How to Install and Connect to Citrix

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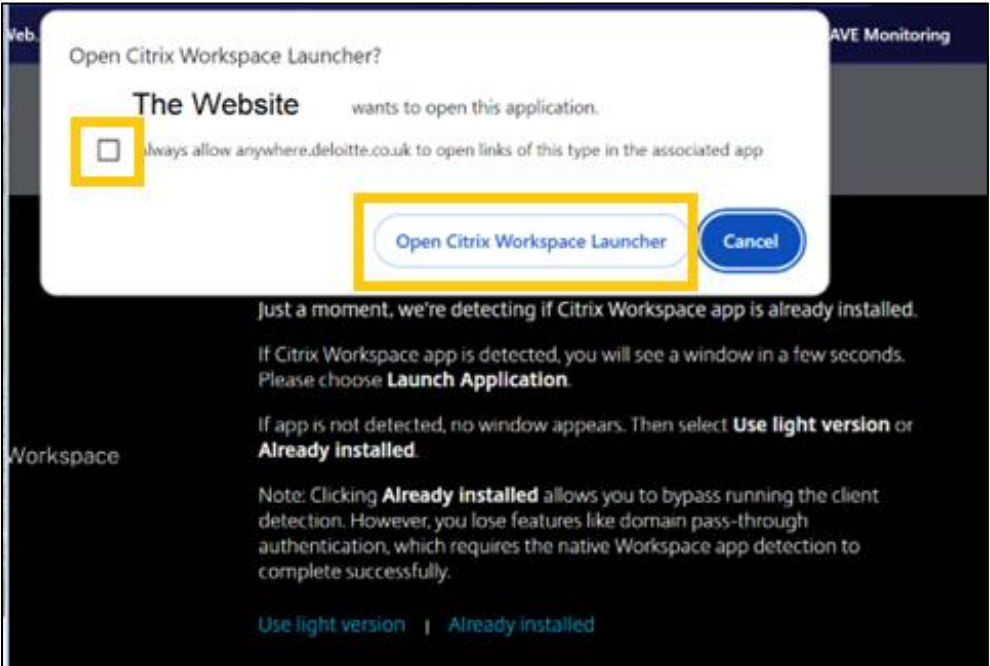
1. Install Citrix Workspace App and HDX

Install Citrix Workspace App and HDX Realtime Media Engine to optimise your experience.

Step 1	Navigate to www.deloitte.co.uk/citrix

Step 2	Install Citrix Workspace App from the link given. Click **Finish** at the end of the installation process.
	
	Note:
	    1. **Do not select** the checkbox **Start App Protection after Installation** during the installation process.
	    2. **Do not select** any option to enable SSO (single sign-on).

Step 3	Install HDX to optimise your Microsoft Teams experience. Optionally, install Zoom Plug in to optimise your Zoom experience. Unzip the files before installation. **NOTE:** Restart your laptop after installation.

2. Log on to Citrix

Step 1	Navigate to https://desktop.deloitte.co.uk (only for UK employees). If you are not a UK employee, please reach out to your colleagues for the right link.
Step 2	Enter the user name and password provided to you and click **Log On**.
Step 3	Enter your MFA authentication and **Submit**.
Step 4	Click on **Detect Citrix Workspace App**. **Note:** This appears only during first-time install, on using a new browser, or on reinstalling Workspace.
Step 5	Select the **Always open these types of links in the associated app** checkbox and then click **Open Citrix Workspace Launcher** to launch the Citrix window. **I**f required, wait for the Citrix window to launch, and select **Launch Application**. **Note:** This appears only during first-time install, on using a new browser, or on reinstalling Workspace.

Step 5	Launch Citrix Desktop from the Desktop Anywhere icon (your icon might differ) to start your session.
Step 6	Once successfully logged in via Workspace, your session will start in a new window with a black box at the top, as shown here.
	Wait for a few minutes before you attempt to launch any apps.
	IMPORTANT NOTE: If your session starts within the browser window, then it hasn't detected the software and is running in in Lite mode. If so, log off Citrix and refer to the section on troubleshooting installation issues.

3. Logging off

Step 1	To log off from the Citrix window, right-click on the windows icon on the bottom-left corner and then click **Sign out**.

4. Troubleshoot Installation Issues

If your session loads directly into the web browser even after following the installation steps provided, then follow the steps below.

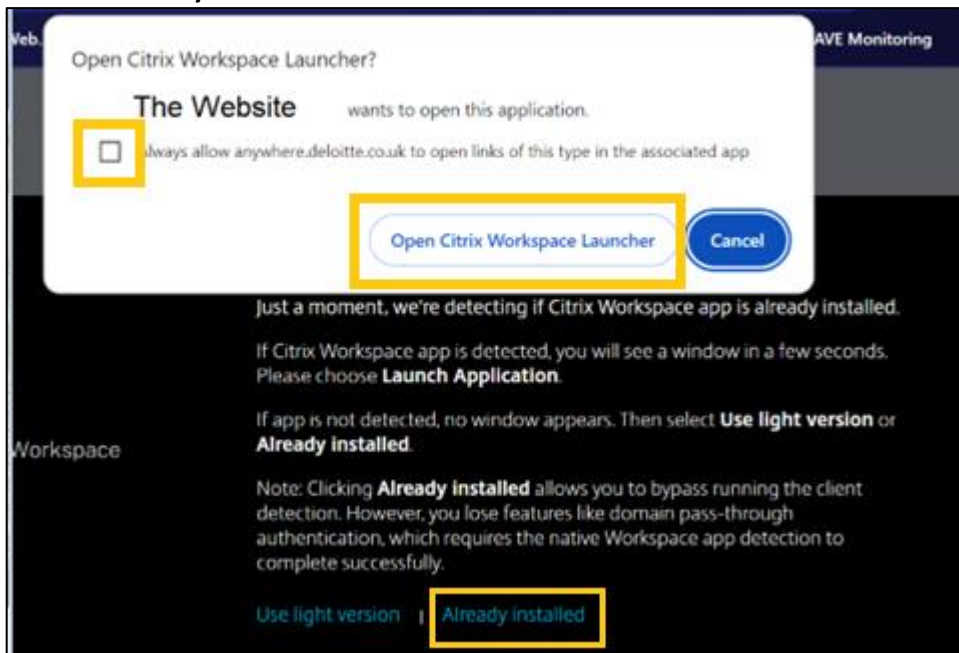| Step 1	Clear all cache and cookies (all time) and if possible, history as well, from your web browser. Then, relaunch Citrix following the steps above. If this doesn't work, follow the next set of steps given.
Step 2	Navigate to https://desktop.deloitte.co.uk (only for UK employees). If you are not a UK employee, please reach out to your colleagues for the right link.
Step 3	Enter your user name and password provided and your MFA authentication.
Step 4	Click on **Detect Citrix Workspace App**.

Note: If you do not get this pop-up when you log on, navigate to the dropdown menu next to the Settings icon on the top right corner of the Citrix window and select **Account Settings**. Then, click on **Change Citrix Workspace App**.

You should now see the same pop-up as above where you can click **Detect Citrix Workspace App**.

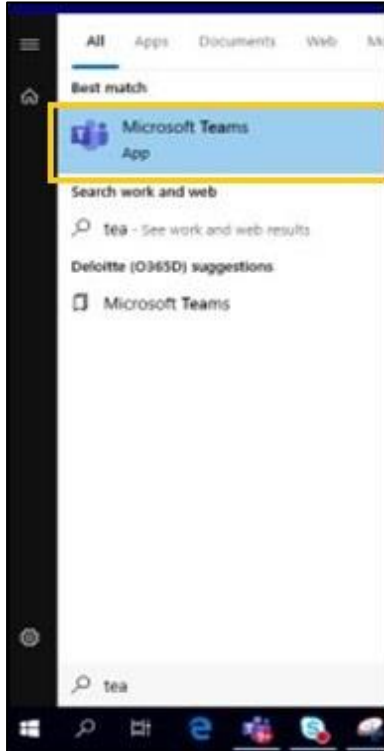| Step 4	Select the **Always open these types of links in the associated app** checkbox and then click **Open Citrix Workspace Launcher**.
	Click the **Already installed** link if the Citrix window doesn't launch.

Step 5	Now launch the Citrix Desktop (Desktop Anywhere). This should now launch the Citrix desktop.
Step 6	If the above steps don't solve the issue and Citrix still launches in your browser, the Citrix component on your personal device may have become unusable. Download and run the following clean-up utility - **https://support.citrix.com/article/CTX137494** Once completed, reboot your computer and reinstall the Citrix components as covered above.
Step 7	If you find after making the change to use full receiver, you are now unable to launch the Citrix desktop, something running on your personal computer could be preventing this from starting. If this occurs, you can revert to using the no Citrix Workspace (light version) by navigating to **Account Settings > Change Citrix Workspace App > Use light version** **Note:** Light version may be removed in future Citrix updates.
Step 7	**Additional recommendations** Make sure your personal computer: - is running the latest Microsoft patches - has the latest virus definitions installed - has had a recent Anti-Virus scan - also suggest clearing browser cache, cookies and history

5. Check if Teams is optimised

Step 1	Search for Teams on the Start menu on your Citrix desktop.
Step 2	Launch the teams App and click on the three dots to the left of your picture. Then, navigate to About > Version.
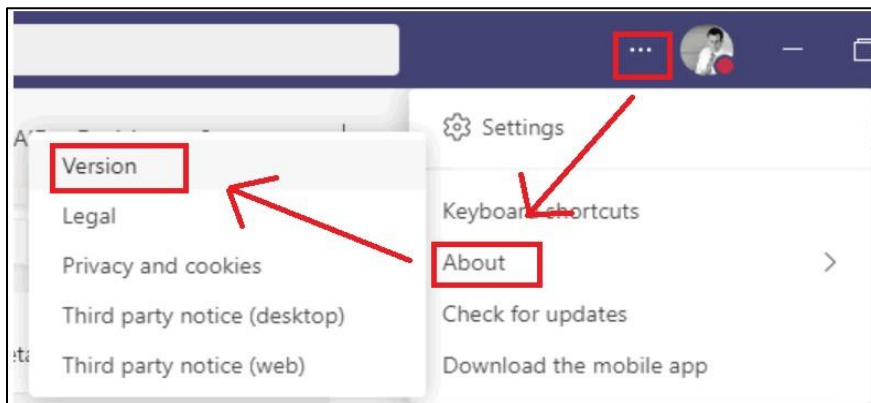
Step 3	You should see a message on top that confirms Teams is Citrix HDX optimised, as shown below.
	You have Microsoft Teams Version 1.4.00.11161 (64-bit). Citrix HDX Optimised.
	If you do not see this message, it indicates there were issues during installation. Log off Citrix, uninstall Citrix Workspace App and HDX and reinstall.

6. Best Practices

- Preferably, use a wired connection for better connectivity
- Always sign out from Citrix instead of directly closing or disconnecting the Citrix window
- Once signed into Citrix, wait for a few minutes before you launch any Apps
- Do not open or close Apps forcefully
- Note that large Excel files will take time to load or work on Citrix