

2021

# Citrix WorkSpace Application Installation Guide for External Partners

TECHNICAL SERVICES | INDUSTRIAL ALLIANCE



Purpose of this document:

- Guide users who plan to access Citrix (Rave 1) over the internet without Global Protect.
- This is an installation guide and there is also a video available for this guide on Vimeo.

Important Note:

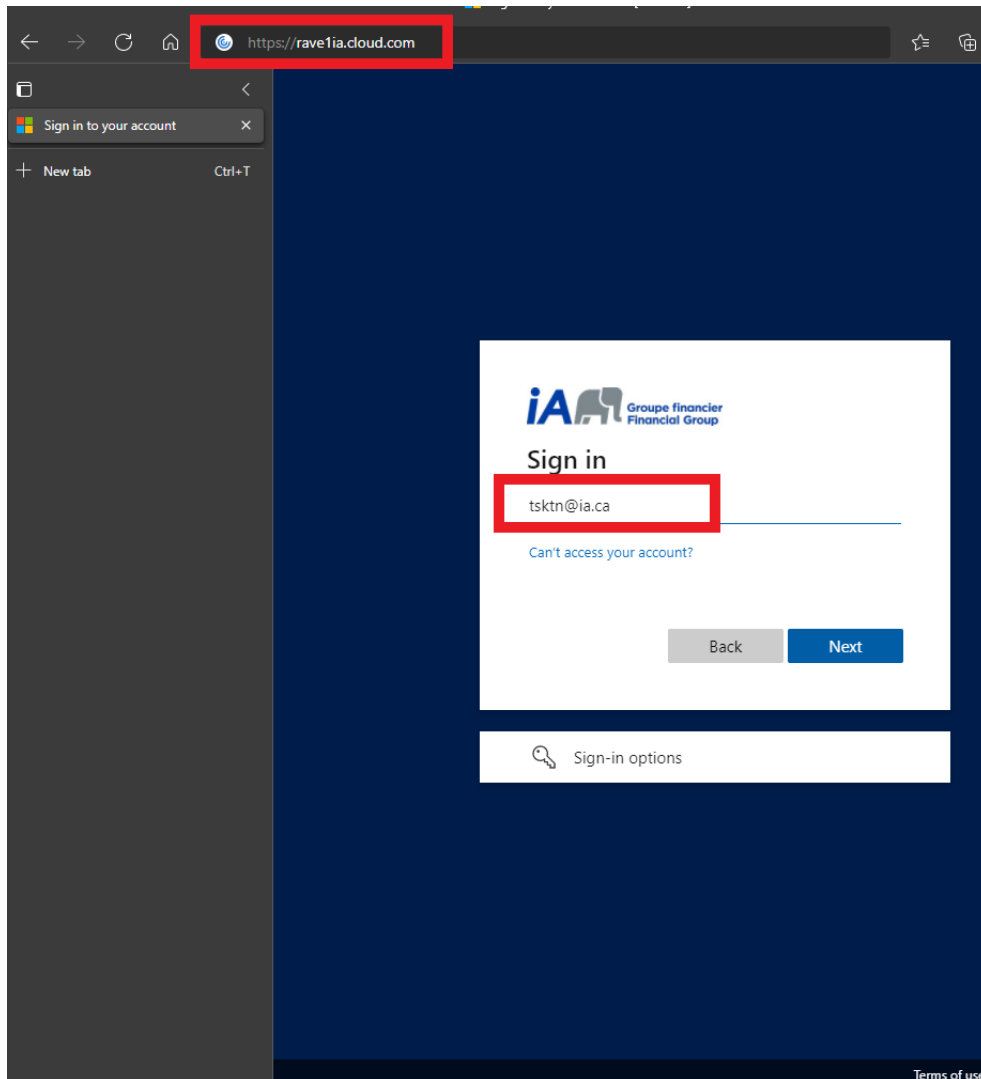
This guide is applicable to all users who plan to use iA's Citrix (Rave 1) environment over the internet i.e., without Global Protect (iA's VPN solution). Please make sure you have the rights to install applications on your workstation/ laptop, if not then kindly raise a request within your helpdesk to install the application.

At the time of writing this guide the latest release of **Citrix Workspace App is 2105**.

Version:	<< 1.2 >>
Date created:	2021-06-09
Written by:	Kunal Niphadkar, Citrix Administrator, Technical Services

## **Download & Install:**

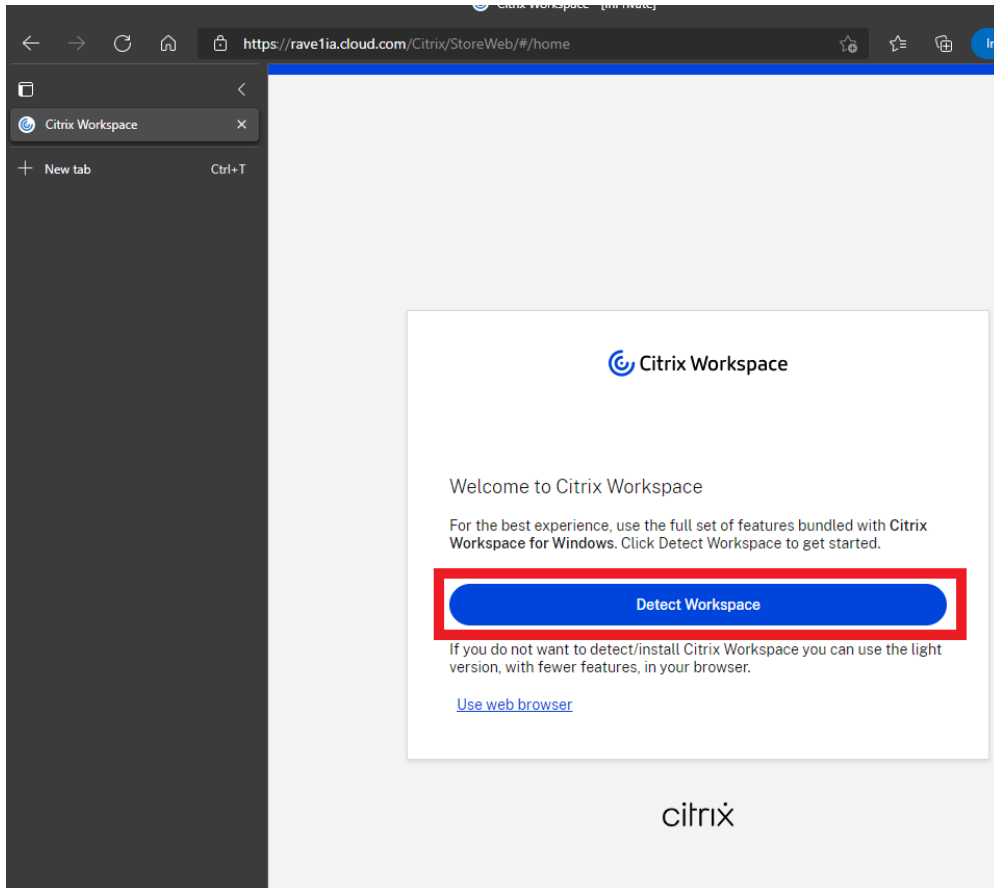
- To access your applications hosted on the iA Citrix (Rave 1) environment, you will need the latest version of Citrix WorkSpace App and MFA (Multi Factor Authentication) setup.
- To download the latest version, simply access the URL: <https://rave1ia.cloud.com> using any browser.
- Follow the steps below:



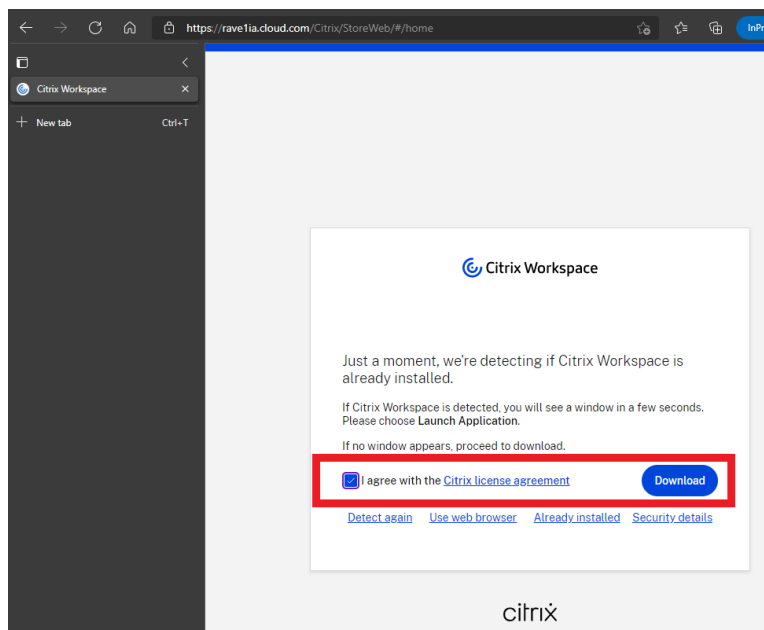
As per the above screenshot, navigate to <https://rave1ia.cloud.com> and enter your credentials. After this you will need to setup MFA. Please refer to the following document to setup MFA:

[Dossier fonctionnel - Envoyer vers centre documentaire \(ia.ca\)](#)

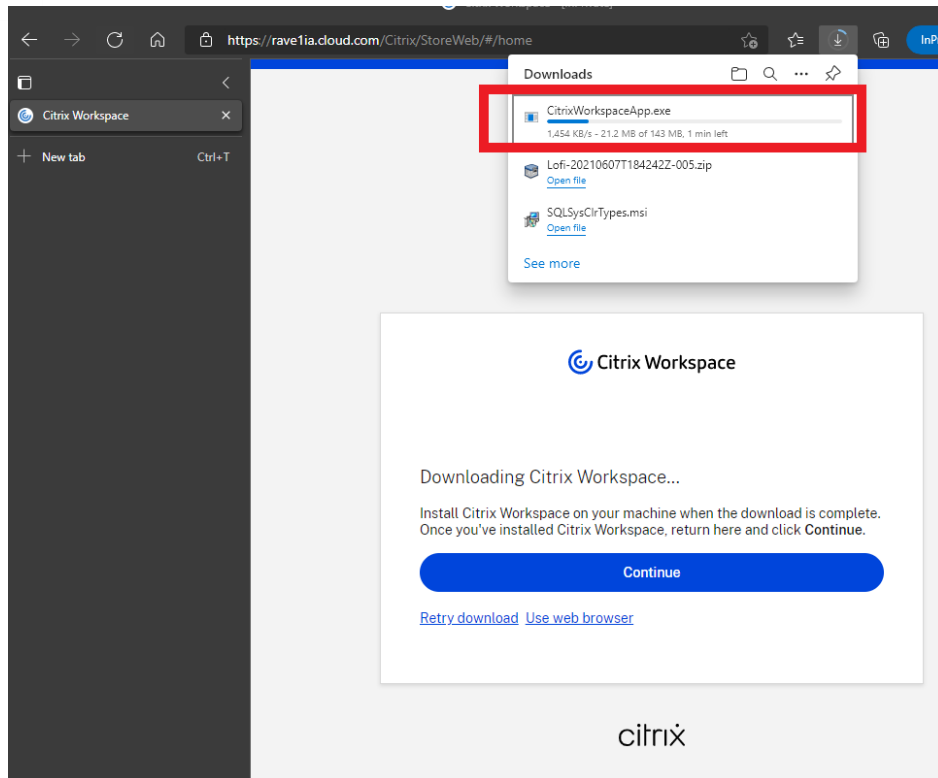
After MFA is setup, follow the screenshots below:



Select the "I agree with ..." and click on the Download button:



After the download is complete, install the application by opening the CitrixWorkspaceApp.exe:

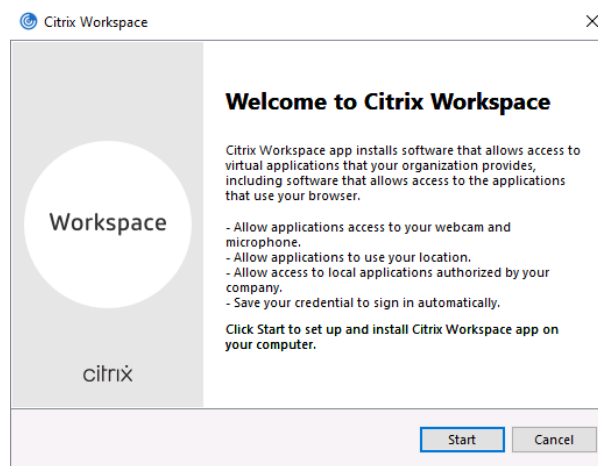


**Important Note:**

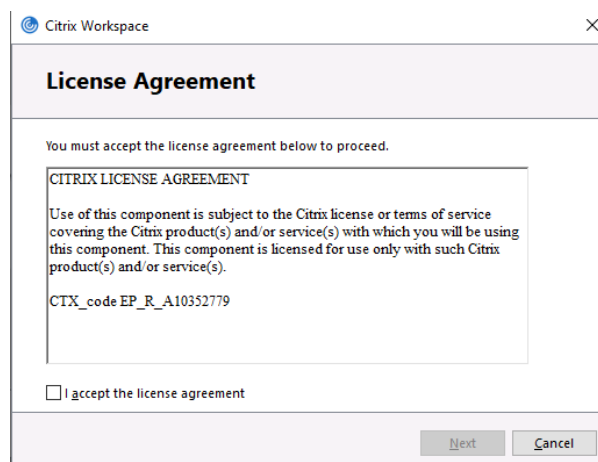
If you do not have the rights to install an application on your workstation or laptop, kindly raise a request within your IT support team.

## Application installation:

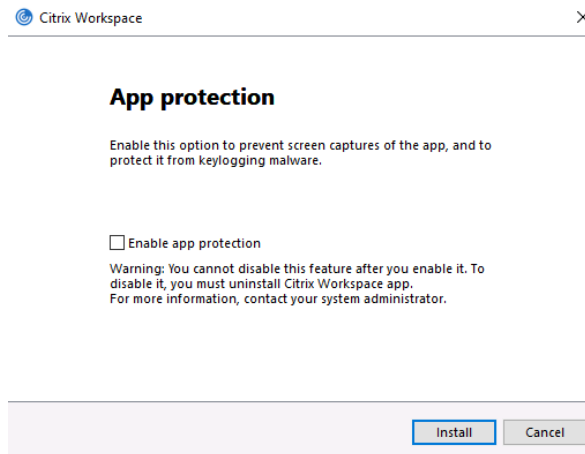
### Step 1: Click on Start



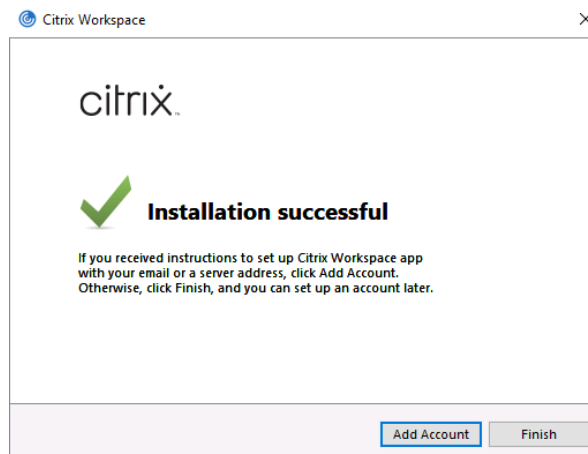
### Step 2: Click on “I accept ...” and click on Next



### Step 3: Don't select "Enable app protection" and click on Install



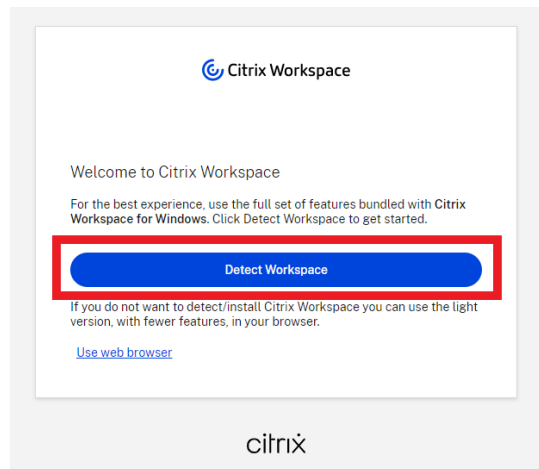
Step 4: The installation will take several minutes. Click on Finish.



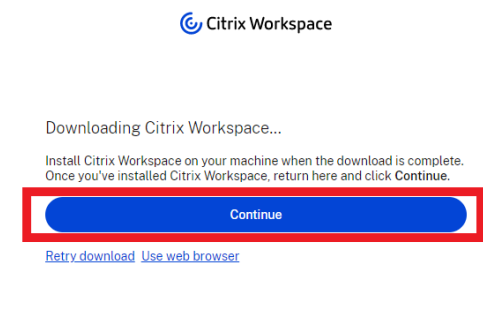
Step 5: If you get an option to reboot, kindly reboot your workstation or laptop.



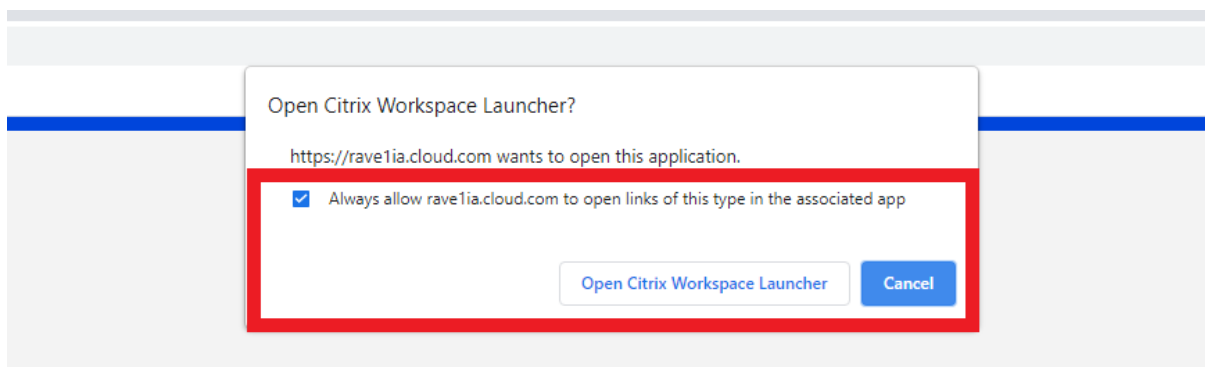
Final Step: If your machine was rebooted, launch the browser again and go to <https://rave1ia.cloud.com> and click on Detect Workspace as seen below:



If you didn't get an option to restart the computer simply click on Continue as seen below:

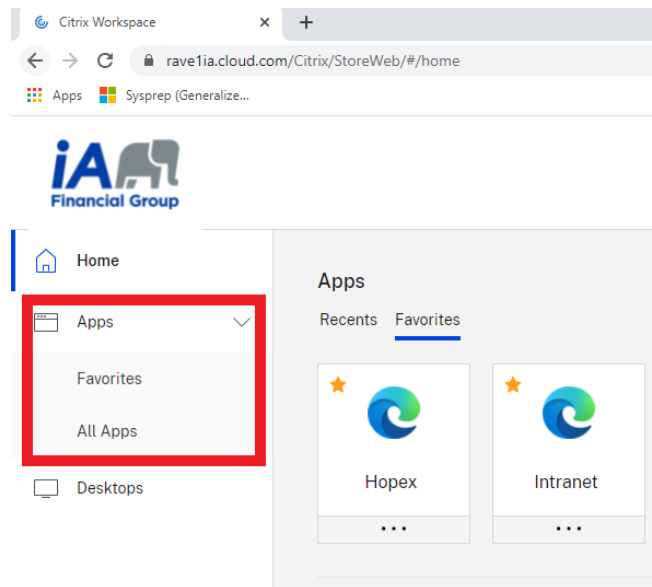


Next steps, make sure "Always allow ..." is selected and click on "Open Workspace Launcher":

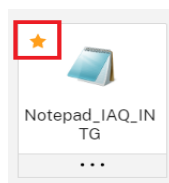




- Once the Citrix Workspace Application launches, it should authenticate you directly in the WorkSpace App.
- Depending on the Applications that you have been granted access to, you will see those apps in **"All Apps"**.
- Please refer to the following screenshot as an example:



- Please note it might take a couple of minutes to access the above window. Once in **All Apps** simply launch the App you desire to work with by clicking on its icon.
- Alternatively, you can also add an application to **Favorites** so you don't have to navigate to **All Apps** every time to launch your application. You can also search for your application using the search function.
- To add an application as a **Favorite**, simply click on the Star Icon located next to every App:



## **Help & Support:**

For issues related to login or SSO or app launch failure, please raise an incident through your IT Service Desk.