# CARITAS College
# Quick Guide to Citrix Web Portal

## Purpose

This document is written for basic steps in connecting to the Caritas College Citrix Web Portal. This document does not provide technical detail or configuration for advanced users. Any issues connecting that are not covered in this document can be directed to administrator@cc.catholic.edu.au for review

## Contents


Windows PC with Internet Explorer ..... 2

Apple Mac with Safari Browser ..... 7

Internal Connections ..... 9

Troubleshooting ..... 11


## Revision

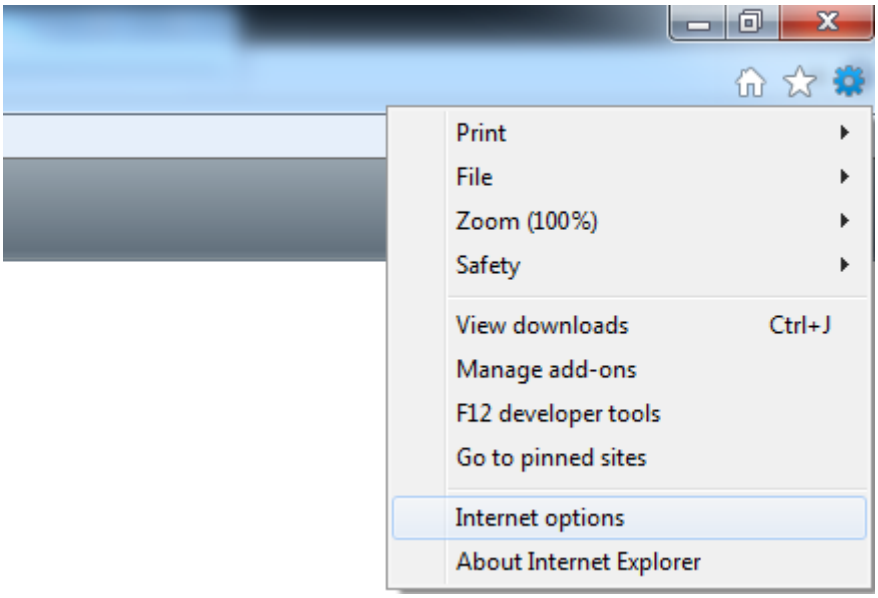
Version 1.1 ..... Released 25th August 2014

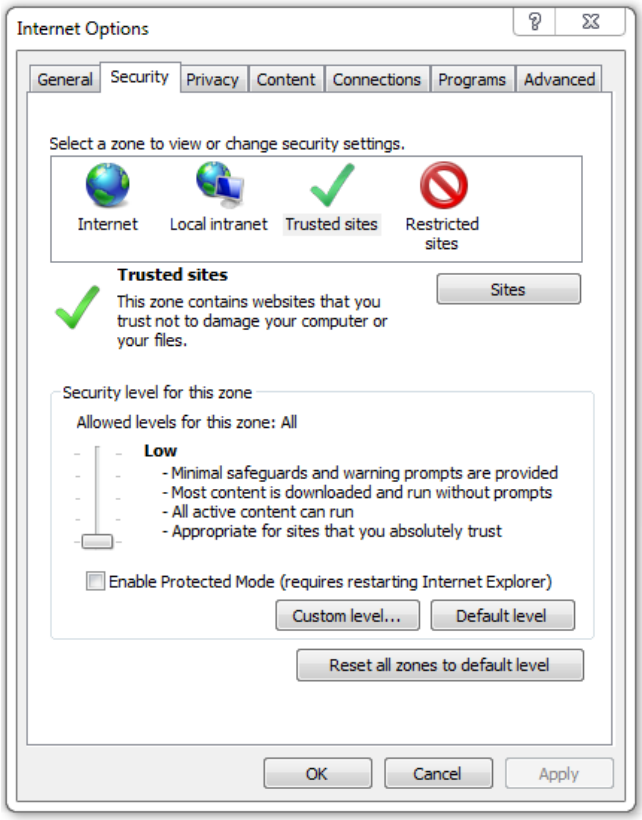
# Windows PC with Internet Explorer

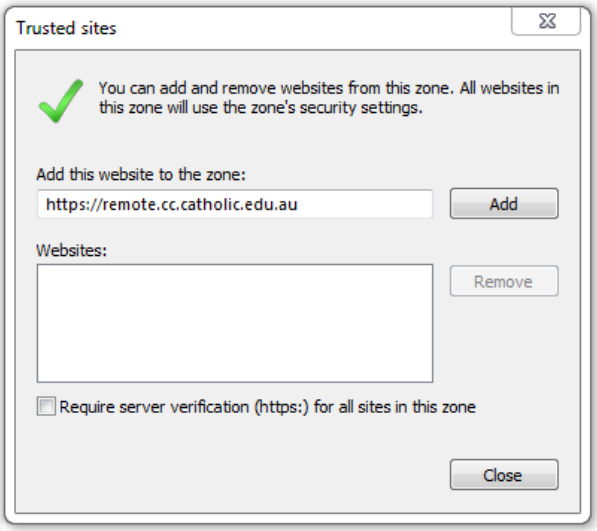
*This section represent Windows Operating System with Internet Explorer 11 browser*

Open up web browser and navigate to: https://remote.cc.catholic.edu.au

Add to trusted sites > Tools > Internet Options *(This step may asssit with troubleshooting)*

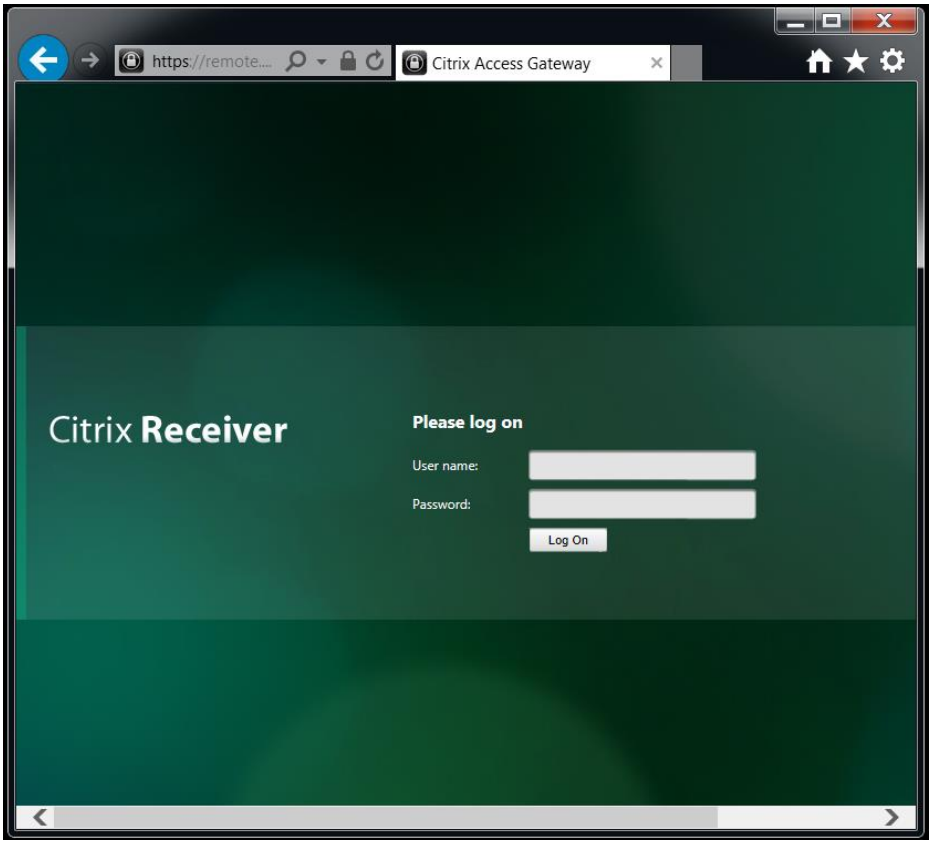


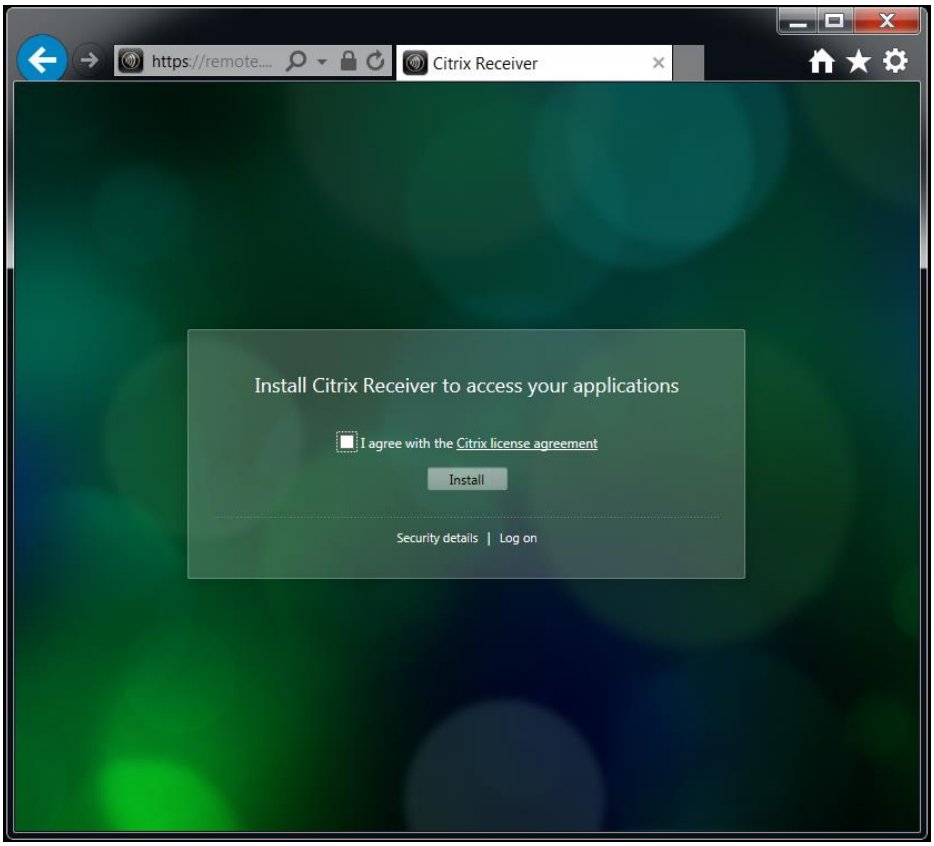




If you have added the web address to the trusted Sites > Restart browser

Navigate to https://remote.cc.catholic.edu.au and login with domain credentials *(this will be your regular network login)*

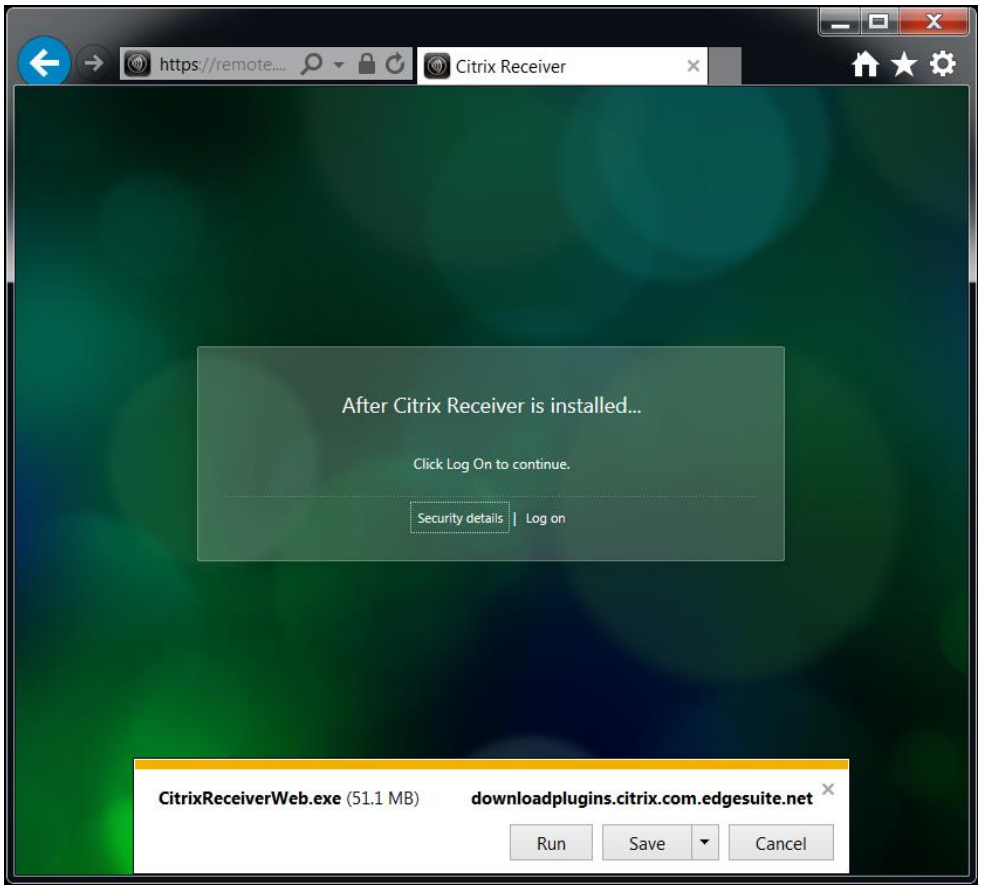



Click on I agree with Citrix license agreement … followed by INSTALL to start client installation



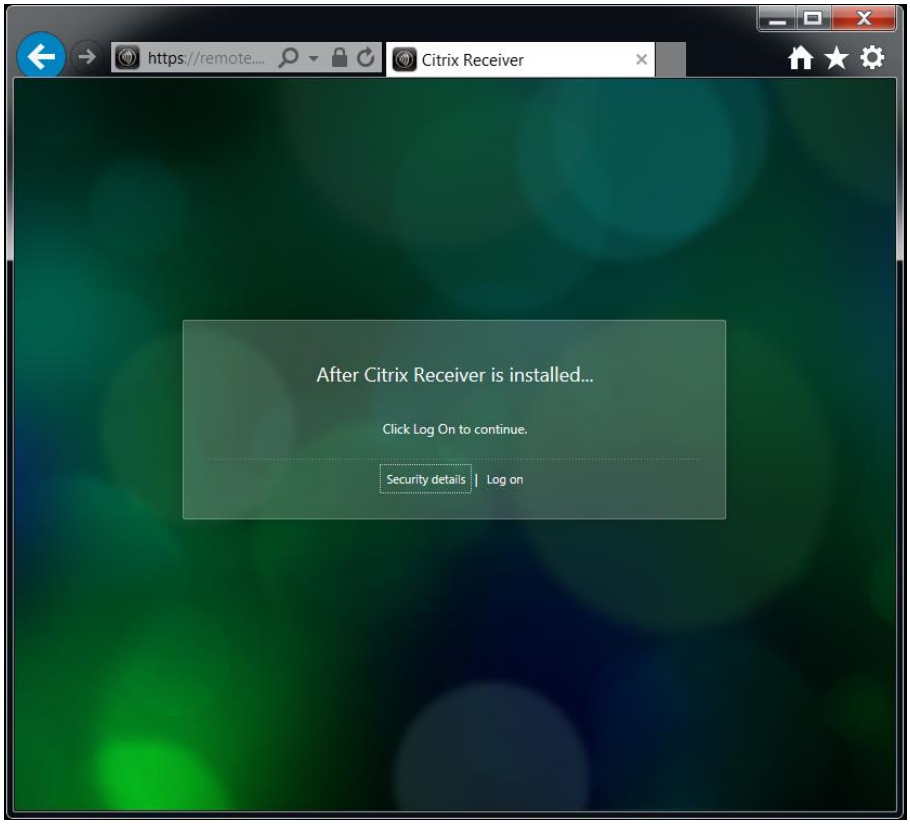
Current versions of Internet Explorer prompt an information bar placed at the bottom of browser window

Select Run to install the Citrix receiver client application *(this only needs to be installed once per user)*

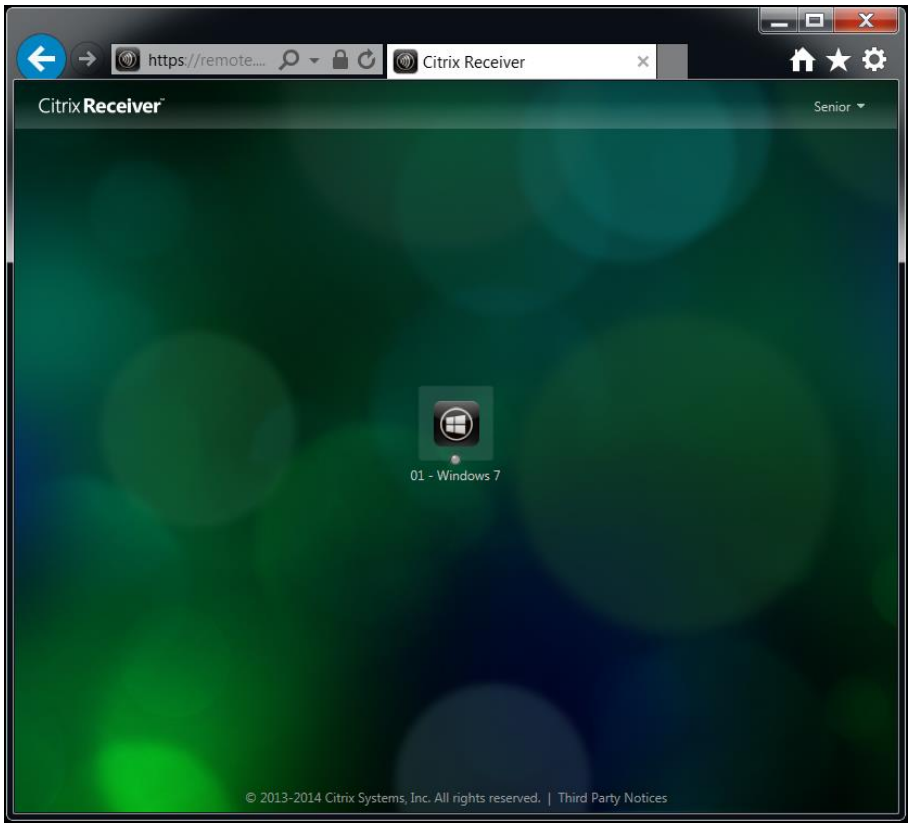



Click install and wait for client to install.

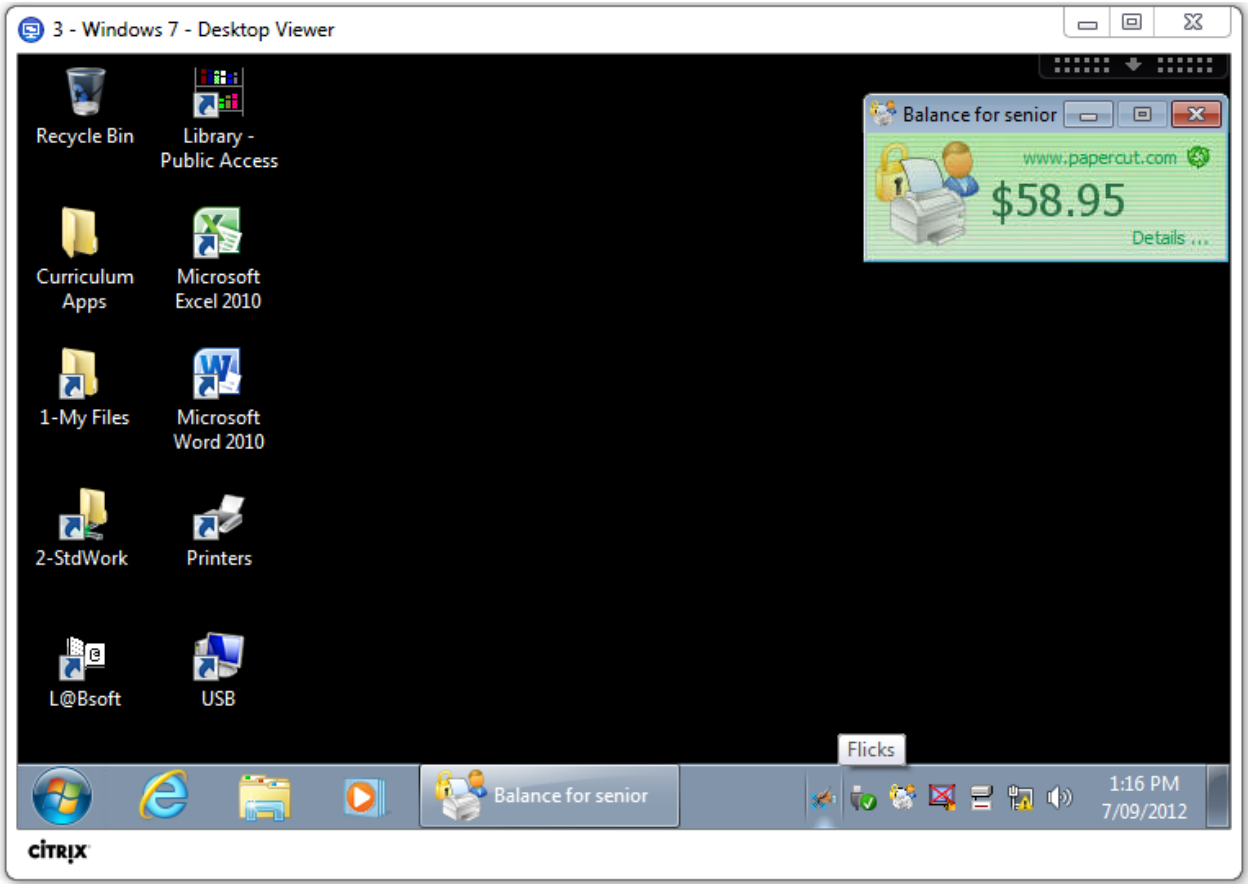
Once the client has finished installing, click logon on the following screen




Select Windows 7 to launch the Virtual Desktop



You should now be presented with a Virtual Desktop

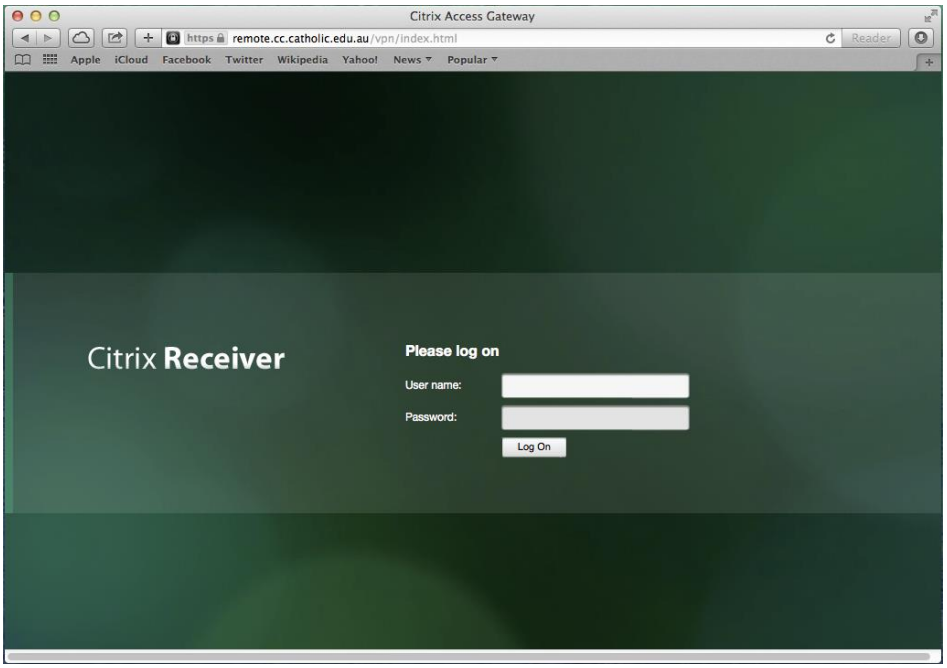



You have successfully logged in to Citrix environment and ready to access your desktop

# Apple Mac with Safari Browser

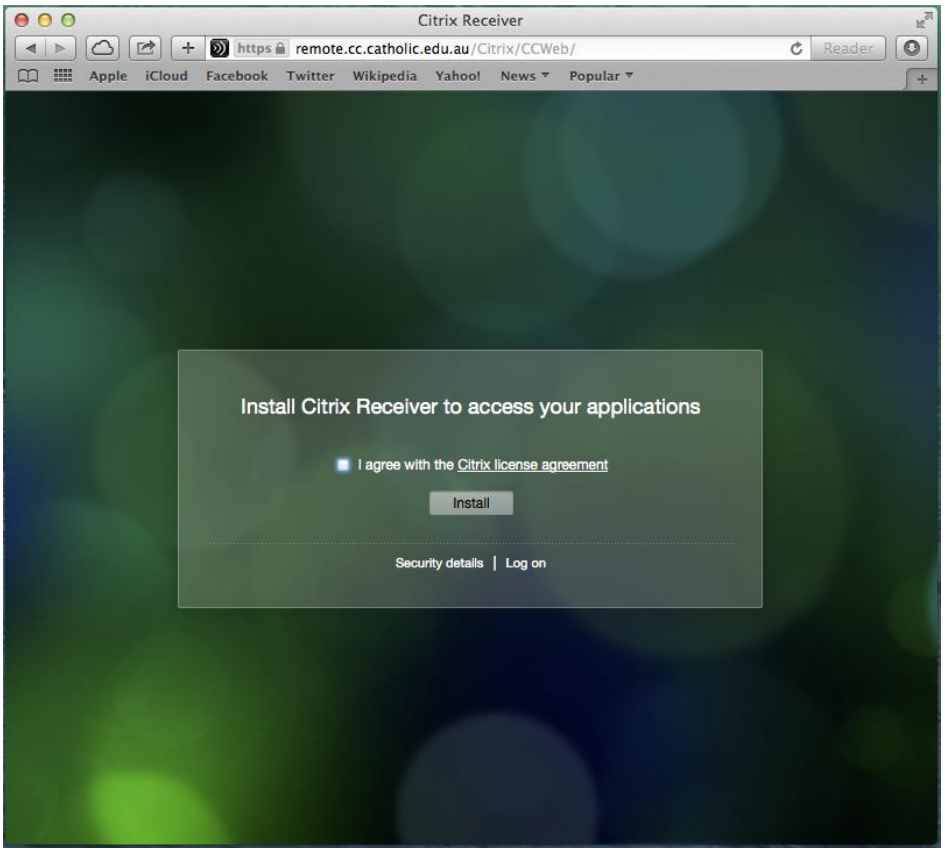
*This section represents Apple Mac Operating System with Safari Browser*

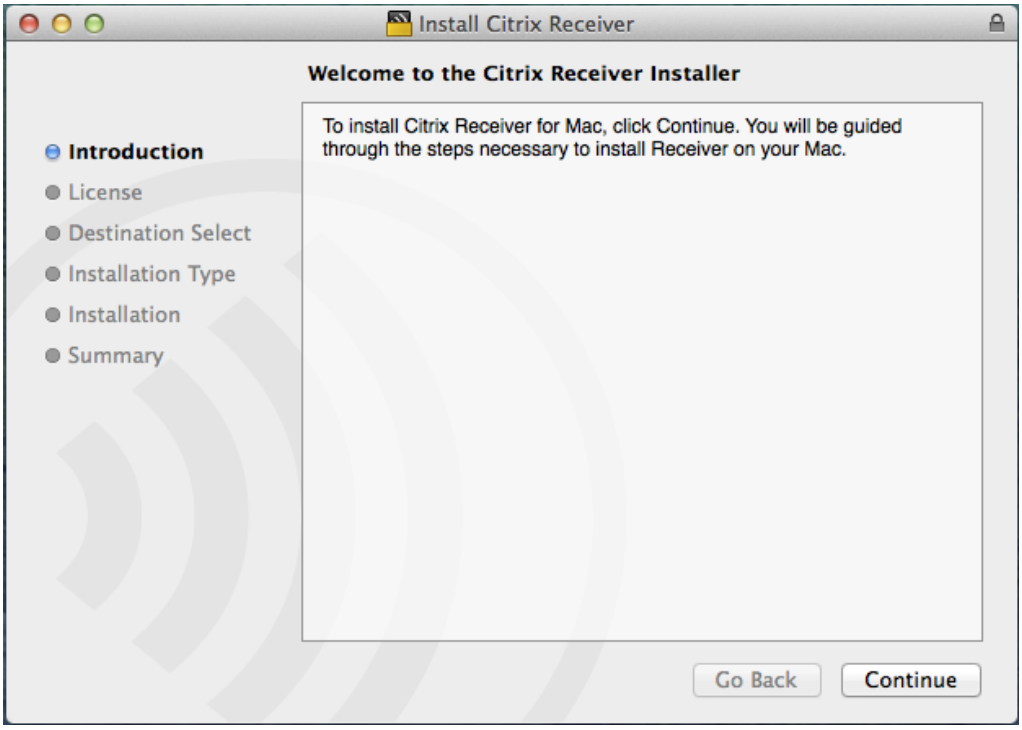
Open up web browser and navigate to: [https://remote.cc.catholic.edu.au](https://remote.cc.catholic.edu.au)




You will be present with an option to INSTALL > Select this option and await installation confirmation

*(this may take a few minutes depending on connection)*

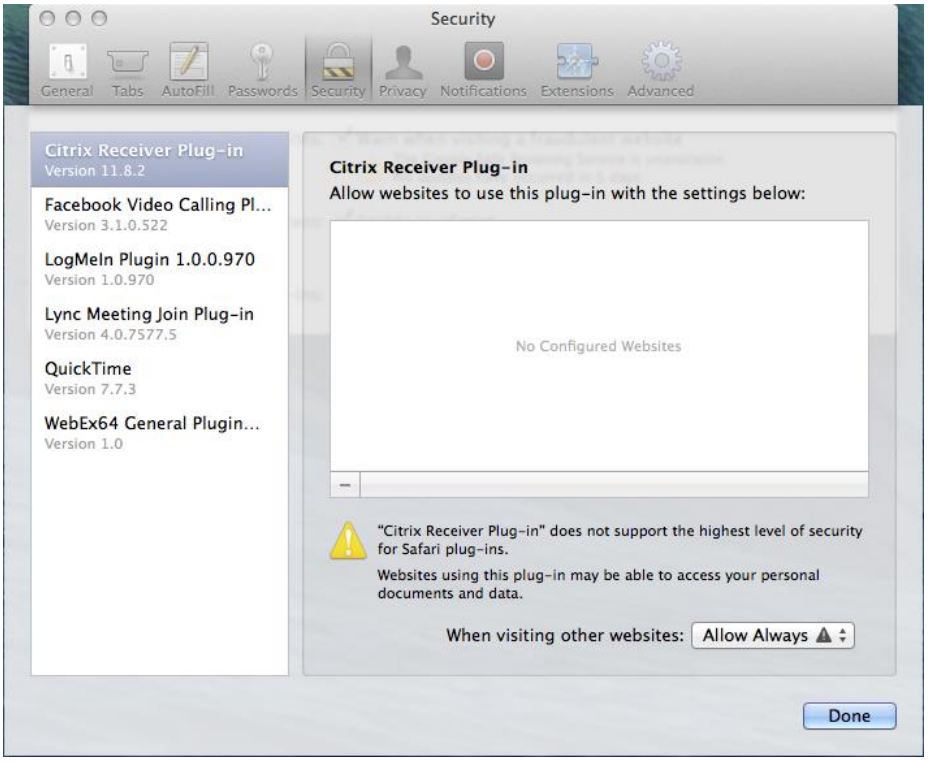




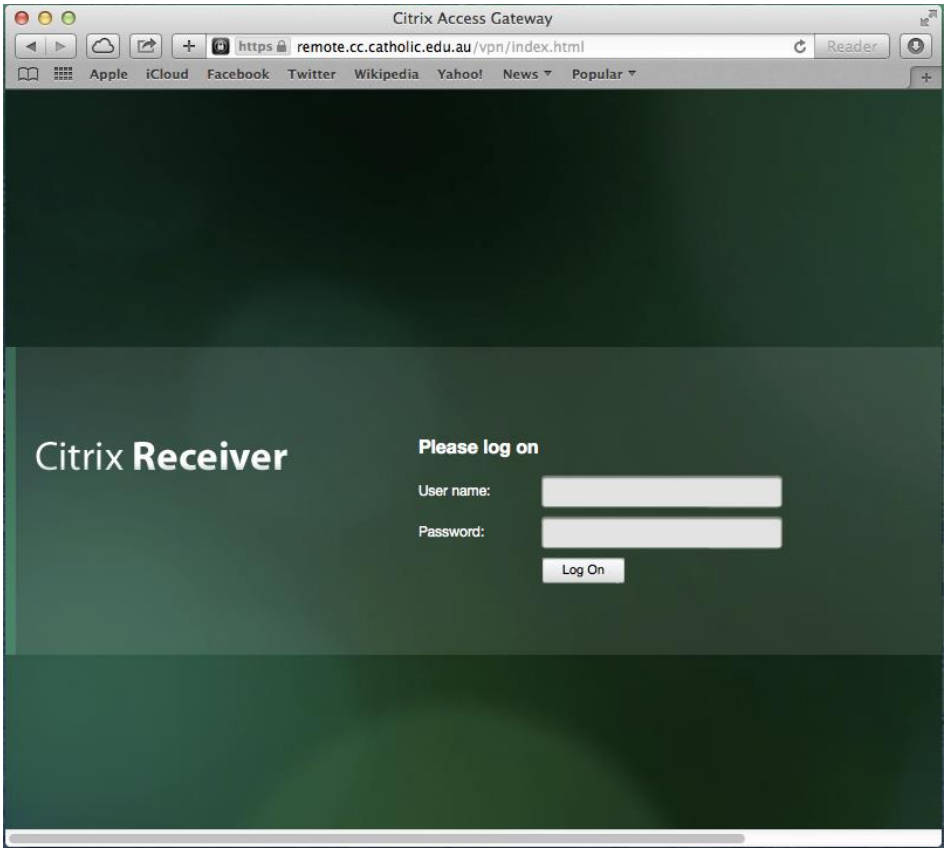

After running through installation please close and reopen your Safari browser.

From the Safari > Preferences Menu Option – Select Security and then select Manage Website Settings next to internet plugins.

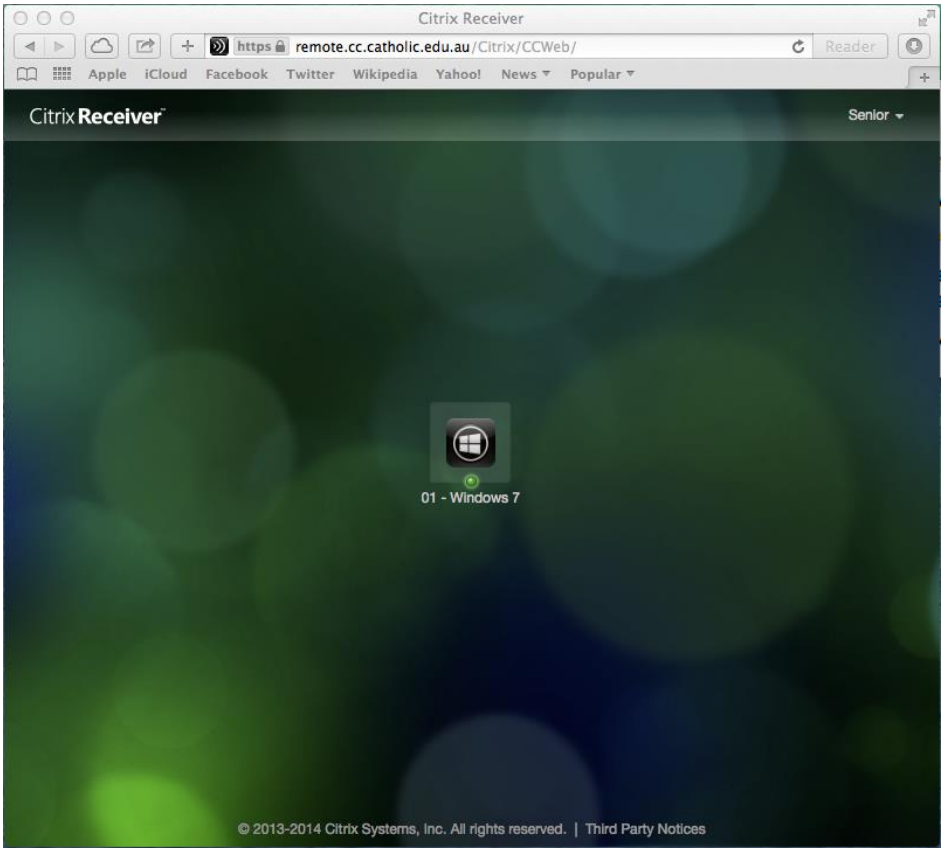
Select The Citrix Receiver Plug-in and change the “when visiting other websites” to Allow Allways and click done

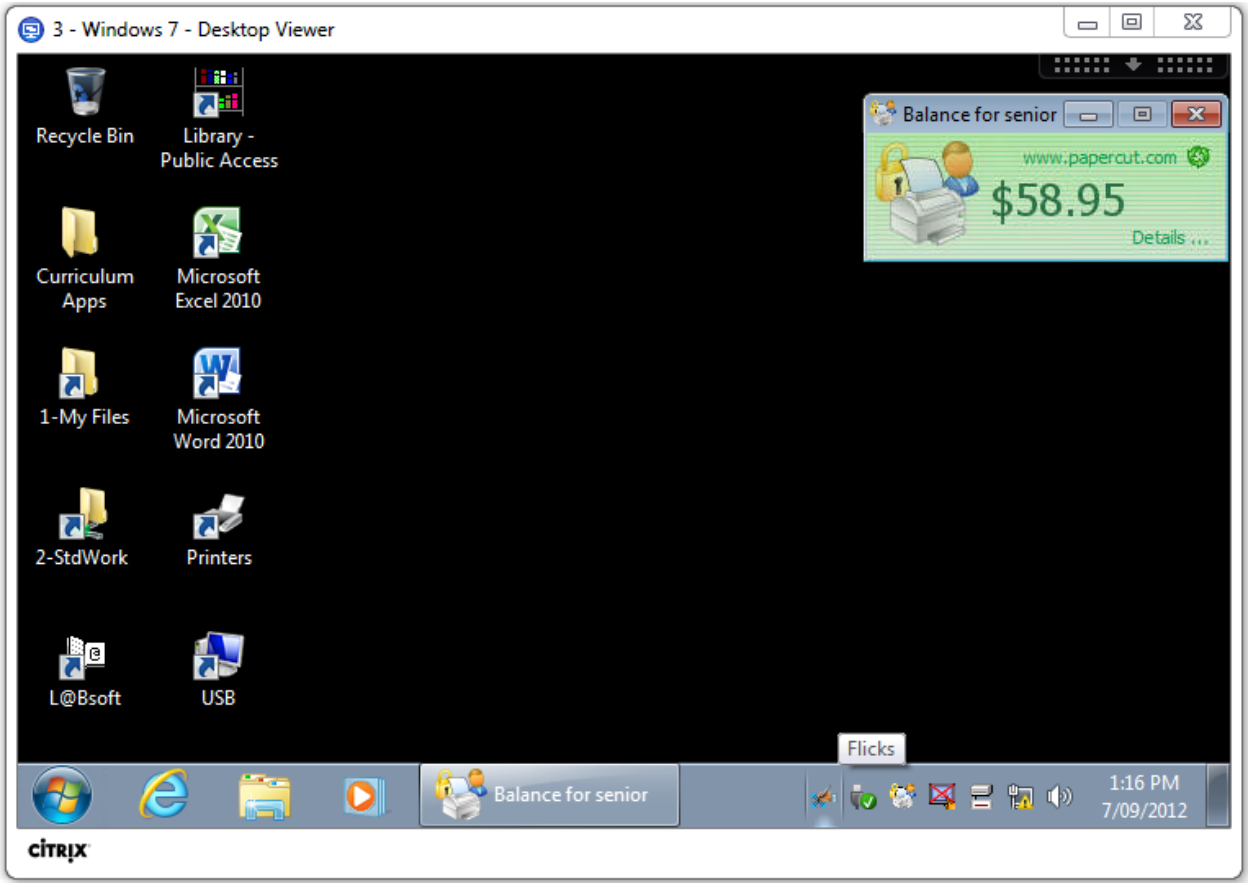



Restart your browser again and then navigate to [https://remote.cc.catholic.edu.au](https://remote.cc.catholic.edu.au)



Login with your normal caritas credentials, click 01-Windows 7 and you will be presented with a Virtual Desktop



## Internal Connections

*(Bring your own device or guest laptops)*

Connecting from with the school is the same process as outlined above with the exception of the address

Once the portal address has been entered into your Internet browser, the Caritas College Network will detect whether your device is running the latest software to connect.

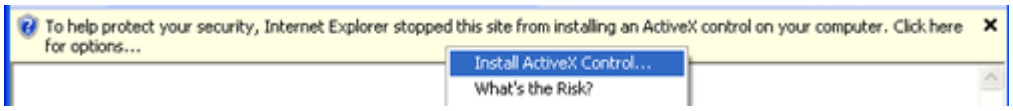
If your device has either

- No Citrix software installed
- An earlier version preinstalled

The Network will prompt for an installation process to take place. Please follow the prompt as within this document

## Troubleshooting

- You may be presented with Active X Control. If so, agree to install ActiveX and restart browser and try again




- The process to connect to the Virtual Desktops is the same from internally with the school than it is from externally. The only exception is that the connection web addresses change. Connecting to the Wireless with your BYOD device will direct you to the correct address.