

## Installing the Citrix Receiver Client

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If you are a first-time user accessing NeoSystems' Citrix environment, you are required to install a small program on your computer. This program will enable you to access your published applications inside the NeoSystems' Citrix environment (Explorer, GCS Premier, etc.). Please follow the steps below to install the appropriate Citrix client.

### Note 1: Pre-Reqs:

- You can verify if ***citrix receiver*** is installed on your pc under *Start > Control Panel > Programs and Features > Citrix Receiver*. *Citrix Receiver v.4.3* will install over previous versions of the citrix client.
- You must have sufficient access to the workstation or laptop in order to successfully complete the following steps. **.NET Framework 3.5 Service Pack 1** or later must be installed.

### Note 2: If using Internet Explorer:

- Disable **Pop-up Blocker** (*IE – Tools – Popup Blocker*) and navigate to:  
*Tools – Internet Options – Security – Trusted Sites – Sites*
- Add the following to be **Trusted Sites** in the zone: \*.neosystems.net & \*.neosystems-usa.com

### Note 3: If using Firefox v.30 and above:

- Open the "Menu" button in the top right corner:  
Select "Add-ons" > "Plugins" > "Citrix Receiver" or "Citrix ICA client"  
Select "Always Activate" in the dropdown menu.
- In Firefox, open the "Menu" button again
- Navigate to "Options" > "Applications"
- Next to "Citrix ICA Client" select "Use Citrix Connection Manager (default)" in the dropdown

### Step 1:

- If using Windows v7, v8 or v10, click on the following link to download and run the PC citrix client:  
[Citrix Windows client – Receiver v.4.6](#)
- If using a MAC, click on the following link to download and run the MAC citrix client:  
[Citrix MAC client – Receiver v.12.4](#)

Follow the on-screen instructions to install the Citrix client on the target workstation or laptop.

### Step 2:

- Navigate to your Company's Client Tools page. Your Company's administrator should provide you with this link. (Please bookmark this link and always navigate to this link to launch your NeoSystems applications.)
- At your Company's Client Tools page, click on the 'Productivity Tools' link.

- At the Welcome screen, enter the following information:  
**Citrix User Name**  
**Citrix Password** (random generated by NeoSystems)  
**Domain** Leave the default domain selected: **us**

Users will be required to change their Citrix passwords upon *initial* login and every three months after that. **Citrix passwords** must meet the following minimum requirements:

- Passwords may not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Passwords must be at least eight characters in length.
- Passwords must contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %, &)

**Step 3:** Once logged into Citrix, click on the *Client Applications* folder and then the appropriate Client folder and application icon to log into the application.