Citrix Remote Access for Windows PC Users

How to connect using Citrix Remote Access

ℹ️ Supported browsers: Chrome, Firefox, Safari, Opera.

1. From your home computer please go to the link below and log in using your username and password.

   http://remote.glendaleca.gov

2. Enter your City e-mail address and click **Next**.
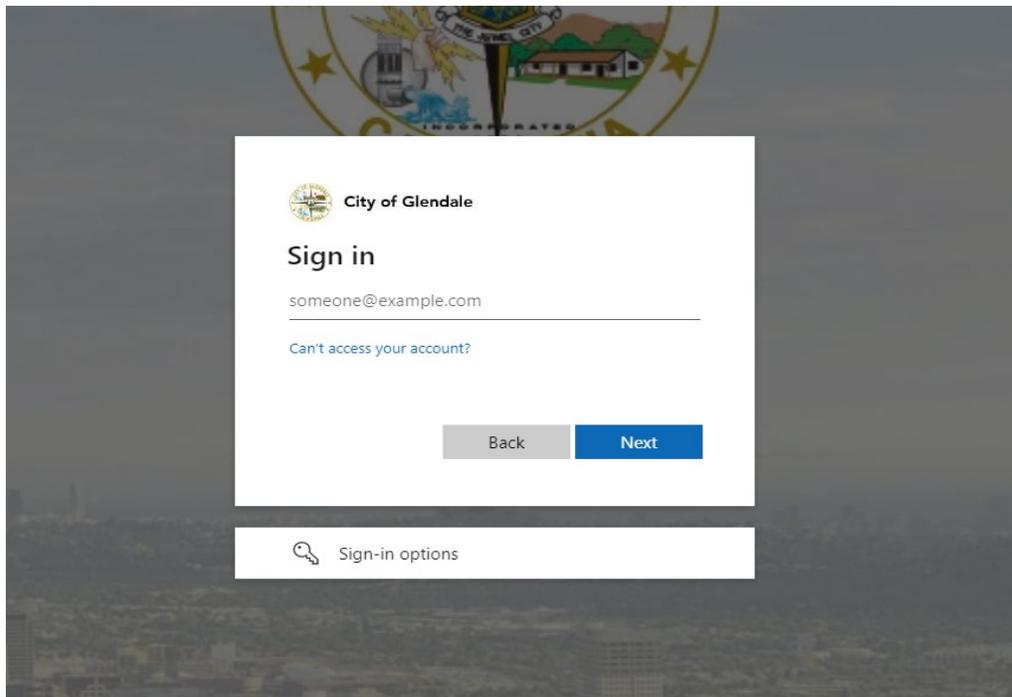
3. You will be asked to enter your **domain password**, however, if you are working remotely, you will also be asked to verify your identity via **Microsoft Multifactor Authentication (MFA)**.
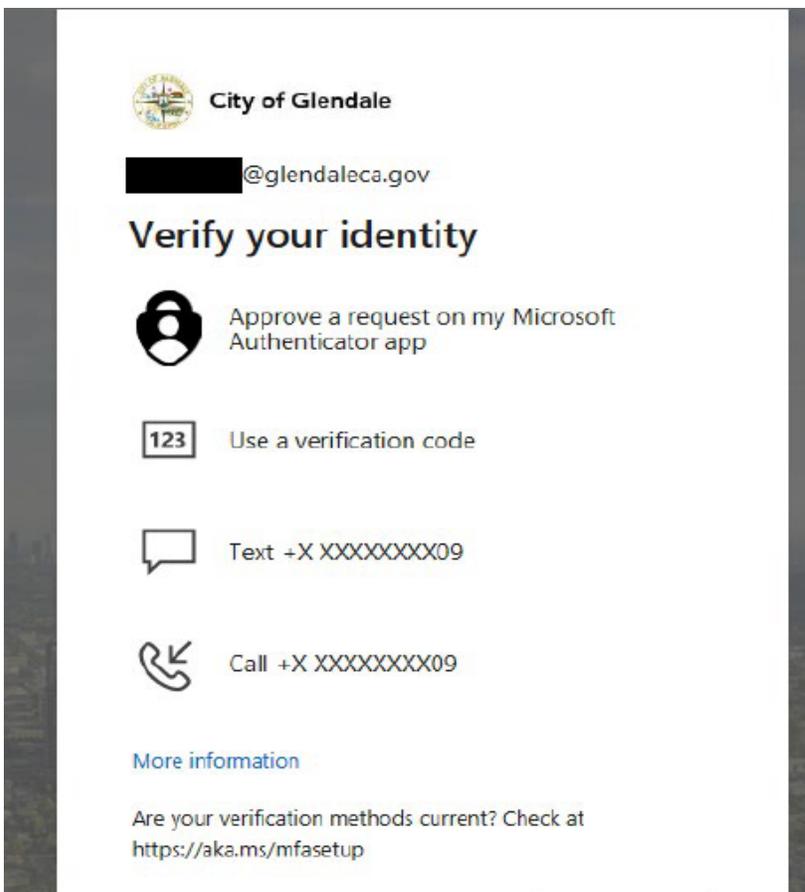
Installing Citrix Workspace

1. Check **Agree** and click **Download**.
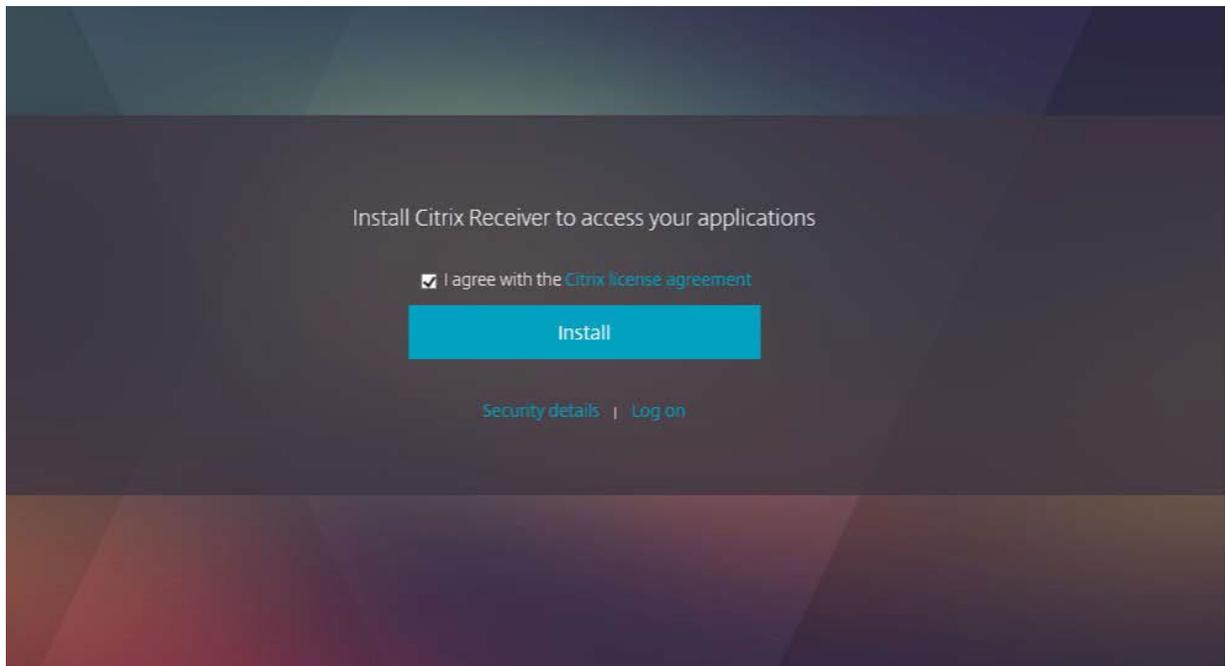
2. Once Download is complete, click **Continue**.
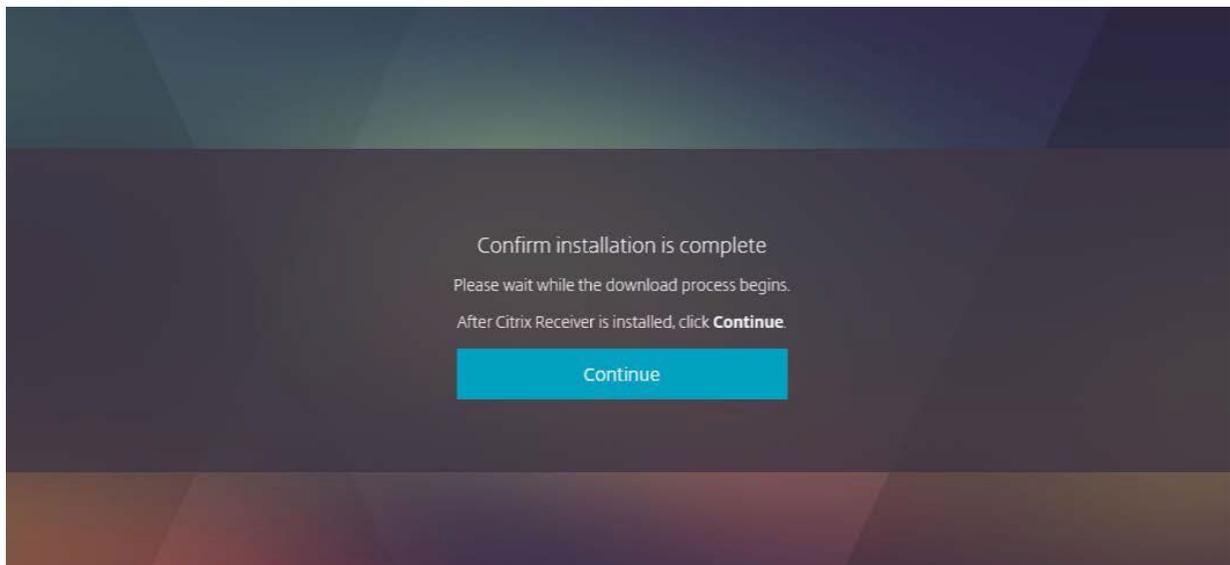
3. Click **Run** to begin the installation.
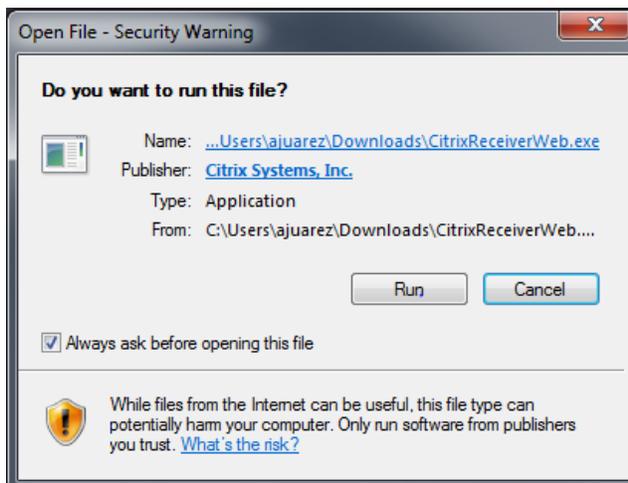
4. Click **Start**.

5. Accept the License Agreement and click **Install**.

6. Click **Finish**.

7. Click on the checkbox and click **Launch Application**.

8. Click **Allow**.
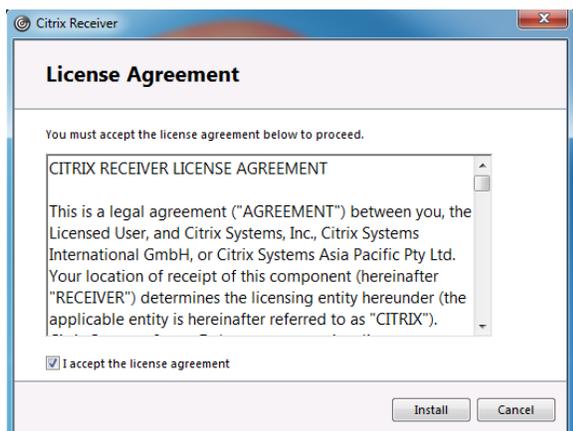
9. Click on Allow.

10. You should now be able to see the Remote Desktop Connection icon under Applications.
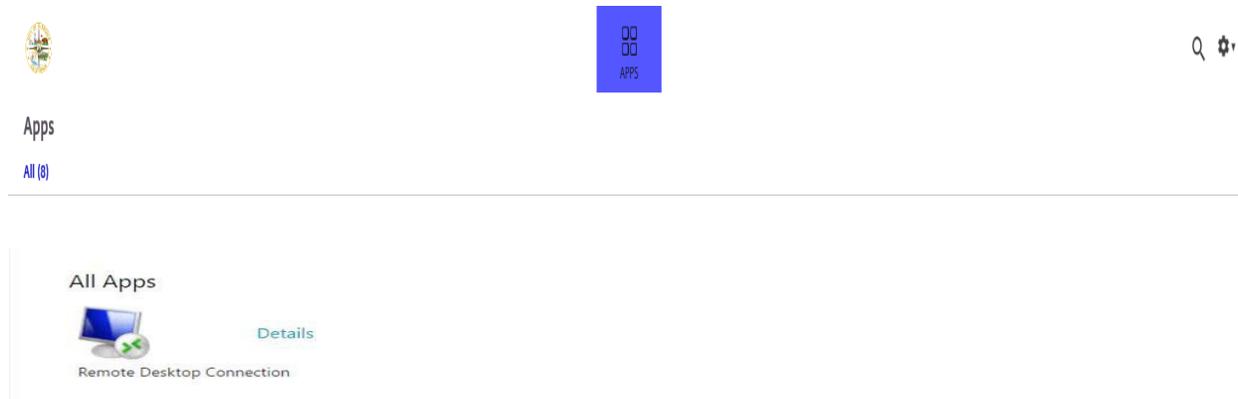
How to connect to your work computer

1. From your browser go to the link below and log in using your domain username and password.

   http://remote.glendaleca.gov
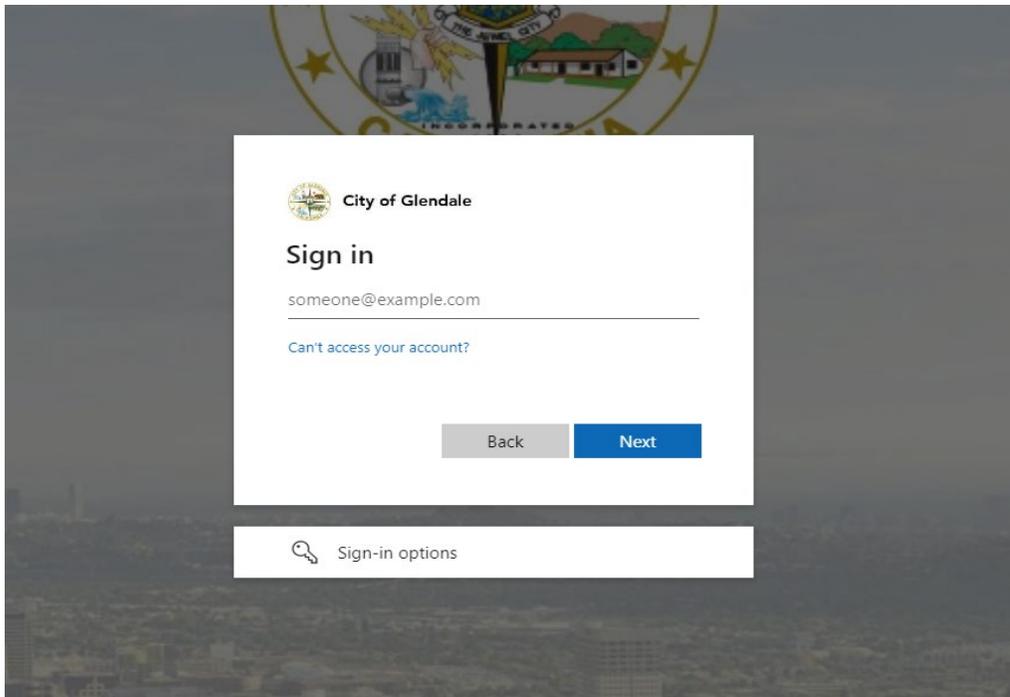
2. Click on the Remote Desktop Connection icon to start.
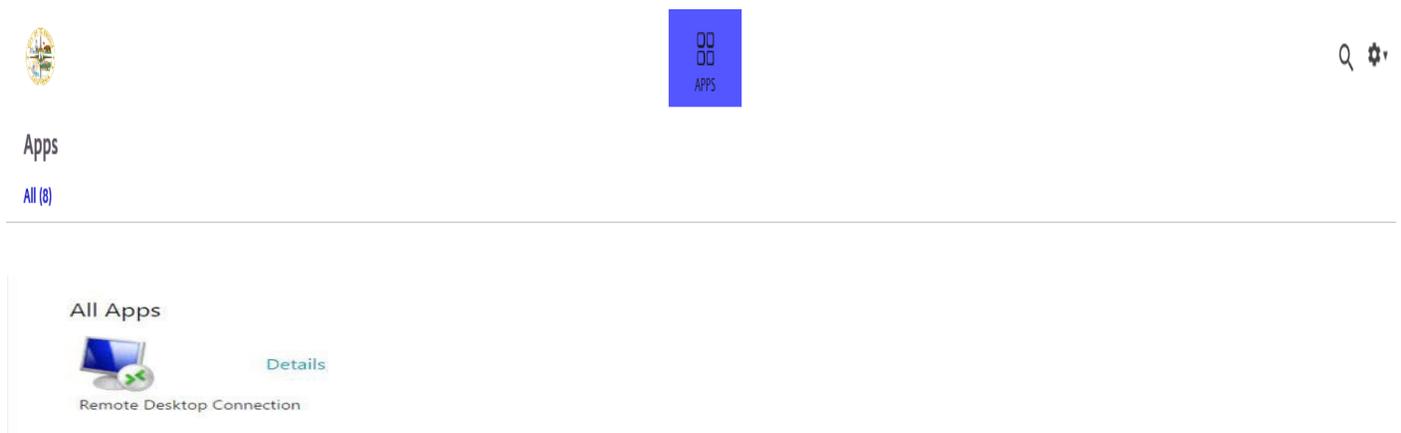
3. The application will launch.
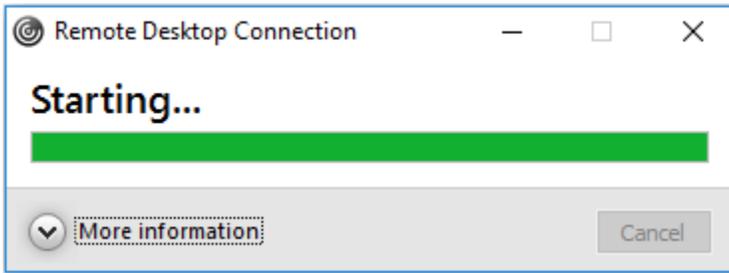
4. You may receive the following warning message, click on **Permit all access** and check the **Do not ask me again** for this site checkbox.
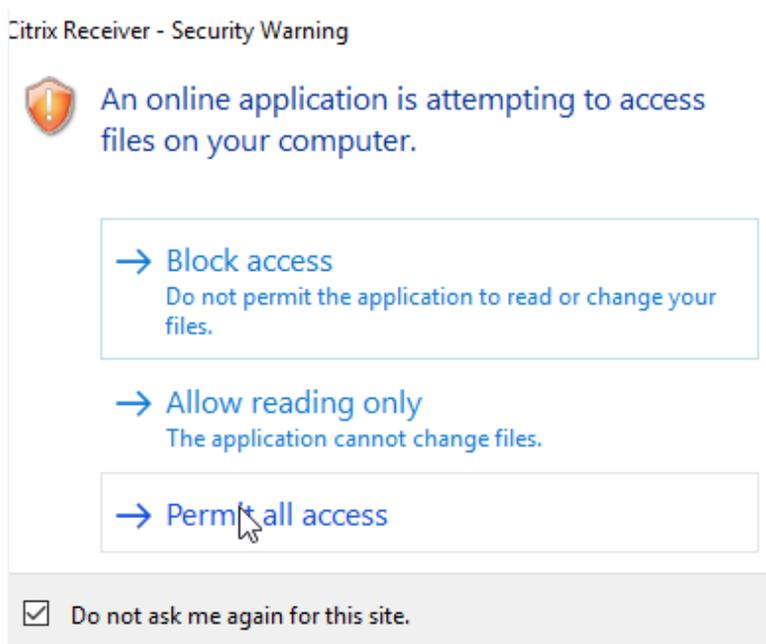
5. Enter the **name or IP** address of **your work computer** to start your session.

6. To end your session, click on your name on the top right corner and click **Log Off**.

7. Your session will automatically log off after 20 minutes of inactivity.