

2021

Citrix WorkSpace Application Installation Guide for External Partners

TECHNICAL SERVICES | INDUSTRIAL ALLIANCE



Purpose of this document:

- Guide users who access iA tools via ia.ca/Partner Centre/Rave 1
- This is an installation guide and there is also a video available for this guide on Vimeo.

Important Note:

- 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.

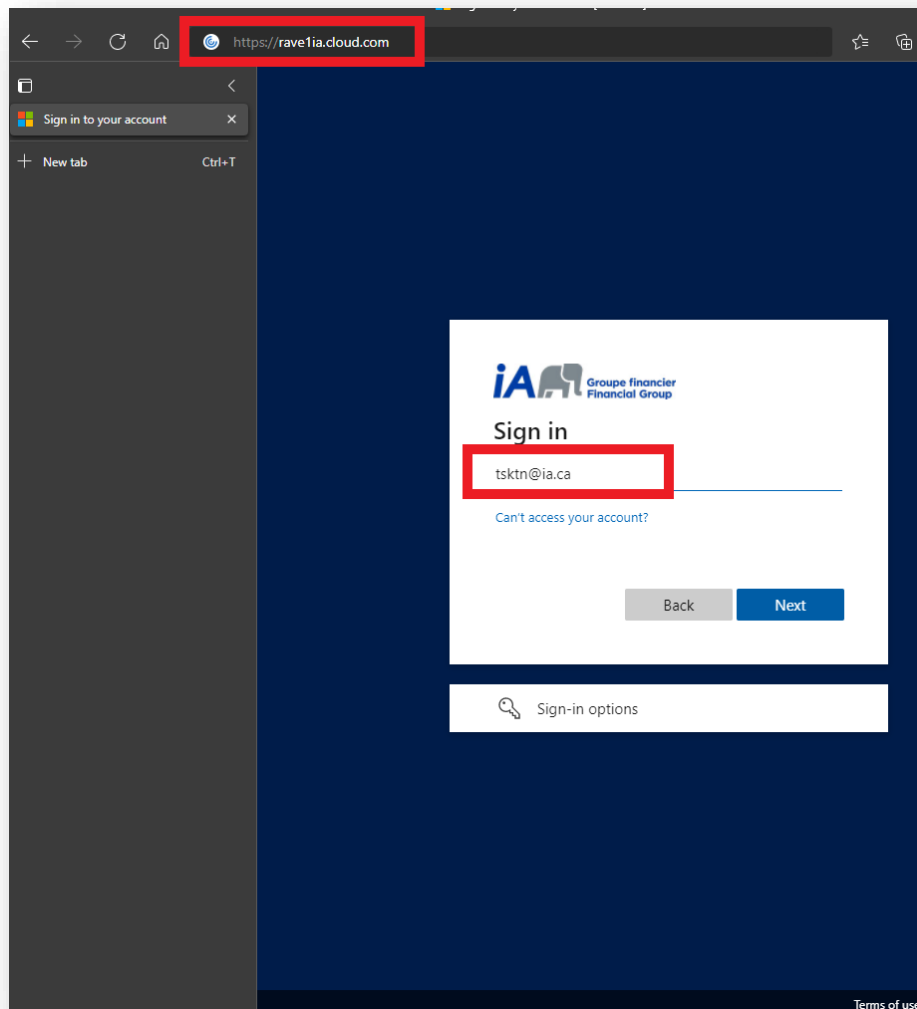
Version:	<< 1.4 >>
Date created:	2021-07-12
Written by:	Kunal Niphadkar, Citrix Administrator, Technical Services

Download & Install:

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

Important Note:

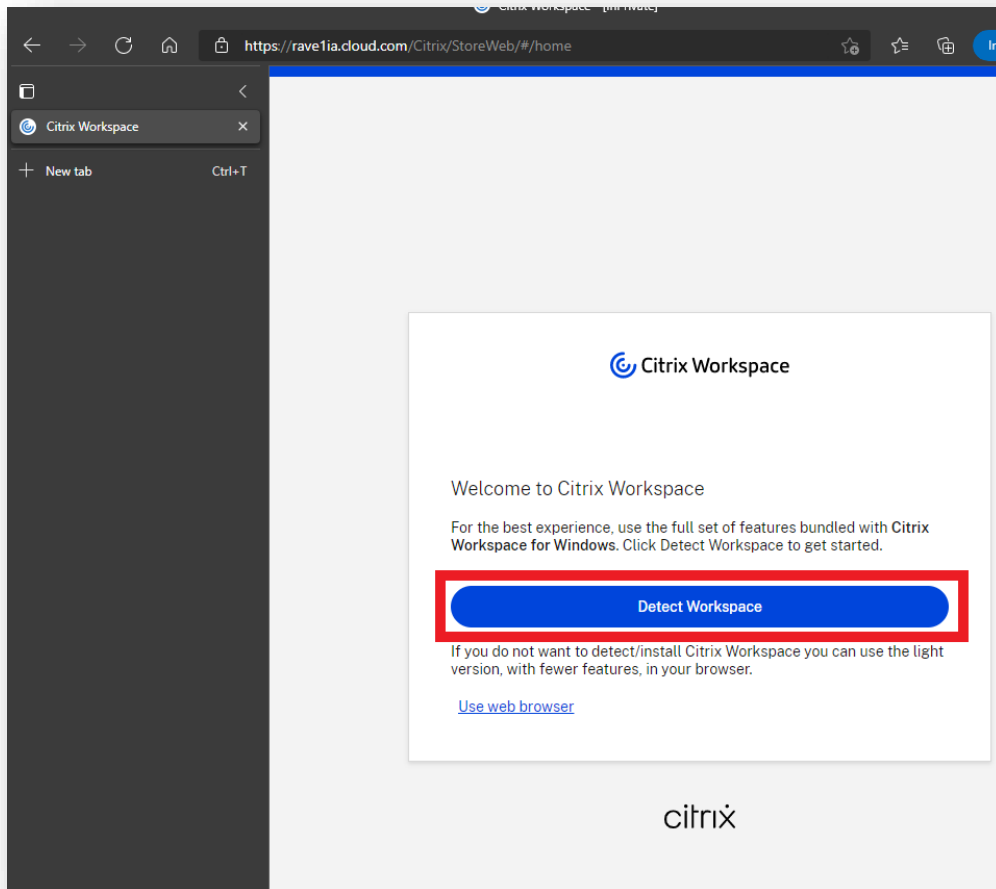
Sign in information: Your **Sign in** information is your iA e-mail address (If you do not have any iA email address, you can use your actual login code "lixxxx" followed by @ia.iafg.net or @ia.ca), if you are unsure about your login information, please contact your iA support representative.



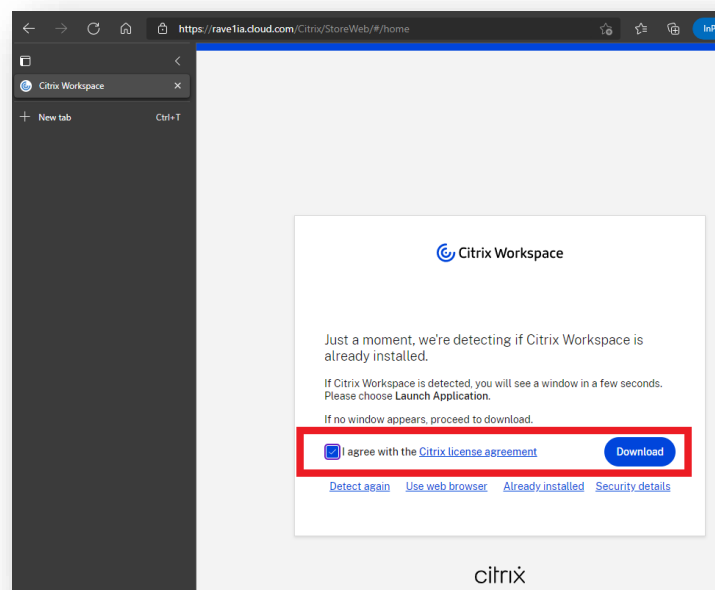
As per the above screenshot, navigate to <https://rave1ia.cloud.com> and enter your credentials. After this you will need to setup MFA. Please refer to the following document to setup MFA:

[Set up multi-factor authentication \(MFA\)](#)

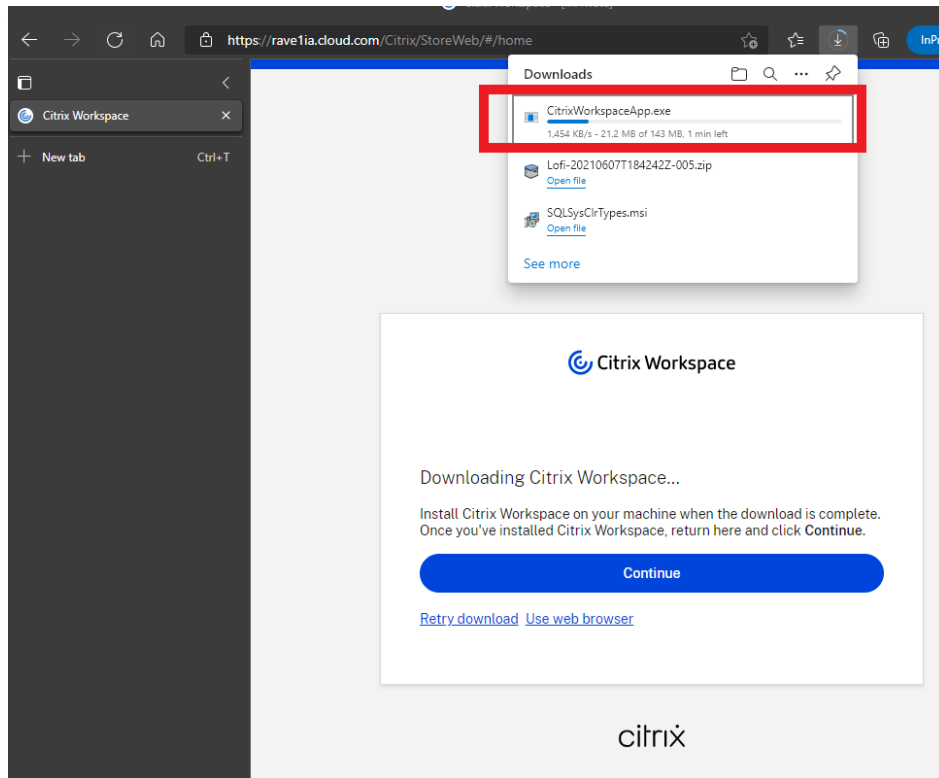
After MFA is setup, follow the screenshots below:



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



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

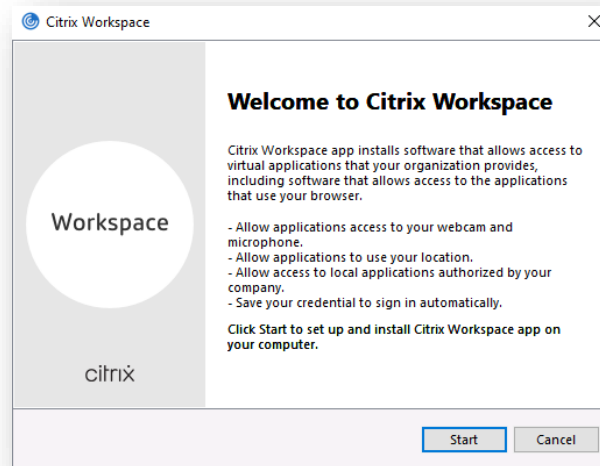


Important Note:

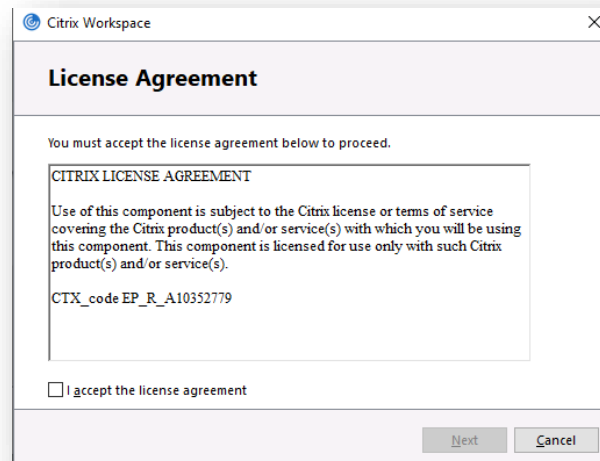
If you do not have the rights to install an application on your workstation or laptop, kindly raise a request within your IT support team.

Application installation:

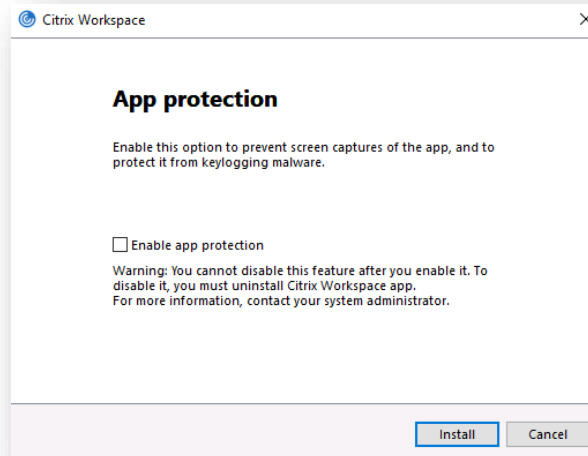
Step 1: Click on Start



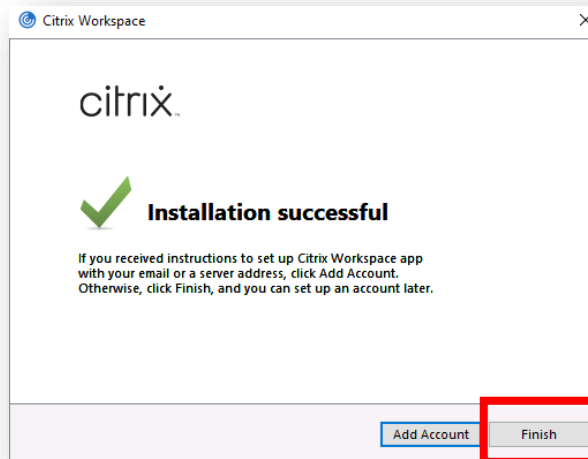
Step 2: Click on "I accept ..." and click on Next



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



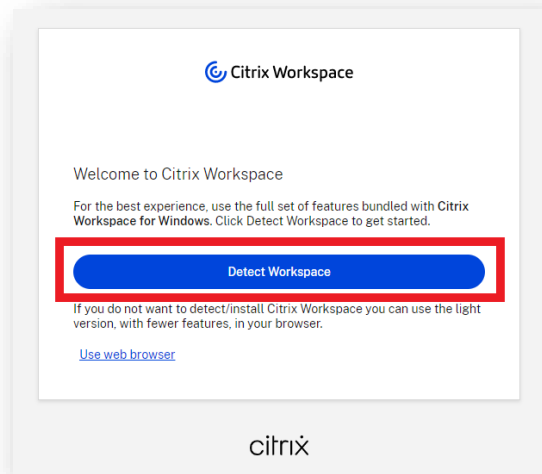
Step 4: The installation will take several minutes. Then click on "Finish". Do not select "Add Account".



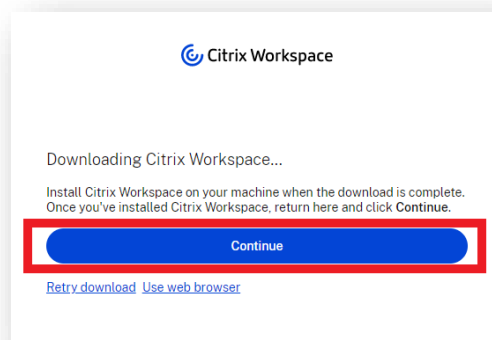
Step 5: If you get an option to reboot, kindly reboot your workstation or laptop.



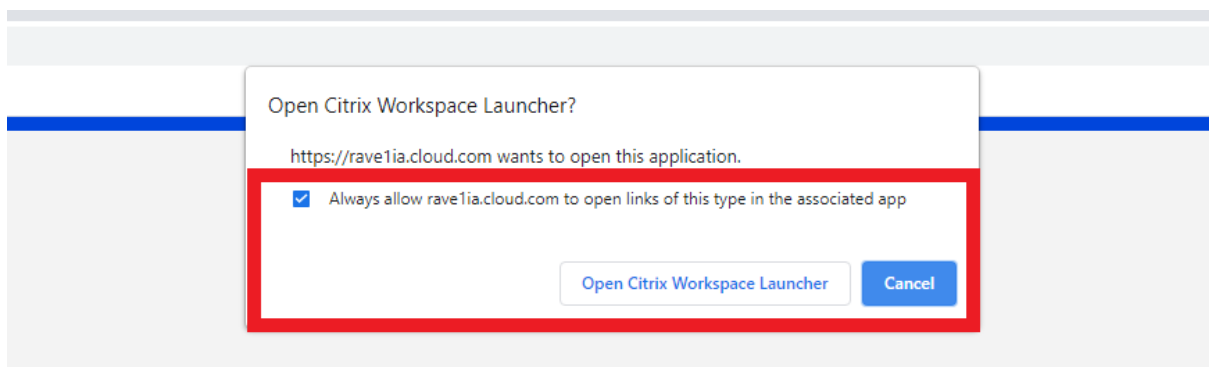
Final Step: If your machine was rebooted, launch the browser again and go to <https://rave1ia.cloud.com> and click on Detect Workspace as seen below:



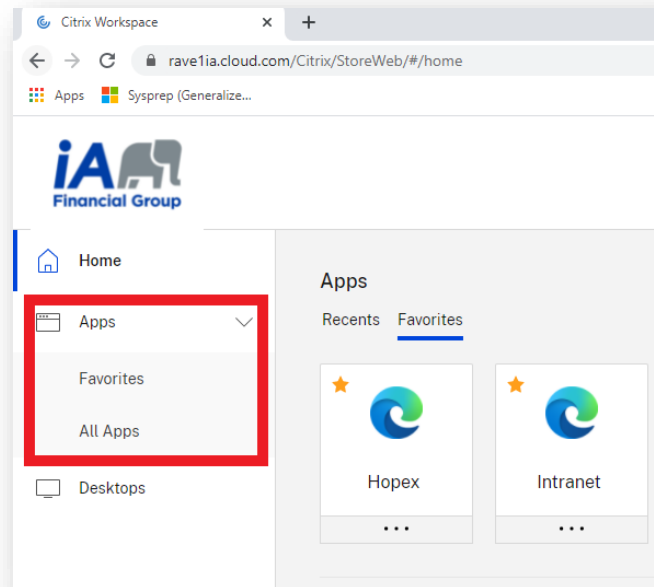
If you didn't get an option to restart the computer simply click on Continue as seen below:



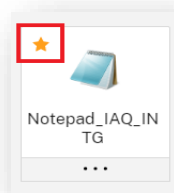
Next steps, make sure "Always allow ..." is selected and click on "Open Workspace Launcher":



- 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 **Favourites** 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 **Favourite**, simply click on the Star Icon located next to every App:



Day-to-Day login:

Once the setup is done and Multi-Factor Authentication is setup, follow the below process to login to your Citrix Workspace Application.

- 1) Open a browser and access <https://rave1ia.cloud.com>.
- 2) Login with your sign-in information and allow access using MFA.
- 3) Go-to All Apps and click on the app you wish to work with.
- 4) Close or log off from the app once you are done working with it.

Help & Support:

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