

SIRB: User Guide for Citrix



General Instructions:

- Use this guide for help with accessing the TOPAZ application through Citrix.
- Please note you must be behind the Seton firewall in order to access TOPAZ. Therefore, if you are connected to an external network, you will need to log on to Citrix prior to being able to access the TOPAZ application.
- If you are using a **Windows PC**, continue onto **PART 1** below. If you are using the Citrix app on a **Mac**, please **skip to PART 2** on page 4.

PART 1: LOGGING ON TO CITRIX ON A WINDOWS PC

1. Once connected to the Internet, open your Internet browser and go to the following web address: citrix.seton.org.
2. Log in with your Seton network username and password. See screenshot below. If you do not have a Seton network username and password, **skip to PART 4** on page 9 of this document.

Seton
APPLICATION
Portal

Log in 

User name:

Password:

[Advanced Options >>>](#)

Welcome

This Seton Family of Hospitals computer system is provided for official Seton business only. By using this system, you are providing your EXPRESS CONSENT to abide by all Seton policies and procedures and all applicable laws and regulations. System activity may be monitored at any time, including the monitoring of email content. THERE IS NO RIGHT TO PRIVACY IN THIS SYSTEM. Unauthorized activity will be referred to the Seton Information Services Security Officer.

To log in to MetaFrame Presentation Server, enter the credentials required, and then click Log In.

If you do not know your log in information, please contact your help desk or system administrator.

Non-exempt (hourly) employees If you are accessing this site from a non-Seton network location and outside your scheduled work hours, you may not access this Seton system except with your supervisor's advance permission. If you proceed past this screen you are representing that your supervisor has provided you permission.

Message Center

The Message Center displays any information or error messages that may occur.

3. Once you are logged in, the next screen that comes up may be different from user to user. You should locate the TOPAZ icon (shown below) and click on it.



If you do not see the icon immediately, you may have to click on the "Web Applications" folder first. The Web Applications folder looks like this:



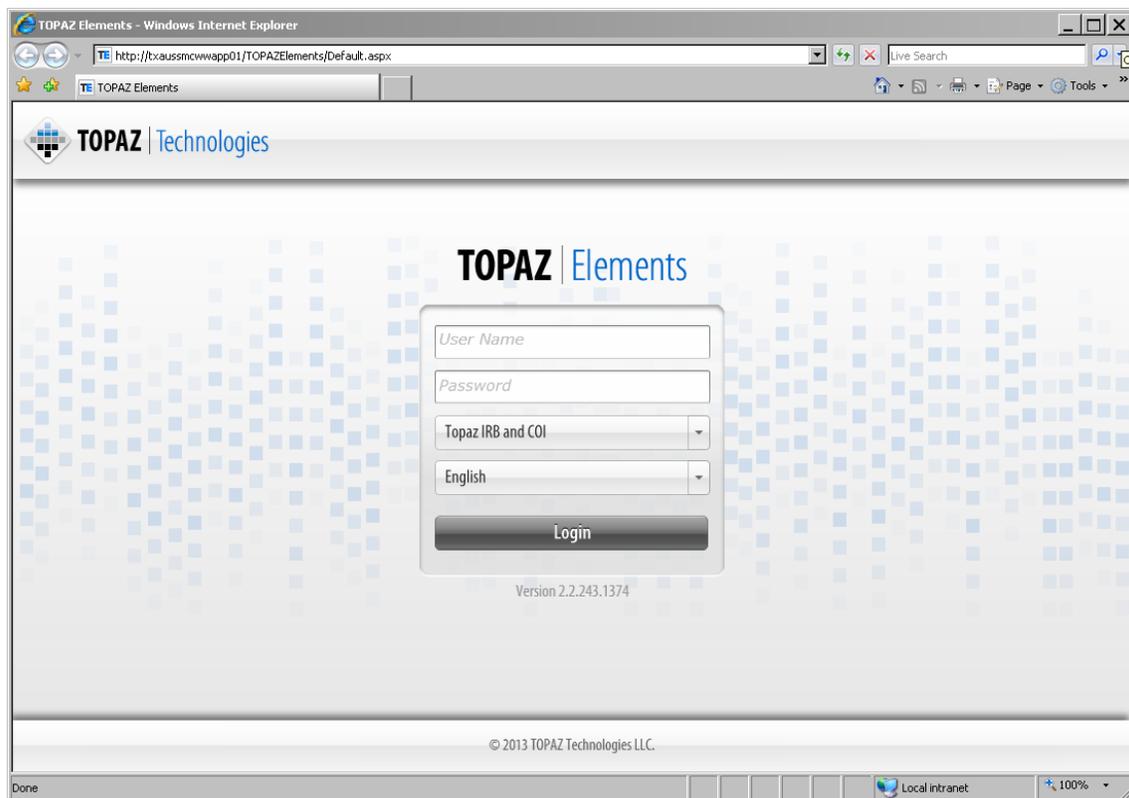
If you still do not see the TOPAZ icon, you will still be able to access TOPAZ. You can do so by clicking on the “SETON Intranet” icon (shown below).



4. Whichever of the two icons you click on, a separate window will launch. A pop-up may appear first asking for your permission to access files on your computer. Be sure to click “Yes”. (This allows you to attach files into TOPAZ that are saved on your computer or other network drive.)



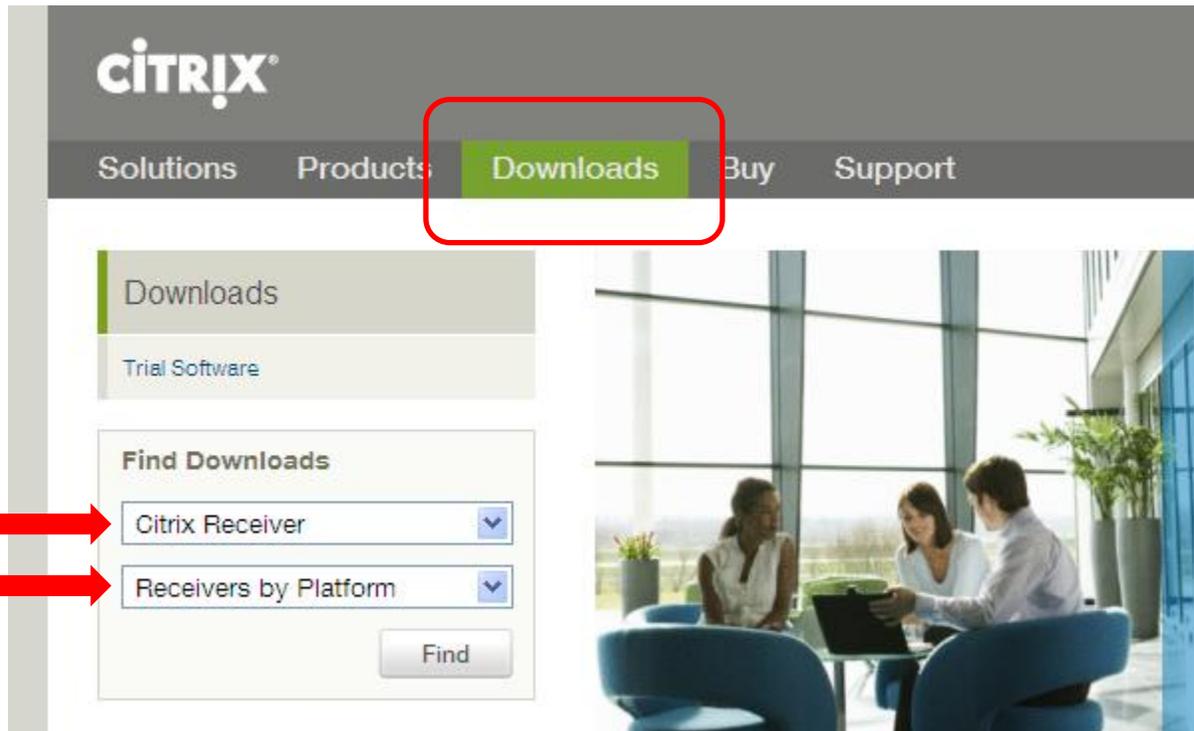
5. If you clicked on the TOPAZ icon, a separate window will launch with the TOPAZ application and you should now be able to log into TOPAZ using the same Seton network username and password you just used. **You are set to begin working in TOPAZ!** The screenshot below shows what your window will look like. If you now need assistance on what to do once you are in TOPAZ, please refer to the SIRB: User Guide for TOPAZ.



6. If you clicked on the “SETON Intranet” icon, a separate window will launch with the Seton Intranet Homepage. Hover your cursor over the “Web Apps” link and then click on “TOPAZ Elements”. This will take to you the TOPAZ application and you should now be able to log into TOPAZ using the same Seton network username and password you just used. **You are set to begin working in TOPAZ!** If you now need assistance on what to do once you are in TOPAZ, please refer to the SIRB: User Guide for TOPAZ.

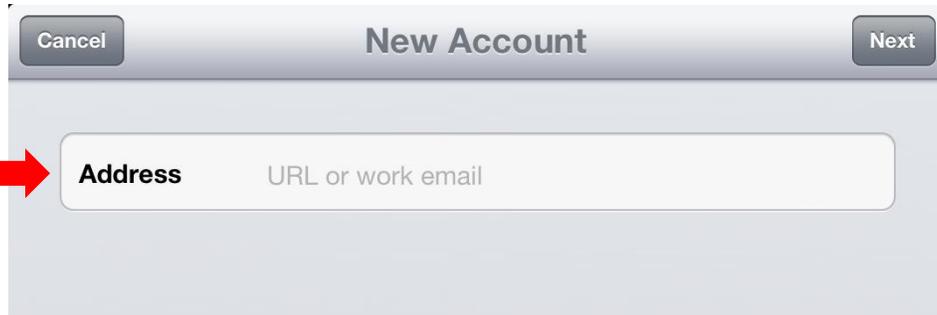
Please note: if you did not find the TOPAZ icon in your Citrix account, the IRB Project Coordinators are able to have it added for your convenience in the future. Please contact either Jenny Koenig (JLKoenig@seton.org) or Loc-Uyen Vo (LTVo@seton.org) and provide them with your Seton username in order to have the icon added.

7. If you clicked on either the TOPAZ icon or the SETON Intranet icon and a separate window did not launch, it may be likely that you do not have the Citrix Receiver installed on your computer. In this case, you will have to go to www.citrix.com and download the Citrix Receiver for the Windows operating system you are using. Once it is installed, please retry steps 1 through 6 above.



PART 2: LOGGING ON TO CITRIX ON A MAC

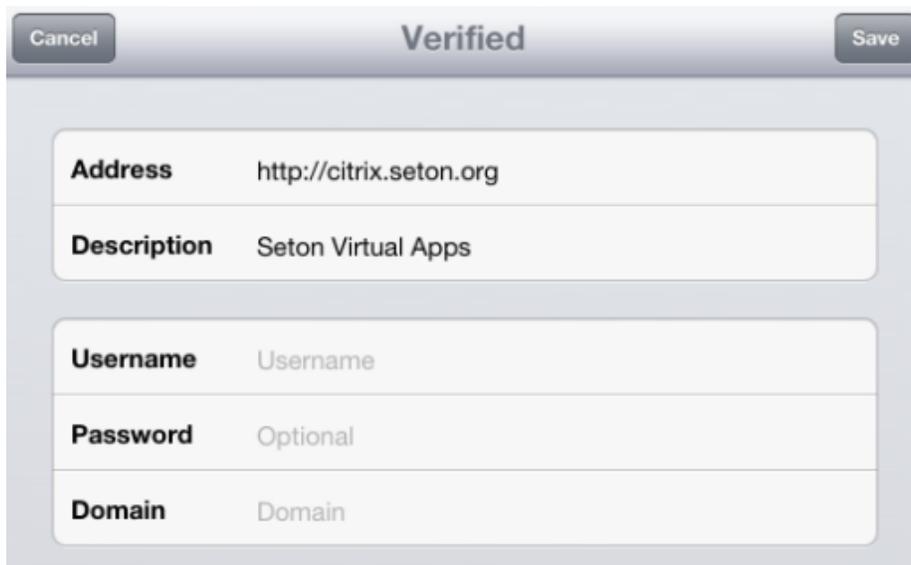
1. If you are using a Mac, you will first have to download the Citrix Receiver (unless it is already installed on your computer/iPad/iPhone). On a computer, go to www.citrix.com and download the Citrix Receiver for the Mac operating system you are using. See screenshot from Part 1, Step 7. Or on an iPad/iPhone, go to the App Store and download the Citrix Receiver app.
2. Once it is installed, open the Citrix Receiver application. The first thing it will ask you to do is “Add Account”. Click on that to start the process.
3. When it asks for the address you want to connect to, type in **citrix.seton.org**. See below (it may look slightly different depending on if you are using a computer or an iPad/iPhone).



Cancel **New Account** Next

Address URL or work email

4. When it asks for the domain, user name, and password, you will use your Seton username and password. The domain will either be **Seton** or **TXAUS** (depending on how your username was setup by Seton IS). Try both. Below are examples of this screen would look like. If you do not have a Seton network username and password, **skip to PART 4** on page 9 of this document.



Cancel **Verified** Save

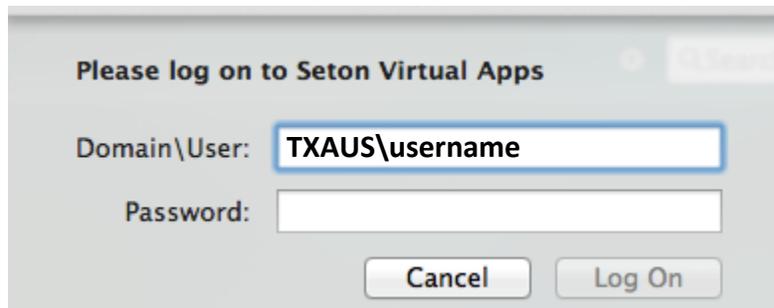
Address http://citrix.seton.org

Description Seton Virtual Apps

Username Username

Password Optional

Domain Domain



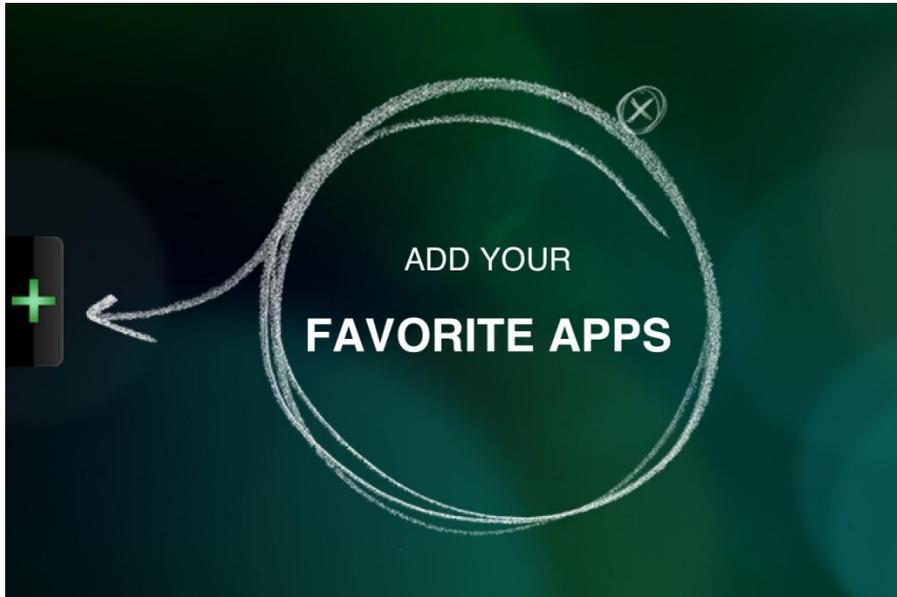
Please log on to Seton Virtual Apps

Domain\User: TXAUS\username

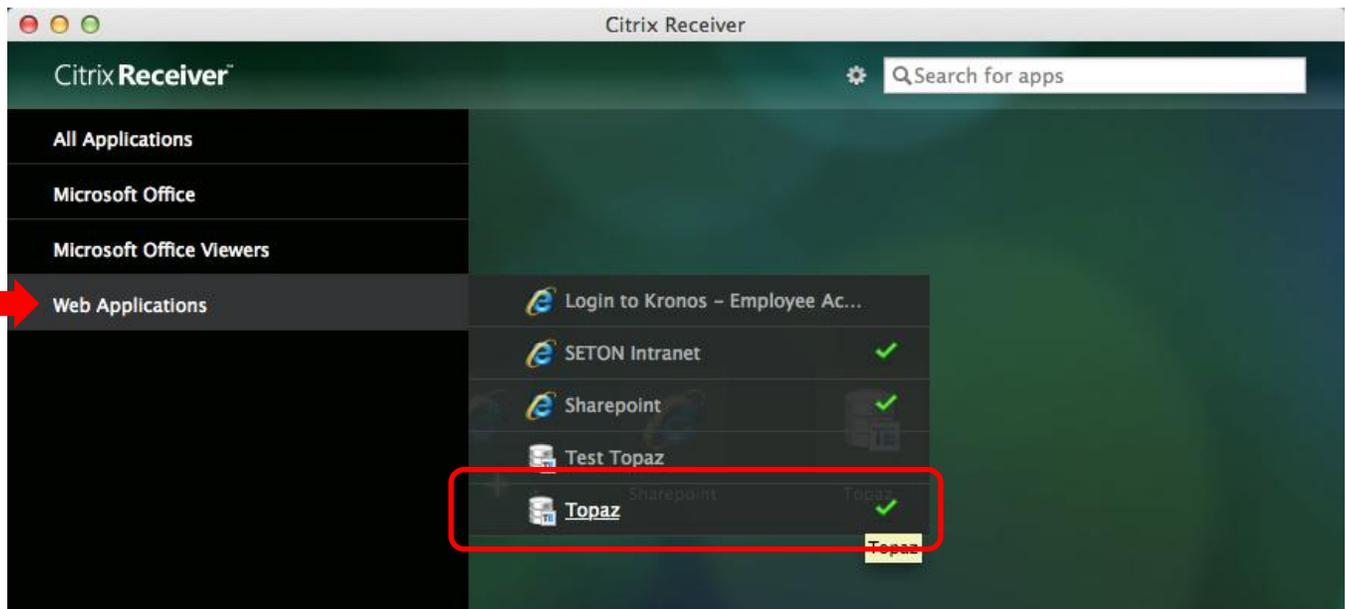
Password:

Cancel Log On

5. Once you are logged on, you will then see a screen similar to the one shown below.



6. Click on the (+) button on the left-hand side to add apps to your home screen. Click on “Web Applications” to find the TOPAZ icon and click on it. If you don’t see the TOPAZ icon, you can also click on the “SETON Intranet” icon and access TOPAZ that way.



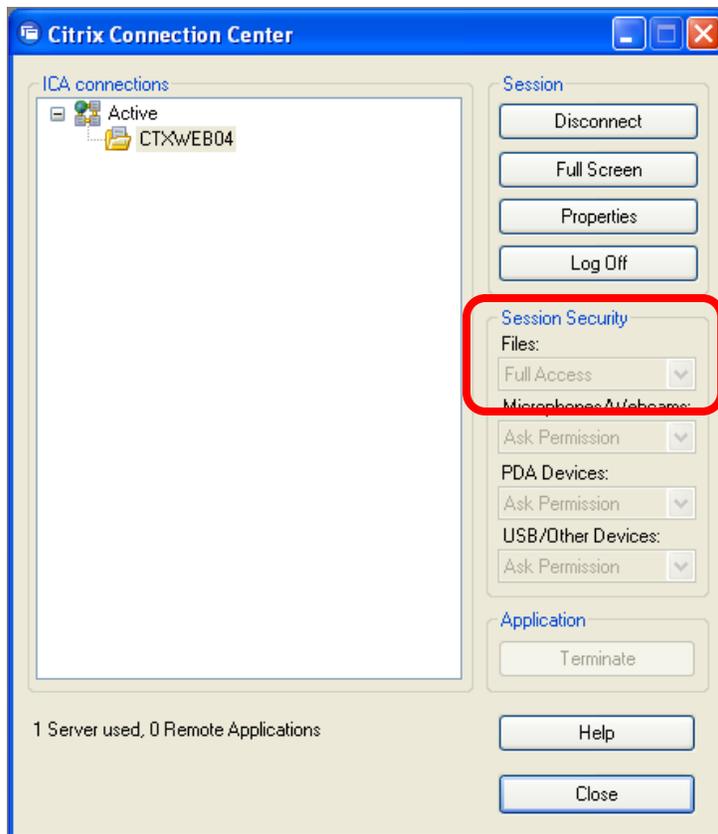
7. Once either the Topaz icon or the Seton Intranet icon have been added to your home screen, you can click on them to launch a separate window with the application. **You are set to begin working in TOPAZ!** Please refer to Part 1, Steps 4-6 if you need additional help.

PART 3: ATTACHING DOCUMENTS IN CITRIX

1. In order to attach documents from your computer or network drive into TOPAZ (through Citrix), you must allow Citrix access to your files. Usually when you first log into Citrix and launch TOPAZ, you will be asked about permissions to your files (see Part 1, Step 4). To check and make sure you have given it access, you can go to the Citrix Connection Center. See Step 2 for a Windows PC and Step 3 for a Mac.
2. On a Windows PC, there will be a Citrix icon in the Windows system tray (at the bottom right-hand corner of your screen where the time is located). The Citrix icon may look different depending on what version you are working off of. Here is an example (the blue circle icon with “computer screens” inside):



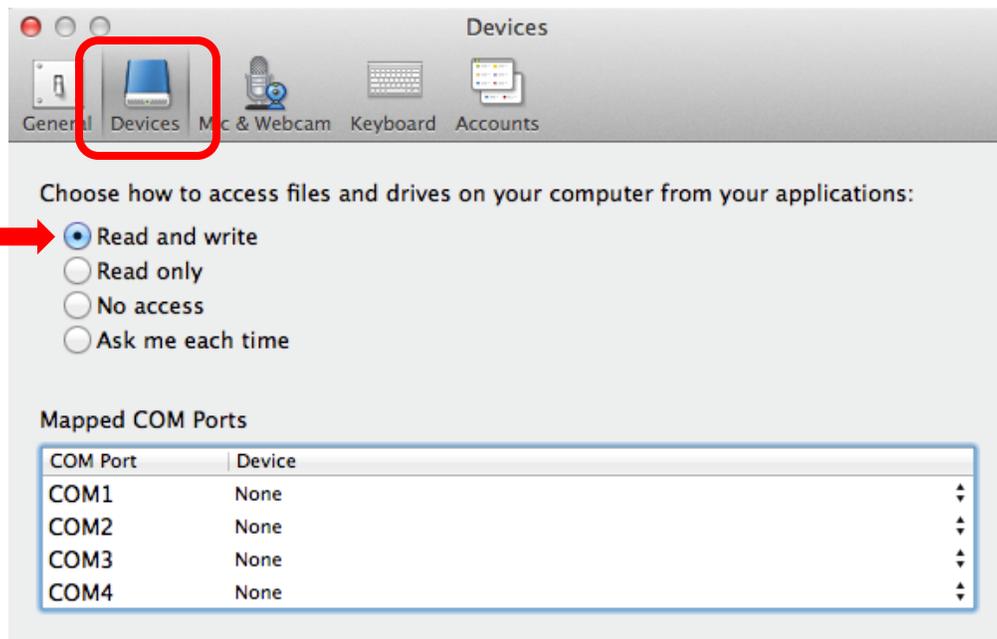
- a. Right click on that icon and click on “Open Connection Center” to open it. The Citrix Connection Center may look different from user to user depending on which version you are using. The Session Security should be set to “Full Access” for files or “Read and Write Access”. See screenshot below for example.



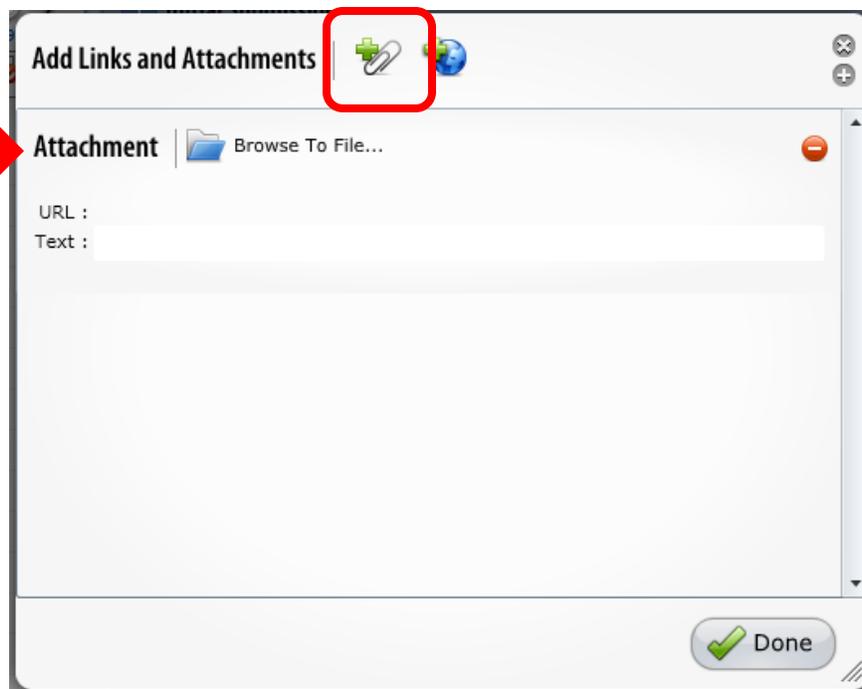
3. On a Mac, you will need to go “Preferences”. You can do so by either clicking on “Citrix Receiver” in the top menu bar of your screen and choosing “Preferences...” or you can click on the gear icon and choose “Preferences...”. See screenshot below.



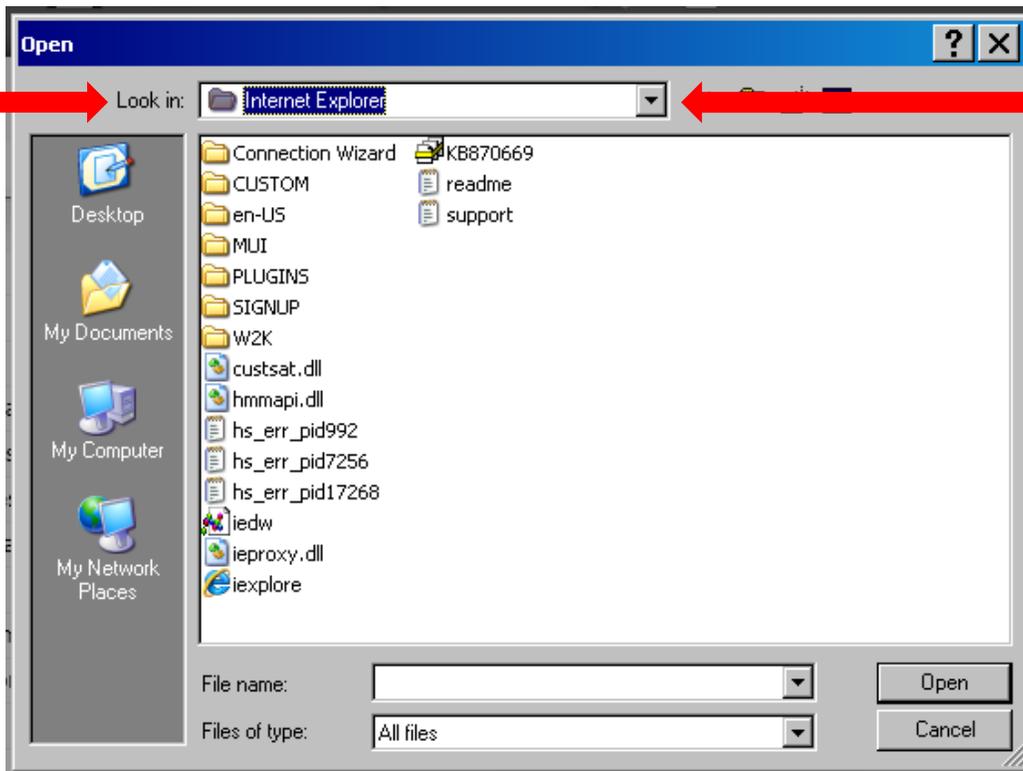
- a. When the “Preferences...” window pops up, click on “Devices” and be sure that “Read and write” is selected. Once it is, you can close that window. See screenshot below.



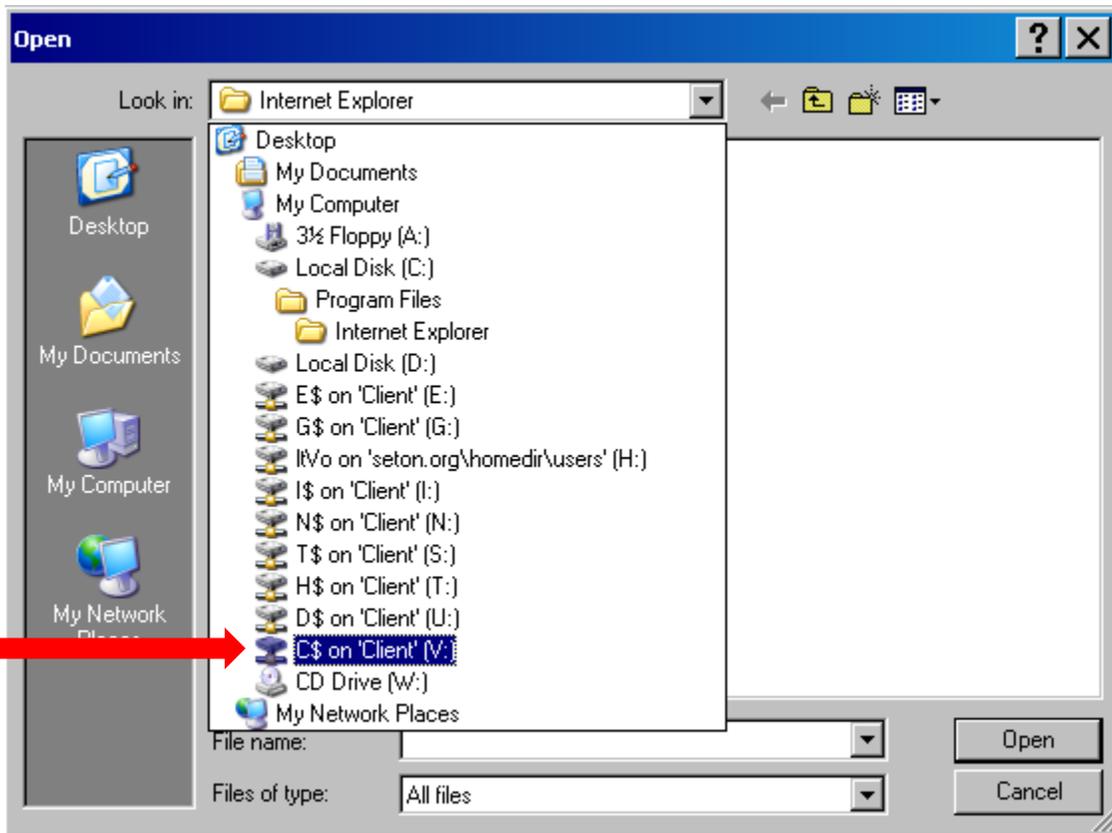
4. Once you have checked to make sure permissions are set, you can now attach documents. Go to the submission form question in TOPAZ that you are wishing to attach files onto and click on the paperclip icon for that question. A window called “Add Links and Attachments” will pop up. Click on the paperclip with a green (+) icon to add a placeholder for your attachment. See screenshot below.



5. Once the placeholder for the attachment has been added, click on “Browse To File...” for that placeholder. Another window will pop up. In the dropdown menu at the top, next to “Look in:” click on the down arrow. You may get an error message from Citrix when you do this, click on “OK”. **DO NOT** click on “Desktop,” “My Documents” or “My Computer” on the left-hand side. These are NOT links to your local computer desktop/folders.



- The next steps will depend on where your files are saved. If they are saved on your local computer, then you will select "C\$ on 'Client' (V:)" in the dropdown menu. See screenshot below.



From there, you will have to navigate to your user account on that computer and then to the folder your files are located in. Please follow the next series of folders (not all pathways will be the same from user to user): Users **OR** Documents and Settings → your username → location of files, such as “Desktop” or “My Documents”

7. If the files are saved onto a network drive, you will have to choose the appropriate drive from the dropdown menu. It may likely be “D\$ on ‘Client’ (U:)”. If you are not able to locate your folder/drive, please feel free to contact the IRB Project Coordinators for further assistance.
8. Once you locate the file you would like to attach, click on it and click “Open”. The file is now uploaded into the application.
9. After you have attached all documents you need for that question, click on “Done” to close the “Add Links and Attachments” window. Don’t forget to save! You have now successfully attached your documents!

PART 4: REQUESTING A SETON USER ACCOUNT

1. If you do not have a Seton account, the Office of Research Administration (ORA) can request from Seton IS that one be created for you. Please email the IRB Project Coordinators, Jenny Koenig (JLKoenig@seton.org) and Loc-Uyen Vo (LTVo@seton.org), and provide them with the following information in order to have an account created:
 1. Full Name (including middle initial)
 2. Credentials (i.e., MD, PhD, RN, etc.)
 3. Work Email
 4. Work Phone Number
 5. Position/Title
 6. Will you be a Principal Investigator (PI) on a study or not?
 7. Last 4 digits of your Social Security Number

The process to have a Seton account created takes 1-3 business days from the date of the request made by the ORA. Once created, you will be notified by either Jenny or Loc-Uyen and you will then be able to log into Citrix and TOPAZ.