Accessing the City of Bellingham's Citrix Gateway - COBPORTAL

These instructions are for authorized users of the City of Bellingham's Citrix COBPORTAL Gateway. Do not attempt to access COBPORTAL unless you have explicit authorization to do so. For more information, contact your support technician or email netops@cob.org.

COBPORTAL provides access to the City of Bellingham's Citrix Cloud services. From here, applications and other City network resources are accessible to authorized users from remote locations.

Requirements: To access COBPORTAL you must have explicit authorization to do so and, download and install the Citrix Workspace applet. Once installed, Citrix Workspace will allow you to access City of Bellingham network resources directly from the Citrix Workspace. Accessing COBPORTAL via the Citrix Workspace applet is **required** in order to access all functions, e.g. printer redirection, drive mapping and clipboard transfers.

Access to COBPORTAL is also available via a WEB Browser however, not all functions are available.

To get started please follow the steps outlined on the next several pages. Should you encounter any difficulties please contact the Service Desk (servicedesk@cob.org , 360.778.8088) or NetOps (netops@cob.org, 360.778.7075)

Start Here:

From your workstation search for and run CONTROL PANEL
From CONTROL PANEL select PROGRAMS and FEATURES
Find and select CITRIX RECEIVER from the programs list
Right Click on CITRIX RECEIVER and select UNINSTALL

After application has been uninstalled – proceed to next steps

*Download and Install Citrix Workspace (formally known as Citrix Receiver)*

Open a Web Browser **– Note – during initial setup, Microsoft Internet Explorer is preferred. After Ctirix Workspace has been install other browsers may be used to access Citrix applications**.

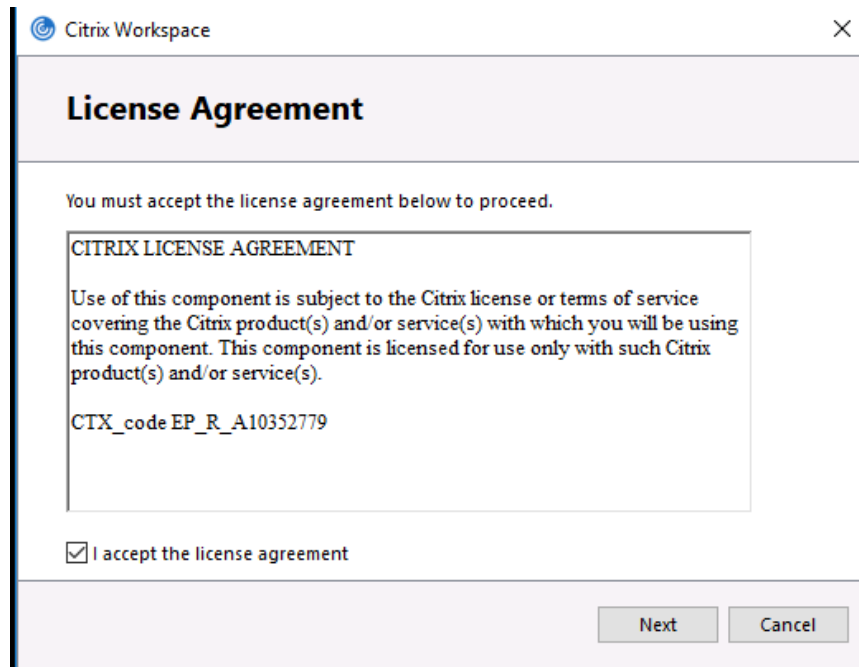In the URL Address block enter https://www.citrix.com/downloads/ and press **<ENTER>**

The Citrix WorkSpace application should be available for download from this page (if not use the search function).

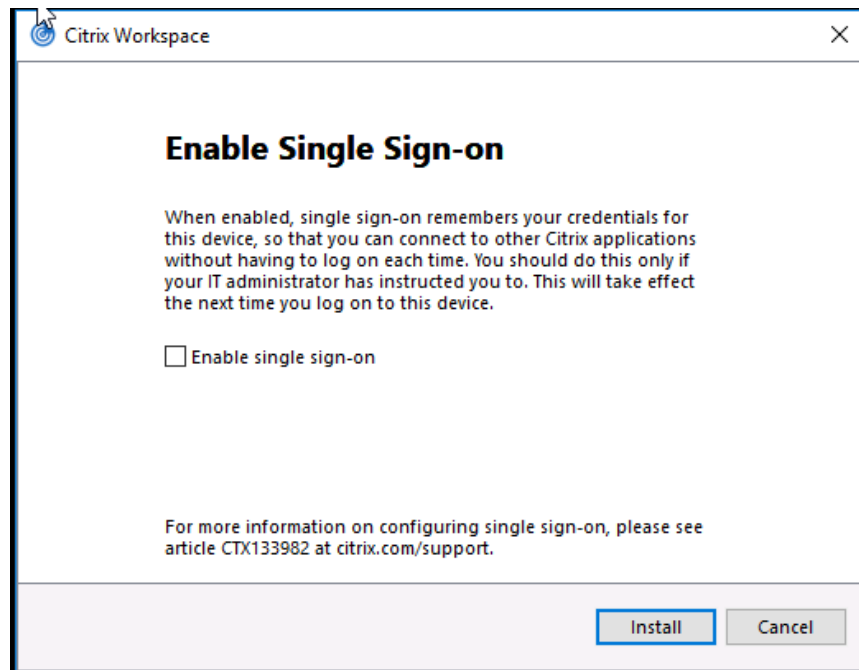Select, download and launch the Citrix Workspace application.

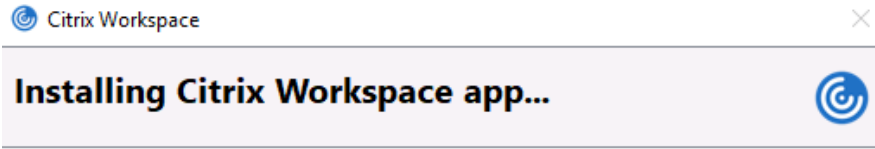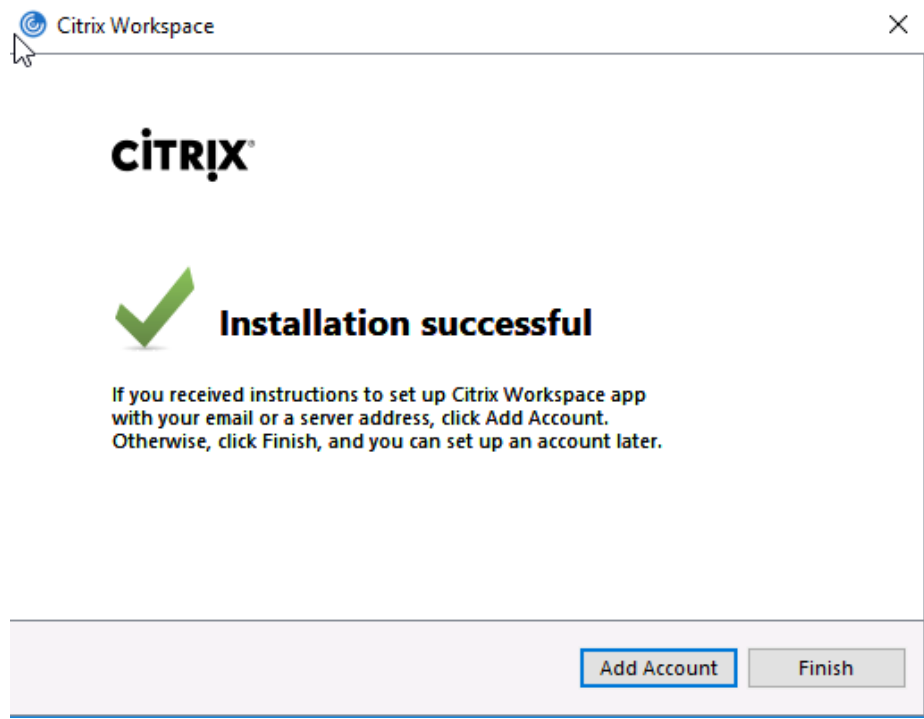Use the following screens as a guide to install the application on your device:
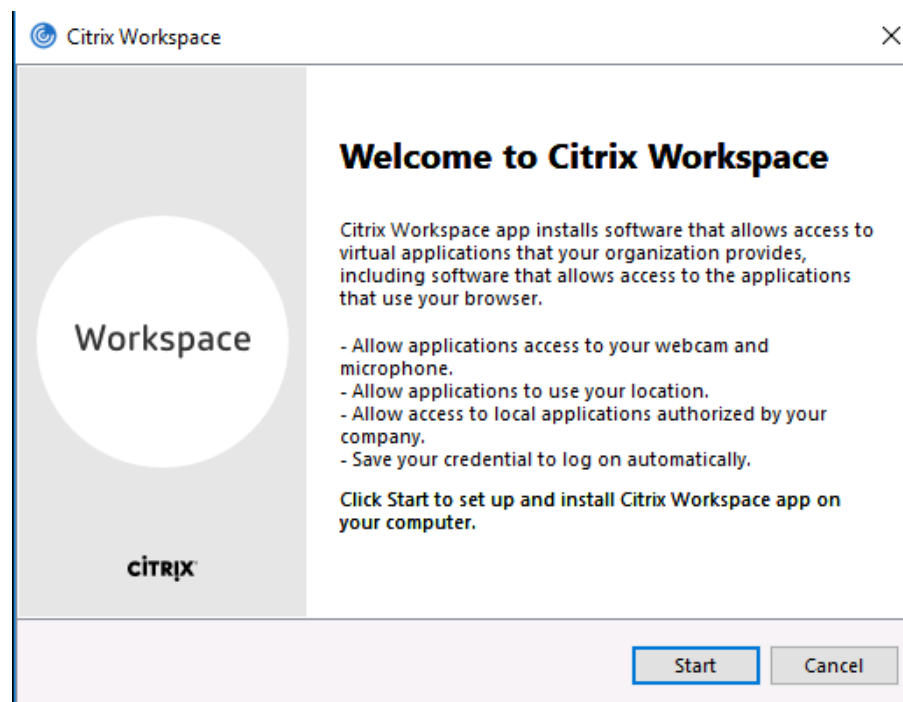
Check the accept license agreement and SELECT NEXT

Check Single sign-on only if you have exclusive use of your workstation – Do not select Single Sign-On if this is a shared or public workstation. SELECT INSTALL to continue

Installation progress screen will be displayed.

After successful installation, SELECT ADD ACCOUNT to continue.

*Enter **https://cobportal.cloud.com** and SELECT ADD.*

Citrix Receiver is now Citrix Workspace app

Citrix Workspace app extends the capabilities of Citrix Receiver, making it even easier for you to stay productive.

[Got It]   [Learn More]

Recently Citrix changed the name of this application from Citrix Receiver to Citrix Workspace. This screen is having you acknowledge this change – SELECT GOT IT to continue.

NOTE, this screen will eventually be eliminated - so don't be concerned if you don't see this screen.

Citrix Workspace   ✕

User name: incob\username

Password: ●●●●●●●●
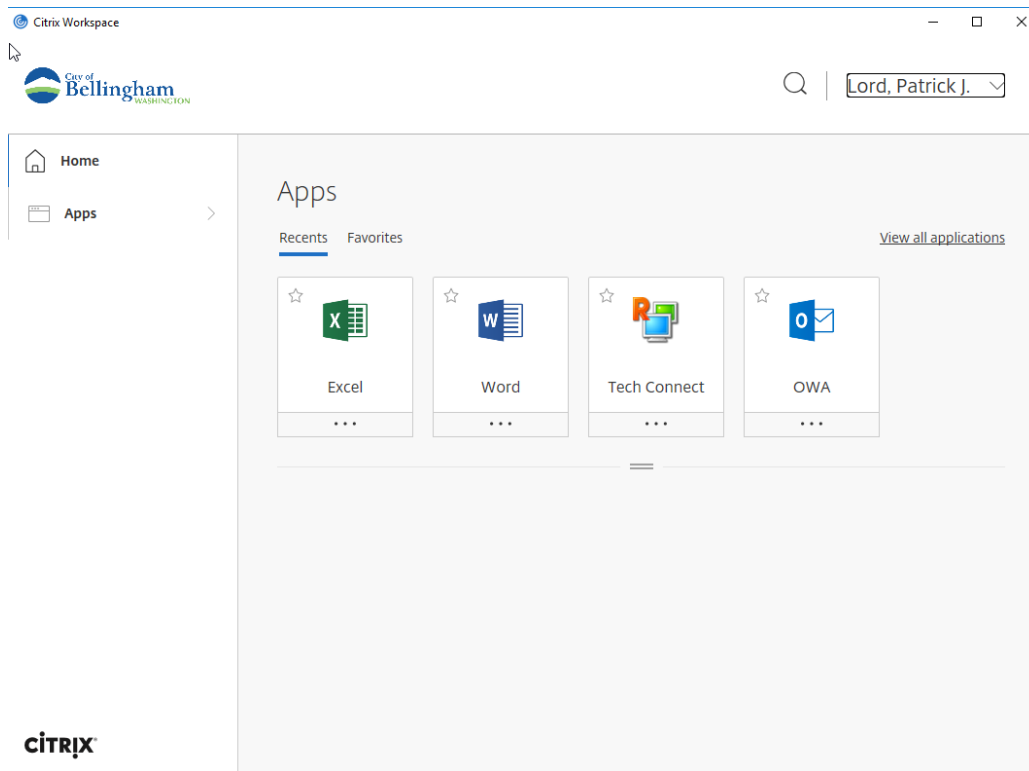
☐ Remember my password

[Log On]   [Cancel]

🔒 Secure connection

At the Citrix Workspace Log-on screen enter your City of Bellingham credentials.

*Note username must be preceded with **incob***

Ⓒ Citrix Workspace   – ☐ ✕

Ⓒ
Workspace

The screen above will be displayed while your workspace is being setup

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To run an application GENTLEY click **once** on the Application Icon. Within a few moments, the application will load and will appear as if it is running directly, (locally) on your PC. You may use the application, including exiting, as if the application was running locally.

If you choose to run more than one application at a time, return to the Applications Window and select the additional application. NOTE: that you may not run two instances of the same application at the same time and, due to licensing restrictions, some applications may not be run if it is in use by another user.

When finished with an application, close/exit the application in the normal manner, (i.e. select FILE | EXIT).

To close your Citrix Server session, return to the Applications Window, select your account and select Log Off,

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Please report any problems you encounter while using the Citrix Servers to your support technician or by email at servicedesk@cob.org