

How to Install and Use Citrix Workspace at WCC

What is Citrix Workspace and the benefits of using it?

Using Citrix allows WCC staff to use applications and systems such as Banner 8, FAMIS as well to run Access Queries in a centralized location. This enables the IT department to maintain performance and security in an efficient manner.

Old Citrix Method

- URL : <https://citrix.wccnet.edu/vpn/index.html>
- Need to be on WCC campus to access.
- When off campus, first need to connect via VPN.

New Citrix Workspace Method

- URL (used in tandem with Citrix Workspace): <https://wccnet.cloud.com>
- Can access on or off WCC campus.
- Uses Duo Mobile 2FA, does not require VPN

SECTION 1: How to access Citrix via Citrix Workspace App (client version)

- [Installation](#)
- [Launching and Logging in](#)

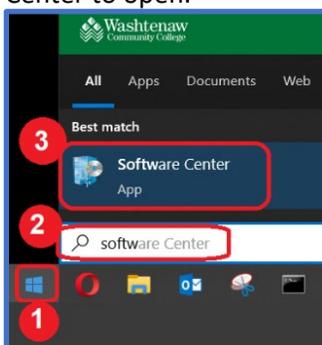
SECTION 2: How to access Citrix via a Web Browser (cloud version)

SECTION 1: How to access Citrix via the Citrix Workspace App

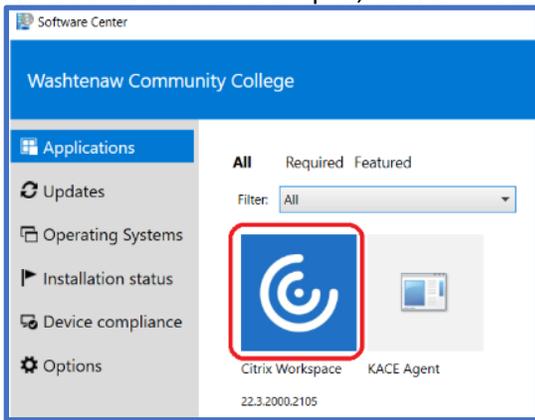
- Step 1: Installation of Citrix Workspace App – this needs to be done once on each device you use.

NOTE: If you are working off WCC's campus, you do not need to connect to VPN.

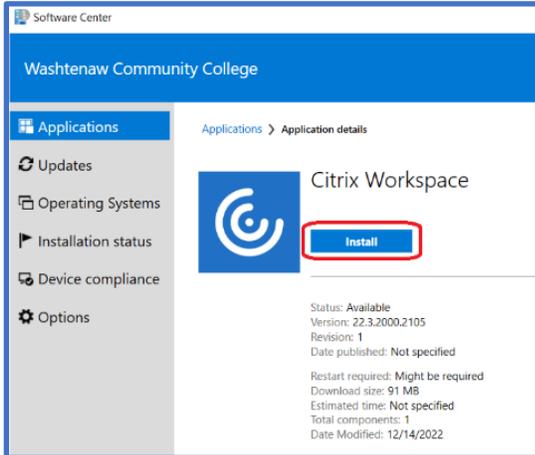
1. Click on Start Menu (the Windows Key ) and start typing Software Center. Once it appears, click Software Center to open.



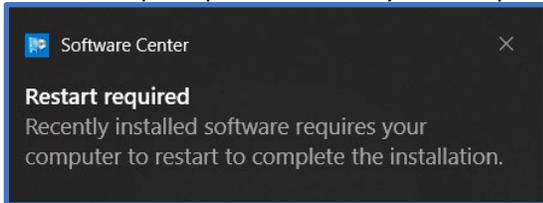
2. After Software Center is open, click on “Citrix Workspace”.



3. Click on “Install”.



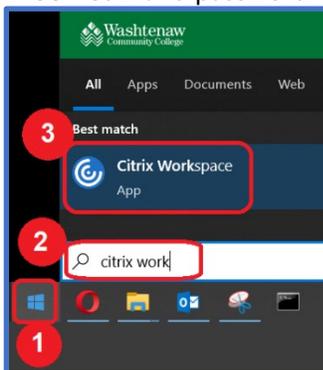
4. You will be prompted to restart your computer.



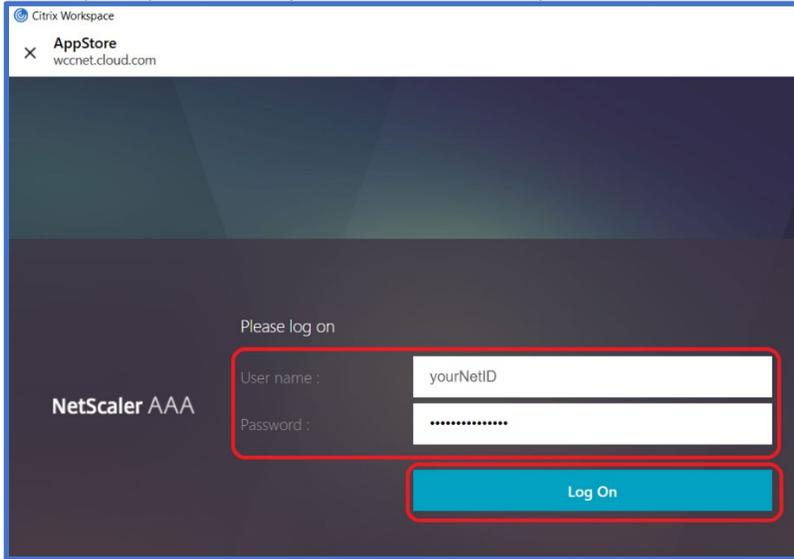
5. After your computer is restarted and at the login screen, log back into your computer.

➤ Step 2: Launching and logging into Citrix Workspace App (client version)

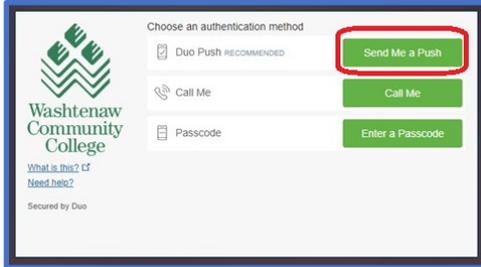
6. After logging back into your computer, launch Citrix Workspace from the Windows Start menu and enter your WCC NetID and password.



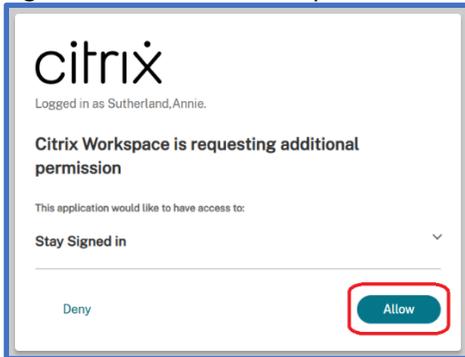
7. When prompted, enter your WCC NetID and password, then click “Log On”.



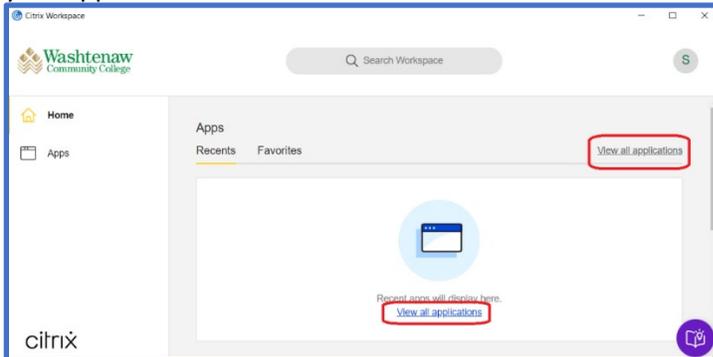
8. You will be prompted with an MFA authentication method. Most users will use the Duo Push option here. *NOTE: If your cell/Wifi reception is poor, choose the option, “Enter a passcode”.*



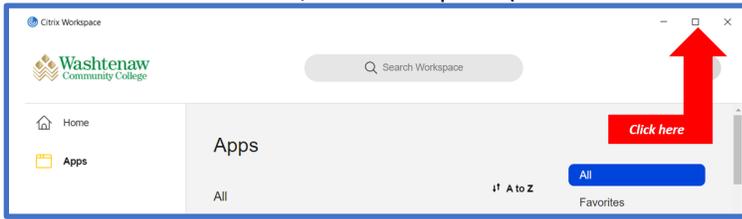
9. After completion of the MFA authentication, feel free to click the “Allow” option to permit the app to keep you signed in for an extended period of time as opposed to having to enter your credentials every session.



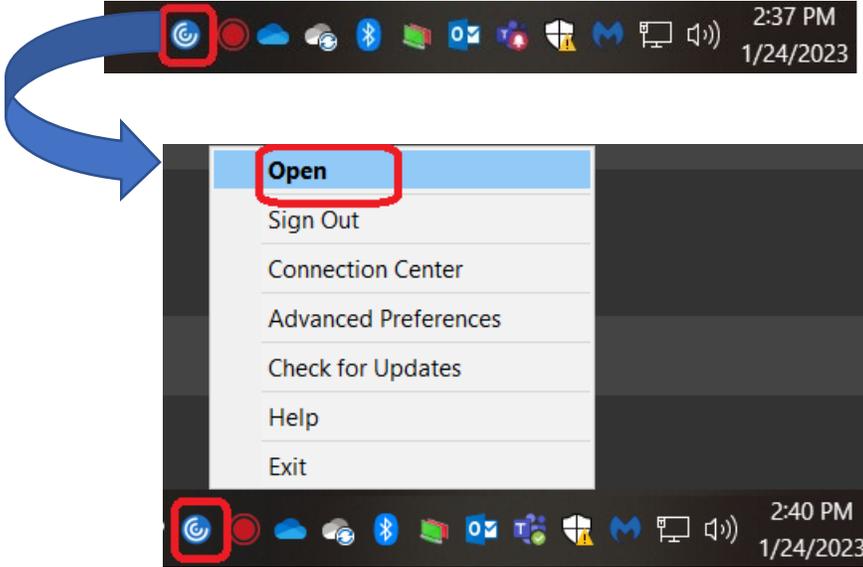
10. After clicking “ALLOW”, you will now be logged into the Citrix Workspace. Click “View all applications” link to see your apps.



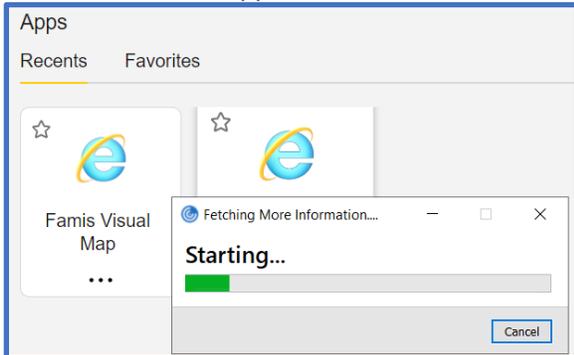
11. To maximize the window, click the square (similar to other windowed programs on your computer).



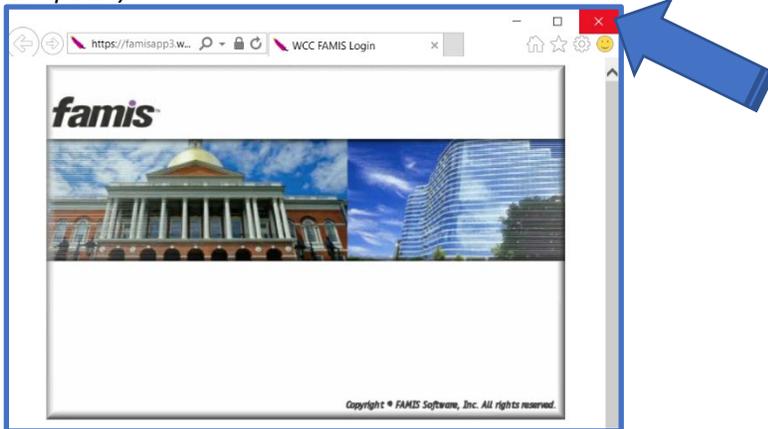
12. NOTE: After you've logged into Citrix Workspace, if you minimize the Workspace window or want to gain quick access, in the System Tray click the Citrix icon:



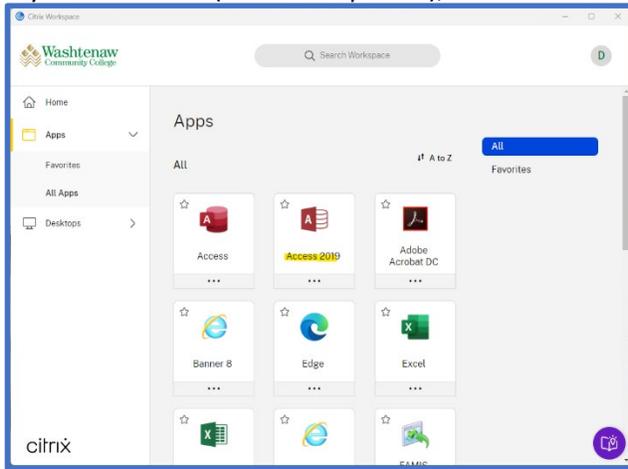
13. Launch whichever app is needed.



14. Once you are finished using the app, close the window (similar to closing other windowed programs on your computer).

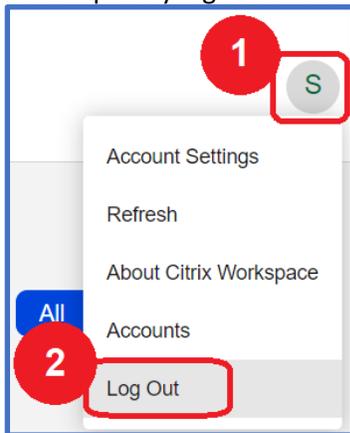


15. If you use Access (run ODBC queries), launch “Access 2019” to verify Access/ODBC,etc.

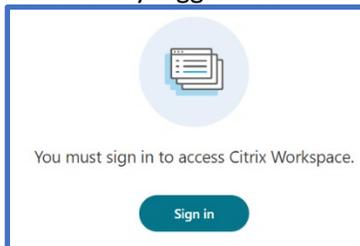


16. To log off from a particular app, in the upper-right corner, simply click the X to close the app.

17. To completely log out of Citrix, in the upper-right corner, click your last name initial and select “Log Off”.



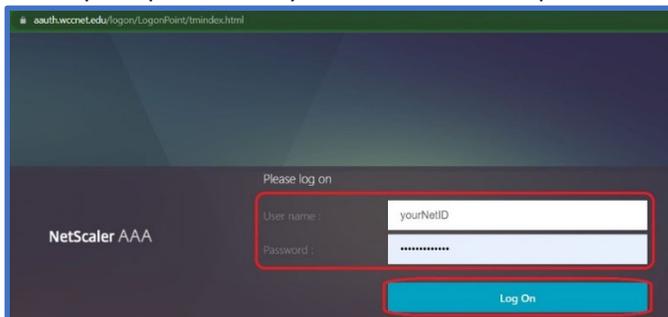
18. Successfully logged out:



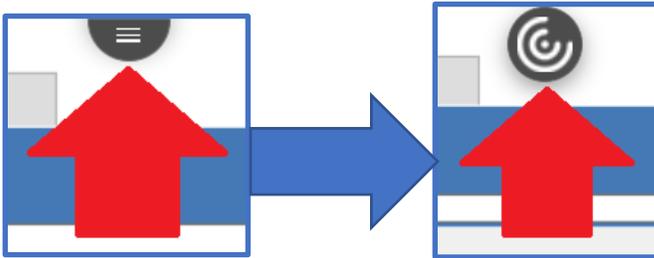
19. Done.

SECTION 2: How to access Citrix via a Web Browser (cloud version)

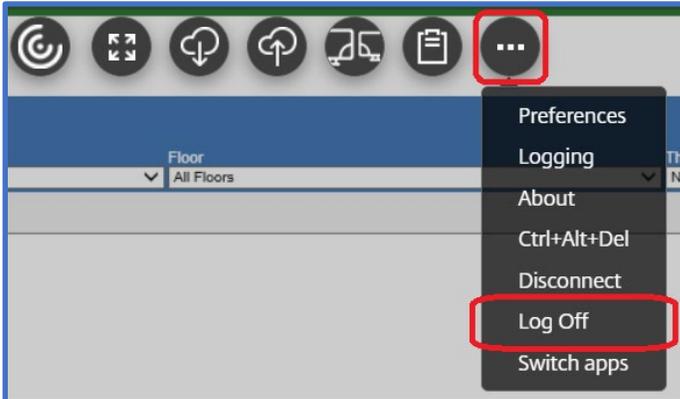
1. Launch a supported browser (Edge/Chrome/Firefox/Safari) and navigate to: <https://wccnet.cloud.com/>
2. When prompted, enter your WCC NetID and password, then click “Log On”.



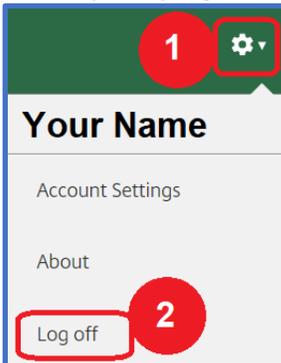
- At this point, the directions will be the same as the Workspace method except for the applications are launched within the browser and do not have the same integrations (*such as printer mapping, copy/paste*) as the Workspace launched apps.
- To log off from a particular app, hover over the 3-stacked horizontal lines until it transforms to the stacked circles. Click on the stacked circles:



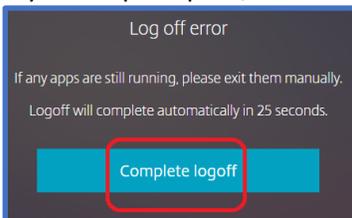
- Click on the horizontal 3-dotted ellipse, and click “Log Off”.



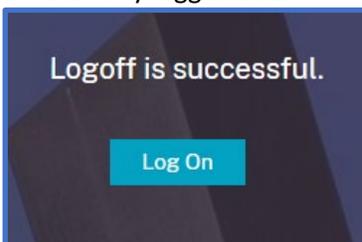
- To completely log out of Citrix, in the upper-right corner, click the gear icon and select “Log Off”.



- If you are prompted, click “Complete Logoff”:



- Successfully logged out:



- Done.