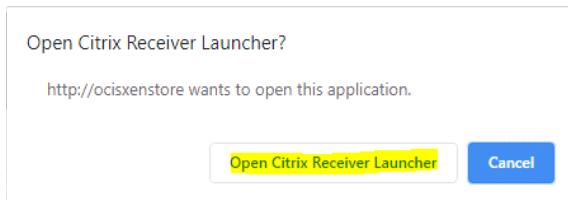


Installing and Using Citrix Receiver

These instructions are intended to help you get connect to Citrix using a non-County computer. **Please read these entire instructions before attempting to connect or contacting the OCIS Help Desk.**

Please note the following:

- If you are using a County laptop, it may be configured for VPN access, if so, you should be using the VPN and not Citrix.
- Your account must be configured for Citrix Remote Desktop access by OCIS, if you have not specifically been told your account was configured you should not assume that is has been configured.
- You must obtain the proper URL (web address) from OCIS to be used below.
- Make sure to close apps or log out of desktops when not in use.
- In these instructions, specifically steps 4 and 5, “Remote Desktop” is an App not a Desktop.
- These instructions assume the computer you are using is running Windows 10 and already has internet access.
- If at any point during this process you receive a “Citrix Receiver – Security Warning” you should check the box “Do not ask me again for this site” and then click Permit Use.
- If you get the “Open Citrix Receiver Launcher?” prompt always click “Open Citrix Receiver Launcher”



- If you receive a warning about an ICA file, click to open or launch the file.

For assistance contact the OCIS Help Desk at (845) 486-2454 or OCISHelpDesk@dutchessny.gov.

Installing and Using Citrix Receiver

Install Citrix Receiver (do this once)

1. Using your browser (Chrome, Edge, Firefox) navigate to <https://www.citrix.com/downloads/citrix-receiver/windows-ltsr/receiver-for-windows-ltsr-latest.html> and click “Download Receiver for Windows”. You want version 4.9.9000 -- do not download Citrix Workspace.

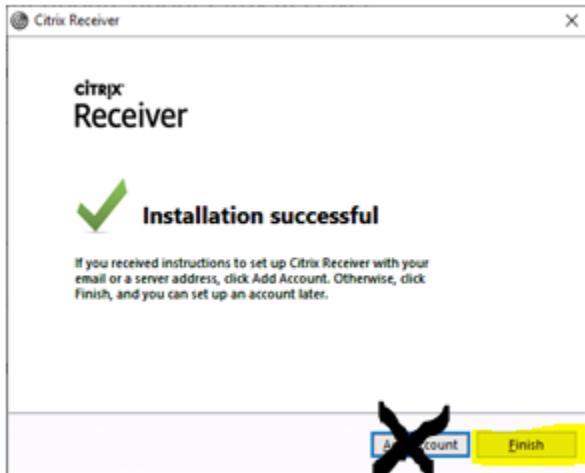


2. Once the download is complete you need to run the installer. This is typically done by clicking “open” or double clicking the downloaded file. This process is dependent on the browser and operating system being used and may differ from computer to computer.



Installing and Using Citrix Receiver

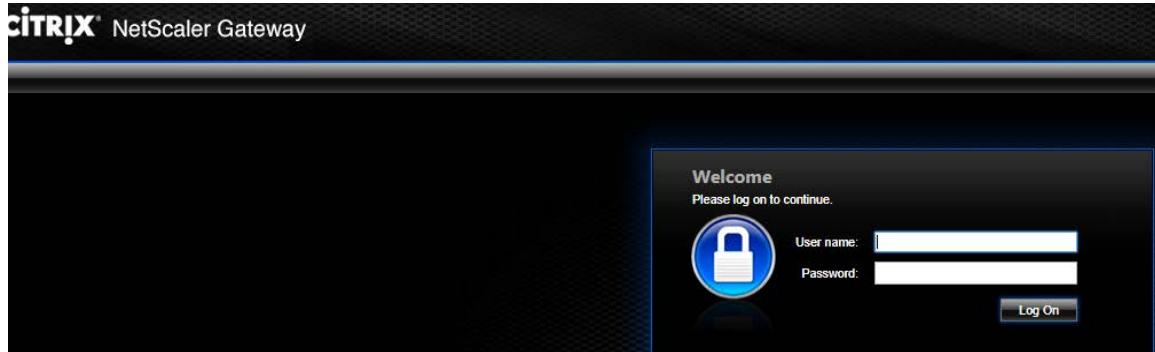
3. Once the installation is complete, click "Finish" -- **DO NOT ADD ACCOUNT**.



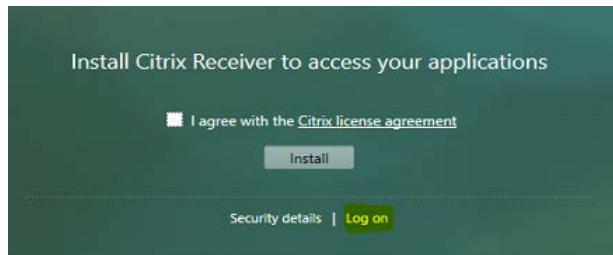
You may see this: log in

Connecting to Citrix

1. Using your browser (i.e. Chrome, Edge, Firefox) navigate to the URL supplied by OCIS and login using your County network credentials when you see the NetScaler Gateway.

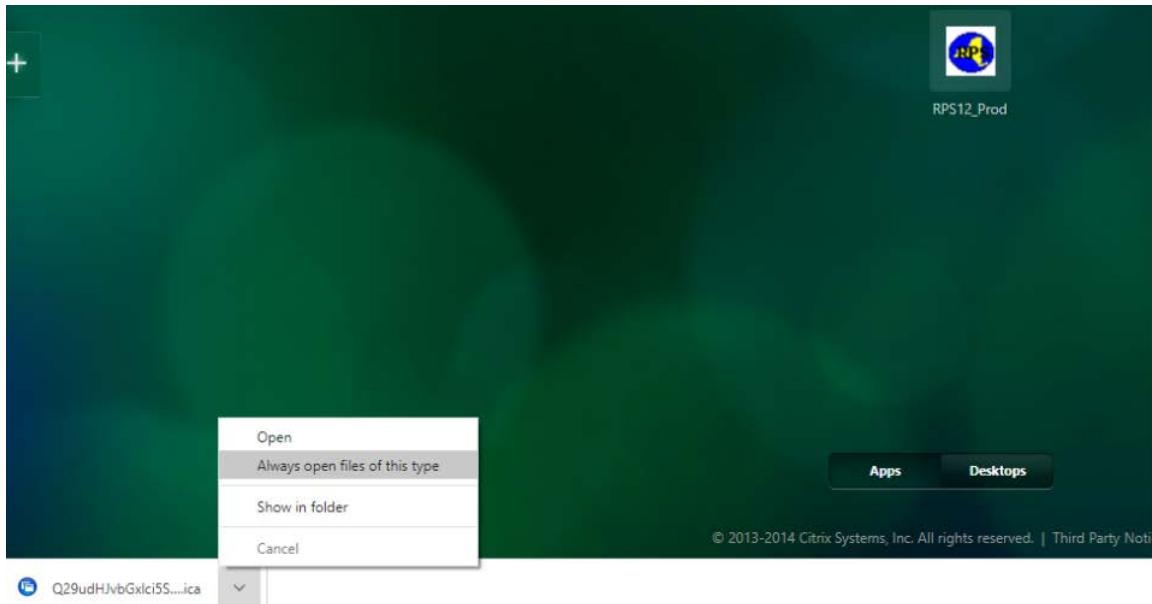


If you are prompted to "Install Citrix Receiver" ... **DO NOT CLICK "INSTALL"**, click the "Log On" as you should have already installed it.



Installing and Using Citrix Receiver

2. On the lower left of your screen you should see a .ICA file as pictured above. Select always open files of this type.



3. Citrix has the ability to serve up both applications and desktops. If you are configured for a desktop it should launch automatically (Jail, Sheriff and Probations typically use Desktops). Applications must be launched manually, click on "Apps" on the bottom of the screen and the click on your application to launch it.

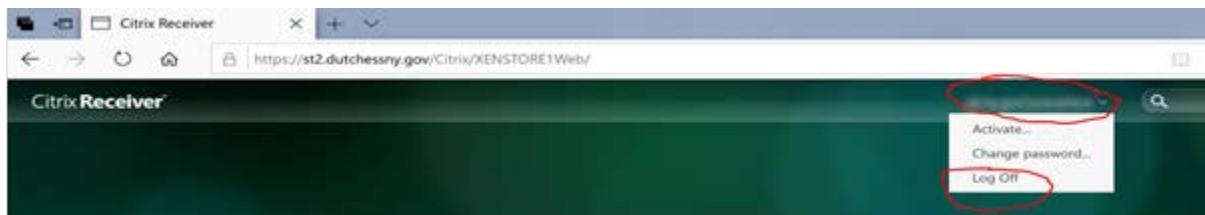
If this is the first time using an application the icon may not appear. click the "+" icon on the left side of the screen then click "All Apps" and select your application. This should put the app icon on the Main screen which you can then launch.

It may take some time for Apps or Desktops to launch, be patient and do not click multiple times as this will cause it to launch even slower.



Installing and Using Citrix Receiver

4. It is very important that you **log off when you are done with your session.**



Using Remote Desktop

1. To launch Remote Desktop and connect to your Office PC, launch the Remote Desktop app.



2. To end your remote session:



Select OK. This will disconnect your remote session to your work PC.

