

GSD. Citrix - Access Citrix via Web Browser

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know How to access Citrix via web browser.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Citrix application needs to be installed

Solution:

NOTE: As an alternative to access Citrix via dedicated application like Citrix Workspace, user can access Citrix farm via browser.

Advise user to start their web browser. Go to <https://fmeone.cloud.com>. Ask user to log-in with their credentials. After user should click on Detect Workspace to allow browser to start installing Citrix software. A pop-up, asking for confirmation to open the application will appear. Ask user to click on Open Citrix Workspace Launcher. Afterwards user should provide their credentials to sign in. After being logged in user will see account assigned applications and desktops. The applications may be changed by clicking on icon for it. Advise user to click on the application/desktop they want to be opened, it will start Citrix application and ask it to connect to the requested environment.

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:

<https://fresenius.cloud.com>