

How to Access HR Links as a Commission and Boards (CABS) User

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Guidelines for Using HR Links

- Use the internet browser Microsoft Edge (preferred) or Google Chrome. Be sure that either Microsoft Edge (preferred) or Google Chrome is also set as your default browser.
- Use the links directly from the user guide each time you log in to HR Links, or bookmark **these exact links** for future use:
 - <https://webappsotp.gsa.gov/>
 - <https://hrlinks.anywhere.gsa.gov/>
 - <https://webappsreset.gsa.gov/> (for initial password setup and password resets)
- It is not recommended to save your passwords via the browser or a password manager app, as this can cause login problems.
- Do not use the "back" button on the browser during the login process. If needed, click the "Restart Login" link if there is one on the page, or close the browser window and start with a fresh page.
- Clearing your browser cache or using "incognito" mode often resolves login issues. Be sure to close all browser windows and open a fresh one after clearing your cache.

Required Setup Before Your First HR Links Login

Install Citrix

Before logging in to HR Links for the first time, or if you are logging in on a different computer, you must first install Citrix via the appropriate link for your system. It is important to have the most recent version of Citrix installed, accessible via the link below.

You may need your local IT support for administrative rights to complete the installation. Use the default settings during installation.

Windows: <https://www.citrix.com/downloads/workspace-app/windows/>

Mac: <https://www.citrix.com/downloads/workspace-app/mac/>

Notes for Mac users:

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

Initial Password Setup

1. Go to <https://webappsreset.gsa.gov/>
2. Enter your HR Links (WebApps) User ID in the field, select the option to email the code (if there are multiple options), and click the Submit button.
3. A one-time registration code (OTP) will be generated and sent to the email address linked to your HR Links account.
4. Enter the four-digit OTP you received and select the Submit button.
5. Create your password, being sure to follow the password criteria stated on the page. Reenter your password in the 'Confirm Password' field.
 - a. Reminder: It is not recommended to save your passwords via the browser or a password manager app, as this can cause login problems.
6. Select the Submit button to validate your new password. The webpage should then display a confirmation message stating that your password has been set.
7. You now have your HR Links User ID and password to connect to the Citrix Portal, to gain access to HR Links.
8. **IMPORTANT:** You must wait one hour after setting your initial password before attempting to access the system.

Logging in to HR Links

1. Go to <https://webappsotp.gsa.gov/>
2. Enter your HR Links (WebApps) User ID. Select the Submit button.
3. If given the choice, select the option to have an email sent to your associated email address. Select the Submit button.
4. The system will send an email to your associated email address. Enter the One-Time (4-digit) Registration Code from the email into the Registration Code field. Select the Submit button.
5. Enter your HR Links password. Select the Submit button.
6. A One-Time Password (OTP) (6-digit code) will be generated. The code will refresh every 120 seconds and will be needed in the following steps. **Keep this browser tab/window open.**
7. **In a new browser tab/window**, go to <https://hrlinks.anywhere.gsa.gov/>
8. Enter your HR Links (WebApps) User ID, your HR Links password, and your OTP (6-digit code) shown in the tab/window left open in Step #6. Be sure that you use the newest code shown, as it automatically refreshes every 120 seconds. Select the Submit button.
9. Select either of the HR Links icons (Microsoft Edge or Chrome icons), and click “Open” on the ICA file download popup (either in the upper right corner, or along the bottom of the browser window, depending on the browser used).
 - a. If any issues are experienced during this step, refer to the “ICA File Issues” section in this document.
10. Select the OK button when the IT Security Warning banner appears.
11. The HR Links page will appear. Select the “GSA LOGIN” button to log into HR Links.
12. Enter your HR Links (WebApps) User ID and password. Select the Submit button.
13. You have successfully logged into HR Links.

Resetting your HR Links Password

Use the following steps to reset your password at any time.

1. Go to <https://webappsreset.gsa.gov/>
2. Enter your HR Links (WebApps) User ID. Select the Submit button.
3. Click the Submit button to have a One-Time (4-digit) Registration Code generated and sent to the email address associated with your HR Links User ID.

4. Enter the One-Time (4-digit) Registration Code from the email into the Registration Code field. Select the Submit button.
5. Following the criteria provided on the page, create and enter your new password in the New Password field. Re-enter your new password in the Confirm Password field. Select the Submit button to validate your new password.
 - a. Reminder: It is not recommended to save your passwords via the browser or a password manager app, as this can cause login problems.
6. When your password has been validated, a message will appear stating, "Password has been successfully changed."
7. **IMPORTANT:** Wait 15 minutes before logging in with your new password. Not waiting may lock your account, which will require additional wait time.

Unlocking your HR Links Account

1. Wait 30 minutes without trying any HR Links login or password change attempts.
2. Reset your password using the instructions in the above section, "Resetting your HR Links Password."

ICA File Issues

If clicking on the downloaded ICA file does not result in the IT Security Warning banner and then the HR Links page appearing, manually open the file using the steps below.

You may need your local IT support assistance.

1. Using File Explorer, locate the Downloads folder for your name (C:\Users**YourName**\Downloads)
2. Locate the newest ICA file, right click on it, and select "Open with..."
3. On the popup window
 - a. **IMPORTANT:** Mark the box to "Always use this app to open .ica files"
 - b. Click on the "More apps" down arrow
 - c. Scroll down and click on "Look for another app on this PC"
4. Using File Explorer, locate the ICA Client folder (either C:\Program Files (x86)\Citrix or C:\Program Files\Citrix)
5. In the ICA Client folder, click on **wfcrun32.exe** so that it appears in the File Name field at the bottom of the window, and **select Open. (Do NOT run the file)**

Other HR Links Issues

For other HR Links **login issues only**, email cabshrlinkstechsupport@gsa.gov with a screenshot showing the error message including the entire browser window so the address bar can be seen at the top, as well as the steps you have taken prior to receiving the error message.

For HR Links questions not related to login issues, submit a Phire ticket, or contact your CABS HR POC directly or the GSA CABS team at gsacabs@gsa.gov to assist you with submitting a Phire ticket.