BPM – Citrix Virtual Workspace – Frequently Asked Questions (FAQs)

Contents

1.	How to ensure Citrix Receiver is active	2
2.	BPM Login Error - 'The user is not authorized to work in Budget System'	3
3.	Multiple Monitors Error – BPM screen off center – unable to make user selections/inputs	10
4.	Alternate Login – Citrix Workspace App (MUST HAVE CITRIX RECEIVER INSTALLED & DUO MOBIL	E
APF)13	
5.	BPM Time-Out Error – 'Server Error in '/' Application'	17
6.	How to expand the BPM window	18
7.	Saving/Viewing Reports:	19
А	Viewing Reports	19
В	. Saving Reports – (MUST HAVE CITRIX RECEIVER INSTALLED)	21
8.	Citrix Workspace Will Not Close	23
9.	Blocked Page Error	24

1. How to ensure Citrix Receiver is active

On the Virtual Workspace screen Click the gear icon in the upper right-hand side of the screen -> Click 'Account Settings' -> Click 'Change Citrix Receiver -> Click 'Detect Receiver' -> proceed with launching the BPM application and logging in

$(\leftarrow) \rightarrow \mathbb{C}^*$ \textcircled{O} \textcircled{D} \rule{D} $\rule{D} \\ \rule{D}$ \rule{D} $\rule{D} \\ \rule{D} \rule$	II\ 🖸 🔹 🗏
🕏 Kuni Perti Inder 🕌 AES home page 🚳 Directory Search 🔮 JEA Home Page 💥 UM Confluence 🥖 Japanseh Report Do. 🔤 UMD Dox 🔅 Takkau Server 🔦 Rudget Application Sy 🍯 Data Doment Search 🚞 US 🚞 Other Bookmarks 🗃 Home-Rudget 1	Wdesk 🚳 The University of Mary
C HARRYLAND G BB	۵ 🔹
Settings	Johnny Li
kaount	About
About	Log off
Log off	
Adanced	
Activate Citrix Receiver Downsolds a file that adds this workspace to your local Citrix Receiver app.	
Change Citrix Receiver Opens a page that checks for a local Chrix Receiver app Current statistic representation in your four other Receiver app.	
https://www.nd.edu/Chivy/dibendorefront/Web/#	
Welcome to Citrix Receiver	
For the best experience, use the full set of features bundled with Citrix	
CITRIX	
Receiver Detect Receiver	
If you do not want to detect/install Citrix Receiver you can use the light	
version, with fewer features, in your browser.	
version, with fewer features, in your browser. Use light version	
version, with fewer features, in your browser. Use light version	

2. <u>BPM Login Error - 'The user is not authorized to work in Budget</u> System'



If the user has been granted access to BPM through BFA and still is encountering this error, follow the below steps to troubleshoot:

Logon to the Citrix application:



Go to: <u>https://vw.umd.edu/</u> (same link on the BFA and Finance websites labeled as 'BPM System')

CAS- Central Authentication Service



Click on 'Detect Receiver'

vw.uma.edu/Citrix/ditxenstoreirontweb/		
	citrix Receiver	Welcome to Citrix Receiver For the best expenence, use the full set of features bundled with Citrix Receiver for Windows . Click Detect Receiver to get started. Detect Receiver If you do not want to detect/install Citrix Receiver you can use the light version, with fewer features, in your browser. Use light version

Click on APPS tile -

O MARYLANI	5		िंग HOME	APPS	م ۵
Apps All (2) Favorites (0)					
☆	\$ 				
Budget Preparation atem	Calculator				

Click on Budget Preparation and Maintenance System



Enter Directory ID and Password

About - Academics - Give to UMD		UNIVERSITY OF MARYLAND	Search UND.edu	
	🏶 MARYL	$\operatorname{AND}^{\Gamma}$ Central Authentication Service (CAS)		
	Directory ID	For security reasons, please log out and exit your Web browser when you finish accessing services that require authentication.		
	Password	The Division of IT will never ask you to put your password into an email message, but scammers will. Do not share your password with others!		
	Don't Remember Login	> Forgot your password?		
	Log in	> Forgot your ID?		
		> Need help?		
	Having trouble? Please contact the IT Service	Desk at 301.405.1500		
NCTEES: Inheadborned access to this system is in violation of NoI. Annotated Code, Criminal Law Anticle §3 # 4066 and 7:302 and the Compater Fraud and Abuse Act, 2.6 ± 0.00 × 0				
	By logging in to this/these application(s) contained therein.	I acknowledge and agree to all terms and conditions regarding my access and the information		

CAS- Central Authentication Service

SUMD CAS - Central Authentical X +				- ø ×
← → C ŵ	p/profile/cas/login?execution=e1s2			☆ Ⅲ、 ㎝ ≡
About ~ Academics ~ Give to UMD				Search UND.edu
		UNIVERSITY OF MARYLAND		
	MARYLA	${\rm AND}^{ m r \ Y \ OF}$ Central Authentication Service (C/	AS)	
	Please complete y	our multi-factor authentication using Duo.		
	Water a finite of And a new device We define a Appendix We define a Appendix New define a Appendix Provement by Out Security	Device: Landies (000-0005-3000) Choose an authentication method Call Me Call Me Call Me Bypass Code Remember me for 24 hours		
Having trod	Cancel this Reque	st at 301.405.1500	_	
NOTICE: U 18 U.S.C. § Ad, 18 U.S.	authorized access to this system is in § 1030 et seq. The University may mor C. §§ 2510-2521 and the Md. Annotate	violation of Md. Annotated Code, Criminal Law Article §§ 8-606 and 7-302 and the Compute ntor use of its IT resources as permitted by state and federal law, including the Electronic C ad Code, Courts and Judicial Proceedings Article, Section 10, Subtitle 4. Anyone using this sy	Fraud and Abuse Act, ommunications Privacy stem acknowledges	

Clear the browser cookies and site data (the below example is in the Firefox browser)

Click the browser menu i	n the top right-hand sid	le of the screen ->	Click 'Options'
--------------------------	--------------------------	---------------------	-----------------

	and an a construction on contraction		
		Content Blocking	
	CONTRACTOR OF CONTRACTOR	SS New Private Window	Ct
	WARYLAND Once of the Constroller	Restore Previous Sessio	•
		Zoom - 10	0%
		Edit 🎝	(q
	Welcome to Budget Preparation and Maintenance System	II Library	
		-O Logins and Passwords	
		Add-ons	Ct
		Customize	
If you have already logged in and authenticated by	on have already logged in and authenticated by University of Maryland Central Authentication System, then you will be taken to BPMS Main Menu. Otherwise, you will be directed to Central Authentication System for you low-denotes are already logged in and authenticated by University of Maryland Central Authentication System for you low-denotes are already logged in and authenticated by University of Maryland Central Authentication System for you low-denotes are already logged in and authenticated by University of Maryland Central Authentication System for you low-denotes are already logged in an already logged in a state of the second secon	or you to login. Afte	
will be directed to DPMIS Main Menu.		Open File	
		Save Page As	
Please select Fiscal Year 2021	Nease select Fiscal Year 2021	- Pline	
		Q Find in This Page	
elect Budget System: • Working Budget • Live • 3A Working Budget • Training Working Budget	More		
		Ф нер	
NOTICE: Unsufforized access to this computer is in violation of Artic	and the second	yone using this system acknowledges that all use is subject to	
onnesky or waytand hooppadve ope optioennes available at mile			
A UNIVERSITY OF	If you experience problems or need help with BPRIS, you may contact Budget Office at x55627 or e-mail <u>its Duro you</u>		

Click 'Privacy & Security' on the left-hand side of the screen



Scroll down and locate 'Cookies and Site Data' -> Check the box for 'Delete cookies and site data when Firefox is closed' -> Click 'Clear Data'

		Pin	d in Options
📯 General	<u>Custom</u>		~
Home	Choose which trackers and scripts to block.		
Q Search			
•	Send websites a "Do Not Track" signal that you don't want to be tracked	d Lea	rn more
💾 Privacy & Security			
🔁 Sync	 Only when Firefox is set to block known trackers 		
	Cookies and Site Data		
	Your stored cookies, site data, and cache are currently using 39.0 MB of	:	C <u>l</u> ear Data
	disk space. Learn more		<u>M</u> anage Data
	Pelete cookies and site data when Firefox is closed		Manage <u>P</u> ermissions
	Logins and Passwords		
	✓ Ask to save logins and passwo <u>r</u> ds for websites		E <u>x</u> ceptions
	✓ Autof <u>i</u> ll logins and passwords		Saved <u>L</u> ogins

Click 'Clear' to confirm clearing the Cookies, Site Data, and Cashed Web Content

Clear Data					
Clearing all cookies and site data stored by Firefox may si remove offline web content. Clearing cache data will not a	ign you out of w ffect your login:	vebsites and 5.			
Cookies and <u>Site Data (0 bytes)</u> You may get signed out of websites if cleared					
Cached Web Content (13.8 MB)					
Will require websites to reload images and data					
	<u>C</u> ancel	C <u>l</u> ear			

Close the 'Options' tab and close the BPM window. On the Virtual Workspace log off of the Citrix Receiver (Click the gear icon on the upper right-hand side of the screen and Click 'Log Off')

Citis Receiver X & Options X +	- ø ×
(← → C û 0 ≜ ≅ ⊷ https://www.dedu/Citrik/ditxenstorefrontWeb/ … ⊙ ★ Q. Search	II\ ① ⑧ ≡
🛚 👙 Kusii Portal Index 🙀 ARES home page 🐐 Directory Search 😤 IRA Home Page 🗮 UM Confluence 🧭 Jaspenoft: Report Do 🔤 UMD Box 🔅 Tableau Server 🔦 Budget Application Sy 🁙 Data Element Search 🗎 KFS 🛅 Other Bookmarks 🛅	Home - Budget Widesk 🛛 🏀 The University of Mary
MARYLAND B HOME APPS	م ≎•
Welcome Johnny Li!	Johnny Li
	Account Settings
Δ	About
You do not have any favorite Apps yet.	Log off
To get started, go to Apps and click or tap the star to favorite an item.	

https://vw.umd.edu/Citrix/ditxenstorefrontWeb/#

Close the browser completely -> Re-launch the browser and follow the normal login steps for BPM Citrix. If this does not resolve your error, please reach out to BFA (<u>BFA@umd.edu</u>) for further assistance.

3. <u>Multiple Monitors Error – BPM screen off center – unable to make</u> <u>user selections/inputs</u>

Budget Preparation and Maintenan	× +				
(←) → ♂ ଢ ଢ	🛈 🚔 https://finidb.umd.edu/BPMSCasPor	ortal/PortaLaspx			
		% M	ARYLAND	Office of the Comptroller	
	w	Velcome to E	Budget Prepa	ration and Maintenan	ce System
If you have already will be directed to B	ogged in and authenticated by University of PMS Main Menu.	of Maryland Central Authentio	cation System, then you will b	se taken to BPMS Main Menu. Otherwise, you will	be directed to Central Authentication System for
Please select F	scal Year 2020 ~	- -			
Select Budget	system: ● Working Budget ● Liv	ive O 3A Working Bu	dget O Training Worki	ing Budget	
				BPMS Main Menu	
NOTICE: Unauthorized aco University of Maryland Acce	ss to this computer is in violation of Article 27 Sections 45A s stable Use Guidelines available at <u>one convention under</u>	A and 146 of the Annotated Code of MD adulaus	The University may monitor use of this s	system as permitted by state and federal law, including the Electronic C	Communications Privacy Act, 18 U.S.C. sections 2510 st seq. Any:
S LARYL	AND		lif you exper Iif you exper	rience problems or need help with BPMS, you may contact Budget Off rience CAS login problems or need halp you may contact the OIT Help	lice at x55627 or e-mail <u>clestorns.eza.</u> x Desk at 201-405-1500

On the bottom right-hand side of the screen, Click the upward facing carrot icon



Right-click on the Citrix Workspace application -> Click 'Advanced Preferences'



Click 'High DPI'

Citrix Workspace				_	×
Advan	ced Preference	es			
Connection Shortcuts a Citrix Work Configurat Delete pass Citrix Casti	r center nad Reconnect space Updates on checker words 1g	High DPI Keyboard Data colle Reset Citri Support ir Citrix Files	and Language bar ction ix Workspace iformation i		
Citrix Gat	eway (Default)	~	OK		
About					
Version	19.11.0.50(1911) © 2019 Citrix Syste Third Party Notice	ms, Inc. All Rig s	hts Reserved.		

Click the radio button for 'No, use the native resolution' -> Click 'Save'

	Advanced Preferences	
Citrix V	Vorkspace	×
Sca	le the session for high resolution?	
	⊖ Yes	
	No, use the native resolution	
	○ Let the operating system scale the resolution	
<u> </u>	Relaunch the session for the changes to take effect.	
	Save	
	© 2010 Citry Systems Inc. All Rights Received	

Advan	ced Preferenc	es	
<u>Connection</u> <u>Shortcuts a</u> <u>Citrix Work</u> Configurati	<u>n center</u> <u>nd Reconnect</u> space Updates on checker	<u>High DPI</u> <u>Keyboard and Language bar</u> <u>Data collection</u> Reset Citrix Workspace	
Delete pass Citrix Castir	words	Support information Citrix Files	
Citrix Gate	eway (Defauit)	✓ OK	
Citrix Gate	eway (Default)	∨ОК	
Citrix Gate	eway (Default)	∼ OK	
Citrix Gate About Version	eway (Default) 19.11.0.50(1911)	~ ОК	

Click the 'X' icon on the upper right-hand side of the menu

Re-login to BPM through Citrix, the screen misalignment should now be resolved

4. <u>Alternate Login – Citrix Workspace App (MUST HAVE CITRIX</u> <u>RECEIVER INSTALLED & DUO MOBILE APP)</u>

On the bottom right-hand search menu of your desktop type 'Citrix' -> Double-Click the icon for 'Citrix Workspace'



In the 'Add Account' screen type in 'vw.umd.edu/' -> Check the box for 'Do not show this window automatically at sign-in' -> Click 'Add'



Enter your University email address (include @umd.edu) and password -> Go to your Duo mobile app and approve the CAS login request

litrix Workspace	×
Add Account	
Citrix Workspace	×
User name:	
Password:	
Sign In Cancel	
Secure connection	
Do not show this window automatically at sign-in.	
Add	Close

Click on APPS tile -

O MARYLANI			ि HOME	OO OO APPS	
Apps All (2) Favorites (0)					
☆	습 				
Budget Preparation atem	Calculator				

Click on Budget Preparation and Maintenance System



Enter Directory ID and Password



CAS- Central Authentication Service

Sum CAS - Central Authentical ×	+ 🙂	··· 🗵 🏠	
About - Academics - Give to L	NO UNIVERSITY OF MARYLAND	Search UMD.edu	٩
	WARYLAND Central Authentication Service (CAS)		
	What head of dod a new decide Kased head of Kased head head of Kased head head of Kased head head head of Kased head head head head head head head he		
	Cancel this Request		
	Having trouble? Please contact the IT Service Desk at 301.405.1500 NOTICE: Unsubtarized access to this system is in violation of MJ. Annotated Code, Criminal Law Article 55 8-666 and 7-302 and the Computer Freud and Aluce Ad, 18 U.S.C. 55 12010 ef exe; The University may monitor use of 81 TF resources a germitted by data and defend two, including the Elderoxic Communications Privacy Ad, 18 U.S.C. 55 312-0231 and the ML. Annotated Code, Cours and Anticle, Science 10, 5, 5646 at A-synce using the system acknowledges		

BPMS Main Menu

eparation and Maintenace 3	× +	- 0
C' û	① A https://finidb.umd.edu/BPMSCasPortal/Portal.aspx	
	٢	MARYLAND Office of the Comproliter
	Welcome	o Budget Preparation and Maintenance System
If you have alre will be directed	eady logged in and authenticated by University of Maryland Central At to BPMS Main Menu.	chamication System, then you will be taken to BPMS Main Menu. Otherwise, you will be directed to Central Authentication System for you to login. After successful login, you
Please sele	ct Fiscal Year 2020 ~	
Select Budg	get System: • Working Budget • Live • 3A Workin	g Budget 💿 Training Working Budget
		BPMS Main Menu
NOTICE: Unauthorize University of Marylan	ed access to this computer is in violation of Article 27. Sections 45A and 140 of the Annotated Co d Acceptable the Quidelines evaluate at <u>Crosswer Chromit exclusion</u>	or 410. The University may monitor use of the general parentities by data and federal law, including the Electronic Communications Privacy Act. 10.0.0. sections 2510 every Anyone using this general advocatingles that all use a subject to

When finished using BPM, please exit the application by Clicking the 'Exit' Button and log off of Citrix by Clicking the 'Log off' button located under the gear icon in the upper right-hand corner of Citrix

5. BPM Time-Out Error – 'Server Error in '/' Application'



Server Error in '/' Application.

The resource cannot be found.

Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly. Requested Url: /BPMS2020/bpms.aspx

Click the second 'X' at the top right-hand side of the page



Re-launch the BPM Application from the apps menu



6. How to expand the BPM window

🙆 Citrix Receiver 🛛 🗙 🍕	Budget Preparation and Mainte 🗙 🛛 🕂							- 0	×
(←) → 健 🏠	A S https://vw.umd.edu/Citrix/ditxenstorefront	Neb/dients/HTML5Client/src/SessionWindow.html	?launchid=1580754190362	⊡ ☆	Q Search		± ⊪	108	=
🍕 Kuali Portal Index 💥 ARES home page	🍪 Directory Search 😤 JIRA Home Page 🛛 🗮 UM Confluen	e 🥏 Jaspersoft: Report Do 🚾 UMD Box 🔅 Table	au Server 🔹 Budget Application Sy	🍪 Data Element Search 🗎 KFS	🗧 🛅 Other Bookmarks 🛛 Home - Budget Wde	sk 🔞 The University of Mary			
Budget Preparation and Maitenance	× +			-(🔹 🗸					
(←) → 健 @	🛈 🔒 https://otcpds2.umd.edu/bpms2020wbcas/M	ac_Ns/MainMenu.aspx	⊡ ☆	III\ ⊡ ≡					
	MARYLAND	Office of the Comptroller							
	Budget Preparation and Maint	enance System FY 2020 WE	3						
	User: J LI Logged in a FY20 1	t Monday, February 03, 2020 at 6:26:34 PM rB System - OTCSTAR12							
	Data updated as of: 4/14/2019 12:00:00 AM for	PHR, 4/14/2019 12:00:00 AM for ELF BAs and Account Info	brmation						
	ACCOUNT Che SELECT and	ount_Soloct / Edit se this menu option to access the "Account Select" screen to revenue, operating, and salary budgets.	a set salaries,						
	IMPORT Cia data	ort Excel worksheets se this menu option to access the "Import Data" screen to s file and make changes to working budget data	et load your						
	MANUAL Cho ENTRY y	coss All Object Codes Manually se this menu option to access the "Manual Data Entry" scre data file and make changes to working budget data	een to set load						
	TRANSFER DEJECT CODES Cate	cess Transfer Object Codes (9xxx) Only se this menu option to access the "Manual Data Entry" scr Transfer Object Codes	een to manually						
	REPORT Clo	orting. Options / Ouery se this menu option to use various reporting options and qu w reports on-line and/or print the reports.	ery the system						
		out se this menu option to logout of the system. Please always u erly logout of the system and then close the current browser.	se this option to						
	UNIVERSITY OF E-Mail any questions MARYLAND Copyright © 2000 Off	nd comments to: Mathematical e of the Comptroller, University of Maryland at College Par	rk. All rights reserved.						
				v					
Budget Preparation a									

Click the second box icon on the upper right-hand side of the screen

7. Saving/Viewing Reports:

A. Viewing Reports

Click 'Print Report' -> Select 'HTML Format – Report viewed as a Web Page' for the format -> Click 'View Report' -> the report will launch into a new screen where it can be viewed, saved, and printed from the browser (Citrix Receiver needs to be installed for save and print options)

Revenu	e (0xxx)	(2,252,275,107)		
		0	9,929.07	11,397.33
Print Budget Summary	Go to Bu	dget Summary Details	Go to Subcode S	Summary
Budget Summa	rv - View	the report using the	following form	at
○ PDF Format - Report viewed in Acrobat Viewer	iy - vicw	the report using the	, tonowing torm	
○ XLS Format - Report viewed in MS Excel softwar	e			
○ Rich Text Format - Report viewed in MS Word/Wo	ordPad			
HTML Format - Report viewed as a Web Page				
O CSV Format - Export Data	10			
	Viev	v Report Close		
ACCOUN	т М/	AIN REPORT	EXIT	

In the upper right-hand side of the screen, Click the Menu icon -> Click Print



Click 'Print' -> Select an option for 'Name' (usually PDF or to an installed printer) -> Click 'OK' -> Locate a desired location on your 'Local Disk (C: on directory ID)' to save the file to -> Click 'Save'

🧕 ActiveR	eports Doc	ument - N	1ozilla Firefo	x						
<u>P</u> rint	Page	e Set <u>u</u> p	P <u>ag</u> e: 🙀	•	1 0	f 1	► ₩	Scale:	Shrink	To Fit
								1		
Pri	int								×	
	Printer									
	Name:	Microsoft	Print to PDF			~	F	properties		
	Status: Type: Where:	Ready Microsoft F PORTPRC	Print To PDF MPT:							
	Comment:						F P	rint to file		
	Print range All Pages Selection	from: 1	to: 1		Cop Nu 1	ies mber of	copies:	1 3 □ Co	I ate	l
L				_			OK	Cano	cel	
> 🕂 Downloads		v <								>
File name: Save as type:	Sample PDF Document (*	.pdf)								~
∧ Hide Folders								Save	:	Cancel .:

Once the file is saved you can navigate to the folder on your computer and open it for viewing

B. Saving Reports – (MUST HAVE CITRIX RECEIVER INSTALLED)

Click 'Print Report' -> Select the desired format -> Click 'View Report' -> Click the radio button for 'Save File' -> Click 'OK'



If prompted for 'An online application is attempting to access files on your computer.' Check the box for 'Do not ask me again for this site', then Click 'Permit all access'



Navigate to the folder that most closely resembles your directory ID or computer name *i.e.* 'C: on directory ID johnnyli'

Enter name of file to sav	e to		×
← → ~ ↑ 🔒 > N	etwork > Client > C\$ > Users	✓ O Search Users	م
Organize 👻 New fold	er		EE 🗸 🕐
This DC	Name	Date modified	Туре
<u> </u>	defaultuser0	5/15/2019 5:10 PM	File folder
	johnnyli	2/28/2020 3:29 PM	File folder
	📙 johnnyli10	5/15/2019 5:10 PM	File folder
	Public	5/15/2019 2:22 PM	File folder

At this point you will see the common folders on your local computer where the report can be saved. Some areas users typically save files are the 'Desktop', 'Documents', and 'Downloads'

	1	
.anaconda	4/3/2018 3:37 PM Fi	le folder
.conda	4/5/2018 10:10 AM Fi	le folder
.ipython	4/3/2018 3:49 PM Fi	le folder
.QtWebEngineProcess	8/13/2018 9:05 AM Fi	le folder
.Tableau	8/13/2018 9:05 AM Fi	le folder
🧊 3D Objects	5/16/2019 8:36 AM Fi	le folder
AnacondaProjects	4/3/2018 3:40 PM Fi	le folder
Contacts	5/16/2019 8:36 AM Fi	le folder
Desktop	1/28/2020 3:16 PM Fi	le folder
🚆 Documents	1/27/2020 11:15 AM Fi	le folder
🕂 Downloads	1/28/2020 8:40 AM Fi	le folder
🚖 Favorites	5/16/2019 8:36 AM Fi	le folder
Hypinstall	2/3/2017 12:10 PM Fi	le folder
nks	5/16/2019 8:36 AM Fi	le folder
👌 Music	5/16/2019 8:36 AM Fi	le folder
OneDrive	1/17/2020 8:15 AM Fi	le folder
- Oracle	2/6/2017 2:30 PM Fi	le folder
E Pictures	5/16/2019 8:36 AM Fi	le folder
🕐 Saved Games	5/16/2019 8:36 AM Fi	le folder

Once the file is saved you can navigate to the folder on your computer and open it for viewing/printing

8. Citrix Workspace Will Not Close

When the Citrix Workspace App (as shown below) will not remain closed after Clicking 'Closed'



On the bottom right-hand side of your screen Click the upward facing carrot icon



Right-Click on the Citrix Icon -> Click 'Exit' -> the Citrix Workspace application should now remain closed



9. Blocked Page Error

When within BPM, the application is running in a Virtual Workspace. You will not be able to access other websites within the same browser. If you need to access other websites, open a new browser in a separate window.

