Citrix

Windows 10

Microsoft Edge

Contents

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Citrix – Who is eligible

Citrix Access is available to exempt employees with management approval.

What is Citrix

Citrix is an American corporation that produces software designed to facilitate secure acces to applications and content.

What is Citrix Receiver

Citrix Receiver an easy-to-install client software that provides acess to your XenDesktop and XenApp installations. Citrix Receiver download is free and you can access applications, desktops and data easily and securely from any device, including smartphones, tablests, PC's and Macs.

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System Requirements

Slow upload\download speed can cause frequent disconnects from Citrix. For optimum performance your home ISP should have a minimum of:

- 10Mbps download
- 1Mbps upload.

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Support

Note: Employees are responsible for installing, configuring, and uninstalling Citrix on their own home devices.

The limited support that Service Desk representatives provide for Microsoft Edge and Chrome are found in documentation.

When calling it Service Desk for support the following information will be needed to research Citrix problems.

- Internet Servcie Provicder upload\download speed. Retrieve this speed on your home PC.
  - ➢ Find your speed at www.speedtest.net
- City of residence
- Web Browser and version
- Name & version of PC operating system
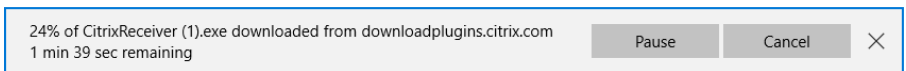
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Install Citrix Receiver 4.xx

After you have restarted your computer, go to
http://www.citrix.com/go/receiver.html and download the latest receiver.

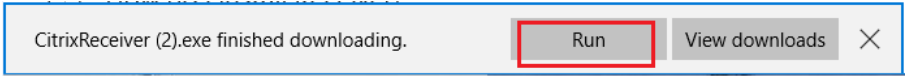Click on **Download** to begin the process.

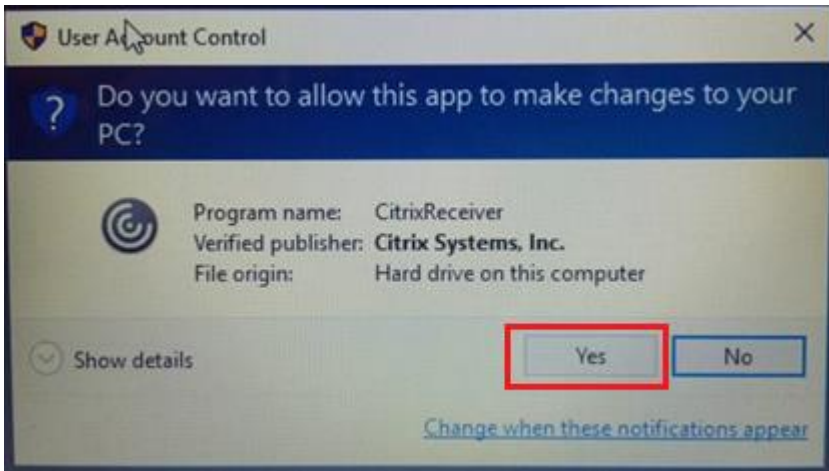This will appear at the bottom of your brower as citrix downloads.

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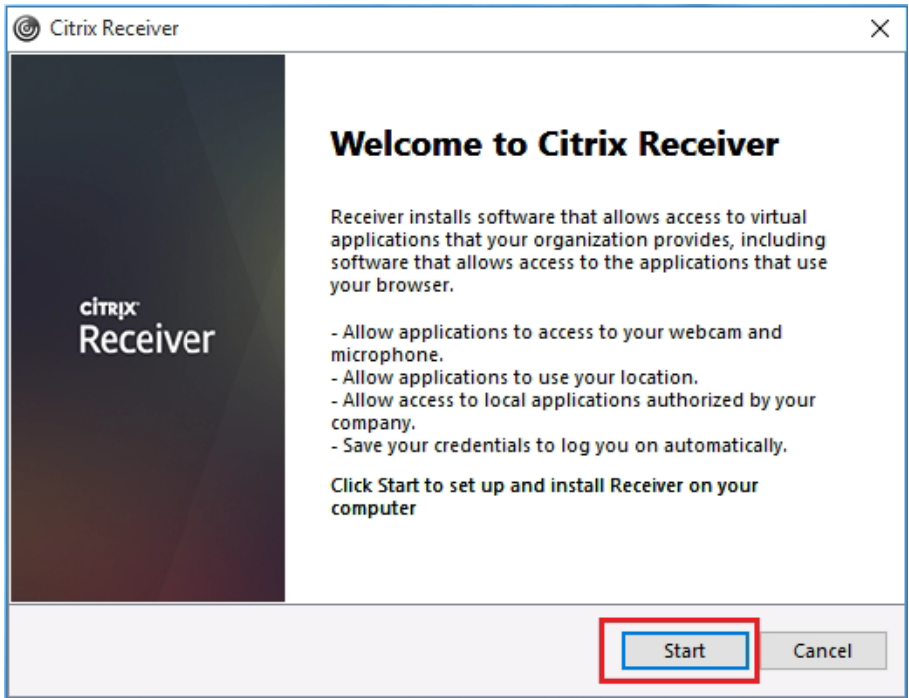Click **Run** after download completes then close your browser.

CitrixReceiver (2).exe finished downloading.	Run	View downloads ✕

Select **Yes**

User Account Control ✕

Do you want to allow this app to make changes to your PC?

Program name: CitrixReceiver
Verified publisher: **Citrix Systems, Inc.**
File origin: Hard drive on this computer

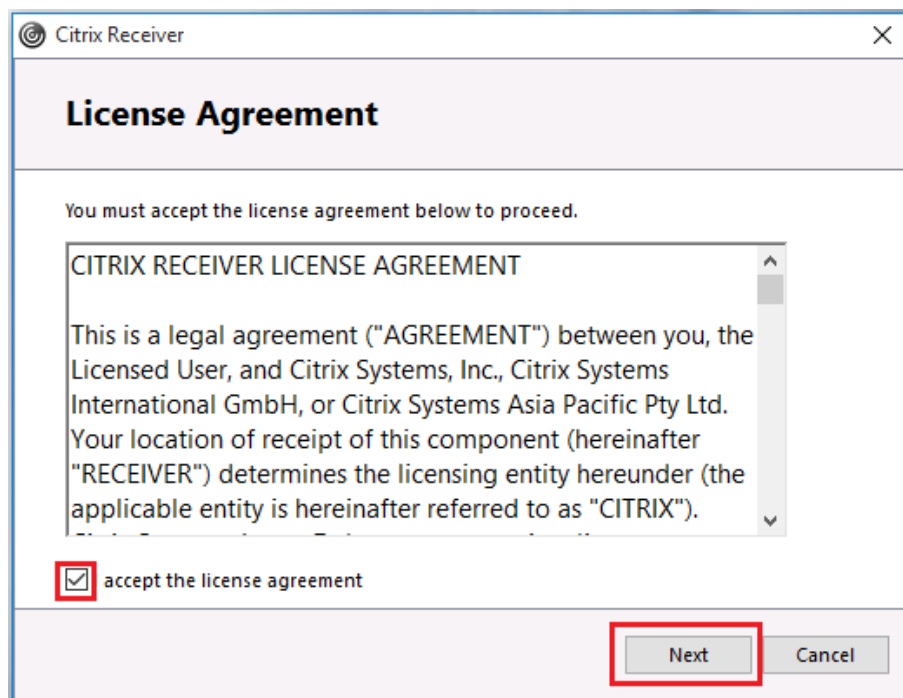Show details

Yes   No

Change when these notifications appear

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Select **Start**

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Accept agreement and click **Next**

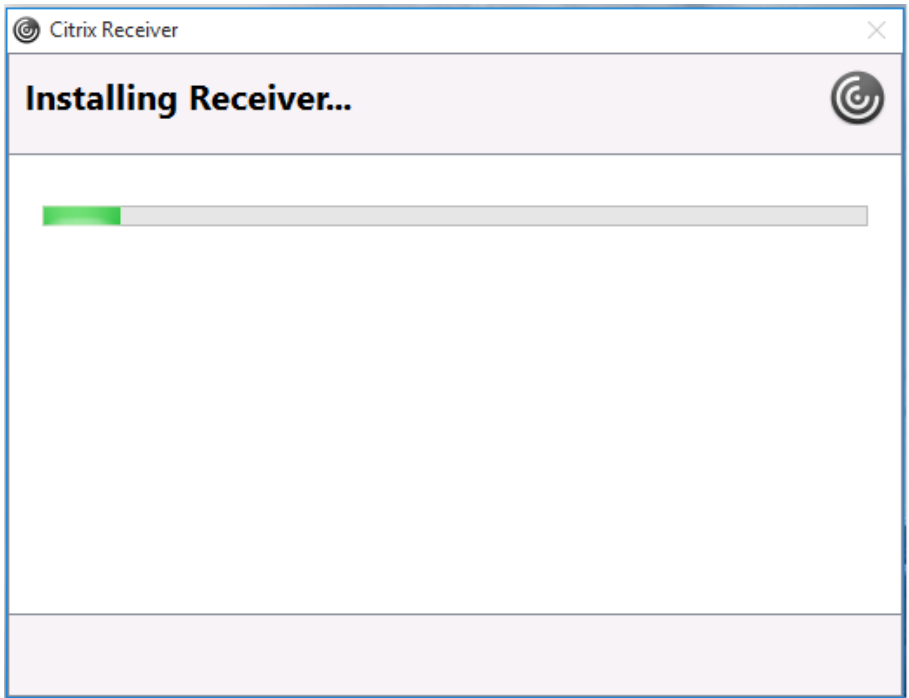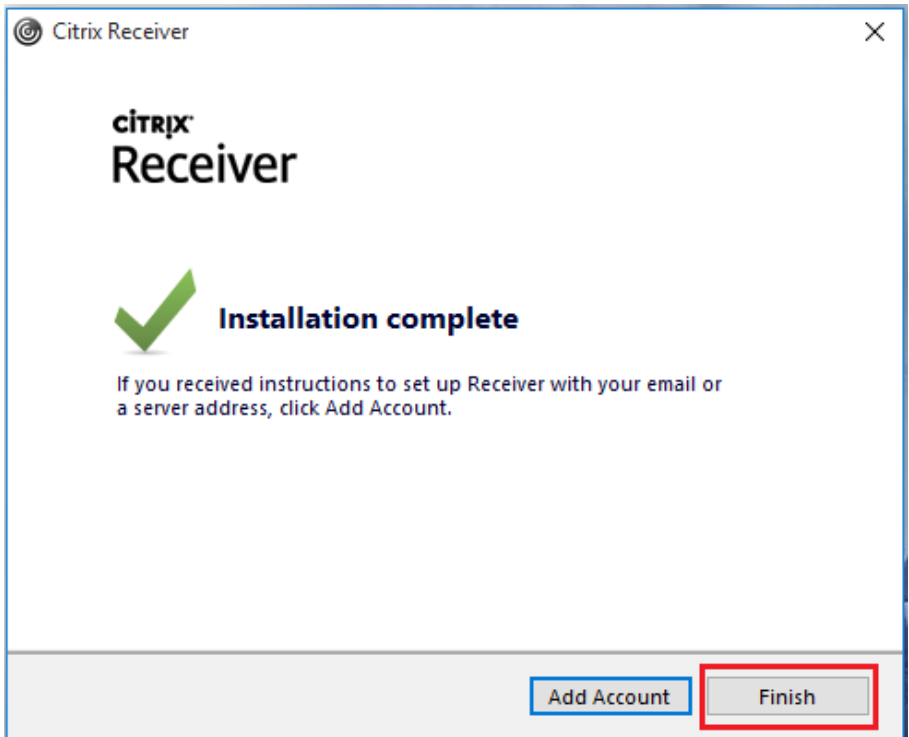Select **No, Thanks** if you get this screen. Then select **Install**
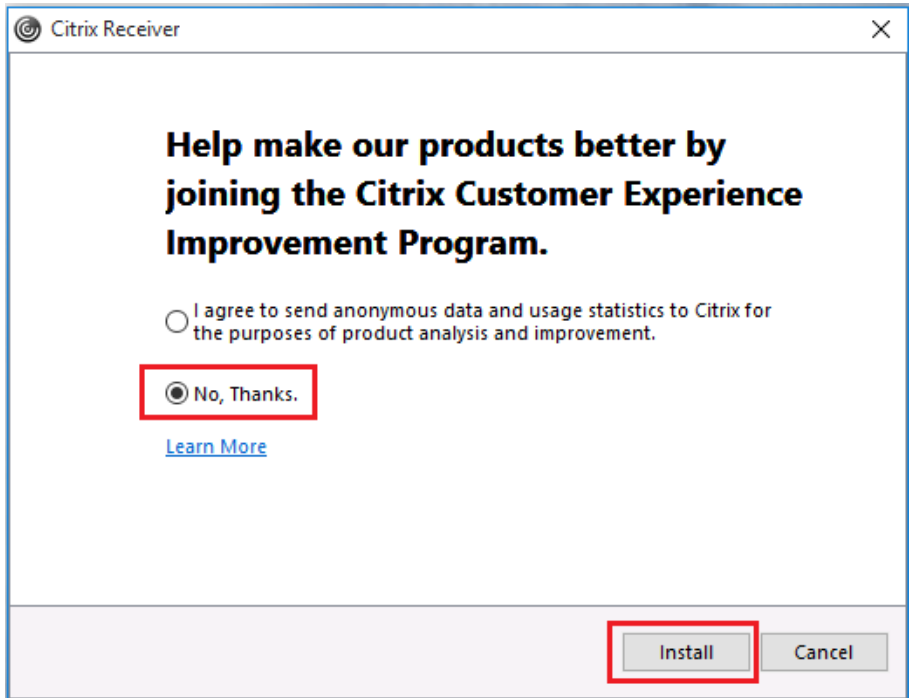
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Depending on ISP speed, it may take several minutes to install

Citrix Receiver ✕

Installing Receiver...

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Click **Finish**. Do not select Add Acount

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Launching Citrix 7VirtualDesktop

Go to www.bcbsla.com and select *Blue Employees*

After performing the Multifactor Authentication Steps required by BCBSLA (not pictured), you will be able to log into Citrix

Log in using employee number and network password

If you receive this box afer installing Citrix, click **Log on**.

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After logging in and selecting a desktop or application the below menu will open.

Select **Save**

Select **Open**

Your desktop or application may take time launching

Troubleshooting

Problem: Status failed with 1030 or 1111

If you attempt to launch your desktop or application and receive a Status failed with 1030 error try the below:

- Close error and try launching virtual session. This may take a few attempts.
- Restart your workstation

If problem persist contact IT Service Desk.

Problem: Disconnects

If you experience repeated disconnections over a short period of time, check the following item:

- Verify ISP speed is 10mbps or higher
- Restart ISP provided equipment (contact your ISP for instructions)
- Restart home PC
- Contact your ISP to verify there are not outages in our area
- If problem continues call the Service Desk with below information:
    - Time each disconnect happened
    - ISP provider name
    - ISP Speed
    - City you live in
    - Name and version of internet browser
    - Name and version of PC operating system

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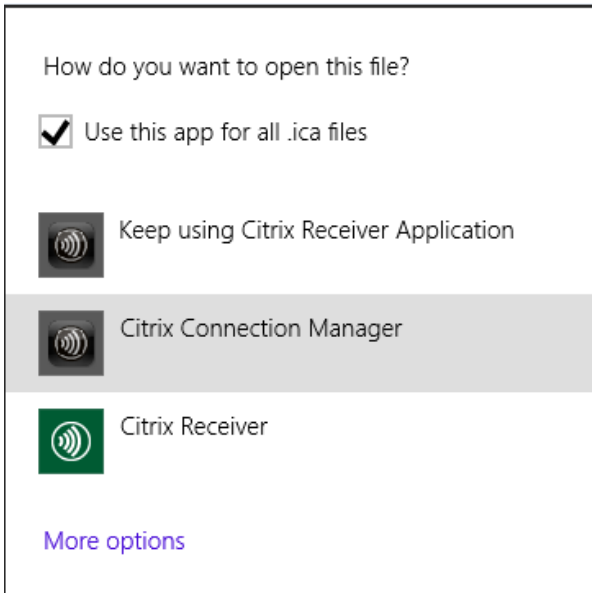**Problem:** **Username and/or password invalid**

- Verify CAPS lock is turn off and also NUM lock is turn on if you use the key pad to the right for numbers.
- Close all Internet Explorer browsers on home PC then reopen browser and try to log in again.
- If problem continues call the Service Desk.

Problem: **Launch.ica**

This message can appear if you are on PC , attempting to launch a Citrix 7VirtualDesktop session, and Citrix is not currently installed on your home PC.

Close the message and used above instructions for installing Citrix.

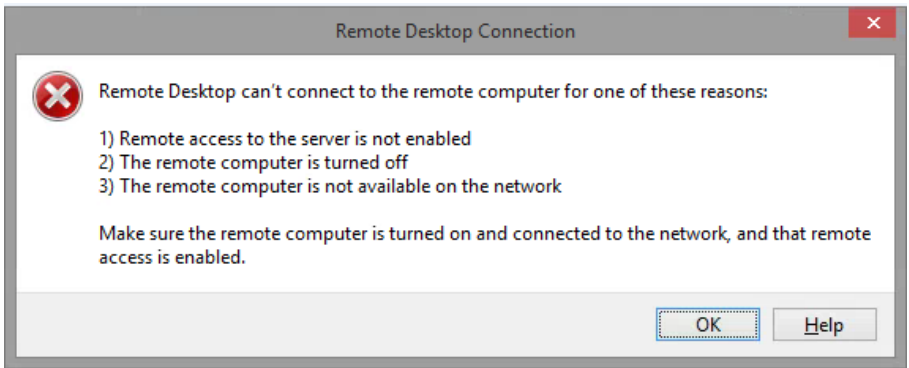Contact IT Service Desk if messae continues to appear.

How do you want to open this file?

☑ Use this app for all .ica files

Keep using Citrix Receiver Application

Citrix Connection Manager

Citrix Receiver

More options

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Problem: Connection to Remote Desktop failed

This message can occur due to a failed attempt to remote into a physical desktop on any BCBSLA campus.

- Make sure your PC or Laptop that you are attempting to remote into is powered on.
- If you have never remoted in before, or recently received a new PC or laptop you may not have Remote access to the device.

NOTES:

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