Help Login to Citrix

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<td>Initial</td>
<td>Fernando Teixeira</td>
<td>Gianni Ragni</td>
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1. How to access to your applications via Citrix:

Type your **professional Windows user name** inside cell: **User Name**

Type your **professional Windows password** inside cell: **PassWORD**

Use your **RSA Token code** inside cell: **PassCODE**

**Important:**
During the first connection with a physical RSA token, users will be required to configure a CodePin, the Citrix PassCODE will then become: CodePin+TokenCode (same sentence).

2. How to install Citrix receiver

If this is your first connection to Alter Domus Citrix portal, you need to install Citrix receiver to access your applications as explain below depending on your device operating system: Windows (Chapter 2.1) or Mac OS (Chapter 2.2).
2.1. Install Citrix receiver with a Windows device:

Click on “I agree with the Citrix license agreement“ and “Install”

Click on “Run” to start download and install software
Click on “Start”

Accept the license agreement

Do not enable single sign-on and click on "Install"
Click on "Finish"
2.2. Install Citrix receiver with a Mac OS device:

Click on “Detect Receiver”

Welcome to Citrix Receiver
Use Citrix Receiver to access your applications and desktops.

Detect Receiver

Click on “I agree”, then “Download”

I agree with the Citrix license agreement

Download

Detect again  Already installed  Security details

Click on: “Save File”
Open the Download Folder and double click on “CitrixReceiverWed.dmg”

Double Click on “Install Citrix Receiver”

Click on “Continue”
Click on “Continue”
Click on "Agree" to accept the license

Click on "Install"
Click on “Continue”

Click on “Close”
The installation was successful.
The software was installed.

Click on “Move to Trash”

Downloading Citrix Receiver...
Install Citrix Receiver on your machine when the download is complete. Once you’ve installed Citrix Receiver, return here and click Continue.

Continue

Retry download

Click on “Continue”
You are opening the application “Citrix Receiver Launcher” for the first time. Are you sure you want to open this application?

The application is in a folder named “Citrix Receiver”. To see the application in the Finder without opening it, click Show Application.

- Show Application
- Cancel
- Open

Click on “Open”

This link needs to be opened with an application.

Send to:

- Citrix Receiver Launcher

Choose other Application

Choose...

- Remember my choice for receiver links.

This can be changed in Firefox's preferences.

- Cancel
- Open link

Click on “Remember my choice for receiver links then open link”

This is only for the first time connection
3. Access to Citrix Apps:

Application are ready for use.

After successfully logging in, the Citrix Workplace portal page will be displayed with APPS icons representing all of your authorized Corporate Applications.

4. Access to Citrix VDI (Virtual Desktop Infrastructure):

Following Citrix VDI access is granted only to selected BCP (Business Continuity Planning) staff using personal computers from home during a BCP activation or BCP Test.

After successfully logging in, the Citrix Workplace portal page will be displayed with DESKTOPS icon representing your authorized corporate virtual desktop infrastructure access:

Please use the “Desktops” link for BCP: This is the access to your Citrix VDI portal. You will get access to the same environment than your PC at work.
Click on your VDI personal for start your corporate virtual desktop. A new pop-up windows will start with your personal desktop

Use your personal alterDomus user and password for accessing desktop