

# HERTFORDSHIRE COUNTY COUNCIL

# TECHNOLOGY DEPARTMENT USER GUIDANCE

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



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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 <u>Multi-Factor Authentication</u> 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 <u>https://hertscc.cloud.com</u>:



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**:



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 <u>Multi-Factor Authentication</u> page. In the example below the MFA was set up so that the user received an authentication code by text message:



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).

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	Welcome to Citrix Workspace	
	For the best experience, use the full set of features bundled with Citrix Workspace for Windows. Click Detect Workspace to get started.	
	Detect Workspace	
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	Welcome to Citrix Workspace For the best experience, use the full set of features bundled with Citrix Workspace for Windows. Click Detect Workspace to get started. Detect Workspace	

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**.

7	Hertfordshire				
Just a moment, we're d already installed.	etecting if Citi	ix Workspace is			
If Citrix Workspace is detecte Please choose <b>Launch Applic</b>	If Citrix Workspace is detected, you will see a window in a few seconds. Please choose Launch Application.				
If no window appears, procee	d to download.				
✓ I agree with the <u>Citrix lice</u>	ense agreement	Download			
Detect again A	<u>lready installed</u>	Security details			
	citrix				

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:

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

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Downloads		••••	$\Rightarrow$
CitrixWorkspaceApp (4).exe			
See more			

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:

You must	accept the license agreement below to proceed.	
CITRIX I	ICENSE AGREEMENT	
Use of the covering this comp product(	is component is subject to the Citrix license or terms of service the Citrix product(s) and/or service(s) with which you will be using conent. This component is licensed for use only with such Citrix s) and/or service(s).	
CTX_co	te EP_R_A10352779	

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.

Citrix Workspace	$\times$
Installing Citrix Workspace app	٢

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**:

left Add Account	×
Add Account	
Enter your work email or server address provided by your IT department:	
	]
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## Logging on to Citrix

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



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

Sign in	
TRN-Tech.Awareness@her	rtfordshire.gov.uk
Can't access your account?	
	Next
Please enter your usernam the same as your email ad does not end in @hertford your Windows user name f @hertfordshire.gov.uk and dots.	ne. For most users this is dress. If your email address dshire.gov.uk please use followed by d replace any spaces with

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**:



You will then be prompted for your Multi-Factor Authentication (MFA) information. What you see may be different, depending on how you previously set up MFA. For further information on this please see our <u>Multi-Factor Authentication</u> page. In the example below the MFA was set up so that the user received an authentication code by text message:

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trn-	tech.awareness@hertfordshire.gov.uk
En	ter code
$\Box$	We've texted your phone +XX XXXXXXXXX22. Please enter the code to sign in.
396	667
Hav	ing trouble? Sign in another way
Mo	e information
	Verify
Plea the doe you ⊚h	ase enter your username. For most users this is same as your email address. If your email address s not end in @hertfordshire.gov.uk please use r Windows user name followed by ertfordshire.gov.uk and replace any spaces with

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.

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

https://accounts.cloud.com/core x +	
$\leftarrow$ $\rightarrow$ C $\textcircled{a}$ https://accounts.cloud.com/c	ore/login-azuread
G Google	Resubmit the form?
	The page you're looking for used information that you entered. Returning to this page might trigger a repetition of any action you took there. Do you want to 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:

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Welcome to Citrix Workspace					
For the best experience, use the full set of features bundled with Citrix Workspace for Windows, Click Detect Workspace to get started.					
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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)

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Desktops All	Hertfordshire	Sort by: A to Z 🗸 🗸	
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Your HCC desktop will then start connecting:

County Hall Nutanix - Desktop Viewer	_	×
County Hall Nutanix		
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** 

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Desktops All		₽ <sup>8</sup> A to Z	About Citrix Workspace Log Out All Favorites