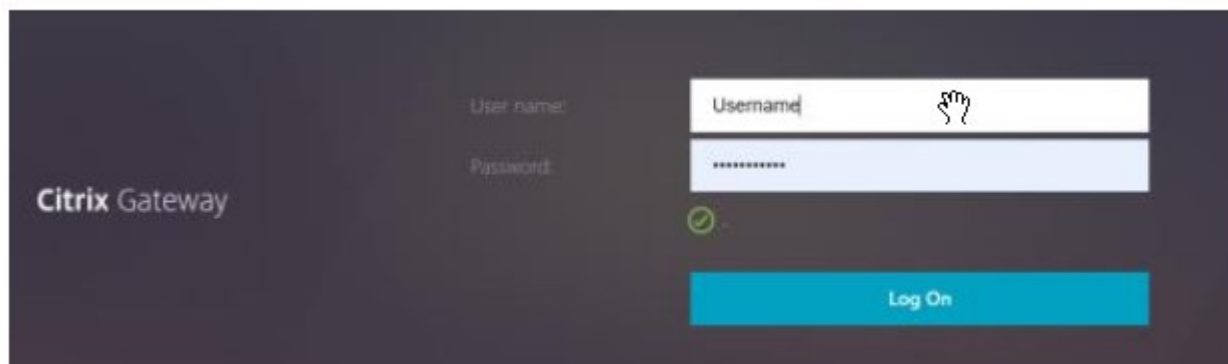


Using Citrix Store Front

Accessing the Site

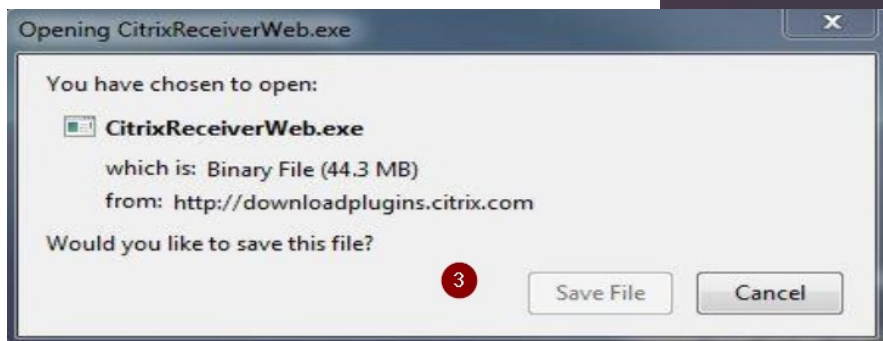
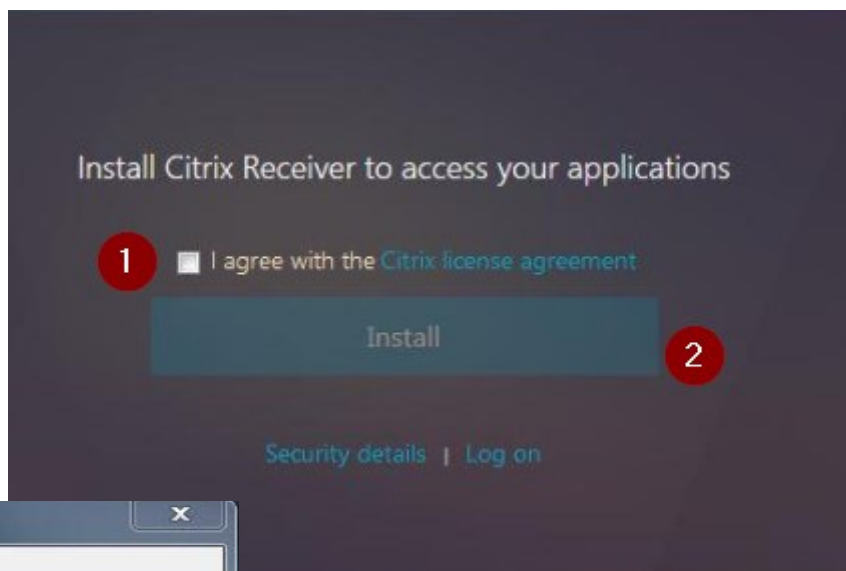
1. Navigate to <https://apps.cityofberkeley.info> and login with your network username and password.
2. Enter the FortiToken one time password from the mobile app on your phone.



Citrix 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.

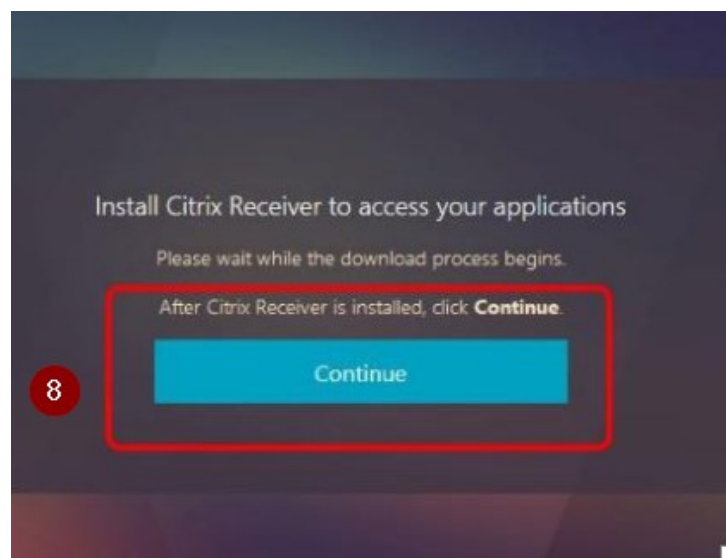
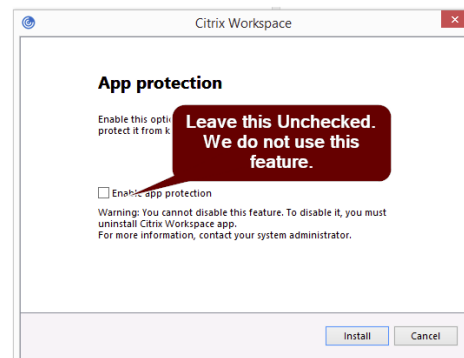
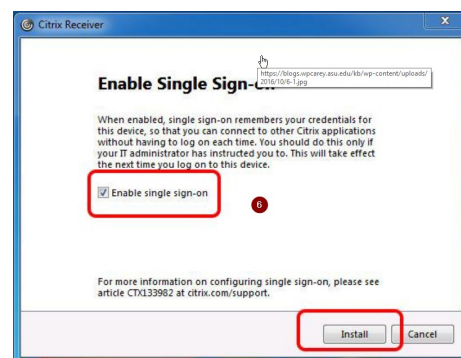
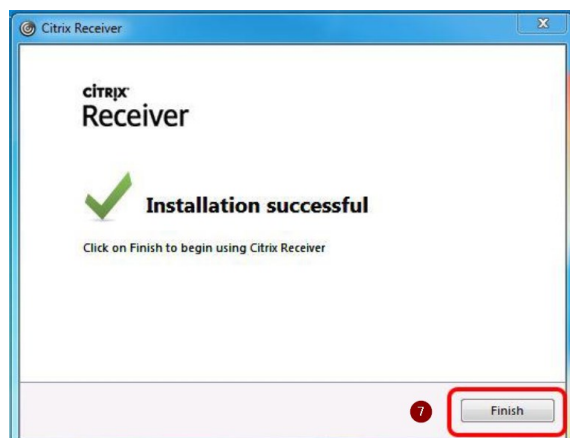
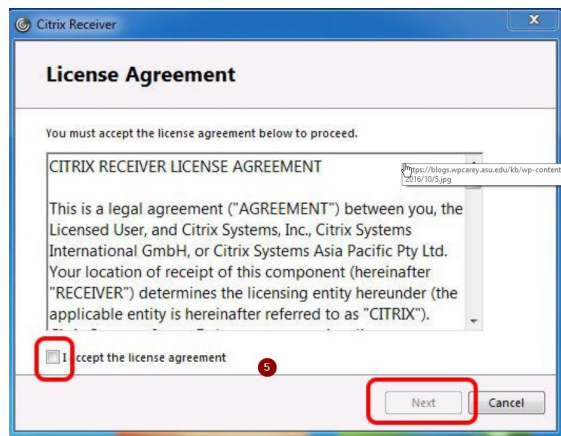
1. Check the "I agree with the Citrix license agreement" check box to enable the install button.
2. Click Install to trigger the download of the client.
3. Save and run the downloaded installer executable.



Using Citrix Store Front

Citrix Receiver App install

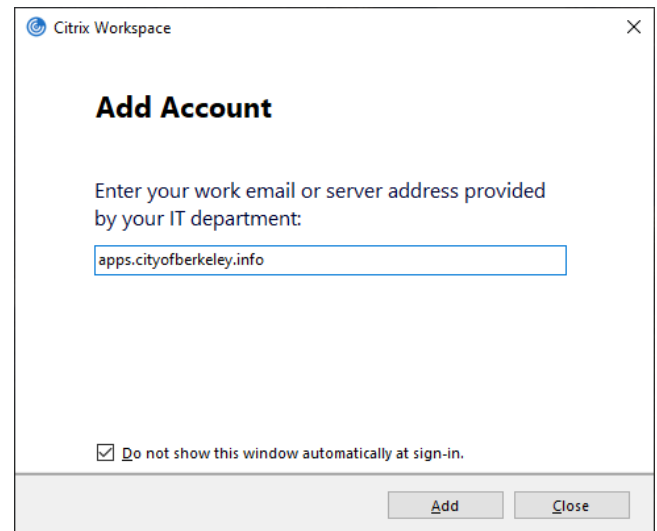
4. Click the Start button to begin installation.
5. Click **"I accept the License agreement"** and click Next.
6. Ensure that the **Enable single sign-on** option is selected and click the install button. **DO NOT check the App Protection checkbox.**
7. Click the Finish button to complete the installation.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



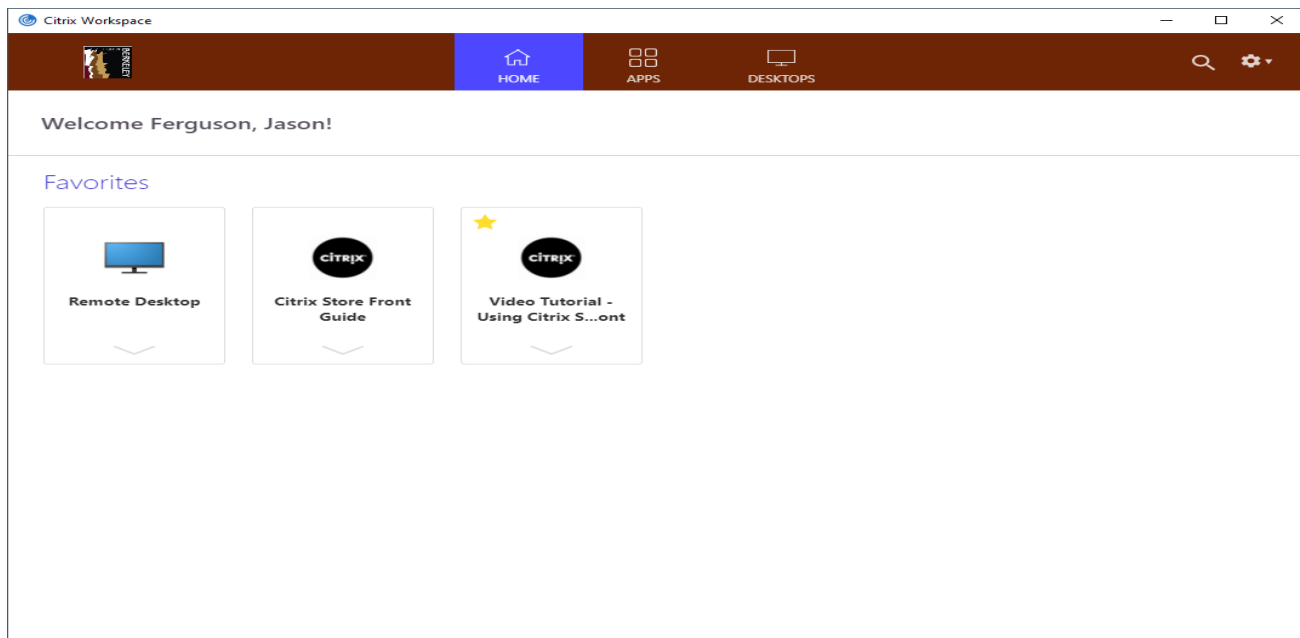
Using Citrix Store Front

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.



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



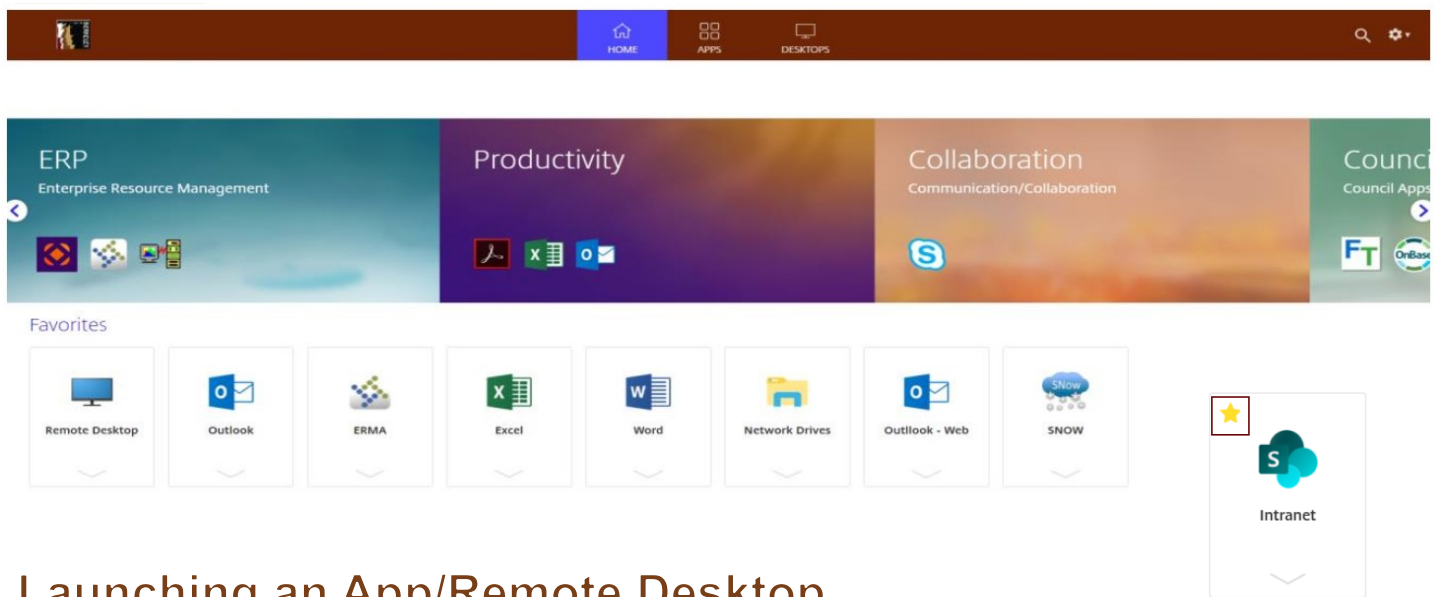
Using Citrix Store Front

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.

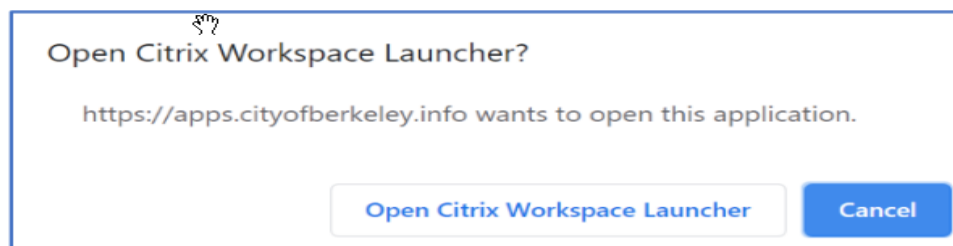
Once logged on you will be presented with the default Favorites page. The default apps displayed will differ depending on the AD groups you are a member of.

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



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 Workspace launcher to open the app.



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 Citrix Store Front

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.



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.

1. After logon click on the APPS link at the top of the page.
2. 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.

Open Citrix Workspace Launcher?

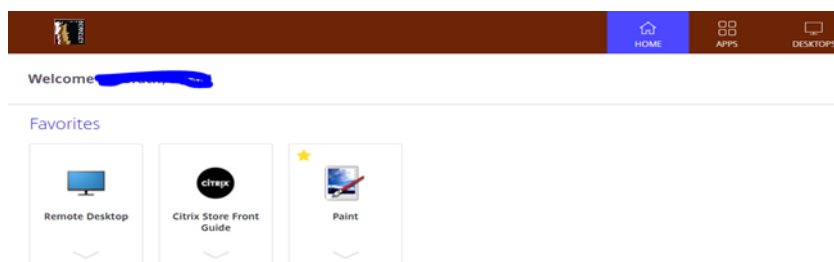
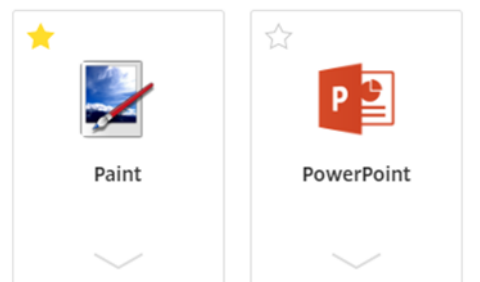
<https://apps.cityofberkeley.info> wants to open this application.

Open Citrix Workspace Launcher

Cancel

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.



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.

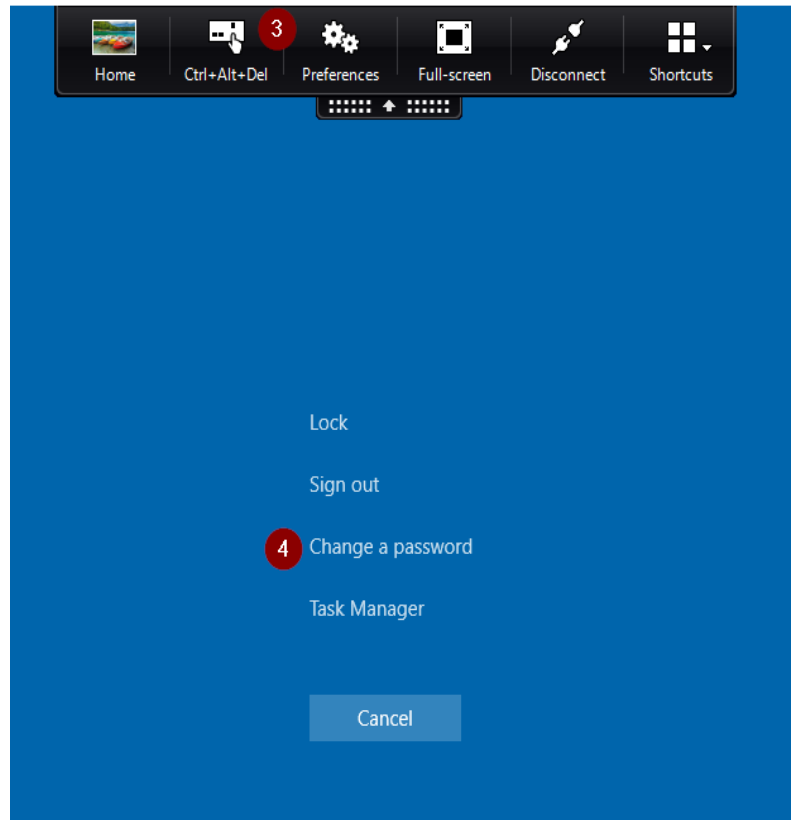
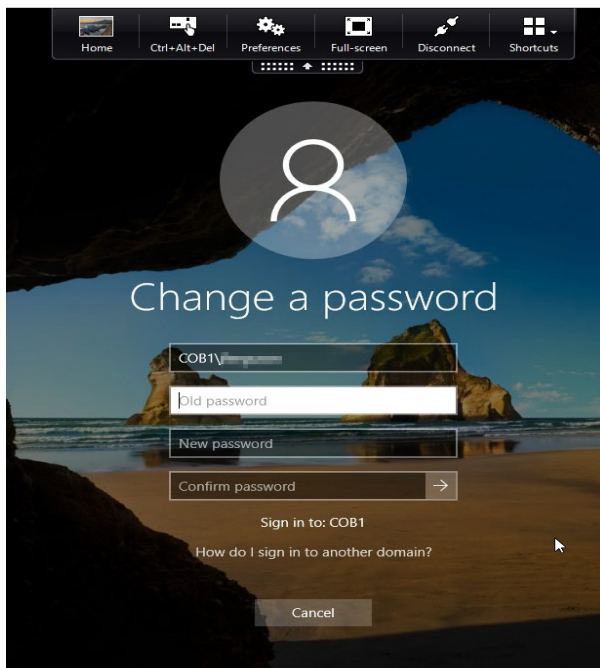
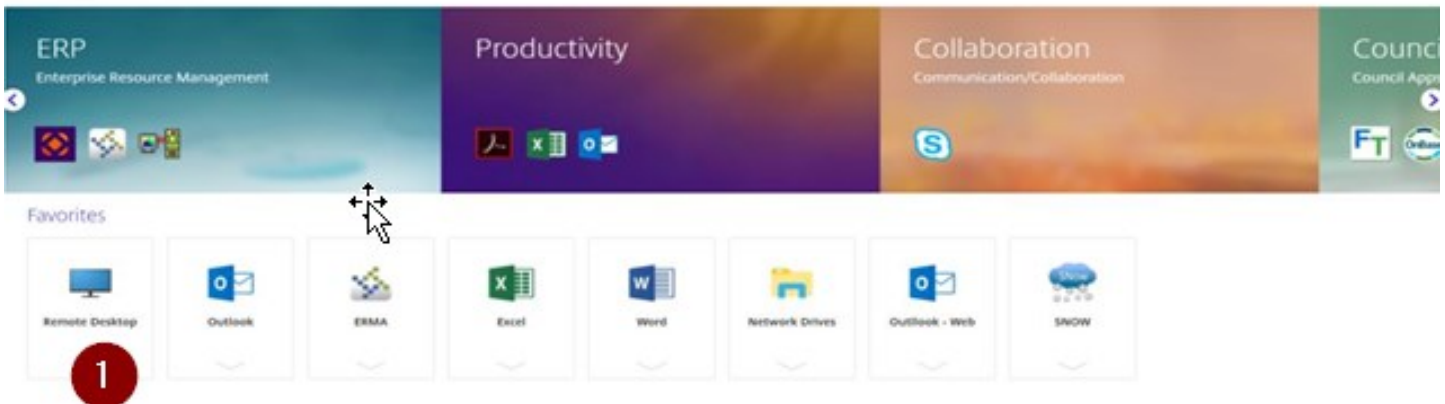
- 15min: Remote Desktop will lock asking for password.
- 1hr: If you stop actively using an app it will close. To use it again you will need to login into the Store Front. Apps you were working on will auto-launch resuming from where you left off.
- 2hr: You will have up to 2hrs to use the app again 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.

Using Citrix Store Front

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.



Using Citrix Store Front

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/haiffjcadagjljoggckpgfnoeiflnem?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.