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 <u>https://citrix.edmonton.ca</u> from a web browser
- You will be presented with the following logon screen:

Citrix Access Gatewar ×		
← → C A https://citrix.e	dmonton.ca/vpn/index.html	☆ ● 🗖 8 =
🔢 Apps 🗀 New Files 🛛 Goo	gle Apps 🗀 CoE Google Sites 💿 City of Edmonton	» 🗋 Other bookmarks
CITRIX Access Gate	vay [™]	
	Walsome	
	Please on to continue.	
	User name:	
	Password:	
	Log On	
	CITRIX	
	0111110	

• 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.

Citrix Receiver - https://c		Θ	-		×
← → C Secure https://citrix.edmonton.ca/Citrix/C	COEStoreWeb/	0	• ☆	9	3 :
citrix Receiver	Welcome to Citrix Receiver For the best experience, use the full set of features bundled with Citrix Receiver for Windows Click Detect Receiver to get started. Detect Receiver If you do not want to detect/install Citrix Receiver you can use the light version, with fewer features, in your browser. Use light version				

• Click the *Detect Receiver* button.

Citrix Re	ceiver - https://c ×		θ			x
← → C	(https://citrix.edmonton.ca/Citrix/CO	EStoreWeb/		⊳ ☆	9 🖪	1
	citrix Receiver	Just a moment, we're detecting if Citrix Receiver is already installed. If Citrix Receiver is detected, you will see a window in a few seconds. Please choose Launch Application. If no window appears, select from the options below. Use light version 1 Aready installed				

• Click the *Already Installed* button.



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

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

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 <u>https://www.citrix.com/go/receiver.html</u>

citrix Receiver				
Access apps and deskt	ops on any device	2		
Citrix Receiver is the easy-to-install client software that provides access to your XenDesktop and XenApp installations. With this free download you can access applications, desktops and data easily and securely from any device, including smartphones, tablets, PCs and Macs. Download Receiver 4.4.1000 for Windows				
Abc	out Installing Citrix Rece	iver		
🔗 Where can I download Citrix R	eceiver on other platforms and dev	vices?		
You can click to download the R	eceiver versions noted in this list of p	latforms and devices.		
ndroid@ (3.9)	👌 Linux 🕫 (13.3)	Windows 8/RT @ (1.4.4)		
Chrome OSe (2.0)	Mac @ (12.1.100)	Windows Phone & (1.2.2)		
iOS iOS @ (6.1.5)	背 🛛 Windows Desktop 🕫 (4.4)			
About Installing Citrix Receiver				

- 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)
- Complete the download and install Citrix Receiver IMPORTANT: Click 'Finish' when the installation completes, do not click 'Add Account'
- 6. Follow steps in <u>Logging on to Citrix</u> at the top of this document.

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
- 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 <u>Appendix A</u> of this document.

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 <u>https://citrix.edmonton.ca</u>
- 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.

Appendix A

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

• See instructions in <u>Citrix Article</u>

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

😼 Remot	e Desktop (Connecti	on	_		X
	Remote Conne	Deskt	op 1			
General D	isplay Local Re	esources	Programs Exp	erience	Advanc	ed
Remote au	idio Configure remo Settings.	ote audio se	ttings.			
Keyboard	Apply Window	s key comb	inations:			
-	Only when us On this compu On the remote	ing the full s uter e computer	screen	-		
Local devi	Only when us ces and resource	ing the full s	creen			_
-	Choose the de your remote se	evices and r	esources that y	ou want t	o use in	
	Printers		🔽 Clipboa	rd		
	More					
A Hide Opt	ions		Co	nnect	He	sip

• Tap Connect