

DUFFERIN-PEEL C.D.S. B.

ICT DOCUMENTATION



Citrix Workspace & DP Storefront

*Prepared by: Kathryn Philpott, Aaron Atkinson & Pat Pietrangelo (Citrix Workspace/Storefront Windows 10) 2020-04
V 2.4*

System Requirements

Compatible Operating Systems: Windows 10
Mac O/S 10.8 and above

Required software: Citrix Workspace <https://www.citrix.com/downloads/workspace-app/>

Smartphones and Tablets: ***Many other device types can also connect to Board resources. At this time, ICT cannot support these hundreds of different devices, but ICT will support your login account and address your ability to access the service.*** Android, iOS, and Chromebook users should feel free to download Citrix Workspace from your applicable appstore or direct from Citrix. Once you have the app, just point your Citrix Workspace Account to the address: <https://vpn.dpcdsb.org> for connection. Your board login credentials will be required on your initial setup.

You don't need VPN for...

Please note that a variety of resources are directly accessible from the Internet. You **DO NOT** need VPN to use:

- ICT Service Desk Tickets [ICT Self Service](#)
- Report cards <https://elem-rc.dpcdsb.org> or <https://sec-rc.dpcdsb.org>
- Webmail <http://webmail.dpcdsb.org>
- Tracs <https://tracs.dpcdsb.org>
- The Board website <http://www.dpcdsb.org>
- Office365 <http://dpcloud.dpcdsb.org>
- Microsoft Teams <https://teams.microsoft.com/>

If you require further assistance, please call us:

ICT – Service Desk

Local to CEC: 905-366-3375
Long Distance: 1-866-376-5215
Internal Extension: 25000

Hours of Operation:

Monday – Friday: 8:00am – 4:30pm

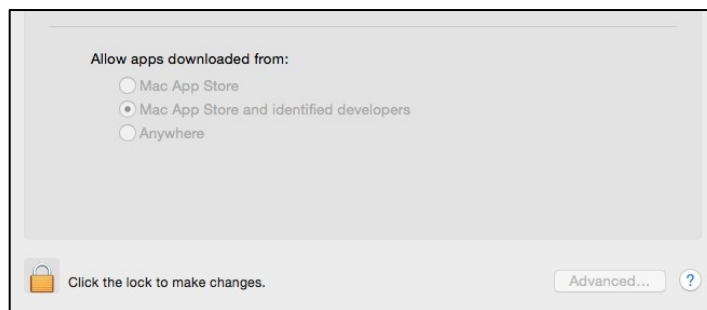
Downloading and Installing Citrix Workspace

Privately owned computer – Citrix Storefront connection

In order to be able to access the published Citrix Applications in DP Storefront, you will need to download and install Citrix Workspace.

Connect to the Internet on your personal computer and launch your Web browser. In the address bar of your Web browser, type in the following URL <https://www.citrix.com/downloads/workspace-app/> and hit enter.

Note: *If you are using a Mac*, you will need to ensure that your Security settings allow you to download the application. To do this, go to System Preferences – Security & Privacy. Temporarily change the option to “Anywhere”. Once you have installed the Citrix Receiver, you can change this back to the previous setting.



1. Download the “Citrix Workspace” software specific to your platform.

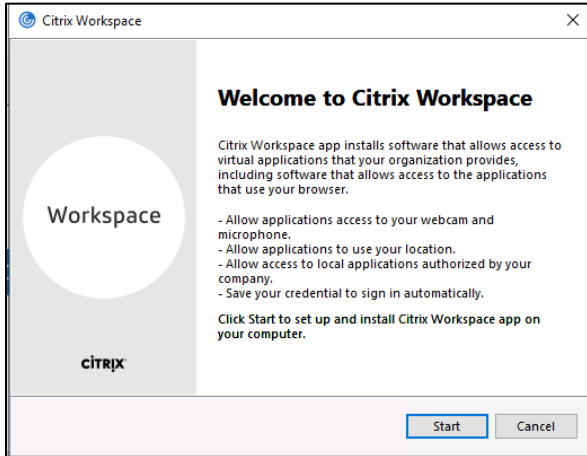
Download Citrix Workspace app for Windows

(129 MB - .exe)

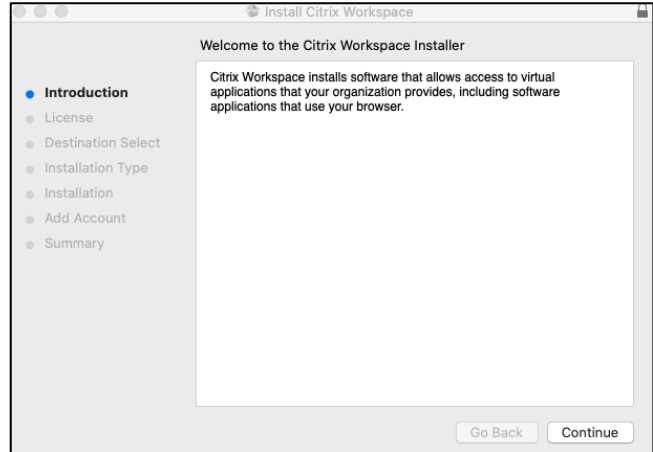
Download Citrix Workspace app for Mac

(141.2 MB - .dmg)

2. Once downloaded, install the software and follow the prompts.

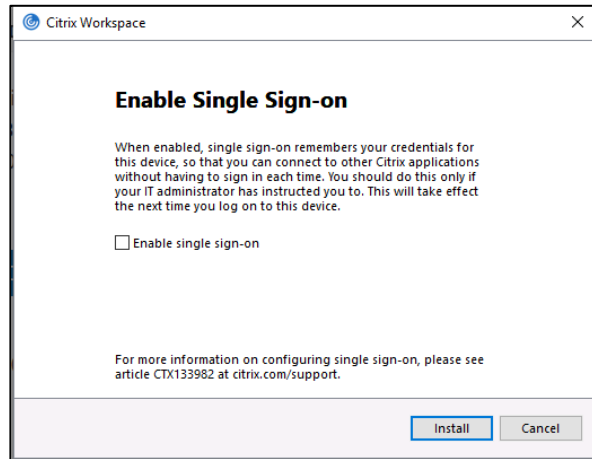
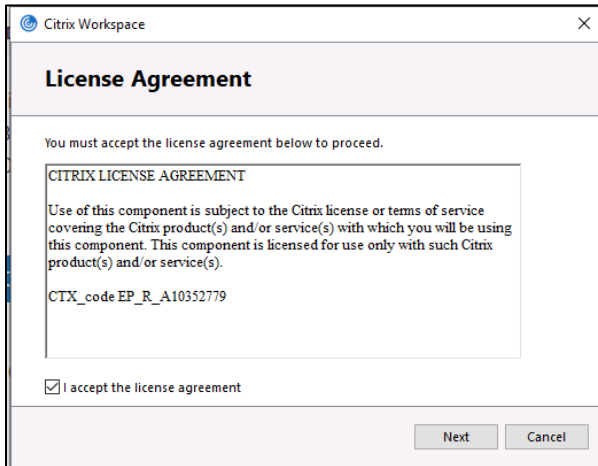


Windows

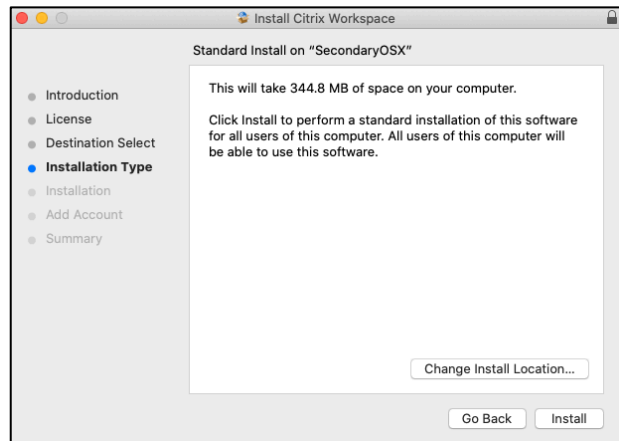
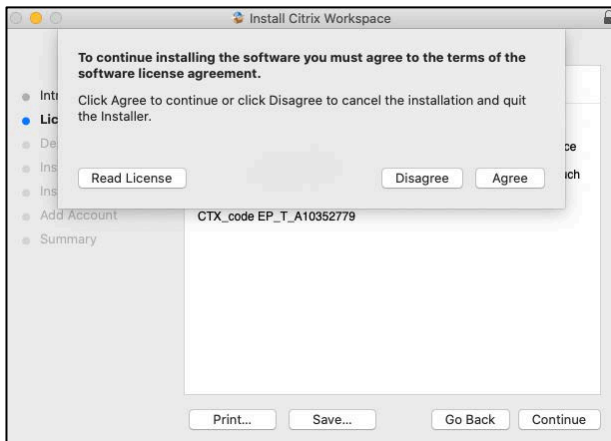


Mac

3. You must accept the license agreement to move forward. Select Install.

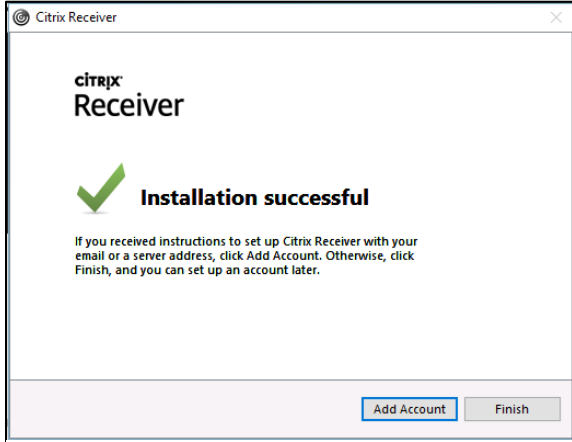


Windows – If installing on a personal device, do not enable single sign-on.

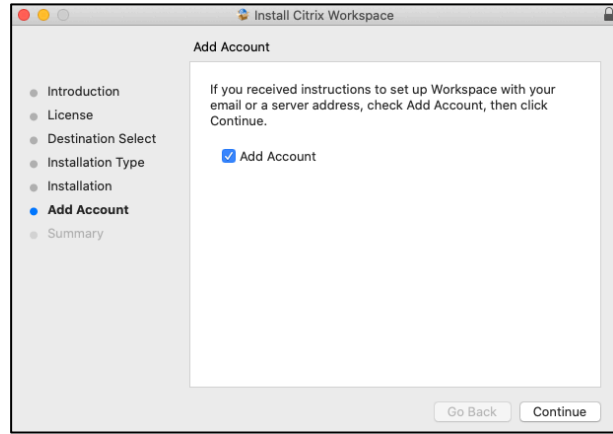


Mac – Installation requires authentication with an administrator account.

4. On completion of the installation, click on “Add Account”.

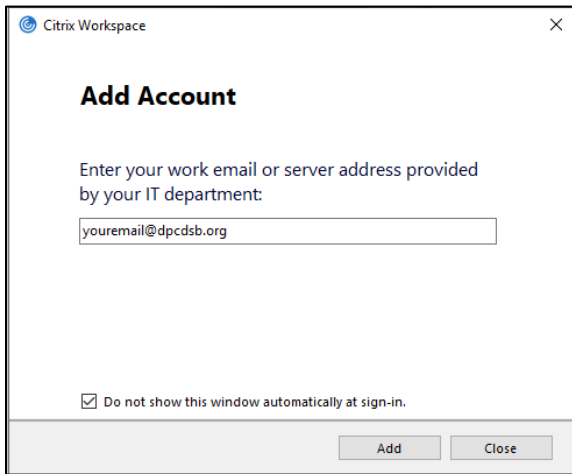


Windows

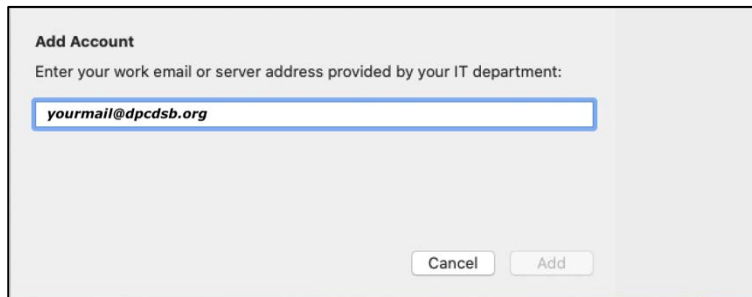
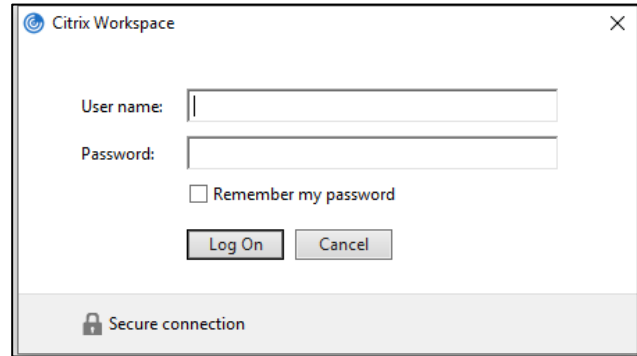


Mac

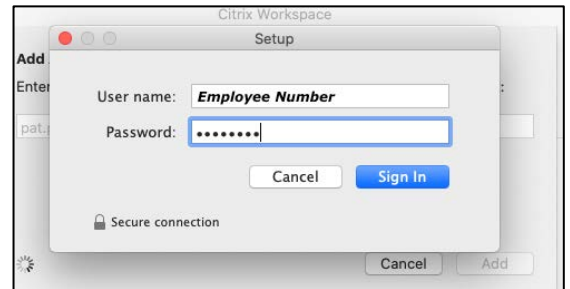
5. Type in your board email address and click “Add”. You will be prompted to type in your Board “Username and Password” and “Log On”.



Windows

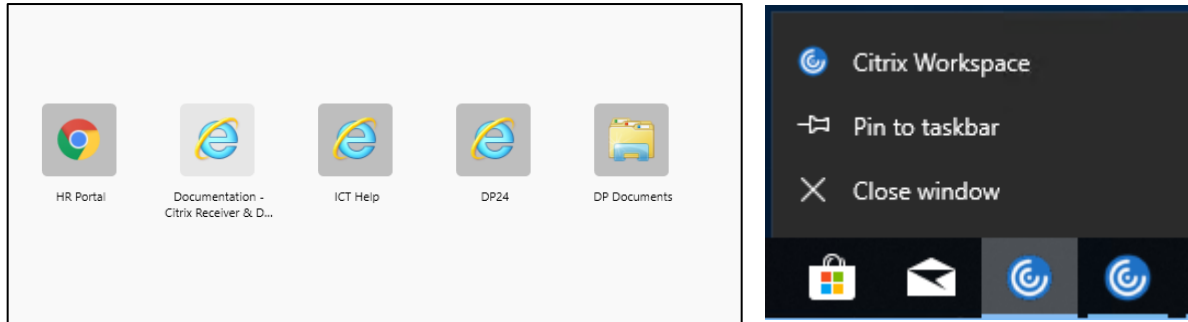


Mac

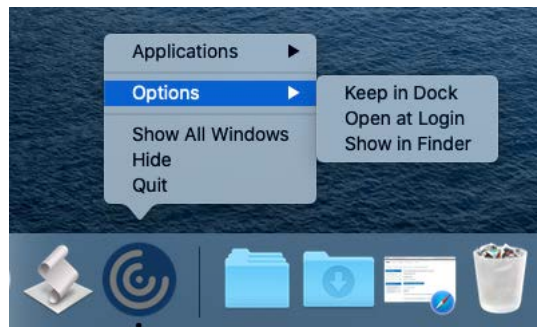


6. Citrix Workspace is now configured to connect to DPStorefront. **A web browser at this point is no longer used to access DPStorefront. Citrix Workspace will do this all for you.**

NB: *Not all home pages on DPStorefront will look the same as this is a personal preference. Information on how to add/remove published icons from your home page is explained further on in this document.*



Windows



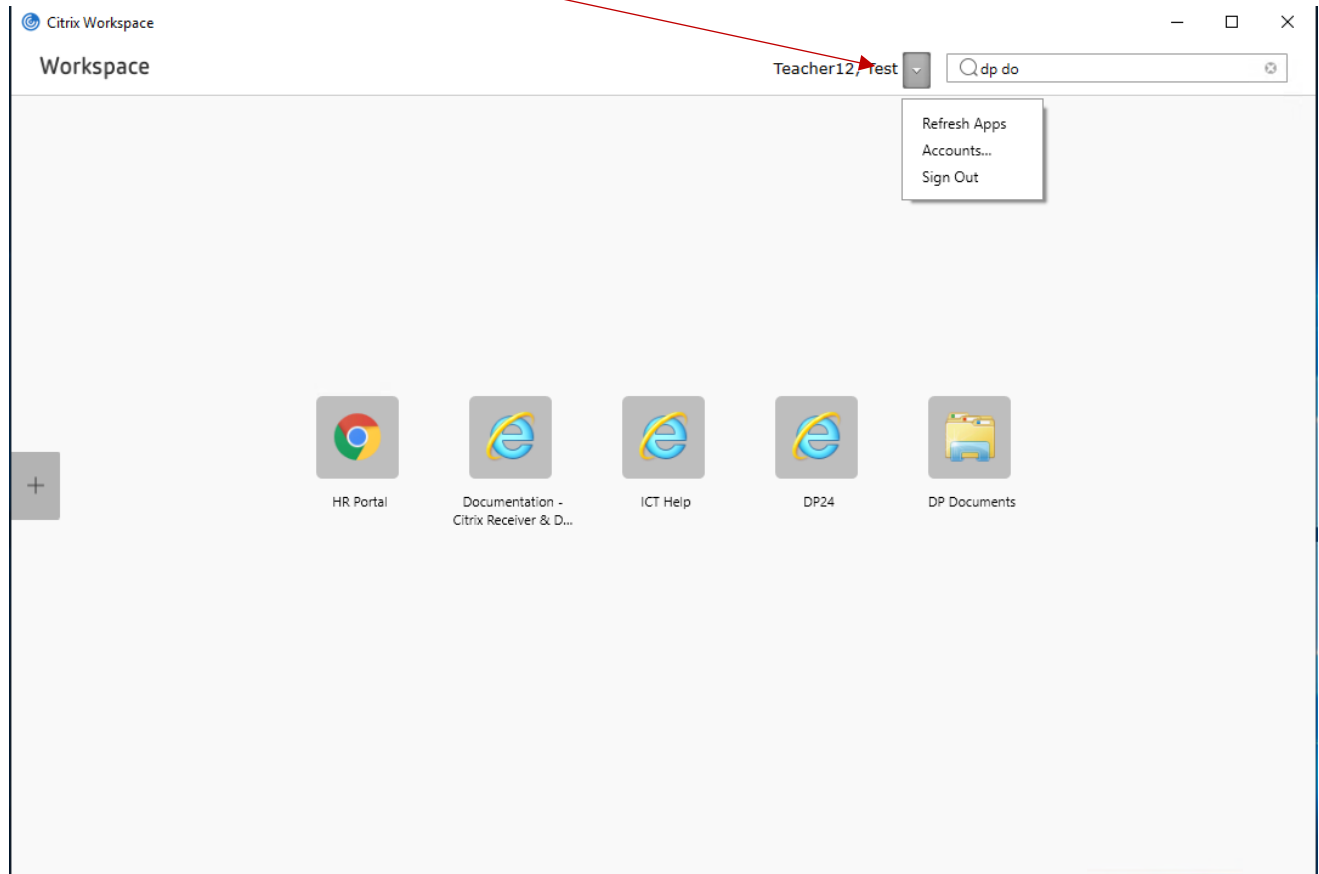
Mac

TIP:

Window Users - Pin Citrix Workspace to your taskbar for quick easy access. To do this, right click on the Citrix Workspaace icon in the taskbar while it is running and select "Pin to taskbar". Pinning is a great feature to use for quick easy access to all your frequently used applications.

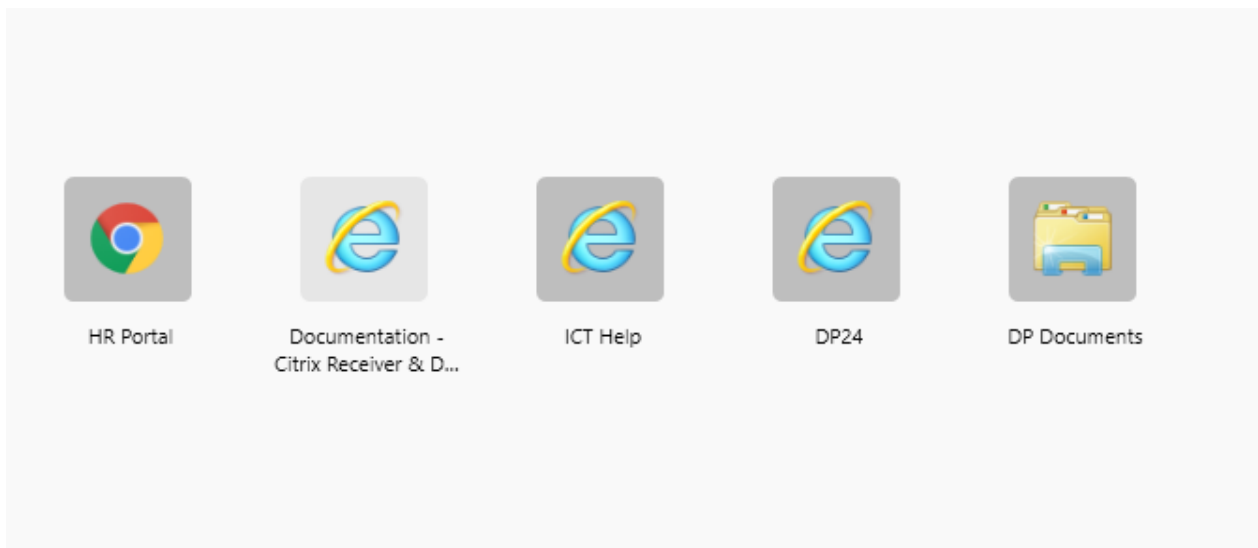
Mac Users – Keep the Citrix Workspace in your Dock for quick easy access. To do this, click and hold the Citrix Workspaace icon until the app menu pops up. While still holding down the mouse, selcet "Options" and "Keep in Dock".

- 7. When you have finished using DP Storefront, please ensure you logoff.** To log off, click on the drop down arrow to the right of your name at the top of the page. Select "Sign Out".



Citrix Storefront

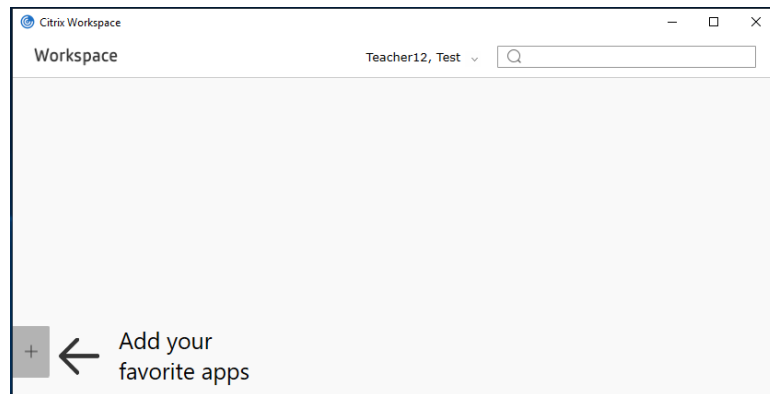
Citrix StoreFront is an enterprise app store that facilitates users to work from anywhere, on any device, with internal Board published applications.



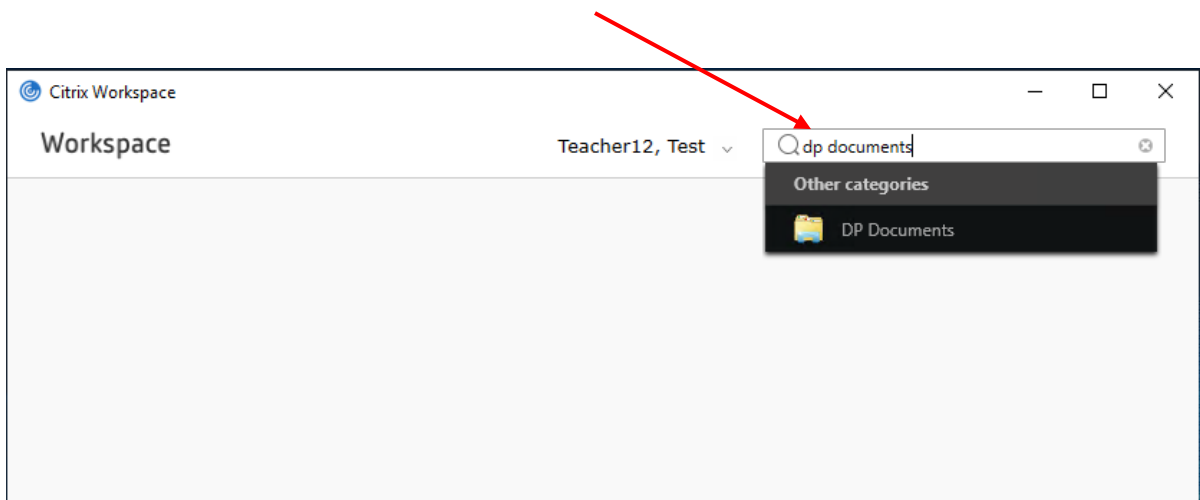
1. Your Workspace is unique to you, and is fully customizable. To customize your Workspace to show your favourite applications, click on the + button on the left. All applications that you have access to will be listed in the menu that appears. Click to select the application(s) you wish to add to your landing page. This customization will be displayed everytime you login.

Subsequently, follow the same steps to remove applications from your customized landing page by removing the check mark.

NB: A check mark in the application list indicates a favourite that has been added to your landing page.



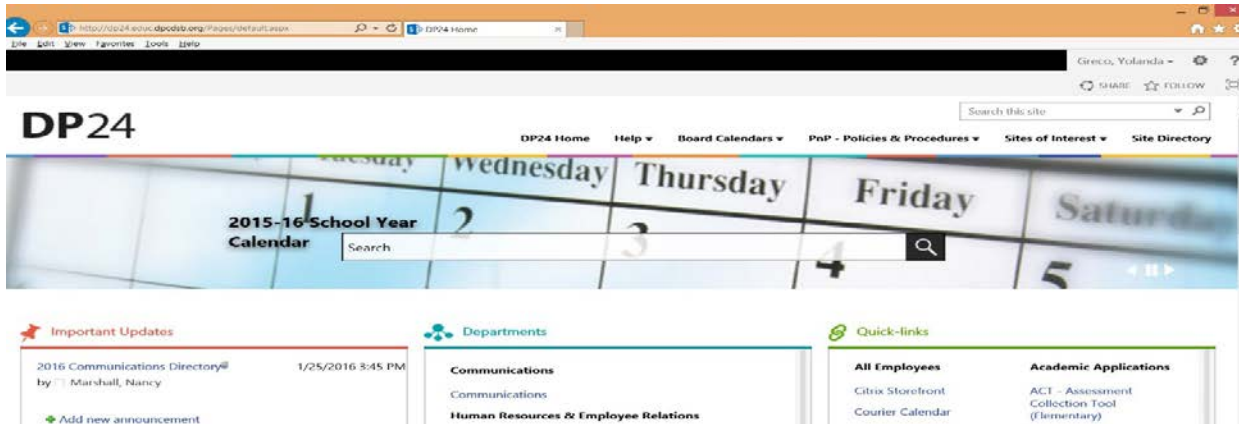
2. To access your home drive and your department shares, type "DP Documents" in the search box at the top right



Most Commonly Used Applications

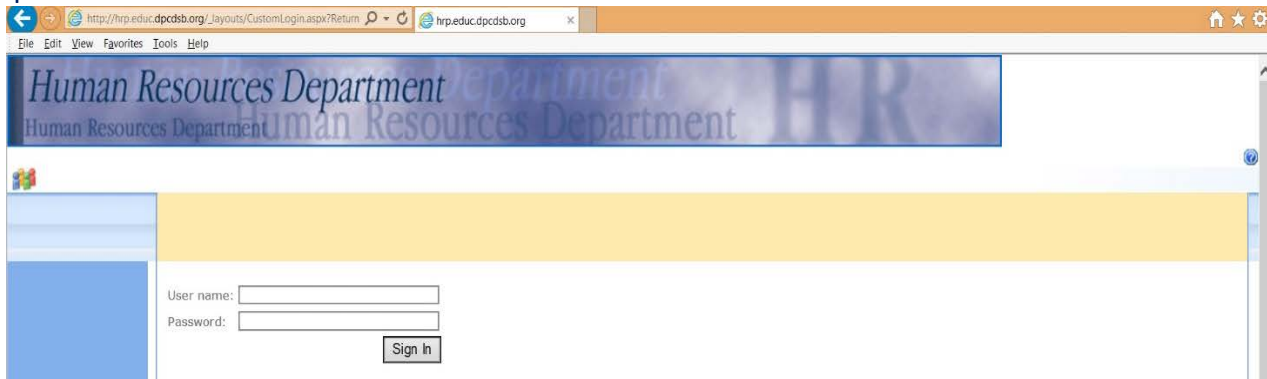
DP24

The “DP24” application will allow you to access the Dufferin-Peel Portal site; where you can find links to common internal portal sites, important updates and information.



HR Portal

The “HR Portal” application will allow you to access the HR Portal; where you can login to see your pay stub, T4 and personal HR information.



ICT Help

The “ICT Help” application will allow you to access the HELP website; where you can create a Heat ticket, find documentation, and access links to commonly used websites and applications.

