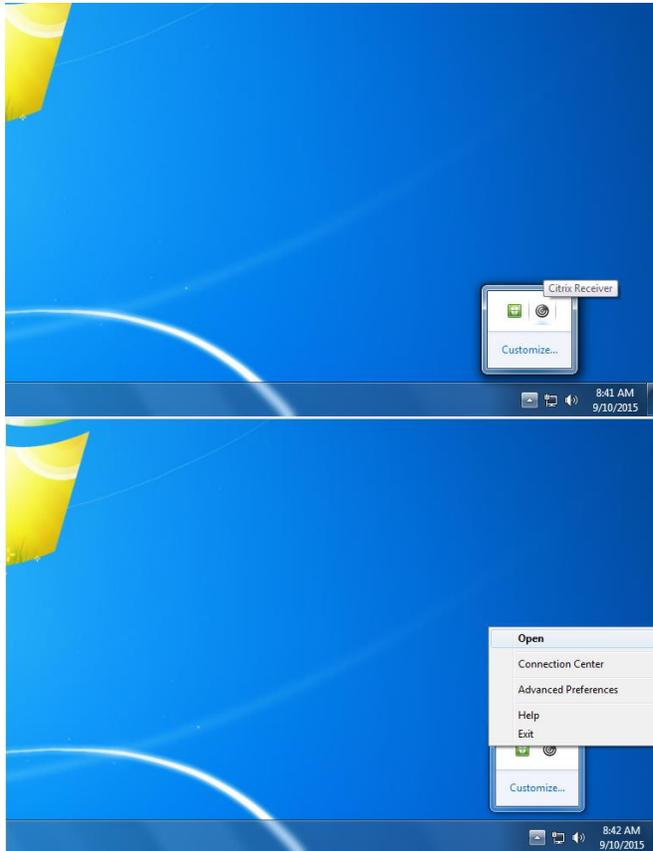


Citrix Receiver User Guide

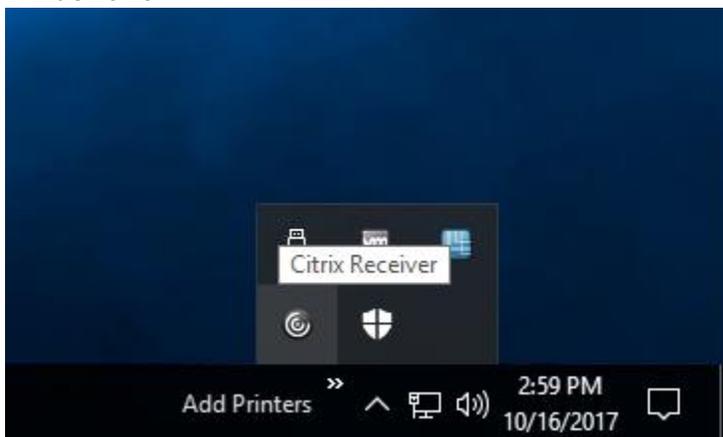
This guide will walk you through launching Citrix Receiver and successfully launching an application. This process is the same if you are at a State of Minnesota DOT workstation or offsite on a personal device.

To launch Citrix Receiver you can open it from your system tray (pictured below) or you can go through your start menu in your applications and find it there. It is always going to have the circle looking icon below.

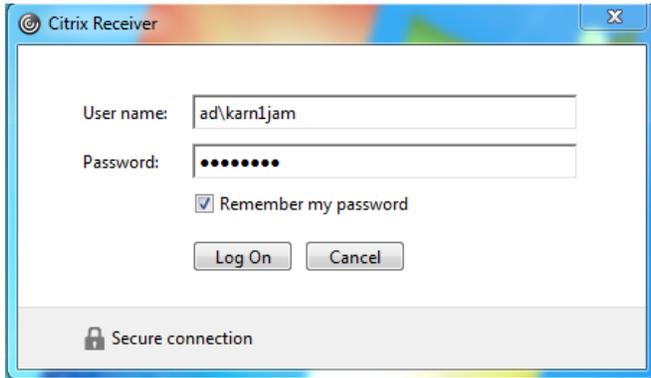
Windows 7



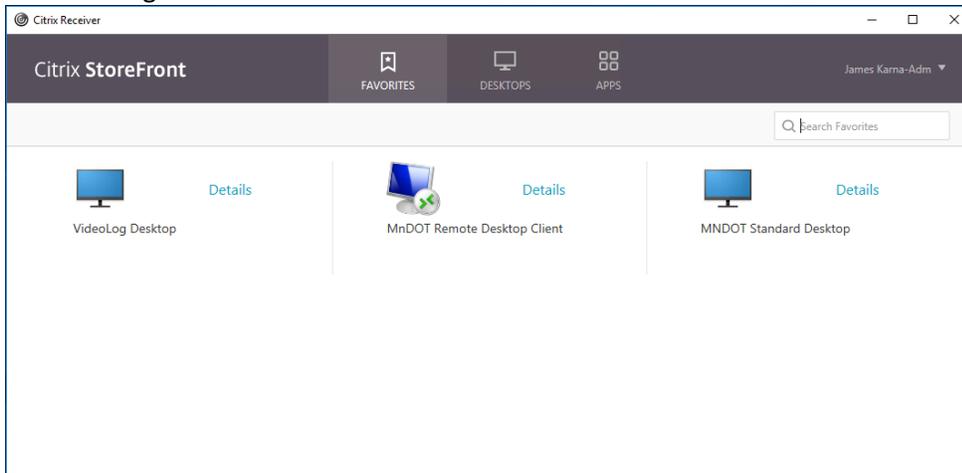
Windows 10



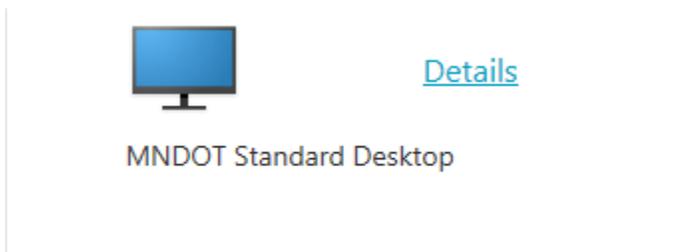
If prompted, login with your Windows User Name and Password in the format below.



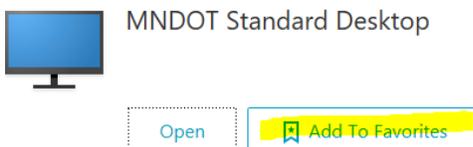
You should get a screen like this.



You need to pay attention to the three options at the top of the screen (Favorites, Desktops, and Apps). All Citrix applications are categorized into these 3 options. Favorites are customized by every user. You can select applications/desktops you use the most and add them to your favorites screen so they are the first ones you see. Below is a picture showing you how to do this.

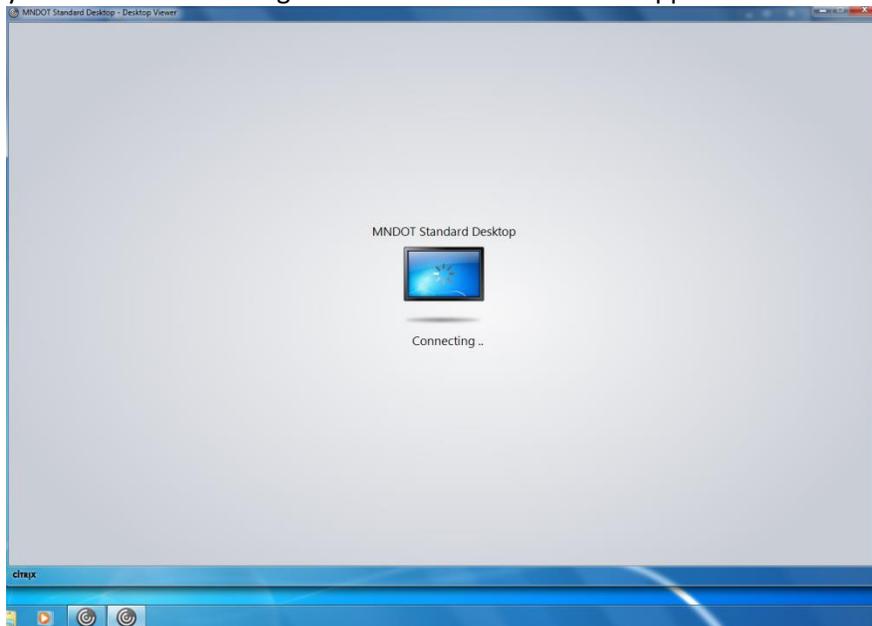


Click on Details

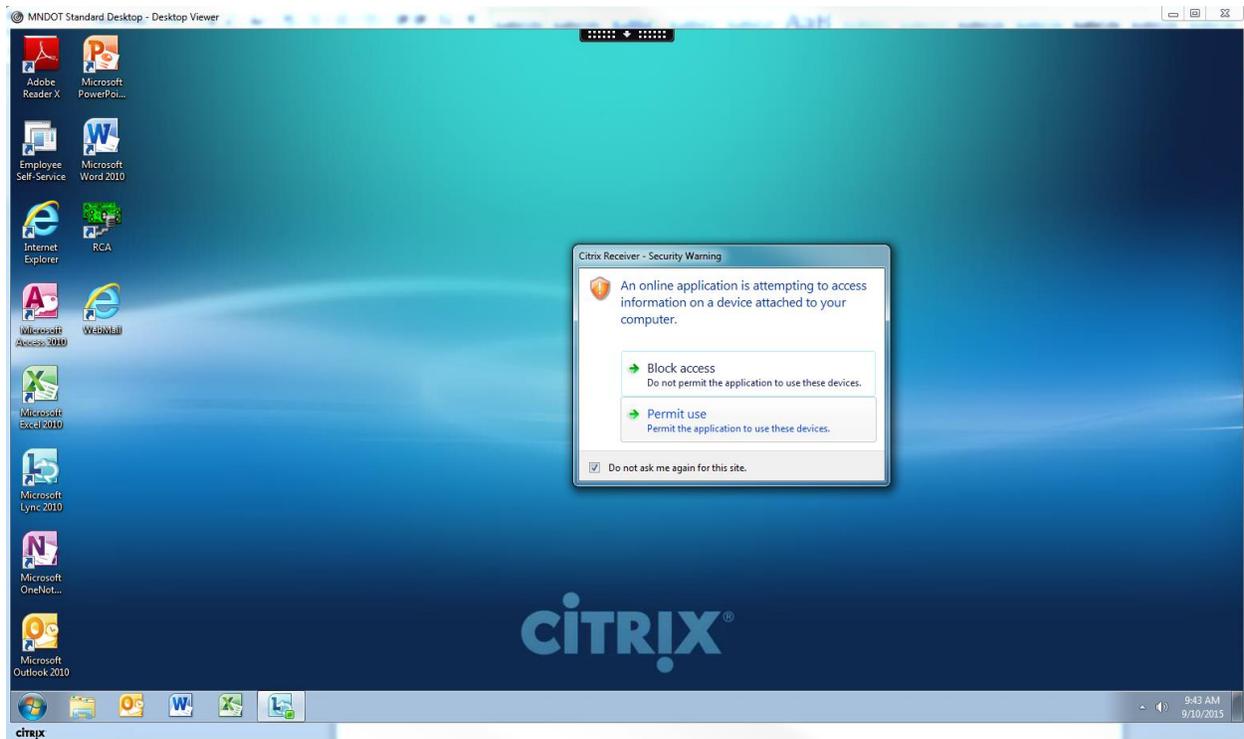


Launching a desktop/application from start to finish.

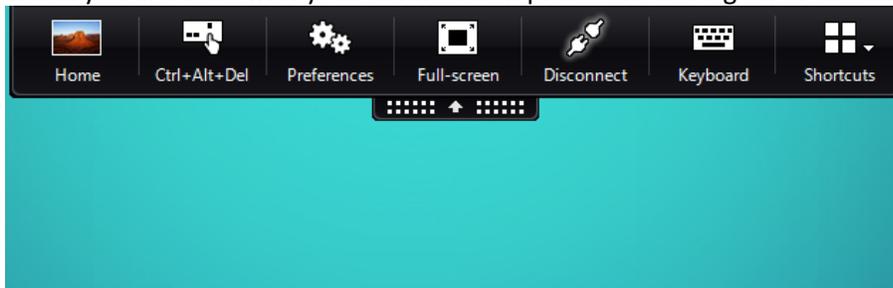
I chose Standard Desktop for this example. Remember to be patient as it can take a few minutes depending on internet connection. Do not hit the X and try again as it will cause duplicate sessions and you will not be able to get in the second time if that happens.



If you are prompted with the follow security box, please check “Do not ask me again for this site” and click Permit Use.



When you are done with your Citrix session please choose log off or disconnect.



Common Problems/Suggestions

Citrix Receiver runs in the background on your computer at all times. You can close it out if you are not using Citrix applications. If you encounter any weird error messages please try to restart your computer as sometimes a single process/component ends and causes these problems.

Credential Popup. It is normal for Citrix Receiver to ask you to login if you are offsite as it is a security measure to make sure you are an authorized user. If you are onsite at a DOT workstation and get prompted to login more than once a day please call the service desk and have this troubleshooted.