



# Citrix Virtual Desktop Quick Start Guide



## Background

Citrix XenDesktop provides secure Solano County virtual desktops and applications to users on demand using a range of smartphones, tablets, laptops & personal computers. The instructions in this guide are also posted to the Solano County Web site at

<http://www.solanocounty.com/hpl/ESS.asp>

## Benefits

- Access Solano County data securely to accommodate 'Bring Your Own Device' (BYOD)
- Full functionality Windows apps using touch-screen inputs for smart phones & tablets
- Secure access to virtual desktops/applications for remote workers, contractors & partners on their own devices, without joining Solano County network
- Centralized and controlled application and desktop administration
- Allows future potential to replace PCs with thin clients to reduce desktop expenses.

This is a general guide on how to deploy Citrix. There are many types of phones and tablets - user experience will vary depending upon hardware, operating system, and carrier.

## Citrix Pre-requisites **(read carefully before continuing)**

**Make sure you have INTERNET access, wifi ,mobile, or County network.**

**Make sure you can download & install applications on your device or computer.** For example, Apple devices will require an iTunes account. A Google Play account may be needed for Android devices. Contact the help desk if you need help installing applications on a Solano County computer.

## Quick Setup for Mobile Devices (Smartphones & Tablets)

**IMPORTANT:** the Quick Setup links in this section will only function by accessing them from your Apple and Android devices. The links do not work when accessing them from your computer.

- Search and install the [Citrix Receiver](#) app from [AppStore](#) / [Google Play](#) etc...
- After Receiver has been installed, you will need to add the Solano County account:
  - To setup on Apple iOS Device, email the Helpdesk for a configuration message, or click the following link: [Quick Setup for Apple iOS](#) - enter username & password as prompted. iOS-specific help is available by clicking on [this link](#).
  - To setup on an Android Device, email the Helpdesk for a configuration message, or click the following link: [Quick Setup for Android](#) - enter username & password as prompted.

## Manual Settings for Mobile Devices (Smartphones & Tablets)

- Alternatively, use the following manual settings:

Setting	Example
Address (Server)	https://citrix.solanocounty.com
Type	Access Gateway
Description	Solano County
User Name	<i>Your network account user name</i>
Password	<i>Your network account password*</i>
Domain	County
Gateway Type	Enterprise Edition
Authentication Type	Domain Only
Server	http://citrix.solanocounty.com

*\*(password saving is disabled)*

## Citrix Install & Configuration Process- Computers (PCs & Laptops)

- Open a web browser (e.g. Internet Explorer, Safari, etc...) & type the following address:
  - <http://citrix.solanocounty.com>
- Log on with the credentials provided by Solano County IT (i.e. your network user name and password)
- Click to accept the Citrix license agreement and install the Citrix Receiver (1<sup>st</sup> time only)
- After the Receiver has installed, click Finish (do not click Add Account)
- Enable add-ons when prompted by your browser (disable popup blockers if needed)
- Click Log on to continue...
- You should now see the Citrix Desktops and Apps for which you are authorized

## Support

For more information and requirements, visit:

<http://support.citrix.com/proddocs/topic/receiver/rec-receiver-and-plugins.html>

Need assistance? Please contact the Solano County Help Desk at

<http://webstart/tech/helpdesk/default.asp> or via email at [helpdesk@solanocounty.com](mailto:helpdesk@solanocounty.com)