

Information Technology

Citrix Remote Access for Windows PC Users

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How to connect using Citrix Remote Access



Supported browsers: Chrome, Firefox, Safari, Opera.

1. From your home computer please go to the link below and log in using your username and password.

http://remote.glendaleca.gov

2. Enter your City e-mail address and click Next.

City of Glend	ale	1	1	
Sign in	com			
Can't access your accou	nt?			
I	Back	Next		
🔍 Sign-in option	S			
a contractor		-		

3. You will be asked to enter your **domain password**, however, if you are working remotely, you will also be asked to verify your identity via **Microsoft Multifactor Authentication** (MFA).

← @glendaleca.gov	
Inter password	
Password	
orgot my password	
	Sign in



Installing Citrix Workspace

1. Check Agree and click Download.



2. Once Download is complete, click **Continue**.

Confirm installation is complete	
Please wait while the download process begins.	
After Citrix Receiver is installed, click Continue .	

3. Click **Run** to begin the installation.



4. Click Start.



5. Accept the License Agreement and click Install.



6. Click Finish.



7. Click on the checkbox and click Launch Application.

External Protocol Rec	quest
Google Chrome needs to l links. The link requested is	launch an external application to handle receiver:
lientAssistant/reportDete	ctionStatus/
YWN0aW9uPWRIdGVjdCZ	zZXJ2ZXJQcm90b2NvbFZlcn
VUcW1TdUFSQ1RraXpuN d1SkFCcTNIYWZ5.	TIxWHVteTUwSXpUMFUzVIJMMTZpRzJDc0MwX3
The following application	will be launched if you accept this request:
"C:\Users\ajuarez\AppDat 'receiver://remote.glendal 9MSZ0cmFuc3BvcnQ9aHR VUcW1TdUFSQ1RraXpuN d1SkFCcTNIYWZ5"	ta\Loca\\Citrix\JCA Client\WebHelper.exe" ieca.gov/Citrix/PDC-XA/clientAssistan t0cHMmdGija2V0PUNEVF9NSk1WaDNHRVpGeX TIxWHVteTUwSXpUMFUzVUMMTZpRzJDc0MwX3
lf you did not initiate this i your system. Unless you to should press Do Nothing.	request, it may represent an attempted attack on ook an explicit action to initiate this request, you
	for all links of this type
Remember my choice	for an integor and type.
Remember my choice	

8. Click Allow.



9. Click on Allow.



10. You should now be able to see the Remote Desktop Connection icon under Applications.





How to connect to your work computer

1. From your browser go to the link below and log in using your domain username and password.

http://remote.glendaleca.gov

*	
City of Glendale	
Sign in someone@example.com	
Can't access your account?	
Back Next	
😋 Sign-in options	

2. Click on the Remote Desktop Connection icon to start.



3. The application will launch.



4. You may receive the following warning message, click on **Permit all access** and check the **Do not ask me again** for this site checkbox.



5. Enter the name or IP address of your work computer to start your session.

-	Remote Deskt	op 1	
Computer:	Example: computer.fabrik	am.com 🗸]
User name:	None specified		
The compute name.	er name field is blank. Enter	a full remote computer	
() Chan ()		Cannact	Halo

6. To end your session, click on your name on the top right corner and click Log Off.

		APPS	Q
ops			Moreno, Luis
(8)			Account Settings
			About
			Log off

7. Your session will automatically log off after 20 minutes of inactivity.

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Log On	

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