

Remote Access From Your ISP Using Citrix



Citrix is remote control software that allows you access to all of your ICC network files, most ICC applications and e-mail.

If you only need access to e-mail please use Outlook Web Access at

<https://mail.icc.illinois.gov/exchange>

Web Access runs faster and does not have the extra cost associated with it that Citrix does. If you no longer need CITRIX, please let us know so we can free those costs for other resources.



Changes from the Old Version	3
One Time Installation of Receiver Software	3
Accessing & Saving Files	9
Using the Receiver Icon	10
Applications Main Page	11
Lync	13
Internet Explorer 9	14
Outlook	15
Printing	16
Changing your Password	16
Logging Off	17

Contact the ITS Help Desk:

Phone: 217-782-9230

Fax: 217-524-9116

E-mail: ITSHelpDesk@icc.illinois.gov

Changes from the Old Version

In an effort to make Citrix more stable and easier to use, we have set up a new Citrix server configured with the latest software version. This new Citrix moves the ICC in the industry direction of “virtualizing” applications.

One time Installation of Receiver Software

You can access Citrix using Microsoft Internet Explorer through your Internet Service Provider and installing the “receiver”. The ITS Help Desk will install receiver software on the ICC laptops. To connect through an Internet Service provider you will load **https://ts2.icc.illinois.gov** . If you have a proprietary browser such as AOL or Firefox you should minimize it once you are connected and open Internet Explorer. Internet Explorer is usually located under **START | PROGRAMS**

From Internet Explorer type:

https://ts2.icc.illinois.gov in the address bar and hit **ENTER** on the keyboard. Click “INSTALL”



A new window will pop up to the Citrix download page. Click Citrix Receiver under Most Downloaded

The screenshot shows the Citrix website's 'Downloads' section. At the top, there's a navigation menu with 'Products & Solutions', 'Downloads', 'Buy', and 'Support'. A search bar is in the top right. Below the navigation, there's a 'Downloads' sidebar with a 'Trial Software' link. A 'Find Downloads' form has two dropdown menus: 'Select Product' and 'Select Download Type', with a 'Find' button. A large banner for NetScaler is prominent, with the text 'Try NetScaler today' and 'The world's most advanced cloud network platform.' Below the banner, there are three columns: 'Featured' (listing VDI-in-a-Box, XenServer, NetScaler ADC, and XenDesktop), 'Most Downloaded' (listing Citrix Receiver, XenApp, GoToMeeting, and Podio), and 'Recently Added' (listing HDX RealTime Media Engine for Mac, Access Gateway Plug-in for Windows, ShareFile Outlook Plug-in, ShareFile Sync for Windows, and View all XenServer Trials). An arrow points to 'Citrix Receiver' in the 'Most Downloaded' list.

The Download Receiver for Windows box appears. Click on the blue button.

The screenshot shows the Citrix Receiver download page. It features the Citrix Receiver logo and the text 'Access your apps, data and desktops from any device.' Below this, there is a blue button labeled 'Download Receiver for Windows' with an arrow pointing to it.

[View other devices](#)

You will be asked to agree to the Citrix License Agreement.

Click the check box that says you agree to the terms, then click the “Continue” button in blue.

Citrix License Agreement

Use of this Citrix Receiver is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this component. Your use of this component is limited to use on the devices for which it was created for connection to the Citrix product(s). If your device is connected to the Internet, Citrix Receiver may, without additional notice, check for Citrix Receiver updates that are available for download and installation to your device and let you know of their availability. Only non-personal identifiable information is transmitted when this happens, except to the extent that IP Addresses may be considered personally identifiable in some jurisdictions. The use of such information, including your IP Address is governed by the Citrix Privacy Policy available on www.citrix.com. Updates will not be downloaded or installed without your consent.

Certain third-party software may be provided with this component that is subject to separate license conditions. The licenses are located in the third-party licenses file accompanying this component or in the corresponding license files available at www.citrix.com.

Citrix, Citrix Receiver is a trademark and/or registered trademark of Citrix Systems, Inc. in the U.S. and other countries.

I agree to the terms of the Citrix License Agreement

Continue

You will be asked if you want to run or save the CitrixReceiverWeb.exe. Click Run to install.

Downloading Citrix Receiver



1. Install
Click Run to install Receiver.



2. Allow access
Click Yes to allow User Account Changes.



3. Set up
Follow the steps to set up Receiver and get your apps, data and desktops.



Another message will appear in the middle of the screen. There is no screen shot of the message as it will not allow that option. It will read as follows:

USER ACCOUNT CONTROL

Do you want to allow the following program to make changes to this computer?

Program Name: CitrixReceiver

Verified Publisher: **Citrix System, Inc.**

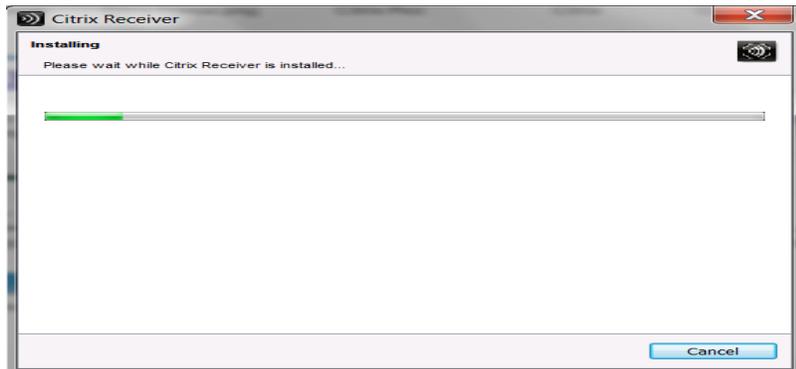
File Origin: Hard drive on this computer

Click the “Yes” button below this wording.

When the Setup message appears click “Install”



The please wait box will disappear. You will have no other warnings before the software is installed. You should see the black and white icon at the top of the next page on the taskbar indicating the receiver software is now available.



You now have two ways to access Citrix. You can go back to Internet Explorer and you will see the following login screen. Use your credentials and sign in using the desktop as usual. Or go to page 11



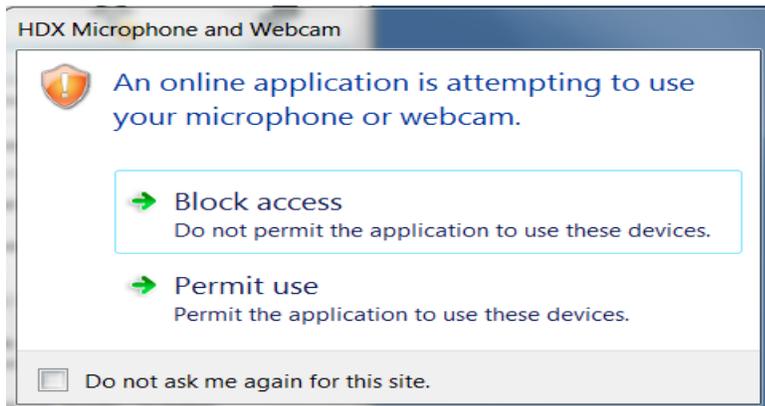
To learn how to use the receiver icon as shown on now on your taskbar.



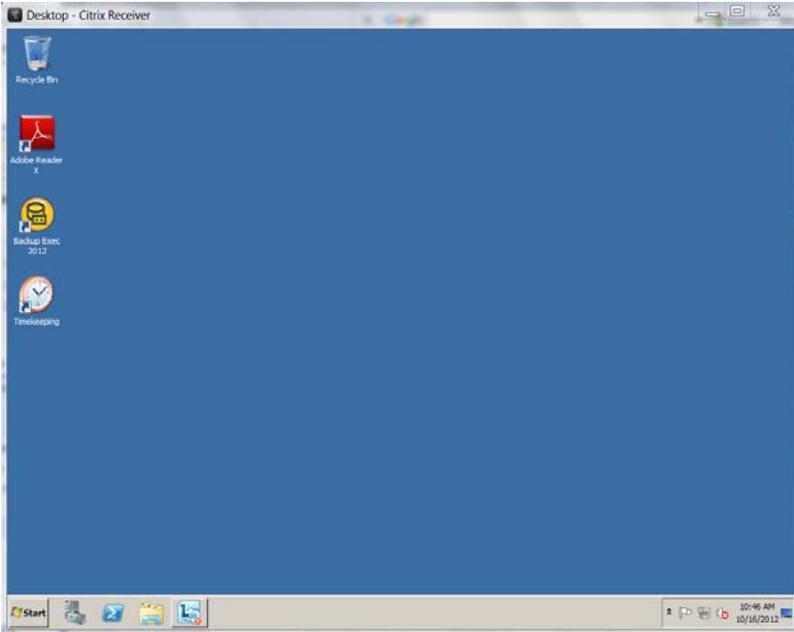
Double click the Desktop Icon



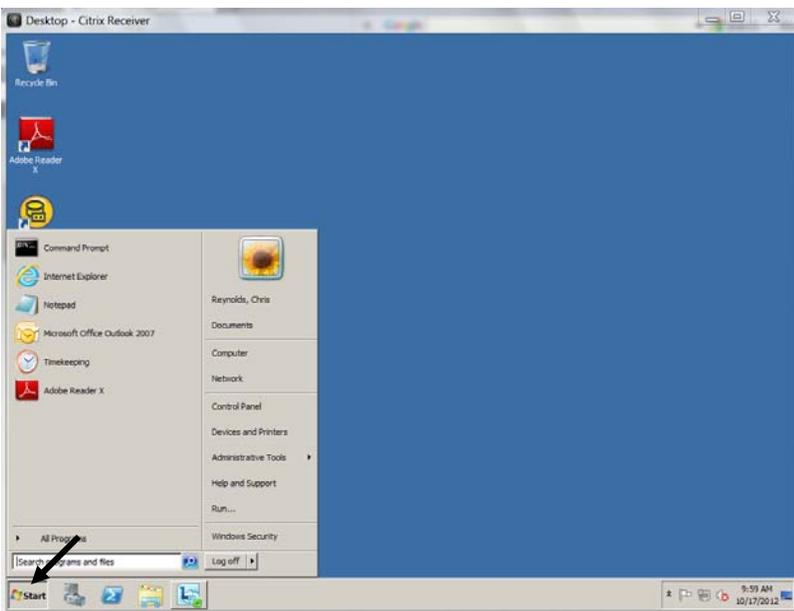
If you want to allow access to your microphone or webcam Click Permit use on the message below. If not click Block access. If you do not want to see the message at further sessions. Click the Do not ask me again for this site box.



Your desktop will appear as shown. If you have Lync go to page 14 and 15 for further instructions.



Click the start button at the bottom left hand side on the taskbar to access all your applications.

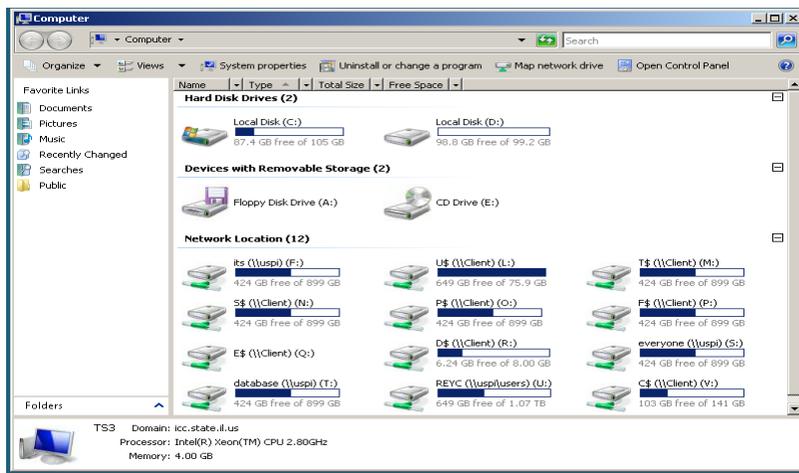


Accessing & Saving Files

When logged into Citrix you will have access to all of your network drives and all your drives on your home PC if you have selected full access.

When in Windows Explorer, My Computer or if going to save a file YOUR PC's drive will be differentiated by the word **"CLIENT"** by the drive letter.

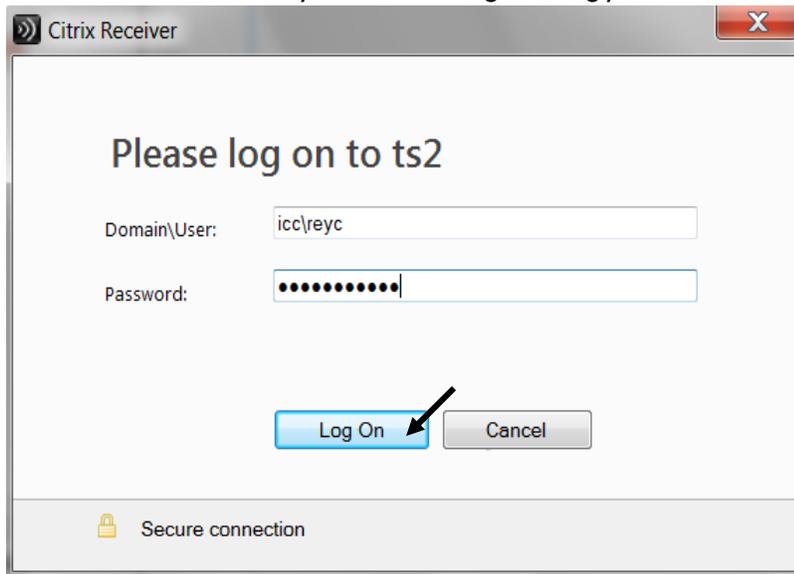
The drive with **"LOCAL"** is the hard drive of the PC you are logged into. Your other directories such as your F:\ drive or your U:\ drive will remain the same. Access them exactly like you do at work.



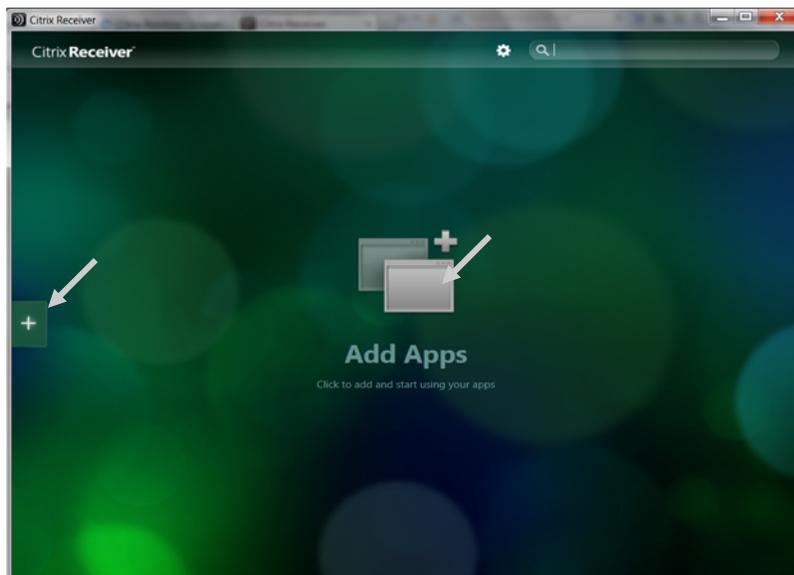
Using the Receiver Icon



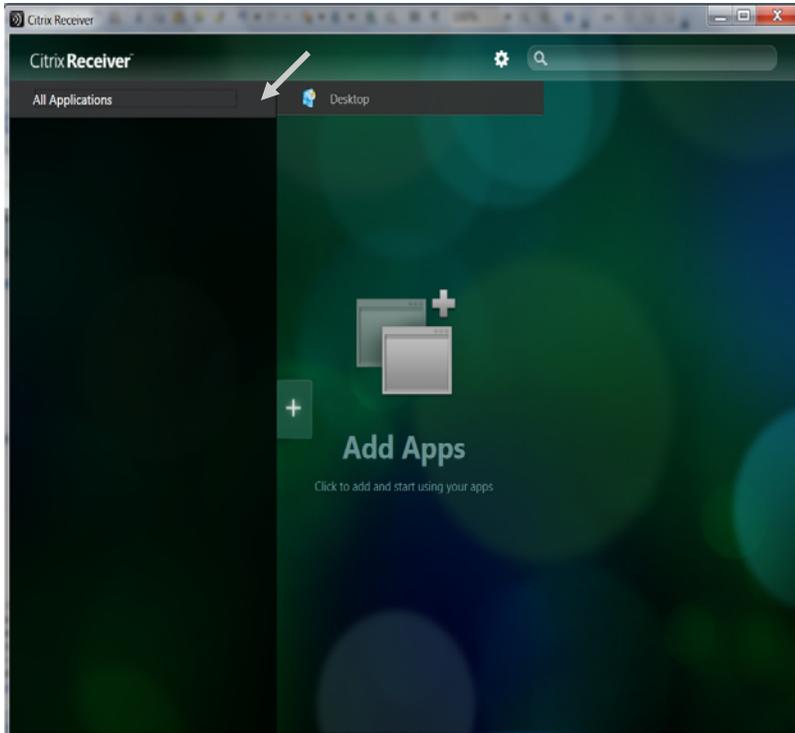
Double click the icon on your taskbar. Log on using your credentials.



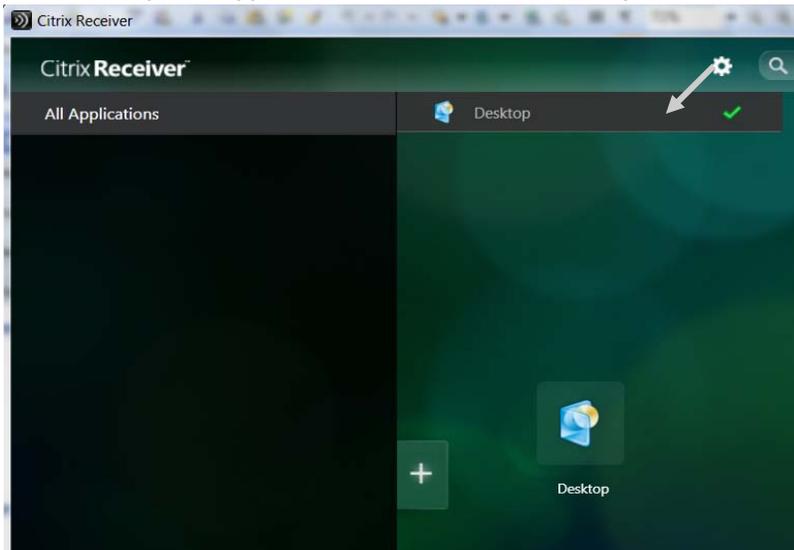
You will see the Add Apps screen. Click the Add Apps text or the plus sign to get to your applications via desktop.

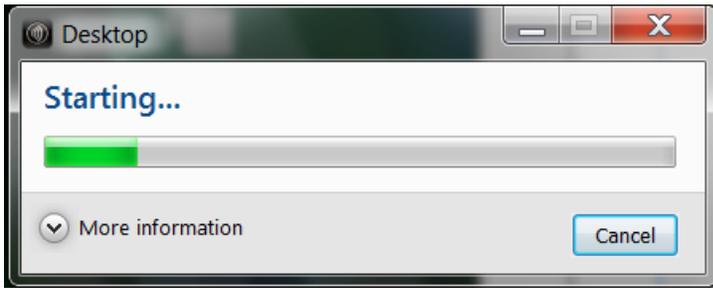


Applications Main Page

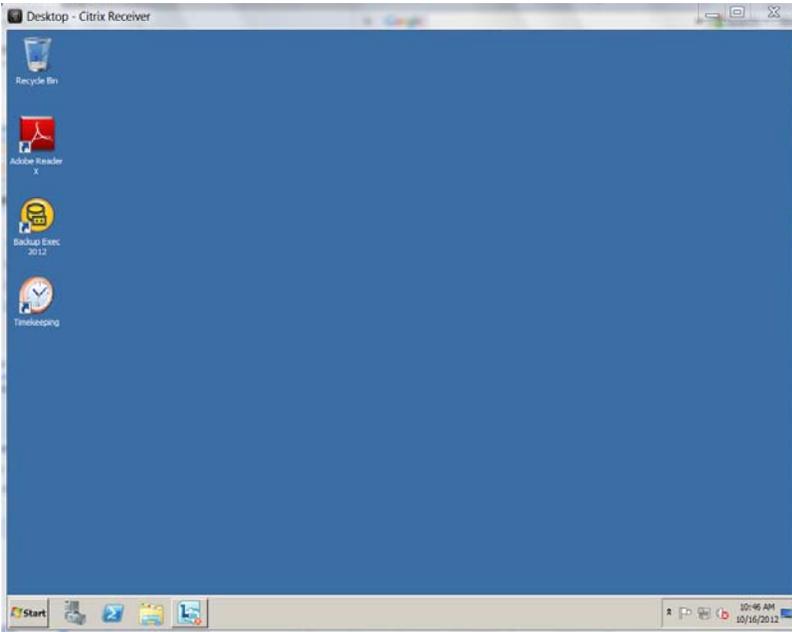


The Desktop Icon appears. Click to resume to desktop.





When the above message disappears you will view your desktop as shown below. Your icons may be different depending on your applications.



You are now ready to access your network drives.

Lync (If applicable)

If you have Microsoft Lync the application will start running when you connect to the desktop just like it does at work. This will happen the first time you access it using desktop. A message will come up to verify the server. Click “Always trust this server, do not show me this again.” It may take a while to connect.



Internet Explorer 9

When you first open Internet Explorer you will be asked to allow Citrix to open web content. Click “Do not show me the warning for this program again” box and the Allow.

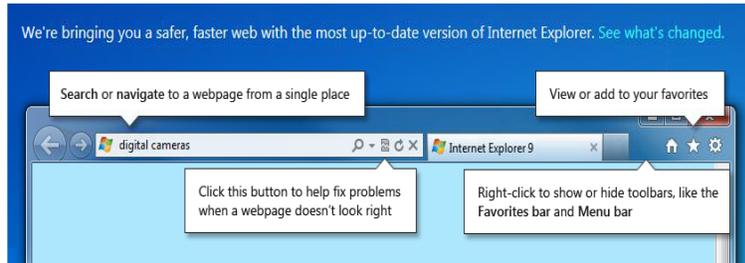


The next message box will set up your Internet Explorer. Click on “Use recommended security and compatibility settings”. Then click OK.



You may get the following message if so just continue using explorer as you normally would. In the future, Internet Explorer will work without the prompts.

Your browser has been upgraded



A change to note about your upgrade

Internet Explorer 9 contains Accelerators, add-ons that let you use web services more quickly and easily. When you click or point to an Accelerator, data might be sent to the web service provider.

To learn more, read the [Internet Explorer 9 privacy statement](#).

Your favorite sites in one click

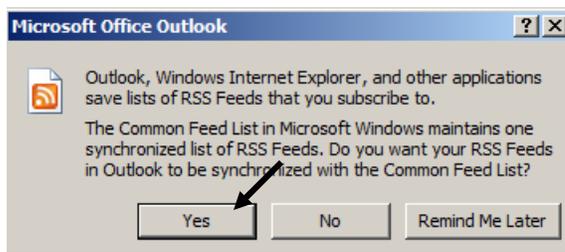
Pin your favorite sites to the Windows 7 taskbar and get to your sites without having to open Internet Explorer 9 first. Just drag the tab for a website to your taskbar and your site is a click away.

Discover sites to pin at [iegallery.com](#).

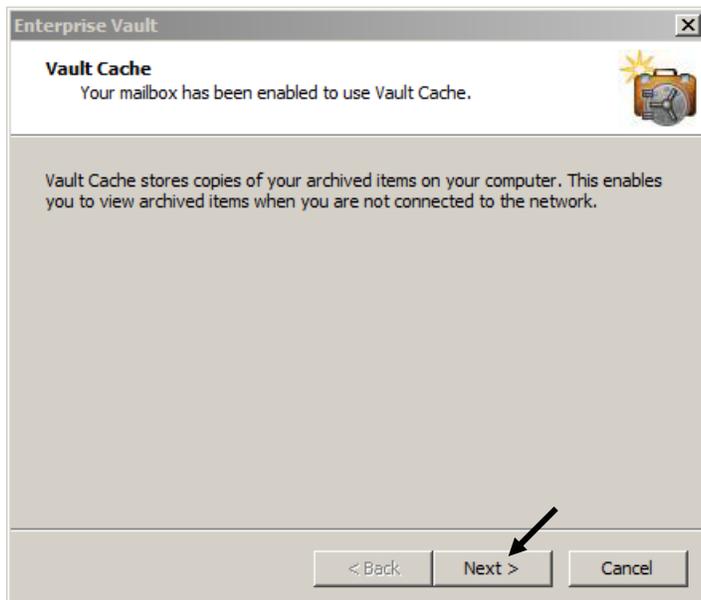


Outlook

If you have RSS feeds you want to be able to access through Citrix click "yes" here if not Click "No".



When prompted for the Vault Cache click "Cancel".



You are now able to send and receive message in Outlook through Citrix.

Printing

If you want to print something to your home printer save the file to your **local** drive (**client**) then open the file on the local PC and then you can print it to your home printer. You can also print to your printer at the office.

Changing Your Password

Do Not change your password while logged into Citrix even if prompted. If you only have one login left or you will not be back into the office before your password expires please call the Help Desk at 217-782-9230.

Don't Forget to Log Off

Once you're done using Citrix don't forget to **LOG OFF** your Citrix session so that your files will not be left open and your account won't get locked.

Do not, however; shut down the PC. If you do that then no one will be able to use the pc until it is turned back on.

Just follow the standard Log Off steps:

- **Start- click the arrow by the lock icon -Log Off**



Then logoff through the browser.





ITS Help Desk

527 E. Capitol Avenue
Springfield, IL 62701

Phone: 217-782-9230

Fax: 217-524-9116

E-mail: ITSHelpDesk@icc.illinois.gov