Citrix FAQ's

What is Citrix Receiver?
- Citrix Receiver is a universal software client that provides secure, high-performance delivery of virtual desktops and applications. Citrix Receiver provides:
    - Simple, self-service access to virtual desktops, applications, and IT services
    - High definition user experience on any network or device
    - Instant updates to users with IT control and visibility
    - Easier management of enterprise data, apps, and desktops through secure, centralized deployment to any user device

- You can get detailed information on Citrix Receiver software at the following link. http://support.citrix.com/proddocs/topic/receiver/rec-receiver-and-plugins.html

Are there any special requirements for The Evangelical Lutheran Good Samaritan Society's Citrix service?
- Our Citrix server installation follows standard Citrix best practices so there are no special requirements for the use of the Citrix application.

Are there any special requirements for The Evangelical Lutheran Good Samaritan Society's password self-service enrollment /password reset service?
- Our password self-service enrollment /password reset service requires access from the internet to https://sslvpn.good-sam.com:8443 . Your IT department may need to make a special exception on your organization's firewall to enable access to this service.
- If you are having problems receiving password self-service enrollment or password reset emails, you should make sure the following senders are allowed through your spam filter:
    - password-self-service-enrollment@good-sam.com
    - password-reset@good-sam.com

What it my organization will not allow the installation of Citrix Receiver software on my computer?
- If your organization won't allow you to install the Citrix software, a Citrix remote session can also be presented within your web browser without installing the Citrix Receiver software. All that is required is a web browser which supports the canvas element of HTML5. In layman's terms, the most current version of all popular web browsers should work in this manner. Contact your IT helpdesk if you need additional assistance.
- Using the HTML5 access method to Citrix may cause it to run a little slower than the full Citrix Receiver client software.