

Introduction

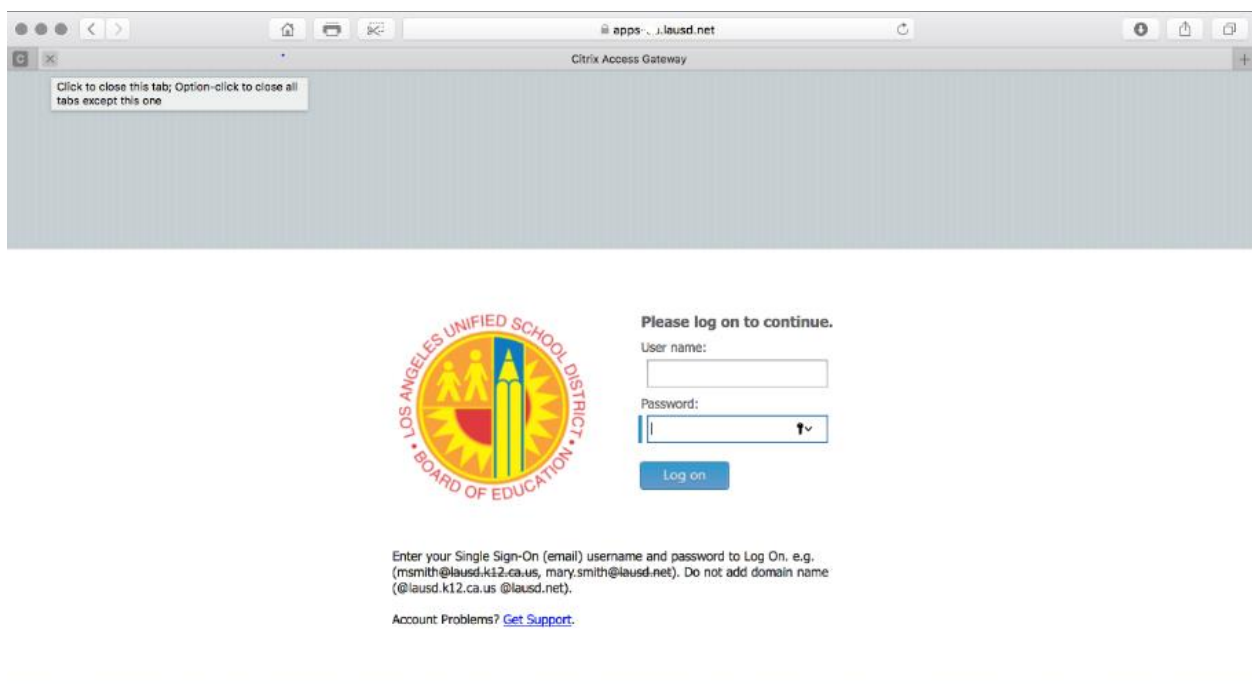
The Citrix Receiver allows the internet, your operating system, and SAP to work together. This Job aid will guide you through the steps in installing/upgrading Citrix Receiver on your Windows computer. It also provides information regarding the new login screen.

Technical Assistance

Please contact the ITD-Helpdesk at (213) 241-5200 for any admin related access or other issues.


Details

Type the following URL <https://apps.lausd.net> in your browser.



Click to close this tab; Option-click to close all tabs except this one

Citrix Access Gateway

 **Please log on to continue.**

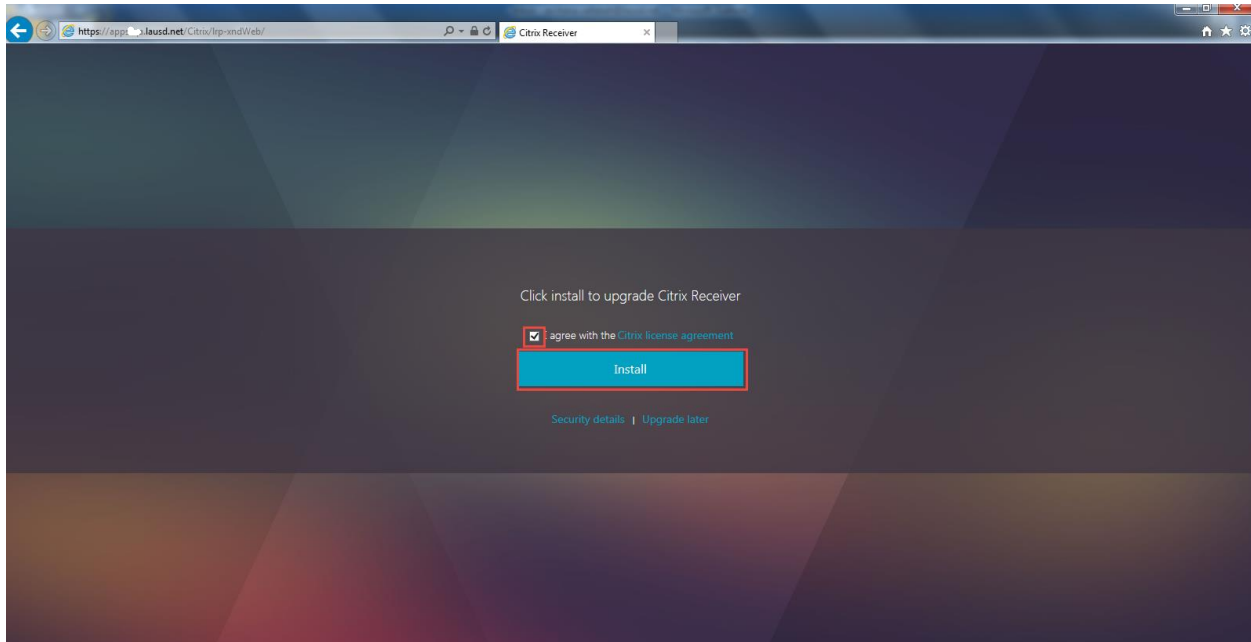
User name:

Password:

Enter your Single Sign-On (email) username and password to Log On, e.g. (msmith@lausd.k12.ca.us, mary.smith@lausd.net). Do not add domain name (@lausd.k12.ca.us @lausd.net).

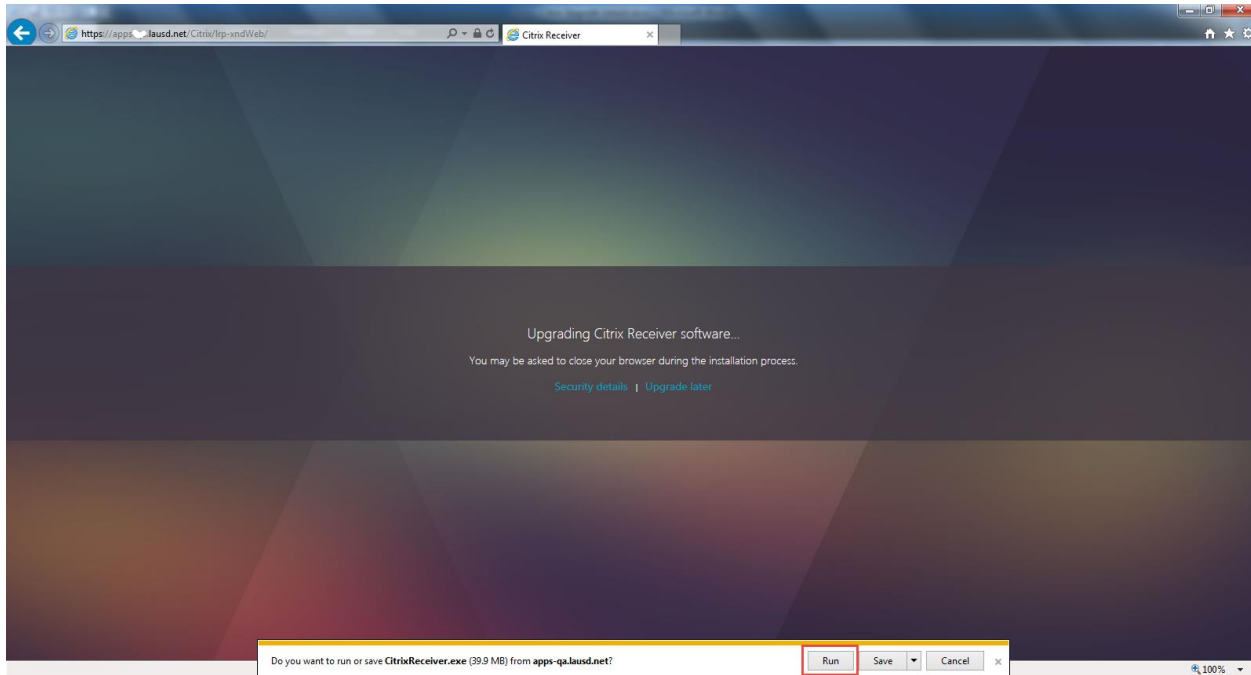
Account Problems? [Get Support.](#)

Enter your LAUSD Single Sign On (SSO) user name and password and click on 'Log on' button.



You may be prompted to upgrade to the latest Citrix Receiver. To upgrade, select the check box “agree with the Citrix license agreement” and click on ‘Install’ button.

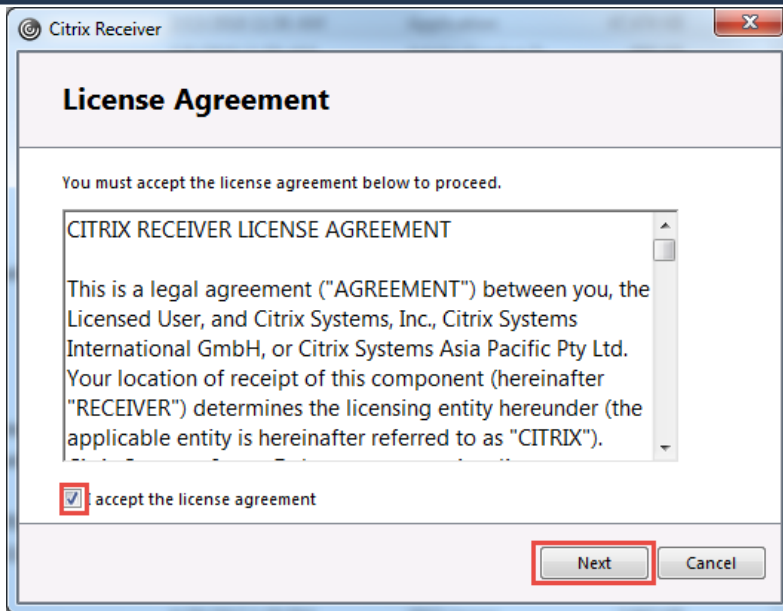
Note: Admin access may be required to upgrade the Citrix Receiver. Please contact the ITD helpdesk for assistance.



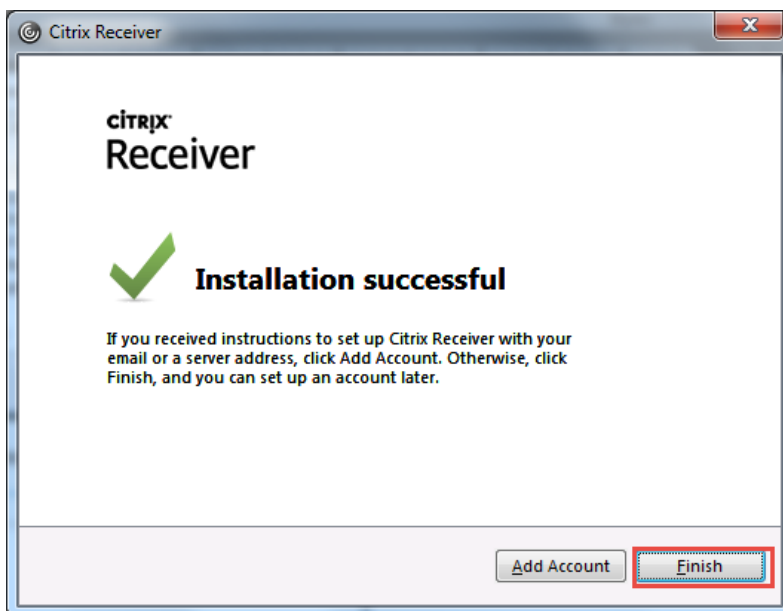
A security pop-up will prompt you to run or save the CitrixReceiver.exe file from the **apps.lausd.net** website. Click button 'Run' to continue the upgrade/installation process.



The upgrade process prompts you above popup, click on 'Start' button.



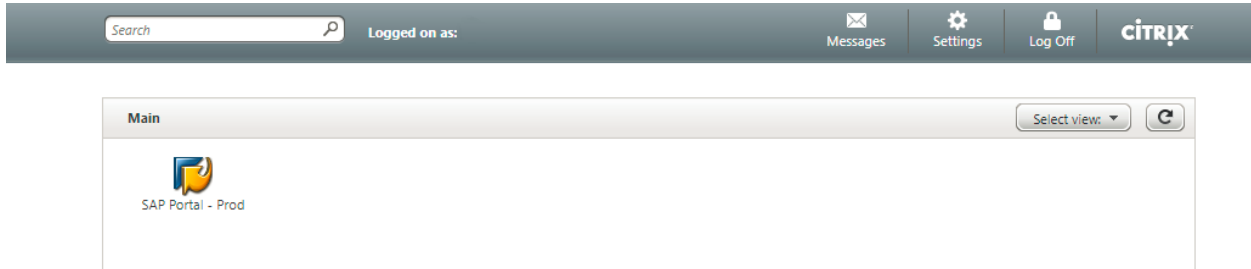
In the next screen, select the checkbox 'accept the license agreement', and click on 'Next' button.



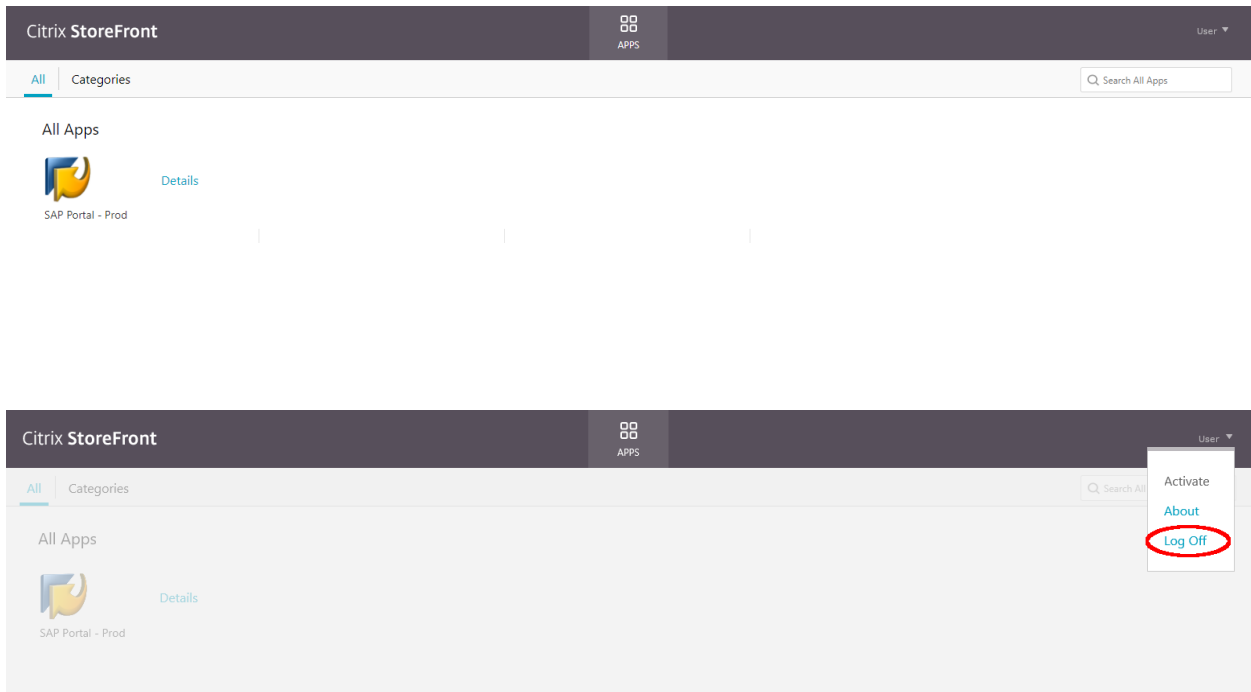
When prompted, 'Installation successful', click on 'Finish' button. Now that the Citrix Receiver has been successfully installed, you can return to the Citrix site <https://apps.lausd.net>

The **apps.lausd.net** Citrix website/StoreFront now has been upgraded to new look with the same features as the previous version.

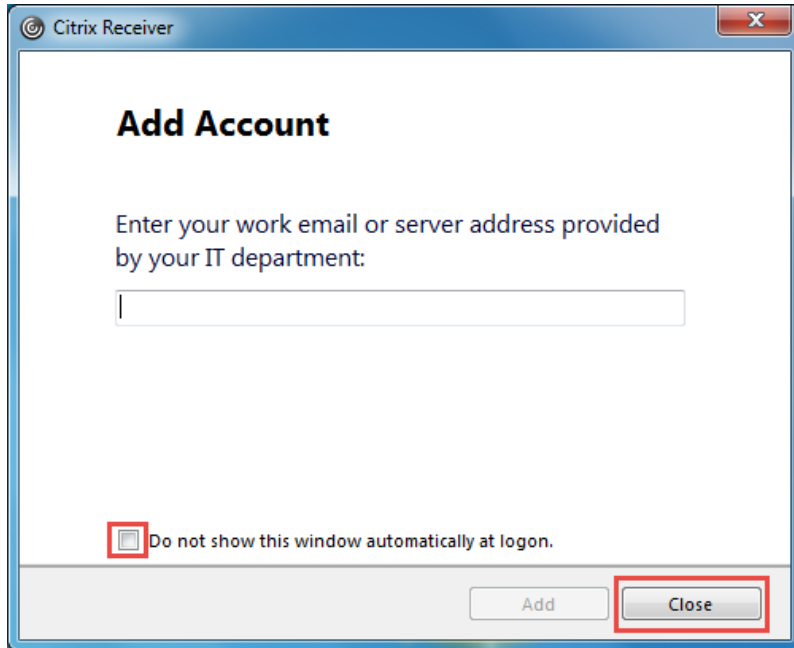
Old Citrix Website



New Citrix Website



To Log Off from the new Citrix website, you have to click on the arrow next to 'User' and select 'Log Off' from the drop down menu.



It is not necessary to add an account on the Citrix Receiver. If prompted to 'Add Account' from the Citrix Receiver, click on the checkbox 'Do not show this window automatically at logon.' and click on 'Close' button. This will prevent future 'Add Account' popups.