

**IT Service Desk Guide:** Follow these instructions if you are experiencing issues accessing myPC.

[helpdesk@bpa.gov](mailto:helpdesk@bpa.gov)

x.HELP (503-230-4357)

10/20/2021 (DDM)

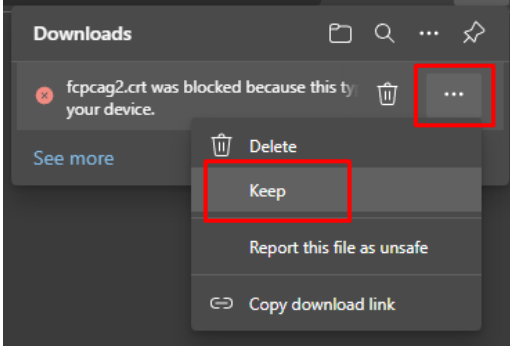
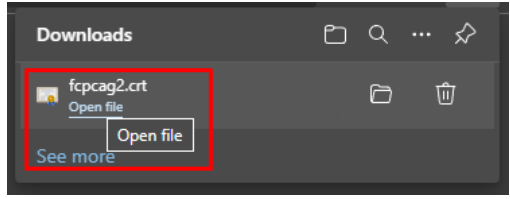
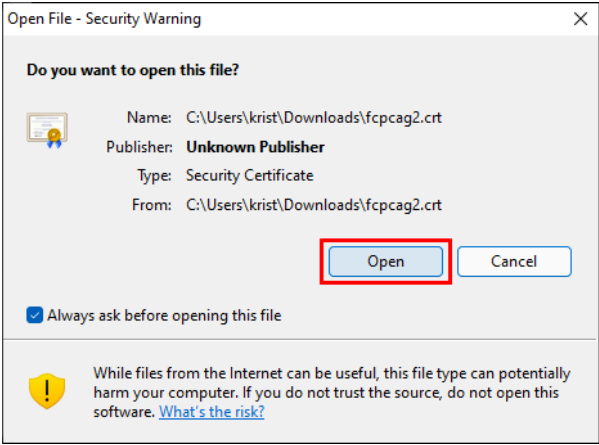
## Issues reported by myPC remote access users

Some myPC remote users are reporting problems getting connected using DOE Security Badges (PIV card) or RSA tokens:

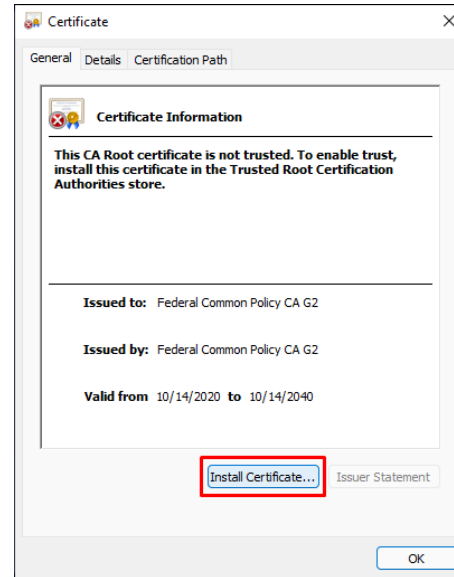
- Unable to connect
- White screen or black screen displays
- Connection fails with status error

## Troubleshooting steps to try

- At this time, only users with Windows operating systems should try these steps. If you use a Mac for remote access and are having connection issues, please remove these certificates if installed and try connecting again.
- Both Mac and Windows users should verify they have the latest version of Citrix Workspace installed.

<ol style="list-style-type: none"> <li>1. Download an updated certificate by going to <a href="http://repo.fpki.gov/fcpca/fcpcag2.crt">http://repo.fpki.gov/fcpca/fcpcag2.crt</a>.</li> <li>2. If you receive a blocked message, click on the 3 dots and select <b>Keep</b>.</li> </ol>	
<ol style="list-style-type: none"> <li>3. Click on <b>Open file</b>.</li> </ol>	
<ol style="list-style-type: none"> <li>4. Click on <b>Open</b>.</li> </ol>	

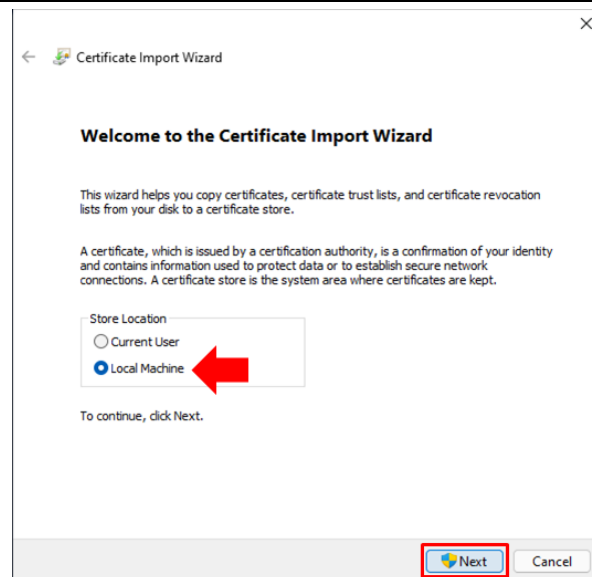
5. From the **General** tab, click on the **Install Certificate** button.



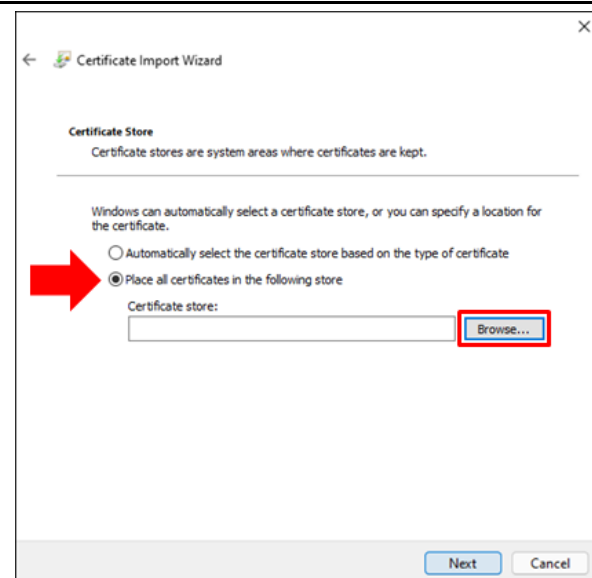
6. Select **Local Machine** and click on **Next**.

**Note:** This operation requires that the end user be a member of the administrators group.

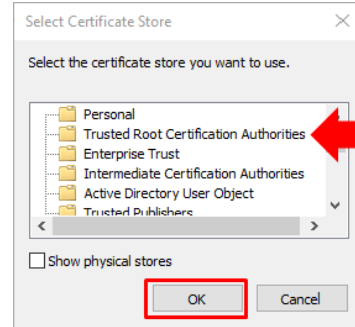
7. If a User Account Control prompt displays, click on **Yes**.



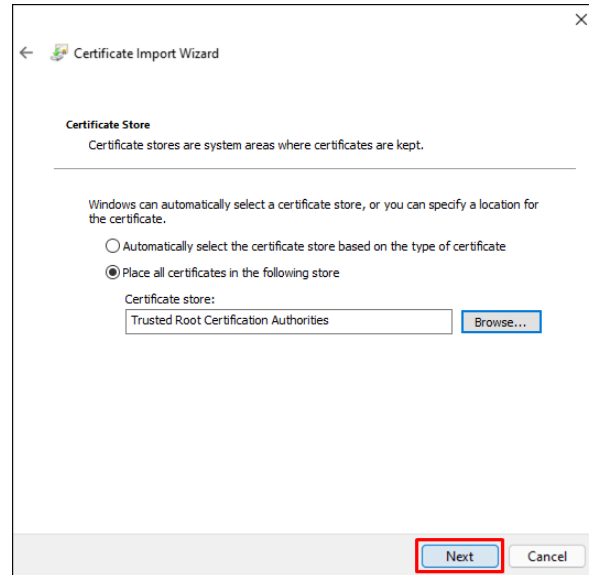
8. Select **Place all certificates in the following store** and click **Browse**.



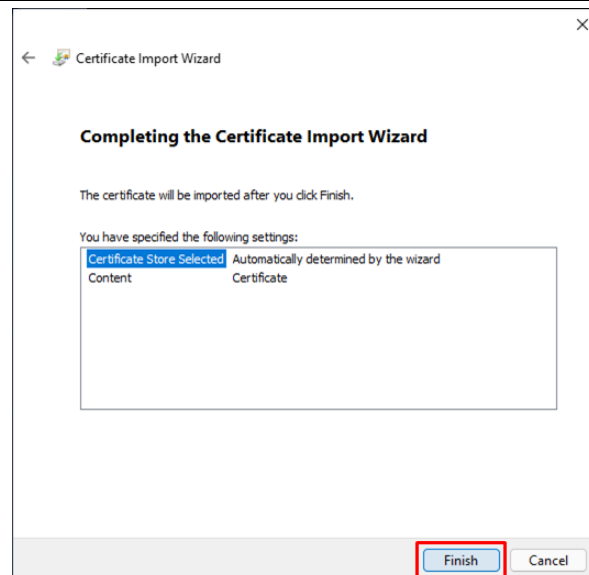
9. Select **Trusted Root Certification Authorities** and click on **OK**.



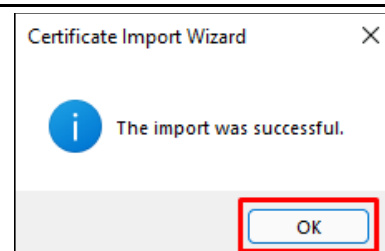
10. Click on **Next**.



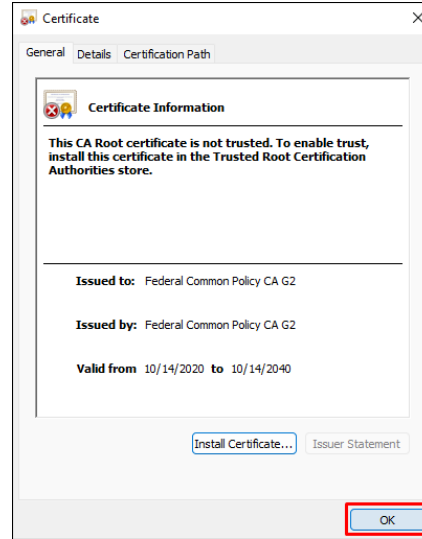
11. Click on the **Finish** button.



12. Click on **OK**.



13. Click on **OK**.



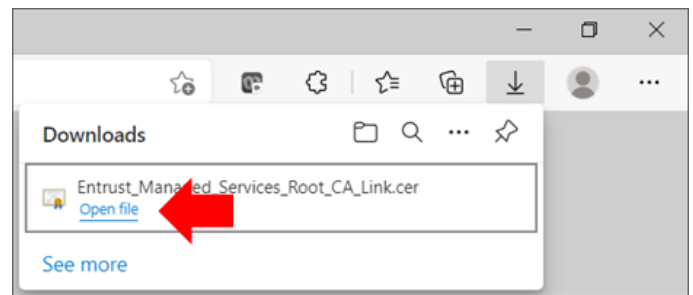
14. Try connecting to myPC.

If still having issues, proceed to the next section.

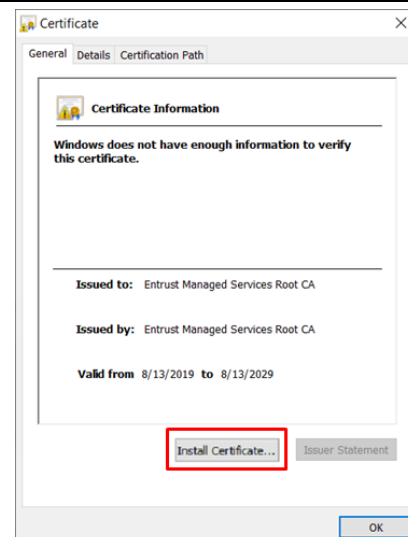
### Install the Entrust Managed Services Root CA

- At this time, only users with Windows operating systems should try these steps. If you use a Mac for remote access and are having connection issues, please remove these certificates if installed and try connecting again.
- Both Mac and Windows users should verify they have the latest version of Citrix Workspace installed.

1. Email this link to your personal email, [https://playbooks.idmanagement.gov/fpki/certs/Entrust\\_Managed\\_Services\\_Root\\_CA\\_Link.cer](https://playbooks.idmanagement.gov/fpki/certs/Entrust_Managed_Services_Root_CA_Link.cer)
2. Click on the link to download it. Copying and pasting the link will not work.
3. Click on **Open file**.



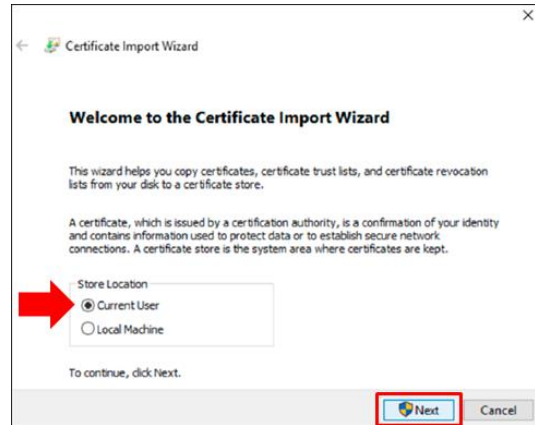
4. From the **General** tab, click on **Install Certificate**.



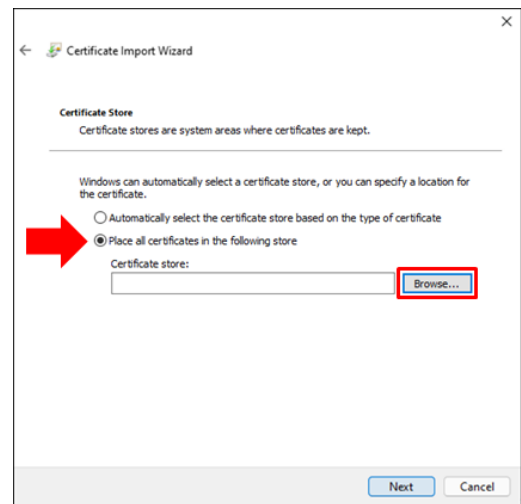
5. Select **Current User** and click on **Next**.

**Note:** This operation requires that the end user be a member of the administrators group.

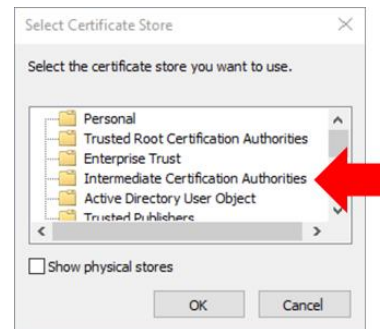
6. If a User Account Control prompt displays, click on **Yes**.



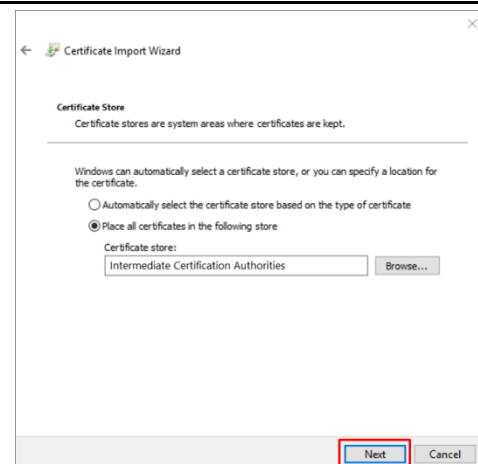
7. Select **Place all certificates in the following store** and click **Browse**.



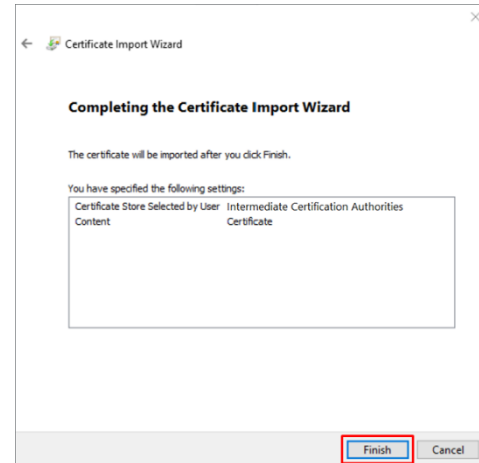
8. Select **Intermediate Certification Authorities** and click on **OK**.



9. Click on **Next**.

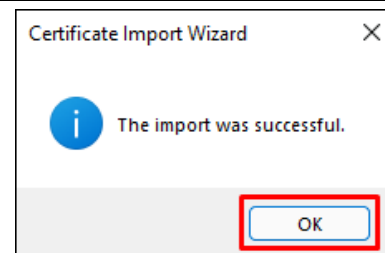


10. Click on **Finish**.



11. Click on **OK**.

12. Following this update, always access myPC from the Citrix Workspace app.



## More references

- [myPC PIV Troubleshooting Guide](#)
- [Accessing myPC remotely – Windows](#)
- [Accessing myPC remotely – Mac](#)

Go to [Connection > Quick Links > IT Service Desk > Remote Access](#) for more.