

CITY OF
YORK
COUNCIL



PSN Application Portal - FAQs

Q. Which computers can I access the applications from?

A. You can only access the applications from a CYC managed computer.

Q. What if I don't need to use PSN applications in that session?

A. If you do not need to access PSN applications when working on a particular day then you can use the Apps site at <https://apps.york.gov.uk>. This will give you access to all of the applications apart from PSN ones.

Q. What are the PSN (formerly known as GCSx) applications or websites which I might need access to?

A. These are Government Systems which are either PSN or NHS applications or websites. We are aware of the following being accessed by staff:

PSN

ATLAS

Blue Badge

DTA

DWP Customer Information Systems (CIS)

ETD

GCSx email

Libra

LoCTA

TellUsOnce

YFAS

NHS

NHS HSCIC

<https://nww.indicators.ic.nhs.uk>

NHS NYHCSU

<https://nww.nyhcsu.org.uk>

NHS OpenExeter

<https://nww.openexeter.nhs.uk>

Q. Is any special software required to connect?

A. Yes to check what sort of device you are connecting from you will need to install the Citrix Endpoint Analysis Plug-In software which you will be prompted with when you access the site.

Q. What operating systems are supported?

Windows 7 32bit and 64bit versions

Windows 8/8.1

Windows 10

Q. What Internet Browsers and versions are supported?

Internet Explorer

Firefox

Q: What is the endpoint analysis that is performed before I can log on?

A: Before presenting a logon screen, the system performs a scan of the user's computer to ensure that it's a City of York Council managed device.

Q: When I try to open a different application endpoint analysis runs again but I don't get passed onto the logon screen, but it just loops. What is happening and how can I fix this?

A: There is a timeout after which you need to logon once again to open another Citrix application. This is a security feature.

To resolve this close all web browser windows which are open and then re-open the web browser and go to the PSN Application site. Endpoint analysis should then run and the logon screen is presented if the scan is successful.

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

Operating System	Browser	Supported	Client Required
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

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. 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)

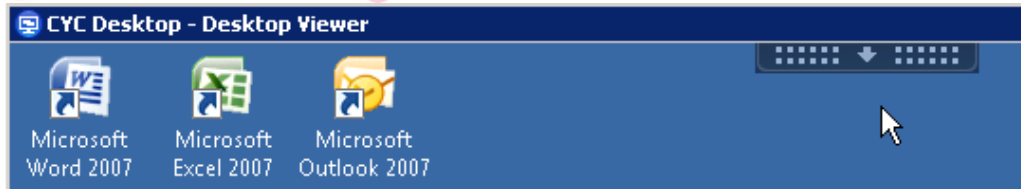
Decrease zoom (- 10%) Ctrl & - (minus sign)

Zoom to 100% Ctrl & 0 (zero)

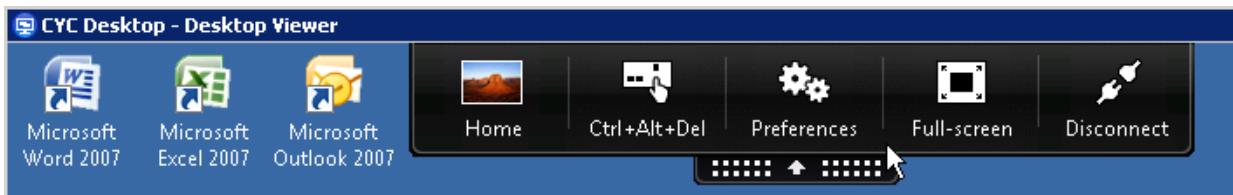
Q. Why does CYC Desktop open in the Desktop Viewer and how can I customize it?

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.

