



18 January 2022

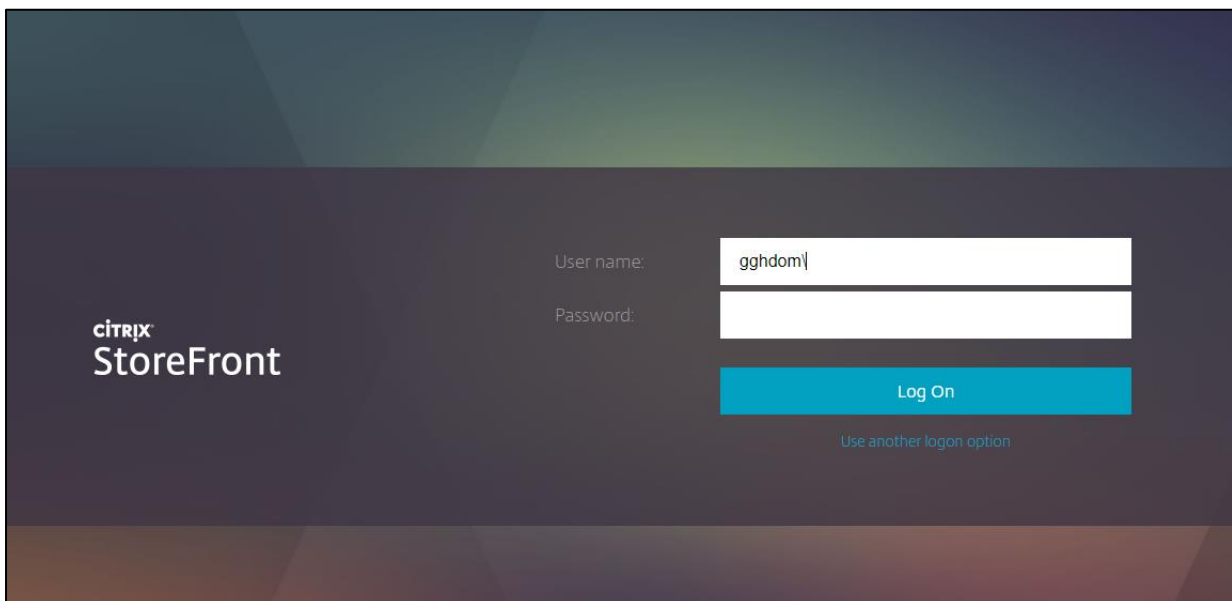
Citrix Receiver Updated

Citrix apps not opening

Terra Industrial New Zealand Ltd

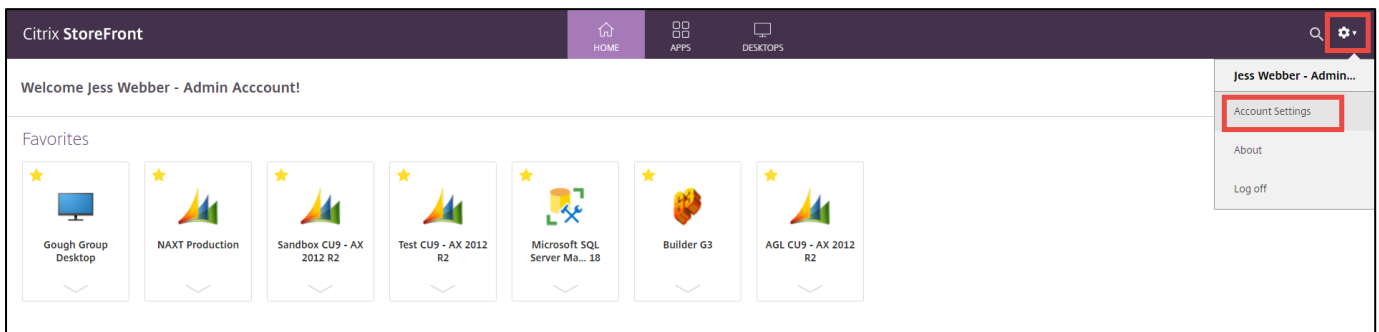
PO Box 16 168
16 Branston Street, Hornby
Christchurch 8441, New Zealand
03 983 2333 Tel
www.TerraCat.co.nz

1. Go to <https://citrix.ggh.co.nz/Citrix/GoughGroupWeb/>
2. Sign in using the username GGHDOM\yourusername



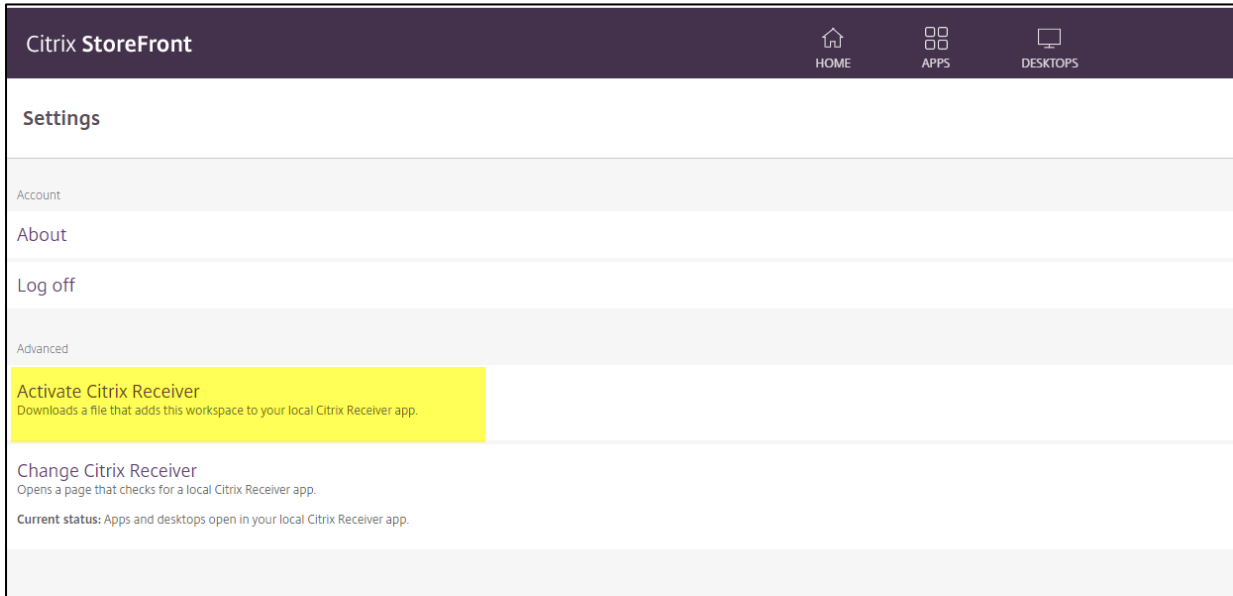
The image shows the Citrix StoreFront login interface. On the left, the 'Citrix StoreFront' logo is displayed. To the right, there are two input fields: 'User name:' with the text 'gghdom\' entered, and 'Password:'. Below these fields is a blue 'Log On' button. Underneath the button, there is a link that says 'Use another login option'.

3. Click on the settings wheel at the top right
4. Select **Account Settings**

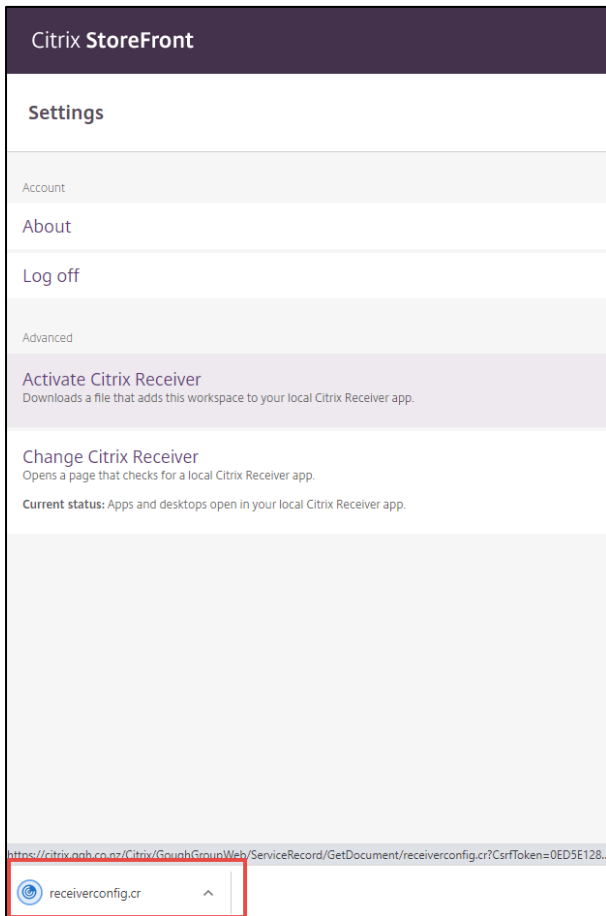


The image shows the Citrix StoreFront dashboard. At the top, there is a navigation bar with 'HOME', 'APPS', and 'DESKTOPS' tabs. Below this, a welcome message reads 'Welcome Jess Webber - Admin Account!'. A 'Favorites' section displays several application tiles, including 'Gough Group Desktop', 'NAXT Production', 'Sandbox CU9 - AX 2012 R2', 'Test CU9 - AX 2012 R2', 'Microsoft SQL Server Ma... 18', 'Builder G3', and 'AGL CU9 - AX 2012 R2'. On the right side, a user profile dropdown menu is open, showing the user's name 'Jess Webber - Admin...' and three options: 'Account Settings' (which is highlighted with a red box), 'About', and 'Log off'.

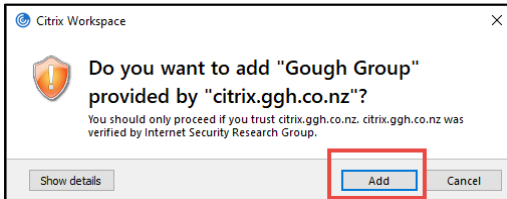
5. Click **Activate Citrix Receiver**



6. A file should download like below
7. Click on it open it

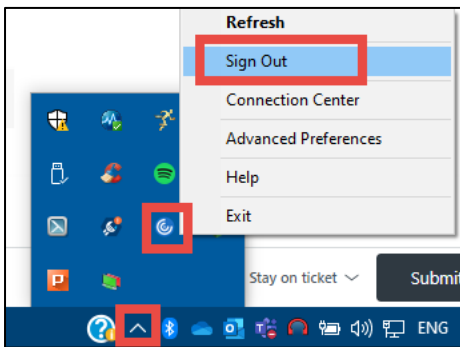


8. Click Add

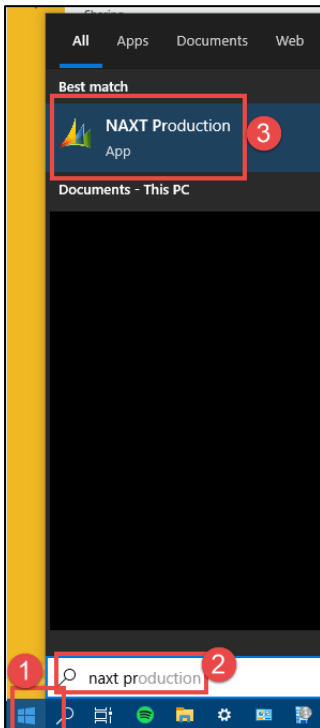


9. Check to see if Citrix workspace says **Signed in** or **signed out**

10. If it says **Signed in**, then click on it to sign in – it will look like it does nothing, but it would have.



11. Then try searching for **Naxt** in the start menu like below



12. Alternatively, you can go back to <https://citrix.ggh.co.nz/Citrix/GoughGroupWeb/> and go to the **Apps** section to then click on Naxt

