

Log in to Shelby

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Log in

1. If this is your first time logging in to Shelby, you need to install Citrix first. For instructions, see “Citrix - Install.pdf”
2. Once you have Citrix on your computer, visit www.cofchrist.org/shelby. Server maintenance announcements are displayed on this page (so it is a good place to start every time you log on to Shelby).
3. Scroll down the page. Choose **Shelby/Citrix Login**.

The screenshot shows a webpage with several sections:

- Shelby Assistance**: Text providing contact information for Mission Center Financial Officers and Field Support Ministers.
- Shelby/Citrix Login**: A link circled in red, accompanied by a small image of a Citrix login screen. Below the link is the text: "Log in to Shelby/Citrix with your username and password." and a "MORE" button.
- Shelby Online Access Request**: A link with an image of a keyboard. Below the link is the text: "Use this online form to add, change, remove, or re-instate Shelby access." and a "MORE" button.
- Shelby Online Access Request (SOAR) Form**: A link to a form.
- Shelby Tutorial - Instructions for Entering Information into Shelby**: A link to a tutorial.
- Membership Records Worksheet**: A link to a worksheet.
- Hints, Tips, and Reminders for Recordors**: A link to hints and tips.
- Accessing, Printing, and Saving e-Tithing Batches**: A link to e-tithing information.
- Connect**: A section with contact information for Technology Support, Fiscal Services, and Membership Records.

4. Type your Citrix username and password, then choose **Log On**



5. Choose the **Shelby v516** icon

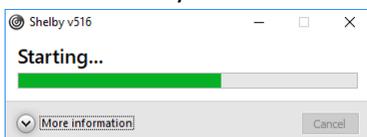


6. Choose **Open** to run Launch.ica. Note: you can tell your web browser to automatically do this step in the future. Below are instructions for common web browsers.

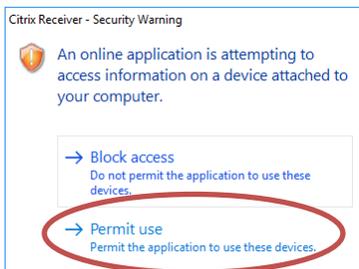


- **Optional: Tell your browser to always open “Launch.ica”**
If you are using Microsoft Edge or Internet Explorer: Go to the Windows Start Menu and type: **Internet Options** (then click **Internet Options** to open it). Switch to the **Security** tab. Choose **Trusted sites**. Click on the **Sites** button. Type: <https://citrix2.cofchrist.org> and click **Add**. Choose **Close**. Choose **OK**.
- *If you are using Chrome:* Click on the up arrow next to “launch.ica” and choose **Always open files of this type**, then click on **launch.ica**.
- *If you are using Firefox:* Choose **Open with Citrix Connection Manager**, then choose **Do this automatically for files like this from now on** then choose **OK**.

7. Wait for Shelby to start



8. Choose **Permit use**. This lets Shelby print and save PDFs to your computer at your request.



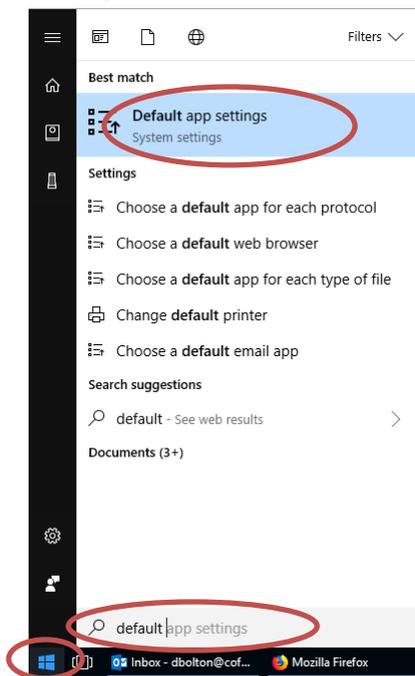
Troubleshooting

If you do not get the Shelby starting screen (step 7 above), check whether the “file associations” are set correctly.

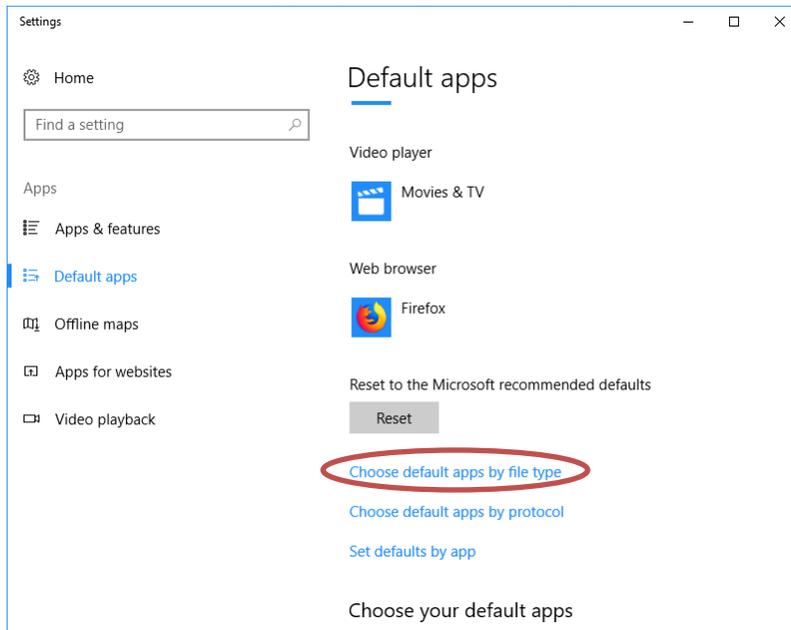
Set file associations in Windows 10

If you are using Windows 10, follow the instructions below. If you are using an earlier version of Windows, jump to the heading below: “Set file associations in Windows 7.”

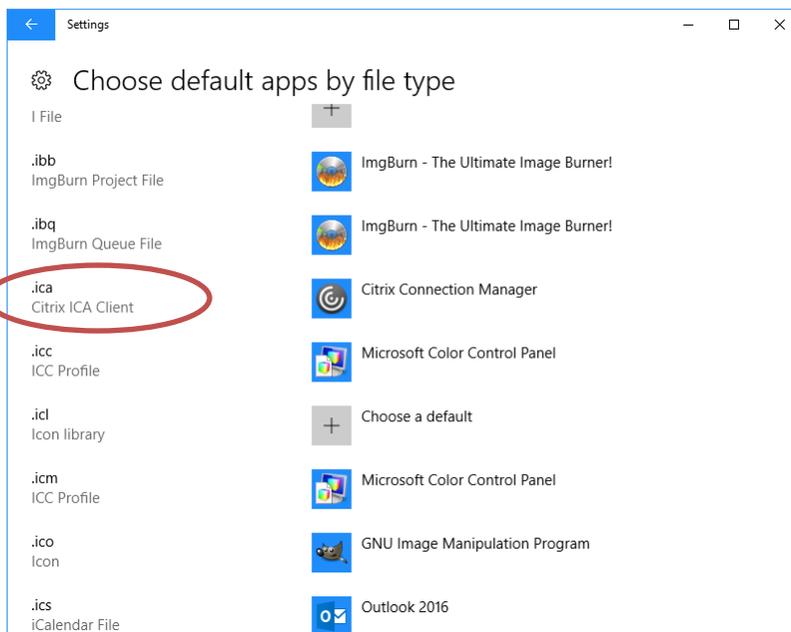
1. Choose the **Windows icon** (lower left corner of your screen). Type and select: **Default App Settings**



2. Click **Choose default apps by file type**. (You may have to scroll down to see this option)



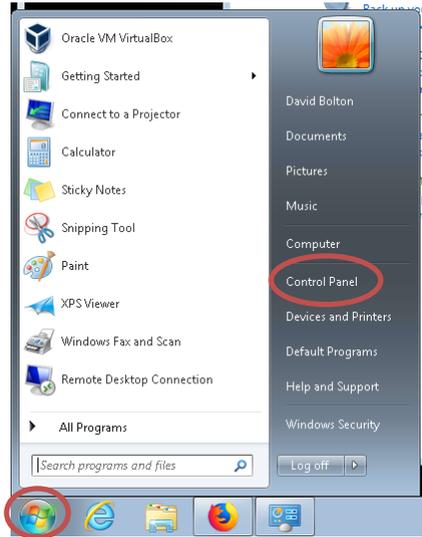
3. In the left column, scroll down to “.ica”



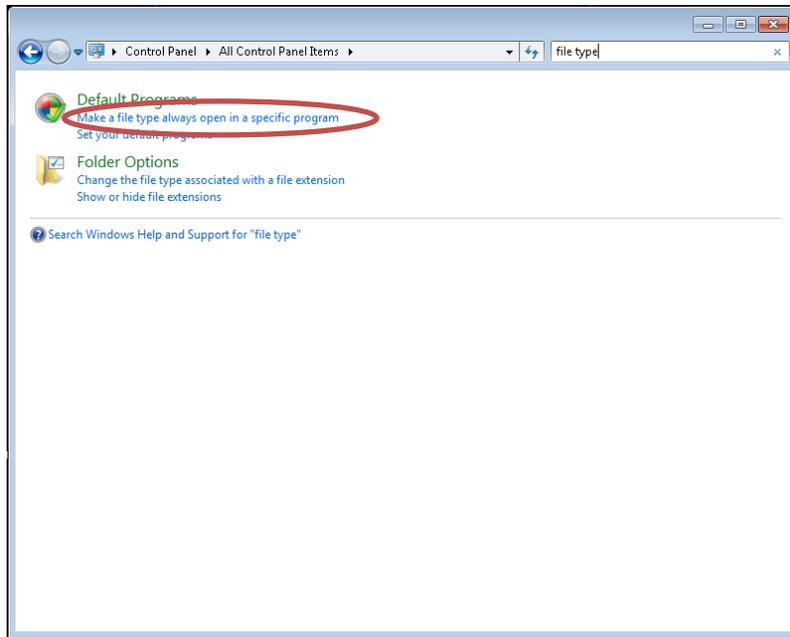
4. Check that the corresponding right column says, “Citrix Connection Manager.” If it does not, click on that area and choose **Citrix Connection Manager**.

Set file associations in Windows 7

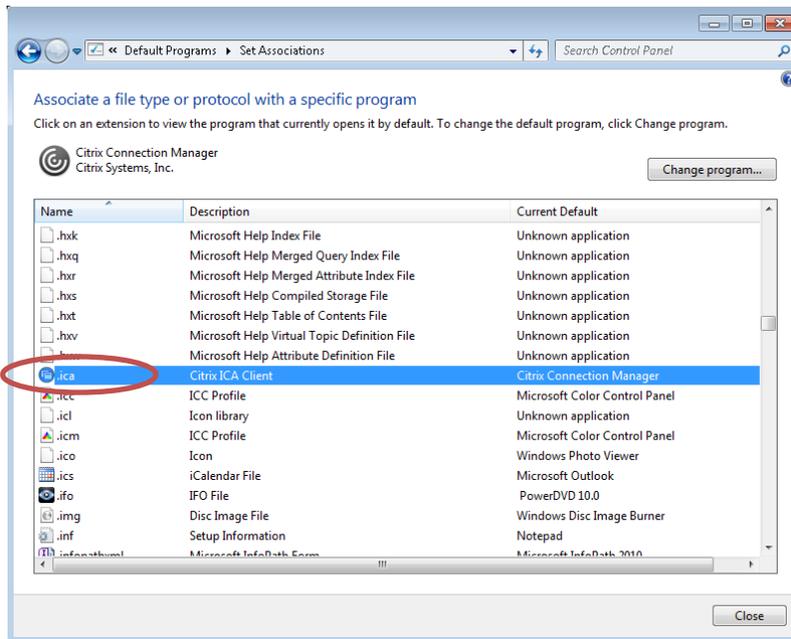
1. Choose the **Windows icon** (lower left corner of your screen) > **Control Panel**



2. In the Search box type: **File type** and choose **Make a file type always open in a specific program**



3. In the left column, scroll down to “.ica”



4. Check that the corresponding right column says, “Citrix Connection Manager.” If it does not, double click on that line and choose **Citrix Connection Manager**.

Help desk

If you are still having difficulties accessing Shelby, contact infosys@cofchrist.org or call 1-800-825-2806 ext. 1234. If you need direct assistance, mention times you are available for a phone call in your email or phone message.