FIRST TIME USE – Downloading Software

Open Internet Explorer and go to the web address: http://www.wrexham.gov.uk/agile.
Click on the web link "First time use please install – Citrix Web Client"

Click on the Run button

Wait for the install to finish which may take a few minutes:
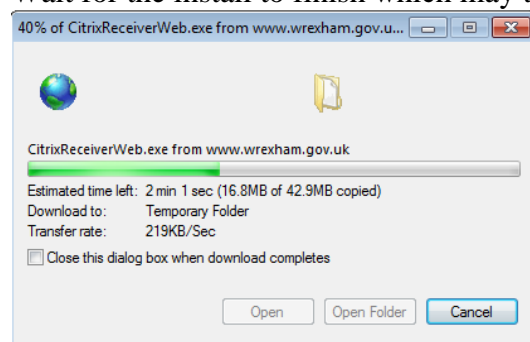
When you see the following screen please click on Install

When the software has finished installing you will *NOT* be informed.

CITRIX LOGON INSTRUCTIONS

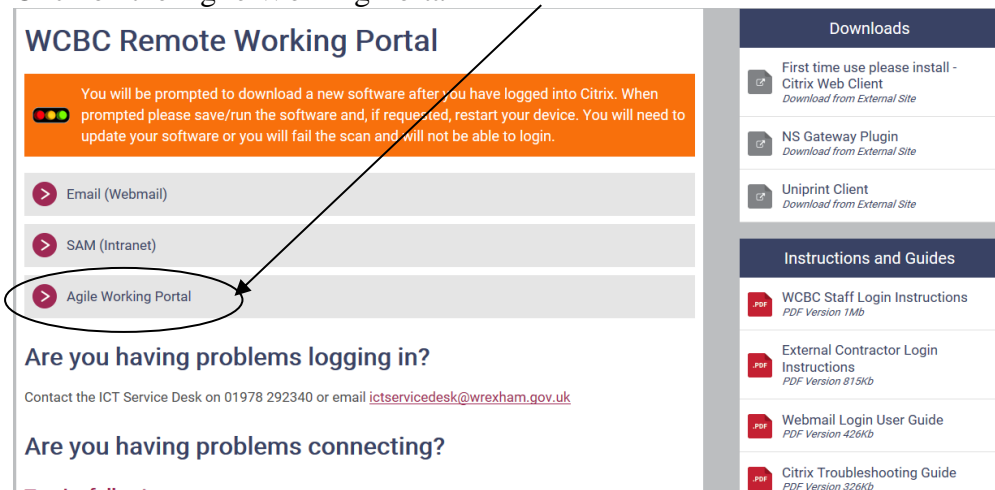Open Internet Explorer and go to the web address: http://www.wrexham.gov.uk/agile.
Click on the Agile Working Portal link

At the login screen please enter your username, password and enter the code obtained
from 01978 292314 (WCBC Systems Duty), into the safeword field and click on Log
On. *(If you have problems seeing this screen please refer to the Troubleshooting
Guide at the end of this document)*

The first time you access the system you will be asked to download software
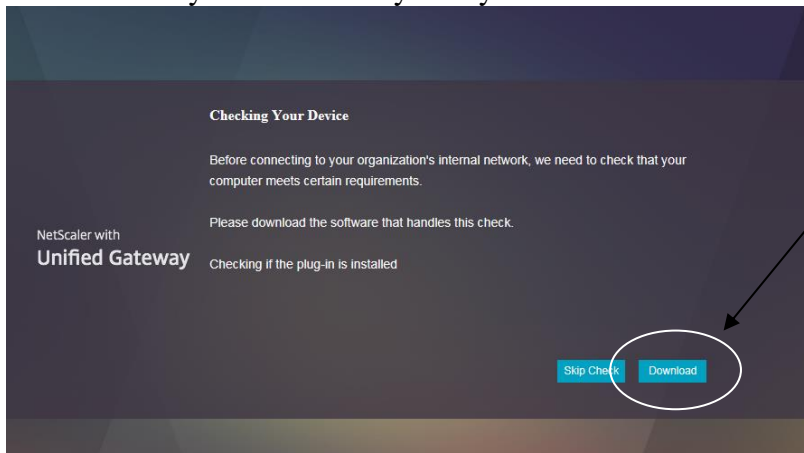
Click on Run
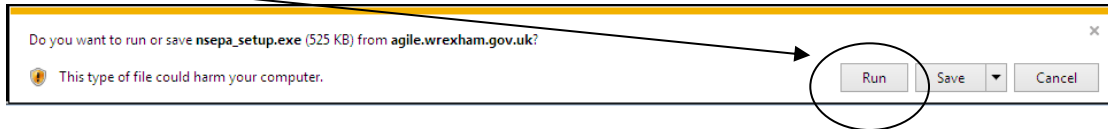
Click on Next
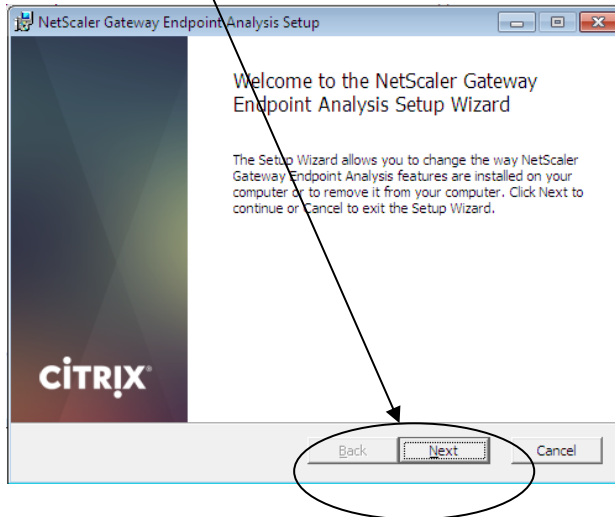
Click on Finish
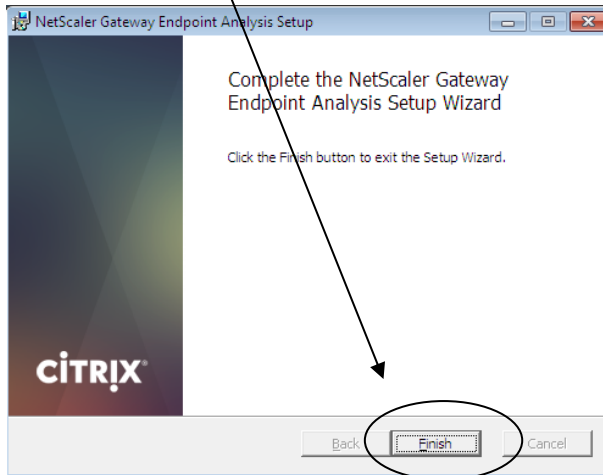
At this point Citrix will scan your laptop/device to ensure it meets the security checks. It will do this process each time you connect to the system. *(If you have any problems passing the scan then please refer to the Troubleshooting Guide at the end of this document.)*
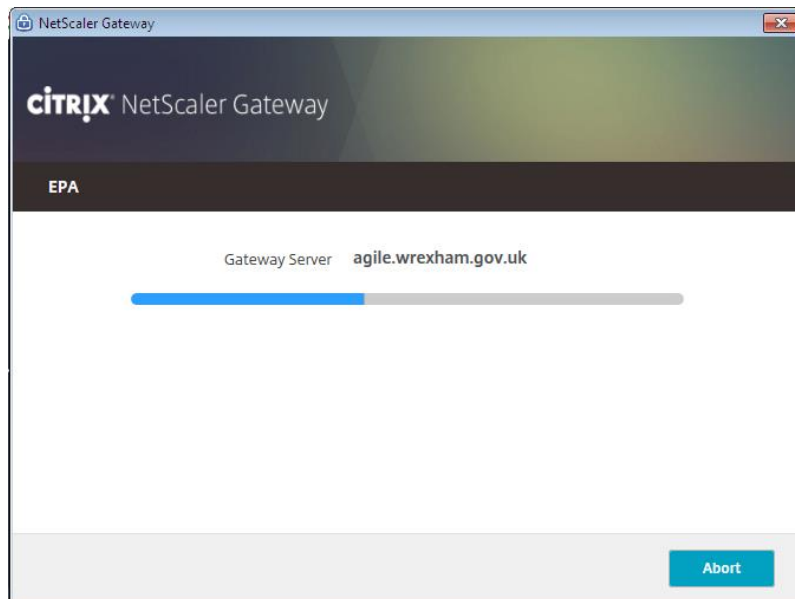
By default the Desktop tab should be visible. Please change this to the Apps tab at the top of the screen and click your application(s).
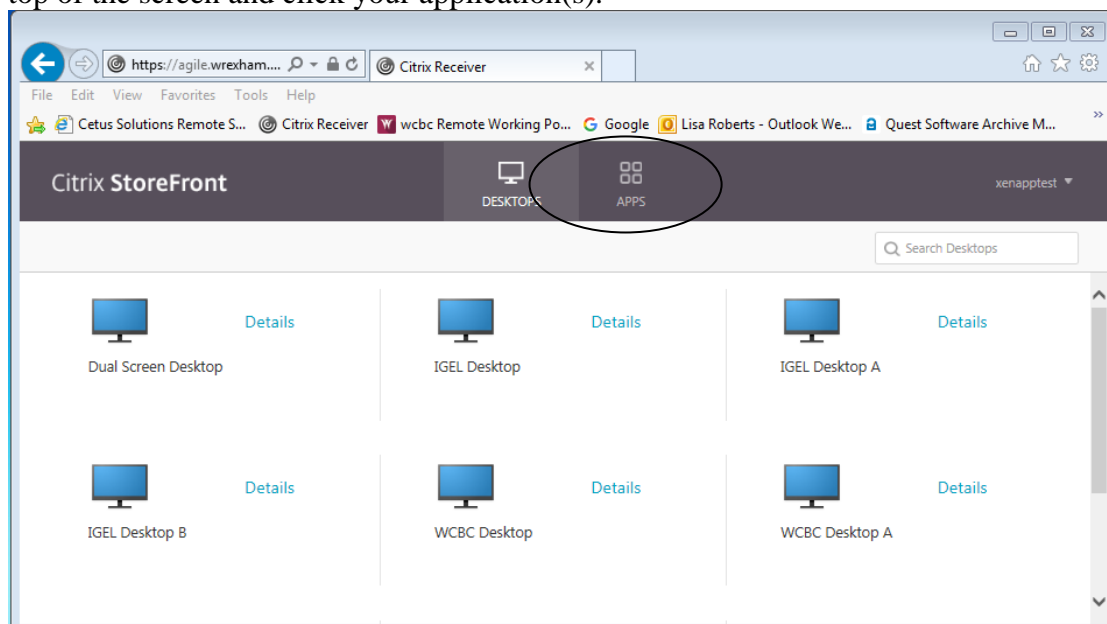
TO DISCONNECT FROM CITRIX

Please select the drop down arrow next to your username and select "Log Off"

When you see this screen please close the internet explorer screen by clicking the cross in the top right hand corner of the screen.

TROUBLESHOOTING GUIDE

Please review the guidance below to resolve your issue. If you continue to experience problems, please contact WCBC Systems Duty on 01978 292314.

Only a username option on login

If you only see a username box and not username/password/safeword boxes again please press the F5 button to refresh the screen. You may need to press this a few times.

Error: You do not meet the minimum requirements
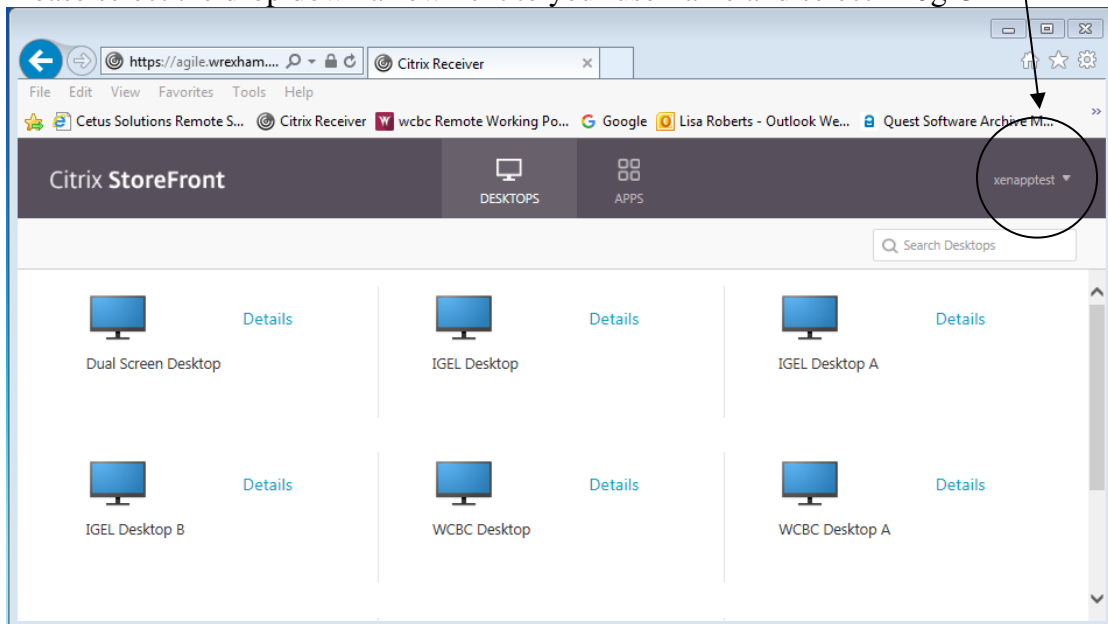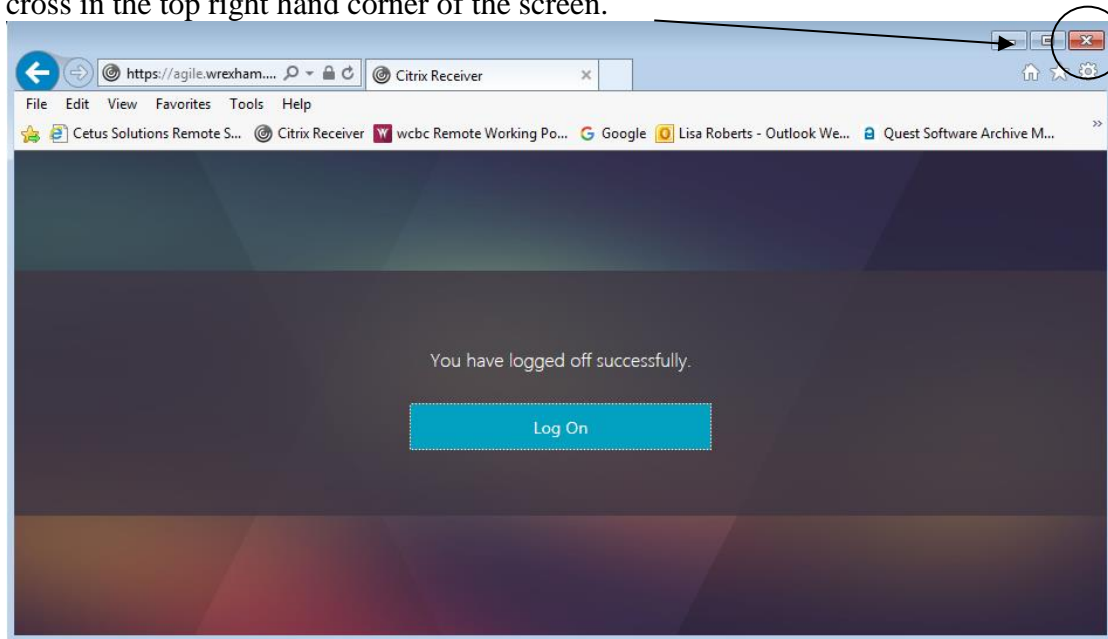
If you see the message that you do not meet the minimum requirements please check the antivirus on your device is up-to-date.

Problems viewing the citrix logon page

In Internet Explorer 11 there can be intermittent problems viewing the logon page.

Open the Tools menu or click the [⚙] button and select "Compatibility View Settings" and add wrexham.gov.uk

Can't move passed the Download screen

If you see the screen below but you have already installed the clients/updated the client you will need to check what programs are installed on your device.
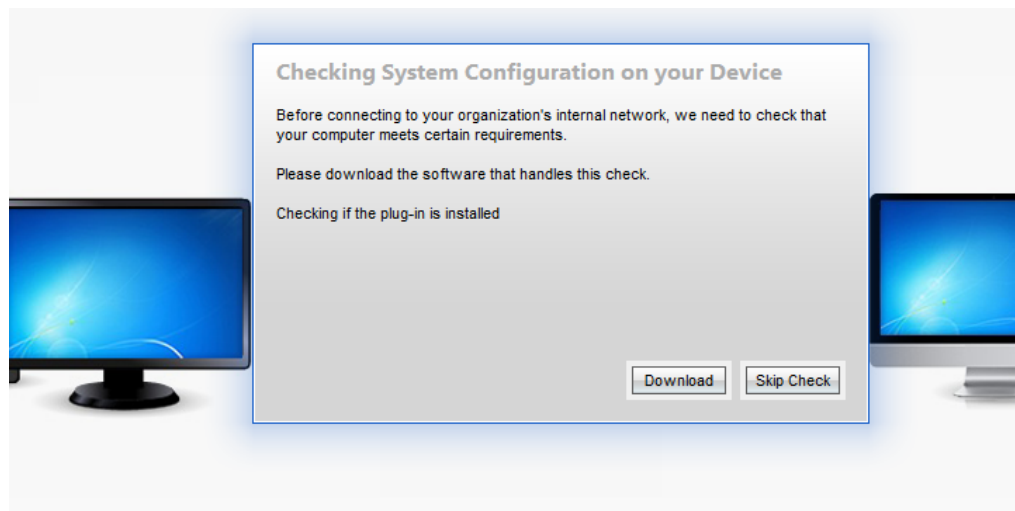
Click the start menu and select Control Panel from the right hand side of the menu. Open "Programs and Features" and search in the list for Citrix Access Gateway Endpoint Analysis and/or Netscaler Gateway Endpoint Analysis. If you have both then select each in turn and click the uninstall button. Restart your laptop and then login to the system and allow the system to automatically download the software as you login.

If you only have the Netscaler Gateway Endpoint Analysis check the version is 10.5.54.9. If you still have problems uninstall this program and again follow the process to login to citrix and allow the system to automatically download the software.

Able to login but not launch an application

Click the start menu and select Control Panel from the right hand side of the menu. Open "Programs and Features" and search in the list for Citrix Receiver. Highlight Citrix Receiver and click the uninstall button. Restart your device. Return to the login page http://www.wrexham.gov.uk\agile and from the download section install "First time use please install – Citrix Web Client. Login and load your application.