

Citrix Workspace Application and HDX Installation

In order for you to get the optimum user experience from the Citrix platform, it is recommended that you install the Citrix Workspace application and HDX Realtime Media Engine onto your computer prior to logging in. This will also optimise Teams and Skype for Business for the best user experience.

Before logging in to Citrix, please complete the following steps..

Visit this location... www.deloitte.co.uk/citrix

Desktop Anywhere

Please use the links below to download and install the correct software to access Desktop Anywhere and use Skype Voice (if required).

These should only be installed on your **personal** device.

Citrix Workspace (formerly Receiver)

Citrix Workspace App for Windows
Citrix Workspace App for Mac

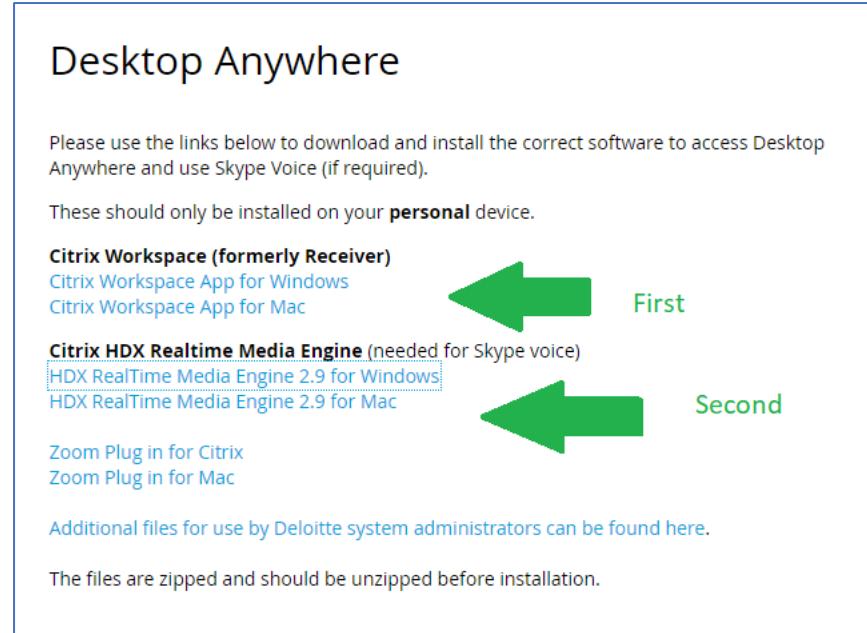
Citrix HDX Realtime Media Engine (needed for Skype voice)

HDX RealTime Media Engine 2.9 for Windows
HDX RealTime Media Engine 2.9 for Mac

Zoom Plug in for Citrix
Zoom Plug in for Mac

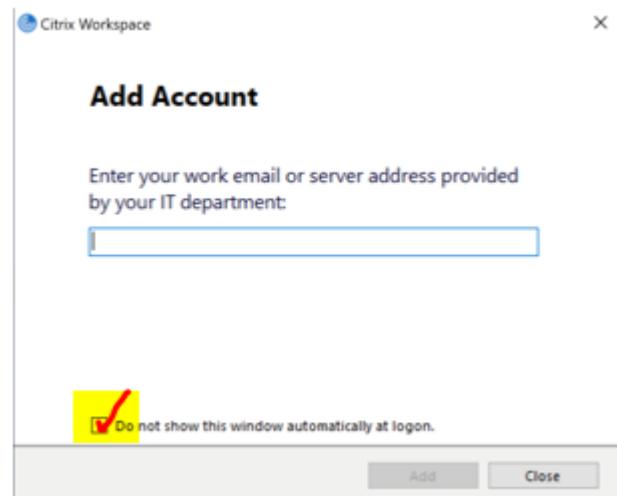
Additional files for use by Deloitte system administrators can be found [here](#).

The files are zipped and should be unzipped before installation.



You will see there are three different set of files.. You need to download and install Citrix Workspace App, HDX Realtime Media Engine and also if you want to optimise Zoom, download Zoom Plug in for Citrix too

When you install the Citrix Workspace application you will be prompted to “Enter your work email or server address”. At this point, you should tick the box next to “Do not show this window automatically at logon” and click Close



These are stored on the website as zip files, so you will need to unzip these first then install as an admin on the laptop.

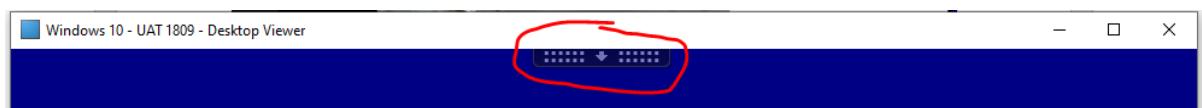
This should all be completed on the laptop, and not within the citrix session

Once this has been completed, login to <http://desktop.deloitte.co.uk>

When it asks about detecting the Citrix Workspace make sure you complete this so it detects it. Then launch a desktop icon to start the session

If your session starts within the browser window then it hasn't detected the software and running in Lite mode, if so, log off and refer to the troubleshooting guide below regarding Lite mode.

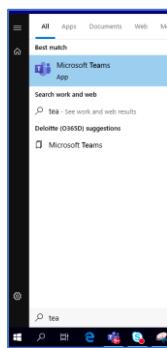
Once successfully logged in via workspace you should see the session start in a window with a black box at the top. This is what we want to see



When the desktop has loaded, there are two methods to confirm that Skype and Teams are both optimised.

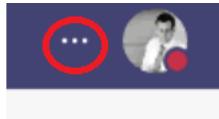
Microsoft Teams

Click Start and type Teams and you will then see Teams on Start menu..

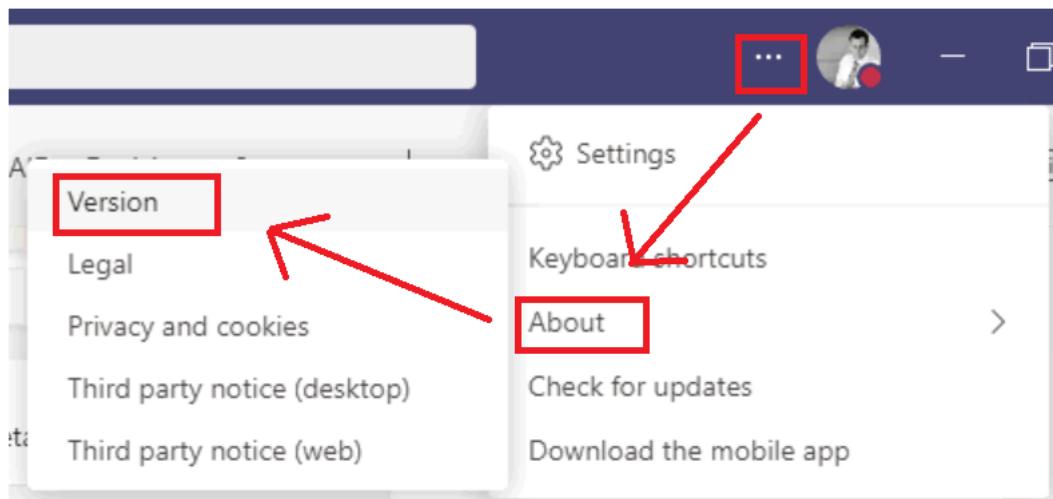


Launch Teams

When teams has launched, click on the three dots to the left of your circular picture



Then Click About and then Version



It should now say the teams version at the top along with Citrix HDX Optimised. This means your Teams is now fully optimised for your citrix session

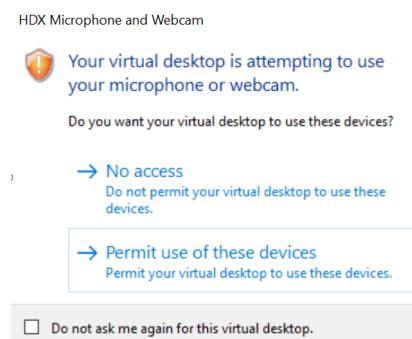


If you do not see Citrix HDX Teams Optimised, then there are issues with your installation and you should log off Citrix and repeat previous reinstalls on the laptop.

Skype For Business.

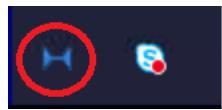
When logged into Citrix, launch Skype for Business.

It should prompt you to confirm you want to allow access to your microphone and webcam. You should click "Permit use of these devices"



If you now look in your system tray (down by the clock) within your Citrix session, you should see a bow tie style icon next to the skype icon

If you see it as blue then it is fully optimised for Skype calls.



If you get a white bow tie with red cross, then there are issues with your installation and you should log off Citrix and repeat previous reinstalls on the laptop.

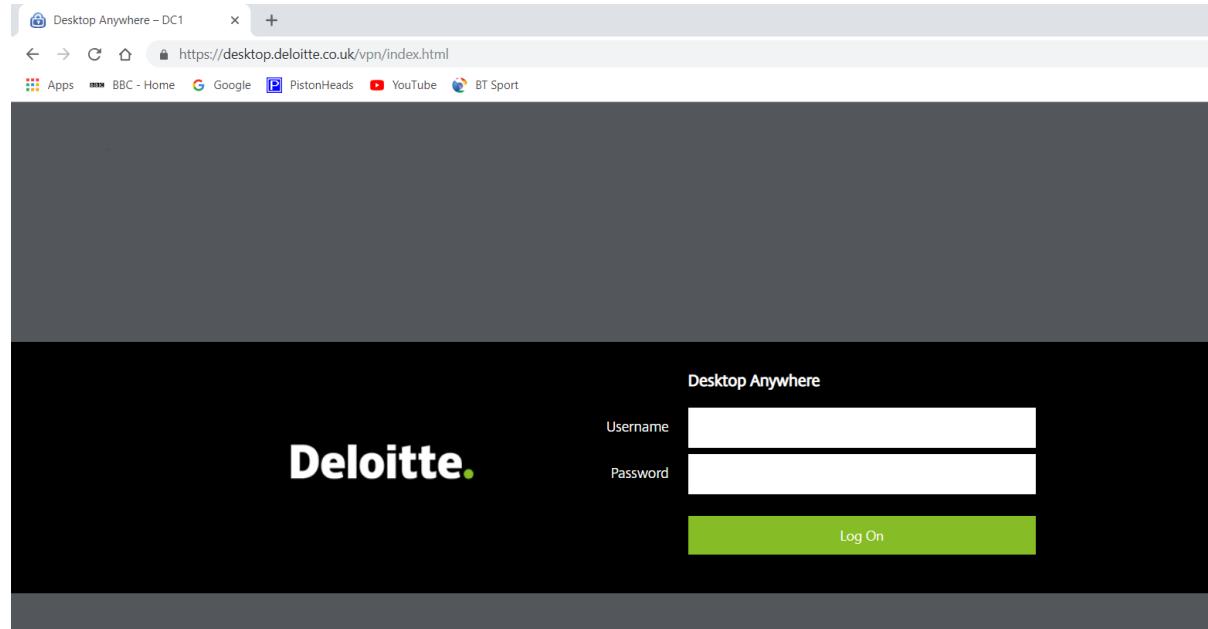
Troubleshooting issues connecting via Lite/Workspace Application.

If you have installed the Workspace and HDX applications as instructed above, and your session is still loading directly into the web browser window, then please see below

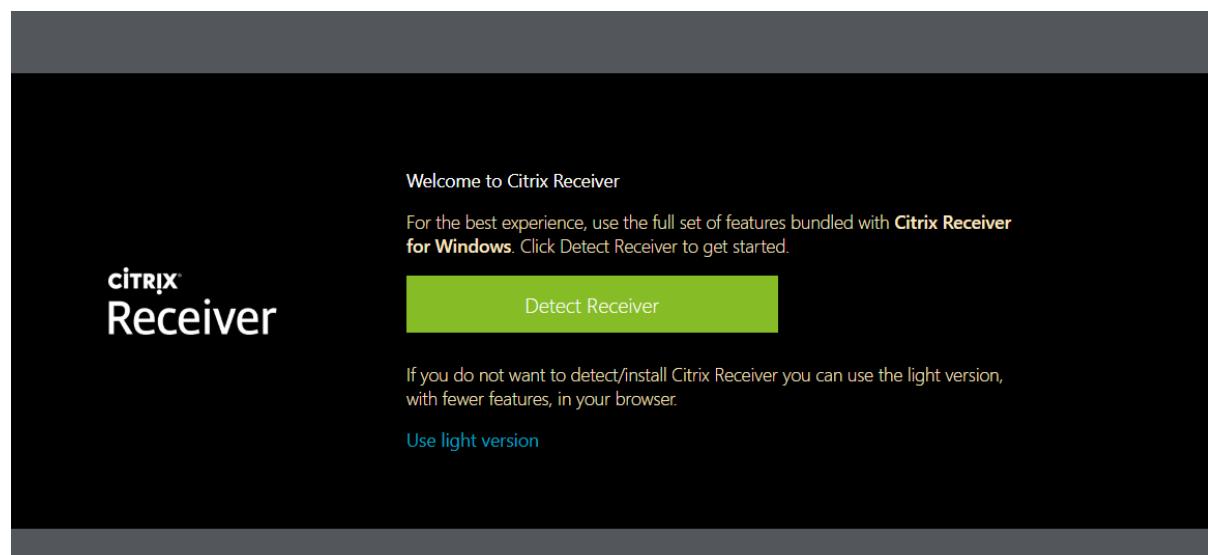
Please make sure you have logged off (not disconnect) from any existing Citrix sessions before proceeding.

Browse to <https://desktop.deloitte.co.uk/>

Enter username password and mfa authentication

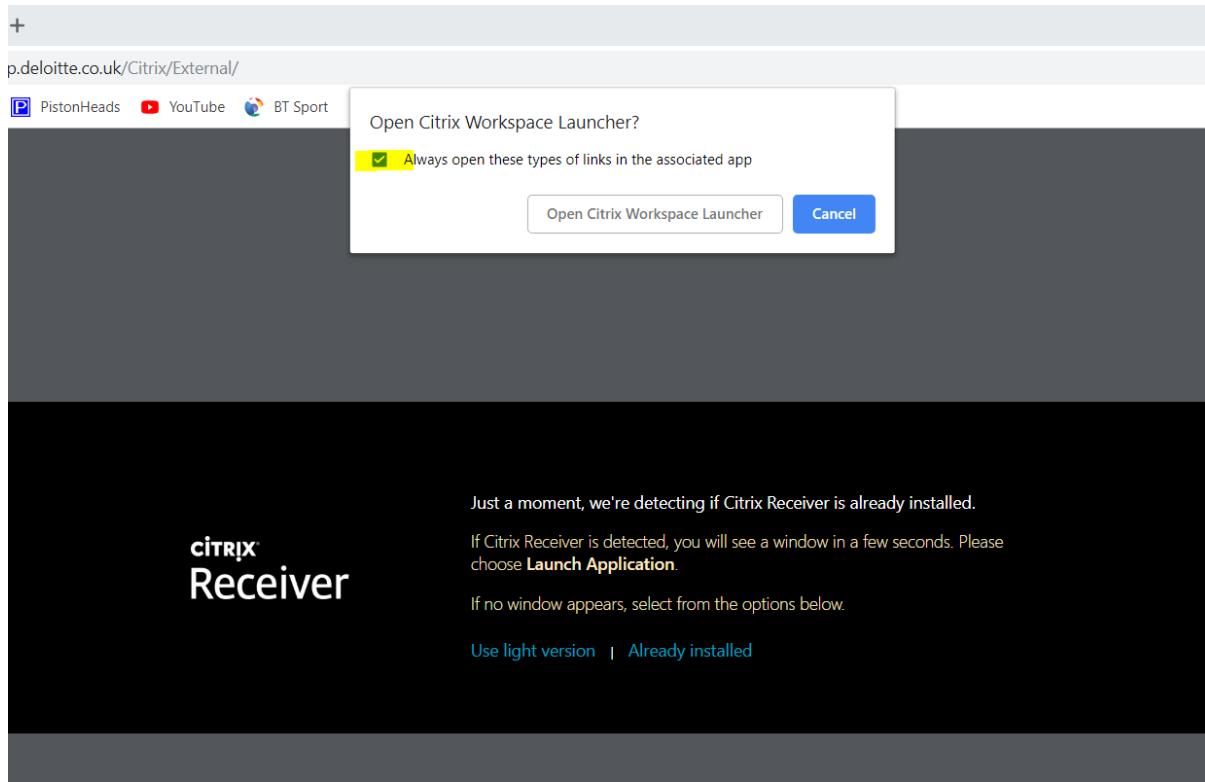


Note if you see, the following pop up Click on Detect Receiver



Select tick box “always open these types of links in the associated app”

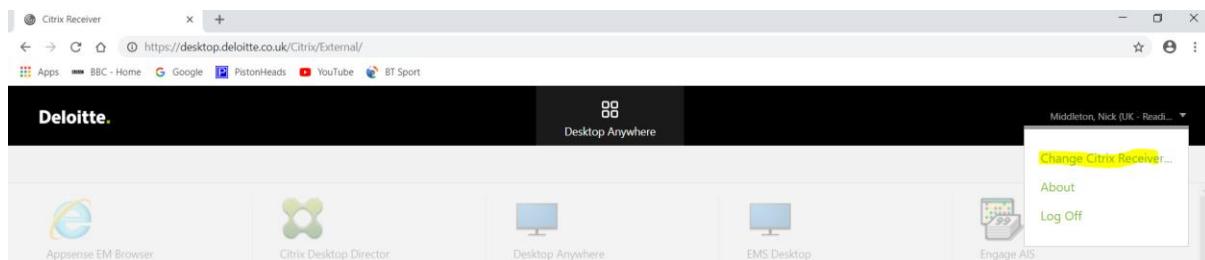
Then click Open Citrix Workspace Launcher, and then select “Already Installed” (as per screenshot)



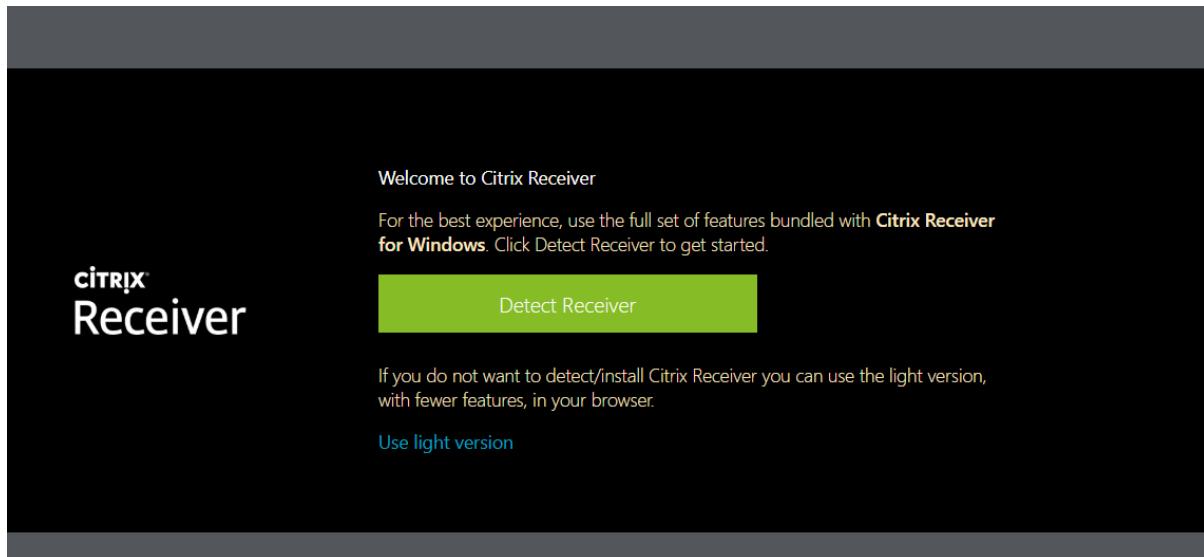
If you do not see this popup when logging into the website.

You can change the option using the drop down menu next to your username, top right (as per screenshot)

Click “Change Citrix Receiver”



Select “Detect Receiver”



Now launch the Citrix Desktop (Desktop Anywhere).



Desktop Anywhere

This should now launch the Citrix desktop with additional functionality, including Pass through printing, giving you the ability to print from your personal device.

If the following has already been attempted and is still not working, The Citrix component on your personal device may have become unusable, in which case we would recommend downloading and running the following clean-up utility.

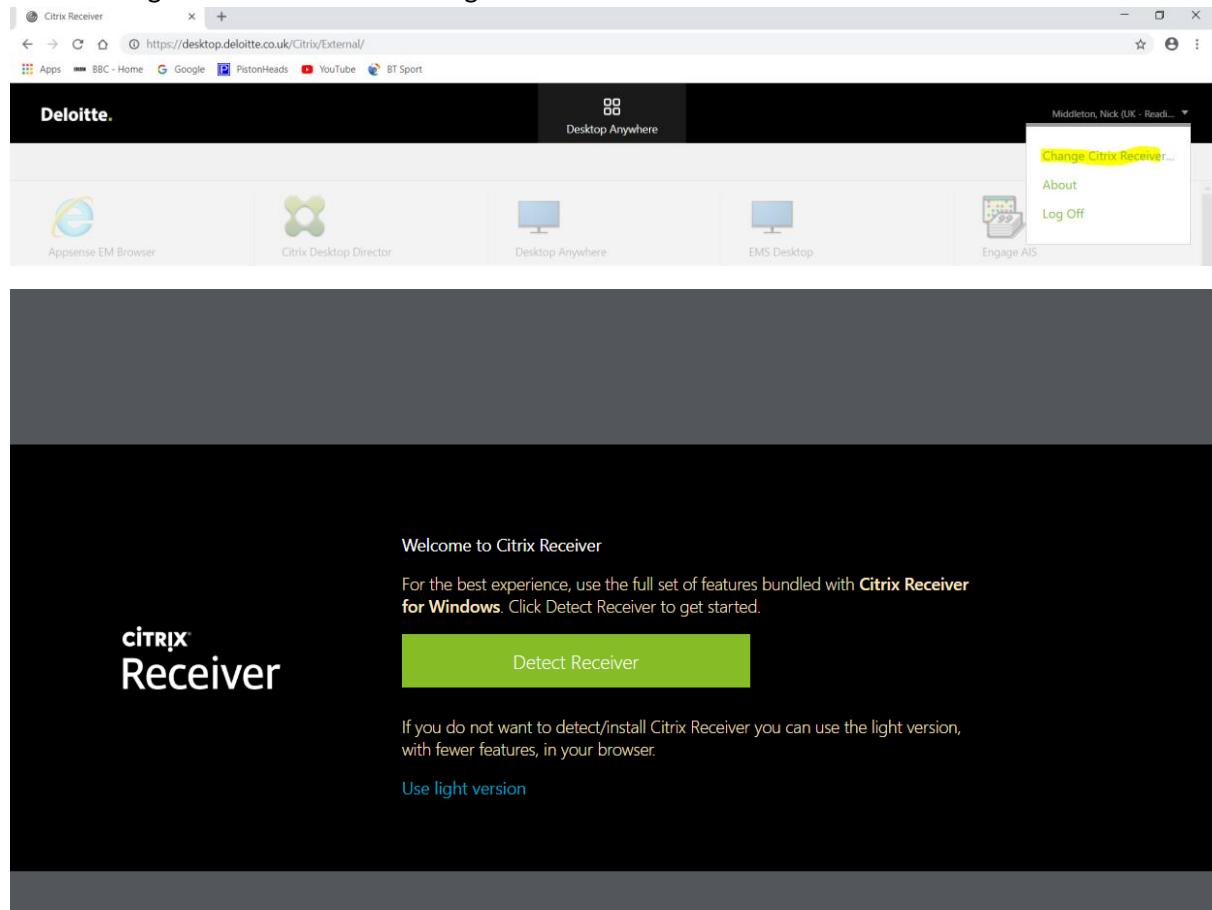
<https://support.citrix.com/article/CTX137494>

Once completed Reboot your computer and reinstall the Citrix components from

(<https://deloitte.co.uk/citrix/>) and configure as per instruction.

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 receiver (light version) by selecting the following from “Change Citrix Receiver” > Use Light Version.



Additional recommendations: make sure your personal computer is running the latest Microsoft patches, has the latest virus definitions installed, and has had a recent Anti-Virus scan, also suggest clearing browser history (cache).