
XenApps Citrix Receiver Setup



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Document Issue Date: March 10, 2015

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Document Revision History

AUTHOR	DATE	MODIFICATION
Brian Lasby	Mar 10, 2015	Version 1.0

SUMMARY

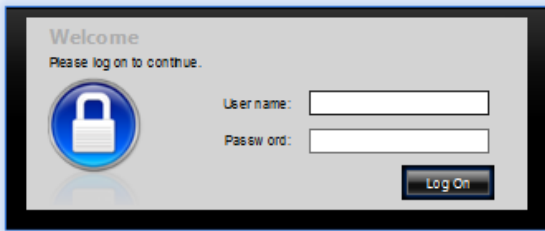
The XenApps application will replace the Juniper Network Connect SSL VPN client currently used. This documentation describes how to install Citrix Receiver on Windows 7 computers and how to connect to the TCDSB network. Minimum browser requirements is IE 8.

Windows 7 or 8.1

Setup XenApps – Citrix Receiver on Windows 7 / 8.1 Computers

To access the XenApps application click on or copy the link below into a web browser.

<https://services.tcdsb.org/>



Enter your user name and password.

Install Citrix Receiver Software

If this is the first time you log in the Citrix Receiver software will be copied to your computer.

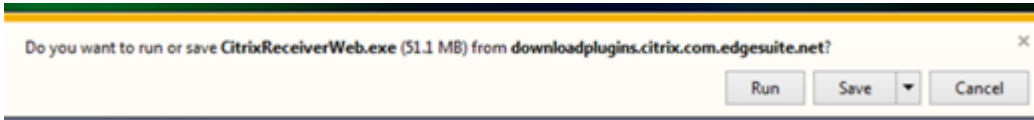
Check “I agree with the Citrix license agreement”, click Install



The installation will start



Select Run



Click Install



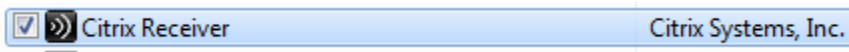
If Citrix Receiver installs successfully, go to [Using XenApps](#) page of this document.

Manual Installation of Citrix Receiver Software

If the software does not install correctly, it can be installed manually using the link below.

First uninstall the Citrix Receiver Software by:

1. Open Control Panel, Select Programs and Features
2. Select Citrix Receiver software and Uninstall



3. Click on the link below or copy it to a browser to install Citrix Receiver software.

<http://www.citrix.com/downloads/citrix-receiver/windows.html>

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Receiver for Windows 4.1.200

Release Date: Sep 30, 2014

Access Windows, Web, SaaS applications, virtual desktops, and data. Configure for anywhere access from your desktop or web access with Chrome, Internet Explorer or Firefox. Includes latest fixes

For Windows 8.1, 8, 7, XP Embedded, Vista, 2003, 2008, 2008R2, and Thin PC as well as Windows Server 2012 and 2012R2.

Ask your help desk for set up instructions.

Review the [Receiver for Windows 4.1.200 documentation](#).

View the [list of countries that may have export or import restrictions for products containing strong \(128-bit or greater\) encryption](#).

Support Resources

- eDocs
- Knowledge Center
- Support Forums
- More...

Receiver
Sep 30, 2014

Download

File Size: 51.3 MB
File Type: .exe

Click the Download button and follow the instructions.

Using XenApps

Logging into Services.tcdsb.org presents 2 possible options – First time you log in (Figure 1), or after your apps have been added (Figure 3) shown below.

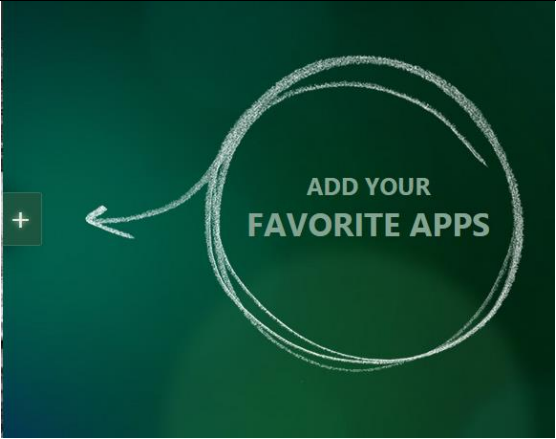
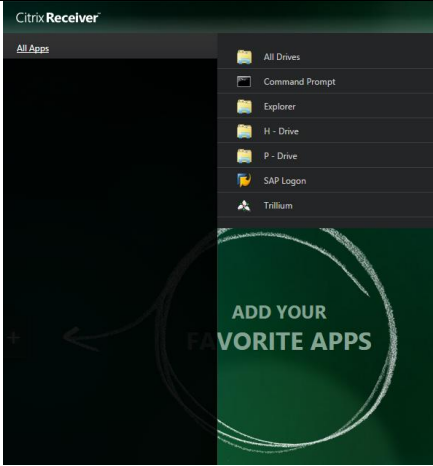


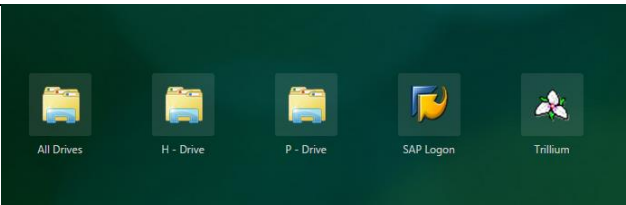
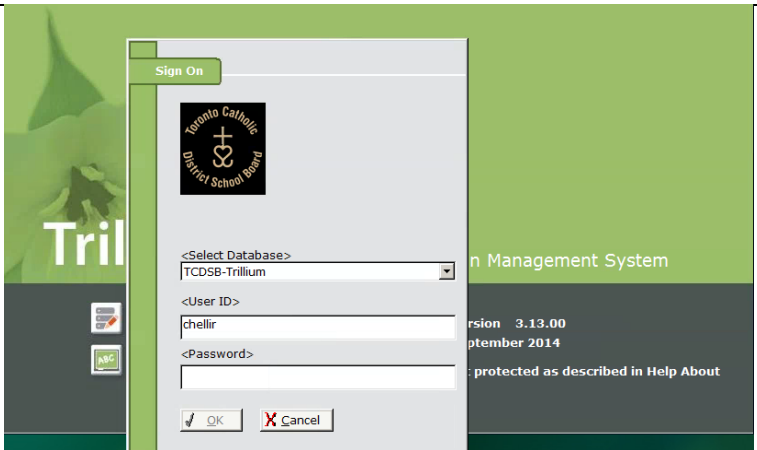
Original Window, click the “+”	Select All Apps to add Apps to XenApps Window
 <p data-bbox="110 800 191 831">Figure 1</p>	 <p data-bbox="857 831 938 863">Figure 2</p>

Figure 1 shows the original XenApps window before apps have been added.

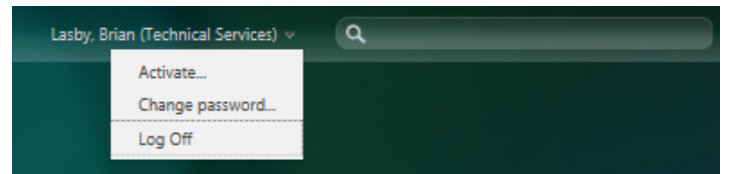
Click the  in the middle of Figure 1. Select **All Apps** and then select an app shown on the right. It will be added to your window.

Click on an icon, for example Trillium.  Log into the application.

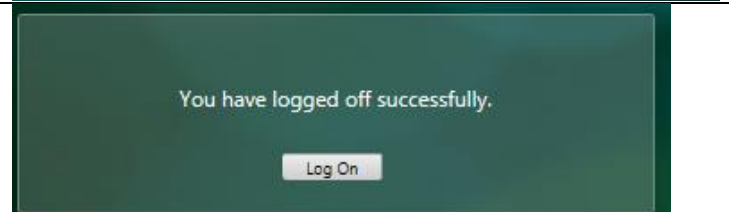
XenApps Window after adding Apps	Select  will present Trillium logon dialogue.
 <p data-bbox="110 1486 191 1518">Figure 3</p>	

Disconnecting from XenApps

To log off, select the down arrow beside your user name, choose Log Off from the drop down arrow at the top right of the screen.



The message "You have logged off successfully" will be displayed.



TCDSB ACCEPTABLE USER POLICY

1.0 TCDSB Acceptable Use Policy

- 1.1 TCDSB employee is responsible to ensure household members using the TCDSB-paid Internet connection does not violate any TCDSB policies, does not perform illegal activities, and does not use the access for outside business interests. TCDSB employee bears responsibility for the consequences should the access be misused and must be compliance with the TCDSB Acceptable Use Policy, as referenced at <http://www.tcdsb.org/policyregister/AUP/a29.pdf>
- 1.2 Employees should take all necessary steps to prevent unauthorized access to confidential information. Examples of confidential information include but are not limited to: sensitive HR, staff, teachers and students information.
- 1.3 Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts.
- 1.4 All desktops/laptops used by the employee to remotely connect to the TCDSB, whether owned by the employee or TCDSB, must have installed and continually executing approved virus-scanning software with a current virus database.
- 1.5 Employees must use extreme caution when opening e-mail attachments received from unknown senders, these may contain viruses, e-mail bombs, or Trojan horse code.
- 1.6 VPN users will be automatically disconnected from TCDSB network after 2 hours of inactivity. The user must then logon again to reconnect to the network.
- 1.7 Only Technical Services Department-approved VPN clients and hardware may be used. Changes to the proposed VPN setup will require written consent from the Technical Services Department prior to implementation including but are not limited to wireless access devices.
- 1.8 Any employee found to have violated this policy may be subject to disciplinary action.

2.0 Technical Support

Technical support for VPN access is not available after hours from Monday to Friday, from 5:00pm-7:30am and weekends.

Please call your Internet Service Provider (ISP) to ensure they're not experiencing technical difficulties prior to opening a TCDSB heat ticket with the Help Desk at (416) 222-8282 ext. 4357 or via email <mailto:helpdesk@tcdsb.org>