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:

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:
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.
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 logon 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 logon ID in the User ID field, and choose the Submit button.
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.

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

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.
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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.

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.
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.
6. 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.

![One Time Password]

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

![Log On]

9. Choose the **HR Links application**.
10. Select the **OK** button when the IT Security Warning banner appears.

![IT Security Warning Banner](image)

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

![HR Links Webpage](image)

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

![HR Links Authentication](image)
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/](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 cabshrlinkstechsupport@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.