

## INTRODUCTION

The new Citrix server provides the standard desktop menu which is similar to the previous version of Citrix, as well as an APPS menu, which is touch screen enabled. The Start Menu provides a Windows 10 menu and allows toggle between the APPS and desktop menu. This version of Citrix also supports dual monitors. Security has been greatly enhanced.

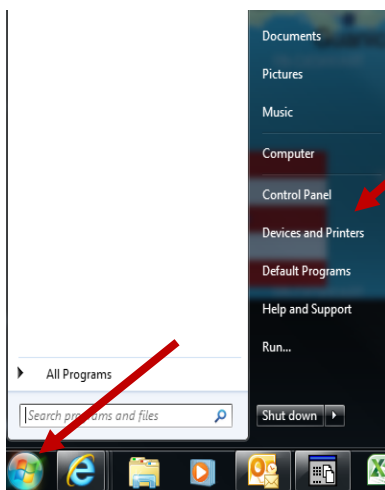
## GETTING STARTED

### INSTRUCTIONS ON HOW TO UNINSTALL OLD CITRIX RECEIVER ON YOUR HOME COMPUTER

Follow the steps below to uninstall an old version of Citrix Receiver on your home computer for Windows. Once uninstalled, you will be able to install the new Citrix Receiver.

Open **CONTROL PANEL | PROGRAMS** and Features or Add/Remove Programs.

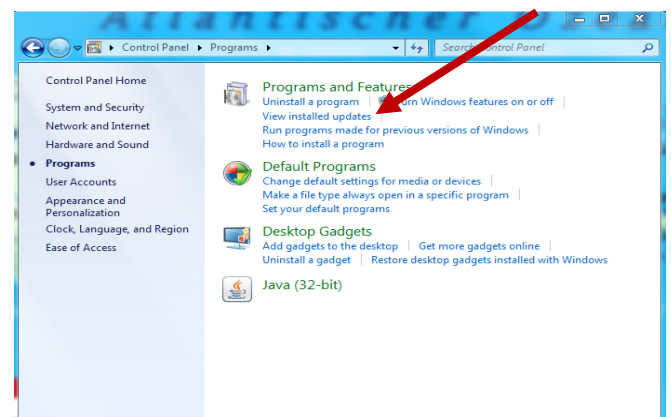
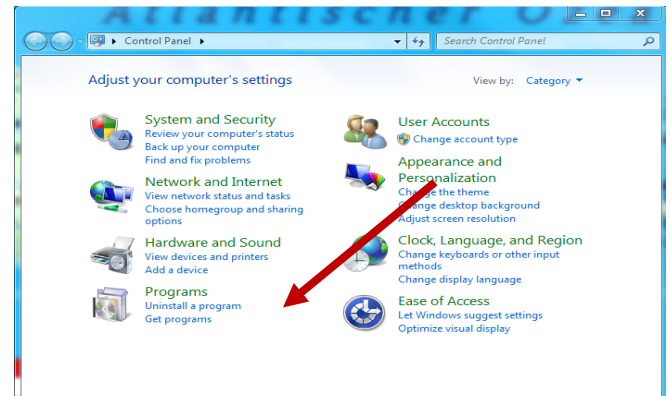
Click **START MENU**



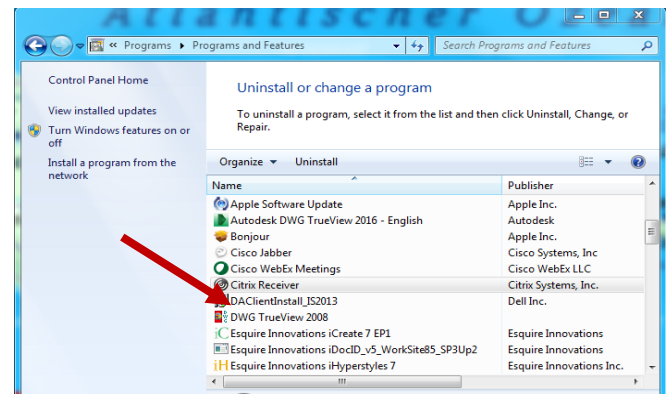
Click **CONTROL PANEL**

Click **PROGRAMS**

### Click **UNINSTALL A PROGRAM**



Right click **CITRIX RECEIVER**



Click **UNINSTALL** and follow the prompts to complete the Uninstall.

## INSTALLING THE CITRIX RECEIVER

To update the Citrix Receiver on your home computer, for the Windows operating system, go to: <http://www.gdllaw.com/remotearchess/>

*Remember to uninstall (old) Citrix first!*

Select **New GDL Citrix Access**



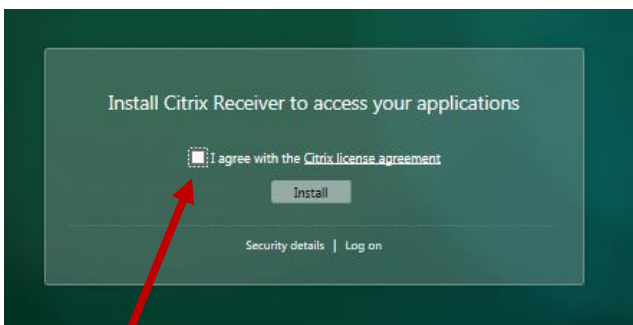
### REMOTE ACCESS TOOLS

- [Outlook Web App](#)
- [New GDL Citrix Access](#)
- [NetDocuments Access](#)
- [Mimecast Personal Portal](#)

Instructions for Remote Access

Need HELP?

- [Instructions for Using Outlook Web App \(OWA\)](#)
- [Instructions for Installing Citrix on a New or Public Computer](#)
- [Instructions \(Detailed\) for Installing and Working in Citrix](#)
- [Appendix A Citrix App for Mobile Devices](#)
- [Instructions for Logging into NetDocuments](#)
- [Instructions for Logging into Mimecast Personal Portal](#)
- [Instructions for Installing Mimecast App](#)



Check the box for the license agreement. The program will download and you will see the progress in the bar below. When the download is complete, click **Continue** and **Install**.

If for any reason this does not work, see the alternative method of download at the end of this document.

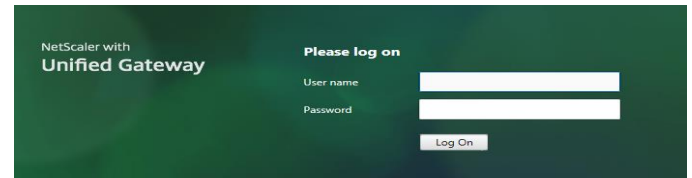
## LOG ONTO THE CITRIX DESKTOP

After a successful installation, from the authorized log-in page, enter your credentials:

**USER NAME:** Enter your GDL log-in name

**PASSWORD:** Enter your network password

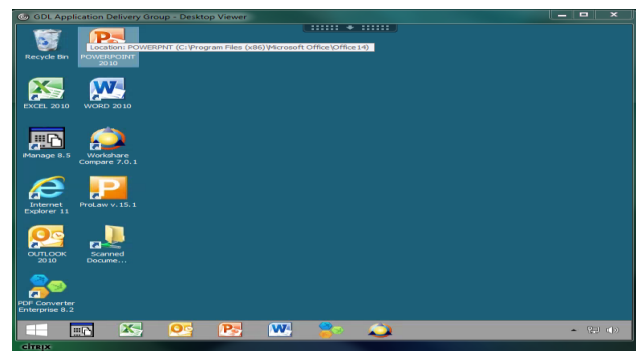
Click the **LOG ON** button.



Click the **DESKTOP WINDOW** icon when it appears.



Your **DESKTOP VIEWER** will appear.



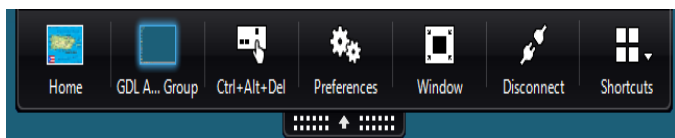
When prompted to Deny Access or Permit Access, always choose **Permit**. In other places, it may prompt to give **Read/Edit** permissions. Always choose the highest level, or else certain functions will not work in Citrix. One service that would be prevented is printing.

## TOOLBAR OPTIONS

Click the **DOWN ARROW** AT THE TOP OF THE DESKTOP VIEW TO GET YOUR **TOOL BAR**.



The following options will appear on your **TOOL BAR**.



Clicking **HOME** will take you back to your Desktop Viewer.



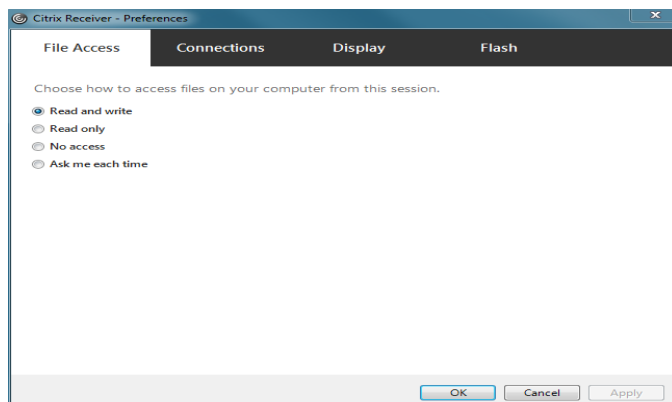
Clicking **CTRL+ALT+DEL** will take you back to your Window Server Screen.



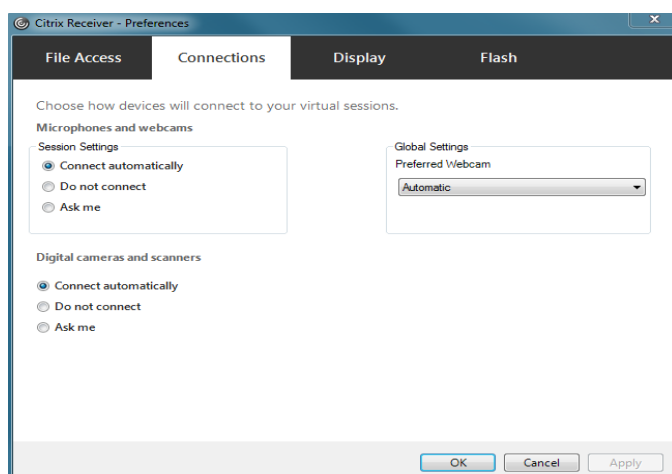
Clicking **PREFERENCES** will take you to the Citrix Receiver Preference Screen.

In this Screen you have 4 options to set **Preferences, File Access, Display** and **Flash**

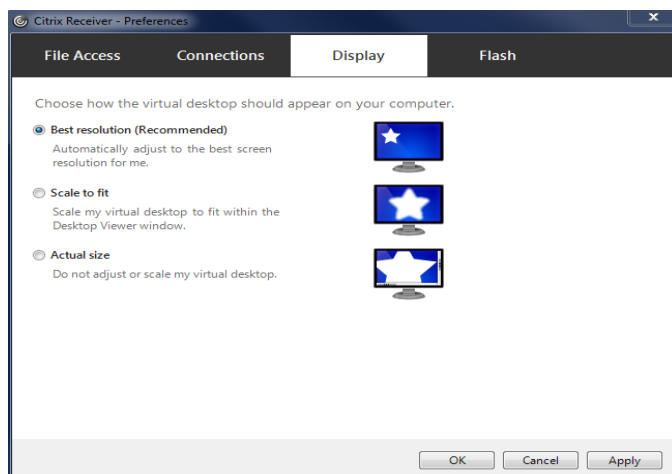
In File Access, select Read and Write then click Apply



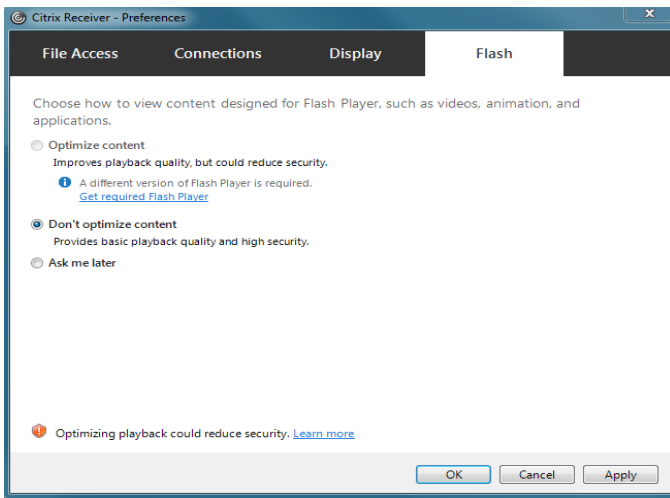
In the **Connections** option, select **Connect Automatically** or **Do Not Connect** when connecting to Microphones, Webcams, Digital cameras and Scanners then click **Apply**



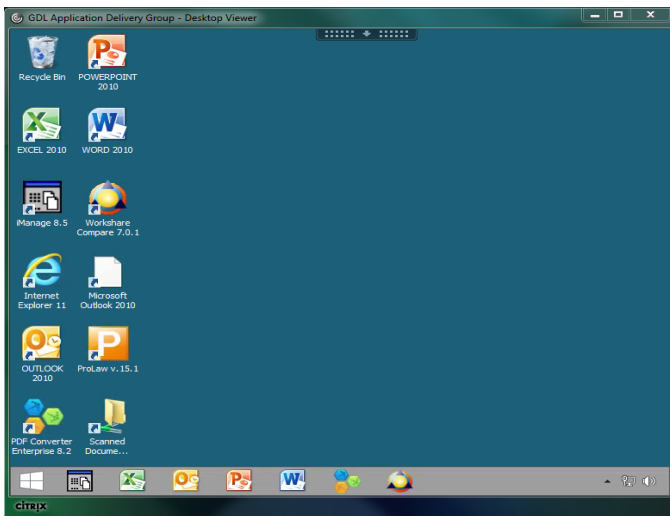
In the **Display** open, select **Best Resolution** (RECOMMENDED) then click **Apply**



In the **Flash** options, click **Don't Optimize content** (Provides basic playback quality and high security) then click **Apply**

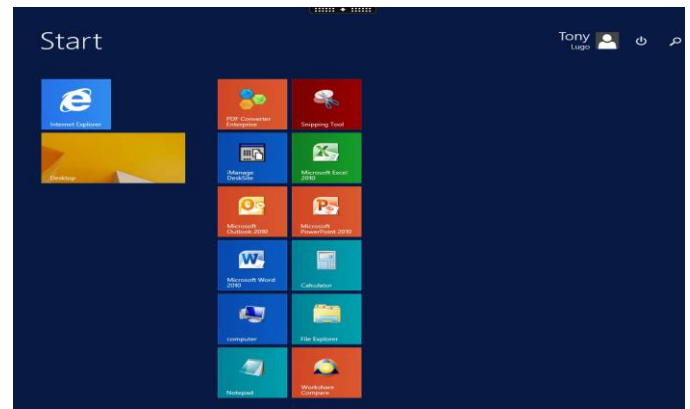
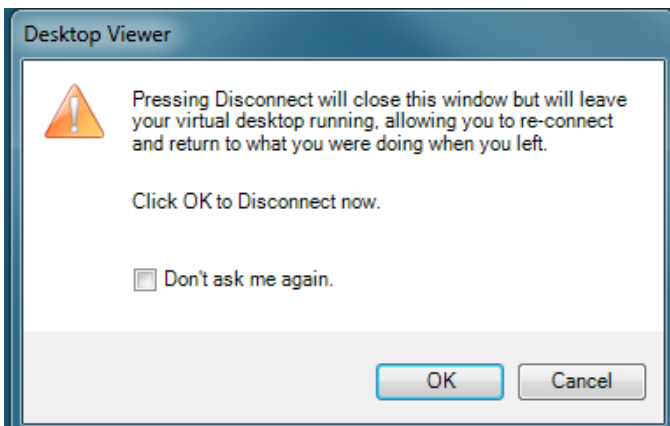


Clicking the **Window** option will take you to your Desktop Viewer.



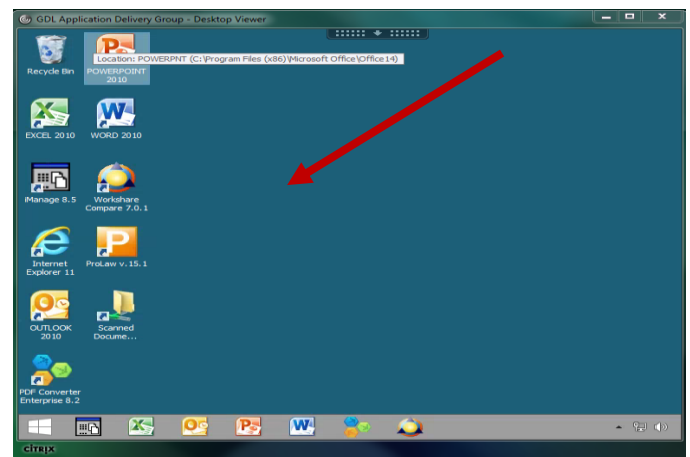
Clicking **Disconnect** gives you the option to disconnect.

**NOTE:** Pressing Disconnect will close this window, but will leave your virtual desktop running, allowing you to re-connect and return to what you were doing when you left.

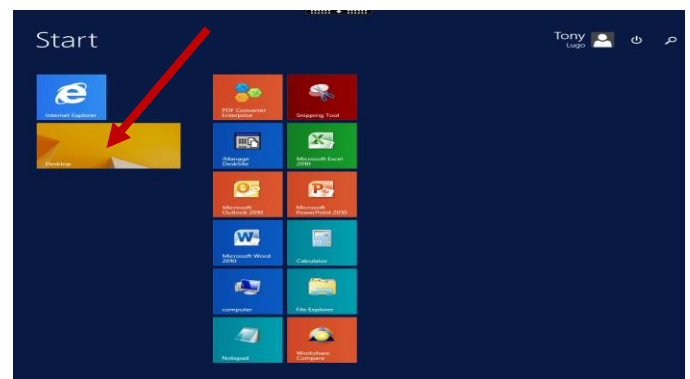


**Switch Apps:** Switch between running Apps. From the toolbar, choose the **Desktop** block.

In your **Desktop Viewer**, you can access the standard desktop applications.



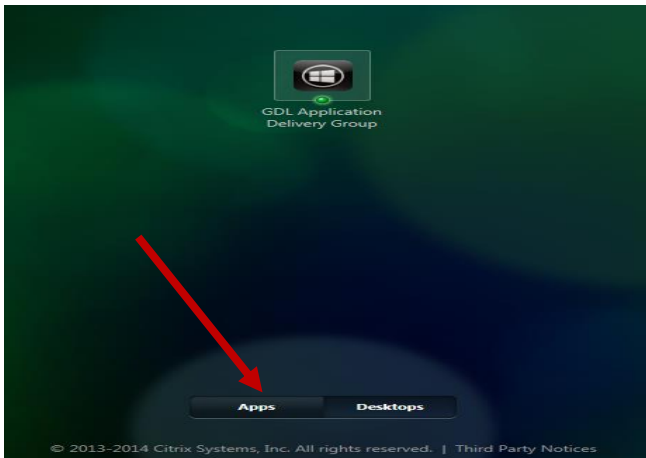
Clicking the **Start Menu** will take you to the following screen. As you can see, the start menu is different from the old Windows 7 start menu.



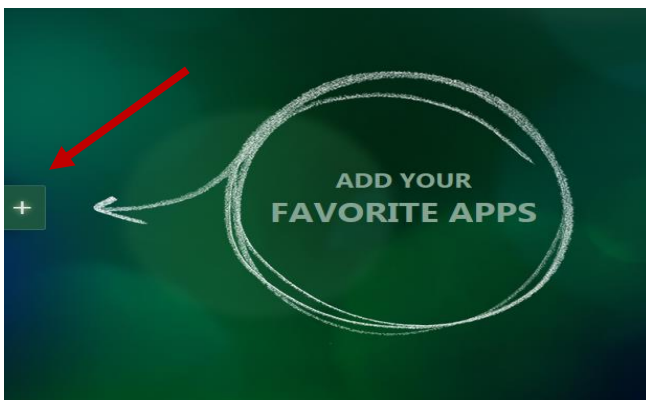
Clicking **Desktop** will return you to your normal desktop view

## ACCESSING A PPS

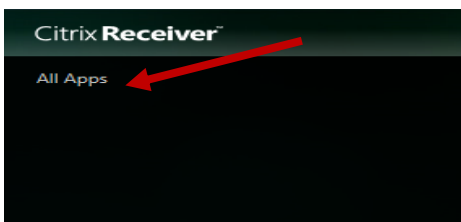
To access the Apps Menu, click **APPS**.



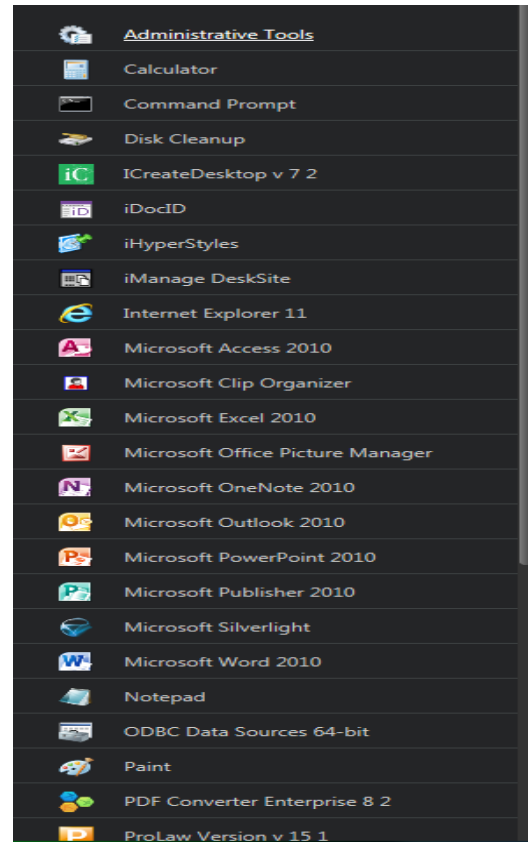
THE STANDARD APPS ARE ON THE APPS DESKTOP,  
Click + to view list of APPS that you want to add to  
your **APPS Desktop**.



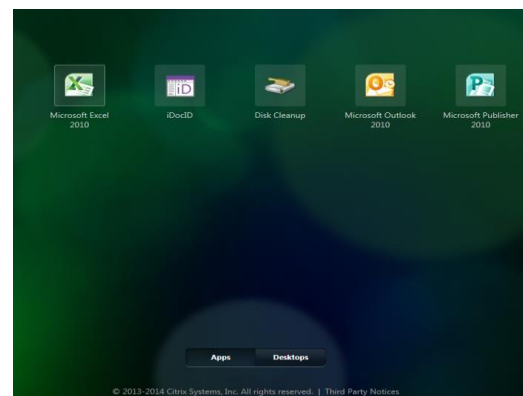
Click All APPS



The lists of APPS will appear. From here you can  
pick and choose which APPS you want on your  
**APPS Desktop View**



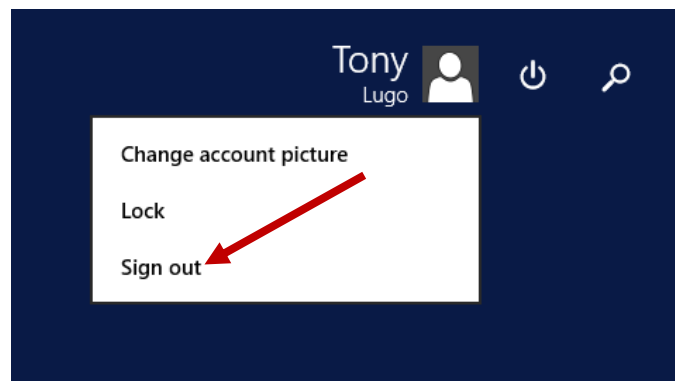
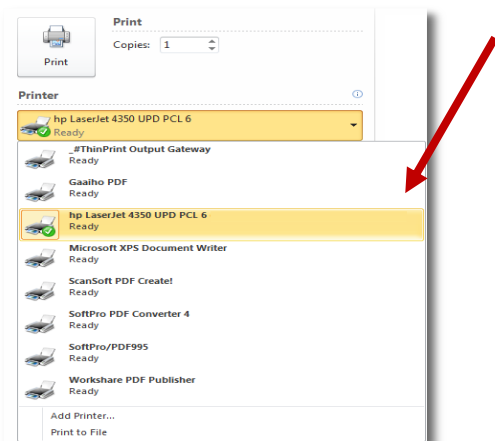
Once you click on the app(s) you want, it will  
appear on your **APPS Desktop View** as soon below.  
Now you can have your favorite APPS on the APPS  
Desktop View for easy access.



## PRINTING FROM CITRIX

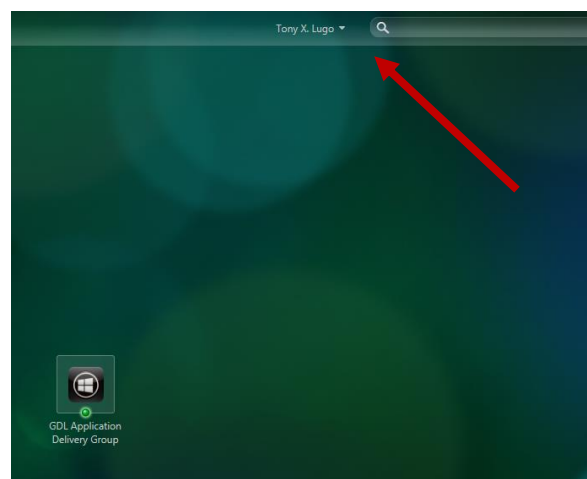
### RECOGNIZING PRINTERS

When you log in to a Citrix session your local  
printers (the printers in your remote location)  
automatically become available. You will be able to  
see them from the print menu of any application  
such as Word or Excel.



Once that is done, you must also Log off from the **Citrix Receiver Window**.

Please also remember to log off Citrix session by clicking Log Off button near the top right side of your browser window under your **Account Name**.



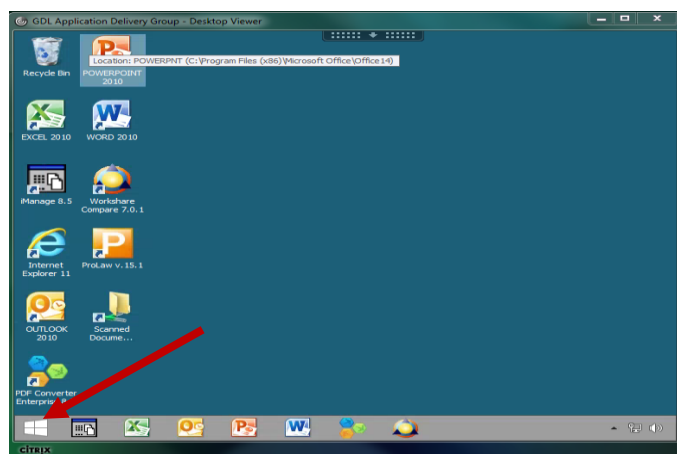
Click **Log Off** and close your browser window.

This will help to ensure that there are sufficient connections available for your colleagues. It is also an important business safety, security and privacy consideration when you are working from a public or unsecured PC.

There may be occasions where the connection is lost to the Citrix session from the computer that you are using. If this occurs, return to the [www.gdllaw.com/remotaccess](http://www.gdllaw.com/remotaccess) page and log back in. Most of the time you will be able to resume the previous session. Any applications or documents that were open will remain open for approximately 30 minutes.

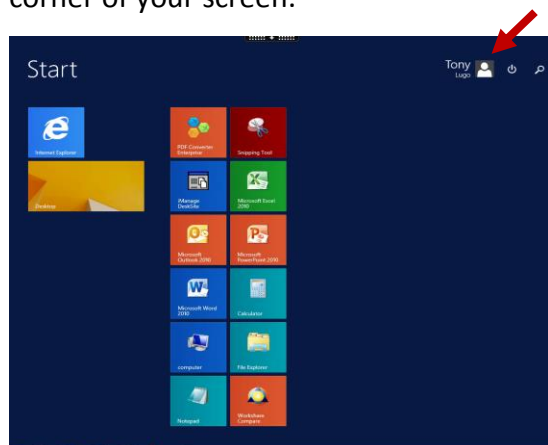
## LOG-OFF INSTRUCTIONS

Click on the **Start Menu** from your desktop view.



This will take you to the following screen.

Click your **Account Name** in the upper right hand corner of your screen.



Click **Sign out**.



## USING THE INTERNET ON CITRIX

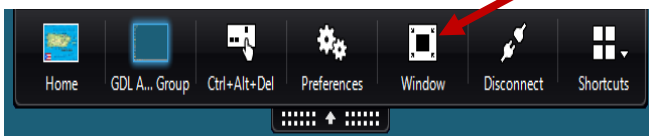
When in Citrix, you can open links in your email but browsing the Internet via Citrix is not recommended. Your home computer is connected directly to the Internet and therefore browsing from your home computer is a lot faster. Through Citrix, additional connectivity layers are added.

## MULTIPLE MONITORS

Click on the **CITRIX TOOLBAR** located at the top of the screen.



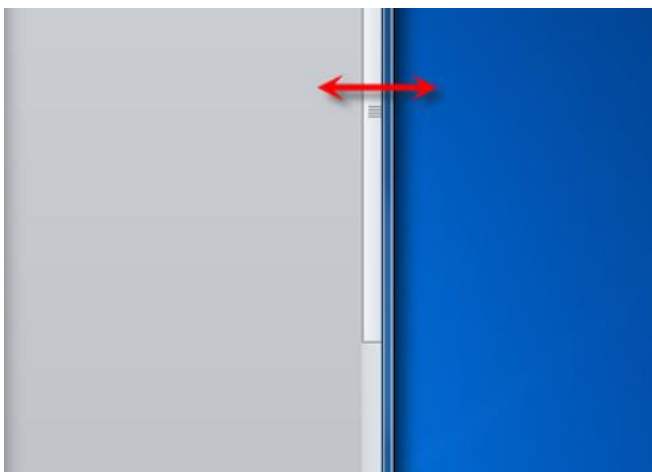
Select **WINDOWS** button on the tool bar and minimize the desktop.



Once the screen is no longer maximized, click and drag the perimeter of the window to stretch it so it is touching both monitors.

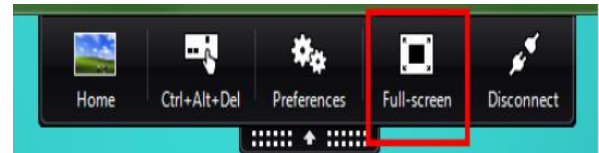
Click the **FULL SCREEN** button on the tool bar and maximize the desktop.

Once the screen is no longer maximized, click and drag the perimeter of the window to stretch it so it



is touching both monitors.

Click the **FULL SCREEN** button on the tool bar and maximize the desktop.



## ALTERNATIVE METHOD OF INSTALLATION

The Citrix web site can be used to download for Windows, Mac, iOS, Android, etc.

<https://www.citrix.com/downloads/citrix-receiver.html>

## ALTERNATIVE MEANS OF CONNECTING TO CITRIX

If for any reason the site is down, you can connect using this:

<http://gdlddctx7.gdl.gdllaw.com/citrix/storeweb>

