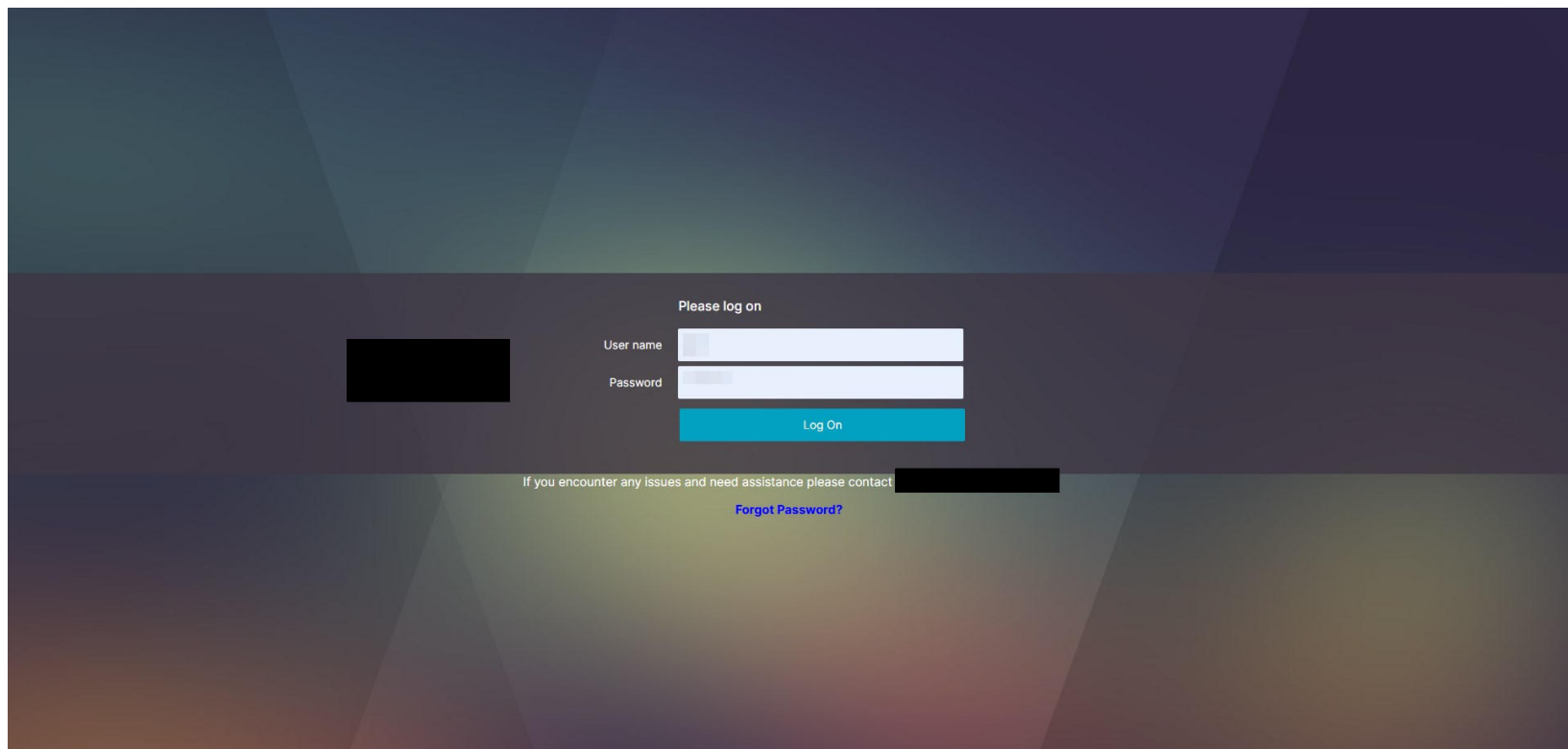


Citrix Desktop

Citrix Desktop is rolling out to [REDACTED]. It is a new way to access all your Citrix apps: Time Matters, Word, Outlook, BestCase, etc. However, **you will still log in to Citrix the same way you normally do.**

Accessing Citrix Desktop

1. Log in to Citrix the same way you normally do.

A screenshot of the Citrix login interface. The background is a dark, abstract geometric pattern. In the center, there is a login form with the heading "Please log on". To the left of the form is a black rectangular placeholder. The form contains two input fields: "User name" and "Password", both with light blue borders and internal cursors. Below these fields is a blue "Log On" button. At the bottom of the form, there is a line of text: "If you encounter any issues and need assistance please contact [REDACTED]", followed by a blue link that says "Forgot Password?".

Please log on

User name

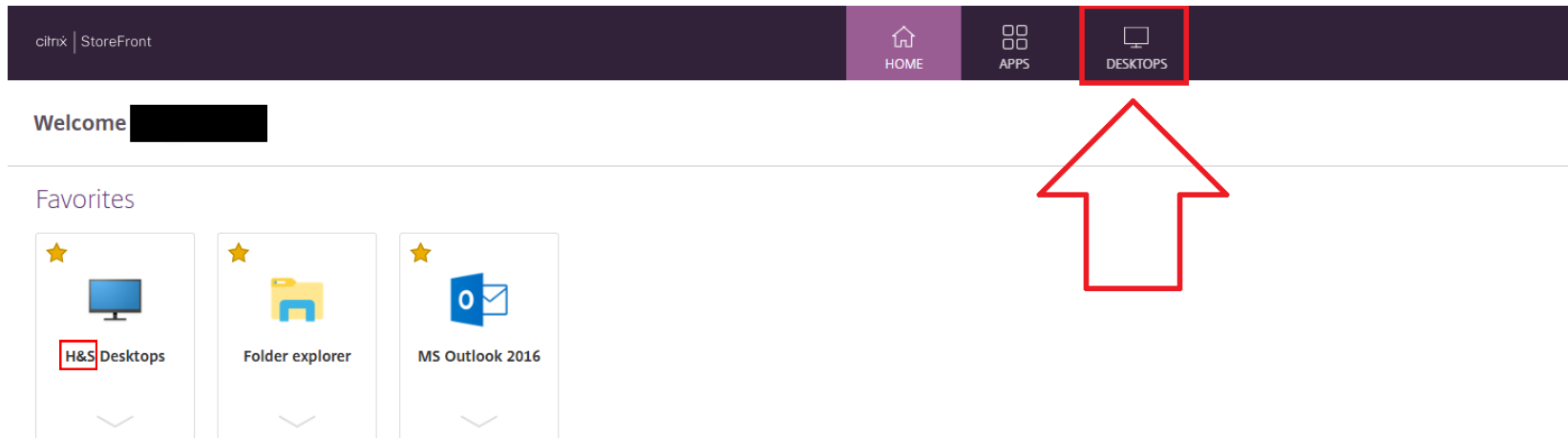
Password

Log On

If you encounter any issues and need assistance please contact [REDACTED]

[Forgot Password?](#)

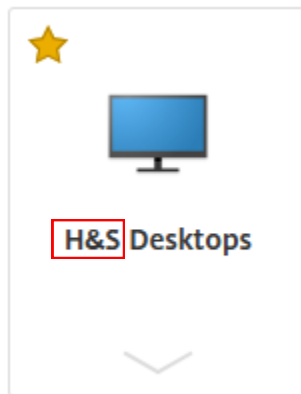
2. Click on the **Desktops** tab near the top. *If you don't see it, you do not have access to Citrix Desktop yet.*



3. Click on **H&S Desktops**. Wait several seconds and a new window will appear.

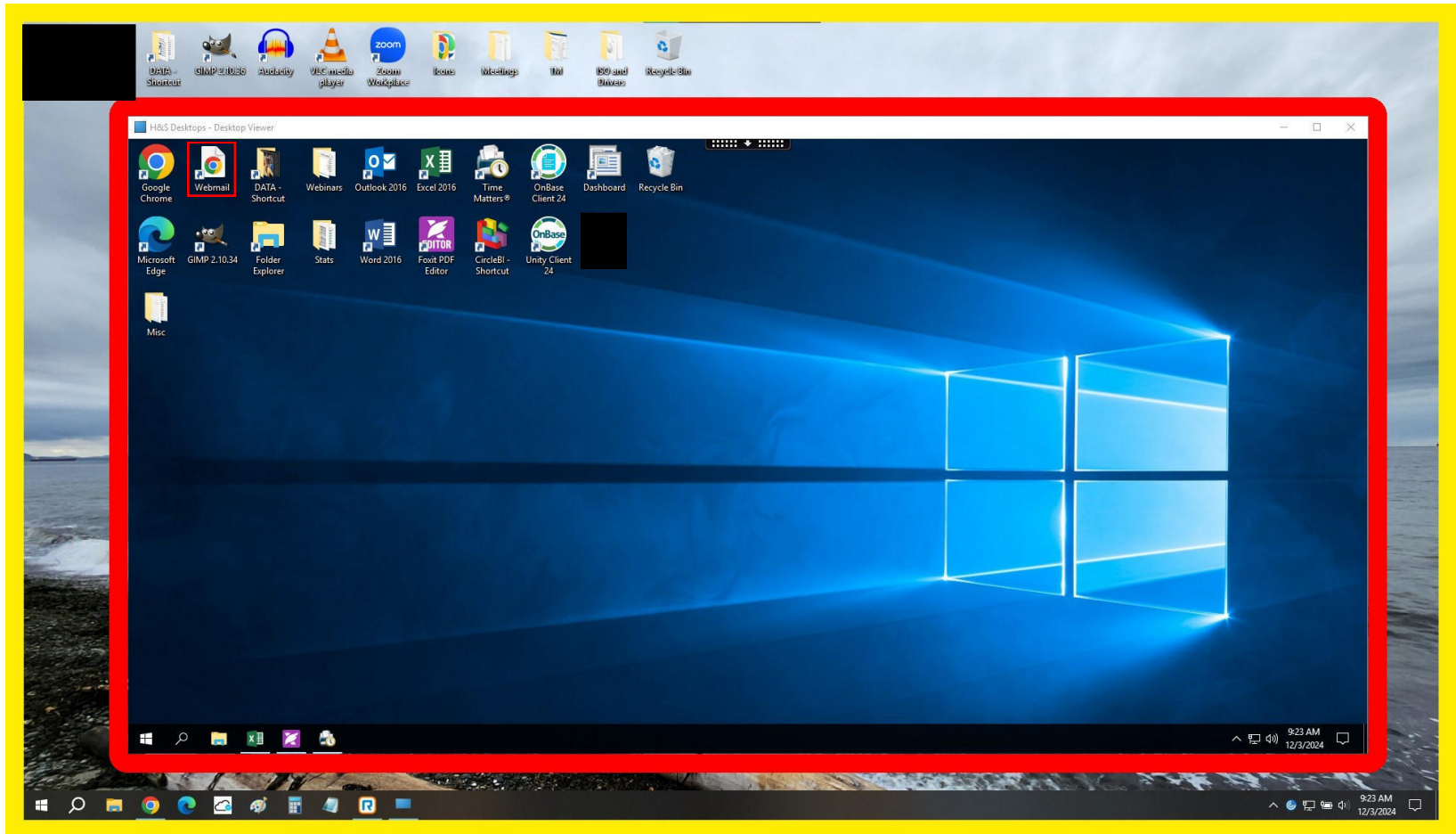
FOR SIMPLICITY, GOING FORWARD I WILL REFER TO IT AS SIMPLY CITRIX DESKTOP.

You can also click the star near the top left to add Citrix Desktop to your Favorites on the Home page.

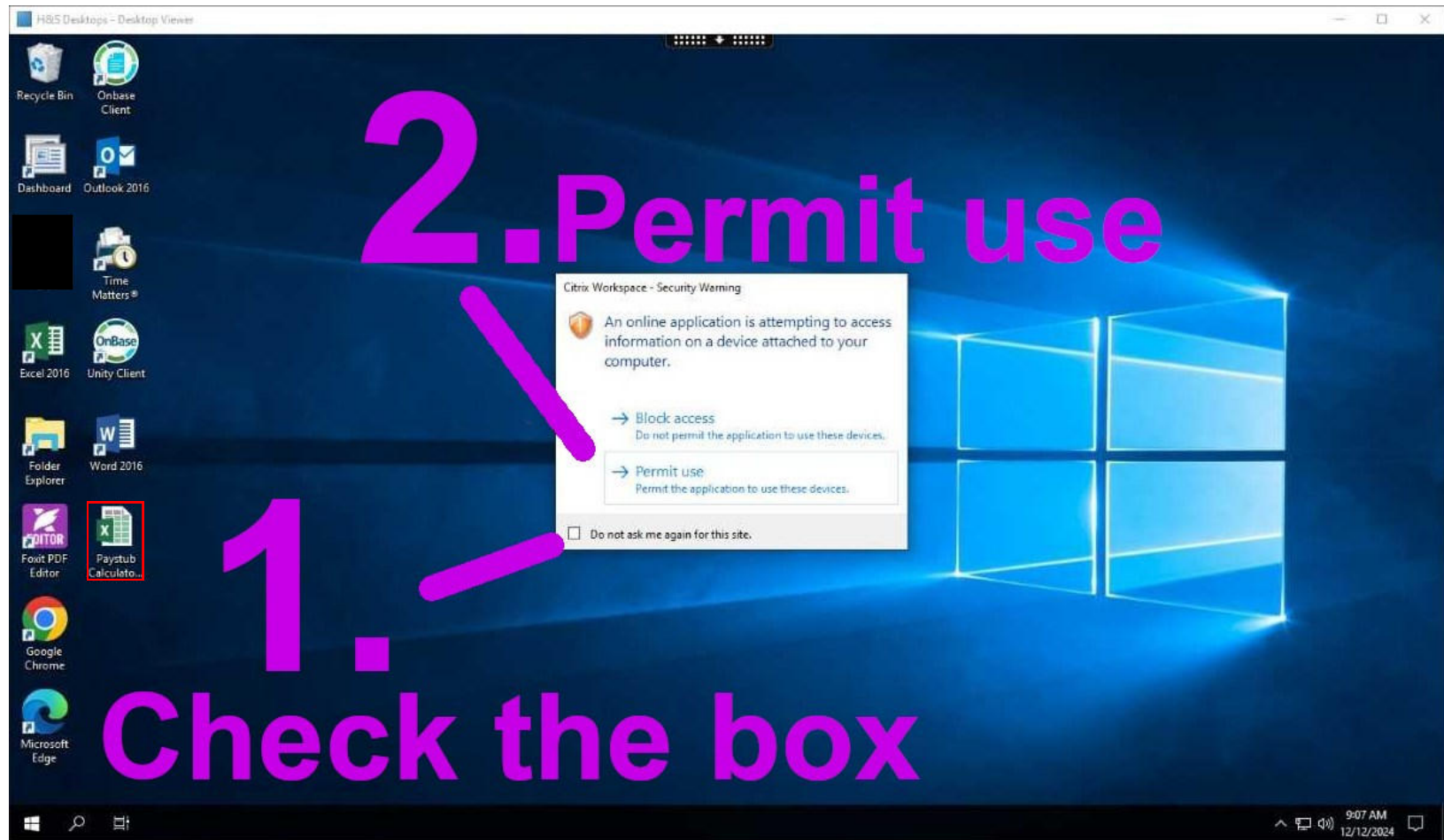


4. **Citrix Desktop** will appear in a new window. You will notice it looks like a smaller version of your normal computer desktop.

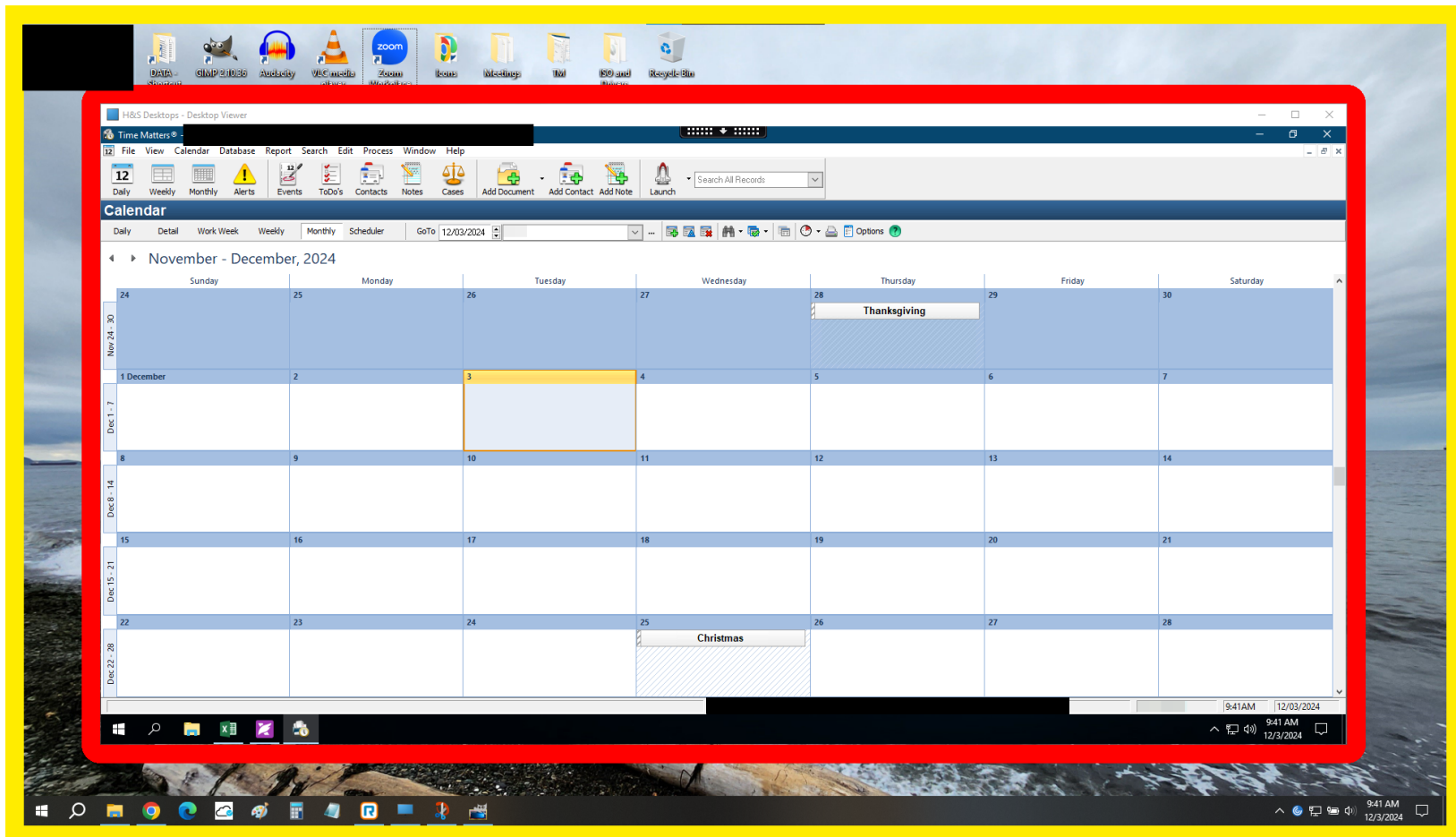
It may help to think of **Citrix Desktop (red box)** as a second computer inside of your **normal computer desktop (yellow box)**.



You will receive several security popups. Please check the box to not ask again, and permit access.



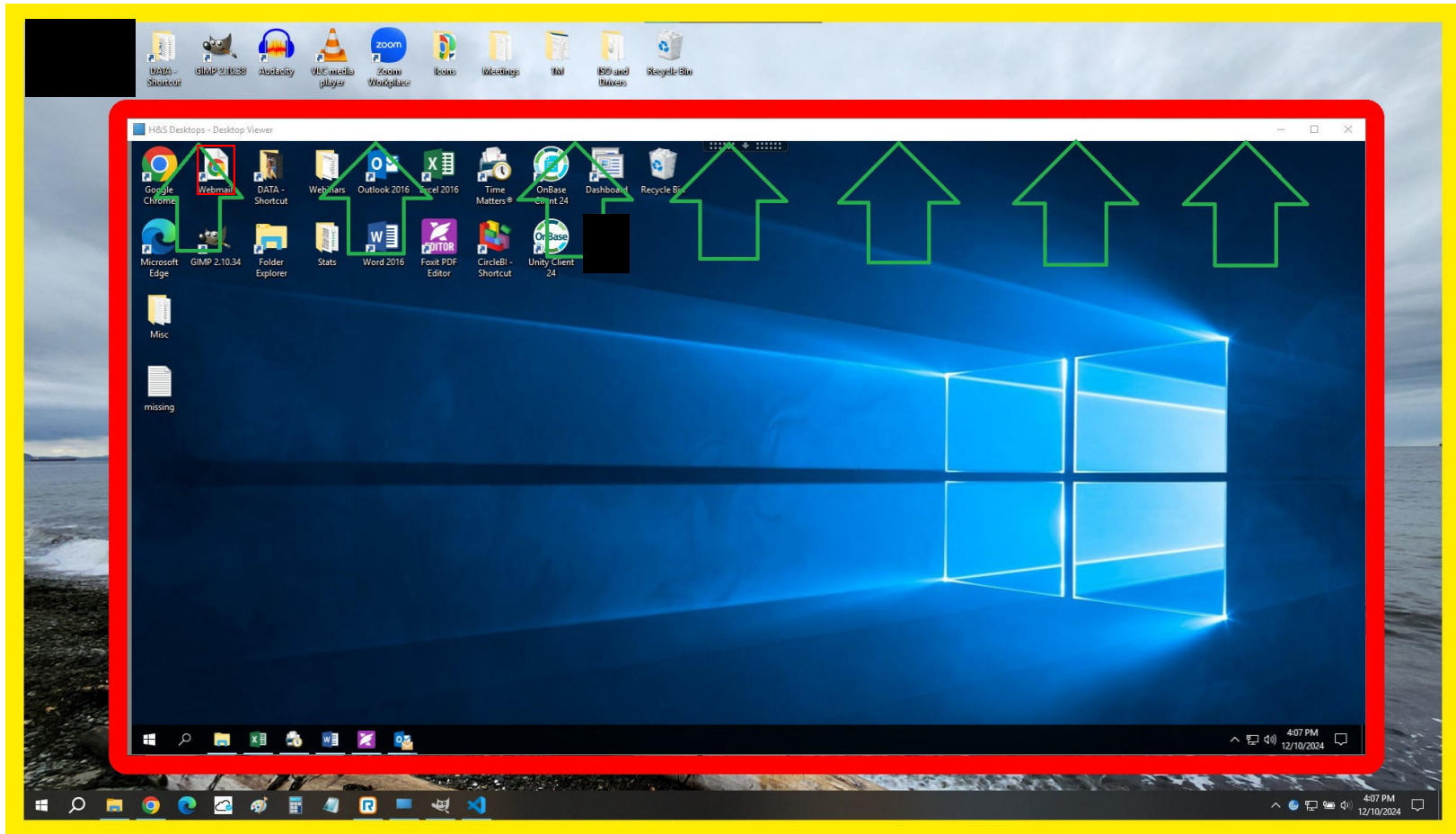
5. Your Citrix apps (Time Matters, Word, Outlook, Foxit, BestCase, etc.) are inside **Citrix Desktop**. However, **RingCentral** and [REDACTED] are still outside of Citrix in your **normal computer desktop**, as they currently are.



Interacting with Citrix Desktop

1. You can move **Citrix Desktop** between your computer screens, and use it on one or both screens.

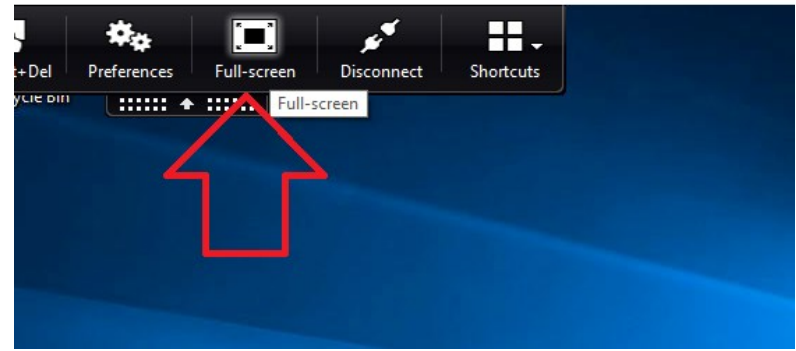
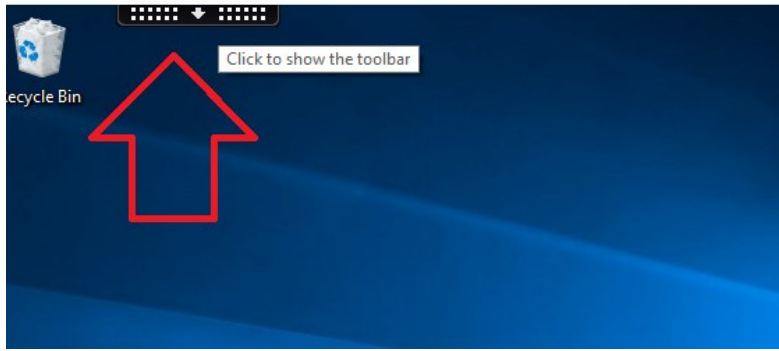
To move **Citrix Desktop**, you can hold down the left mouse button and drag the white bar around (green arrows).



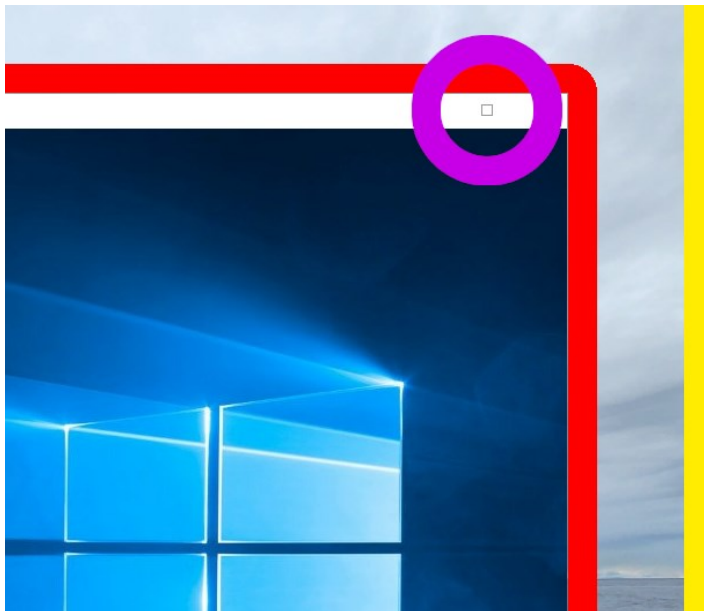
2. If you want to make **Citrix Desktop** fit on both of your monitor screens, **drag the white bar** so that it appears on **both of your monitor screens**.



3. Then click the **Citrix Desktop Toolbar** underneath the white bar and click **Full-screen**.

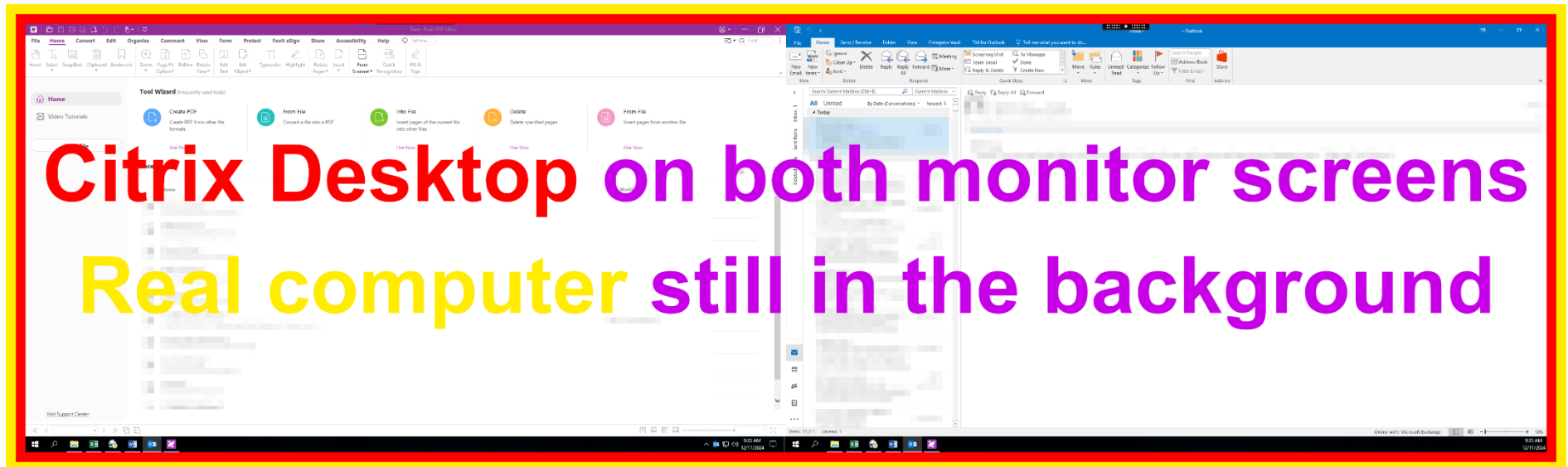


Or click the **expand box** in the top right.

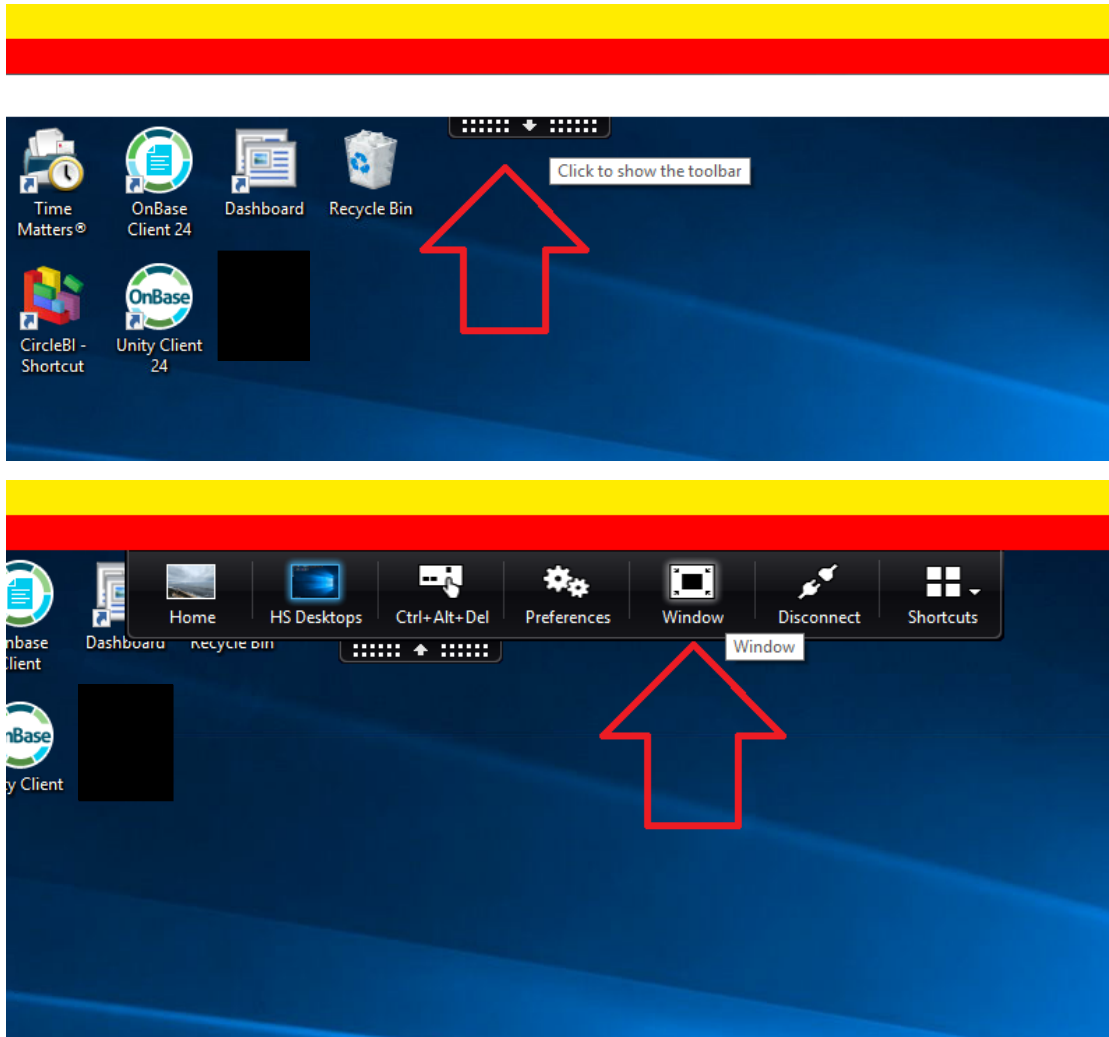


Now the Citrix Desktop will appear on both of your monitor screens. You can have multiple Citrix apps open at once and arrange them as you wish.

NOTE THAT YOUR REAL COMPUTER IS STILL IN THE BACKGROUND.

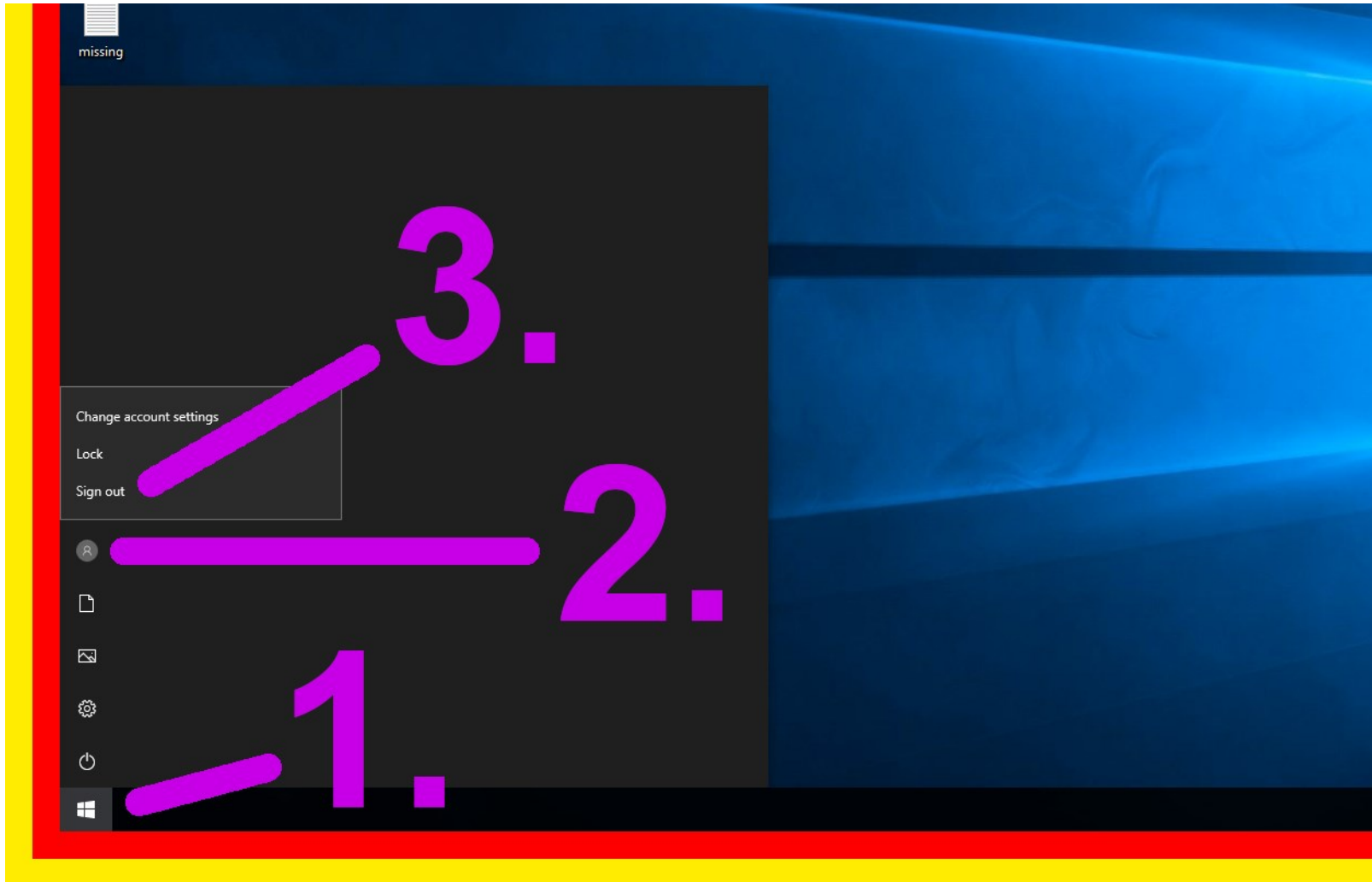


4. To exit full screen mode, click the **Citrix Desktop Toolbar** just underneath the white bar, and then click **Window**.

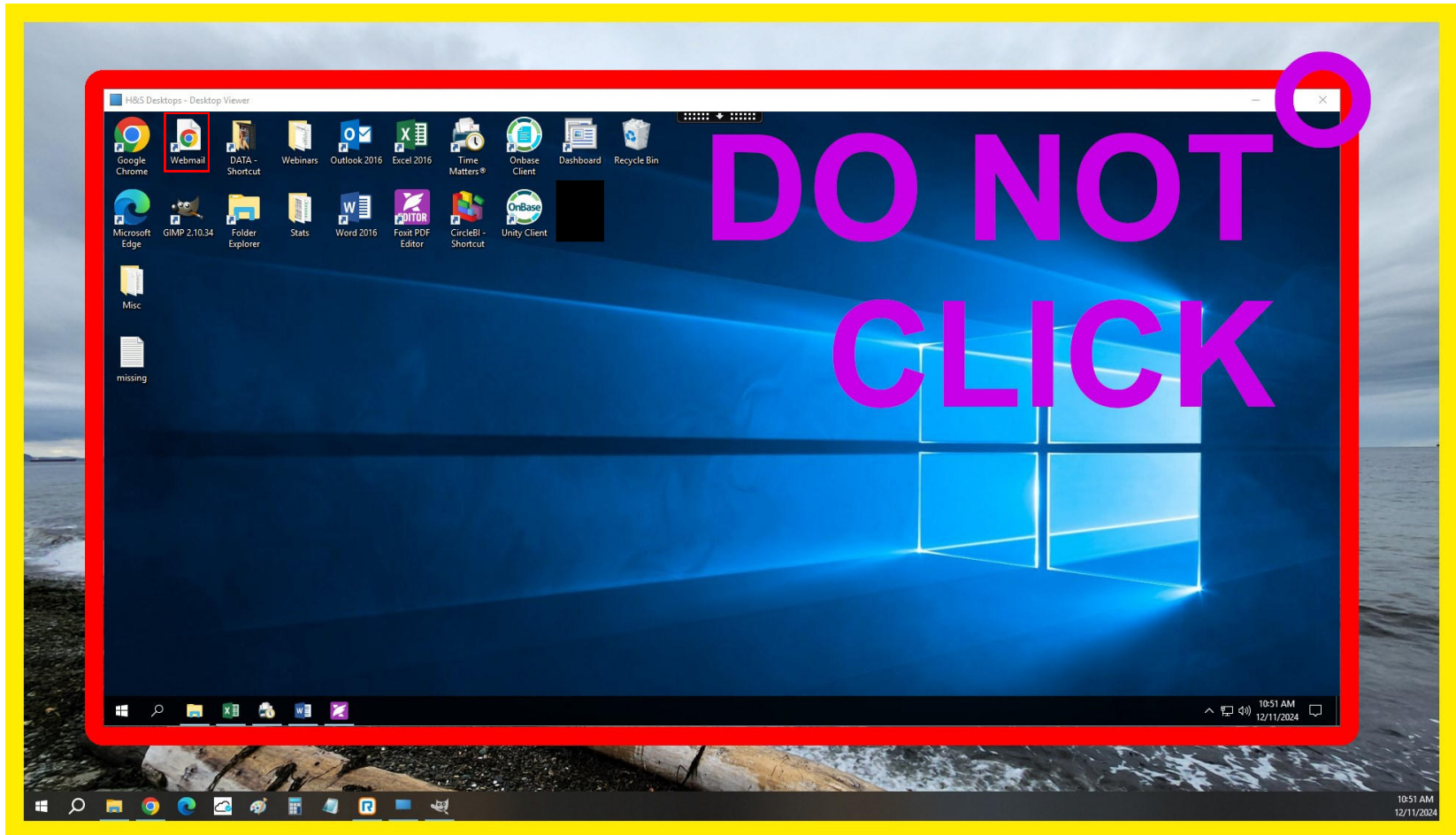


Exiting Citrix Desktop

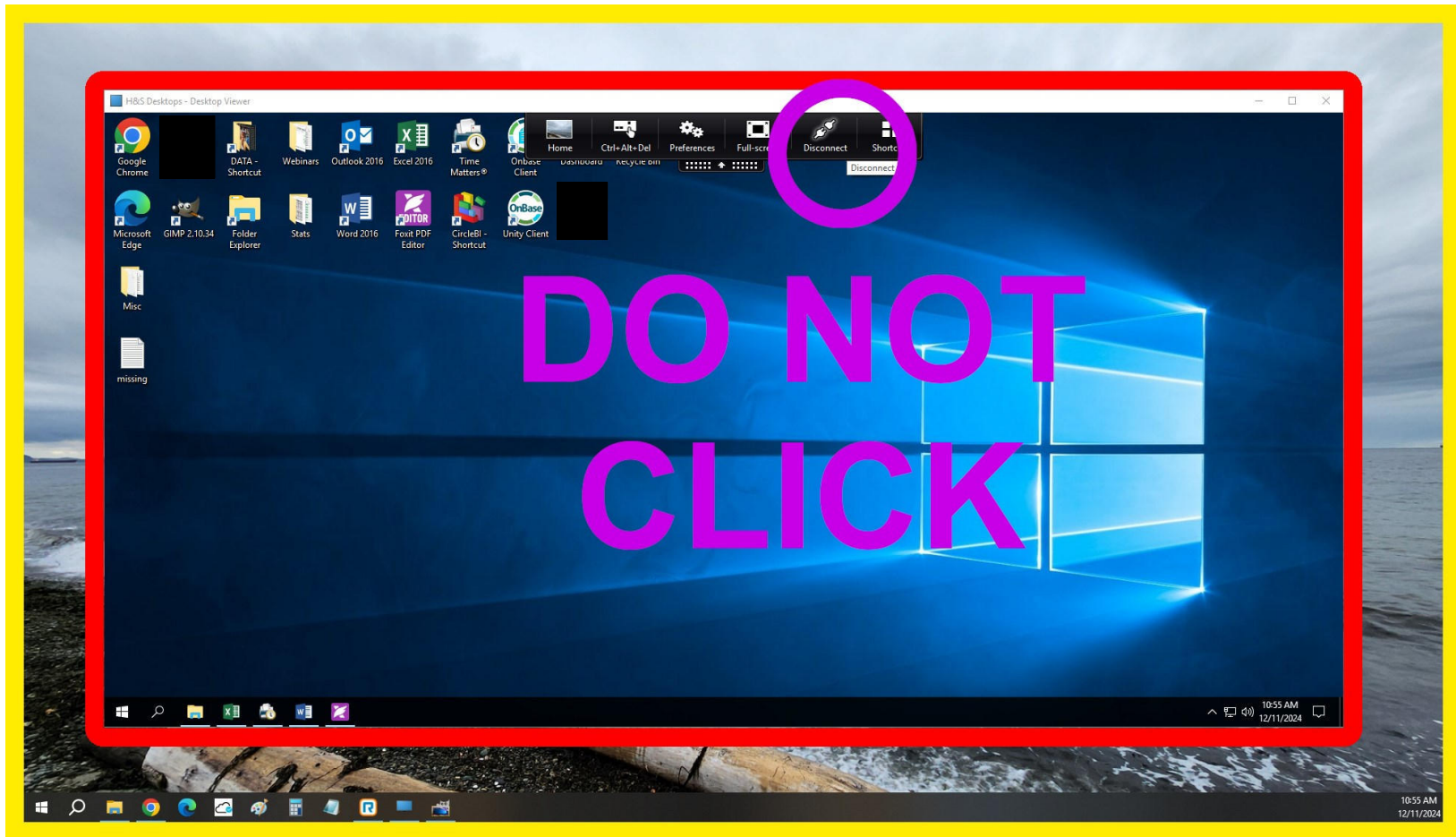
1. If you are done for the day and leaving, you **MUST sign out of Citrix Desktop** first. Click the **Start** menu, the circular **profile icon**, and then **Sign out**. This will allow Citrix Desktop to properly close. **If you don't do this, you will cause issues.**



DO NOT CLICK THE X ON THE TOP RIGHT OF CITRIX DESKTOP.



DO NOT CLICK DISCONNECT IN THE CITRIX TOOLBAR.



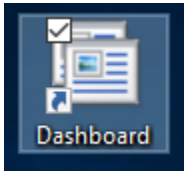
2. After you sign out of Citrix Desktop, your laptop itself will still be on. Your laptop still needs to be shut down the normal way.

Click the **Start** menu, the **power icon**, and then **Shut down**.

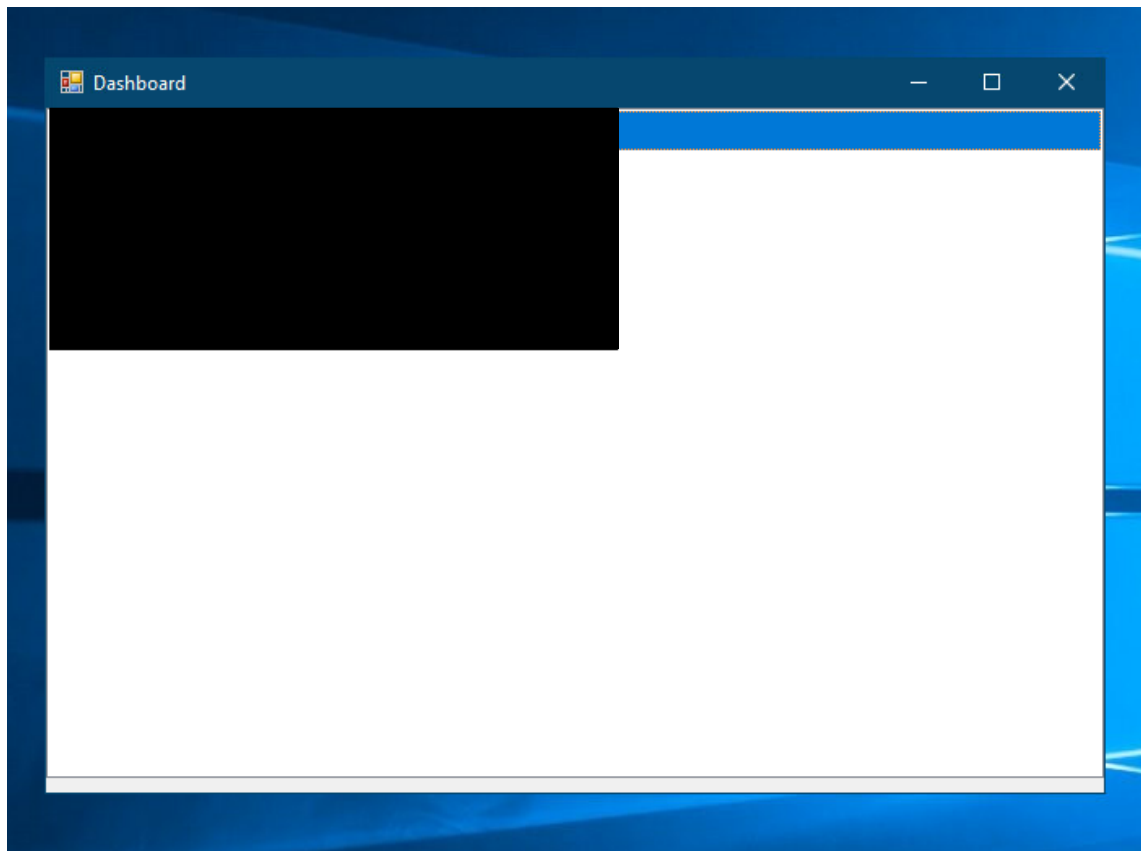


Other Helpful Tips

- Where is [REDACTED]?
 - Look for the **Dashboard** application and open it. Then open [REDACTED]

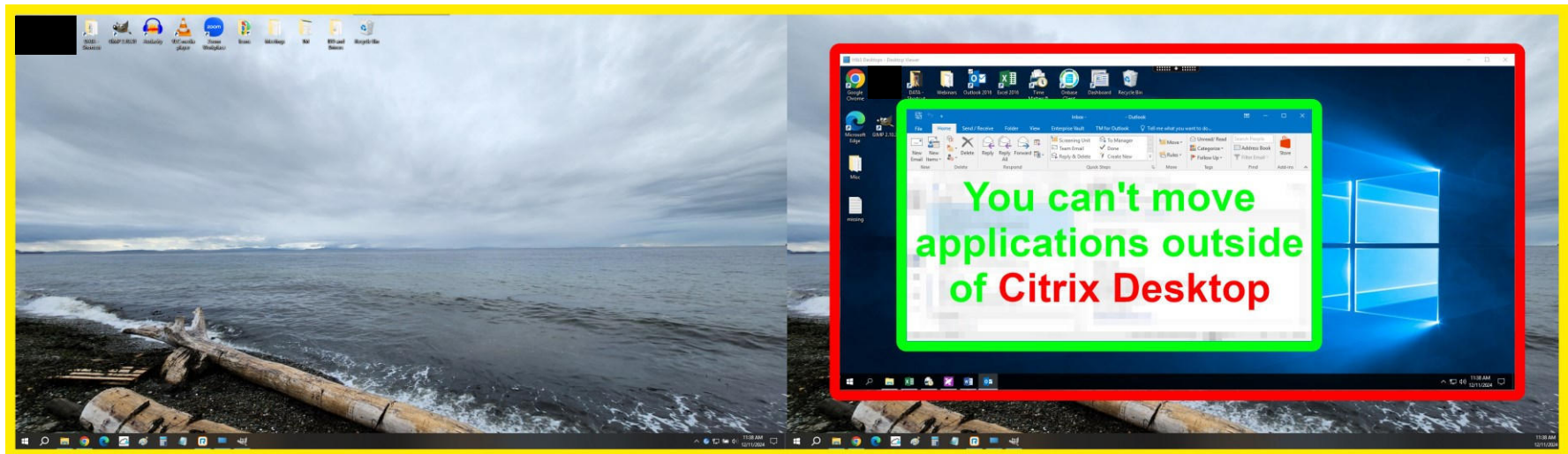


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- How do I move **Citrix Desktop** applications to the other screen?
 - o You need to have **Citrix Desktop** on both monitor screens to do this. Follow the instructions on pages 4-8.
 - o The **Citrix Desktop** window is a “container”, you cannot move **Outlook**, for example, outside of it.
 - In the below example, **Outlook** is opened in **Citrix Desktop**. It cannot be moved outside of the **red box**.
However you can move **Citrix Desktop (the red box)** around to fit your other monitor screen, or both monitor screens if you wish.



- Can I use **Citrix Desktop** on both monitor screens with **RingCentral** and **MAX Agent** open?
 - It will not be easy. **RingCentral/MAX Agent** are still to be used outside of Citrix. If you have **Citrix Desktop** open on both monitor screens, it will cover **RingCentral/MAX Agent**. You will have to exit the **Citrix Desktop** full-screen mode every time you interact with **RingCentral/MAX Agent**. Or, only use **Citrix Desktop** on one screen.

