

Seattle Central's Citrix Manual

For Seattle Central Citrix Users transition to Enterprise Active Directory

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All Users

That means you!

Activate Your EAD Account

The first step is to activate your account.

1. Open a web browser and go to <https://tools.seattlecolleges.edu>
2. Click on "Initialize Account" (It's the green block at the top).
3. Enter your 9 digit SID and your PIN.
4. Enter your desired password.

This password must be at least 8 characters long and must be MiXeD cAsE. Include a symbol (!@#\$%^&*), and include a number (0-9). Sentences with spaces are allowed.

For Example: **Seattle Central 2016!**

Do not use the example above. A good password is easy to remember and hard to guess. Feel free to use lines from your favorite songs or books. Using sentences is a good way to make your password easy to type!

5. There will be a small delay between activating your account and having access to O365. You will be able to log into Citrix immediately.

New Users

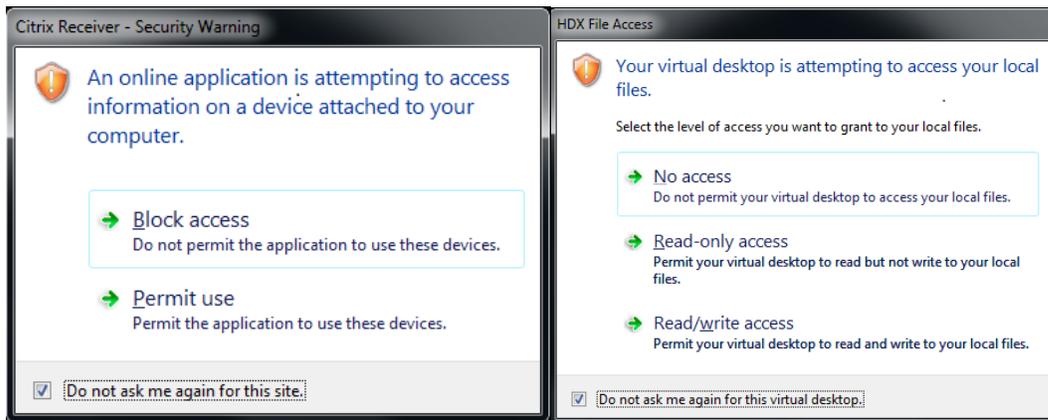
If you have used Citrix at Seattle Central College previously, please skip to [Returning Users](#)

First, Welcome to Seattle Central College. It's great to have you here!

Seattle Central deploys our Desktop and Applications through Citrix Desktops. You can access Citrix from anywhere in the world that has stable internet access and a current web browser. Your files are kept secure, and are backed up nightly.

Logging in from Campus Computers

1. Open Citrix Receiver or browse to <https://vdi.seattlecentral.edu> in Internet Explorer.
2. Enter your Seattle Colleges email address as your username.
FirstName.LastName@seattlecolleges.edu
3. Enter the password you specified when activating your EAD account.
4. You will see two or more “Desktops” available. **Desktop** and **Desktop Lite**
Desktop is what you will use from campus computers or home pc’s with Citrix Receiver installed.
Desktop Lite is for people who are on shaky wireless connections.
5. Click “Desktop” one time. Your Citrix Desktop will begin loading. Once finished, you will receive two security prompts. Feel free to check the box ‘**don’t prompt me again**’.
On campus computers, click Permit Use and Read/Write access.



The first box is to allow Citrix to see attached devices. “Permit Use” will allow you to use these. The second box is for allowing Citrix to see the files on your computer. This is handy if you need to copy files from the local computer into Citrix, or if you need Citrix to see a USB or CD drive.

Using Citrix

Now that you have your desktop up you can begin using Seattle Central’s Citrix.

1. If you wish, you can maximize your desktop. This will put it in full screen mode. For those of you, who use keyboard shortcuts a lot, this comes in handy.
2. The desktop environment resembles Windows 7. If you click on the Start Menu and go to All Programs, you will see the available software. We have O365 and Microsoft Office Professional Plus 2016. We also have Adobe Creative Cloud. No need to ask, just start using!
3. **When you create a new file, save it immediately and save frequently.** O365 saves automatically when working with the *online* Office suite. Office 2016 does not. You must hit Save.
4. You can save files anywhere in your U: drive, or into your O365 *online* OneDrive space.

5. The OneDrive sync utility is not compatible with our systems; however, Microsoft Office 2016 does connect to OneDrive online and can save and edit documents stored there.
6. You can also save files to your thumb drive; however, this is much slower and files saved to your thumb drive are not backed up. *Also consider whether files have FERPA/HIPAA protected information. Those never go on thumb drives or laptops. Keep them safe in Citrix!*
7. When finished using Citrix, please log off. Either go to Start > Logoff or use the Logoff icon on your Desktop, as shown here:



Disconnecting Vs Logging Off

We have found over the years that there is some confusion about logging off. In order to log off of Citrix you must use the Log Off icon or Start > Log Off. If you click “Disconnect” or the X in the upper right corner, you leave Citrix running on the servers. *Clicking Disconnect is like turning off your monitor rather than shutting down the computer.*

Reconnecting Existing Sessions

There is a time when disconnecting is handy and even encouraged. If you are moving from one computer to a different computer -- say from one classroom to another -- disconnecting your session and reconnecting to your existing session is much faster. You can even leave your applications up.

1. Disconnect your Citrix session.
2. Within one hour, go to a different computer and sign into Citrix there.
3. Chose the same Desktop as you used on the first computer (Desktop or Desktop Lite)

Returning Users

Why the Change?

First, we (District Office, Seattle Vocational Institute, South, Central and North Colleges) wanted to give O365 to everyone and we needed to set up infrastructure to do it. Second, we realized that we had a number of people that worked between campuses. They had to remember usernames and password for numerous systems for each campus they worked at. With this new system, you use the same username and password for email, Citrix, student computers, and faculty/staff computers at different campuses. Third, this allows Central’s instructional computing and staff computing to better coordinate with upgrades. Things are much more consistent.

Before you Transfer Files

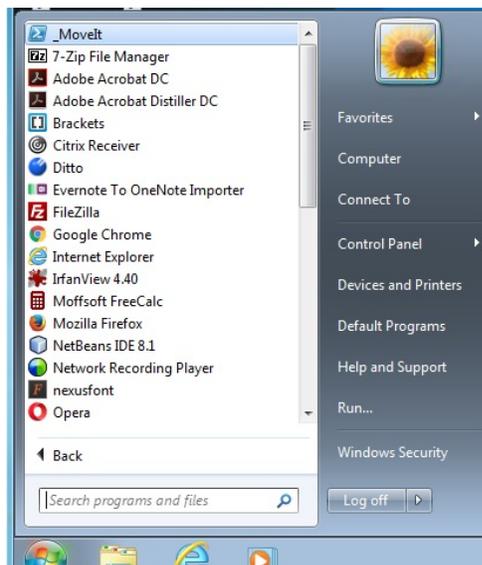
1. Just like moving from one house to another, cleaning and pre-packing can help. Consider going through your files in H:\ and removing things you no longer need.
2. If you are a Dreamweaver user, it may be helpful to [Export your Dreamweaver settings](#) so you can import them quickly in the new setup!
3. Make sure you know your passwords to your favorite sites. Saved passwords in your web browsers will not follow you. IT Services and NEED cannot recover saved passwords from third party sites.
4. You can sign into EAD Citrix and check to make sure that the software you need is available. There will be a shortcut on your desktop. Or you can browse to <https://vdi.seattlecentral.edu> .

Signing in will not automatically commit you to the new system. However, the old system will not be up for long!

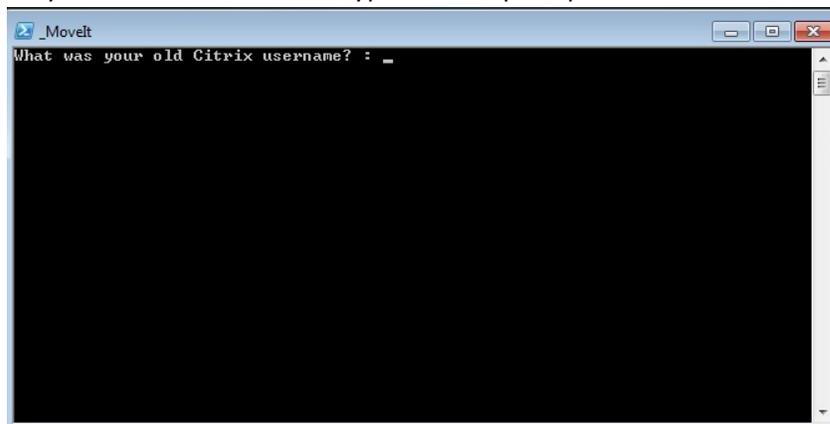
5. With very few exceptions, the same software that was on the old system will be on the new system. Software will be upgraded to the current version if possible.
6. If you use Opera, export your bookmarks to your desktop:
[Import/Export from Opera](#)
7. Make sure you know your old Citrix username and password. This is important for transferring files. If you forgot your old Citrix password, you can reset it at <https://forgetmenot.seattlecentral.edu> from any campus computer. If you are off campus, please contact NEED by phone at (206) 934-6333. We cannot do password resets via e-mail.

Making the Move (Transferring files)

1. Login to the EAD Citrix with your new username and password.
2. Click on Start > All Programs > Move IT!



3. When asked for your old Citrix username type it at the prompt and hit <Enter>



- When prompted for your password, enter your old Citrix password.



- If you have been with Seattle Central a while, or work with lots of multimedia, I suggest taking a coffee or tea break.
- When you see this, the file transfer is complete.



Do not worry if you make a typo with your username or password. The script will give an error. Just try it again, and enter the information correctly.



Ch-ch-changes!

Turn and face the brand new Citrix.

1. The new URL for Citrix is <https://vdi.seattlecentral.edu> .
2. **U: is the new H:** We are used to saving files in H: drive. This is changed to U: in the new system.
3. PST files (personal folders) used to be located in H:\My Documents\Mail are now saved in U:\WindowsProfile\Outlook . The WindowsProfile folder is hidden to prevent accidental deletion.
4. "My Documents" is now just "Documents".



Printers

Historically, the Citrix admin was able to deploy printers based on a person's department. This will not be the case for the immediate future. *Therefore, after your first login to your new Citrix, you will need to re-install your printer before you can begin printing!* You do not need NEED for this, as it does not require administrative rights. Instead of browsing to [\\Virgil](#) you will browse to [\\S-C-Print](#) . Just as before, you double click the printer to install it.

Printer names are changing, too. Printers moved too often to maintain the location-based naming scheme. They are being simplified to QBSI-Make-Model. For Example: **QBSI1300-HP-4050**

[See Setting Up Printers](#)

Email

Setting Up Email

When you first open up Outlook 2016, it will take you through a wizard to set up your email account. Your username is your full email address and your password is the same as your Citrix account.

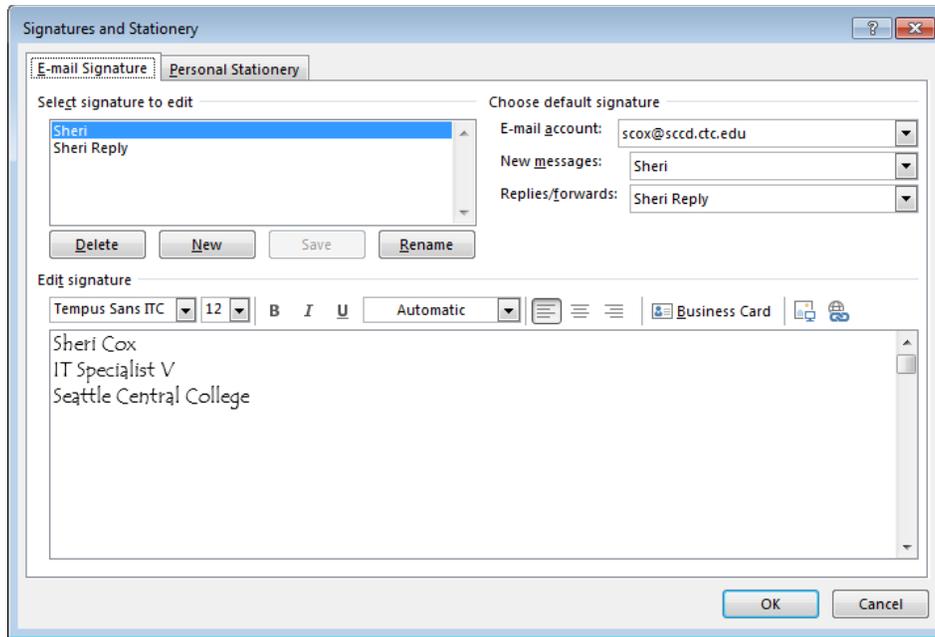
1. Open Outlook.
2. It will automatically detect that there is not an account set up. A wizard will begin.
3. Outlook will automatically fill out your email address for you. Click Next.
4. Enter your password when prompted. Click Next.
5. Click Finish.

[Here is a video of the setup](#)

Email Signatures

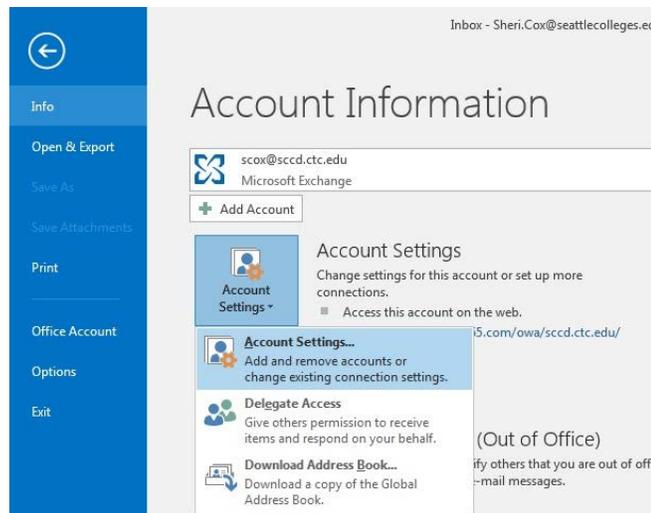
If you are a returning Citrix user, your signatures were preserved during the file transfer, but need to be re-attached to your Outlook profile.

1. Open a new e-mail message.
2. On the ribbon menu, click the Signature icon and choose Signatures.
3. Your signatures should already be here.
4. Click on the pull-down menu next to New Message and select the appropriate signature.
5. Click OK.

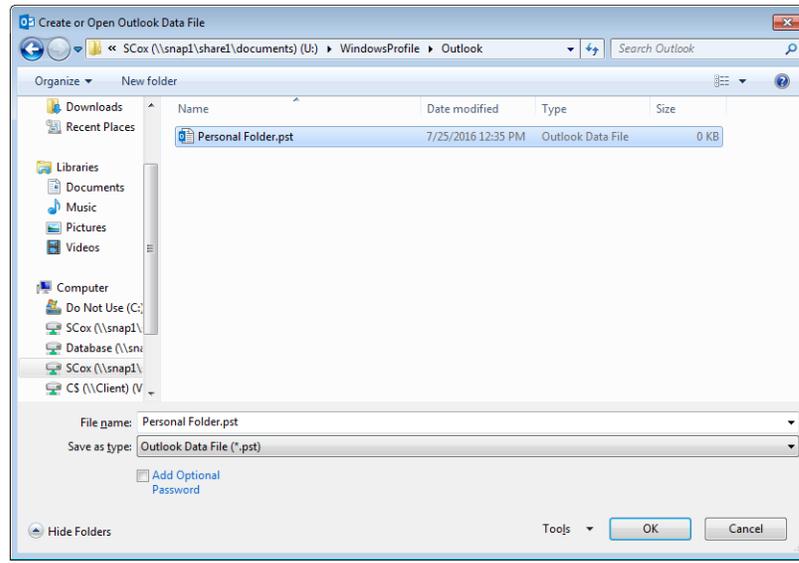


Attaching Personal Folders

1. Click on the "File" menu.
2. Choose "Account Settings".
3. From the pull down menu, choose "Account Settings".



4. Click on the "Data Files" tab.
5. Click "Add".



6. Chose the Personal Folder you want to Add and click “OK”.
7. Click Close.

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Setting Up Printers

1. Make note of the printers G# or QBSI# (This is on the silver sticker).
2. Click on Start > Run.
3. Type [\\S-C-Print](#) and Click OK.
4. Double click the printer icon with the QBSI number matching your printer.
5. After a few moments, the print queue window will appear.
6. If this is the printer you want as “default”, click on the printer menu of that print queue window and chose “Set as Default”.
7. Close the window.

If you do not know your printer’s QBSI number, you can open the PrintersByRoom Folder listed with the printers. Mind that some rooms have multiple printers.

Passwords

Changing Passwords

The best way to change your password is from inside Citrix.

1. Click on Start > Windows Security. Or you can click the Citrix tab at the top of your Citrix window and choose CTRL+ALT+DEL.
2. Choose “Change Password”.
3. Enter your current password, and your desired password (twice).
4. Click the blue arrow that points to the right. If successful, your password is changed.

Resetting Forgotten Password

If you forgot your password, it’s easy enough to reset.

1. Go to <https://tools.seattlecolleges.edu> and click the orange rectangle labeled Reset Password.
2. Enter your 9 digit SID and your PIN. Enter your desired password in both boxes. It does need to be different than before.
3. Click Reset.

Citrix @ Home

PC or MAC

1. For best results, we recommend downloading the Citrix receiver installer from <https://receiver.citrix.com>
2. After its downloaded, run the installer.
3. After the install is finished, you will be prompted for “server name or email address”. Please use <https://vdi.seattlecentral.edu> as the server name. *Do not put in your email address at this screen.*
4. When prompted for username and password, enter your full email address as your username and then your password.
5. If you are prompted for a domain, type EAD

Tablet Devices

1. Go to your tablet’s device store. (usually Google Play, Amazon, or the Apple Store).
2. Search for Citrix Receiver.
3. Install. Citrix Receiver is a free app.
4. Open Citrix Receiver.
5. For server name. use <https://vdi.seattlecentral.edu>
6. For Domain (if asked), use EAD
7. Enter your full email address as your username and then your password.

Please Note: Some versions of Citrix Receiver for tablets will require you to use Desktop Lite. If Desktop doesn’t work, try Desktop Lite.

Kiosk & Internet Café Computers

If you find yourself at a Kiosk, or another computer where you don’t have rights to install Citrix Receiver, you may still be able to access Citrix.

1. Open Firefox, Chrome, or Internet Explorer. Any modern HTML5-compliant browser should work.
2. Browse to <https://vdi.seattlecentral.edu>
3. If it detects that there is no Citrix Receiver installed, click **use lite version**
4. If you are given a choice between Desktop and Desktop Lite, Choose **Desktop Lite**.
5. Citrix will open as a tab in the web browser.

Don't see the software you want or need?

Just ask! Send an email to NEED. NEED@seattlecolleges.edu . Tell them what you would like. The software must be compatible with our systems and we must be able to acquire a license for it. Personally owned software is not allowed on campus computers or Citrix.

We say yes far more often than we say no!

Devices

All devices must be functional on the local computer before they will function in Citrix. This includes:

- Microphones
- Webcams
 - Some applications reject web cameras in Citrix. If you have trouble, check with NEED. We may have a fix available or be able to set you up in a different manner.
- USB Drives
- Scanners
 - You must use InfranView to acquire the image. Adobe products do not recognize the scanner. After the image is acquired, you can edit in adobe or other software.

Quick Fixes and Suggestions

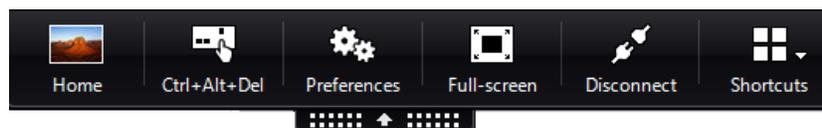
Citrix is Freezing, Grey Screen or Drops

- Try Desktop Lite.
- If you are on a campus computer or campus Wi-Fi, contact NEED.
- If you are on a home Wi-Fi, reboot the Wi-Fi device. This may be built into your DSL or Cable Device. Follow the vendor's or ISP's instructions for rebooting the device.
- If you are on a Home computer that is not wireless, try rebooting your computer. If that does not work, contact your ISP for assistance.

Can't Close an Application

If an application isn't closing, try ending task on it.

1. Click the black Citrix Tab at the top of your screen



2. Press the option CTRL+ALT+DEL

3. Click “Start Task Manager”.
4. Select the unresponsive application in that list and choose “End Task”.

Note: Typing CTRL+ALT+DEL will open Task Manager on your local computer and not in Citrix. If an Application is not Working as Expected Please contact NEED with an error message and screen shots if possible.

Can't Print

- If you work at SVI, try logging off and logging back on again. (Do not disconnect!)
- Did you install a printer? [See Setting Up Printers](#)
- Please email NEED if you have difficulties printing from home.

Getting Help

If you have trouble with any of the above there are ways of getting help!

1. Teaching and Learning Center
Drop by the Teaching and Learning Center (Room BE3111) for all kinds of help. TLC staff can assist with Citrix, Microsoft Office, Adobe Creative Cloud and other software.
2. Email or Call our Helpdesk. (NEED)
NEED@seattlecolleges.edu or (206)934-6333. When calling or emailing, please be prepared with your name, contact info, the CCS# or SCS# of the computer your using. Do leave a voicemail if no one is able to pick up the line. We will get back to you.
3. Enter a NEED request directly into Samanage **(Coming Soon!)**

Things that help us to help you faster

1. Take a screen shot or write down the error exactly.
2. Write down exactly what you were doing when the error occurred.
3. Write down the date, time and server name.
To get the server name:
 - Click on Start > Computer.
 - Click System Properties.
 - Next to Computer Name will be a server name that starts with S-C-XA followed by a number.
4. If you're calling about trouble connecting to Citrix from a home computer, please let us know if it's a Mac, Windows, or Tablet device and what version of the operating system. This allows us to send you the correct instructions the first time.
5. If you're calling about trouble connecting to Citrix from a campus computer, please have the CCS# or SCS#

Taking a Screen Shot

When contacting NEED for assistance, having exact error messages can speed up the troubleshooting process. Rather than trying to write everything down and recite it back to us over the phone, try taking a screen shot of the error message.

1. While the error is up on your screen, press the <Print Screen> key on your keyboard. On a standard keyboard, this is on the upper right side.

2. Open up MS Paint or Microsoft Word. Other image editors will work too.
3. Click on the Edit Menu and choose Paste.
4. Save the file, and then send it to us over email. Our email address is NEED@seattlecolleges.edu

Citrix Do's

1. Do save your work frequently.
2. Do save your work in Citrix (U:) or O365.
3. Do use safe web browsing habits.

Citrix Don'ts

1. Don't try to install software in Citrix. Let the Citrix Administrator handle that.
2. Don't play Pandora or other internet radio in Citrix. Do that on the local computer, please.
3. Don't try to edit your Dreamweaver site stored on your USB drive.
4. Don't store multimedia in Citrix that is not work related or owned by the Seattle Colleges.

Citrix @ Night

Many people enjoy (or at least utilize) our Citrix system at all hours. There are some things that are going on in the afterhours you should be aware of:

Nightly Backups and File Restores

Citrix runs backups every night between 9PM and 6AM. Files deleted from your U: drive can be restored from the previous night's backup.

Should you need a file restored, please contact NEED with the date and time the file was deleted and where the file was located. The more precise the better. The Citrix administrator cannot search for files in the backups.

Nightly Reboots

Citrix reboots every night at 3AM. You are given a five-minute warning before this occurs. Any unsaved data will be lost! Save frequently and log out of Citrix when you are done. Citrix is back up by 3:10AM.

Regular Maintenance

Most maintenance occurs on Sunday mornings with notice if there is expected downtime. The normal maintenance window is Sundays between 630AM and 10AM. Do check your email ([Microsoft Online](#)) for updates.