Citrix: Access Anytime and Anywhere
Tech Support

I don’t see my log-on screen
- Make sure WYSE thin client is turned on by pressing the button
- Make sure all the wires are connected and re-boot the thin client by pushing the button

I can’t log-on to Citrix
- Username entered incorrectly: always use last name, first initial in lower case
- Wrong Password: User may not have changed the original password of citrix123

Client forgot password after changing it
Tech support can assign a new password
1. Double Click on the Command Prompt Icon
2. Type passwd username (be sure to hit the space bar after typing passwd: i.e. passwd smithj)
3. Hit Enter
4. Type in new password
5. Repeat new password

I don’t see an application that I use
Users are allowed access to applications based on their profile set by the system’s administrator. All applications should be visible from the Start Menu.
- Try looking in Program Files from the Start Menu
- System’s Administrator needs to be called to give the end user additional rites to other applications

Citrix logged me out
- Log into Citrix again and most likely your data will be recovered

What will happen to my files/folders once I’m converted
- All files and folders that existed on your hard drive before the conversion will be uploaded to the Citrix Server. i.e. if an end-user had a folder called “junk” residing in “my documents” on their hard drive before the conversion, that folder “junk” will reside in “my documents” on the Citrix Server

My system froze, what do I do
- Shut down the thin client and restart. You may not have lost any data

Citrix keeps logging me back on
- Shut down the thin client

My mouse is not functioning properly
- Only the mice that came with the WYSE Thin Client should be used because they have been programmed for terminal emulation

I don’t see my “clip-it” for help
- The “clip-it” will not be used; however, you have access to help by using the menu

My Files are on a network drive and I only have access to My Documents
- The System’s Administrator needs to be contacted to give the end-user rites to network drives.
Managing Printers

Help-line can refer to a list provided by systems listing user names and assigned printers. After referring to this list, Help-line can clear the print queue by doing the following:

1. Double Click on **Shortcut to Printers** icon from the desktop.
2. Double Click on the printer to be managed.
3. Select the jobs to be deleted.
4. Press Delete.

**To send a test job to a printer**
- Select the printer you want to test.
- Click your right mouse button.
- Click on **Properties**
- Click on **Print Test Page**

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**I Saved a Document in Citrix and I can’t find it**

All files should be saved in “my documents” unless the user has rites to shared network drives.
User is having a problem performing a specific function in an application

- Help-line can shadow the end-user’s screen and “take-over” to assess the problem.
  1. Double Click on the Shadow Taskbar Icon from the Desktop
  2. Key in your password
  3. Click on the Shadow button on top left

**Shadowing by User**
  1. Click on the “+” sign next to users (will see a prompt stating enumerating users for all servers. This may take a few moments.)
  2. Click on the user you want to shadow
  3. Click on the Add button
  4. Click OK

**Note**
- The end-user will be prompted to accept the shadow session.
  Once accepted, help-line can “take-over” the end-user’s screen.
- If the end-user does not accept the shadow session, then tech support will receive an error message.
- The end-user will see a “stop-shadow” button, whereby they can stop the session at any time.
- If you don’t see the end user to be shadowed, try refreshing

**Exiting the Shadow Session**
  1. Right Click on the shadow button
  2. Click on Exit

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**Shadow Session**

Shadowing a session allows you to monitor the actions of other users. Choose users to shadow and select OK.

<table>
<thead>
<tr>
<th>Available Users</th>
<th>Shadowed Users</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="server1.png" alt="Servers" /></td>
<td></td>
</tr>
<tr>
<td><img src="app1.png" alt="Applications" /></td>
<td></td>
</tr>
<tr>
<td><img src="user2.png" alt="Users" /></td>
<td></td>
</tr>
</tbody>
</table>

- Click **Add>>** to add users
- Click **<< Remove** to remove users

- Click **Refresh All Servers**
- Click **OK**
- Click **Cancel**
- Click **Help**