CCPS | Collier County Public Schools

Windows Edition

Remote Access User Guide for Citrix Receiver

Citrix Receiver is a program designed to give employees the ability to access CCPS home directories and apps remotely from any location.

What Is Required

- *Citrix Receiver* - In order to access your remote desktop the "Citrix Receiver" application is required.

- *Any of the following browsers:*

  - ✓ Microsoft Internet Explorer (version 9 or later)
  - ✓ Google Chrome (version 40 or later)
  - ✓ Mozilla Firefox (version 35.0.1 or later)

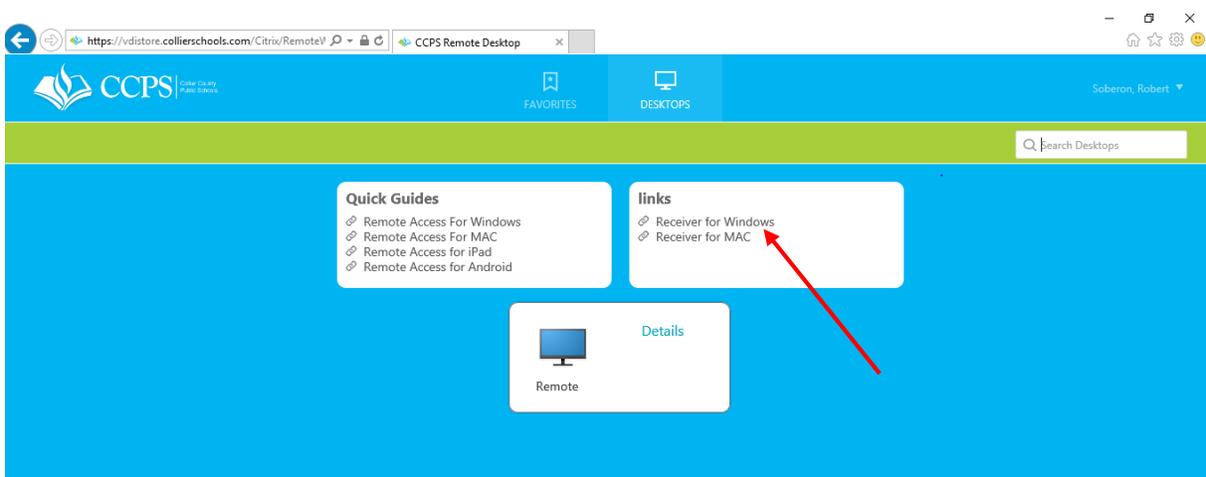**Note: Internet Explorer is currently the preferred browser.*

Installing Citrix Receiver

From your browser navigate to https://remote.collierschools.com
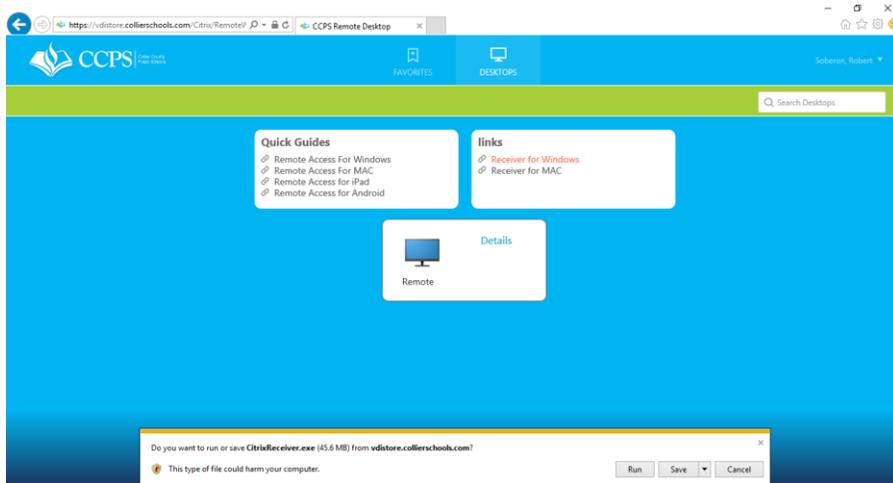
The following login page will appear. Enter your network credentials and click "Log On".
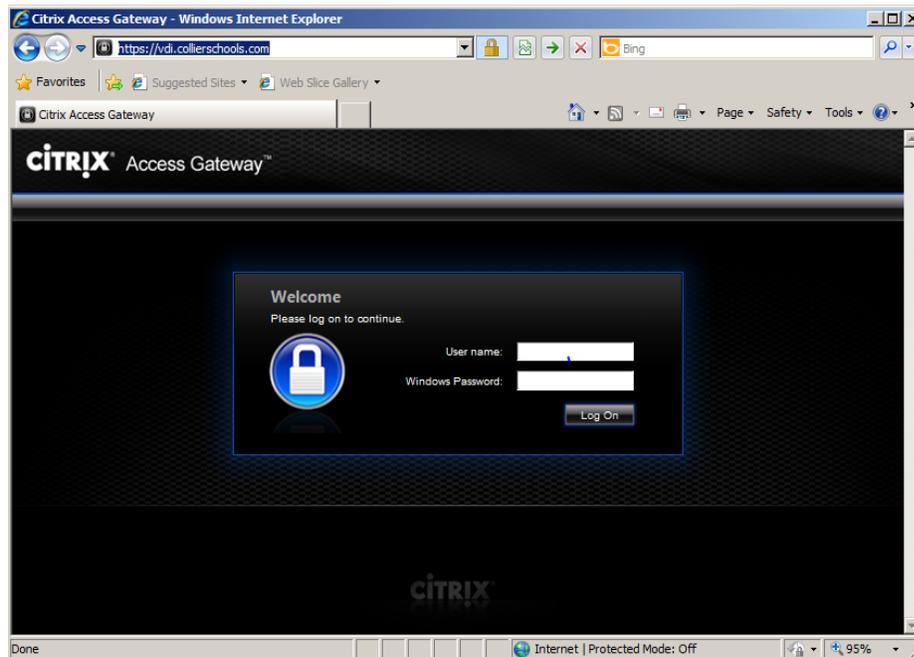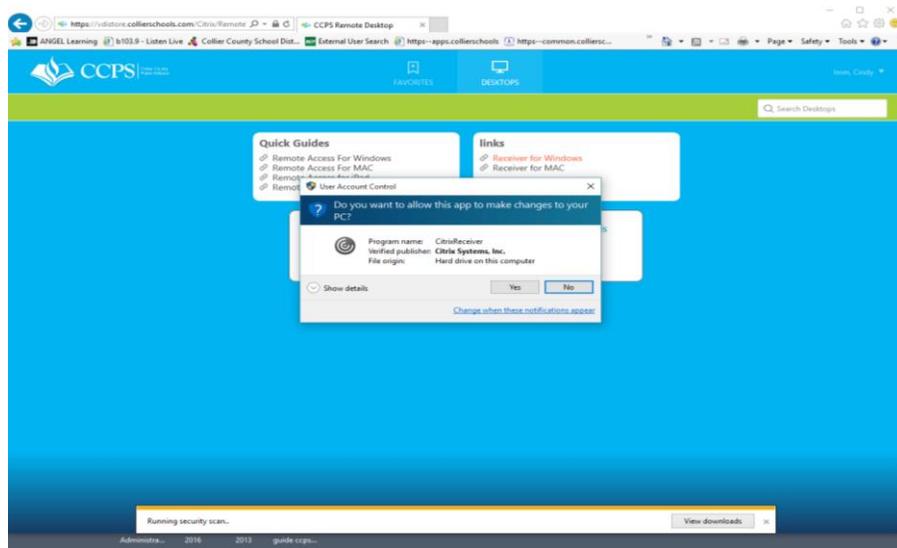

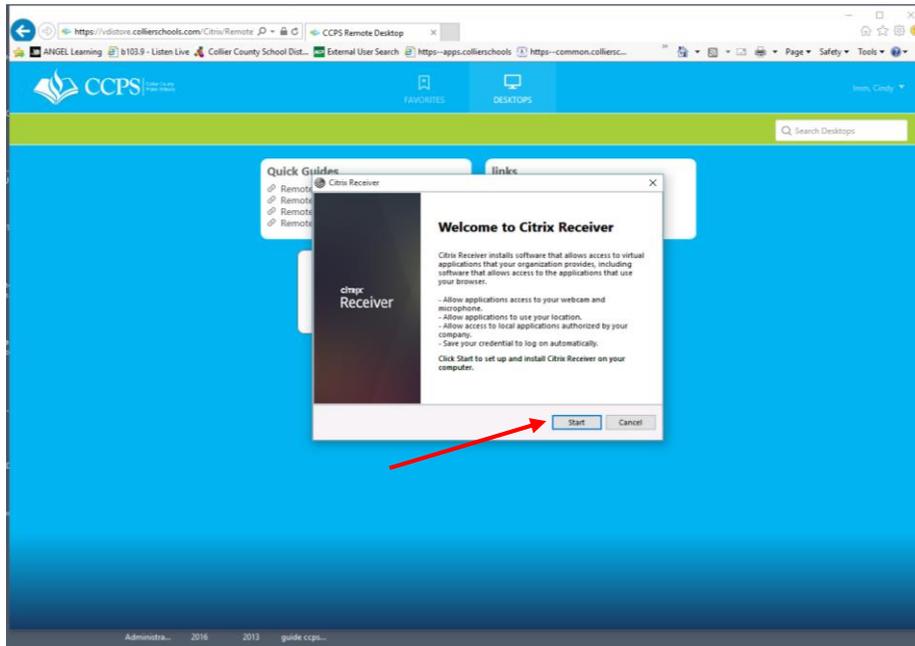On the next page Select: "Receiver for Windows".

A file download window will appear. Click "Run" to begin the download process.
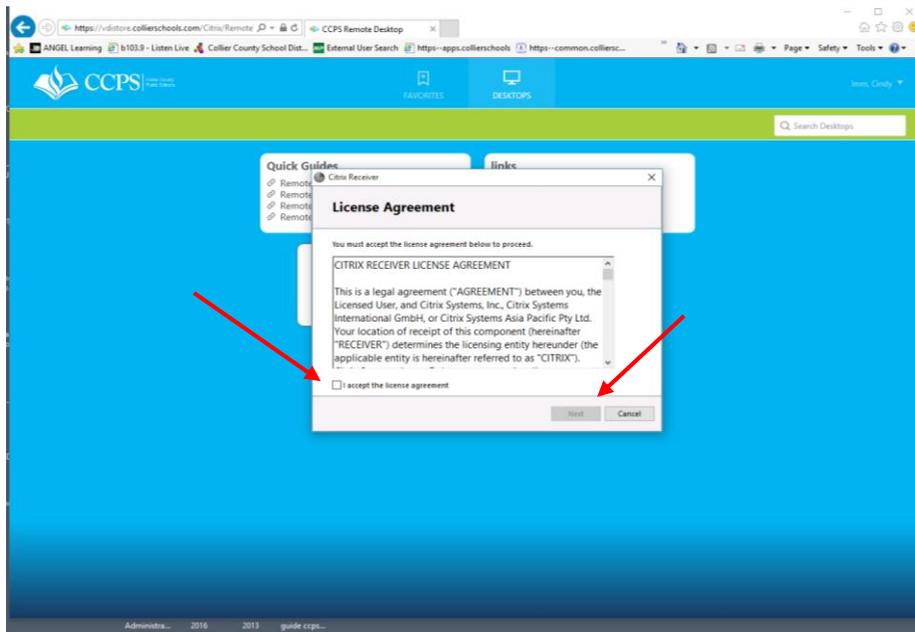
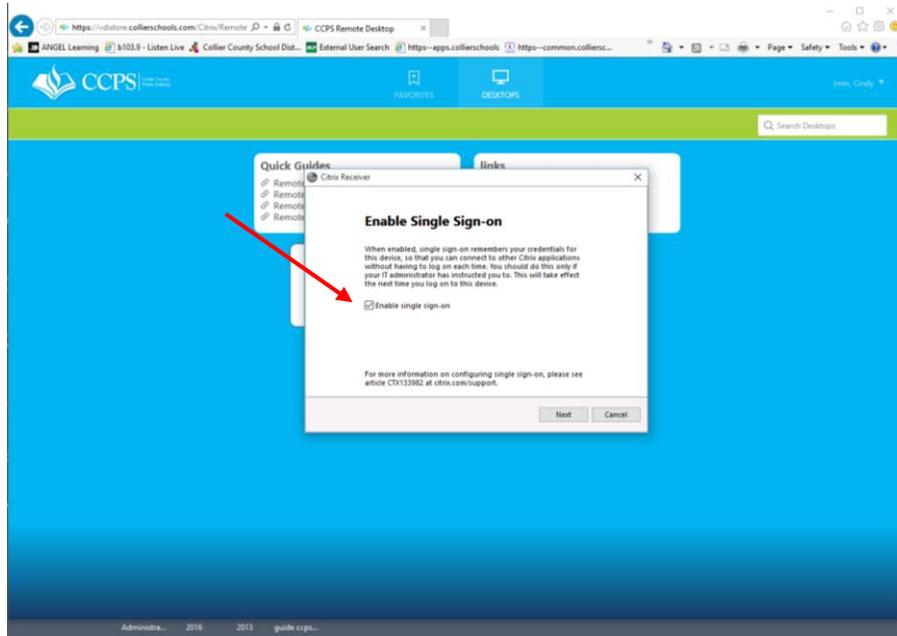A security window will come up. You will click "YES" to continue.

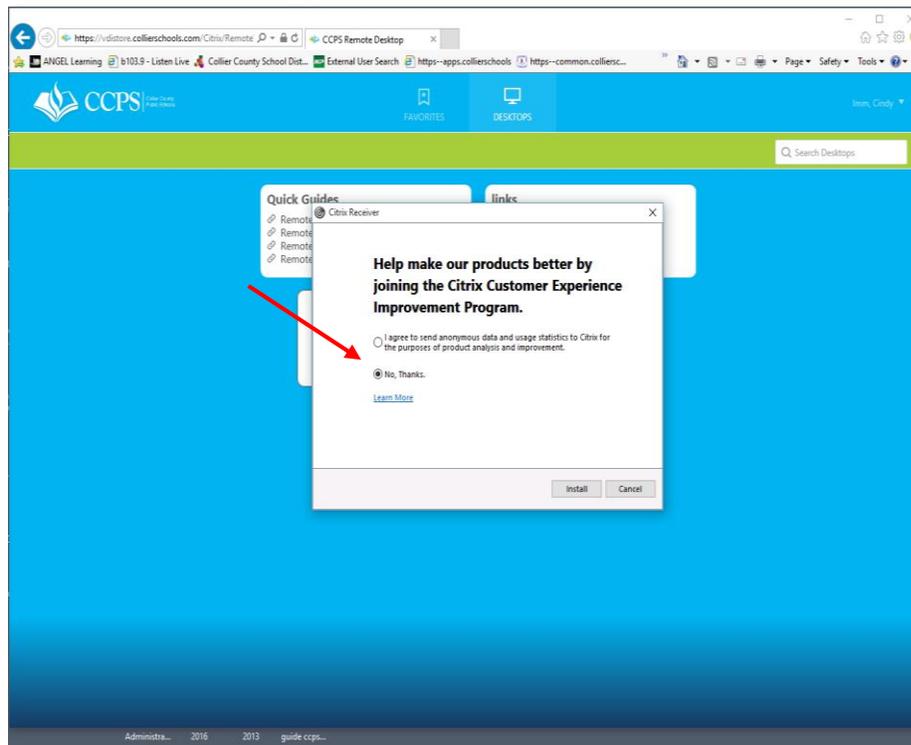Continue the set-up of Citrix Receiver by clicking "Start".

Check "I accept the license agreement", then click "Install".
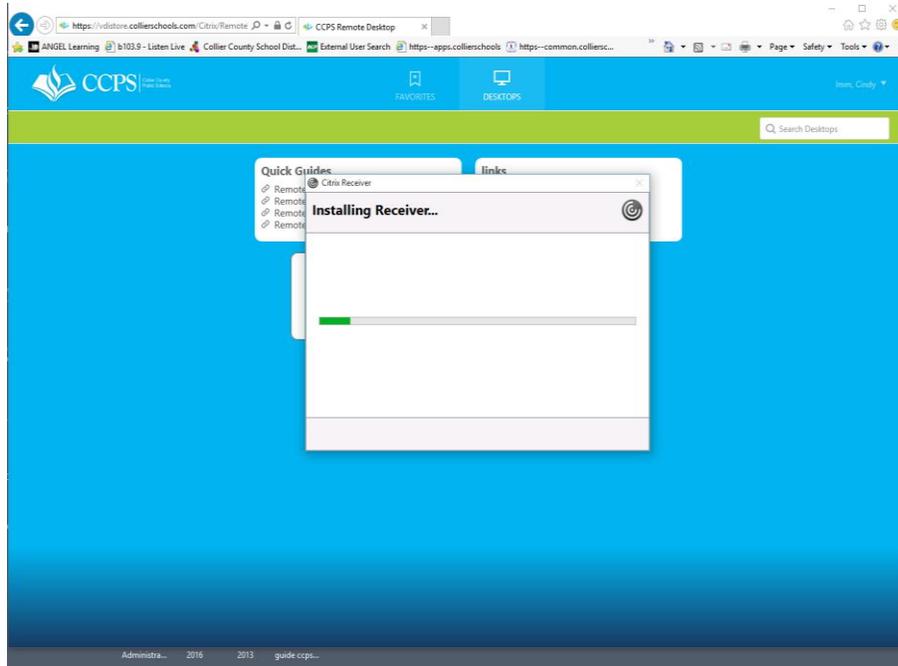

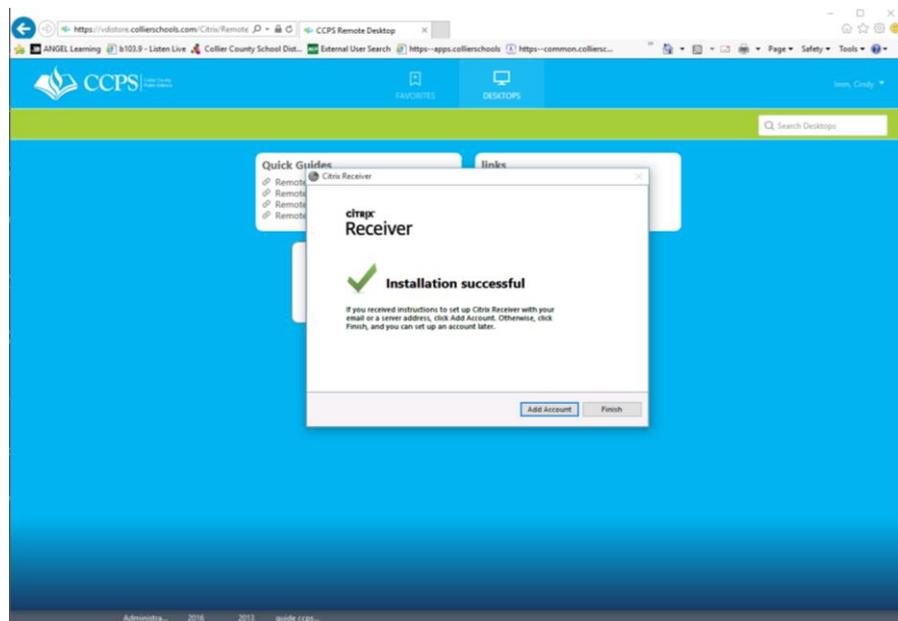You will want to check the "Enable single sign-on" and click next to continue.

On the following screen, click "No, Thanks" and then click Install.


The installation may take a few minutes.

Once complete, the window will come up showing that the Installation was successful. Click the finish button to complete. The window will close.
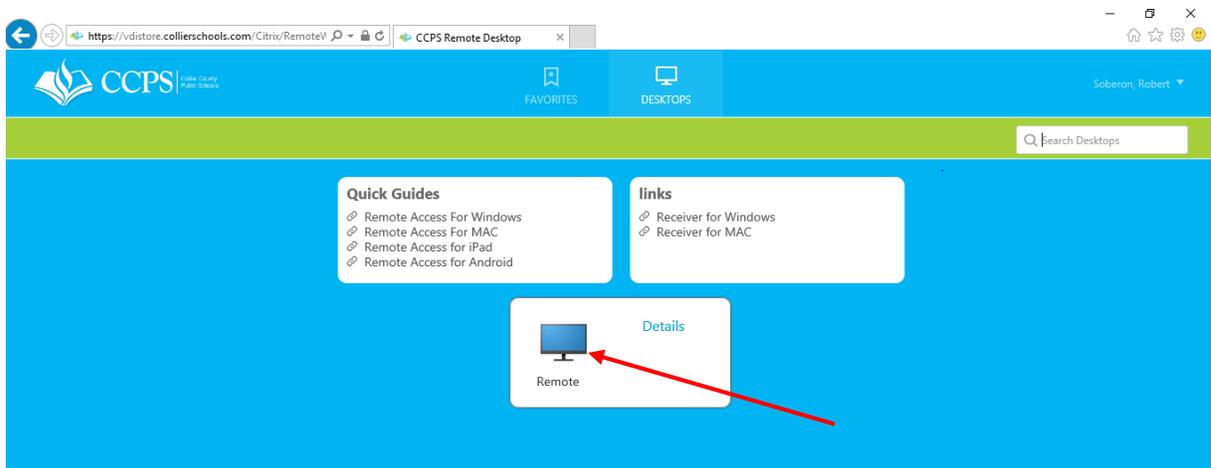

Launching a Remote Desktop Session

NOTE: For Chrome users, there are several additional steps that must be completed *BEFORE* you can launch your remote desktop session. Please see instructions on the last page of this document.

Open your web browser and type in https://remote.collierschools.com to access your remote desktop. The following login page will appear. Enter your network credentials and click "Log On".
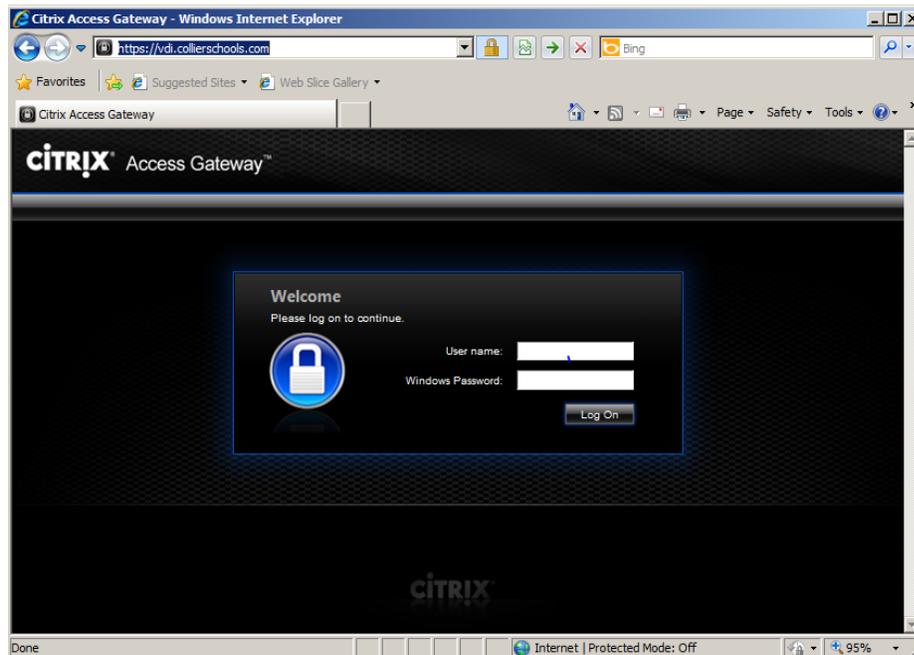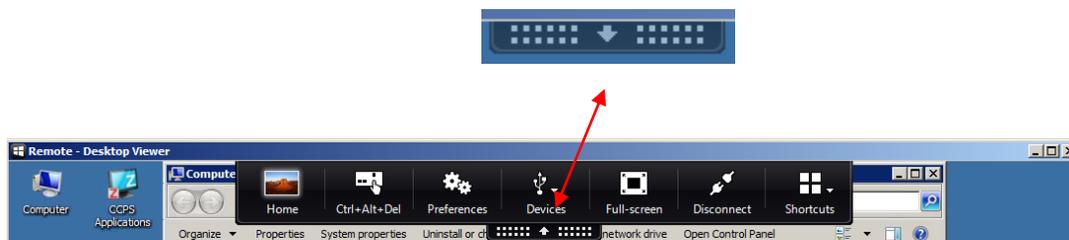

To launch a remote desktop session, simply double click the icon labeled "Remote"

The Citrix client will now open and the logon process will proceed. The remote desktop session is ready once all of the standard icons have loaded.
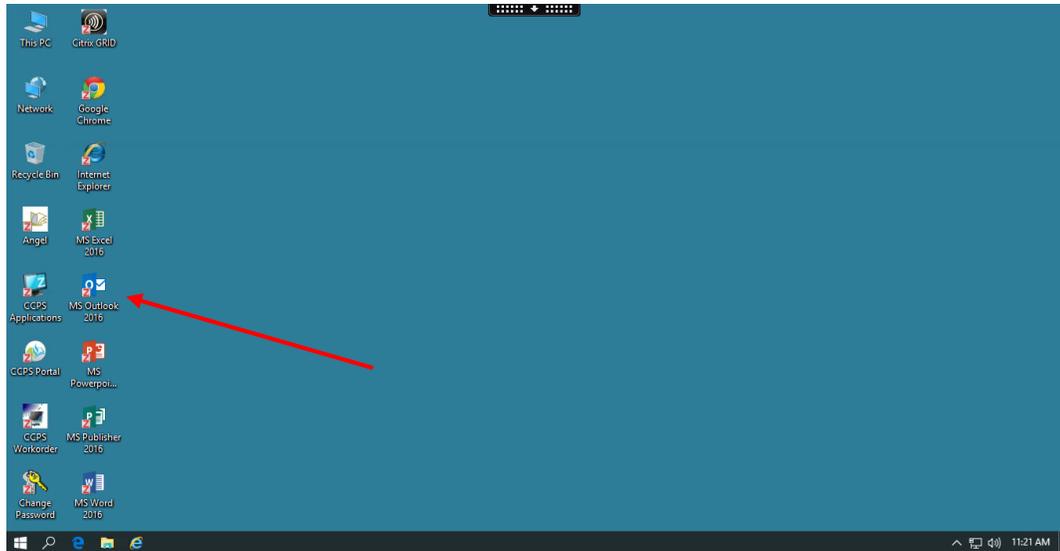
There is a drop down menu at the top of the screen that depicts two rows of dots and an arrow, as shown below.


This menu gives you the option to:

A. Go to your home desktop
B. Use Ctrl+Alt+Del
C. Alter your preferences
D. Enter full screen mode
E. Select Shortcuts

*The home option returns you to your original desktop of the computer you are using by minimizing the Citrix Receiver window.

*The disconnect option completely closes the Citrix Receiver window, but keeps it running in the background. This gives you the ability to pick up where you left off.

Note: **For security purposes idle desktops will be automatically logged off after a 30 minute period.**

To log off of the Remote Desktop session right click the Windows start button, select "Shut Down or Sign Out" then select "Sign Out" from within the Remote Desktop session.
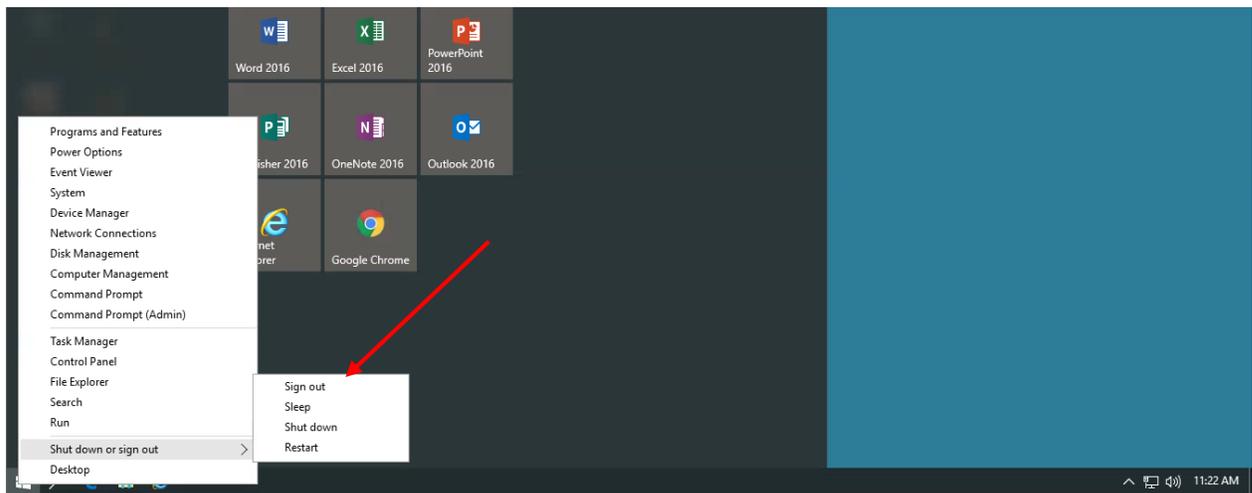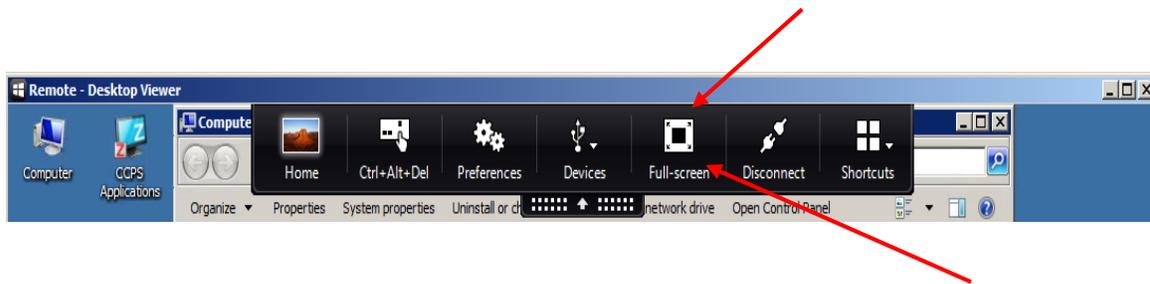

Dual Monitor Capabilities

If you have dual monitors Citrix Receiver can expand to fit both screens.
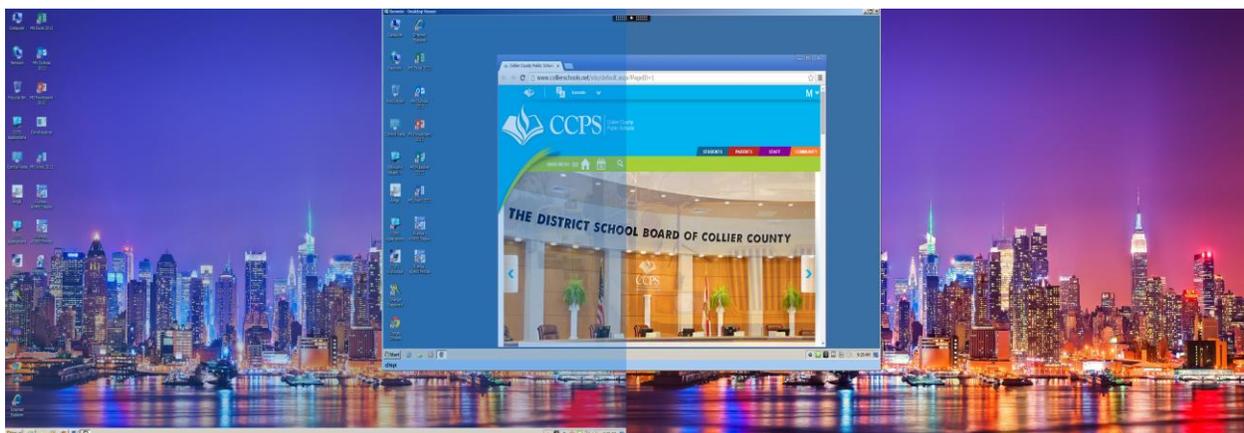
To expand your remote desktop across both screens, drag the window to the top of the desktop where half of the screen is on monitor one and the other half is on monitor two. Then click on the drop down menu and select "Full Screen"
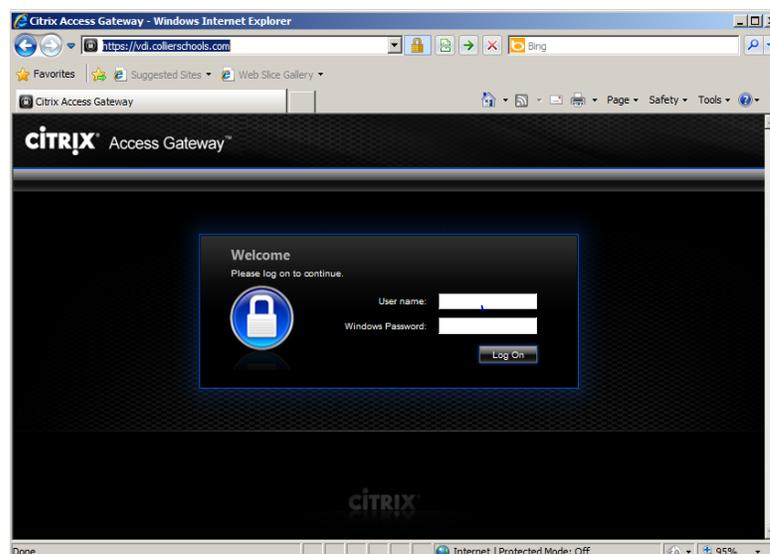

To exit the full screen mode, open the drop down menu and select **"Window"**.
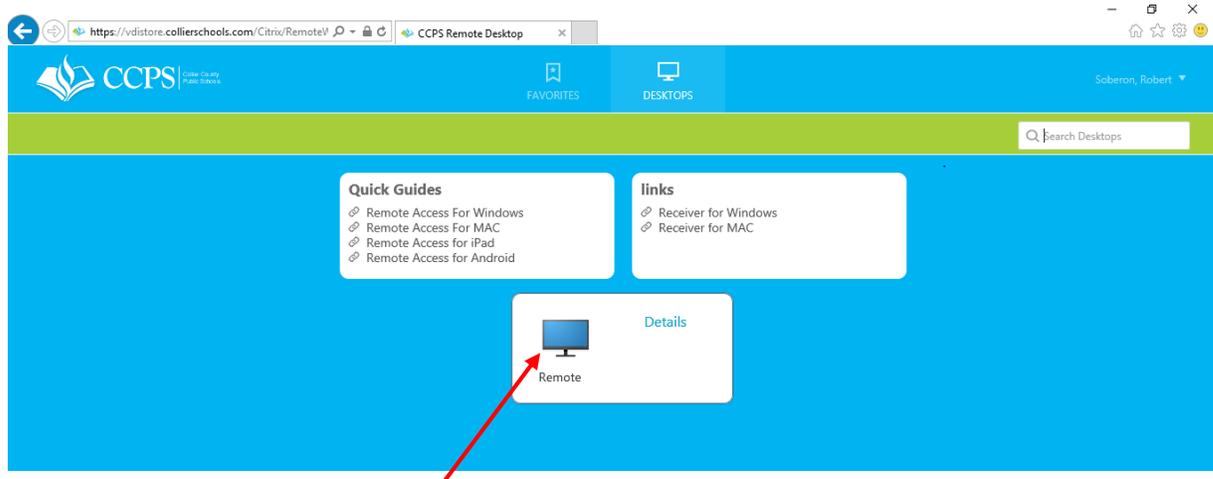

ADDITIONAL INSTRUCTIONS FOR CHROME USERS:

Before you can launch your Remote Desktop Session, please complete the following instructions.

From your browser navigate to https://remote.collierschools.com . The following login page will appear. Enter your network credentials and click

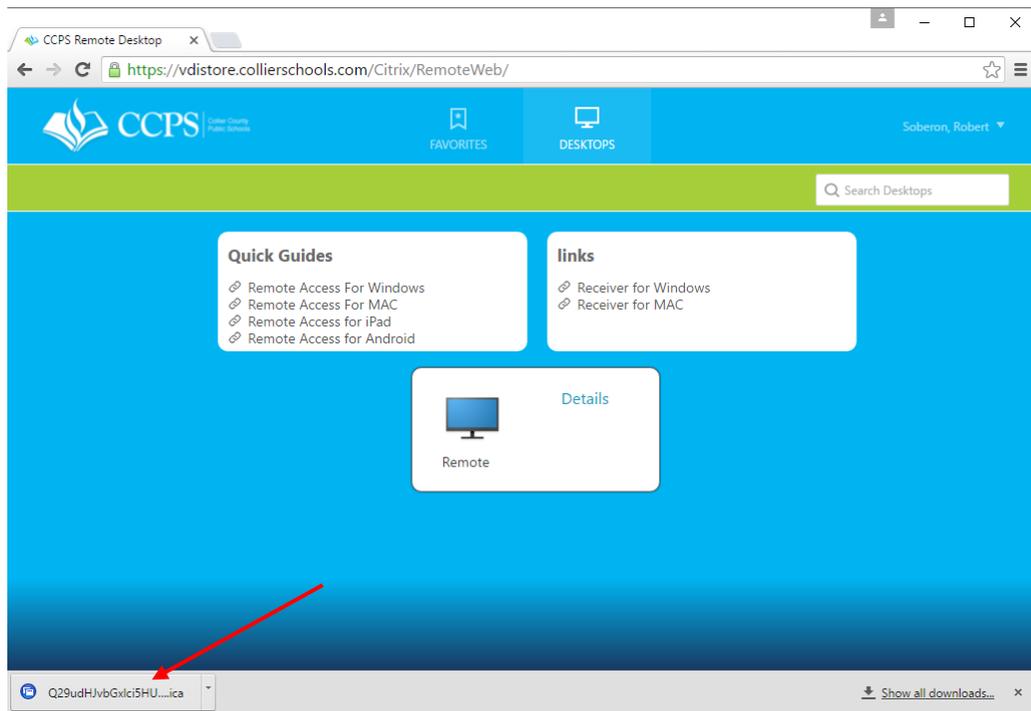"Log On".

Click on the monitor icon labeled "Remote".

A file download will show at the bottom of the screen which you will need to simply double click to download and launch the Remote Desktop session.

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For Technical Assistance contact the CCPS Help Desk

Email: HelpDesk@collierschools.com

Phone: 239-377-0445