



**HERTFORDSHIRE
COUNTY COUNCIL**

**TECHNOLOGY
DEPARTMENT USER
GUIDANCE**

**CONNECTING TO YOUR HCC
VIRTUAL DESKTOP ON A
PERSONAL COMPUTER OR
LAPTOP USING CITRIX**



Version: 1.0	Date of Issue: 05/04/2023	Author: Debbie Wynn-Foster
Review Date: 05/04/2025	Approved By: Steve Noxon	

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Introduction

Important Note: You *must* set up your Multi-Factor Authentication before you start otherwise you won't be able to login to your HCC virtual desktop. For further information on this please see our [Multi-Factor Authentication](#) page.

The following screenshots were taken using the Microsoft Edge browser; however, the steps will be similar, whichever browser you use*.

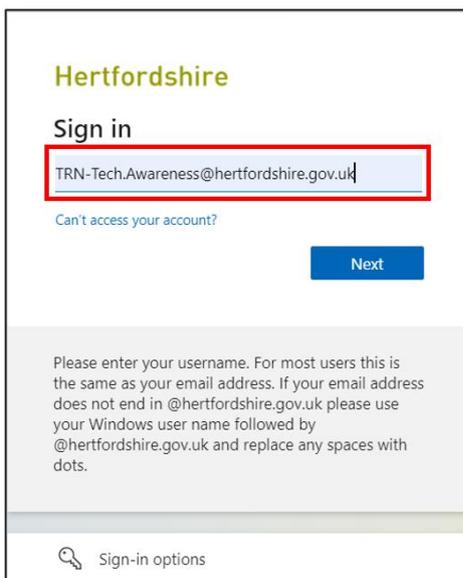
***Please note:** some browsers may not be compatible with the Citrix installation.

Downloading & Installing Citrix

Go to your browser and type in the following URL <https://hertsccloud.com>:



The **Sign in** screen will appear. Type your HCC email address in the box provided:



You will see a message saying "taking you to your organisations sign-in page"



The first box will be automatically populated with your email address. Type your network logon password in the second box then select **Sign in**:

Hertfordshire County Council

Sign in with your organizational account

trn-tech.awareness@hertfordshire.gov.uk

Sign in

USER NAME
If your Email address ends in '@hertfordshire.gov.uk' then enter it as your user name in the first box above. If your Email address DOES NOT end in '@hertfordshire.gov.uk' then you should enter your normal PC login name prefixed by 'hertscc\' as your user name.
For Example: If you normally log on to your PC and type your User Name as 'Fred Bloggs' you should type 'hertscc\Fred Bloggs' into the first box above.

PASSWORD
In the second box, enter the same password that you use when you log on to your work PC. This applies to ALL users.

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You will then be prompted for your Multi-Factor Authentication (MFA) information.

Important Note: If you have not set up MFA then you will need to set this up in the first instance before you even log on. What you see may be different, depending on how you previously set up MFA. For further information on this please see our [Multi-Factor Authentication](#) page. In the example below the MFA was set up so that the user received an authentication code by text message:

Hertfordshire

trn-tech.awareness@hertfordshire.gov.uk

Enter code

We've texted your phone +XX XXXXXXXXXX22. Please enter the code to sign in.

396667

Having trouble? [Sign in another way](#)

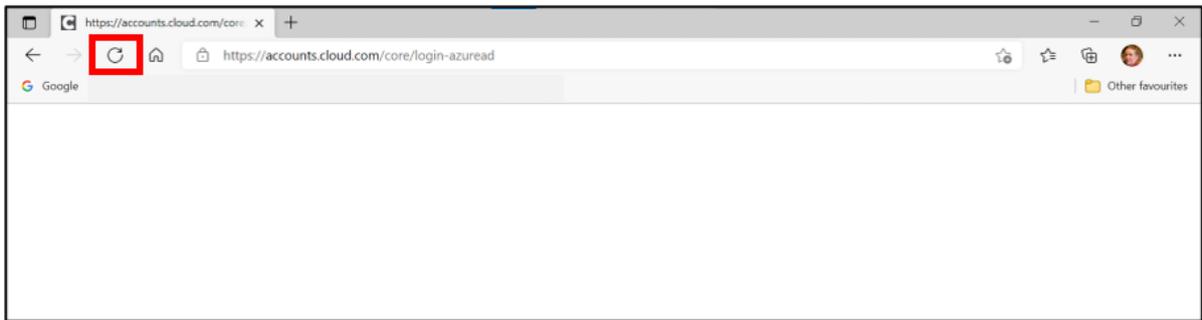
[More information](#)

Verify

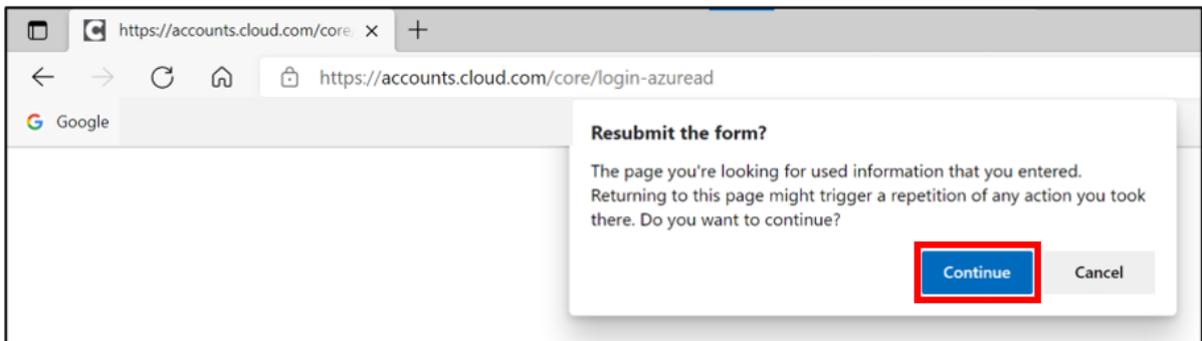
Please enter your username. For most users this is the same as your email address. If your email address does not end in @hertfordshire.gov.uk please use your Windows user name followed by @hertfordshire.gov.uk and replace any spaces with dots.

If you have set up MFA to send you a text message type this in the box provided, then select **Verify**.

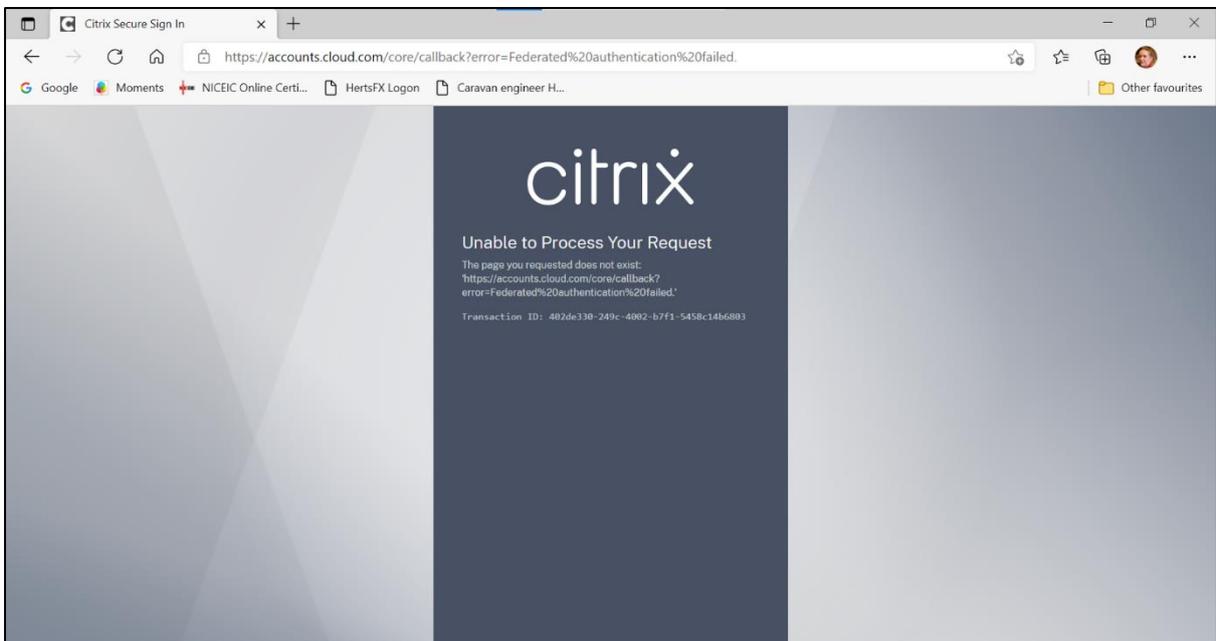
You may be presented with a blank screen as shown. Select the refresh icon.



If you get a message asking you to resubmit the form, select Continue

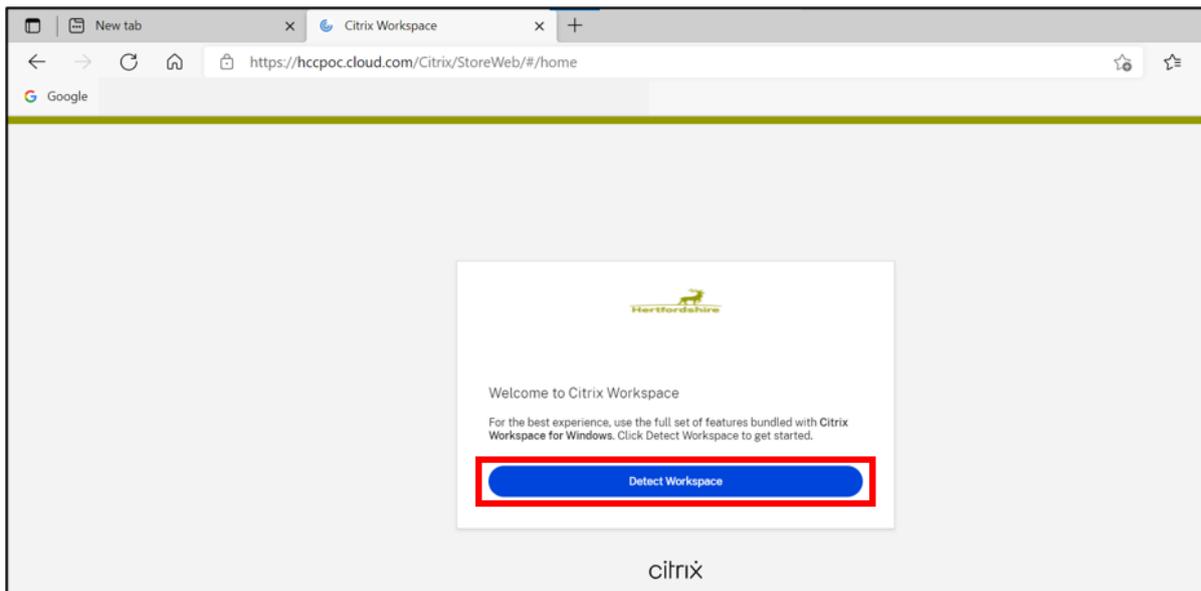


If you are presented with this error screen close your browser down and try again:

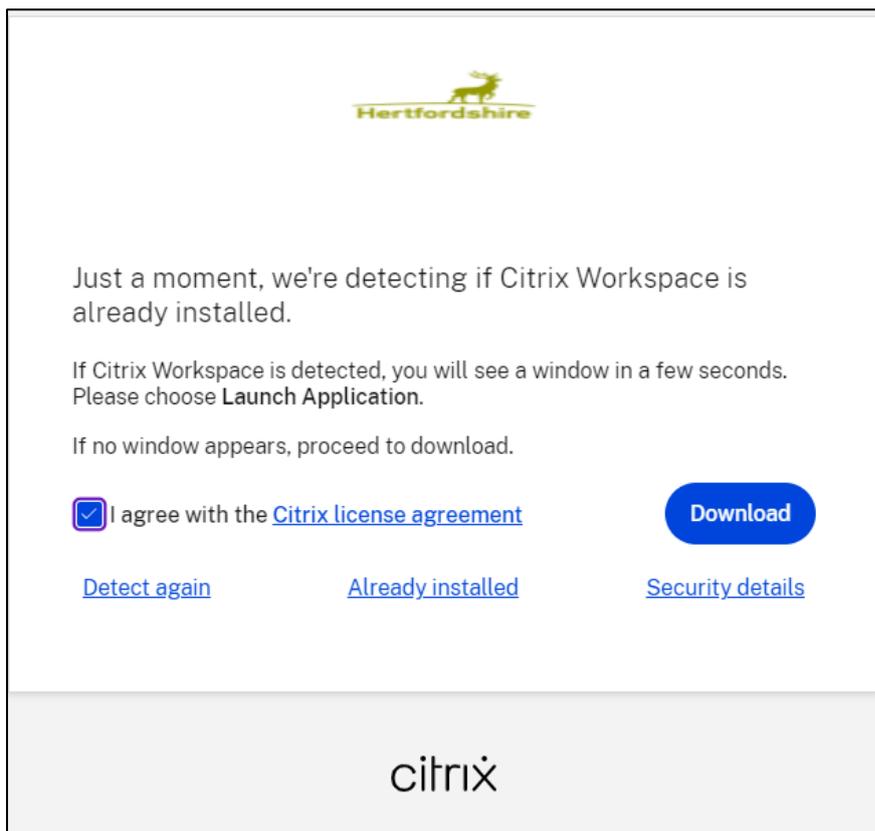


If the problem persists and you keep getting the error message shown contact the Ask Us helpdesk on 01992 555000 (internal 25000).

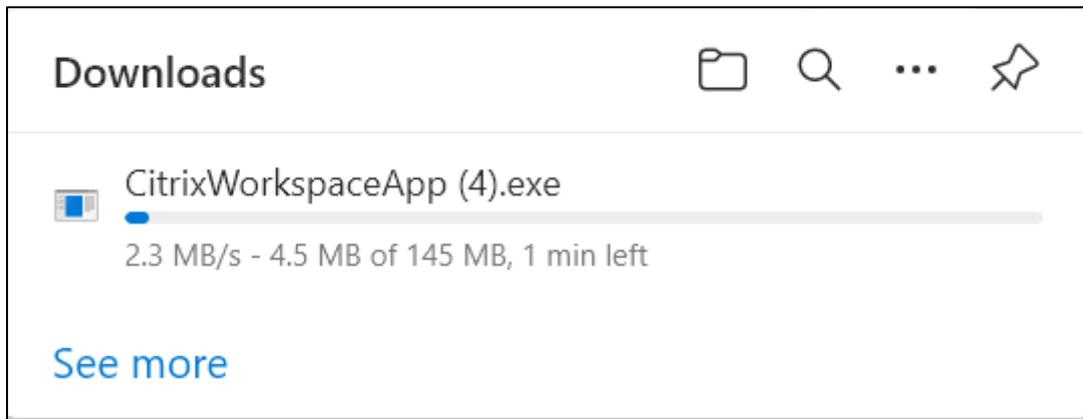
You will see the following screen. Select **Detect Workspace**:



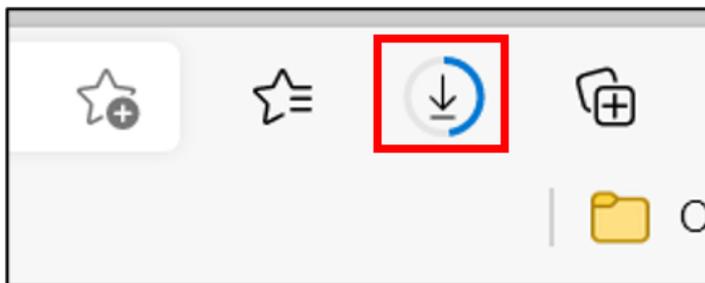
Select the tick box by the statement **“I agree with the Citrix license agreement”** then select **Download**.



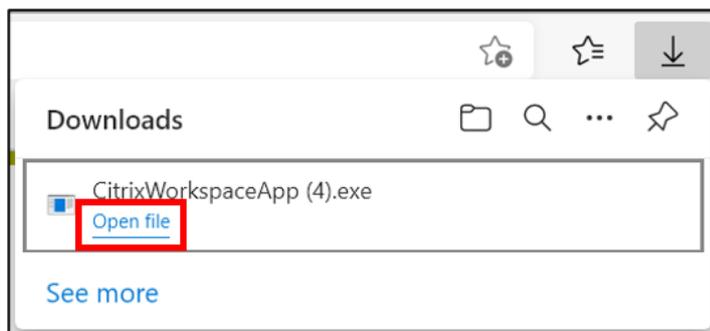
The Citrix Workspace download will commence:



If you are using Microsoft Edge as your browser, you will see the downloading symbol on address bar at the top of the browsing window:

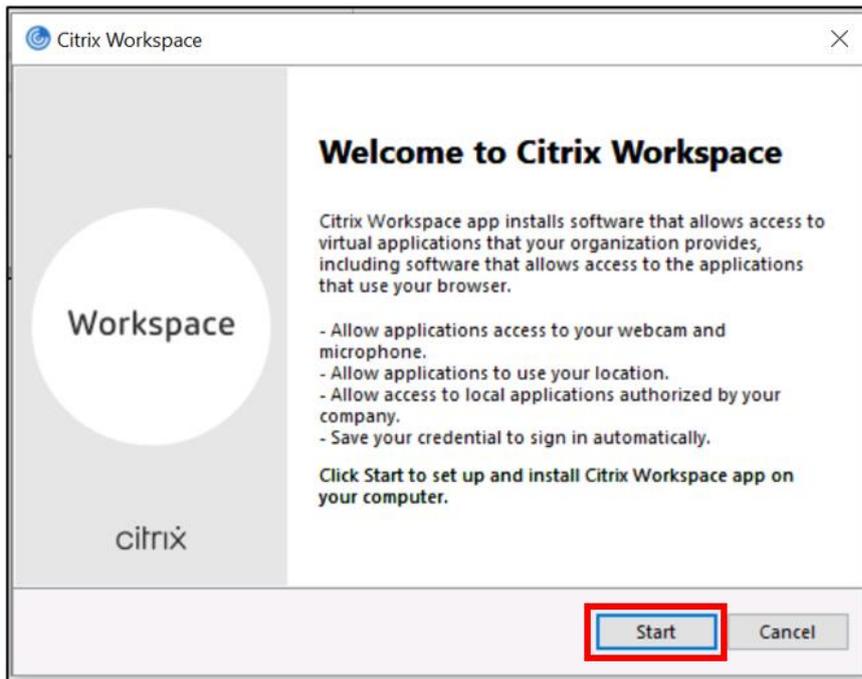


Once the download is complete select **Open file**:

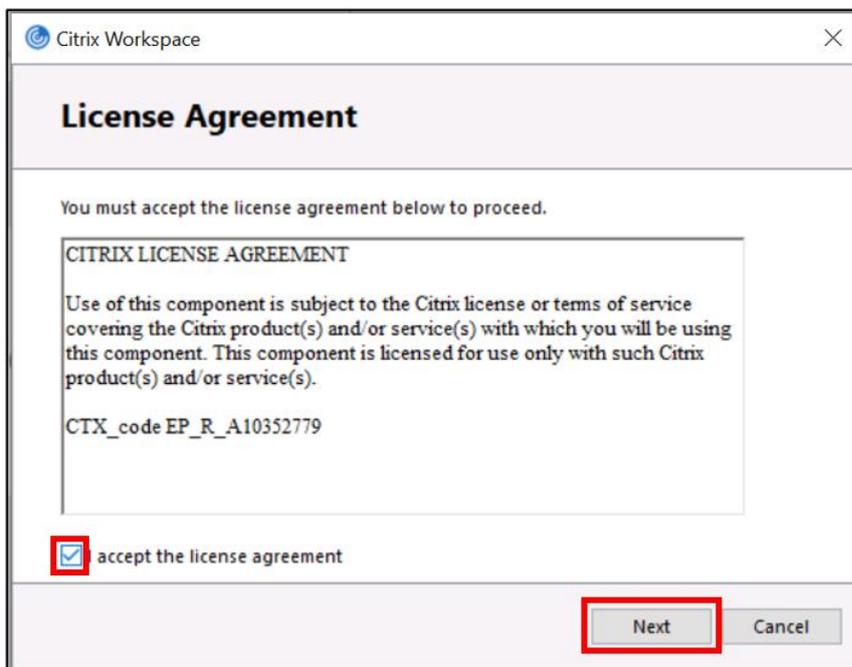


You may get a message asking if this download can make changes to your computer. Select **Allow** or **Yes** (depending on what message you get).

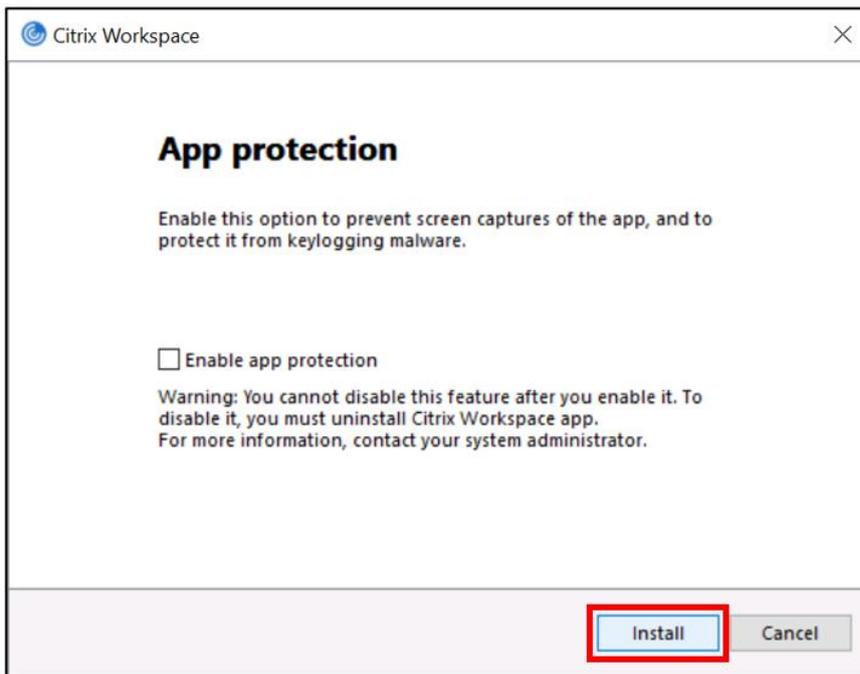
You will then need to minimise your browsing window as Citrix will come up in its own window. Select **Start**:



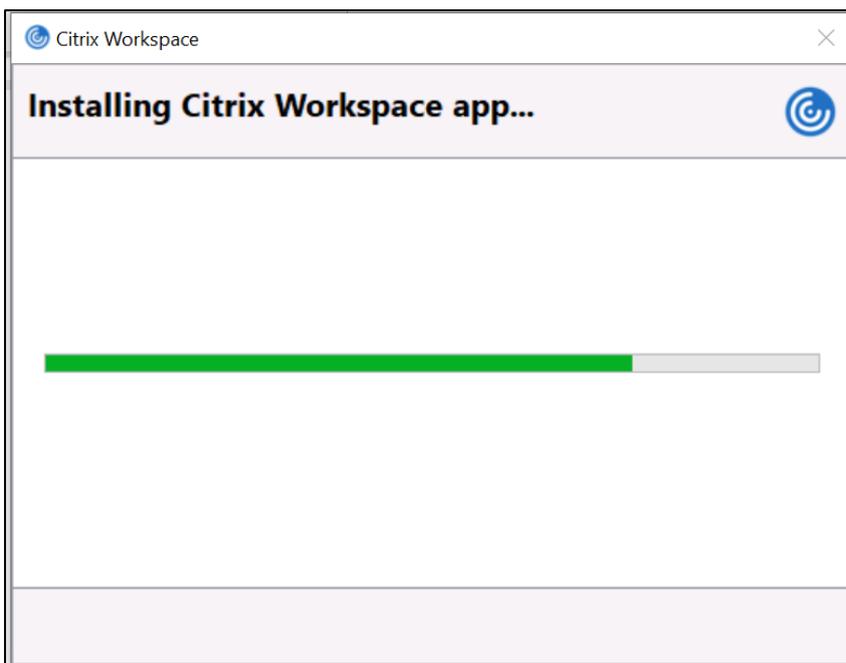
The **License Agreement** screen will appear. Select the " **I accept the license agreement**" tick box then select **Next**:



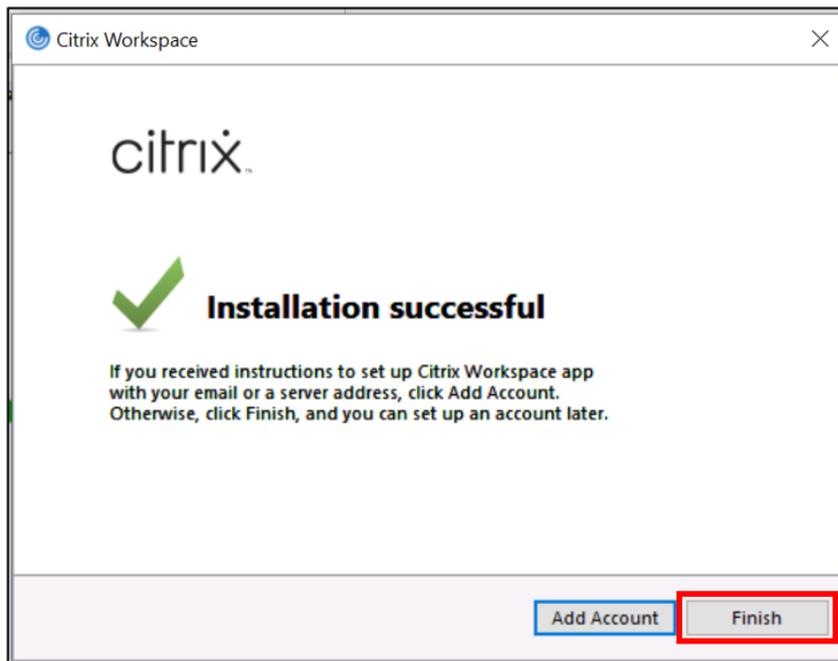
On the App protection screen leave the Enable app protection tick box unchecked, select **Install**:



The Citrix Workspace app will then start to install on your device.

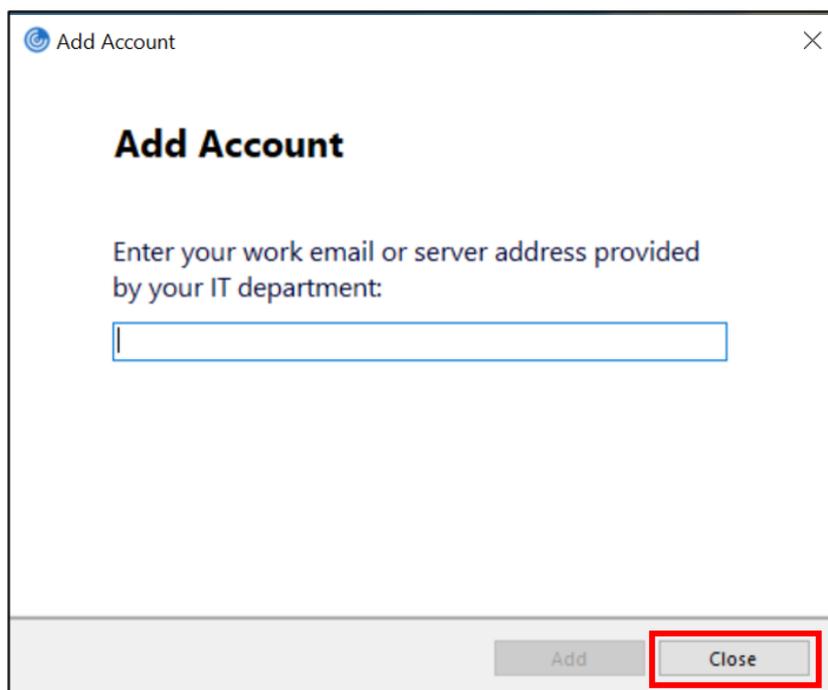


Once the installation is complete you should see the Installation successful message. Select **Finish**:



You will need to restart your computer or laptop at this point.

When you restart your computer or laptop you will see the following message. Select **Close**:

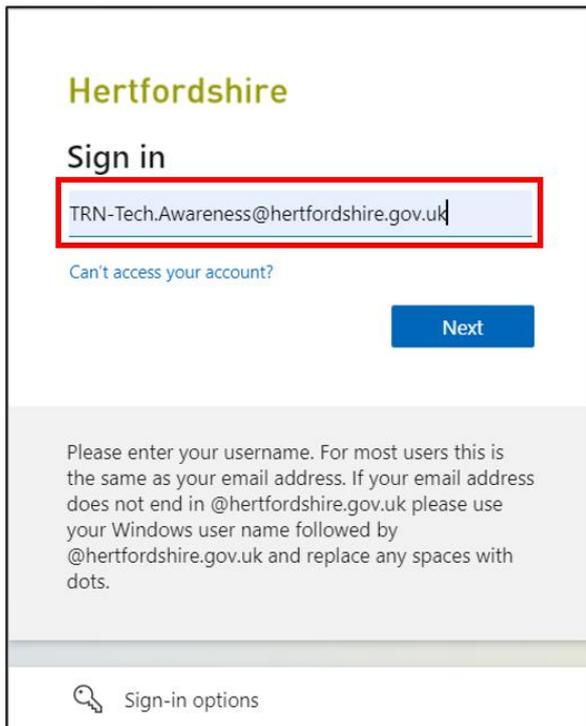


Logging on to Citrix

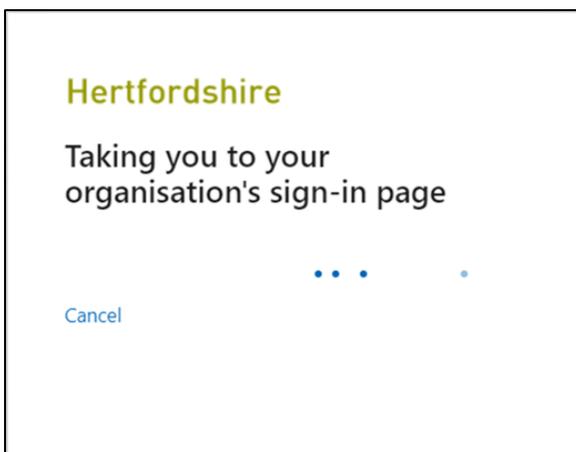
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Hertfordshire County Council

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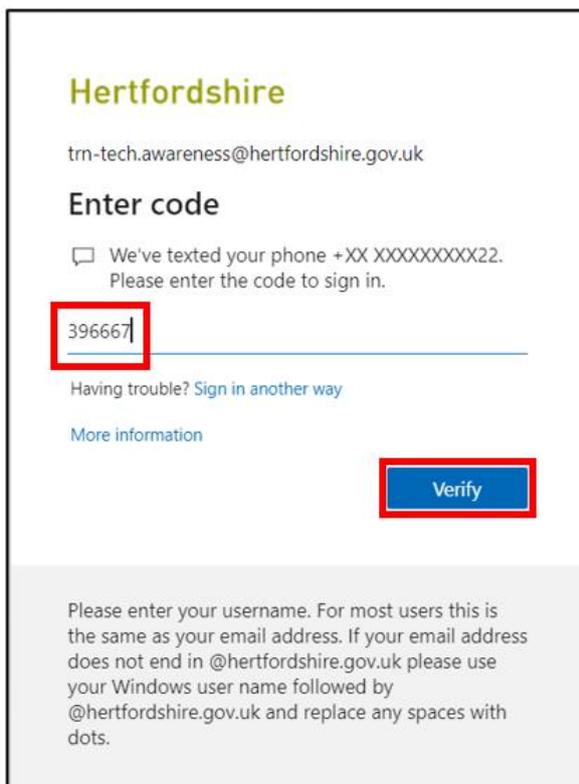
Sign in

USER NAME
If your Email address ends in '@hertfordshire.gov.uk' then enter it as your user name in the first box above. If your Email address DOES NOT end in '@hertfordshire.gov.uk' then you should enter your normal PC login name prefixed by 'hertscc' as your user name.
For Example: If you normally log on to your PC and type your User Name as 'Fred Bloggs' you should type 'hertscc\Fred Bloggs' into the first box above.

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In the second box, enter the same password that you use when you log on to your work PC. This applies to ALL users.

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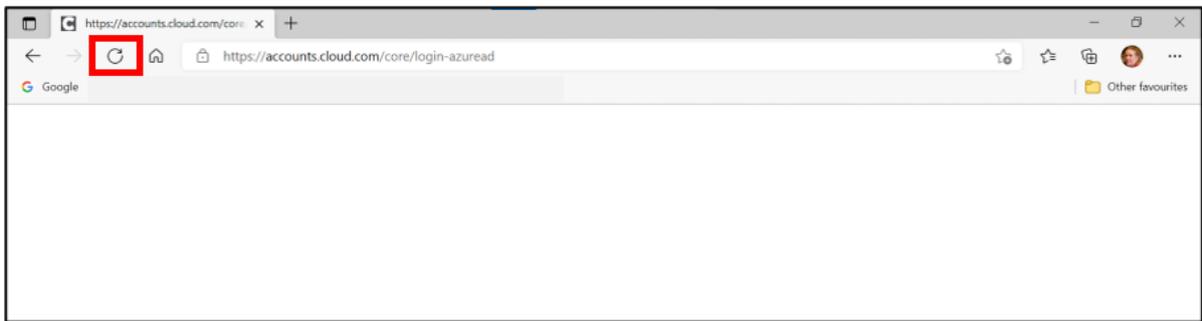
[More information](#)

Verify

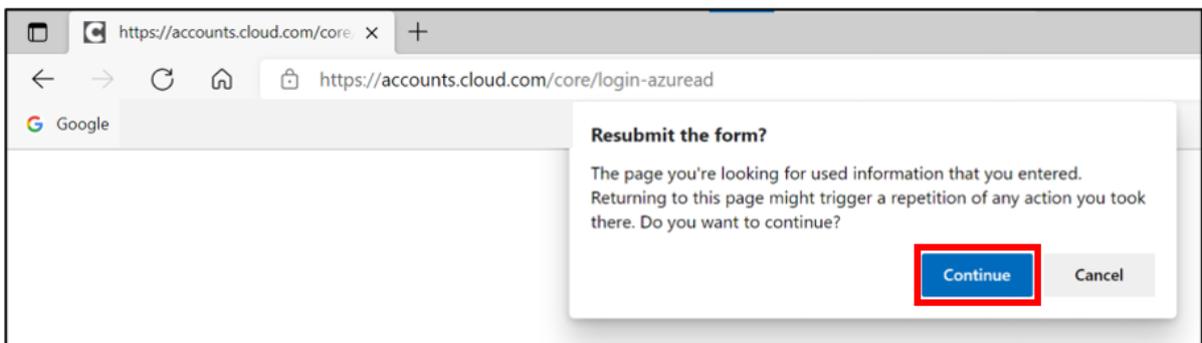
Please enter your username. For most users this is the same as your email address. If your email address does not end in @hertfordshire.gov.uk please use your Windows user name followed by @hertfordshire.gov.uk and replace any spaces with dots.

If you have set up MFA to send you a text message type this in the box provided, then select **Verify**.

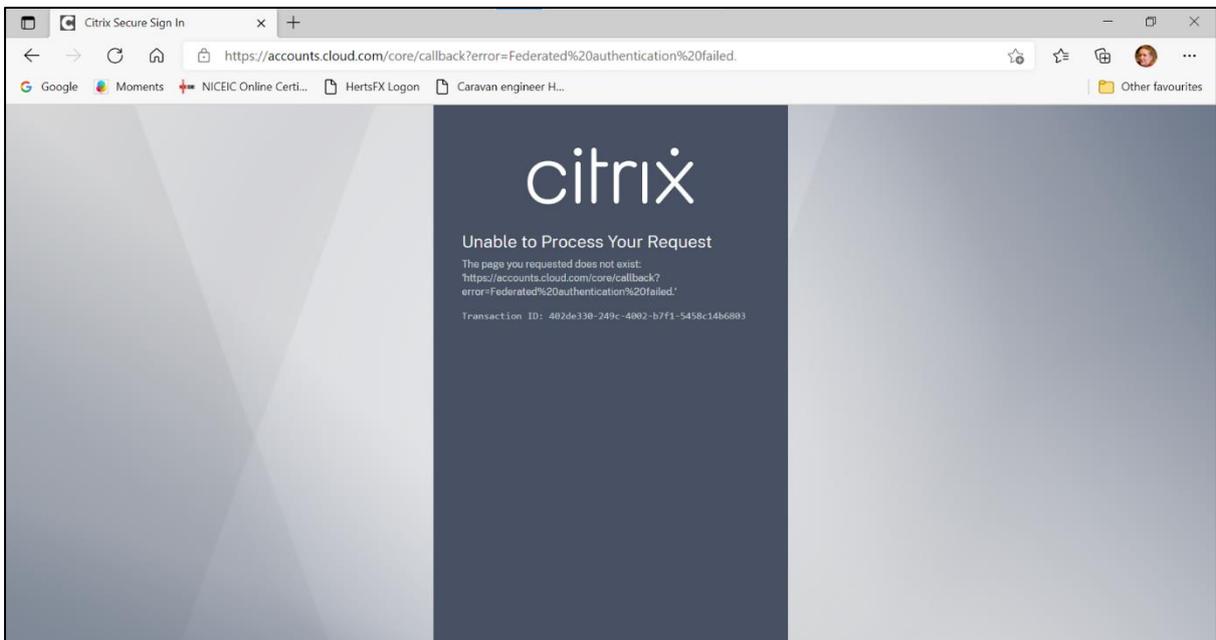
You may be presented with a blank screen as shown. Select the refresh icon.



If you get a message asking you to resubmit the form, select Continue

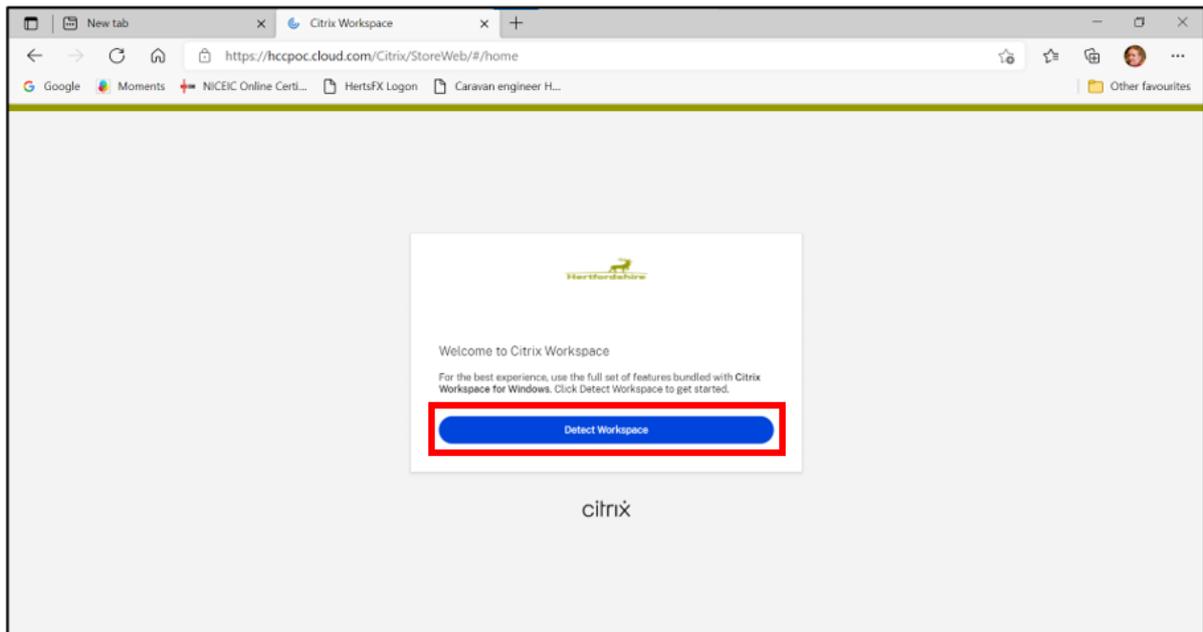


If you are presented with this error screen close your browser down and try again:

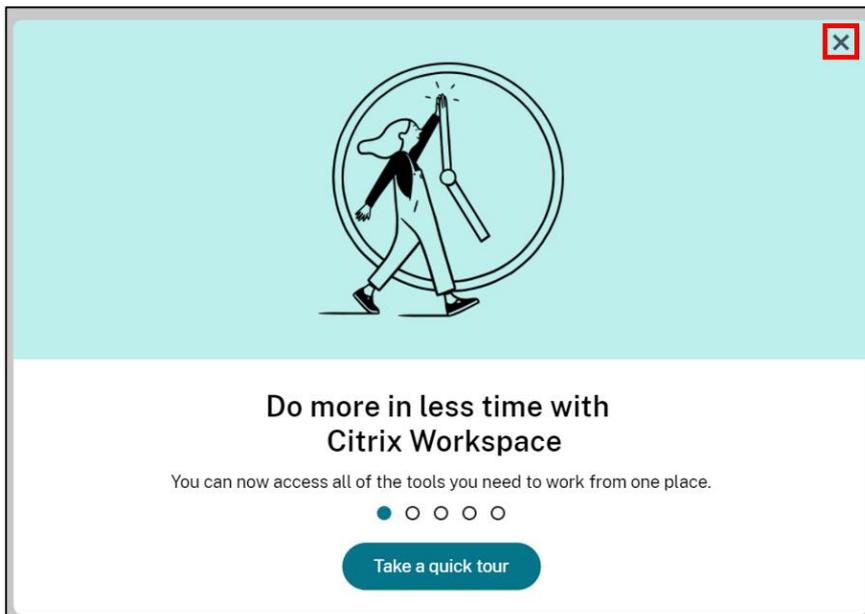


If the problem persists and you keep getting the error message shown contact the Ask Us helpdesk on 01992 555000 (internal 25000).

Select Detect Workspace:



You may see the following message in the middle of your screen, simply select the cross at the top of the message:

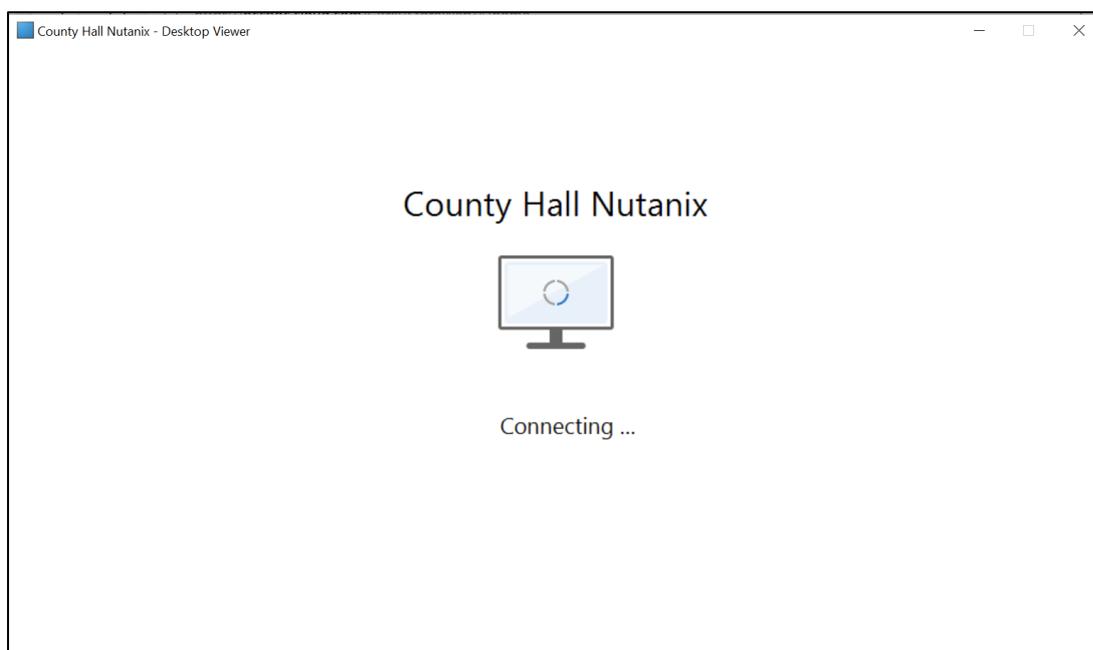


The above may appear in the centre of the screen just close it.

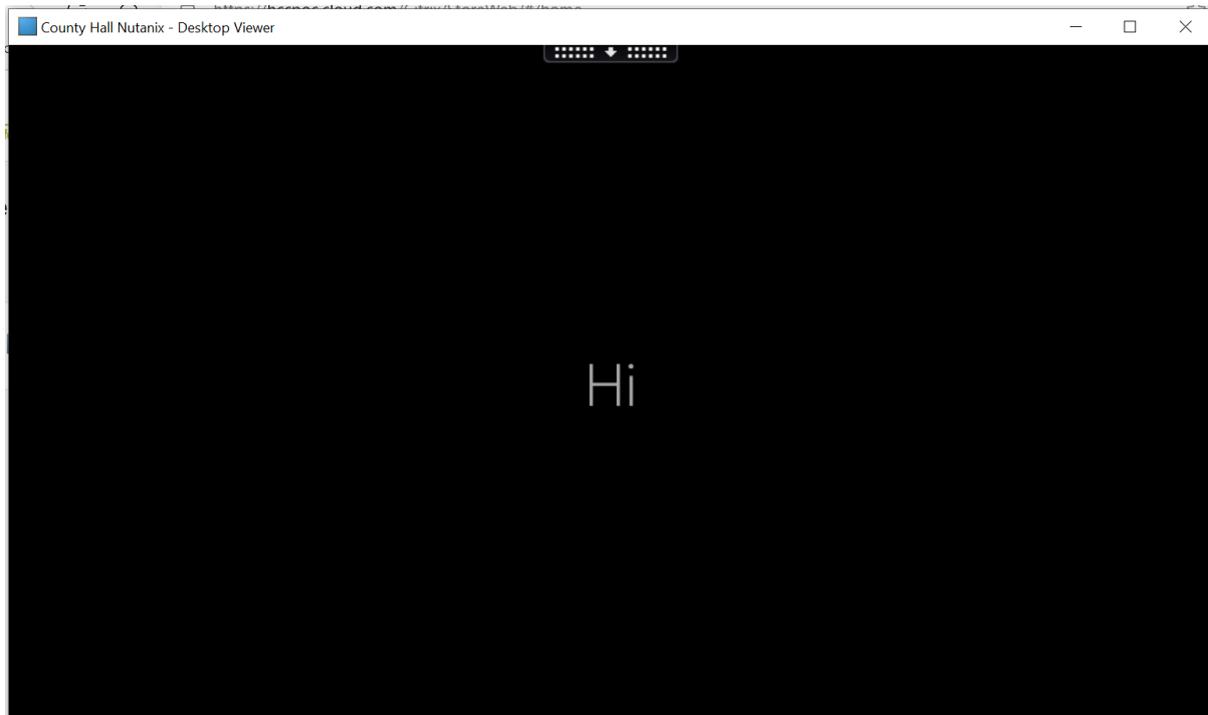
Double click on the desktop icon (yours may say Stevenage Nutanix or Apsley, depending on which server your account is on)



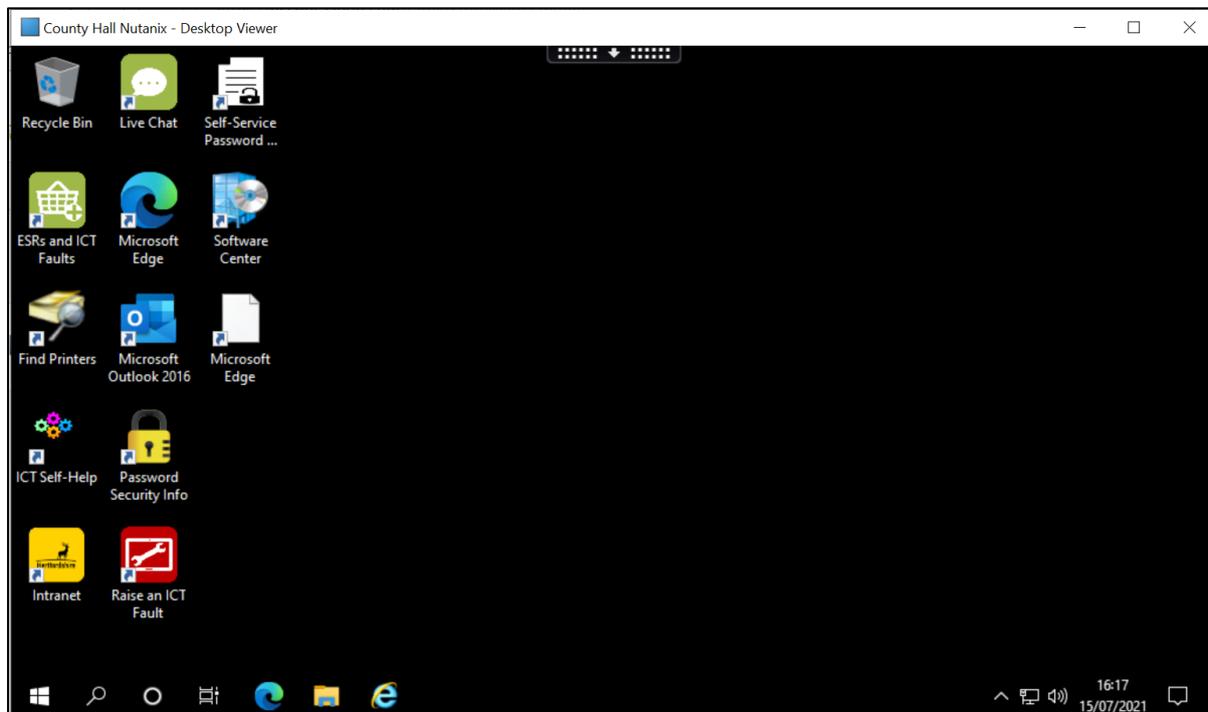
Your HCC desktop will then start connecting:



The first time you log in you will see a series of messages saying “Hi - Setting things up – this may take a few minutes”.



Your desktop will load (it will appear black at first):

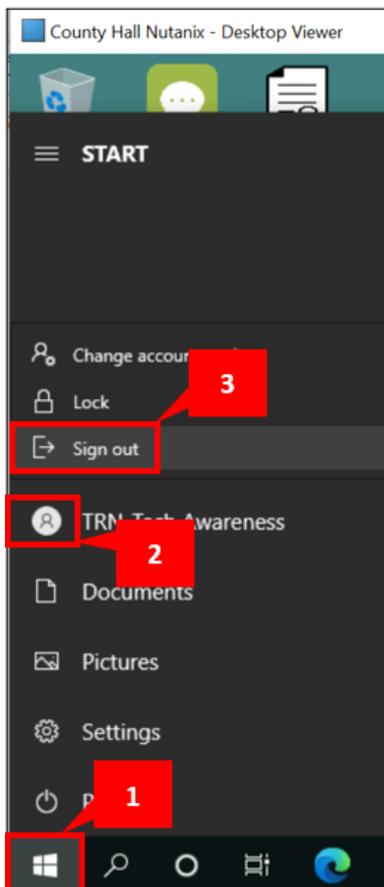


Your desktop will then appear as normal:



Logging Off from Citrix

- 1 - Select the **Start** menu
- 2 - Select the profile icon
- 3 - Select **Sign out**



The window should then shut down automatically.

In addition to logging out of your HCC Virtual desktop (VDI) you must log out of Citrix itself. Once you have returned to the **Desktops** screen select the profile icon at the top right of the screen and select **Log Out**

