



9300 Imperial Highway, Downey, California 90242-2890 • (562) 922-6111

Debra Duardo, M.S.W., Ed.D., *Superintendent*

April 20, 2021

TO: All District PeopleSoft/HRS Users

FROM: Robert Bayles, Director  
Technology Infrastructure Services

SUBJECT: Update to Citrix / PeopleSoft Web Portal

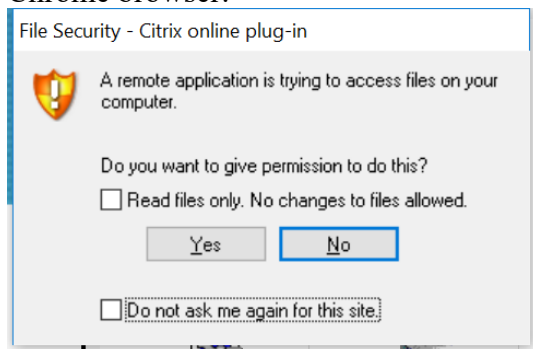
Please be advised that on March 12, 2021 we are updating the PeopleSoft Citrix web portal located at <http://quartz.lacoe.edu>. This update will allow you to now use the Google Chrome browser to access the Citrix PeopleSoft and HRS applications portal. The new website has an improved layout that will appear slightly different than the current platform; however, your password to access the system will remain the same.

This update is being done so that modern browsers which support updated security protocols can now be used. **Internet Explorer will no longer be a supported browser as it has been officially retired by Microsoft.** Other browsers such as Safari, Edge Chromium and Firefox have been tested and will currently work on the new website for both MacOS 10.13 and Windows 10 and below users.

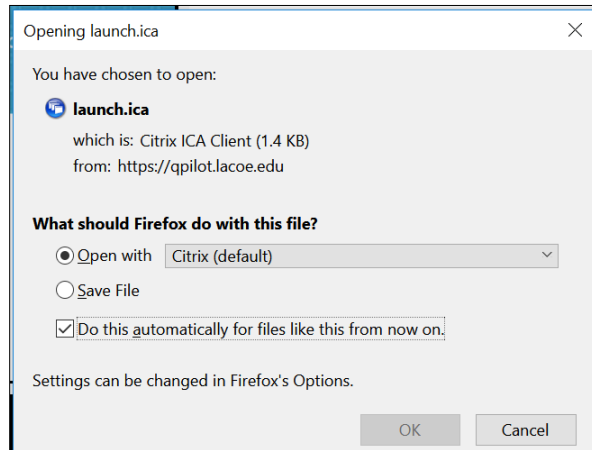
These changes will allow our customers to have consistent access to existing systems on devices running updated operating systems during this period of transition to the new BEST ERP platform. Please know that we appreciate you as our customer and we stand ready to help if needed. Should you have any questions please feel free to contact the Help Desk at (562) 922-6948.

When you click on an application to open, you may receive pop-up messages like this:

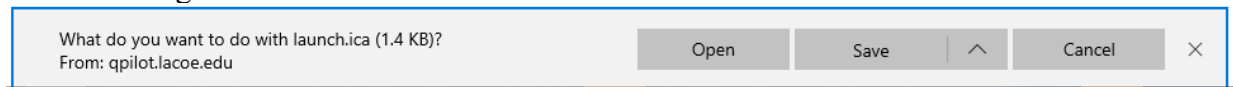
Chrome browser:



Firefox browser:



Microsoft Edge:



In order to bypass this message each time and directly launch the application (e.g. PeopleSoft), please proceed as follows:

- a) For Chrome, **please leave the “Read files only” check box blank**, check “Do not ask me again for this site,” and then click Yes.
- b) For Firefox, select “Open with Citrix (default),” check “Do this automatically for files like this from now on,” and click OK.

For Microsoft Edge, you may receive the above dialog box regarding the launch.ica file each time. Please click “Open” to open the PeopleSoft application.

RB:rd