Please follow the instructions below to check and modify access settings in order to be able to open or save documents to your PC.
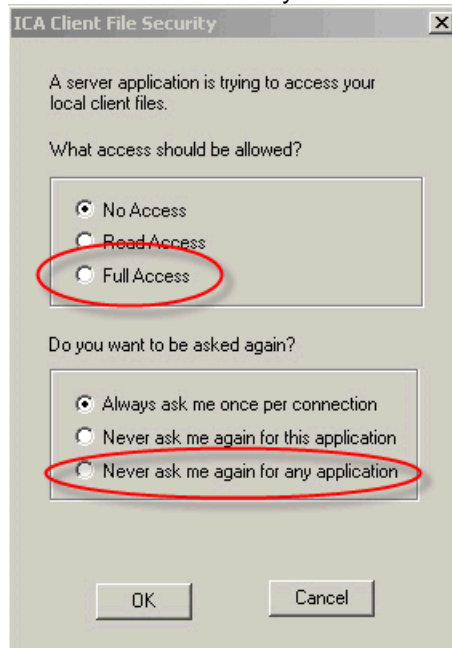
How to set up the system to allow access to your local hard disk

1. Log on to Citrix Virtual Office and launch an application, such as eRapid
2. Locate the 'Program Neighborhood Connection Center' icon at the bottom-right of your screen, next to the clock or volume control

3. Double click the icon to open the Connection Center
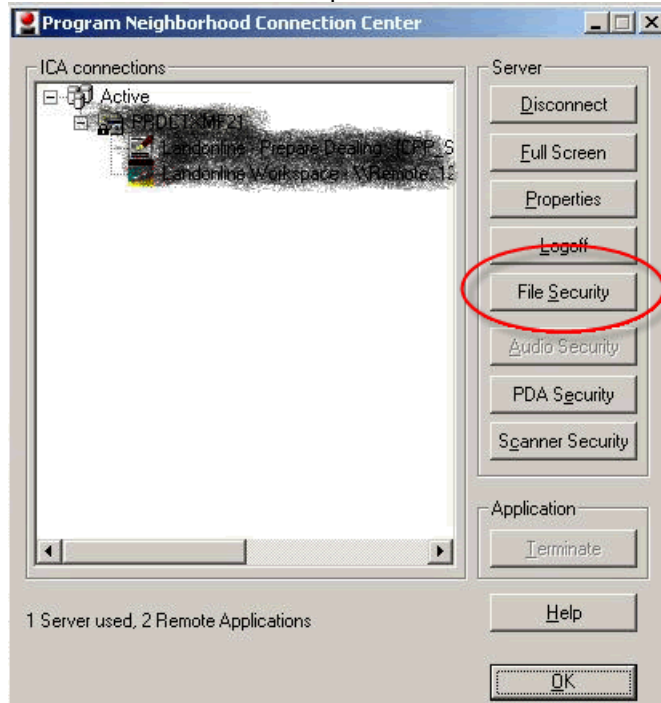
4. Click the 'File Security' button

5. Select 'Full Access' and 'Never ask me again for any application'
6. Click 'OK' to save settings and again to close the Connection Center
7. Close out of eRapid and close your browser

Steps 1 through 7 only need to be performed once for each computer that you are using.

How to save a file to your local hard disk

1. Log back into Citrix with your fob and launch eRapid
2. Open the document you need to save to your PC
3. To save the file, click 'File', 'Save As' and select 'C$ on Client (V:)' as your destination drive ('Save in:'). That is the C: drive of your computer. Select a destination folder of your choice, change the file name if you have to and then click 'Save' to save the file.
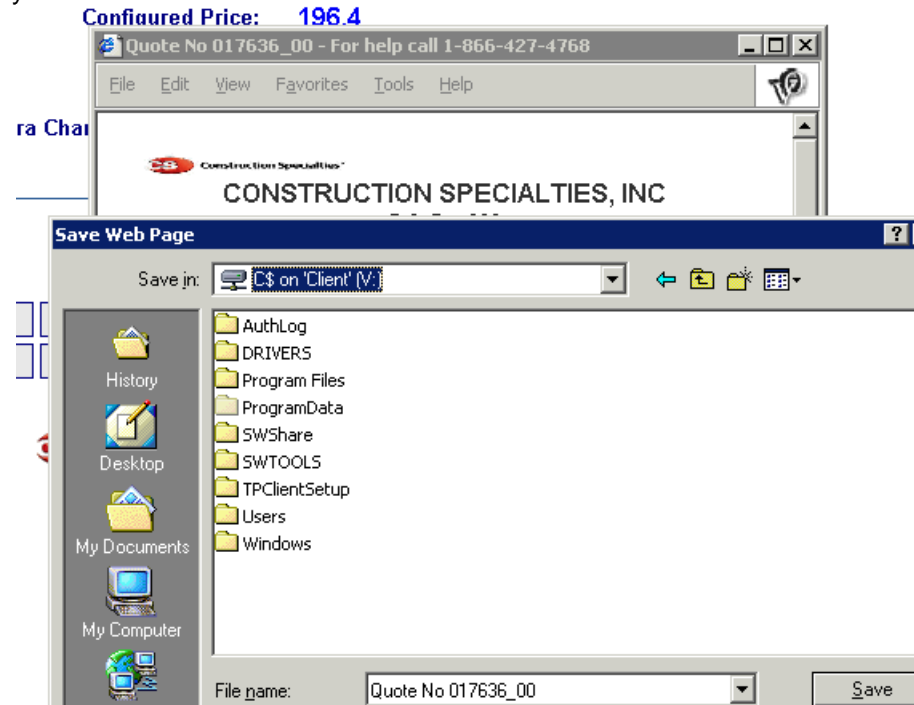
How to upload a file from your local hard disk

1. Log back into Citrix with your fob and launch eRapid
2. Go to the Order Write-up Sheet page and follow the instructions
3. On Page 3, towards the bottom-right of the page you will see the 'Upload Files' button

4. To Upload a file, click the 'Browse' button on the Upload dialog screen

5. Select drive C$ on Client and browse to the location where your file is saved. Select it, then click OK.
6. Select a document type from the list and then click 'Upload file'
7. Repeat steps 4 to 6 for any additional files you need to upload.

Notes:
Only select files or folders from the 'C$ on Client' or 'D$ on Client' locations, as anything else you see is on a server in NJ and not your own PC.

Please keep in mind that usually, Windows XP stores your personal 'My Documents' folder under the following location path:
C:\Documents and Settings\yourname\My Documents
Windows Vista and 7 use the following default path:
C:\Users\yourname\My Documents

Need further assistance? Contact the C/S Group Technical Assistance Center at http://tac.c-sgroup.com or call 1.866.4.CSGROUP.