FIRST TIME USE – Downloading Software

Open Internet Explorer and go to the web address: <u>http://www.wrexham.gov.uk/agile</u>. Click on the web link "First time use please install – Citrix Web Client"

WCBC remote working portal (Agile)

You will be prompted to download a new software after you have logged	into Citrix. When prompted please say / run the software and, if requested,
restart your device. You will need to update your software or you will fail Please use the (Safenet/MobilePass) links unless you have been specific.	the scan and will not be able to login ally instructed to use the (Authenticator) links.
S Email/Webmail (SafeNet/MobilePass)	S Email/Webmail (Authenticator)
S Agile working portal (SafeNet/MobilePass)	S Agile working portal (Authenticator)
SAM (Intranet)	
Are you having problems logging in?	
Contact the ICT Service Desk on 01978 292340 or email ictservicedesk@wrexterm	gov.uk.
Are you having problems connecting?	
Try the following:	
Step 1: Check the Anti-Virus software on your computer is yo to date. Step 2: Contact ICT Service Desk 01978 292340 or email intervicedesk@wree Step 3: Remote IT Assistance. Click here when advised by ICT staff.	cham.gov.uk.
Downloads	
First time use please install - Citrix Web Client Download from external site	

Click on the Run button



Wait for the install to finish which may take a few minutes:



When you see the following screen please click on Install

Oitrix Receiver	
	Welcome to Citrix Receiver Setup
	Click Install to install Citrix Receiver on your computer.
Citrix Receiver	
	Install

When the software has finished installing you will *NOT* be informed.

CITRIX LOGON INSTRUCTIONS

WCBC remote working portal (Agile)

Open Internet Explorer and go to the web address: <u>http://www.wrexham.gov.uk/agile</u>. Click on the Agile Working Portal (SafeNet/MobilePass) link – only use the Agile Working Portal (Authenticator) if specifically told too.

You will be prompted to download a new software after you have log	ged into Citrix. When prompted please save/run the software and, if requested fail the scan and will not be able to login.
Please use the (Safenet/MobilePass) links unless you have been spec	ifically instructed to use the (Authenticator) links.
8 Email/Webmail (SafeNet/MobilePass)	S Email/Webmail (Authenticator)
Agile working portal (SafeNet/MobilePass)	S Agile working portal (Authenticator)
SAM (Intranet)	
Are you having problems logging in?)
Contact the ICT Service Desk on 01978 292340 or email ictservicedesk@wrexh	<u>am.gov.uk</u>
Are you having problems connecting	3?
rv the following:	
Step 1: Check the Anti-Virus software on your computer is up to date. Step 2: Contact ICT Service Desk 01978 292340 or email ictservicedesk@v Step 3: Remote IT Assistance. Click here when advised by ICT staff.	vrexham.gov.uk.
Downloads	

At the login screen please enter your username, password and enter the code from your safeword (citrix security token/mobile phone code) into the safeword field and click on Log On. *(If you have problems seeing this screen please refer to the Troubleshooting Guide at the end of this document)*

	Please log or	n	
	User name		
NetScaler with	Password		
onnie u dateway	SafeWord		
		Log On	



	Please log on
	Citrix Gateway End Point Analysis
	Before connecting to your organization's internal network, we need to check that your computer meets certain requirements.
Citrix Gateway	Checking if the plug-in is installed
	Skip Check
	We couldnt detect an EPA Plugin on your system, please click on the download button to install it and proceed.
Click on Run	
Do you want to run or save nsepa_	setup.exe (5.68 MB) from otpcitrix.wrexham.gov.uk?
This type of file could harm ye	our computer. Run Save 👻 Cancel

Click on Next



Click on Finish



At this point Citrix will scan your laptop/device to ensure it meets the security checks.



By default the Desktop tab should be visible. (If not please change the tab to "Desktops"). Double click on the WCBC Desktop icon to open your network screen.

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👍 🕘 Cetus Solutions Remote S (Citrix Receiver	W wcbc Remote Working Po	G Google 🧕 Lisa	Roberts - Outlook We 🔒 Qu	est Software Archive M	**
Citrix StoreFront		DESKTOPS	APPS		xenapptest 🔻	
				Q	Search Desktops	
Dual Screen Desktop	etails	IGEL Desktop	Details	IGEL Desktop A	Details	^
IGEL Desktop B	etails	WCBC Desktop	Details	WCBC Desktop A	Details	
						~

NOTE: Be advised at this point you are using the system this will give you access to all your network drives. Internet access is with the same WCBC restrictions. You will not be able to open another browser to access personal websites and you will be unable to access files from your local drive (c: drive).



FIRST TIME USE AND GUIDANCE NOTES

When using the system for the first time your environment will need to setup.

Outlook

Open Outlook from the Citrix desktop and follow the default options. This will then open up your Outlook screen as normal (please be patient as it may take a couple of minutes to finalise your settings).

Microsoft Word

Open Microsoft Word and click on the Tools – Options – (tab) File Locations. Highlight "user templates" from the list in the white box and press the "modify" button. In the folder name field please type h: and click OK and OK again. Close Microsoft Word.

Cannot see all your Applications

If you do not see your application on the desktop then please use the start button to open the menu and click on All Programs to see the full list of applications.

Desktop Shortcuts

Your shortcuts on the desktop will not be saved so there is a folder on the desktop entitled "User Shortcuts". Please place all your required shortcuts in this folder – these will be saved! When you start using this folder you will notice a new folder appear on your h: drive entitled "citrixshortcuts" your citrix session will use the contents of this folder.

Archived Email Attachments

If you have any problems opening an archived email attachment please open a nonarchived email first and then return to the email you require.

TO DISCONNECT FROM CITRIX

To disconnect from the system click the start menu and click "Log Off"

🐑 WCBC Desktop - Citrix online plug-in			
Recycle Bin Outlook			
MS WORD	xenapptest Documents Computer Network Control Panel Devices and Printers Windows Security	CITRIX	
Start 🛃 🖉 🚞			* @ ()»

You will be returned to this screen click on the username from the top right of the screen and select "Log Off" again

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File Edit View Favorites To	ools Help				<u>_</u>
👍 🧃 Cetus Solutions Remote S	Oitrix Receiver	W wcbc Remote Working Po	G Google (🧕 Lisa Roberts - Outlook We	Quest Software Archive M
Citrix StoreFront			APPS		xenapptest 🔻
					Q Search Desktops
Dual Screen Desktop	Details	IGEL Desktop	Details	IGEL Deskt	Details
IGEL Desktop B	Details	WCBC Desktop	Details	WCBC Desi	Details
					~

When you see this screen please close the internet explorer screen by clicking the cross in the top right hand corner of the screen.

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File Edit View Favorites Tools Help		
👍 🛃 Cetus Solutions Remote S 🎯 Citrix Receiver	👿 wcbc Remote Working Po Ġ Google	🗿 Lisa Roberts - Outlook We 🔒 Quest Software Archive M ≫
	You have logged off success	fully.
	Log On	
And in case of the local division of the loc	and the second	

TROUBLESHOOTING GUIDE

Please review the guidance below to resolve your issue. If you continue to experience problems, please contact the WCBC ICT Service desk on 01978 292340.

Only a username option on login

If you only see a username box and not username/password/safeword boxes again please press the F5 button to refresh the screen. You may need to press this a few times.

Using Internet Explorer 11 – page cannot be displayed

If you use Internet Explorer 11 you may have a "page cannot be displayed" message. This may require you to adjust the compatibility settings within Internet Explorer.

Press on either the cog button or Tools from the menu bar and select "Compatibility View Settings". The web page should appear in the "Add this website" box so click the Add button and close the page. If the website does not appear please type in "Wrexham.gov.uk" (without the " marks).

Not meeting the minimum requirements

Check the antivirus on your laptop/device is up-to-date. Right click the sophos icon

in your system tray (very bottom right of the screen) and from the menu select "Update Now". You should see a screen similar to that below as your pc updates the software. Wait a couple of minutes for the updating to finish and then try logging onto citrix again.

Updating Sophos Anti-Virus for Win	dows 2000+
	<u>_</u>
Downloading package 2 of 4	
Downloading: simda-t.ide	
	Cancel
Estimating download time	

If you see a message "Cannot Connect to Server" please bring your laptop into the office and connect to the network and run the Update Now process. If you still receive the error you will need to notify the ICT Service desk.

Turning Internet Explorer Proxy off

If you see an Access Denied message after you have logged in similar to the one below:

(Access	5 Denied				
- -	Your device secure net	Your device does not meet the requirements for logging on to the secure network.				
	For more i	information, contact your help desk or system administrator.				
	Provide th	e following information to your support personnel:				
	Date:	5/27/2015				
	Time:	14:34				
	Error:	Failed sending epaq				
	To check :	your device again, click Back.				
		Back				

Click on cog in top right hand corner in Internet Explorer to go to settings Then click on internet options

nternet O	ptions				? X
General	Security	Privacy	Content	Connections	Programs Advanced
ł	To set up Setup.	o an Inter	net connec	tion, click:	Setup
Dial-up	and Virtua	l Private N	letwork se	ttings	
					Add
					Add VPN
					Remove
Choos serve	e Settings r for a conr	if you nee nection.	ed to config	jure a proxy	Settings
@ Ne	ever dial a	connection	n		
🔘 Di	al wheneve	er a netwo	ork connect	tion is not prese	ent
Al	ways dial m	ny default	connection	ı	
Cur	rent	None			Set default
Local A	Area Netwo	rk (LAN) s	ettings —		
LAN S Choo	Settings do se Settings	not apply above fo	to dial-up r dial-up se	connections, ettings,	LAN settings

On the connections tab click on LAN Settings

And remove the tick "Use a proxy server for your LAN" and then close and reopen internet explorer

Lo	ocal Area Network (LAN) Settings			
	Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration. Automatically detect settings Use automatic configuration script			
	Advress			
(Proxyserver Use a proxy server for your LAN (These settings will not apply to dial up or VPN connections).			
`	Address: web.wrexham.g Port: 8080 Advanced			
	Bypass proxy server for local addresses			
	OK Cancel			

Can't move passed the Download screen

If you see the screen below but you have already installed the clients/updated the client you will need to check what programs are installed on your laptop.

Checking System Configuration on your Device	1
Before connecting to your organization's internal network, we need to check that your computer meets certain requirements.	
Please download the software that handles this check.	
 Checking if the plug-in is installed	
Download Skip Check	

Click the start menu and select Control Panel from the right hand side of the menu. Open "Programs and Features" and search in the list for Citrix Access Gateway Endpoint Analysis and/or Netscaler Gateway Endpoint Analysis. If you have both then select each in turn and click the uninstall button. Restart your laptop and then login to the system and allow the system to automatically download the software as you login.

If you only have the Netscaler Gateway Endpoint Analysis check the version is 10.5.62.9. If you still have problems uninstall this program and again follow the process to login to citrix and allow the system to automatically download the software.