Citrix Advanced User Guide

Version 3.7

Modified by:

IT Business Partner

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Background

BC Hydro Citrix is a service that allows remote access to the BC Hydro network using a web browser on an internet-connected computer. It uses Citrix application virtualization technology to run applications and access data on the BC Hydro network without having the applications or the data reside on the local computer.

This service will typically be used by BC Hydro consultants and employees who use their **personal *(i.e. non-BC Hydro device)*** desktop or laptop computers to access applications and data on the BC Hydro network.

Please note that non-BC Hydro computers are not permitted to be connected directly to the BC Hydro corporate network. If working from a BC Hydro office, Guest WiFi is available, which can be provisioned by one of the BC Hydro employees.

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Minimum Requirements

Windows

Operating System	Hardware	Browser
Windows 8	VGA or sVGA video adapter	Internet Explorer 6.0 or higher
Windows 7	Network interface card (NIC)	Mozilla Firefox 18.x or higher
Windows Vista	4GB RAM	Google Chrome 22 or higher
Windows XP SP3	2 GB HDD free space	

MAC

Operating System	Hardware	Browser
Mac OS X 10.8	Intel-based processor	Safari 6 or higher
Mac OS X 10.7	4GB RAM	
Mac OS X10.6, 32-bit and 64-bit	99.8 MB HDD free space	

Citrix Login Link

https://citrix.bchydro.com (External)
http://citrix.bchydro.bc.ca (Internal)

Login Information

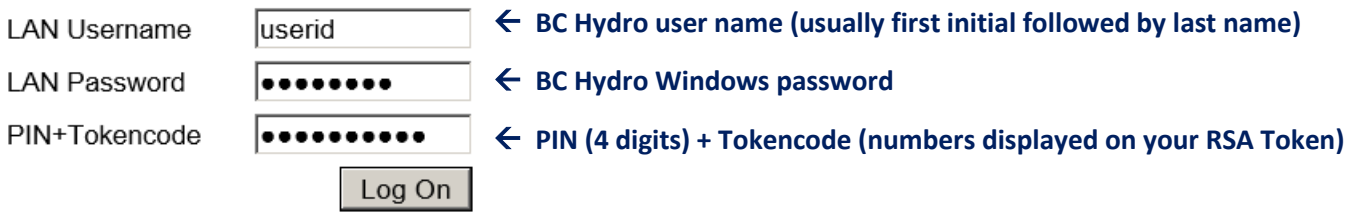

Figure 1 RSA SecureID Token

NOTE: No RSA token is required to access the Internal Citrix Login Link.

BC Hydro IT Service Desk Contact Information

Support Hours
24/7

Email
ITHelpdesk-71444@bchydro.com

Phone Numbers
Local: 71444
Telephone: 604-528-1444
Toll Free: 1-800-668-3351

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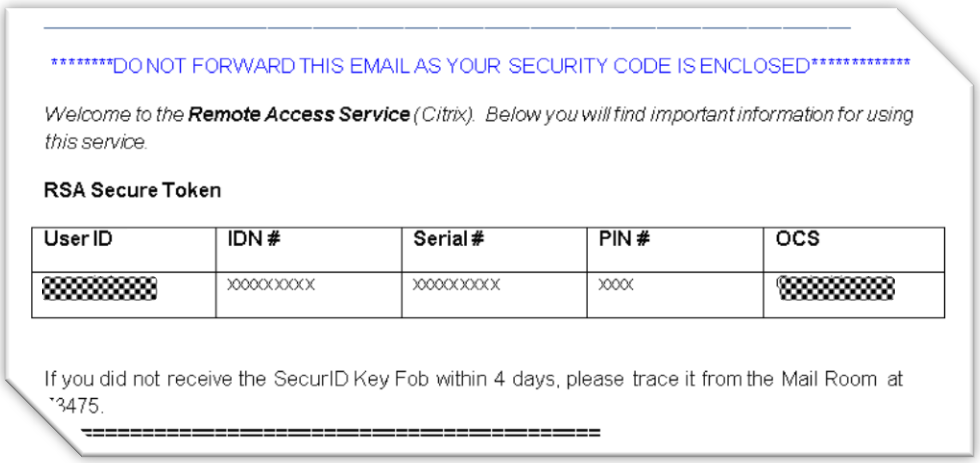
Where to find your 4 digit PIN to go along with the RSA token?

Please check for your Inbox for emails from “Computing Access” or search for “RSA Secure Token”. You may be able to access to your Inbox from home via Outlook Webmail (https://webmail.bchydro.com). If you can’t access your email from home, you are required to go into the nearest BC Hydro office. Webmail can be accessed without RSA Secure Token from inside corporate network. You may need help from your manager to get you access to a temporary loaner. The Computing Access team will send your PIN in an email with your IDN (Employee Identification Number) and the serial number of the token. Below is a sample email:



********DO NOT FORWARD THIS EMAIL AS YOUR SECURITY CODE IS ENCLOSED**********

*Welcome to the **Remote Access Service** (Citrix). Below you will find important information for using this service.*

RSA Secure Token

User ID	IDN #	Serial #	PIN #	OCS
[redacted]	xxxxxxxxx	xxxxxxxxx	xxxx	[redacted]

If you did not receive the SecurID Key Fob within 4 days, please trace it from the Mail Room at 3475.

==========

Figure 2 RSA SecureID token assigned email

Reset RSA Token PIN Instructions

NOTE: RSA Tokens/Accounts are disabled after 90 days of inactivity. To re-activate your account, a TSR request must be submitted. ***Contractors should reach out to their manager and have them submit a TSR on their behalf.*** If you’re a BC Hydro employee, you should have access to TSR and should be able to submit your own request. If you need help submitting a TSR, or need to know the status of your RSA Token, please contact the BC Hydro IT Service Desk.

For PIN resets, you are required to provide your IDN (Employee Identification Number) and the Serial Number on the back of your RSA Token.

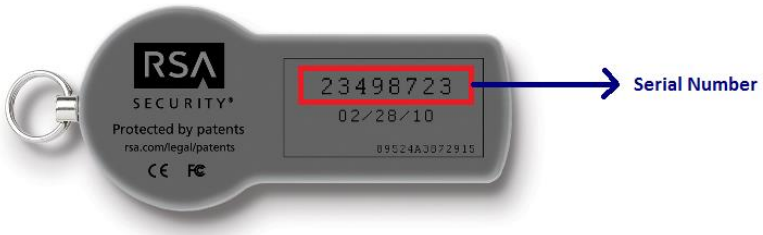


Figure 3 Backside of RSA SecurID token

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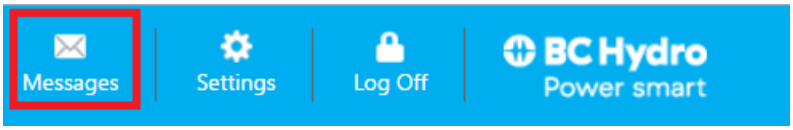
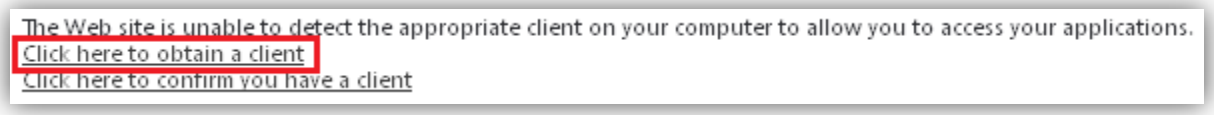
Choosing the right Citrix Native Plug-in

It is highly recommended you use the Citrix Native Plug-in instead of Java client as it offers faster speed and functionality. It allows the applications to run outside the browser window and applications appear to run locally. They can be minimized and appear to perform the same as local applications. If native client is missing, you will see a warning under the Messages tab:



Screenshot 1



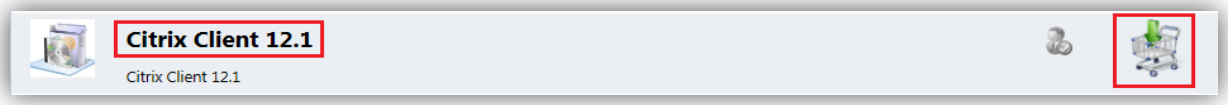
Screenshot 2

If you use **DAD, SAM** or **PowerGrid** and have already installed a compatible client you should not follow the steps below as that client gives the same functionality. Installing this additional client may prevent the DAD, SAM or PowerGrid client from functioning correctly.

Native Plug-in for a BC Hydro Asset on the corporate network

Do NOT download Citrix Receiver off the internet if you're using a BC Hydro asset which is on the corporate network. McAfee security product will block certain files and it may not work as expected.

The approved and supported version of Citrix Native client is available via the BC Hydro Application Portal. Currently, it is Citrix Client 12.1.



Screenshot 3 Citrix on Application Portal

If you're experiencing issues with installing the client using the BC Hydro Application Portal, please contact BC Hydro IT Service Desk.

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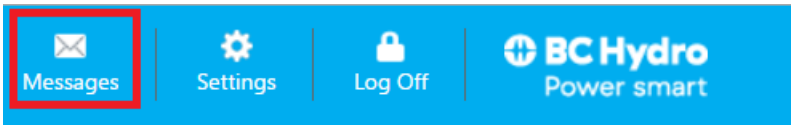
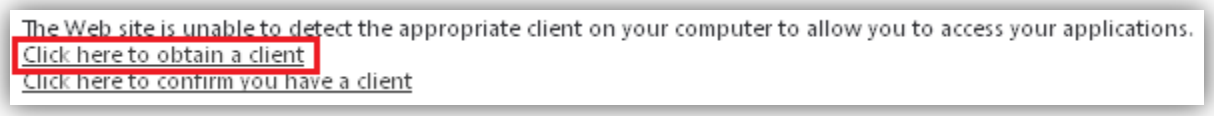
Native Plug-in for a Non-BC Hydro Asset (Personal Computer)

Once you log in, you may not be able to launch any of the published applications until you install the correct version of Citrix client required for your Operating System. To Check click Messages in the top right:



Screenshot 4

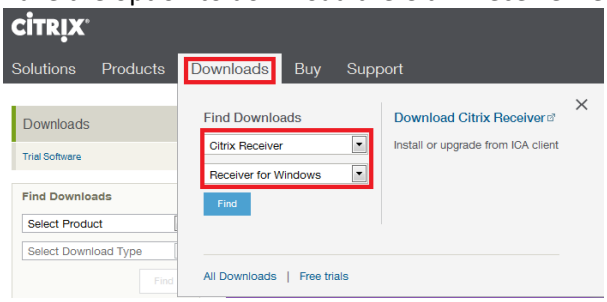
If the browser is unable to detect the appropriate client, please click the link below.



Screenshot 5

Screenshot 6

Once you select INSTALL, you will be directed to an external site, http://www.citrix.com/downloads.html, where you will have the option to download the Citrix Receiver required specifically for your OS:

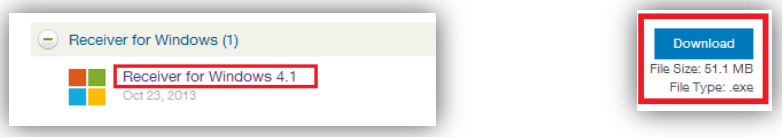


Screenshot 7

Alternatively, you may click on one of the following links and follow the prompts to download the client:

Operating System	Download Link for Citrix Receiver
Windows (Vista, 7)	http://www.citrix.com/downloads/citrix-receiver/windows.html
Windows 8 / RT	http://www.citrix.com/downloads/citrix-receiver/windows-8-rt.html
MAC	http://www.citrix.com/downloads/citrix-receiver/mac.html
Android	http://www.citrix.com/downloads/citrix-receiver/android.html
LINUX	http://www.citrix.com/downloads/citrix-receiver/linux.html

For example if you're downloading a Windows client, you will see the following messages on your screen:



Screenshot 8

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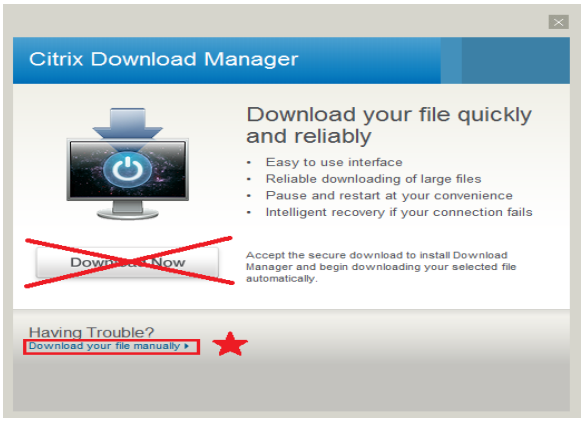
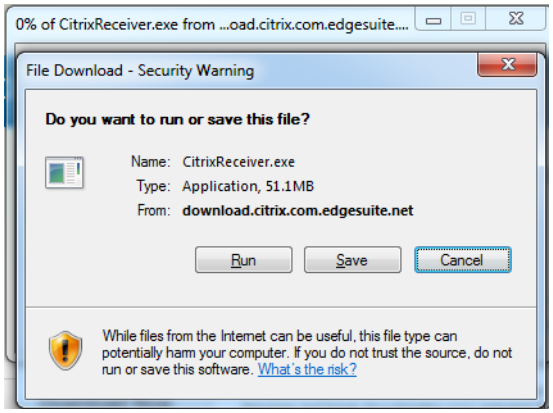
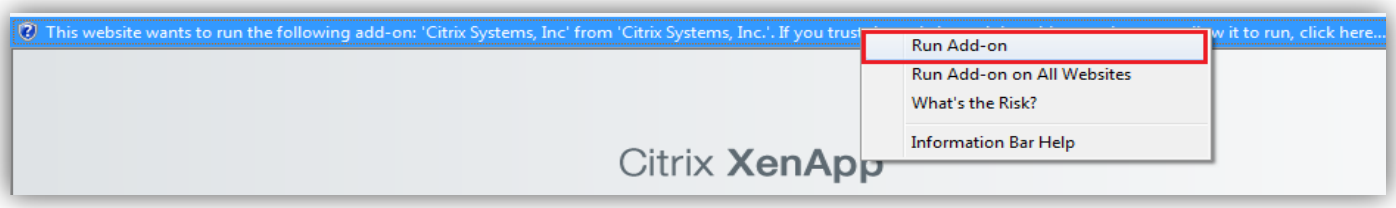
Once you click Download, you will be presented with End User License Agreement (**EULA)** which you must accept to continue. To avoid unnecessary software from downloading, please click the "**Download your file manually**" link in the Citrix Download Manager box to download the Citrix Receiver software:





Screenshot 9

Once you've installed the **Citrix Receiver**, you will be required to restart your browser and log in again. If you get a security prompt when you log in, click 'Run Add-on':



Screenshot 10

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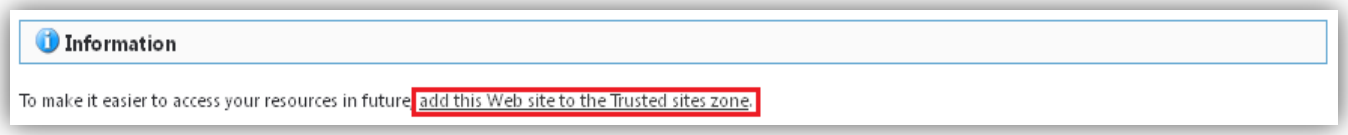
Adding Citrix site to the Trusted sites zone

Once the client is installed, go back to the Messages tab in the top right and ensure you don't have any other warnings. You may see the following information message:



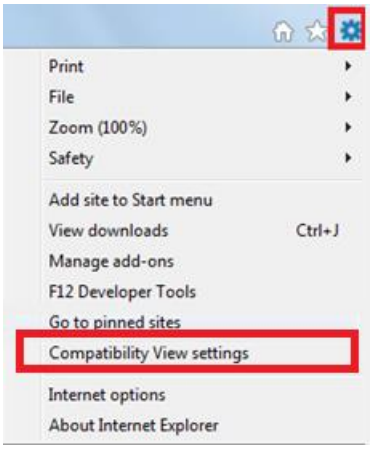
Screenshot 11

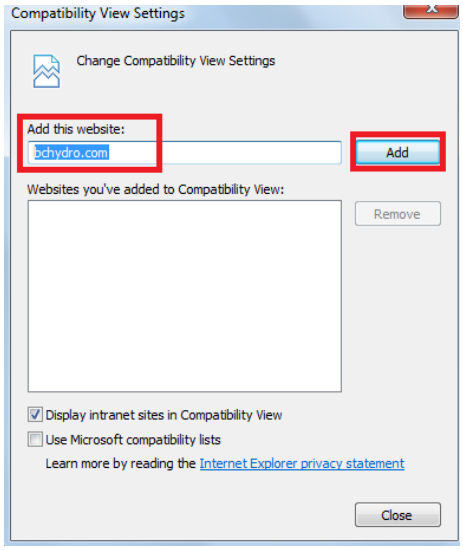
Follow the instructions on the screen to add the site to the Trusted Zone. Once you've added the site, click Continue and you will be asked to log back in.

Screenshot 12

Adding site to compatibility view (for IE 11)

For IE versions higher than 8.0, you may be required to add the site to Compatibility View. To do this, follow these steps:





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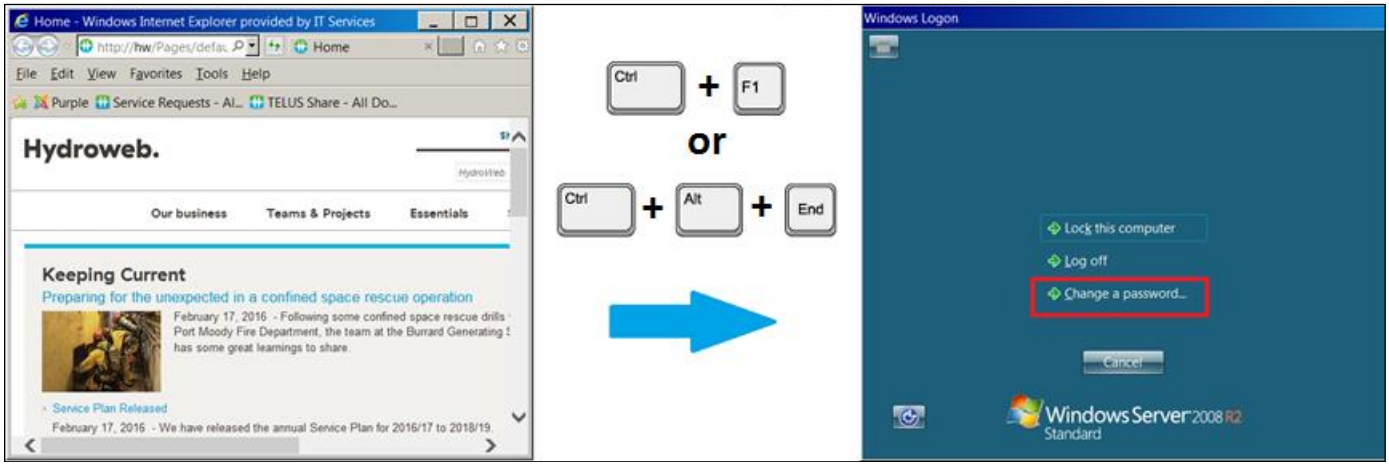
Password Reset Instructions

If you do not remember your existing password, please contact the BC Hydro IT Service Desk.

You will be asked to provide your IDN for verification, which is your employee number.

If you do remember your password or after Service Desk resets your password, to change your password follow the steps below:

1. Launch any of the published applications such as Internet Explorer 11.
2. Press "**Ctrl + F1**" or "**Ctrl + Alt + End**"



Screenshot 13

Password Rules

1. The last 10 passwords are stored and cannot be reused.
2. Passwords must be a minimum of 8 characters in length and contain characters from three of the following four categories:
    a. Have at least 1 Latin uppercase letters (A through Z)
    b. Have at least 1 Latin lowercase letters (a through z)
    c. Have at least 1 Base 10 digits (0 through 9)
    d. Have at least 1 Non-alphanumeric character such as: exclamation point (!) or dollar sign ($) **–Avoid "#", "%", "&", and "+"** as they are known to have issues on some systems.

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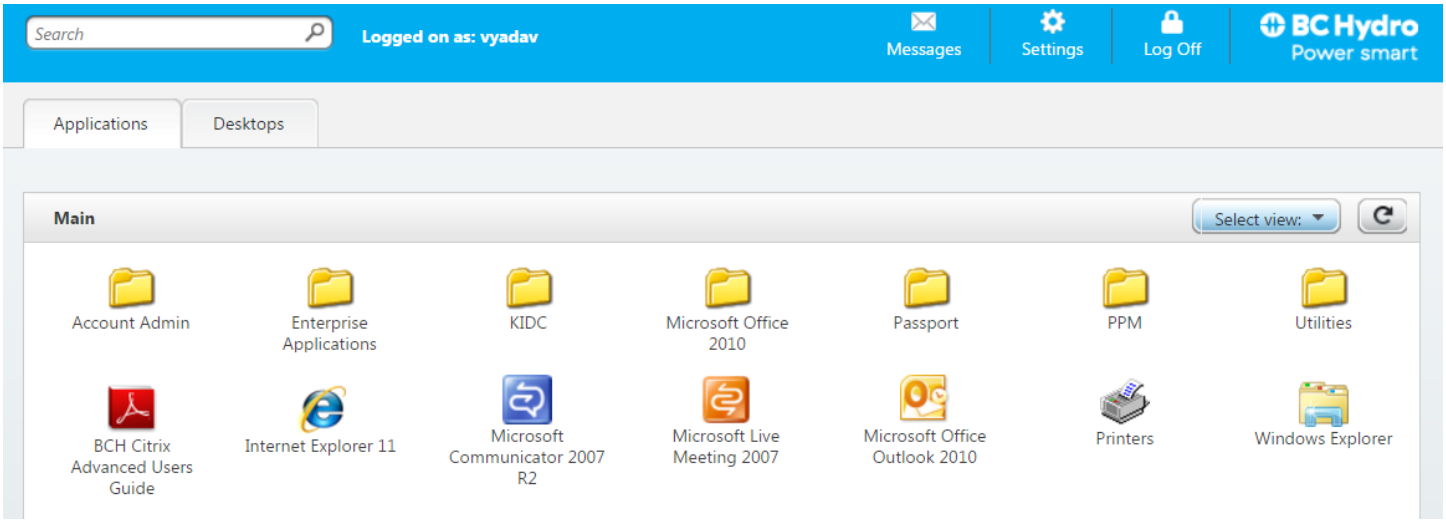
Citrix Applications on Main Page

Once you have successfully logged in, you will be presented with the menu:



Screenshot 13

1. **Account Admin**
   - **1.1.** TSR – Citrix
   - **1.2.** LANID Password Config and Resets – Citrix
2. **Microsoft Office 2010**
   - **2.1.** Microsoft Office Excel 2010
   - **2.2.** Microsoft Office OneNote 2010
   - **2.3.** Microsoft Office Picture Manager 2010
   - **2.4.** Microsoft Office PowerPoint 2010
   - **2.5.** Microsoft Office Word 2010
3. **Passport**
   - **3.1.** Passport 10Jv9
   - **3.2.** Printers-Passport
4. **PPM**
   - **4.1.** Primavera Project Management
   - **4.2.** Primavera Project Management Web
   - **4.3.** Printers-P6
5. **UAT Apps** – (Applications still under development)
6. **Utilities**
   - **6.1.** Microsoft Paint
   - **6.2.** Microsoft Snipping Tool
   - **6.3.** Putty
   - **6.4.** Remote Desktop Connection
7. **Internet Explorer 8 – x86** – The default page will be the BC Hydro Employee Resources web page called Hydroweb
8. **Microsoft Communicator 2007 R2**
9. **Microsoft Live Meeting 2007**
10. **Microsoft Office Outlook 2010**
11. **Printers** – provides access to network drives (H: and J☺ and local C: drive and D: drive (if available)
12. **Windows Explorer**

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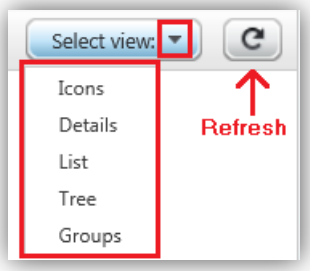
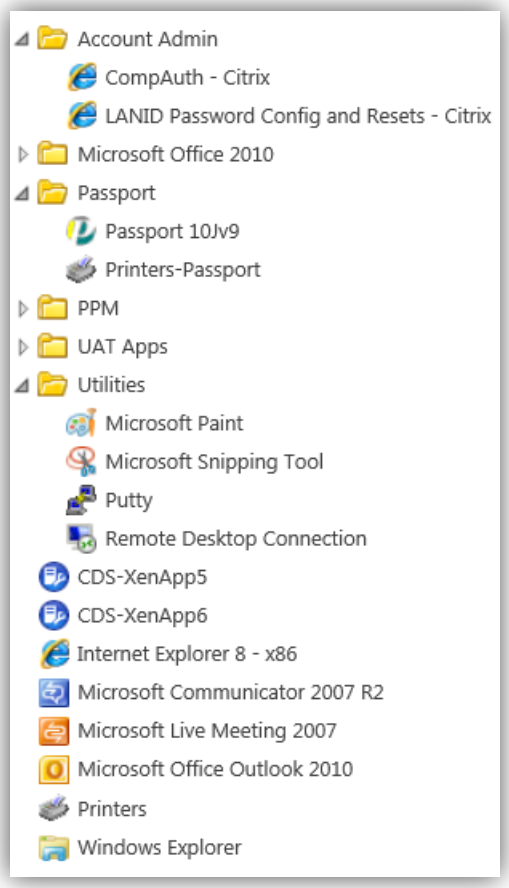
‘Select View’ Feature

You can change the way your folders and icons are displayed on your Main page. Choose the view that works best for you from the top right:



Screenshot 14

For example, this is what the Tree view looks like:



Screenshot 15

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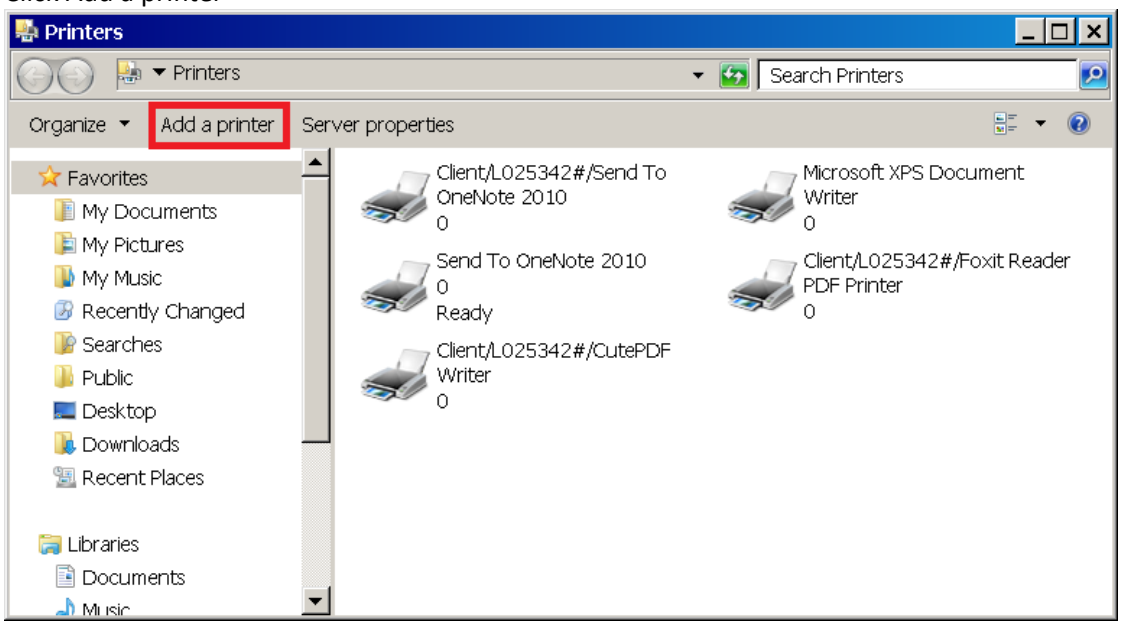
Corporate / Network Printing from Citrix

When you log onto Citrix, it looks for the default printer on your computer, and automatically creates the printer in your Citrix session. Adding additional printers in Citrix is very similar to adding additional printers in a corporate windows printing environment.

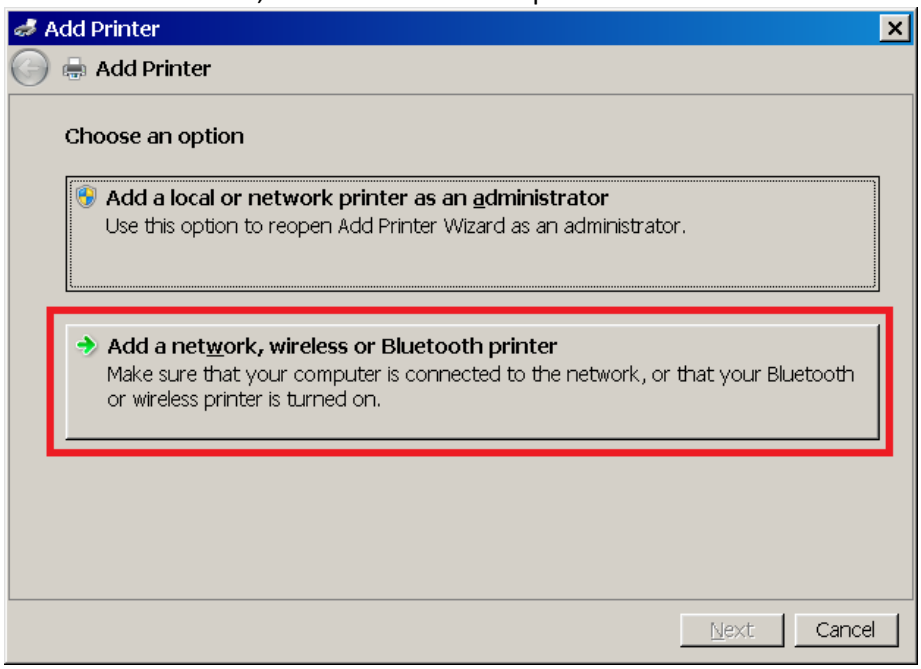
1. Click on Printers on the main application page

2. Click Add a printer



Screenshot 16

3. Select Add a network, wireless or Bluetooth printer



Screenshot 17

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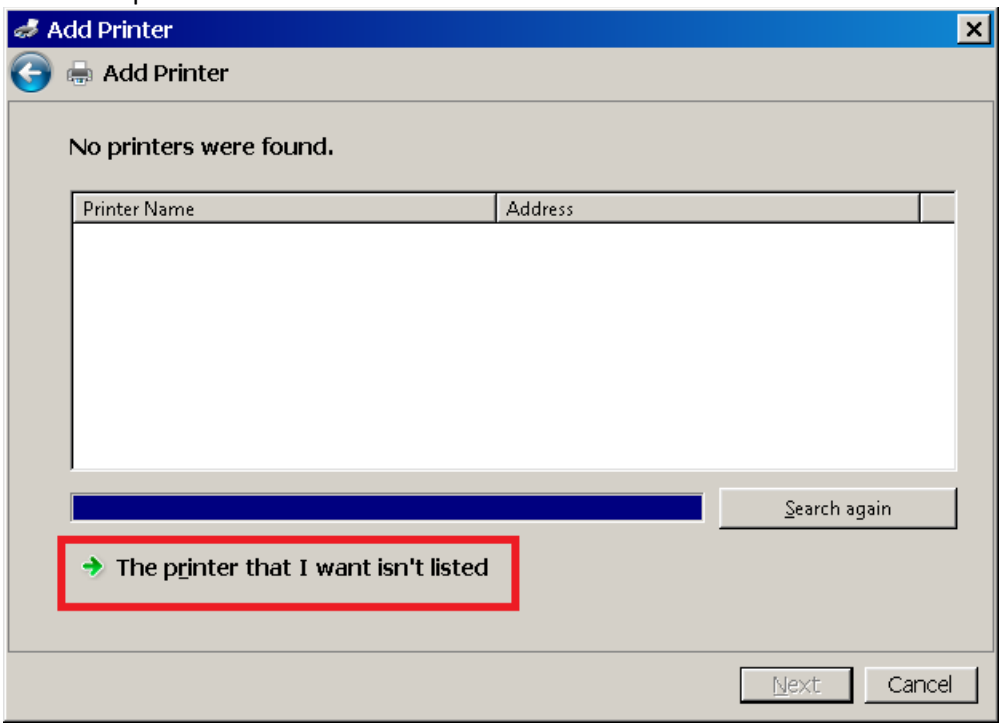
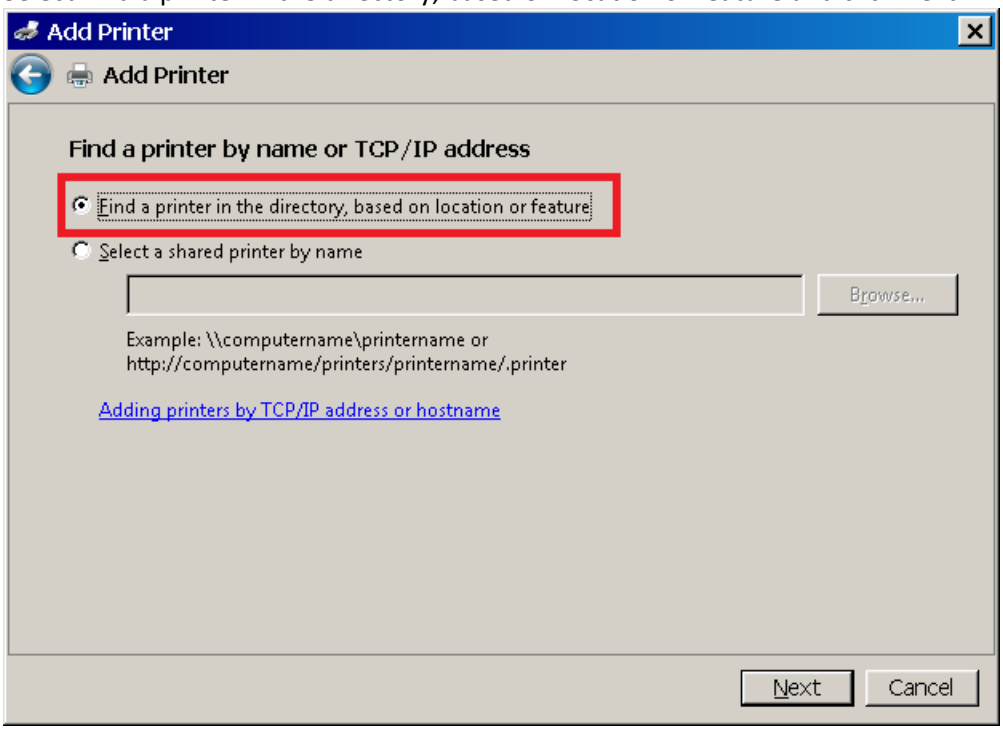
4. Select The printer that I want isn't listed



Screenshot 18

5. Select Find a printer in the directory, based on location or feature and click Next



Screenshot 19

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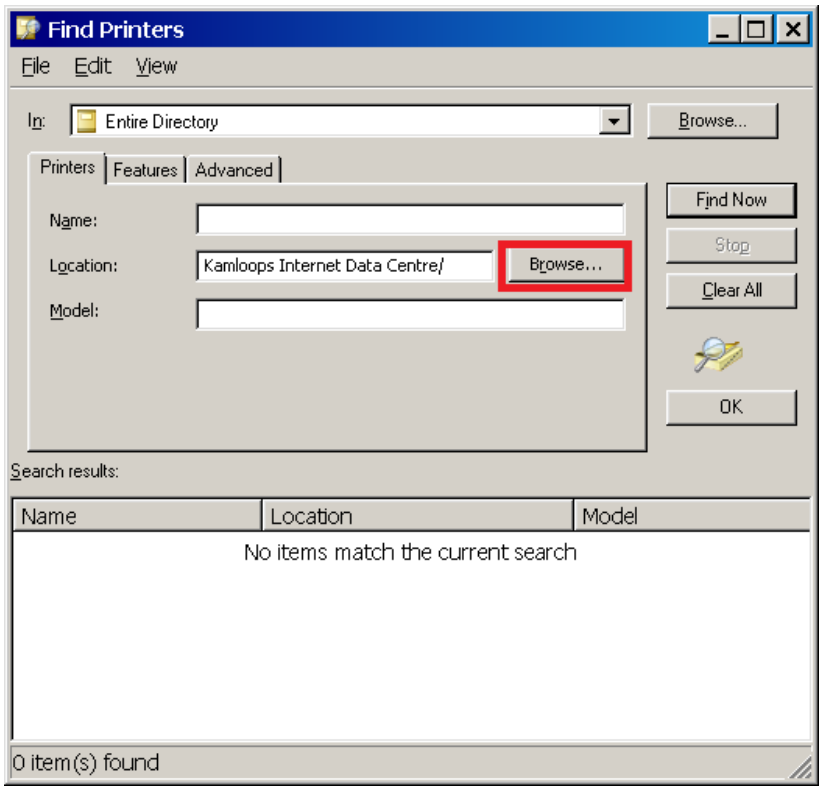
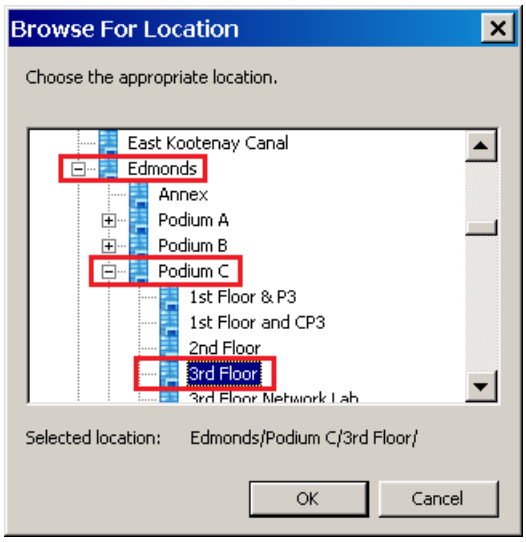
6. In the next window, click on Browse to choose your location. For example, if you choose Edmonds, you will be presented with the various floors. Once you have chosen your location/floor, click **Find Now**. A list of printers will be displayed for that location. Ideally you'll already know what the printer queue name is (displayed on the printer).



Screenshot 20

7. **EXAMPLE:** in this case we will select 3rd Floor, Podium C at Edmonds



Screenshot 21

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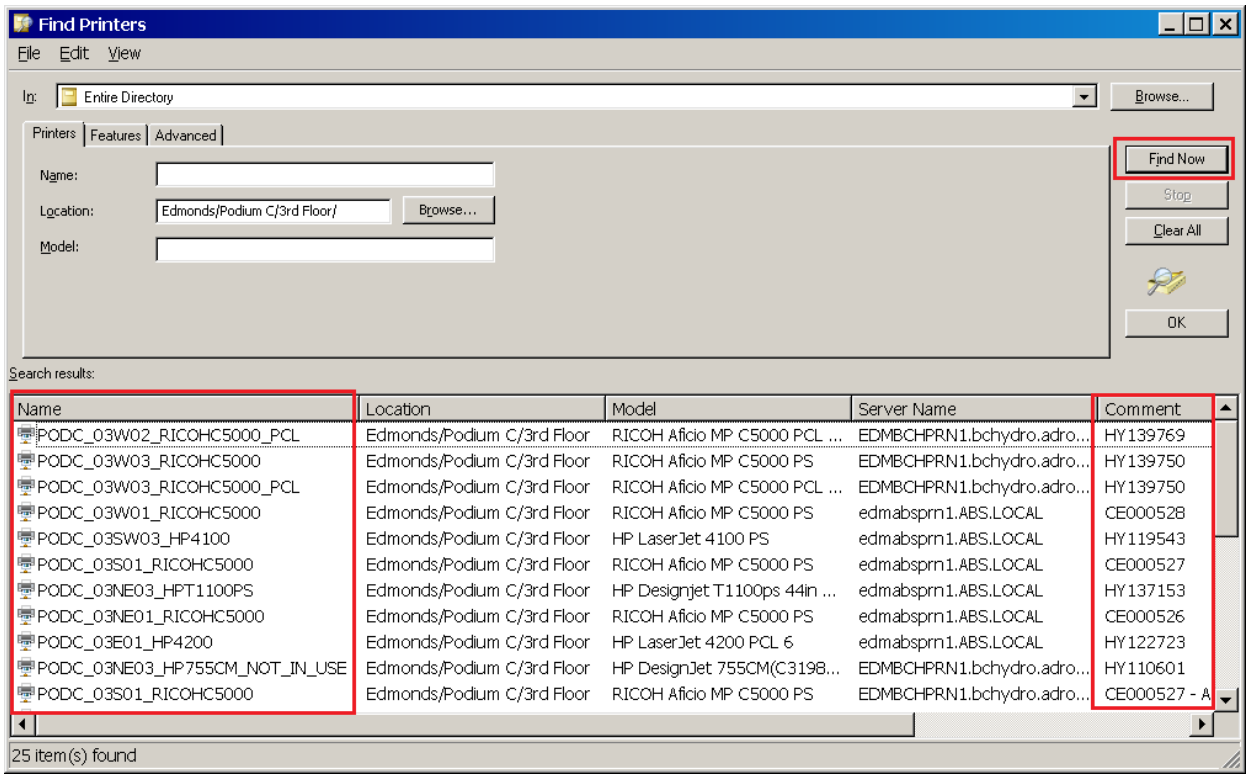
8. Once the location is selected click on **Find Now,** and select the appropriate printer based on its queue name or HY#. The queue name and HY# can both be found on the printer.

There are usually two occurrences of the same printer listed; one with a PCL suffix, and one without. Make sure you choose the printer without the PCL suffix and click OK.

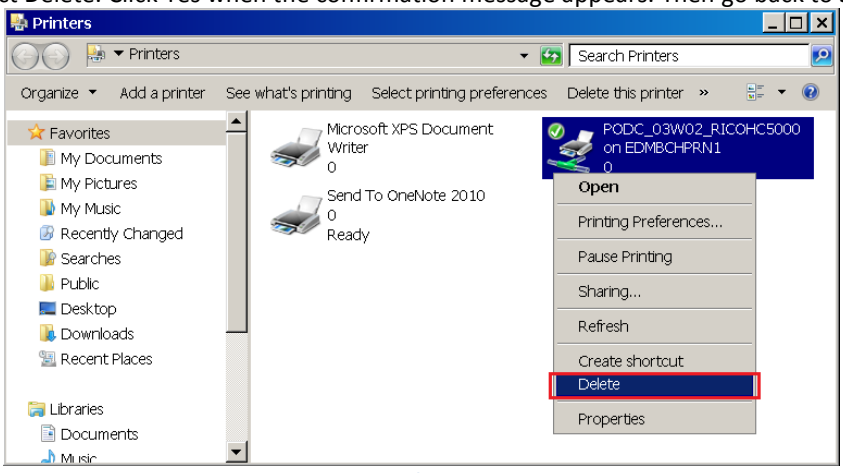


Screenshot 22

9. Double click the printer you want to install to complete the installation.

10. If you want this printer to be the default, select it.Click on Next then click Finish.

Note: If you make a mistake installing a printer, go back to the Printers window. Right-click on the printer you want to remove and select Delete. Click Yes when the confirmation message appears. Then go back to Step 1 to add another printer.



Screenshot 23

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Local / Home Printing from Citrix

To prevent incompatibility with printer drivers, you may not install printer drivers on the BC Hydro Citrix servers. The servers have been loaded with printer drivers that have been tested for standard BC Hydro printer compatibility.

If you have a local printer attached to your computer, Citrix will **try** to map it to one of the drivers. If it cannot find a match, it will use its Universal Print Driver (UPD). You may not be able to use some of the advanced features of your local printer if the UPD is being used.

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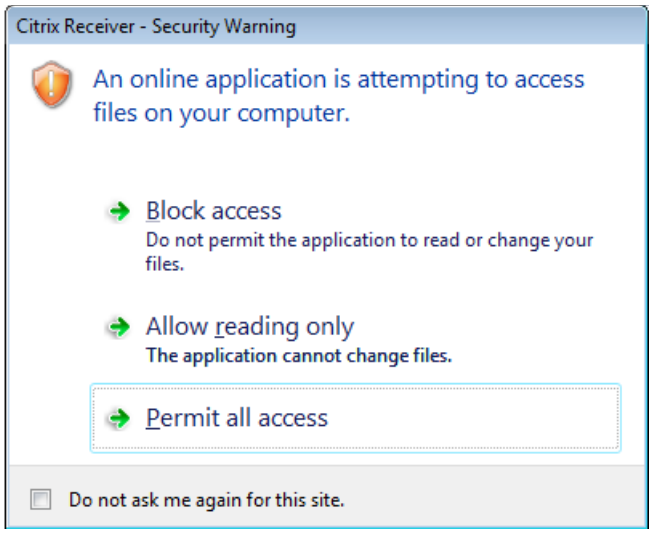
Attachments & Security prompt for Outlook & Office Communicator

If you try to upload or download at attachment in Outlook which is stored locally on the machine, you will get a Security Warning from Citrix Receiver. If you're uploading an attachment, "Allow reading only" access is sufficient. If you need to download an attachment locally to your computer, you will need to select "Permit all access":



Screenshot 24

If you do not wish to see the security warning, check the box "**Do not ask me again for this site.**"

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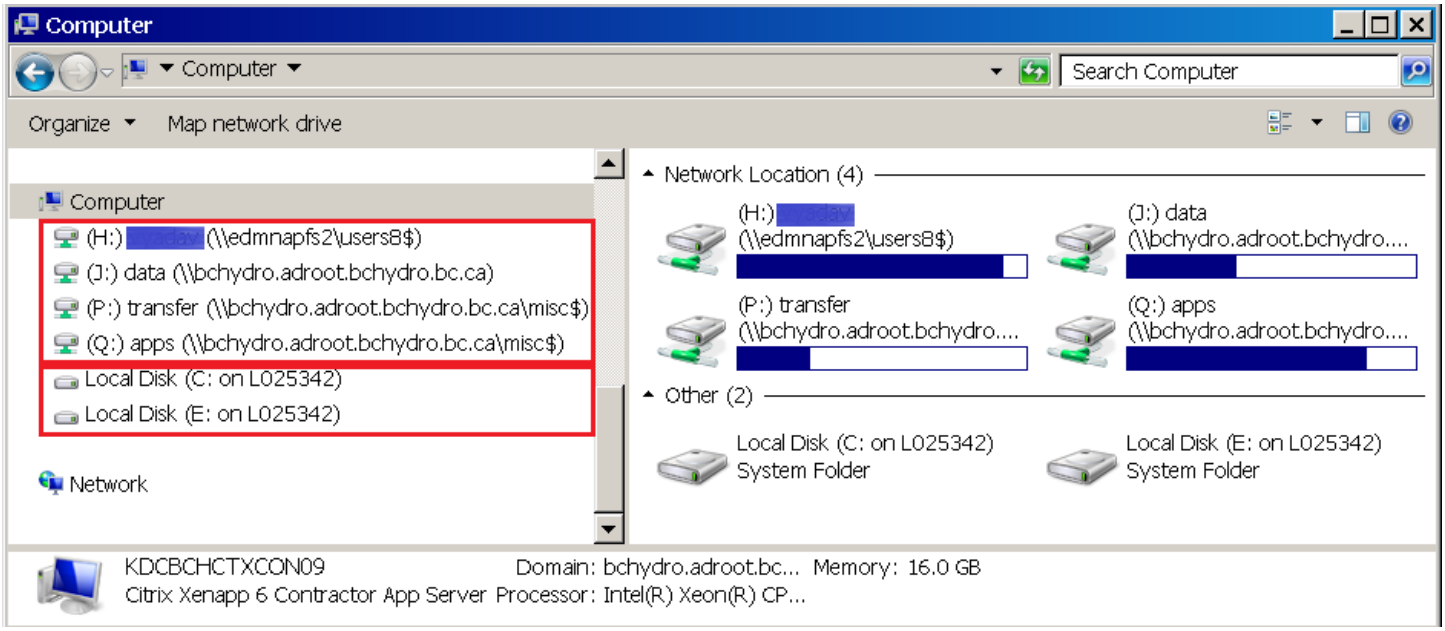
Windows Explorer – C (Local Drive), H, J & P (Network drives)

It's possible to access the local hard drive of the machine being used as well as network drives. Click **Windows Explorer** from the main applications page. When starting Windows Explorer for the first time, you may get a security warning if you have never allowed access to your machine. You may have already done this while in Outlook (refer to screenshot on previous page). Local drive or drives (if more than one) will show up under **Other**, while all of your hydro shared drives will appear under 'Network Location'.

Note: The C: drive can sometimes be mapped as a V: drive



Screenshot 25

It is NOT possible to access CD/DVD ROM, External USB HDD or USB thumb/sticks via the Citrix Windows Explorer application. When accessing information on them or copying information to them it needs to be copied to the C: drive within Citrix. The local Windows Explorer is used to copy from/to the USB drive.

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How to log off Citrix Application sessions using the Citrix Receiver

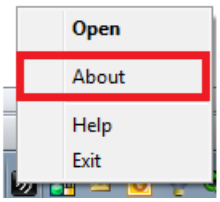
The following procedure can be used to identify and close Citrix application sessions still running on your account in the Citrix Application Server Farm.

NOTE: If you have active applications visible on your device, save your work now.

Locate the Citrix Receiver icon in your task bar. You should see this icon in the lower right side of the screen. It looks like this:

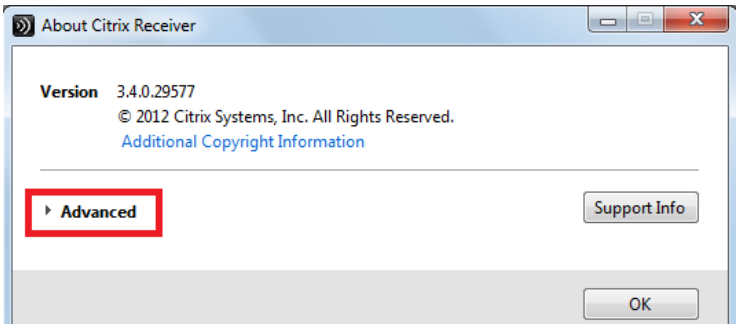
Right click this icon

Click on **About**

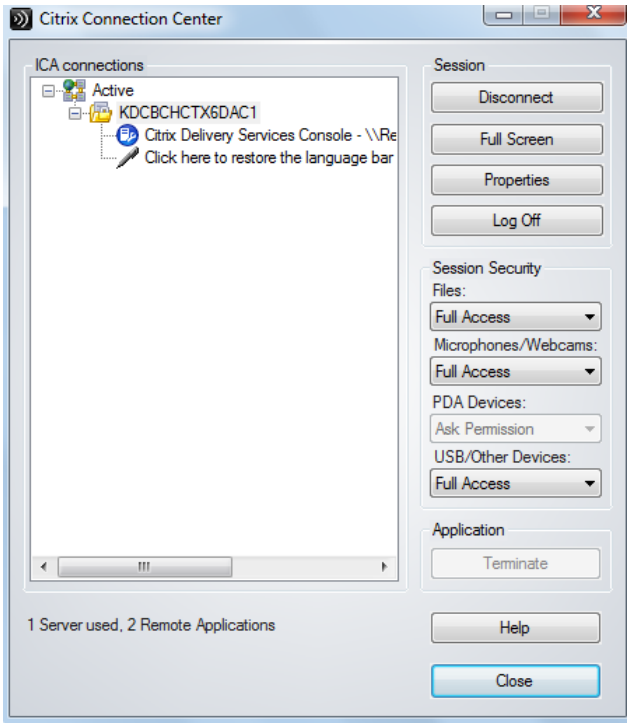


Screenshot 26

Click **Advanced** – You will see the connection Center screen –



Screenshot 27



Screenshot 28

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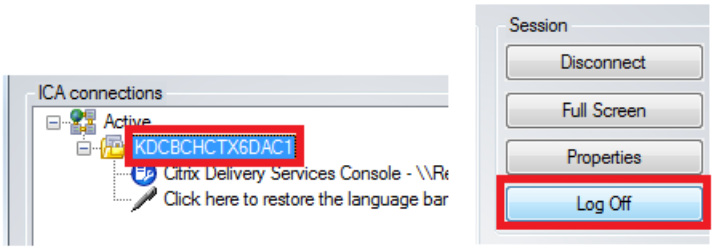
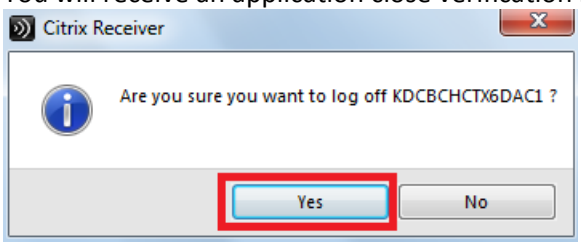
From this menu you will see each server you are connected to. Under each server you can see each application you launched. To log off all applications associated with the server, click the server above the application to elect **Log Off.**



Screenshot 29

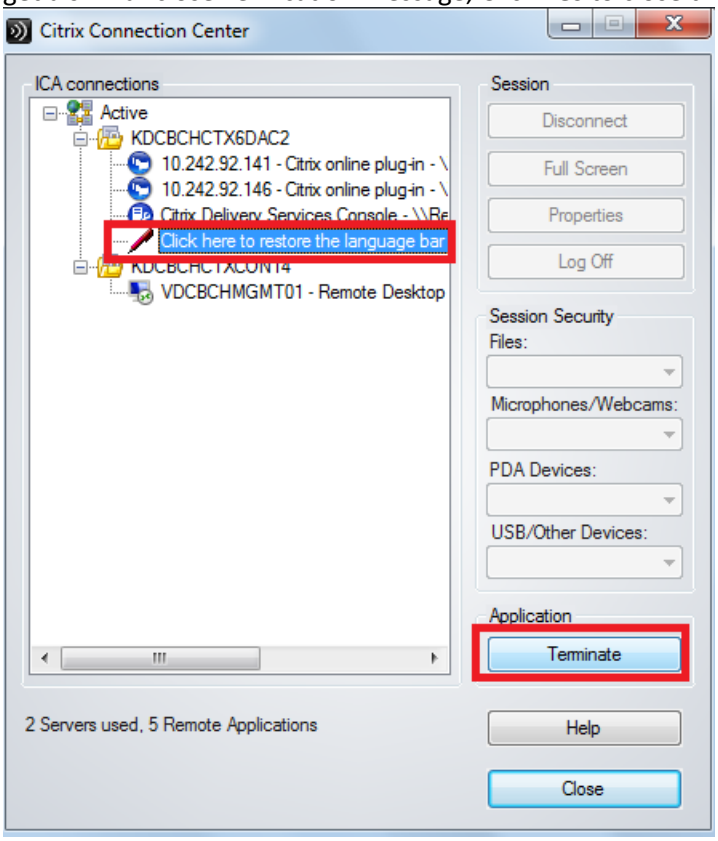
You will receive an application close verification message corresponding to the respective server.



Screenshot 30

The active server and application drop down tree will close, and all applications on this server will be logged off.

To log off a single application on a particular server, click the specific application to it, and then click Terminate. You will get a similar close verification message, Click **Yes** to close the application:



Screenshot 31

Frequently Asked Questions (FAQs)

FAQ 1. What happens if I lose my Internet / Network connection?

Loss of the internet connection will cause application to “freeze”. The applications will remain in a standby state on the Citrix server for two hours before being terminated. If you log back on to Citrix within two hours, any applications in a standby state will be reconnected and resume from the point where the connection was lost.

FAQ 2. I am getting email advisories about Critical Security patch updates. What should I do?

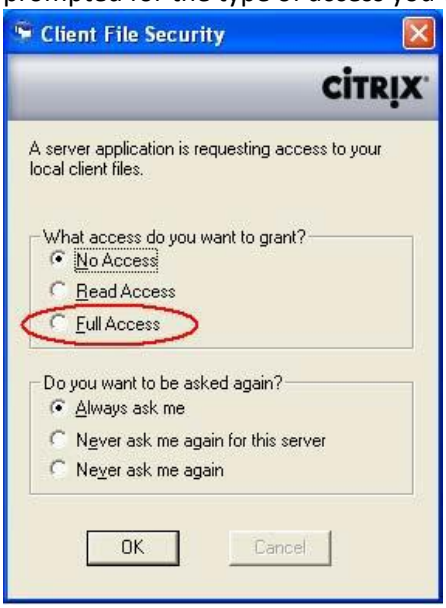
These updates only apply to BC Hydro owned computers. You can ignore these emails if you are using your own personal computer.

FAQ 3. My Citrix web interface got logged off, but all of my applications are still working, what happened

The Citrix web interface and each application you launch have their own idle timeout counters. If you have not launched a new application from the web interface for six hours you will be automatically logged out of the web interface web page. You cannot launch any new applications unless you log in again, but any open applications will remain running unless they have been idle for more than six hours. (You have two hours after that to reconnect to the application before it is terminated.) To launch a new application, log back in to the Citrix web interface. Any disconnected applications will be reconnected at this time.

FAQ 4. How do I upload files from my C: drive or USB memory stick to my H: drive?

The security settings in Citrix allow access to your C: drive from Citrix applications, but do not allow access to USB memory sticks or portable hard drives connected to the computer. When launching Windows Explorer you may be prompted for the type of access you want.



Screenshot 32

See section on Windows Explorer – C, H, J & P drives

FAQ 5. How do I test if my SecurID key is working?

There may be times when your SecurID is disabled after too many failed logon attempts. If you suspect a problem with your SecurID token key, you can call the Service Desk at 71444 or 604-528-1444 or toll free at 1-800-668-3351. Alternatively, you can validate your SecurID key when you return to the office. While at a computer attached to the BC Hydro network, validate your SecurID key by following the instructions at the RSA SecurID Self-Serve page: https://aceedm01.bchydro.bc.ca:7004/console-selfservice

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FAQ 6. Why are my Internet Explorer Browser Favorites missing?

Any Internet Explorer browser Favorites you created locally on your computer are stored in a local profile on your C: drive. When you login to Citrix for the first time, a new profile is automatically created for you and you will need to create new Favorites.

Copy your Favorites as follows:

- Launch your local browser (Internet Explorer, Safari, Firefox, etc.)
- Go to one of your Favorites.
- Highlight the URL address and copy it.
- Launch Internet Explorer from Citrix.
- Copy the URL address into the Internet Explorer address bar in Citrix and press **Enter.**
- Click on **Favorites** menu and select: Add to Favorites...

FAQ 7. Why is my auto-signature missing in Outlook messages?

If you previously created your auto-signature while running Outlook locally on your computer, the auto-signature file is stored in a local profile on your C: drive. When you login to Citrix for the first time, a new profile is created for you on the Citrix server farm and you will need to create your auto-signature in Citrix.

To create your auto-signature in Outlook:

- Start Outlook in Citrix
- Look in the sent items folder for an email previously sent with the signature in it. Highlight the auto-signature and press **Ctrl+C** to copy it.
- From Outlook select: **Tools**, **Options**…
- Click on the **Mail Format** tab and select: **Signatures**…
- Create (**New**…) and/or change (**Edit**…) your signature and save it.
- From the Mail Format tab, select the signature you want for new messages and / or replies and forwards from the drop-down menu and click **OK**.

FAQ 8. Where are my Personal Folders in Outlook?

If you previously created an Outlook Data file (.pst) and set up a “Personal Folders” folder in Outlook, you will need to connect your Outlook session in Citrix to this file. However, Citrix will not be able to connect if your Outlook Data file is on your local C: drive due to a drive mapping process that maps your C: drive to the V: drive of your Citrix session. You could move your Outlook Data file to your H: drive, but this will prevent you from accessing your Personal Folders if you are running Outlook locally on your laptop and working offline.

To find your existing Personal Folders data file and connect it to Outlook in Citrix:

- Start Outlook locally on your computer.
- In the “All Mail Folders” pane on the left side, right-click on **Personal Folder** and select: Properties for “Personal Folders”…
- Click on **Advanced…**
- Record the “Filename” information and click on **Cancel**.
- If the file is on your C: drive you can copy/move it to your H: drive, but be aware that if you have two copies of your Outlook data file they can easily get out of sync.
- Start Outlook in Citrix.
- Click on the **File** menu and select: Open Outlook Data File…
- Click on the “My Computer” icon and select the drive containing your Outlook Data file.
- Navigate to the location of the .pst file and select the file.
- Click on **OK** and you’re done.

To create a new Personal Folders data file:

- Start Outlook in Citrix.

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- Click on the **File** menu and select: New Outlook Data File…
- Select “Office Outlook Personal Folders File (.pst)” and click on OK.
- Click on the “My Computer” icon and select the appropriate drive letter.
- Navigate to the folder where you want to store your Outlook Data File and click on **OK**.
- Click on **OK** to accept the defaults and you’re done.

FAQ 9. How do I use the folder shortcuts (i.e. J: drive folders) on my desktop when I’m in Citrix?

The folder shortcut icons on your local Desktop are stored on your C: drive. You can:

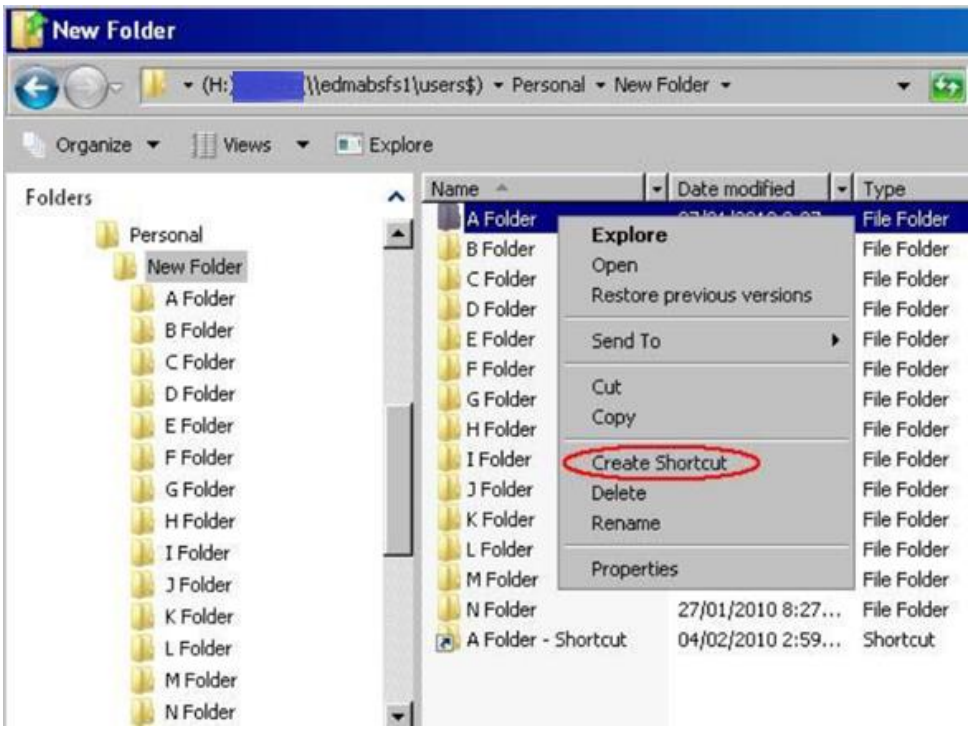
1. Locate the shortcuts in Windows Explorer on your V: drive (remapped C: drive).
2. Copy the folder shortcuts from your desktop folder to a more convenient location on your C: drive, H: drive or J: drive so you can launch them from Windows Explorer in Citrix.
3. Create new shortcuts while in Citrix.

To use/copy the shortcuts in Windows Explorer in Citrix:

- Start Windows Explorer in Citrix.
- Navigate to the Desktop folder: (V: or any other letter that your C drive may be mapped as in Citrix) C$ (\\Client) Documents and Settings < Userid > Desktop
- Double-click the shortcut or copy the shortcut to a more convenient folder.

To create new folder shortcuts in Citrix:

- Start Windows Explorer in Citrix.
- Navigate to the folder one level above the folder for which you want the shortcut.
- From the right-side of the window under the Name column, right-click on the folder and click on **Create Shortcut**.
- Copy the created shortcut to somewhere that is easily accessible, such as a “Shortcuts” folder on your H: drive or J: drive.
- If the shortcut cannot be written to the current folder it will be copied to your Citrix Desktop folder (the top level folder in Windows Explorer).



Screenshot 33

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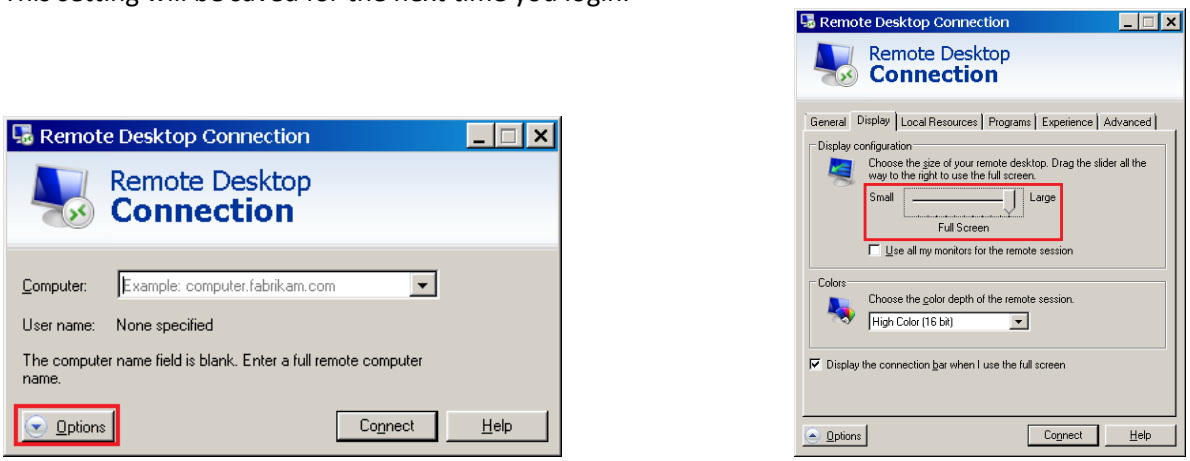
FAQ 10. How do I change the size of the Remote Desktop Connection screen so I don't have to scroll up and down?

You can select the size of the Remote Desktop Connection screen before you login:
Select the **Display** tab
Use the **Remote Desktop Size** slider to set the screen size.

This setting will be saved for the next time you login.



Screenshot 34

FAQ 11. I understand that the GIS applications DAD / SAM / PowerGrid also use Citrix. Can I access these applications if I install the Citrix Native plugin?

No, if you wish to retain access to these applications you should **NOT** install the **NEW** Citrix Native plugin. If you have installed is accidently, you will need to UNINSTALL it completely before you can install the correct version. Please phone BC Hydro IT Service Desk if you require any help with uninstalling and installing the client.

The BC Hydro Citrix Applications will work with the older Citrix client that you installed for the GIS applications. However, if you install the new Citrix Native plugin software, you will lose your access to DAD, SAM and/or PowerGrid. The EGIS servers are in the process of being modified to work with the new Citrix Native plugin.

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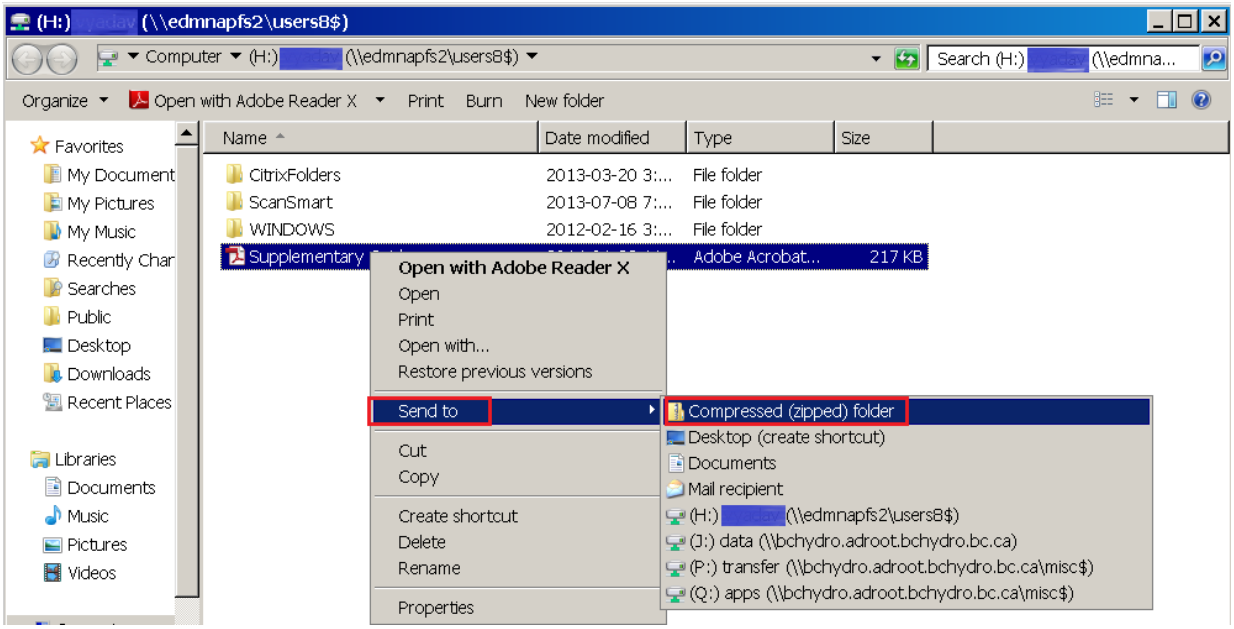
FAQ 12. How do I create a WinZip file?

From Windows Explorer:

• Right-click on the file you want to zip and select:



Screenshot 35

FAQ 13. How do I access SAP when I'm in the office, logged on to the corporate network using a corporate computer?

Use this "internal" link to access the SAP icons via Citrix: https://webinterface. You do not need your RSA SecurID token when logging in to Citrix internally.

FAQ 14. I can log into Citrix but can't log into a specific application?

Contact BC Hydro IT Service Desk and have them check for any hung Citrix sessions. They have the ability to disconnect or reset hung citrix sessions.

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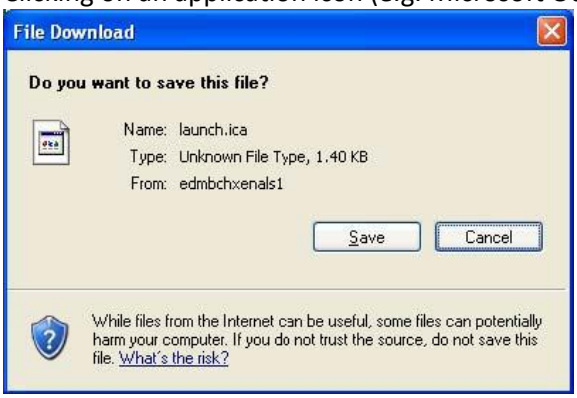
Citrix Troubleshooting

CT 1. File download prompt – launch.ica

Clicking on an application icon (e.g. Microsoft Outlook) causes this screen and not the application:



Screenshot 36

The Citrix XenApp Web (Native) Plugin is not installed on your computer or needs to be re-installed. Re-visit one the following sections depending on your machine:

Native Plug-in for a BC Hydro Asset on the corporate network
Native Plug-in for a Non-BC Hydro Asset (Personal Computer)

CT 2. I can cut and paste things between the Citrix applications and local applications running on my computer, but it doesn't always work

This is normal if you are running the Java client, which has less functionality than the Citrix plugin.
The Citrix session keeps its own clipboard, but is able to sync with the clipboard on your local computer through a clipboard mapping process. However, with the Java client this will only work with text. Formatted text from Word or Excel in one clipboard will be converted to plain text in the other clipboard. Binary data such as screen shots will not sync at all. If you want the full functionality you need to install the Citrix native plug-in as answered in the previous question.

CT 3. My mapped drives are missing in Windows Explorer

If you start up Windows Explorer on a Citrix Desktop and start up Windows Explorer from the Citrix web interface, the latter will have your H: drive and V: (C$) drive, but all other mapped drives will be missing. To fix the problem you can either:

- Do all of your work on the Citrix Desktop,
- Close all Windows Explorer sessions, refresh the Citrix web interface and start up a new Window Explorer from the web interface, or
- Use the Citrix Doc Finder on the web interface.

CT 4. I get a Connection Error when trying to start Outlook

If you get the following error message when trying to start up Outlook it means that
If this message occurs, try one of the following

- Click on the Reconnect option on the Citrix web interface menu next to the Log Off option. (Normally, a disconnected application will be automatically reconnected the next time you login to Citrix).
- Log off of Citrix and log back on again. Rebooting your local PC does not end your Citrix sessions, it puts them in a disconnected state on the server for 2 hours. However, logging off of Citrix should end all of your Citrix applications on the server.
- If none of the above works, please contact BC Hydro IT Service Desk. The support person will find the disconnected application on the server and log it off for you.

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CT 5. Microsoft Word shows my printer, but Outlook has no Printers

- This problem can be corrected by reselecting your default printer:
- Click on the **Printers** icon in the Main folder.
-

- Find your default printer by looking for the checkmark:
- Right-click on any other printer icon and select: **Set as Default Printer**
- Right-click on the original default printer icon and select: **Set as Default Printer**

Your printer should now show up in Outlook.

CT 6. I get an error message when trying to open a Visio document

BC Hydro does not have an enterprise license for Microsoft Visio so anyone who needs to create or edit Visio documents must have a license in order to access Visio through Citrix. If you do not have a Microsoft Visio license you can still view Visio documents, but you will not be able to edit them or create new ones.

To view a Visio document:

- Right-click the Visio file (.vsd) in Windows Explorer and select **Open With…**
- Select **Internet Explorer**
- Click **OK**

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Release History

Version	Date	Author(s)	Description
1.0	2009-09-24	Annabelle Kwok and Gary Kochi	Created.
1.01	2009-10-19	Gary Kochi	Added Citrix Troubleshooting sections 9 and 10.
1.02	2009-10-27	Gary Kochi	Updated LAN Password section and Troubleshooting section 9.
1.03	2009-11-13	Gary Kochi	Added manual installation of Citrix plugin and Troubleshooting section 11.
1.04	2009-11-19	Gary Kochi	Revised Troubleshooting section 9.
1.05	2010-01-15	Gary Kochi	Revised Printer Setup section. Revised Troubleshooting section 2 to indicate issue has been fixed. Added Troubleshooting sections 12, 13 and 14.
2.01	2010-02-04	Gary Kochi	Updated for Citrix XenApps 5. Added Troubleshooting section 14.
2.02	2010-02-17	Gary Kochi	Split Troubleshooting chapter into an FAQ chapter and a Troubleshooting chapter. Added new items to both.
2.03	2010-02-22	Gary Kochi	Added DAD / SAM / PowerGrid notes for Citrix Native plugin installation and new FAQ 14.
2.04	2010-02-25	Gary Kochi	Updated DAD notes for Citrix Native plugin installation and other minor updates.
2.05	2010-03-16	Gary Kochi	Split up section on “Installing the Citrix Plugin when Logging into Citrix for the First Time” to create new sections on “Working with another Citrix Service” and “Working with the Java Client” Updated application list, web interface and screenshots. Added FAQ #15 and Troubleshooting #9.
2.06	2010-04-27	Gary Kochi	Added FAQ #16 using SAP and FAQ #17 on finding network drives.
2.10	2013-05-22	Gary Trinder	Major rewrite many updates
3.0	2014-08-02	Vikas Yadav	New Citrix Site launched. Documentation and screenshots updated accordingly.
3.1	2014-02-11	Vikas Yadav	Updated with feedback received from Server team, Service Desk and Desktop
3.2	2014-12-13	Vikas Yadav	More feedback received from BC Hydro- Calvin. Numbered all the screenshots. Added links to BC Hydro Application Portal and few other minor changes
3.3	2014-02-28	Vikas Yadav	How to log off your own sessions – instruction provided by David added. Adding citrix site to compatibility view instructions added as well
3.4	2014-03-03	Vikas Yadav	Added citrix internal site link
3.5	2014-03-03	Kashy Elder	Added note to Citrix Internal site link
3.6	2015-02-06	Aileen Speedie	Replaced references to Compauth with TSR; replaced screen shot #17; corrected a few spelling errors and formatting issues.
3.7	2016-02-22	Vikas Yadav	Updated Password Reset instructions for Citrix users. Fixed lost formatting and hyperlinks issue. BC Hydro logo updated on cover page and screenshots

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