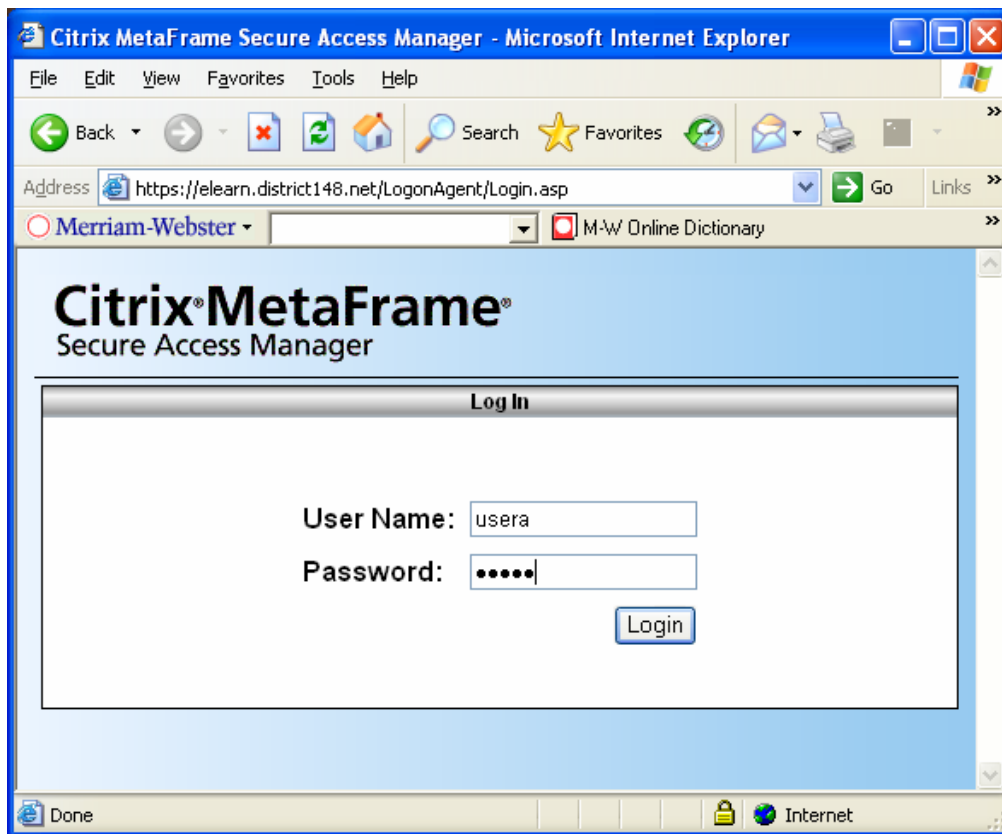


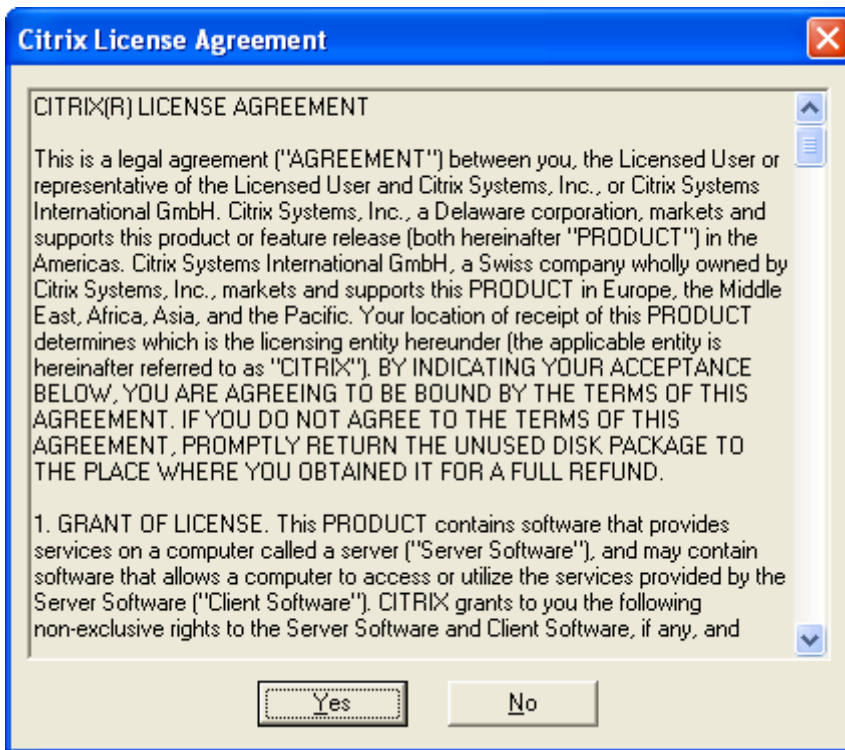
Elearn Access Procedures School District 148

1. Open up Internet Explorer.
2. Click on Tools and then Internet Options.
3. Click on the security tab.
4. Click on Trust Sites icon (green circle with the check mark) and then click the sites button.
5. In the field “Add this web site to the zone:”, type in elearn.district148.net. Uncheck the box “Require server verification (https:) for all sites and click the ADD button. Then click the OK button.
6. Click OK one more time to close out of the Internet Options.
7. With your browser already open go to the following website:
<https://elearn.district148.net>
8. At the login page, enter your network credentials and click the login button.



9. If this is the first time you are accessing the elearn site, you will be prompted to install the Citrix ICA Web Client. Click Yes to the license agreement window.

10. The next window will confirm that you want to install the Citrix ICA Web Client. Click the Yes button to continue with the installation.



11. Now the main Secure Access Manager page should be displayed in your browser window. The layout of this window will vary depending on the groups you are in and what portal pages will be displayed.
12. To launch an application, click on the icon in the Program Neighborhood window. The application should launch just like it does from the apps page.



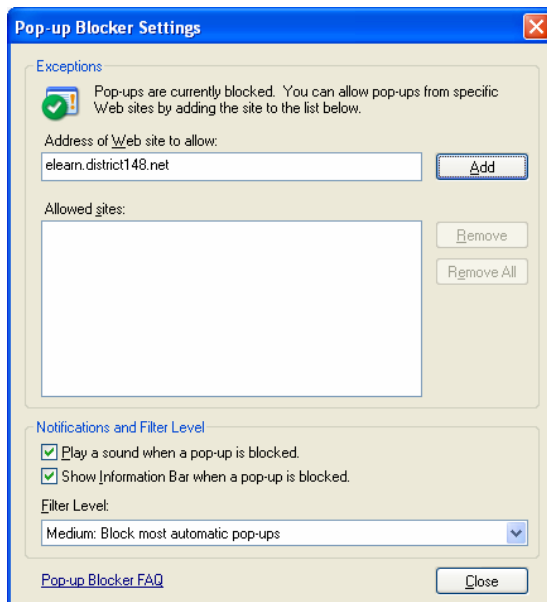
Troubleshooting

The most common issues when connecting to the elearn site is the pop-up blocker settings. Pop-Up blocker must allow pop-ups to the <https://elearn.district148.net> site. If this is not allowed, you will receive the following error shortly after entering your login credentials.



If you are running Windows XP with service pack 2, Windows has a pop-up blocker enabled by default. To allow pop-ups for the elearn site, perform the following steps.

1. Open up Internet Explorer and click on the Tools | Pop-Up blocker | Pop-Up Blocker settings.
2. In the address box, type in elearn.district148.net and click the Add button.



3. Once the allowed sites window displays the elearn.district148.net, click on the close button.
4. Other pop-up blockers should also allow pop-ups to the elearn.district148.net site. These include but are not limited to Google toolbar, Yahoo toolbar, and other toolbars or third party pop-up blockers.

Problem: After enter the user credentials; the browser displays the error “The page cannot be displayed”

Solution: If you are using Windows XP with Service Pack 2, there is an additional hot fix available from Microsoft that needs to be applied.

Click on the link below and download the file from this location.

<http://support.microsoft.com/default.aspx?scid=kb;%5bLN%5d;884020>

Problem: The user receives an error “Unable to open launch.ica

Solution: This error is caused by the local client not having a Citrix client installed. In order to open up a Citrix published application, your computer must have the Citrix client installed. You can either install the Citrix Web Client or the full Citrix Program Neighborhood.

If you do not have either client installed when you connect to the elearn site, you will be prompted to install the Web Client. Accept the defaults for this installation. This is usually sufficient for remote access. If you need to install the full Citrix Program Neighborhood, you may download that from the following URL:

<http://www.citrix.com/English/SS/downloads/downloads.asp?dID=2755>

Choose the Citrix client that matches your operating system and perform the installation.

Problem: After clicking on an application to open, the user may receive an error “ICA file not found”

Solution: Occasionally problems can occur if Citrix has difficulty creating the Citrix ICA file on the local machine. This is normally saved under the temporary Internet files location on the local computer.

To clear the temporary Internet files, perform the following steps:

5. Open up Internet Explorer
6. Click on Tools | Options
7. On the General tab, under the Temporary Internet Files, click the Delete Files button.
8. Check the box to “Delete all offline content” and then click OK.

Depending on how frequently you perform this task, it can take several minutes. When it is finished, click OK to close the Internet Options window.