

Citrix Workspace App

INSTALLING AND ACCESSING | WINDOWS VERSION

FOR LONG BEACH CITY COLLEGE **STUDENTS**

Overview

In this tutorial, you will learn how to:

- Install the Citrix Workspace App on Windows.
- Sign in and access your available desktops.

Important

This guide is specific to Windows computers. If you have a Mac or a Chromebook, please refer to our other installation guides.

Step 1: Select Your Version of Citrix

You will need to select the most current version of the Workspace App for Windows from the [Citrix download website](#).

Note:

The image on this slide shows the most current version for Windows. The name of this version may change in future updates. Make sure you select the most current version.

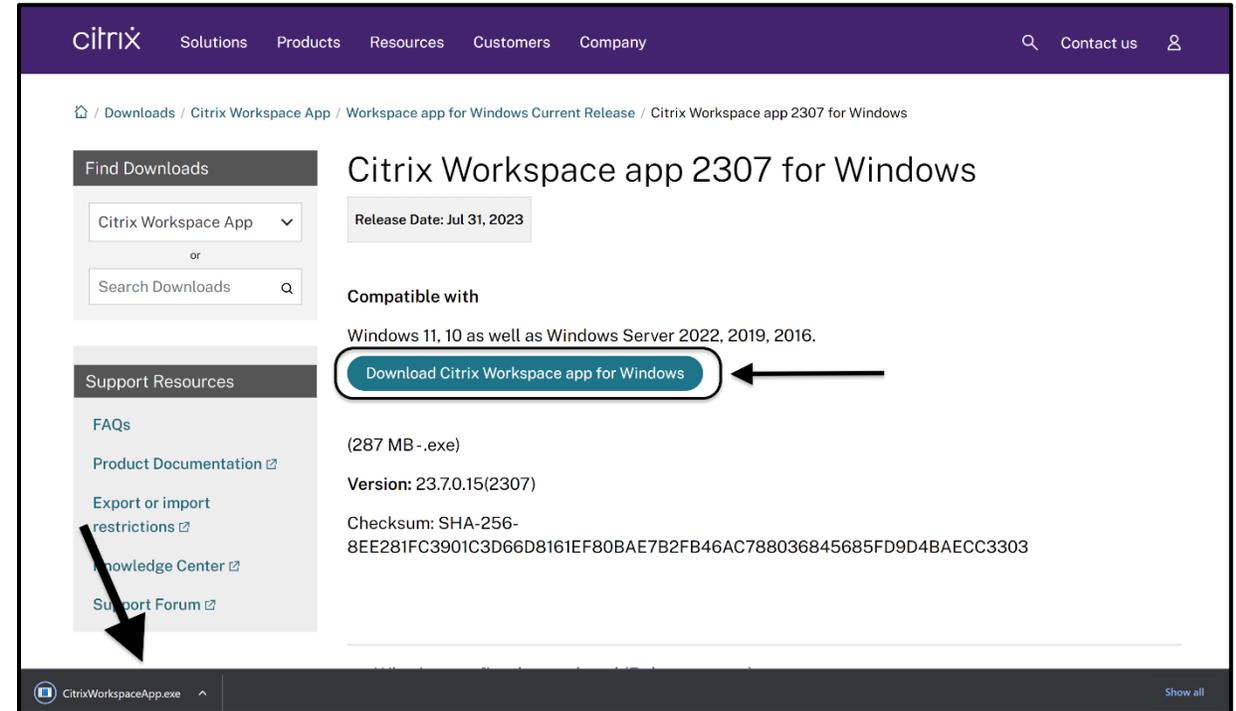
The screenshot shows a list of Citrix Workspace App versions for Windows. The 'Current Release' is highlighted with a red box and an arrow pointing to it. The version name is 'Citrix Workspace app 2307 for Windows' with a date of 'Jul 31, 2023' and a 'NEW' tag.

- ^ Workspace app for Windows
 - ^ Workspace app for Windows Current Release
 - Citrix Workspace app 2307 for Windows** Jul 31, 2023 | NEW
 - ✓ Workspace app for Windows Long Term Service Release
 - ✓ Earlier Versions of Workspace app for Windows -LTSR
 - ✓ Earlier Versions of Workspace app for Windows
 - ✓ Workspace app for Windows (Microsoft Store)
 - ✓ Betas and Tech Previews

Step 2: Download the File

Once you have selected the correct version for your device, click **Download file**. Click on the download file to open it.

For this example, we are using the Chrome browser, so the download file appears at the bottom left. However, download files for other browsers such as Edge and Firefox often appear in the top-right corner.

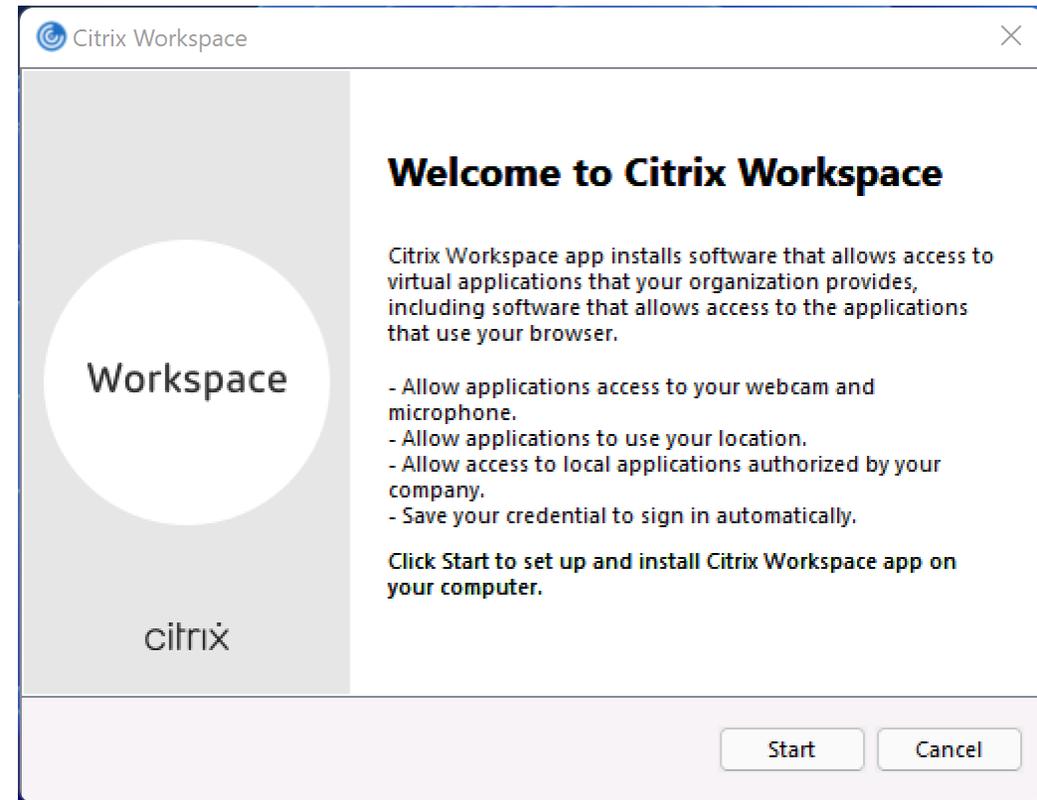


Step 3: Authorize Citrix

Once you open the download file, a Windows dialog will appear asking if you want Citrix to make changes to your device. Click **Yes** to allow your device to install the Workspace App.

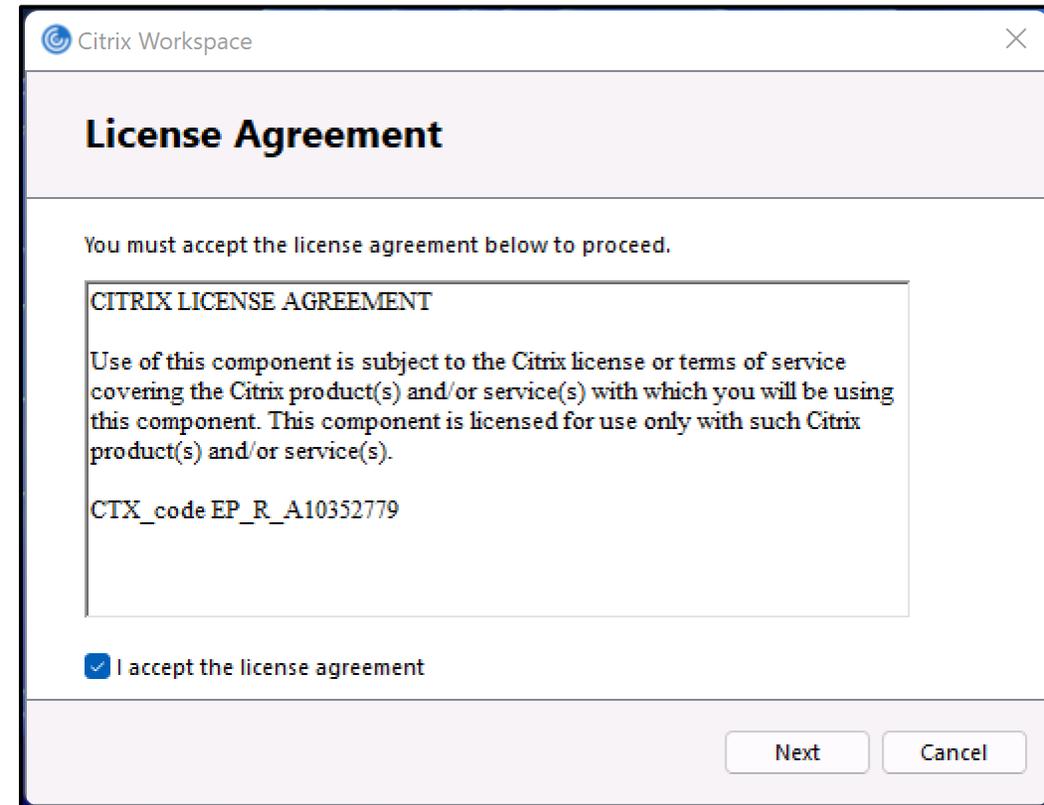
Step 4: Start the Install

A dialog will appear. Click **Start** to begin the installation process.



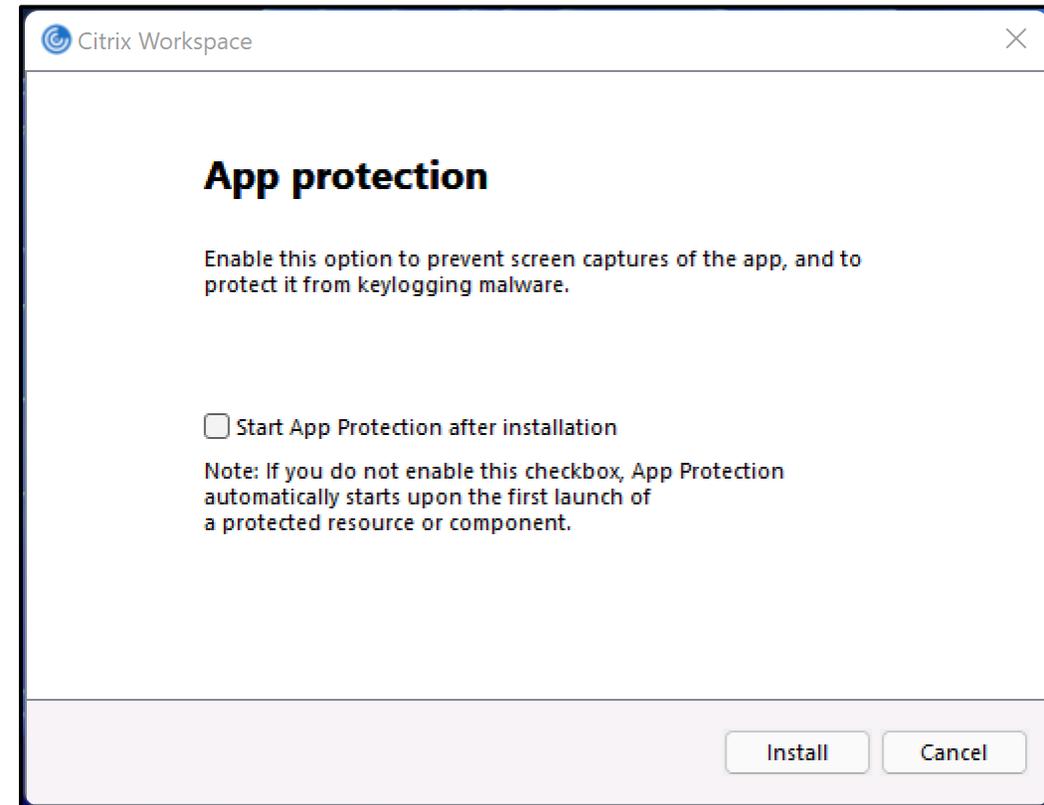
Step 5: Accept the License Agreement

You will need to accept the license agreement to complete the install. Click on the “I accept the license agreement” check box and click **Next**.



Step 6: Finalize the Installation

Leave the “Enable App Protection” check box blank. Click **Install**.

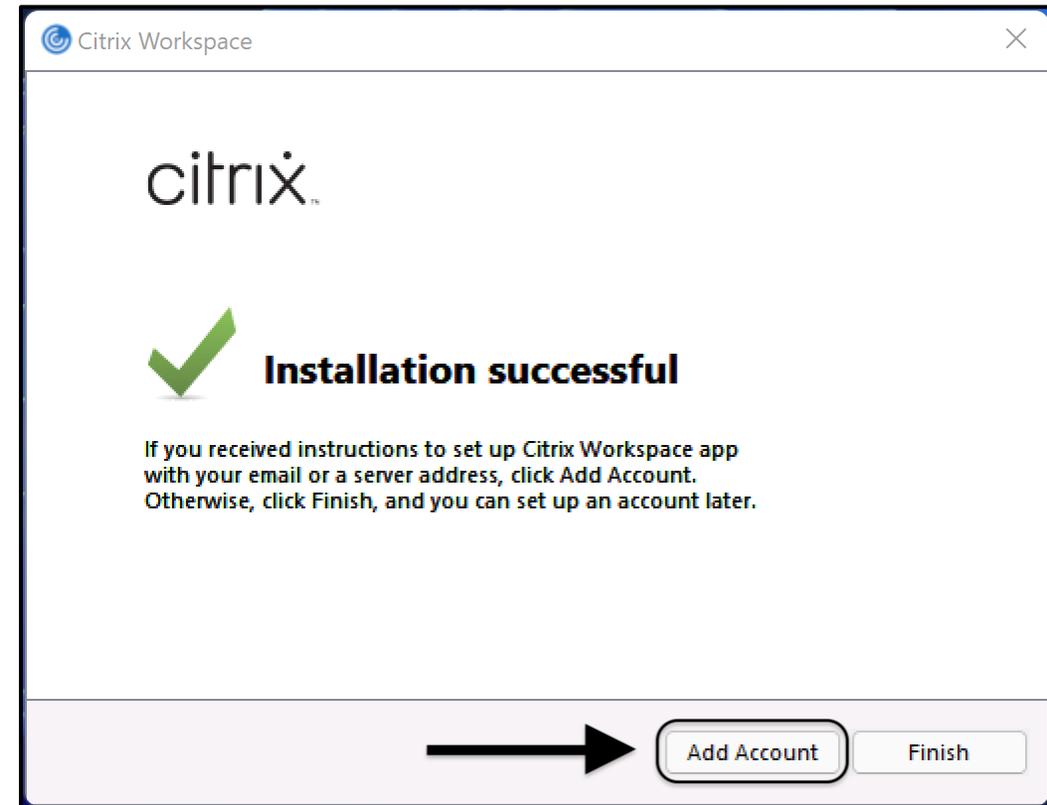


Step 7: Add Account

Citrix may take a few moments to install. When Citrix has finished installing, click **Add account**.

Note:

Your device may be required to restart in order to complete the installation process.

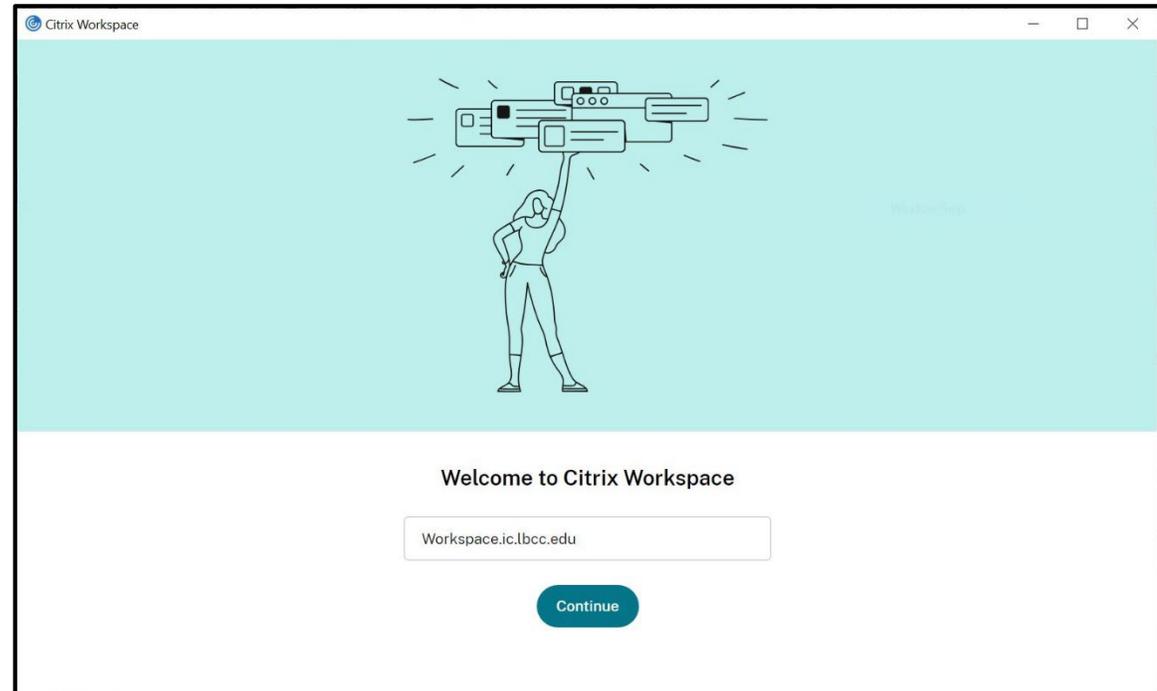


Step 8: Enter the Web Address

You will be asked to add an account. Type the following in the box provided:

Workspace.ic.lbcc.edu

Click **Continue**.



Step 9: Enter Your Login Credentials

Next, you will be asked for a username and password. For the **username**, enter your **student ID number**. For the **password**, use your current **Viking Portal password**. Click **Sign In** when finished.

Note:

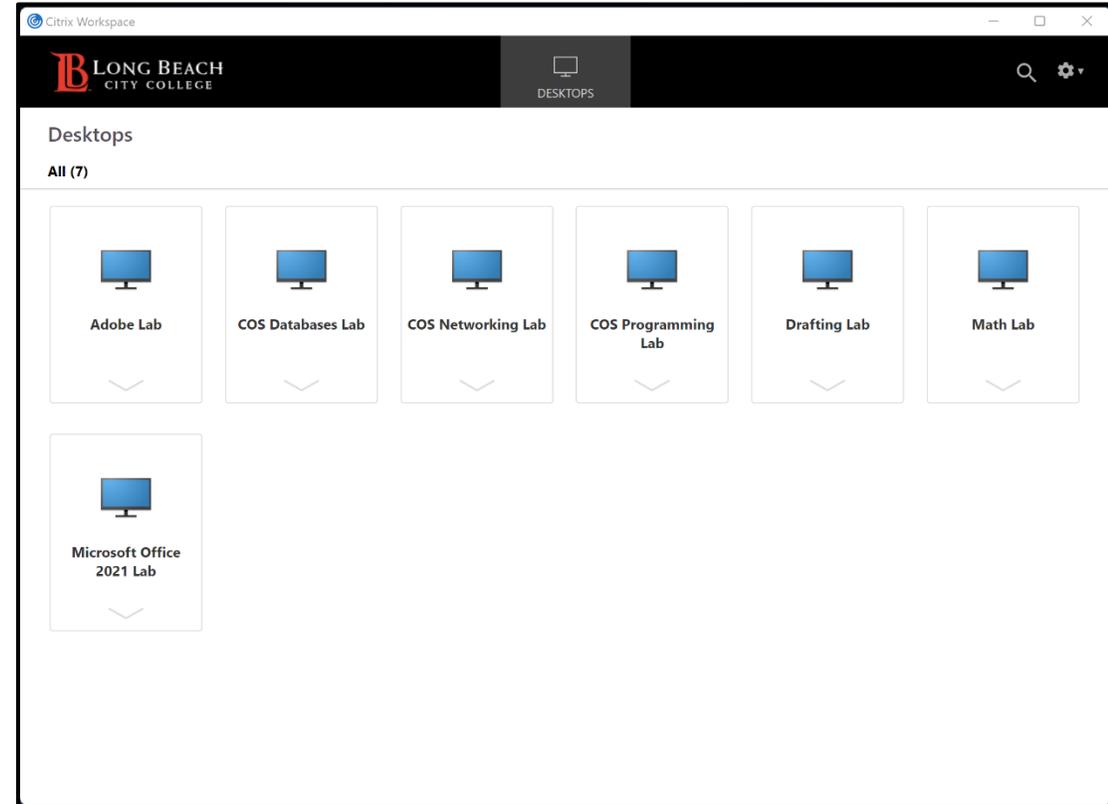
If you receive an “incorrect username or password” error despite entering the correct information, you will need to reset your Viking Portal password. This is a common issue and is easily resolved.

The screenshot shows a standard Windows-style dialog box titled "Citrix Workspace". It features a close button (X) in the top right corner. The main area contains two text input fields: "User name:" and "Password:". Below these fields are two buttons: "Sign In" and "Cancel". At the bottom of the dialog, there is a grey bar containing a lock icon and the text "Secure connection".

Congratulations!

The Workspace App may take a few moments to load, however when it does you will be able to choose between your available desktops. Click on the desktop you want to open it.

You will only have the desktops that are required for your courses.



Questions?

If you run into any issues, or have further questions, feel free to reach out to us!

- Website: www.lbcc.edu/sthd
- Phone: (562) 938-4250
- Email: sthd@lbcc.edu