

Citrix – Using the new system

The church upgraded its systems on January 24, 2020. This change enables several important features:

- It works with the latest versions of Citrix Workspace.
- It works on Mac OS again.
- It's easier to use (fewer ways for the app to break).

Because of the upgrade, you have some tasks:

1. [Upgrade Citrix Workspace](#), so you have the latest features and security updates.
2. [Learn the new sign in procedure](#). (It's similar.)
3. [Turn on update reminders for Citrix Workspace](#), if you previously turned them off.
4. Finally, if you didn't receive an email about the Citrix upgrade, please go into your record on Shelby and add a current email address.

Upgrade Citrix Workspace

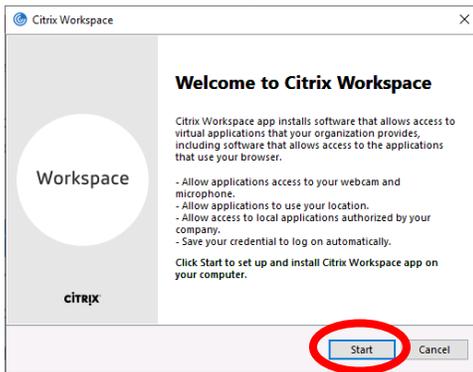
1. Visit the download page for Citrix Workspace app.
 - a. Windows: <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html> (click on the blue underlined link to go directly to the page).
 - b. Mac OS: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html> (click on the blue underlined link to go directly to the page). (If you have an older Mac OS (10.9 through 10.12), the legacy [Citrix Receiver 12.4](#) works.)
2. Choose **Download Citrix Workspace app**.

The screenshot shows the Citrix website navigation bar with 'Products', 'Downloads', 'Support & Services', and 'Partners' menus. A search bar is visible on the right. Below the navigation bar, the breadcrumb trail reads: Home / Downloads / Citrix Workspace App / Workspace app for Windows / Citrix Workspace app 1911 for Windows. The main content area features a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search box. To the right, the title 'Citrix Workspace app 1911 for Windows' is displayed, along with the release date 'Dec 3, 2019' and compatibility information: 'Compatible with Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.' A blue button labeled 'Download Citrix Workspace app for Windows' is circled in red. Below the button, the file size '(129 MB - exe)' and version 'Version: 1911.0.50 (1911)' are partially visible. On the left, a 'Support Resources' section includes links for 'FAQs' and 'Product Documentation'.

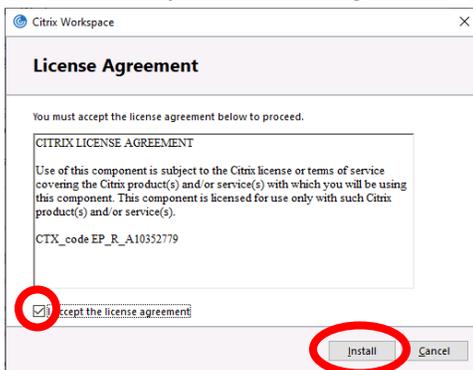
- You may be asked to run or save "CitrixWorkspaceApp.exe". Choose **Run**. (If you are using Chrome, wait for it to finish downloading, then click **CitrixWorkspaceApp.exe** at the bottom of the window. If you are using Firefox, wait for it to finish downloading, then select **CitrixWorkspaceApp.exe** from the downloads menu.)



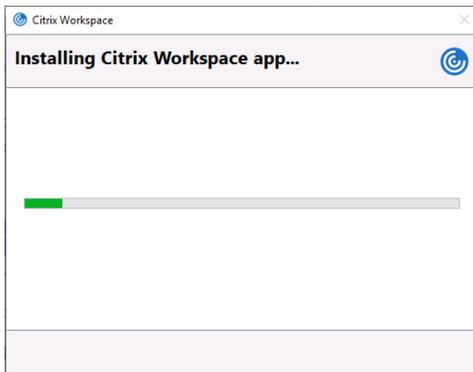
- When you get the message asking if you want to allow this app to make changes to your computer, choose **Yes**.
- When the installer opens, choose **Start**.



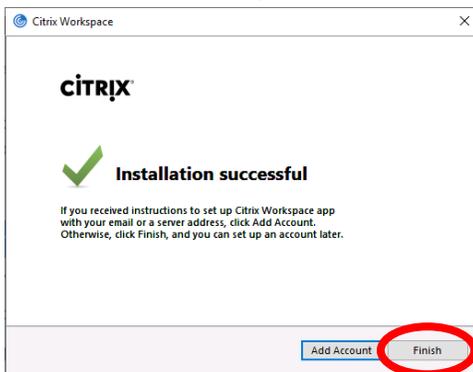
- Choose **I accept the license agreement**, then choose **Install**.



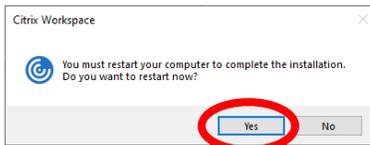
7. Wait for the install to complete. This takes a few minutes.



8. When the install completes, choose **Finish**,



9. Close and save any open documents on your computer, then choose **Yes** to restart the computer.



Congratulations! You have now set up your computer.

Learn the new log on procedure

The log on pages are mostly the same but look a little different.

1. Visit <https://www.cofchrist.org/shelby> check for any announcements at the top of the page, then scroll down and choose **Shelby/Citrix Login**.

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Shelby

Shelby Systems is the software the church provides for database management of membership and contributions and field financial accounting.

Shelby Assistance

If you are a Congregational Financial Officer and need assistance with Shelby, please contact your [Mission Center Financial Officer](#).

If you are a Mission Center Financial Officer and need assistance with Shelby, please contact your [Field Support Minister](#) in the USA or your [Field Bishop](#) outside the USA.

Shelby/Citrix Login

Log in to Shelby/Citrix with your username and password. [MORE](#)

Shelby Online Access Request

Use this online form to add, change, remove, or re-instate Shelby access. Please allow four to six weeks for processing.

2. Enter your username and password. Then choose **Log on**.

Please log on

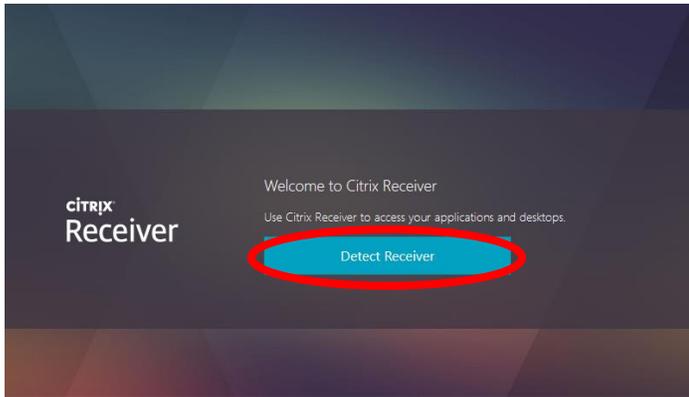
NetScaler with Unified Gateway

User name : cfo000a

Password : *****

Log On

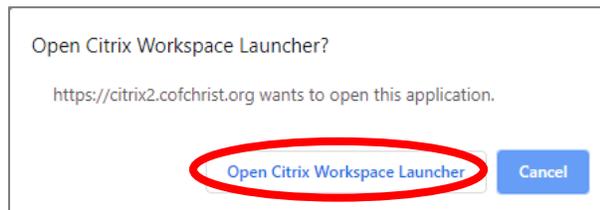
3. Choose **Detect Receiver**



4. What you see next depends on the browser you are using.

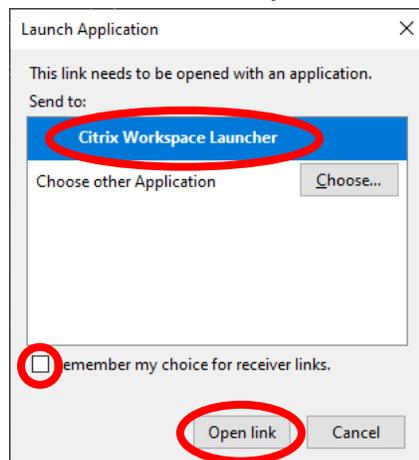
a. If you are browsing with Edge, skip to step 5 below.

b. If you browse with Google Chrome, choose **Open Citrix Workspace Launcher**.



Then you may need to choose **Already Installed**.

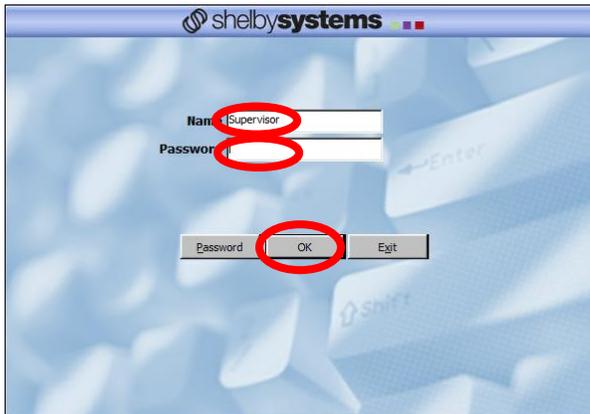
c. If you browse with Mozilla Firefox, confirm that **Citrix Workspace Launcher** is selected. Choose **Remember my choice for receiver links**. Then choose **Open link**.



5. Choose the app you want to open (such as **Shelby**).



6. Replace “Supervisor” with your assigned username. Enter your password below. Then choose **OK**. After you log in a few times, it will remember your username.

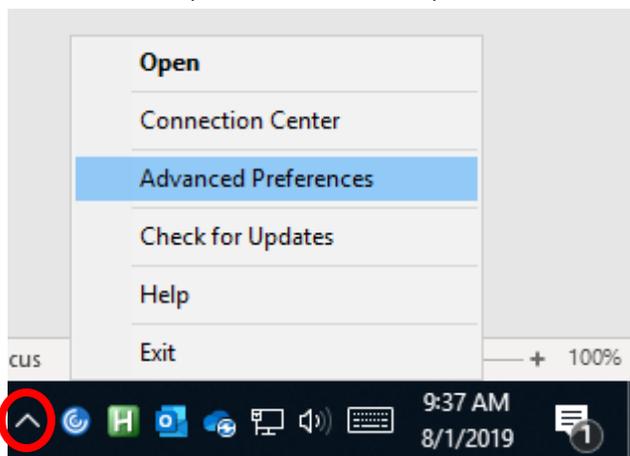


For future log-ons, you won't have to do step 4 above.

Turn on update reminders for Citrix Workspace

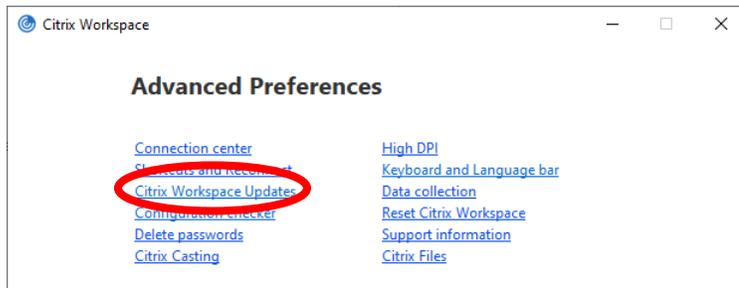
If you were using Citrix Workspace in 2019, you might have turned off update reminders (to stay on an old version that worked with the church's system). Here's how to ensure you get notified of future updates.

7. In the bottom right of the screen look for the Citrix icon.  You might have to click on the up arrow to see it (see red circle below).

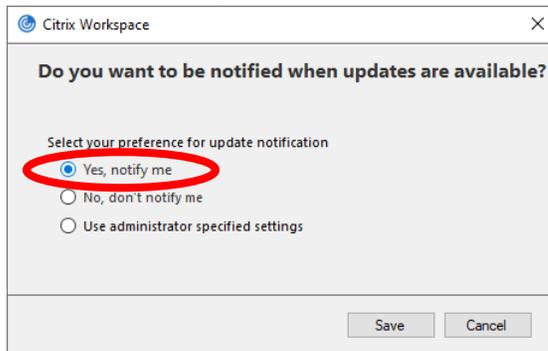


8. Right click on the Citrix icon, choose **Advanced Preferences**.

9. Choose **Citrix Workspace Updates**.



10. Choose **Yes, notify me**.



11. Choose **Save**.

12. Close the Advance Preferences window.

Update email address in Shelby

Finally, if you didn't receive an email about the Citrix upgrade in January, please go to your record on Shelby and add a current email address.

Help desk

If you further difficulties accessing Citrix or 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.