



CITRIX WORKSPACE
APPLICATION
INSTALLATION GUIDE

PURPOSE OF THIS DOCUMENT

- Guide users to install the latest version of the Citrix WorkSpace Application.
- Access the new Citrix Cloud environment, which from this point will be referred to Rave1iA/ DaaS.
- Guide users with Sign-in process, Application launch process and Virtual Desktop launch process.
- This guide also discusses the scenario in which you will need to use multiple id's.



Important Note

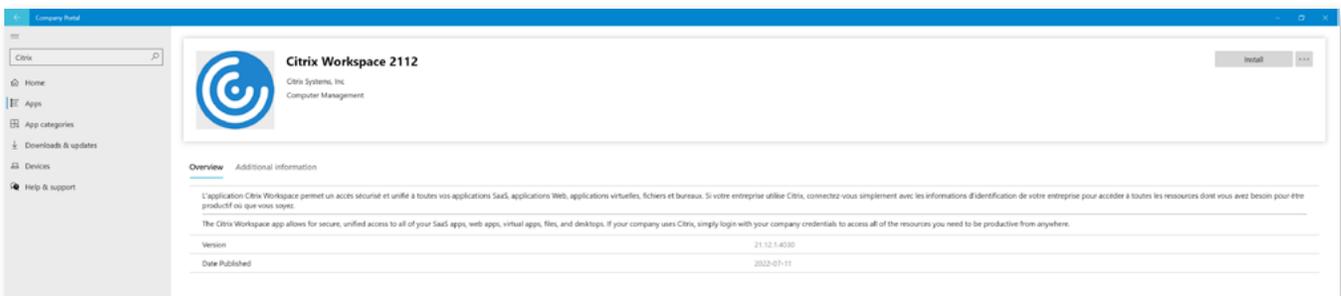
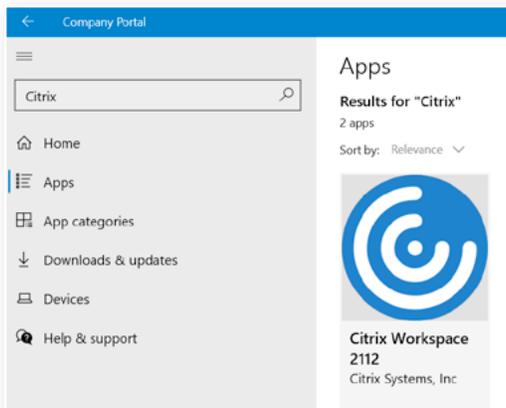
At the time of writing this guide the latest release of Citrix **WorkSpace App is 2112**. The application is updated in a period of 3 months or even shorter if deemed necessary. Whenever the application prompts for an update, kindly do so in a timely manner.

FOR CORPORATE DEVICES

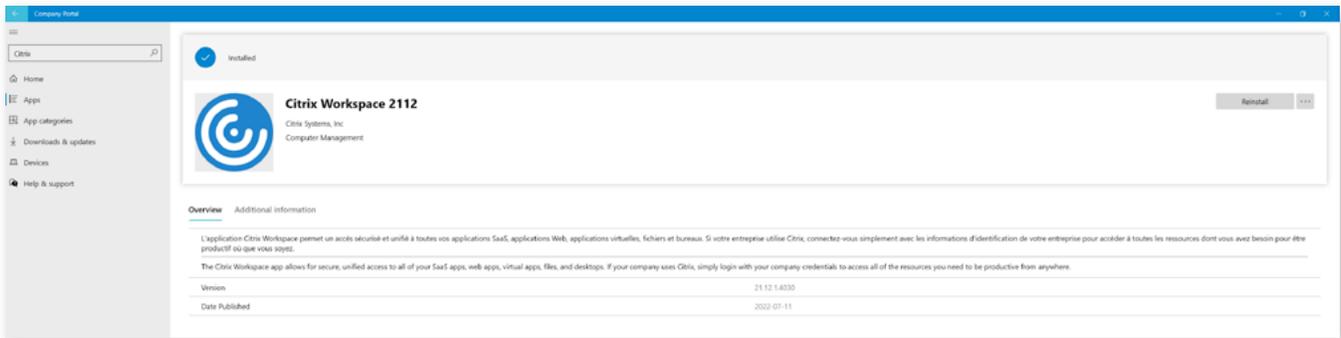
For non-corporate devices please jump to page [6](#)

Download & Install

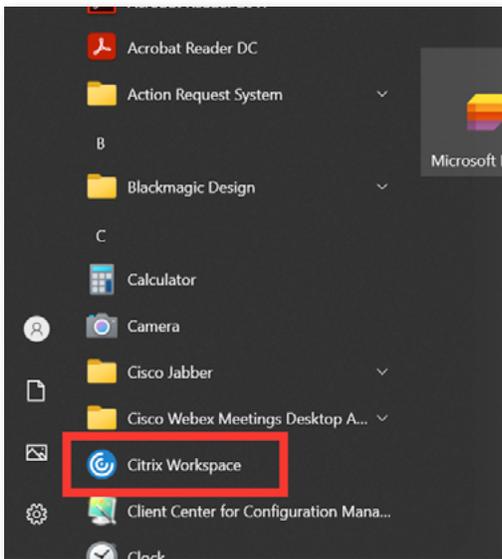
- To download the latest version of the Citrix WorkSpace Application, simply launch the Company Portal App on your laptop/ workstation.
- Search for the application and Click on Install, refer to the following screenshots:



- Once you've clicked on install, give it a few minutes to finish the install. If needed, refresh the page, and once completed it will show up as installed, as seen in the following screenshot:

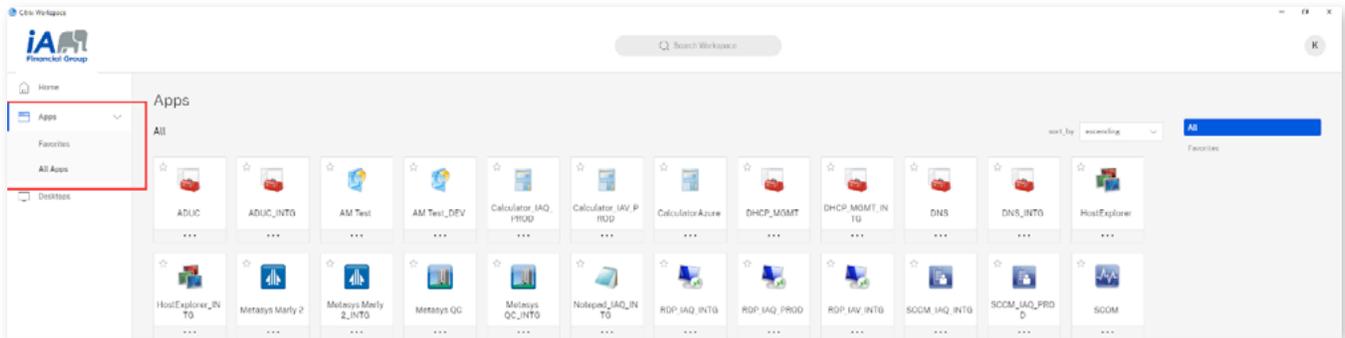


- Once the app has been installed successfully, kindly reboot your laptop/workstation.
- After a successful reboot, launch the WorkSpace App either through the Windows Start menu. See the screenshots below:



Accessing the App through the Start menu.

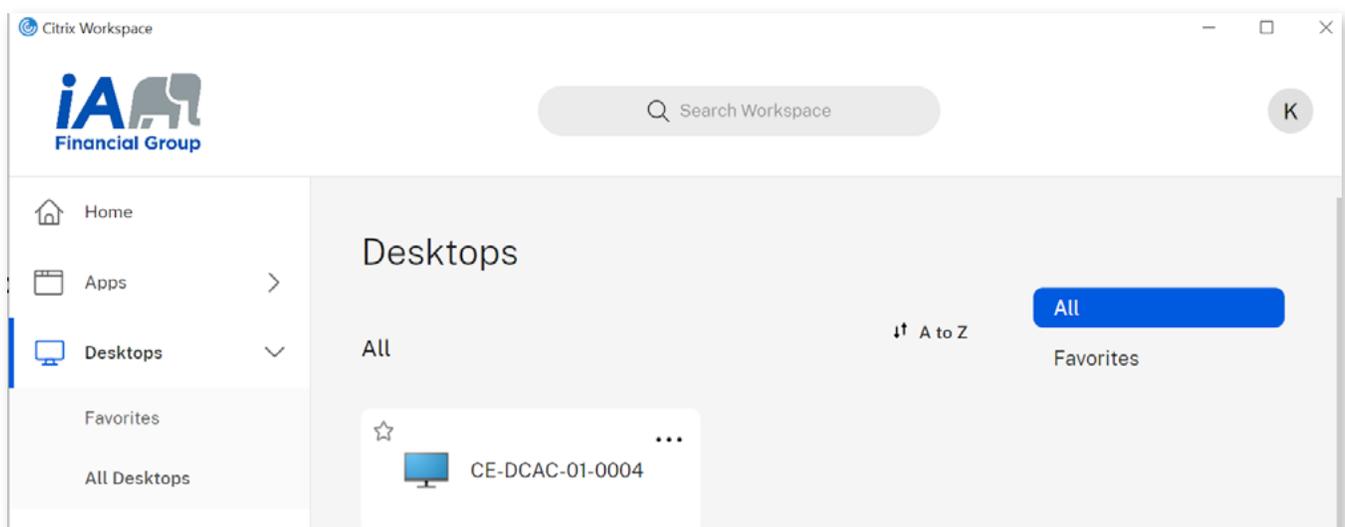
- Once you launch the app, it should authenticate you directly in the WorkSpace Application.
- Depending on the Applications or Desktops that you have been granted access to, you will see those apps in “Apps” or “Desktops” respectively.
- Once in All Apps simply launch the App you desire to work with by clicking on its icon.



- Alternatively, you can also add an application to **Favourites** so you don't have to navigate to **All Apps** every time to launch your application. You can also search for your application using the search function.
- To add an application as a **Favourite**, simply click on the Star Icon located next to every App.



- To launch a desktop, kindly go into Desktops tab and simply launch the desktop allocated to you.



As of now there is no single sign-on available for Modern OS VM, so when you launch your allocated desktop, you will need to re-enter your credentials.

Important information:

- Applications available for your profile might not be available as soon as you log in.
- You will have access to the Company Portal within the VM and you can install any application needed from within the catalogue.

NOTE: The remainder of the document is only for users who need to use an **Alternate User ID** which is different from the one that they are currently logged in with.

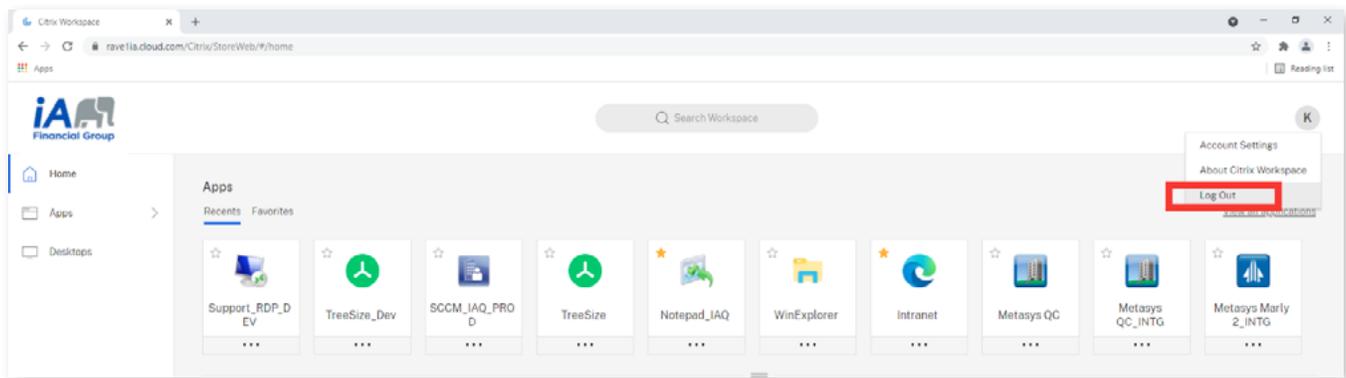
Using an Alternate User ID

- If you plan to use an alternate id to launch apps in Citrix, you will need to use a web browser to do so.

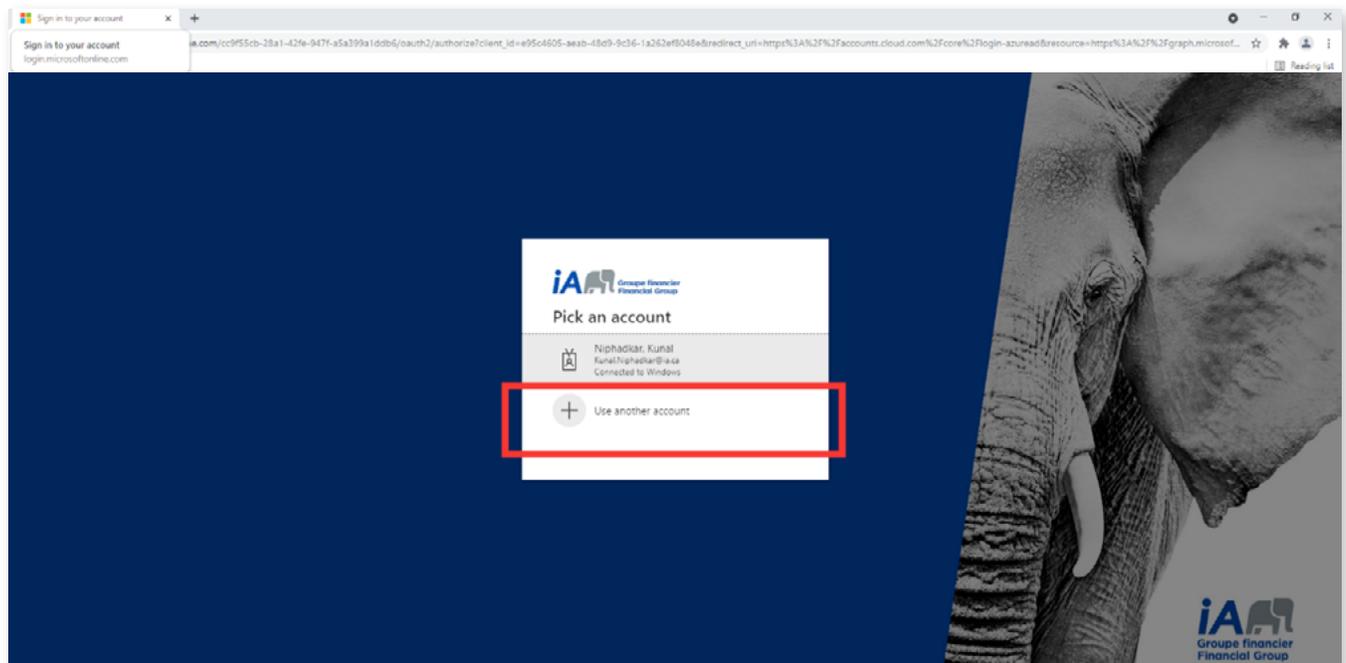
Browser

Follow the below mentioned steps:

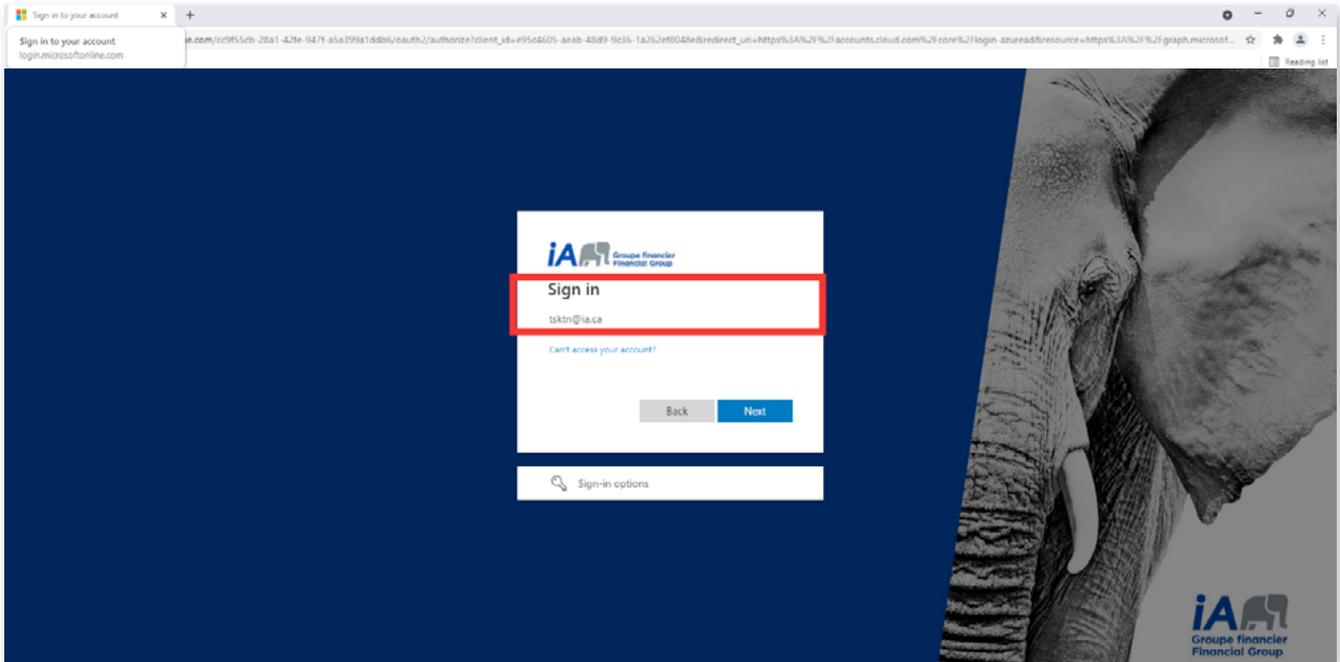
- Launch web browser either Edge or Chrome.
- Access the URL <https://rave1ia.cloud.com>.
- Logout if you are logged in automatically and choose the below highlighted option.



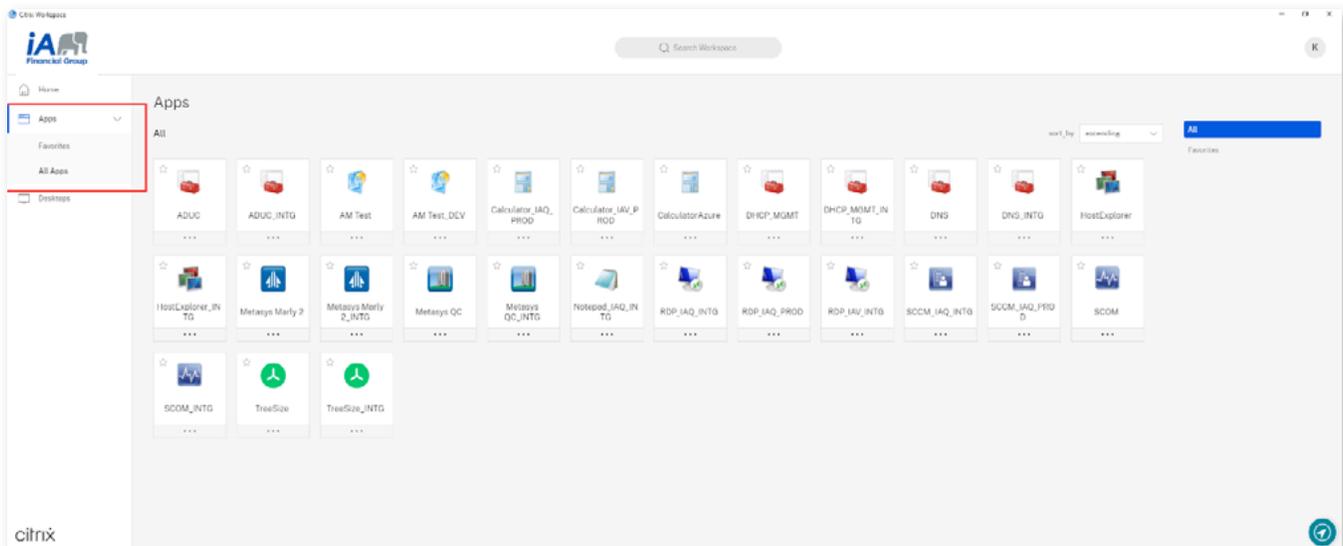
- After logging out, select choose another account as seen below:



— Enter the alternate id you wish to use, as demonstrated in the below image:



Once you've entered the credentials, it will show you the apps associated to the id used.



FOR EXTERNAL USERS / PARTNERS / PERSONAL DEVICES

This next section of the guide will be useful even for employees who plan to use their personal device to access their Desktop VM or an application.

Since you do not have access to the company portal, you will need to install the latest version of the Citrix Workspace application directly from Citrix, please refer to the below link:

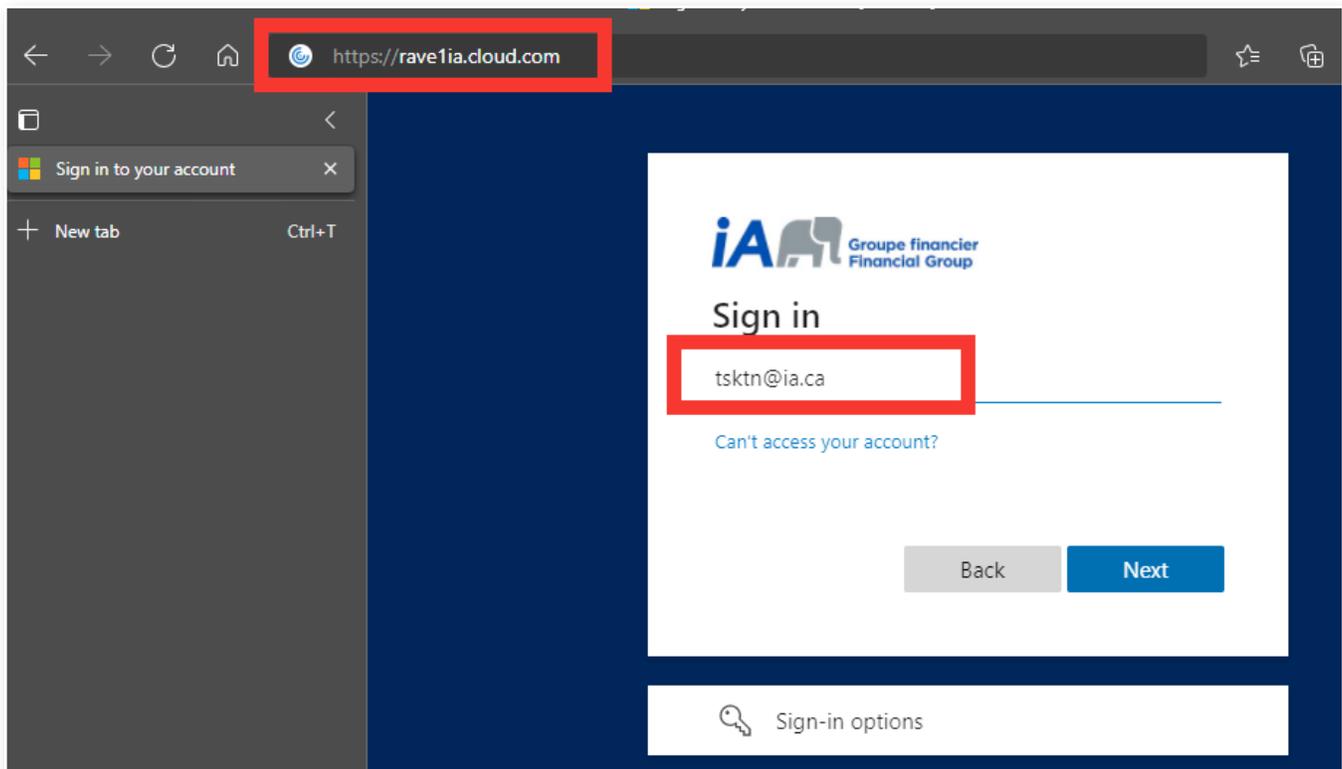
[Citrix Workspace Application- Latest Version](#)

Kindly download the version which suits your OS.

You may also need to get your IT team involved if you don't have the rights to install applications on your non-iA devices. Alternatively you can follow the below defined steps:

Download & Install

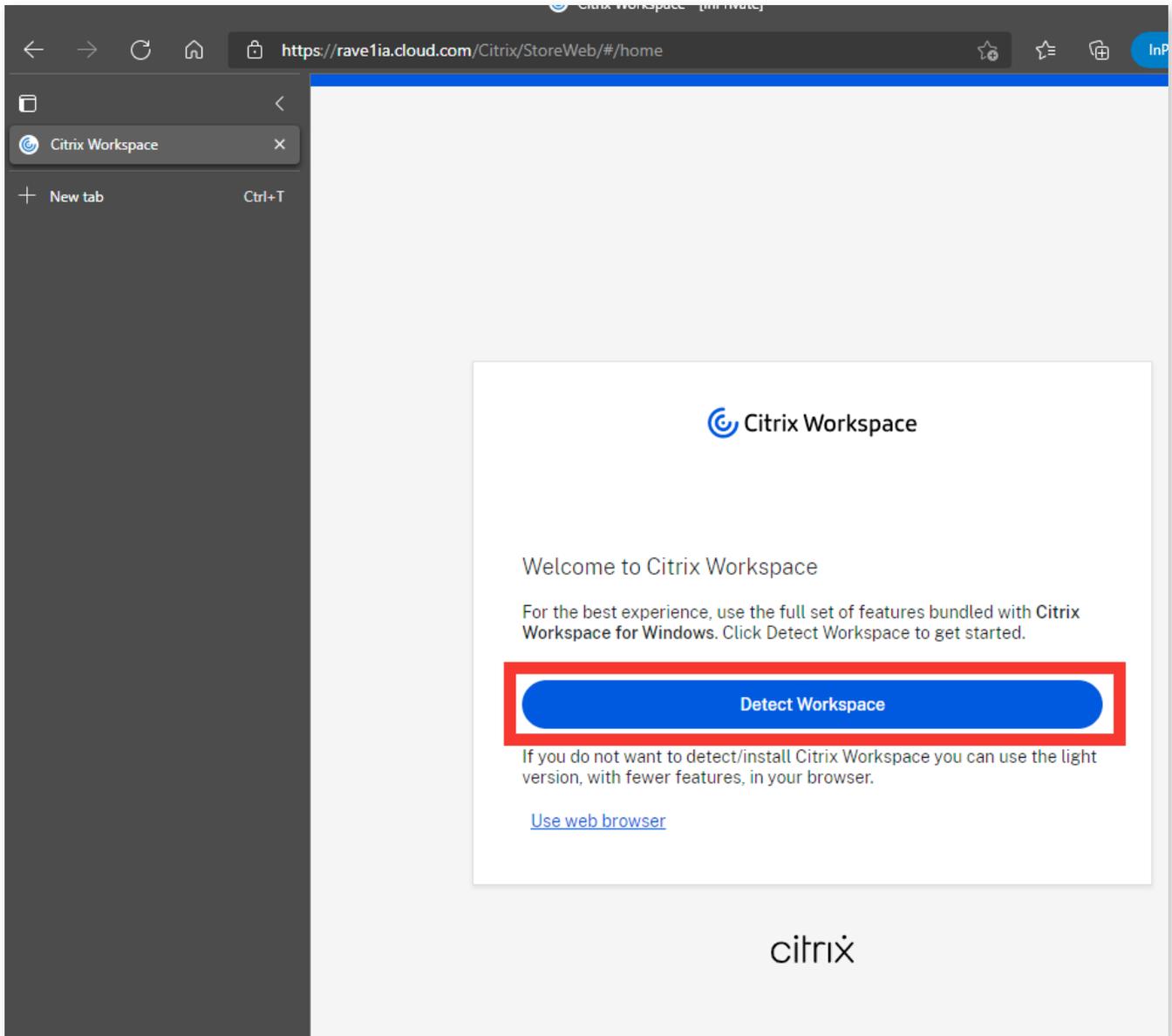
- To access your applications hosted on the iA Citrix (Rave 1) environment, you will need the latest version of Citrix WorkSpace App and MFA (Multi Factor Authentication) setup.
- To download the latest version, simply access the URL: <https://rave1ia.cloud.com> using any browser.
- Follow the steps below:



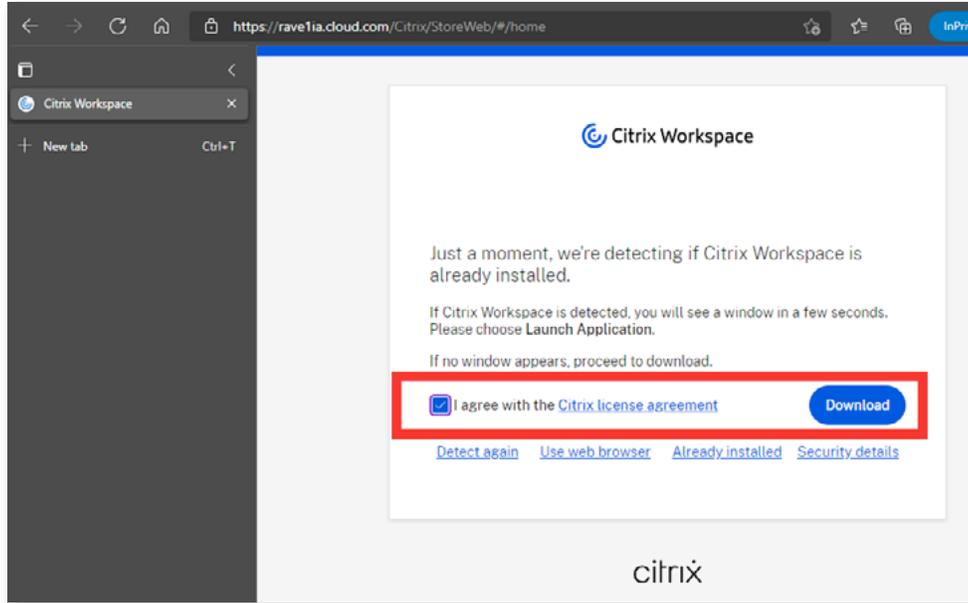
As per the above screenshot, navigate to <https://rave1ia.cloud.com> and enter your credentials. After this you will need to setup MFA. Please refer to the following document to setup MFA:

[Dossier fonctionnel- Envoyer vers centre documentaire \(ia.ca\) \(link not working\)](#)

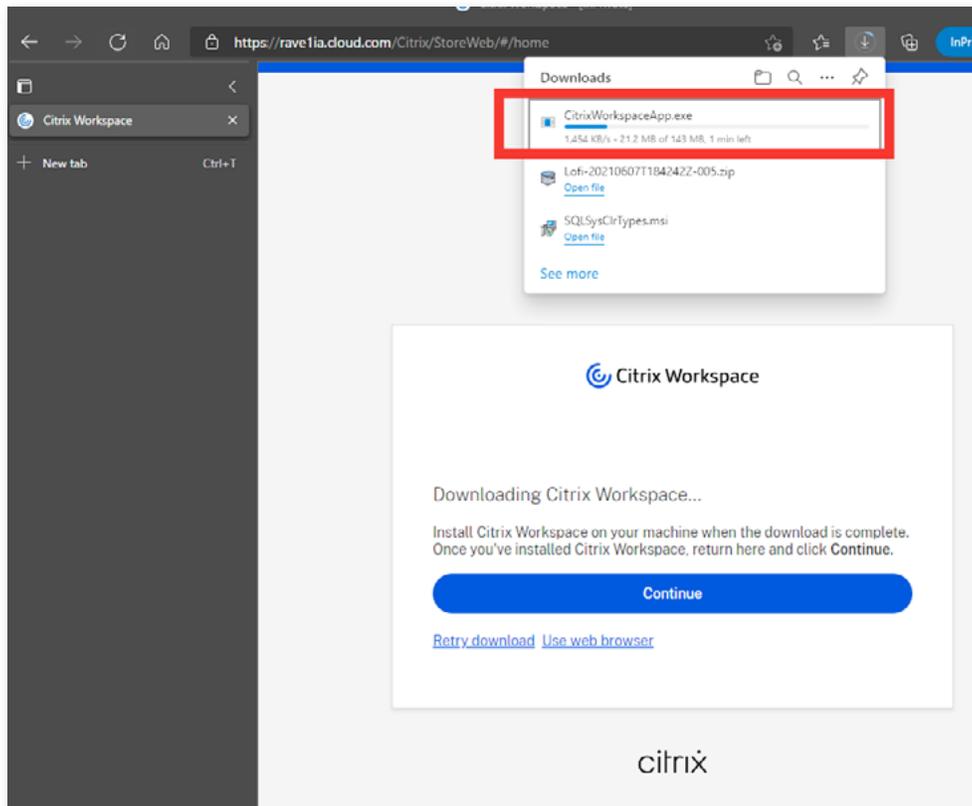
After MFA is setup, follow the screenshots below:



Select the "I agree with ..." and click on the Download button:



After the download is complete, install the application by opening the CitrixWorkspaceApp.exe:

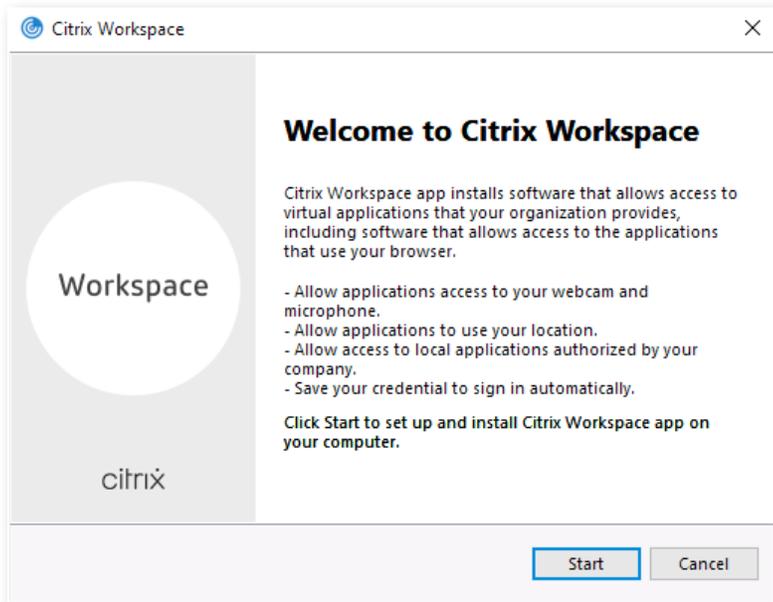


Important Note

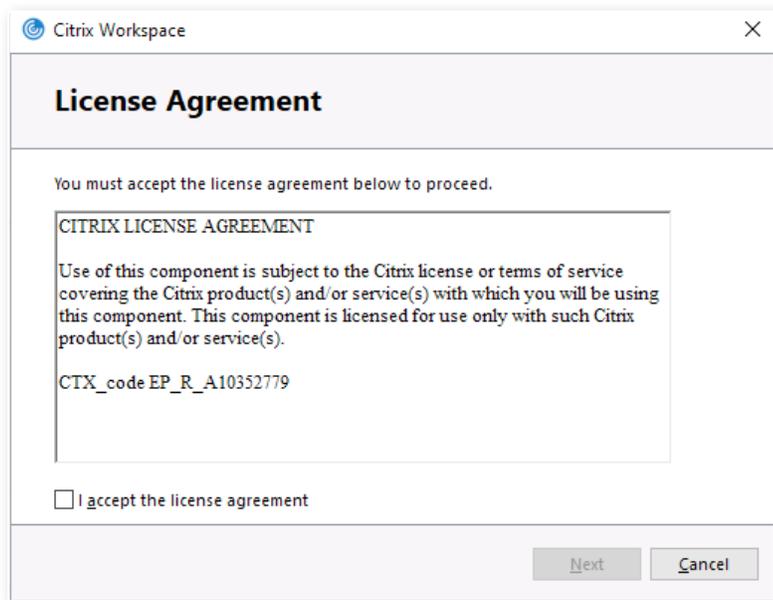
If you do not have the rights to install an application on your workstation or laptop, kindly raise a request within your IT support team.

APPLICATION INSTALLATION

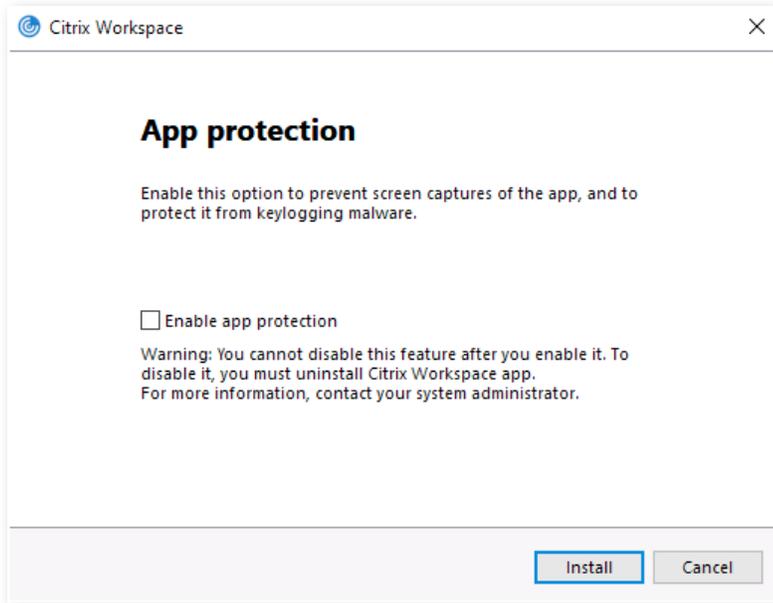
Step 1: Click on Start



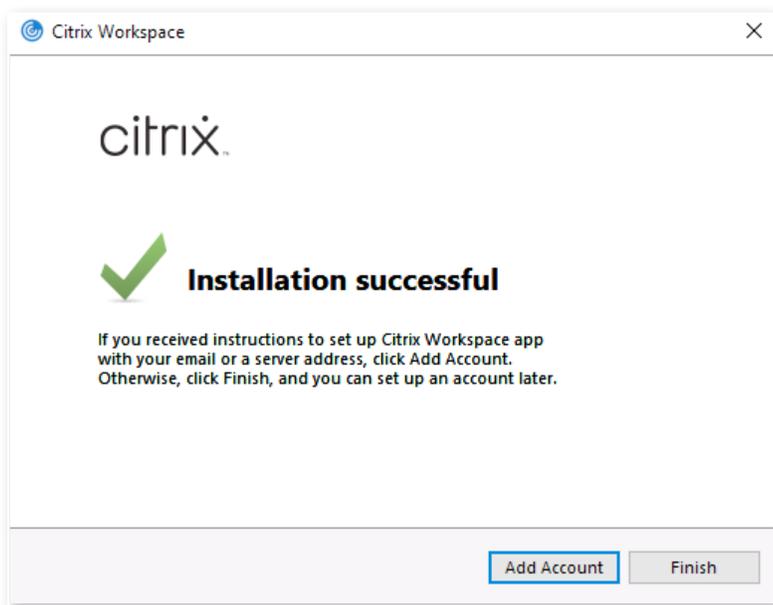
Step 2: Click on "I accept ..." and click on Next



Step 3: *Don't select "Enable app protection" and click on Install*

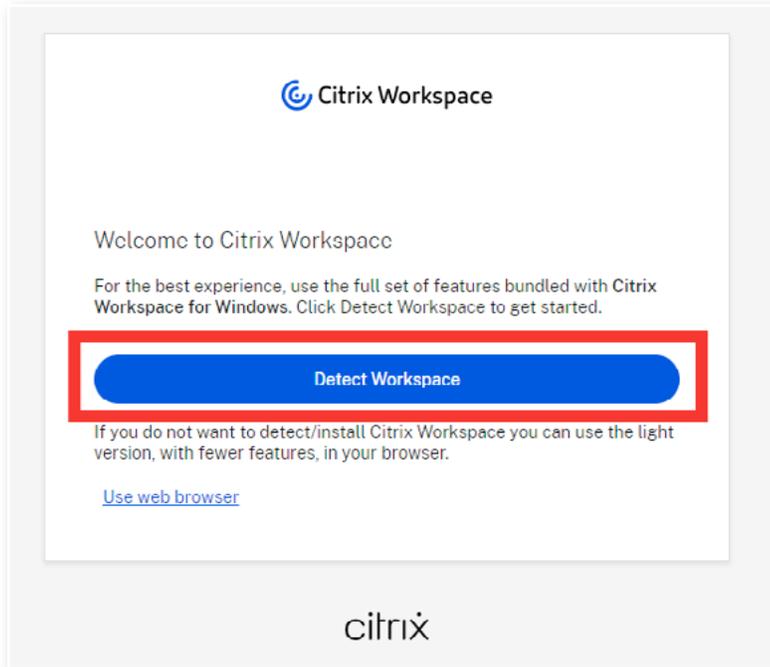


Step 4: The installation will take several minutes. Click on Finish.

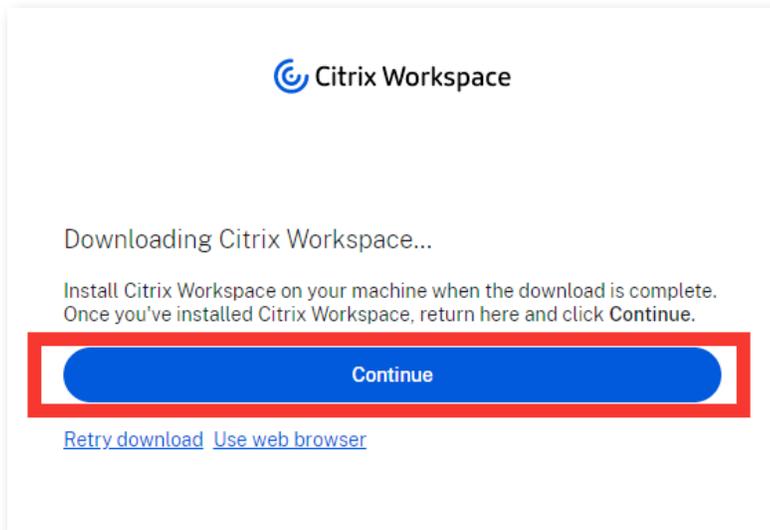


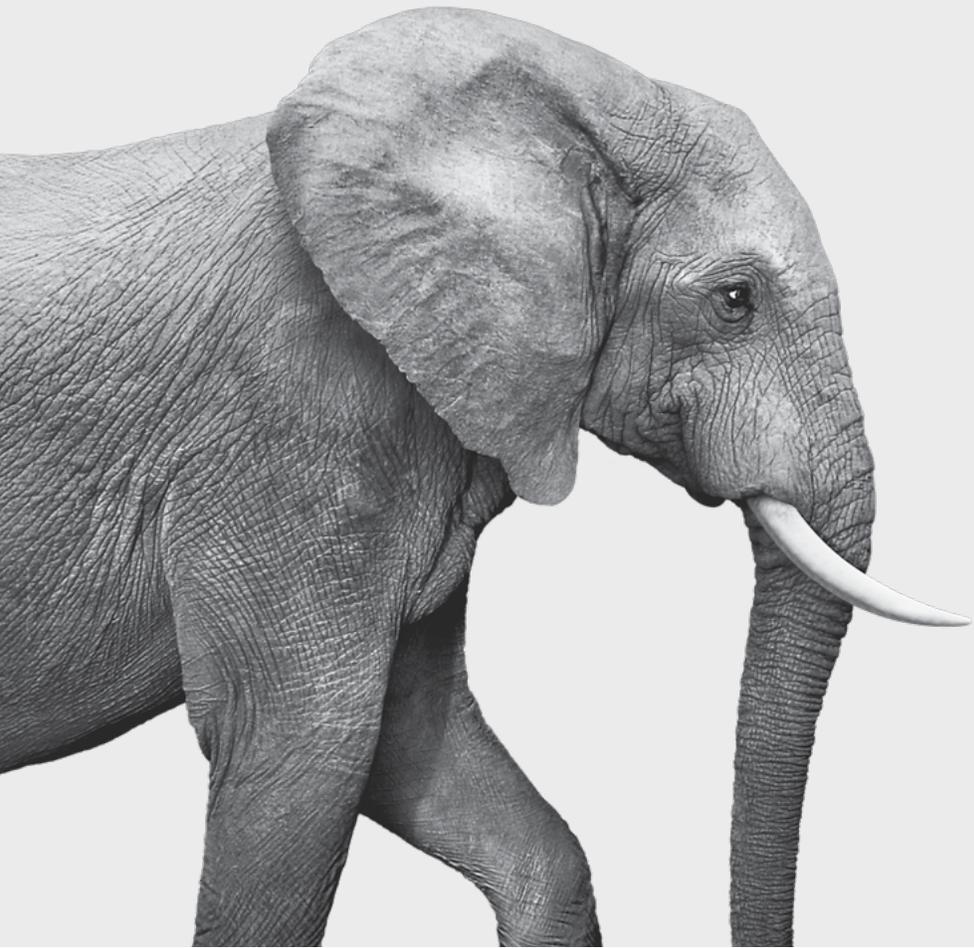
Step 5: If you get an option to reboot, kindly reboot your workstation or laptop.

Final Step: If your machine was rebooted, launch the browser again and go to <https://rave1ia.cloud.com> and click on Detect Workspace as seen below:



If you didn't get an option to restart the computer simply click on Continue as seen below:





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