

# How users access offerings

## Introduction

As a part of deploying App Orchestration, you create offerings from the applications and desktop hosted on Session Machines. You then create subscriptions which make your offerings available to tenants' users. But how do users finally access their subscriptions?

## StoreFront and Receiver

Subscribed offerings are made available to users on the tenant's StoreFront site. App Orchestration provisions the StoreFront site to the tenant when you import the tenant and specify the appropriate isolation level of the site (shared or private). The StoreFront isolation level that you specify when importing the tenant determines the URL with which to access the site.

When you subscribe a tenant to an offering, you specify user groups that can access the offering. When users in those groups log on to the StoreFront site through Citrix Receiver, they can see and access the offerings to which they are subscribed.

### ***How users access StoreFront***

Users access the tenant's StoreFront site using Citrix Receiver. To access subscribed offerings, Receiver must be configured with the StoreFront site URL and the user device must have any required site certificates installed.

In general, users can access the StoreFront site in the following ways:

- **Using a web browser:** Users navigate to the StoreFront site using a supported web browser. To use this method, users need to know the URL that App Orchestration provisions for the tenant. Additionally, Receiver for HTML5 and Receiver for Java support environments where it might not be possible or desirable to install software on user devices.
- **Using a mobile device:** Users launch the Receiver app and log on using their credentials. To use this method, users need to know the URL that App Orchestration provisions for the tenant and how to configure Receiver to use the URL and their logon credentials.
- **Using a desktop or laptop computer:** Receiver resides on the user's computer as a desktop application. Users right-click the Receiver icon to launch a window displaying the Receiver home page. After logging on, users can see their subscribed offerings on the Receiver home page.

## ***How users get Receiver***

How tenants choose to deploy Receiver depends on the devices that will be accessing the StoreFront site and the requirements of the tenant's organization.

In general, Receiver is deployed in the following ways:

- **Using a third-party distribution platform:** Receiver for mobile devices is available from stores catering to specific devices, such as Apple's App Store (for iOS devices) or Google Play (for Android devices). Users download, install, and configure Receiver to use the StoreFront site URL that App Orchestration provisioned for the tenant.
- **From the StoreFront site:** When users access the StoreFront site URL with a supported web browser, Receiver is downloaded and installed before the user logs on. After installation, users are prompted to log on with their credentials.
- **Manual installation:** Users download Receiver for their operating system from the Citrix web site or an internal corporate web site and install it on a desktop or laptop computer. Users also configure Receiver to use the StoreFront site URL that App Orchestration provisioned to the tenant.
- **Scripted installation:** Receiver can be deployed using Active Directory logon scripts. When users log on to the corporate network, Receiver is automatically installed and configured according to their organization's policies.

## **How users self-subscribe to offerings**

If you have deployed CloudPortal Services Manager 11 along with App Orchestration, you can enable tenants to provide self-subscription to their users. Service Manager's Workflow Approval feature allows tenants' users to request access to offerings and manages the approval process for enabling access. To enable this capability for tenants, you must enable Workflow Approval and configure it to allow users to manage their own accounts and services.

In App Orchestration, you create offerings as you do normally. In Services Manager, the Hosted Apps and Desktops service displays those offerings as user plans to which you can subscribe tenants. Additionally, StoreFront isolation modes are displayed as customer plans that you assign to a tenant when you provision the service.

To subscribe the tenant to offerings, you provision the Hosted Apps and Desktops service to the tenant, selecting the customer plan you want to use for StoreFront isolation and the user plans you want to make available.

After service provisioning, users can log on to the Services Manager web-based control panel and perform the following actions:

- Modify their user account details such as address and phone number
- Self-provision the Hosted Apps and Desktops service and select the user plans (subscribed offerings) they want to access.
- View the status of approval requests

You can configure Workflow Approval to use approval chains that include users' managers or specified group members. When users request a user plan, Services Manager notifies the appropriate members of the approval chain.

## Additional information

For more information about the platforms that Receiver supports and deployment methods, see the [Receivers and Plug-ins](#) section of Citrix eDocs.

For more information about Workflow Approval and the Hosted Apps and Desktops service see the following sections in Citrix eDocs:

- [Manage provisioning changes](#)
- [Deploy the Hosted Apps and Desktops service](#)