GO User Guide for Mac

About this Document

Mac users can access GO using one of these two secure methods for logging in to the GO system:

1. RSA Hard Token
2. RSA Soft Token

Global OpenNet (GO) users must provide the following information to access the system:

1. OpenNet Username
2. OpenNet Password
3. Access Token passcode (generated for you by one of the Access Tokens you have received – see **Error! Reference source not found.** below).

   NOTE: If you do not have an Access Token, please contact your local IT administrator.

Introduction to your Access Token

An Access Token contains a unique timed code needed to log onto the GO System. It is generated by either a physical device (Hard Token) or software (Soft Token) installed on a device you already have; i.e. a BlackBerry mobile device. Access Tokens generate a one-time passcode that you will use each time you access the GO System. The **Error! Reference source not found.** below describes the different Access Token types:

Access Token Type	Description	What it looks like
RSA SecurID SID700 Hardware Token *Also known as the **RSA Hard Token**, used to access GO.*	Physical device (Hard Token) that generates a one-time **6**-digit numeric passcode used in combination with a user-defined, **6**-digit Personal Identification Number (PIN) to access the GO System.	
RSA SecurID Software Token *Also known as the **RSA Soft Token** because it is a software token which can be loaded onto another physical device; e.g. a BlackBerry Mobile device.*	Software installed on your BlackBerry mobile device. Similar to the Hard Token, it generates a one-time **8**-digit numeric passcode that is used in combination with a user-chosen, **6**-digit PIN to access GO. *NOTE: For information on installing your*	

Access Token Type	Description	What it looks like
	Soft Token see Section 1.2 of <u>*Accessing GO With an RSA Soft Token*</u> *located on the GO website under User Guides / Full User Guides.*	

GO Access and Setup

Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through these initial steps before performing any of the procedures that follow later in this document.

> *NOTE: GO system software currently requires an Intel-based Mac running Mac OS X v10.6. If you have an older Mac, you cannot log into GO.*

Java Installation for Mac OSX Procedure

Java, a runtime environment that works "behind the scenes" to let you use many Web sites, online services, and applications, is no longer built in with Macintosh operating systems.
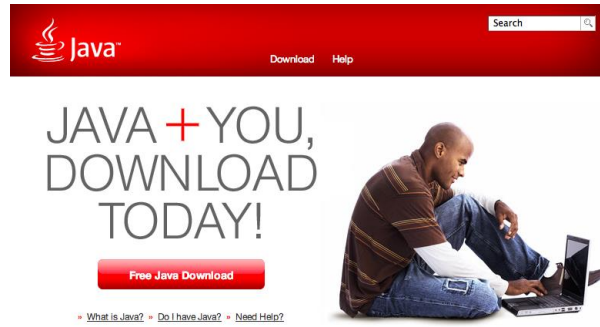
The Mac OS X System Requirements for Java 7 are:

- Intel-based Mac running Mac OS X version 10.7.3 and above

- Administrator privileges

- A 64-bit browser (Safari, Firefox, etc.)

- Chrome does not support Java 7. Java 7 runs only on 64-bit browsers and Chrome is a 32-bit browser.

Verify your current Java version by going to **www.java.com/verfiy** and clicking on the red **Verify Java version** button. If prompted with a message saying "Do you want to run this application?" click **Run**. If your Mac needs updating proceed to Step 2, to install Java. If Java is up to date, proceed to Section **Error! Reference source not found.** to install Citrix.	
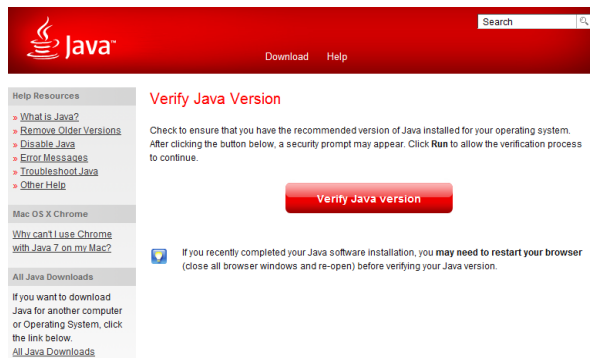
|	
Go to **www.java.com** and click the **Free Java Download** button.	
Click on **Agree and Start Free Download**. A file called **jre-7u51-macosx-x64.dmg** will download to the **Downloads folder** on your computer. In the upper right corner of Safari click the **Downloads** button and then double-click on the **jre-7u51-macosx-x64.dmg** to open the file.	
Double-click on the **box icon** to start the Java installation.	
Click **Install** and follow the installation instructions. (This may take a few minutes).	

MRA
Mobile & Remote Access
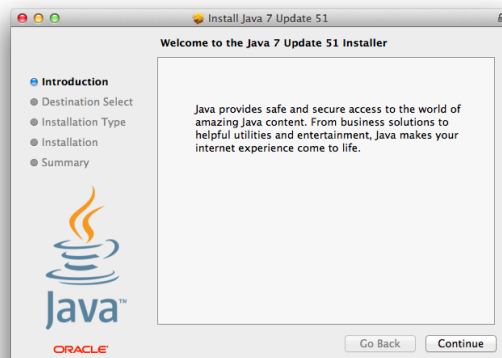
When the Installation Succeeded message pops up, click **Close**.	
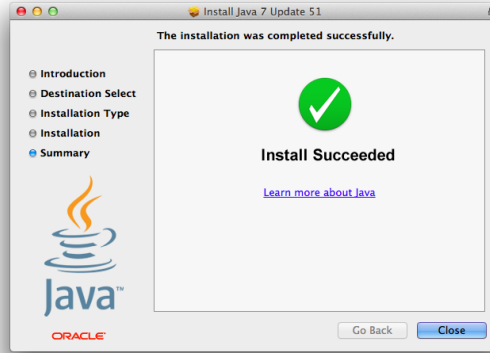
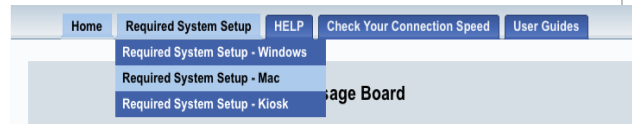Java installation is complete!
Proceed to the next section to install the Citrix Receiver.

Citrix Receiver Installation Procedure

Access the GO website by opening your browser and entering http://go.state.gov.	
Hover over the Required System Setup tab and then click on Required System Setup - Mac.	
Click the Install Citrix Plug-in link.	

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A file called CitrixReceiverWeb.dmg will download to the Downloads folder on your computer. In the upper right corner of Safari click the Downloads button and then double-click on the CitrixReceiverWeb.dmg to open the file.	
Double-click on Install Citrix Receiver.	
Click Continue and follow the installation instructions. (This may take a few minutes).	
When the Installation Success message pops up, click Close.	

<div align="center">
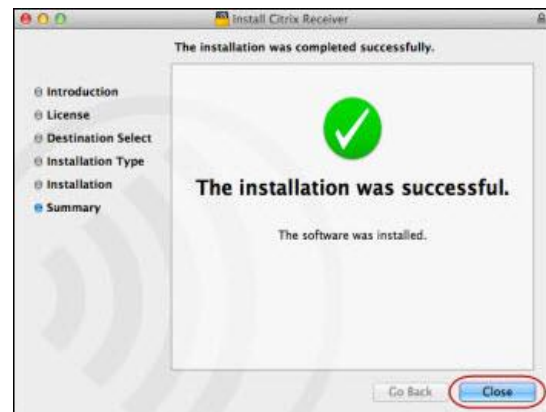
Citrix Receiver installation is complete!
Proceed to the next section to configure your web browser.

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Web Browser Settings Configuration

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1. Open Safari, click on the **Safari** menu, and click **Preferences**.	
2. Click on the **Security** tab and click the **Manage Websites** button.	
3. Internet plug-ins installed on your computer appear on the left side of the plug-ins page. 4. Select the **Citrix Receiver Plug-in** to configure its website settings. 5. Click the drop-down menu next to **When visiting other websites:** and ensure **Allow** is selected.	
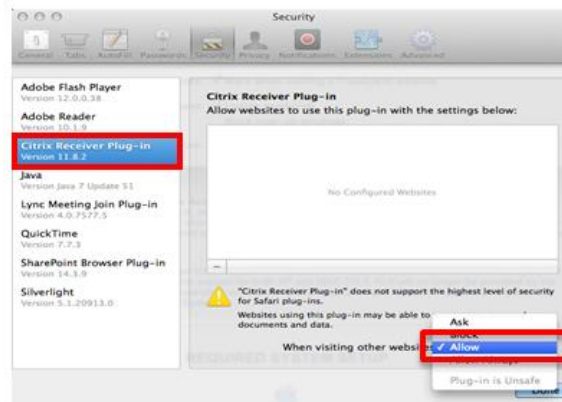
6. Select **Java** to configure its website settings.
 	
7. Click the drop-down menu next to **When visiting other websites:** and ensure **Allow** is selected and then click **Done**.
 	
    • ***Ask*** *-- Prevents the plug-in from loading, but allows it if you click the options to trust the current website.*
    • ***Block*** *-- Prevents the plug-in from loading.*
    • ***Allow*** *-- Allows the plug-in to run on the selected website with no placeholder links or warnings.*	
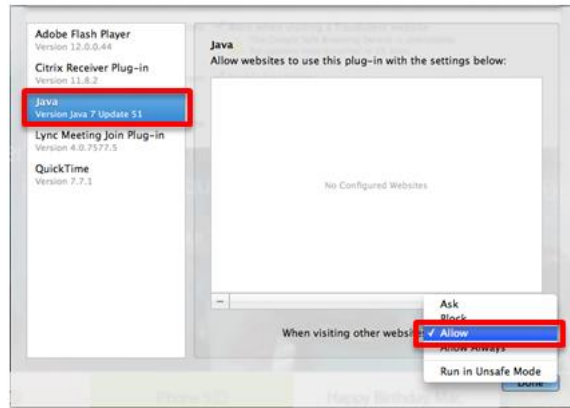
8. Ensure the **Block pop-up windows** box is NOT checked and close the **Security** window.	
<center>**Web browser configuration is complete!** **You are ready to access GO!**</center>	

Creating your RSA Token PIN

Once you have performed the one-time procedures in the previous section, you can create the Personal Identification Number (PIN) for your RSA Soft Token.

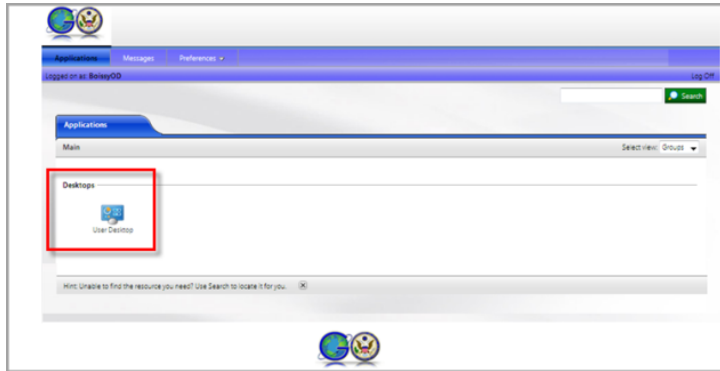|	
1. Access the GO website by opening your browser and entering **http://go.state.gov**. Read the system authorization and consent notice, and then select the **I agree** button below the notice.	
2. When the **Log on** page appears, select the icon corresponding to your **Mac** Operating System (OS).	
3. Click on the **click here to setup your PIN**, as shown on the right.	

4.	Return to your BlackBerry device or hard token to retrieve you **Token Code**.	
5.	Enter your **OpenNet username**, **OpenNet password**, and enter *only* **the token passcode** into the PIN + Token Passcode field and click Login. *NOTE: Entering your passcode without a PIN is valid initially to create your PIN. Once your PIN is created, you will enter the PIN + token passcode for future logon.*	
6.	You will be prompted to create a new **6-8** digit PIN. Enter it twice and click **Save PIN**. *NOTE: This step is required one time only. Once you have created your PIN, you will not see this screen again.*	

7. The system will re-direct you to the **GO Homepage**. This confirms your PIN has been set. Continue to Section 0 for GO logon instructions.	

Completing Access to the Global OpenNet (GO) System

No matter which type of Access Token you have, the initial steps for accessing the GO System are the same for all users. When you reach the GO "Login" screen, depending on which type of token you are using (RSA Hard Token or RSA Soft Token), you will login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.

1. Access the GO System by opening your browser and entering: **http://go.state.gov**.	
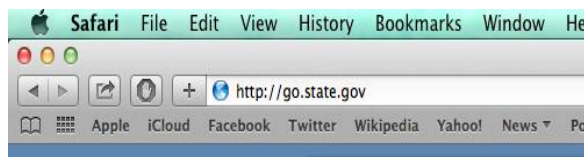
2. Read the system authorization and consent notice, and then select the **I agree** button below the notice.	
3. When the **Log on** page appears, select the icon corresponding to your **Mac** Operating System (OS).	
4. When the **GO Login** screen displays, enter your OpenNet **Username**, **Password**, and the **Token Passcode**. a. **For RSA Hard Token**: Enter a numeric, 6-digit PIN **+** a numeric 6-digit RSA Hard Token passcode. b. **For RSA Soft Token**: Enter a numeric, 6-digit PIN **+** a numeric 8-digit RSA Soft Token passcode.	

5. You will see the GO System Desktop Launch Screen. Select **User Desktop** to open a remote desktop session.	
6. The User Desktop will now launch (the first time may take up to 5 minutes); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself. *NOTE: Initially you will not have ANY icons except the Recycle bin. Afterwards you may customize your desktop to include whatever icons you wish.*	
7. Your desktop operates in the same way as your OpenNet desktop. Select the **Start** menu and **All Programs** to display all available applications.	
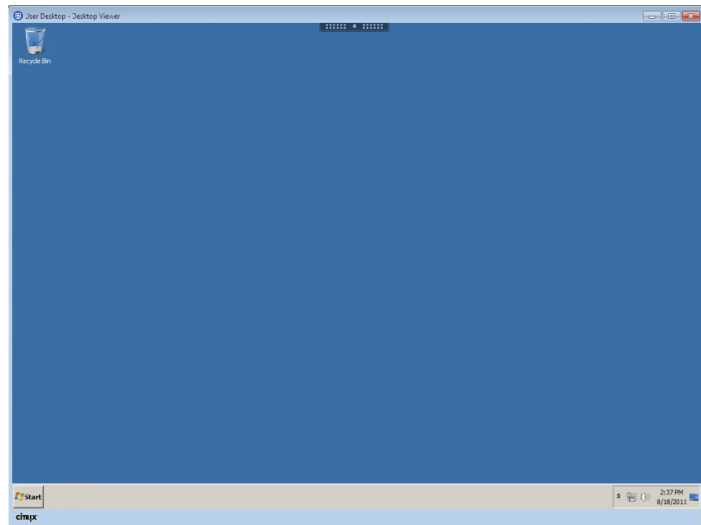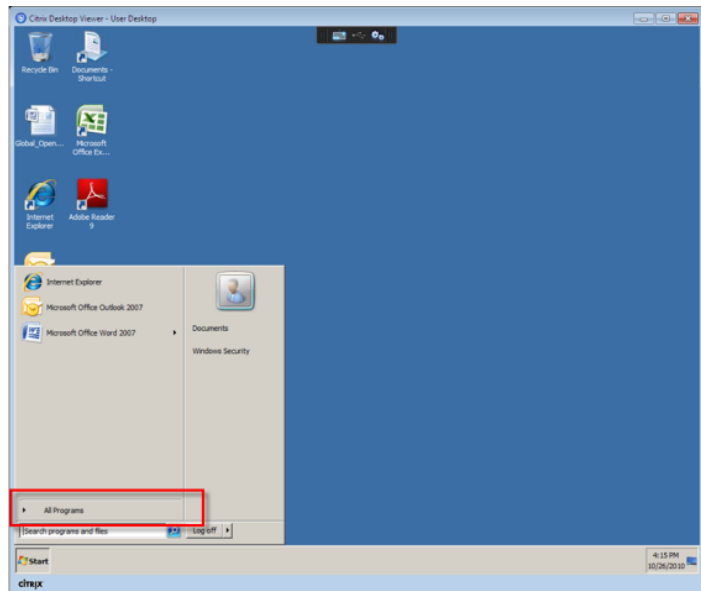
*NOTE: It is very important to log off properly after using the GO system. Always complete the following **two** steps: **Log off** through the **Start** menu, per Step 8, and **Log Off** through the browser, per Step 9.*

8. First, to log out of the User Desktop, you **must** use the following method:

   1. Click **Start** and then click the **Log off** button (lower left).
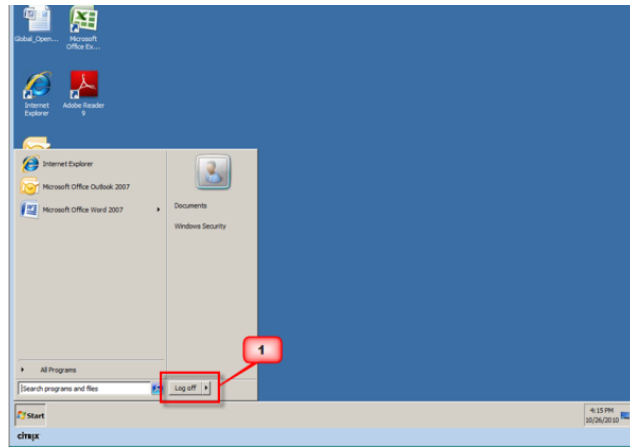
9. Second, to end your remote Citrix session, click on **Log Off** in the upper right hand corner of your browser, as shown in the figure to the right.
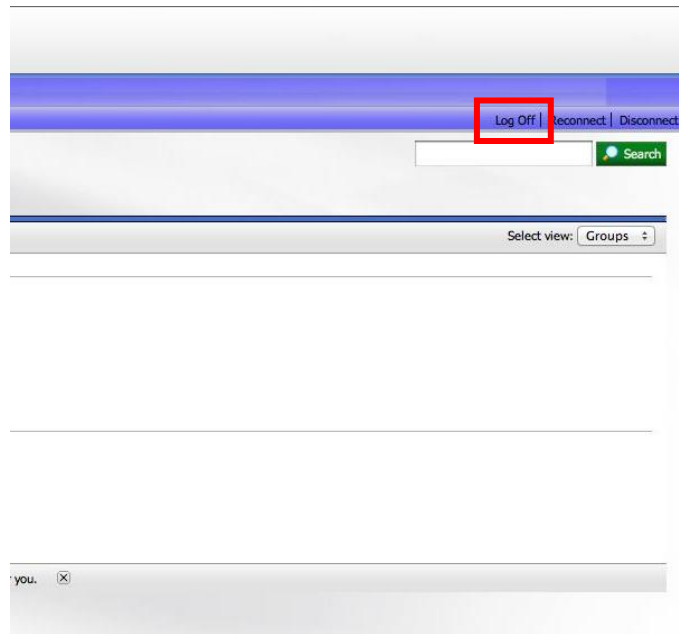
   Always click on **Log Off** to terminate a session.

Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the correct network drive path. When asked to select a drive letter, you can select any available letter from **I** thru **Z**.

IMPORTANT: Before you attempt to "map" to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, double-click on **Computer** and the drive paths will be listed on the left, with the path included:

> *Example:* If the path shown is:
> POL on 'dosintus.domain.state.sbu\tappublic$\Officeshare$' (P:)

> The network drive path you would type to map your network drive in GO is:
> \\dosintus.domain.state.sbu\tappublic$\Officeshare$\POL

SUGGESTION: Once you know the network drive path(s) to your additional office share(s) etc., email yourself your drive path/network share path, and when opening the email in GO, you will have the drive path available to copy and paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

> *NOTE:*   *Drive letters A – H are reserved for system mapping and should not be used.*
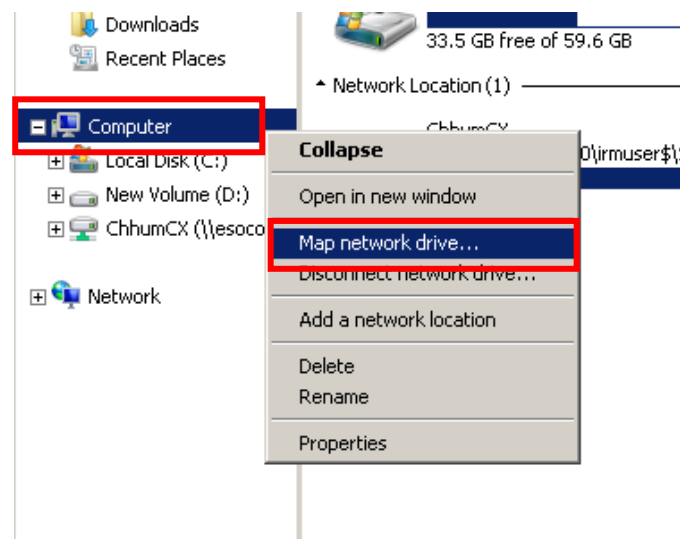
1. From your GO published desktop, click on **Start,** and then click on **Documents**.	
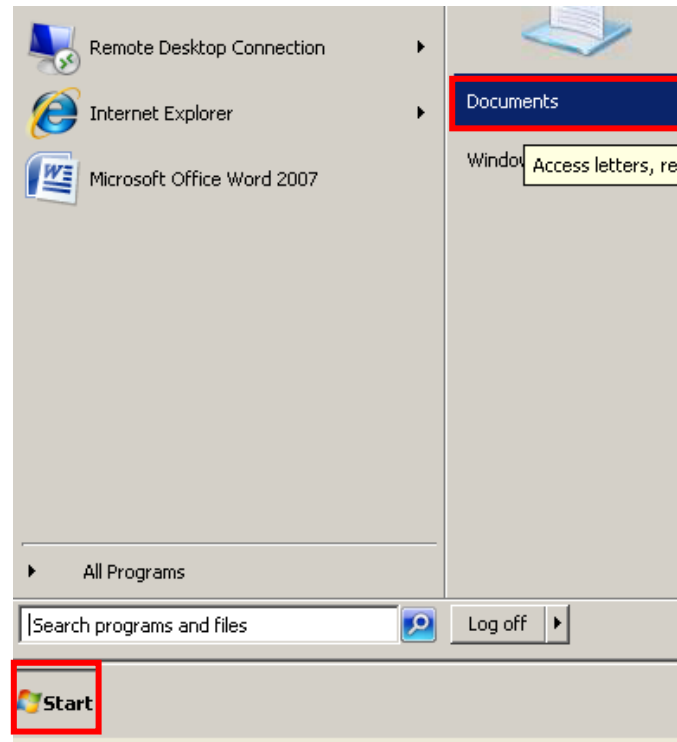
2. When the screen shown to the right displays, click on **Computer**, and a list of mapped drives will display on the right side under **Network Location**. Verify the drive you require is not already mapped.
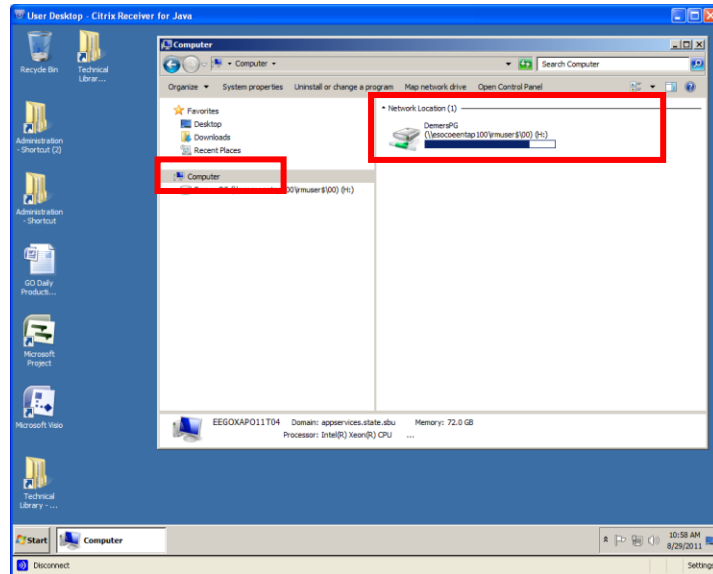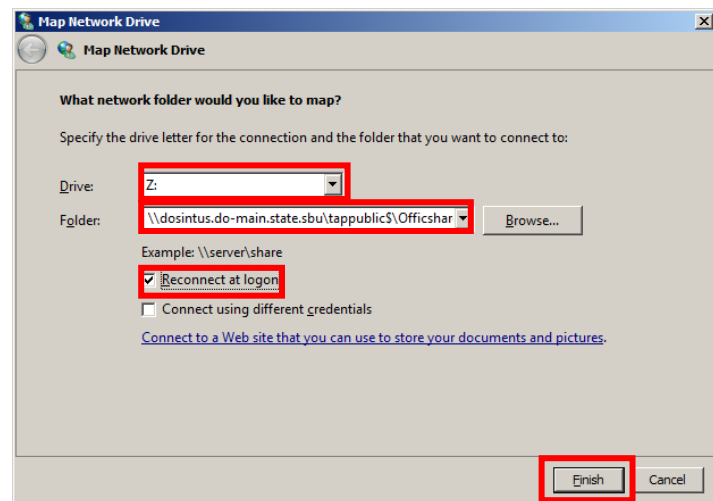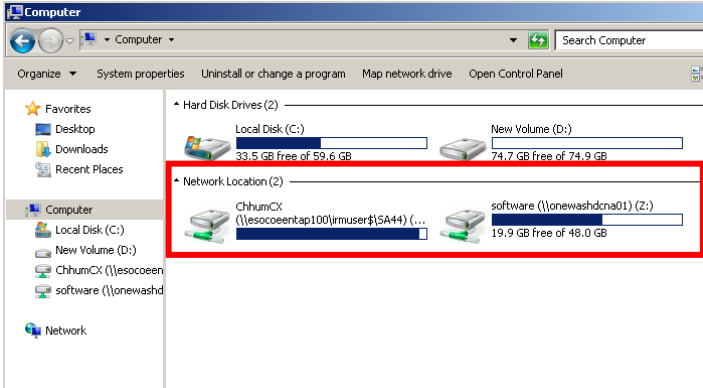

3. Next, right-click on **Computer** and click **Map network drive**.

4. GO will automatically map most users to their Network Drive/folder that they use at work. However, if your personal Network folder is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps:

- Select a drive letter that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when

mapping additional drives.) • Enter the network path to the drive in the **Folder** field (the path in the screen to the right, *\\ dosintus. domain.state.sbu\ tap public$\Officshare$\,* is only an example). • Select the **Reconnect at logon** option if you want this drive to automatically map every time you log into GO. • Click **Finish**.	
5. Your mapped network drive should now appear under the **Network Location**.	

Connecting to a PST File

In order to connect to a Personal Folder file (.pst) in Outlook, you should have the path available to your Network folder and the location of your PST files. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

Important: Refer to Section 0 above for information on obtaining the path to the drive/network folder required by using your office Desktop computer. Otherwise contact your system administrator.
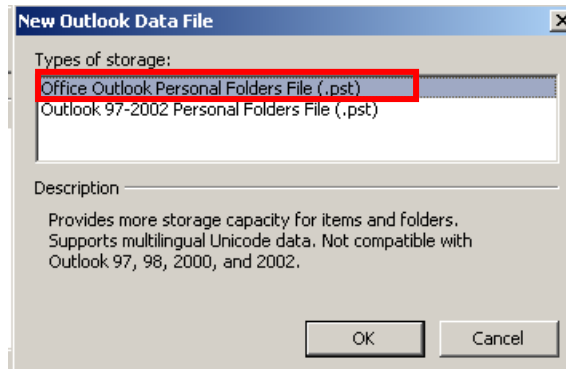
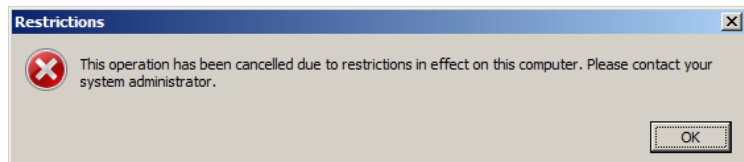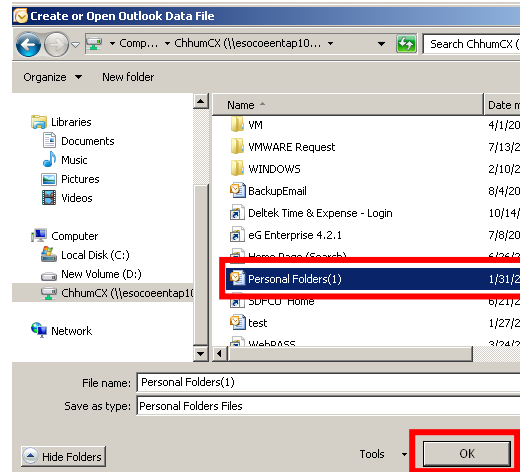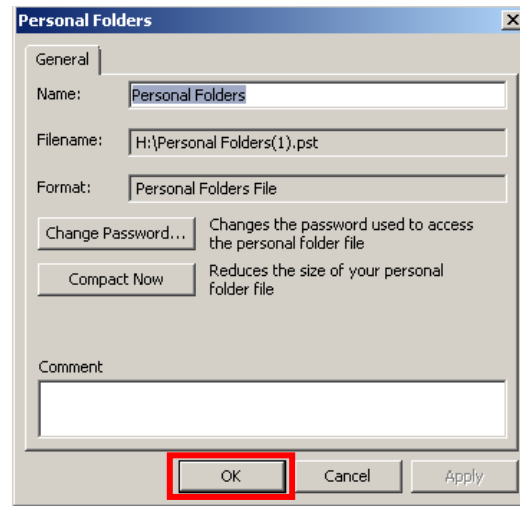|	
1. From your GO Desktop open **Microsoft Outlook**. 2. Click on **Tools** then scroll down and click **Account Settings**.	
3. From the **Account Settings** dialog box, click the **Data Files** tab and click **Add**.	
4. Highlight the **Office Outlook Personal Folders Files (.pst)** and click **OK** to continue.	
5. A **Restrictions** warning box may appear, ignore this warning and just click **OK**.	
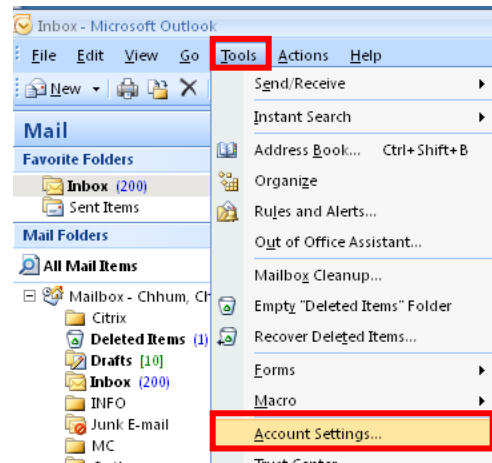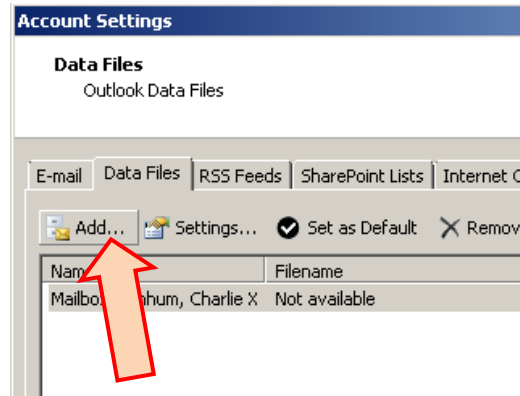
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6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. Highlight and select your PST file and click **OK**.	
7. Click **OK** again to accept this PST file. And finally, click **Close** to exit.	
8. Click **Add** again if you want to add an additional PST file, or click **Close** to return to Outlook.	
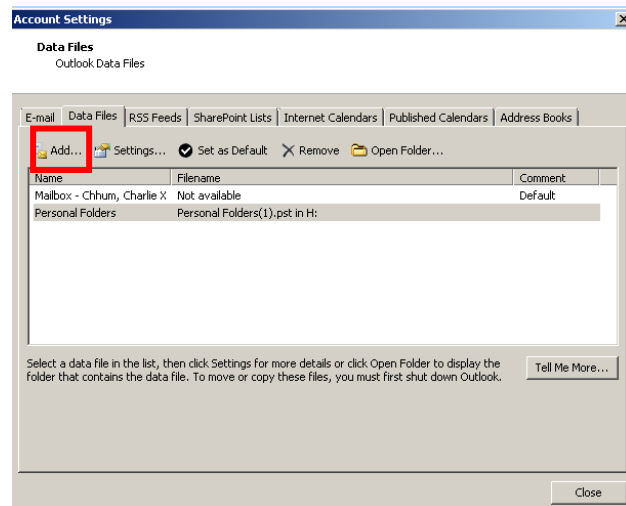
9. You should now see your mapped PST file in the **Mail Folders** in Outlook in the left panel.
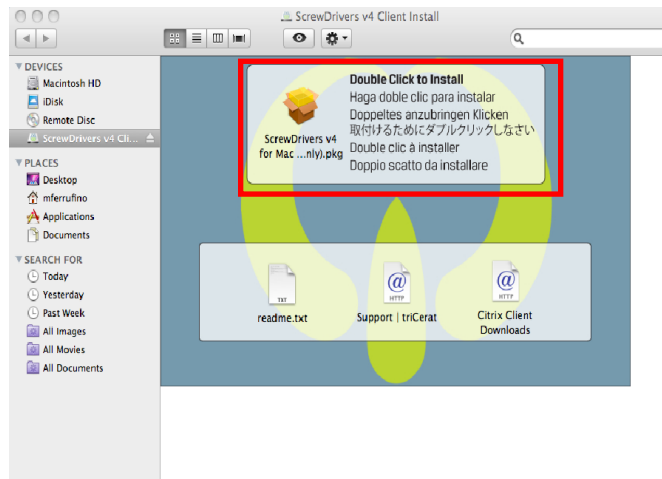
MRA
Mobile & Remote Access
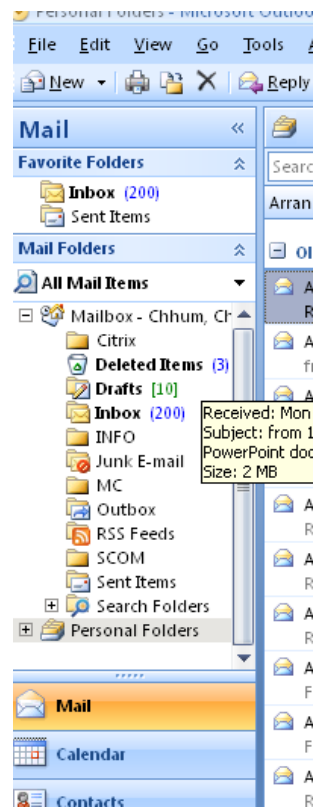
Install Printing Software

After successfully logging into the GO system, you can install the printing software. The GO user can install printing software for Macintosh computers from the **Required System Setup** page.

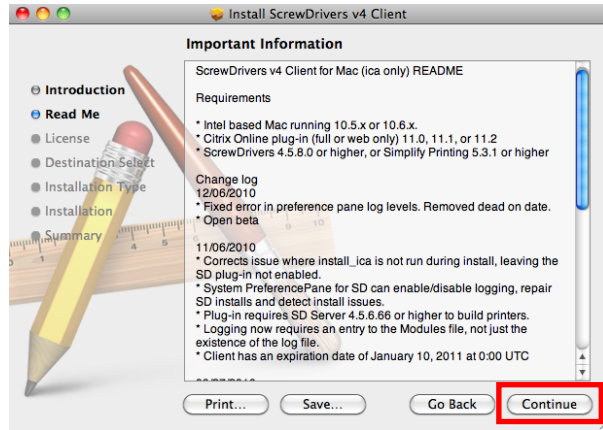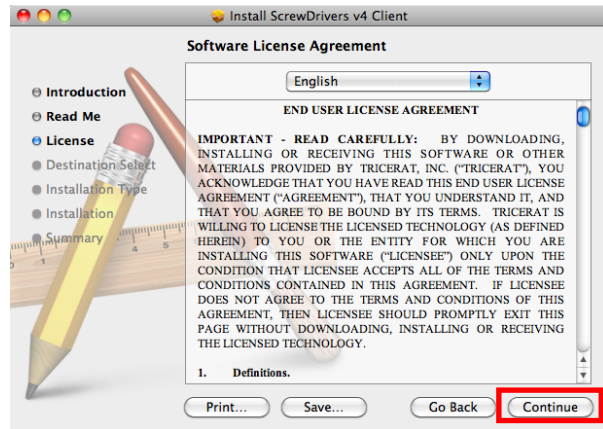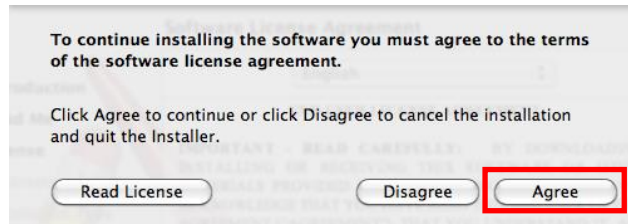|	
1. Access the GO website by opening your browser and entering http://go.state.gov. 2. Hover over the **Required System Setup** tab and then click on **Required System Setup - Mac**. 3. From the **Required System Setup-Mac** page, click on **Install Printing Software** under the MAC icon.	
4. Double-click on the **Double Click to Install** box to install ScrewDrivers v4.	
5. Click **Continue** to proceed beyond the **Introduction** window.	
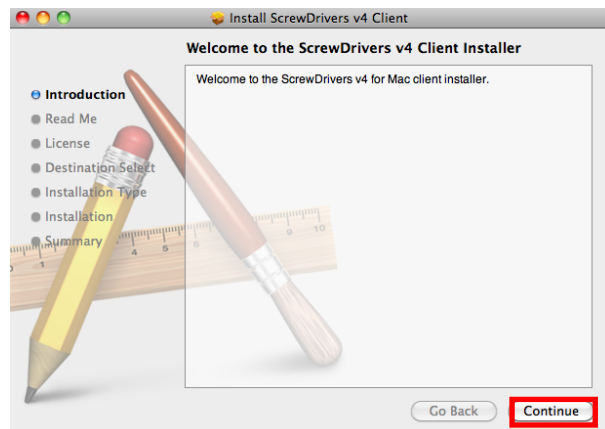
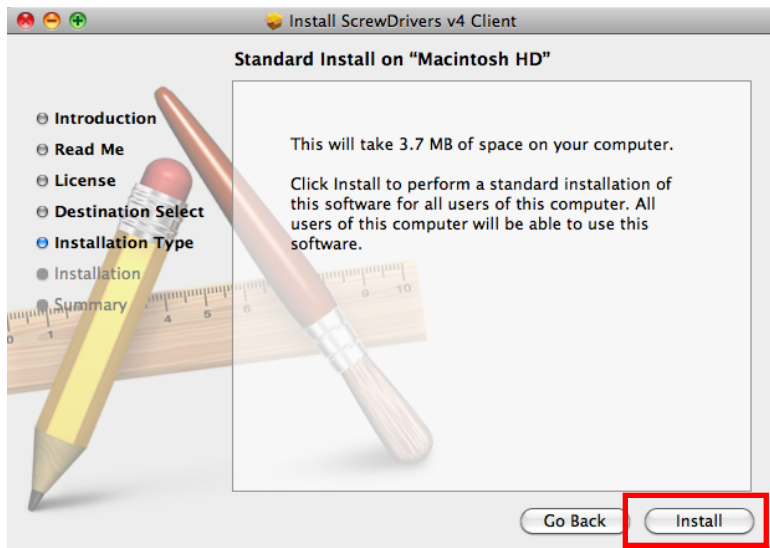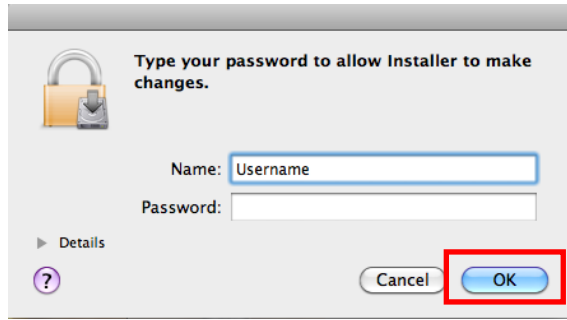|		
6.	Click **Continue** again to proceed beyond the **Read Me** information window.	
7.	Click **Continue** to proceed beyond the **End User License Agreement** information.	
8.	Click **Agree** to affirm compliance with the license agreement and continue with the installation.	
9.	Click on **Install** to proceed with the installation.	

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10. You will be prompted to enter your password to allow the Installer to proceed. Enter password and click **OK**.	
11. If successful, the window shown to the right will display. Click **Close** to complete the installation.	
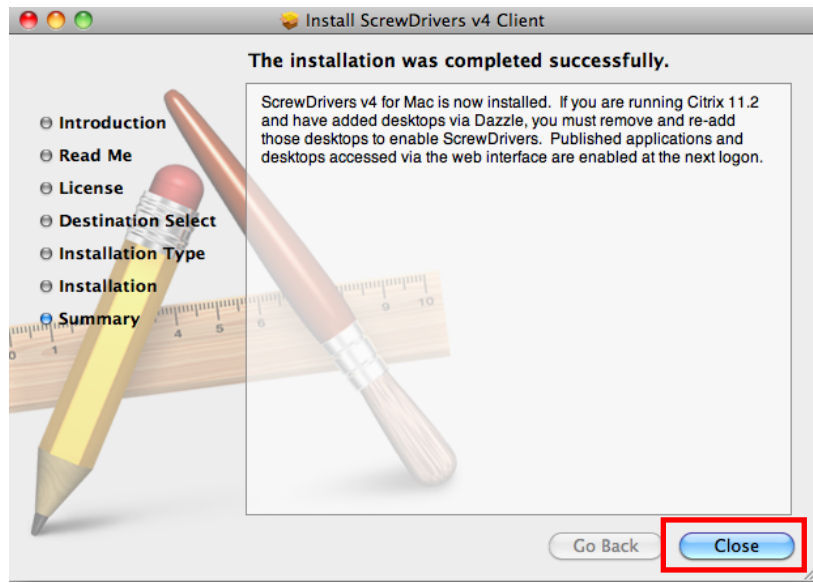
GO System Log-Off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps** to complete **Log Off**, as shown in **step 1** and **step 2** below. Always "**Log Off**" **using both of these two steps**, in the order and manner shown.

1. First, to **log out** of the **User Desktop**, you *must* use the following method:

    1. Click on the **Log Off** button in the **Start** menu (lower left).
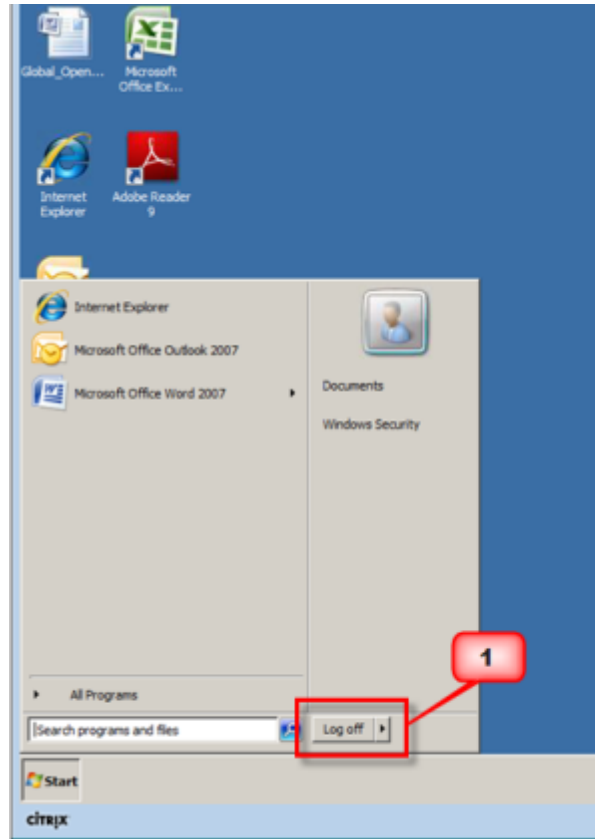
2. Second, to end your remote session, **click** on the "**Log Off**" **button** on the upper right, as shown in the figure on the right.

    ⚠️ **Always use the "Log Off" button to terminate a session.**