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Citrix Workspace for Windows: Quickstart Guide

Citrix Workspace is a new service for remotely accessing lab computers in Chichester and Richmond labs. This guide shows you how to configure and use Citrix Workspace to remotely connect to your lab desktop. The previously used VPN service for accessing these computers is no longer available.

The remote access via Citrix Workspace is supported by IT Services, for contact details browse to:

https://sussex.ac.uk/its/help

Before you start

Get your credentials

Make sure you have your University of Sussex username and password.

Get an authenticator app

An authenticator app is required for access to Citrix Workspace, it is recommended that you download and install an authenticator app of your choice on your phone or tablet as a preparatory step. If you already have an appropriate authenticator app such as FreeOTP, Citrix SSO, Microsoft Authenticator or Google Authenticator, you can use this. If not, download one of these apps or any other authenticator app that supports the Time-based One-Time Password Algorithm (TOTP).

The term "token device" is used later in the documentation to describe the device running the authenticator app, typically a smart phone or tablet.

The term “endpoint device” is used in this guide to refer to the computer you are connecting from (typically a laptop or home PC).

Citrix Workspace logon page

The address of your Citrix Workspace is:

https://sussex.cloud.com

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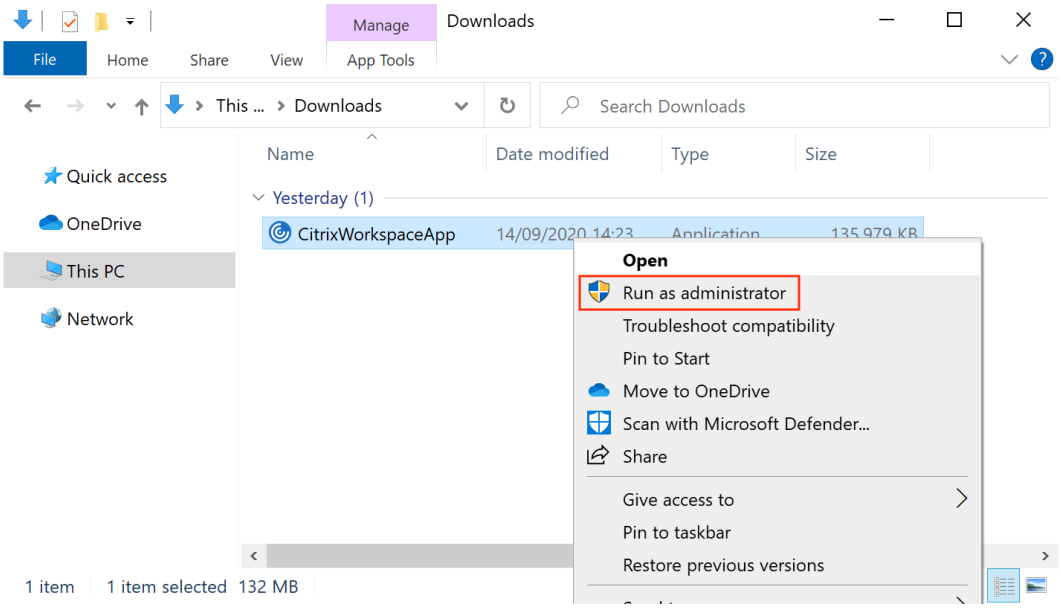
Installing Citrix Workspace app (full version)

1. Open your web browser and navigate to https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

2. Browse to the downloaded package, right click on it and choose **Run as administrator.**



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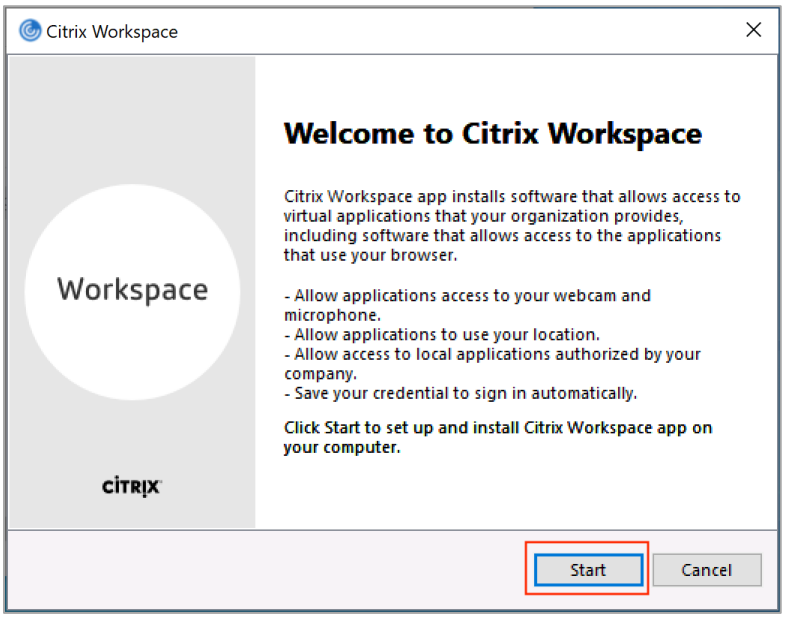
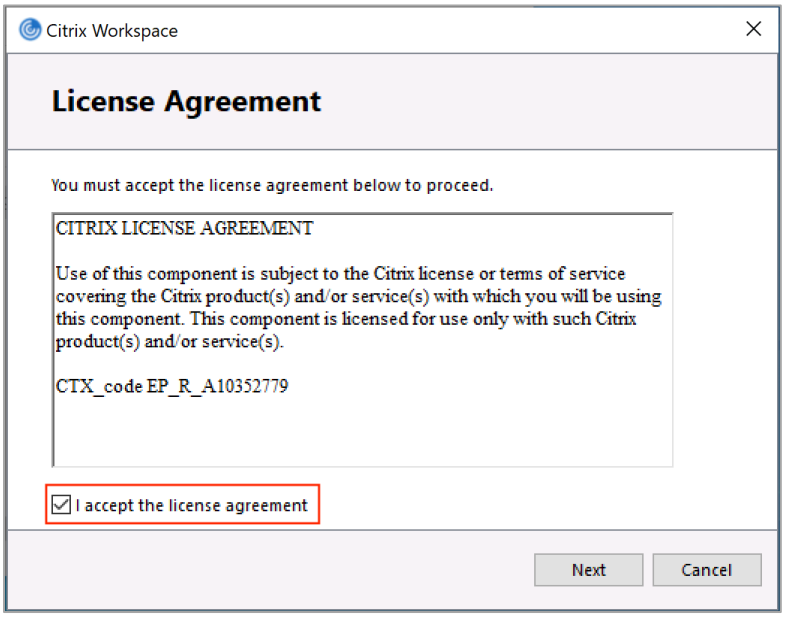
3. Click on **Start** to begin the installation.



4. Accept the license agreement.



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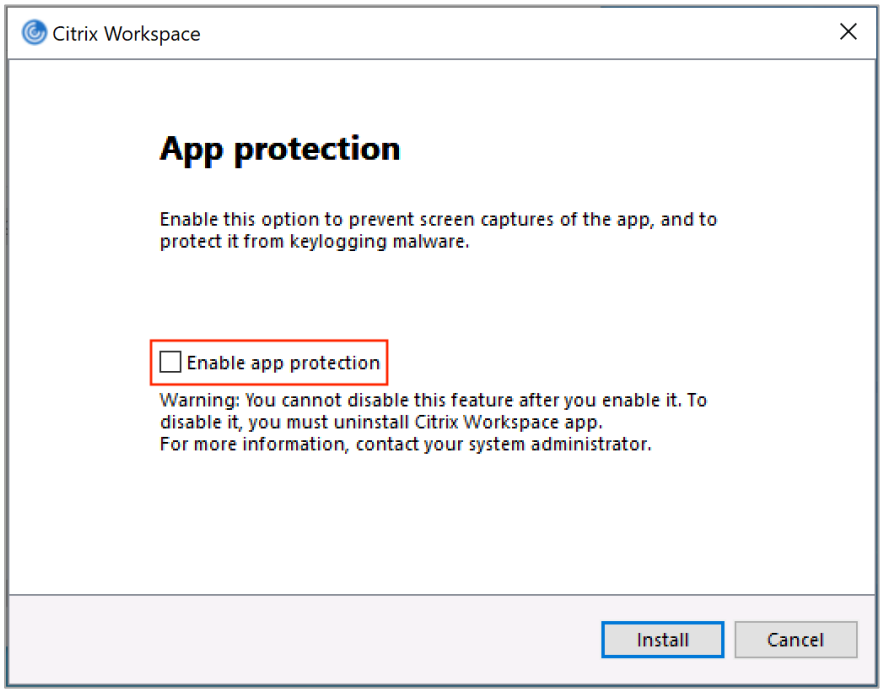
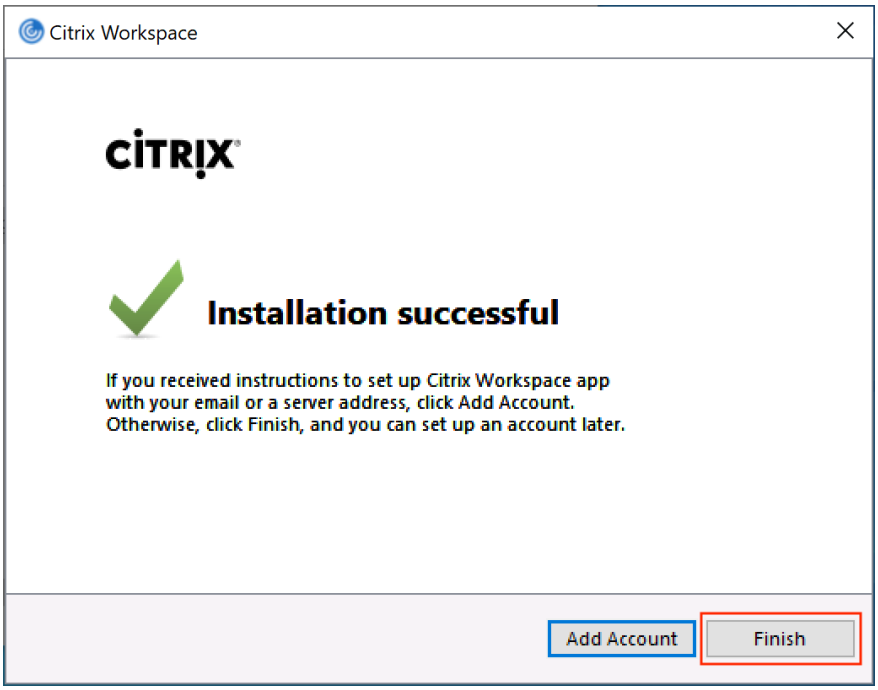
6. **Do not** enable the option app protection.



7. Once the installation is successful click **Finish. Do not** choose the option **Add Account.**



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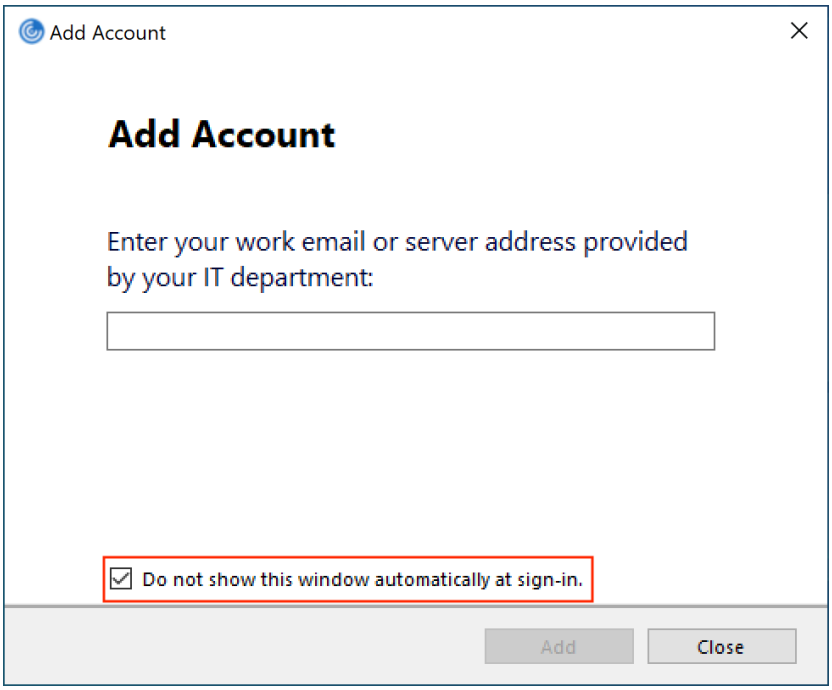
9. When you log on to Windows another time a window might pop up suggesting you to add an account. Choose the option “Do not show this window automatically at sign-in” and then **Close**



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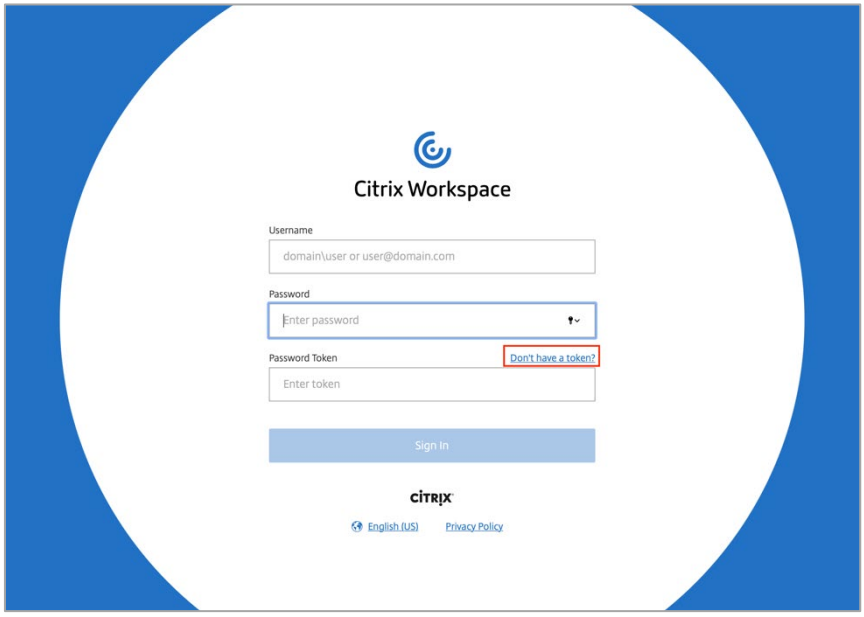
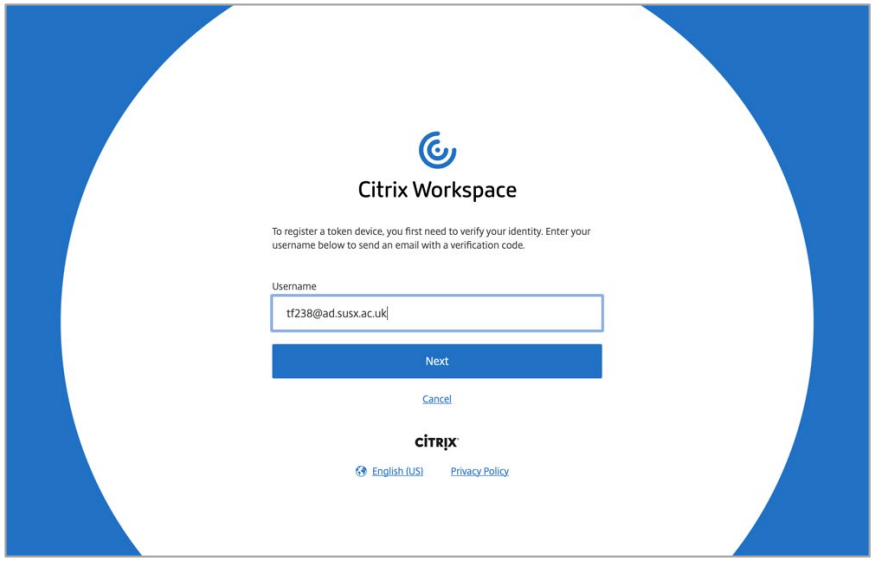
Register Token Device with Citrix Workspace

For enhanced security Citrix Workspace uses a second factor for authentication in addition to your UoS credentials. To use this second factor, you must register your token device with Citrix Workspace. During registration, Workspace presents a QR code that you scan with the authenticator app installed on your mobile phone or other device (as described in the section Before you Start).

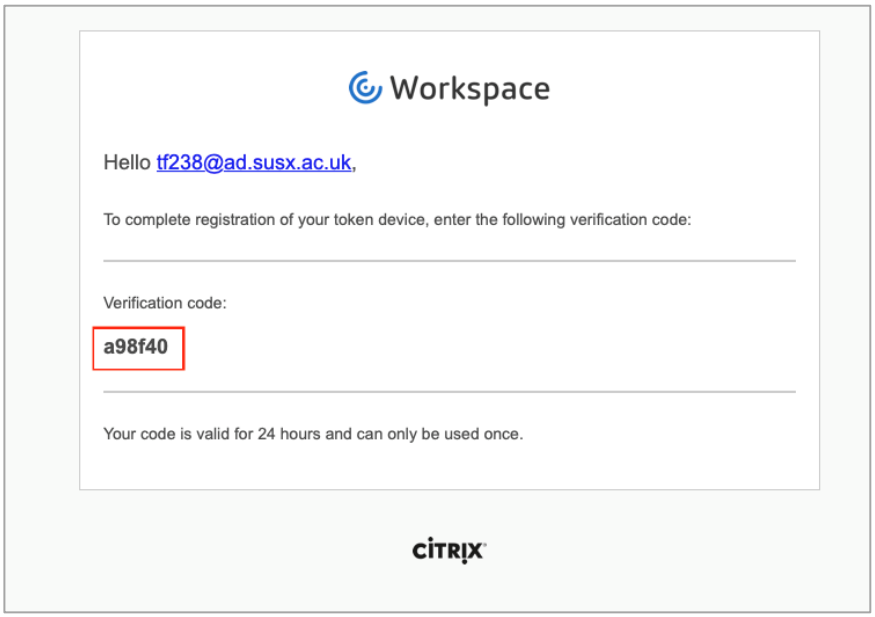
1. From a computer browse to the Workspace logon page (https://sussex.cloud.com) and click **Don't have a token**



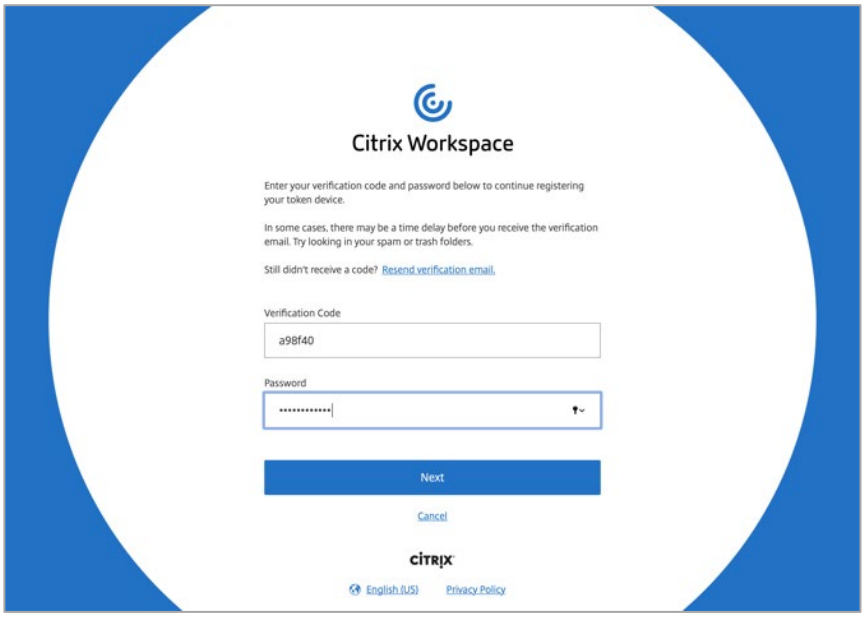
2. Enter your username in format *username@ad.susx.ac.uk* and click **Next**.



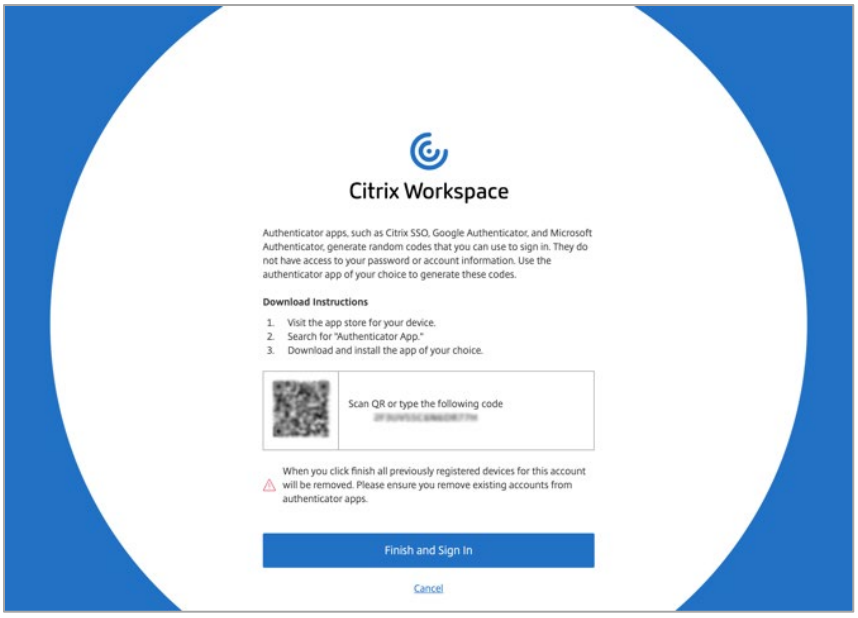
3. Citrix Cloud sends you an email with a verification code.



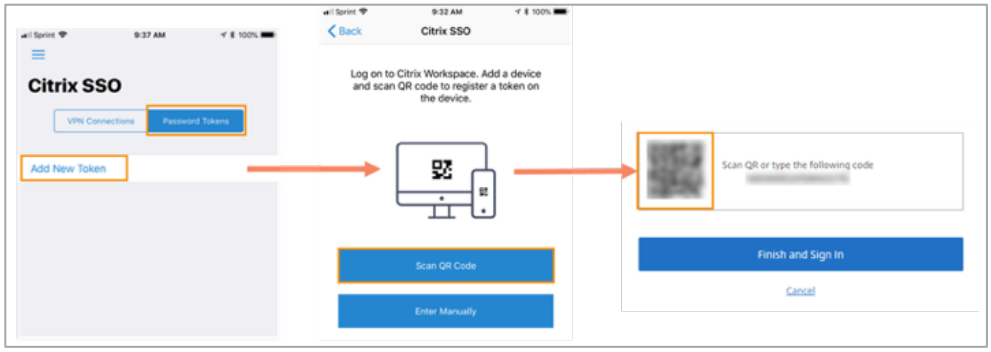
4. The email may take up to 5 minutes to arrive. When you receive it, enter the verification code and your ITS login password, then click **Next**.



5. A QR code and verification code will be shown on the screen.

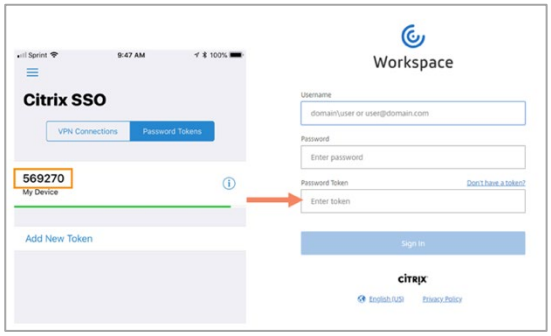


6. From the authenticator app, scan the QR code or enter the verification code manually (the example shown is with the Citrix SSO app).



7. Click **Finish and Sign In** to complete the registration.

8. After completing registration, you can return to the Citrix Workspace logon page (https://sussex.cloud.com) and enter your ITS username in the format *username@ad.susx.ac.uk*, followed by your ITS password and the six-digit code generated by your authenticator app.



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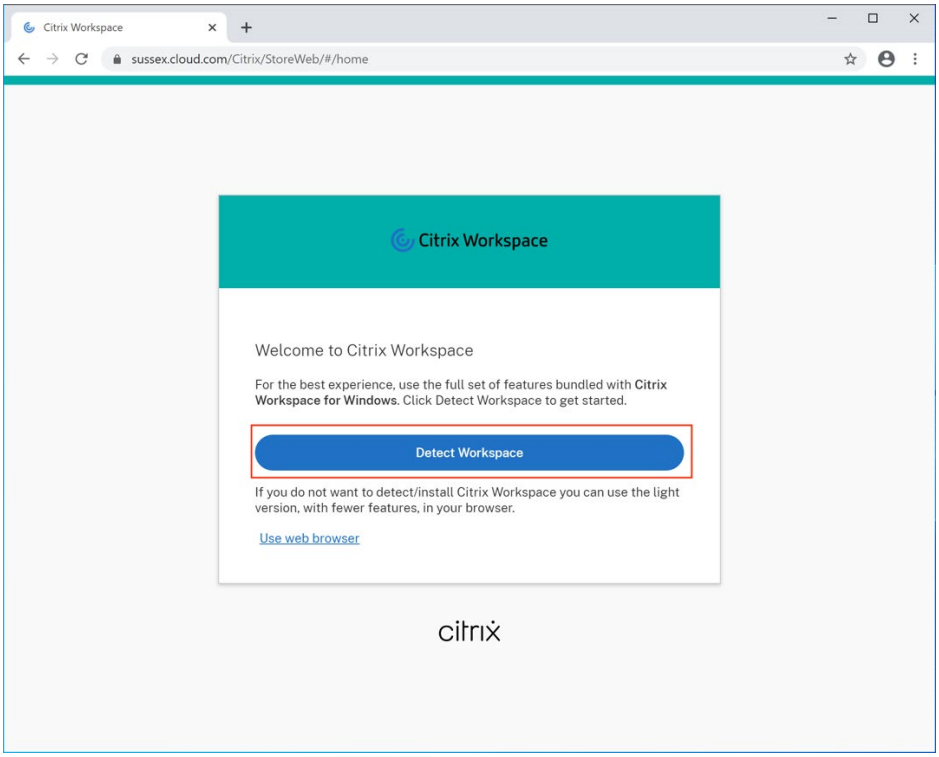
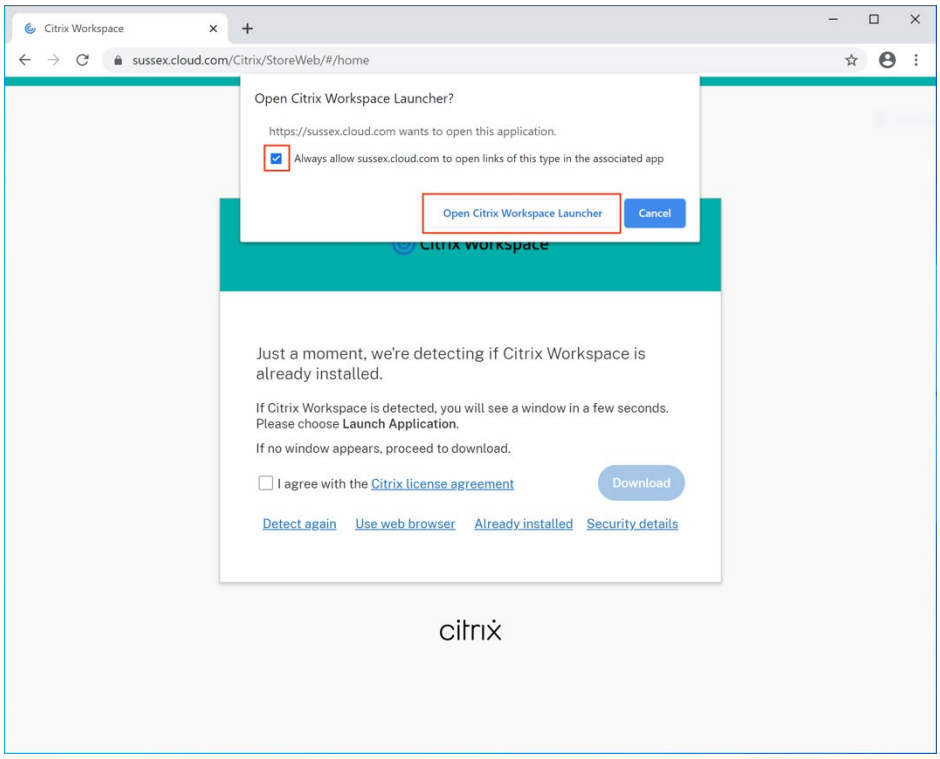
First time logon (using Chrome)

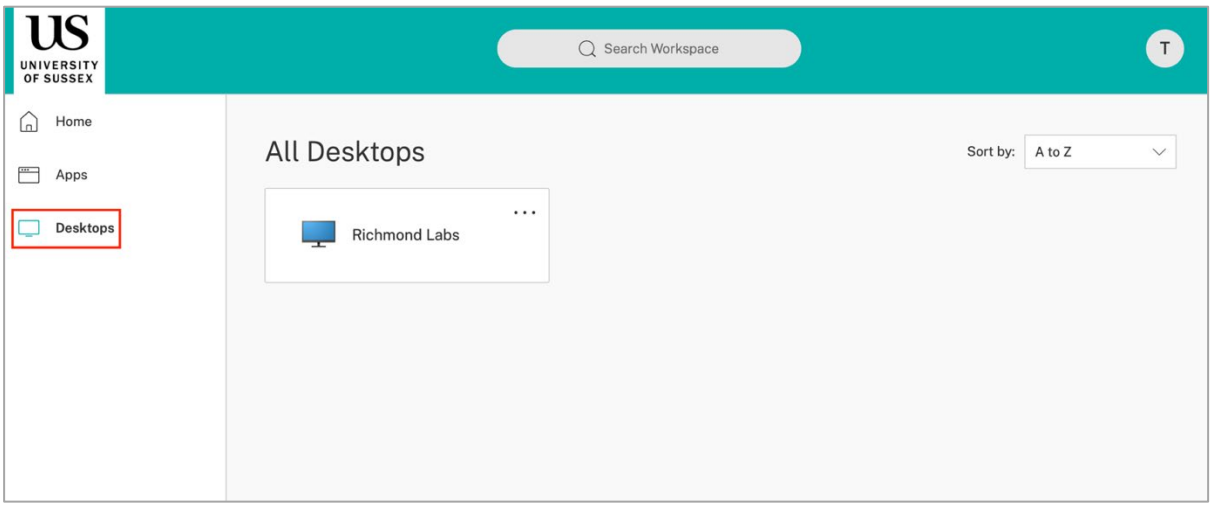
1. During the first logon a message will appear telling you that Workspace will try to detect if you have the Workspace app installed on your device. Click on **Detect Workspace.**



2. A window will appear asking you if you want to open Citrix Workspace Launcher. Select the checkbox “Always allow Sussex.cloud.com to open links of this type in the associated app” and then click **Open Citrix Workspace Launcher.**



3. Citrix Workspace will show you the available resources if you click on the Desktops tab on the left.



4. Click on the Desktop which you would like to start. The desktop session will now be initiated.

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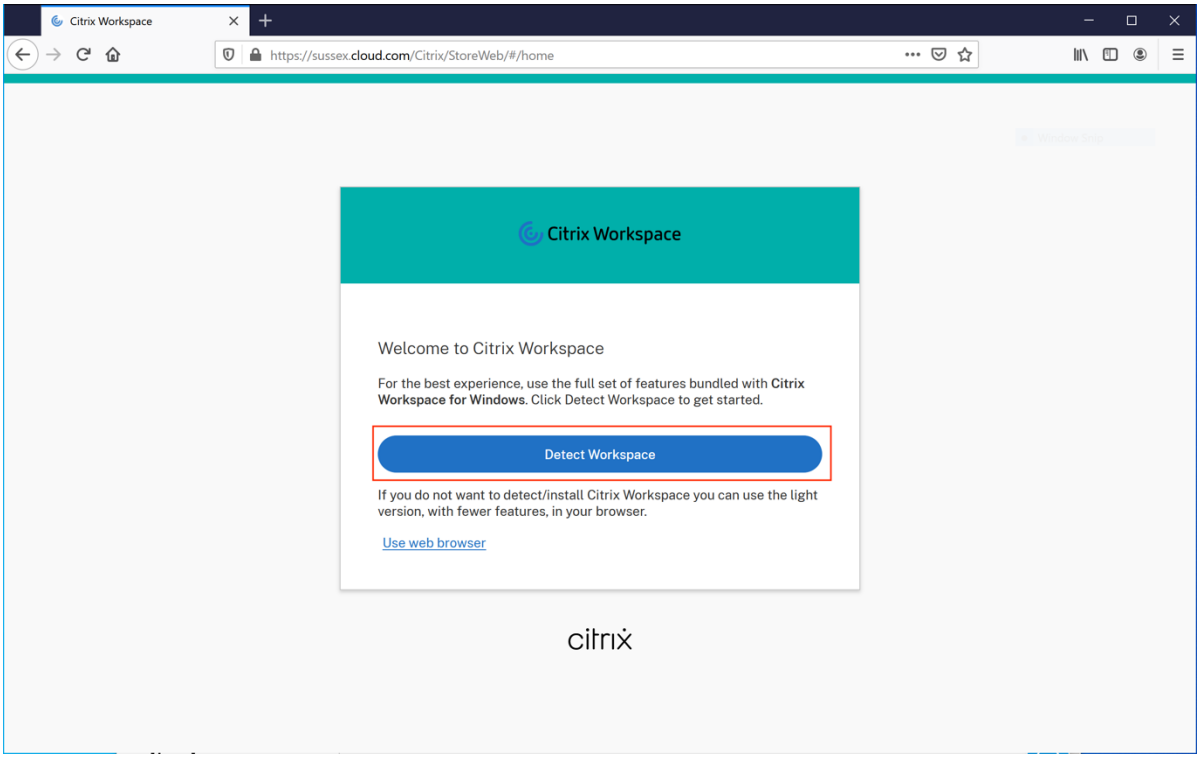
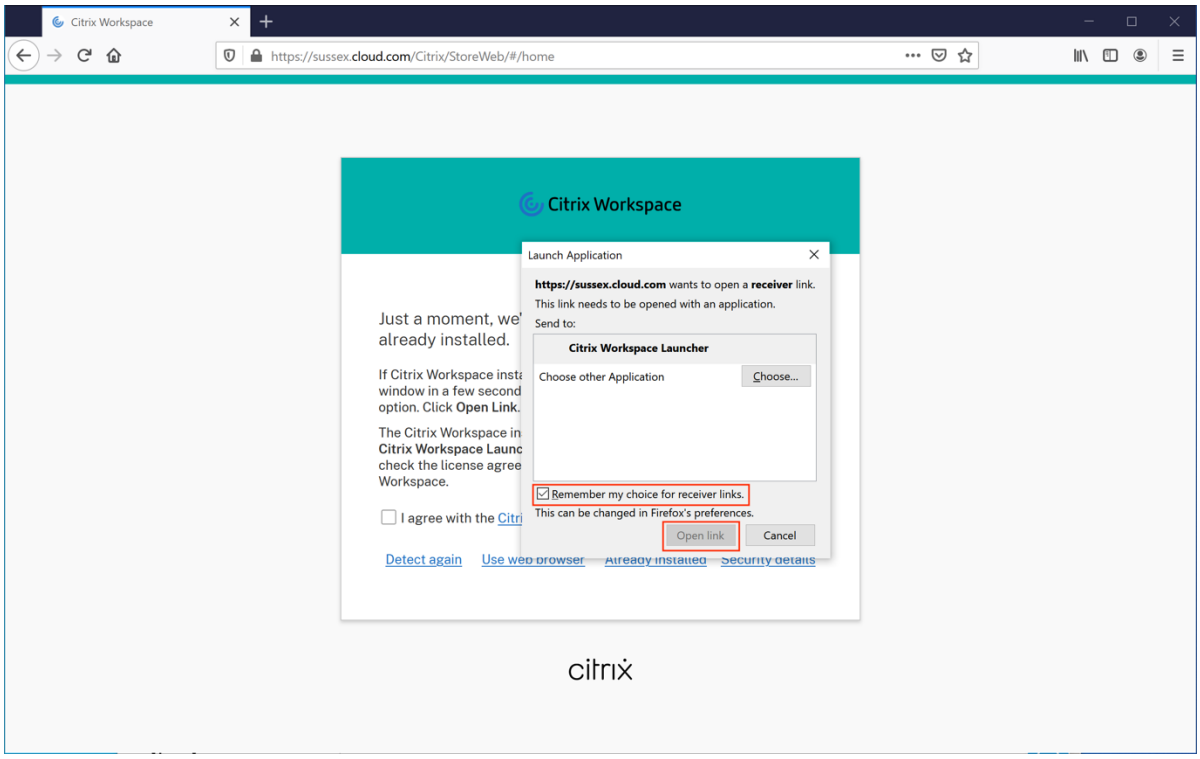
First time logon (using Firefox)

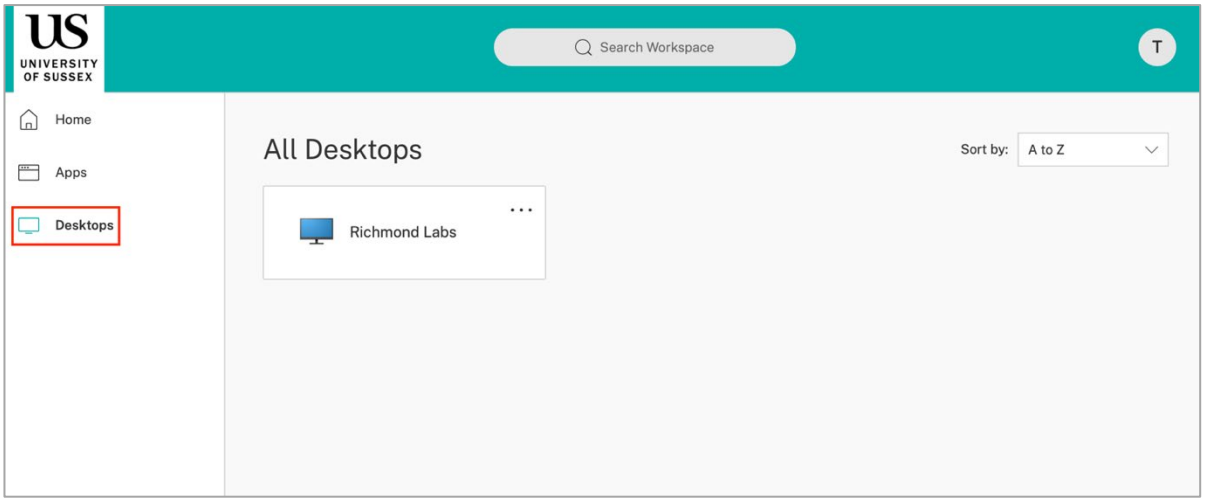
1. During the first logon a message will appear telling you that Workspace will try to detect if you have the Workspace app installed on your device. Click on **Detect Workspace.**



2. A window will appear asking you if you want to open a receiver link. “Send to: Citrix Workspace Launcher” should be already pre-selected. Select the checkbox “Remember my choice for receiver links” and then click **Open link.**



3. Citrix Workspace will detect the installed Workspace app and show you the available resources if you click on the Desktops tab on the left.



4. Click on the Desktop which you would like to start. The desktop session will now be initiated.

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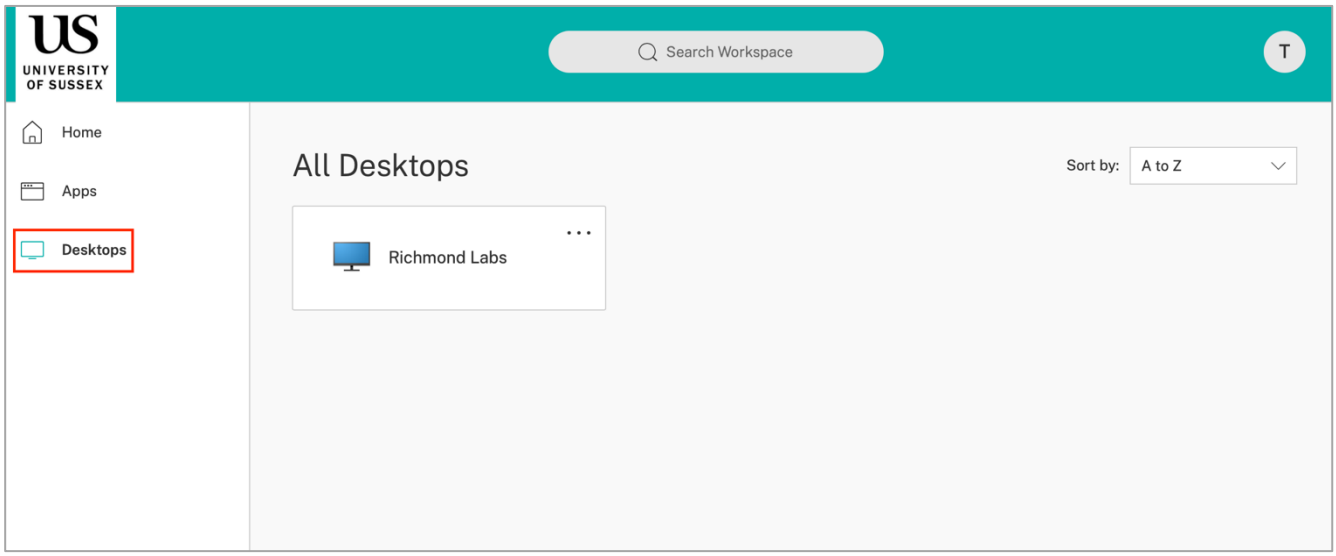
Normal Logon (using Firefox or Chrome)

1. For all subsequent connections after first logon, browse to the Citrix Workspace logon page https://sussex.cloud.com, enter your ITS username in the format *username@ad.susx.ac.uk*, followed by your ITS password and the six-digit code generated by your authenticator app. There is no need to start the Workspace app, it will be started automatically when required.

2. As seen after the first logon Citrix Workspace will show you the available resources if you click on the Desktops tab on the left.



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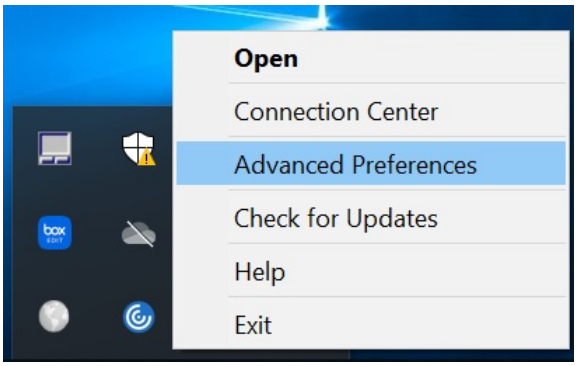
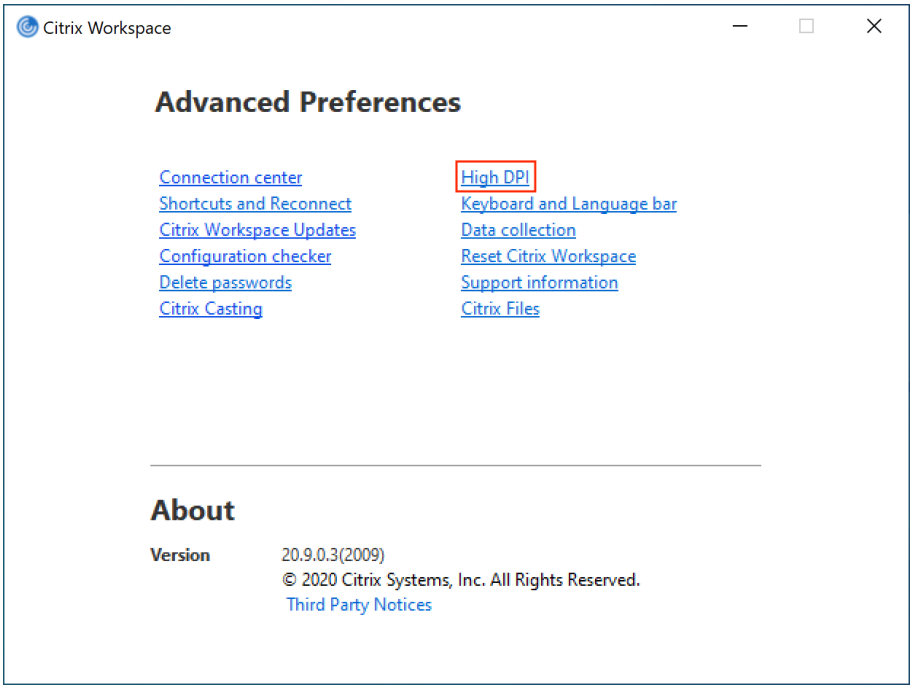
Change DPI settings

If you have an endpoint device with a high resolution display the remote session might look blurry since the session will be scaled according to the DPI settings of your Windows device. In order to make Workspace app use the native resolution of your device also for the remote session while preserving the scaling factor you can change the default behavior of the Workspace app that is installed on your endpoint device.

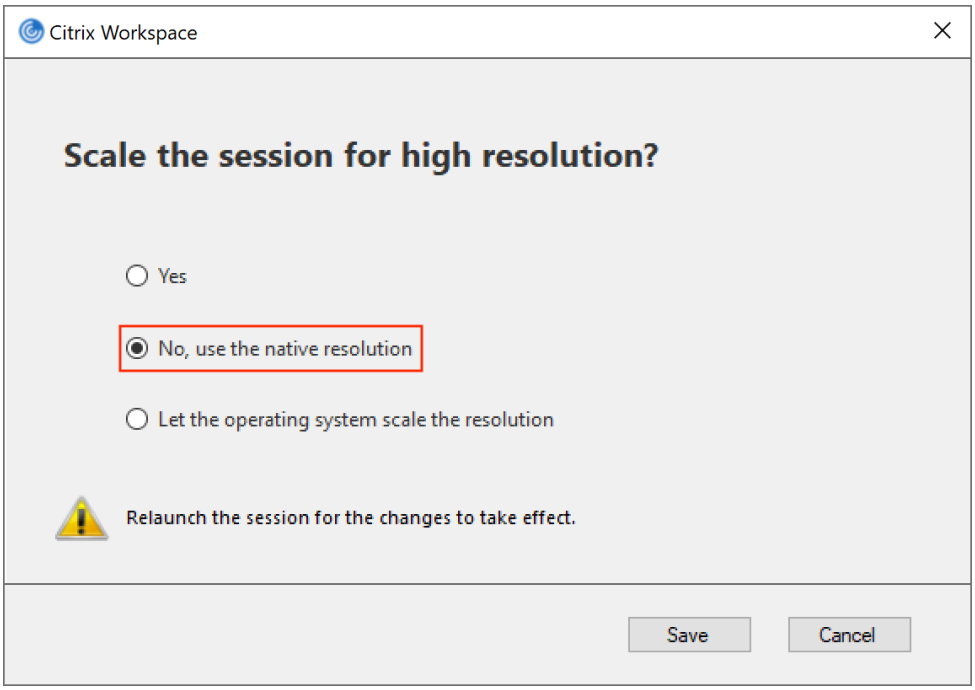
1. Look for the Citrix Workspace icon on the Windows taskbar (bottom right of the screen on your endpoint device). It looks like this: Note that it may be hidden in which case you will need to click the up arrow (^) to reveal it. Right click on the Citrix Workspace icon and select **Advanced Preferences**



2. On the window that appears choose **High DPI**.



3. On the following window choose the option ”No, use the native resolution” and click **Save**



4. Citrix Workspace app will now use the native resolution from your device for the remote session, however this might result in a reduced user experience and performance if the display on your endpoint has a very high resolution.

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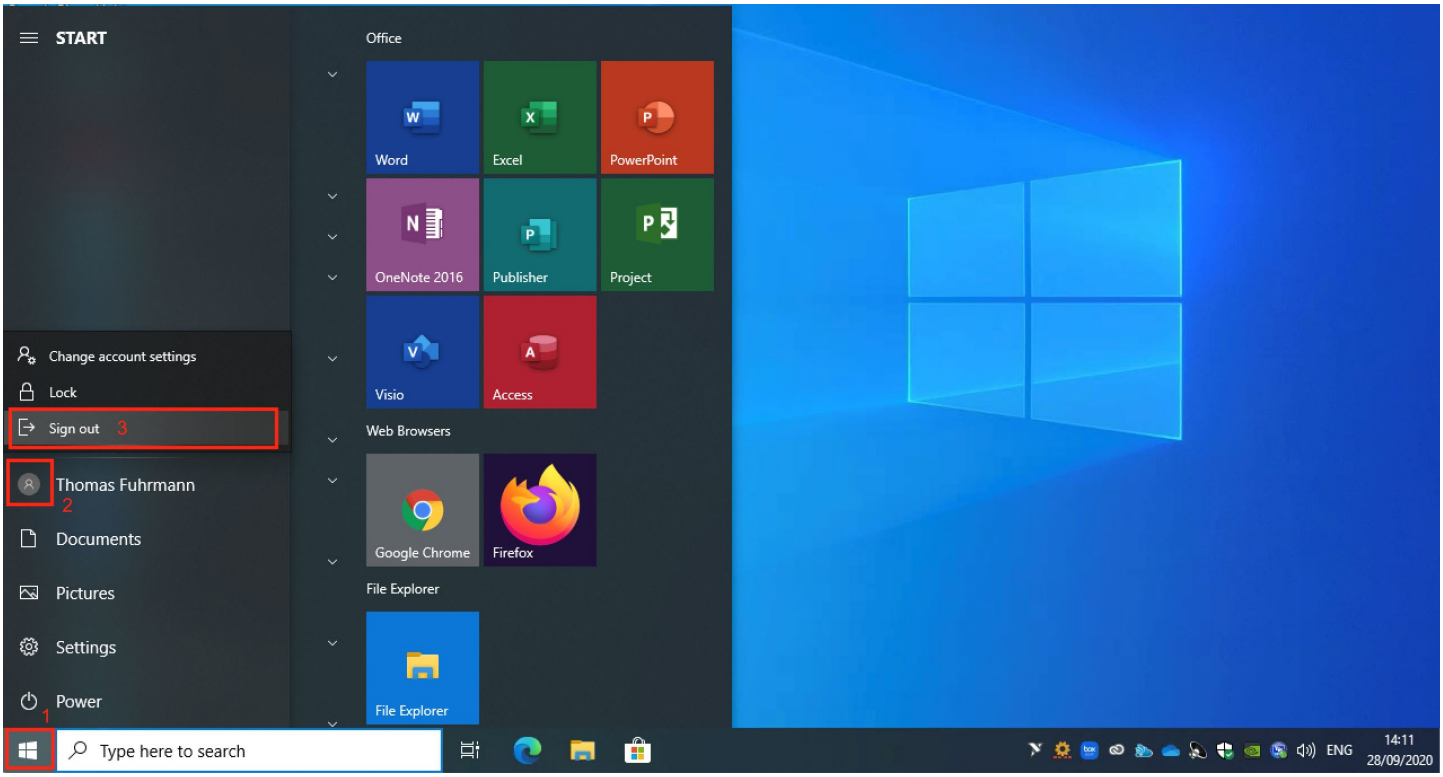
Logout or disconnect from your lab desktop

It is recommended that you always logout from your session via Windows to free up resources for other students when you have finished your work.

To logout:

1. Open the Windows 10 start menu (1) and click on the user account button (2). Additional options will appear on the menu, click on **Sign out (3)**



If you just close your Citrix connection by exiting the Citrix Workspace app or if it closed due to a network interruption, your remote Windows session will remain active in the background for a further 20 minutes. During this period, you can simply logon again to Citrix Workspace, click on the desktop icon and you will be reconnected to the Windows session you were using before. If you do not reconnect within 20 minutes, you will be logged out and the Windows session will end.

After 10 minutes of inactivity your Citrix connection will close automatically but, as above, your Windows session will remain available for 20 minutes if you wish to reconnect.

University of Sussex IT Services
Shawcross, Falmer
Brighton BN1 9QT

T	+44 (0)1273 678090
E	enquiries@its.sussex.ac.uk
FAQs	**sussex.ac.uk/its/helpdesk**
Online Support	**sussex.ac.uk/its/help**