

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”

WCBC remote working portal (Agile)

You will be prompted to download a new software after you have logged into Citrix. When prompted please save/run the software and, if requested, restart your device. You will need to update your software or you will fail the scan and will not be able to login. Please use the (SafeNet/MobilePass) links unless you have been specifically instructed to use the (Authenticator) links.

[Email/Webmail \(SafeNet/MobilePass\)](#) [Email/Webmail \(Authenticator\)](#)

[Agile working portal \(SafeNet/MobilePass\)](#) [Agile working portal \(Authenticator\)](#)

[SAM \(Intranet\)](#)

Are you having problems logging in?

Contact the ICT Service Desk on 01978 292340 or email ictservicedesk@wrexham.gov.uk

Are you having problems connecting?

Try the following:

- **Step 1:** Check the Anti-Virus software on your computer is up to date.
- **Step 2:** Contact ICT Service Desk 01978 292340 or email ictservicedesk@wrexham.gov.uk.
- **Step 3:** Remote IT Assistance. [Click here when advised by ICT staff.](#)

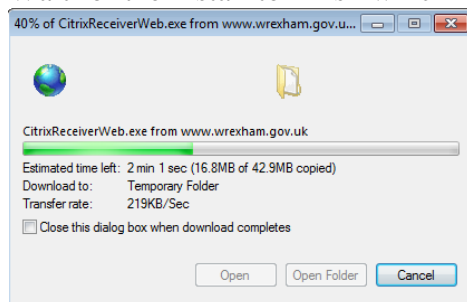
Downloads

[First time use please install - Citrix Web Client](#)
Download from external site

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 (SafeNet/MobilePass) link – only use the Agile Working Portal (Authenticator) if specifically told too.


WCBC remote working portal (Agile)

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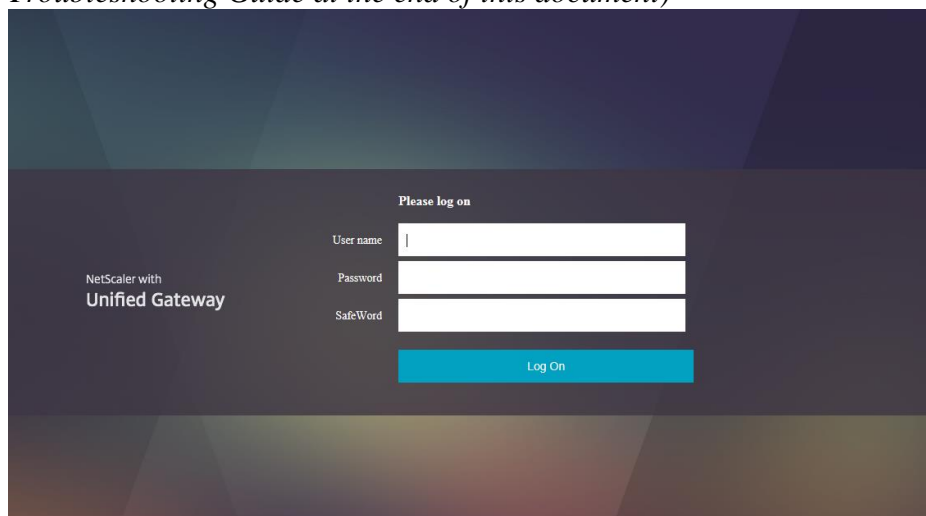
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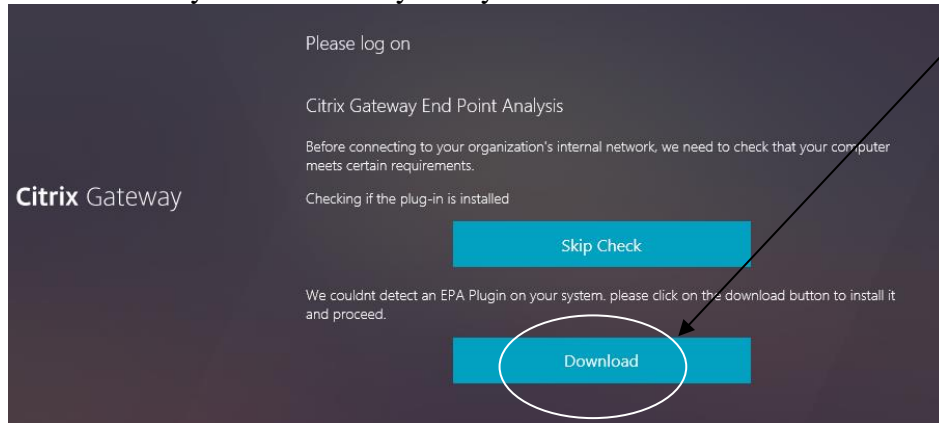
At the login screen please enter your username, password and enter the code from your safeword (citrix security token/mobile phone code) into the safeword field and click on Log On. *(If you have problems seeing this screen please refer to the Troubleshooting Guide at the end of this document)*



The image shows a login screen for NetScaler with Unified Gateway. The page has a dark background with a light-colored login form. The form includes the following elements:

- Please log on** (header text)
- User name** (label) and a text input field.
- Password** (label) and a text input field.
- SafeWord** (label) and a text input field.
- Log On** (button)
- NetScaler with Unified Gateway** (text on the left side of the form)

The first time you access the system you will be asked to download software



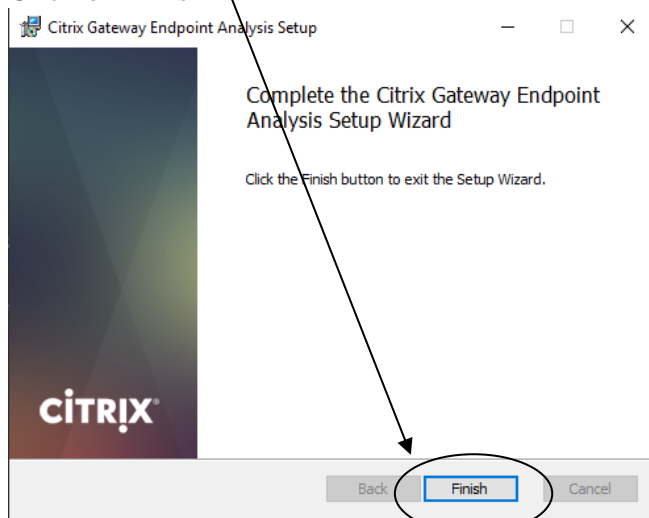
Click on Run



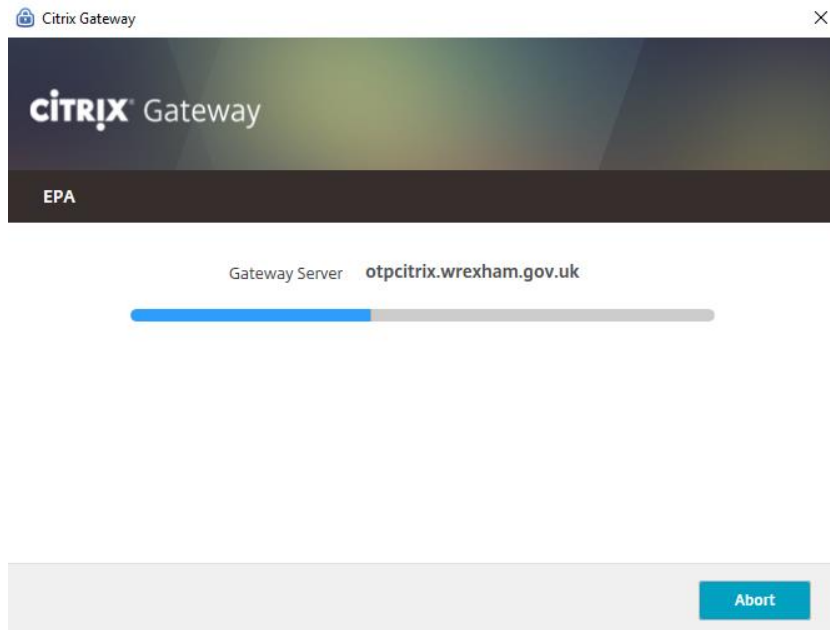
Click on Next



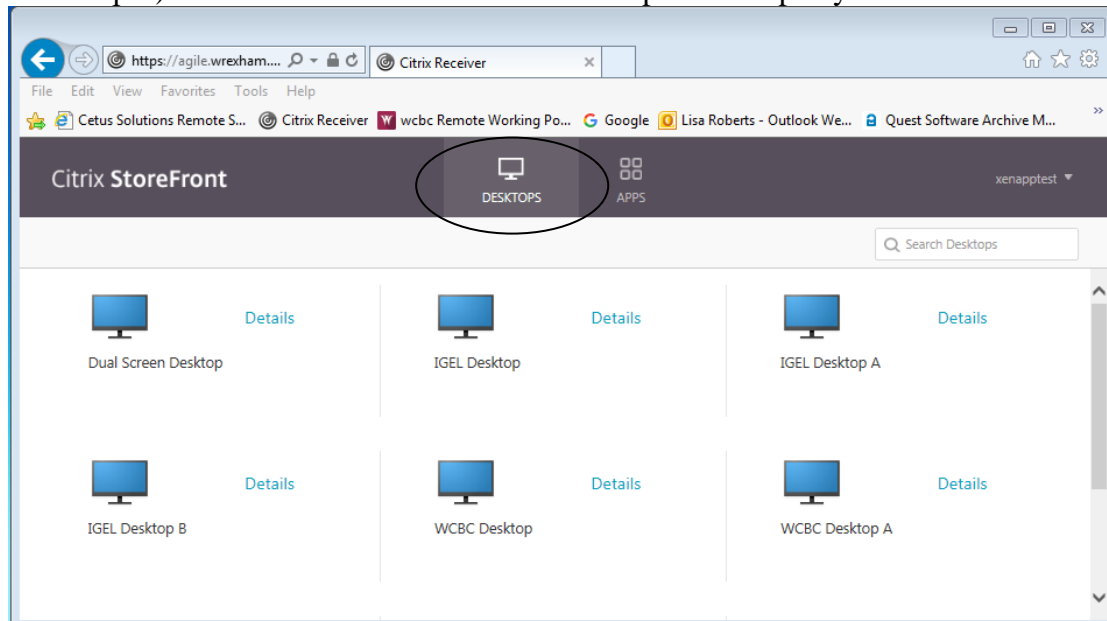
Click on Finish



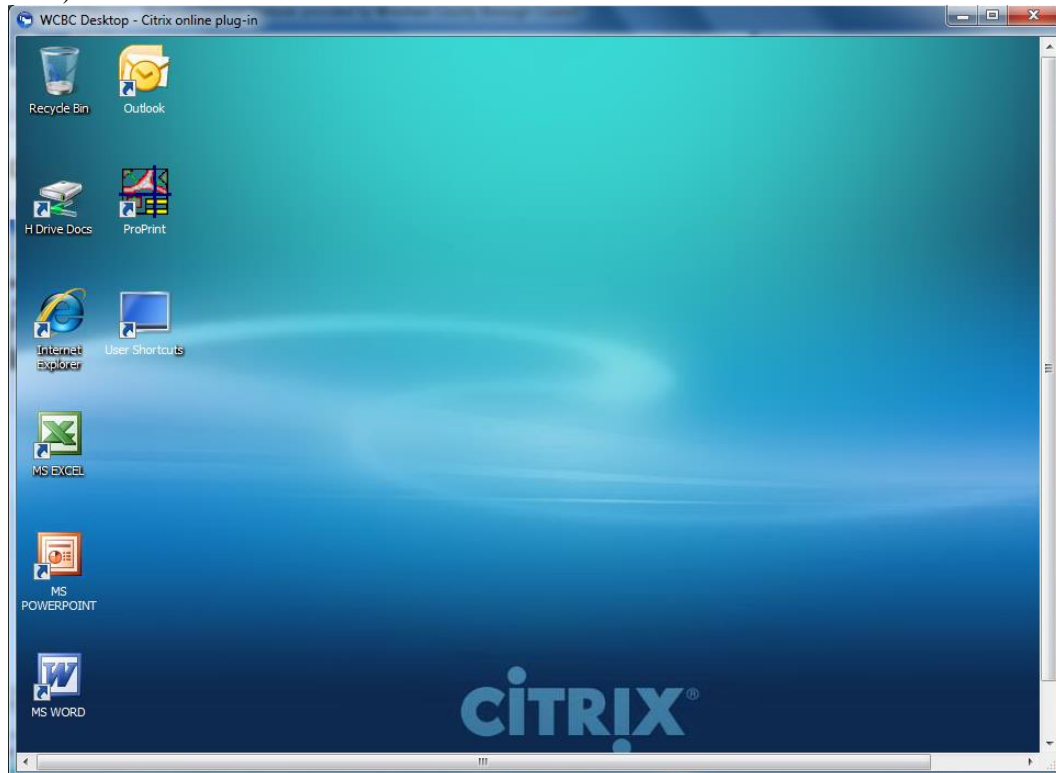
At this point Citrix will scan your laptop/device to ensure it meets the security checks.



By default the Desktop tab should be visible. (If not please change the tab to “Desktops”). Double click on the WCBC Desktop icon to open your network screen.



NOTE: Be advised at this point you are using the system this will give you access to all your network drives. Internet access is with the same WCBC restrictions. You will not be able to open another browser to access personal websites and you will be unable to access files from your local drive (c: drive).



FIRST TIME USE AND GUIDANCE NOTES

When using the system for the first time your environment will need to setup.

Outlook

Open Outlook from the Citrix desktop and follow the default options. This will then open up your Outlook screen as normal (please be patient as it may take a couple of minutes to finalise your settings).

Microsoft Word

Open Microsoft Word and click on the Tools – Options – (tab) File Locations. Highlight “user templates” from the list in the white box and press the “modify” button. In the folder name field please type h: and click OK and OK again. Close Microsoft Word.

Cannot see all your Applications

If you do not see your application on the desktop then please use the start button to open the menu and click on All Programs to see the full list of applications.

Desktop Shortcuts

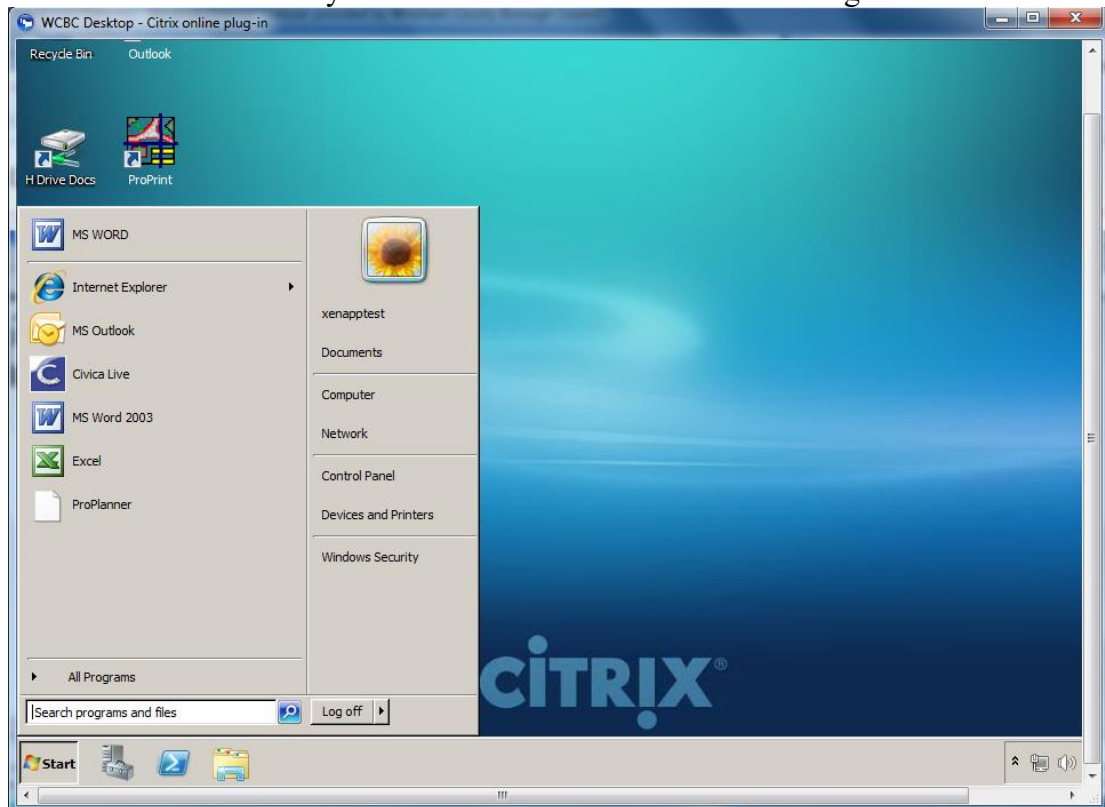
Your shortcuts on the desktop will not be saved so there is a folder on the desktop entitled “User Shortcuts”. Please place all your required shortcuts in this folder – these will be saved! When you start using this folder you will notice a new folder appear on your h: drive entitled “citrixshortcuts” your citrix session will use the contents of this folder.

Archived Email Attachments

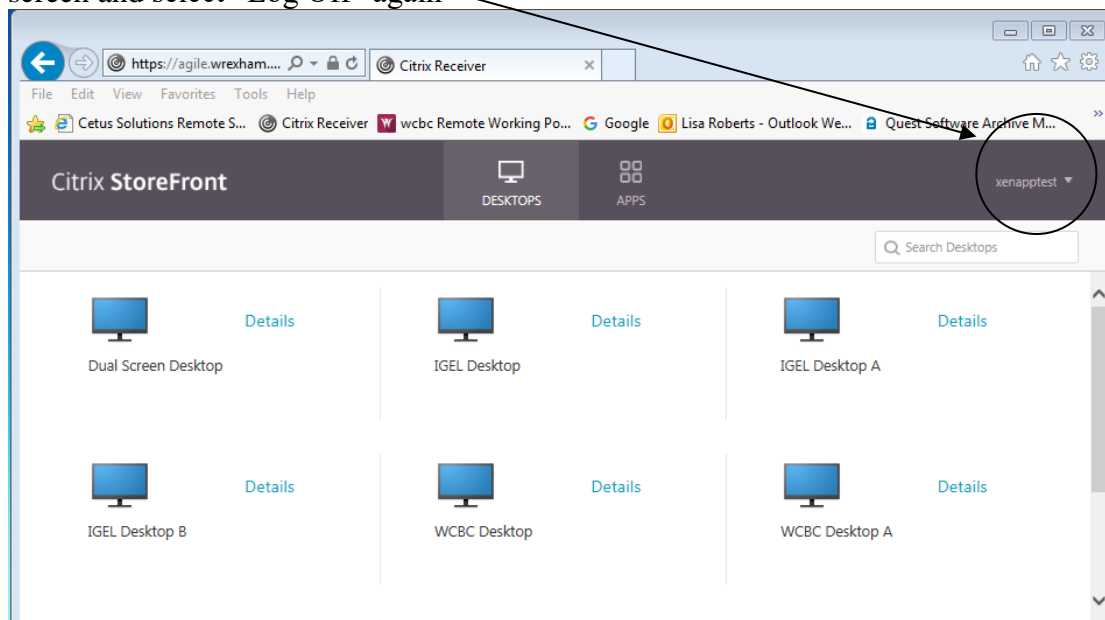
If you have any problems opening an archived email attachment please open a non-archived email first and then return to the email you require.

TO DISCONNECT FROM CITRIX

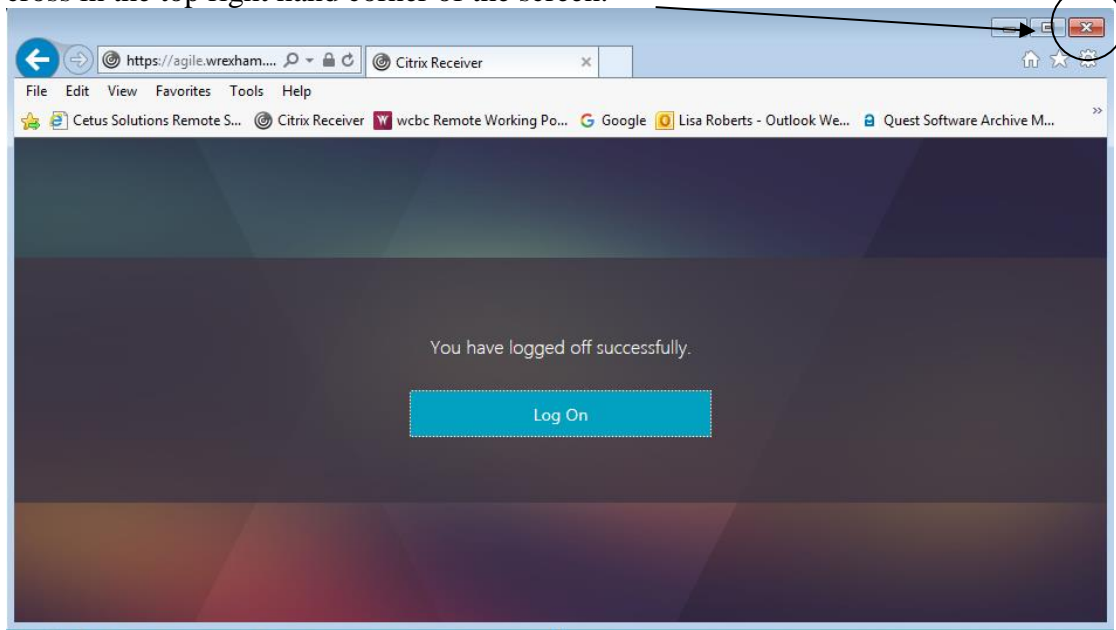
To disconnect from the system click the start menu and click “Log Off”



You will be returned to this screen click on the username from the top right of the screen and select “Log Off” again



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 the WCBC ICT Service desk on 01978 292340.

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.

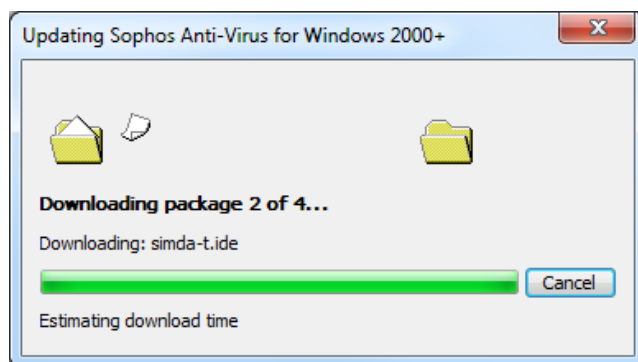
Using Internet Explorer 11 – page cannot be displayed

If you use Internet Explorer 11 you may have a “page cannot be displayed” message. This may require you to adjust the compatibility settings within Internet Explorer.

Press on either the cog button  or Tools from the menu bar and select “Compatibility View Settings”. The web page should appear in the “Add this website” box so click the Add button and close the page. If the website does not appear please type in “Wrexham.gov.uk” (without the “ marks).

Not meeting the minimum requirements

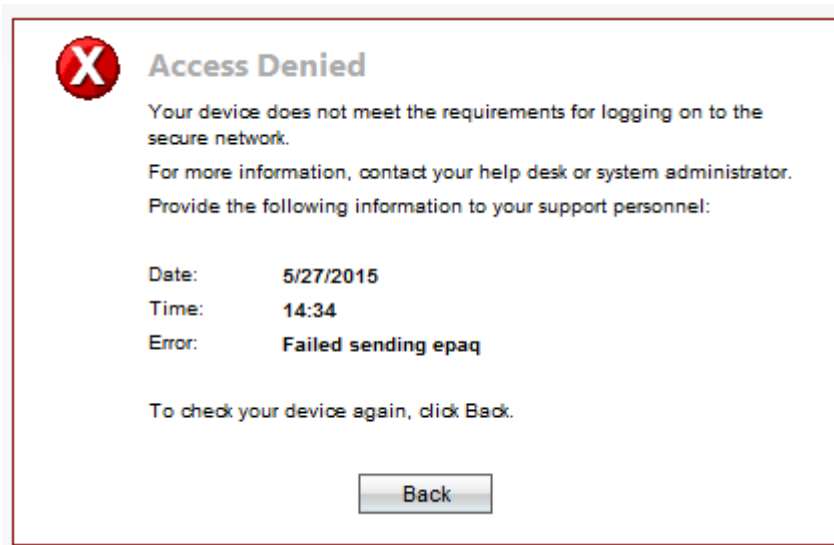
Check the antivirus on your laptop/device is up-to-date. Right click the sophos icon in your system tray (very bottom right of the screen)  and from the menu select “Update Now”. You should see a screen similar to that below as your pc updates the software. Wait a couple of minutes for the updating to finish and then try logging onto citrix again.




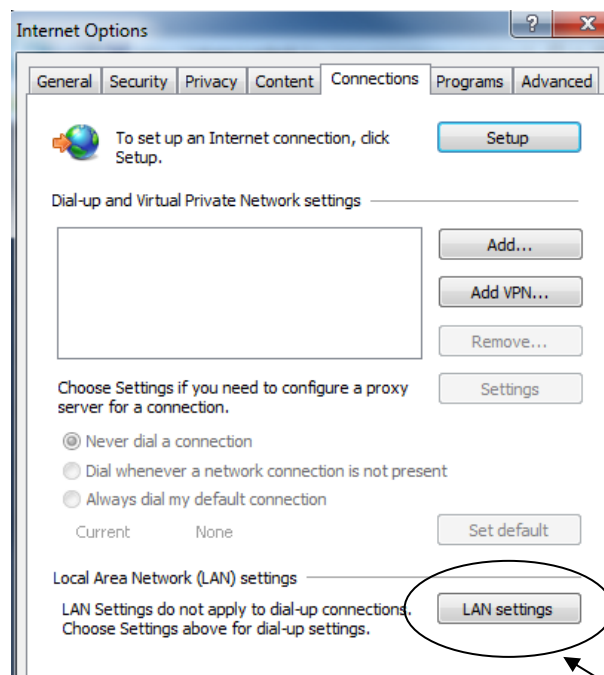
If you see a message “Cannot Connect to Server” please bring your laptop into the office and connect to the network and run the Update Now process. If you still receive the error you will need to notify the ICT Service desk.

Turning Internet Explorer Proxy off

If you see an Access Denied message after you have logged in similar to the one below:

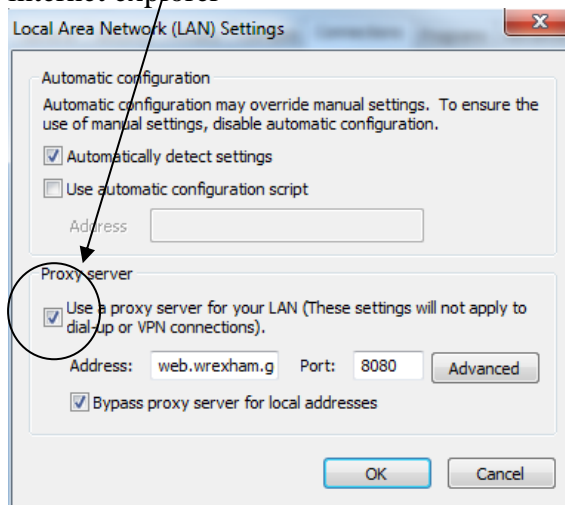


Click on cog in top right hand corner in Internet Explorer to go to settings 
Then click on internet options



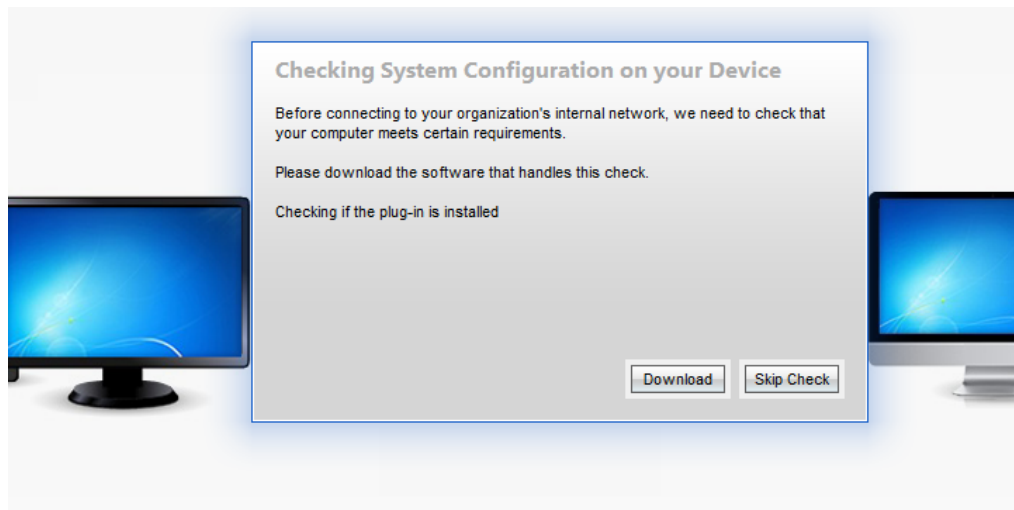
On the connections tab click on LAN Settings

And remove the tick “Use a proxy server for your LAN” and then close and reopen internet explorer



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 laptop.



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 10.5.62.9. 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.