

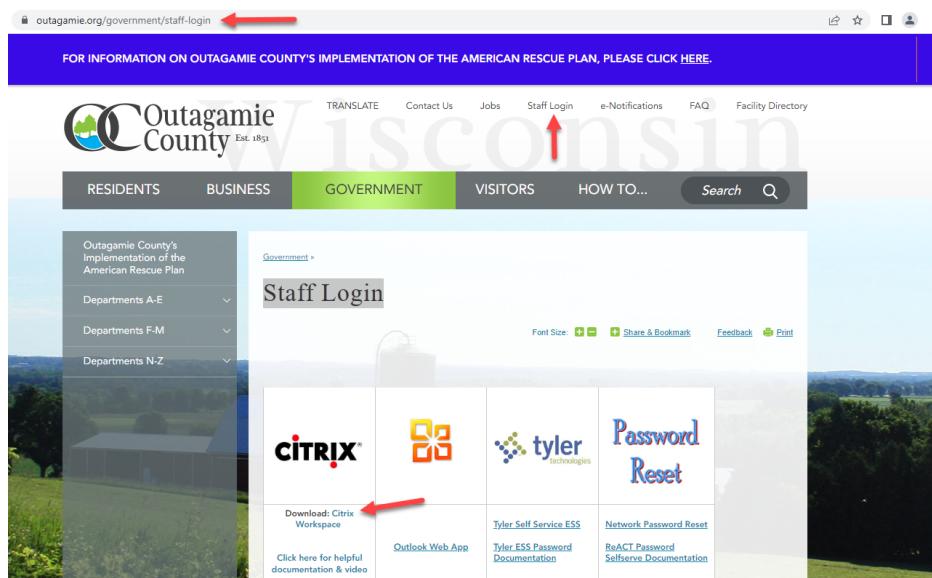
Citrix – Installing and How to Use

Before using Citrix some notes to be aware of when using Citrix.

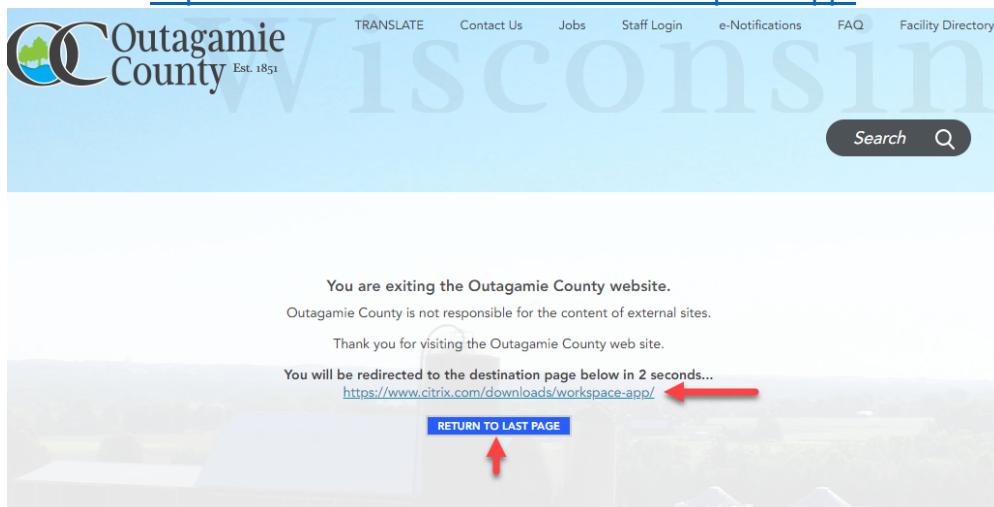
- The following instructions will walk through step by steps for a Windows O/S system. For MAC devices you will need to scroll down the Citrix download page for Workspace app for MAC.
- For use with these current web browsers: **Chrome, Edge and Firefox**.
- Install the Citrix Workspace App Client. This can be downloaded from our external home page www.Outagamie.org \ Staff Login \ Download: Citrix Workspace.
- **Only** access Citrix by navigating to www.Outagamie.org \ Staff Login \ CITRIX button.

Installing Citrix

1. Navigate to www.Outagamie.org \ Staff Login \ **Click** on Download: [Citrix Workspace](#) option.

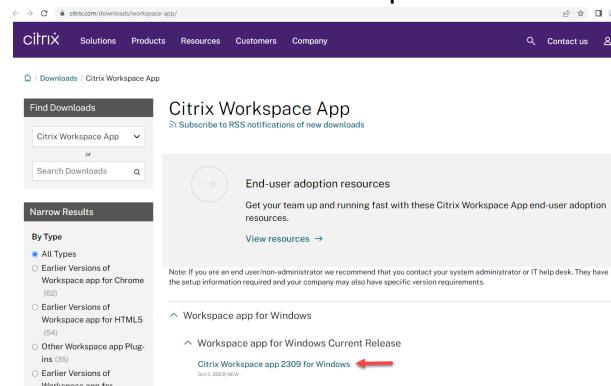


2. You will be rerouted to the <https://www.citrix.com/downloads/workspace-app/> where you can download the latest version of the Citrix Workspace client. If the reroute does not connect you to the site you can either click the “RETURN TO LAST PAGE” button or navigate in url to <https://www.citrix.com/downloads/workspace-app/>.



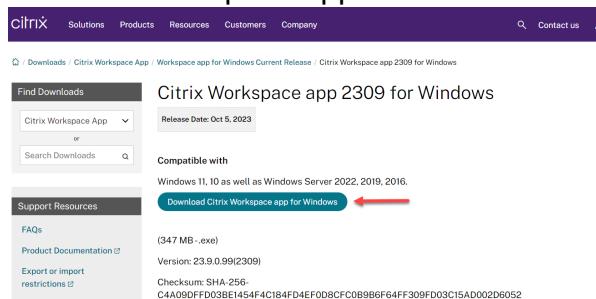
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3. Click on the current release of the Citrix Workspace as seen below.



The screenshot shows the Citrix Downloads page for the Citrix Workspace App. The 'Citrix Workspace App' button is highlighted with a red arrow. The page includes a sidebar for narrowing results by type, a section for end-user adoption resources, and a main content area for the current release.

4. Click on the “Download Citrix Workspace app for windows button”.



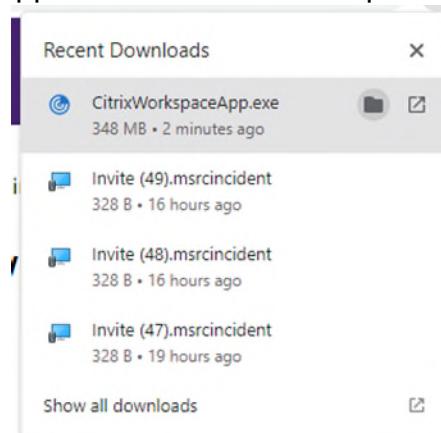
The screenshot shows the Citrix Workspace app 2309 for Windows page. The 'Download Citrix Workspace app for Windows' button is highlighted with a red arrow. The page includes sections for compatible operating systems and support resources.

5. If you do not see a window popup look in the upper right corner for the Downloads button and click on it to open it.



The screenshot shows a browser window with the Citrix Workspace app 2309 for Windows page. The 'Downloads' button in the top right corner is highlighted with a red arrow. The page content is identical to the previous screenshot.

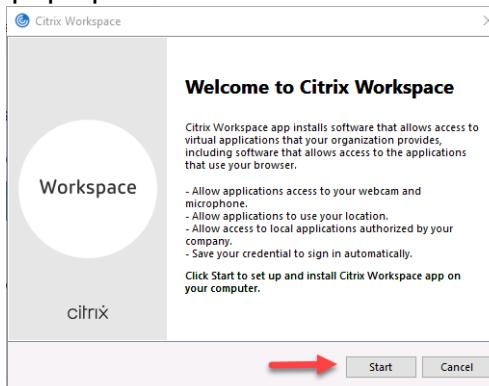
6. Look for CitrixWorkspaceApp.exe file and click to open.



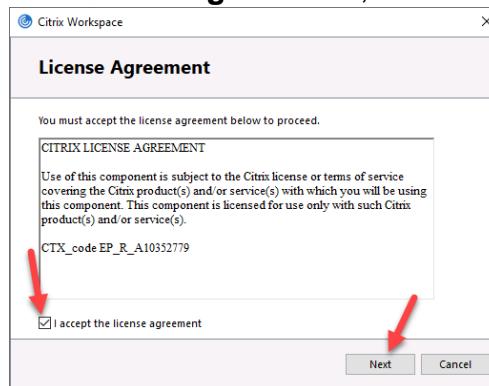
The screenshot shows a 'Recent Downloads' window. The 'CitrixWorkspaceApp.exe' file is listed as the most recent download, dated 2 minutes ago. Other files listed are 'Invite (49).msrcincident', 'Invite (48).msrcincident', and 'Invite (47).msrcincident', all from 16-19 hours ago. A 'Show all downloads' link is at the bottom.

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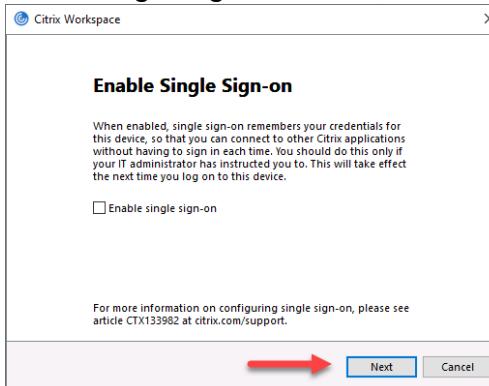
7. On the Citrix Workspace pop up window **click the Start button**.



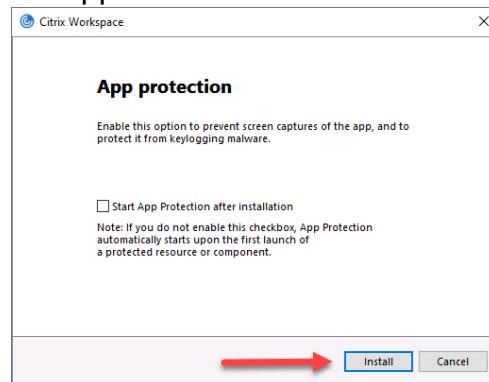
8. **Check the box “I accept the license agreement”, then click the Next button.**



9. **Do not check the box “Enable single sign-on”. Click the Next button.**

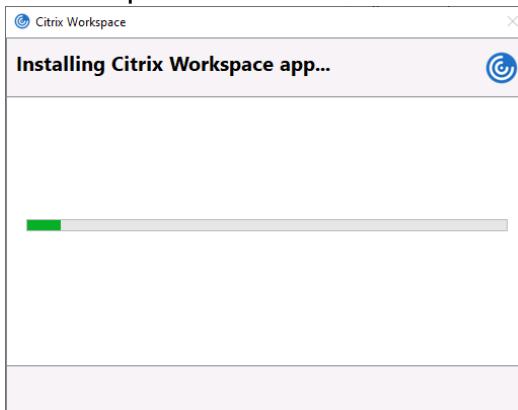


10. **Do not check the box “Start App Protection after installation”. Click the Install button.**



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11. The process window will come up.

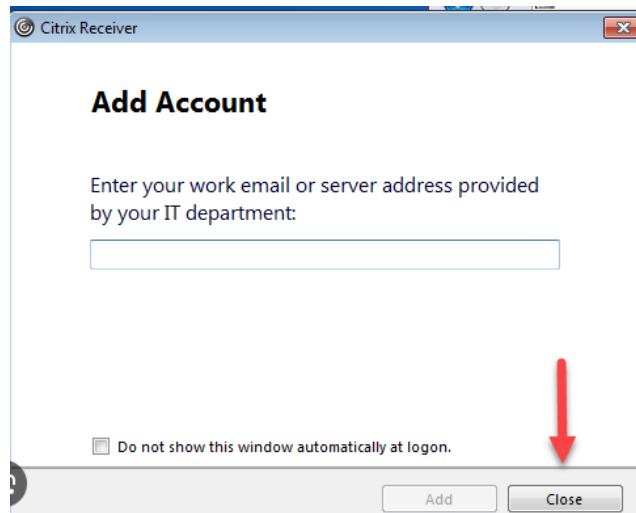


12. **Do not** click the “Add Account button”. **Click** the Finish button.



13. Restart your computer.

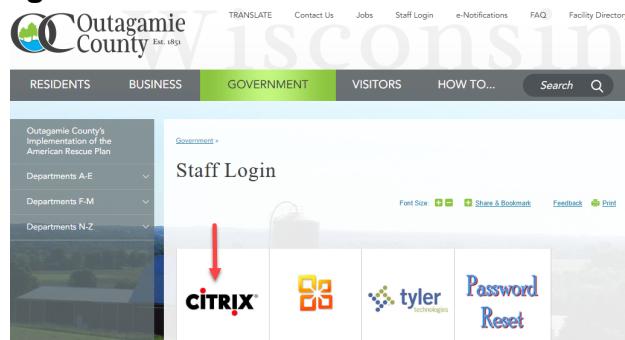
14. After restarting your computer if a Citrix window comes up similar to the one seen below asking to **Add Account**, put a check mark in the box “**Do not show this window automatically at logon**”. **Click the Close button**.



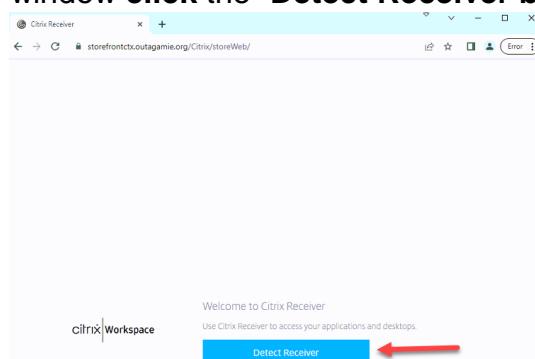
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Logging into Citrix

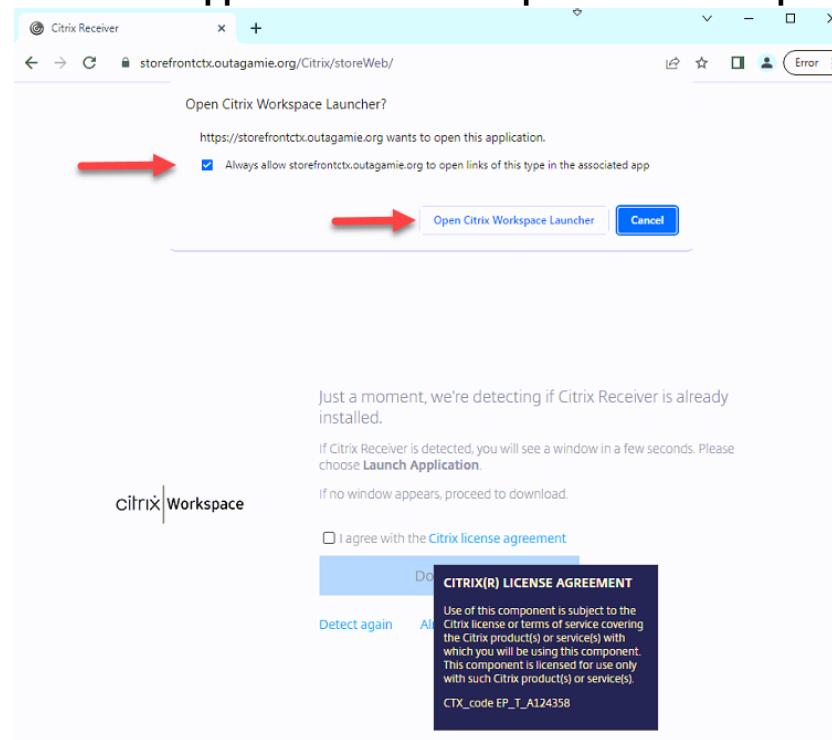
1. Open a Web browser such as Google, Edge or Firefox. Navigate to www.outagamie.org. Click on the **Staff Login** button. Then click on the black bolded word **Citrix**.



2. If you see the following window click the “**Detect Receiver button**”.



3. Put a check in the “**Always allow storefrontctx.outagamie.org to open links of this type on the associated app**”. Then click the “**Open Citrix Workspace Launcher**” button.



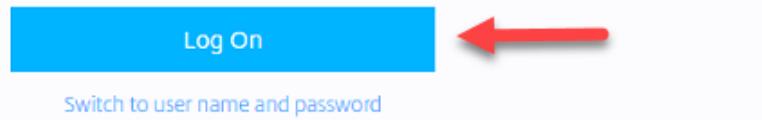
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4. Click the “Log On” button.

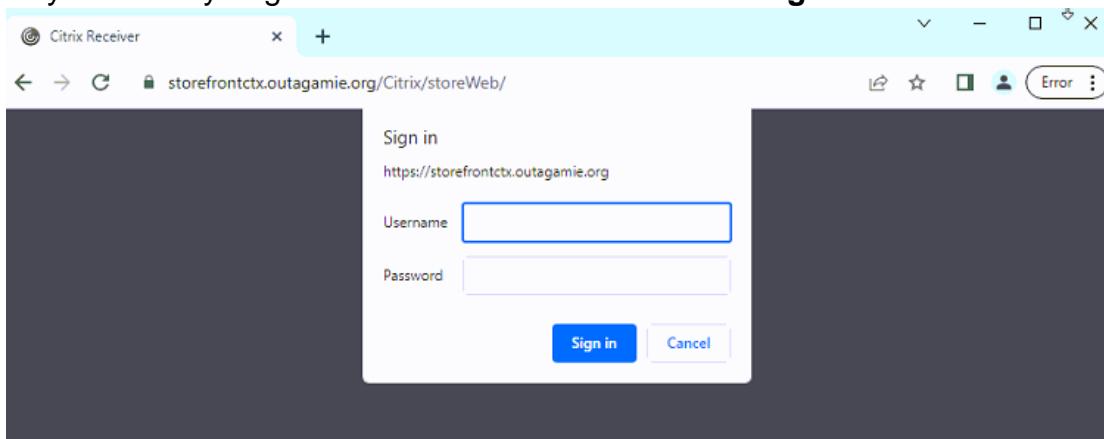


INTERNAL ACCESS: Please log on

To use the account you used to sign on to the computer, click Log On.



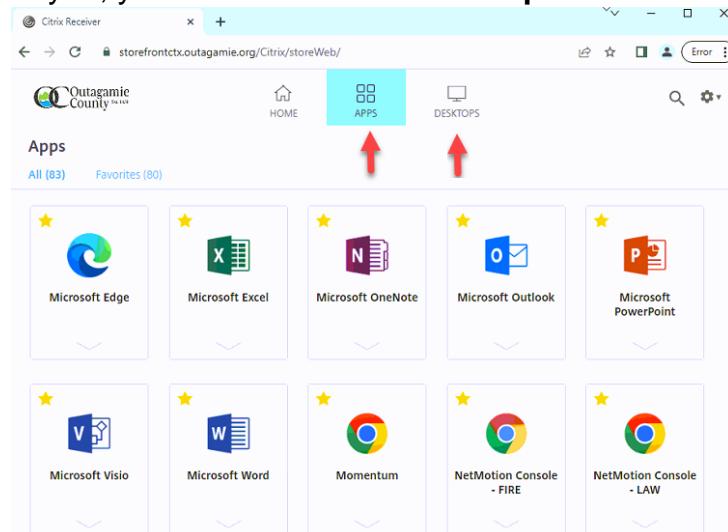
5. Enter your County Login credentials and then click the “Sign in” button.



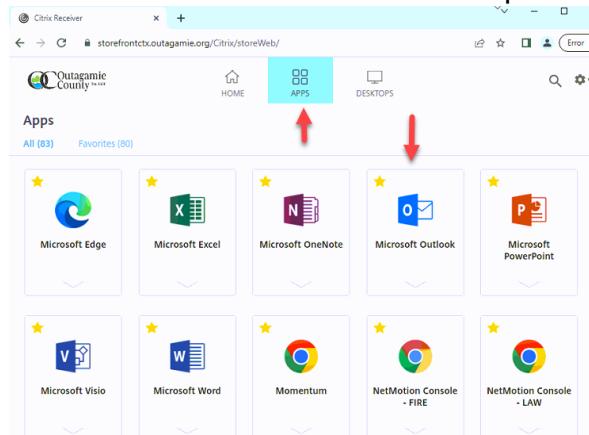
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Application access only.

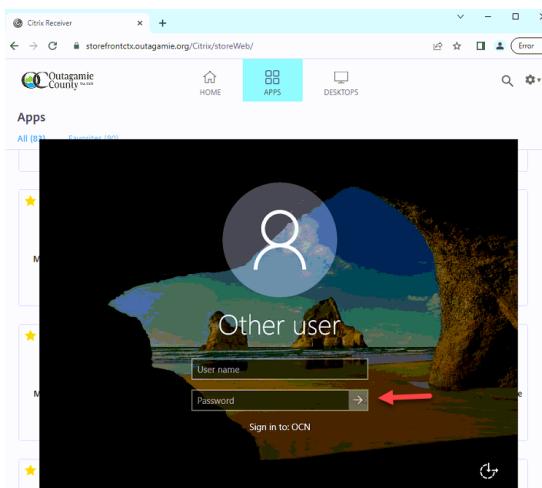
1. At this point you if you have access to only the **APPS** screen you can click on the desired application you want to open. If you have access to a Citrix Desktop and it did not automatically open for you, you can **click on the Desktop button** at the top of the screen.



2. If you only have access to the APPS screen open the desired application you need to use. Here we will open Outlook. **Click on the “Outlook” icon to open.**

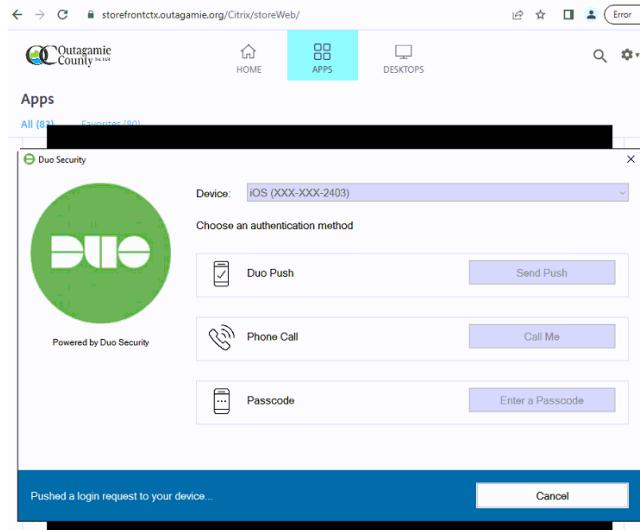


3. You will need to login to it using your County Network Credentials. Then **click on the right pointing arrow to enter**.

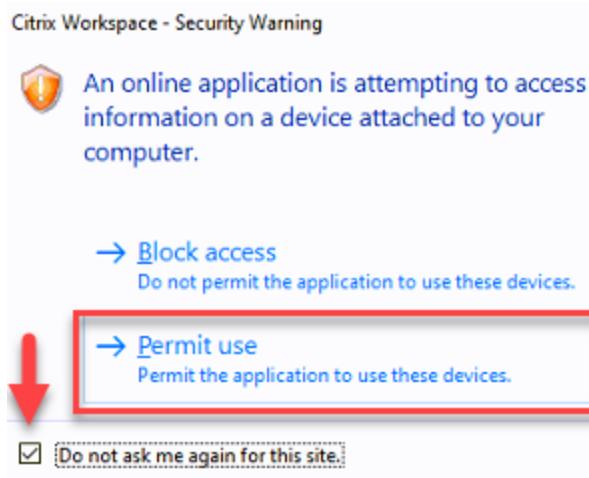


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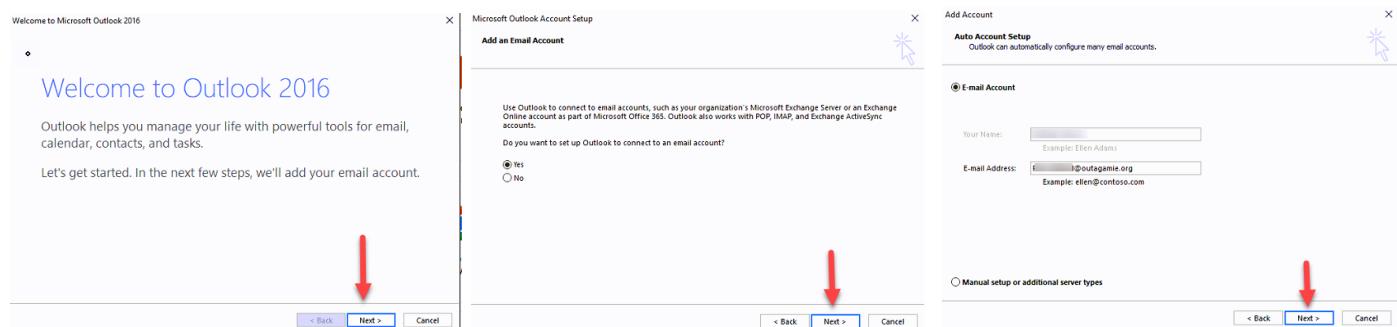
4. You will then be prompted by DUO to authenticate yourself using your phone or Yubi Key assigned to you.



5. The next window will pop up. **Check** the box “**Do not ask me again for this site**”. Then click on the “**Permit Use**” button to continue.

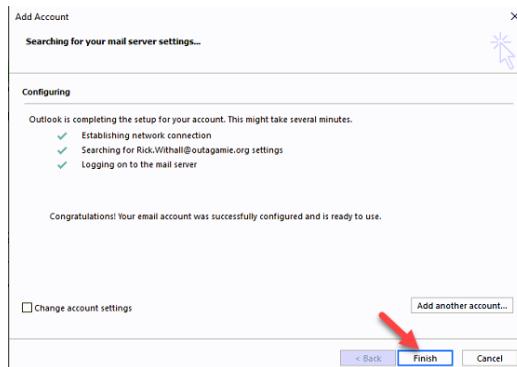


6. For Outlook, the first time opening you will get the following screen prompts. **Click the “Next” button three times.**

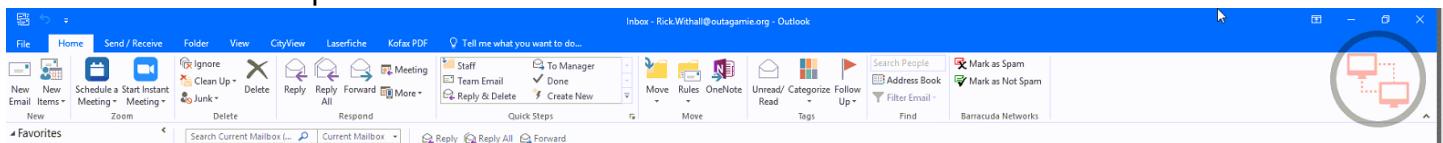


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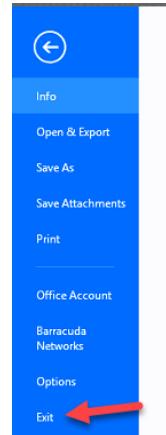
7. Click the “Finish” button.



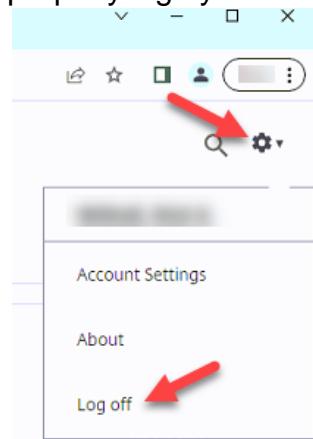
8. Outlook will now open.



9. To properly close out of any application go to the **File** button in the upper left corner and **click** on it. Then locate the **Exit** button and **click** on it.



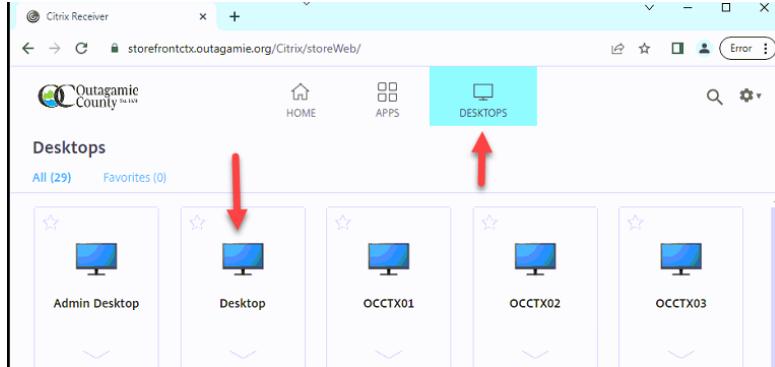
10. Back on the Citrix application/Desktop screen **click** on the **gear box** in the upper right corner and **select the “Log off”** button to properly sign you out.



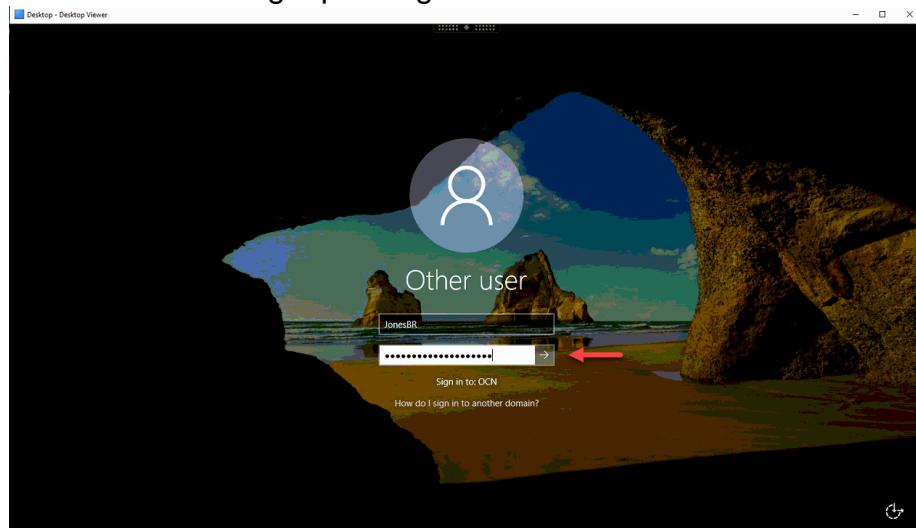
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Desktop access only.

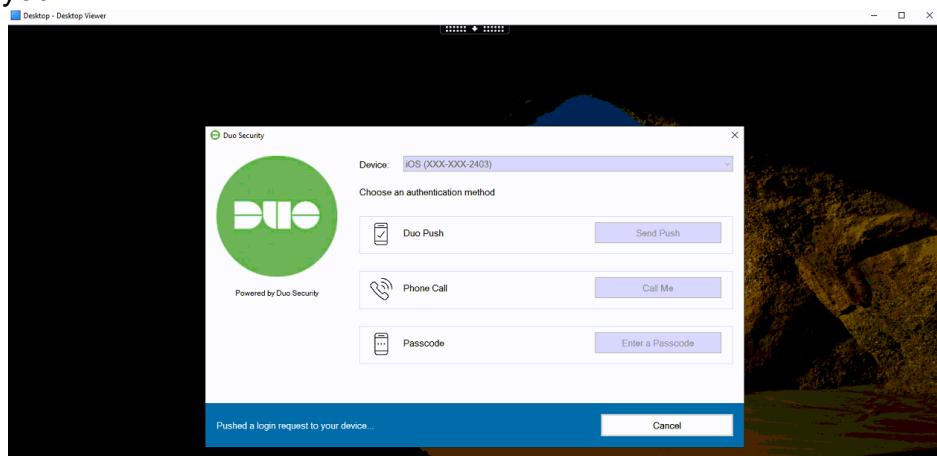
1. If you have access to a Citrix Desktop and it did not automatically start you can **click** the “**Desktop**” button at the top of the screen. You will only see one Desktop to select. **Select** your **Desktop** to open it.



2. A Desktop screen will come up. You will need to login to it using your County Network Credentials. Then click on the right pointing arrow to **enter**.

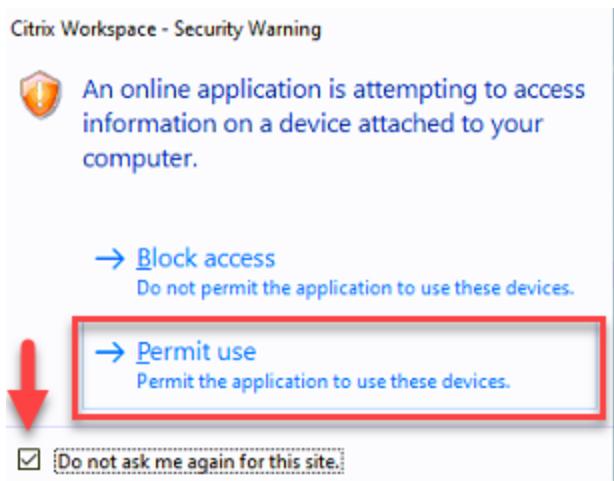


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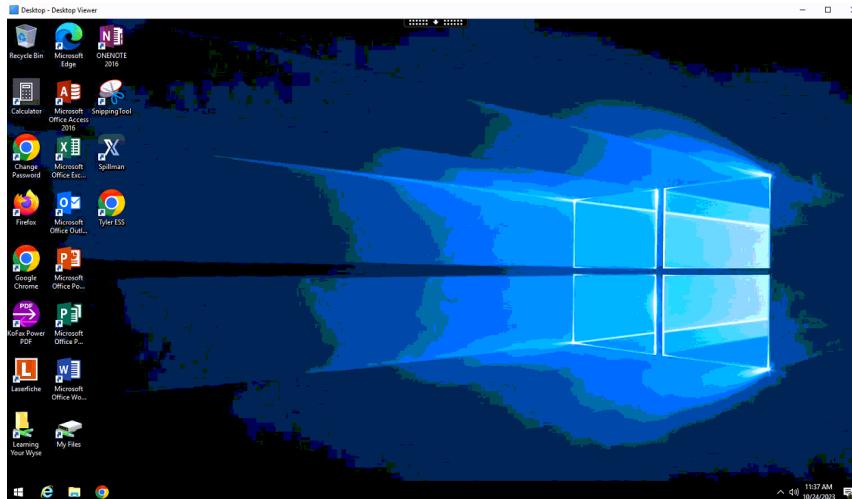


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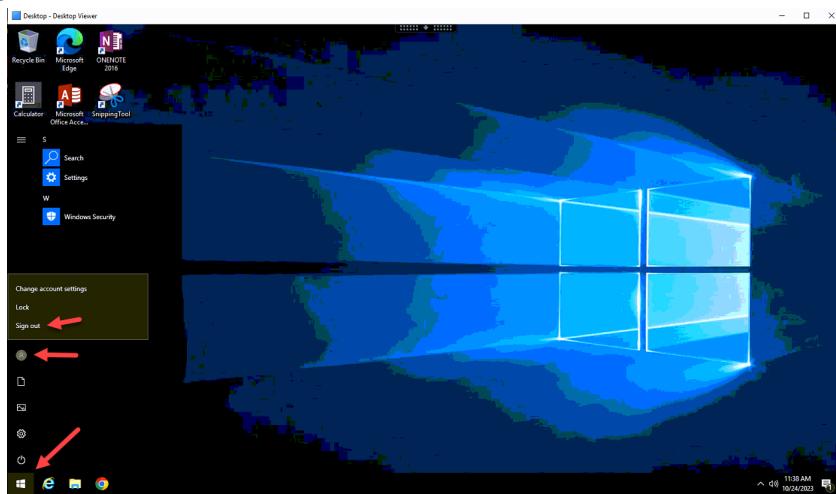
4. The next window will pop up. **Check** the box “**Do not ask me again for this site**”. Then click on the “**Permit Use**” button to continue.



5. Your Citrix Desktop will now appear for you to use.



6. When you are done using the Citrix Desktop you must close out properly to prevent corruption to your Citrix Profile. **Click** on the **Start** button, then **click** on your avatar, then **click** on the “**Sign out**” button.



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7. Back on the Citrix application/Desktop screen **click on the gear box** in the upper right corner and **select the “Log off” button** to properly sign you out.

