



CITY OF
YORK
COUNCIL



Browser and Citrix Client Installation Guide

Note: If you have previously used the Entrust portal at <https://apps.york.gov.uk> accessed through Internet Explorer then you should not need to download and install the Citrix Receiver client as referred to below. If you haven't previously used the Entrust portal follow the instructions for Internet Explorer.

For first time use the Citrix Receiver must be downloaded and installed prior to log on. To download the correct Citrix Receiver follow this link.

<https://www.york.gov.uk/citrix/CitrixReceiverWeb>

Installing Citrix Receiver

If this is the first time you have used the Entrust portal at <https://apps.york.gov.uk> you will need to install the Citrix Receiver client. You only need to install the Citrix Receiver client once prior to first time use of the Entrust portal. You do not need to install every time you log in. To download Citrix Receiver Client click here <https://www.york.gov.uk/citrix/CitrixReceiverWeb> then select the Download Now Button.

After you click the Download Now Button you will be prompted to save as per below.



Click the save option. *(The default download location may vary depending on your browser and Windows configuration).*

Once the download has completed you will be prompted to run as per below.

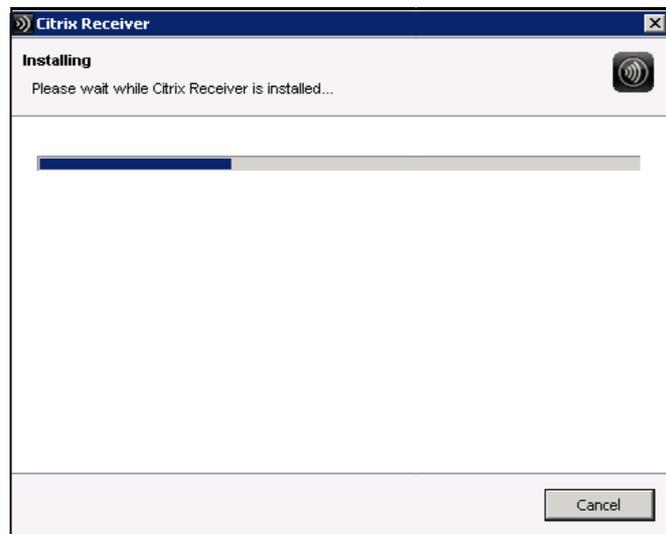


Click Run to start the installation. *(The CitrixReceiverWeb.exe file will remain in your default download location).*

Start the installation by clicking **Install**.



Please wait for the installation to complete.



Once installation has completed restart your PC if prompted. On completion of the Citrix Receiver client installation you can now close all windows.

The Citrix Receiver Client has now been installed.

Note: Please use Internet Explorer as your browser to log into the ICT Portal. Whilst other browsers may work we recommend Internet Explorer for the most reliable compatibility with our infrastructure and systems.

For information or help using the CYC ICT Portal follow the link below.

https://www.york.gov.uk/downloads/file/1404/cyc_application_portal_user_guidepdf