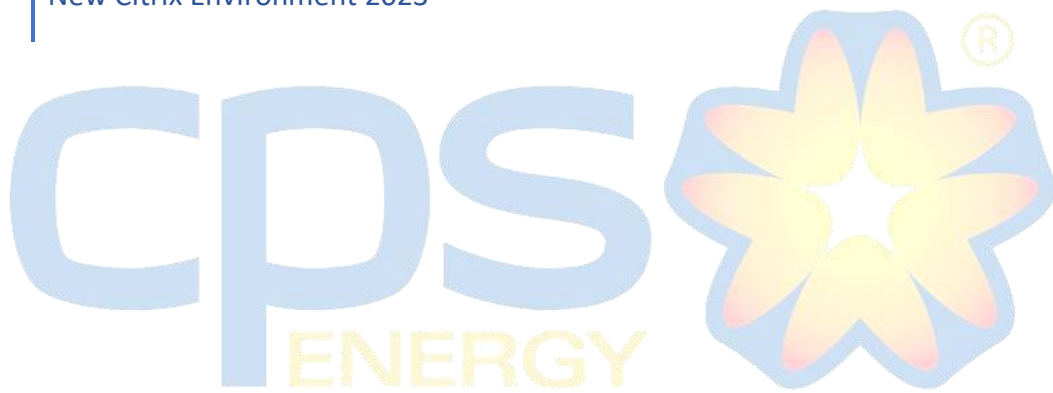


CPS Energy

Citrix User Guide

New Citrix Environment 2023



Contents

Introduction	3
Requirement to Access New Environment	4
Access New Citrix VDI Environment	4
Add to Favorites.....	7
Access XenDesktop Toolbar	9
Adjust Screen Resolution.....	10
Create Shortcuts.....	11
Create Multi-Screen Viewing.....	15
Close Citrix VDI.....	16
Appendix.....	17



Introduction

In order to provide better and more efficient Citrix environment, a new means of access is being implemented. Once this new process is in place, the current means of Citrix access will no longer be available.

Users will be able to access multiple programs via the new Citrix VDI (Virtual Desktop Infrastructure). In this guide, user will be shown how to:

- Access New Citrix VDI Environment
- Add to Favorites
- Access XenDesktop Toolbar
- Adjust Screen Resolution
- Create Shortcuts
- Create Multi-Screen Viewing
- Close Citrix VDI



Requirement to Access New Environment

1. Citrix Receiver must be completely uninstalled.
2. Citrix Workspace must be installed.

Access New Citrix VDI Environment

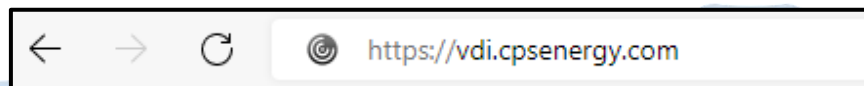
1. Open a web browser. Supported browsers are Google Chrome.



Or Microsoft Edge.



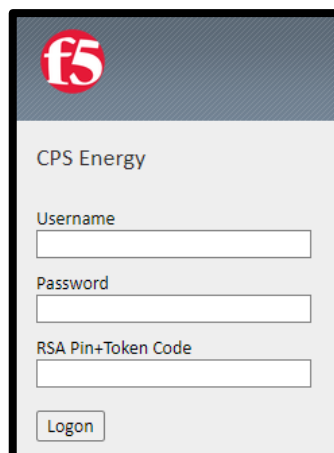
2. Type one of the following URL:
 - a. <https://vdi.cpsenergy.com> for RSA SecureID users.



- b. <https://vdi-mfa.cpsenergy.com> for Multi-Factor Authentication (MFA) users.

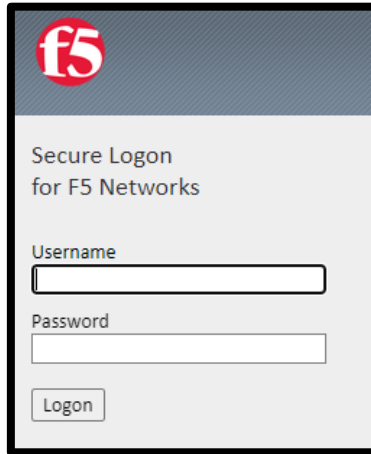


3. Press **Enter** on your keyboard.
4. If accessing the RSA link (<https://vdi.cpsenergy.com>) you will get the following logon page:



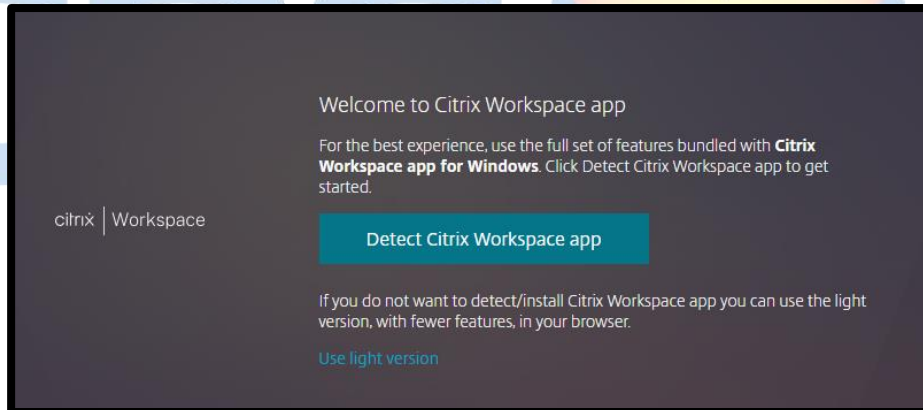
The screenshot shows a logon page for CPS Energy. At the top left is the f5 logo. Below it, the text "CPS Energy" is displayed. The page contains three input fields: "Username", "Password", and "RSA Pin+Token Code". At the bottom left, there is a "Logon" button.

5. If accessing the MFA link (<https://vdi-mfa.cpsenergy.com>) you will get the following logon page:



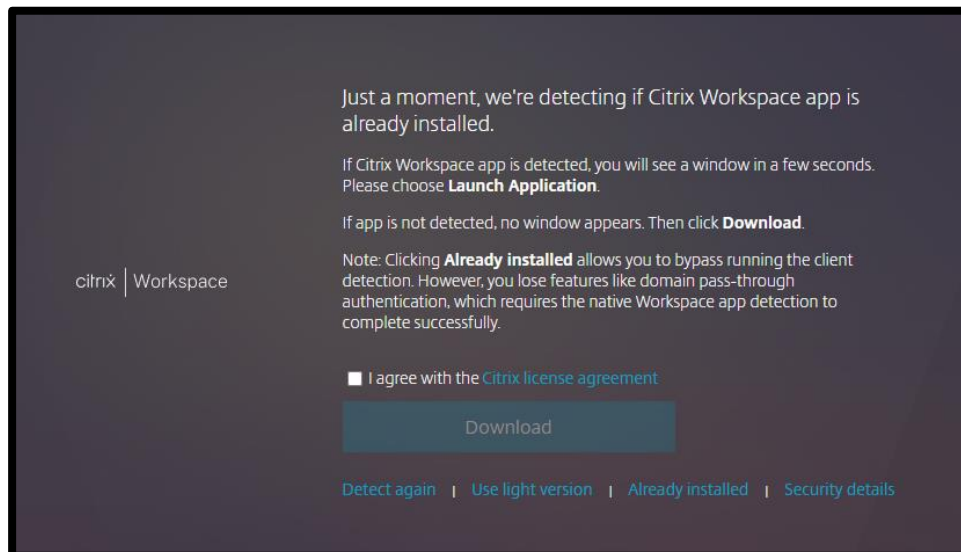
The image shows a login form for F5 Networks. At the top left is the F5 logo. Below it, the text reads "Secure Logon for F5 Networks". There are two input fields: "Username" and "Password". Below the password field is a "Logon" button.

6. On first logon attempt you may get additional screens to verify Citrix Workspace is installed.
7. Select Detect Citrix Workspace app:



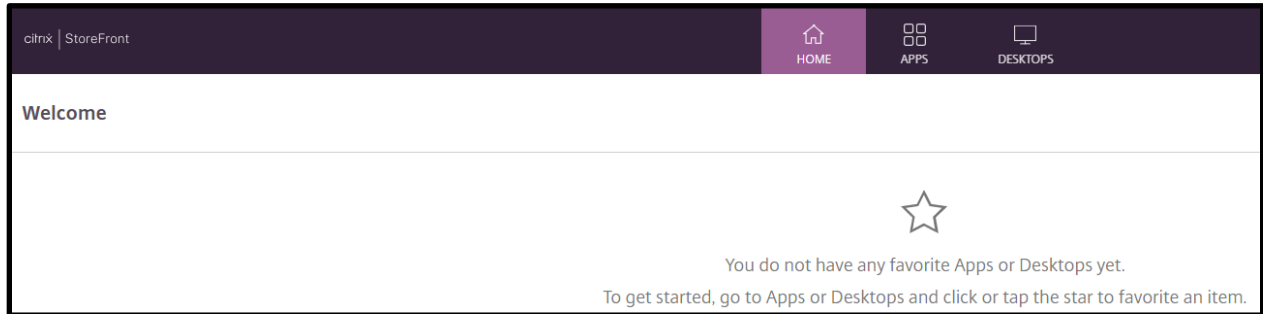
The image shows a dark-themed window titled "Welcome to Citrix Workspace app". It contains the following text: "For the best experience, use the full set of features bundled with **Citrix Workspace app for Windows**. Click Detect Citrix Workspace app to get started." Below this is a prominent blue button labeled "Detect Citrix Workspace app". Further down, it says: "If you do not want to detect/install Citrix Workspace app you can use the light version, with fewer features, in your browser." and a blue link "Use light version". The Citrix logo and "Workspace" text are visible on the left side.

8. Select the blue link Already Installed.

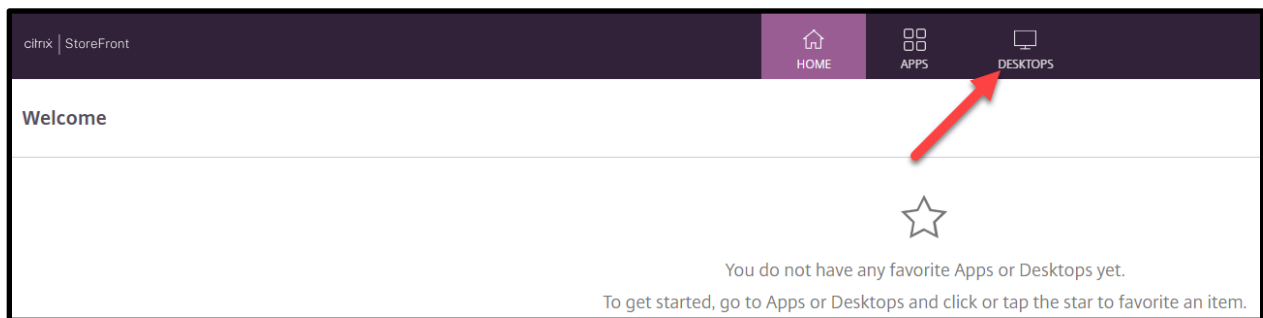


The image shows a dark-themed window titled "Just a moment, we're detecting if Citrix Workspace app is already installed." It contains the following text: "If Citrix Workspace app is detected, you will see a window in a few seconds. Please choose **Launch Application**." and "If app is not detected, no window appears. Then click **Download**." Below this is a note: "Note: Clicking **Already installed** allows you to bypass running the client detection. However, you lose features like domain pass-through authentication, which requires the native Workspace app detection to complete successfully." At the bottom, there is a checkbox labeled "I agree with the Citrix license agreement" and a blue button labeled "Download". At the very bottom, there are several blue links: "Detect again", "Use light version", "Already installed", and "Security details". The Citrix logo and "Workspace" text are visible on the left side.

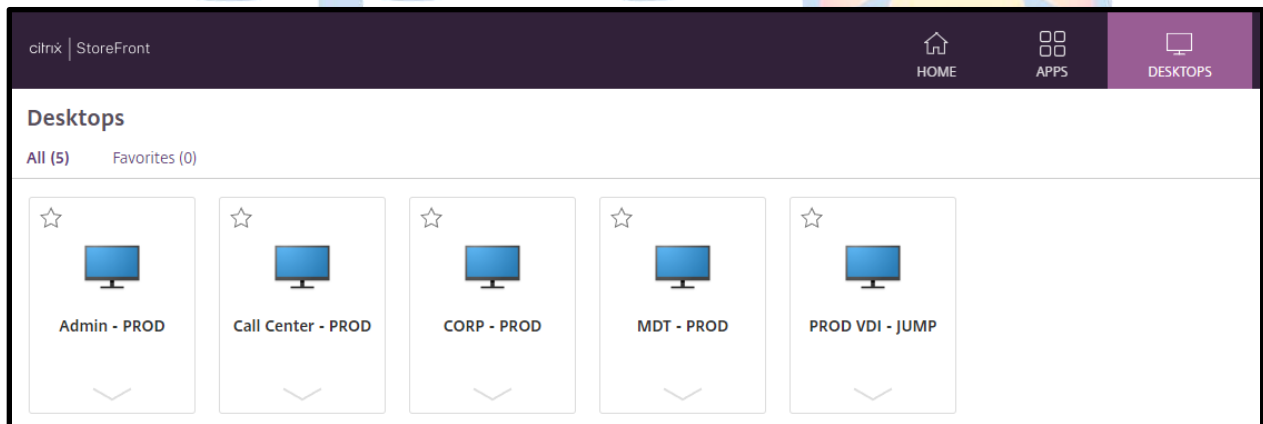
9. Citrix Storefront opens:



10. Select DESKTOPS from the top menu bar.

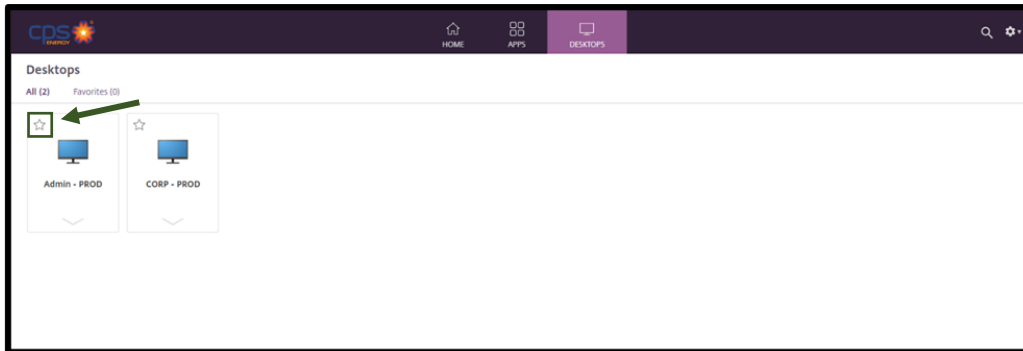


11. You will likely have fewer Desktops to select from. However, CORP - PROD is standard to All Users.



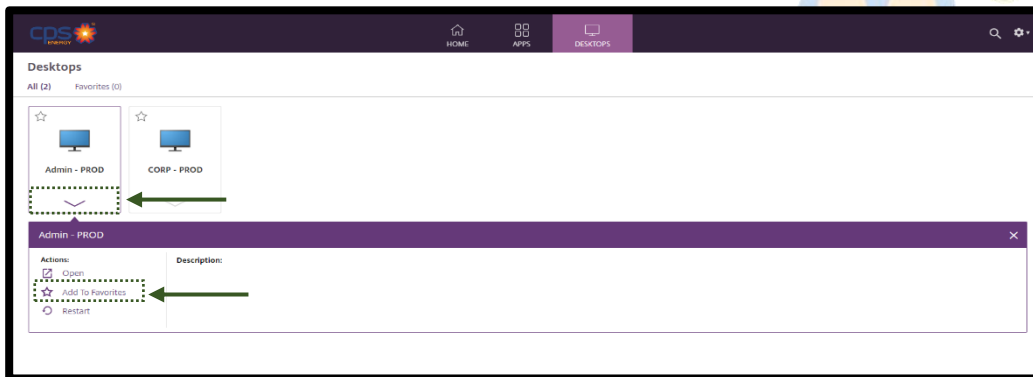
Add to Favorites

1. Click on the star next to the **Desktop - Prod** icon.

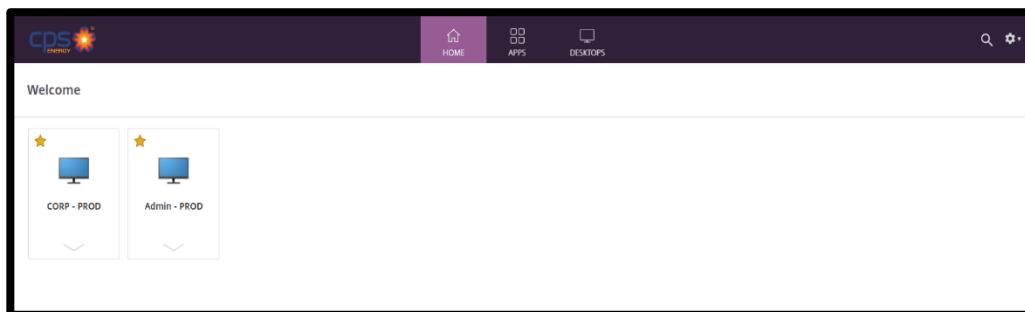


OR

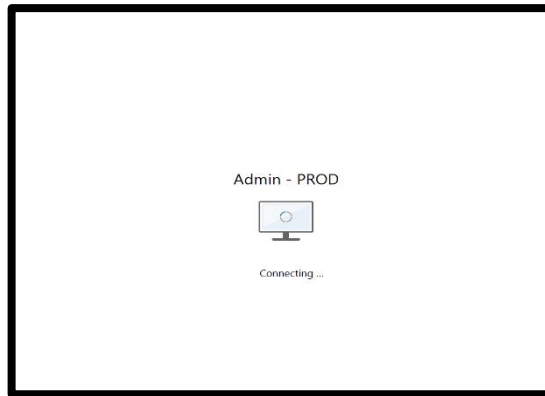
- Click on the tab of the desktop and then click on "Add to Favorites".



2. Click on Desktop icon to launch.



3. Connecting and login automatic screens.

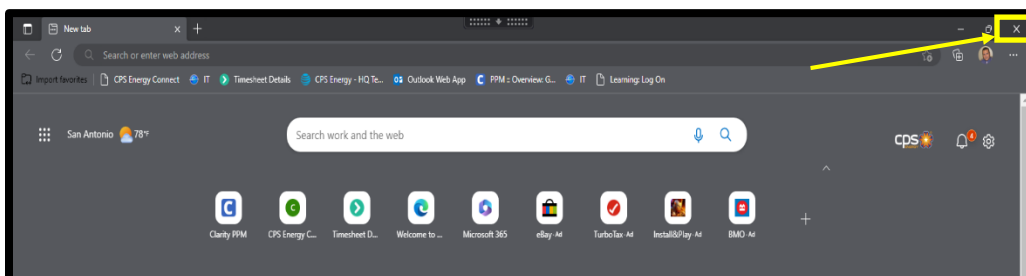


The Corp - Prod Desktop will then open and resemble the following image.



Note:

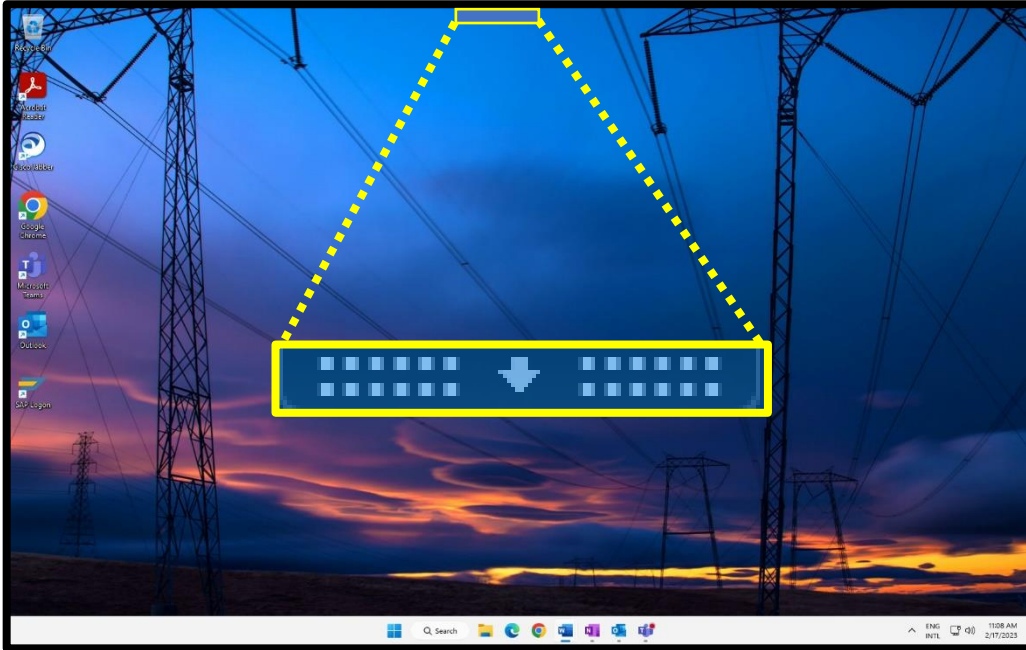
If your mouse pointer is not showing in the VDI screen, simply click into the area and the pointer will appear. If an MSN.com website loads, close it out.



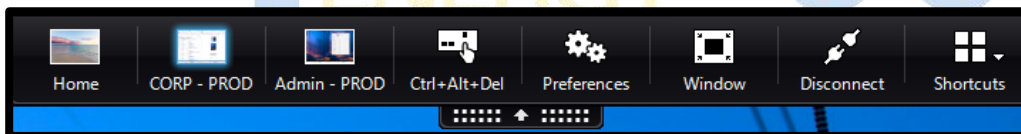
Access XenDesktop Toolbar

At the top of the Desktop Select and review the **XenDesktop toolbar**.

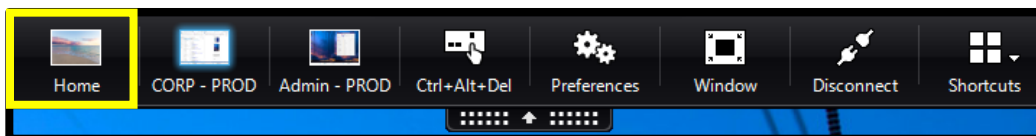
1. Select and review the **XenDesktop toolbar**.



2. A variety of tool tasks will appear.

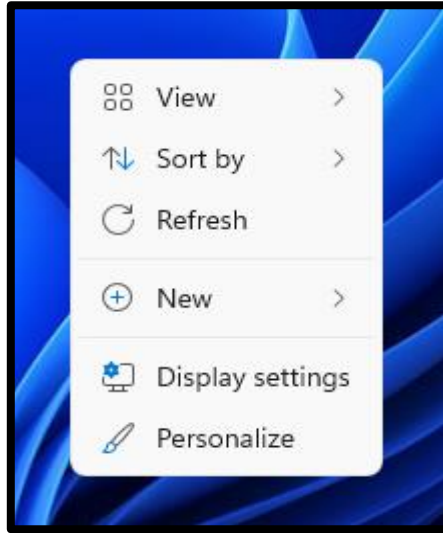


3. Select "Home" to minimize the VDI and return to the local desktop home screen.



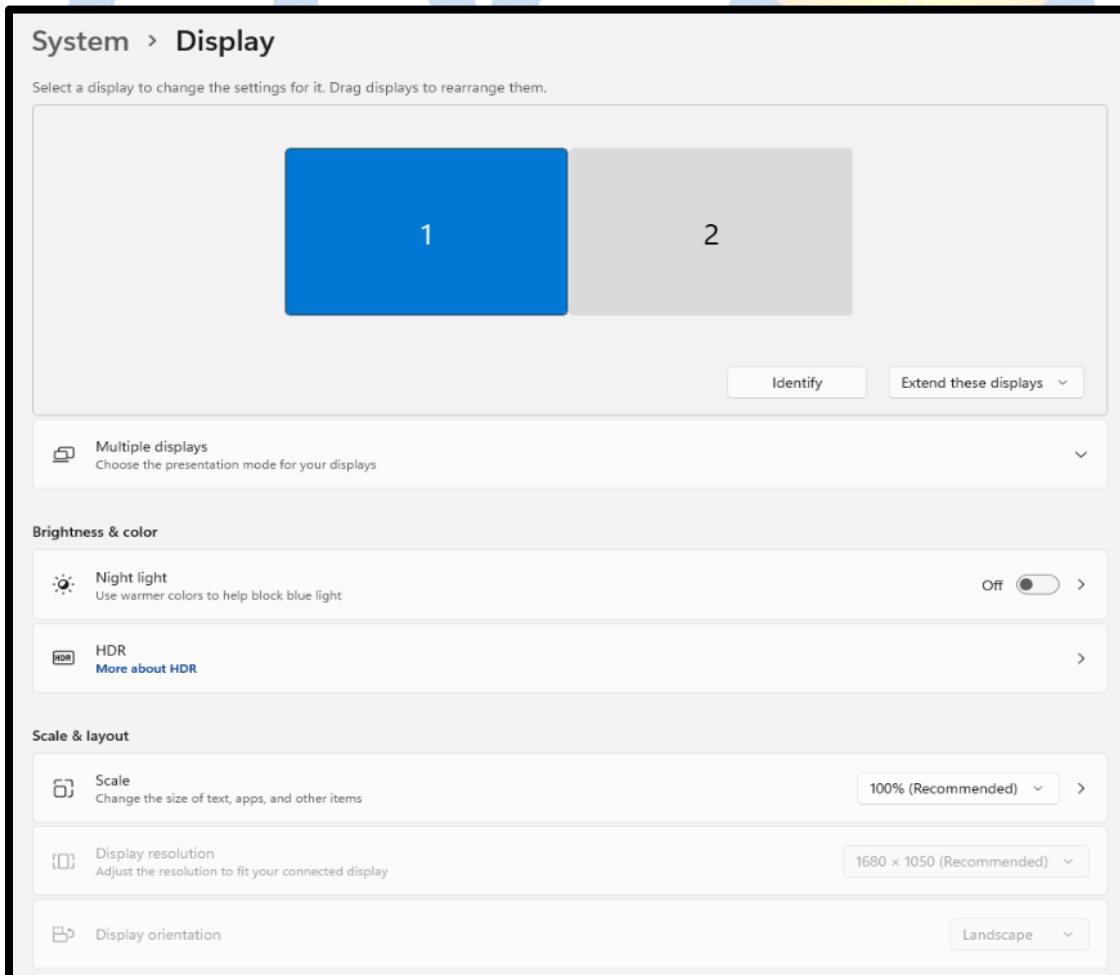
Adjust Screen Resolution

1. On the Desktop, right click and select **Display settings**.




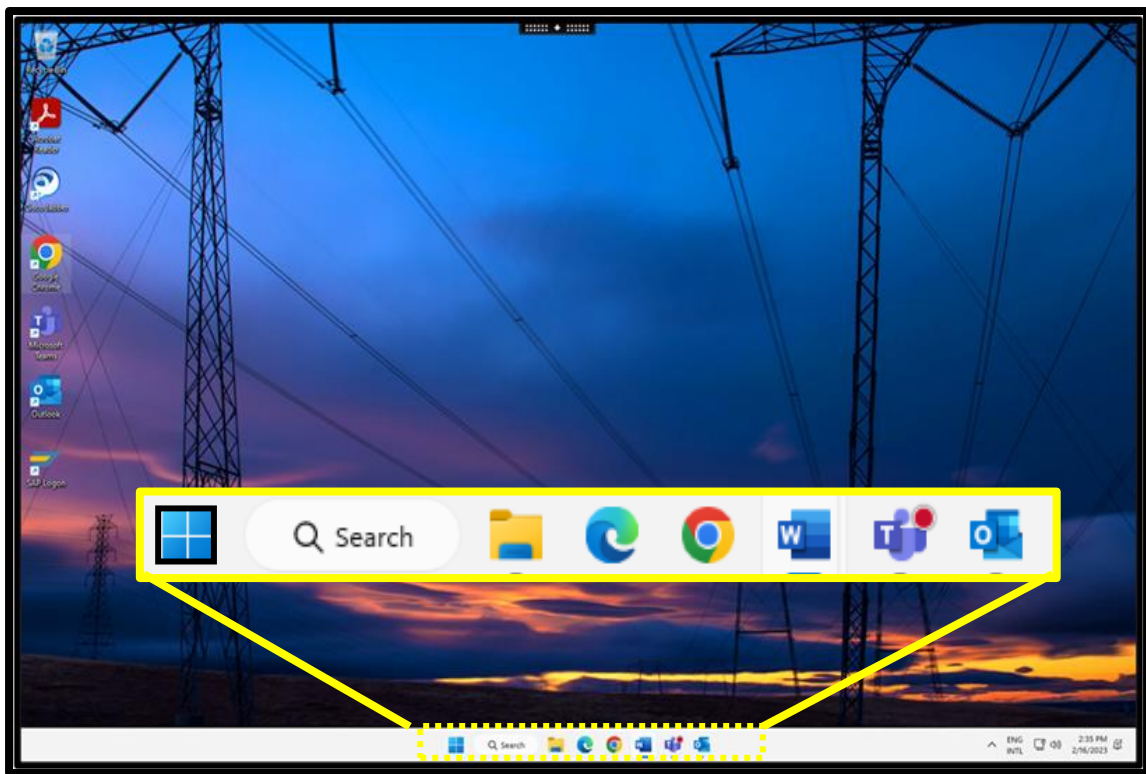
2. When the **Settings** screen appears:

- Click on, and select, screen 2.
- In the **Scale and layout** dropdown, click on **100%**.

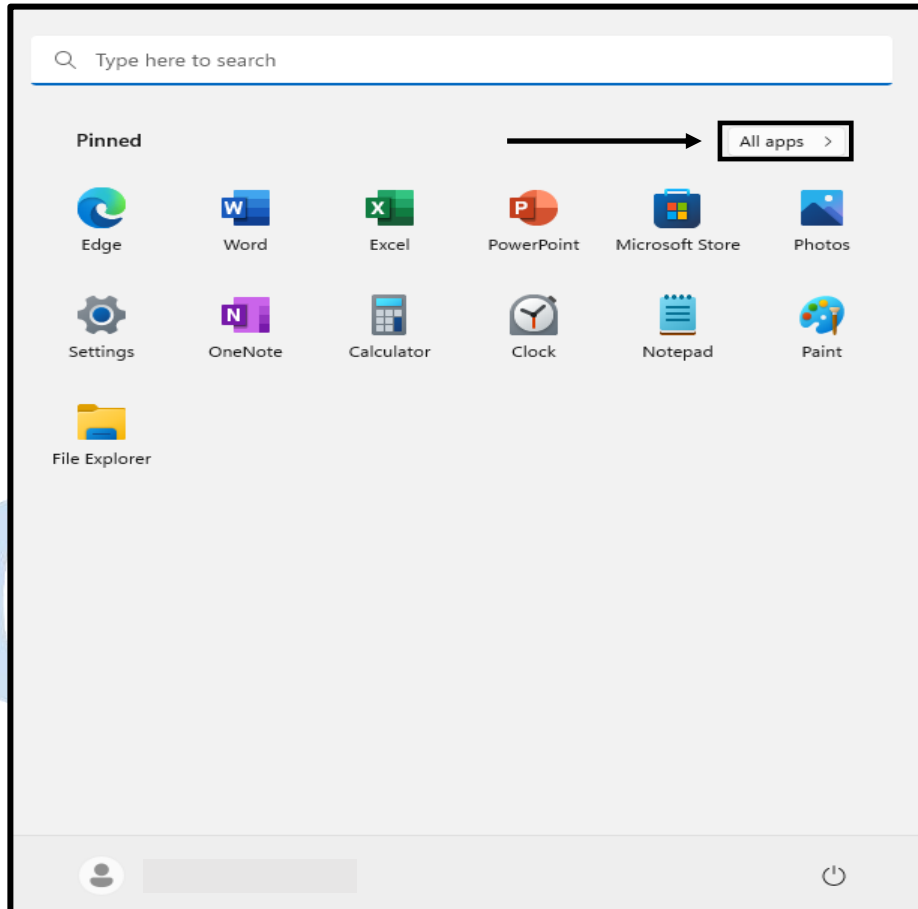


Create Shortcuts

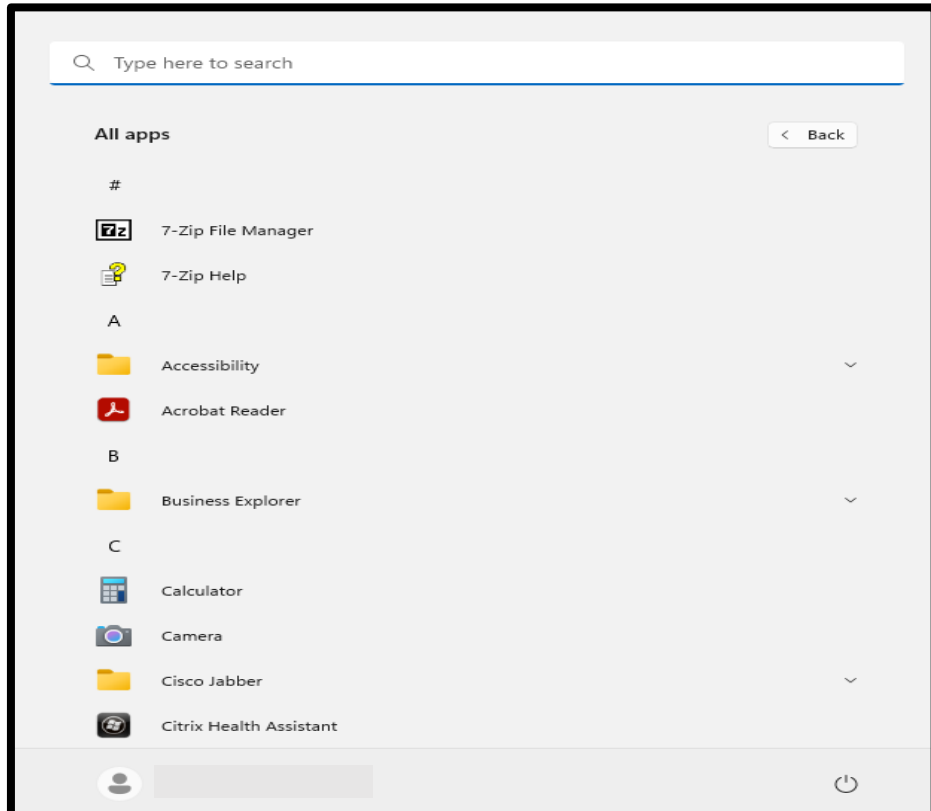
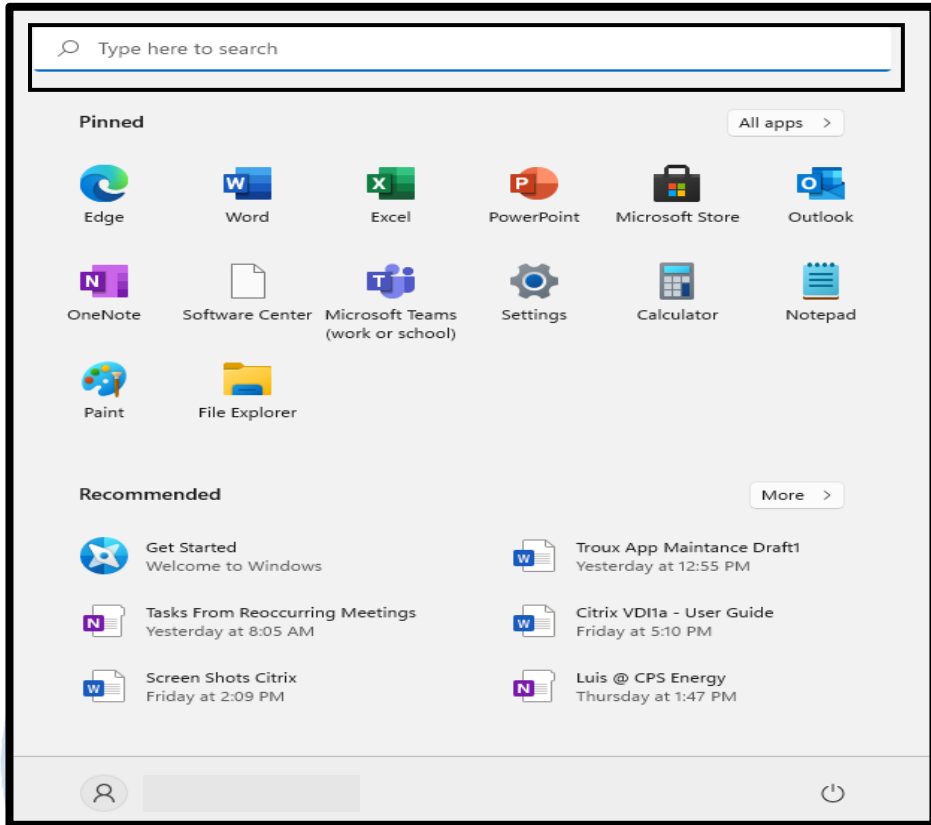
1. Click on the **Start**  icon located on the bottom center of the desktop.
2. If desired folder or application is not seen click on all apps-button and scroll down. Select and open the folder of choice.
3. Click and hold the selected **software** icon, then drag it to the desktop area to create a shortcut.

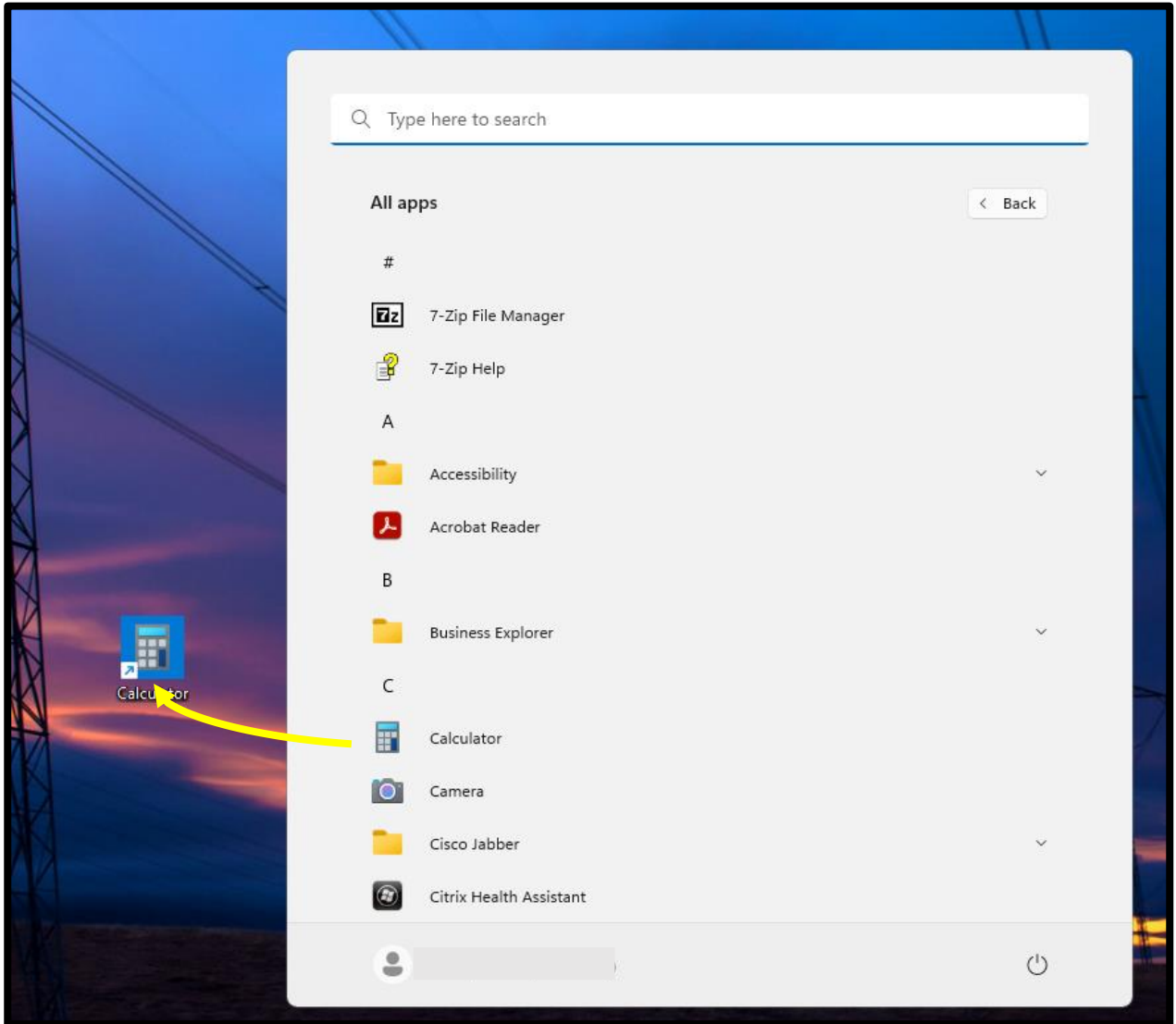


Note: This same process can be used to add other software applications, e.g., WMIS, SAP, etc.



4. Use the “Search” option for additional apps not found on the scroll bar.

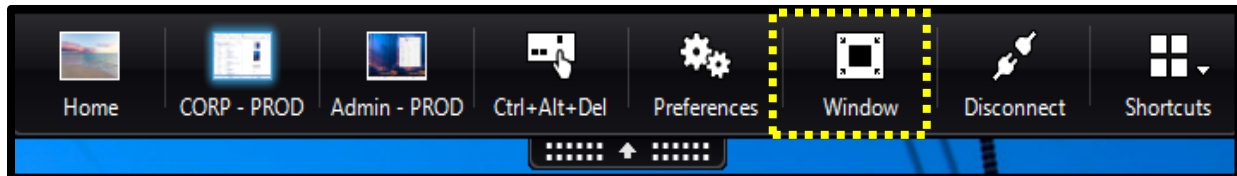




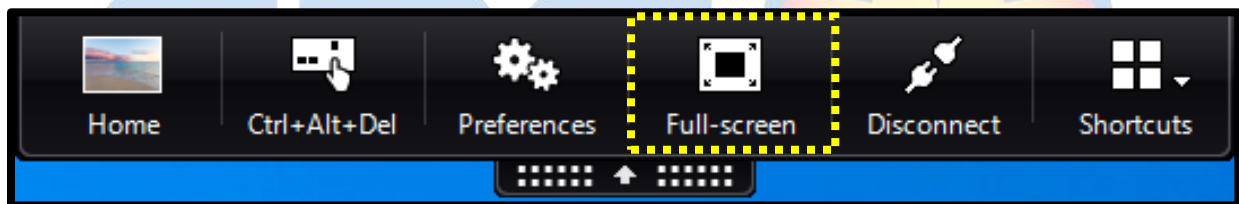
Create Multi-Screen Viewing

Users can Drag the desktop across multiple screens, then make them full screens. This will allow separate software's to be opened.

1. If your VDI screen/window is maximized, click on the toolbar at the top of the screen and select **window**.
 - This will make your VDI window smaller.



2. Click in the top blue area of the window and drag it across until half of the VDI window has populated on the second screen.
3. Click on the toolbar again and make it Full-screen.



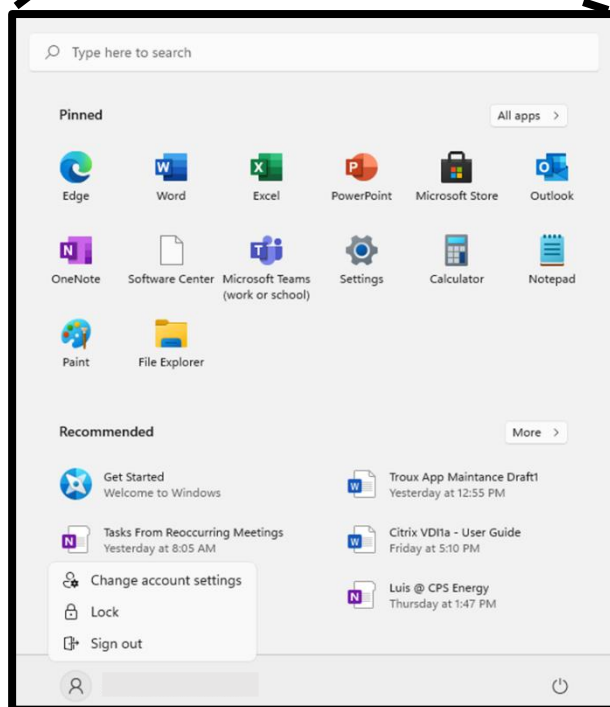
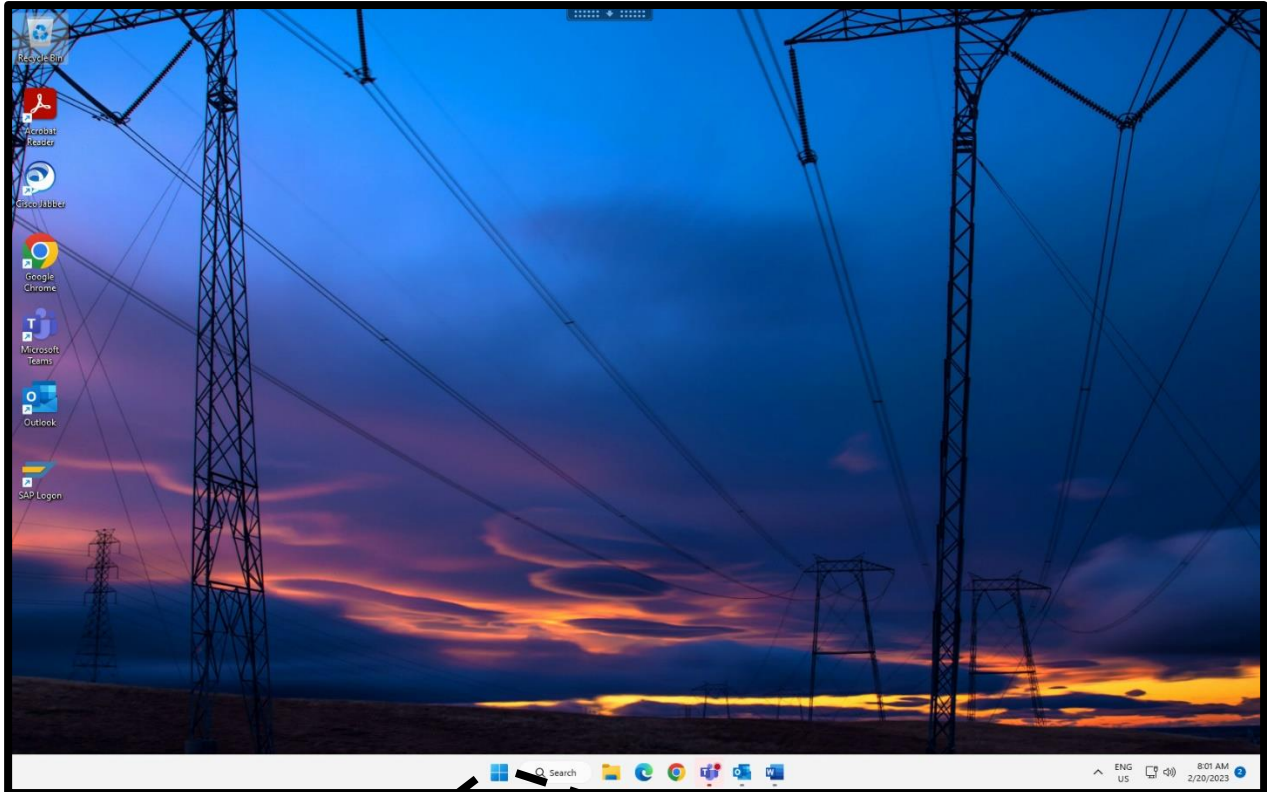
4. Return to the desktop and select the software icon you wish to open on the second session, e.g.,



5. Once open, click on and drag the new software environment to the second screen.

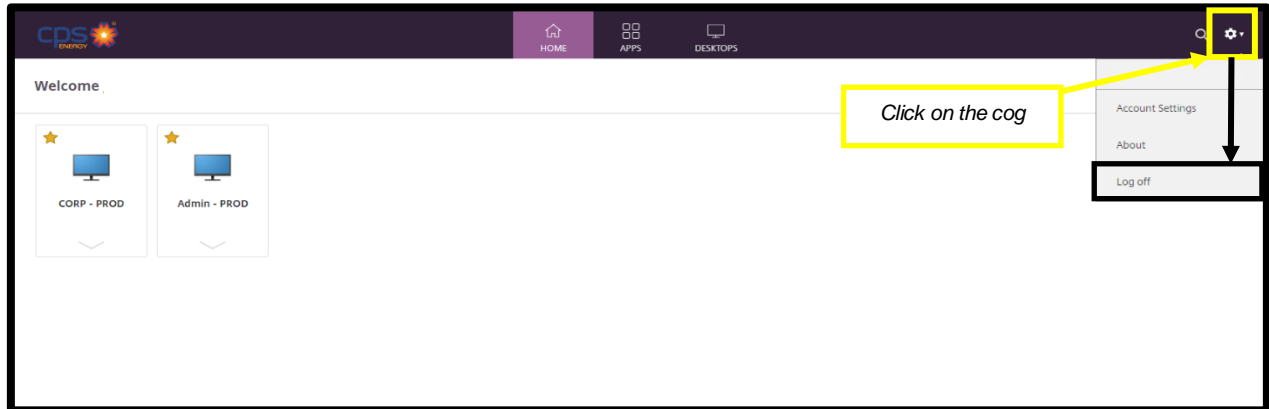
Close Citrix VDI

1. In the bottom, left click on the Windows icon, then left click your name and choose Sign out.

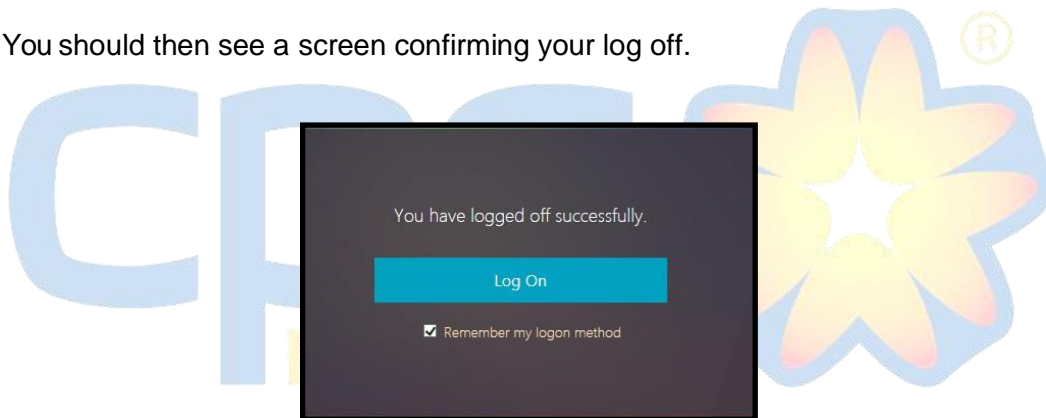


Note: After clicking **Sign out**, the VDI window will close, but you still need to log out of Citrix.

2. Go to the **Citrix Receiver** tab of browser. In the upper right-hand corner, click on the cog select Log Off from the drop-down menu.



3. You should then see a screen confirming your log off.



Appendix

[Zscaler login Instructions](#)

Should you have any questions, contact the Service Desk at 210-353-2020.