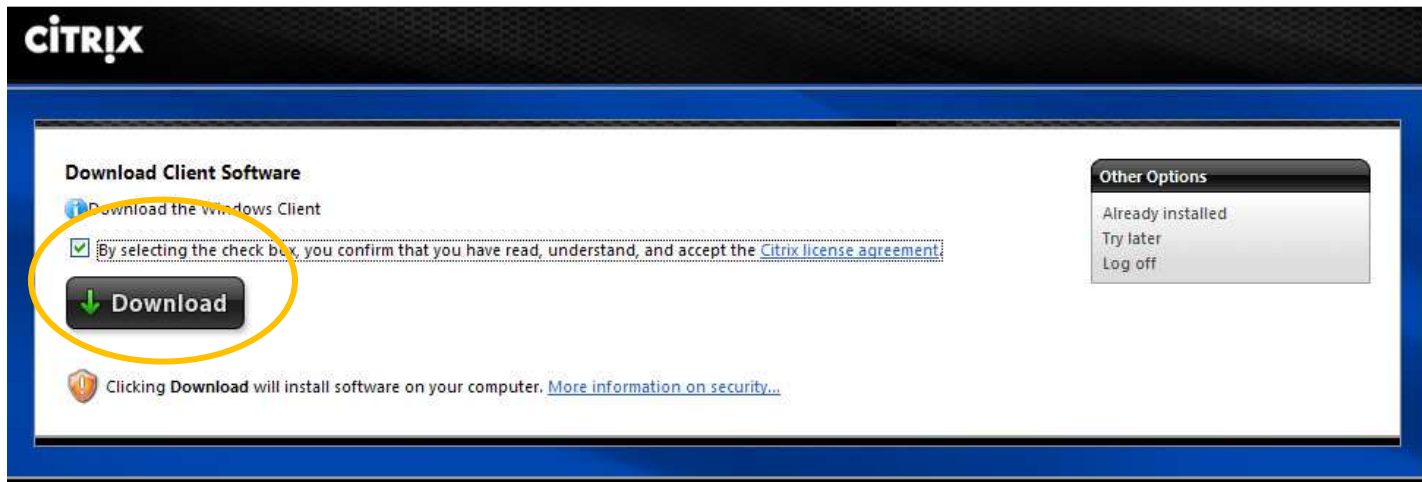


## INSTALLING THE CITRIX XENAPP WEB PLUG-IN SOFTWARE AND CONNECTING TO THE ACCESS GATEWAY

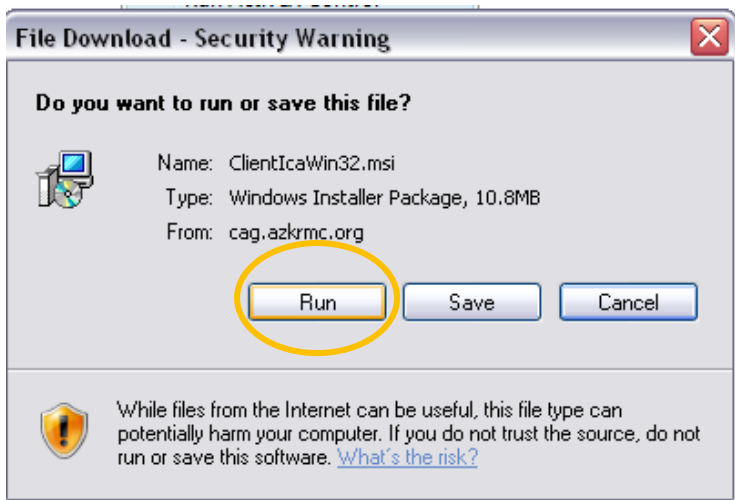
- 1) Launch Internet Explorer and browse to <https://cag.azkrmc.org>
- 2) Enter your AZKRCM user name and password then **click Log On**.



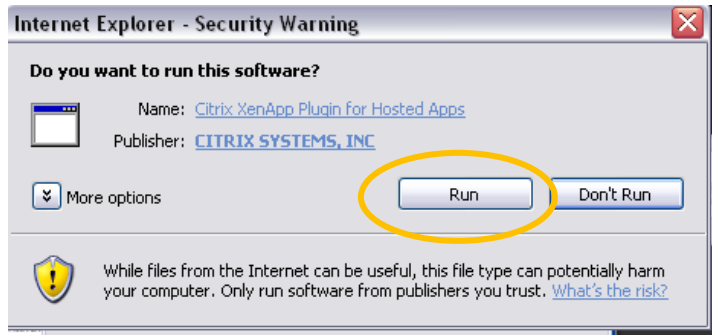
- 3) Check the box next to the Citrix License Agreement. Click the **Download** button to get the Citrix Xenapp client



- 4) Choose **RUN** when prompted with the File Download - Security Warning



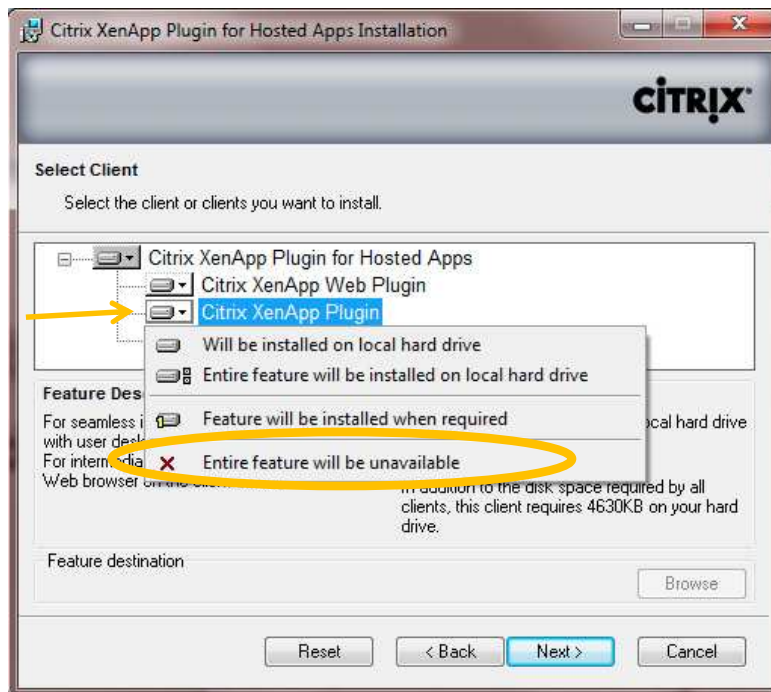
- 5) Choose **RUN** when prompted with the Internet Explorer – Security Warning



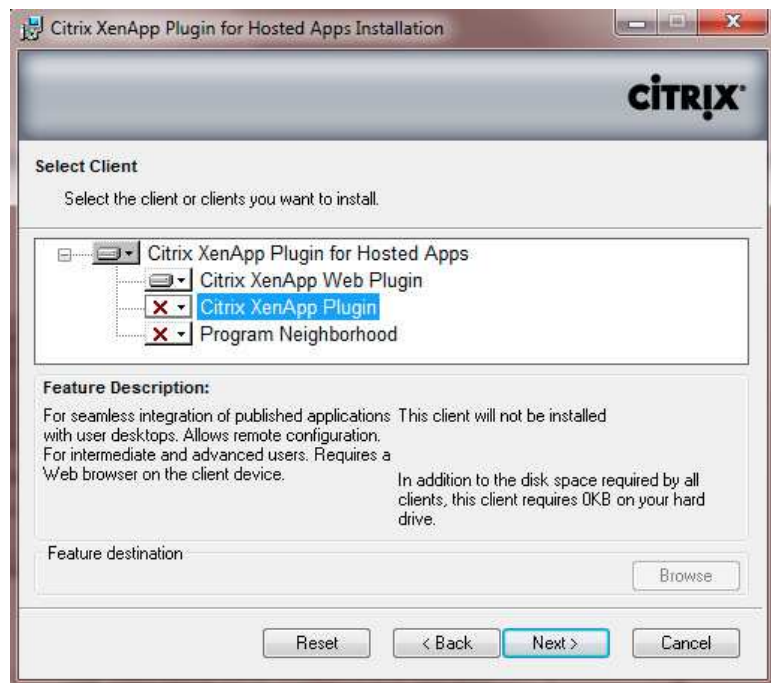
- 6) Choose **English** – click OK  
7) The installation will begin wait until the Welcome screen appears and click **Next**. Depending on your network connection speed it could take a few minutes.



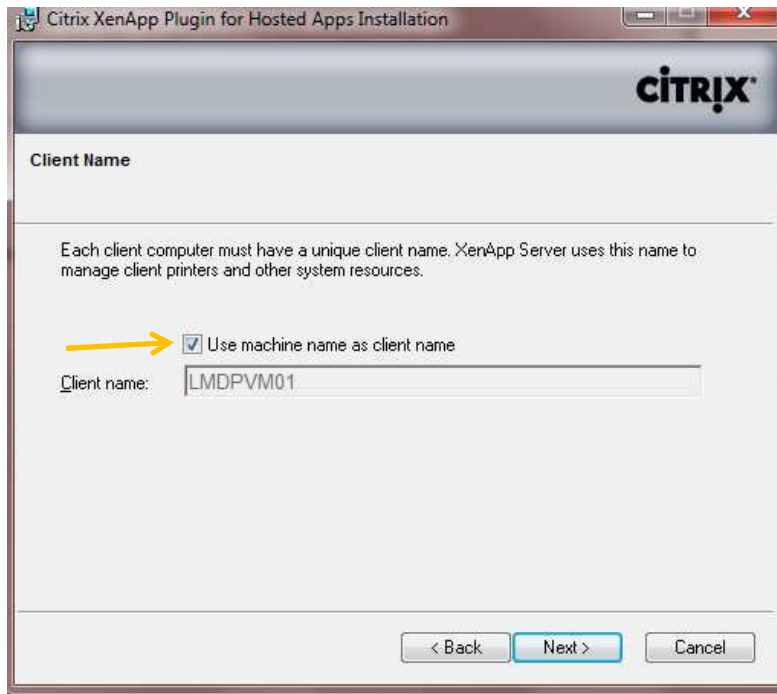
- 8) Accept the License Agreement and click **Next**
- 9) Only the first option **Citrix Xenapp Web Plugin** needs to be installed. To remove the other two options click on the drive icon and choose **"X Entire feature will be unavailable"**



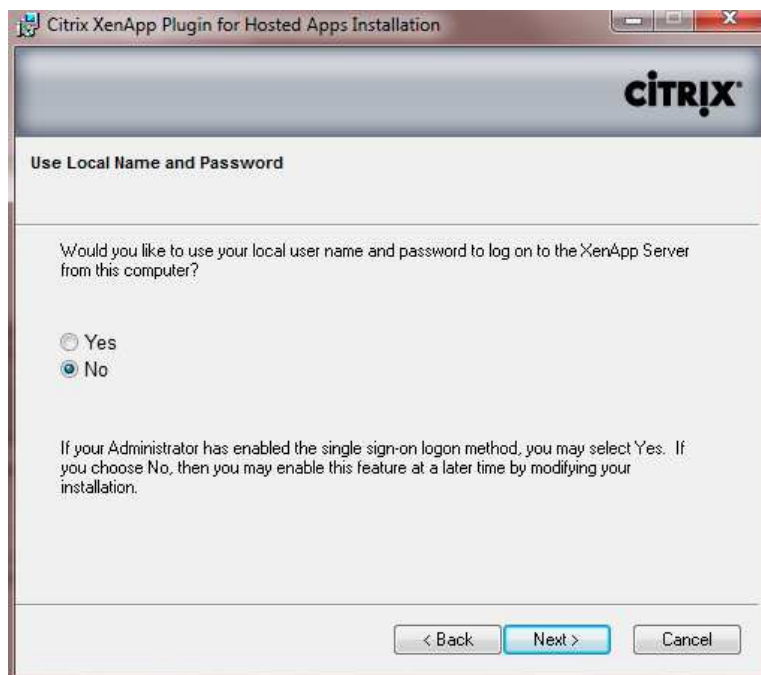
- 10) A red "X" should appear next to Citrix XenApp Plug In and Program Neighborhood. The options should look like the image below. Click **Next**



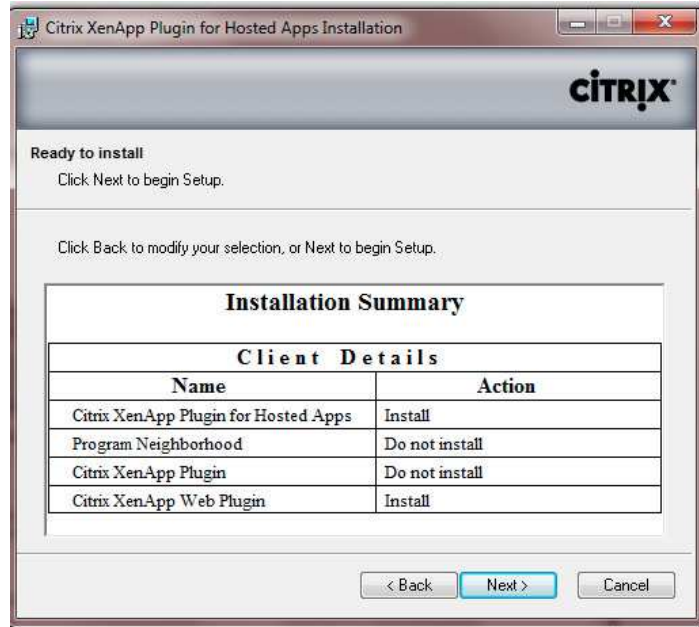
- 11) "Use machine name as client name" should be checked. Your computer name should appear automatically in the Client Name field



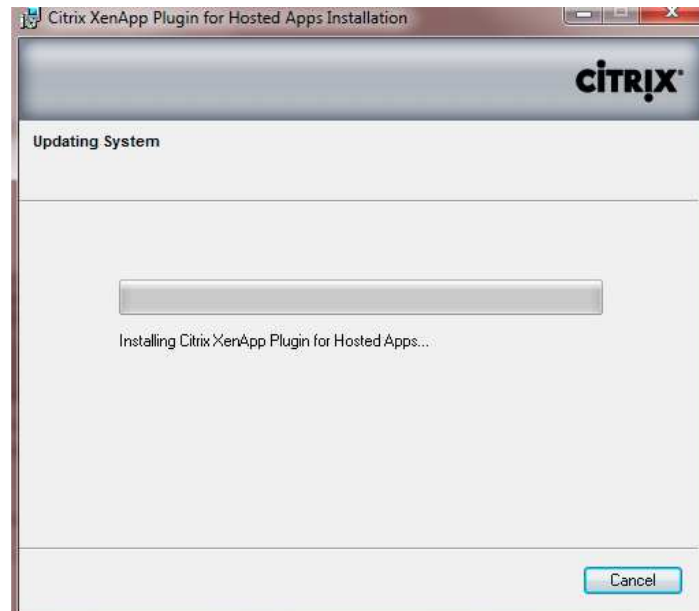
12) On the Use Local Name and Password screen choose **NO** and click **Next**



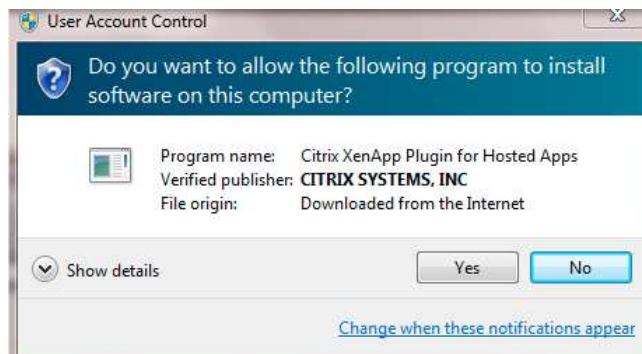
- 13) Review the Installation Summary and click Next. Citrix XenApp Plugin for Hosted Apps and Citrix XenApp Web Plugin should show Install. Program Neighborhood and Citrix XenApp Plugin should show Do not install



- 14) The installation will begin, a status bar will also appear



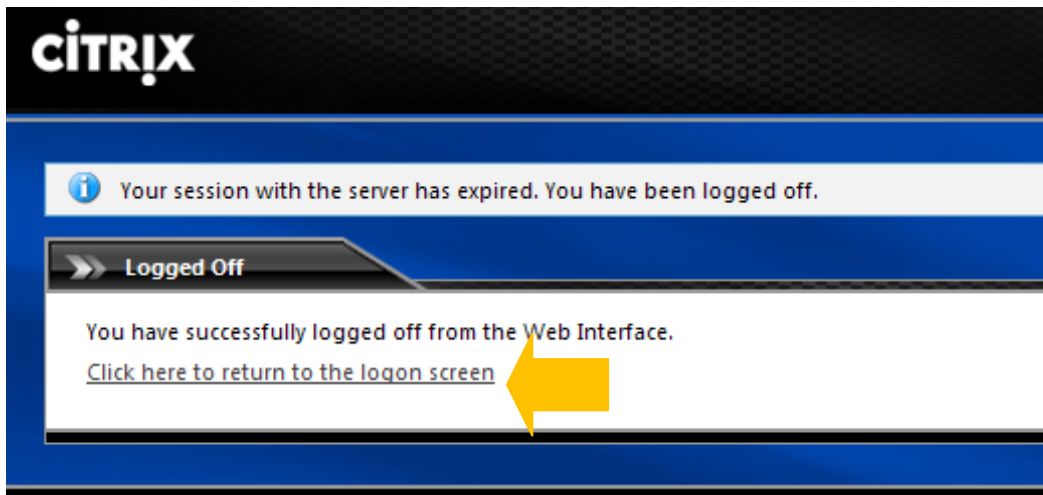
- 14a) Computers running Windows 7 may see this prompt, if so click YES



15) Click **Finish**

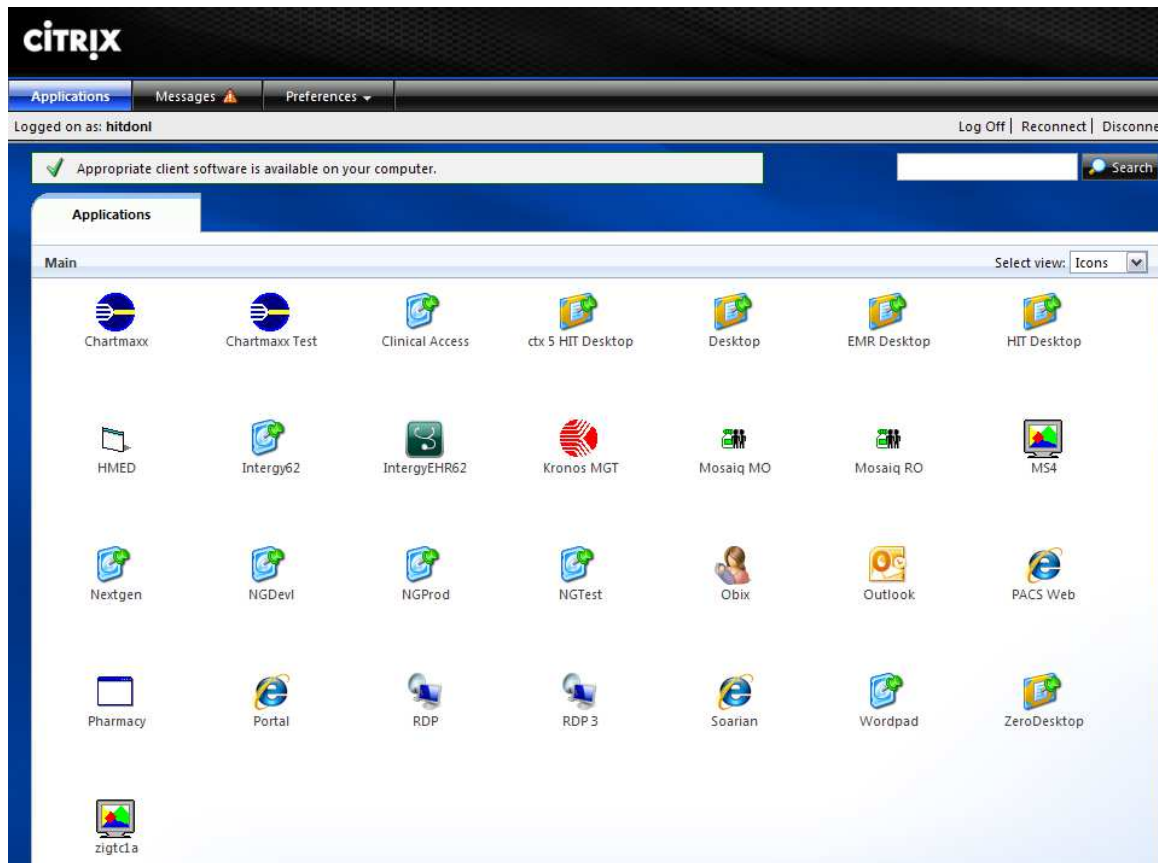


16) Chose “**Click here to return to the logon screen**”



17) You should be automatically redirected to your Application icon set. If not browse back to <https://cag.azrkmc.org> and enter your AZRKMC account credentials

- 18) After logging on you will be presented with the application icons such as Chartmaxx, Intergy, etc. The icon set that you see depends on your system privileges and may vary from user to user. Simply double click on the icon you need to launch the program



- 19) Citrix will launch in a new window, apply computer settings, and prepare the desktop. Log into the application with the appropriate credentials.
- 20) Be sure to exit and log off of the application when you are done. **Log off** of the Citrix Access Gateway and close Internet Explorer as well.

For issues connecting or access applications please contact our Help Desk at 928-757-0677 (internally at extension 1677)