Using Citrix to access QFIS and other applications

Citrix offers a secure way to access applications remotely at Queen's, including QFIS. The **first time** you use Citrix you will need to download and install the Citrix client for your operating system. Select the appropriate client below.

Windows:	https://www.citrix.co.uk/downloads/workspace-app/windows/workspace-app-for-windows-latest.html
Mac:	https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

If using **Internet Explorer**:

1. Click on the ***Windows*** client above and then select [Download Citrix Workspace app for Windows] to download the app. You will see a prompt to Run or Save ***CitrixReceiverWeb.exe***, select **Run**
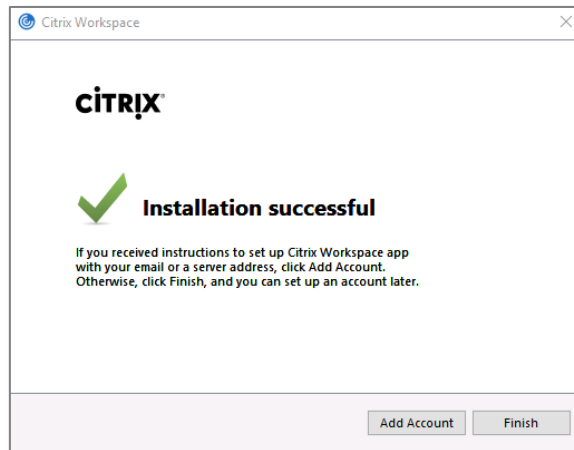

2. Click **Start** to start the install process, accept the licence agreement and click **Next**
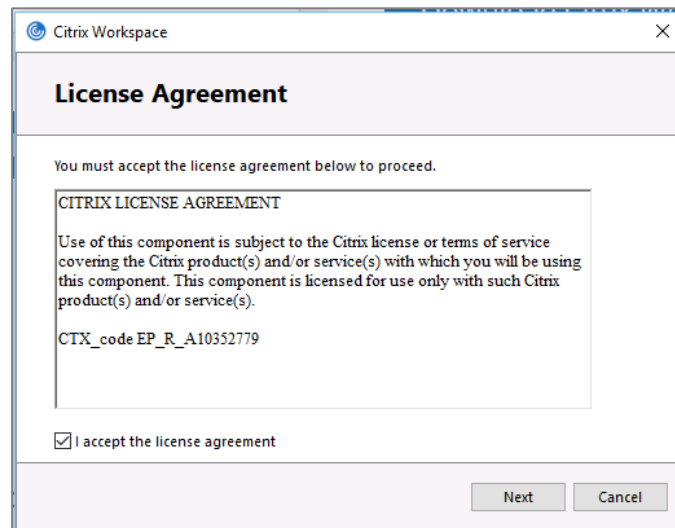

3. Select **Enable Single Sign** and click **Install** to continue. This may take a few minutes to start and will complete in a short time.
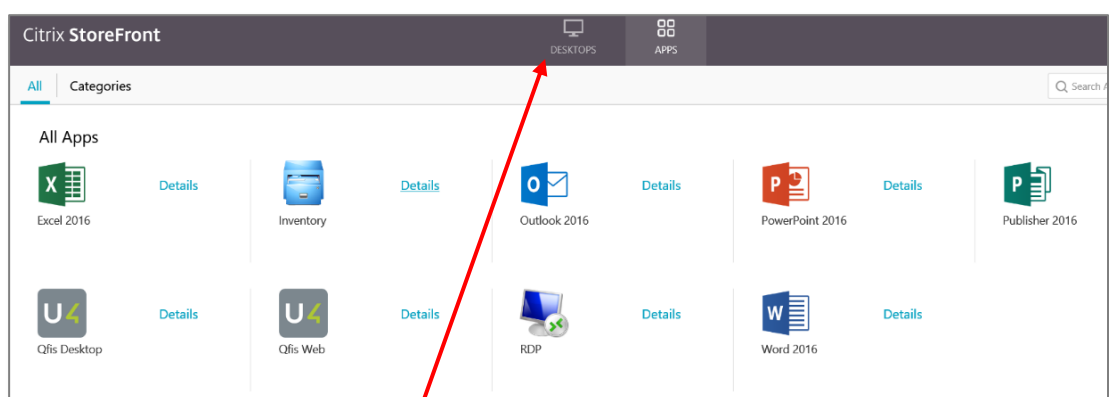
4. Click **Finish** when the Installation Successful window is displayed (DO NOT add account)


5. Open https://offcampus.qub.ac.uk and you will be presented with the Citrix Storefront Log in screen. Log in with **ads\staffnumber** e.g. ads\1234567, and usual QUB password
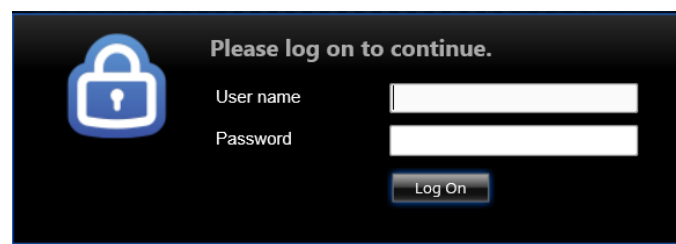

6. Here you will have access to Office applications and any other applications which you have permission to access.


7. To access your Q: Drives, select **Desktops** from the tab at the top of the screen and click on **Windows Desktop.**
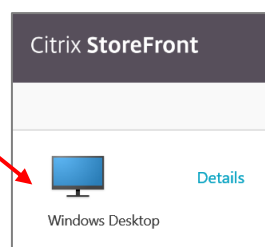
8. If it does not appear, it may be in the background so check your Task Bar for the Desktop icon [icon] and click on it to bring it to the foreground.

9. You will be asked to allow access to your local files. Select **Read/Write access**.
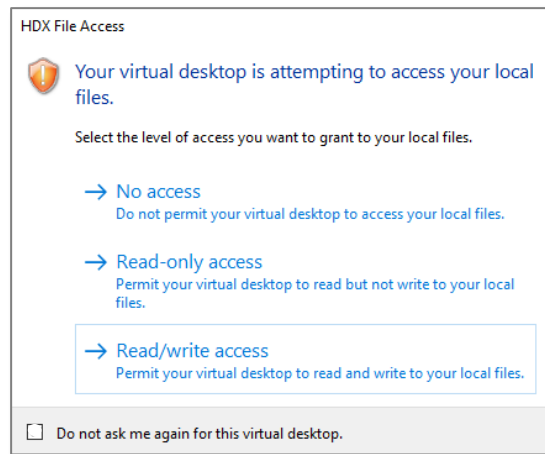
10. If you click on **My Computer** on the desktop, you will see your mapped **Q: Drive**
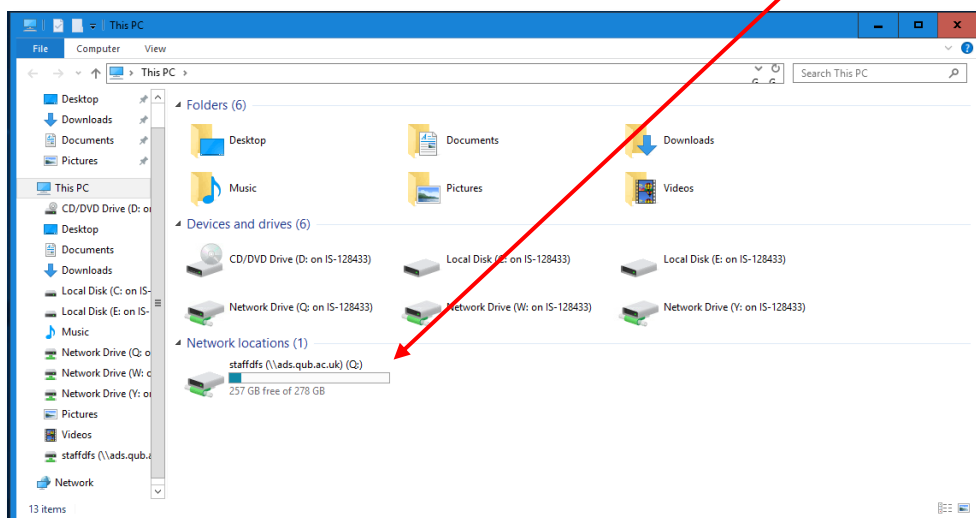
11. When you have finished your session, please click on your name and select **Log off** at the top right of the main Window

Important Notes:

1. Please see Qfis Users Staff Expenses if you need to upload or save files using **Qfis**
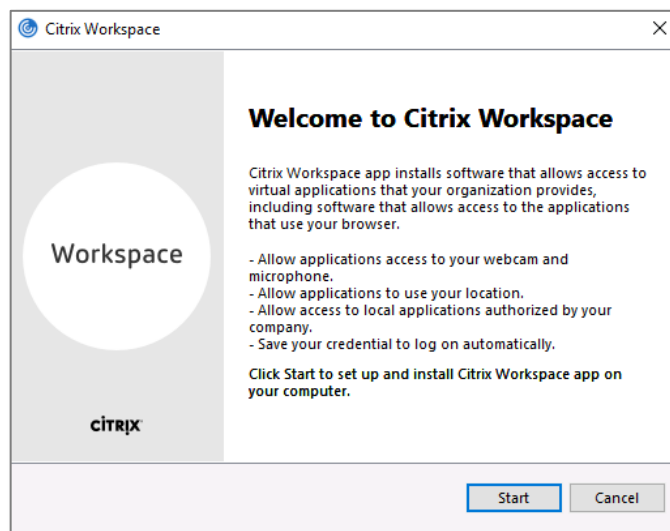
2. Information on the Citrix reboot schedule

If using **Google Chrome**:

1. Click on the appropriate client above and then select [Download Citrix Workspace app for Windows] to download the app.

2. Chrome will download the **CitrixReceiverWeb.exe** file to the bottom left of your screen.
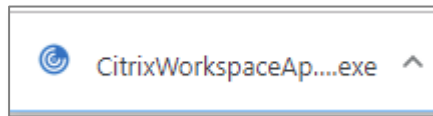
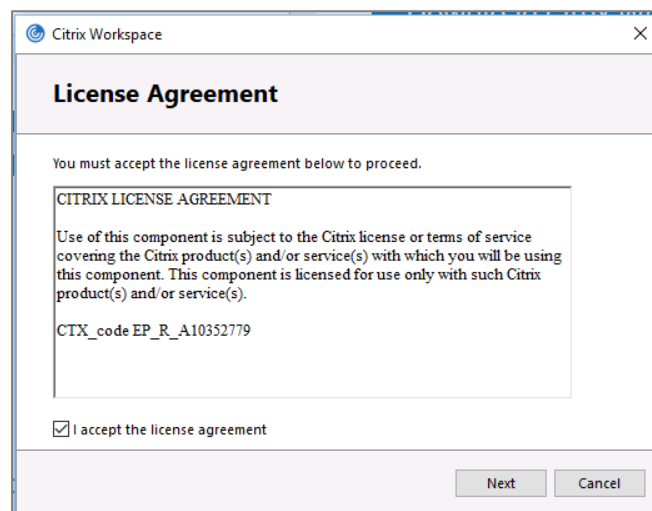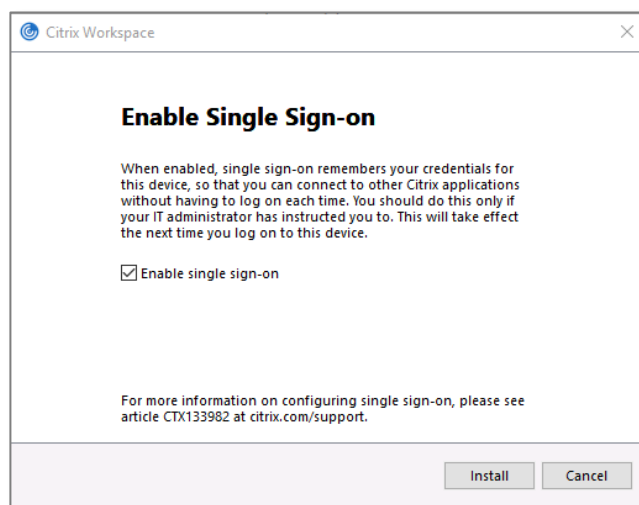3. Click on **CitrixReceiverWeb.exe** to install the application and click **Start.**
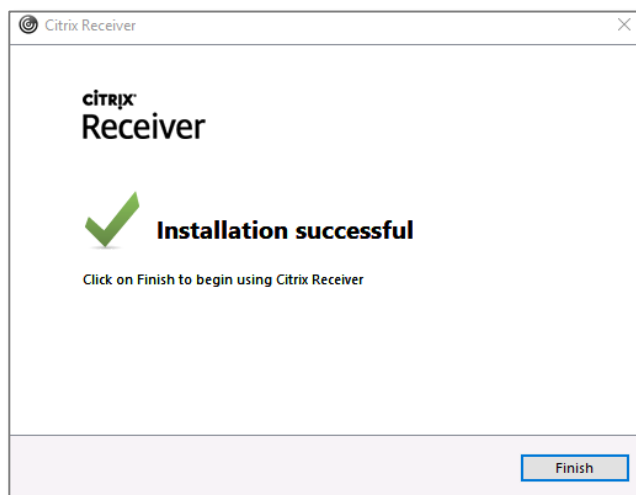

4. Accept the license agreement and click **Next**.

5. Click Enable **Single Sign-on** and then select **Install** to continue.


6. This may take a few minutes to start and will display **Installation Successful** in a short time. Click **Finish** to complete the installation.


7. Open https://offcampus.qub.ac.uk and you will be presented with the Citrix Storefront Log in screen. Log in with **ads\staffnumber** e.g. ads\1234567, and usual QUB password.
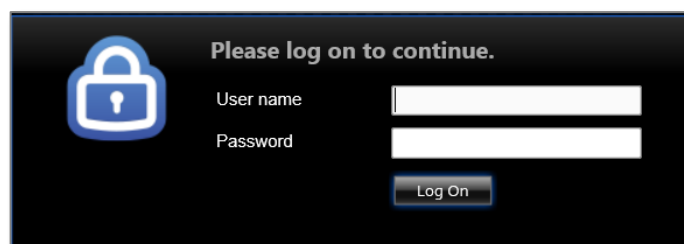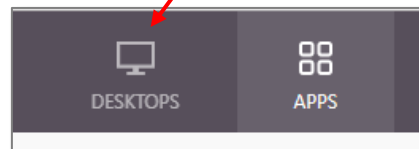
8. Here you will have access to Office applications and any other applications which you have permission to access.
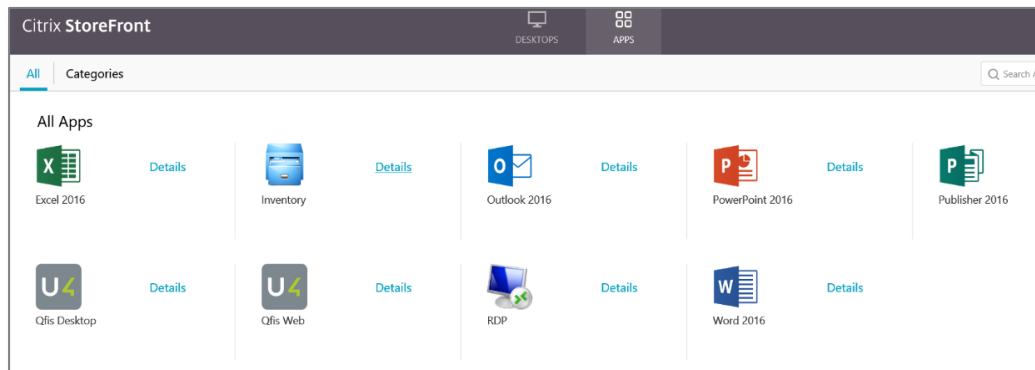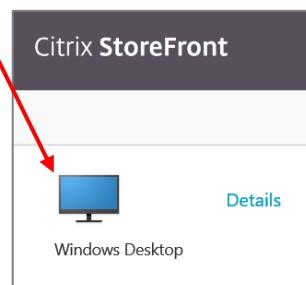

9. If you click on one of the applications an **.ica** file will be downloaded to the bottom left of your screen. Click on this to launch the application.
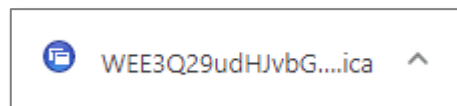
10. To access your Q: Drives, select **Desktops** from the tab at the top of the screen

11. Then click on **Windows Desktop.**

12. Click on the **.ica** file at the bottom left of your screen to launch the Windows Desktop. If it does not appear, it may be in the background so check your Task Bar for the Desktop icon and click on it to bring it to the foreground.

12. If you click on **My Computer** you will see your mapped **Q: Drive**
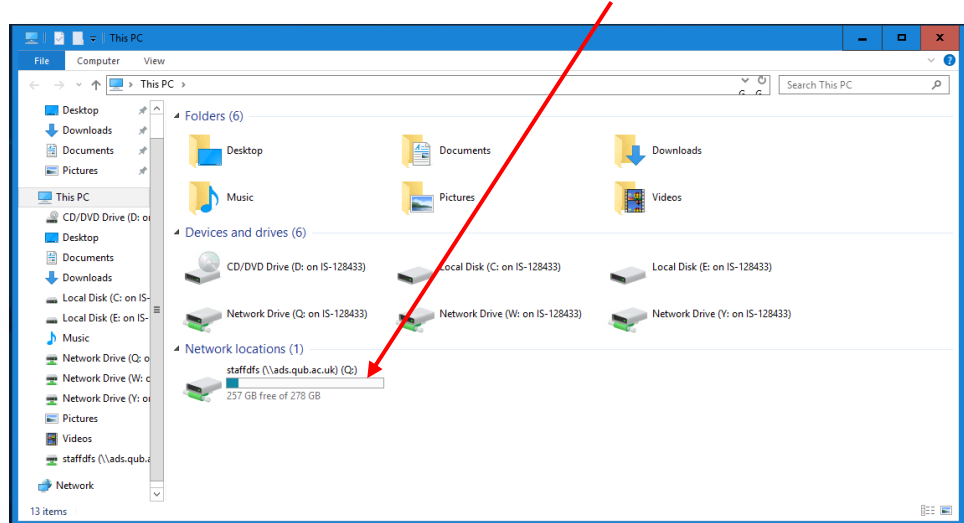
13. When you have finished your session, please click on your name and select **Log off** at the top right of the main Window.

Important Notes:

3. Please see [Qfis Users Staff Expenses](#) if you need to upload or save files using **Qfis**

4. Information on the [Citrix reboot schedule](#)

If using **Safari**:

1. Click on the appropriate client above and then select [Download Citrix Workspace app for Mac] to download the app.

2. Click on **CitrixWorkspaceApp.dmg** in the Downloads folder on the dock and this will display the Citrix Installer
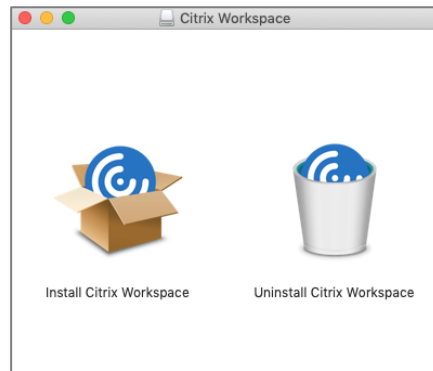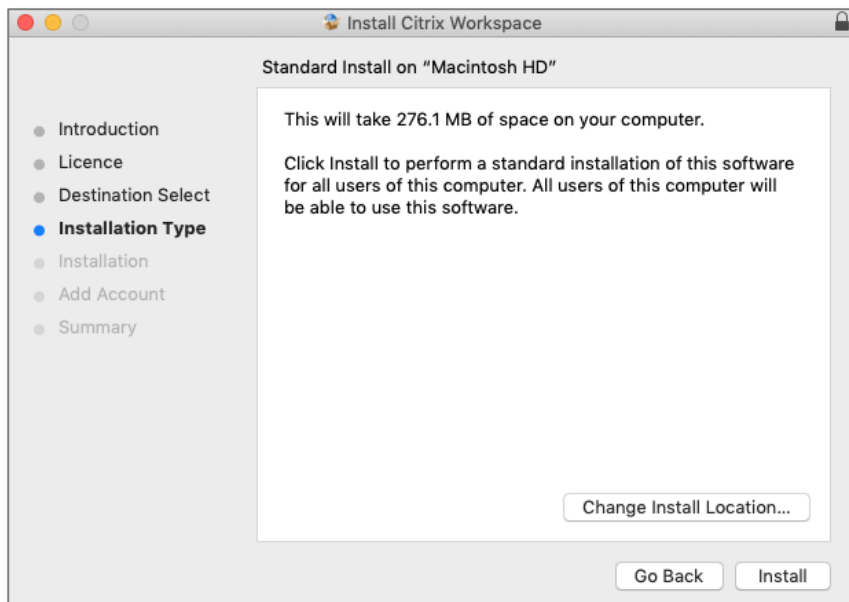

3. Double click on **Install Citrix Workspace** to start the installation.

4. A pop window will appear displaying **'this package will run a program to determine if the software can be installed'**. Click **Continue.**
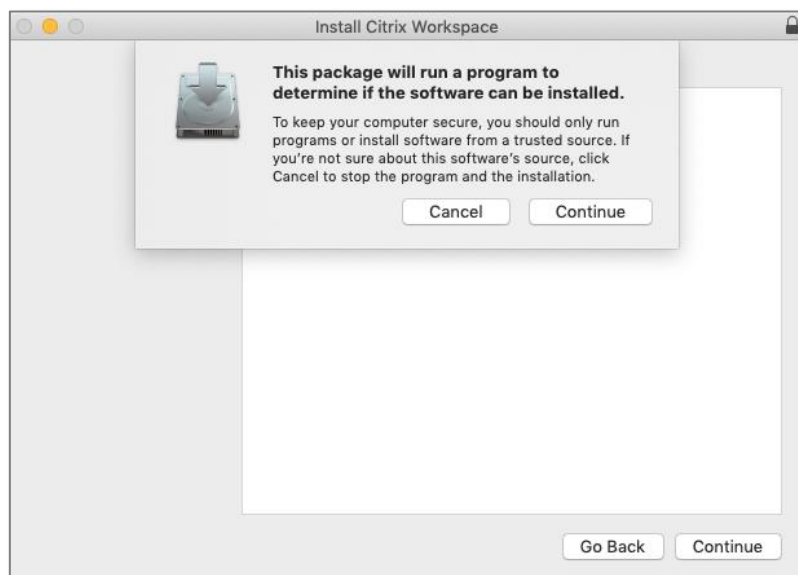
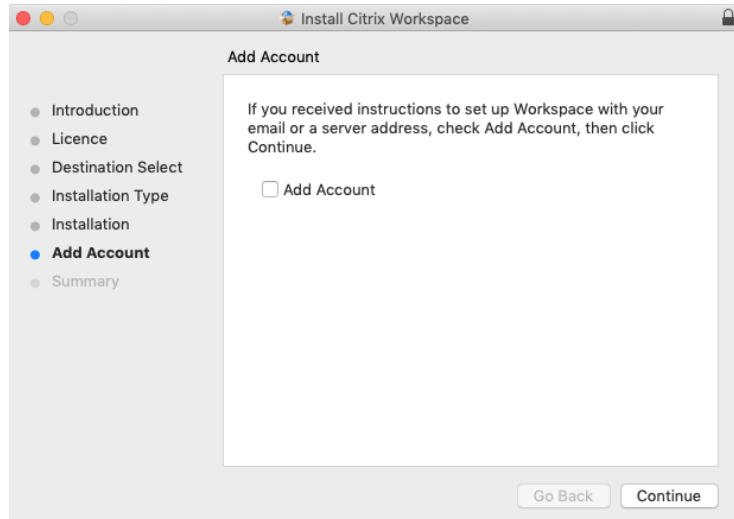5. Click **Continue** again and then **Continue** again and **Agree** to accept the license agreement.
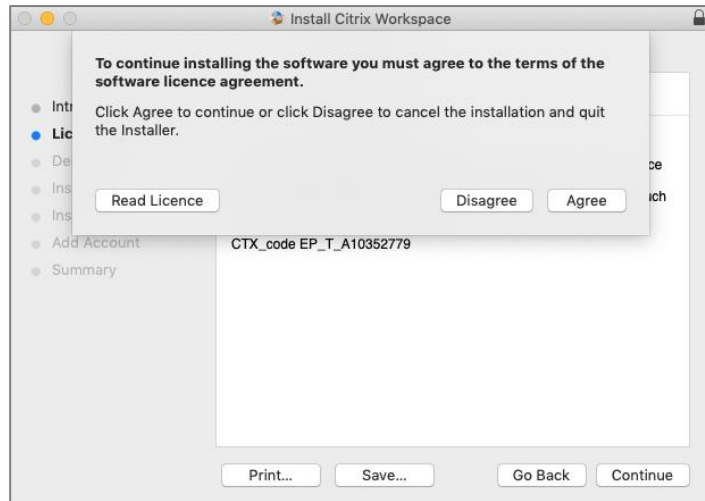
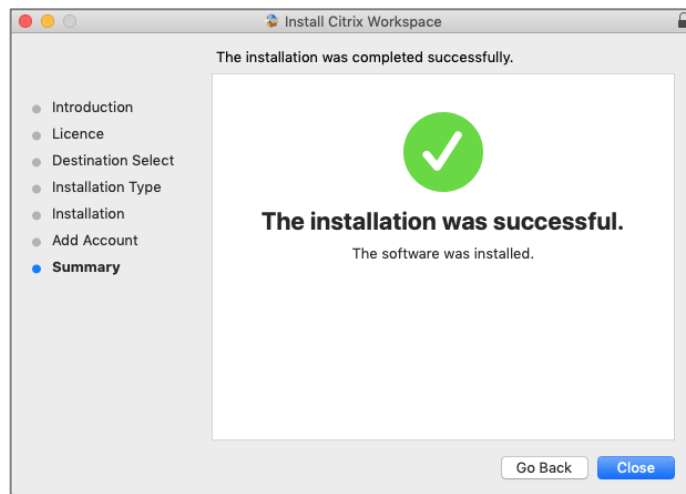6. Then click **Install** to continue.

7. You will be prompted for the Admin username and password for your Mac. Enter the details and click **Install Software.**

8. When prompted to add an account, **DO NOT** add an account but click **Continue.**
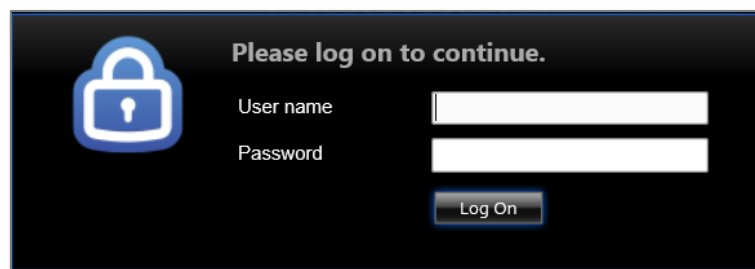
9. You should see **The Installation was successful** window. Click **Close**.



10. A pop up window will ask if you want to **Move the Citrix Workspace Installer to the Trash**, choose whatever you desire.

11. Open https://offcampus.qub.ac.uk and you will be presented with the Citrix Storefront Log in screen. Log in with **ads\staffnumber** e.g. ads\1234567, and usual QUB password

14. You will be asked to Install Citrix Receiver, DO NOT install if you have followed the instructions above and have already installed CitrixWorkSpaceApp but click on **Log on**
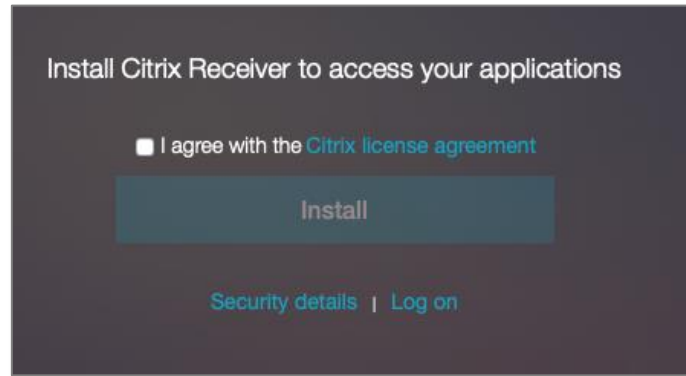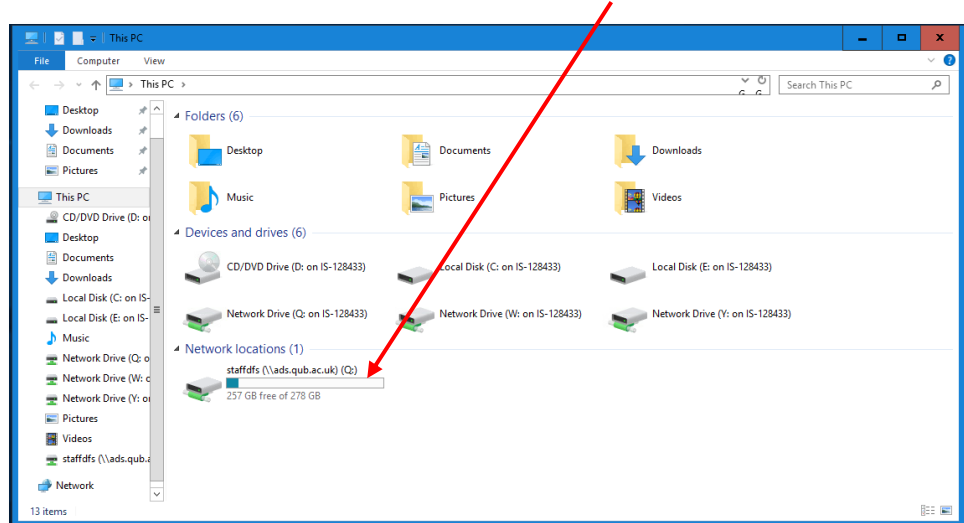

15. This will take you to the Citrix StoreFront where you will have access to Office applications and any other applications which you have permission to access.
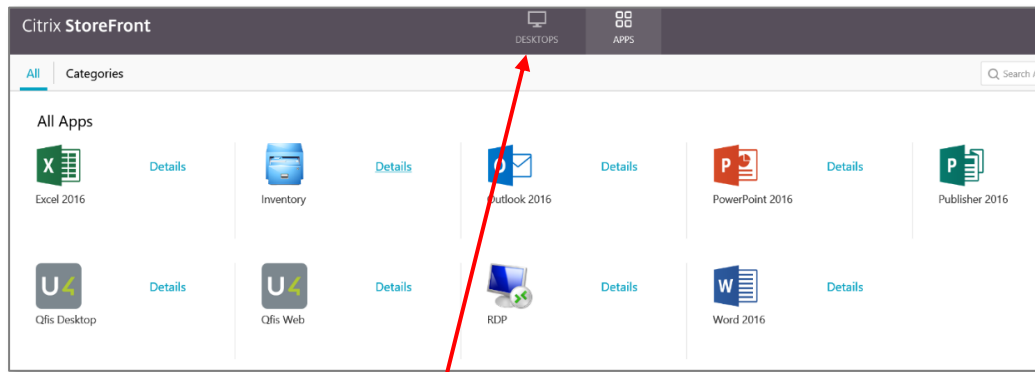
16. To access your Q: Drives, select **Desktops** from the tab at the top of the screen and click on **Windows Desktop.**
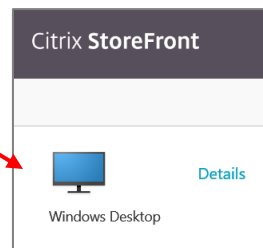
17. If you click on **My Computer** you will see your mapped **Q: Drive**

18. When you have finished your session, please click on your name and select **Log off** at the top right of the main Window.
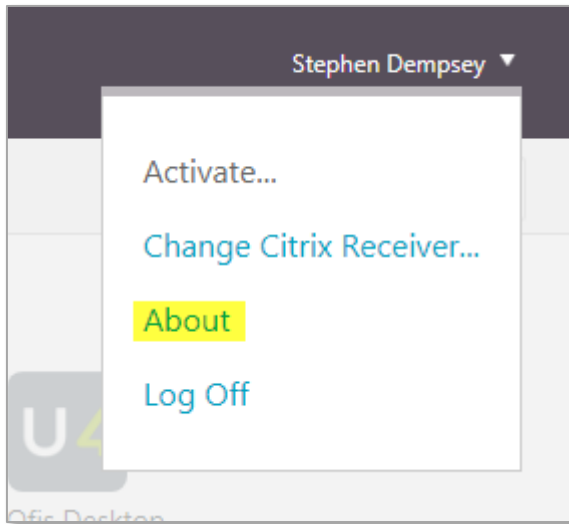
Important Notes:

1. Please see Qfis Users Staff Expenses if you need to upload or save files using **Qfis**

2. Information on the Citrix reboot schedule

Qfis Users Staff Expenses

Check that Citrix receiver for Web (The Full Client) is installed

1. Click on the arrow beside your name in the top right hand corner of the screen and click About

2. Check your version of Citrix Receiver

3. If you have 'Citrix Receiver for HTML5' then download Citrix Receiver for Web here: https://www.citrix.com/en-gb/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

    If it lists both then you should be able to change between the two by selecting *'Change Citrix Receiver'* from the drop down arrow.

Citrix Reboot Schedule

*All Citrix servers are re-booted every day between **2:00 am and 2:30 am** UK time. Please ensure you have saved your work prior to 2:00 am and consider the system at risk between these reboot times.*