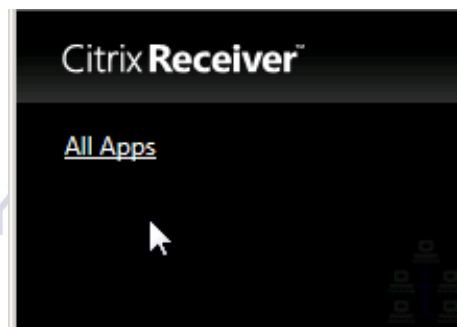
Click the cross. The icon will then be removed.
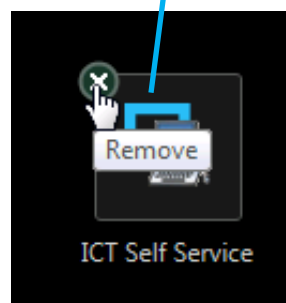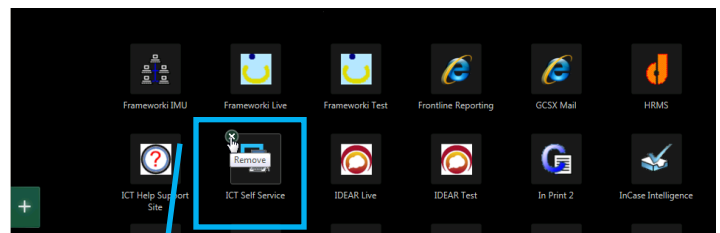
Re-adding shortcuts

If you want to re-add an application that you have remove. Click on the plus sign.

Click on All Apps which will show you all the applications you have access to.

Locate the application in the list then left click on it. This then creates a shortcut on your desktop.

If an application has a green tick next to it this means that there is a shortcut for the application on the desktop.