

# Citrix: Access Anytime and Anywhere Tech Support



## I don't see my log-on screen

- Make sure WYSE thin client is turned on by pressing the button
- Make sure all the wires are connected and re-boot the thin client by pushing the button

## I can't log-on to Citrix

- Username entered incorrectly: always use last name, first initial in lower case
- Wrong Password: User may not have changed the original password of citrix123

## Client forgot password after changing it

Tech support can assign a new password

1. Double Click on the **Command Prompt Icon**
2. Type passwd username (be sure to hit the space bar after typing passwd: i.e. passwd smithj)
3. Hit Enter
4. Type in new password
5. Repeat new password

## I don't see an application that I use

Users are allowed access to applications based on their profile set by the system's administrator. All applications should be visible from the Start Menu.

- Try looking in Program Files from the Start Menu
- System's Administrator needs to be called to give the end user additional rites to other applications

## Citrix logged me out

- Log into Citrix again and most likely your data will be recovered

## What will happen to my files/folders once I'm converted

- All files and folders that existed on your hard drive before the conversion will be uploaded to the Citrix Server. i.e. if an end-user had a folder called "junk" residing in "my documents" on their hard drive before the conversion, that folder "junk" will reside in "my documents" on the Citrix Server

## My system froze, what do I do

- Shut down the thin client and restart. You may not have lost any data

## Citrix keeps logging me back on

- Shut down the thin client

## My mouse is not functioning properly

- Only the mice that came with the WYSE Thin Client should be used because they have been programmed for terminal emulation

## I don't see my "clip-it" for help

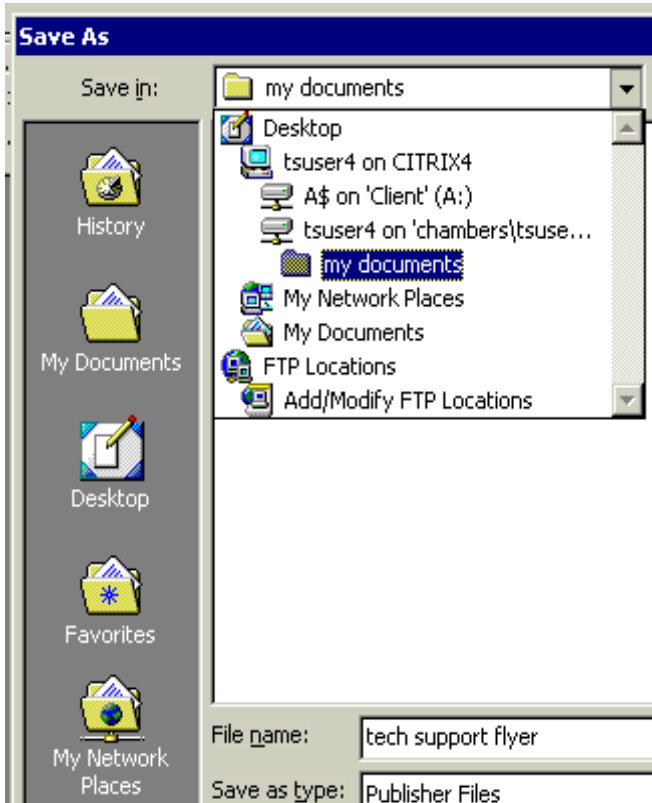
- The "clip-it" will not be used; however, you have access to help by using the menu

## My Files are on a network drive and I only have access to My Documents

- The System's Administrator needs to be contacted to give the end-user rites to network drives.

## I Saved a Document in Citrix and I can't find it

All files should be saved in "my documents" unless the user has rights to shared network drives



## Managing Printers

Help-line can refer to a list provided by systems listing user names and assigned printers. After referring to this list, Help-line can clear the print queue by doing the following

1. Double Click on **Shortcut to Printers** icon from the desktop
2. Double Click on the printer to be managed
3. Select the jobs to be deleted
4. Press Delete

### To send a test job to a printer

- Select the printer you want to test
- Click your right mouse button
- Click on **Properties**
- Click on **Print Test Page**

## User is having a problem performing a specific function in an application

- Help-line can shadow the end-user's screen and "take-over" to assess the problem.
  1. Double Click on the **Shadow Taskbar** Icon from the Desktop
  2. Key in your password
  3. Click on the Shadow button on top left

### Shadowing by User

1. Click on the "+" sign next to users (will see a prompt stating enumerating users for all servers. This may take a few moments.)
2. Click on the user you want to shadow
3. Click on the Add button
4. Click OK

### Note

- The end-user will be prompted to accept the shadow session. Once accepted, help-line can "take-over" the end-user's screen.
- If the end-user does not accept the shadow session, then tech support will receive an error message.
- The end-user will see a "stop-shadow" button, whereby they can stop the session at any time.
- If you don't see the end user to be shadowed, try refreshing

### Exiting the Shadow Session

1. Right Click on the shadow button
2. Click on Exit

