Citrix
V1.0

Document	Citrix
Purpose	How to use citrix for callconfirmlive!
Version	V1.0
Owner	ICT Business Transformation Team / Adults System Support
Last Updated	22/04/2024

Citrix

1. 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.
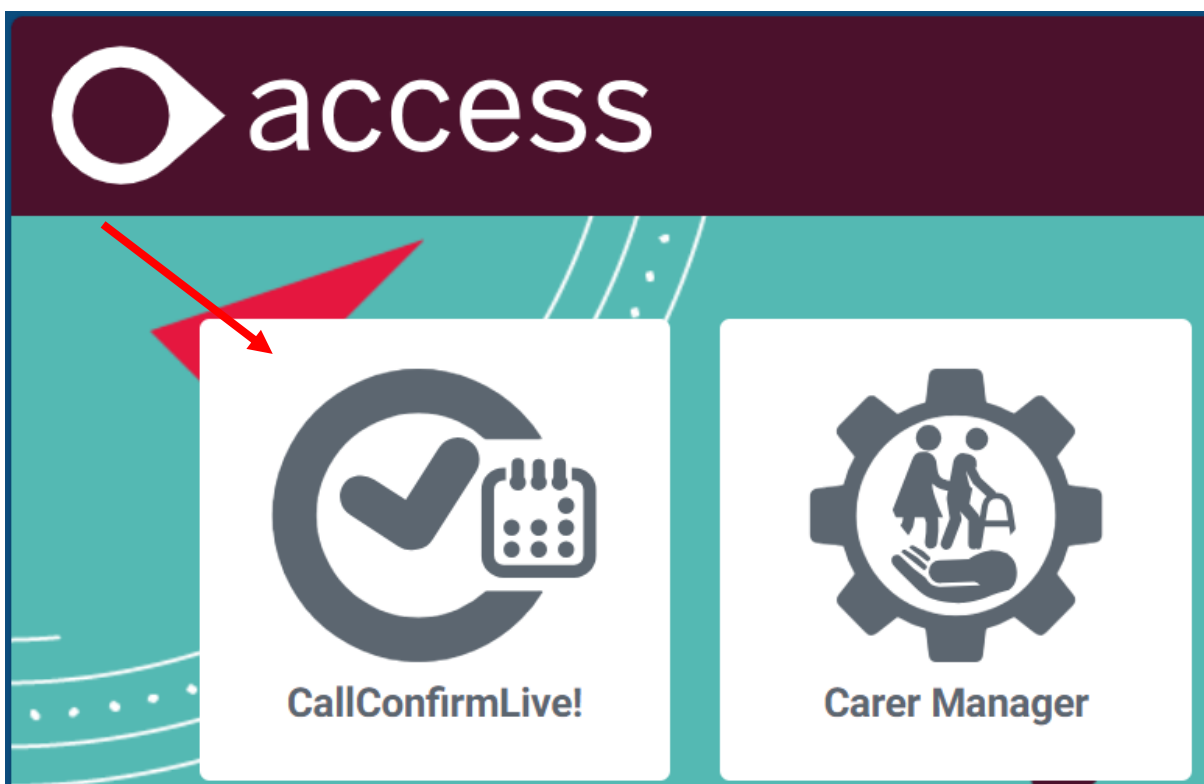   After you use this once, please use these steps to login in the future:
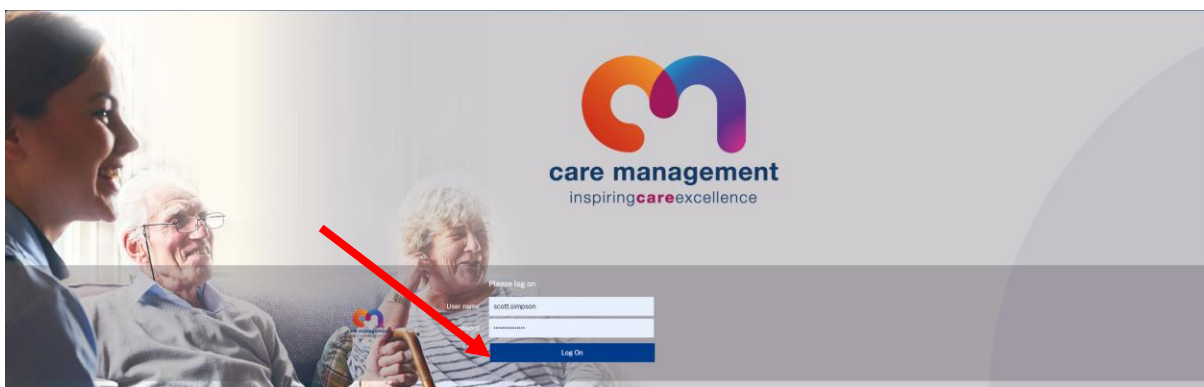   Step 2, 3, 4, 8, 12, 13, 14

2. Open Portal.
   Use this link if you are unsure: Access Group UK | Landing Page (hastl.com)
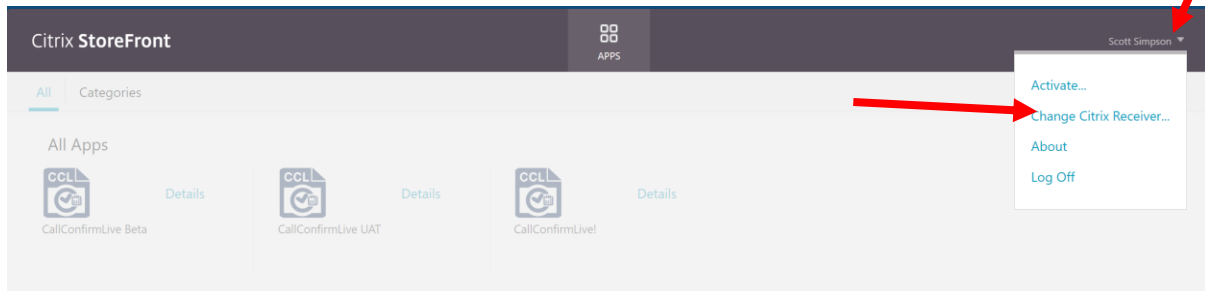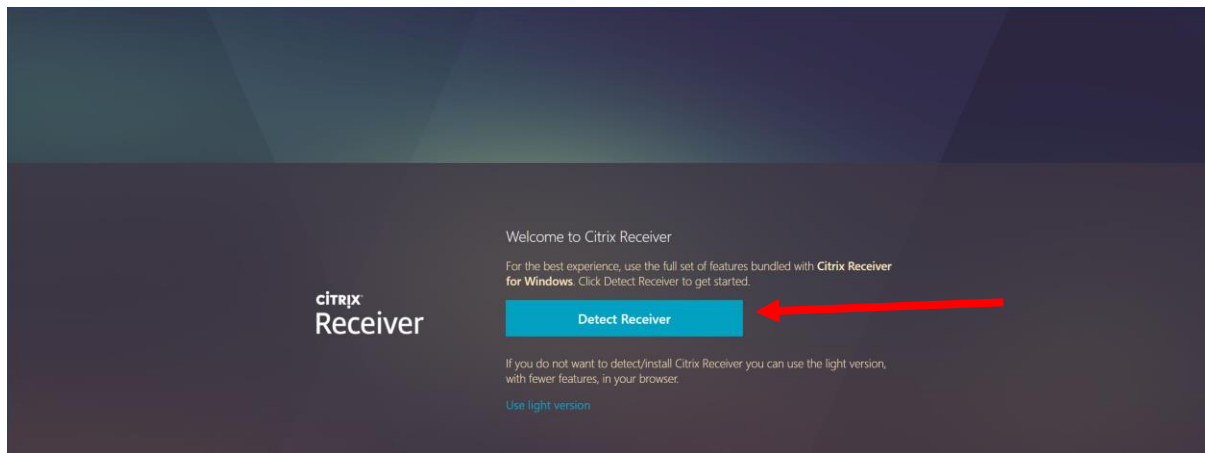
3. Select CallConfirmLive!
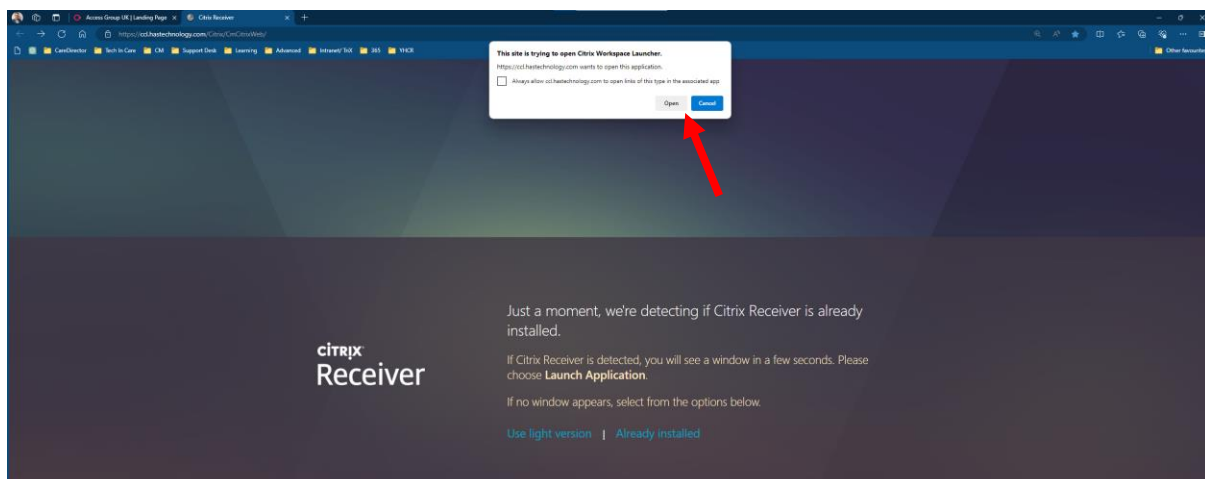

4. Login using your details.

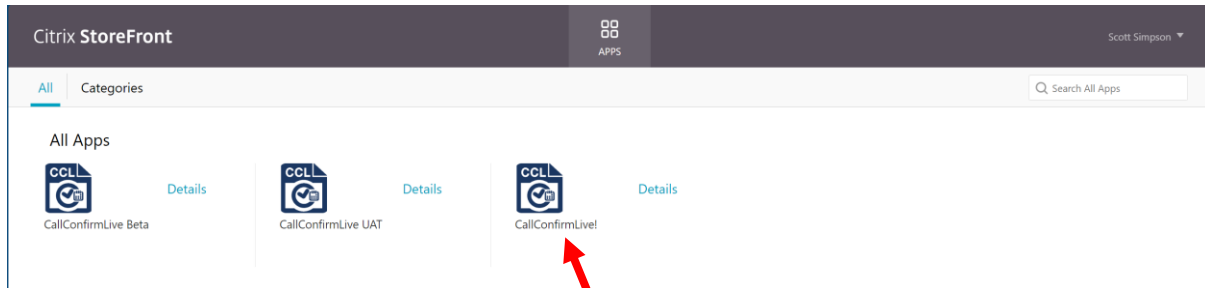5. Select your name in the upper-right. Then change citrix receiver.
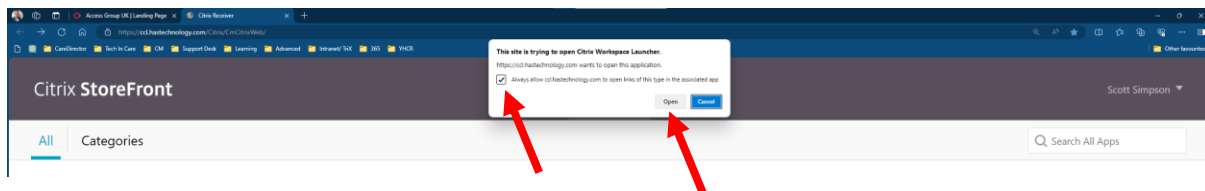

6. Select Detect Receiver.

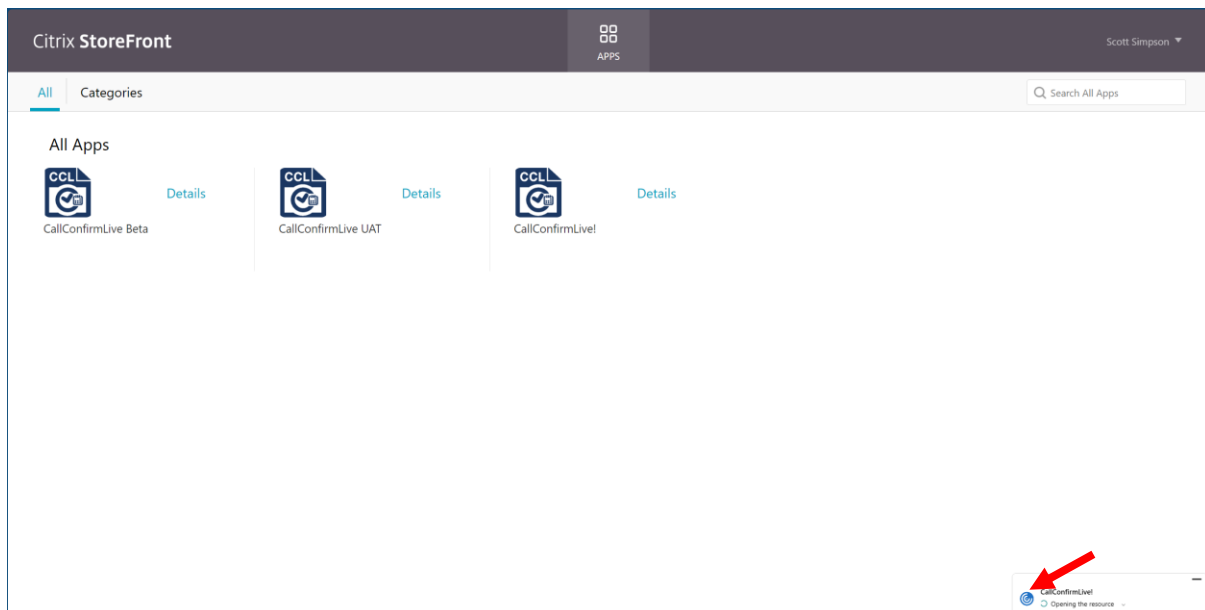7. Once selected, a pop up will appear at the top. Press Open.

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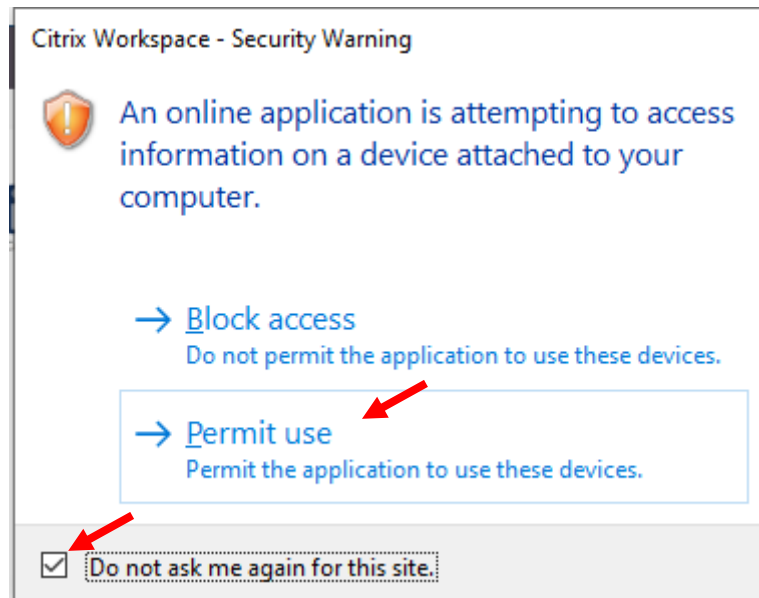

9. You will receive this pop up again, but before we click Ok. We want to tick the box next to Always allow ccl.hastechology.com to open links of this type in the associated app. Then select Open.

10. Please allow 30 seconds to process again and you will see it working by the option in the bottom right.
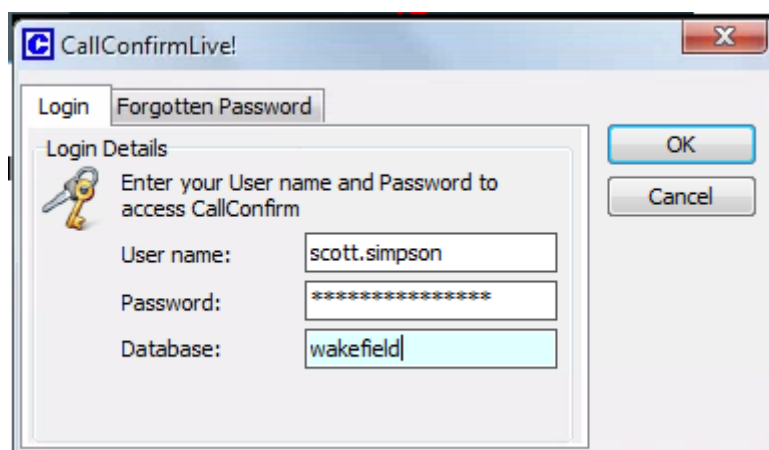
11. If this pop up appears, check the box next to Do not ask me again for this site. Then select Permit Use.

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.

14. This will then open the app to use.

Version Control

Version	Change	Author	Date
V1	INITIAL START	SS	22/04/2024