Information Technology

Citrix User Guide

The first step in using Citrix is to request access through Inside Information via phone or email. This setup will enable your ID to use Citrix, add the necessary applications to your profile and ensure that the Citrix software (Citrix Receiver) is installed on your city owned computer.

Logging on to Citrix

- Access https://citrix.edmonton.ca from a web browser
- You will be presented with the following logon screen:
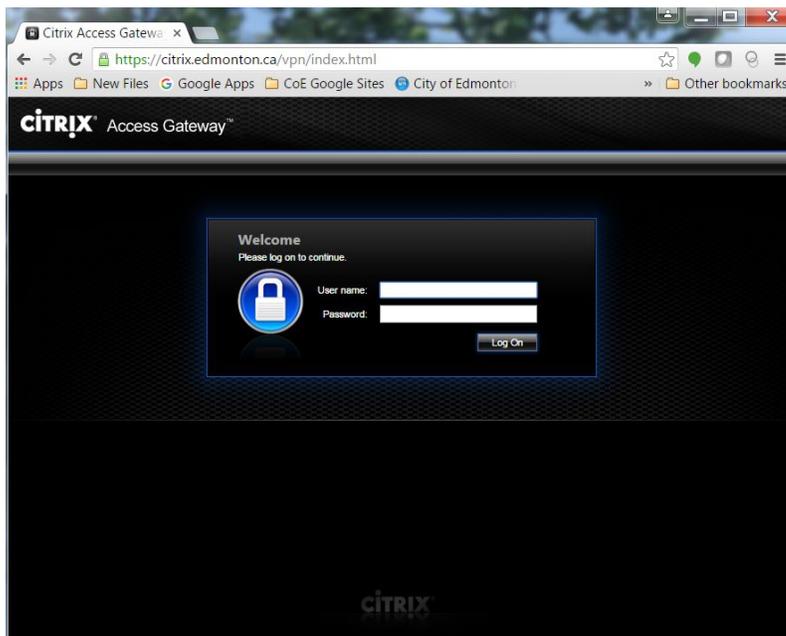
- Enter your "Windows username" (e.g. joedoe) and password. This is the same ID that you normally log on to your computer with. Click the **Log On** button.

Information Technology
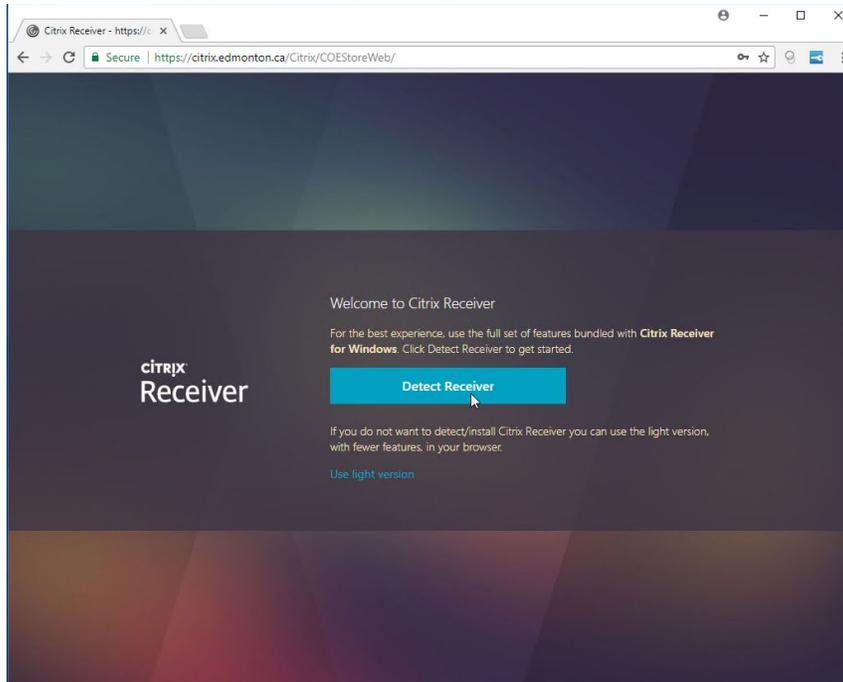
- Click the **Detect Receiver** button.
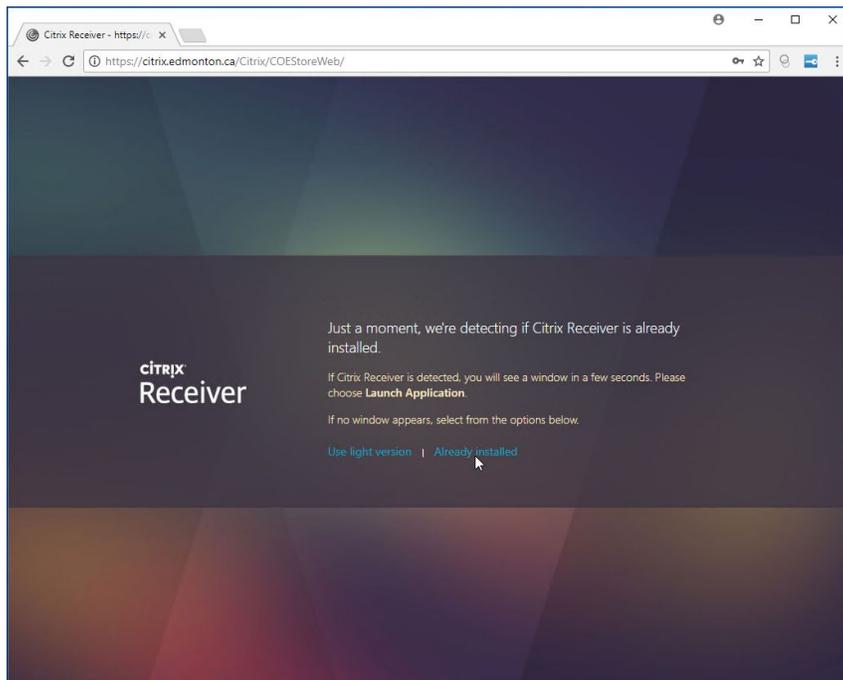
- Click the **Already Installed** button.

Information Technology
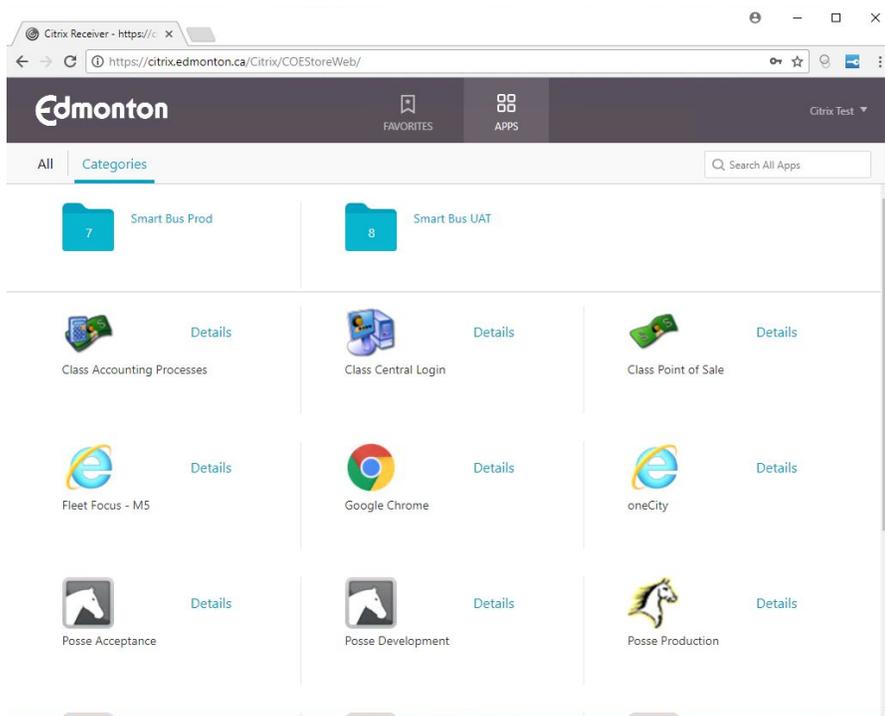
- The applications that you have been granted access to will be displayed: Click on the desired application to launch it

Information Technology

Note: If the ICA file is downloaded instead of launching the application follow the steps below.
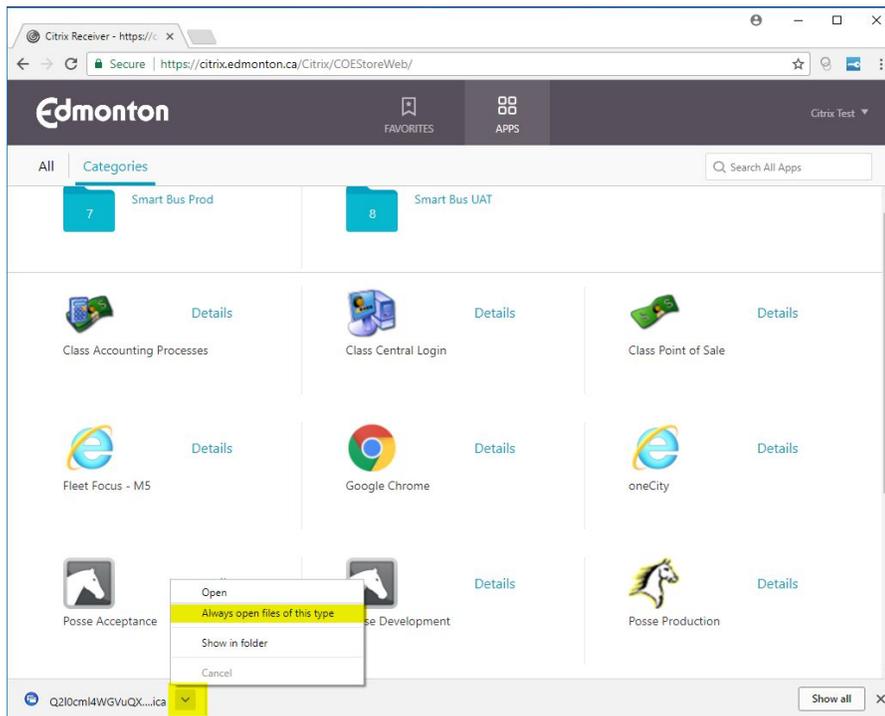
a. Click on the **Arrow** and then select **Always open files of this type**
b. Click on application again

Note: If you receive the message "There are no published applications currently available for this user", this indicates that you have not been set-up to access any of the applications available in Citrix. Contact Inside Information to request access to the appropriate applications.

- When you launch an application, several screens will flash or appear including a "Starting...". Once these initialization screens disappear, your application will start.
    - Some applications such as Posse, SAP, Class and M5 will require additional authentication before the final application will be launched
    - Enter your application user and password if required

Additional help can be found online: https://www.citrix.com/go/receiver.html

Information Technology

Logging on to Citrix (from a personal computer)

The following provides instructions on how to access your applications through Citrix from a personal computer.

1. Skip to step 6 if Citrix Receiver is already installed on your computer
2. Open an internet browser (Internet Explorer, Chrome, Firefox, Safari, etc)
3. Navigate to https://www.citrix.com/go/receiver.html
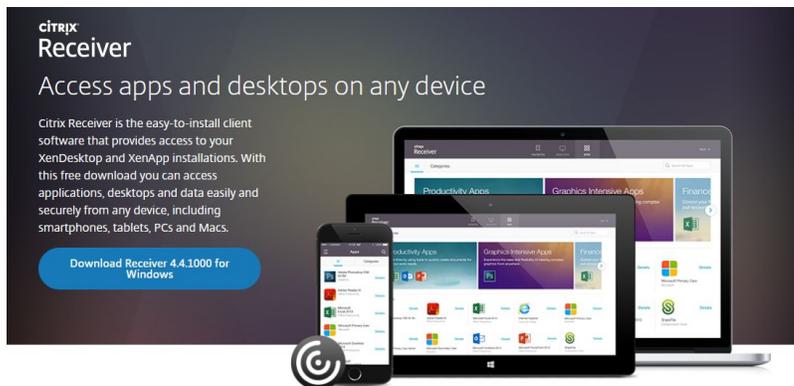
4. Download the appropriate software for your device. For example, click **Download Receiver for Windows** (for a PC) or **Download Receiver for Mac** (on a Mac)
5. Complete the download and install Citrix Receiver
   IMPORTANT: Click 'Finish' when the installation completes, do not click 'Add Account'
6. Follow steps in Logging on to Citrix at the top of this document.

Information Technology

Citrix Receiver on iPad / iPhones

The following provides instructions on how to access your applications through Citrix from an iPad or iPhone.

Note: If you have a city owned device that has been activated on BES12 Enterprise Mobility Management (EMM) you can access the Citrix Receiver client from 'Work Apps' on your device.

1. Download and install the free Citrix Receiver iPhone/iPad client directly from the AppStore or search for "Citrix Receiver" using iTunes
2. Open the Citrix Receiver client on your device
3. Tap on **Add Account**
4. In the "New Account" screen, enter **https://citrix.edmonton.ca** for the address and tap **NEXT**
5. On the "Log On to Citrix Receiver" screen, enter the following:
    a. Username: Enter your **"COE login ID"**
    b. Password: Enter your **"COE login password"**
    c. Domain: Enter the domain **"COE"**
6. On the "Verified" screen tap **Save**
7. Applications to which you have been granted access are displayed
8. When you have finished, remember to log off from the remote access session. If you just close the desktop window, the session will remain active.

There is a known issue with Receiver and Remote Desktop (RDP) login not recognizing special characters. If you are having issues with the RDP login and think this may apply to you, please refer to the workaround outlined in [Appendix A](#) of this document.

Information Technology

Citrix Receiver on Android Devices

The following provides instructions on how to access your applications through Citrix from a personal Android mobile device. The exact steps for your device may vary but the setup should be similar to the instructions below.

Note: If you have a city owned mobile device that has been activated on BES12 Enterprise Mobility Management (EMM) you can access the Citrix Receiver client from Assigned Work Apps on your device.

1. Search for the free Citrix client ("Citrix Receiver") in the Play Store. Download and install the application.
2. Open the Citrix Receiver client on your device
3. Once in Citrix Receiver, Tap "Add Account"
    a. Enter **https://citrix.edmonton.ca** in the server or email address field and tap **NEXT**
4. On the Citrix Receiver Add Account Screen
    a. Username: Enter your "**COE login ID**"
    b. Password: Enter your "**COE login password**"
    c. Domain: Enter the domain "**COE**"
5. Click **Add**
6. Tap on https://citrix.edmonton.ca
7. Enter password and Tap **Connect**
8. Applications to which you have been granted access are displayed
9. When you have finished, remember to log off from the remote access session. If you just close the desktop window, the session will remain active.

Information Technology

Appendix A

Launch applications in Native Receiver instead of HTML5 (Light Version)

- See instructions in [Citrix Article](#)

Issues logging into Remote Desktop not recognizing special characters (iPad / iPhones)

- On the Remote Desktop Connection dialog box, tap **Show Options**

- Tap on the **Local Resources** tab
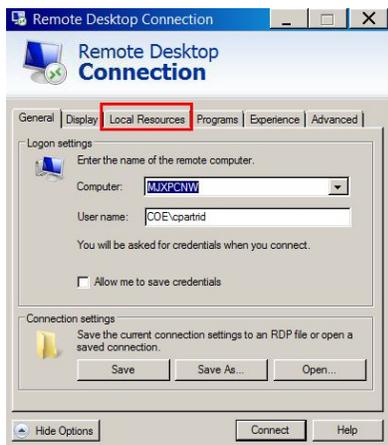
- Under "Keyboard > Apply Windows key combinations", select **On this computer**

- Tap **Connect**