Due to JAVA security concerns, Johns Hopkins University Central IT has requested that Coeus users access Coeus Premium through Citrix. If a department chooses to remove JAVA, use this and the Installing Citrix guide to access Coeus Premium.

**The issue does not affect Coeus Lite users.**

To use the Coeus Premium interface, follow the steps provided in the “Installing Citrix for Coeus” guides for Mac or Windows users, available at the ORIS website. Using Coeus through Citrix will affect printing, uploading and saving some Coeus documentation, such as narratives, proposal summary, questionnaires and ORIS reports. This Tips Guide provides information on those issues ORIS has identified. Please share with ORIS (coeus-help@jhu.edu) any additional issues that may crop up as you use Coeus through Citrix.

### GENERAL ISSUES AFFECTING BOTH PC AND MAC USERS

1. If you or your department have questions about the new recommendation to use Citrix rather than supporting the continuing use of JAVA, please direct them to JHU Central IT.

2. If you have difficulty downloading or accessing Citrix, please first contact your local support person, as only those with administrative privileges will be able to download the program.

3. Add the icon to the Favorites tab by selecting Applications (the far right tab at the top), select Details and then Add to Favorites.

4. Saving documents (such as a PD Summary, reports, questionnaires) may be confusing, because Citrix has a “desktop” separate from the computer’s desktop. Users must understand how to navigate to this local desktop, rather than the Citrix desktop. See below for screenshots.

5. It is not possible for users to employ multiple instances of Coeus through Citrix. Although it is possible to open Coeus through Citrix in multiple browser windows, users are unable to search for and edit data in both of those windows. When it is attempted, Coeus freezes altogether.

### ISSUES AFFECTING ONLY PC USERS

1. Internet Explorer cannot be the default browser when using Citrix; specifically, printed documents will not generate a view. The workaround is to switch to Firefox or Chrome for your browser.

2. Reports can be saved with CNTRL-S, as usual, however there is no indication given that the document has actually been saved. In addition, see item 3 above.

The following are steps to ensure that files attempting to be saved are saved to the local computer rather than the Citrix desktop. Some interpretation may be necessary, as security messages and language may differ between Mac and PC environments, as well as browsers and browser versions running on your own computer. In general, accept any security risk messages and follow the similar steps to get to your desktop.
Printing Proposal Summary, use Firefox.

You may see security messages. Add any exceptions.

Your connection is not secure

The owner of people.johnshopkins.edu has not configured their website properly. To protect your information from being stolen, Firefox has not connected to this website.

Learn more...

- Report errors like this to help Mozilla identify and block malicious sites.

Go Back Advanced

Click on "Add Exception"
You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this.

Location: [https://proceus.johnshopkins.edu/webforms/calledPr](https://proceus.johnshopkins.edu/webforms/calledPr)

This site attempts to identify itself with invalid information.

**Unknown Identity**

The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signing chain.

- [Confirm the exception](#)
- [Permanently store this exception](#)

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**Proposal Development Number**

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**General Information**

- **Sponsor (Applicant)**: National Institute of Health (NIH)
- **Primary Sponsor**:
- **Program Announcement No.**:
- **CFDA No.**:
- **Office of Project:**
- **Contact:**

**Choose “Save As” to control where the file is saved.**

Now we see the pdf. Time to save.
You must navigate to your LOCAL DISK. Once there, click on Users.

Click on Your own computer name, in this case, it’s “ellensmac.”

Displayed now are the familiar files on this computer. Click on “Desktop” or your file’s destination.
These are the familiar files on the desktop of this computer.

The proposal summary is on the desktop.