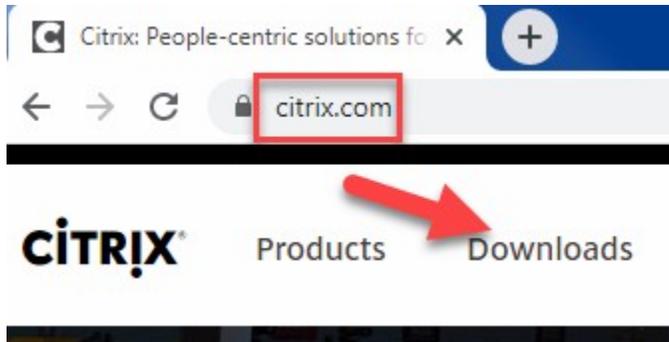


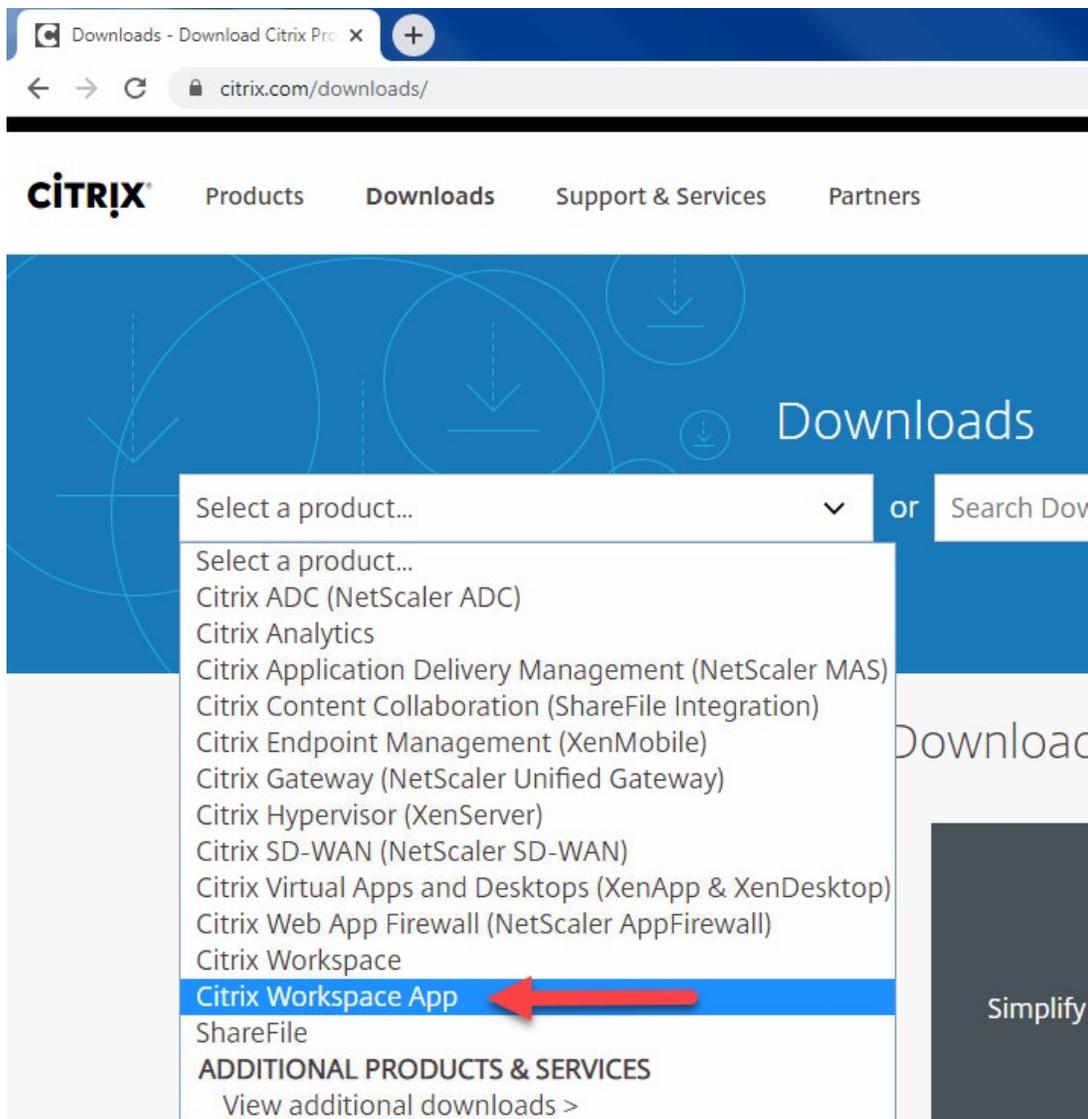
Installing Citrix workspace software

Note: It is recommended that you use the Google Chrome browser to follow these instructions. While other browsers should work with this solution, it is recommended that Chrome be used to ensure the best results.

Go to Citrix.com and click on downloads;



Click "Select a product..." and go to Citrix Workspace App;

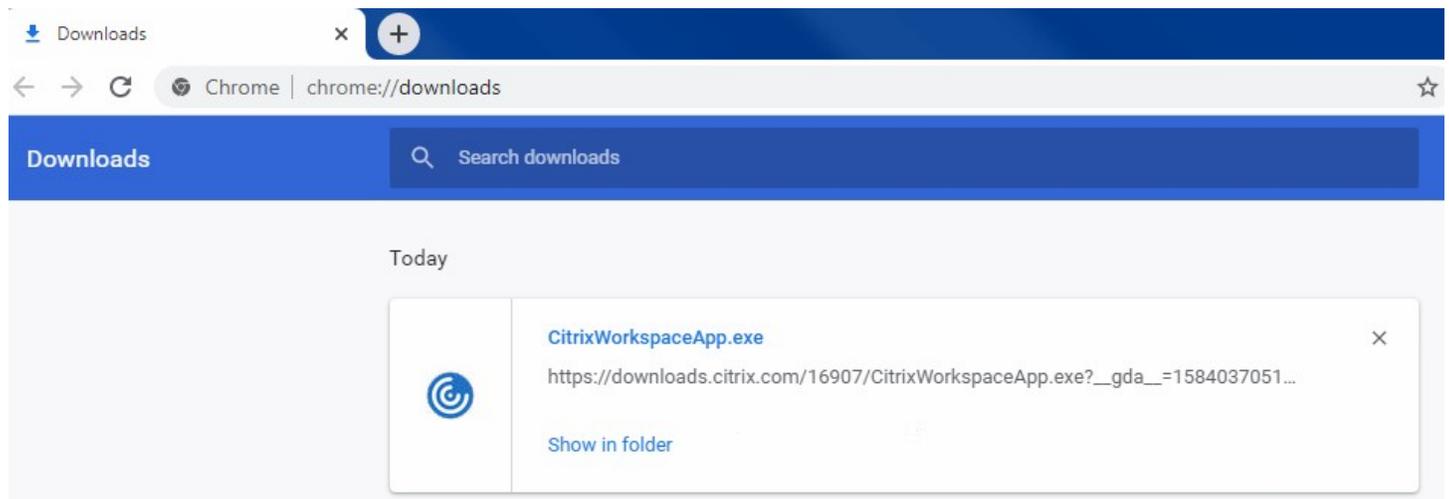


Expand Earlier Versions of Workspace app for Windows and click on Citrix workspace app version 1911. Newer versions may not work.

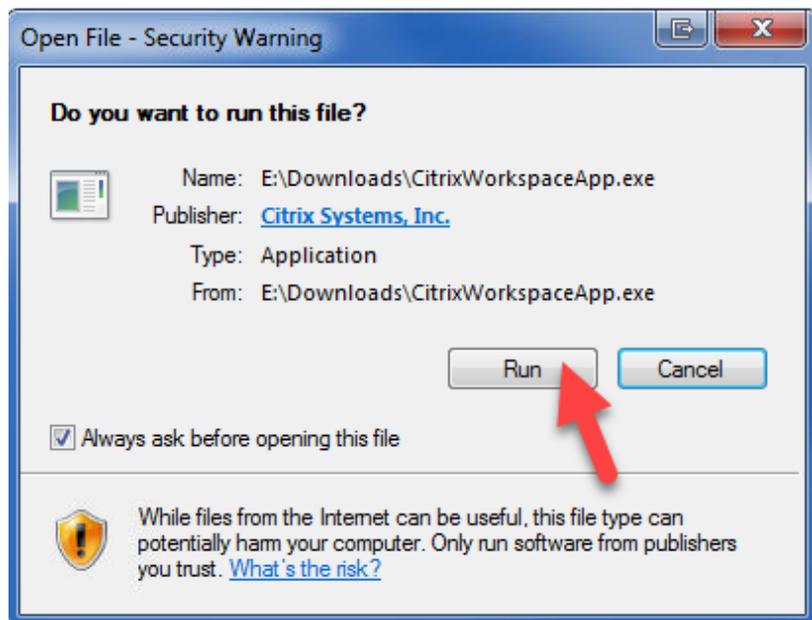
The screenshot shows a web browser window with two tabs: 'Director' and 'Download Citrix Workspace App'. The address bar shows 'citrix.com/downloads/workspace-app/'. The page header includes the Citrix logo and navigation links: 'Products', 'Downloads', 'Support & Services', and 'Partners'. The breadcrumb trail is '/ Downloads / Citrix Workspace App'. On the left, there is a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search box. Below it is a 'Narrow Results' section with a 'By Type' filter. The filter options are: 'All Types' (selected), 'Other Workspace app Plugins (13)', 'Earlier Versions of Workspace app for Windows (11)', 'Earlier Versions of Workspace app for Mac (9)', 'Earlier Versions of Workspace app for Linux (8)', and 'Beta and Tech Previews (4)'. The main content area is titled 'Citrix Workspace App' and includes a link to 'Subscribe to RSS notifications of new downloads'. A list of versions is shown, with the following items:

- Workspace app for Windows
- Workspace app for Windows
 - Citrix Workspace app 2002 for Windows (Mar 24, 2020 | NEW)
 - Citrix Workspace app 1912 LTSR for Windows (Mar 24, 2020 | NEW)
 - Earlier Versions of Workspace app for Windows**
 - Citrix Workspace app 1911 for Windows (Dec 3, 2019)
 - Citrix Workspace app 1909 for Windows (Sep 19, 2019)
 - Citrix Workspace app 1907 for Windows (Jul 16, 2019)

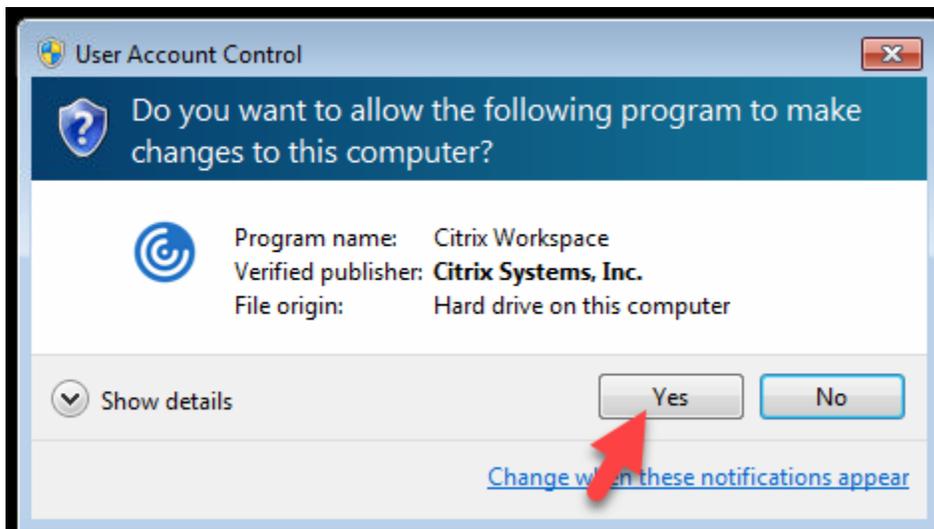
Launch the downloaded installed;



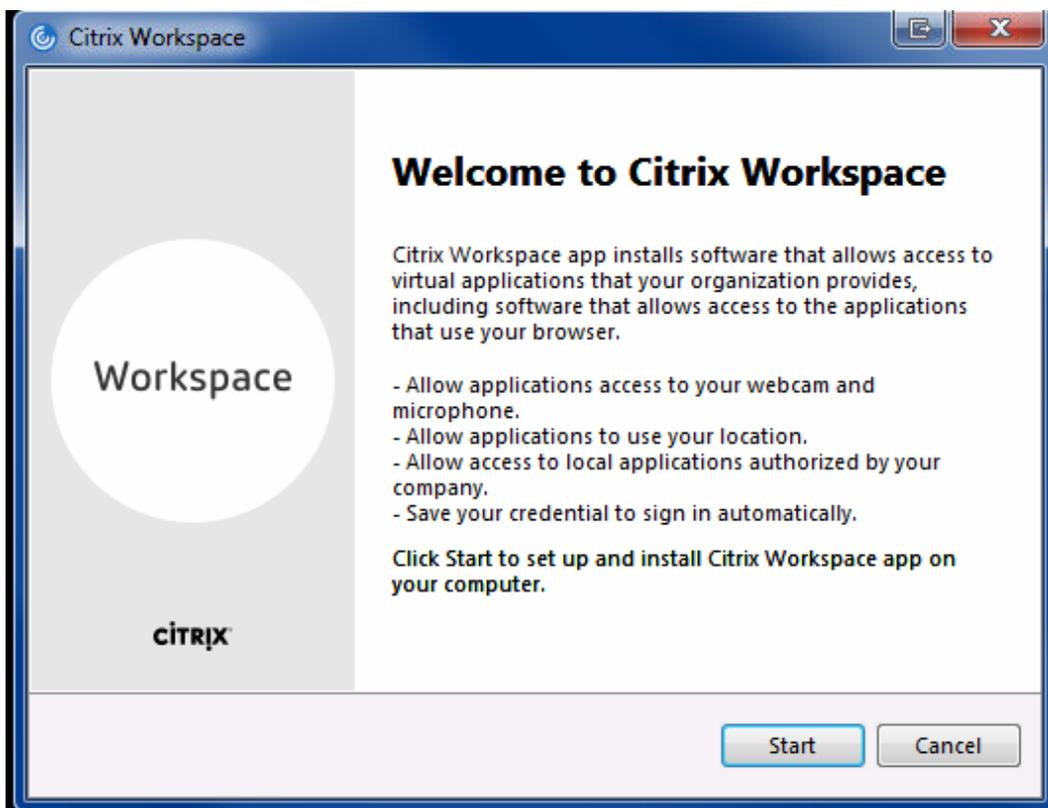
Run the installed (if prompted);



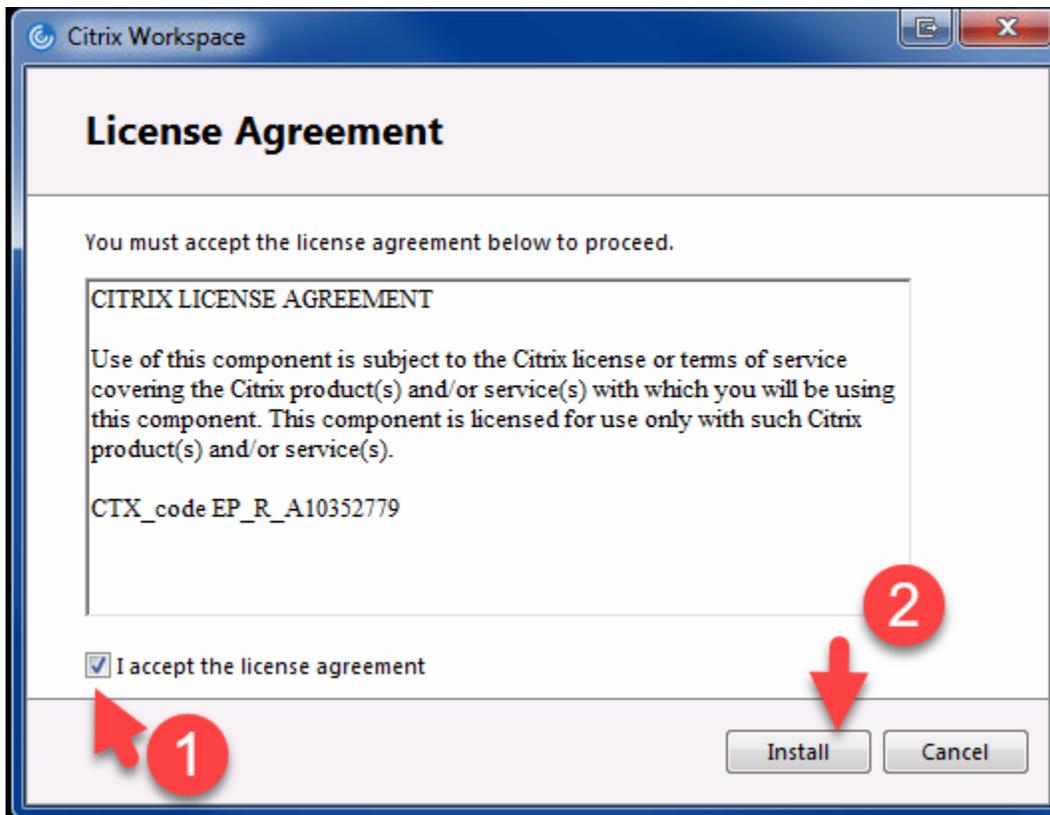
Yes to allow the installer to proceed;



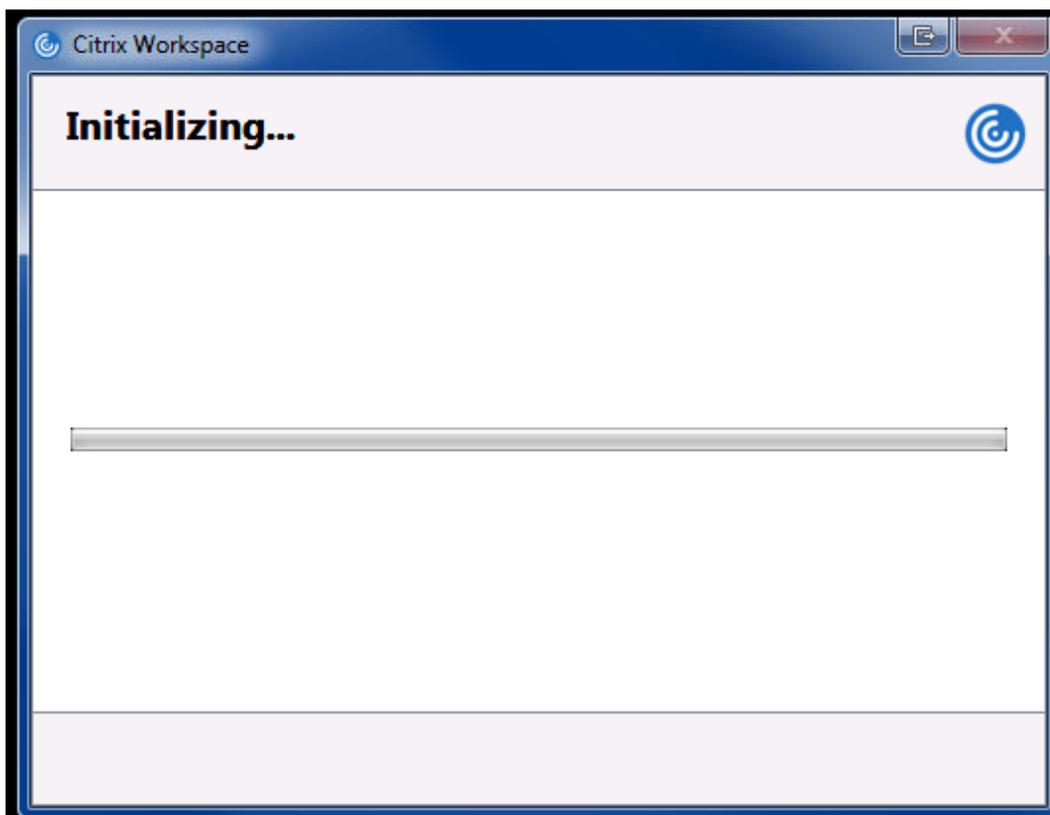
Start the Citrix Workspace installer;

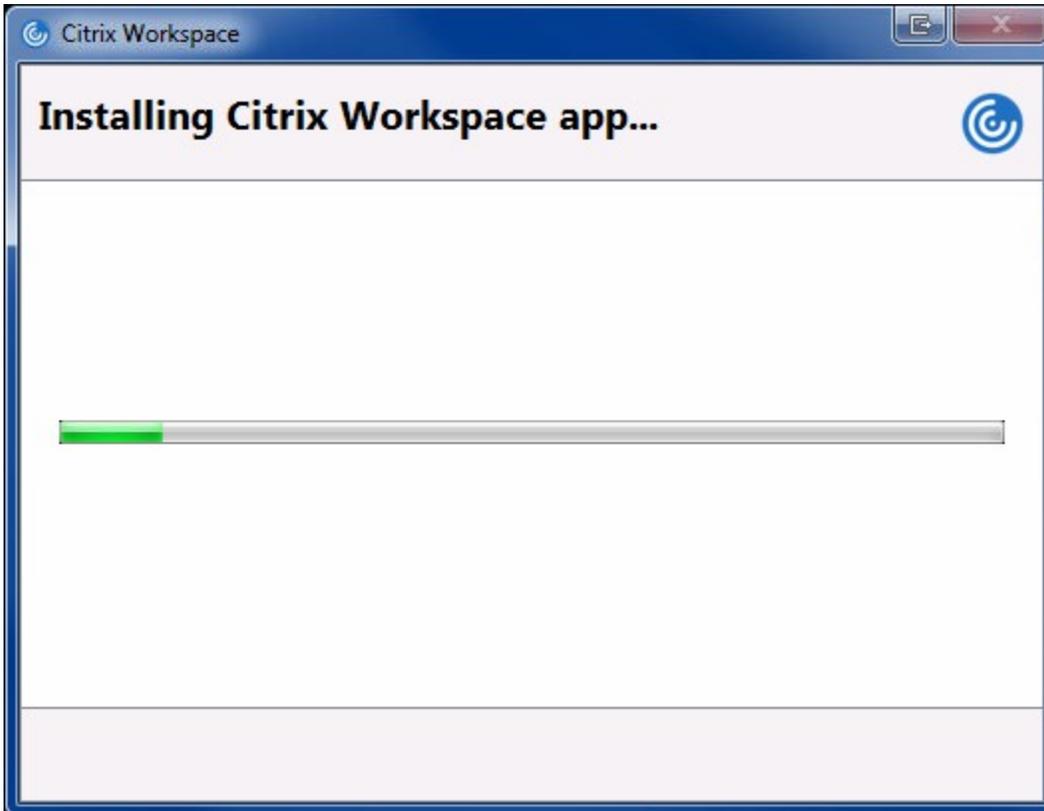


Accept and install;



Install may take a few minutes;

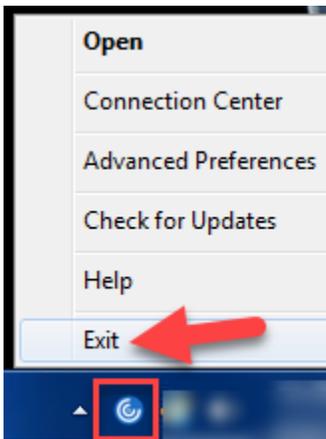




Once completed click finish, do NOT add account as Citrix will be launch from the website;



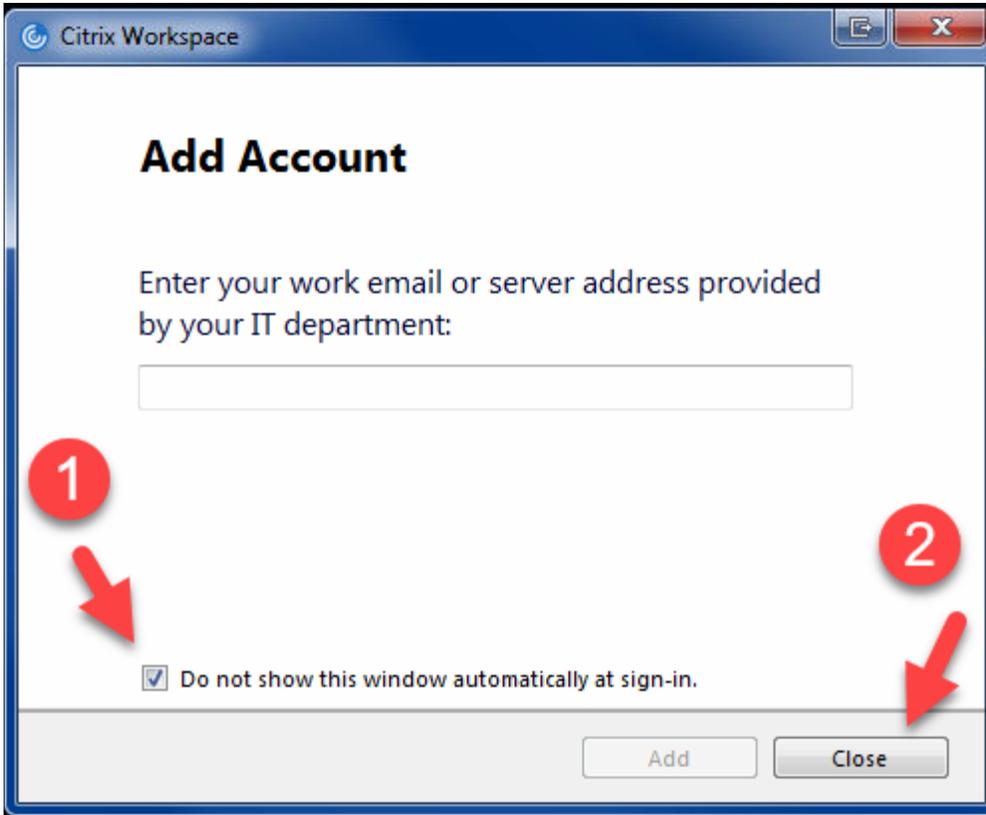
Right click the workspace icon in your system tray and Exit;



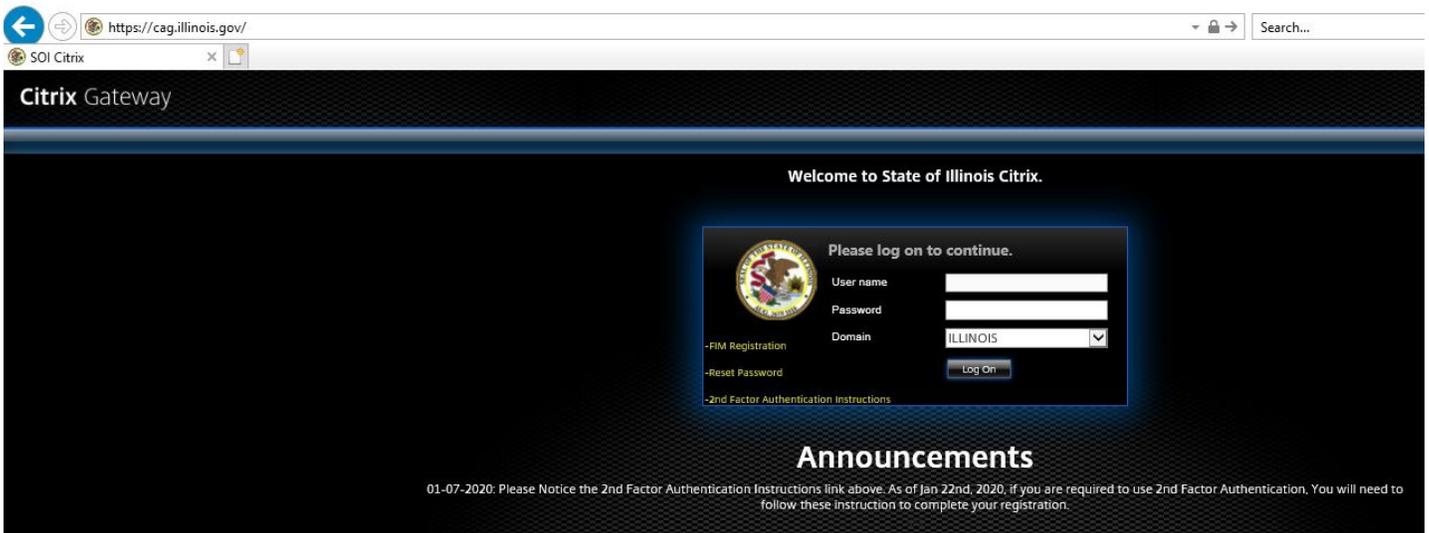
Find Citrix Workspace on the start menu to re-launch it;



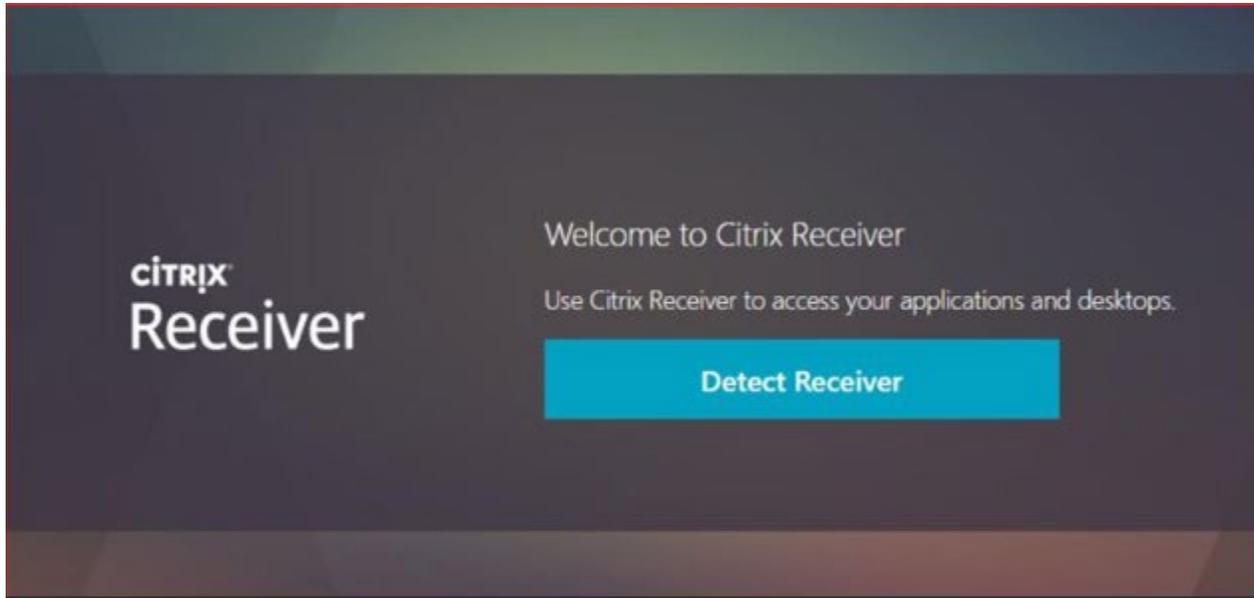
This allows you to check the box, “Do not show this window automatically at sign-in.” as we will be launching from the website, this avoids being prompted by the software;



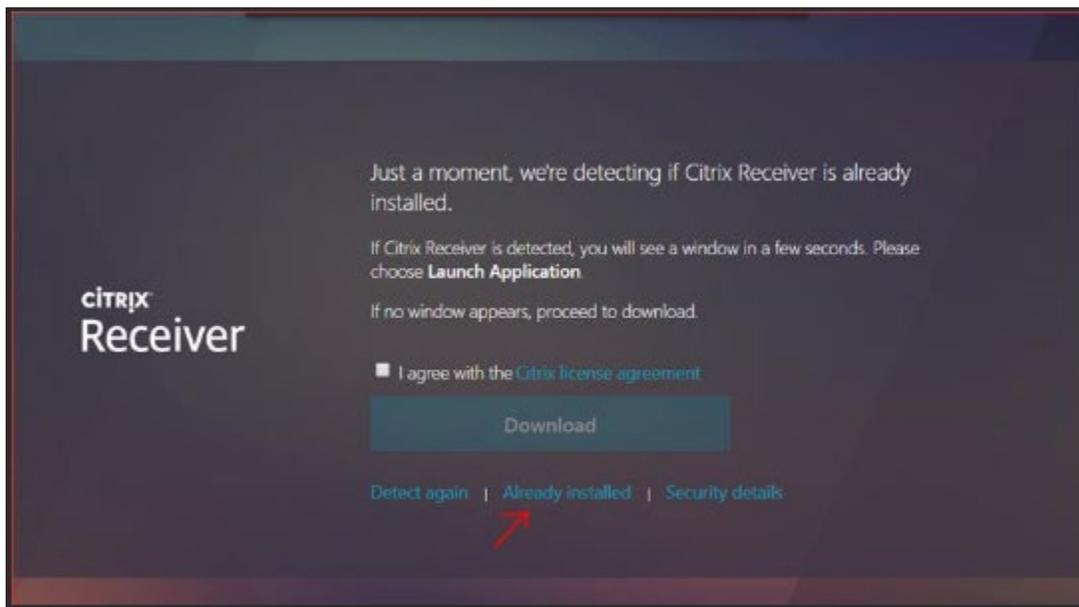
Now login to <https://ra.illinois.gov> and launch your Citrix application or desktop.



You may see a message that looks like this:



If you do, click on "Detect Receiver" and you should be taken to a screen that looks like this:



Click on "Already Installed" to be taken to the storefront.



Details

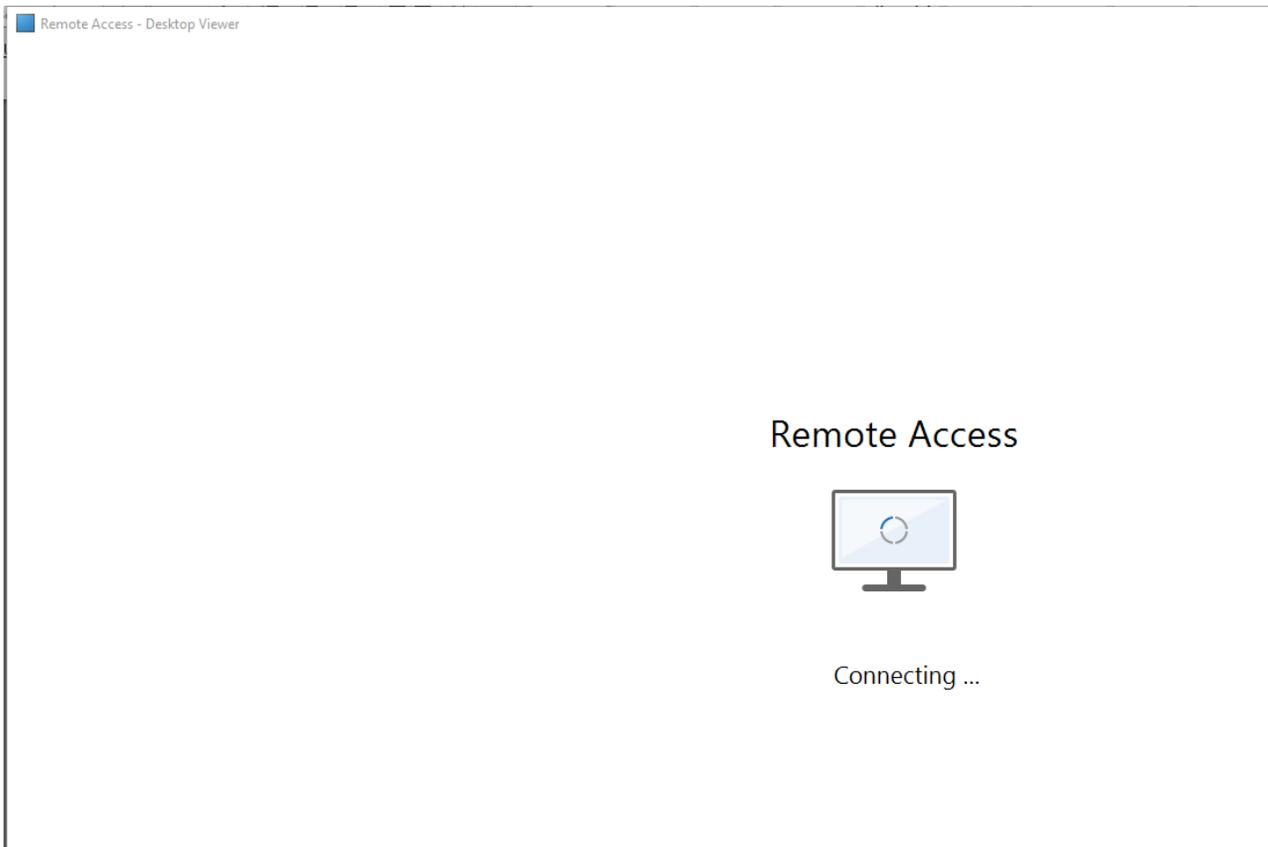


Details

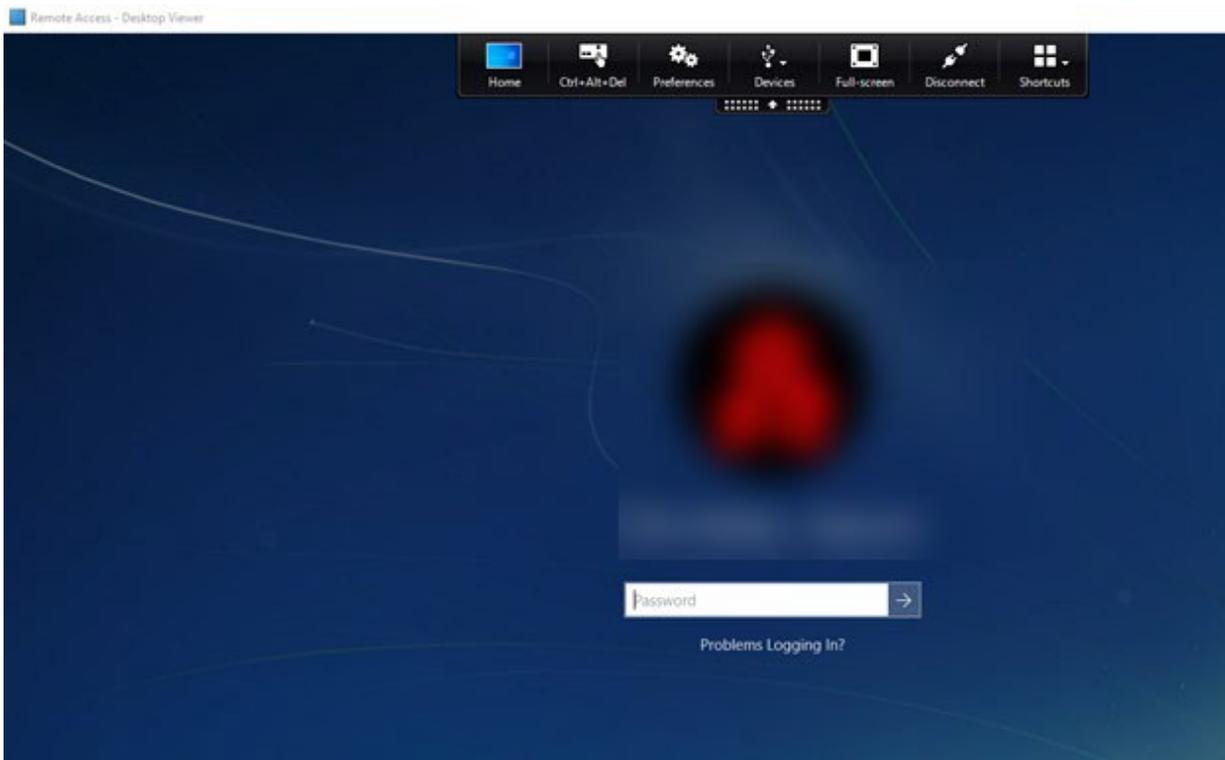
Remote Access

Click Remote Access to launch a connection to your PC.

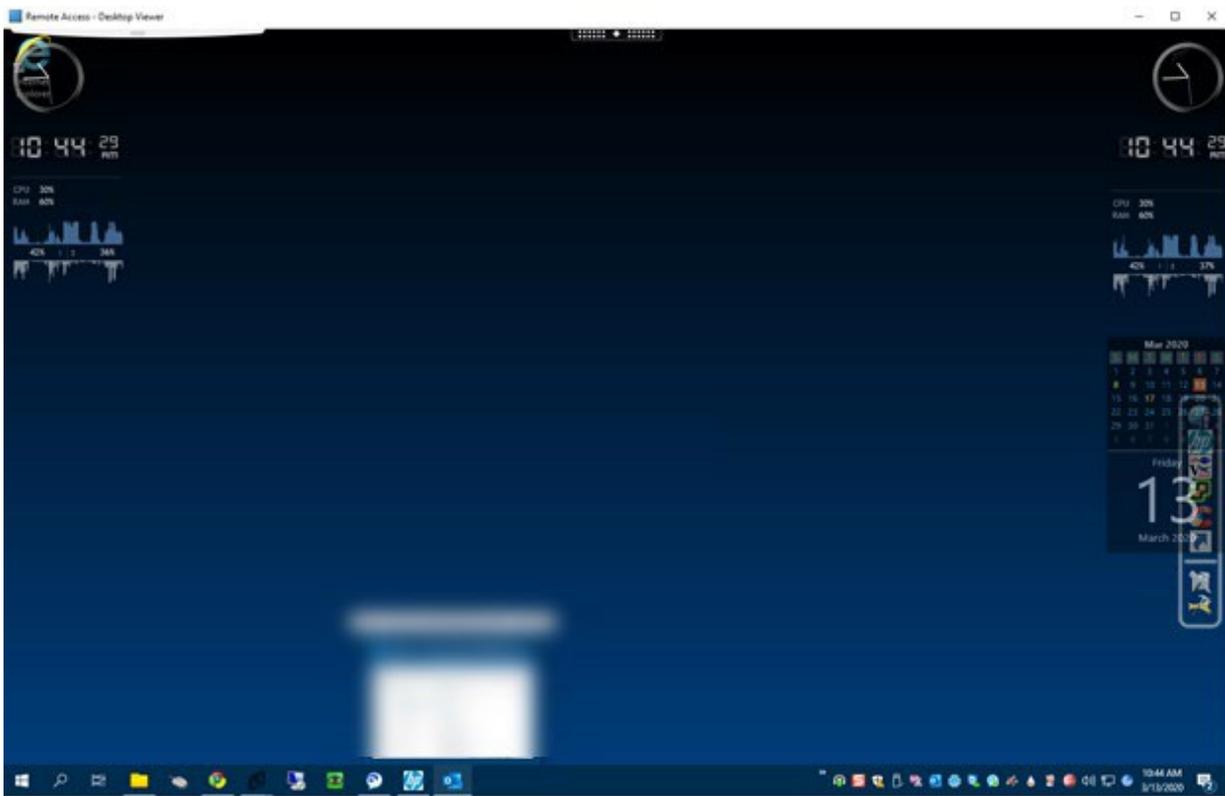
Launching...



Connection to your PC to login;



You will now be logged in to your PC.



NOTE: The idle time for the remote connection has been set to 4 HOURS. This means that if you leave the remote connection active with no input this will automatically disconnect at 4 hours of inactivity.