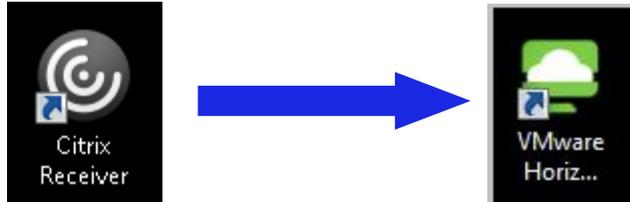


# CONNECTIONS Build Bulletin

## CONNECTIONS Citrix Replacement Project—Beginning 2021



As most are probably aware, currently, the Citrix application is used to access CONNECTIONS. Citrix is no longer supported, and in an effort to upgrade to newer and more secure technology, CONNECTIONS will soon be accessed via the VMware Horizon Client, often referred to as VDI (Virtual Desktop Infrastructure).

What does this mean to the average user?

1. Instead of opening Citrix to access CONNECTIONS, you'll open VMware. VMware will need to be installed on your PC by your LAN admin, or someone who has administrative rights to your machine.
2. Part of this project will introduce Multi Factor Authentication (MFA) when accessing CONNECTIONS for additional security, which means, if you are not on the state network, you will be prompted to enter an RSA passcode.

*If you do not already have a state-issued RSA token, you will need to request one prior to your district or agency's scheduled rollout date — instructions and schedules for requesting tokens have been provided to LAN Admins and Directors of Services, but required steps will need to be individually completed by each user.*

This is a technology upgrade, and should have minimal impact on your ability to complete day-to-day tasks within CONNECTIONS. Ideally, you will be clicking a new icon (VMware instead of Citrix), and entering an RSA passcode if prompted — with few other changes to the user experience. Additionally, during rollout, Citrix will remain as a backup access option for users who may be experiencing issues using VMware.

OCFS CONNECTIONS Implementation Specialists and the ITS CONNECTIONS team are working closely with LDSS and VA LAN Admins to provide detailed installation information and communicate rollout plans. A pilot is currently underway with four Local Districts and one Voluntary Agency, with a phased statewide rollout tentatively scheduled to begin with Region 4 (Albany Region) in mid-February.

For more detailed information, the CONNECTIONS website has been updated to include many project-related guidelines and FAQ documents, which can be accessed here:

Intranet: <http://ocfs.state.nyenet/connect/imp/>

Internet: <https://ocfs.ny.gov/connect/imp/>

Additionally, weekly email communications are being distributed to LDSS and VA LAN Admins and Directors of Services with pilot updates and schedules.

Any questions should be directed to your district or agency LAN Admin, your designated CONNECTIONS Implementation Specialist (list available at <https://ocfs.ny.gov/connect/Contacts/CONNECTIONS-Implementation-Staff.docx>), or sent into the CONNECTIONS Communications mailbox at [Connections@ocfs.ny.gov](mailto:Connections@ocfs.ny.gov).