CM CITRIX





Citrix V1.0

DocumentCitrixPurposeHow to use citrix for callconfirmlive!VersionV1.0OwnerICT Business Transformation Team / Adults System SupportLast Updated22/04/2024



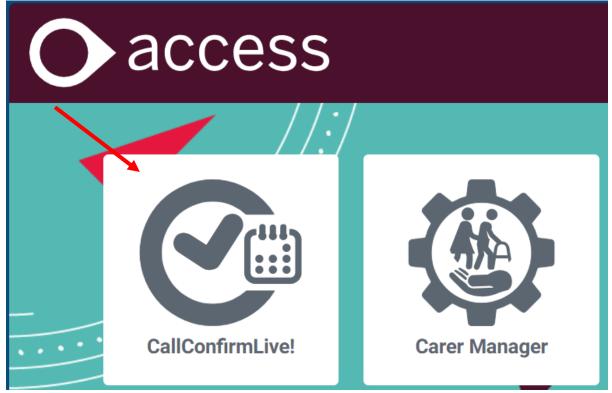
CM CITRIX

Citrix

- This is how you use Citrix, this will enable you to freely copy and paste and have overall improved stability. You will only need to go through this once, or if you are trying to troubleshoot a problem. After you use this once, please use these steps to login in the future: Step 2, 3, 4, 8, 12, 13, 14
- 2. Open Portal.

Use this link if you are unsure: Access Group UK | Landing Page (hastl.com)

3. Select CallConfirmLive!



4. Login using your details.





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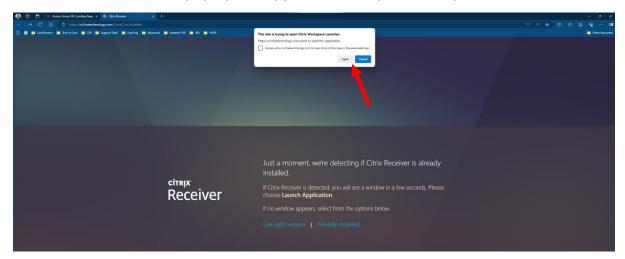
5. Select your name in the upper-right. Then change citrix receiver.

itrix StoreFront	BB Apps	Scott Simpson
All Categories		Activate
		Change Citrix Receiver
All Apps		About
CCL Details Details	CCL Details	Log Off
CallConfirmLive Beta CallConfirmLive UAT	CallConfirmLive!	

6. Select Detect Receiver.

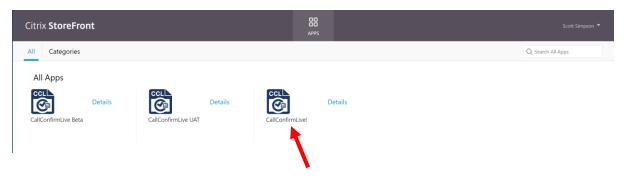
	Welcome to Citrix Receiver
citory	For the best experience, use the full set of features bundled with Citrix Receiver for Windows. Click Detect Receiver to get started.
citrix Receiver	Detect Receiver
	If you do not want to detect/install Citrix Receiver you can use the light version, with fewer features, in your browser.

7. Once selected, a pop up will appear at the top. Press Open.





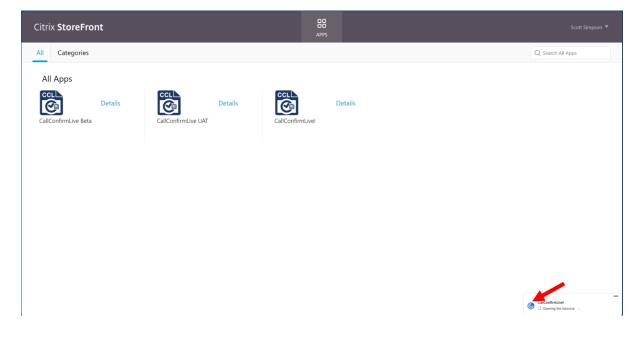
8. Please allow 30 seconds for it to update and it will navigate to this page again. Select CallConfirmLive! if you have more options.



9. You will receive this pop up again, but before we click Ok. We want to tick the box next to Always allow ccl.hastechology.com to open links of this type in the associated app. Then select Open.

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← → C A https://cd.hastechnology.com/Ctris/CmCtrisWeb/		a 🖈 🛊 🛈 🕫 🚳 🛶 🚥 🕯
🗈 🍘 🛅 CareOvector 🛅 Tech In Care 🎽 CM 🛅 Support Desk 🎽 Learning 🎽 Advanced 🛅 Intranet/TeX 🎽 365 🚞 VHOR	This site is trying to open Citrix Workspace Launcher.	C Other favourites
	https://ccl.hastechnology.com wants to open this application.	
Citrix StoreFront	Always allow collumatechnology.com to open links of this type in the associated app	Scott Simpson 🔻
	Open Canod	acore simpson -
All Categories		Q, Search All Apps

10. Please allow 30 seconds to process again and you will see it working by the option in the bottom right.





11. If this pop up appears, check the box next to Do not ask me again for this site. Then select Permit Use.



12. Nothing will change on the screen but a new taskbar option will appear.



13. Select that and it will open CallConfirmLive! login screen.

Enter in your information including wakefield as a database with no spaces. Then press OK.

C Call	ConfirmLive!		x
Login	Forgotten Passwor	d	
Login	Details		ОК
1	Enter your User na access CallConfirm	me and Password to	Cancel
	User name:	scott.simpson	
	Password:	*******	
	Database:	wakefield	

14. This will then open the app to use.



Version Control

Version	Change		Date
V1	INITIAL START		22/04/2024