



Washington State
Department of Social
& Health Services

Transforming lives

**DSHS Citrix Cloud Service
User Guide**

Revision History

Revision	Change Description	Updated By	Date
1.0	Original	DSHS TIA Infrastructure Apps & Remote Access Team	06/27/2024

Contents

Introduction.....	4
Prerequisites	4
Installation of Citrix Workspace.....	4
Connecting to your Citrix Remote PC.....	4
Connecting to your Citrix Application	4
Customer Experience Expectations.....	5
Applications available to all Citrix users	5
How to Set Favorites in Citrix Workspace.....	5
FAQ	6
Why would I use Citrix Cloud vs VPN?	6
What devices can I use with Citrix Workspace?	6
What is the cost of DSHS Citrix Cloud Service?	6
How do I update Citrix Workspace?	6
What Citrix Workspace Versions are supported?.....	6
How do I add a new application to Citrix Cloud Applications?.....	6
How do I add an existing application to Citrix Cloud Applications?	6
How to reset Citrix Workspace:.....	6

Introduction

Citrix Cloud allows DSHS employees and contractors to access virtual applications, Remote PC (desktops), securely from any device, anywhere.

This guide provides step-by-step instructions for DSHS Employees and contractors on how to access and use Citrix Cloud services using the Citrix Workspace application.

This user guide does not provide support for functions related to Microsoft Office or specific applications. Instead, it guides you to the point where the applications are available and functioning within Citrix.

Prerequisites

1. **Citrix Workspace App:** Ensure that the Citrix Workspace app is [installed](#) on your device at home.
2. **Internet Connection:** A stable internet connection is required.
3. **Credentials:** Have your username and password ready.
4. **Multi-Factor Authentication [for external users only]:** Citrix requires multi-factor authentication to be configured on your DSHS Microsoft account. This can be configured using a phone number, email address, text message, or Authenticator application. For questions regarding MFA, contact your local help desk or ETOC@dshs.wa.gov.

Installation of Citrix Workspace

1. **Download the Installer:** Navigate to [DSHS Staff Access](#) site and click the icon for your operating system (Windows, Mac, Linux, etc.).
2. **Run the Installer:** Open the downloaded installer file and follow the on-screen instructions to install Citrix Workspace.
3. **Restart Your Device:** Once the installation is complete, restart your device.

Connecting to your Citrix Remote PC

1. **Open Citrix Workspace:** Open the Citrix Workspace app on your device at home.
2. **Enter the Store URL (if prompted):** <https://dshscitrix.cloud.com>
3. **Log In:** Enter your credentials (username and password).
4. **Multi-Factor Authentication (MFA):** When prompted, complete the verification steps for multi-factor authentication.
5. **Access Remote PC:** Once logged in, navigate to the 'Desktops' tab.
6. **Select Your Remote PC:** Find the Remote PC you are assigned to and click to initiate the connection.
7. **Wait for Connection:** The screen might go black temporarily as the connection is established. This is normal.
8. **Remote PC Session:** Once connected, you should see the desktop of your Remote PC. You can now use it as if you were physically present at that computer.

Connecting to your Citrix Application

1. **Open Citrix Workspace:** Open the Citrix Workspace app on your device at home.
2. **Enter the Store URL(if prompted):** <https://dshscitrix.cloud.com>
3. **Log In:** Enter your credentials (username and password).
4. **Multi-Factor Authentication (MFA):** When prompted, complete the verification steps for multi-factor authentication.

5. **Select Apps Tab:** Select the 'Apps' tab in Citrix Workspace to view your available applications.
6. **Launch the Application:** Click on the application you wish to use. It may take a few seconds to launch.

Customer Experience Expectations

Below highlights some of the basic functionality of the DSHS Citrix environment.

- Ability to print at Home is **available**.
- Saving to your OneDrive is **available**.
- Manually Mapping Drives is **available**.
- Saving to Local C:\ is **not available** [External Users Only].
- Saving to USB drive is **not available** [External Users Only].

Applications available to all Citrix users

All Citrix users have applications that are available by default. The table below shows what applications are available to all users at login. Any additional application(s) access will be granted by the Administration's local IT.

- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft Access
- Microsoft OneNote
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Teams
- Microsoft OneDrive
- Chrome Browser
- Edge Browser
- Windows Explorer

How to Set Favorites in Citrix Workspace

1. **Open Citrix Workspace:** Open the Citrix Workspace app on your device at home.
2. **Navigate to the Apps or Desktops Page:** Once logged in, navigate to the Apps or Desktops tab.
3. **Locate the Application or Desktop:** Browse through the list of available applications and desktops. You can use the search bar if you know the name of the app or desktop you want to favorite.
4. **Adding to Favorites:** Next to each application or desktop, there is a star icon or an option button (often displayed as three dots). Click on the star icon to add the application or desktop to your favorites. In some interfaces, you might need to click the option button and then select 'Add to Favorites'.
5. **Accessing Your Favorites:** After you have added items to your favorites, navigate to the Home tab. The home tab is where all your marked favorites are consolidated for quick access.
6. **Managing Favorites:** To remove an item from your favorites, you can navigate to the Favorites tab, find the item, and click on the star icon again or select the option to remove it from favorites through the options button.

FAQ

Why would I use Citrix Cloud vs VPN?

There are several reasons why you should use DSHS Citrix Cloud:

- Per the [DSHS Security Manual, Section 5.7](#), VPN client cannot be installed on non-DSHS Managed devices (i.e. staff personal workstations, restaurant, hotel kiosk etc.).
- Citrix supports the use of mobile and flashed devices (Chromebook). The WaTech VPN solution cannot be installed on mobile and flashed devices.
- The DSHS Information Security Office advises using Citrix as the preferred method for staff to access resources from outside the organization. Citrix Cloud ensures that only video, mouse, and keyboard data are transmitted through a secure, encrypted tunnel.

What devices can I use with Citrix Workspace?

Approved Device List:

- Windows Operating System (OS) Devices
- Mac iOS devices
- Linux OS Devices
- Chrome OS Devices
- iOS mobile devices (iPhone and iPad)
- Android mobile devices

What is the cost of DSHS Citrix Cloud Service?

There are no additional chargeback costs for using the DSHS Citrix Cloud Service. Costs are part of the monthly network connection charge.

How do I update Citrix Workspace?

On your home device, right click the Citrix Workspace icon in your system tray and choose “Check for Updates”.

What Citrix Workspace Versions are supported?

The DSHS approved Citrix Workspace is located on the [DSHS Staff Access](#) page.

How do I add a new application to Citrix Cloud Applications?

If your Administration wishes to add an application that is not currently published in Citrix, please contact the [Enterprise Technology Service Desk](#) with a short description of what application your Administration would like published. The Citrix Team will contact you directly to complete your Administration’s request.

How do I add an existing application to Citrix Cloud Applications?

Contact your local IT to have an existing application added to your list of Citrix applications.

How to reset Citrix Workspace:

If you are having issues with Citrix, try resetting Citrix Workspace on your device.

1. **Open Citrix Workspace:** Open the Citrix Workspace app on your device.
2. **Open Advanced Preferences:** Right click on Citrix Workspace in the system tray, select Advanced Preferences.
3. **Reset Citrix Workspace:** Select [Reset Citrix Workspace](#) in the Advanced Preferences menu.
4. **Enter the new Citrix URL:** <https://dshscitrix.cloud.com>
5. **Log In:** Enter your credentials (username and password).
6. **Multi-Factor Authentication (MFA):** If prompted, complete the verification steps for multi-factor authentication.