

GSD. Citrix - How to change opening application in browser/Workspace app (Cloud)

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General Information:

Possible symptoms/errors:

User calls Global Service Desk to ask how they can set a default method of opening application under Citrix environment.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Ask the user to log into <http://fresenius.cloud.com> via browser to access Citrix Workspace. Guide them to click on their user icon in right top corner and then select Account settings.

Then ask the user to select Advanced which is on the left pane of the screen and then to change the current method of opening the applications as either Use Web Browser or Use Citrix Workspace App.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

<http://fresenius.cloud.com>