



SRH IT SOLUTIONS – CITRIX USER GUIDE

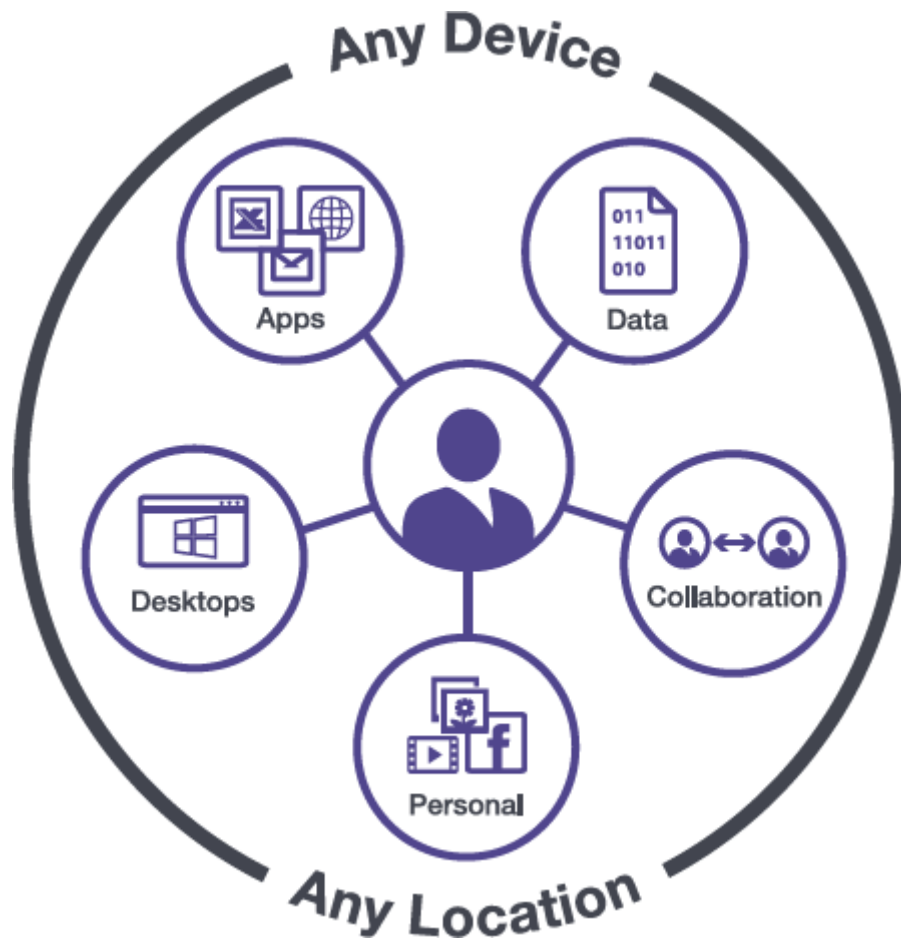


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2 Introduction



With a Citrix Desktop, you can access your virtual desktop from any location on any device.

Important note for users with a private device: Please make sure that you have the latest Citrix Receiver installed on your device. Download the latest Citrix Receiver at:

<https://receiver.citrix.com>

3 Starting my new virtual desktop

3.1 Tips and guidance

3.1.1 In the case of problems

Please check the following points before opening a ticket with the helpdesk (itsupport@srh.de):

- Is my operating system supported? (Windows 7 or higher)
- Are the latest updates installed?
- Is the latest Citrix Receiver installed? (See link below)
- Is my browser supported?
- Do I have a stable and functional network connection?
- Restart your computer to rule out malfunction

3.1.2 Citrix Receiver

Always use the latest receiver, which is available at: <https://receiver.citrix.com>

3.1.3 Supported browsers

The following browsers are supported by Citrix:

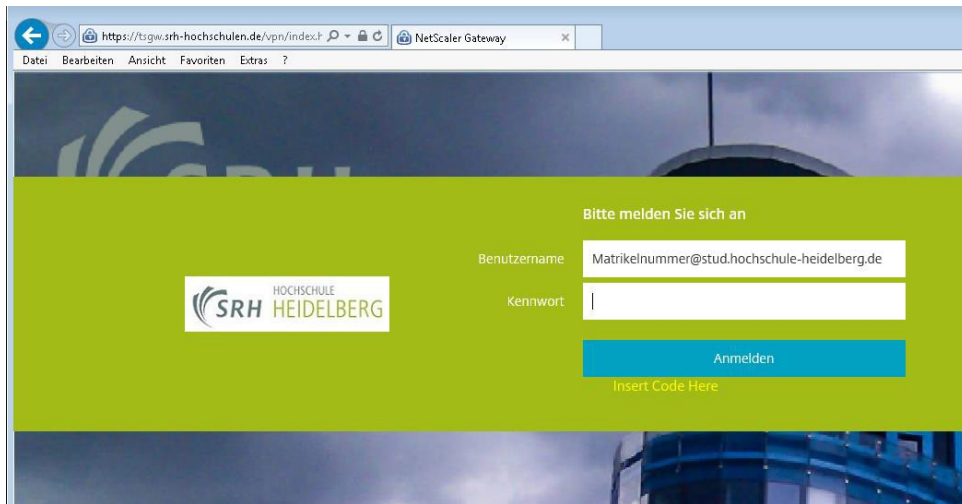
- Google Chrome (Version 47+)
- Internet Explorer 11
- Microsoft Edge
- Mozilla Firefox (Version 43+)
- Safari (Version 7+)

3.1.4 First login

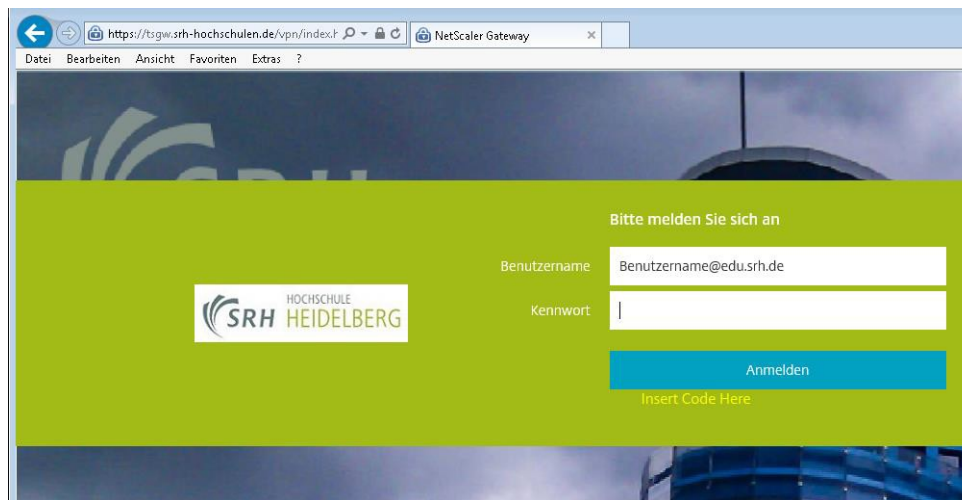
To login for the first time, access the following link on the internet:

<https://tsgw.srh-hochschulen.de>

For students:

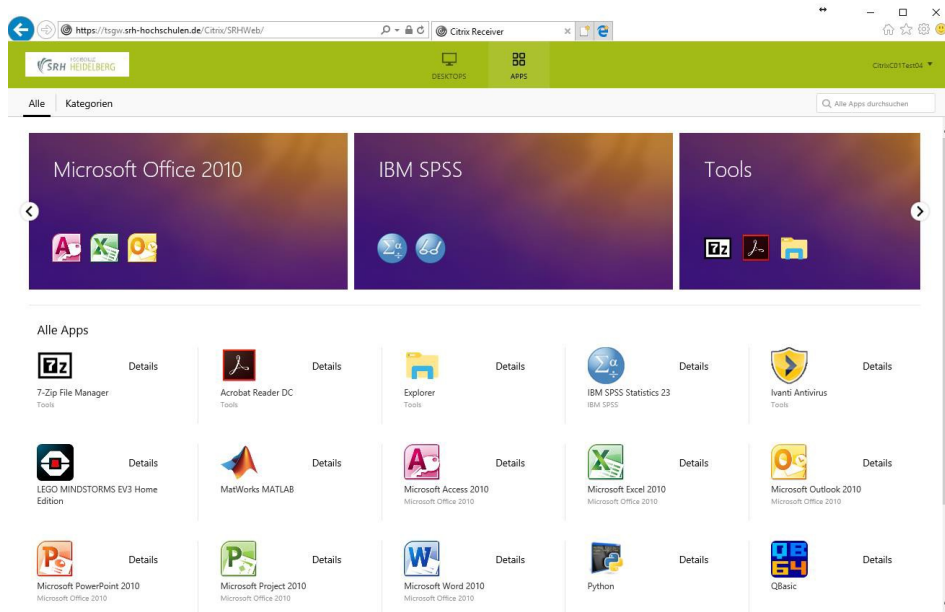


For staff:



Start the Windows Server 2016 Desktop via the “SRHK Desktop” (top tab DESKTOPS). Individual applications can also be started via the “APPS” tab.



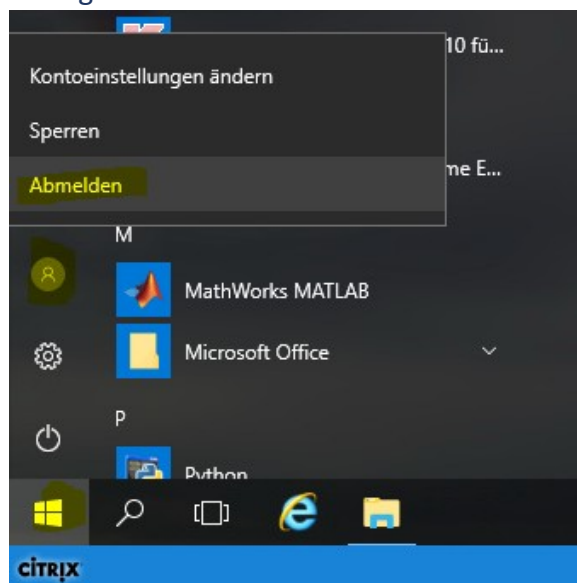


3.1.5 Using the Desktop Viewer (toolbar)



You can use the toolbar, referred to as the Desktop Viewer, to set full screen or windowed mode, for example.

3.1.6 Logging off / disconnecting



When you have finished using the virtual desktop, please save all your files and click on Start → User Symbol → Log Off / Disconnect.

3.2 General remarks

Depending on your browser, when opening the website a prompt may appear asking whether the light or full version of the Receiver is required.

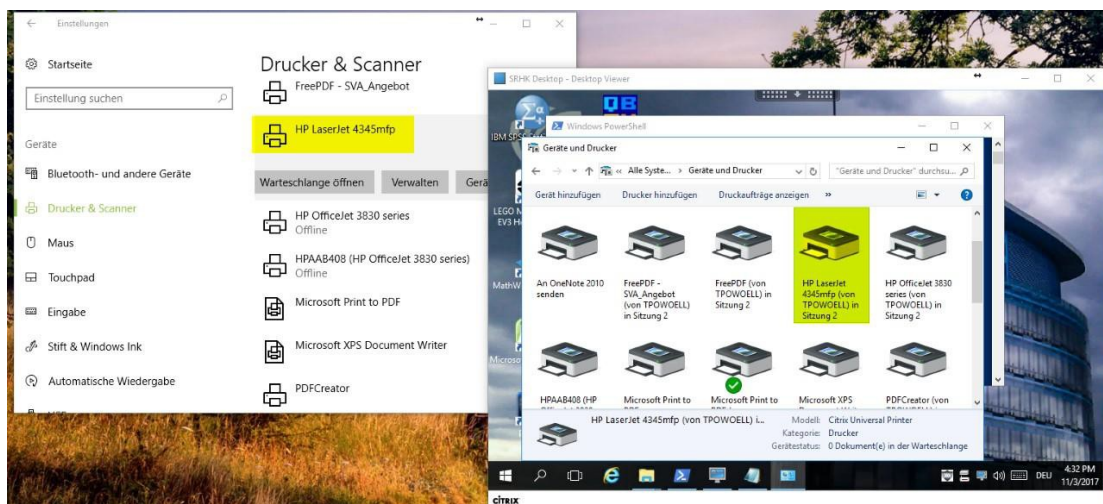
Please always select the full version.

3.3 Access via web browser

Clicking on a desktop (e.g. SRHK Desktop) will automatically open the desktop. It may also be the case that an .ica file is downloaded. This must then be run manually by double-clicking. Following installation, the Citrix Receiver will start immediately. Please note that it may take a while to start the first time, and even subsequently, depending on your internet connection.

4 Printing

When printing, the client's local printers (the computer where Citrix is started) are created in the Citrix session. The screenshot shows the printer on the local client (on the left) and in the Citrix session (on the right).



5 Starting programs

All installed programs available to you can be found as a shortcut on the desktop or in the Start menu. If you are missing any software programs which you, as a faculty member or user, have properly licensed and which you asked to be installed on the Citrix interface, please contact your helpdesk (itsupport@srh.de).

6 Help

If you need help, please contact your helpdesk (itsupport@srh.de) and refer to the Citrix environment so as not to confuse the issue with any problems with the software on your computer (not in the Citrix environment).