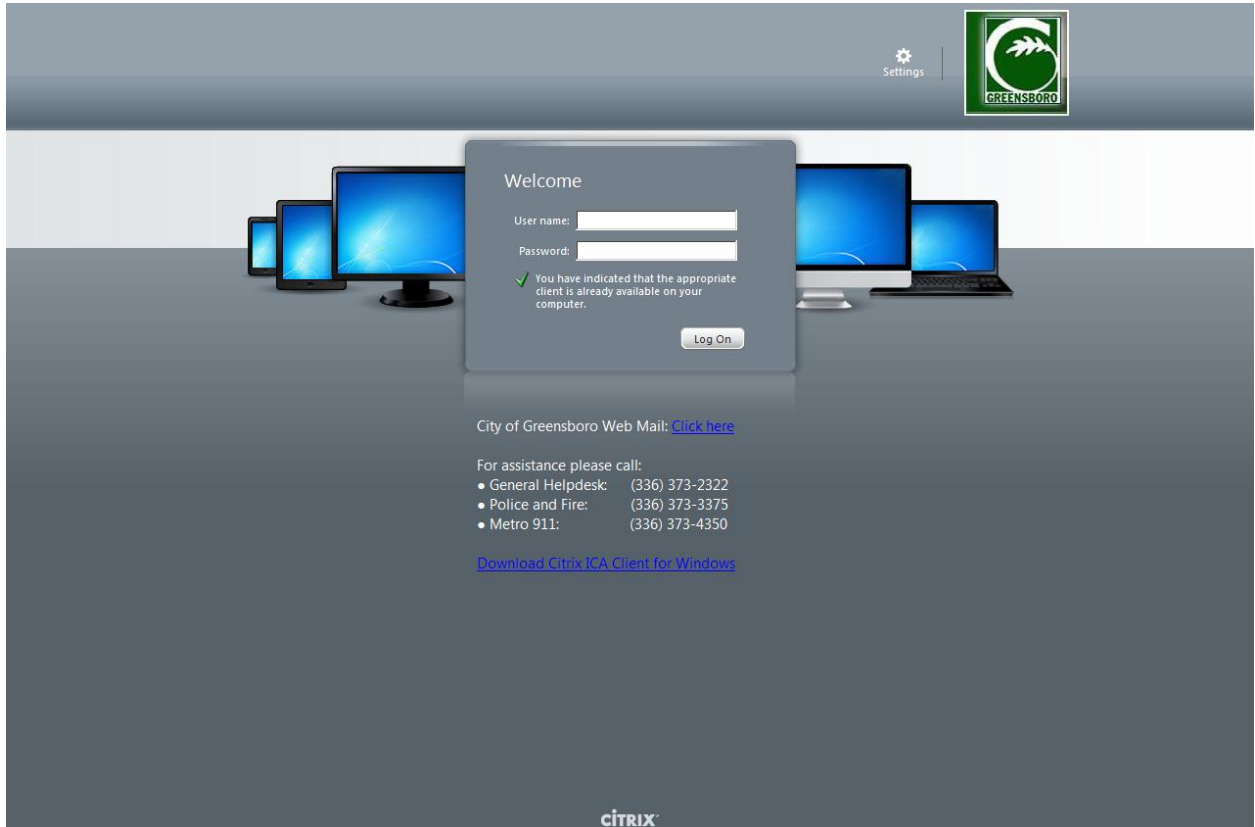


START HERE. PC has to have some form of Internet connection. Will not work if PC is offline.

1. ICA client Installation Instruction:

Open your Internet browser and enter this web address

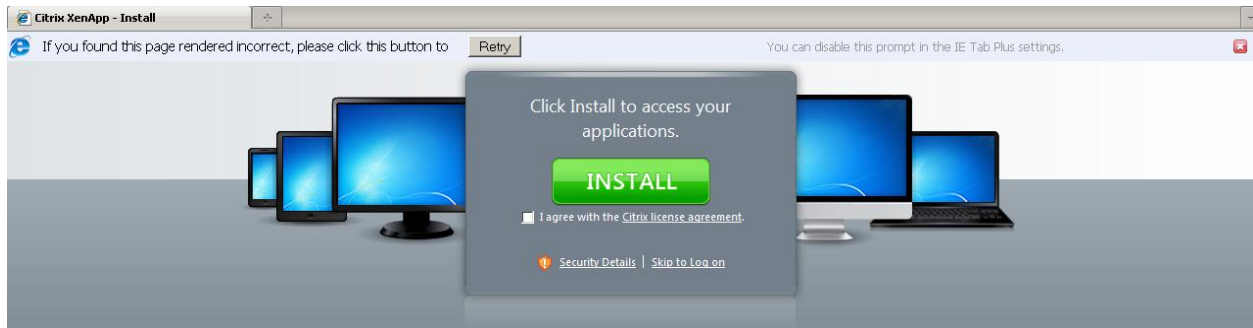
<https://gsocitrix.greensboro-nc.gov>



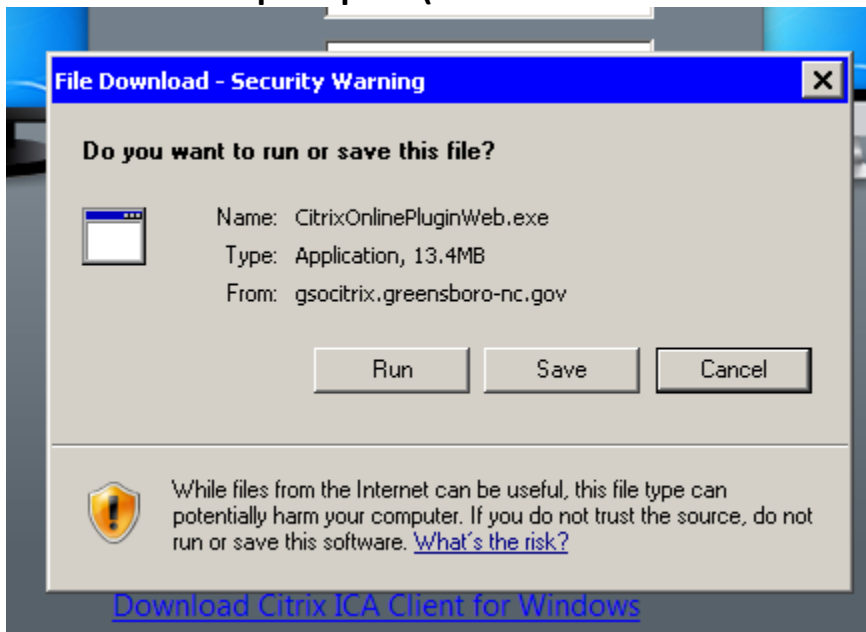
Scroll to the bottom of the screen and select: “Download Citrix ICA Client for Windows” Click on it to open.

[Download Citrix ICA Client for Windows](#)

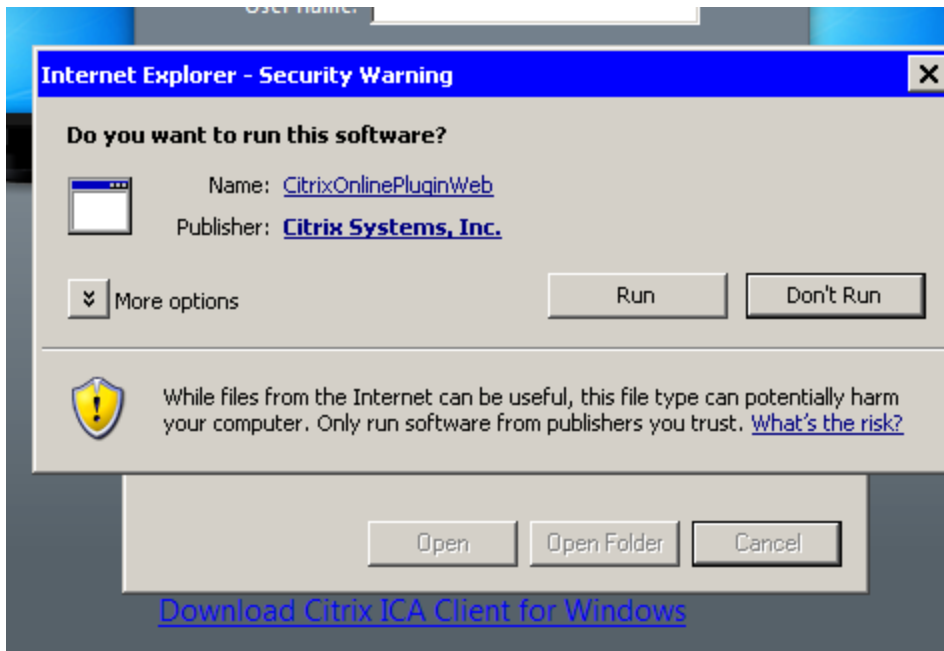
****If you are prompted right away after opening up this web address with a green install icon. Click (I agree to citrix license agreement) and install following the rest of the directions.**



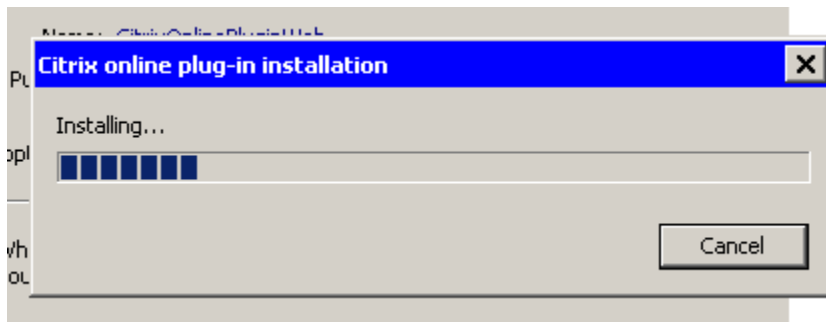
Select "Run" when prompted (installation will take 1-2 minutes)



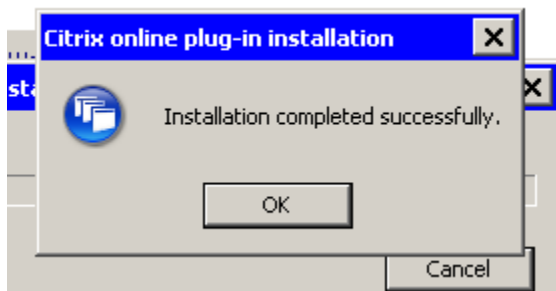
Click Run again



Plug-in will run

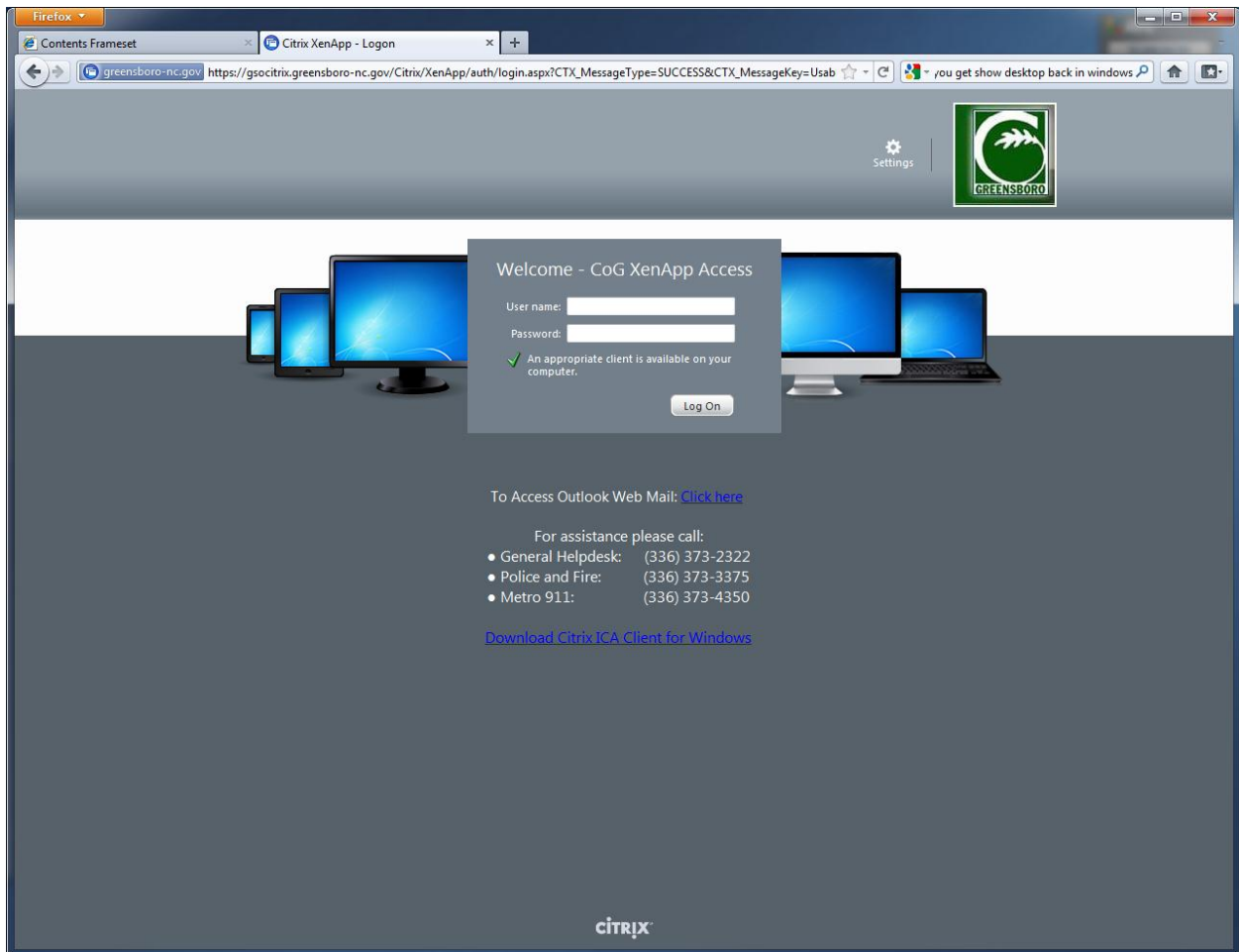


Click OK



You may have to reboot your system PC or laptop

Once client is successfully loaded the XenApp homepage will have a green check under the login field saying that the appropriate client is available on your computer. Sometimes the green check may not appear 100% of the time.



2. To log on to XenApp for the first time.

Go to <https://gsocitrix.greensboro-nc.gov>

Log in with your Network Credentials

Settings

GREENSBORO

Welcome

User name:

Password:

Log On

City of Greensboro Web Mail: [Click here](#)

For assistance please call:

- General Helpdesk: (336) 373-2322
- Police and Fire: (336) 373-3375
- Metro 911: (336) 373-4350

[Download Citrix ICA Client for Windows](#)

Logged on as: surianim

Settings Log Off

GREENSBORO

Your session will expire in 5 minutes. If you need more time, click [more time required](#).

Main

Select view:

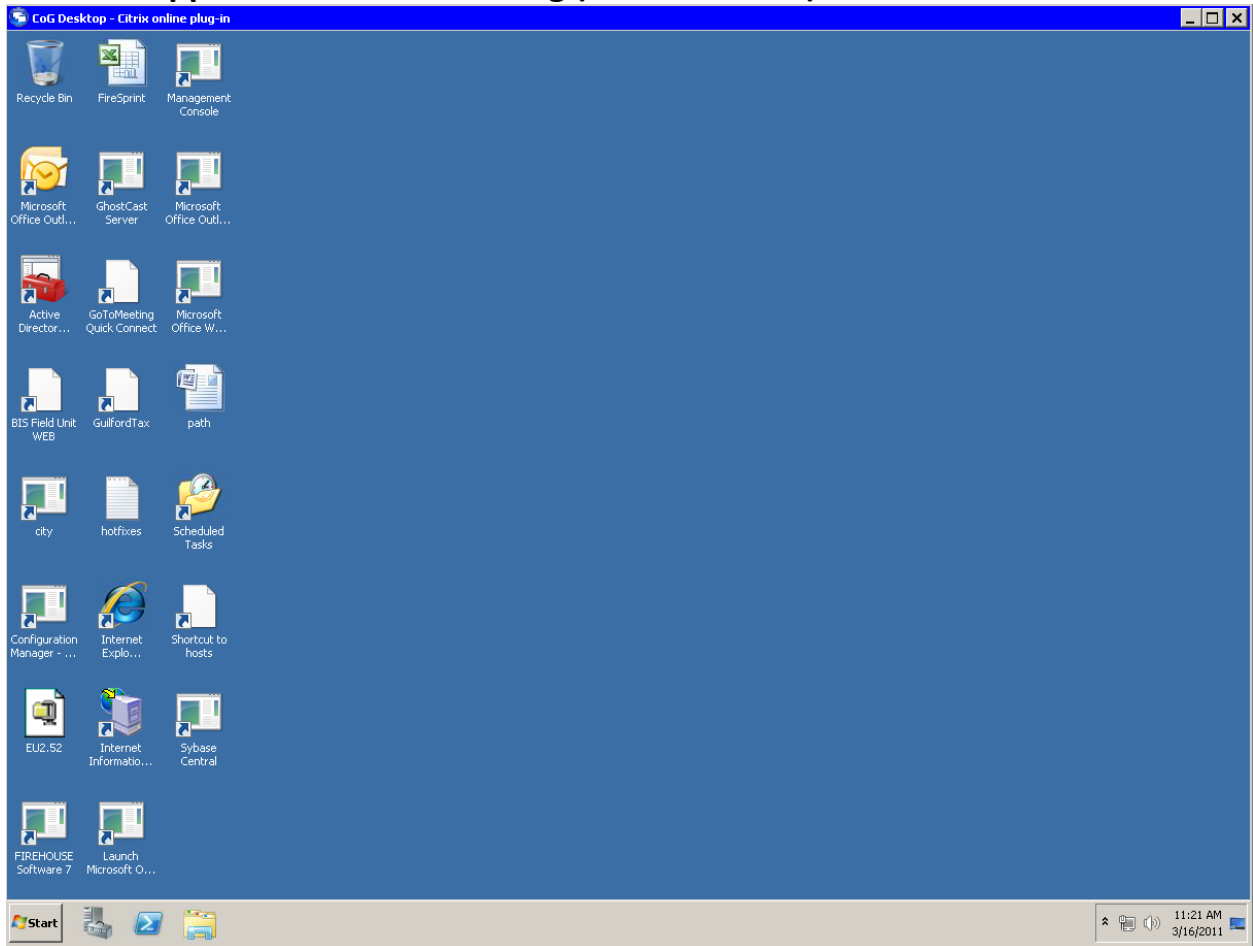
Citrix Delivery Console City Phones Citynet CoG Desktop DataStream EIOBoard Lawson

Outlook WEB 2007 Remote Terminal Service Remote Utility ver 2 Remote Utility ver 3 VNC Remote Utility

Hint: You can reset your password at any time on the [Change Password](#) screen.

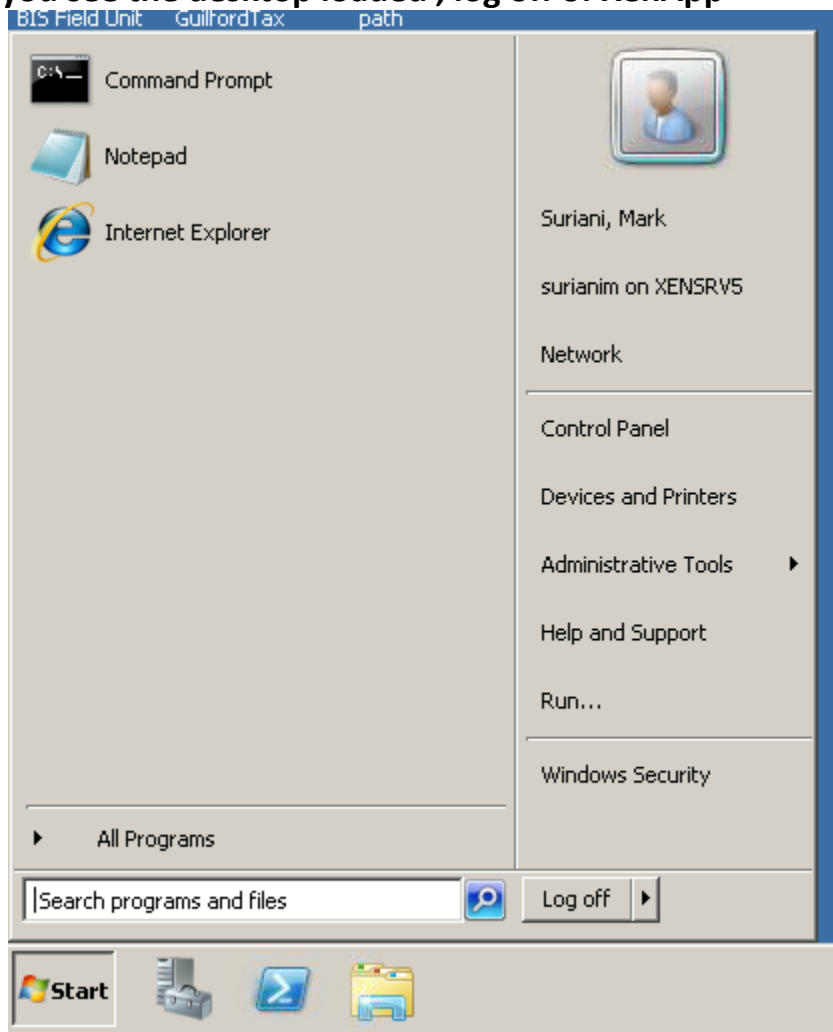
Click “CoG Desktop” or “BIP Desktop” or any of the correct published app you need to use.

Wait till the application is done loading (20-30 seconds)



This is the new XenApp desktop.

Once you see the desktop loaded , log off of XenApp



Then Log back on again. This is to copy over any desktop icon you had from old Metaframe system.

You should now see your desktop shortcuts.

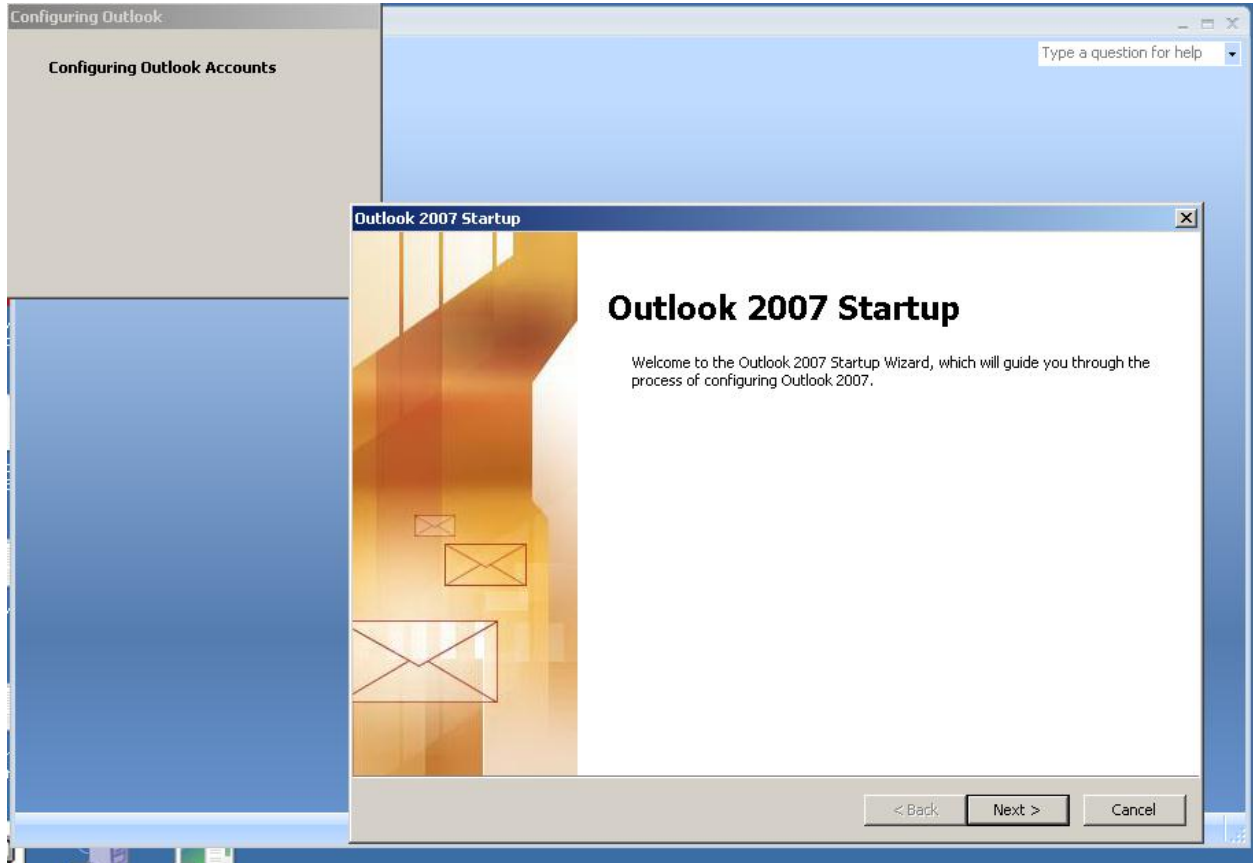
3. Configure Outlook for the first time:

Open your Internet browser and point to the URL: <https://gsocitrix.greensboro-nc.gov>

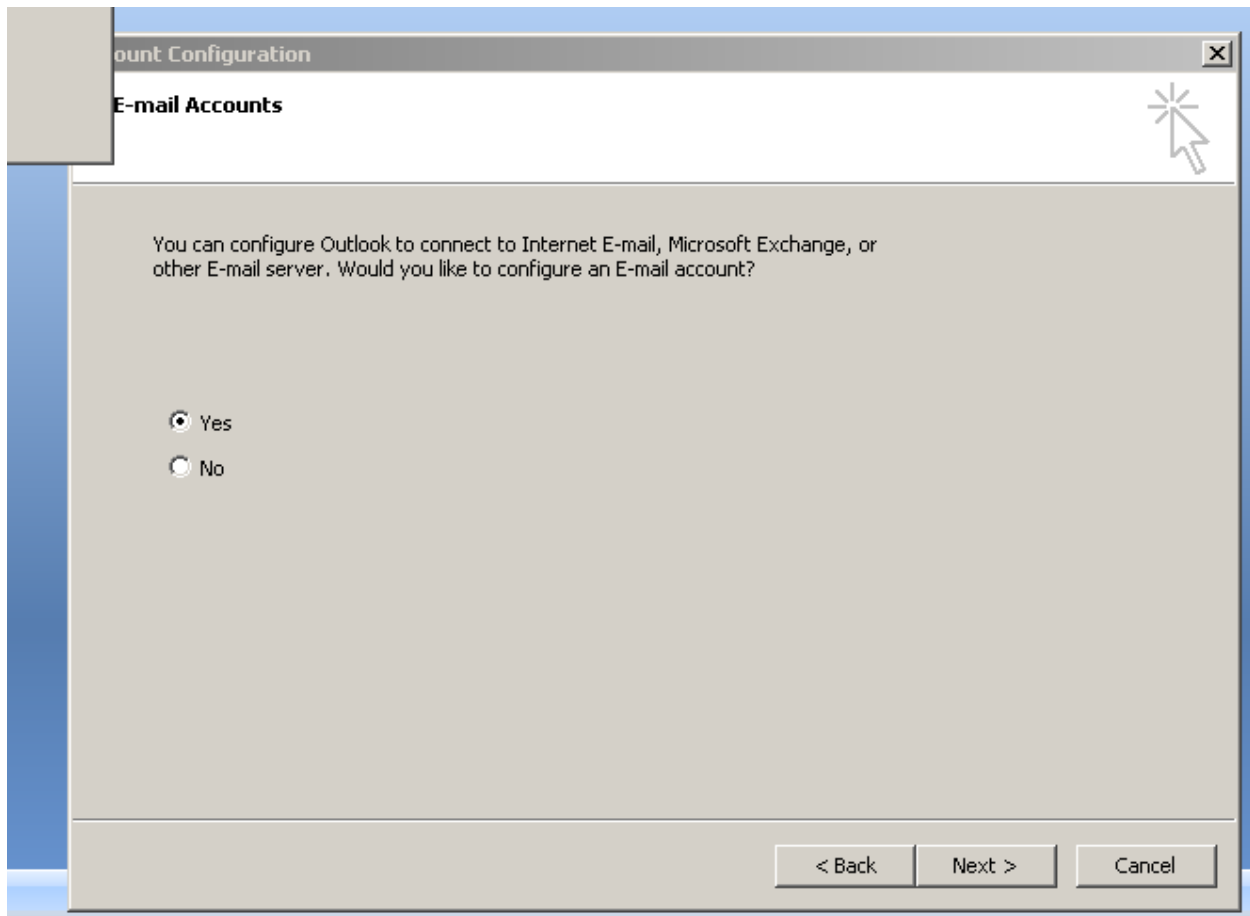
Log in with your user's credentials

Select "CoG Desktop" or your appropriate desktop.

Once the desktop is done loading click on the “Microsoft Office Outlook 2007” icon
Follow the set up wizard and Click Next



Choose YES and Click next



Under email address your credentials will automatically load. Click Next

Add New E-mail Account [X]

Auto Account Setup
Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings.

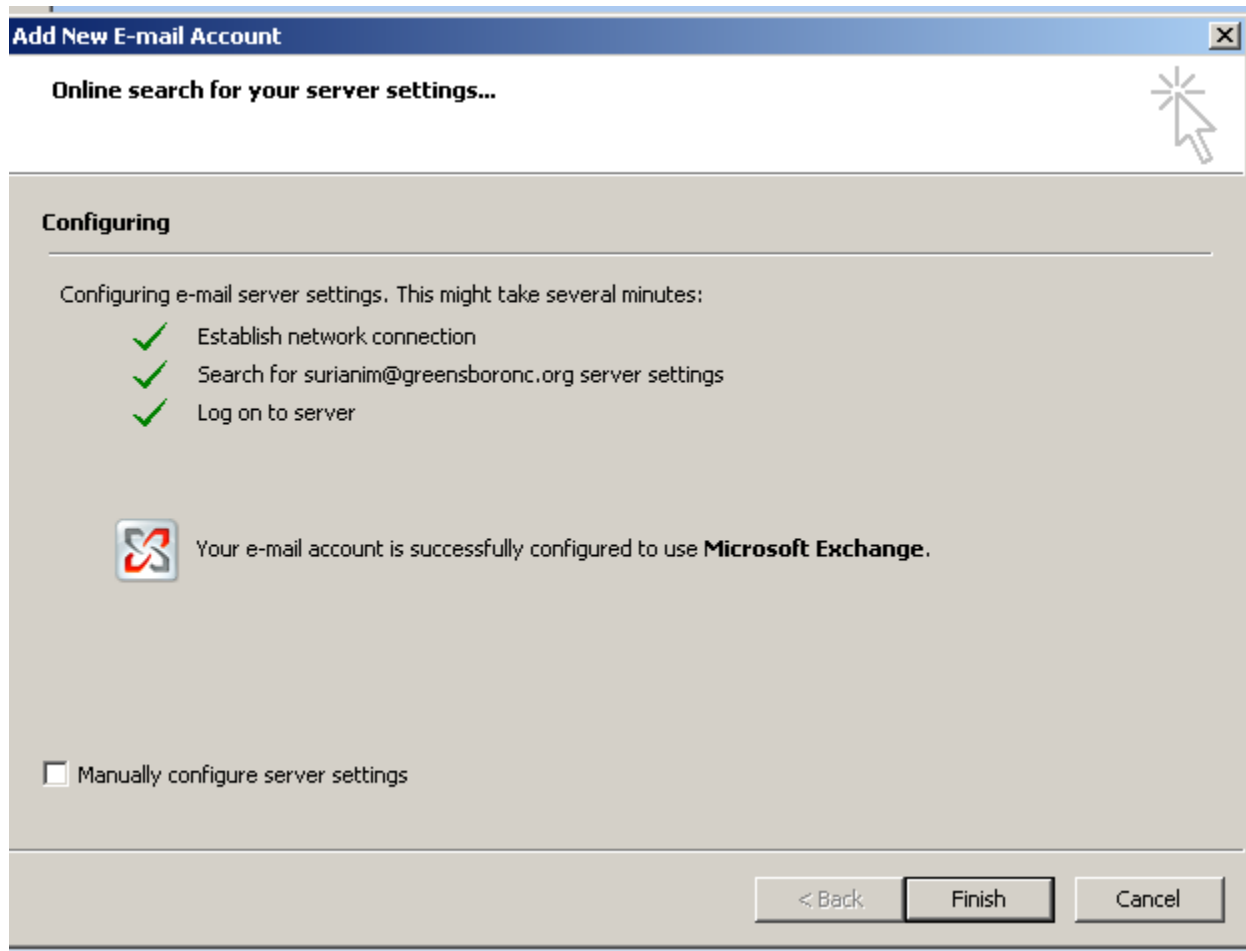
Your Name:
Example: Barbara Sankovic

E-mail Address:
Example: barbara@contoso.com

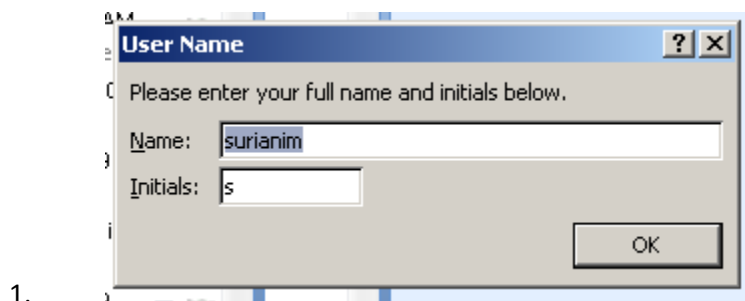
Manually configure server settings or additional server types

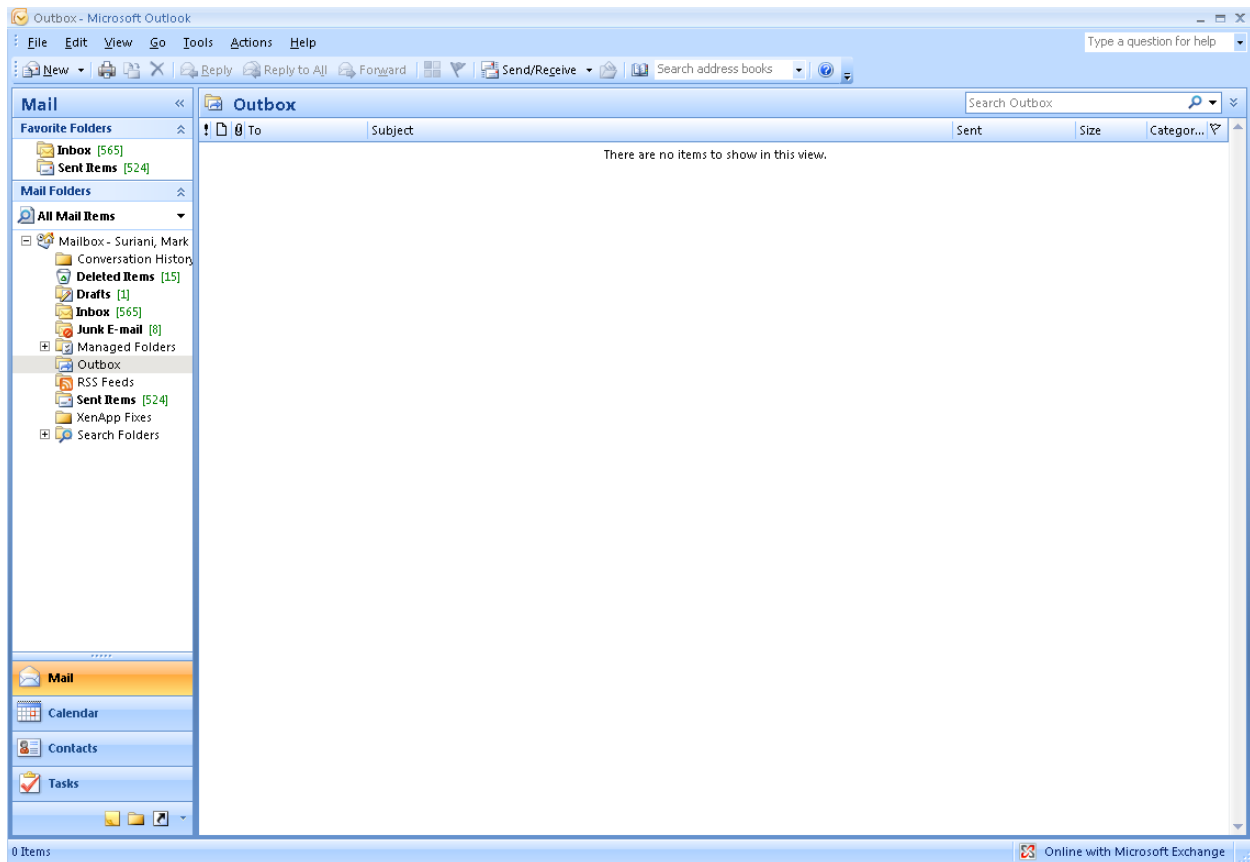
< Back Next > Cancel

Outlook is now setup...Click Finish



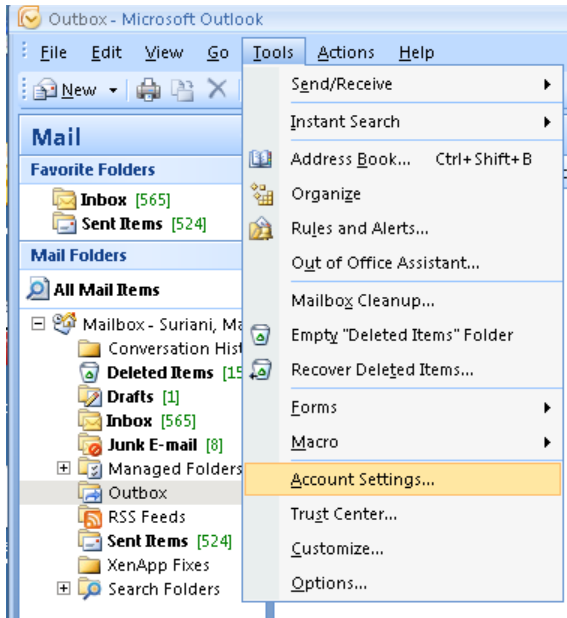
You're now done with setting up your Outlook profile. Outlook will launch. Click OK when is shows your username.



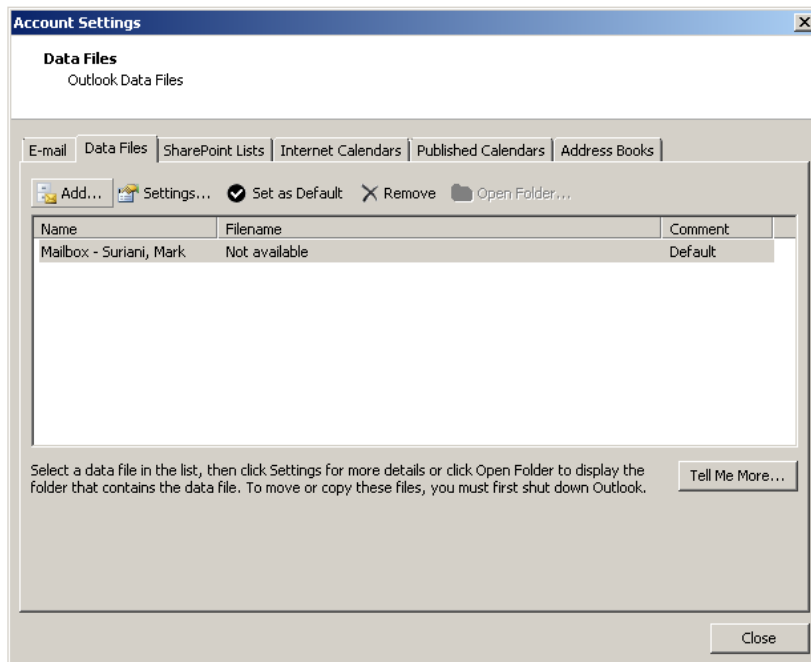


4. If you use Outlook Personal folders (PST) continue with the following:

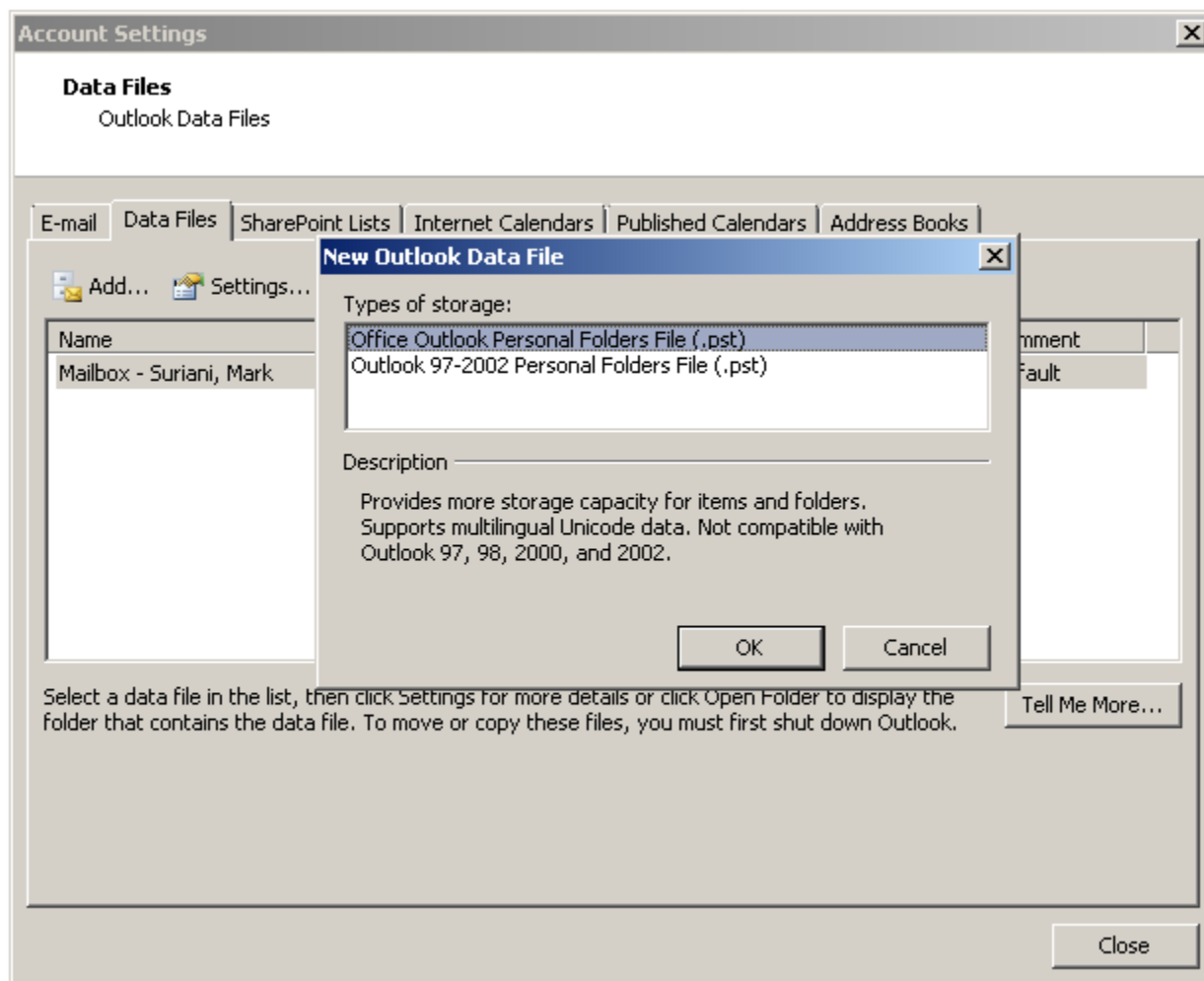
In the Outlook top menu, select "Tools", "Account Settings"



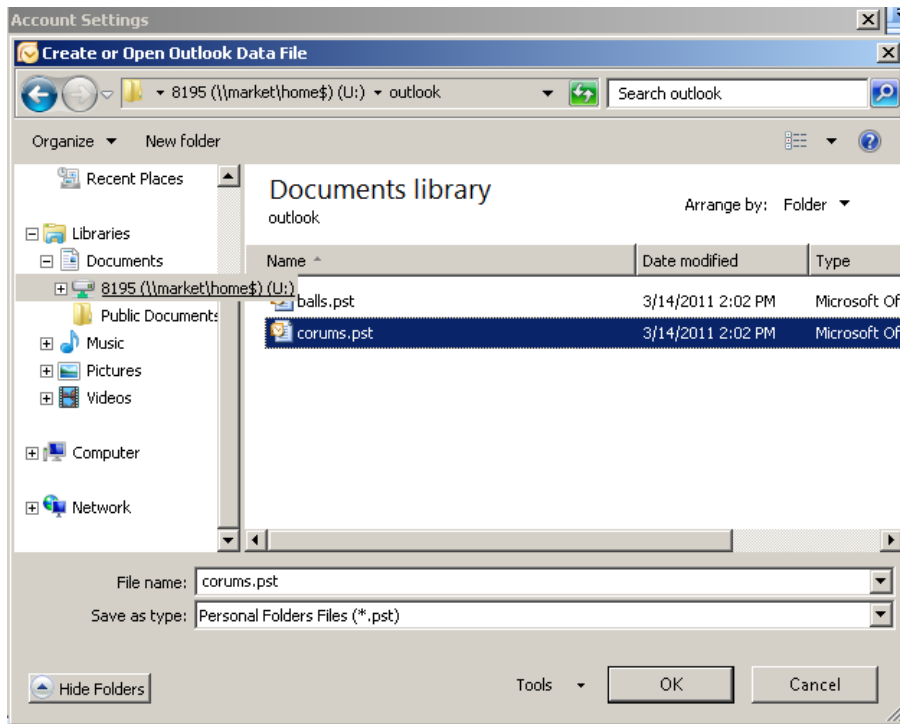
Select the “Data Files” tab and then “Add...”



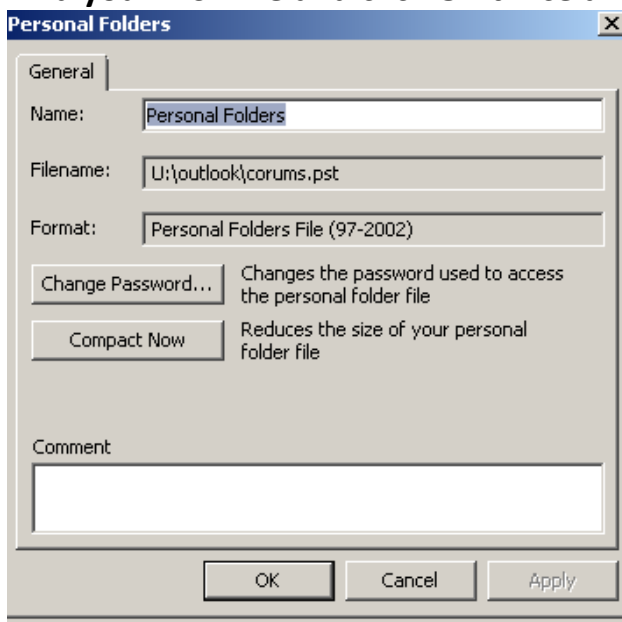
Take default and click on the OK button



Select “Documents” in the left pane (this will point to your home folder or U: drive)



Find your .PST file and click OK twice and then Close



Go back into Outlook and you will see your Personal Folders (PST)

You've now completed your Citrix XenApp account set up. From now on, access the new Citrix Site through this web address

<https://gsocitrix.greensboro-nc.gov>

If you have any questions or encounter any problems, please feel free to contact the following help resources:

General Helpdesk:	(336) 373-2322
Police and Fire:	(336) 373-3375
Metro 911	(336) 373-4350