CYC Application Portal – FAQs

Q.   Which computers can I access the applications from?

A.   **A personal computer (PC or Laptop).**

Q.   Is any special software required to connect?

A.   **Your PC needs to have either the Citrix ICA Web Client or Citrix Receiver Client.**

Q.   What operating systems are supported?

A.   **Windows XP, Vista, 7, 8, 8.1 and 10.**

Q.   I am trying to log onto the new Portal and I am getting a blank black screen.

A.   **Are you using Internet Explorer 8 or above? Older versions of Internet Explorer are not supported e.g. IE6, IE7. You will need to install IE8 if using XP or IE8/IE9 if using Vista.**

Q.   I am logging onto the new Portal and it appears to be opening in a new "tab/Internet page". It appears to have a "ghost image" as shown below and I can see a padlock.
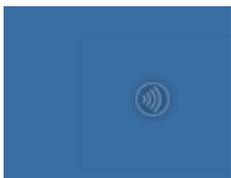
A.   **Have you installed the Citrix Receiver by selecting "Install" or have you have clicked "Log on"? If you click on the Log on option rather than clicking Install you will log on and use a web based version of the client. This provides basic functionality but does have limitations and will not give as good an experience as using the full Citrix receiver client. This option can be used if you are using a machine where you can't install any software. We recommend installing Citrix Receiver.**

Install Citrix Receiver to access your applications

☑ I agree with the Citrix license agreement

Install

Security details | Log on

Q. I am logging onto the new Portal and it appears slower than the old Portal.

A. **Please see the above answer "Have you installed the Citrix Receiver". Using the HTML5 client displays the applications within the web browser and this can result in a less optimised experience.**

Q. I am logging onto the new Portal and I can't see my local connected printer mapped in my Citrix session.

A. **Please see the above answer "Have you installed the Citrix Receiver". The ability to map local printer through into Citrix is not supported when using the HTML5 client so we therefore recommend you install the full Citrix Receiver client.**

Q. I am trying to logon to the new Portal and when I click on the icons the screen goes black and the web browser crashes. I am using Windows 8 and I have tried Internet Explorer.

A. **Uninstall the Citrix Receiver client (as this may not have installed correctly), close down web browser and reinstall and reboot if required. If still not working correctly, please check the file association as described below.**

Q. I am trying to logon to the new Portal and when trying to click on the application icons the page keeps "refreshing". I am using Windows XP and Internet Explorer 8.

A. **Uninstall the Citrix Receiver and reinstall (restart the PC each time if necessary).**

Note: You can install the Citrix Receiver client by following the "Browser and Citrix Client Installation Guide" on the ICT Portal. The guide includes a link for downloading and installing the client.

Q. Why might I get prompted to open a file instead of a CYC application being opened?

A. There is a file association problem with the Citrix client installed on your device, which can happen for Windows 7 and 8. Follow this procedure to resolve:

Windows 7 and 8 are very similar in regards to the configuration. When you get into the control panel they are more or less the same.

1. Access the Control Panel

In Windows 8 when on the first screen (where the tiles are) just start typing and this will instantly search for what you want. Type control panel and this will then give you the option to access it by double clicking on it.

Windows 7 control panel is accessed by going to the start menu on your desktop and then selecting the control panel.

2. File Association

- Go to 'Default programs' then select the 2nd option which is something like "associate a program with a file type".
- Locate the .ica file extension in the list (it runs alphabetically), highlight the .ica and then click on the 'Change program button (this should be on the right hand side near the top of the window).
    - This open up another window, scroll down and (for Win8 select more options) select browse and then find the C drive in the left hand pane and double click.
    - Find the folder named Program files (x86) if this folder is not there then look in 'program files'. From there (in either case) go to Citrix> ica client > and then double click on the file named wfcrun32.exe.
    - Ok anything else or close the open windows.
- Go back onto the portal launch one of the icons.

Q. When trying to launch an application from the portal it is not launching the application or you are being prompted to Open, Save or Cancel a file.
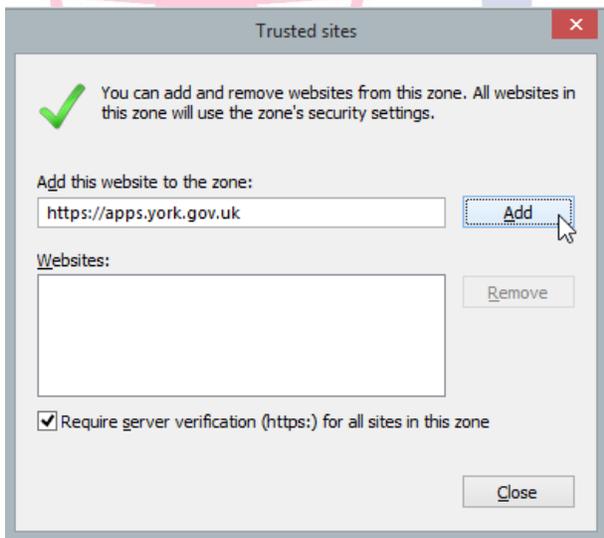
A. Your security settings in Internet Explorer may be set at a higher level than standard, to allow the CYC Application portal to work correctly please follow the below steps to add it as a trusted site
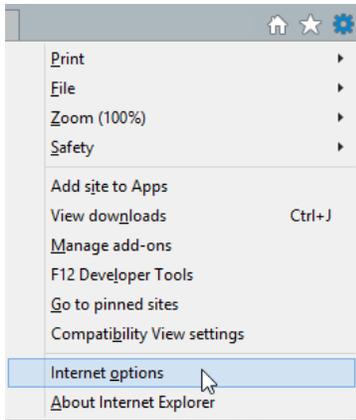
Click on Tools > Internet options
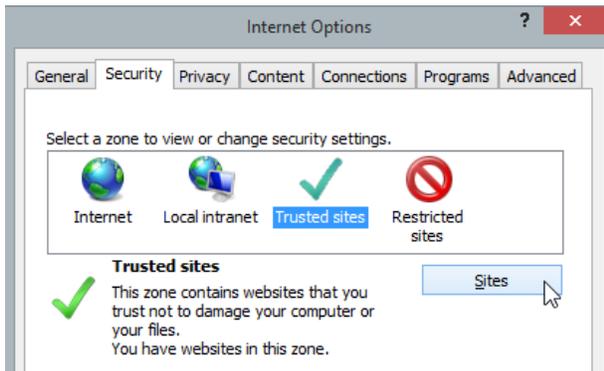
Click on the Security tab and then highlight Trusted sites and click on the Sites button

Enter the url https://apps.york.gov.uk into the box and then click Add. Click Close.

Q. How do I increase or decrease the font size on the CYC Application Portal sites for any web browser?

A. **Press the keyboard Ctrl and relevant key (see below) at the same time to change the zoom.**

   Increase zoom (+ 10%)   **Ctrl & + (plus sign)**

   Decrease zoom (- 10%)   **Ctrl & - (minus sign)**

   Zoom to 100%   **Ctrl & 0 (zero)**

Q. Why does CYC Desktop open in the Desktop Viewer and how can I customize it?

A. **This is a new feature which you can customize by changing the preferences as well as re sizing the Desktop Viewer window.**

   Click on the down arrow to show the toolbar.

Open the Preferences to change various options.

Click Full-screen to maximise the window size. To reverse this click on the toolbar arrow again and click on Window.

For a custom window size drag the edge of the Desktop Viewer window to re-size as required.

Q.   What Internet Browsers and versions are supported?

A.   See the matrix below.

Operating System	Browser	Supported	Client Required
Windows XP Service Pack 3 (SP3)	Internet Explorer 7	No	N/A
Windows XP SP3	Internet Explorer 8	Yes	Citrix Online plugin v12 or Citrix Receiver
Windows XP SP3	Firefox	Yes	Citrix Receiver
Windows XP SP3	Chrome	No	N/A
Windows Vista 32bit/64bit	Internet Explorer 7	No	N/A
Windows Vista SP2 32bit/64bit	Internet Explorer 8 and 9	Yes	Citrix Online plugin v12 or Citrix Receiver
Windows Vista SP2 32bit/64bit	Firefox	Yes	Citrix Receiver
Windows Vista SP2 32bit/64bit	Chrome	No	N/A
Windows 7 Home Premium 64bit	Internet Explorer 11	Yes	Citrix Online plugin v12 or Citrix Receiver
Windows 7 Home Premium 64bit	Firefox	Yes	Citrix Receiver
Windows 7 Home Premium 64bit	Chrome	No	N/A
Windows 7 Professional 32bit/64bit	Internet Explorer 10 and 11	Yes	Citrix Online plugin v11 or v12 or Citrix Receiver
Windows 7 Professional 32bit/64bit	Firefox	Yes	Citrix Receiver
Windows 7 Professional 32bit/64bit	Chrome	No	N/A
Windows 7 Enterprise 32 bit	Internet Explorer 11	Yes	Citrix Online plugin v12 or Citrix Receiver
Windows 7 Enterprise 32 bit	Firefox	Yes	Citrix Receiver
Windows 7 Enterprise 32 bit	Chrome	No	N/A
Windows 8	Internet Explorer 11	Yes	Citrix Online plugin v12 or Citrix Receiver
Windows 8	Firefox	Yes	Citrix Receiver
Windows 8	Chrome	No	N/A
Windows 8.1	Internet Explorer 11	Yes	Citrix Online plugin v12 or Citrix Receiver
Windows 8.1	Firefox	Yes	Citrix Receiver
Windows 8.1	Chrome	No	N/A
Windows 10 all editions	Internet Explorer 11	Yes	Citrix Receiver
Windows 10 all editions	Firefox	Yes	Citrix Receiver
Windows 10 all editions	Chrome	No	N/A