

# How to Access HR Links as a Commission and Boards User

Below are the procedures necessary to access HR Links as a Commission and Boards user. The following requirements **must** be completed and verified before attempting to log onto HR Links.

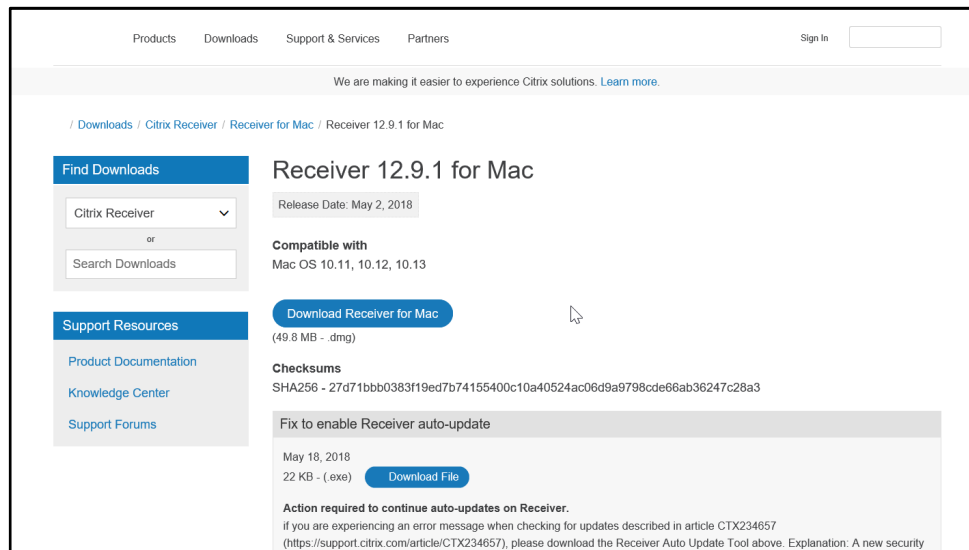
Recommended browsers to access HR Links: **Internet Explorer** (preferred) or **Google Chrome**.

## Requirements before logging onto HR Links

### #1: Install Citrix Receiver on your computer

#### Apple Users:

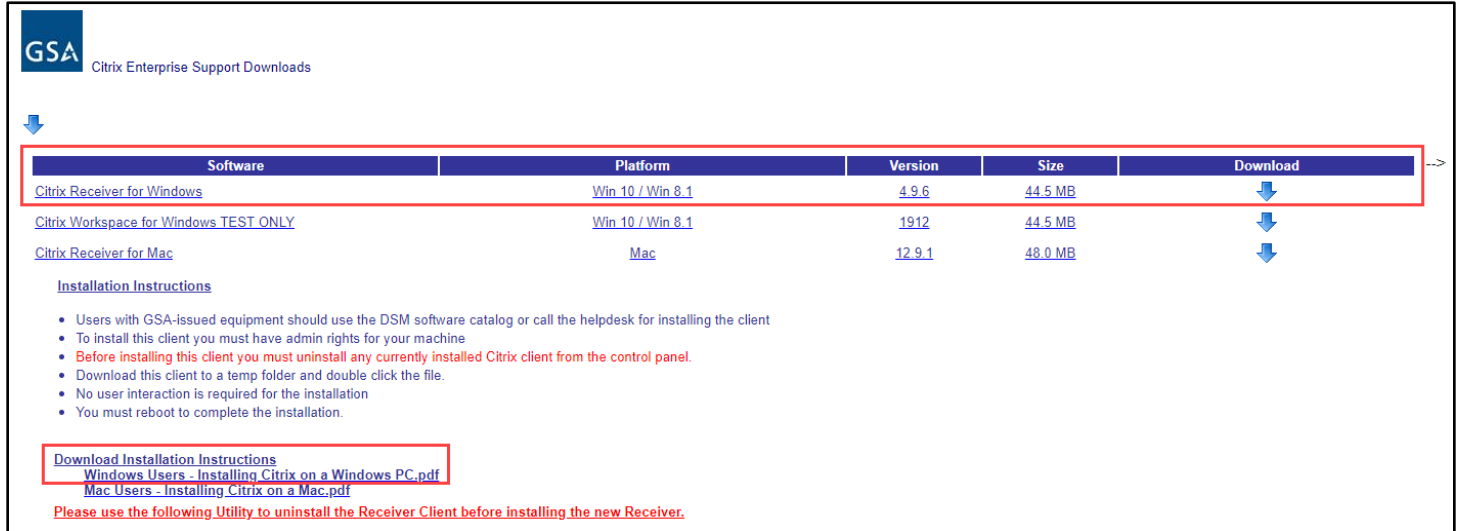
1. Download the Citrix Receiver for your Apple O/S Version from <https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html>, and follow the install instructions generated by the DMG install package.



2. If prompted at the end of the install to **Add Account**, choose **Cancel**.
3. If you see the **launch.ica** option show during your Citrix session, right mouse click on it and choose **Always Launch**.

## PC Users:

1. Go to <https://gsa-apps.gsa.gov/downloads/>.
2. Download the appropriate software and install guide for your Windows PC.
3. Install the Citrix Receiver for using the install guide downloaded in Step #2.



GSA Citrix Enterprise Support Downloads

Software	Platform	Version	Size	Download
<a href="#">Citrix Receiver for Windows</a>	<a href="#">Win 10 / Win 8.1</a>	<a href="#">4.9.6</a>	<a href="#">44.5 MB</a>	<a href="#">↓</a>
<a href="#">Citrix Workspace for Windows TEST ONLY</a>	<a href="#">Win 10 / Win 8.1</a>	<a href="#">1912</a>	<a href="#">44.5 MB</a>	<a href="#">↓</a>
<a href="#">Citrix Receiver for Mac</a>	<a href="#">Mac</a>	<a href="#">12.9.1</a>	<a href="#">48.0 MB</a>	<a href="#">↓</a>

**Installation Instructions**

- Users with GSA-issued equipment should use the DSM software catalog or call the helpdesk for installing the client
- To install this client you must have admin rights for your machine
- **Before installing this client you must uninstall any currently installed Citrix client from the control panel.**
- Download this client to a temp folder and double click the file.
- No user interaction is required for the installation
- You must reboot to complete the installation.

**Download Installation Instructions**

- [Windows Users - Installing Citrix on a Windows PC.pdf](#)
- [Mac Users - Installing Citrix on a Mac.pdf](#)

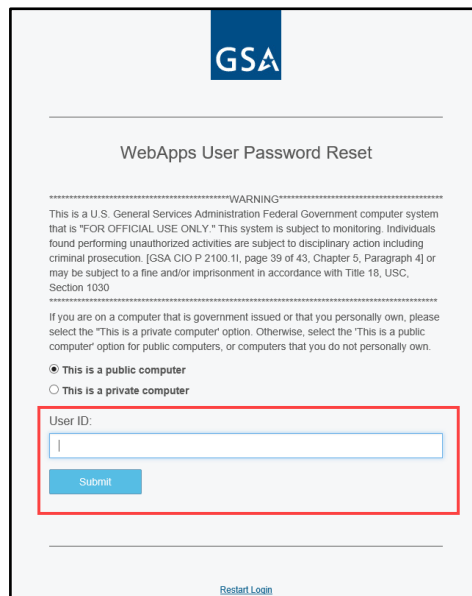
Please use the following Utility to uninstall the Receiver Client before installing the new Receiver.

4. Your computer is now properly configured to connect to the Citrix Portal to gain access to HR Links.

## #2: Create your password when you receive your HR Links login ID.

This procedure can also be used to reset your password in case you lose or forget it.

1. Go to the following URL: <https://webappsreset.gsa.gov/>
2. Enter your HR Links login ID in the **User ID** field, and choose the **Submit** button.



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WebApps User Password Reset

\*\*\*\*\*WARNING\*\*\*\*\*

This is a U.S. General Services Administration Federal Government computer system that is "FOR OFFICIAL USE ONLY." This system is subject to monitoring. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution. [GSA CIO P 2100.11, page 39 of 43, Chapter 5, Paragraph 4] or may be subject to a fine and/or imprisonment in accordance with Title 18, USC, Section 1030

If you are on a computer that is government issued or that you personally own, please select the "This is a private computer" option. Otherwise, select the "This is a public computer" option for public computers, or computers that you do not personally own.

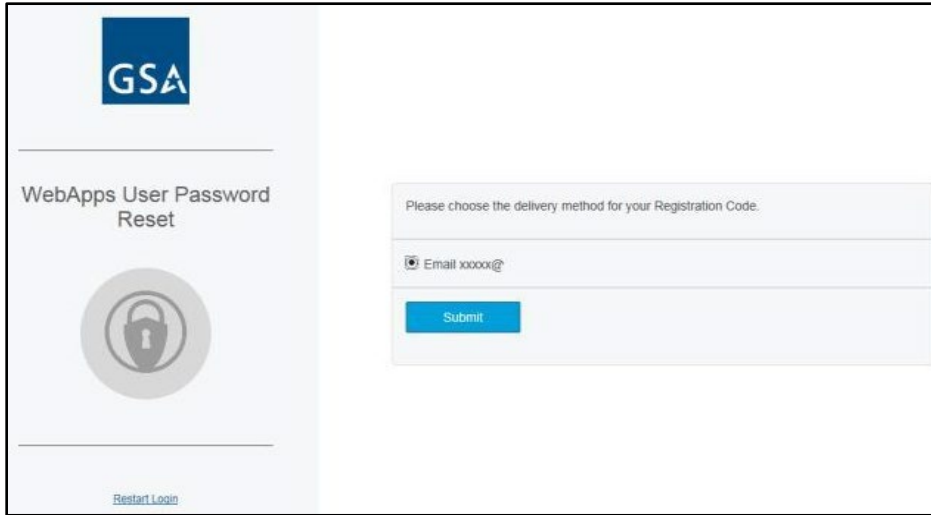
This is a public computer  
 This is a private computer

User ID:

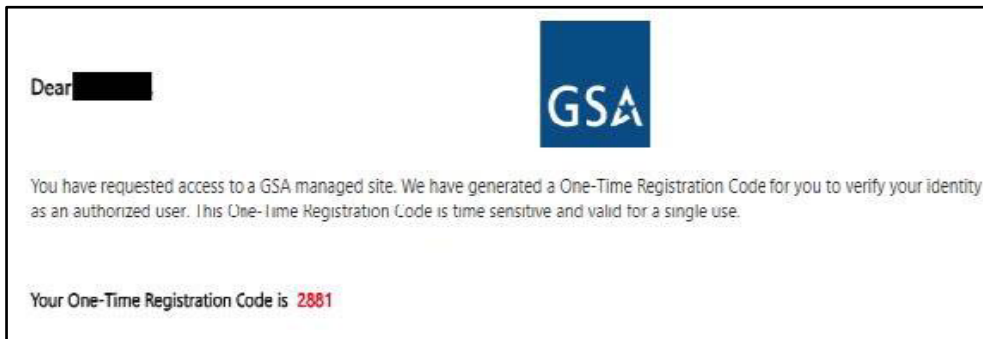
Submit

RestartLogin

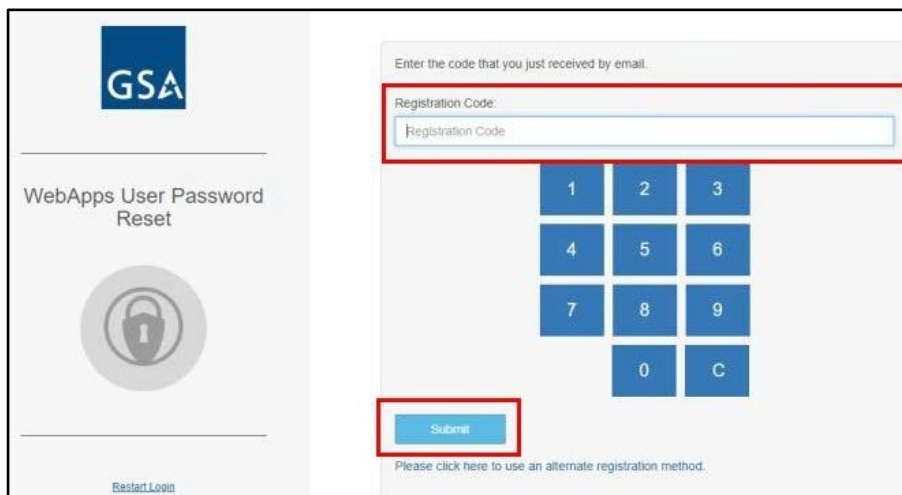
3. Click the **Submit** button to have your OTP token generated and sent to the email address linked to your HR Links logon ID.



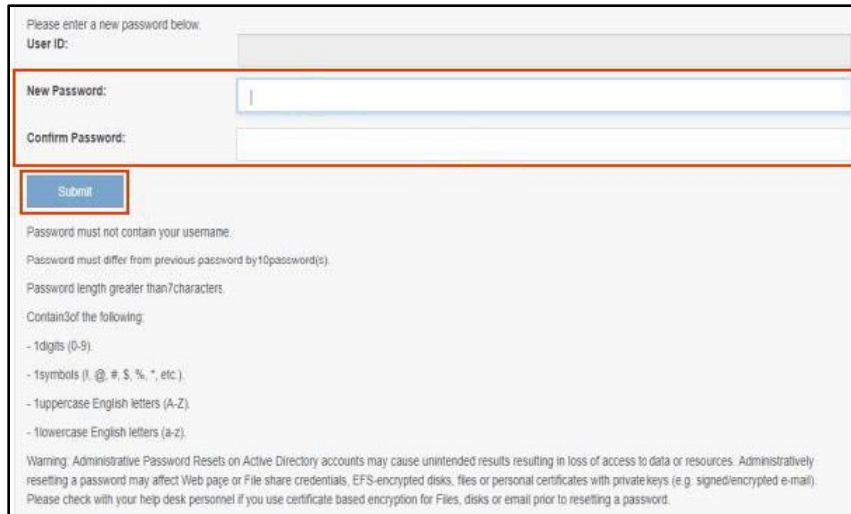
*Example of the email you will receive containing the one-time registration code for this session.*



4. Enter the four-digit OTP code you received in your email account that is linked to your HR Links logon ID, and select the **Submit** button.



5. Follow the criteria provided to create your new password. Reenter your password in the Confirm Password field. Select the **Submit** button to validate your new password.



Please enter a new password below.

User ID:

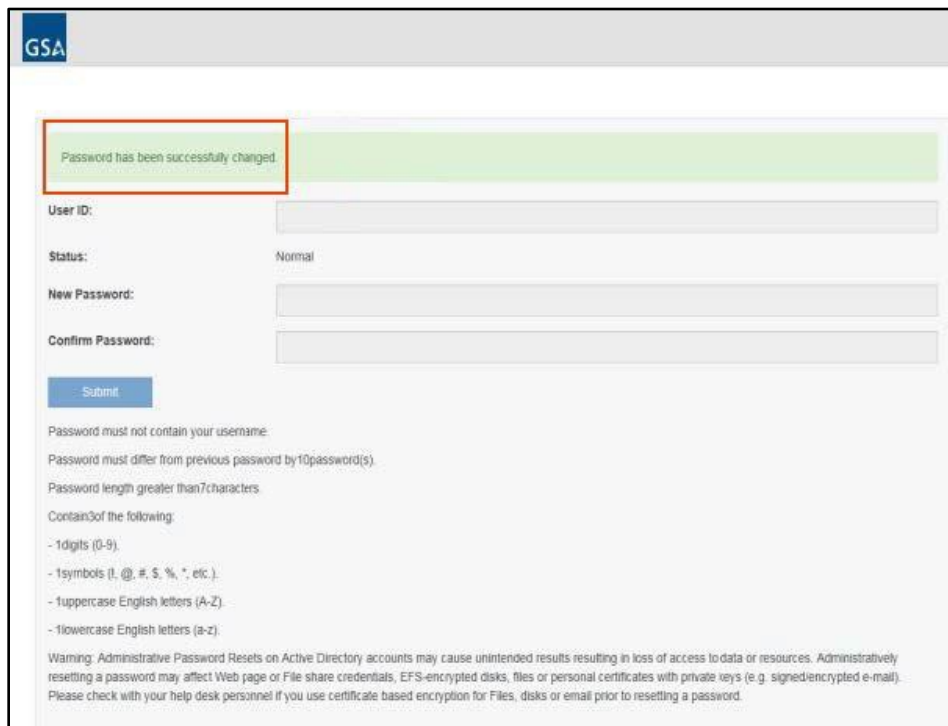
New Password:

Confirm Password:

Password must not contain your username.  
Password must differ from previous password by 10password(s).  
Password length greater than 7 characters.  
Contain 3 of the following:  
- 1 digits (0-9).  
- 1 symbols (!, @, #, \$, %, \*, etc.).  
- 1 uppercase English letters (A-Z).  
- 1 lowercase English letters (a-z).

Warning: Administrative Password Resets on Active Directory accounts may cause unintended results resulting in loss of access to data or resources. Administratively resetting a password may affect Web page or File share credentials, EFS-encrypted disks, files or personal certificates with private keys (e.g. signed/encrypted e-mail). Please check with your help desk personnel if you use certificate based encryption for Files, disks or email prior to resetting a password.

6. Once your password has been validated, a message will appear, stating, **“Password has been successfully changed.”**



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Password has been successfully changed.

User ID:

Status: Normal

New Password:

Confirm Password:

Password must not contain your username.  
Password must differ from previous password by 10password(s).  
Password length greater than 7 characters.  
Contain 3 of the following:  
- 1 digits (0-9).  
- 1 symbols (!, @, #, \$, %, \*, etc.).  
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7. You now have your HR Links logon ID and password to connect to the Citrix Portal to gain access to HR Links.
8. **Please wait one hour after changing your password before attempting to log onto the Citrix Portal to gain access to HR Links.**

## Access HR Links as a Commission and Boards User

1. Go to the following URL to create your one-time OTP code for this session:  
<https://webappsotp.gsa.gov/>
2. Enter your HR Links logon ID in the **User ID** field, and select the **Submit** button.



**GSA**

Webapps OTP Realm Web

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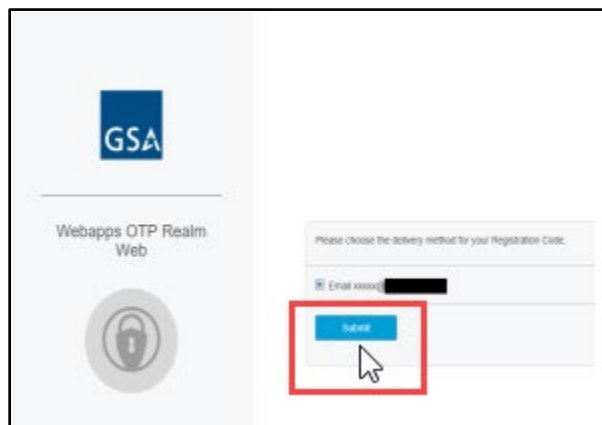
This is a public computer

This is a private computer

User ID:

Submit

3. Choose to have the one-time registration code sent to the email address that is linked to your HR Links login ID, and choose the **Submit** button.



**GSA**

Webapps OTP Realm Web

Please choose the delivery method for your Registration Code:

Email xxxxxx

Submit

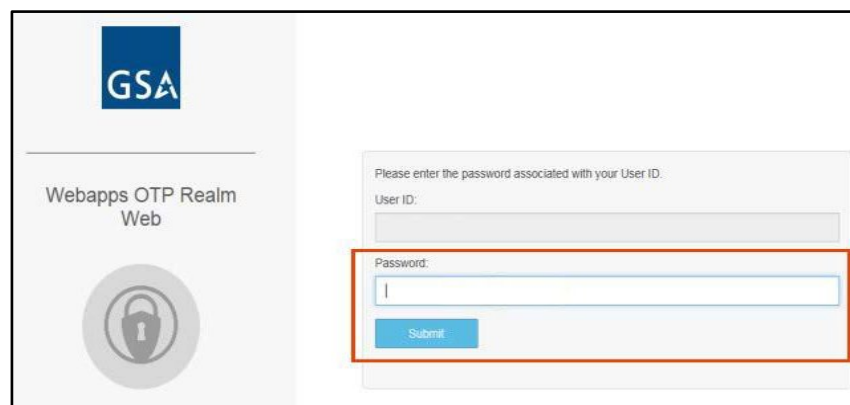
*Example of the email you will receive containing the OTP code for this session.*



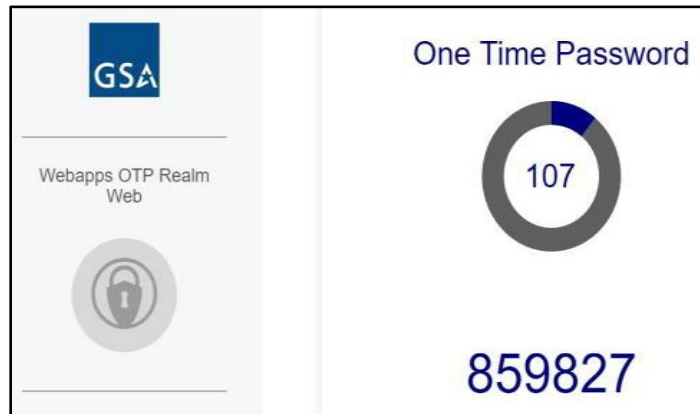
4. Enter the four-digit code you received via email in the **Registration Code** field, and select the **Submit** button.



5. Enter your **password** in the field provided, and choose the **Submit** button to continue.



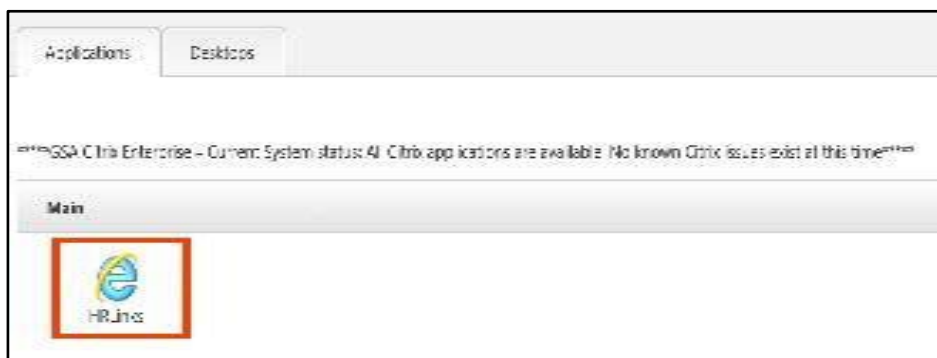
- A one-time password code will be created. This code will refresh every 120 seconds and will be necessary when you attempt to log onto the HR Links Citrix Access page. Keep the browser page open for easy reference.



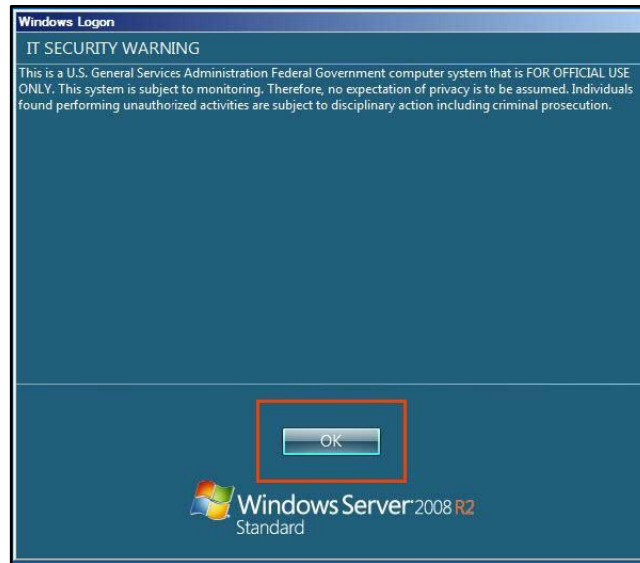
- In a new browser page, go to the following URL: <https://hrlinks.anywhere.gsa.gov/>
- Enter your HR Links **username**, **password** and the **one-time password (OTP)**, and select the **Log On** button.



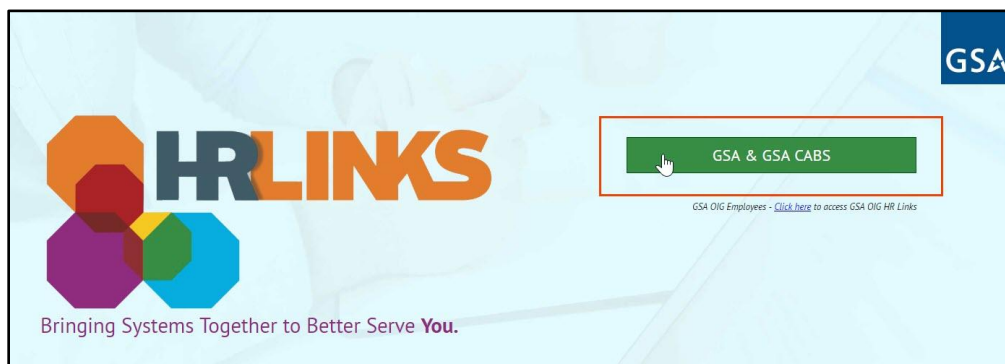
- Choose the **HR Links application**.



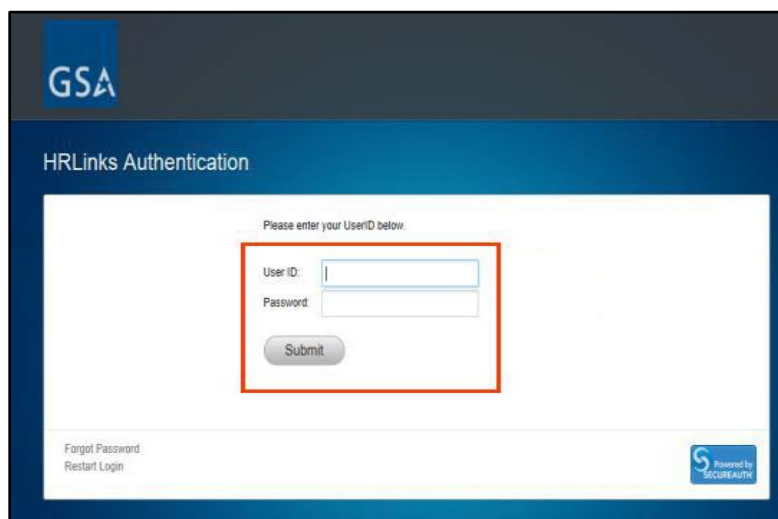
10. Select the **OK** button when the IT Security Warning banner appears.



11. The HR Links web page will appear. Select the **GSA and GSA CABS** button to log into the system.



12. Enter your HR Links **user ID** and **password**, and select the **Submit** button to continue.





13. You have successfully logged into HR Links.



14. When you have finished your session, select the **Actions List** option in the upper right of the screen, and choose **Sign Out**.



15. To close your Citrix session, choose **Log Off** and **Disconnect**.



## Account Lockout

If a user's account is locked, GSA IT will not be able to unlock accounts or reset passwords. The account will automatically unlock after one hour. Follow these steps to reset your password and unlock your account.

1. **Wait one hour before trying to log in or change your password. Sooner attempts will reset the one-hour timer, delaying your ability to reset your password.**
2. After waiting one hour for your account to unlock, go to <https://webappsreset.gsa.gov/>. Follow the requirements to create a new password.
3. After resetting your password, wait one hour before attempting to log into the application. Attempting to log in sooner will result in your account locking and will require you to begin again at step 1.

If you are still having trouble after following the steps above (and waiting the full time required for each step), send an email to [cabshrinkstechsupport@gsa.gov](mailto:cabshrinkstechsupport@gsa.gov) with a screenshot of the error, including the entire browser window, as well as the steps you have taken to attempt logging in.