Welcome to your Citrix User Adoption Kit

Thank you for choosing Citrix as your cloud and virtualization partner. We put together this kit of promotional materials to help you prepare and onboard users for your Citrix Virtual Apps and Desktops services. Please edit these documents to best fit your organization's needs. Your kit includes:

· **3 email communications**
When it comes to any kind of change, you can never over-communicate. Which is why we drafted three emails to keep your users informed during each stage of the process. We recommend you start sending the emails at least three weeks before the launch of your services.

· **End-user guide**
This guide walks end users through the steps they need to take to get started with their new services. We suggest you include this guide in the third email communication and post it on your intranet.

· **Facility flyers**
It's easy for emails to get lost in overloaded inboxes, so we designed some flyers for you to print out and post at popular areas around your office, like the break room, collaboration spaces, and even the hallway or elevator, to remind people of the services available to them.

How to make it your own

· Replace the Citrix logo with your organization's logo

· Replace "Citrix Workspace" with the name of your own platform, if applicable

· Add or remove screenshots

CITRIX®

How to edit a PDF in Adobe Acrobat Pro or Acrobat Pro DC

1. Open a file in Acrobat Pro or Acrobat Pro DC.

2. Click the arrow to open the right pane, and click Edit PDF.

3. Click on the text or image you want to edit. Acrobat shows you the tools you'll need.

4. Add or edit text on the page. Lines and paragraphs reflow automatically, or you can click and drag to resize elements.

5. Add, replace, move, or resize images on the page using selections from the Objects menu in the right pane.

6. For further edits to your PDF, click on the Link, Header & Footer, Watermark, or Background options in the top menu.

   If you do not have Acrobat Pro or Acrobat Pro DC, you can modify the included Microsoft Word files to create custom versions for your business needs.

   Thank you again for being a valued Citrix customer. We're sure your users will love having greater flexibility and productivity with access to their apps and desktops from any device.

Citrix Virtual Apps and Desktops User Guide

Welcome to the simple, secure way to connect on any device, anywhere.

Contents

1. Welcome

This guide shows you how to use Citrix Workspace app to connect to your apps and desktops — without compromising quality or speed. Now, whether you're working in the office, from home or while traveling, you can get work done from any device, anytime.

2. Before you start

Get your credentials
Make sure you have your user name and password from your system administrator.

Example:
Username: [LindaHam]
Password: [Terminator2]

The address of your Workspace for Citrix Virtual Apps and Desktops and your Citrix Workspace app is: **[https://companyX.cloud.com]**

Now you're ready to use Citrix Workspace app to access your apps and desktops.

3. Installing Citrix Workspace app (full version)

1. Open your web browser and navigate to https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html.
2. Click on **Download Citrix Workspace App for Windows**.
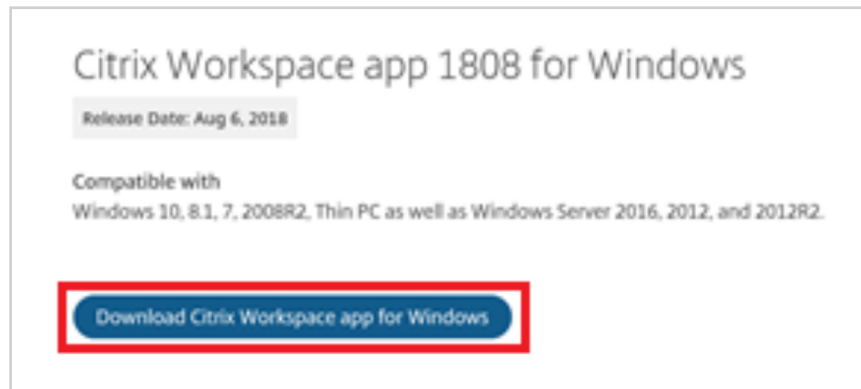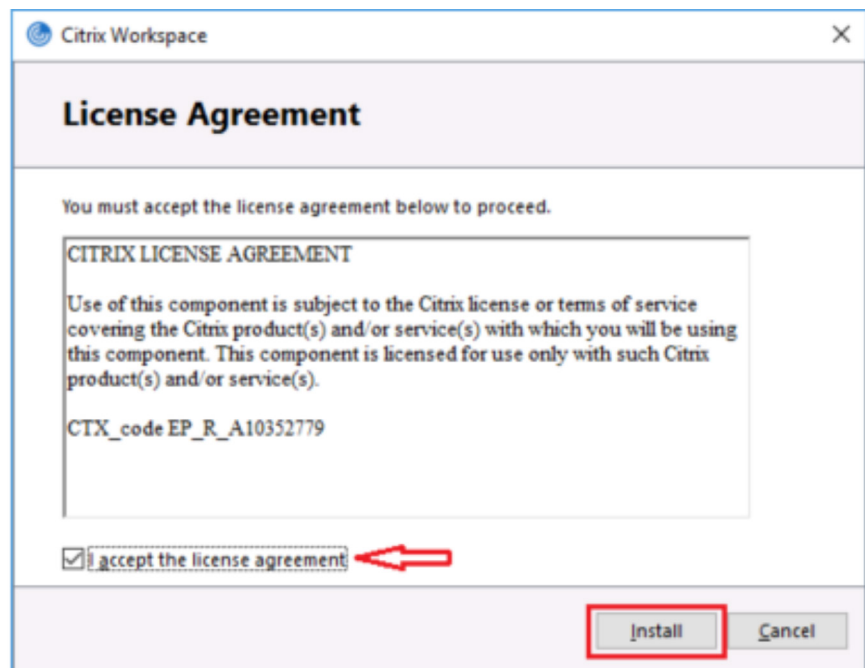

3. Right-click the **Citrix Workspace App executable** and select **Run as Administrator**.
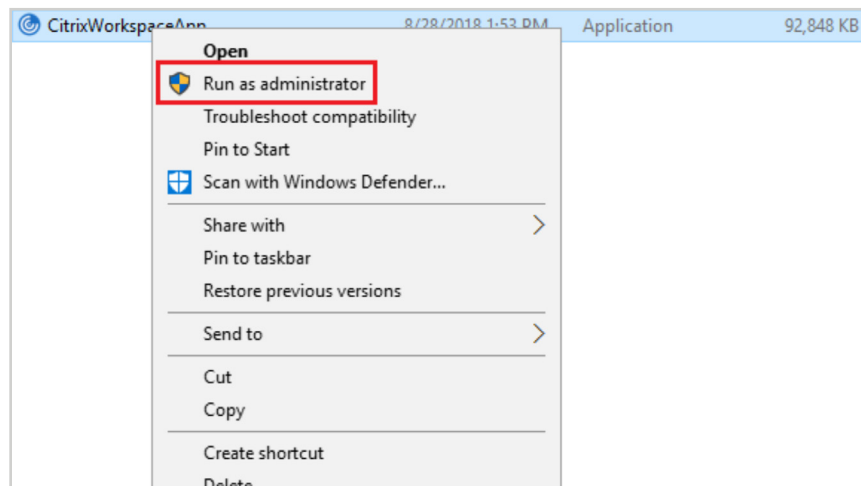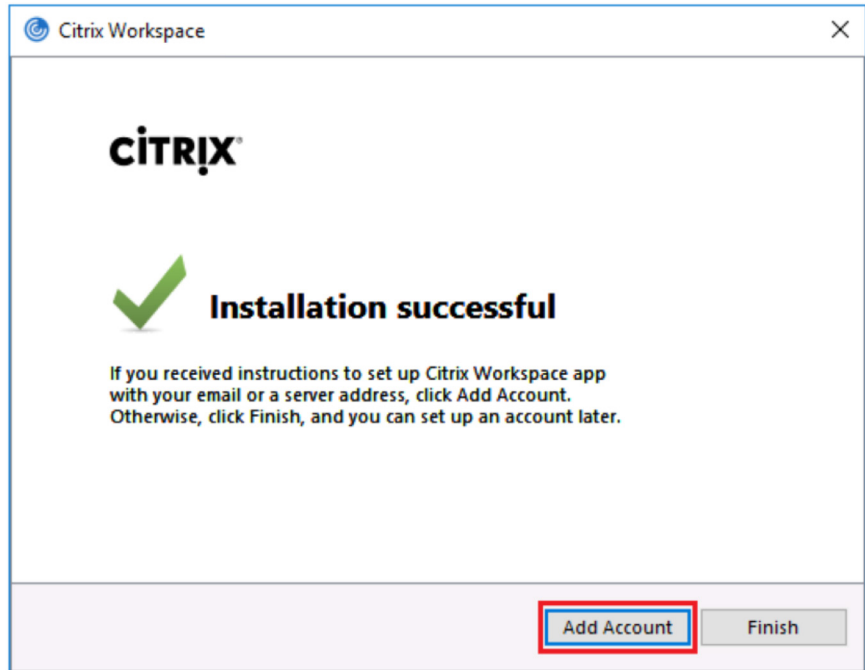
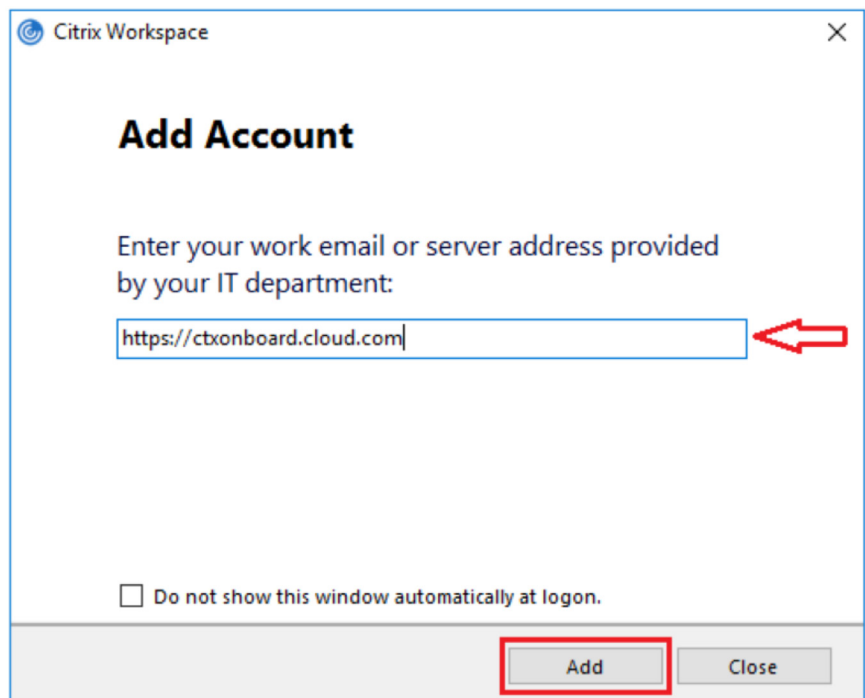4. On the **Welcome to Citrix Workspace** window, click **Start**.
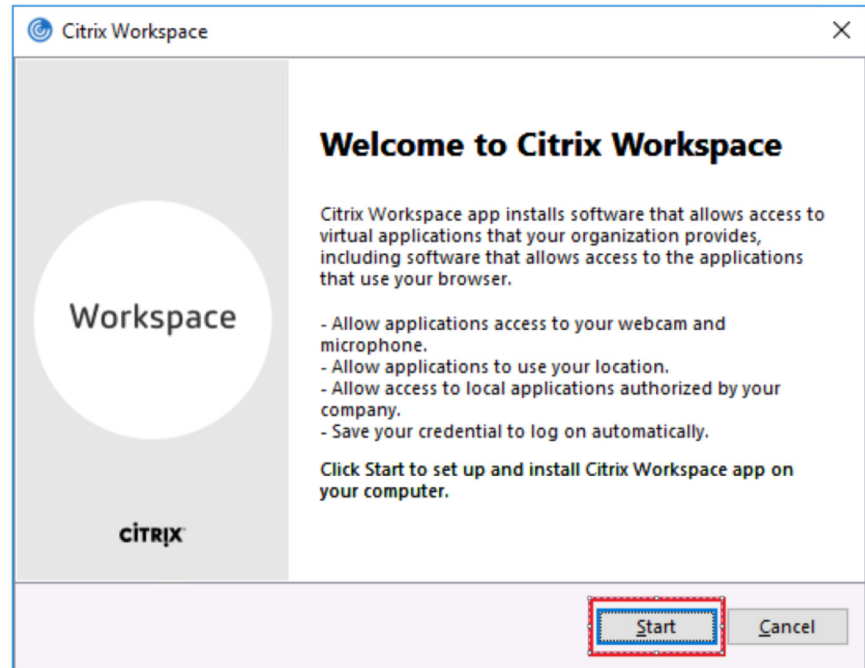
5. On the **License Agreement** screen, check the box next to **I accept the license agreement** and click **Install**.

6. On the **Installation Successful** window, click **Add Account**.

7. On the **Add Account** window, enter your **Workspace URL** and click **Add**.
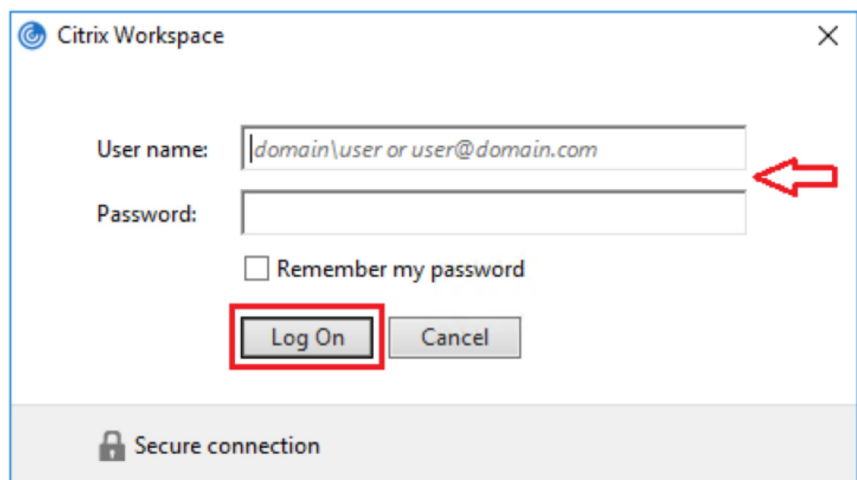
8. On the **Citrix Receiver is now Citrix Workspace App** window, click **Got it**.

    Note: You can optionally click **Learn More** to be redirected to the Citrix Workspace App documentation page.
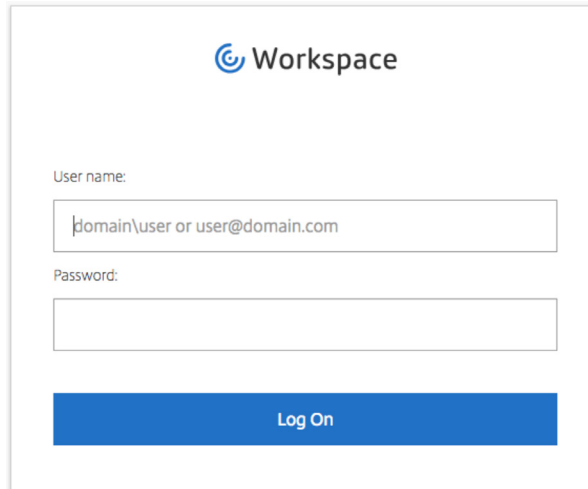

9. On the **Log On** screen, enter your **User Name and Password**, and click **Log On**.
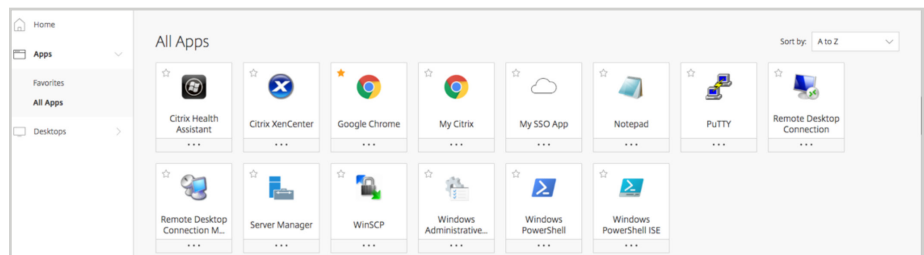
4. Launching apps and desktops

Enter your credentials to sign in.

Apps Tab: This is where you will access all of the apps your administrator has installed. If you click on the arrow, you will see the app description. To launch, simply click on the icon.


Desktop tab: This is where you will access the virtual desktops your administrator has configured. If you click on the arrow, you will see the desktop description. To launch, simply click on the icon.

5. Saving files to a shared or network folder

To save a file you are working on in a launched app or desktop, go to the **File** menu, click **Save** or **Save as**. Then select **This PC**, and choose the folder where you want to save your file.
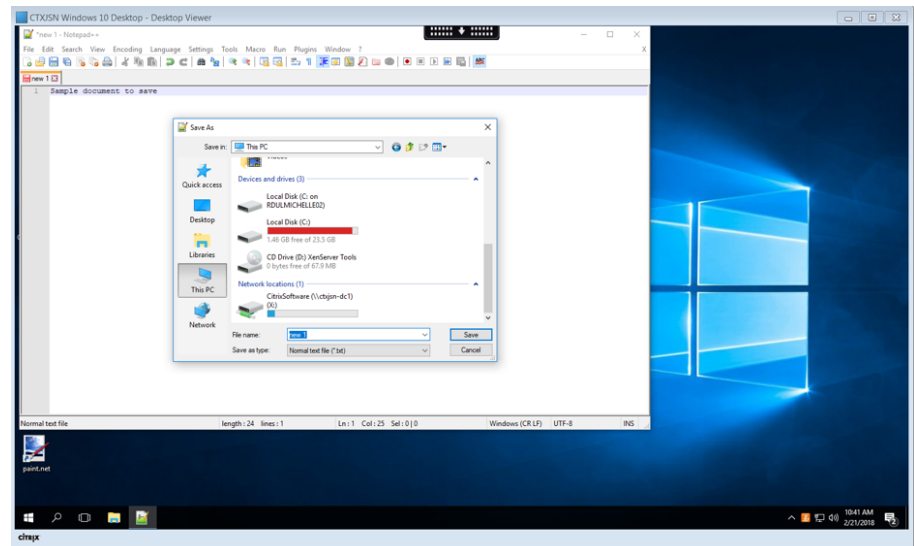
6. Using the light version of Citrix Workspace

You can use the light version of Citrix Workspace app if you're not using your work computer or don't want to download the Citrix Workspace app software on the computer or device you're using. The light version opens the apps in your browser.

To use the light version:
1. Go to https://companyX.cloud.com [enter your company URL here].
2. Under Account Settings > Apps and Desktops Launch Preference, click on **Use Web Browser**.

3. Click **Use web browser**.
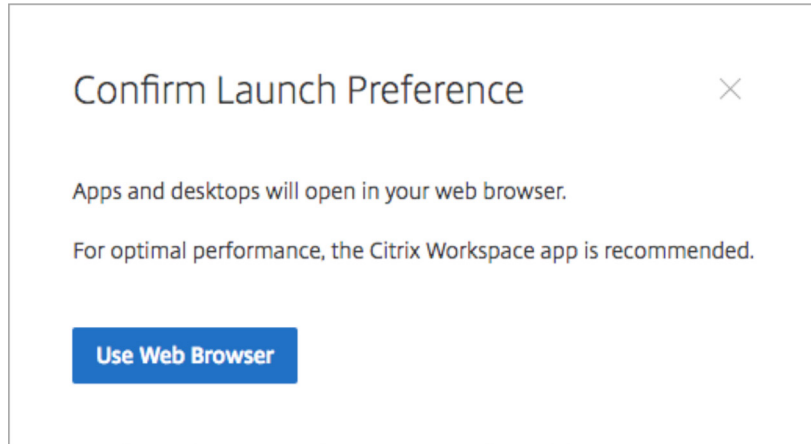
Confirm Launch Preference   ×

Apps and desktops will open in your web browser.

For optimal performance, the Citrix Workspace app is recommended.

Use Web Browser

CiTRIX®

You can access everything you need, from anywhere.

It's easy to get started. Simply download Citrix Workspace app – your one-stop-shop for all your apps and desktops.

Whether you're in the office...

Visiting a client...

On the road...

Or even at home.

Have questions or need help?
Contact the IT team to learn more.