

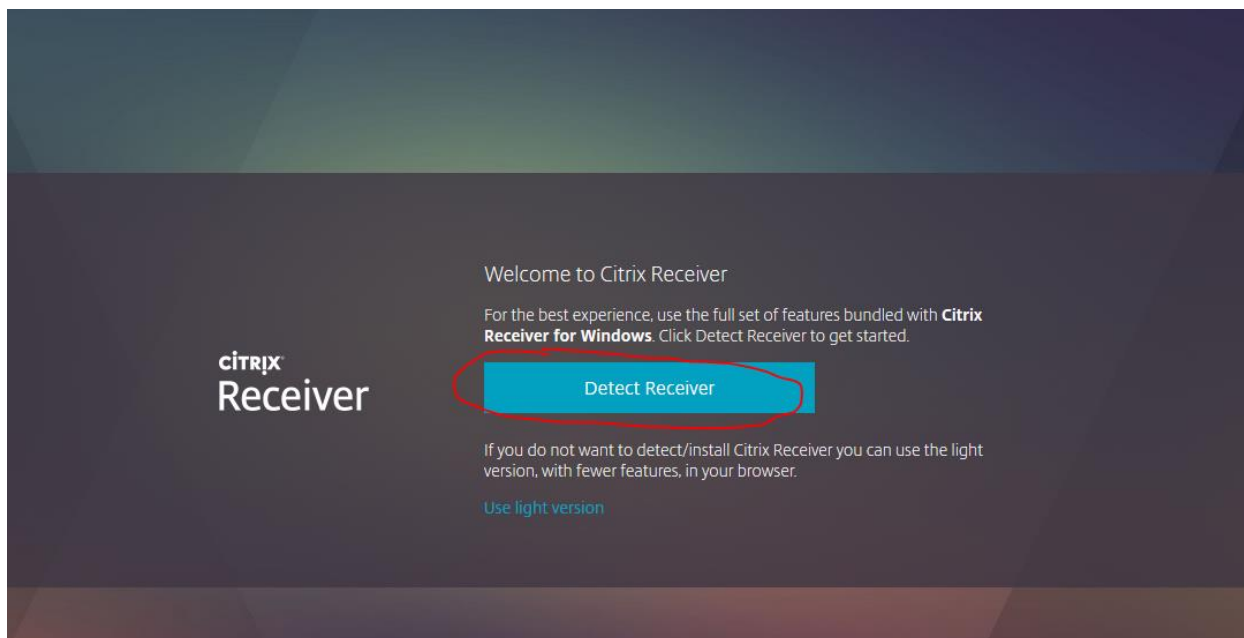
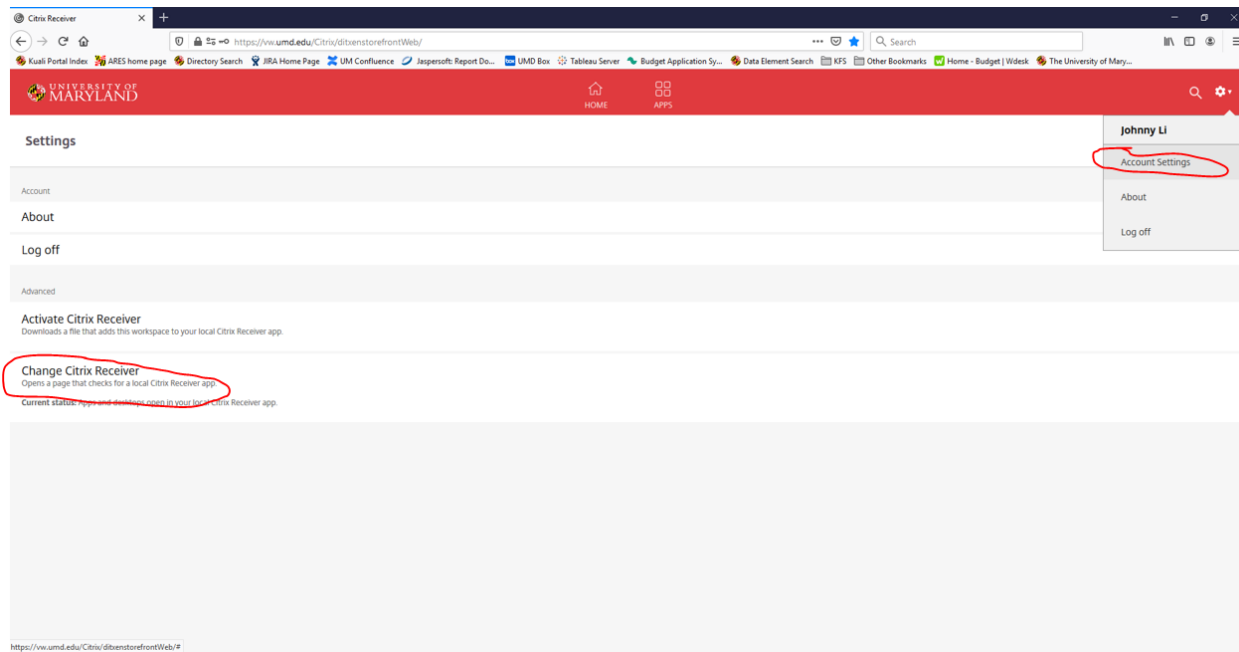
## BPM – Citrix Virtual Workspace – Frequently Asked Questions (FAQs)

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# 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



## 2. BPM Login Error - 'The user is not authorized to work in Budget System'

The screenshot shows the BPMS login page for the University of Maryland. At the top, it displays the University of Maryland logo and the Office of the Comptroller. Below that, it says "Budget Preparation and Maintenance System" and "FY 2020 WB". The main heading is "Budget Preparation and Maintenance System - Login Error Messages". The error message in red text reads: "Login to BPMS can not continue due to the following reason(s)Error: The user is not authorized to work in Budget System". Below the error message is a button labeled "Back to BPMS Login Screen". At the bottom, there is contact information for the Budget Office (x55627 or e-mail BFA@UMD.EDU) and the OIT Help Desk (301-405-1500).

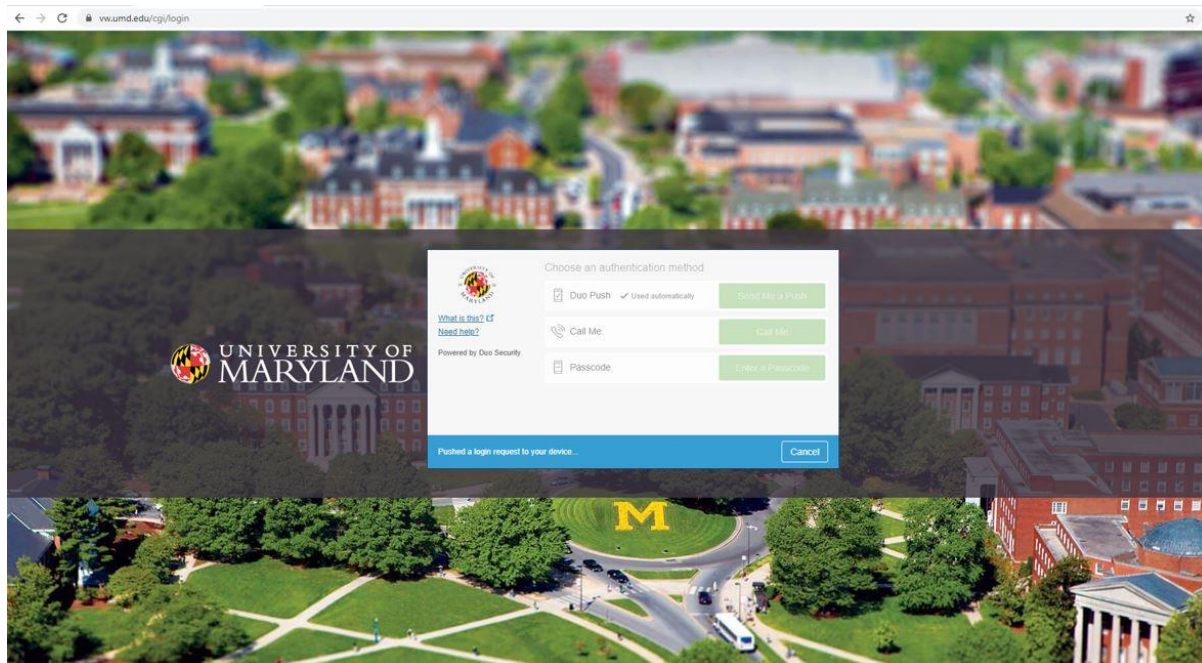
***If the user has been granted access to BPM through BFA and still is encountering this error, follow the below steps to troubleshoot:***

Logon to the Citrix application:

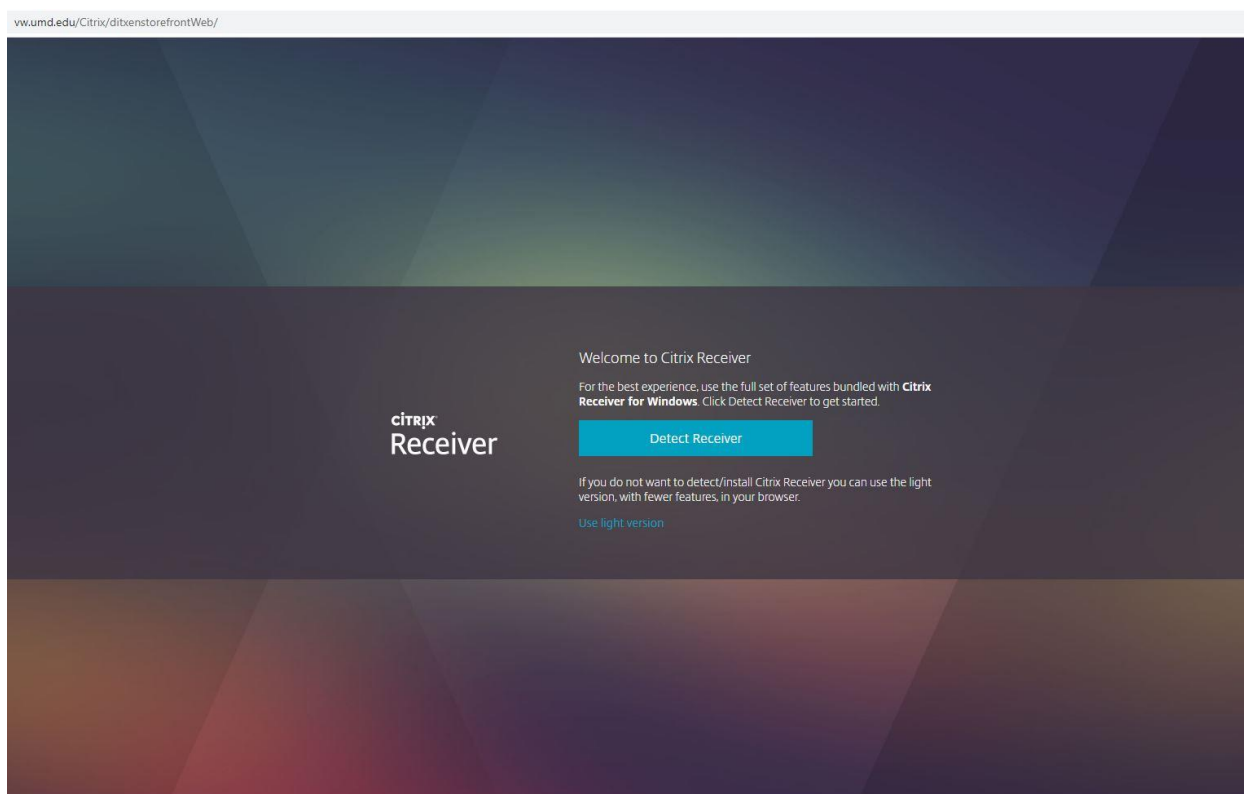
Go to: <https://vw.umd.edu/> (same link on the BFA and Finance websites labeled as 'BPM System')

The screenshot shows the University of Maryland Virtual Workspace login page. The page features the University of Maryland logo and a navigation menu with links for Admissions, Colleges & Schools, News, Events, and Mail. The main heading is "Please log on to Virtual Workspace". Below this, there are input fields for "Directory ID" and "Password", and a red "Log On" button. A "Having trouble? Please contact the IT Service Desk at 301.405.1500" link is provided. A notice states: "NOTICE: Unauthorized access to this system is in violation of Md. Annotated Code, Criminal Law Article §§ B-666 and 7-302, and the Computer Fraud and Abuse Act, 18 U.S.C. §§ 1030 et seq. The University may monitor use of its IT resources as permitted by state and federal law, including the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521 and the Md. Annotated Code, Courts and Judicial Proceedings Article, Section 10, Subtitle 4. Anyone using this system acknowledges that all use is subject to University of Maryland Policy on the Acceptable Use of Information Technology Resources available at <http://www.umd.edu/aup>." Below the notice is a checkbox for "By logging in to this/these application(s) I acknowledge and agree to all terms and conditions regarding my access and the information contained therein." and a "Web Accessibility" link.

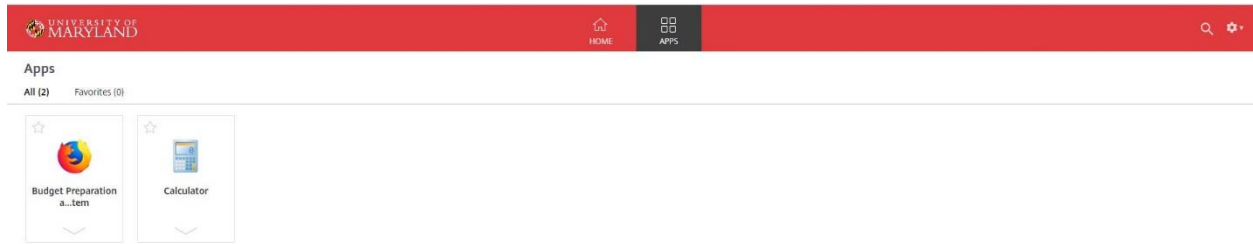
### CAS- Central Authentication Service



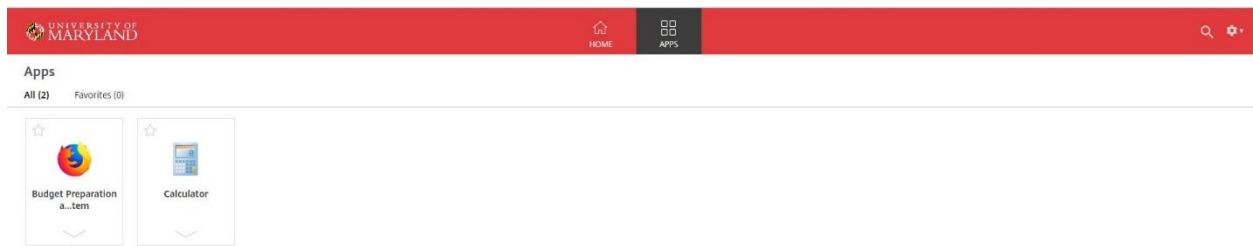
Click on 'Detect Receiver'



Click on APPS tile –



Click on Budget Preparation and Maintenance System



## Enter Directory ID and Password

UNIVERSITY OF MARYLAND Central Authentication Service (CAS)

Directory ID

Password

Don't Remember Login

**Log in**

For security reasons, please log out and exit your Web browser when you finish accessing services that require authentication.

**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!**

[Forgot your password?](#)  
[Forgot your ID?](#)  
[Need help?](#)

Having trouble? Please contact the **IT Service Desk** at 301.405.1500

NOTICE: Unauthorized access to this system is in violation of Md. Annotated Code, Criminal Law Article §§ 8-606 and 7-302 and the Computer Fraud and Abuse Act, 18 U.S.C. §§ 1030 et seq. The University may monitor use of its IT resources as permitted by state and federal law, including the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521 and the Md. Annotated Code, Courts and Judicial Proceedings Article, Section 10, Subtitle 4. Anyone using this system acknowledges that all use is subject to University of Maryland Policy on the Acceptable Use of Information Technology Resources available at <http://www.umd.edu/ausp>.

By logging in to this/these application(s) I acknowledge and agree to all terms and conditions regarding my access and the information contained therein.

Web Accessibility

## CAS- Central Authentication Service

UNIVERSITY OF MARYLAND Central Authentication Service (CAS)

Please complete your multi-factor authentication using Duo.

Device:

Choose an authentication method

Call Me **Call Me**  
 Bypass Code **Enter a Bypass Code**

Remember me for 24 hours

[What is this? CF](#)  
[Add a new device](#)  
[My Settings & Devices](#)  
[Need help?](#)

Powered by Duo Security

**Cancel this Request**

Having trouble? Please contact the **IT Service Desk** at 301.405.1500

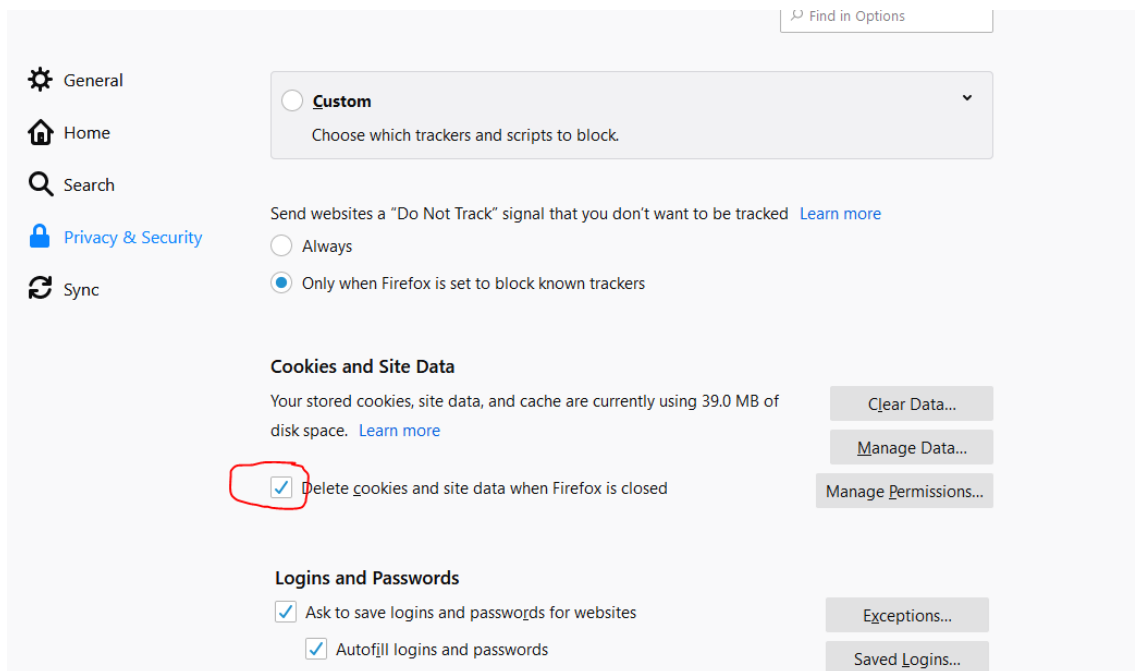
NOTICE: Unauthorized access to this system is in violation of Md. Annotated Code, Criminal Law Article §§ 8-606 and 7-302 and the Computer Fraud and Abuse Act, 18 U.S.C. §§ 1030 et seq. The University may monitor use of its IT resources as permitted by state and federal law, including the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521 and the Md. Annotated Code, Courts and Judicial Proceedings Article, Section 10, Subtitle 4. Anyone using this system acknowledges that all use is subject to University of Maryland Policy on the Acceptable Use of Information Technology Resources available at <http://www.umd.edu/ausp>.

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

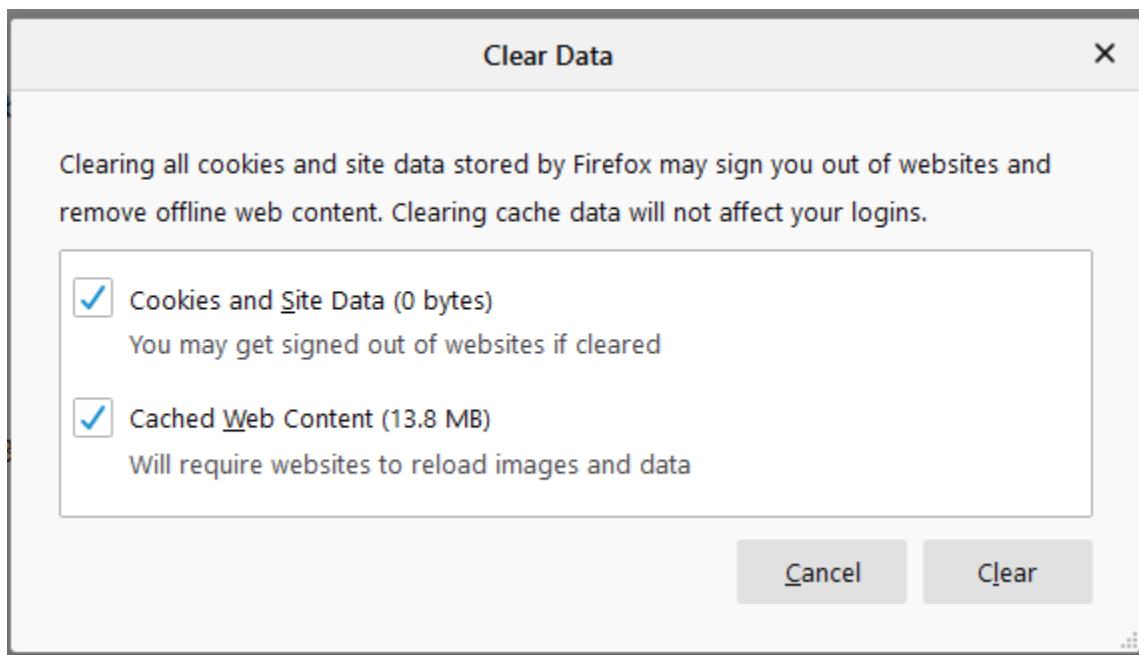
Click the browser menu in the top right-hand side of the screen -> Click 'Options'

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'

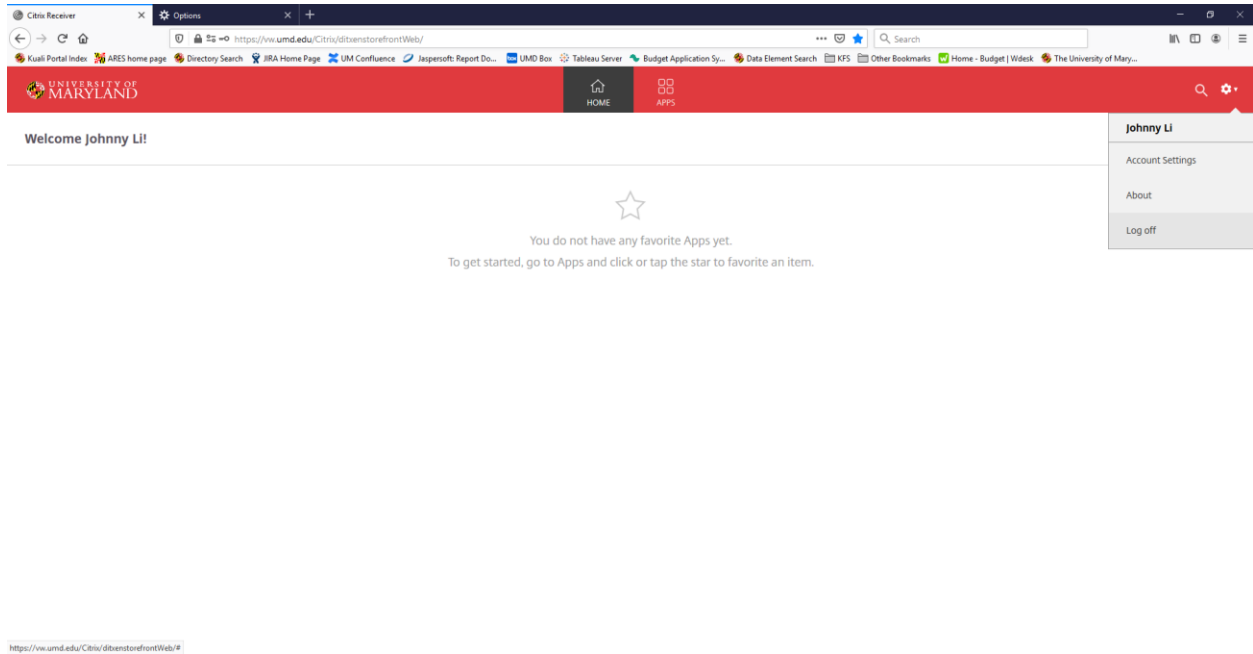


Click 'Clear' to confirm clearing the Cookies, Site Data, and Cached Web Content



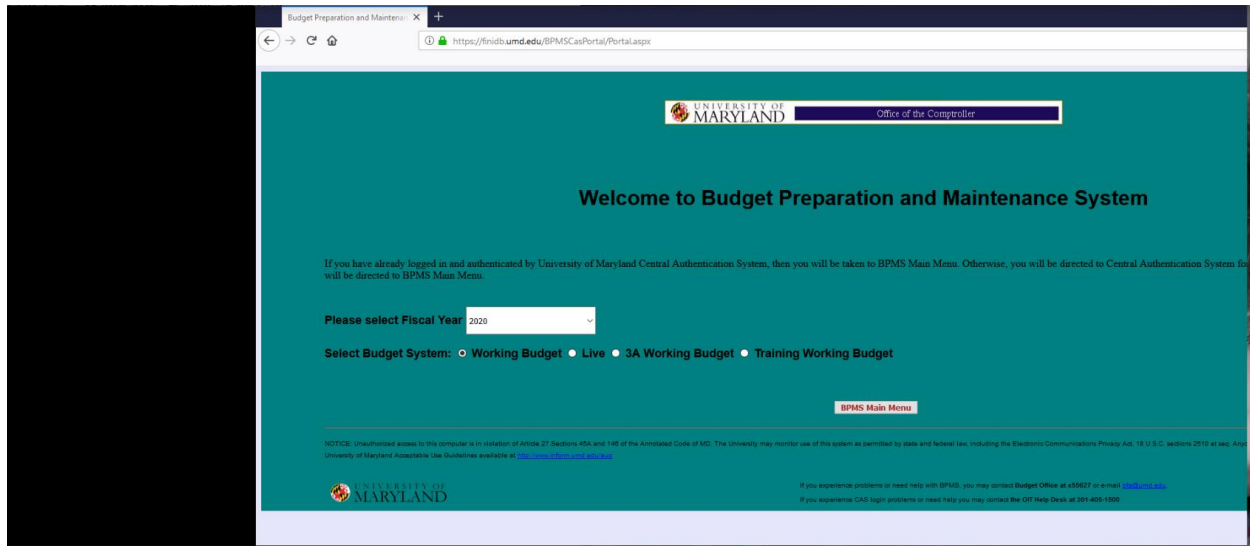


Close the 'Options' tab and close the BPM window. On the Virtual Workspace log off of the Citrix Receiver (Click the gear icon on the upper right-hand side of the screen and Click 'Log Off')



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 ([BFA@umd.edu](mailto:BFA@umd.edu)) for further assistance.

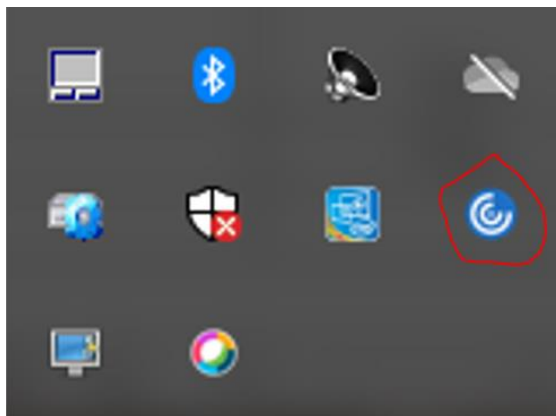
### 3. Multiple Monitors Error – BPM screen off center – unable to make user selections/inputs



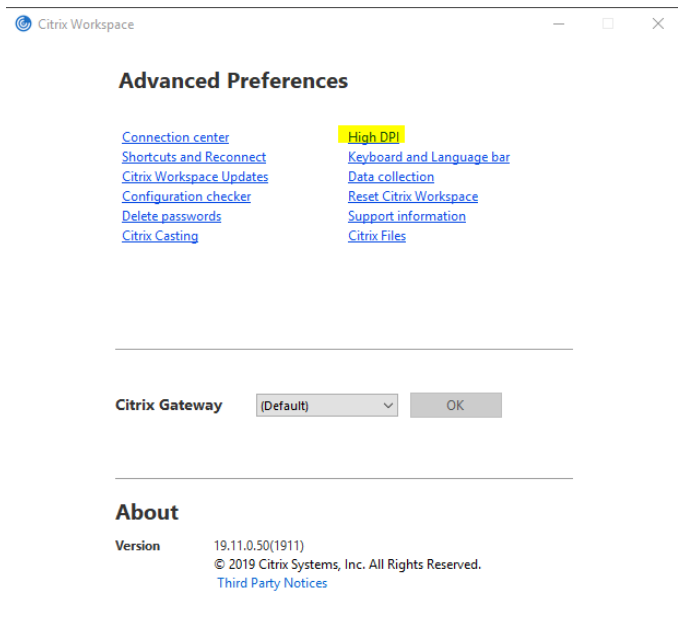
On the bottom right-hand side of the screen, Click the upward facing carrot icon



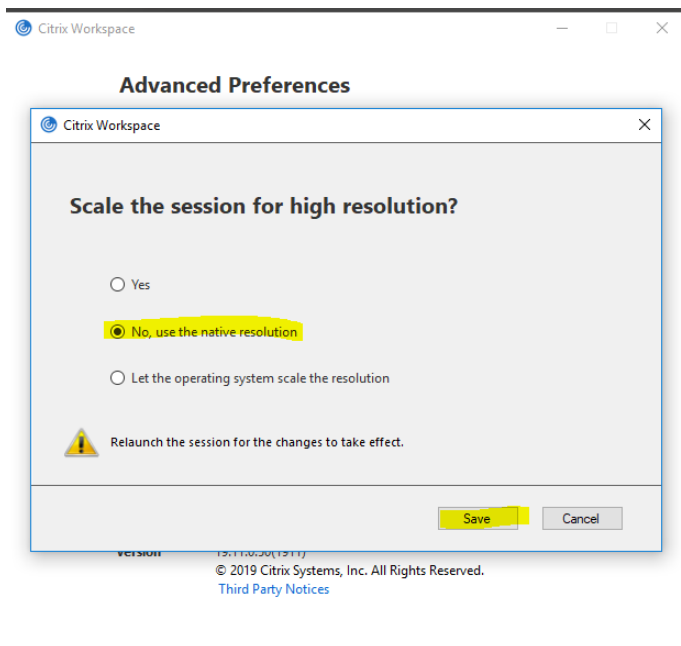
Right-click on the Citrix Workspace application -> Click 'Advanced Preferences'



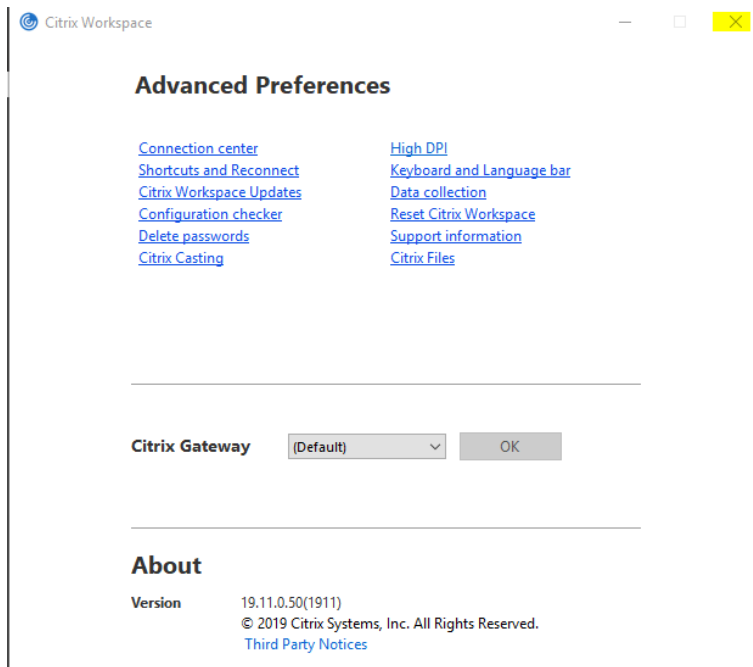
Click 'High DPI'



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



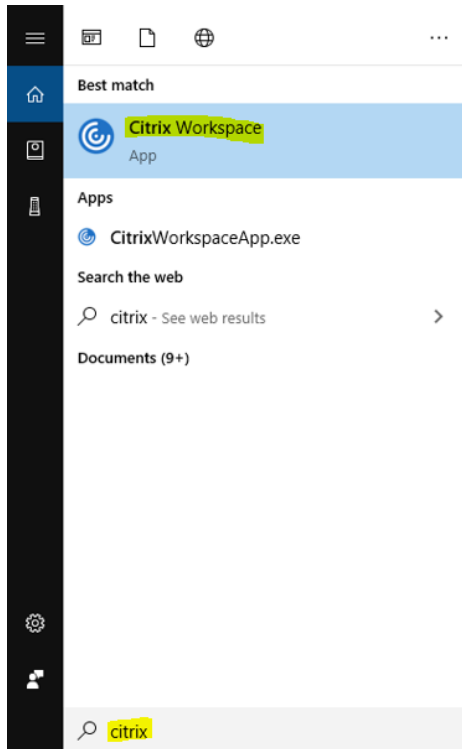
Click the 'X' icon on the upper right-hand side of the menu



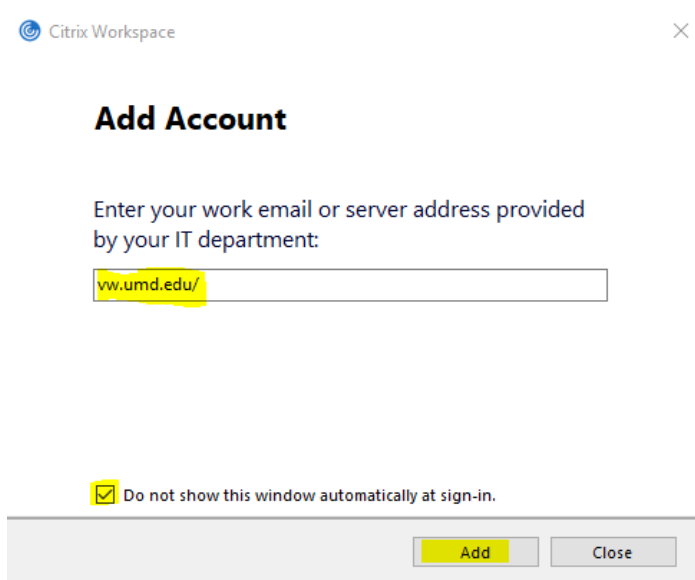
Re-login to BPM through Citrix, the screen misalignment should now be resolved

#### **4. Alternate Login – Citrix Workspace App (MUST HAVE CITRIX RECEIVER INSTALLED & DUO MOBILE APP)**

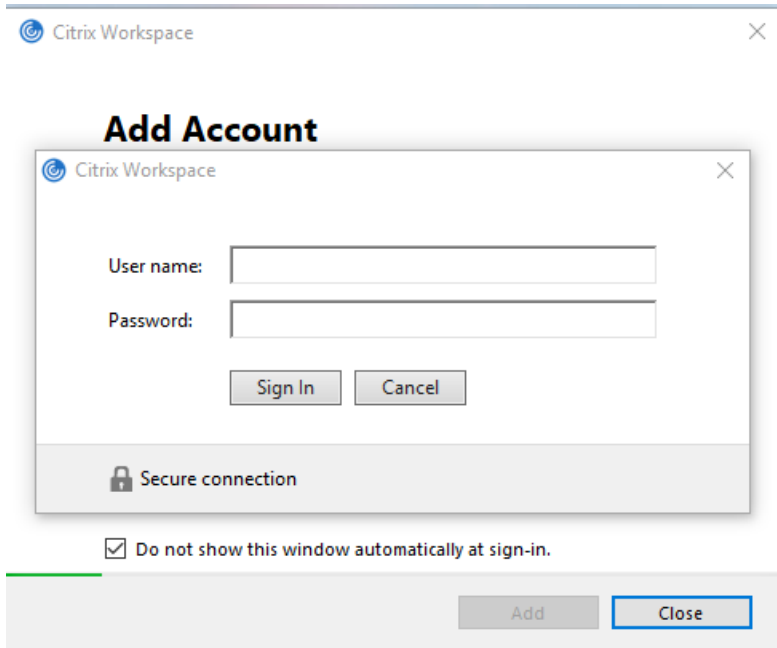
On the bottom right-hand search menu of your desktop type 'Citrix' -> Double-Click the icon for 'Citrix Workspace'



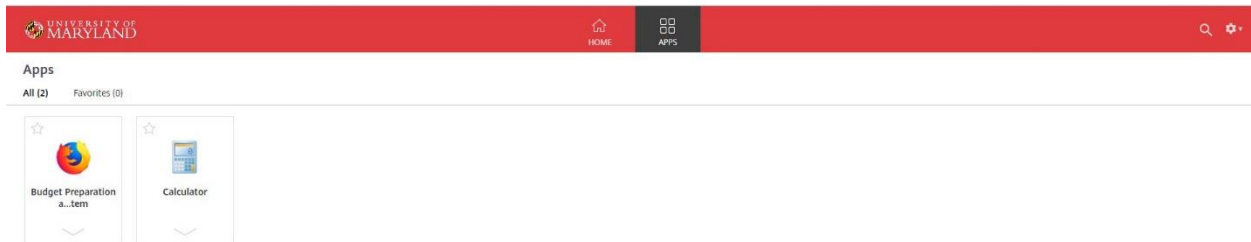
In the 'Add Account' screen type in 'vw.umd.edu/' -> Check the box for 'Do not show this window automatically at sign-in' -> Click 'Add'



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



Click on APPS tile –



## Click on Budget Preparation and Maintenance System

UNIVERSITY OF MARYLAND

HOME APPS

Apps

All (2) Favorites (0)

Budget Preparation a...tem

Calculator

## Enter Directory ID and Password

UNIVERSITY OF MARYLAND

Central Authentication Service (CAS)

Directory ID

Password

Don't Remember Login

Log in

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[Forgot your password?](#)  
[Forgot your ID?](#)  
[Need help?](#)

Having trouble? Please contact the **IT Service Desk** at 301.405.1500

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By logging in to this/these application(s) I acknowledge and agree to all terms and conditions regarding my access and the information contained therein.

Web Accessibility

## CAS- Central Authentication Service

UMD CAS - Central Authentication Service

https://shib.idm.umd.edu/shibboleth-idp/profile/cas/login?execution=e1s2

UNIVERSITY OF MARYLAND

UNIVERSITY OF MARYLAND Central Authentication Service (CAS)

Please complete your multi-factor authentication using Duo.

Device: Landline (000-000-3020)

Choose an authentication method

Call Me

Bypass Code

Remember me for 24 hours

Cancel this Request

Having trouble? Please contact the IT Service Desk at 301-405-1500

NOTICE: Unauthorized access to this system is in violation of Md. Annotated Code, Criminal Law Article §§ 9-606 and 7-302 and the Computer Fraud and Abuse Act, 18 U.S.C. §§ 1030 et seq. The University may monitor use of its IT resources as permitted by state and federal law, including the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521 and the Md. Annotated Code, Courts and Judicial Proceedings Article, section 10, subtitle 4. Anyone using this system acknowledges

## BPMS Main Menu

Budget Preparation and Maintenance System

https://finidb.umd.edu/BPMSCasPortal/Portal.aspx

UNIVERSITY OF MARYLAND Office of the Comptroller

Welcome to Budget Preparation and Maintenance System

If you 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 to login. After successful login, you will be directed to BPMS Main Menu.

Please select Fiscal Year: 2020

Select Budget System:  Working Budget  Live  3A Working Budget  Training Working Budget

NOTICE: Unauthorized access to this computer is in violation of Article 27 Sections 45A and 14B of the Annotated Code of MD. The University may monitor use of this system as permitted by state and federal law, including the Electronic Communications Privacy Act, 18 U.S.C. sections 2510 et seq. Anyone using this system acknowledges that all use is subject to University of Maryland Acceptable Use Guidelines available at <http://www.umd.edu/it/itp/ug/>

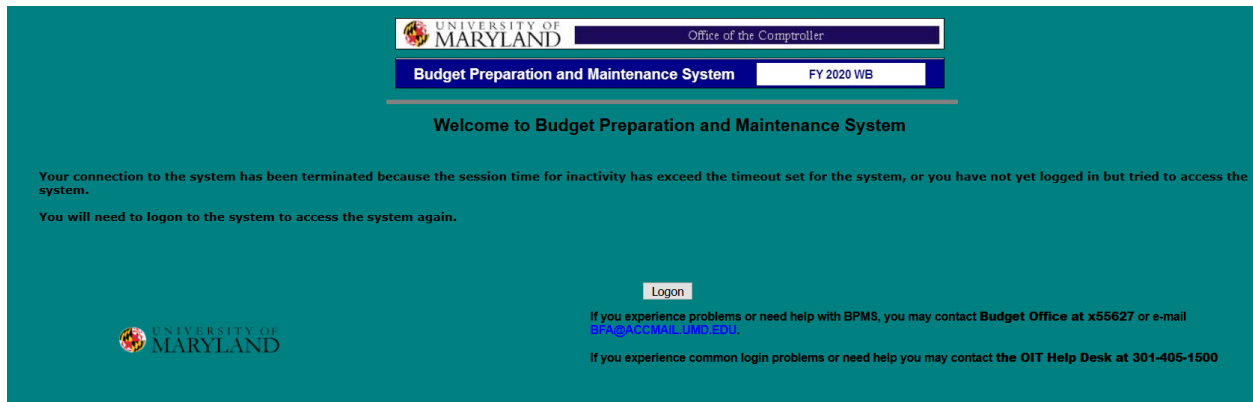
If you experience problems or need help with BPMS, you may contact Budget Office at x59627 or e-mail [bpms@umd.edu](mailto:bpms@umd.edu)

If you experience CAS login problems or need help you may contact the OIT Help Desk at 301-405-1500

*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’



UNIVERSITY OF MARYLAND Office of the Comptroller

Budget Preparation and Maintenance System FY 2020 WB

Welcome to Budget Preparation and Maintenance System

Your connection to the system has been terminated because the session time for inactivity has exceeded the timeout set for the system, or you have not yet logged in but tried to access the system.

You will need to logon to the system to access the system again.

Logon

If you experience problems or need help with BPMS, you may contact Budget Office at x55627 or e-mail [BPMS@COMMAIL.UMD.EDU](mailto:BPMS@COMMAIL.UMD.EDU).

If you experience common login problems or need help you may contact the OIT Help Desk at 301-405-1500

### 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*



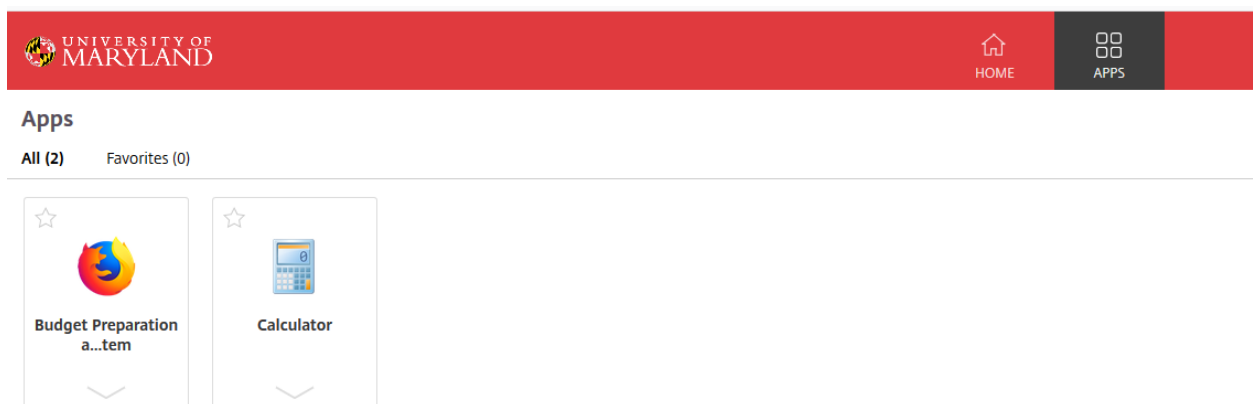
### Server Error in '/' Application.

*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

*Re-launch the BPM Application from the apps menu*



UNIVERSITY OF MARYLAND HOME APPS

Apps

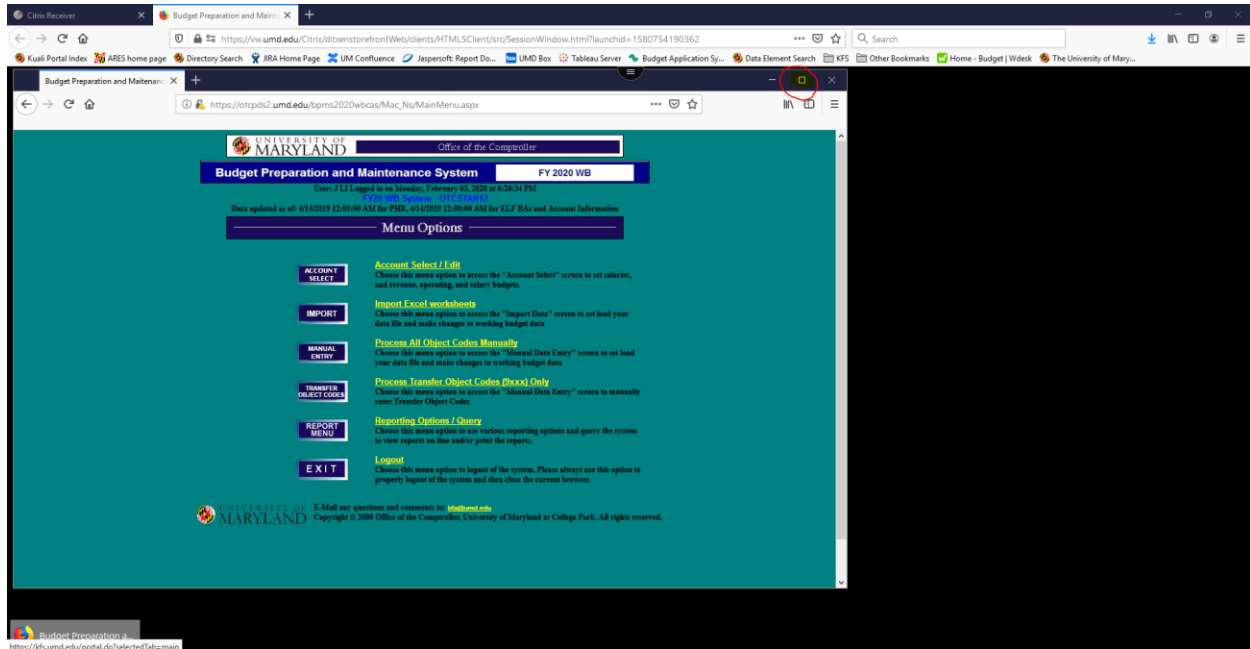
All (2) Favorites (0)

Budget Preparation a...tem

Calculator

## 6. How to expand the BPM window

*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*)

Revenue (0xxx)	(2,252,275,107)		
<b>TOTAL</b>	<b>0</b>	<b>9,929.07</b>	<b>11,397.33</b>

[Print Budget Summary](#)
[Go to Budget Summary Details](#)
[Go to Subcode Summary](#)

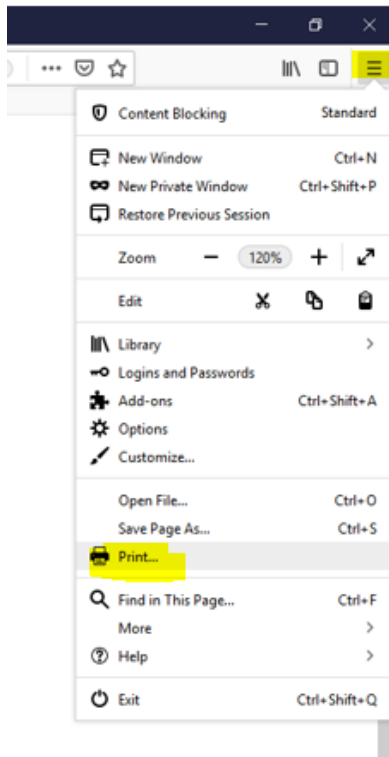
**Budget Summary - View the report using the following format**

- PDF Format - Report viewed in Acrobat Viewer
- XLS Format - Report viewed in MS Excel software
- Rich Text Format - Report viewed in MS Word/WordPad
- HTML Format - Report viewed as a Web Page
- CSV Format - Export Data

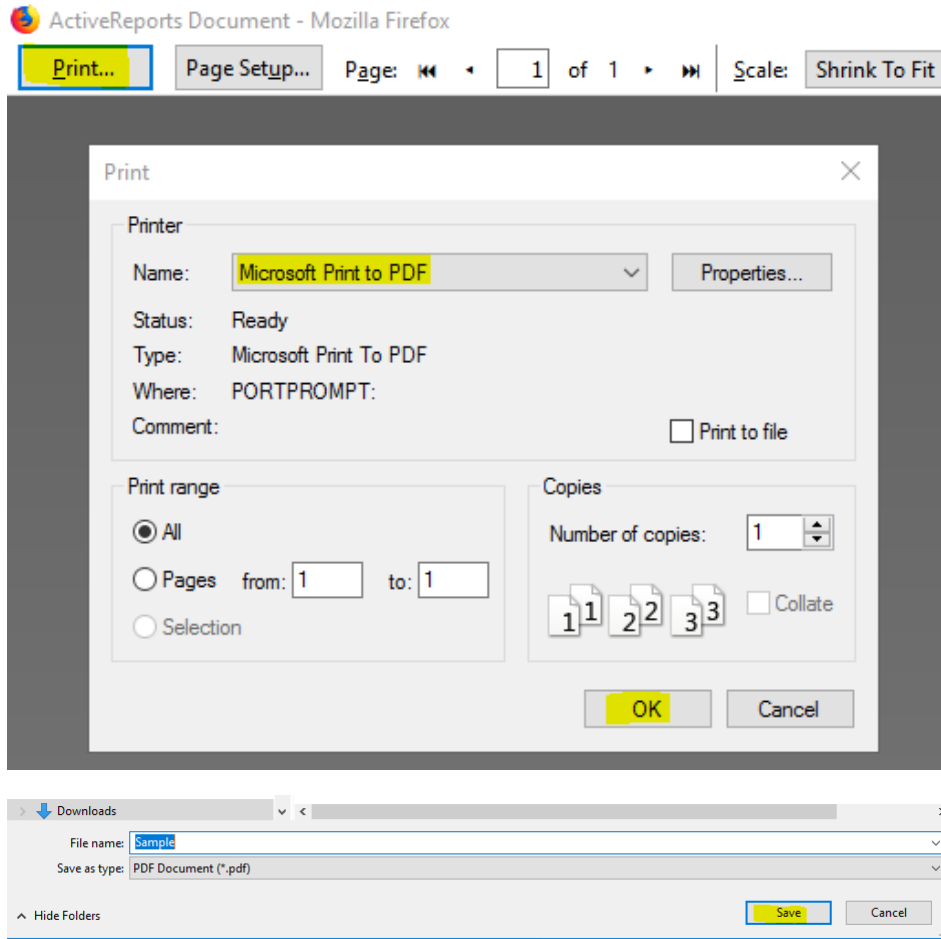
[View Report](#)
[Close](#)

ACCOUNT    MAIN    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'



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'

	Budget	FTE	FTE
<b>Itemized S &amp; W</b>			
Itemized Faculty (1011, 1012, 1015, 1016)	424,363,460	3,991.10	3,611.31
Exempt (1013)	338,101,672	3,773.00	3,395.79
Non-Exempt (1014)	82,703,162	2,164.97	1,672.43
<b>Non-Itemized S &amp; W</b>			
Lecturers (1018)			476.34
Faculty Contractual (2069)			17.00
Contingent II (2090)			362.47
Graduate Assistants (1020)			1,861.99
<b>Other S &amp; W</b>			
Labor & Assistants (2000-2081)			
Fringe Benefits (1000, 27xx)			
Overtime (21xx)			
Turnover & Other (29xx)			
<b>Total Expense</b>			<b>11,397.33</b>
Revenue (0xxx)	(2,252,275,107)		
<b>TOTAL</b>	<b>0</b>	<b>9,929.07</b>	<b>11,397.33</b>

Opening BudgetSummary.PDF

You have chosen to open:

BudgetSummary.PDF  
which is: PDF file (10.6 KB)  
from: https://otcps2.umd.edu

What should Firefox do with this file?

Open with [Browse...](#)

**Save File**

Do this automatically for files like this from now on.

Print Budget Summary    Go to Budget Summary Details    Go to Subcode Summary

Budget Summary - View the report using the following format

PDF Format - Report viewed in Acrobat Viewer

XLS Format - Report viewed in MS Excel software

Rich Text Format - Report viewed in MS Word/WordPad

HTML Format - Report viewed as a Web Page

CSV Format - Export Data

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'

Citrix Workspace - Security Warning

An online application is attempting to access files on your computer.

→ Block access  
Do not permit the application to read or change your files.

→ Allow reading only  
The application cannot change files.

→ **Permit all access**

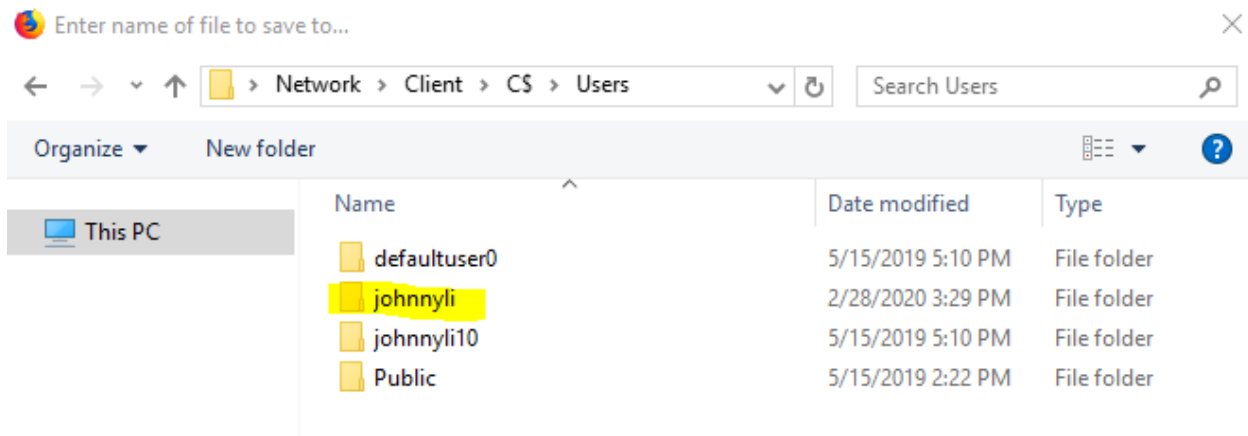
Do not ask me again for this site.

XLS Format - Report viewed in MS Excel software

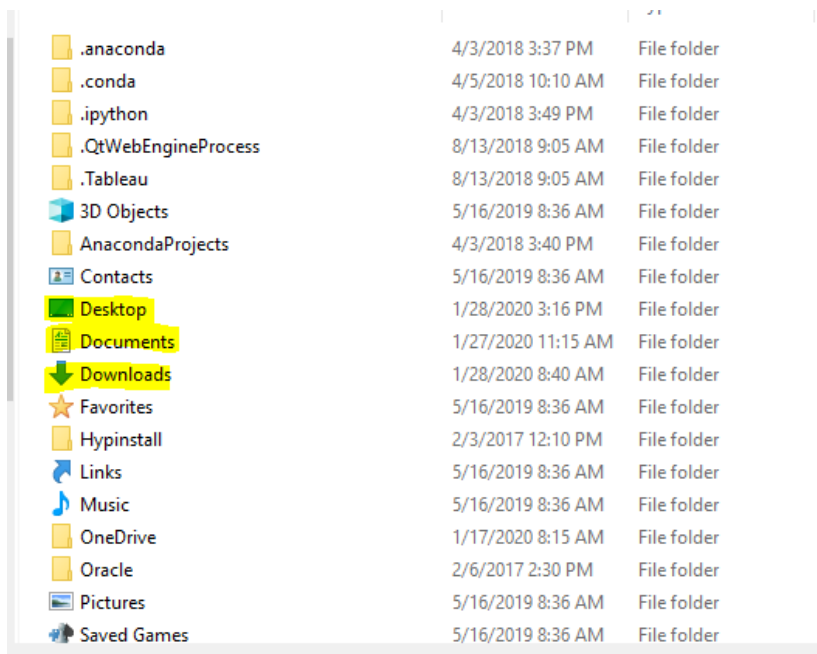
Rich Text Format - Report viewed in MS Word/WordPad

	Total Expense:
)	4,990
0	
3	1,749
)	
6	99,915
0	1,747
6	<b>108,402</b>

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



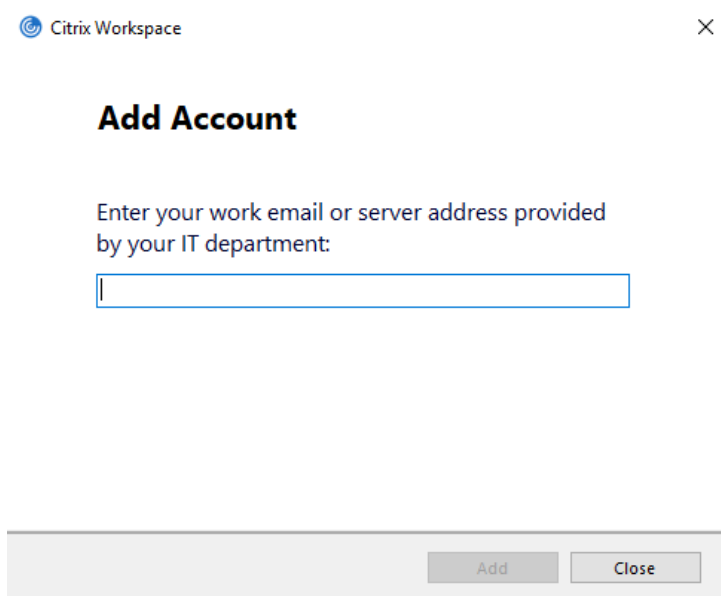
At this point you will see the common folders on your local computer where the report can be saved. Some areas users typically save files are the 'Desktop', 'Documents', and 'Downloads'



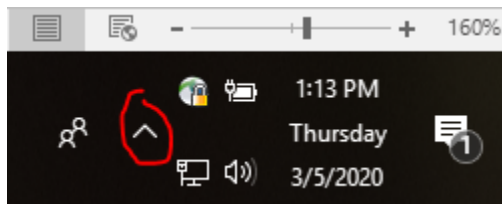
Once the file is saved you can navigate to the folder on your computer and open it for viewing/printing

## 8. Citrix Workspace Will Not Close

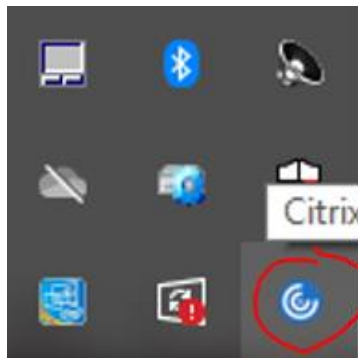
When the Citrix Workspace App (as shown below) will not remain closed after Clicking 'Closed'



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.

