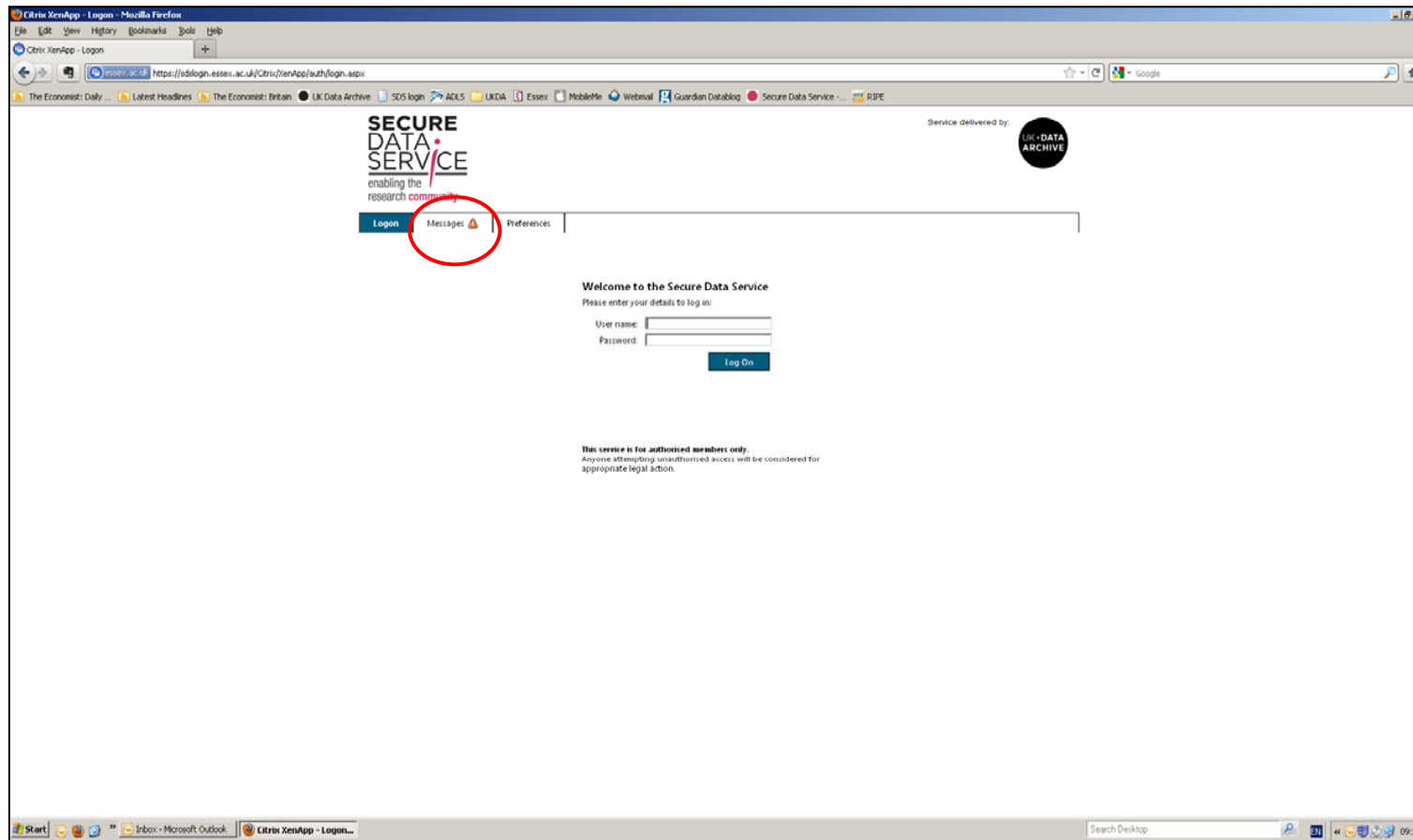


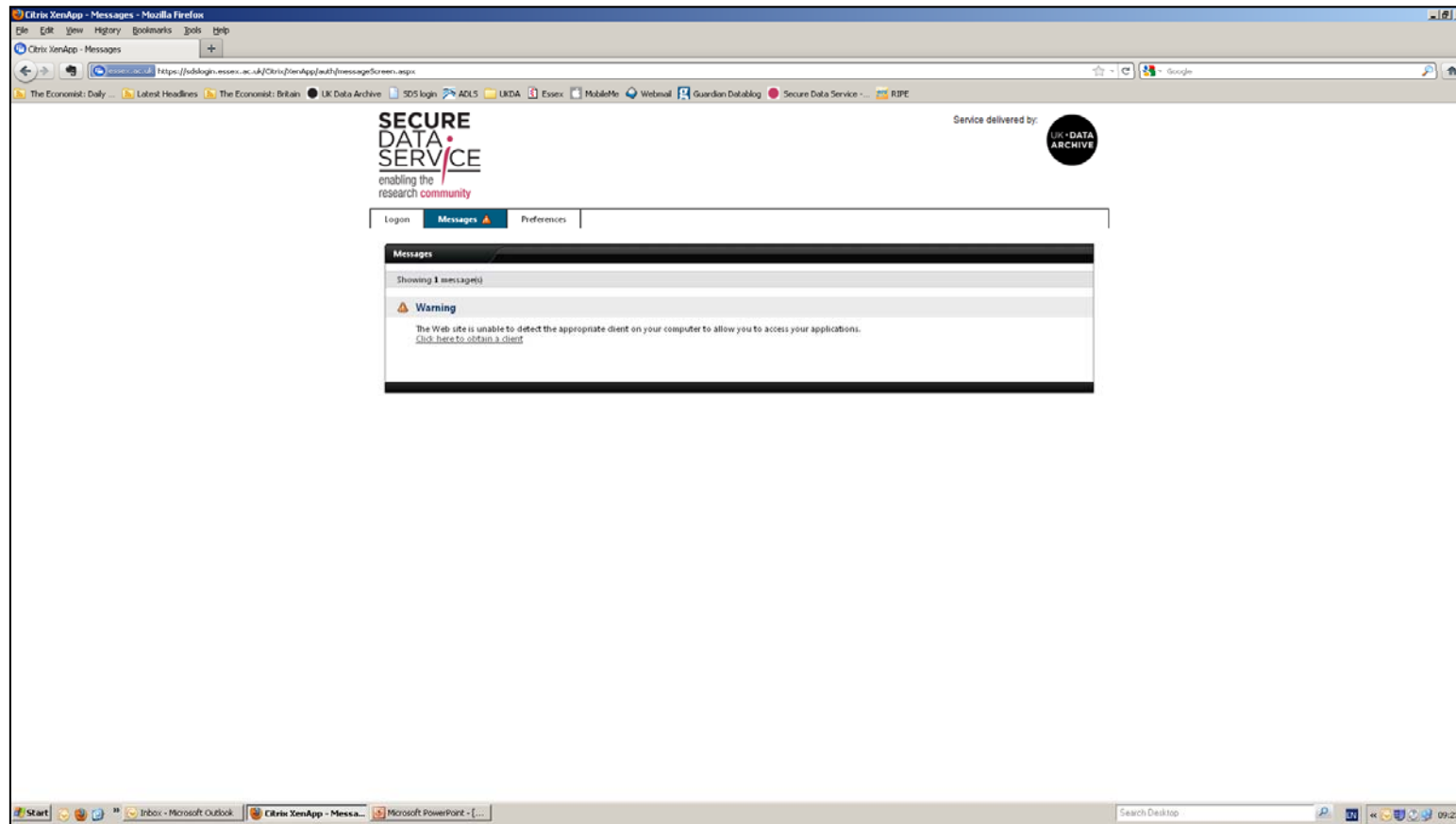
# LOGGING ON FOR THE FIRST TIME

Follow these step-by-step instructions to initiate your first session

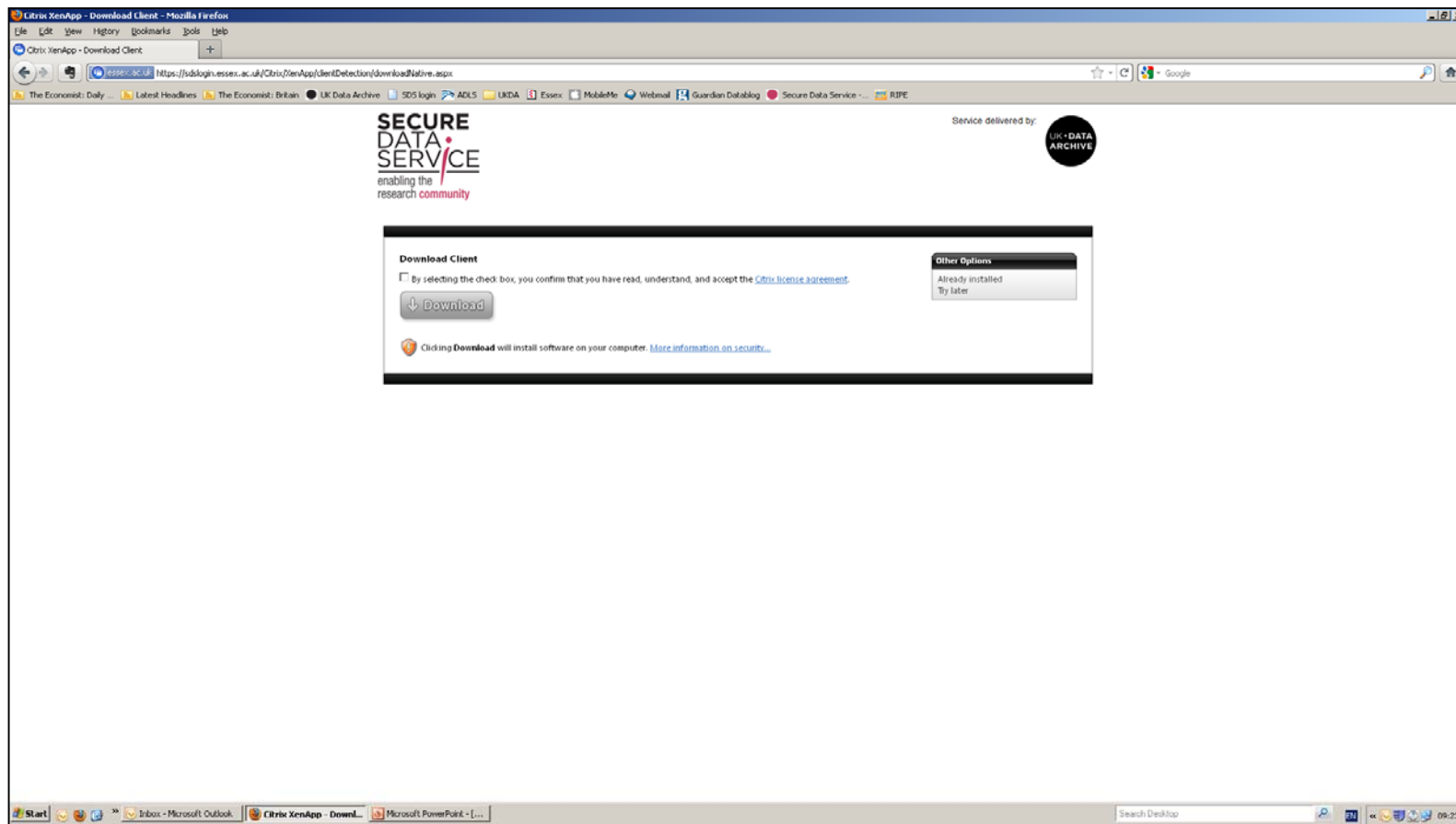
1. When you visit the logon page for the first time, you will see a hazard sign in the messages tab. Click the 'messages' tab.



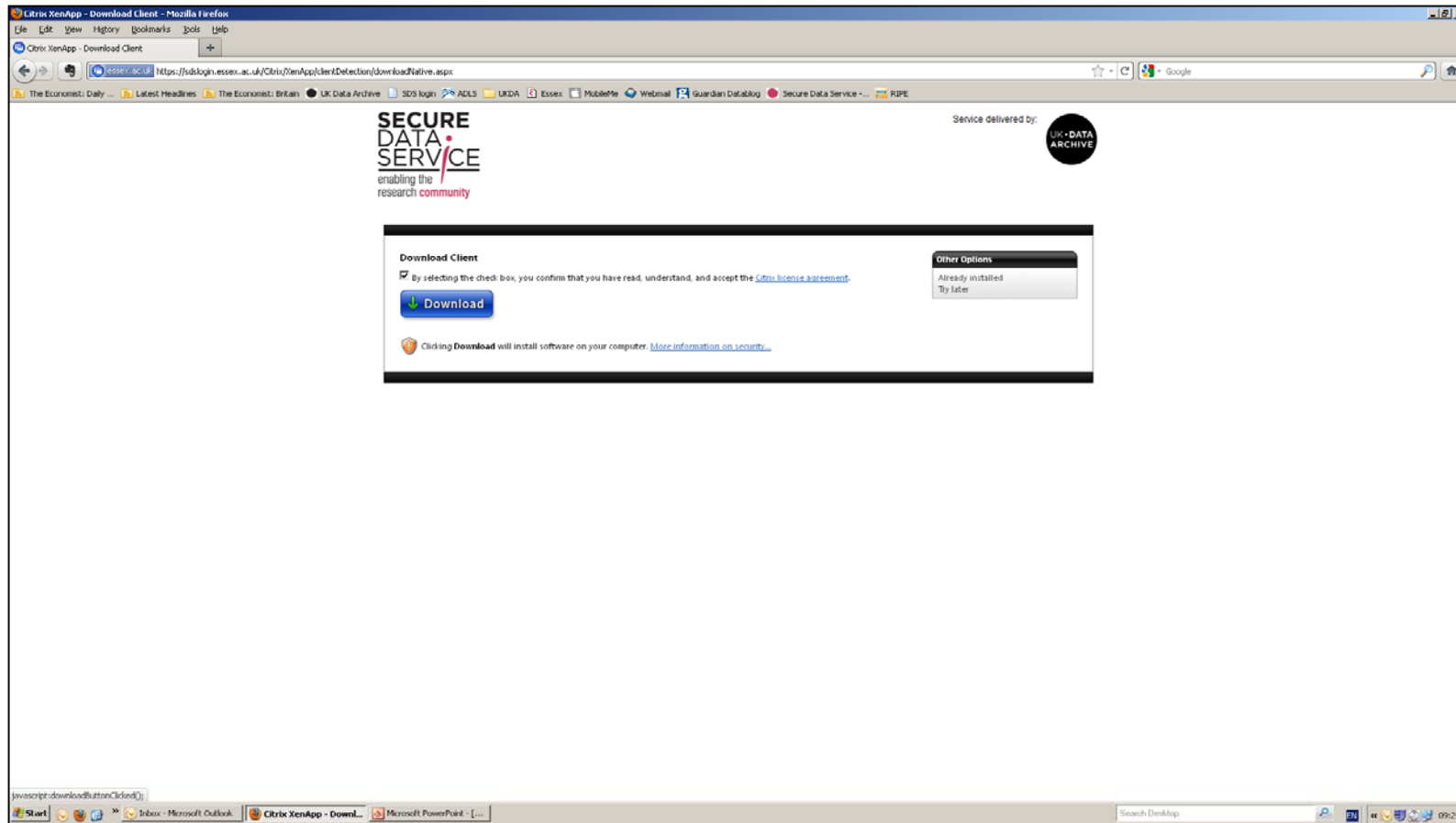
2. The message tells you that you do not have the Citrix 'Client' software installed. Select '**click here to obtain a Client**'.



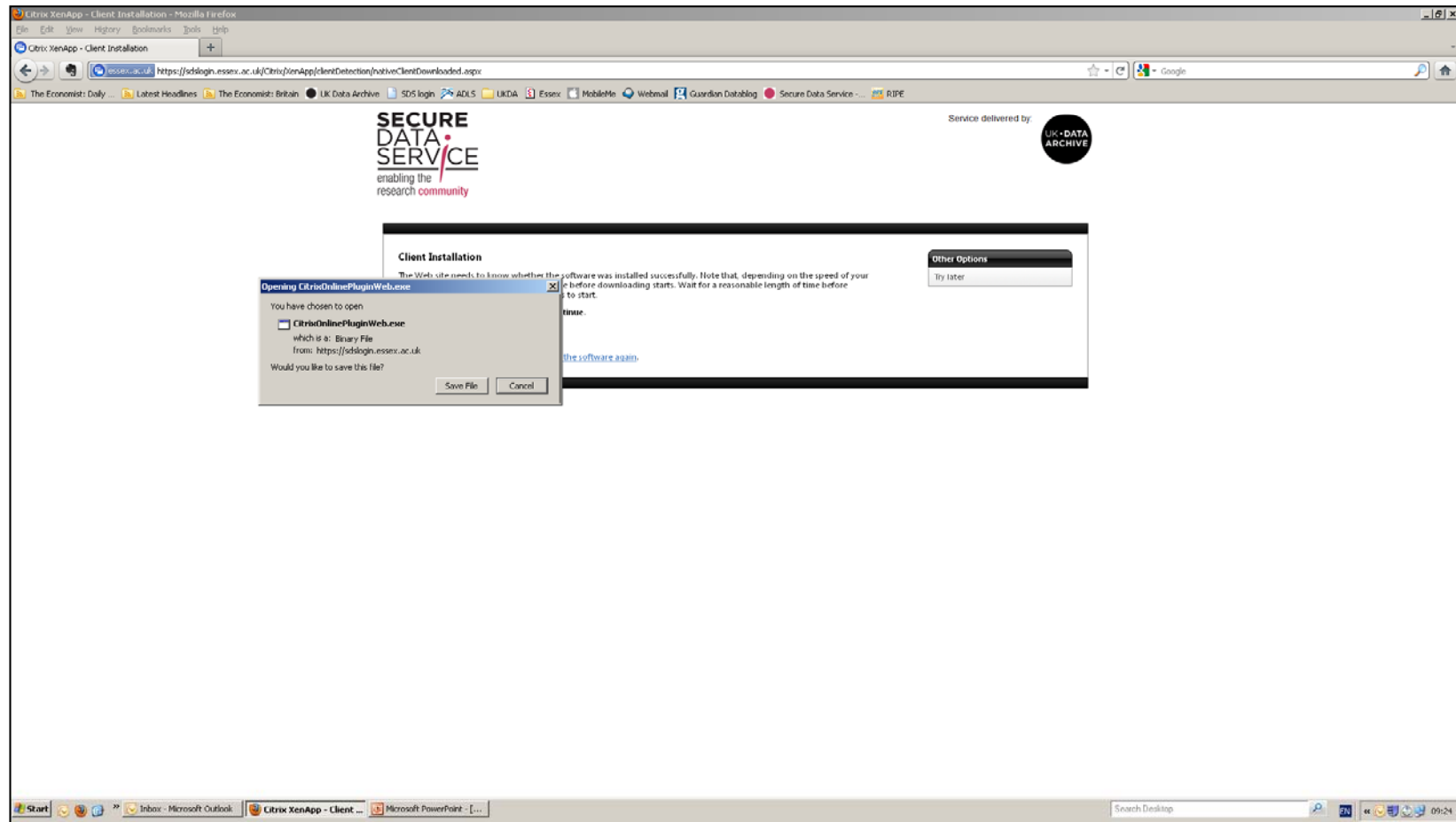
3. Tick the box agreeing to the Citrix licence agreement.



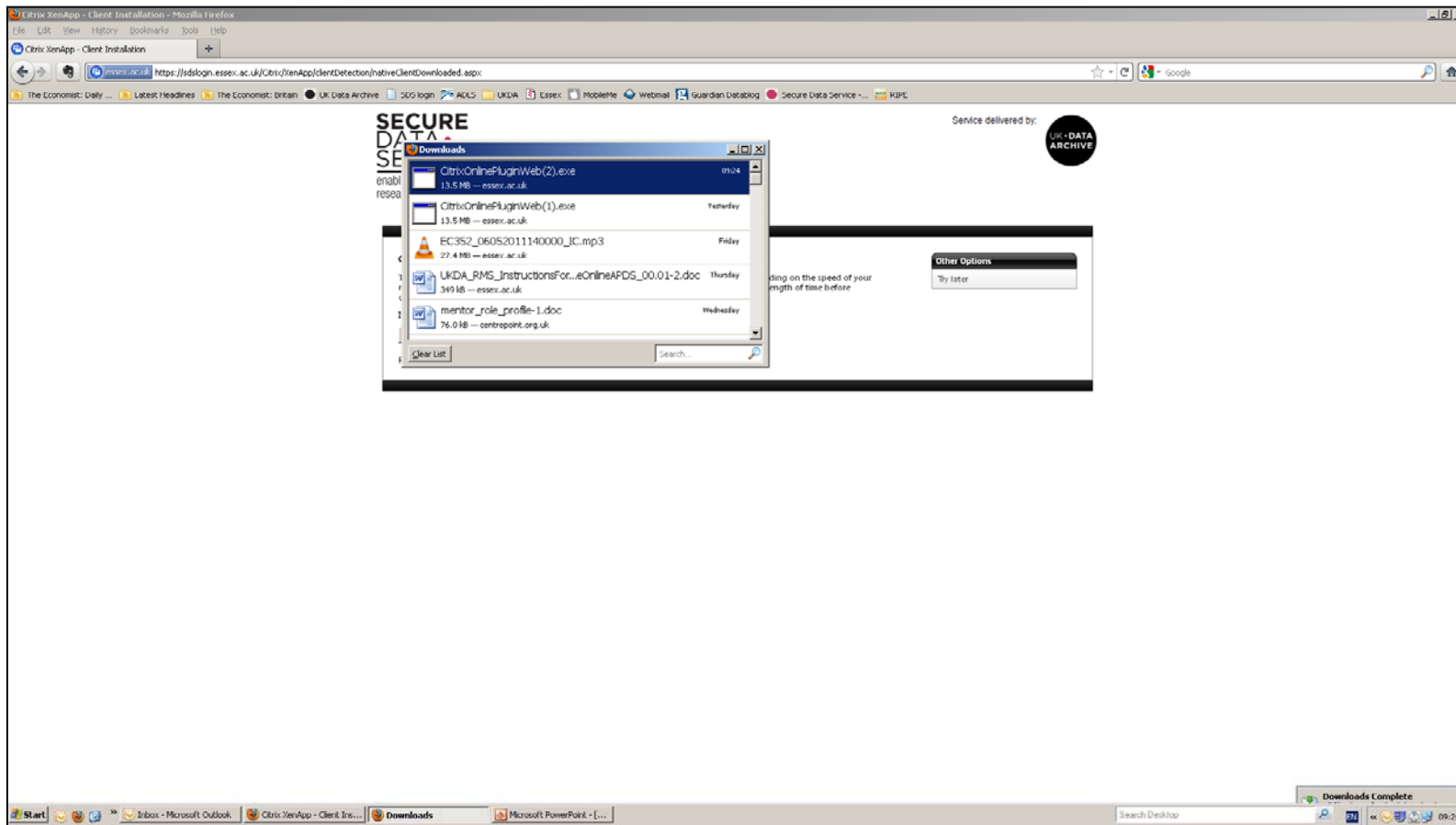
4. Click the 'download' button.



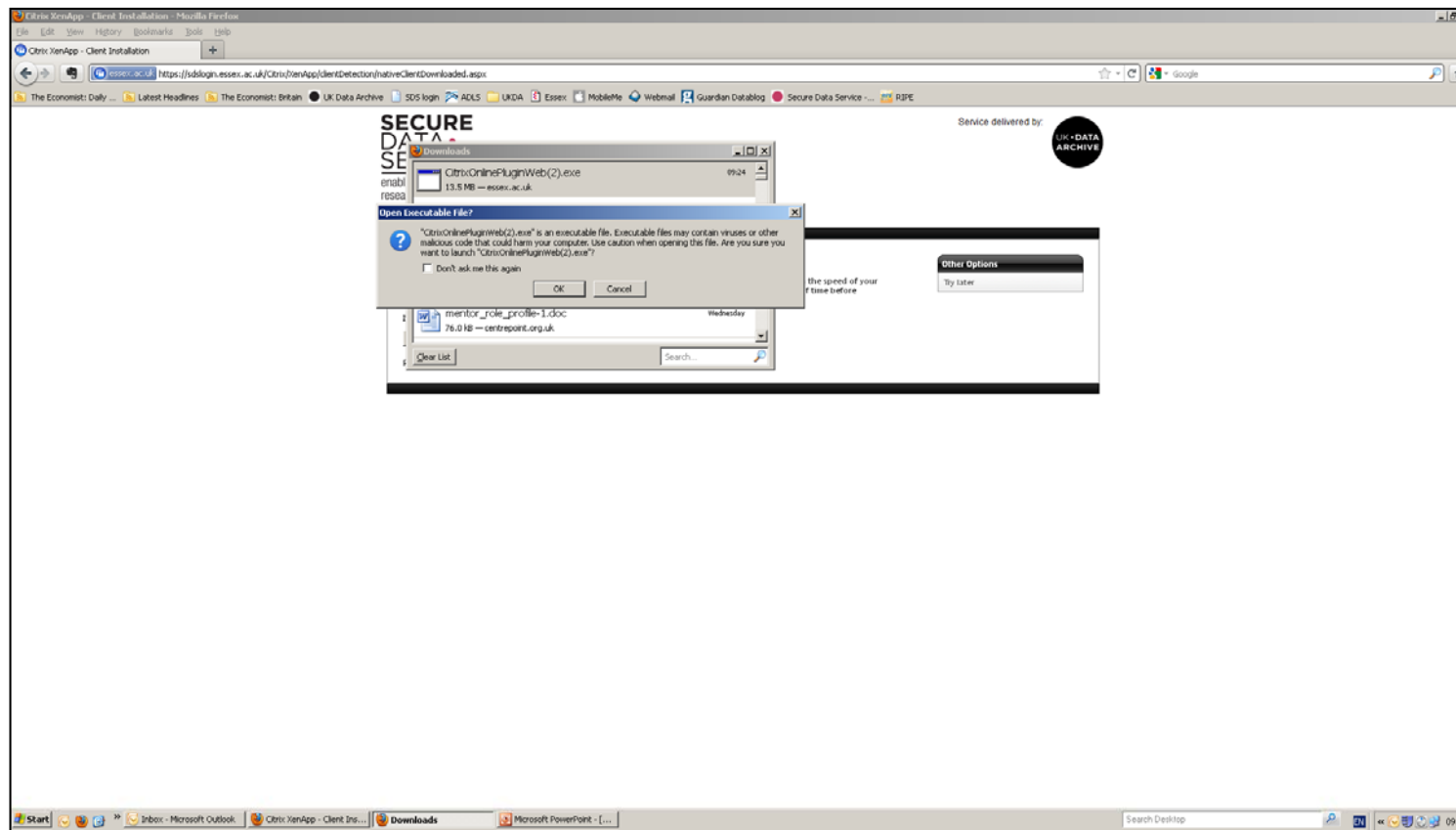
5. In the new dialogue box, click 'save file'.



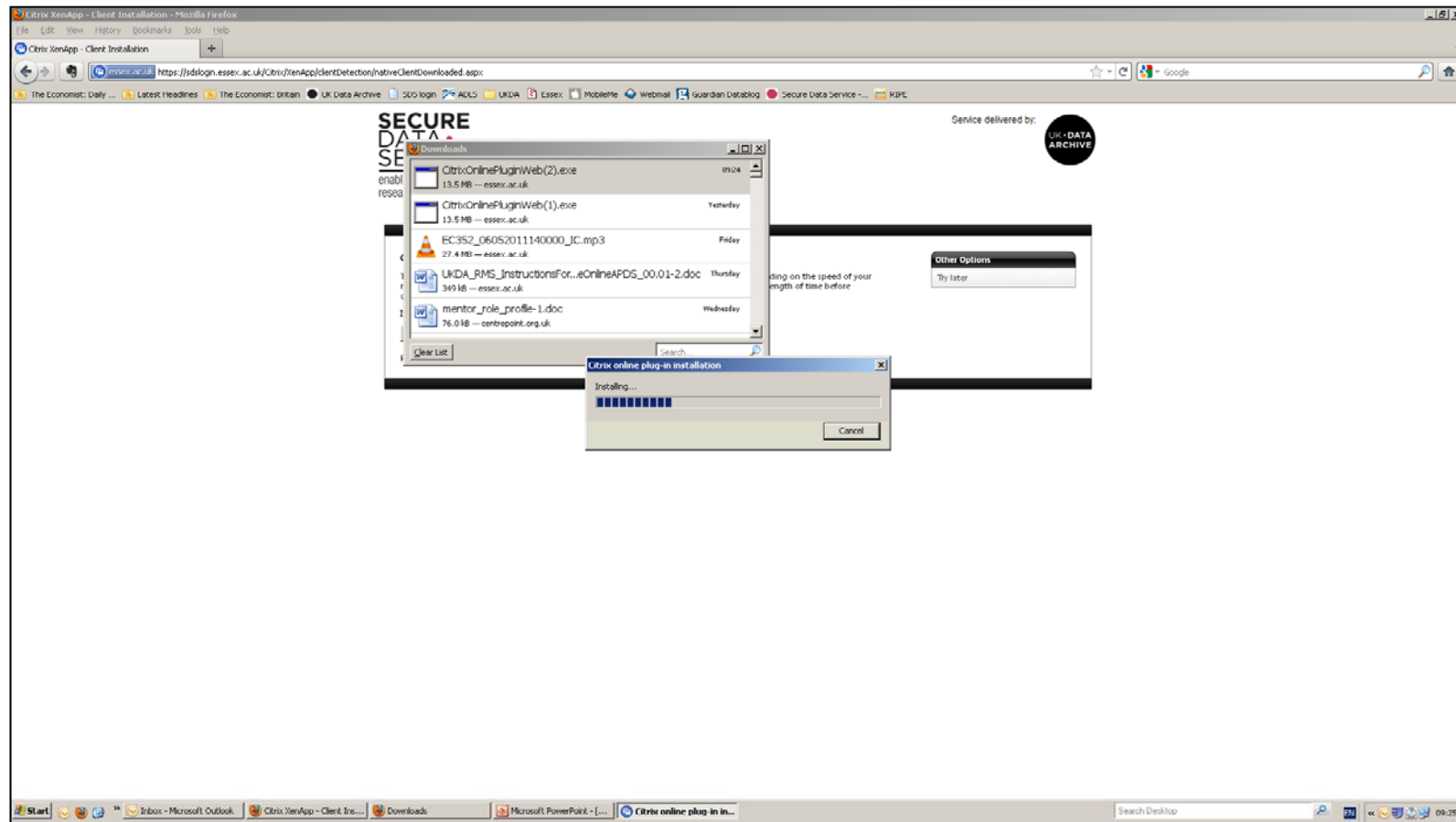
6. Go to the Firefox downloads window, and double-click on 'CitrixOnlinePluginWeb(2).exe'



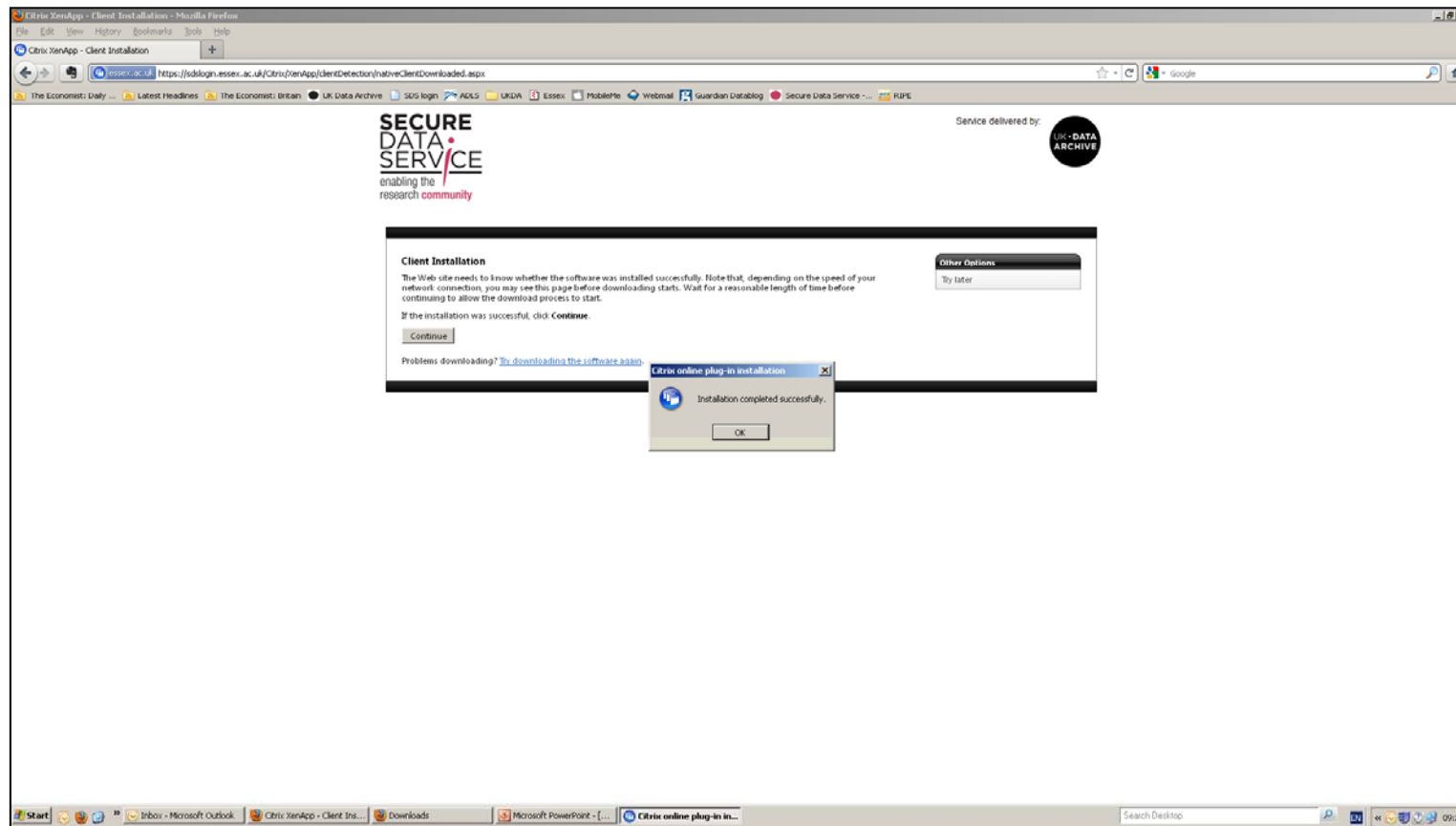
## 7. Click 'OK'



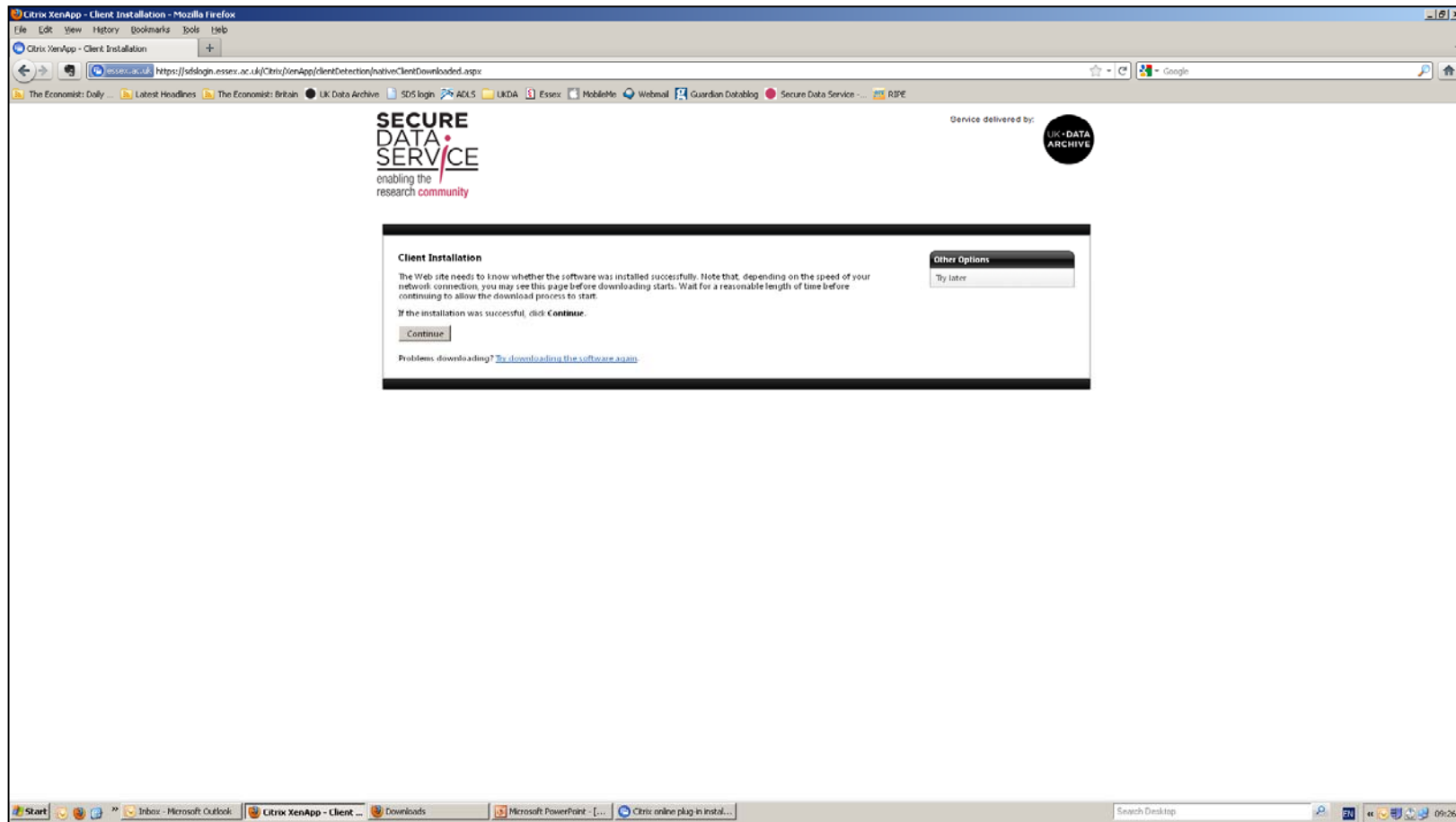
## 8. The Citrix online plug-in installation should begin



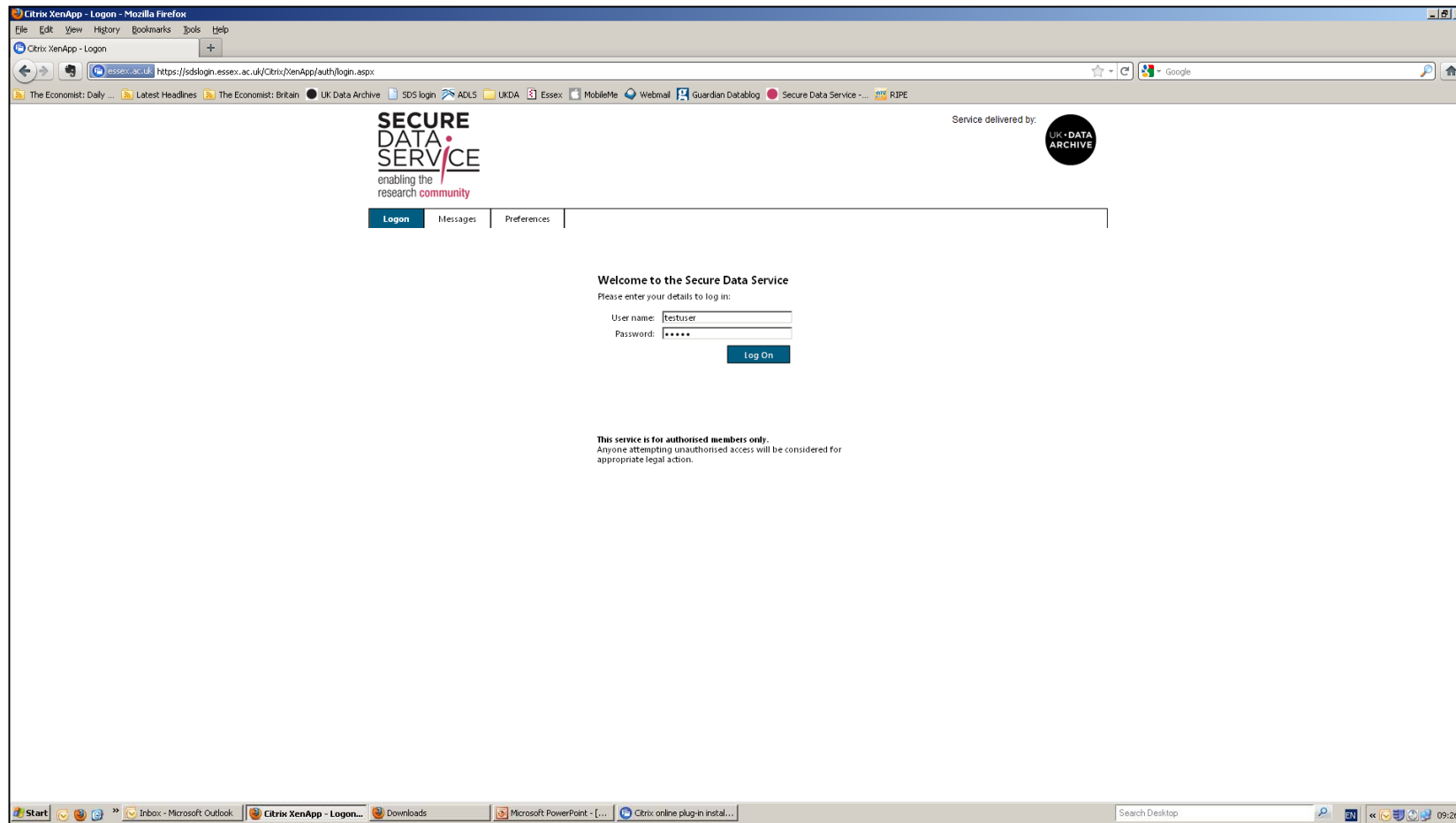
## 9. Click 'OK'



10. Now Firefox should recognise that the client is installed. Just click 'continue'.



11. This should take you back to the Secure Data Service logon page, where you can enter your credentials to access the Service.



## Please remember...

- **The Secure Data Service team cannot provide IT support.** If you have difficulty installing the Client, you should seek assistance from your institution's IT help team.
- **These instructions are for use with Firefox version 4.** This is the web browser that the Secure Data Service recommends you use. Other browsers may also be used, but additional client installation steps may be necessary. Contact your institution's IT help team for support.
- **The instructions are for Windows, but the steps should be the same for Mac users.** We do not support users who wish to use Linux or a different operating system.

# Troubleshooting



You may need to uninstall the Client.

- If you are using Windows XP, you should be able to go to Start > Settings > Control Panel > Add/Remove Programs. The Citrix Client should be listed, and you can select 'Remove'.
- Mac users can just delete the application.
- You should now be able to reinstall the Client using the previous instructions.



You can find the complete User Guide at  
[securedata.data-archive.ac.uk/member/system](https://securedata.data-archive.ac.uk/member/system)

If you have questions or need further help, contact us directly.

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