External Contractor log on guidance
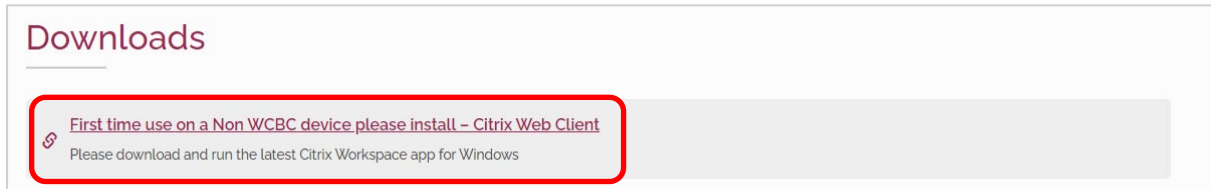
First time use

Installing Citrix Workspace app

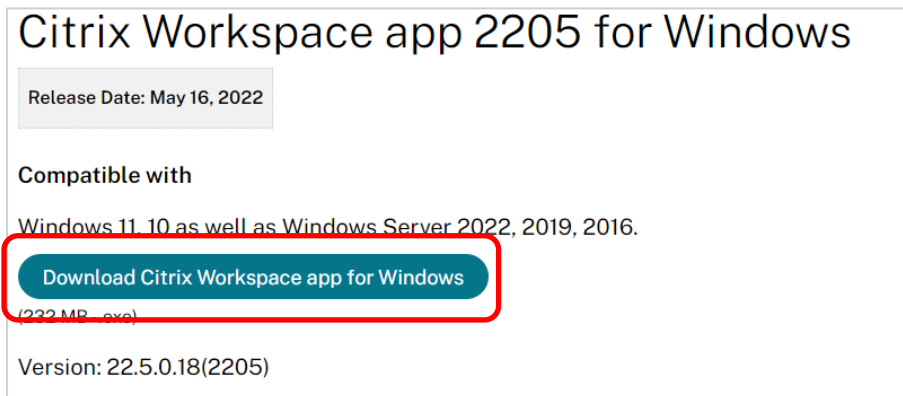Use your browser to navigate to https://www.wrexham.gov.uk/agile

Scroll down to downloads and click on the first time use link

Downloads

First time use on a Non WCBC device please install – Citrix Web Client
Please download and run the latest Citrix Workspace app for Windows

Download Citrix Workspace app for Windows

Citrix Workspace app 2205 for Windows

Release Date: May 16, 2022

Compatible with

Windows 11, 10 as well as Windows Server 2022, 2019, 2016.

Download Citrix Workspace app for Windows

(233 MB - .exe)

Version: 22.5.0.18(2205)

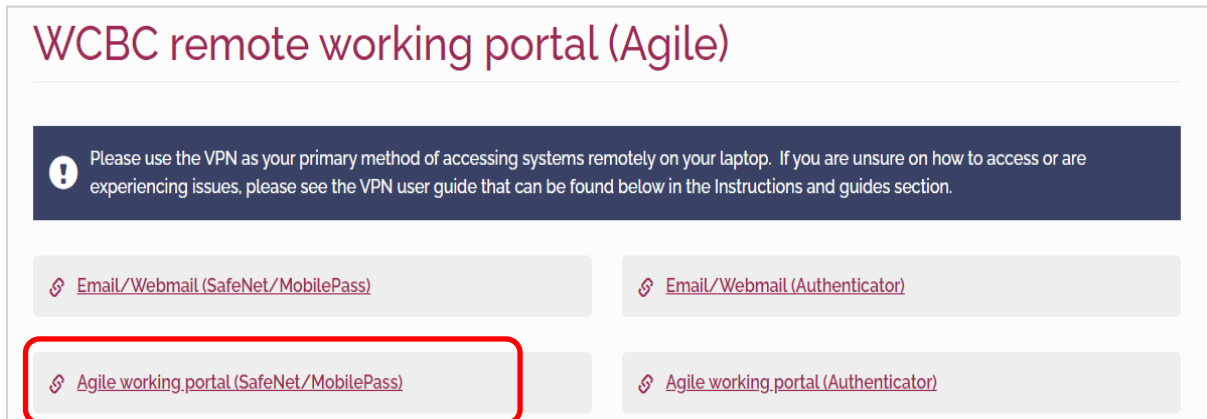The install file will download to your device.

When complete, open the CitrixWorkspaceApp.exe file that has been downloaded (if you do not get a pop up in the top right hand corner you will be able to find it in downloads folder on your device)

Follow the prompts on screen to install. It will take a few minutes.   Click finish when installation successful screen appears.
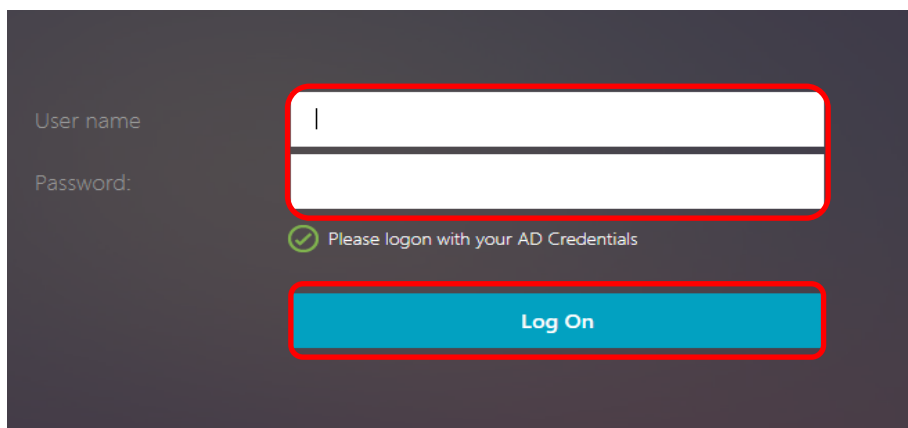
Log on instructions

Use your browser to navigate to https://www.wrexham.gov.uk/agile

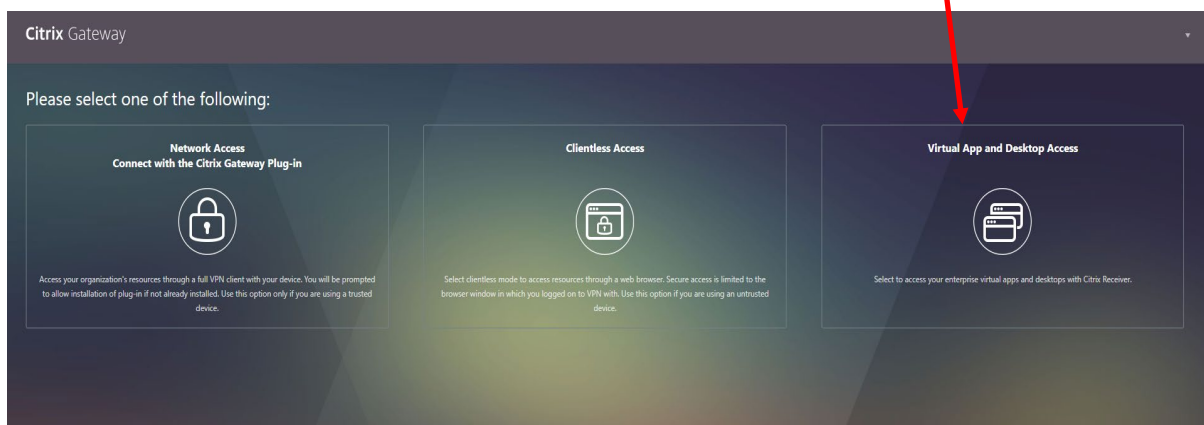Select Agile working portal (SafeNet/MobilePass)

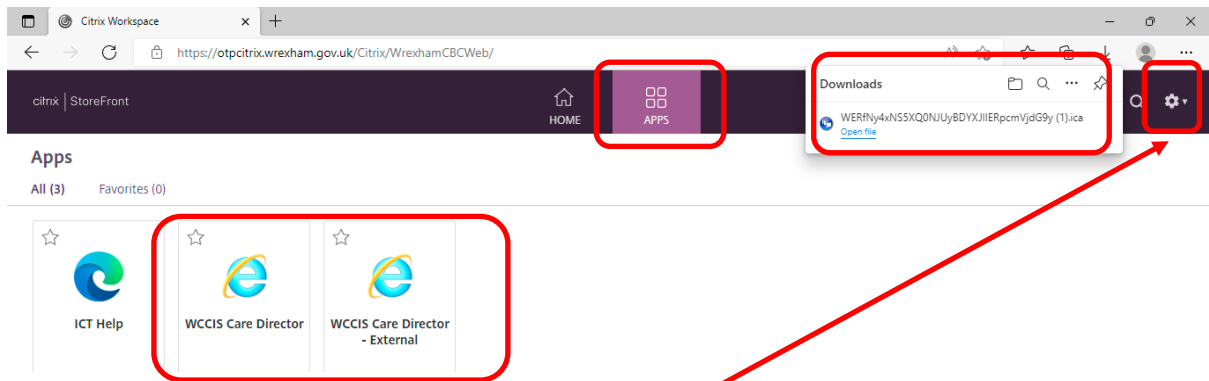

Enter your user name & password and click Submit

Dependant on how your authenticator has been set up, you will either be asked to approve it in the app, you will get a text message with a verification code to enter or your will receive a phone call where it asks you to press the # sign (if it ask you to press the pound sign, it is the # sign that its referring to)

Select the 'Virtual App and Desktop Access' option which is on the right.

Click on the apps tab and select the application you require, and click open file. The application will now be available for you to log into

When finished sign out of the application and click the cog in the top right hand corner and click log out.