

Guide to Using Citrix at SLU (Windows)

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Help Desk: Room DS 473

Help Desk Phone: 314-947-4000 option 7

Help Desk E-mail: jcsbservicedesk@slu.edu

Section 1: Installing Citrix Client on Your Computer

Open your internet browser and enter <http://receiver.citrix.com>.

Click the blue bar “Download Receiver for Windows”

CITRIX



Citrix Receiver

Access your apps, data and desktops from any device.



Download Receiver for Windows

[Find Citrix Receiver for other platforms](#)

[Download previous versions of Receiver](#)

Check the box to agree to the End User License Agreement

Click the blue bar "Continue"

CITRIX



Citrix License Agreement

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Continue

Click the “Run” box when it appears at the bottom of your screen to begin the download and install process.

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.

[Learn more about Citrix Receiver >](#)

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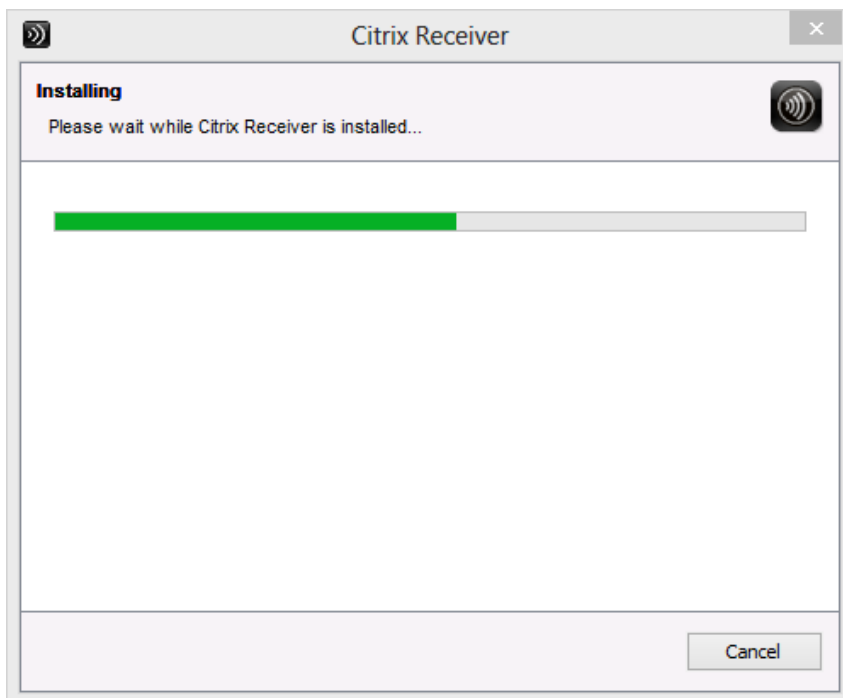
Do you want to run or save CitrixReceiverWeb.exe (51.1 MB) from downloadplugins.citrix.com.edgesuite.net? Run Save Cancel

Click the “Install” button to begin the installation of the Citrix Receiver



You will see the progression bar as your Citrix Receiver installs.

Once the installation completes, the install window will disappear.



Simply restart your browser and you will now be able to login and access your Citrix applications.

This is the Citrix homepage. When you first navigate to this page, you will see an amber warning triangle next to the Messages tab. This appears because the computer that you are using does not have the Citrix Web Client installed.

SAINT LOUIS UNIVERSITY

Logon Messages Preferences

Welcome
Log on to access your applications.

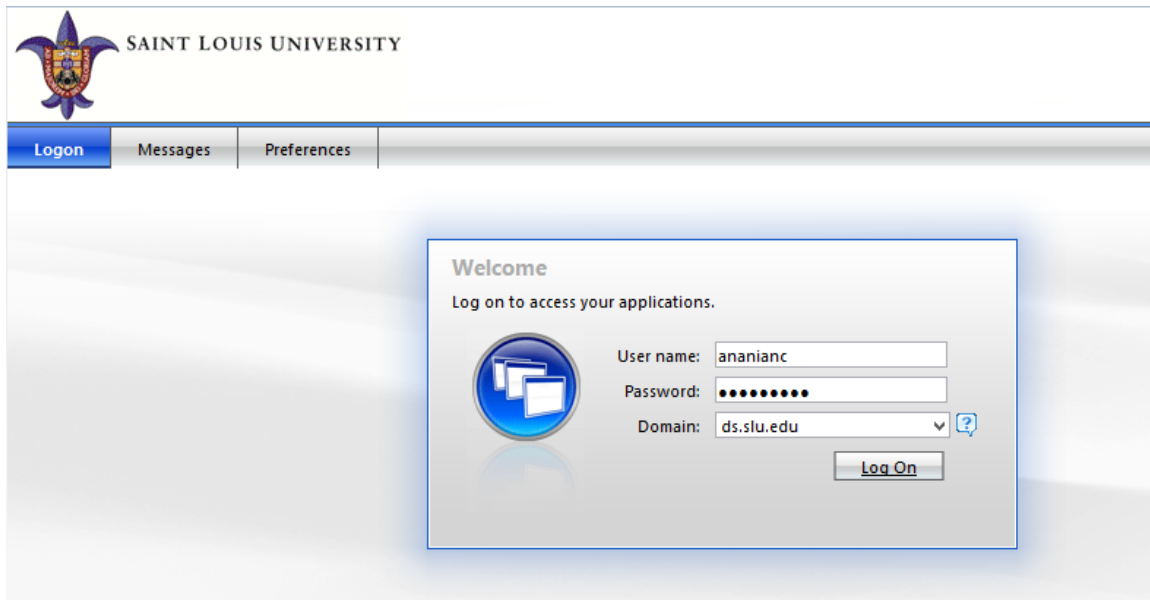
User name:

Password:

Domain: ds.slu.edu ?

Log On

If the client installed correctly click Continue. Proceed by logging in with your SLUNet ID and password.



The screenshot shows the Saint Louis University Logon interface. At the top left is the Saint Louis University logo, a purple fleur-de-lis with a shield in the center, followed by the text "SAINT LOUIS UNIVERSITY". Below this is a navigation bar with three tabs: "Logon" (highlighted in blue), "Messages", and "Preferences". The main content area features a "Welcome" dialog box with the text "Log on to access your applications." To the left of the form is a circular icon containing three overlapping document pages. The form fields are: "User name:" with the text "ananianc" entered; "Password:" with ten black dots; and "Domain:" with a dropdown menu showing "ds.slu.edu" and a help icon. A "Log On" button is positioned at the bottom right of the form.

SAINT LOUIS UNIVERSITY

Logon Messages Preferences

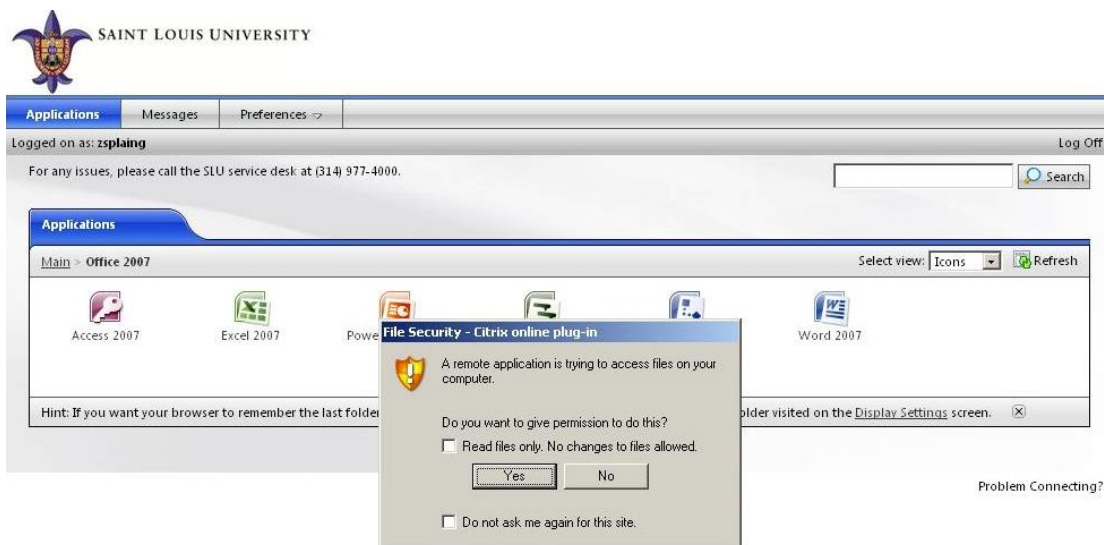
Welcome
Log on to access your applications.

User name: ananianc
Password: ●●●●●●●●
Domain: ds.slu.edu

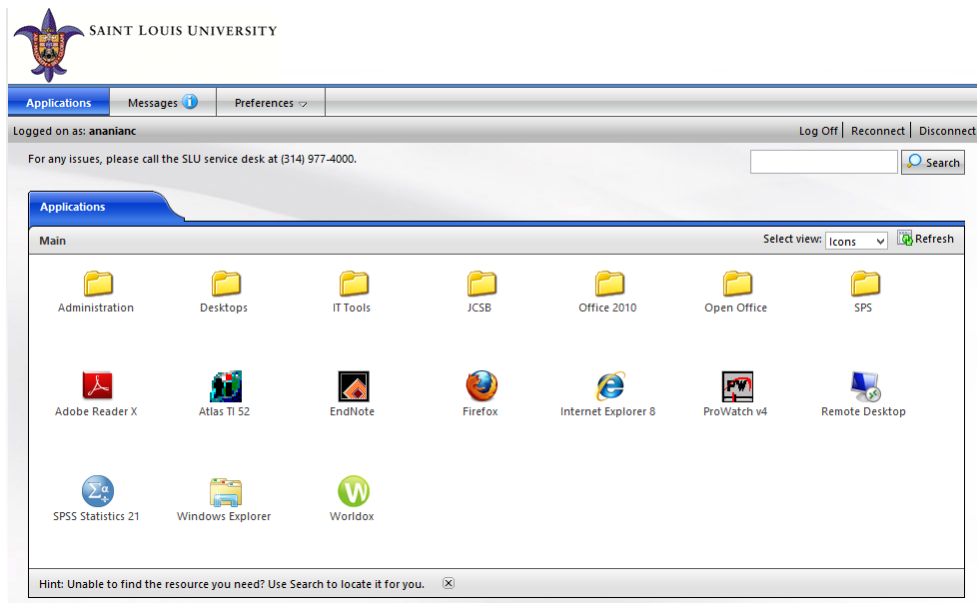
Log On

Section 2: Citrix Homepage

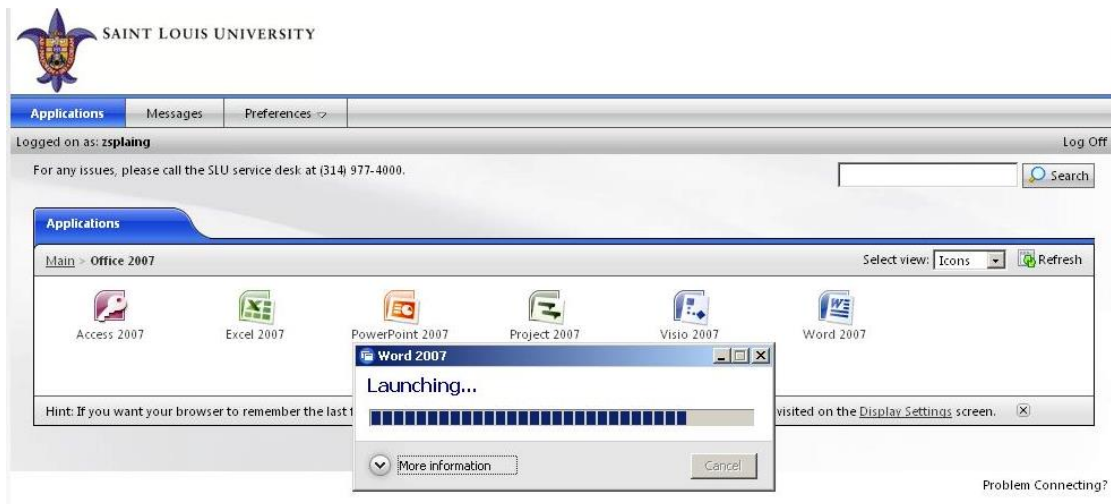
Upon successful login you will be taken to the main Citrix page. You may be prompted by Citrix to allow access to the files stored on your computer. If you do not click Yes, you will not be able to open, modify, or save files locally.



The Citrix homepage lists all the applications available for use.



To launch a program simply click on the icon. A dialogue box will appear giving you the status of the launch progress.



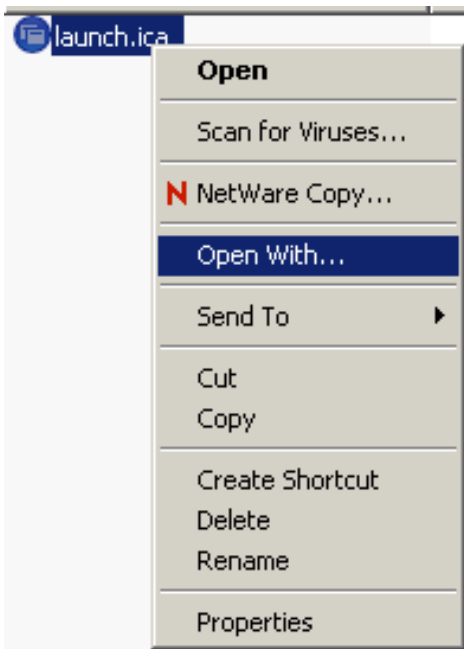
When the dialogue box closes, the program will appear just as it normally would if you launched it locally.

Section 3: Troubleshooting

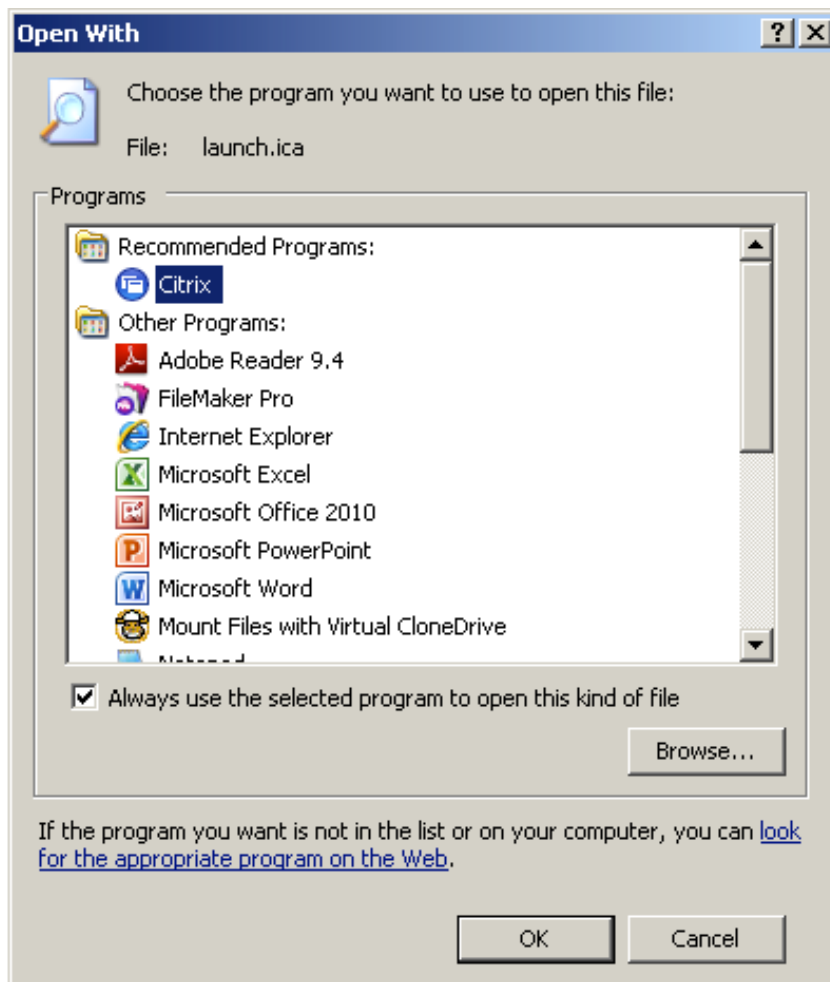
If the program does not launch, the most common problem is that your computer does not have the .ica file type associated with the Citrix plugin. To change this, navigate to your default download folder. You will see a .ica file that was downloaded instead of opened.



Right click on this file and click Open With.

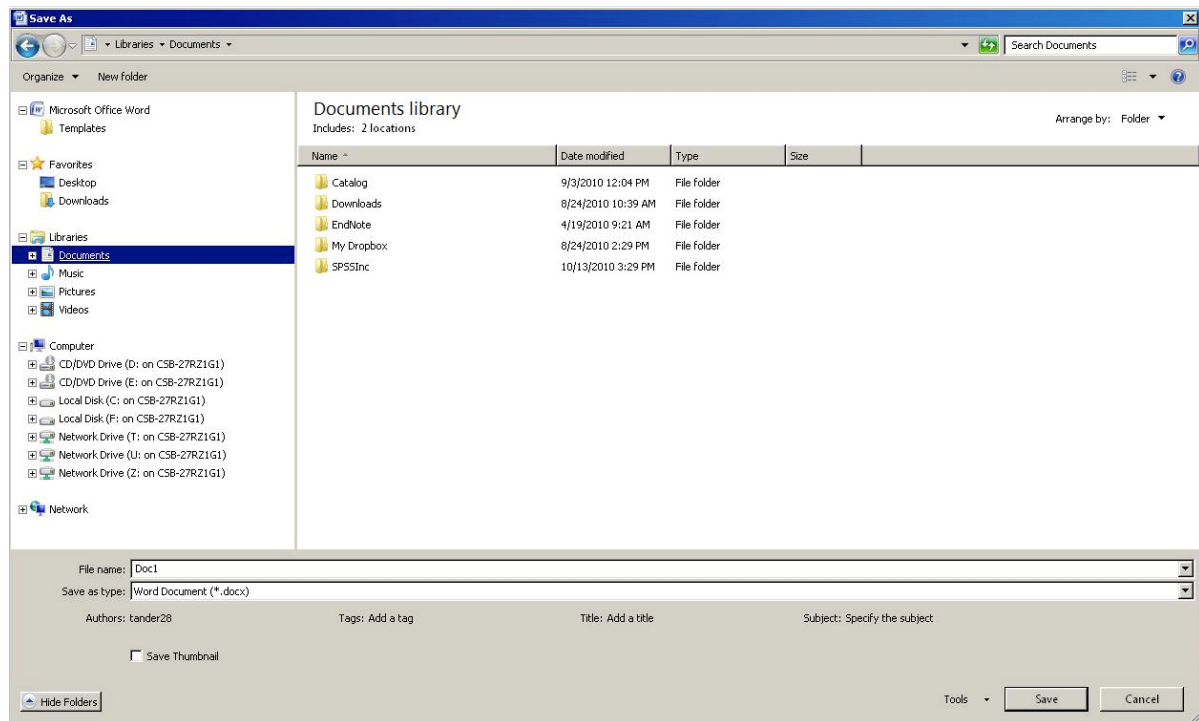


Select Citrix as the program that opens .ica files and check the “Always use the selected program to open this kind of file.”

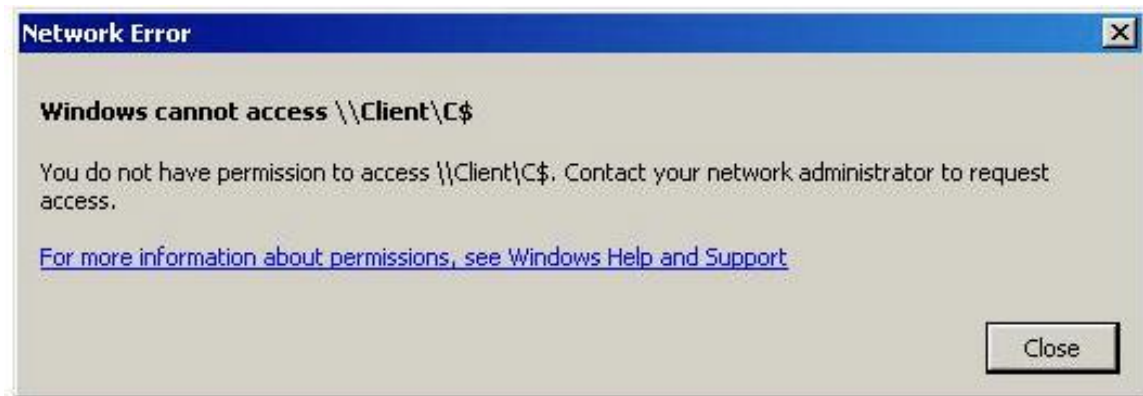


Section 4: Opening and Saving Files from a Citrix Launched Program

There are some differences that you need to be aware of when opening and saving files from a Citrix launched program. The “My Documents” folder will be mapped to your U: Drive on the SLU servers, not to your My Documents folder on your computer. Your local drives will be mapped as drive letters under the computer. Be advised that the drive letters will not match up. Look for the proper drive letter within the parentheses.



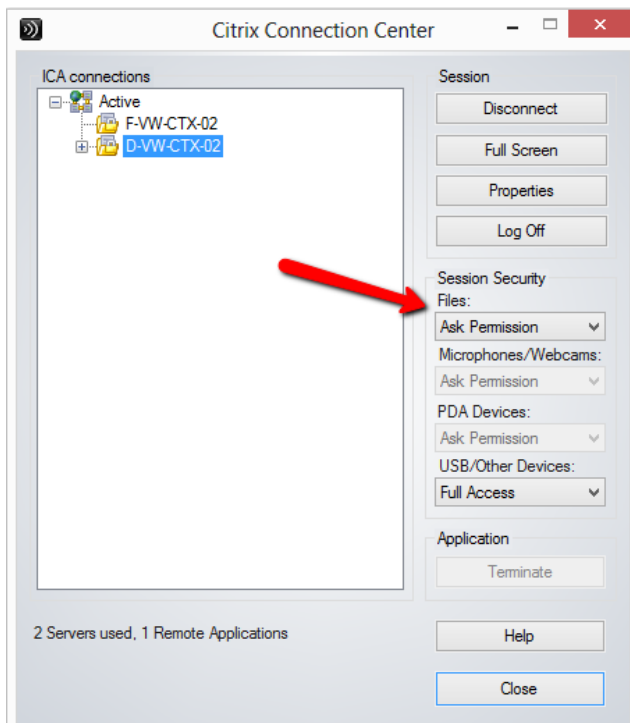
You may encounter an error message when saving a file. This is because the permissions are not set correctly for the Citrix client.



To fix this we need to open up the Citrix Connection Center. Locate the  icon in your taskbar. Right click and select “About – Advanced - Connection Center”.



Once inside the Connection Center, there are a few dropdown boxes on the right. These deal with what permissions Citrix has in regards to accessing your local files. Change them to Ask Permission or Full Access.



The Connection Center lists all of the servers and programs you are logged into and accessing. If you have problems closing the application normally, open the Connection Center, highlight the server hosting the program you wish to close, and click Disconnect. If you have more than one application open on a single server you can highlight the application if you wish to close and click Terminate.