

Due to JAVA security concerns, Johns Hopkins University Central IT has requested that Coeus users access Coeus Premium through Citrix. If a department chooses to remove JAVA, use this and the Installing Citrix guide to access Coeus Premium.

The issue does not affect Coeus Lite users.

To use the Coeus Premium interface, follow the steps provided in the "Installing Citrix for Coeus" guides for Mac or Windows users, available at the ORIS website. Using Coeus through Citrix will affect printing, uploading and saving some Coeus documentation, such as narratives, proposal summary, questionnaires and ORIS reports. This Tips Guide provides information on those issues ORIS has identified. Please share with ORIS (coeus-help@jhu.edu) any additional issues that may crop up as you use Coeus through Citrix.

GENERAL ISSUES AFFECTING BOTH PC AND MAC USERS

1. If you or your department have questions about the new recommendation to use Citrix rather than supporting the continuing use of JAVA, please direct them to JHU Central IT.
2. If you have difficulty downloading or accessing Citrix, please first contact your local support person, as only those with administrative privileges will be able to download the program.
3. Add the icon to the Favorites tab by selecting Applications (the far right tab at the top), select Details and then Add to Favorites.
4. Saving documents (such as a PD Summary, reports, questionnaires) may be confusing, because Citrix has a "desktop" separate from the computer's desktop. Users must understand how to navigate to this local desktop, rather than the Citrix desktop. See below for screenshots.
5. It is not possible for users to employ multiple instances of Coeus through Citrix. Although it is possible to open Coeus through Citrix in multiple browser windows, users are unable to search for and edit data in both of those windows. When it is attempted, Coeus freezes altogether.

ISSUES AFFECTING ONLY PC USERS

1. Internet Explorer cannot be the default browser when using Citrix; specifically, printed documents will not generate a view. The workaround is to switch to Firefox or Chrome for your browser.
2. Reports can be saved with CNTRL-S, as usual, however there is no indication given that the document has actually been saved. In addition, see item 3 above.

The following are steps to ensure that files attempting to be saved are saved to the local computer rather than the Citrix desktop. Some interpretation may be necessary, as security messages and language may differ between Mac and PC environments, as well as browsers and browser versions running on your own computer. In general, accept any security risk messages and follow the similar steps to get to your desktop.







