Accessing Rowan County Desktop from non-County devices
(Installing Citrix Receiver for Windows 7 thru 10)

Updated: 1/18/2016

Before You Begin

- To perform these steps, you must have the ability to install software on your computer. Local administrator permissions are required.
- Access to Rowan County desktop and applications assumes that you have attended the required system training and know your associated IDs and passwords.

System Requirements

Operating Systems: Windows 7, Windows 8 and Windows 10
Hardware: At least 1GB RAM | 500MB free disk space | a working high-speed Internet connection
Supported Browsers: Internet Explorer 11 or higher

Install Citrix Receiver

1. Open a web browser and go to:
http://receiver.citrix.com → Click on the **Download Receiver for Windows** icon & save to your computer.

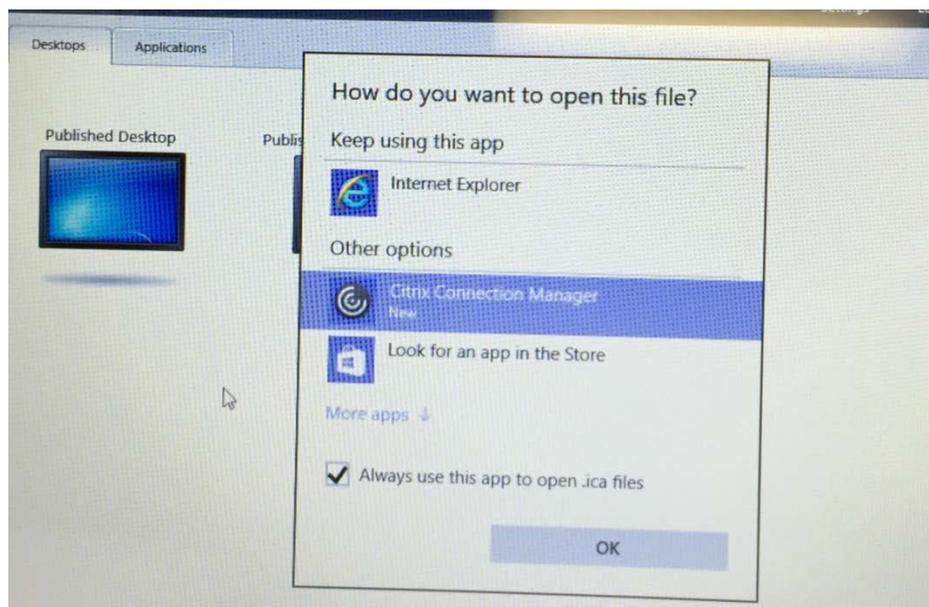**2.** Once downloaded, run the file and install the app, agreeing to terms, etc.

To access your desktop and applications

In your Web Browser navigate to:

https://access.rowancountync.gov

Enter your network username and password. You can then click on the Desktop icon and say "Yes" to **launch.ica**

If you get the following prompt on Windows 10, make sure you select "Citrix Connection Manager" and "Always use this app to open"

Troubleshooting

This section lists potential problems and solutions to assist users in resolving common Citrix problems. Please ensure that you have reviewed the following topics before contacting the Rowan County Information Systems Service Desk.

1. When I try to install the Citrix Receiver my computer says that I do not have the correct permissions.

> **a**. To install Citrix Receiver you must have administrator rights on your computer.

2. I already have Citrix Receiver installed on my computer but I keep being asked to install it.

> **a**. Click "Skip to Log on" to skip the auto-detect and install process and go directly to the Citrix login screen.

3. I'm being asked to open, run or save a launch.ica file.

> **a**. If you already have the Citrix receiver installed, find the launch.ica file, right click on it and select "Open file with…" or "Always open file with…" and locate the Citrix Receiver application. You may need to browse for this file under Applications (Max OS) or under C:\Program Files (x86)\Citrix\Receiver (Windows)

> **b**. Add https://access.rowancountync.gov as a Trusted Site within Internet Explorer.

Windows 10 Support

If you have used Citrix to connect to County resources in the past and have recently updated your computer to Windows 10 and it does not work, you will need to remove and reinstall the newest Citrix Receiver application.

To uninstall your current Citrix Receiver you will need to use the special Citrix Clean-Up utility. You may find it here: http://support.citrix.com/article/CTX137494 Once the page loads (may take several seconds), Click the Download link to "ReceiverCleanupUtility.zip" and launch/run it until finished. Once complete, be sure to **reboot your computer**.

Additional Support Information

If you need assistance please contact the Rowan County Information Systems Service Desk at:

 (704) 216-8114