

Accessing the Site

- 1. Navigate to https://apps.cityofberkeley.info and login with your network username and password.
- 2. Enter the FortiToken one time password from the mobile app on your phone.

Citrix Gateway	Usemand English
	0
	Log On

Citrix Workspace App Install

City issued laptops that are domain joined should already have the Citrix Receiver app installed but if not you will see the option to install. Please follow the steps below to install the client.

- Check the "I agree with the Citrix license agreement" check box to enable the install button. 1.
- 2. Click Install to trigger the download of the client.

Opening CitrixReceiverWeb.exe

You have chosen to open: CitrixReceiverWeb.exe

Would you like to save this file?

which is: Binary File (44.3 MB)

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Save and run the downloaded installer executable. 3.





Citrix Receiver App install

- 4. Click the Start button to begin installation.
- 5. Click "I accept the License agreement" and click Next.
- Ensure that the Enable single sign-on option is selected and click the install button. DO NOT check the App Protection checkbox.
- 7. Click the Finish button to complete the installation.
- 8. Click **Continue** to go to the Store Front once installed.



	Citrix Receiver	×
	emux Receiver	Welcome to Citrix Receiver Citric Receiver installs software that allows access to virtual applications that you organization provides, including software that allows access to the applications that use your browser. • Allow applications access to your webcam and microphone. • Allow applications access to your webcam and microphone. • Allow applications access to your becation. • Allow applications access to your becation. • Allow applications access to your becation. • Organization. • Organization. <t< th=""></t<>
		d Start Cancel
	Citrix Receiver	Single sign-on remembers your credentials for that you can connect to other Citrix applications to log on other this your credentials for that you can connect to other Citrix applications to log on other this. You should do this only if stator has instructed you to. This will take effect using on to this device.
	For more info article CTX1335	mation on configuring single sign-on, please see 62 at citrix.com/support.
	6	Citrix Workspace
	App pro Enable this op protect it from I Enable opp Warning: You Warning: You For more infor	tection Leave this Unchecked. We do not use this feature. protection annot disable this feature. To disable it, you must Workspace app: mation, contact your system administrator.
		Install Cancel
Install (PI	Citrix Receiver	to access your applications e download process begins.
	fter Citrix Receiver	r is installed, click Continue Continue

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Post Workspace App install

Once the client is installed you may get the Add Account Screen pop up asking for the server address or email. Enter the server address: apps.cityofberkeley.info and click add. It will take you to the login screen to complete the process. Login as indicated on page 1 of this document.

🞯 Citrix Workspace	×
Add Account	
Enter your work email or server address provided by your IT department:	
apps.cityofberkeley.info	
Do not show this window automatically at sign-in.	
<u>A</u> dd <u>C</u> lose	

After login you will have the citrix workspace window showing the contents of the website.





Store Front Navigation

With Citrix Store front you have the option of using apps directly or launching a full Remote Desktop. You will have access to all the network resources (i/g/s drive) in either scenario.

Once logged on you will be presented with the default Favorites page. The default apps displayed will differ depending on the AD groups you are a member of.

- 1. At the top of the page you see Home, Apps and Desktops. These will always be there to navigate between pages.
- 2. In Bold you see ERP, Productivity Collaboration and Council. These links provide most used Apps per category.
- 3. Adding Apps to your favorites page can be done by clicking the star in the upper left corner of the app square to add the app

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ERP Enterprise Resource	: Management		Product	ivity	19	Collabo	Dration ion/Collaboration		
 S S 			<u></u> ∧ ×∃	0		5			FT 💮
Favorites									
Remote Desktop	Outlook	ERMA	Excel	Word	Network Drives	Outllook - Web	SNOW	*	
								Intrane	t

Launching an App/Remote Desktop

Click on an application, if you get a prompt similar to the one below you will need to click the Open Citrix Webspace launcher to open the app.

ৰ্জী Open Citrix Workspace Launcher?			
https://apps.cityofberkeley.info wants to open this applica	ation.		
Open Citrix Workspace Launcher	Cancel		

This will open the app using the installed Citrix Receiver app. Once opened you can use the apps as you would at work. If the app times out you will be prompted to login again.



Using Store Front Apps

In the Citrix Store Front you have the ability to use applications similar to using them within the Remote Desktop. The apps available are located in the APPS link at the top of the page.

СС НОМЕ	OO OO APPS	DESKTOPS	

If you need to quickly use an app and do NOT need to work in a Remote Desktop all day then Store Front apps will suit your needs.

Open Citrix Workspace Launcher?

https://apps.cityofberkeley.info wants to open this application.

Open Citrix Workspace Launcher

- 1. After logon click on the APPS link at the top of the page.
- When you click on an app you will see a popup asking to Open the Citrix Workspace Launcher, Click "Open the Workspace Launcher" to open the app.
- 3. When you are done using the App close it.

Making an App Show in your Favorites

- 1. After logon click on the APPS link at the top of the page.
- 2. Click the favorites Star for the app you want to appear on the Favorites start page.
- 3. Click on the Home link at the top of the page and you will notice that the Paint APP will be shown. This will remain for subsequent logins. To remove just uncheck the favorites Star.



Cancel



How long will I have to use Storefront and its Apps

These are the IDLE timeouts for the Store Front and Apps you use.

Store Front time out

- 30min: If you do not use the Store Front page, it will lock after 30min. You can still use Apps that are open. Apps that you opened. Each app will have its own IDLE timeout.
 - 15min: Remote Desktop will lock asking for password.
 - 1hr: If you stop actively using an app it will close. To use it again you will need to login into the Store Front. Apps you were working on will auto-launch resuming from where you left off.
 - 2hr: You will have up to 2hrs to use the app again before it closes completely. Meaning if you needed to edit or save data you can login back in within 2hrs and update the app before it closes completely.



Changing your network password

You can change your password from the Remote Desktop Toolbar once in a session. To do so...

- 1. Launch the Remote Desktop App.
- 2. At the top of the screen expand the toolbar by clicking the down arrow .
- 3. Click Ctrl+Alt+Del button to bring up the lock screen.
- 4. Click Change Password to start the password change utility.





Citrix Workspace Client Downloads

Platform	Client Download
Android	https://play.google.com/store/apps/details?id=com.citrix.Receiver&hl=en_US
Chrome OS	https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadagjlijoggckpgfnoeiflnem? hl=en
iOS	https://apps.apple.com/us/app/citrix-workspace/id363501921
Linux	https://www.citrix.com/downloads/workspace-app/legacy-workspace-app-for-linux/workspace-app- for-linux-1808.html
Mac OS	https://www.citrix.com/downloads/workspace-app/mac/
Windows	https://www.citrix.com/downloads/workspace-app/windows/

Refer to post workspace app installation section on page 3 for configuration information.