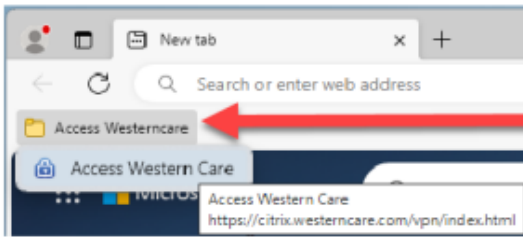


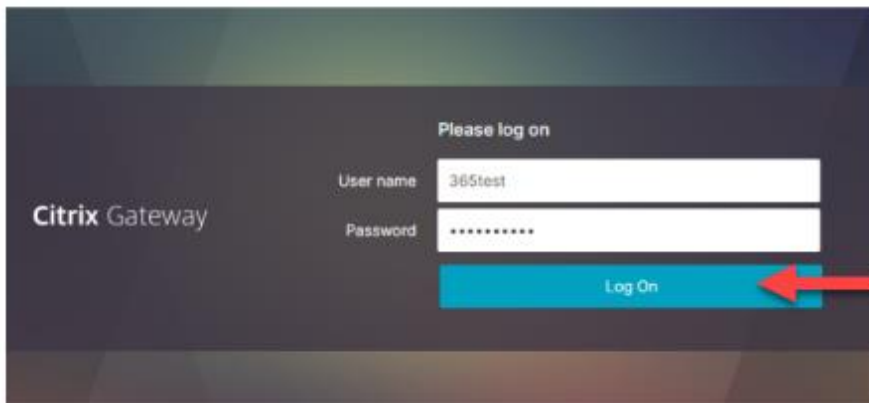
HOW TO LOG INTO AND LOG OFF CITRIX



1

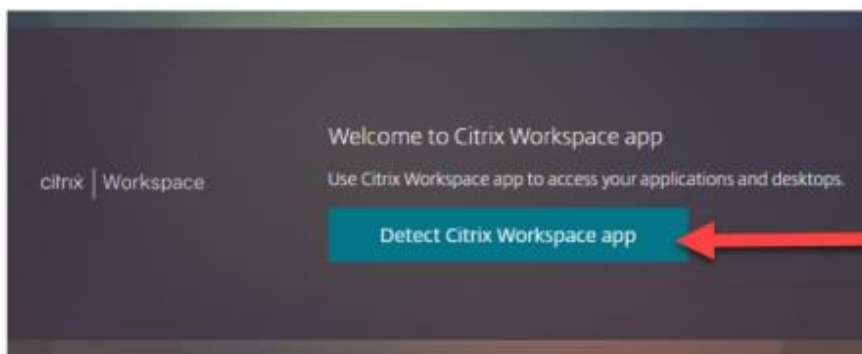
In your browser (Microsoft Edge used as example here) click on "Access Western Care" folder and then on "Access Western Care" link in it

The link address is: <https://citrix.westerncare.com/vpn/index.html>. If you do not have the folder/link in our browser you can save it as a favorite/bookmark yourself by copying the link address provided here or contact the IT department.



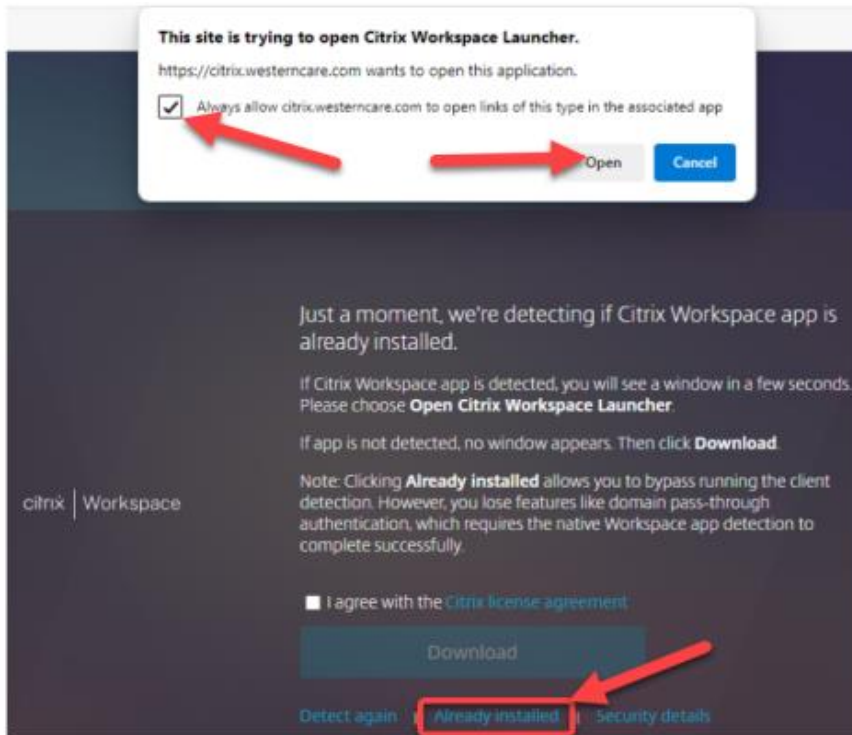
2

Enter your username and password and press "Log On" button



3

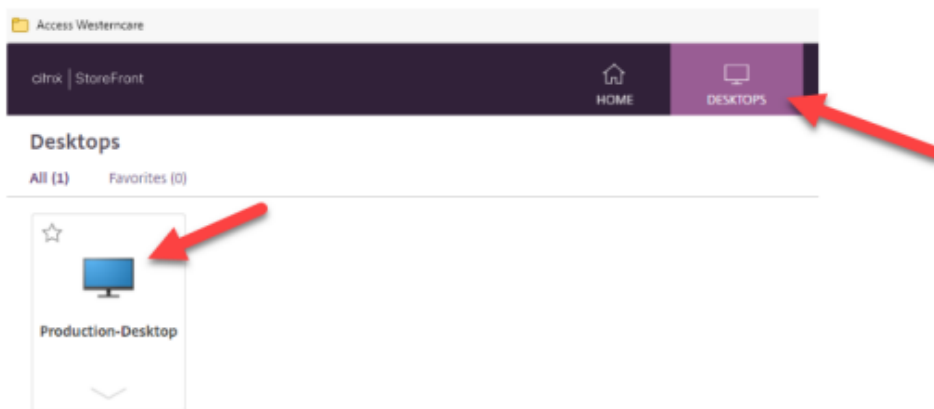
Click on "Detect Citrix Workspace app" button to continue



4

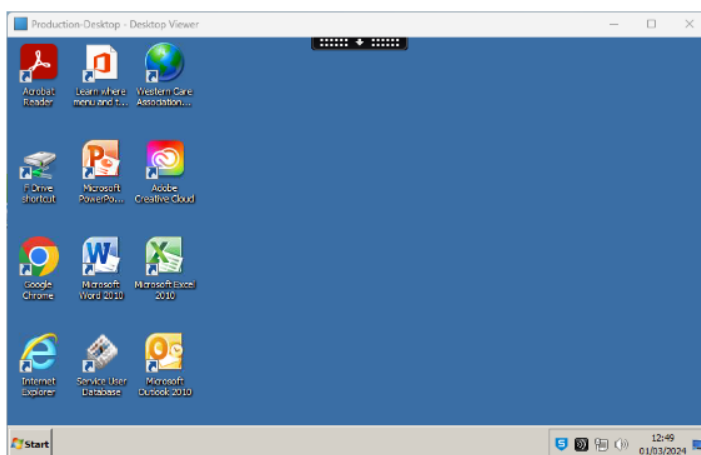
Tick the box "Allow citrix.westerncare.com to open links of this type in the associated app" and click "Open" button. Then click on "Already installed" link below the "Download"

Note: you can ignore the pop-up or click on Cancel or Open without checking the option, this is irrelevant as the launcher file will download anyway when you click on "Already Installed" link. The only difference is that you will see the pop-up again in the future when you go through the same steps if you do not check the option the first time.



5

In citrix portal click on Desktops and then on Production-Desktop and wait for the citrix terminal to open

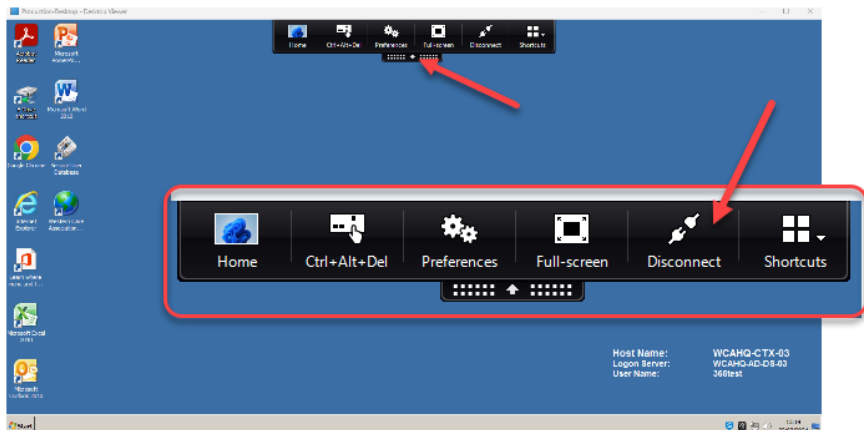


6

When the citrix terminal opens you can work on the F drive and in any applications. Please remember **not** to save any files on the **desktop**. To share files copy them to **Teams** folder(s) in 365 Webapp or send them as **attachments** (for work files), or copy to OneDrive (for personal files)

There are 2 steps you need to take to log off Citrix:

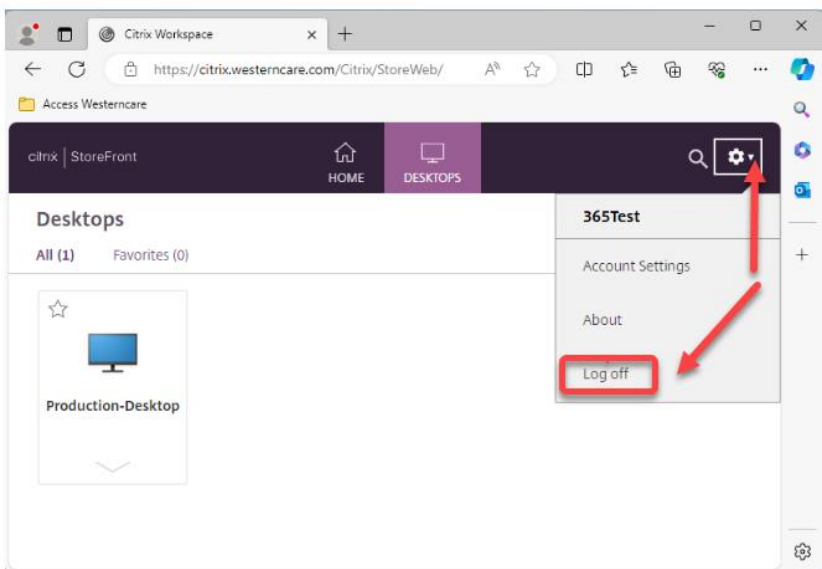
THE FIRST STEP in Citrix session window -



7

Click on the pull-down arrow to expand the toolbar, then click on "Disconnect"

And THE SECOND STEP in the StoreFront menu –



8

Click on the drop-down arrow next to the Settings cog icon in upper right corner of the toolbar, then click on "Log off" option

When you see the below screen with "Log off successful" you have correctly completed logging out of Citrix

