

Saint Michael's College Information Technology

Citrix Client Information Sheet Part I: Installation

What it does:

Information Technology is making this web-based product available to you in order to allow easy, secure and stable access network applications from the web. The Citrix client will allow you to connect to network applications from your personal computer using Internet Explorer.

System Requirements:

The following system configuration has been tested and is supported by the Saint Michael's College helpdesk:

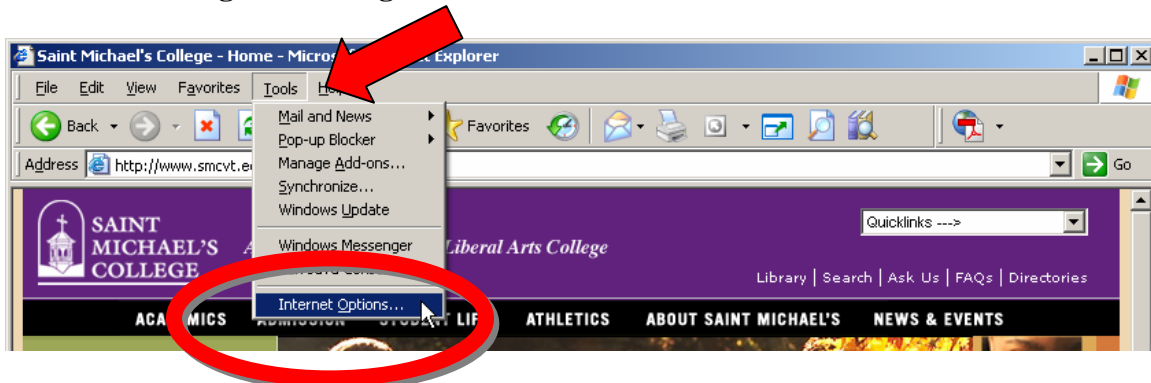
- Windows XP with Service Pack 2
- Internet Explorer 6 or above
- The logged on user has Administrative rights to their computer

NOTE TO USERS: The Citrix system has been tested with Windows XP and Internet Explorer. MAC users may experience limited functionality when accessing Citrix applications. While other browser and/or operating system combinations may work they have not been extensively tested and are not supported at this time.

IMPORTANT Configuration Notes:

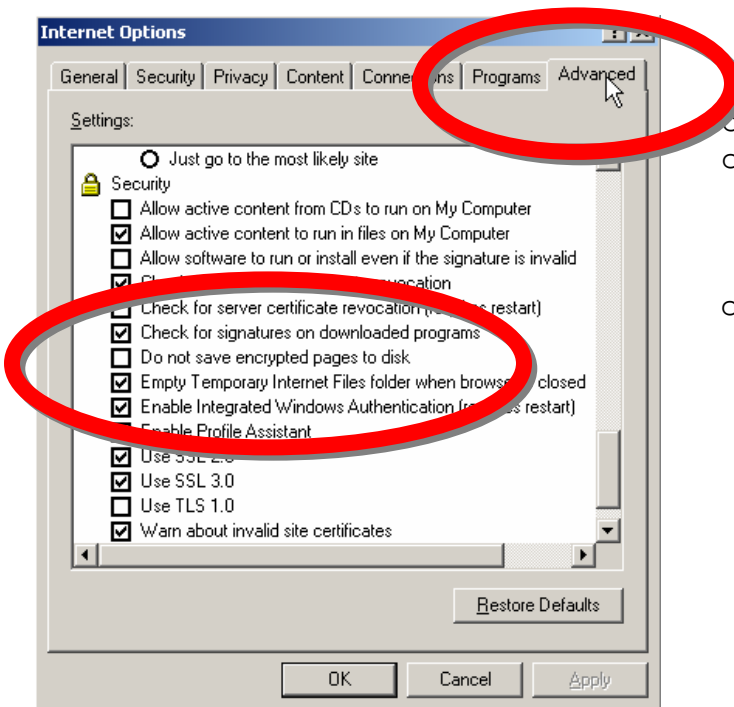
Before starting the installation phase of this procedure check your Internet Explorer settings. Failure to do this can result in the process not working.

Issue #1 - Saving Secure Pages



- Open Internet Explorer

- Click on Tools / Internet Options



- Click on the Advanced Tab
- Scroll down the list of options until you see “Do not save encrypted pages to disk.” Make sure this box is UNCHECKED.
- Click OK when finished.

Issue #2 – Pop-up Blockers

Web browser popup blockers can cause the installation process to fail. They can also cause the launch of the software to fail. There are many different products that install popup blockers. This document does not cover all blocker products. Ensure that your popup blocker allows pop-ups from <https://smcaccess.smcvt.edu>. For assistance with this contact the helpdesk at x2020.

How to install:

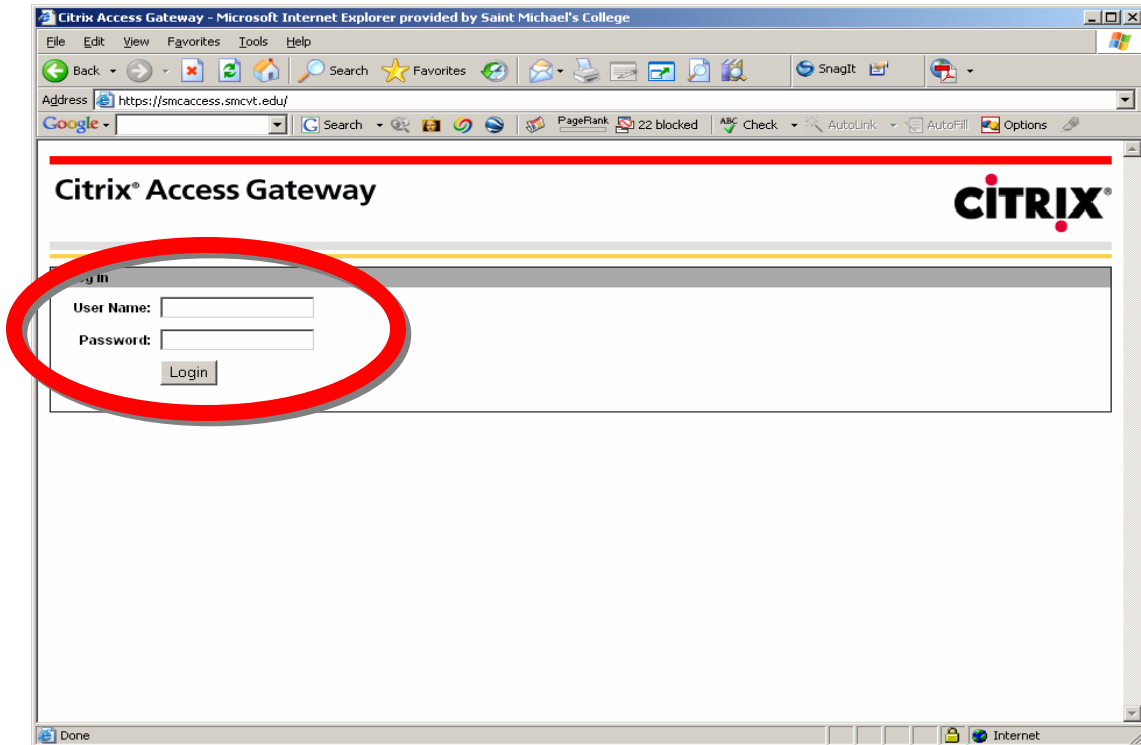
To install the software client on your Windows XP computer you must be a local administrator on that computer. This should be the case on your personal computer.

To begin the process **launch Internet Explorer and enter the following URL:**

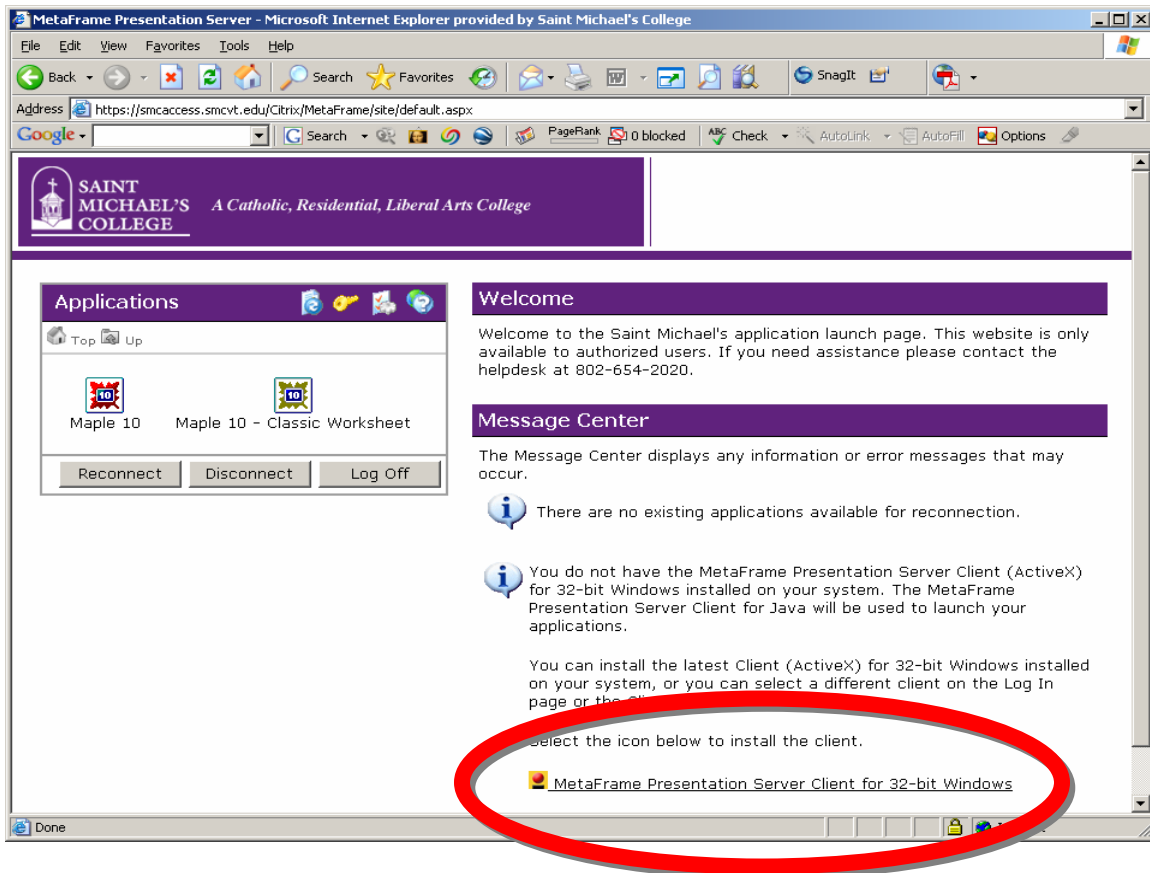
<https://smcaccess.smcvt.edu>

Make sure you enter the “s” in https. This is a secure, encrypted website. It will not work without the “s”.

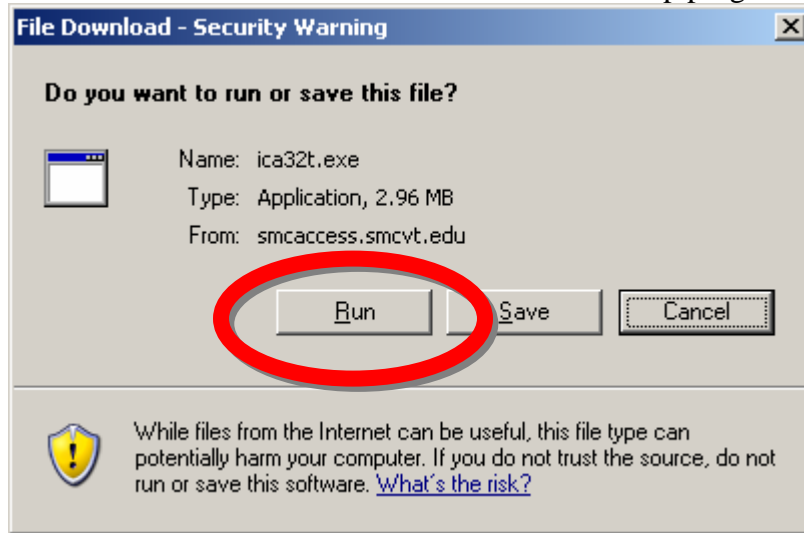
Once connected to the site you will see the logon screen below. **Enter your MIKENET username and password and click “Login”.**



When you are successfully logged in you will see the Citrix Web Interface page. This page detects if you have the Citrix client software installed or not. If the client is not detected, you will see a little red and yellow warning icon. **Click on the underlined text** to download the client software.



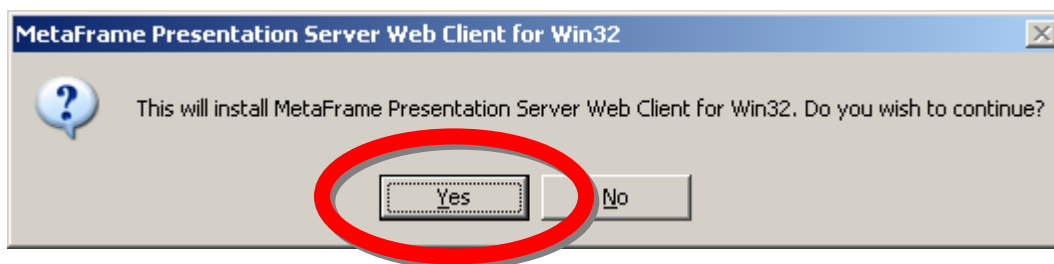
When you click on the underlined text the following Security Warning message will appear. **Click on Run** to download the software and run the setup program.



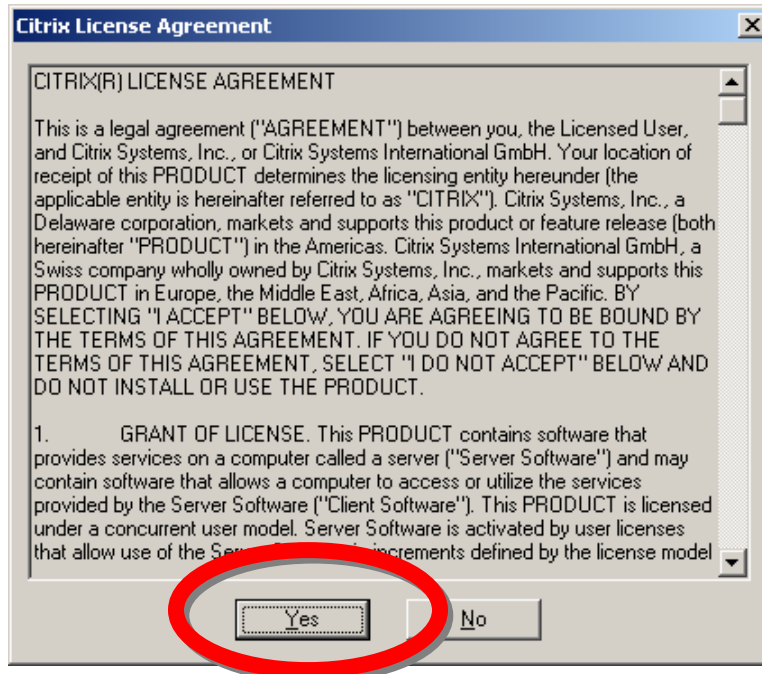
The client software should download quickly to your computer. When the download process is complete you will see the following Security Warning message. **Click on Run** to start the Citrix client installation process.



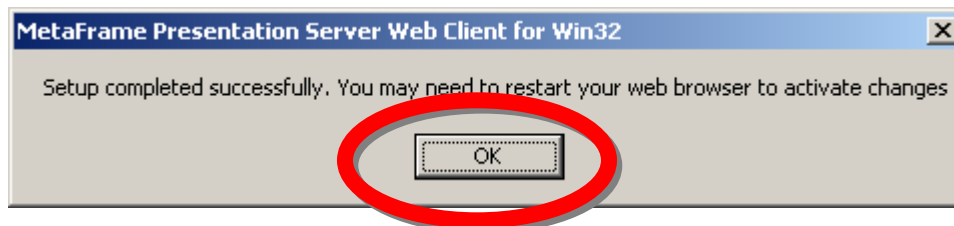
You will be presented with the following message. **Click Yes** to continue with the installation.



You will be asked to accept the license agreement. **Click Yes.**



When the installation is complete you will see the following screen. Notice that the message says Restart your *browser*, not your *computer*. **Click OK.**



To use programs through the Citrix interface, launch your browser and follow the instructions in **Part II: Launching Applications.**