New Citrix PS Desktop

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Welcome to the New Citrix PS Desktop Guide!

Our current Citrix version is going out of support soon and we are moving to a new PS Desktop version. The new PS Desktop looks and feels very similar to Windows 10. The first thing to note is that it has a separate profile from the old PS Desktop and you will have to configure some personal settings from scratch – things like your Outlook preferences, mapped drives, and PeopleSoft favorites you may have previously added. Your drive mappings that are set by group policy will carry over, including O:, V:, and your departmental shares, such as T: or U:. Any custom drive mappings that you have set up manually will have to be recreated in the new PS Desktop. Detailed steps for recreating custom drive mappings are found in the Appendix.

NOTE: Old Citrix PS Desktop vs. New Citrix PS Desktop

For a brief time of transition, both the current (old) version of PS Desktop and the new version of PS Desktop will be available on your screen. This is to assist with the slight learning curve of the new platform. But it is strongly encouraged that the new version of PS Desktop be used as much as possible to enable you to gain familiarity with the new platform. The current (old) version of PS Desktop will only be available for a very limited time, after which it will permanently be replaced with the new PS Desktop platform. At that time, you will only have the new PS Desktop available to use.

Some users are accustomed to being able to work in more than one session of PS Desktop at a time. The new version allows only one session at a time, however there is a mitigating workaround described below in the section “Single Session Limitation”.

PSDesktop-New
1. **New Citrix Loading Screen** – Whenever you launch the new PS Desktop, you will first see a screen similar to the one below, which indicates that PS Desktop has begun loading.
2. Desktop Taskbar - The appearance of the desktop taskbar found at the bottom of the screen has changed. There are a couple of additional options now available and the actual START button has been replaced with the Windows Flag icon.

Old

New
3. **Start Button / Windows Flag**— Instead of clicking the “Start” button for the list of applications to appear, you now click the Windows icon in the lower left.

**Old**

**New**
4. Logging Off / Signing Out

You may lock your system or sign out by left clicking the Windows icon, click the user profile icon (little person), and then click “Lock” or “Sign out”.

5. Pinning Icons to your Desktop or Taskbar

Click on the Windows Icon / Start and then right click on the application you would like to pin. You can select Pin to Start or click more to Pin to taskbar.
**Application History** – To return to a document or item you have worked on recently, or to pin an item you work on often to the top of that application’s list; Right Mouse click on the application used (i.e., Word, Excel, Access, etc.) and a list of the items you most recently worked on will appear. You can left click the item to open it or right click and select ‘Pin to this list’ for easy access in the future.

This pins the application to the start task bar

This pins the document to the top of the application list for easy access in the future
6. **Single Session Limitation**

As a result of the new technology used to implement the PSDesktop-New, there is a side-effect to which some users will have to adjust. The new technology will only allow *one* instance of the PSDesktop-New to run for each user, at any given time. To help mitigate the limitation imposed by the new technology, we have also set up a second new desktop called “PSDesktop-New-2”, which is practically identical to PSDesktop-New. All users who have access to PSDesktop-New will also be granted access to PSDesktop-New-2. However, we strongly recommend that you stick to just one session at a time whenever possible, and use the regular PSDesktop-New whenever using just one session. If you must use two Citrix desktops at the same time, you will be able to successfully launch one session each of PSDesktop-New and PSDesktop-New-2. Most settings and preferences will carry over automatically between PSDesktop-New and PSDesktop-New-2, with a few exceptions. One notable exception is that if you use Outlook inside of Citrix, and if you use a preconfigured email Signature, the signature will have to be manually configured once inside of both PSDesktop-New and PSDesktop-New-2, separately.
7. Appendix

Map or Disconnect a Network Drive

When you map a network drive in Computer or Windows Explorer, you are creating a shortcut to a shared folder or computer on a network. It saves you from having to look for it or type the address each time.

Click the File Explorer icon in Citrix. Click on ‘This PC’ to bring up the menu ribbon. Click the ‘Computer’ tab, and then click ‘Map network drive’.

Or, you can right-click on ‘This PC’ and get a drop-down menu
Choose a drive to map (any one available) and enter the location as the folder. Check the Reconnect at logon box, so this will be mapped every time you use your machine. Click Finish to complete the drive mapping.

*Please contact your PC Supporter to help identify and recreate your old mappings.*