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FFR APPLICATION ACCESS TRAINING GUIDE

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The FFR Application Access site has been updated to enhance the user experience. Benefits of this change include providing a more consistent user experience while making new connectivity options available, like HTML, from a single site. Additionally it provides users with the ability to reset their own passwords and unlock their own accounts.

The purpose of this document is to provide sample screenshots of the changes users will experience due to this update.

Section 1: Navigating to FFR Application Access

After typing in <https://csg2.navyaims.net> in your web browser you will see the USG Warning and Consent Banner. Read the warning and click "I Agree" to get to the logon screen.

USG Warning and Consent Banner

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

I Agree ←



Section 1: Navigating to FFR Application Access

Once you are past the USG Warning and Consent Banner you will be at the login screen.

The screenshot shows the 'FFR Application Access' login page. On the left, there is a 'Logon' section with a red box labeled 'Logon' and an arrow pointing to the 'Logon' text. Below this are fields for 'Username' and 'Password', and a 'Logon' button. Links for 'Unlock Account', 'Reset Password', and 'Enroll for Account Self-Service' are also present. In the center, the 'Important Messages' section contains two messages: one dated 06/27/2019 and another dated 07/09/2019. A red box with an arrow points to this section, containing the text: 'Important system messages (scheduled outages) display here. Be sure to read these.' At the bottom, there is a red box labeled 'AIMS Helpdesk Info' with an arrow pointing to the footer text: 'Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or support@aimshelp.com For Official Use Only'.



Section 2: Registering for Account Self Service

On the logon screen there is a link to enroll for account self-service. All users are highly encouraged to do this. Once enrolled, users will be able to unlock their account for too many failed password attempts and also reset their own password.

Enter your Citrix username and password.



Update Your Profile Efficiently :

User Registration
Establish your identity via registration

Self Update
Update your contact information

Change Password
Change your password using current password



Reset Password
Reset your forgotten password



Unlock Account
Unlock your locked out account



Section 2: Registering for Account Self Service

Read the consent banner then check the box "I, Agree" and then click "Accept"

USG Warning and Consent Banner

USG Warning and Consent Banner

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- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests-not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

I, Agree



Section 2: Registering for Account Self Service

Navigate to the Enrollment tab and select your security questions. Click "Enroll" when complete.

My Info **Change Password** **Enrollment**

User Registration

The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.

***Security Questions**

Length Specification

- The minimum length of the answer(s) should be 2 characters and maximum allowed is 255 characters

Register Your Security Question & Answer

Question: -----Please Select a Question-----

Answer Confirm Answer

Question: -----Please Select a Question-----

Answer Confirm Answer

Question: -----Please Select a Question-----

Answer Confirm Answer

Question: -----Please Select a Question-----


Answer Confirm Answer

Question: -----Please Select a Question-----

Answer Confirm Answer

Hide Answer(s)

You will receive the following message once you are successfully registered:

 **You have enrolled for password self-service successfully!**
When you request for password self-service, you will be authenticated using this info.



Section 3: FFR Application Access WebTop

Once you have completed the self-service registration, log into the FFR Application Access using your username and password.

A screenshot of the FFR Application Access login page. The page has a dark blue header with the CNIC logo on the left and the title "FFR Application Access" in the center. Below the header, there are two main sections: "Logon" on the left and "Important Messages" on the right. The "Logon" section contains a "Username" field, a "Password" field, and a "Logon" button. There are also links for "Unlock Account", "Reset Password", and "Enroll for Account Self-Service". The "Important Messages" section contains two messages: one dated 06/27/2019 and another dated 07/09/2019. A red arrow points from a red box containing the text "Enter in your Username and Password for Citrix then click 'Logon'" to the "Logon" button. At the bottom of the page, there is a footer with contact information for the N9 Enterprise Helpdesk.

FFR Application Access

Logon

Username
Password

Unlock Account
Reset Password
Enroll for Account Self-Service

Logon

Important Messages

06/27/2019 This is the test version of the site. Please see [csg2.navyaimc.net](#)

07/09/2019 Welcome to the new FFR application access site. Please find additional documentation [here](#).

Enter in your Username and Password for Citrix then click "Logon"

Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or support@aimshelp.com
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After logging in, you will now see your applications and links on the WebTop:

A screenshot of the FFR Application Access WebTop after login. The page has a dark blue header with the CNIC logo on the left and a "Logout" button on the right. Below the header, there is a section titled "Applications and Links" which contains two application tiles: "Kronos Navigator" and "SAP Logon 750". At the bottom of the page, there is a footer with contact information for the N9 Enterprise Helpdesk.

Applications and Links

Kronos Navigator
Kronos Navigator PRODUCTION

SAP Logon 750
SAP Logon 750

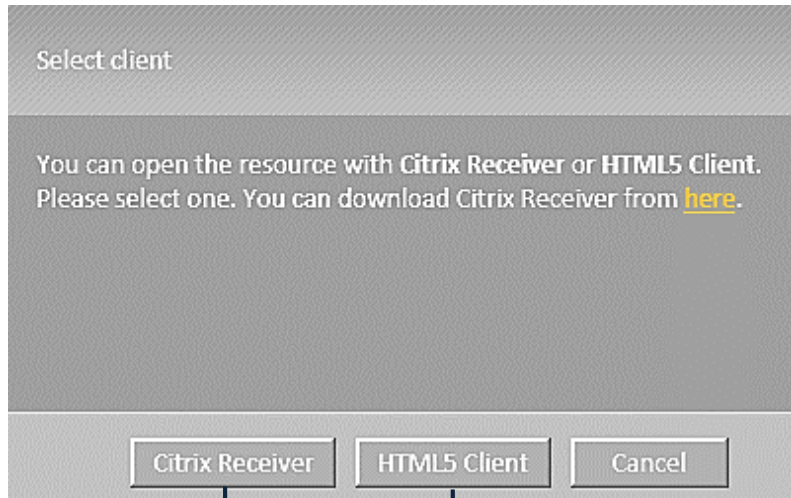
Logout

Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or support@aimshelp.com
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Section 3: FFR Application Access WebTop

Upon launching an application for the first time you will be prompted to select the client type for VDI resource launch :



Citrix Receiver Client

- Can access local drives
- Printing capabilities
- Ideal for accounting techs
- If on a non-NMCI machine, users must download and install Citrix Receiver (same as before)

HTML5 Client

- Lighter version
- Faster performance
- Ideal for running reports
- Unable to print to local printers
- Unable to access local drives



Section 3: FFR Application Access WebTop

If you would like to change your selection later on, you can do this under the settings icon:

Applications and Links

Kronos Navigator
Kronos Navigator PRODUCTION

SAP Logon 750
SAP Logon 750

Select desired client

Citrix

Citrix Receiver. Download Citrix Receiver from [here](#).

HTML5

OK Cancel

Logout

Note that you can change the client type for VDI resource launch **AT ANYTIME** by going to your settings

Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or support@aimshelp.com
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Section 4: Logging Off

You will find the "Logout" button in the top right hand corner of the screen.



Once logged off you should receive the following message:



Section 5: Resetting Passwords and Unlocking Accounts

Once enrolled, users will be able to unlock their account for too many failed password attempts and also reset their own password.

If a user has forgotten their password, they have the ability to reset it. Click on the 'reset password' option and follow these steps:



Section 6: Downloading Citrix to a personal/Home computer

In Chrome go to the URL listed below:

<https://www.citrix.com/downloads/workspace-app/>

Select the option for Citrix Workspace app 1911 for Windows if you have a windows computer. If you do not have a windows computer, please select the appropriate option for your operating system.

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Workspace app for Windows

Workspace app for Windows

Citrix Workspace app 1911 for Windows

Dec 3, 2019

Select "Download Citrix Workspace app for Windows"

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or

Search Downloads

Citrix Workspace app 1911 for Windows

Release Date: Dec 3, 2019

Compatible with

Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.

Support Resources

FAQs

Product Documentation

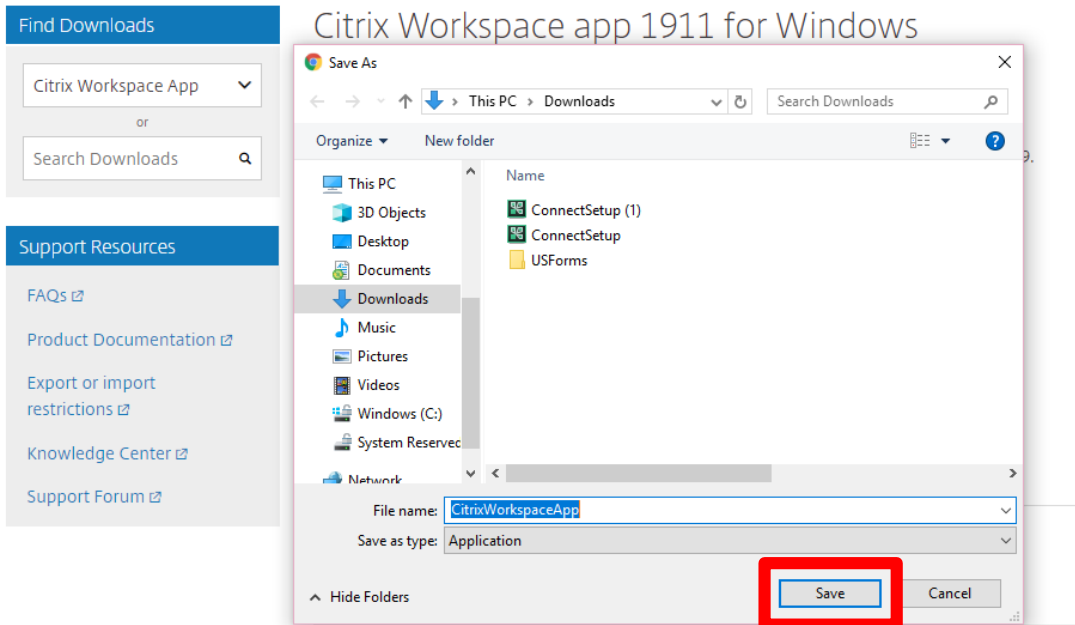
Download Citrix Workspace app for Windows

Version: 19.11.0.50 (1911)

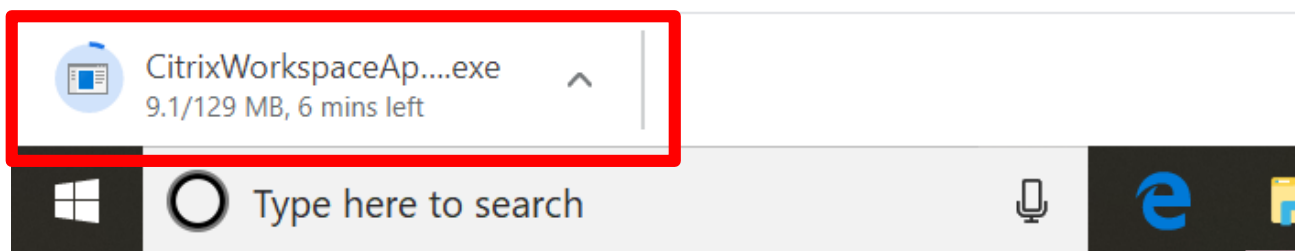
Section 6: Downloading Citrix to a personal/Home computer

Complete the Save as prompt:

🏠 / Downloads / Citrix Workspace App / Workspace app for Windows / Citrix Workspace app 1911 for Windows



Double click on the download at the bottom of your screen:



Follow the installation steps from this point.