

Citrix Set up

Set up and Log in to Citrix

Objective:

This document shows new Citrix users how to set up and log in to their Citrix account.

Procedure

This document shows you how to set up and log in to your Citrix account as a new Citrix user.

Information	<ul style="list-style-type: none">• The following steps apply to users who have not set up a City of Calgary Citrix account before.• This document and the steps shown in it are to be completed only after a request for your Citrix account is submitted and has been completed.• If you have further questions after viewing the document, contact the IT Help Desk at 403 268 8008.
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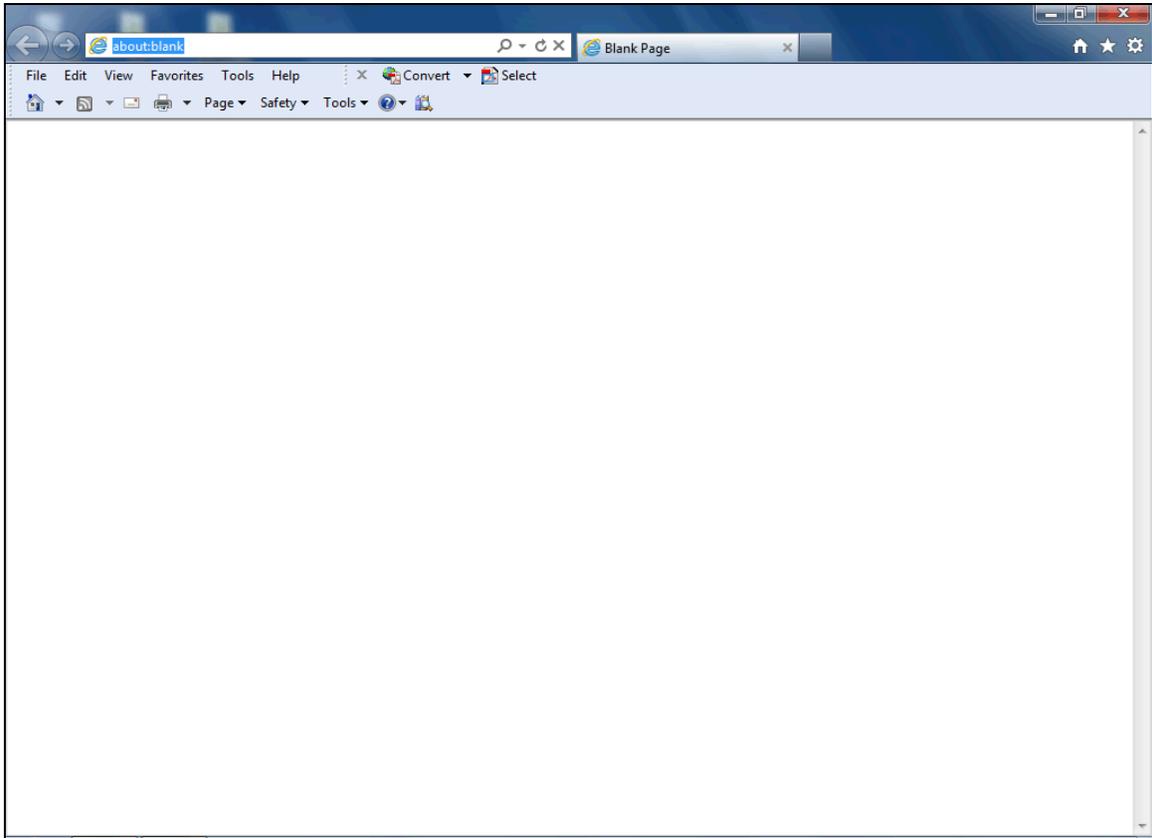
Information	You must ensure the computer you are working on is connected to the internet.
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Step 1.	To begin, click to launch Internet Explorer . (Or launch the browser that you use on your computer.)
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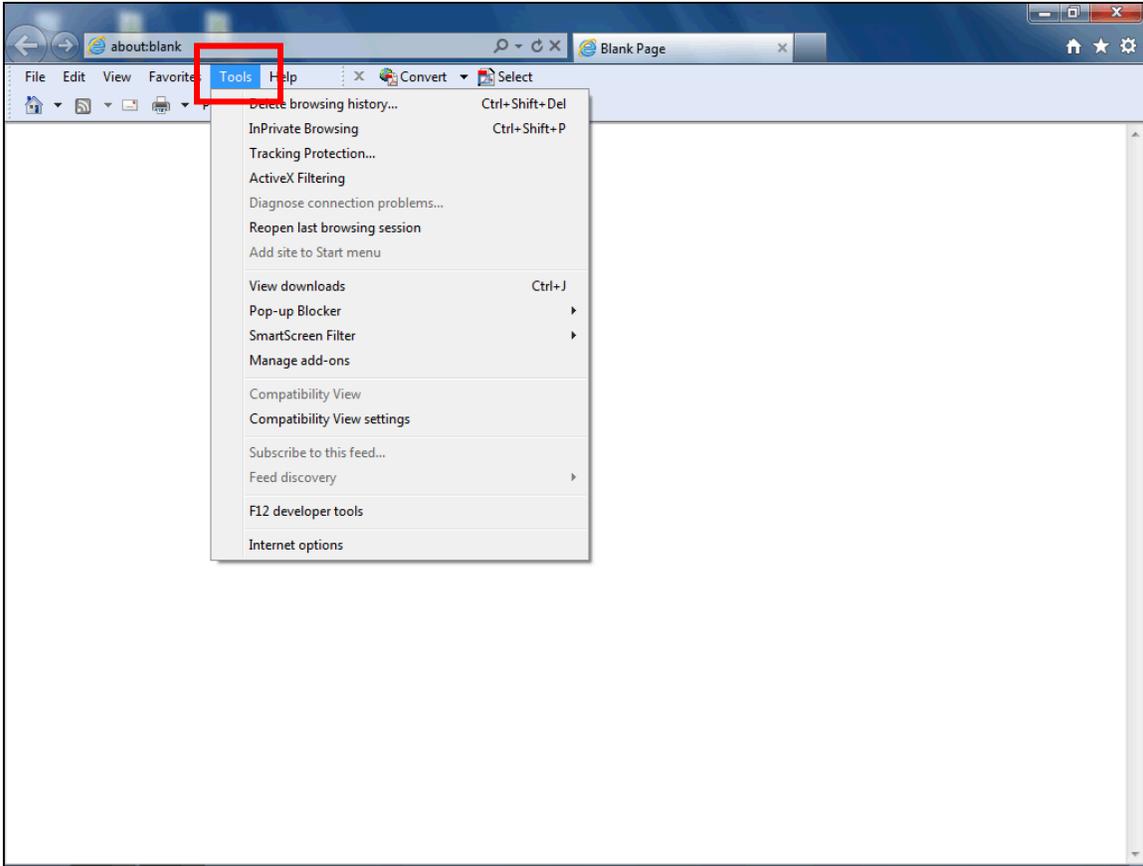
Information

The browser will open in a new window as shown.



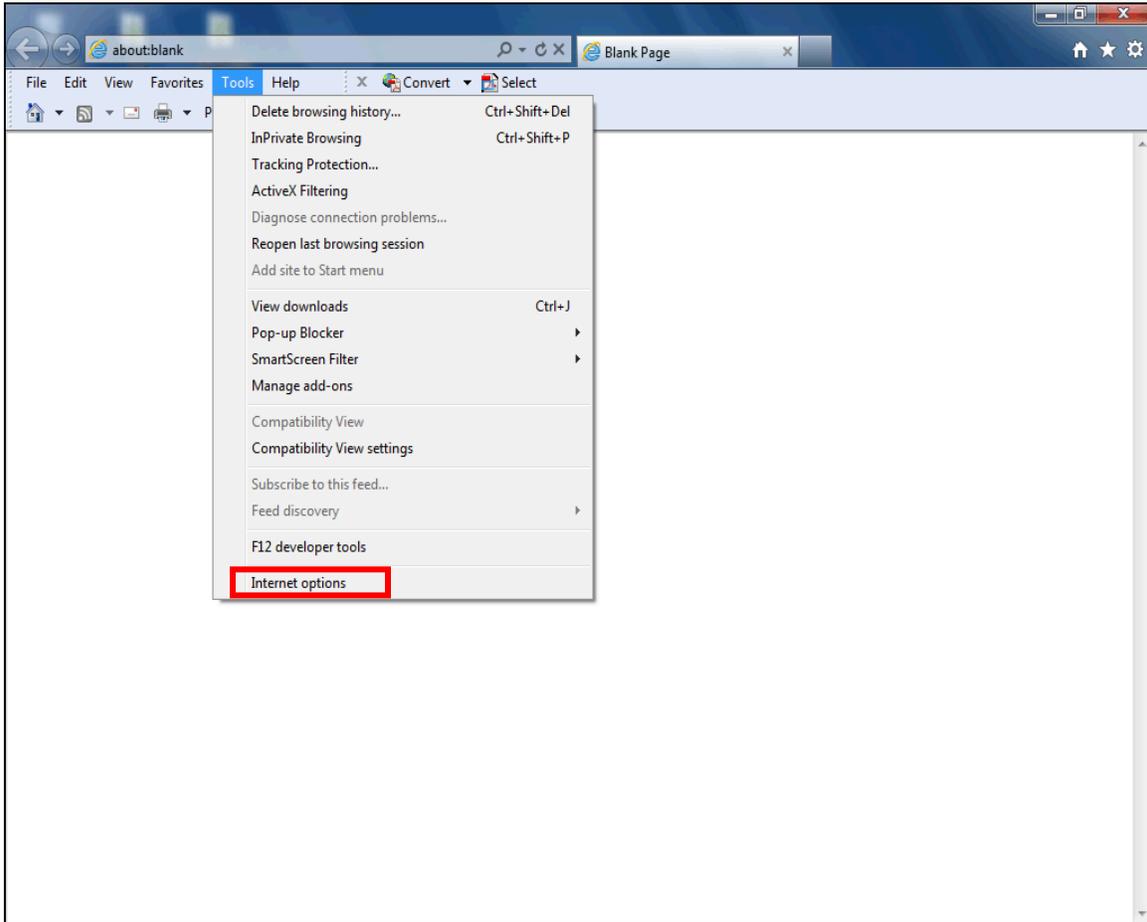
Information	<ul style="list-style-type: none">• The following steps are applicable when using an <i>Internet Explorer</i> browser.• If you are using a different browser, use the applicable browser security settings accordingly.
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Step 2.	To access the security settings for Internet Explorer, Click the Tools menu.
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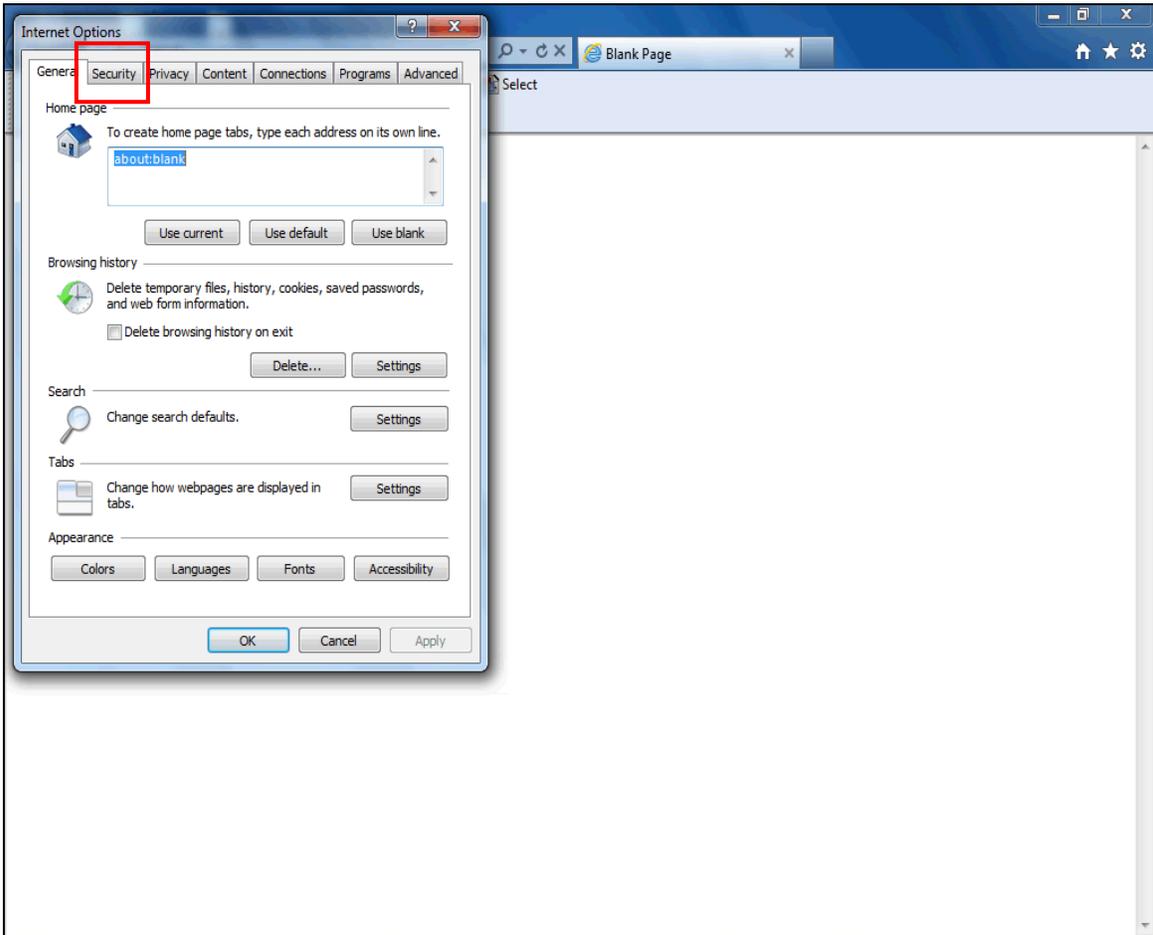
Step 3.

Click the **Internet options** menu.



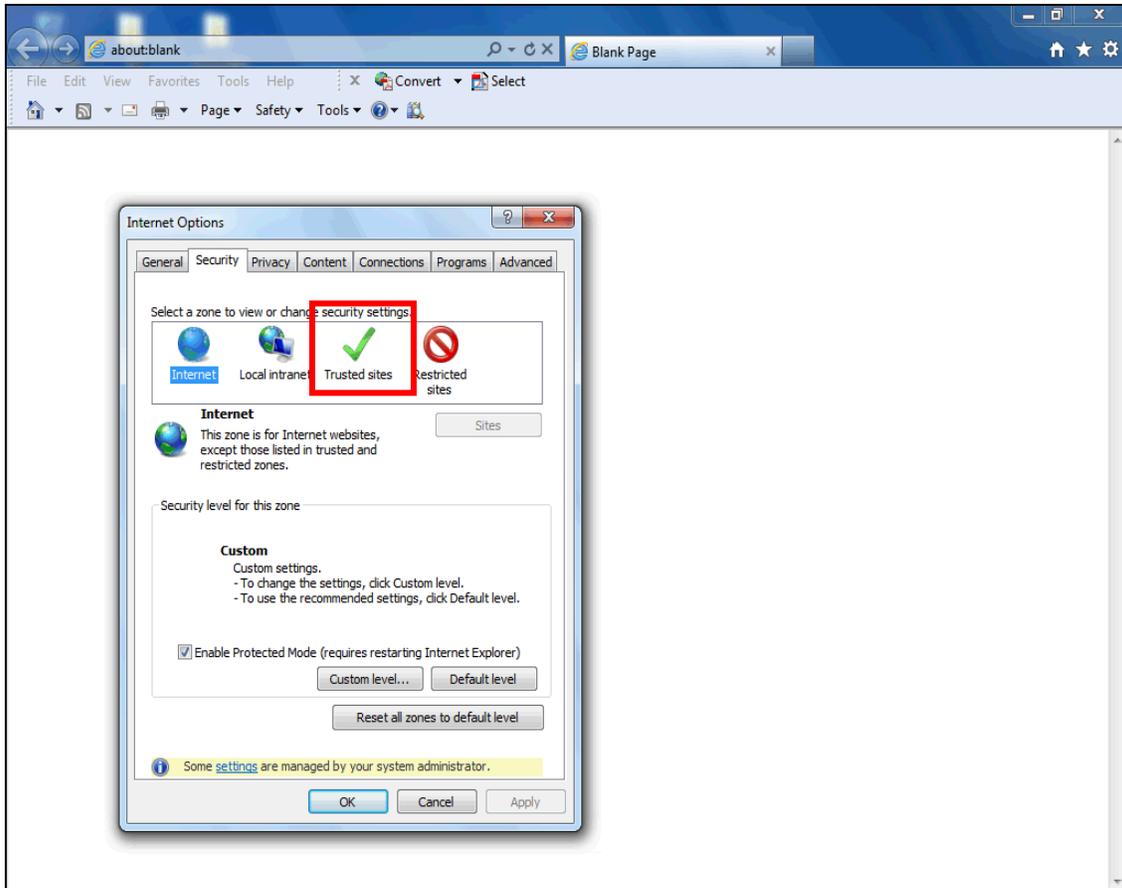
Step 4.

Click on the **Security** tab.



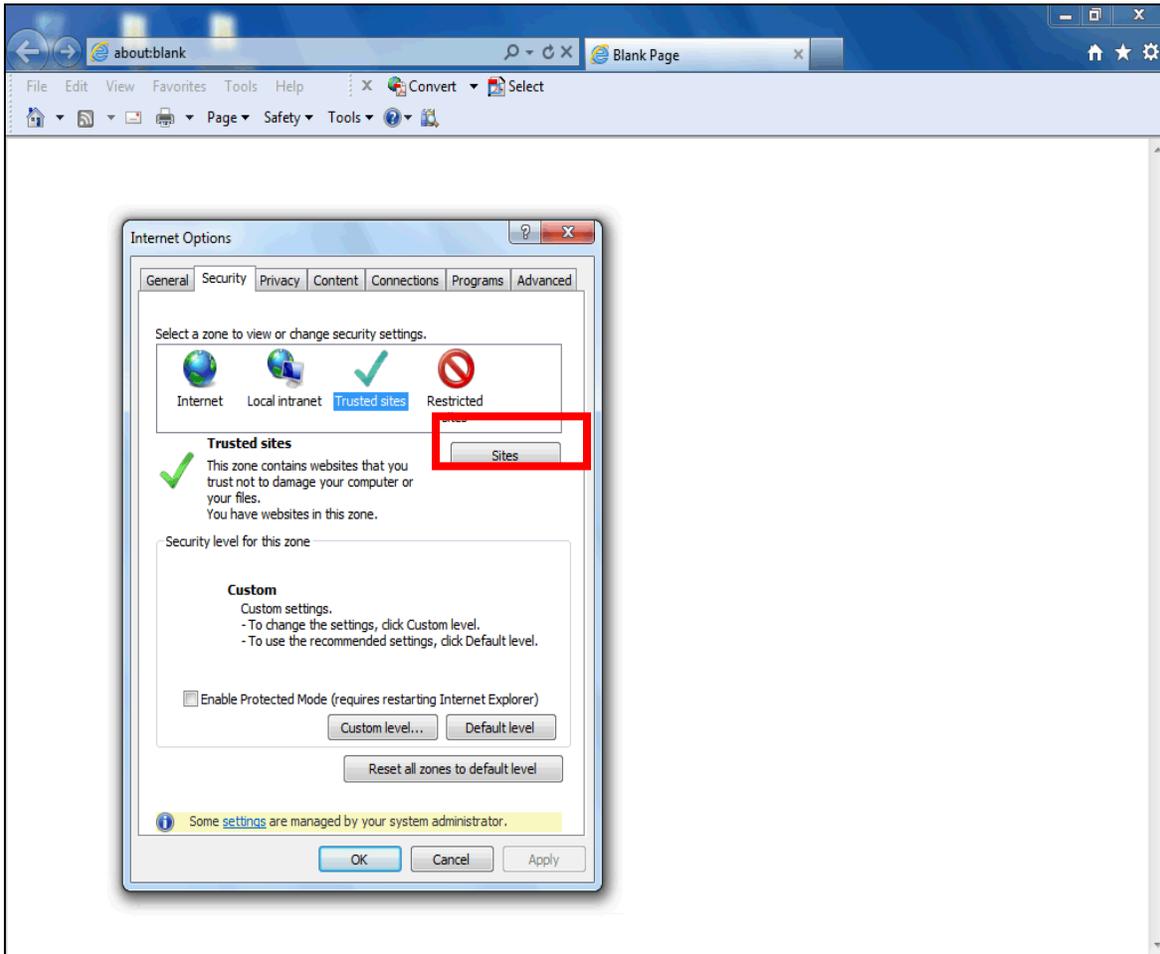
Step 5.

Next, to add the Citrix website as a trusted site,
Click the **Trusted sites** zone.



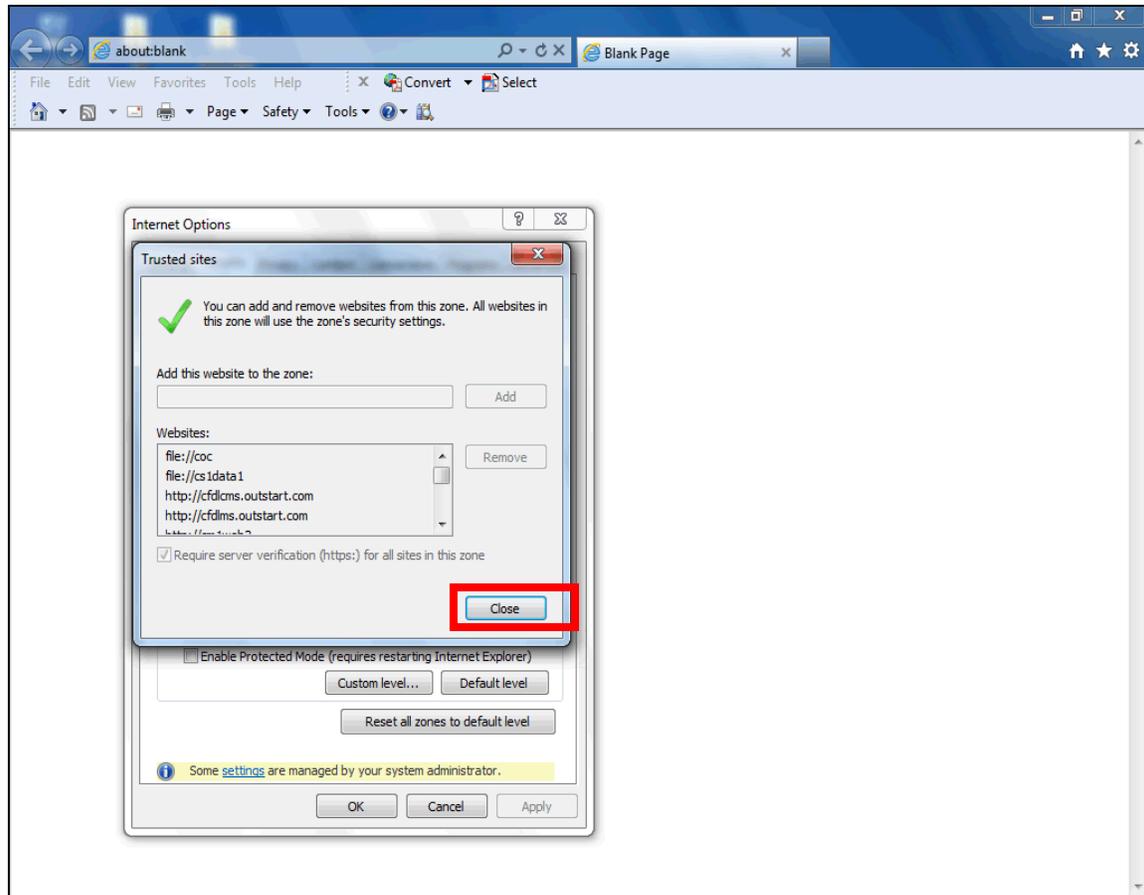
Step 6.

Click the **Sites** button.



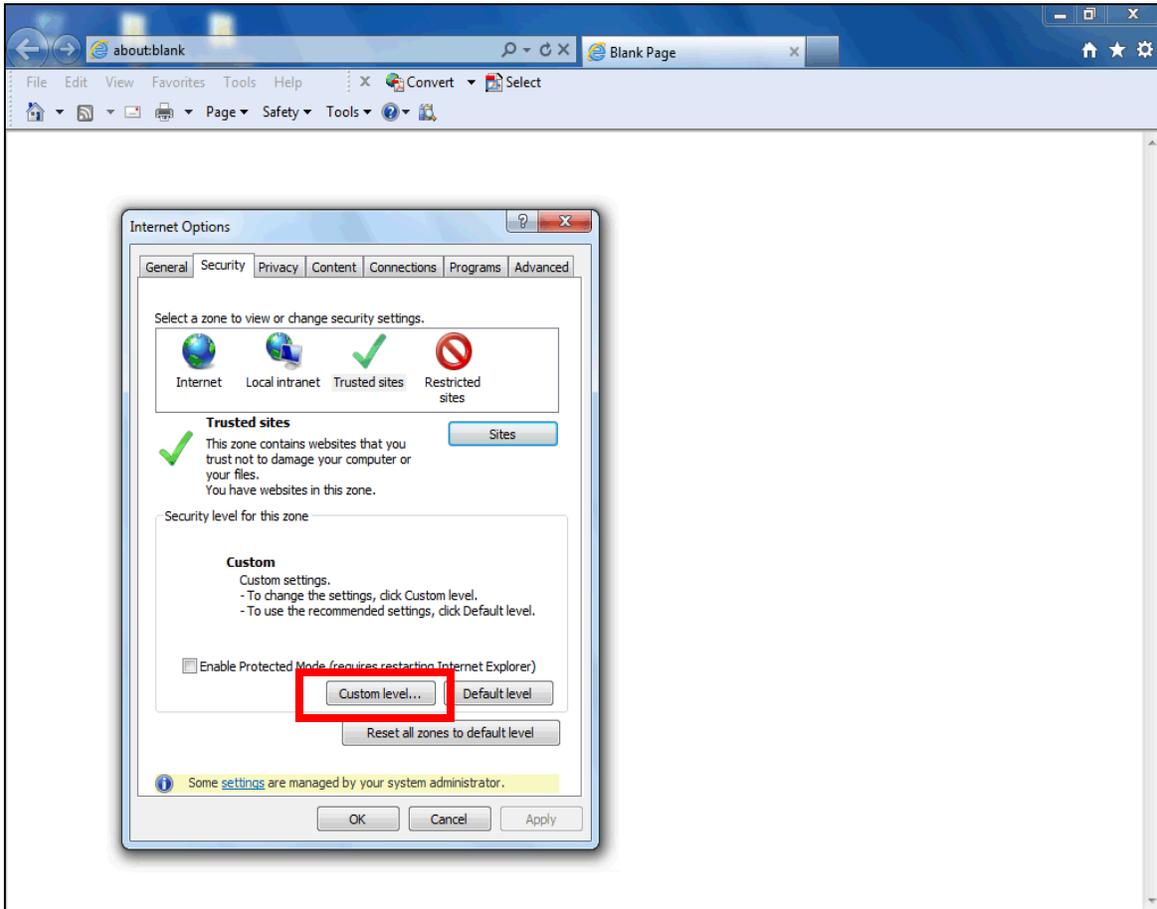
Information

- You may enter *https://ctx.calgary.ca* to add this website to the Trusted Sites zone.
- If you are unable to modify this setting, move to the next step. However you may be prompted later to confirm that the address is secure.

Step 7.Click the **Close** button.

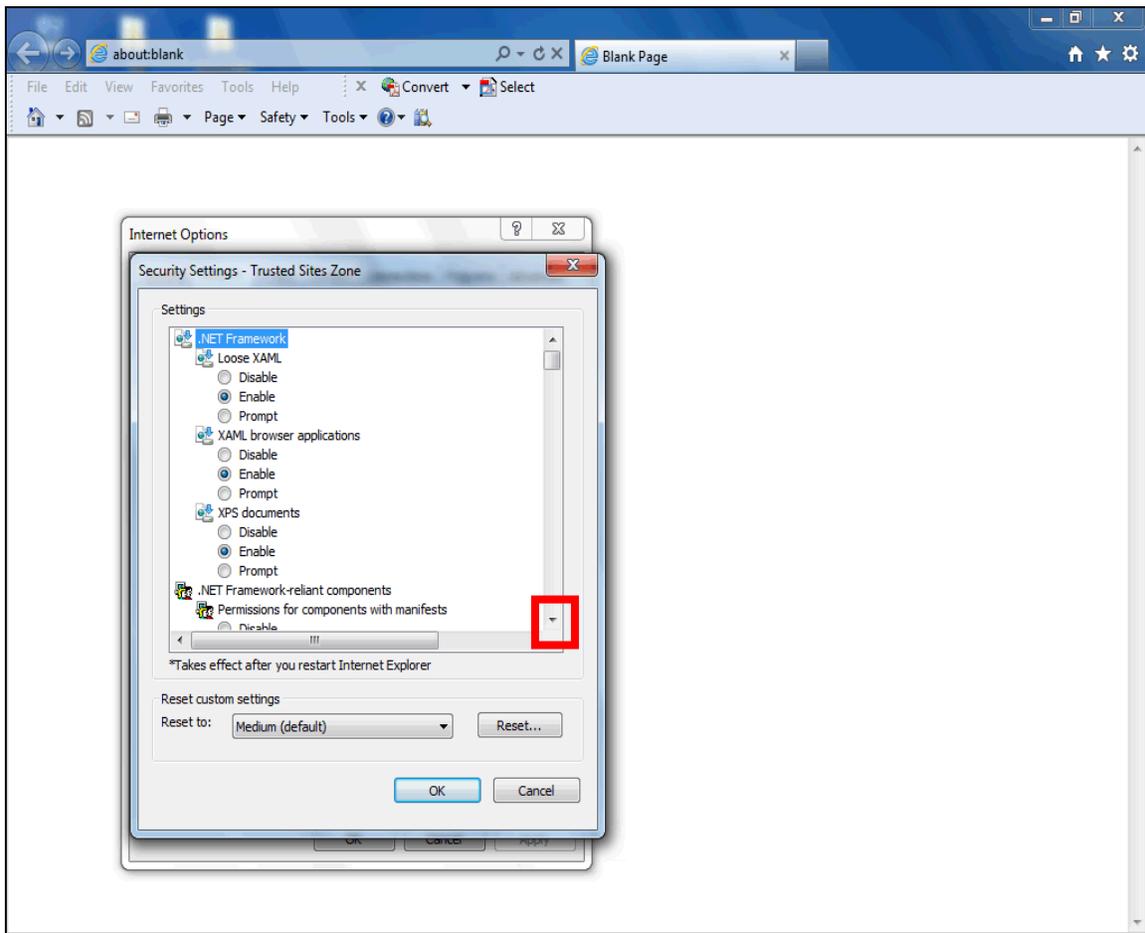
Step 8.

Next, click the **Custom level** button.



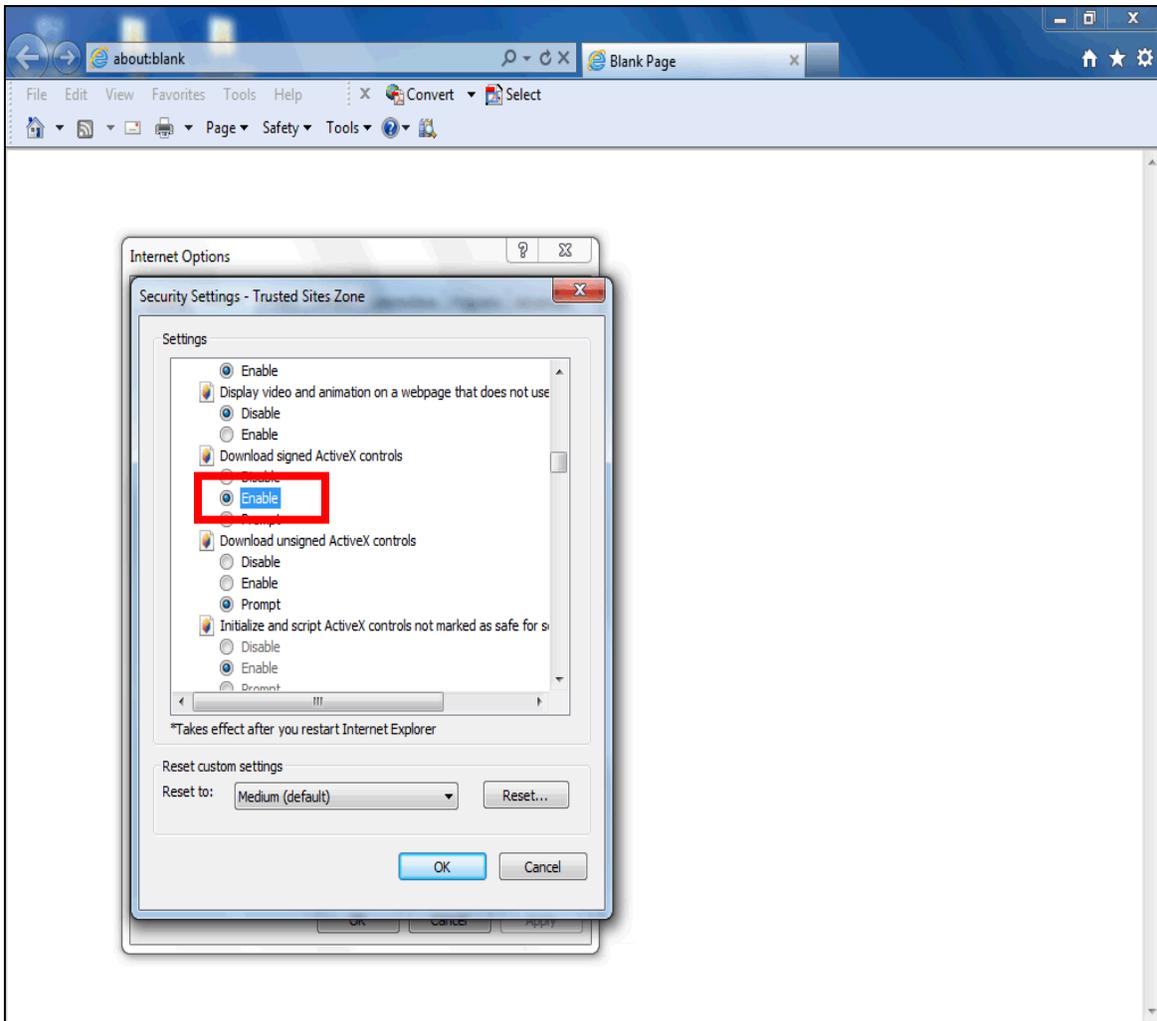
Step 9.

Click to **scroll** down the list of settings.



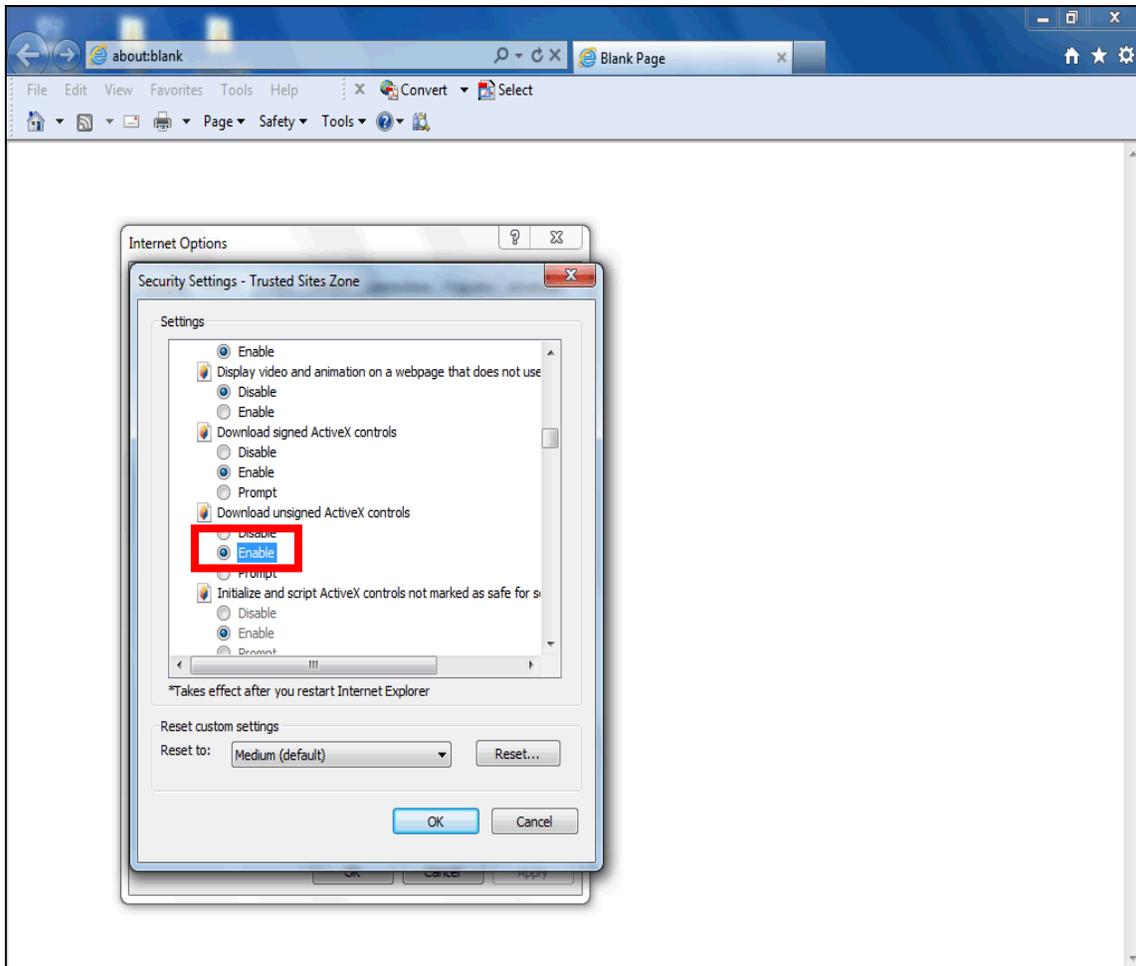
Step 10.

To allow the signed Active X controls from the Citrix site to be downloaded,
Click the **Enable** option.



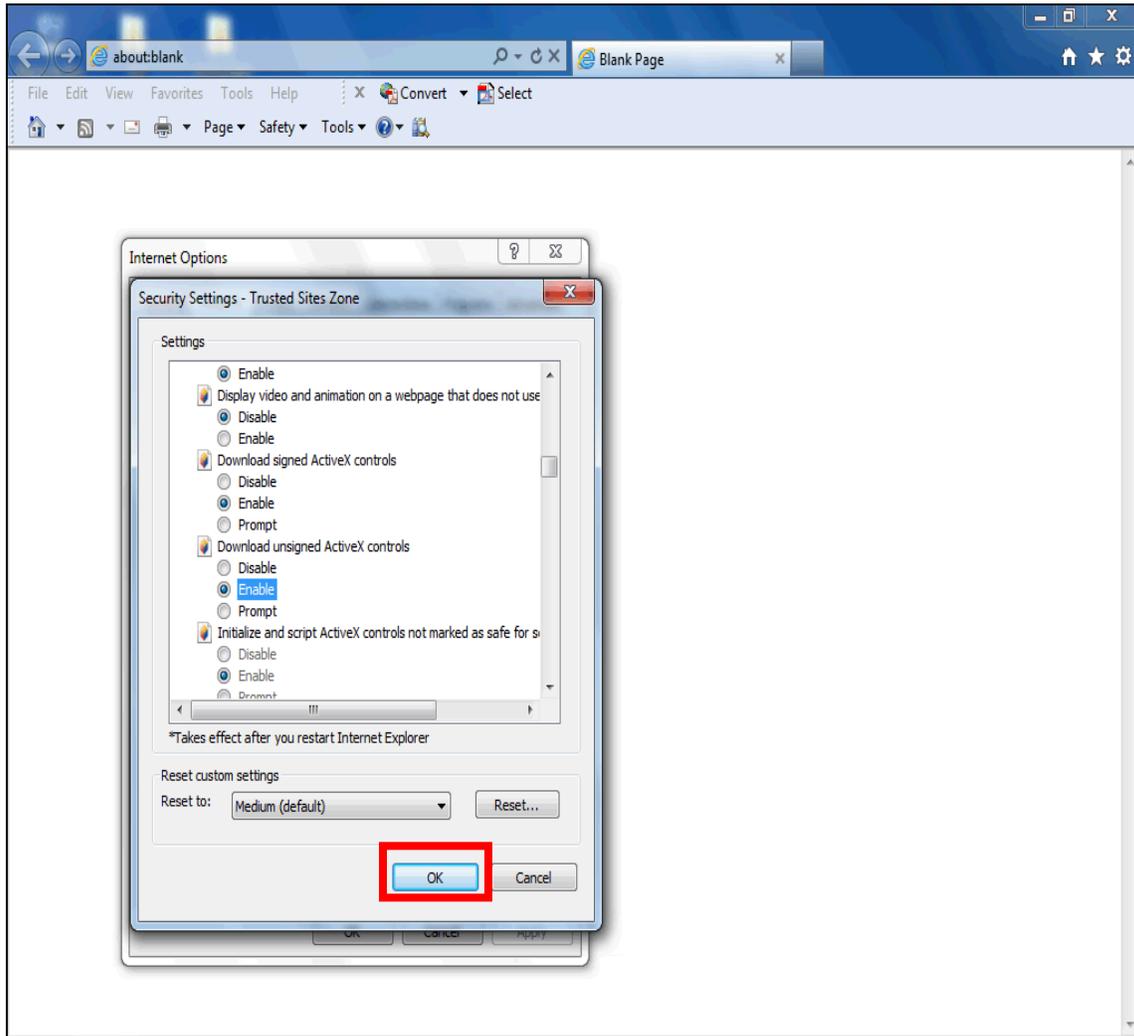
Step 11.

To allow unsigned Active X controls from the Citrix site to be downloaded,
Click the **Enable** option.



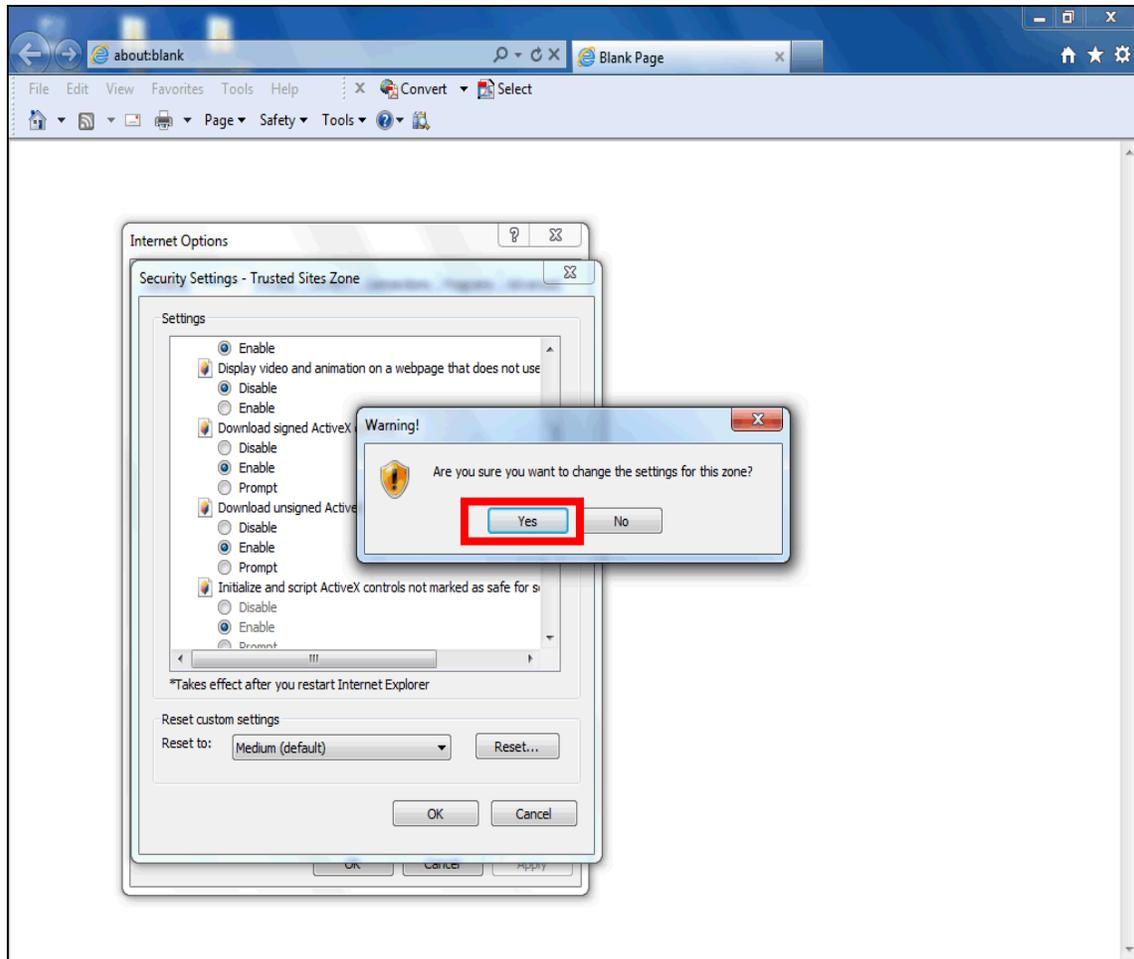
Step 12.

Click the **OK** button.



Step 13.

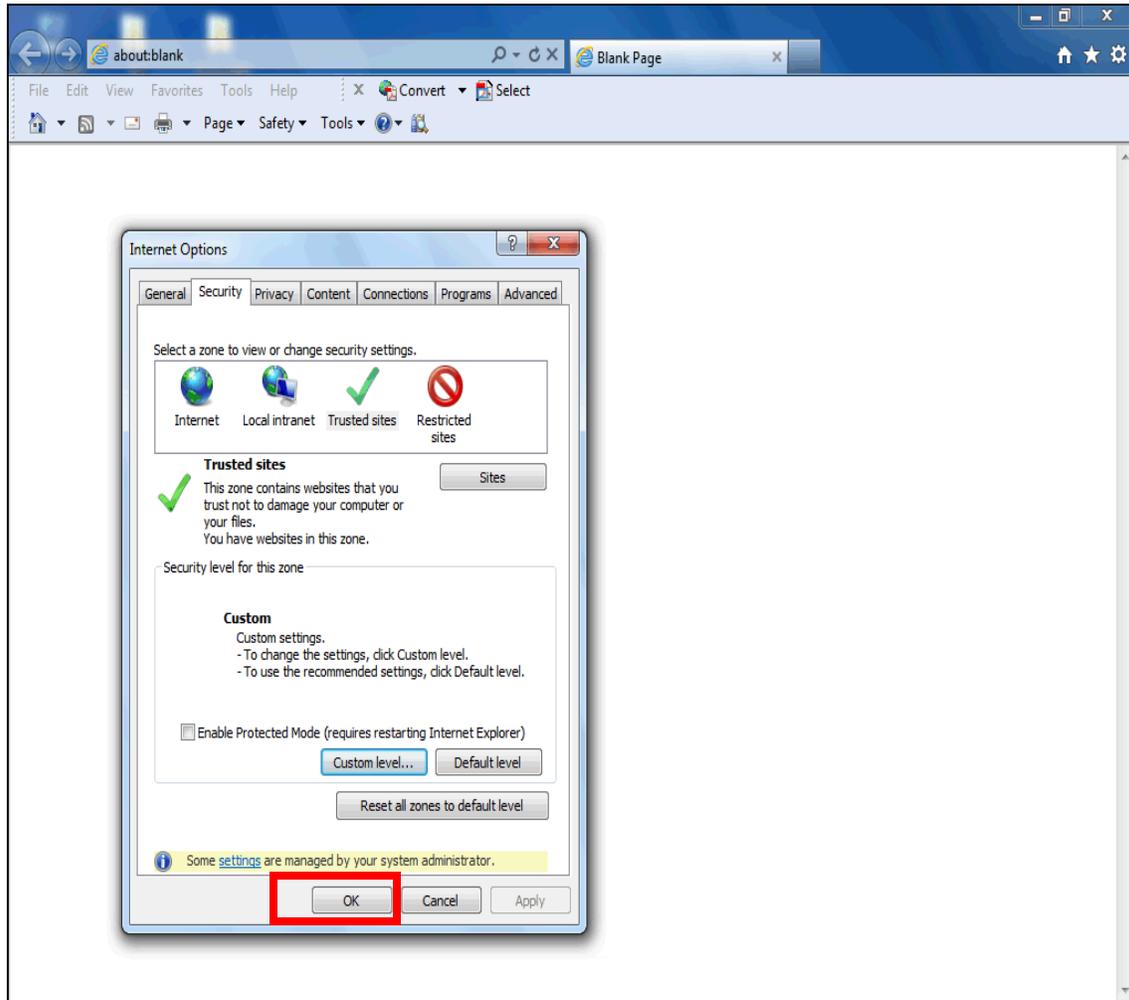
To accept the warning message,
Click the **Yes** button.



Step 14.

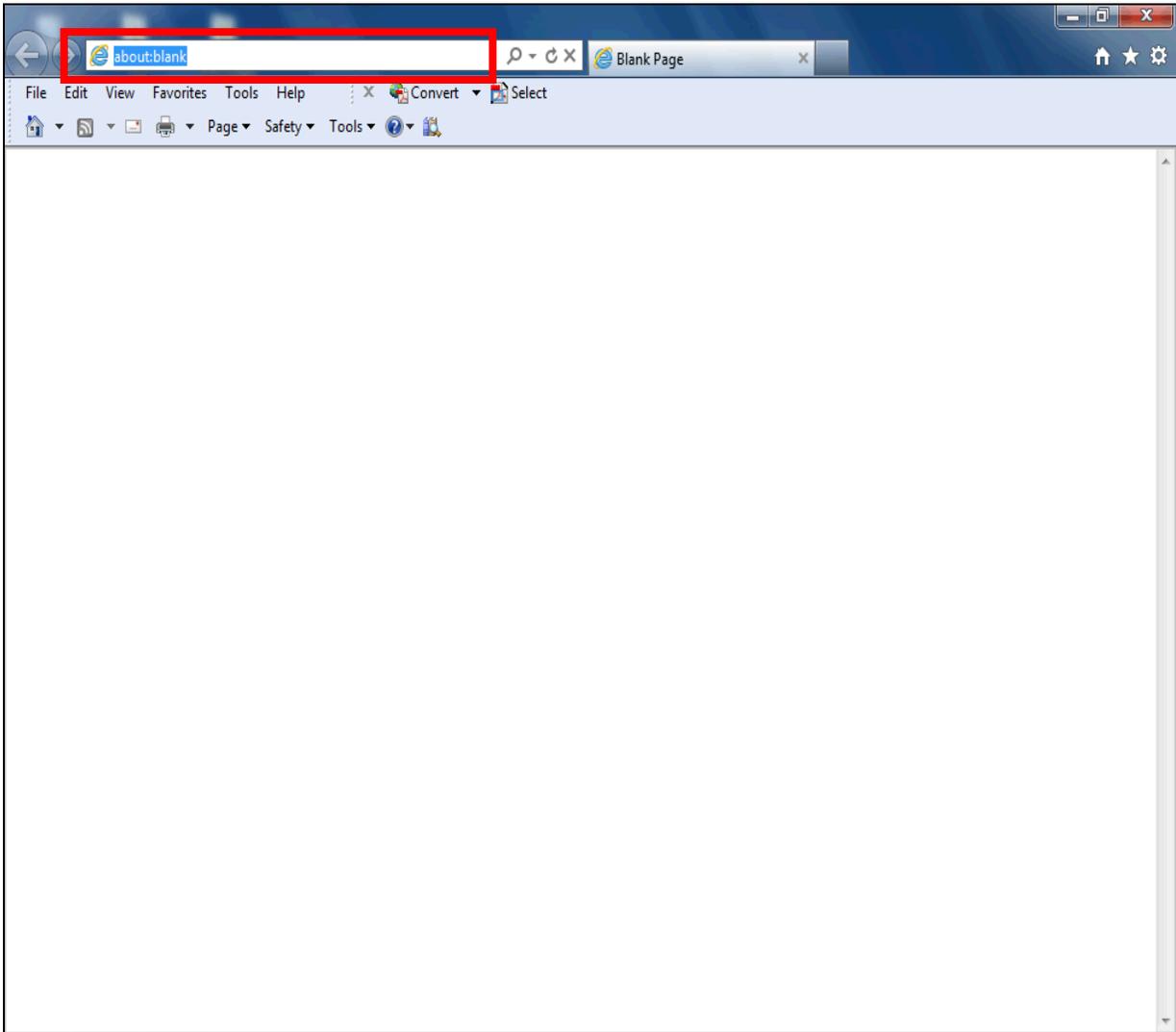
To save your changes to the settings,

Click the **OK** button.



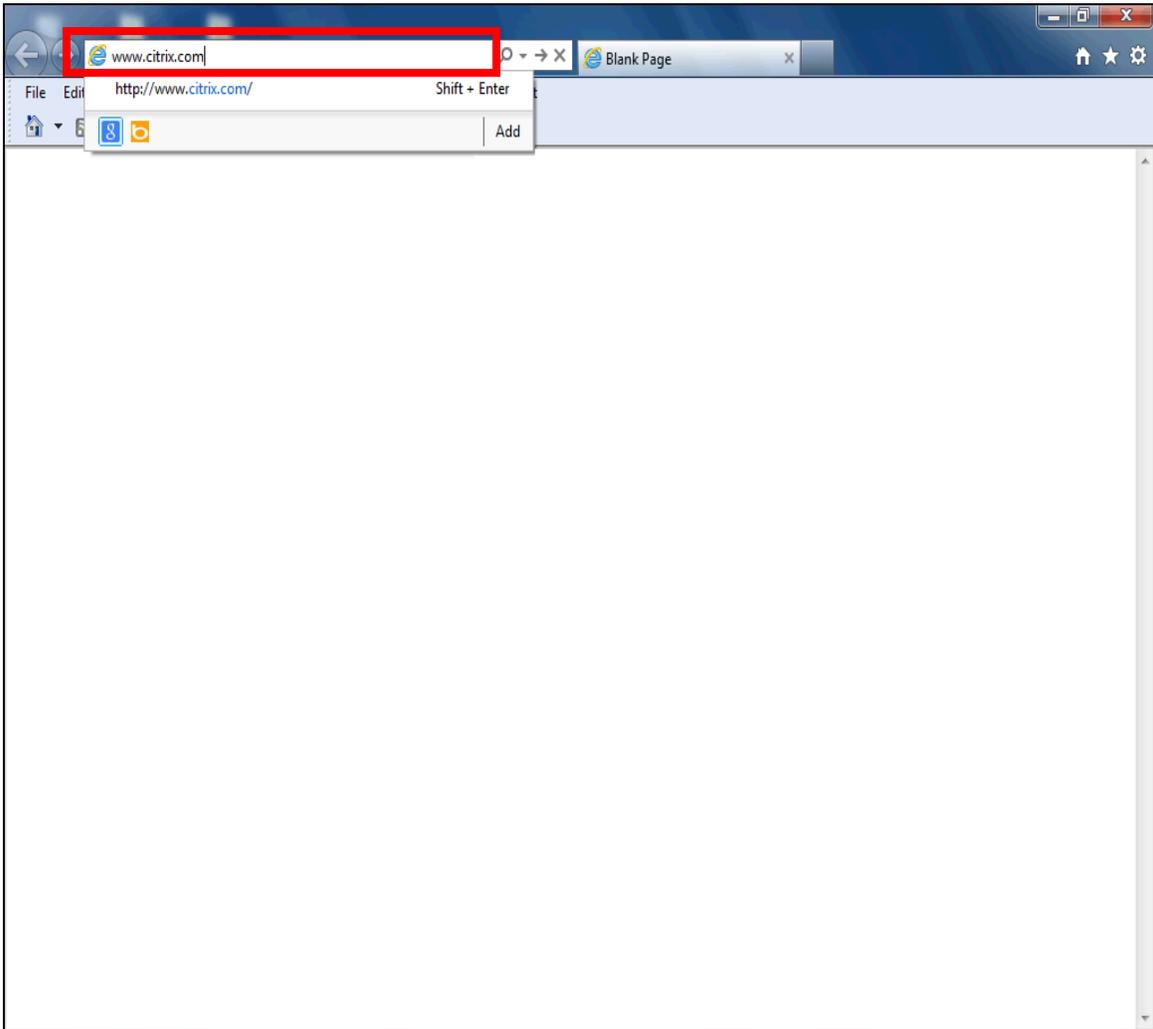
Information	<ul style="list-style-type: none">• If you are using a PC, continue to the next step. If you are using a Mac, see steps below.• These steps show Mac users how to download the Citrix application:<ol style="list-style-type: none">1. In a web browser, go to http://receiver.citrix.com2. Select to download the Receiver for Mac3. Follow the instructions listed on the website
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Step 15.	For PC users: To begin the Citrix download steps, Click in the browser's address bar .
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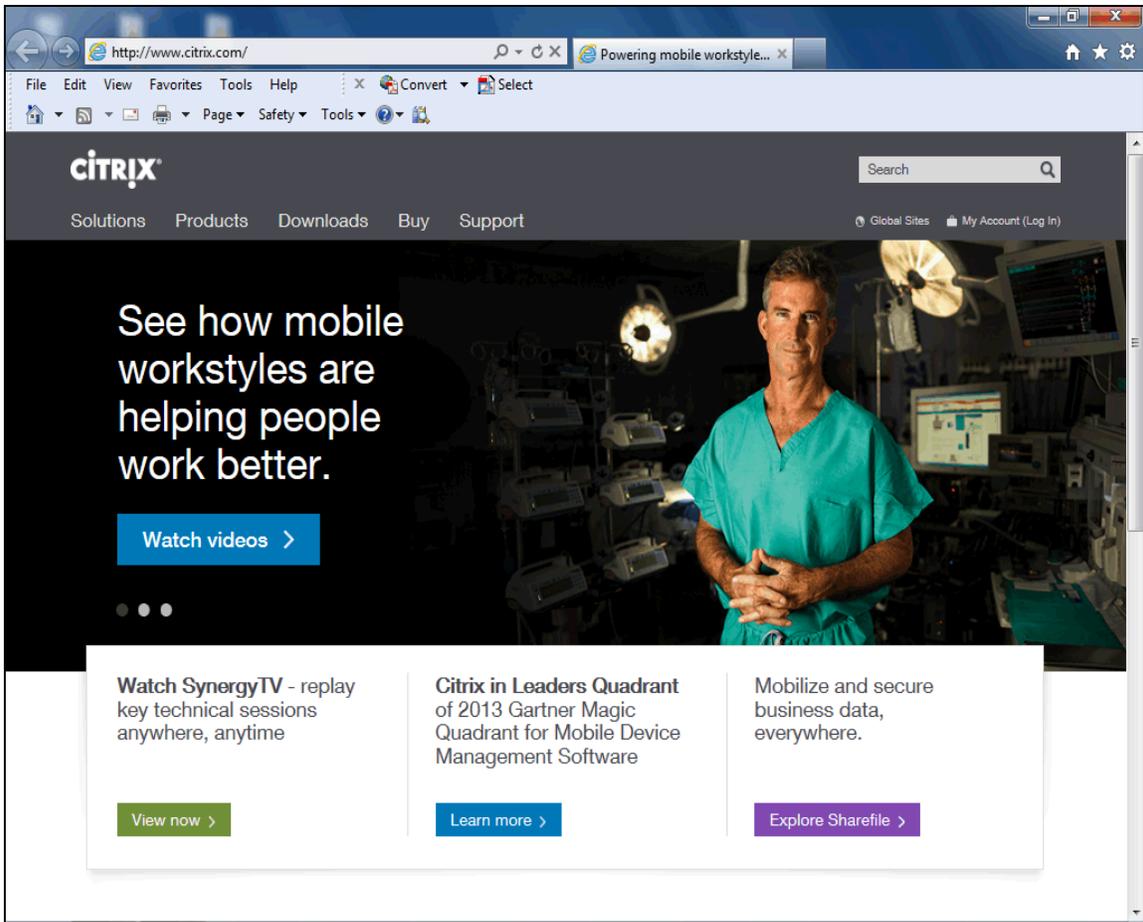
Step 16.

Type "**www.citrix.com**" into the **address bar**.



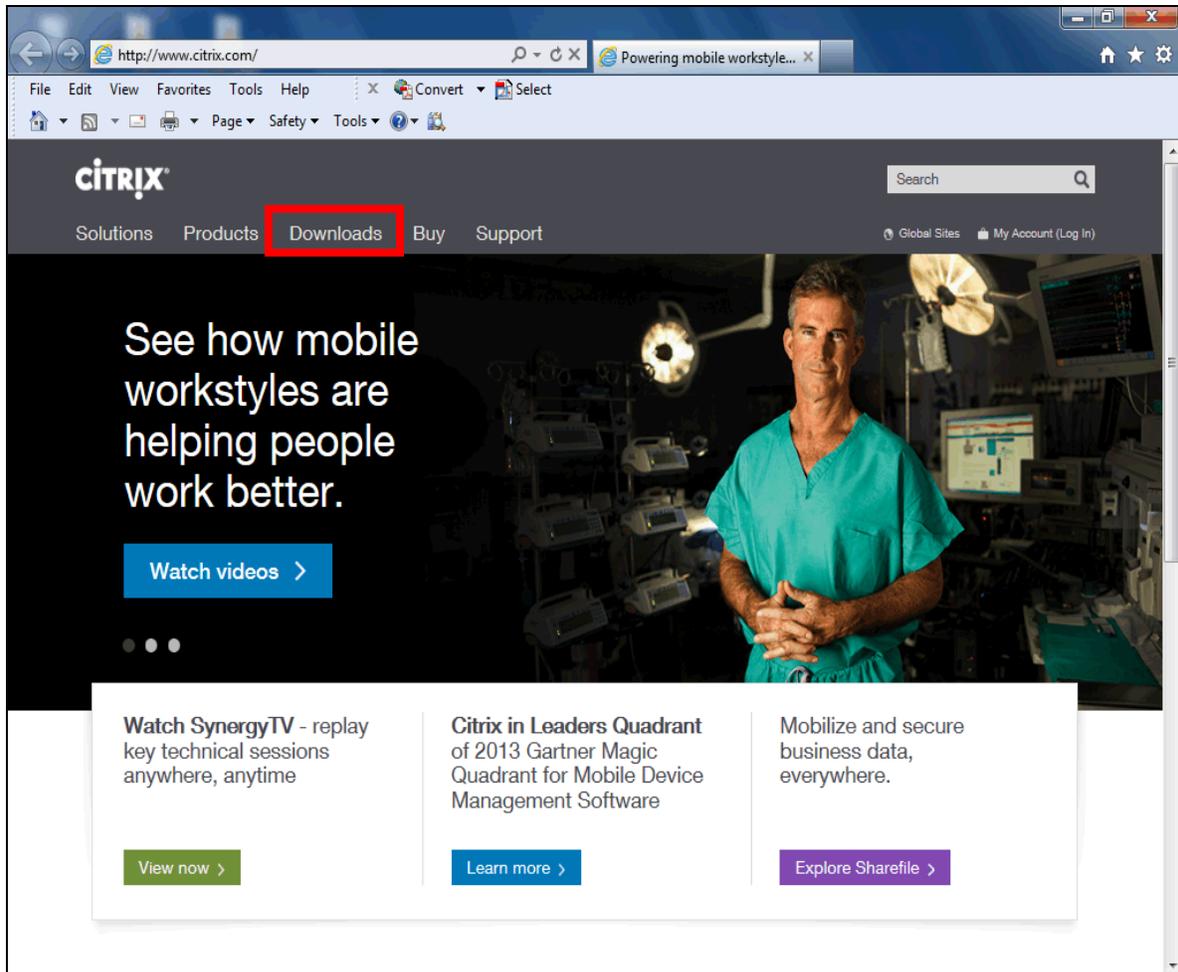
Step 17.	Press [Enter] on your keyboard.
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Information	<ul style="list-style-type: none">• You will be taken to the Citrix homepage.• The next steps will show you how to download the Citrix application.
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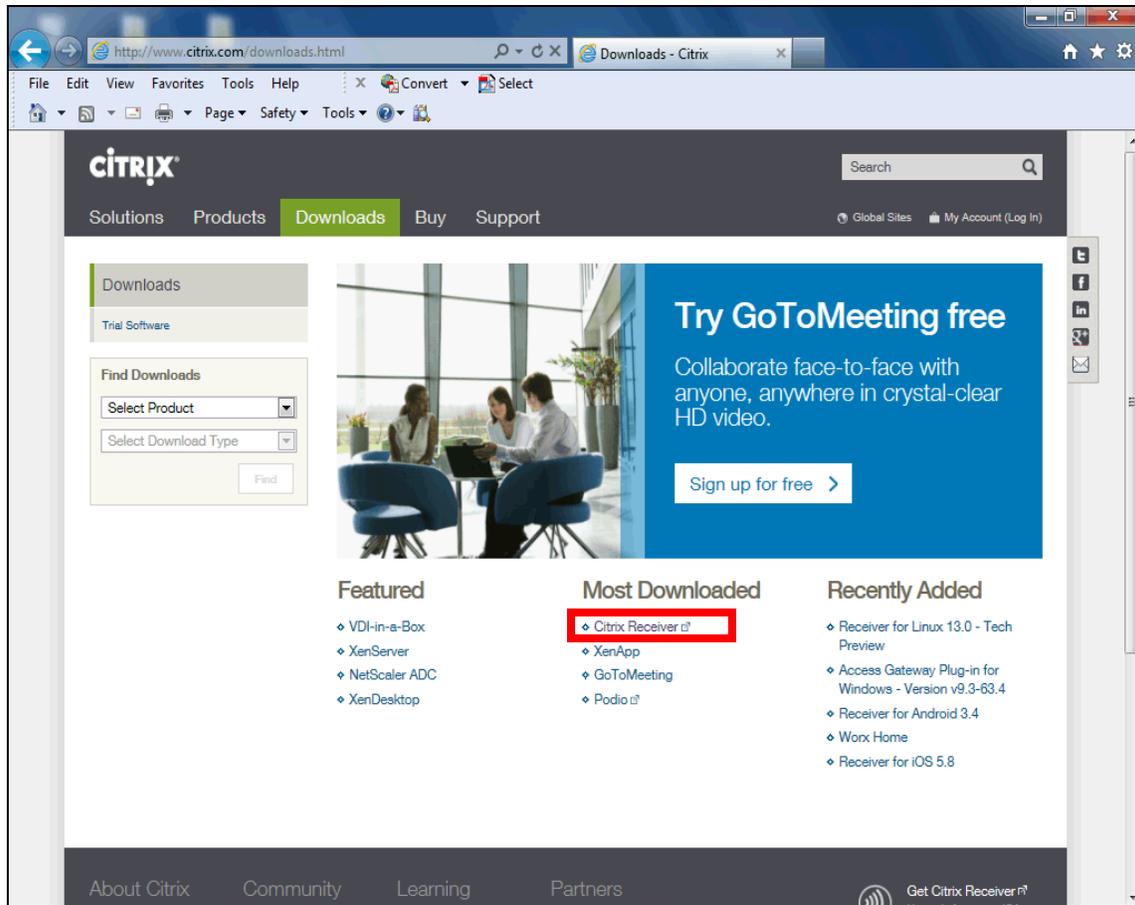
Step 18.

Click on the **Downloads** link at the top of the page.



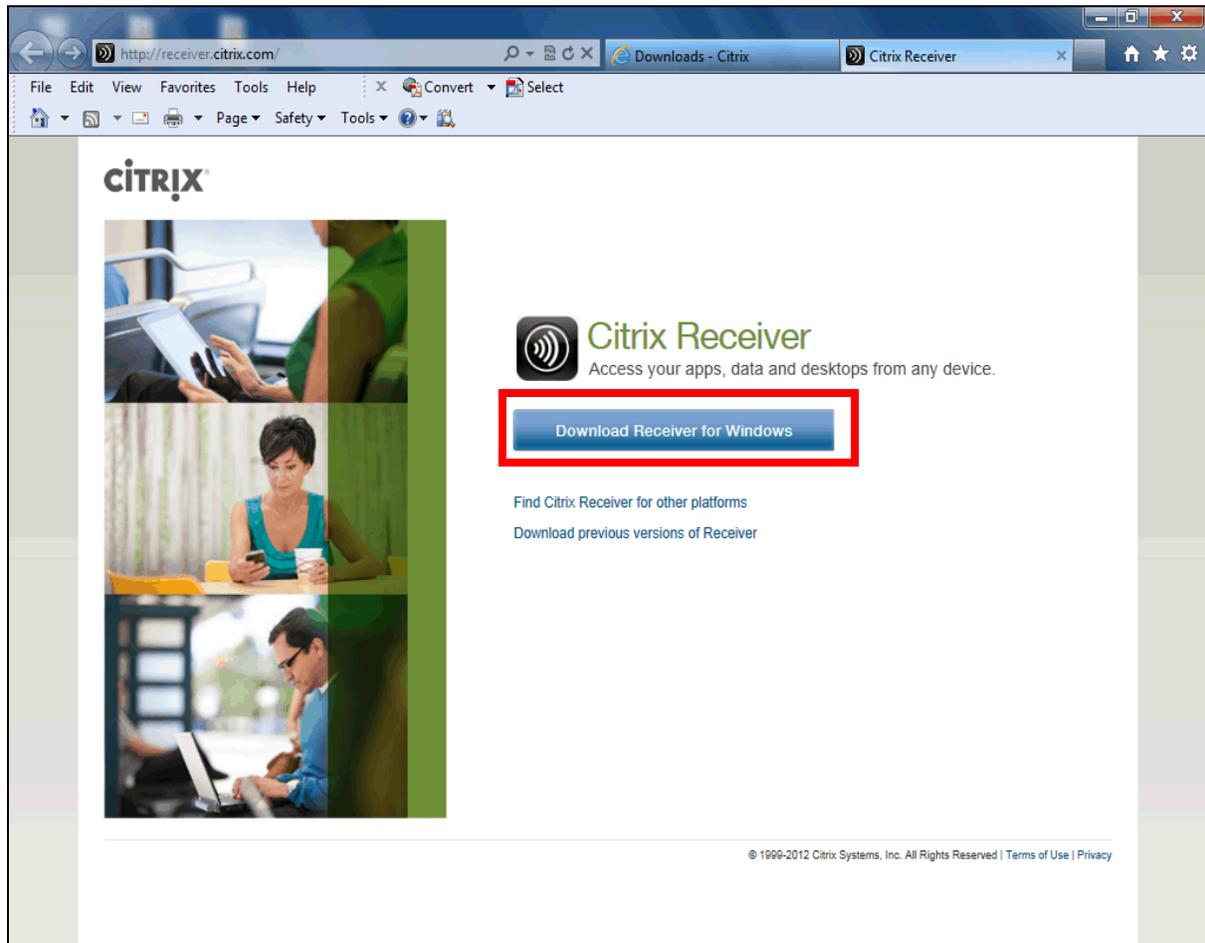
Step 19.

Next, click on the **Citrix Receiver** link at the bottom of the page.



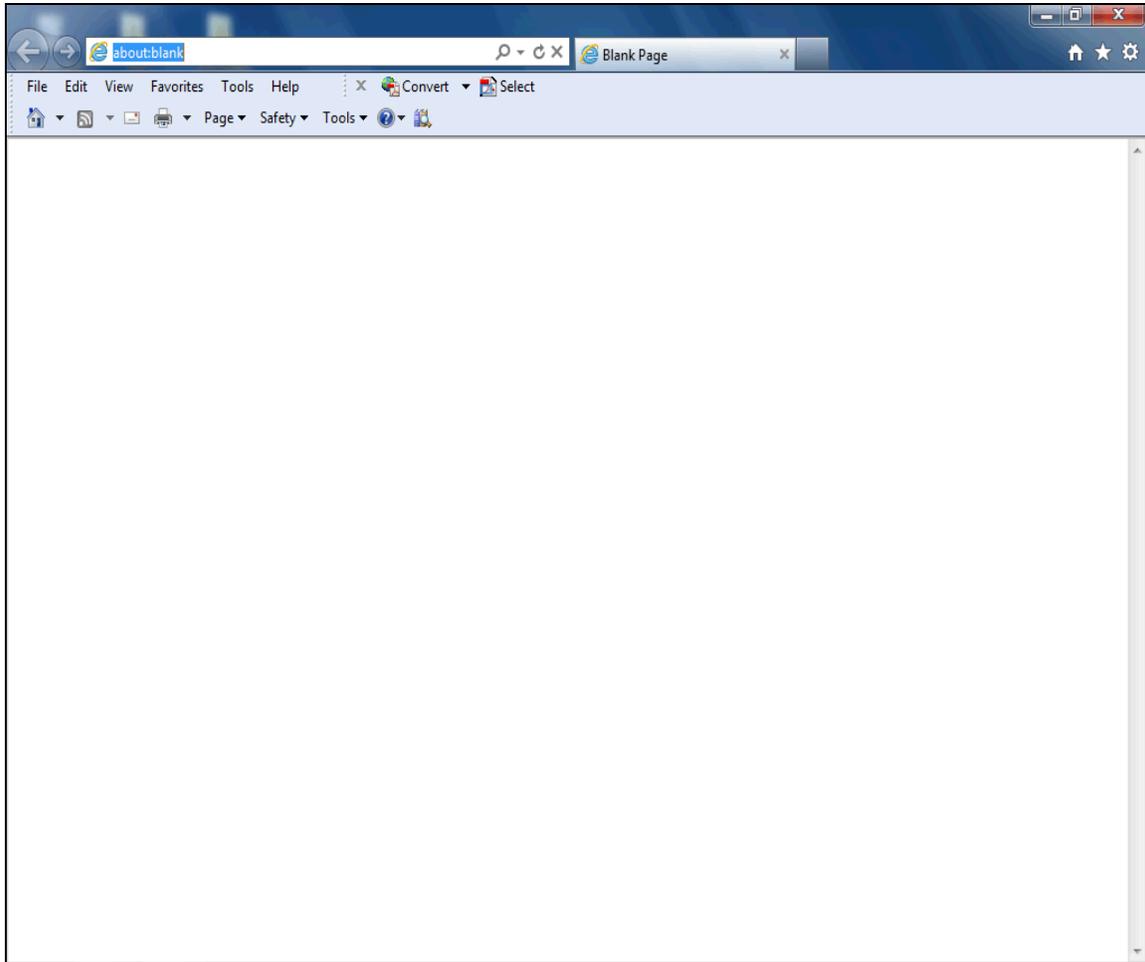
Information

- A new window will open, prompting you to download and install the Citrix application.
- You must click on this *Download* button and follow all the steps to complete the installation.



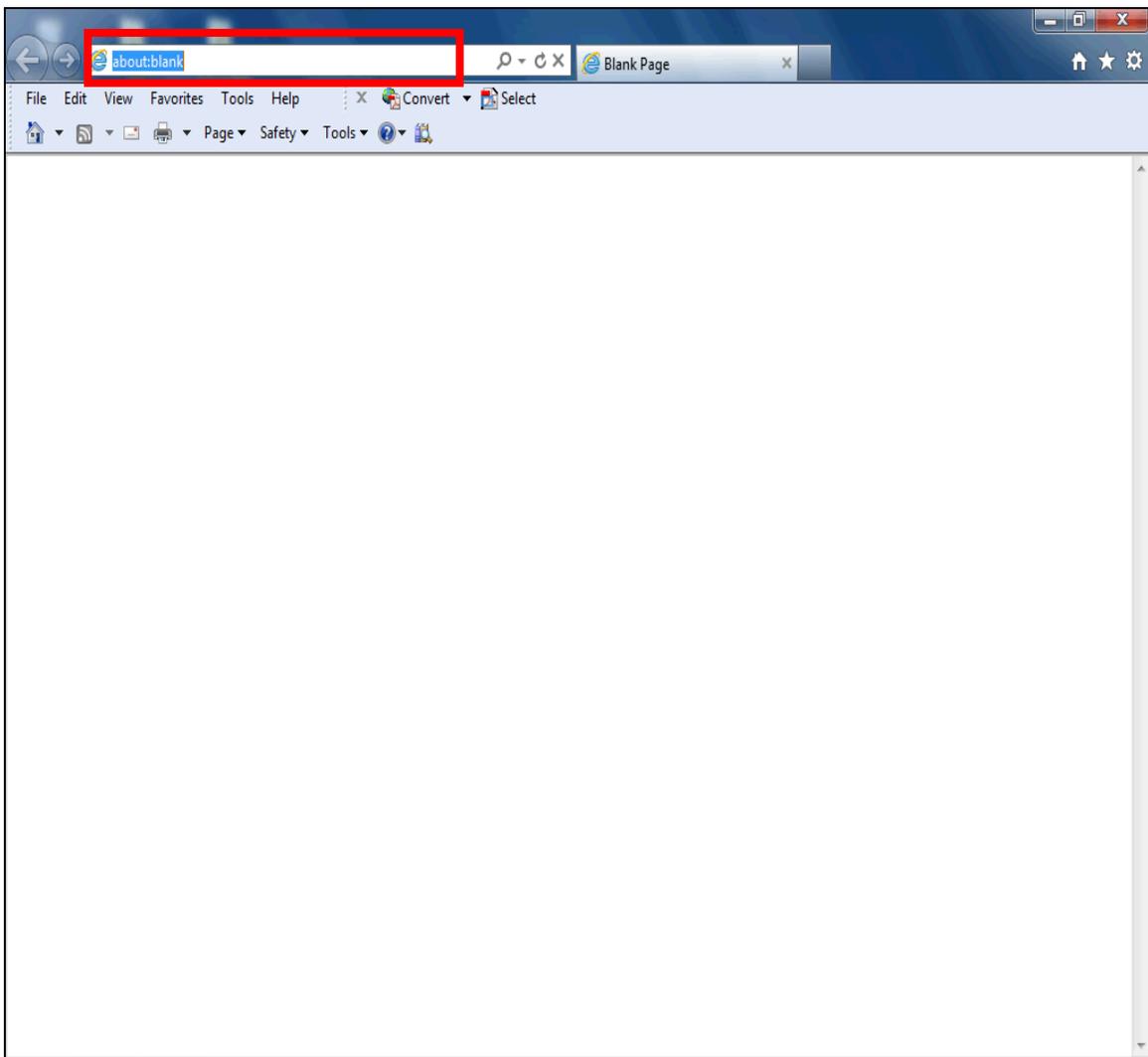
Information

Once the Citrix download and installation are complete, you may open a new browser window.



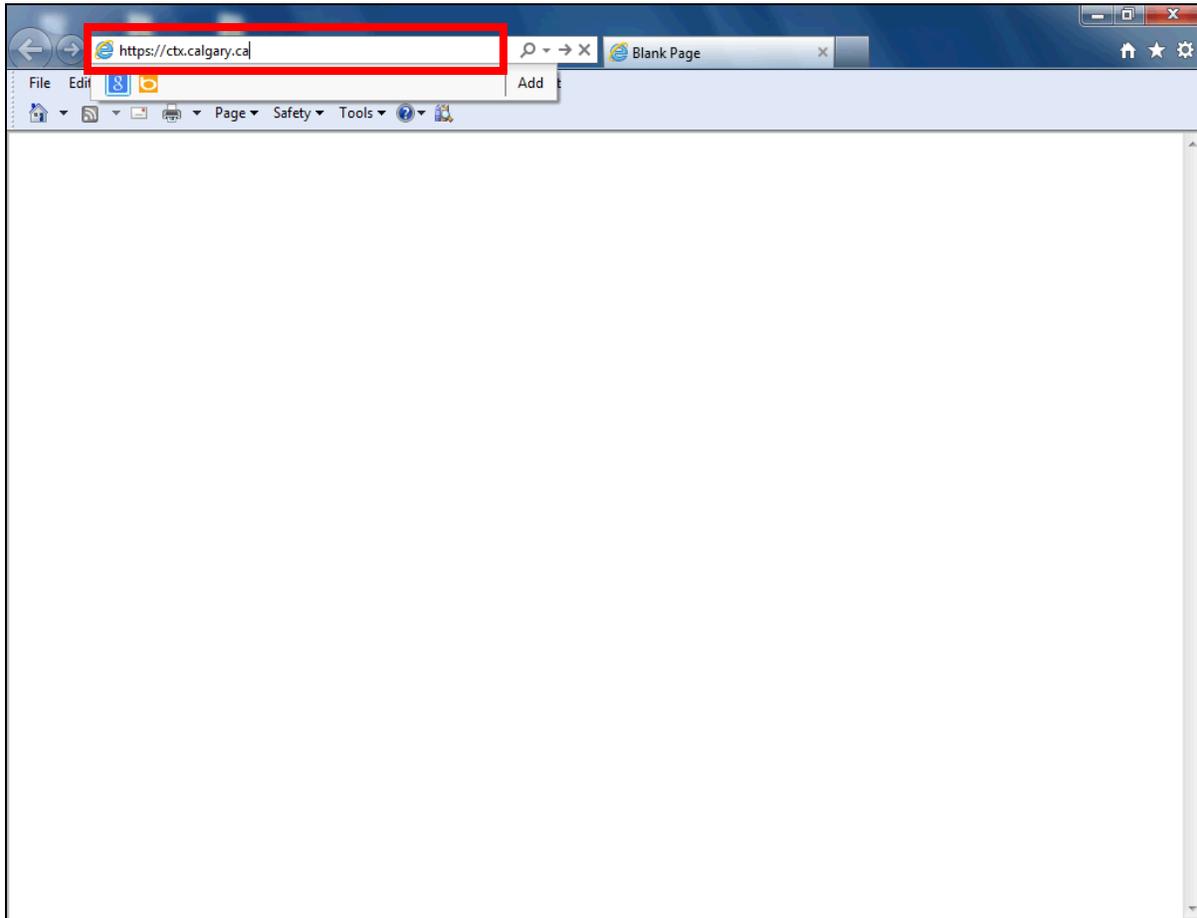
Step 20.

Click in the browser **address bar**.



Step 21.

Type "**https://ctx.calgary.ca**" into the **address bar**.

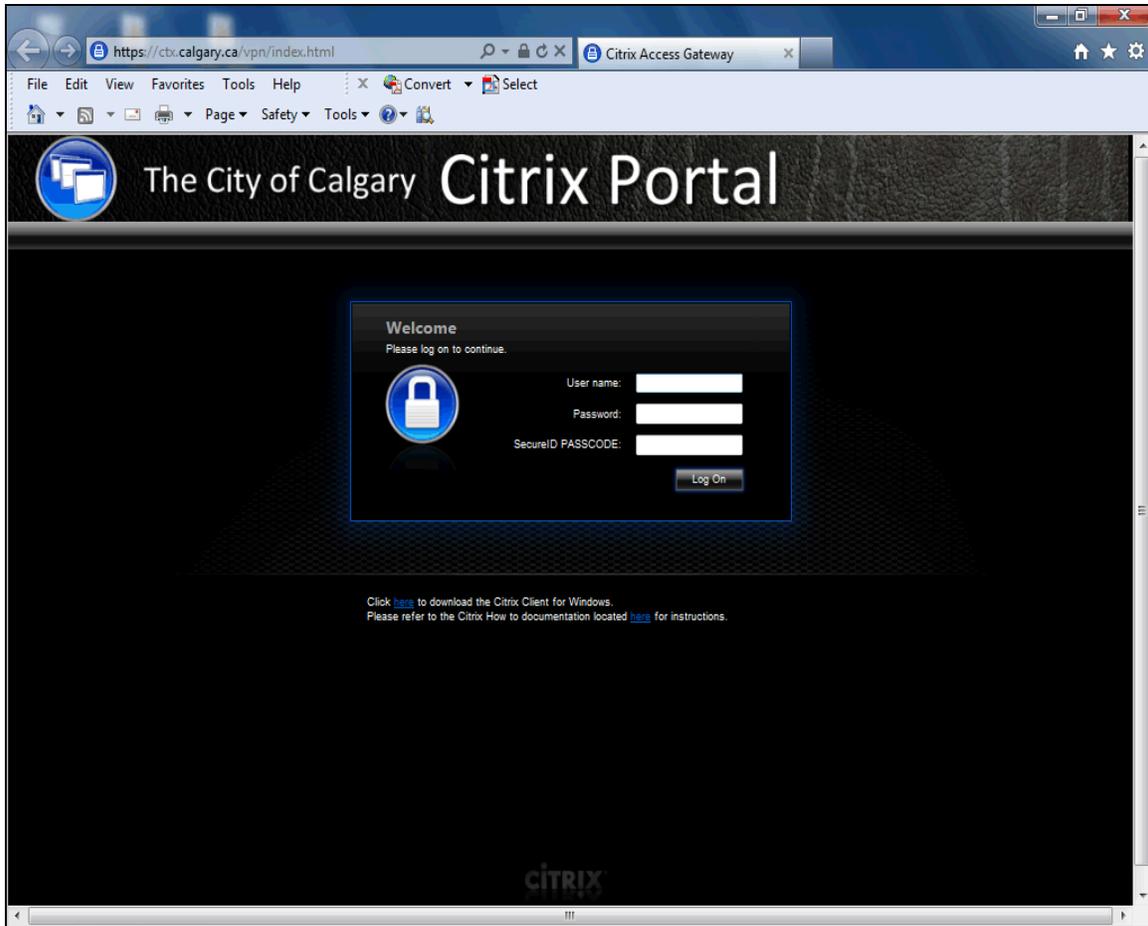
**Information**

- This URL address must be used every time you want to access The City of Calgary Citrix portal.
- For easy access in the future, you can save the address to your browser Favourites.

Step 22. Press **[Enter]** on your keyboard.

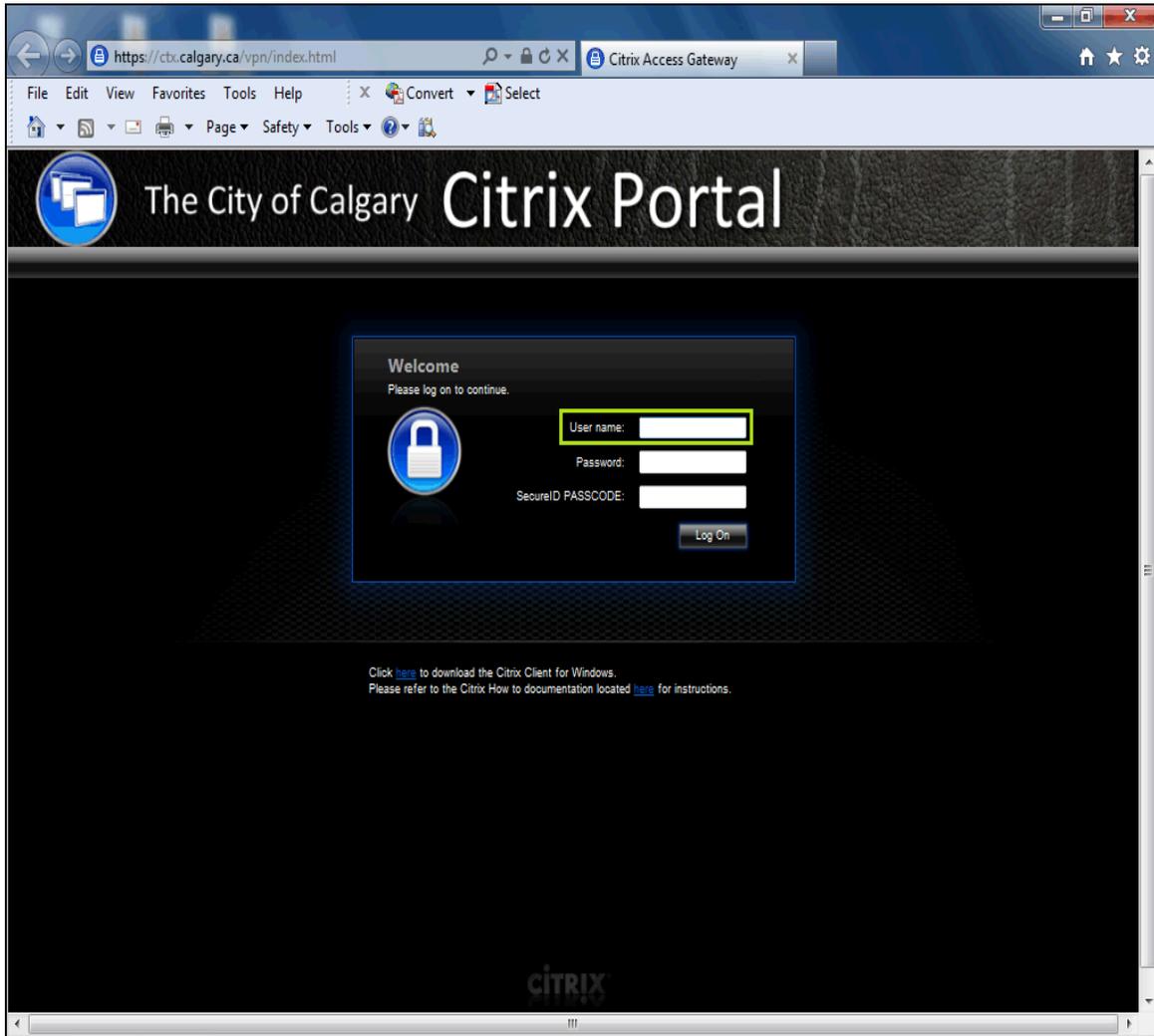
Information

- *The City of Calgary Citrix Portal* screen will appear.
- This screen will prompt you to log in, using your *Username, Password* and *SecureID PASSCODE*.



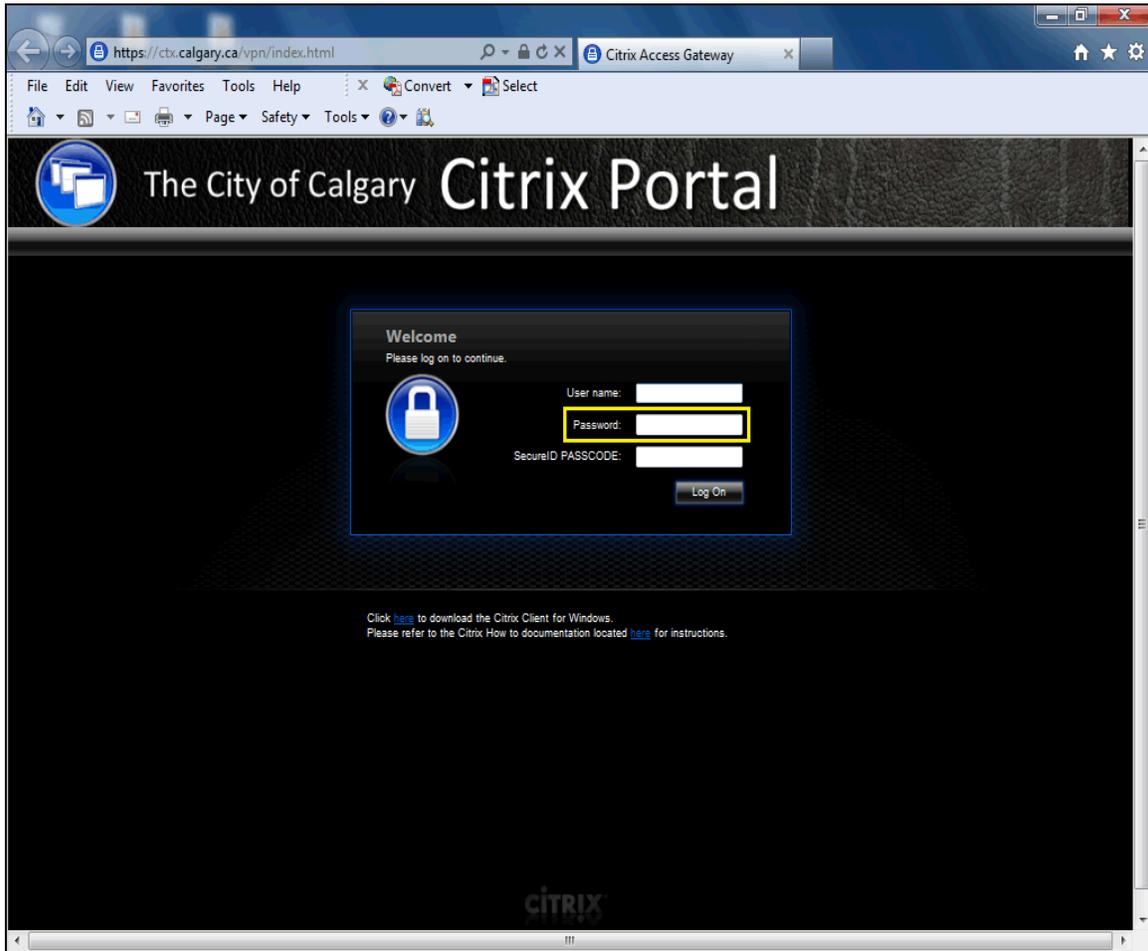
Information

- Your City of Calgary network user name must be entered in the *User name* field.
- This is the same user name entered when logging into your City Computer.



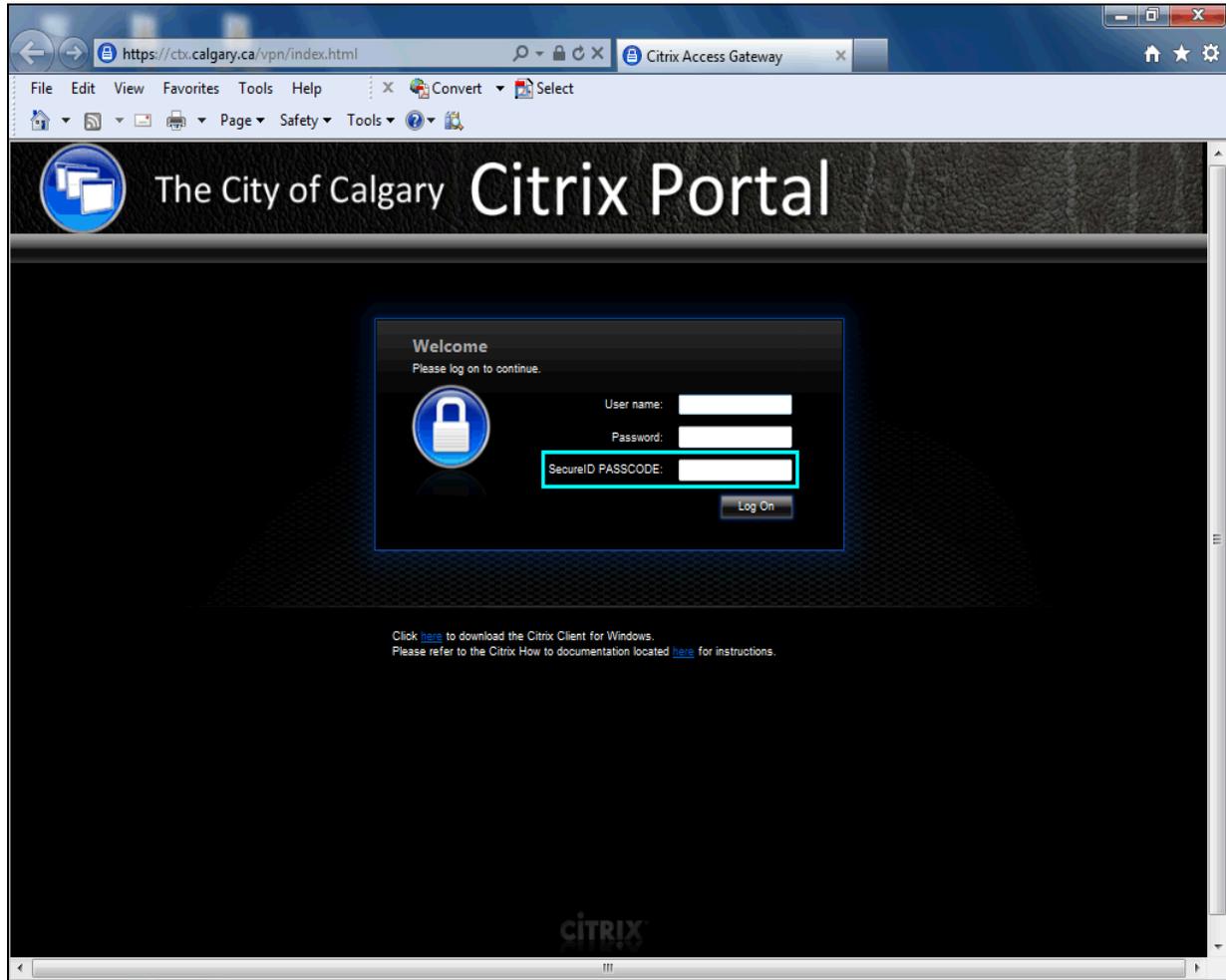
Information

- Your City of Calgary network password must be entered in the *Password* field.
- This must match the password used when logging into your City Computer.



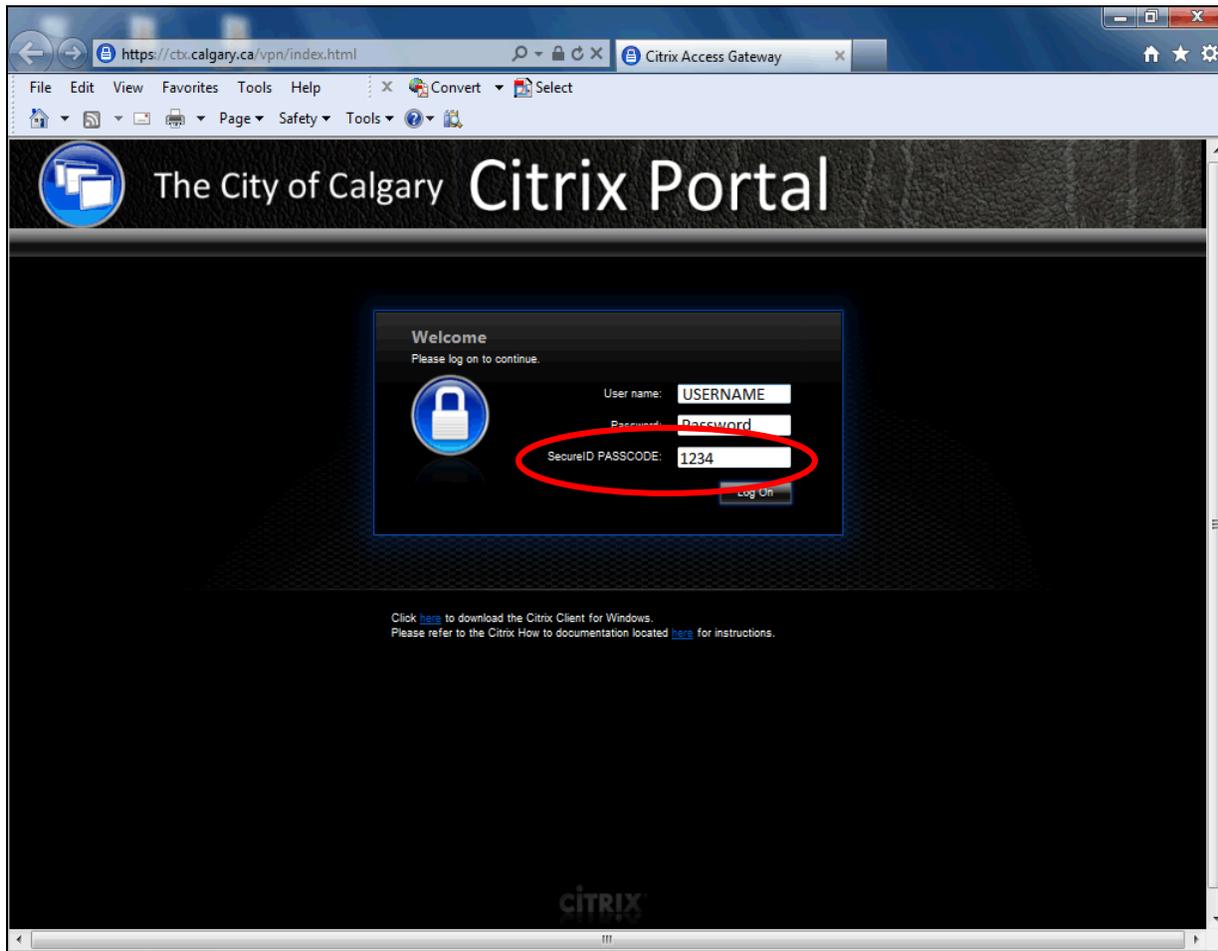
Information

- The *Secure ID PASSCODE* is a combination of the following:
Your secret PIN + a secure Passcode.
- The Passcode is unique and continually changes for security purposes. You will be texted a new passcode every time you log in, or you may enter it from your RSA fob if you have one.



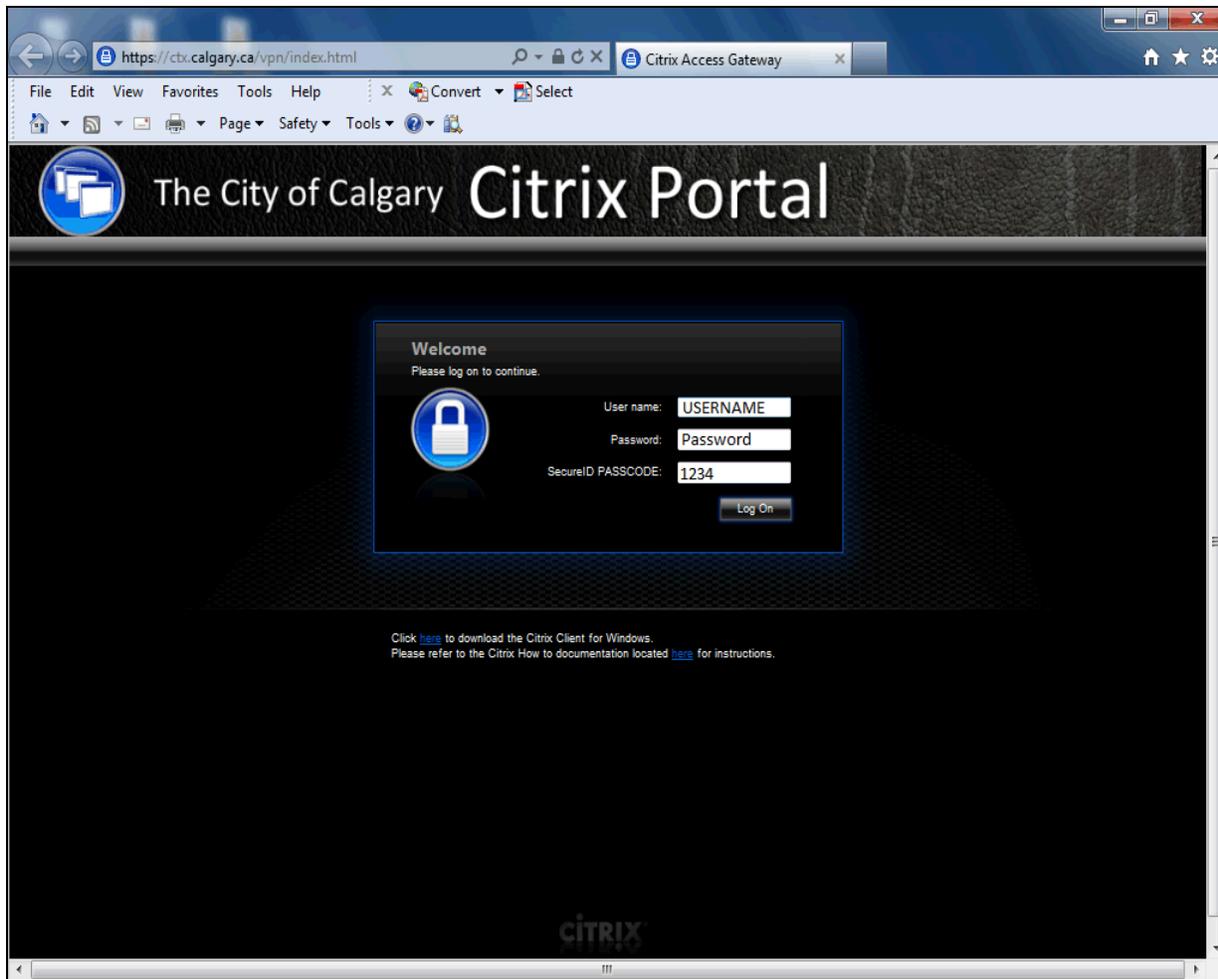
Information

When logging in for the first time, you must enter a temporary PIN of "1234" into the *SecureID PASSCODE* field, as shown here.



Information

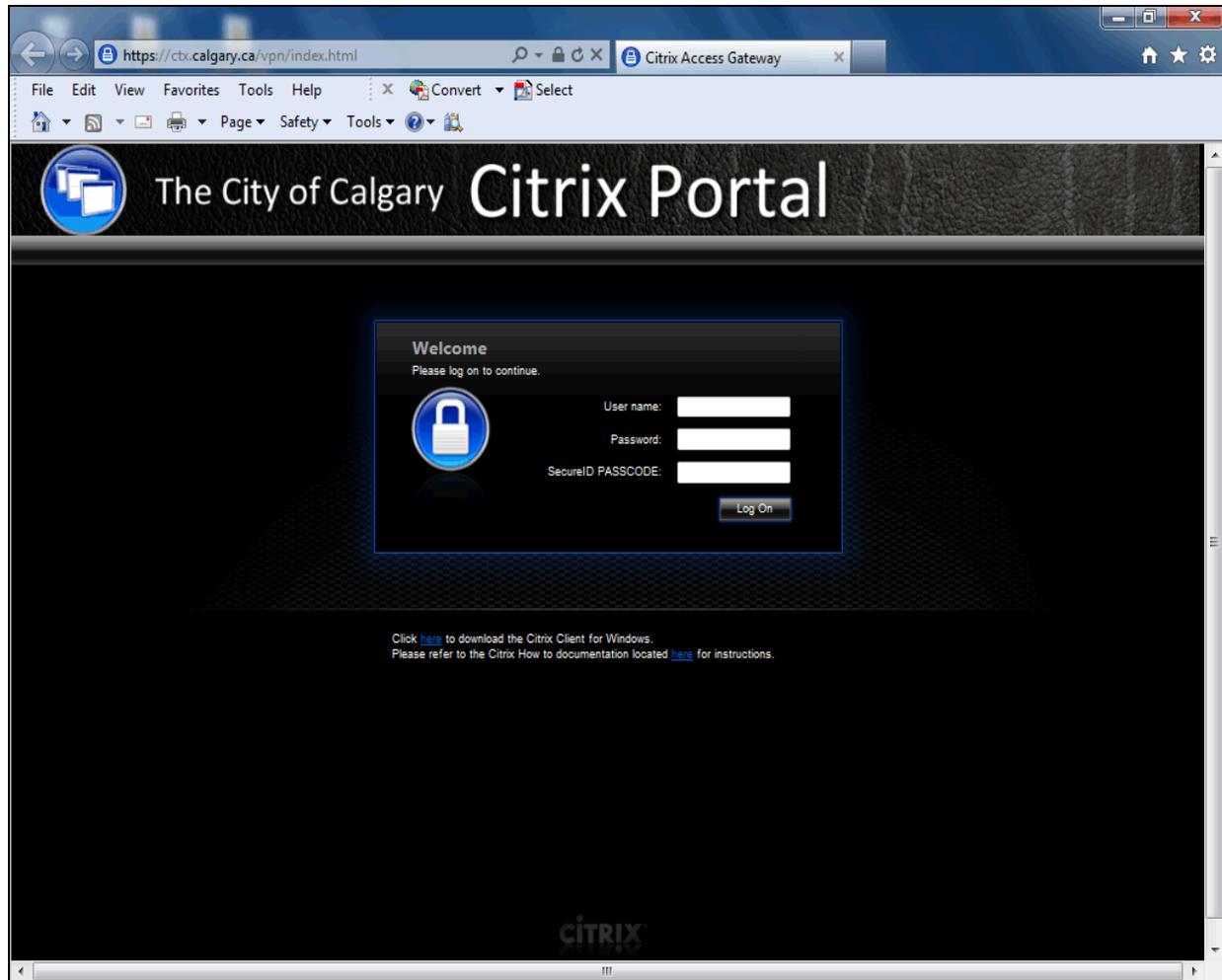
You will then need to click the *Log On* button.



Information

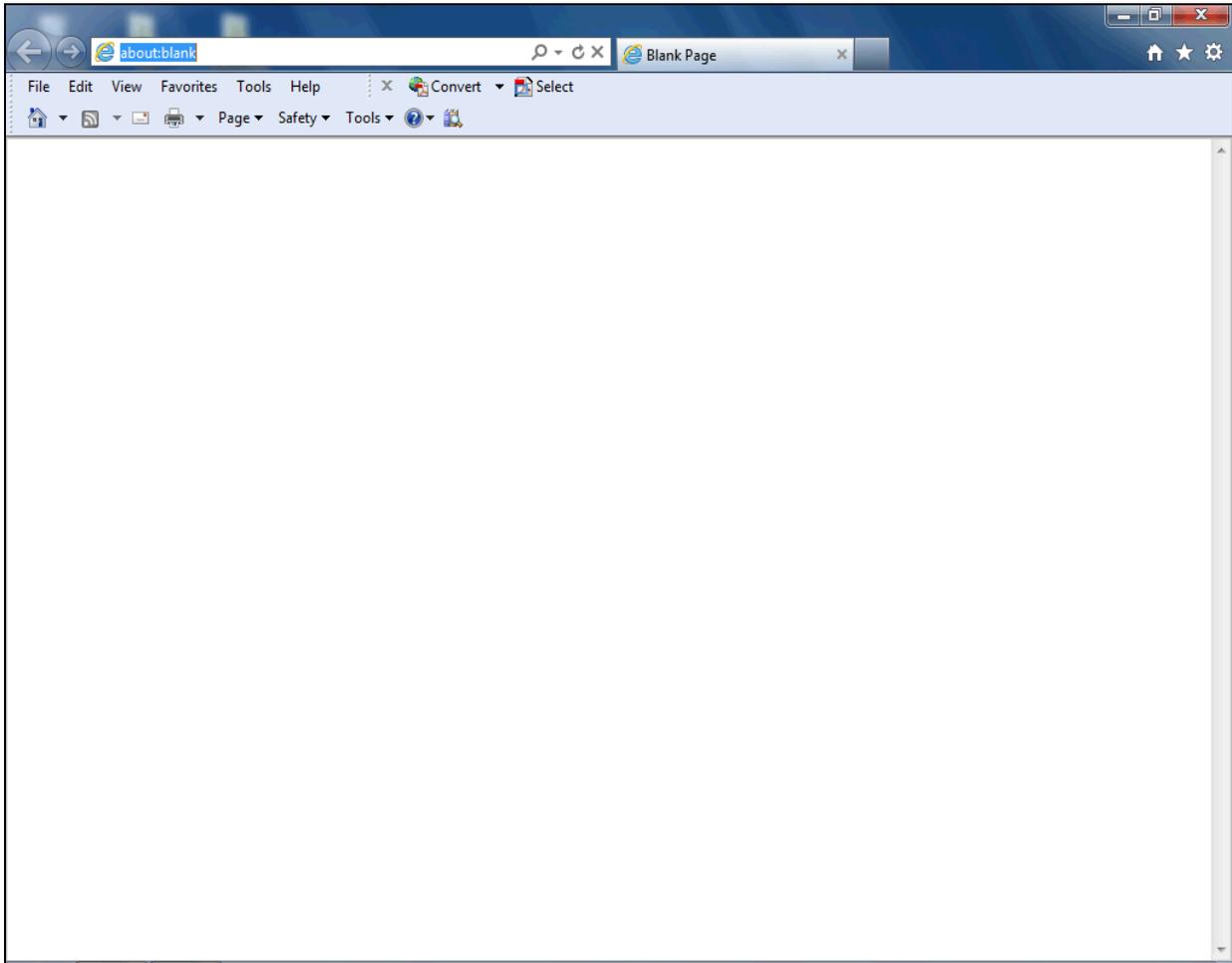
1. Next, you will be prompted to change the temporary PIN to a 4 to 8 digit PIN (numbers only) in the *Enter a new PIN* field, and then Submit.
2. You will need to re-enter the PIN in the *Please re-enter new PIN:* field and then Submit.
3. If the PIN is the correct length and matches, a *PIN Accepted* message will appear.

Note: Once your PIN is set up, you will continue to use this PIN every time you log in.



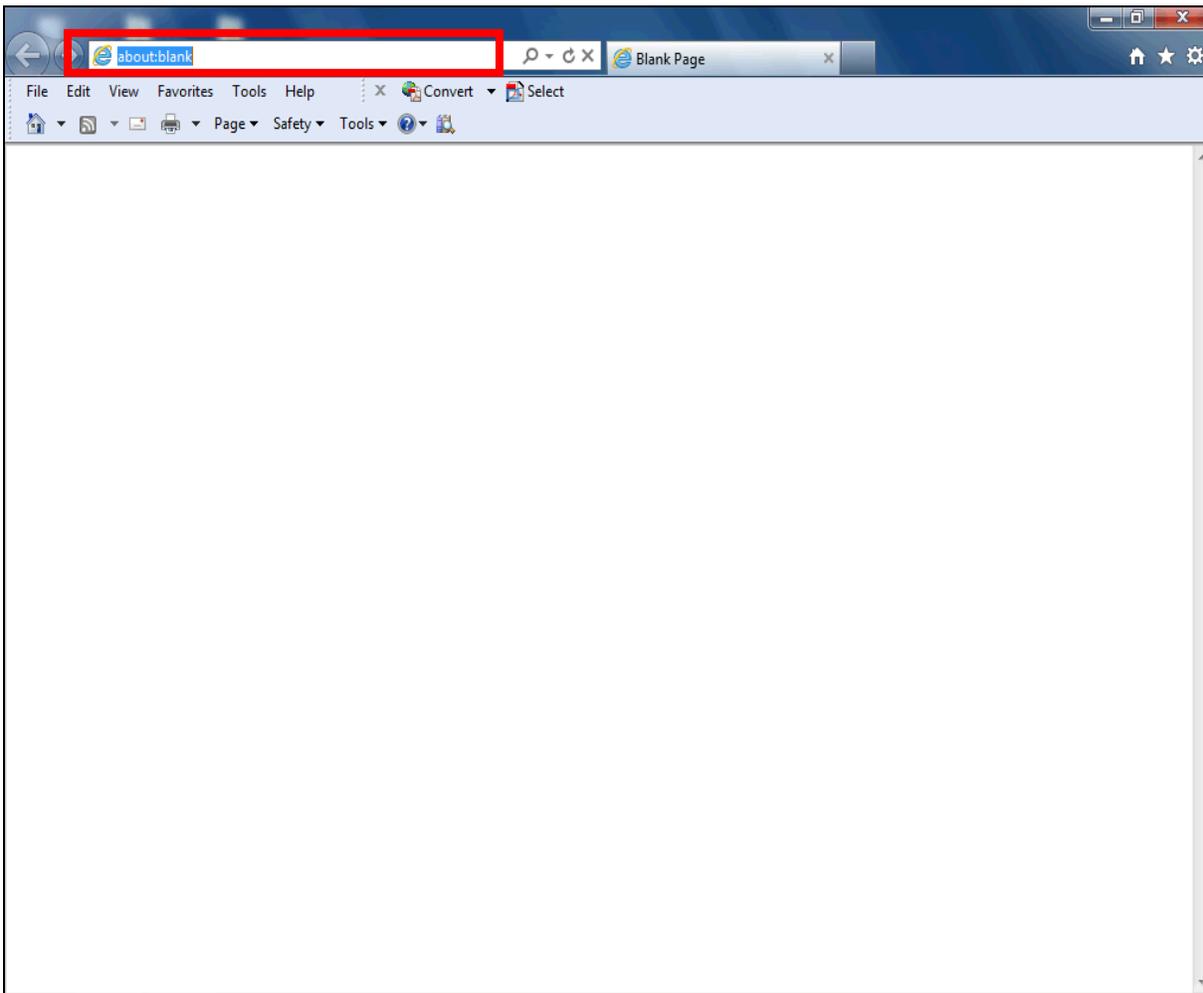
Information

Once these steps are complete, you must close all browser windows and re-open a new browser window.



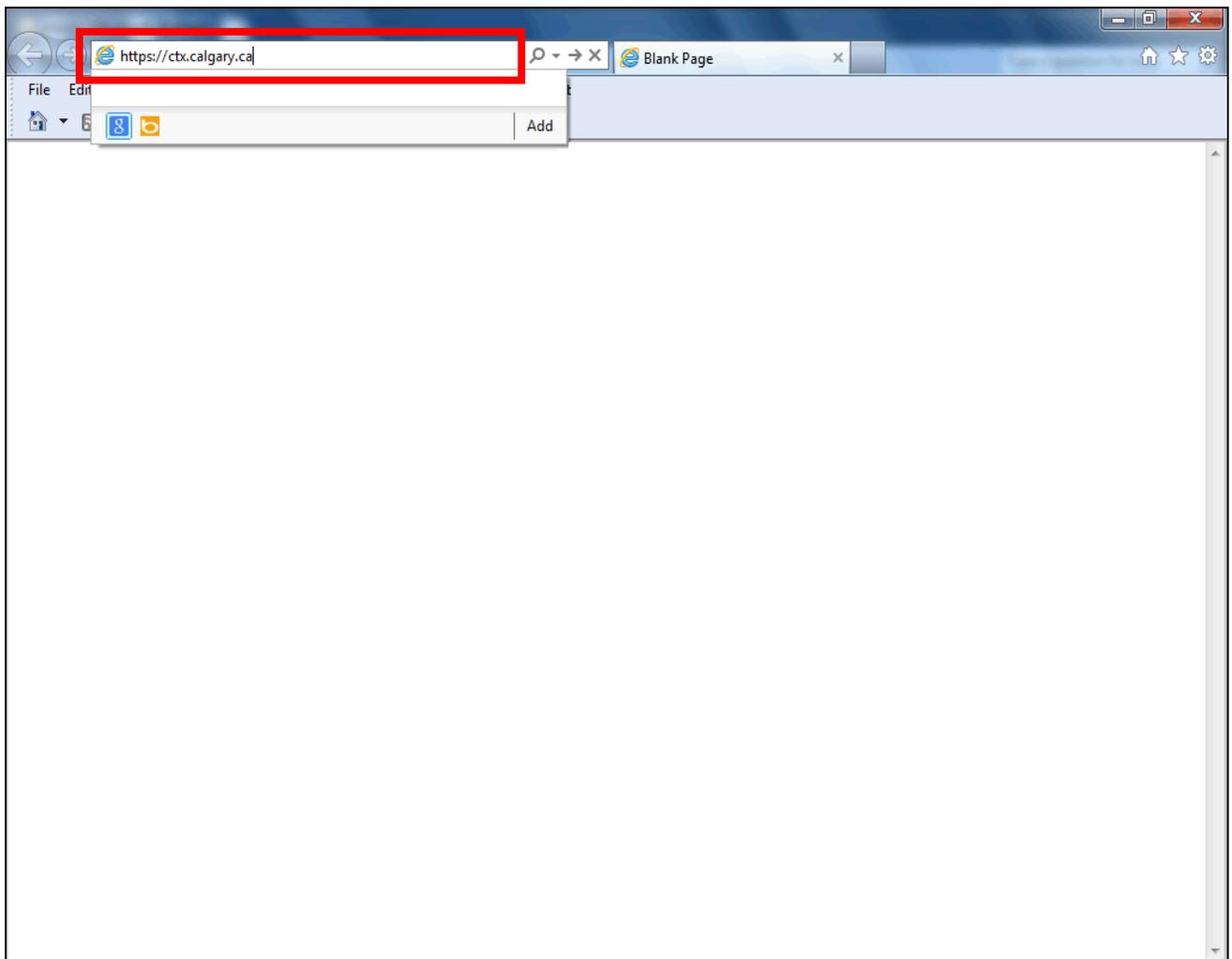
Step 23.

Click in the browser's **address bar**.



Step 24.

Enter "<https://ctx.calgary.ca>" into the **address bar**.

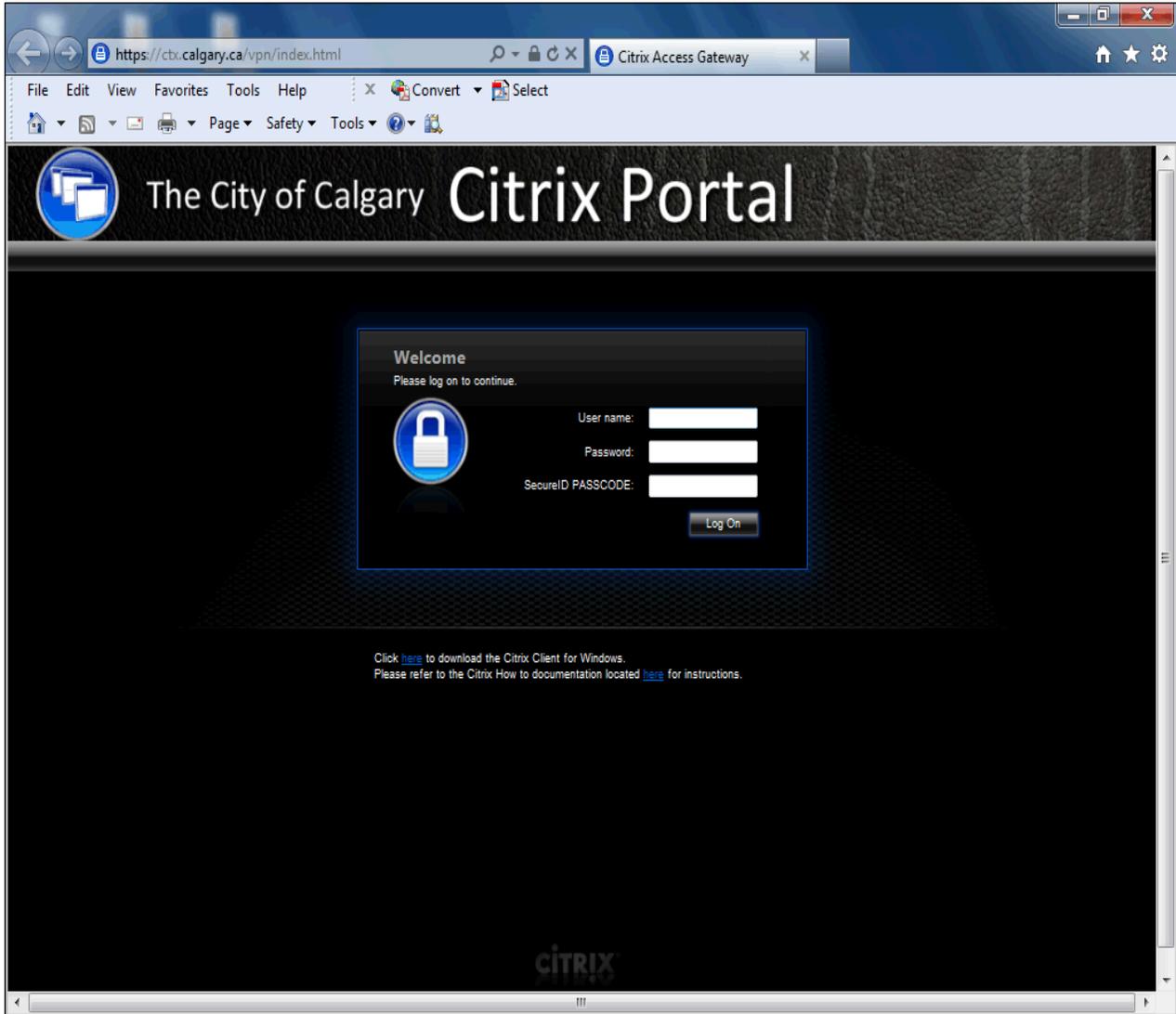


Step 25.

Press **[Enter]** on your keyboard.

Information

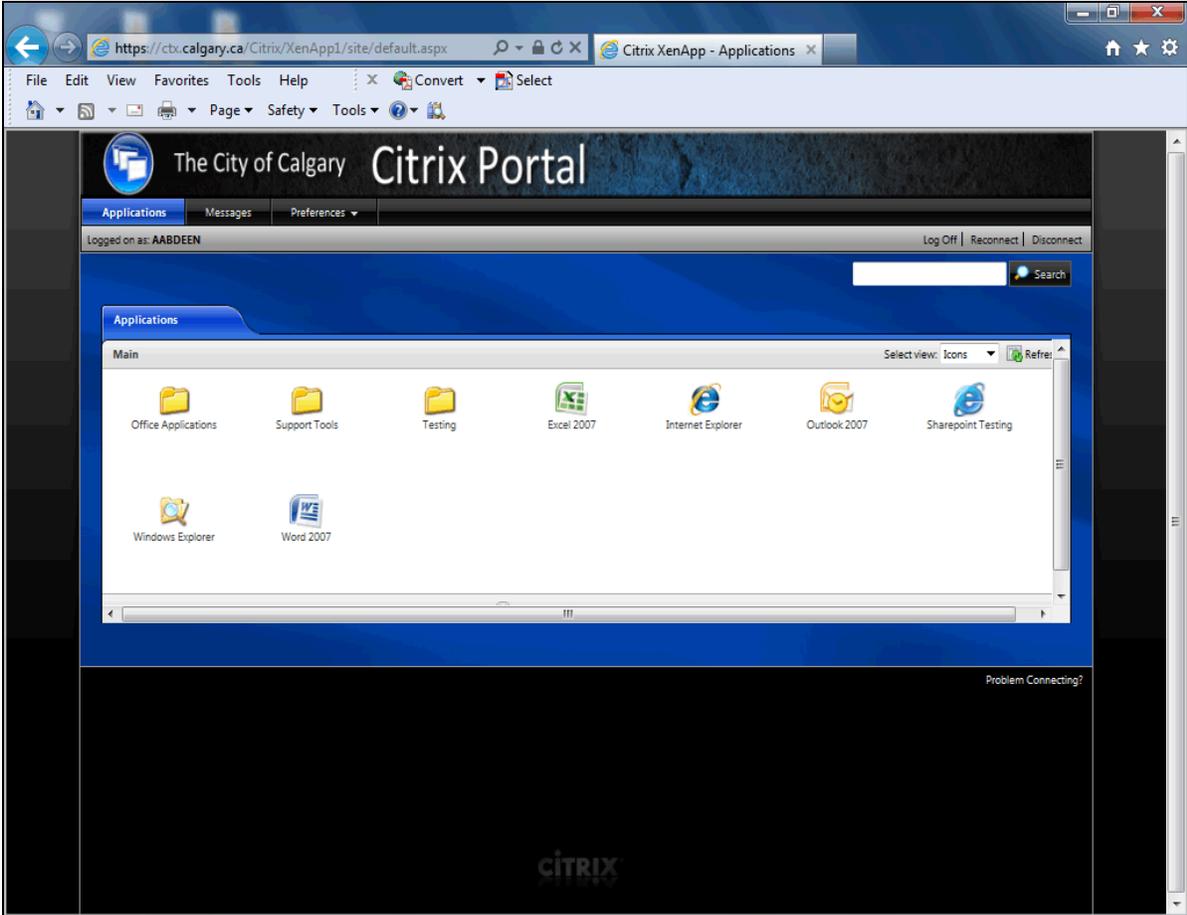
The City of Calgary Citrix Portal screen will appear.



Information	<p><u>IF YOU HAVE A RSA SecurID fob</u>, follow the steps below. OTHERWISE continue to next step.</p> <ol style="list-style-type: none">1. Enter your <i>Username</i>2. Enter your <i>Password</i>.3. In the <i>SecureID PASSCODE</i> field, enter your new PIN immediately followed by the passcode currently showing on your RSA tab.4. Click <i>Log On</i>.
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Information	<p><u>IF YOU DO NOT HAVE a RSA SecurID fob</u>, follow the steps below.</p> <ol style="list-style-type: none">1. Enter your <i>Username</i>.2. Enter your <i>Password</i>.3. In the <i>SecureID PASSCODE field</i>, enter your new PIN.4. Click Log On.5. You will be presented with an <i>Additional Information Required</i> screen asking for a token code.6. A text message will arrive to the cell phone number you provided, with an On-Demand token code.7. You must open the message to see the token code contained in the message, and will have to enter it in the applicable field.
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Information	<ul style="list-style-type: none">• Once you log on, you will be taken to the Citrix application portal, shown here.• The application will show your published Citrix applications.
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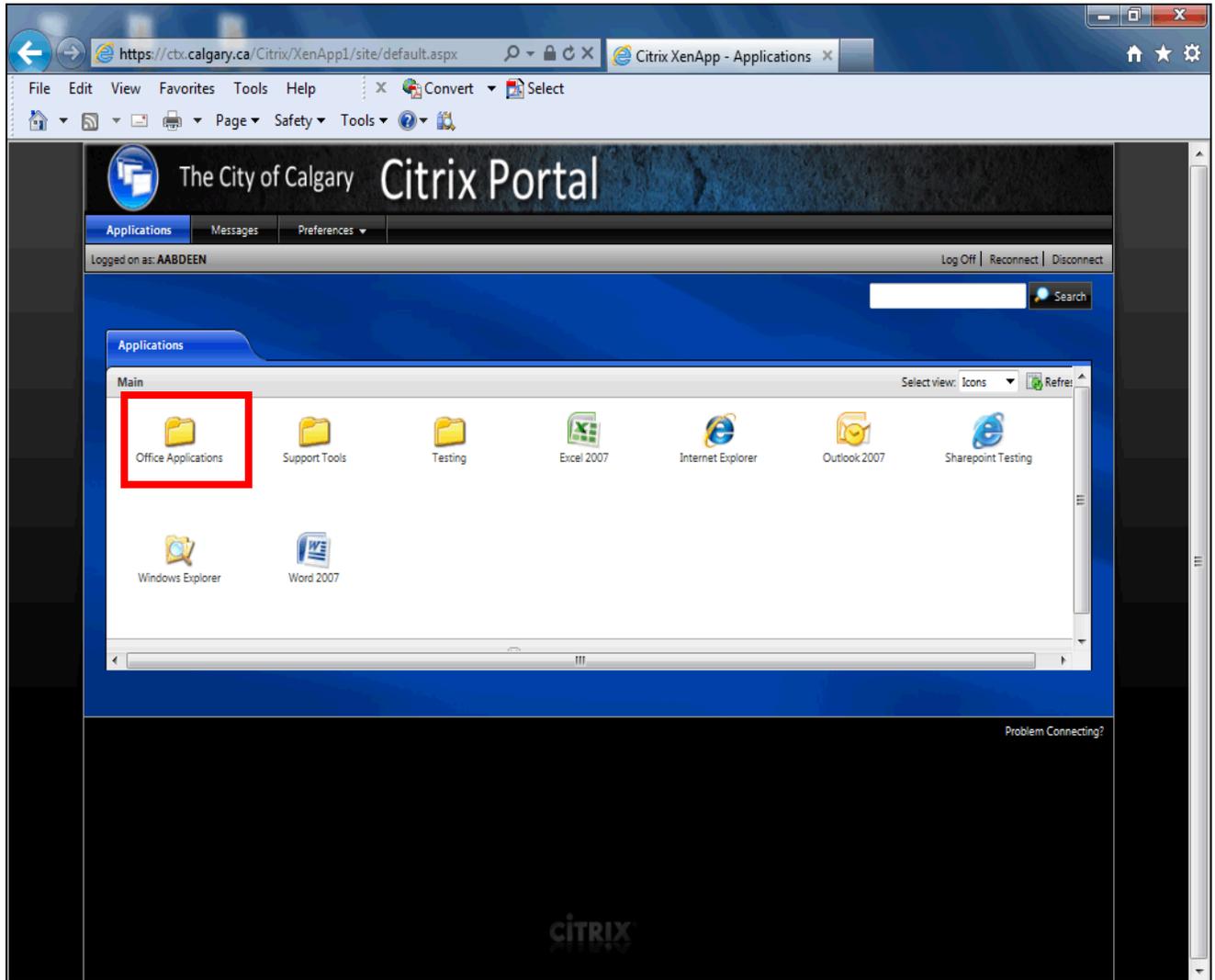


Information	While you are working within the Citrix portal, this portal window must be kept open at all times.
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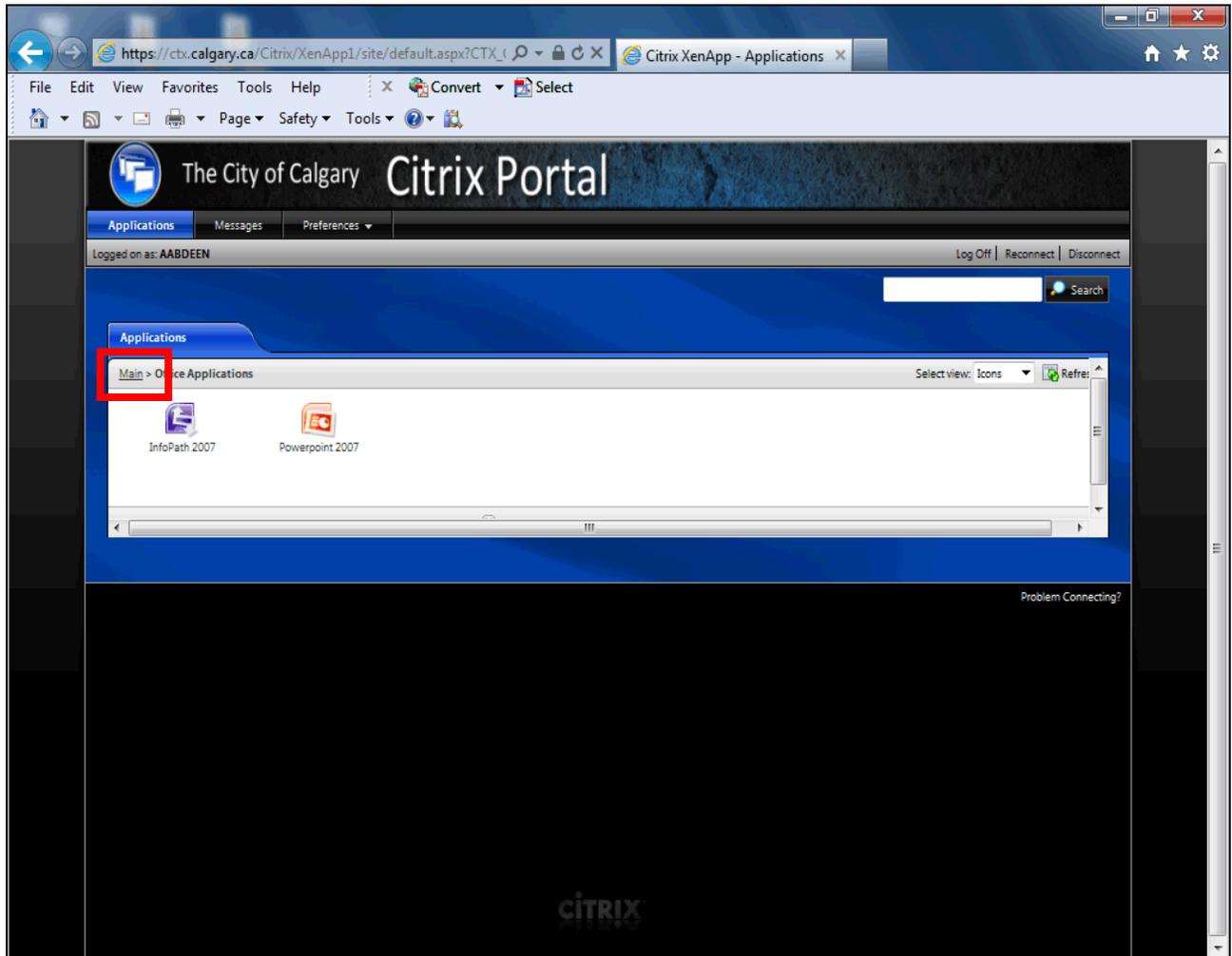
Step 26.

You may access applications contained within the folders.

For example, click the **Office Applications** button.

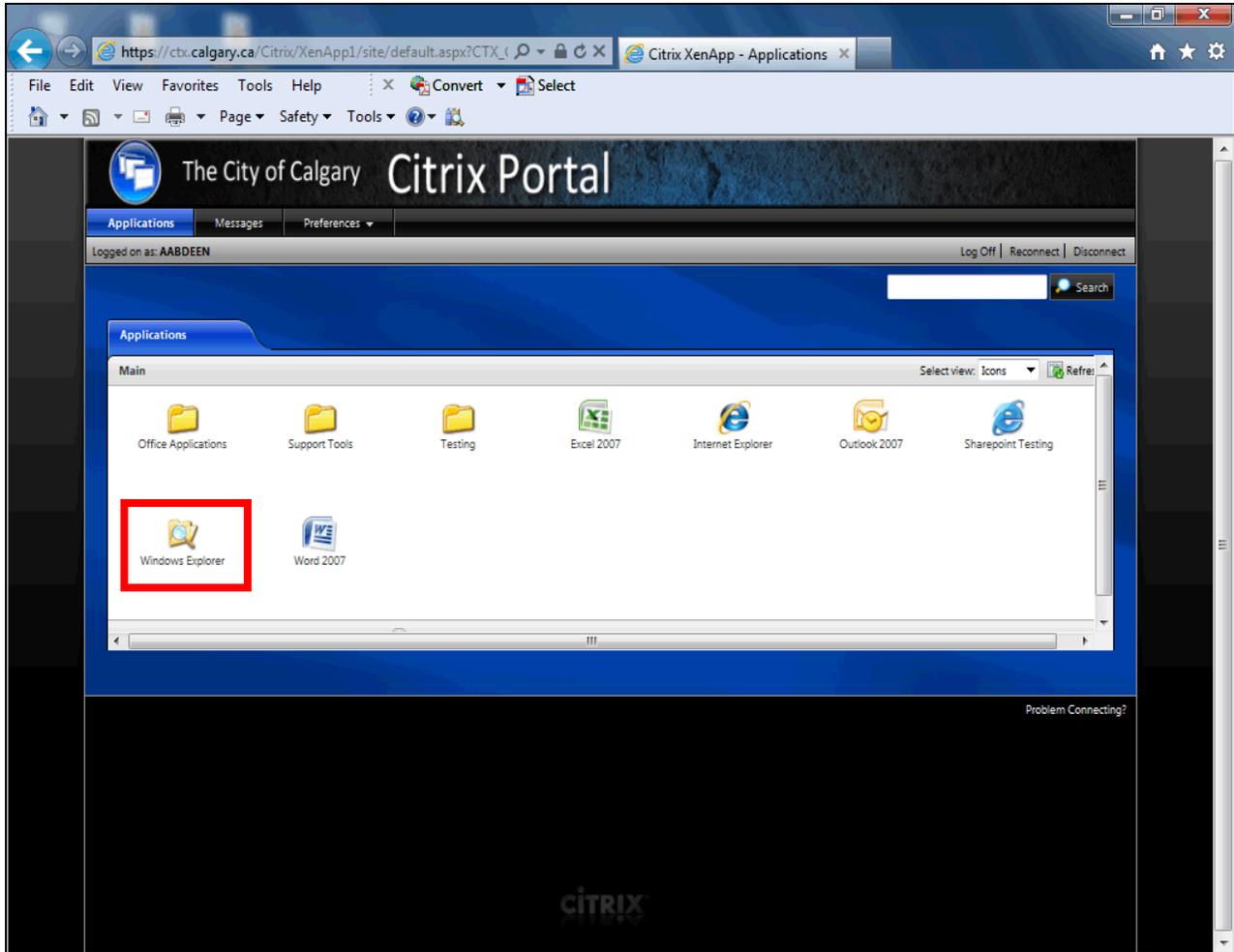


Step 27. To return to the main menu,
Click the **Main** link.



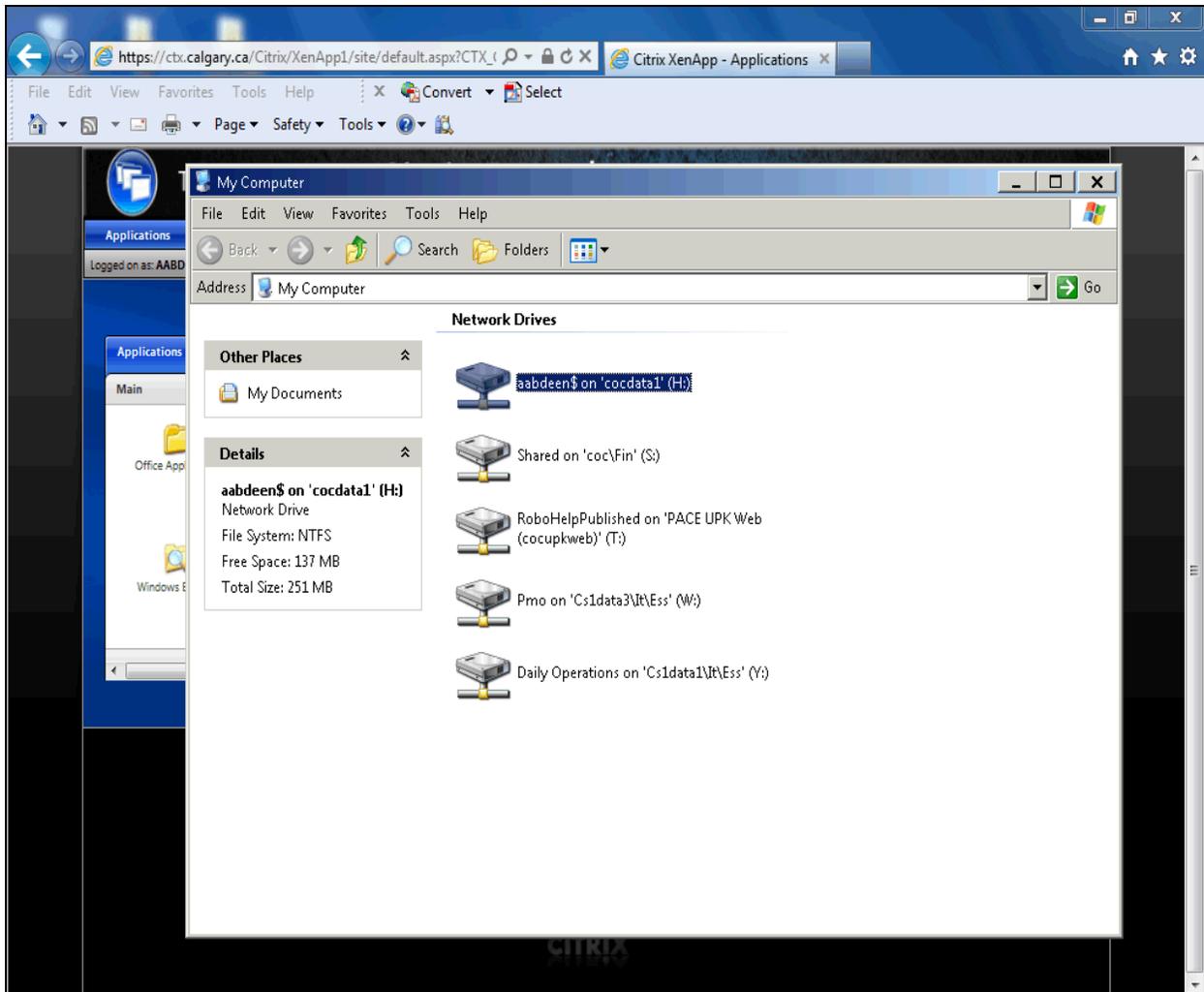
Step 28.

To access your network folders,
Click the **Windows Explorer** icon.

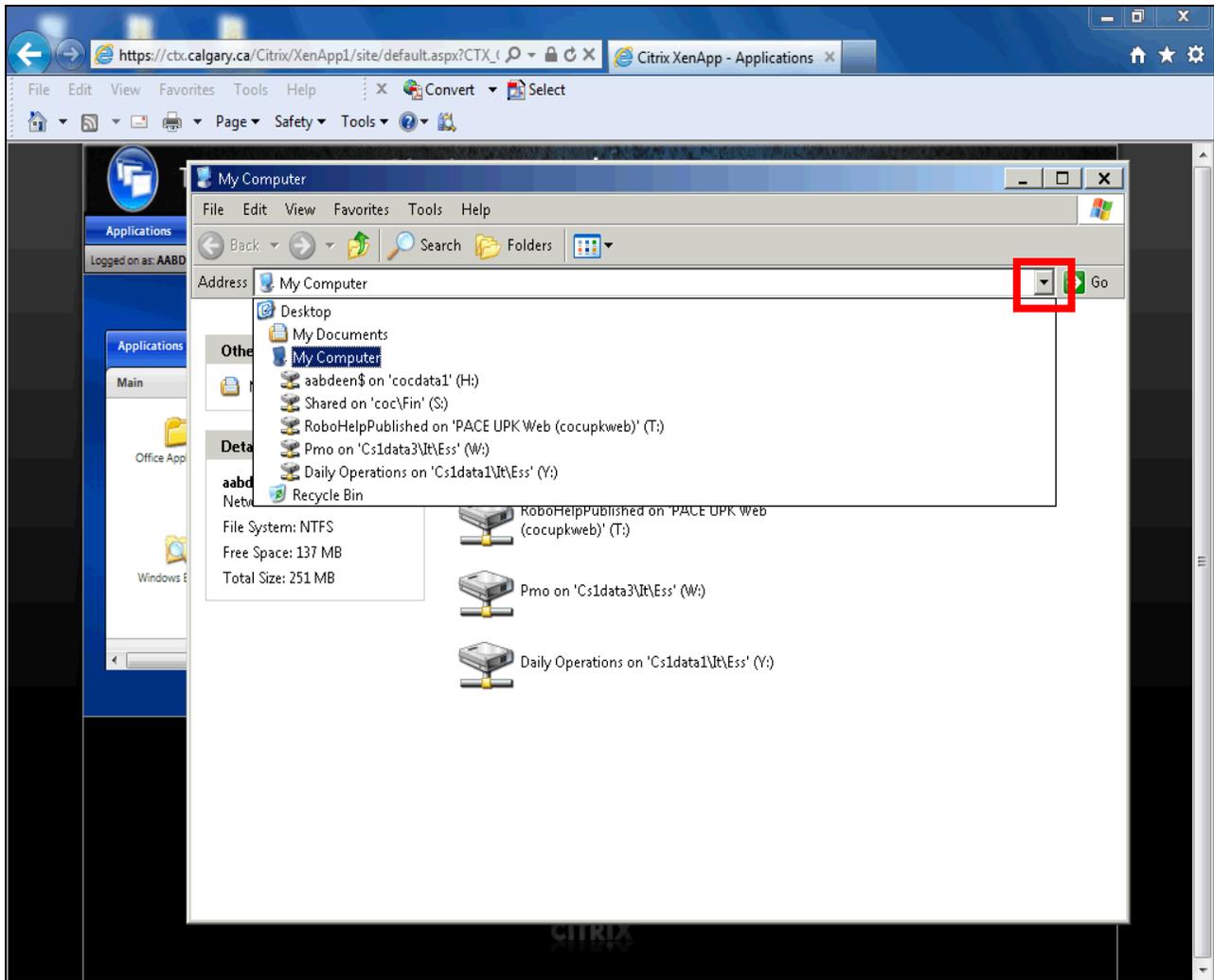


Information

A new Windows Explorer window will open with all the network drives to which you have access.



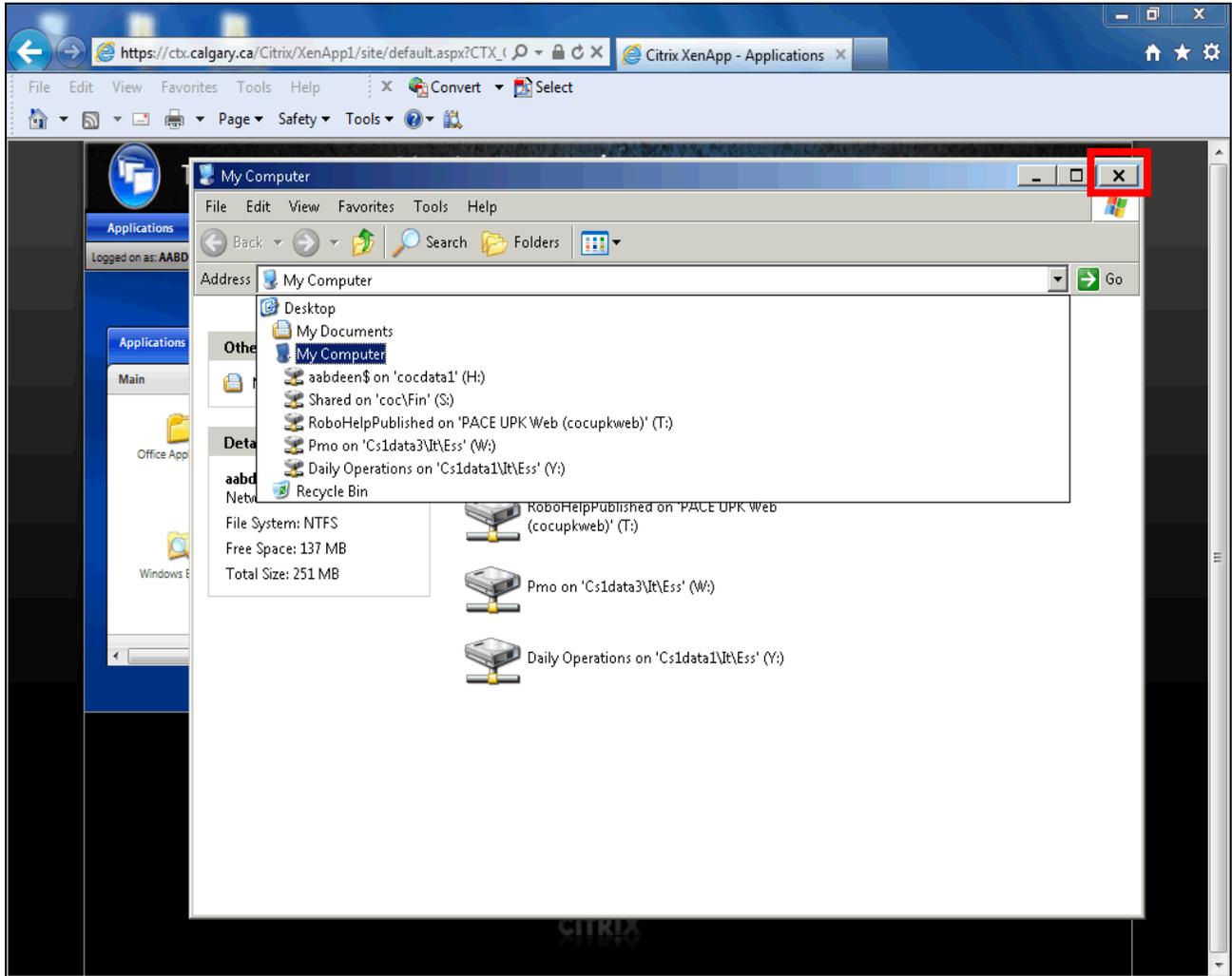
Step 29. Click the **Address drop down** to see a list of your network drives.



Step 30.

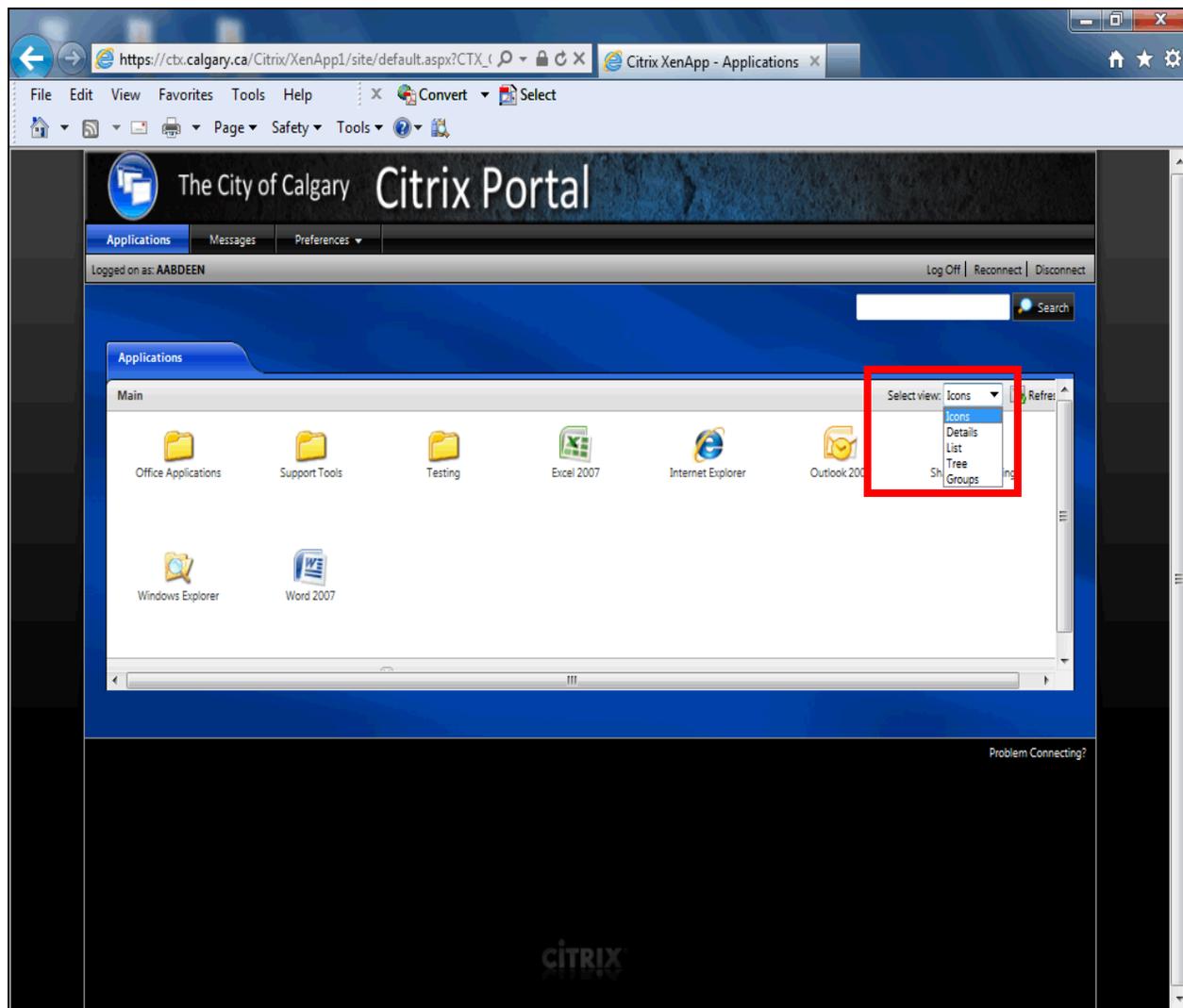
To close the window,

Click the **close window** button.



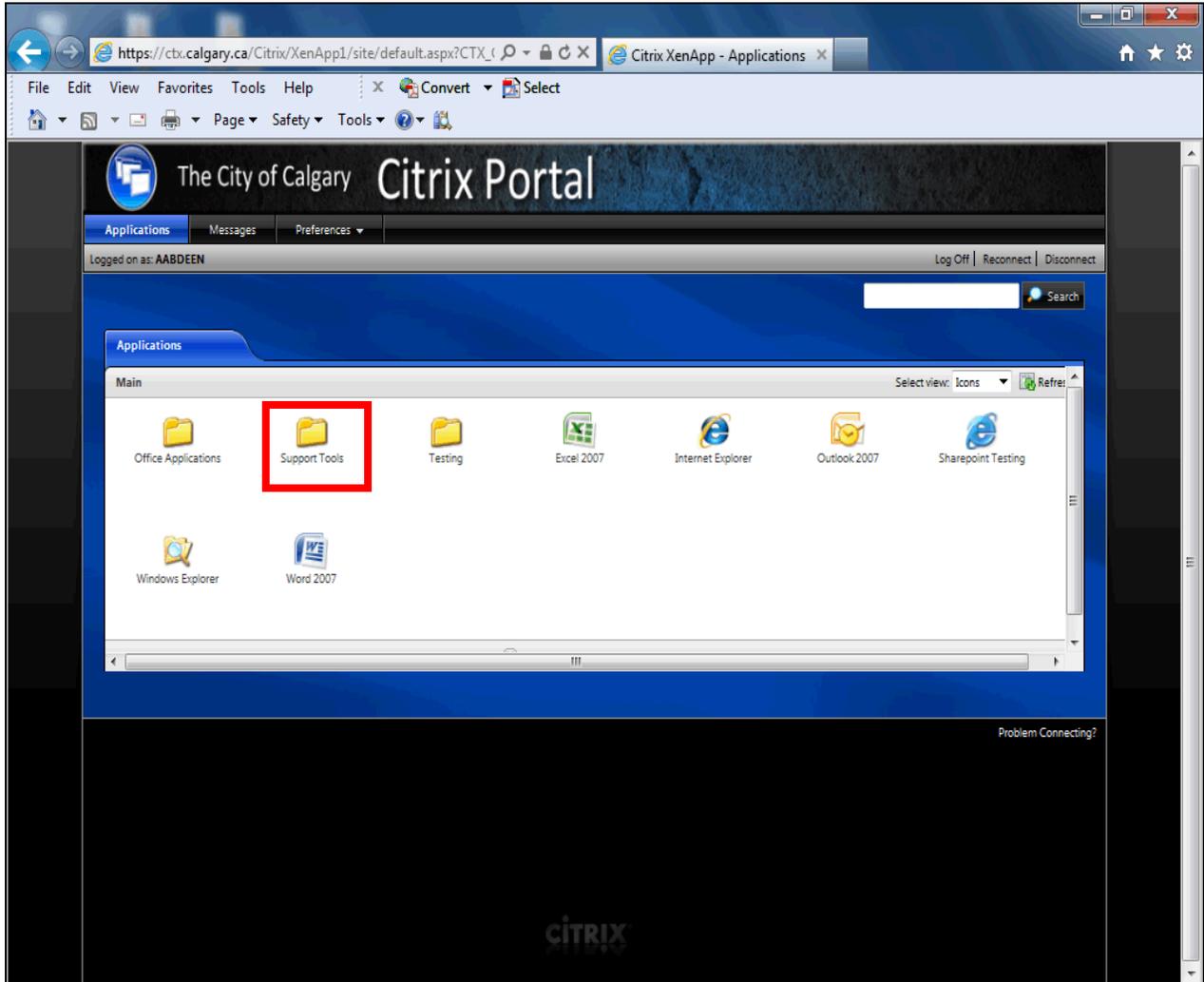
Information

You may change how you would like to view the applications, by using the *Select view* drop down.

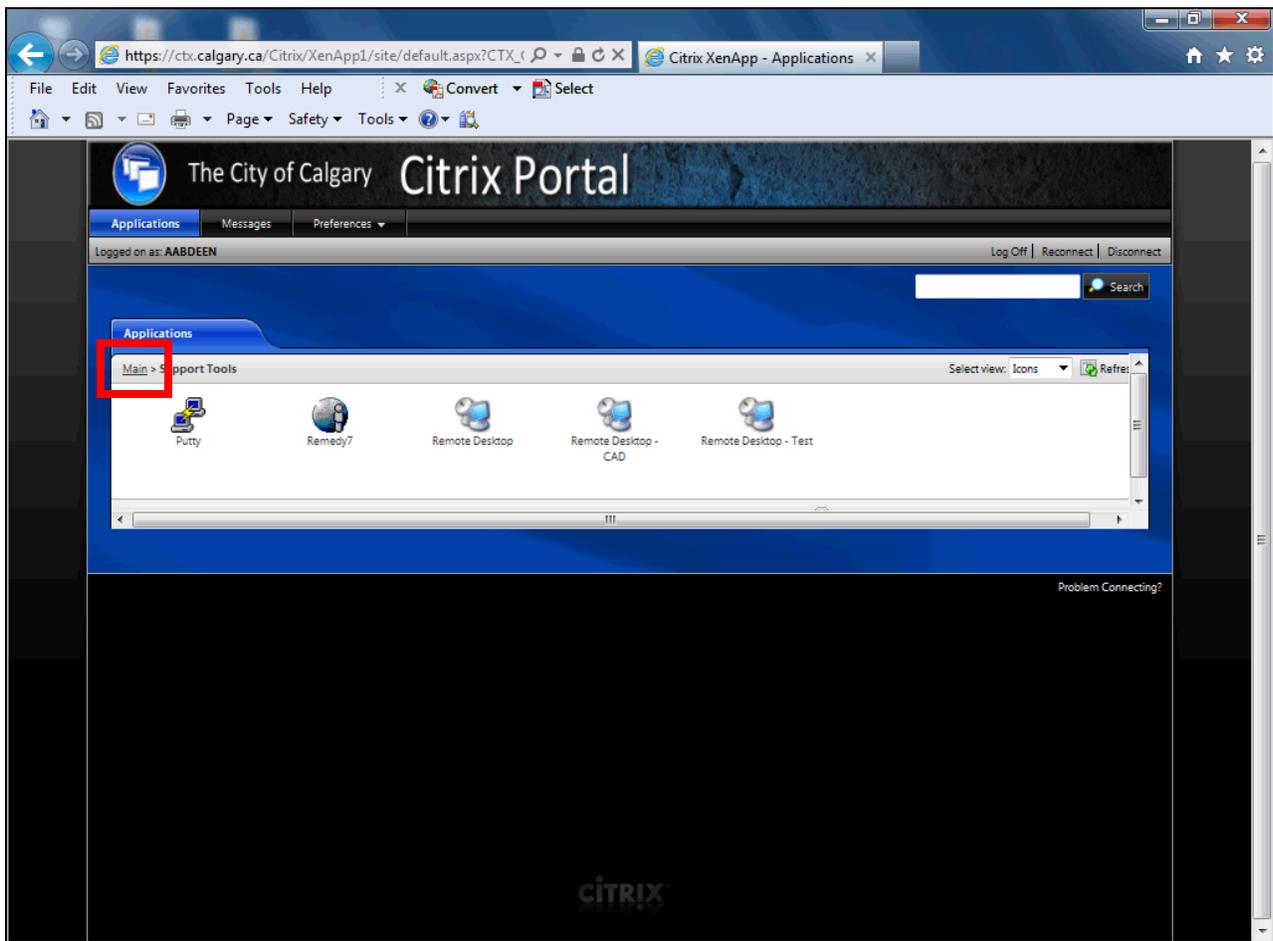


Step 31.

To view additional applications,
Click the **Support Tools** link.



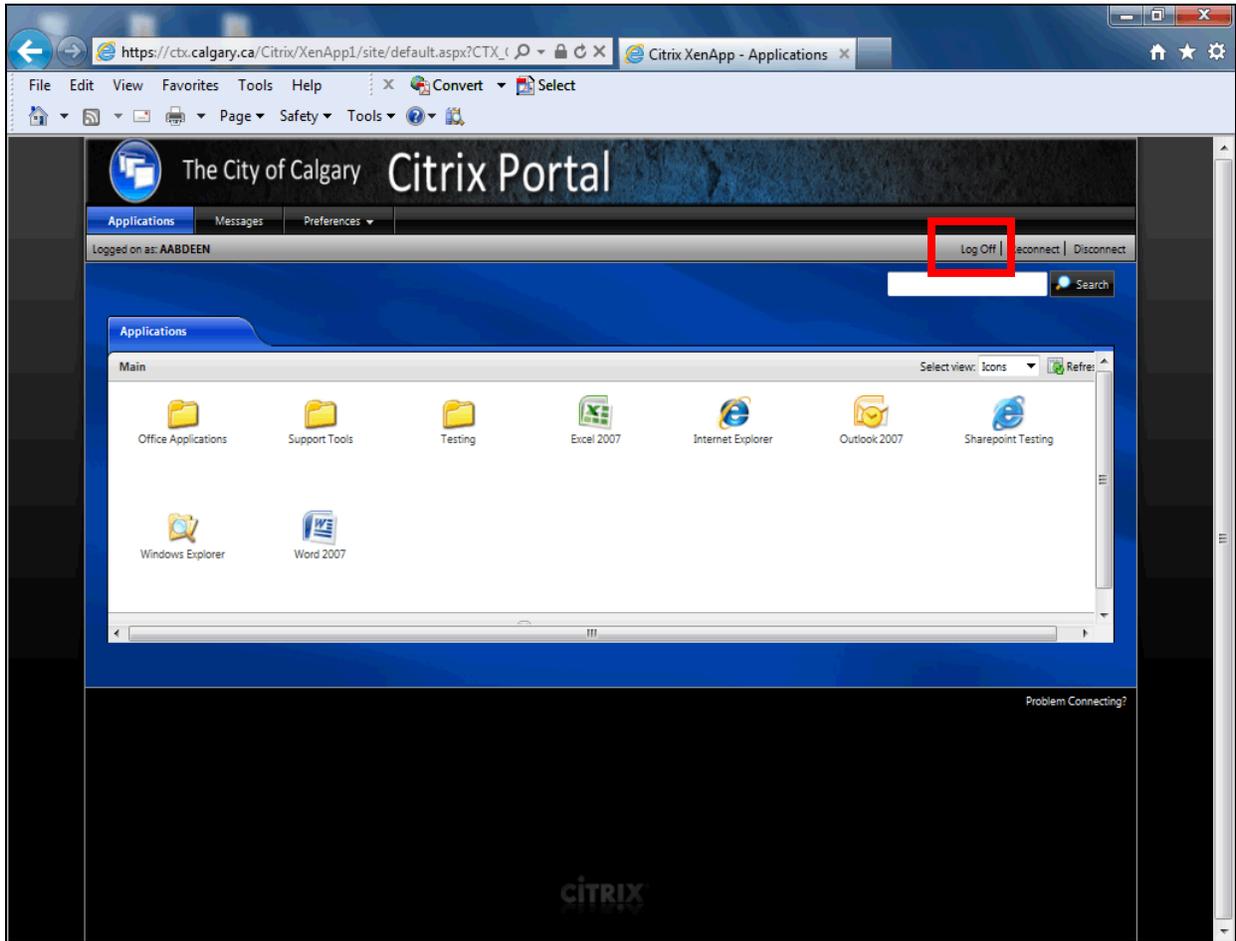
Step 32. Click the **Main** link to return to the main menu.



Step 33.

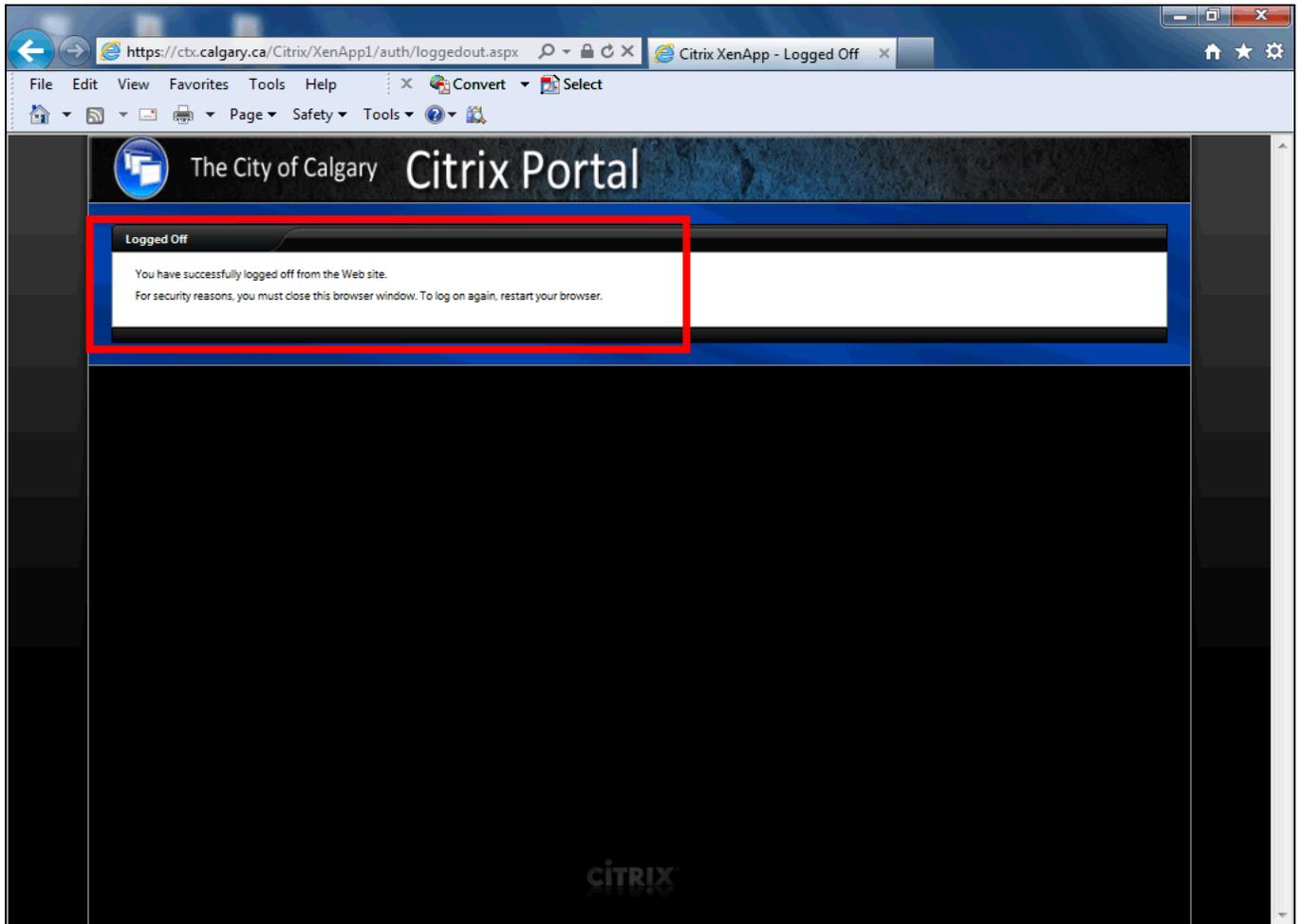
Once you are ready to log off your Citrix session,

Click the **Log Off** link.



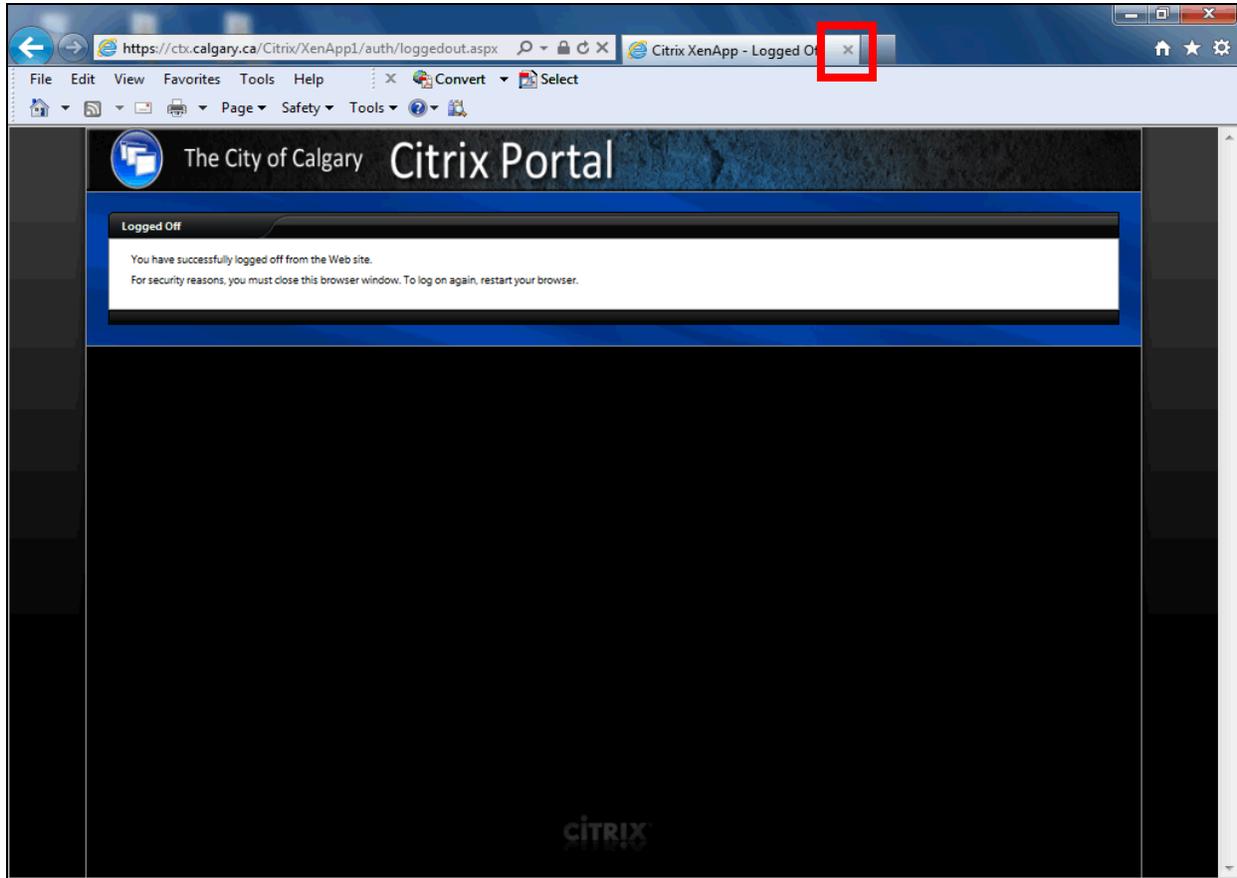
Information

As indicated, the browser window must also be closed once you have logged off from your Citrix session.



Step 34.

Click the **Close Tab** button on the browser window.



Information

You have successfully completed reviewing this document on how to set up and log in to your Citrix account as a new Citrix user.

End of Procedure.