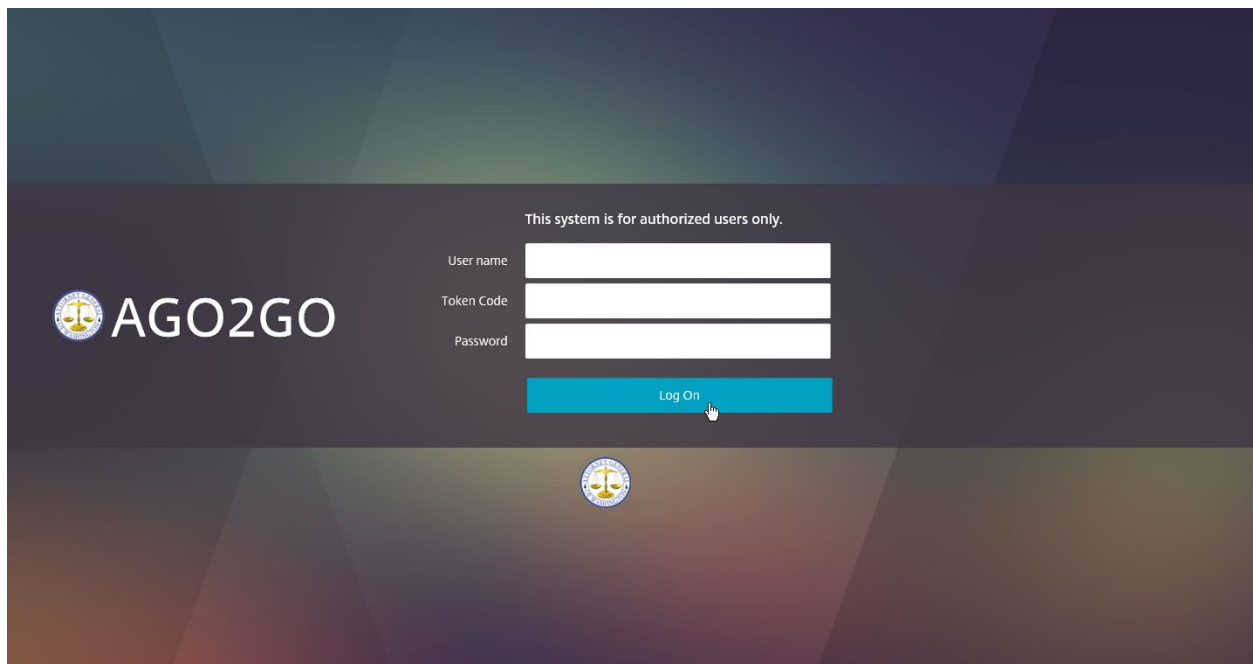


# AGO2GO Installation and Use Instructions for Windows 10

To get the best performance and multitasking support from AGO2GO, install the Citrix Workspace App. AGO2GO also works with a modern Internet browser such as Chrome, Firefox, Edge, or Safari. If you already have the Receiver or Workspace App, start below. Otherwise skip to the New User section below, and come back here after you have completed those steps.

## To Log in to AGO2GO

Navigate to <https://ago2go.atg.wa.gov>



### User name:

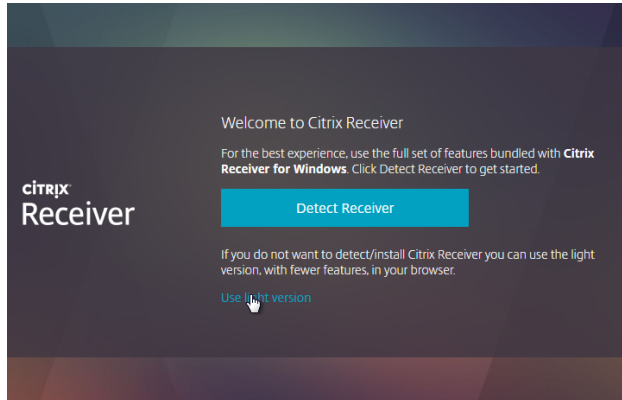
Your User name is the 'legacy user login,' available from InsideAGO on your employee page (located [here](#)). It typically follows the format FirLas.100 where First is your first name, and last is your last name. If your name uses another structure, or would result in the same username as another employee, your username may be different. See your employee page for details.

### Token Code:

- If using a physical token, the password is your PIN followed by the numbers shown (no space).
- If using a mobile smartphone token, the password is just the numbers shown after PIN entry
- If you have not set up a pin, see below to set an initial PIN.

## Password:

Your password is the same as your AGO network password. If your password is expired, you will be unable to log in. Contact Customer Support.



If you would like to use applications without installing the Workspace App, click the 'Use light version' link. Otherwise skip to the Installing the Workspace App instructions below. This is highly recommended as the app has better performance and more features, such as easy support for multiple monitors.

## Launching Applications

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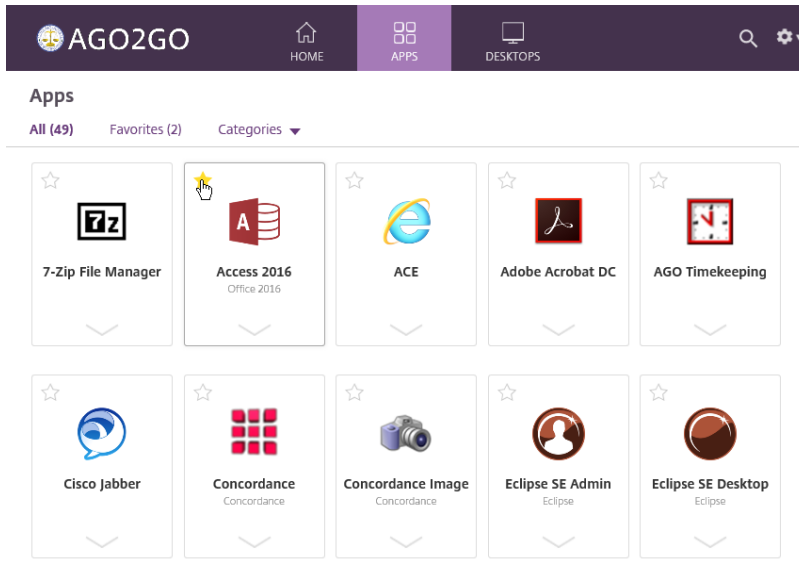
Once you have successfully logged in the Storefront will open with the following message:



You do not have any favorite Apps or Desktops yet.

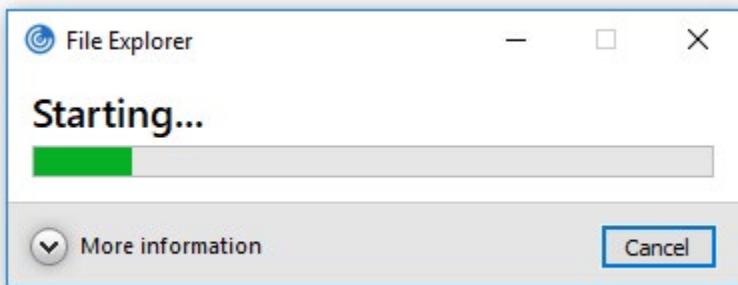
To get started, go to Apps or Desktops and click or tap the star to favorite an item.

Click on the Apps or Desktops section at the top of the screen.



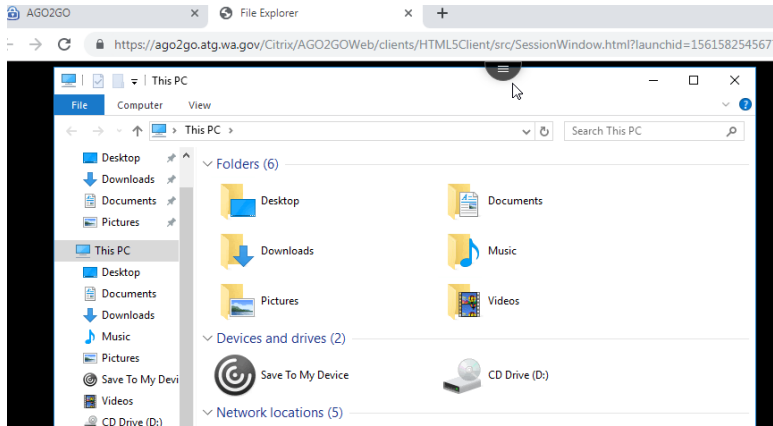
Click the star icon next to each item to add your favorite Apps and Desktops to your home screen.

Once you click an app, it will start to launch. You will see the following progress indicator:



After around 30 seconds, the app will launch. On systems without the Workspace App, apps will launch in a browser tab. If you already have at least one app open, additional app launches will be much quicker.

In Light mode, apps get an option menu toward the top. To get access to it, hover over the hamburger menu at the top of the window. In the screenshot, it is just above the mouse cursor.



## NEW AGO2GO user or a NEW token instructions

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Users who already have a PIN but want the Workspace app can skip to the next section.

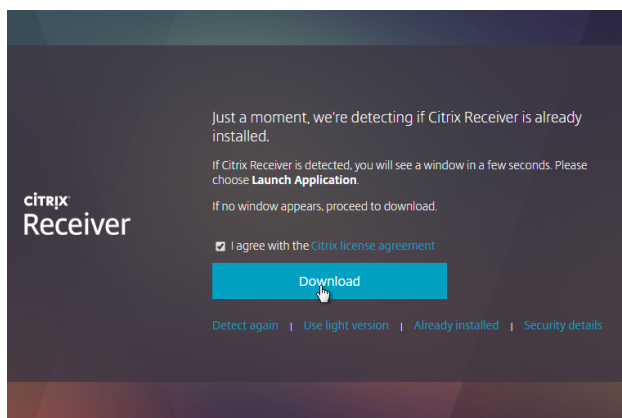
- If this is your very FIRST time logging into AGO2GO, or if you have a new token, you will need to create your PIN. To do this, you will only use the 6 digit RSA key fob number as your Token Code. For mobile smartphone tokens, do not enter a PIN on the device. Just press the right-arrow button next to the entry box to get a token code.
- The next screen will ask you to create your PIN. Your PIN can be any 5-8 digit number of your choice. Choose a memorable PIN as you will need it for future logins. You will get a second window asking to confirm your PIN, re-enter.

If the computer has Workspace or Receiver already installed, go back to the start of this document. If you would like to use the no-install method to run applications, go back to the start of this document. Otherwise, continue below.

## Installing the Workspace App

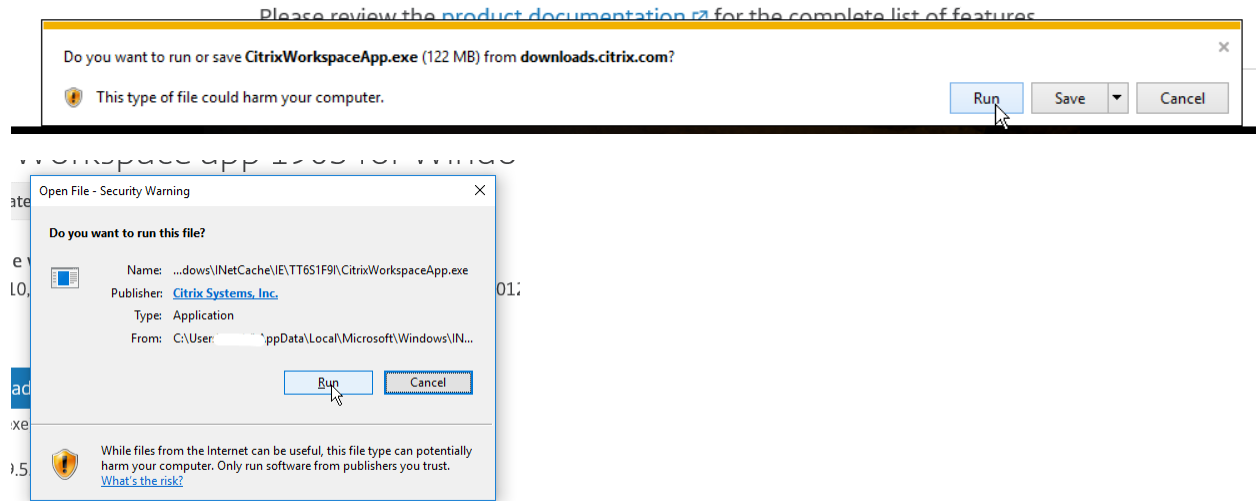
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Click Detect Receiver.

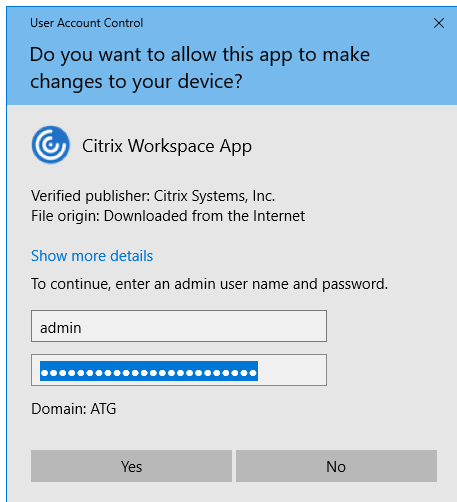


Choose the checkbox to agree to the license and click Install to download the Workspace app. When it completes, run the downloaded Workspace installer. The screenshots below are for Internet Explorer. Other

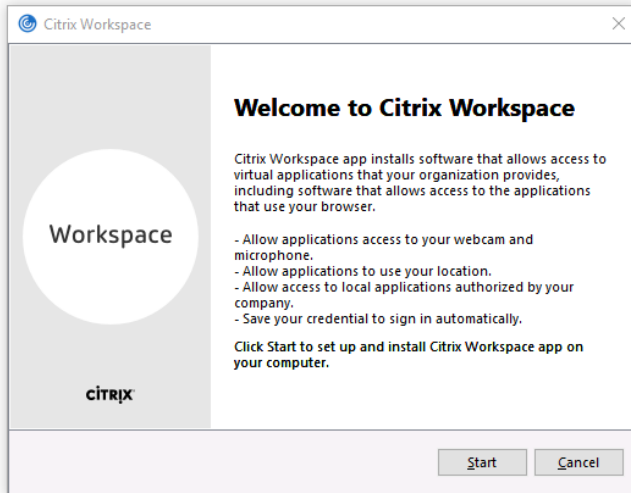
browsers may look or act differently.



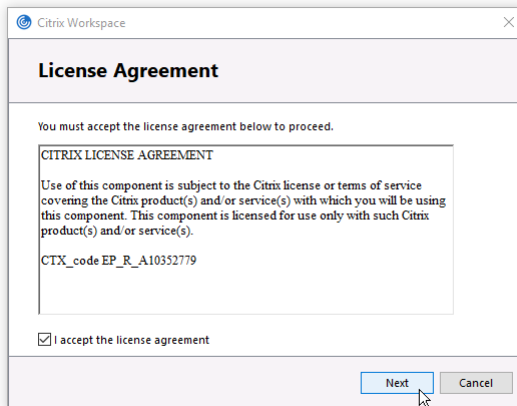
This box pops up. Click on "Yes". If you are required to enter an admin password, you may need help from your systems administrator.



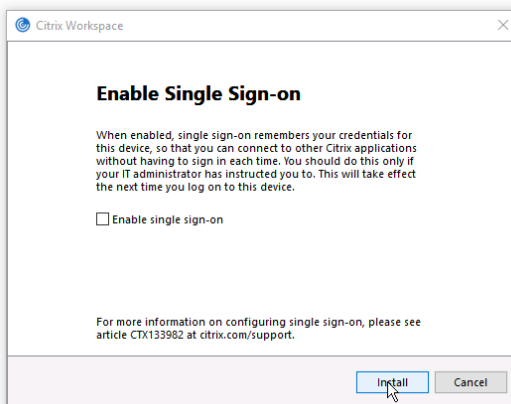
Then this box pops up. Click on "Start"



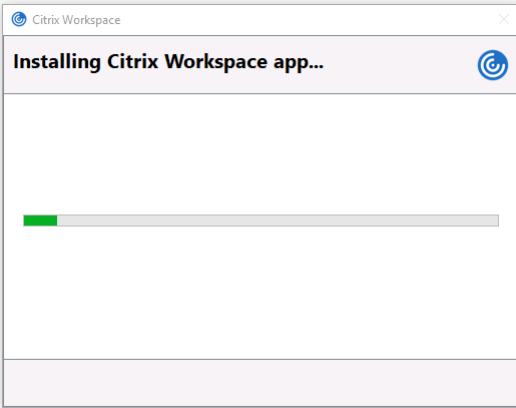
Accept the license agreement and click on "Next"



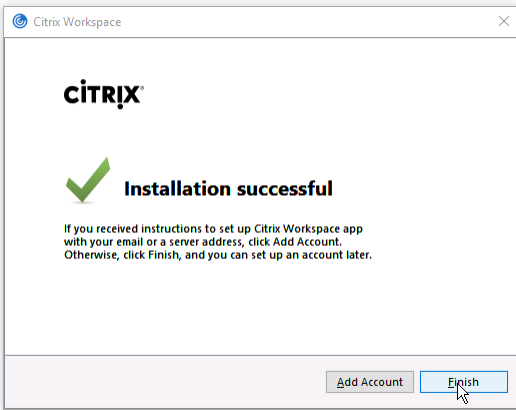
If prompted, do not enable single sign on. Leave this at the default as unchecked and click "Install"



The installation will proceed through several stages.



When the installation is complete, this will pop up. Just click on "Finish"



You may now continue from the beginning of this document.