HOW TO GUIDE:

MYAPPS - USING THE VIRTUAL APPLICATION AND DESKTOP ENVIRONMENT

Prepared by TE Information Systems (TEIS)

TE Connectivity

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MYAPPS OVERVIEW

MyApps is an enterprise app store that allows users to access TE's internally published applications and virtual desktops from anywhere, any device. It is based on the Citrix StoreFront technology that has replaced Citrix Web Interface.

This app store can be accessed from multiple desktop platforms (Windows, Mac OS X, Linux, and Chromebook), as well as many mobile device platforms (Android, iPhone, iPad, Windows Mobile, Blackberry, Blackberry Playbook). Internally, the environment also supports thin clients, zero clients, and embedded operating systems.

For employees who are accustomed to using myAccess via browser, the myApps portal should be very familiar to you as it is similar to myAccess. It also has a few added features that provide more convenience to the users (e.g., Favorites, Start menu and Desktop shortcuts, etc.), improved security, and high availability. In addition, myApps StoreFront enables users to utilize the Citrix Receiver client for accessing published applications and virtual desktops instead of using their browser (Citrix Receiver browser plugin).

CITRIX RECEIVER

To access myApps, use of the Citrix Receiver client is required. Using the grid below, install the client from the appropriate location point based upon the type of device you are using.

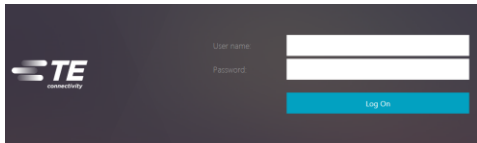| Device Type	Installation Point
TE managed Windows device *A managed Windows device is a device that is joined to a TE resource domain and has the required security components installed (McAfee Anti-virus, HIPs, etc.).*	TE SoftwareMall *In SoftwareMall open Application Store -> Productivity. You can also search for word "Citrix"*
All other desktop platforms or non-managed Windows devices ***Note:*** *Receiver installed directly from Citrix website will not be pre-configured with TE setting so it would need to be Activated*	https://www.citrix.com/downloads/citrix-receiver.html
Mobile devices	Various vendor application stores (e.g., "App Store" for iPhone and iPad devices, "Android Market" for Android devices, etc.)

Once the Citrix Receiver is installed, the myApps environment can be accessed via two methods:

- myApps – This method requires the user to open a web browser and connect to https://myapps.te.com. Most browsers are supported, including Internet Explorer, Firefox, Chrome and Safari.
- Citrix Receiver - This method requires the installation of the Citrix Receiver software. Instead of using a web browser to retrieve the list of available applications, the Citrix Receiver software is configured to pull the list directly, providing an intuitive store-like interface.

MYAPPS METHOD

Open a browser and connect to https://myApps.te.com. The solution automatically determines what type of network you are connecting from and will prompt you for the appropriate credentials.
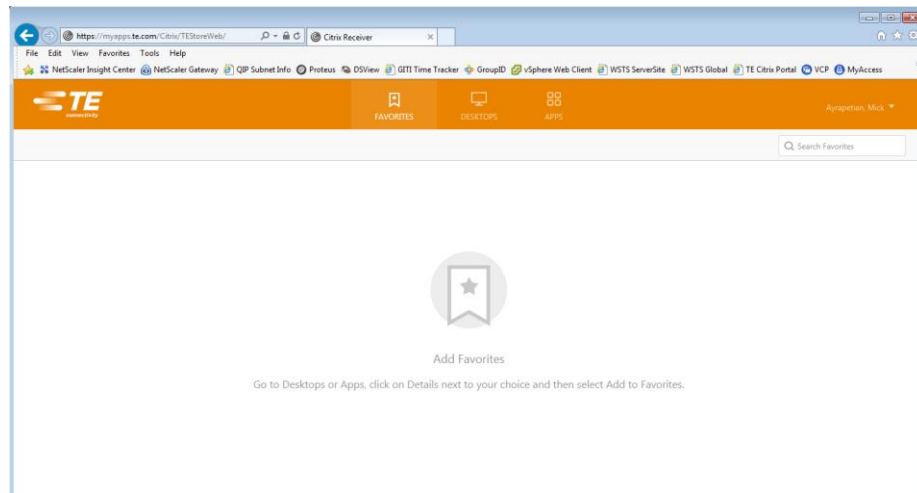
Internal   **External**

Enter the required credentials and click on "Log On".

1. Once logged in, you will be presented with the following screen…
   If you are accessing the environment for the first time your Favorites screen will be empty unless you've accessed it via Citrix receiver or mobile device before and added applications or desktops to your Favorites list.
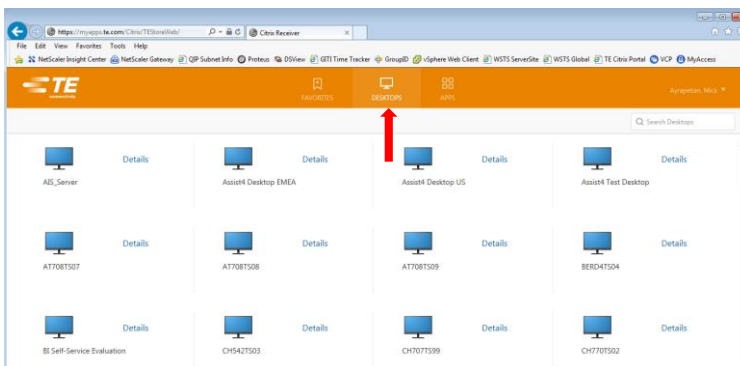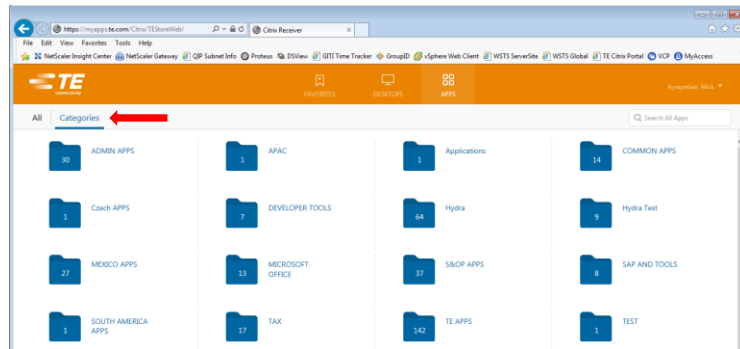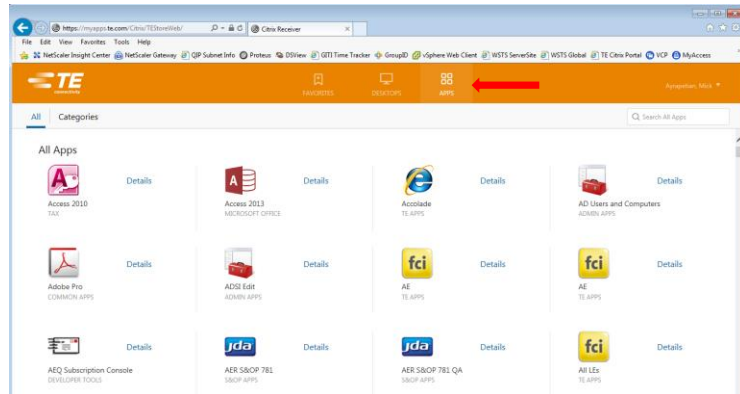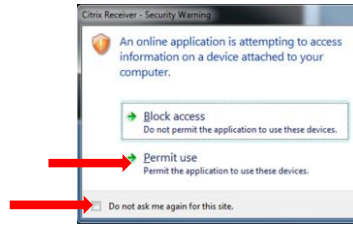
MYAPPS NAVIGATION

This section describes how to use the StoreFront once you've logged into the myApps via your browser.

Display Options

Depending on which virtual applications and desktops you have permission to use, you may see one or more tabs consisting of "Applications" and/or "Desktops". Under Applications you should see all virtual applications that you have access to. You can change display to show folders by clicking on Categories. If you click on a folder, you will be presented with the applications available within that folder.

Click on the application or desktop icon that you want to start. If you start an application for the first time, you may receive the following message:

First, check the box next to "Do not ask me again for this site". Next, choose "Permit use". This message is asking if you will allow the virtual application/desktop to access resources that are local to your device. This includes printers and drive letters that are available on your local desktop.
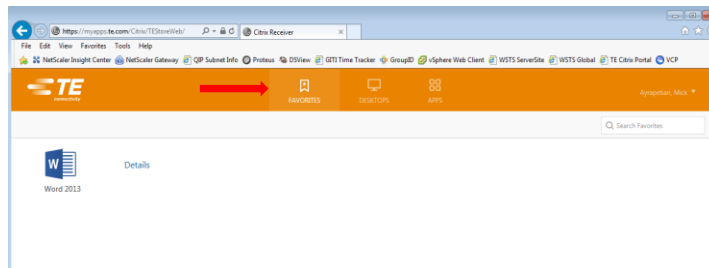
Adding Favorites

To add frequently accessed applications or desktops to the Favorites follow these steps:
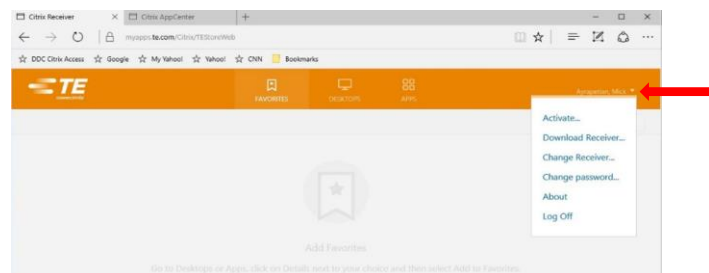
- Click on **Details** link located beside the application/desktop that you would like to add and then click on **Add To Favorites**

The application should now appear under Favorites

Expanding drop-down menu under your name will present you with the following list of options. *Note*: You may see all the options or just some of them.

- **Activate…** - will allow to add TEStore (See instructions on activating receiver below)
- **Download Receiver…** will allow you to install/upgrade receiver downloaded directly from Citrix

- **Change Receiver…** will allow you to choose light (receiver for HTML5) or full versions. In most cases full version should be used. Citrix Receiver for HTML5 enables you to access desktops and applications within your web browser without needing to install Citrix receiver locally on your device. For example, this is useful in locked down environment that doesn't allow the receiver client to be installed on the device.
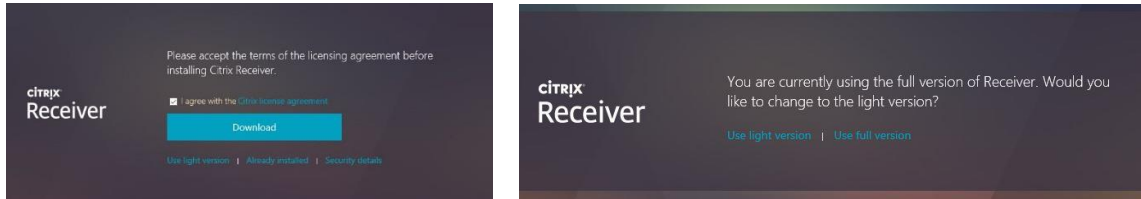

- **Change password** - will allow you to change your network password
- **About** – will display link to Third Party Notices for Citrix Receiver for Web
- **Log Off -** will log you out of the myApps environment.

Activating Receiver

You will be required to activate your Citrix Receiver only if you installed it from outside of the TE (Citrix website for example). Once you click on **Activate…** you will be prompted to **Open** or **Save** receiverconfig.cr file. Click **Open**…
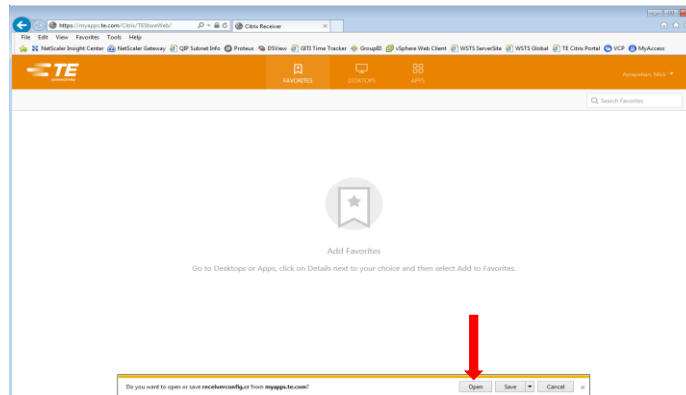
You will be presented with the following prompt to add "TEStore". Click **Add**…
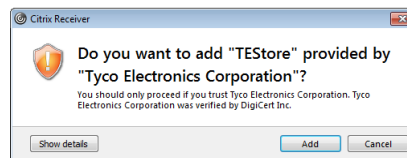
CITRIX RECEIVER METHOD

If Citrix receiver is installed you should see its icon in your taskbar or you can access it via Start Menu. If it is not installed please see CITRIX RECEIVER section of this guide.
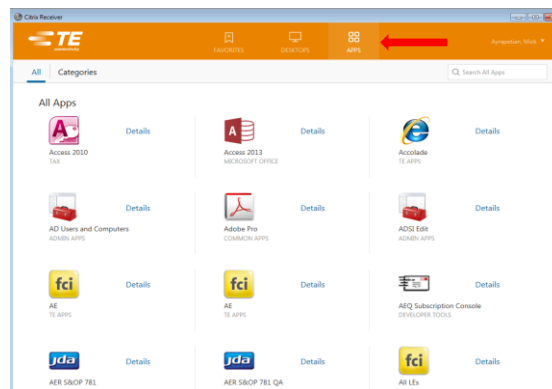

You can open receiver by double-clicking on the icon. If receiver was pre-installed on your TE managed device or you manually installed it from TE SoftwareMall it should be already pre-configured so you should be automatically connected to "TEStore". Once logged in, you will be presented with the following screen… If you are accessing the environment for the first time your Favorites screen will be empty unless you've accessed it via browser or mobile device before and added applications or desktops to your Favorites list.
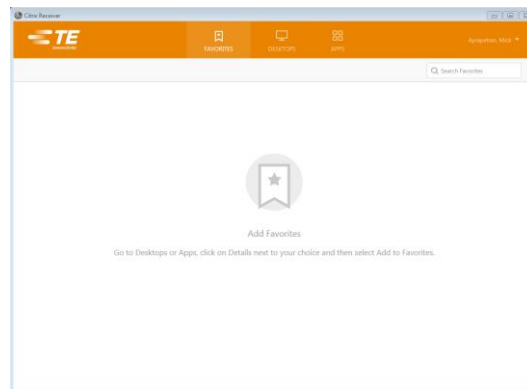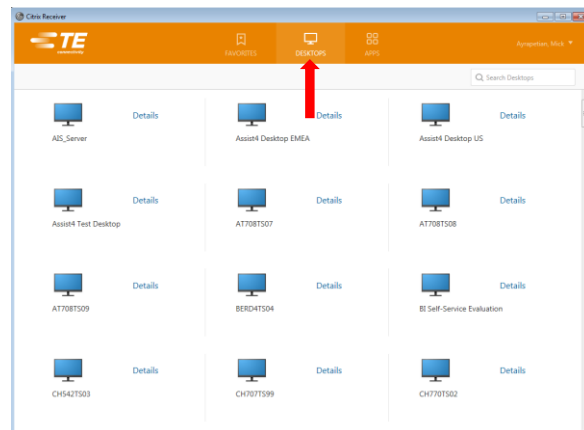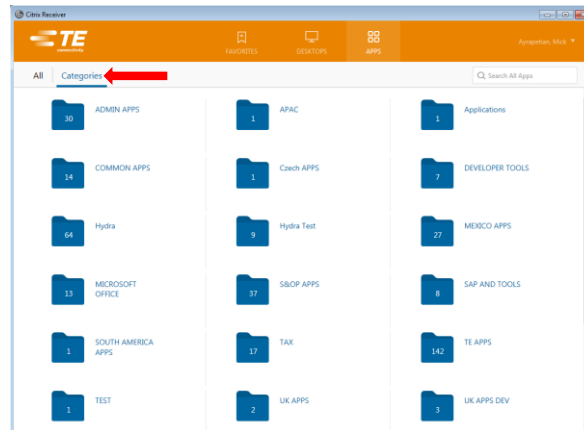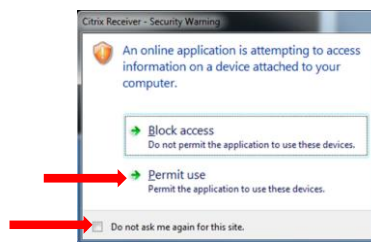

CITRIX RECEIVER NAVIGATION

TE managed Windows device

Under Applications you should see all virtual applications that you have access to. You can change display to show folders by clicking on Categories. If you click on a folder, you will be presented with applications available within that folder.

Click on the application or desktop icon that you want to start. If you start an application for the first time, you may receive the following message:

First, check the box next to "Do not ask me again for this site". Next, choose "Permit use". This message is asking if you will allow the virtual application/desktop to access resources that are local to your device. This includes printers and drive letters that are available on your local desktop.
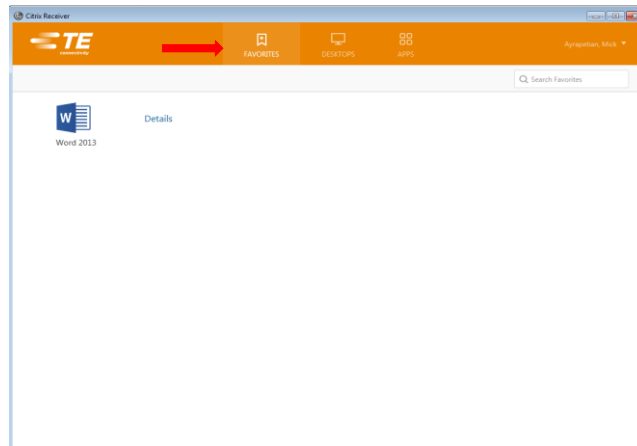
Adding Favorites

To add frequently accessed applications or desktops to the Favorites follow these steps:

- Click on **Details** link located beside the application/desktop that you would like to add and then click on **Add To Favorites**

The application should now appear under **Favorites**

Start Menu and Desktop shortcuts

Once an application and/or desktop is added to the Favorites you will need to **Refresh Apps** in order for this shortcut also appear in your Start Menu. If Citrix receiver was pre-installed on your TE managed device or you manually installed it from TE SoftwareMall the shortcut in Start Menu will be created under **Start > All Programs > Citrix Apps** folder. If Citrix receiver was installed directly from Citrix website the shortcut will appear under **Start > All Programs**.
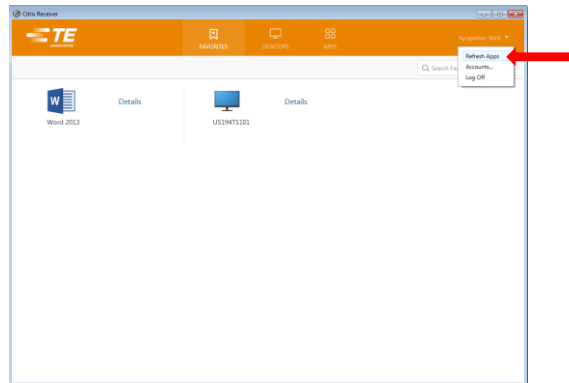

Note: Shortcuts of applications and desktops are created along with the folder that they are located in within the StoreFront. For instance, Word 2013 is created under **Start > All Programs > Citrix Apps > Microsoft Office** folder.
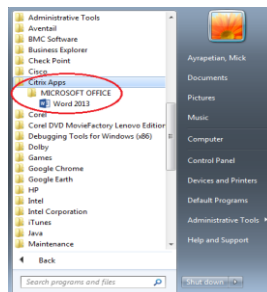
To create a shortcut on your Desktop right-click on the shortcut that was created in Start Menu and drag it to your Desktop. You can then open this published application or virtual desktop by double-clicking on the shortcut from your Desktop.

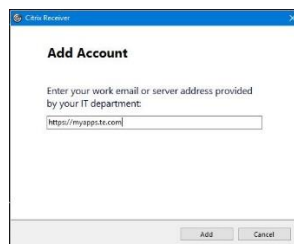Expanding drop-down menu under your name will present you with one of the following list of options:
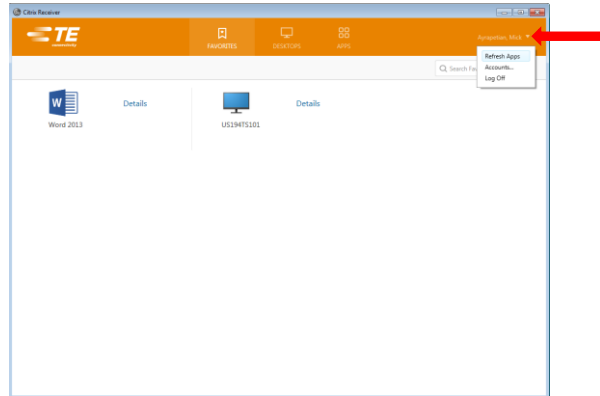
- **Refresh Apps** – will refresh display of the applications and desktops you have access to.
- **Accounts** – will show name and description of the account. *Note*: You will not be able to add or remove accounts as it is pre-configured as part of TE Citrix receiver installation package.
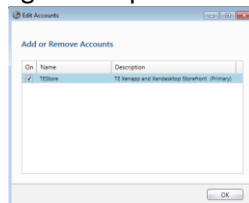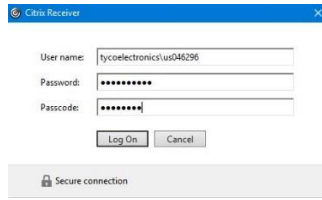

- **Log Off** - will log you out of the myApps environment


Non-managed Windows device

When you open receiver you should be prompted to add account. Enter https://myapps.te.com and click **Add**

Next screen will prompt for your credentials including passcode. *Note*: User name should be entered along with domain (e.g. tycoelectronics\us012345). Enter you credentials and click **Log On**

Receiver should open and you should see the following screen. *Note*: If you added applications/desktops to Favorites using other devices they will appear on this device as well
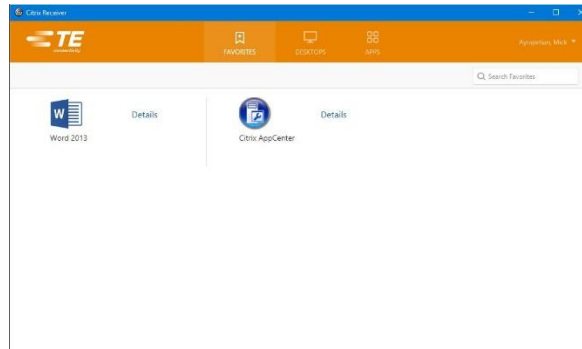
Expanding drop-down menu under your name will present you with one of the following list of options:
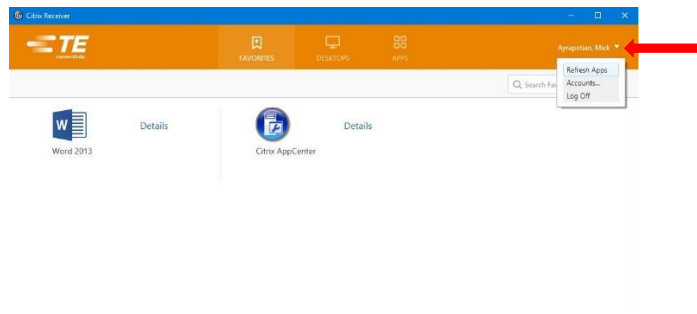
- **Refresh Apps** – will refresh display of the applications and desktops you have access to.
- **Accounts** – will show name and description of the account. *Note*: You should be able to add or remove accounts Citrix receiver was installed directly from Citrix website

- **Log Off** - will log you out of the myApps environment

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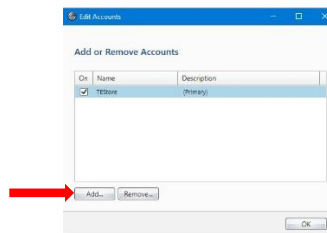
CONFIGURATION OF CITRIX RECEIVER ON MOBILE DEVICES

When attempting to connect to the myApps environment using the Citrix Receiver, you will be required to enter your TE credentials. The credentials required at login are determined by the location of the connecting device.

If you are connecting internally, you will only be required to enter your network username and password. Your device is considered to be connecting internally if the …

- Device is connected to the TE wireless networks (e.g. TEnet-Mobile)
- Device is connected to TE via a TE Cisco AnyConnect VPN solution

If you are connecting externally, you will be required to provide your network username and both your network password and SecurID PASSCODE. Your device is considered to be connecting externally if your device is not connected internally. This includes, but not limited to, the following:

- Common Internet connection (e.g. Home network, public wireless, cellular, etc.)
- TE's guest wireless network

Setting up an Internal TE Account Profile

iOS devices (iPhone used in below example)

1. Open the **App Store**, tap the search icon, and search for Citrix Receiver. Tap **Install**. When Receiver installation is complete, tap Receiver icon to open it, and then tap **Add Account**. Enter the Server address https://myapps.te.com and tap **Next**
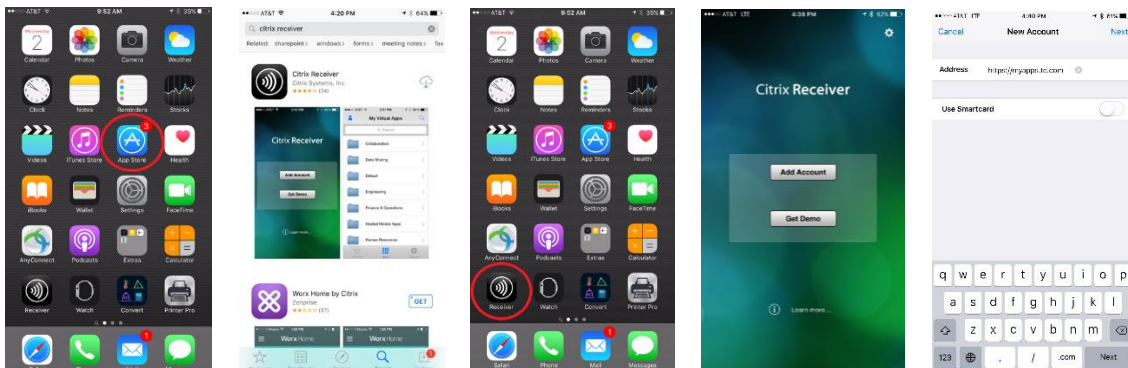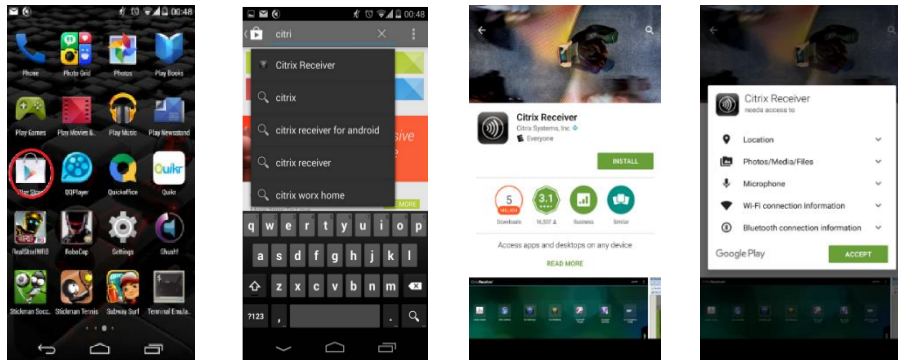

2. Enter the following information:
   a. **Description** - TE Virtual Apps
   a. **Username** - Enter your username here
   b. **Password** - Leave this option blank. TE policy will not let you save this.
   c. **Domain** – tycoelectronics

   When complete, tap on **Save.** You will now be required to enter your credentials. Enter your username and password and tap on **Log On.** You should now see a list of applications and/or desktops
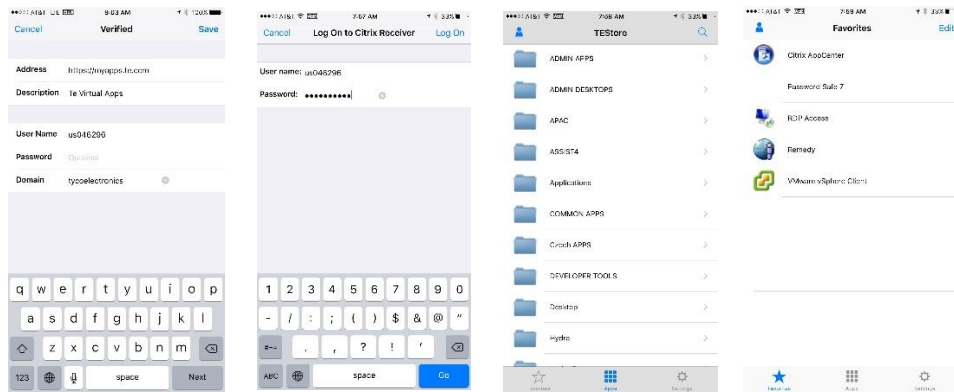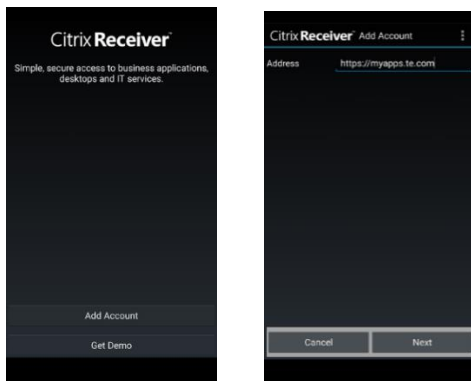
Android devices

1. Open **Play Store**, tap the search icon, and search for Citrix Receiver. Tap **Install and** then **Accept**


When Receiver installation is complete tap Receiver icon to open it, and then tap **Add Account**. Enter the Server address https://myapps.te.com and tap **Next**

2. Enter the following information:
   a. **Description** - TE Virtual Apps
   b. **Username** - Enter your username here
   c. **Password** - Leave this option blank. TE policy will not let you save this.
   d. **Domain** - tycoelectronics

When complete, tap on **Add**, and then tap on the created account. You should now see a list of applications and/or desktops
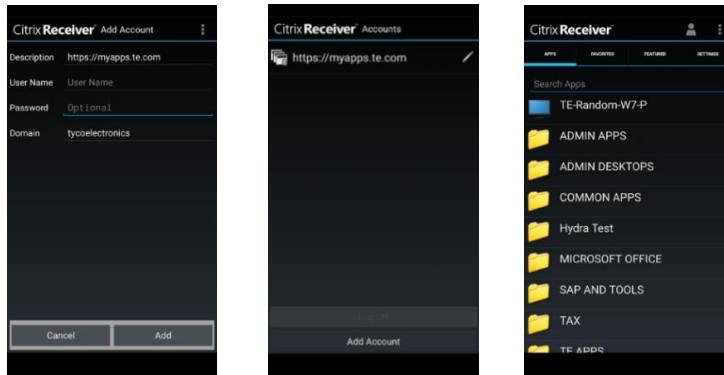

Setting up an Underlined External TE Account Profile

iOS devices (iPhone used in below example)

1. Follow step 1 in previous section (Configuring Internal TE account Profile) for iOS devices to install Citrix Receiver. Once installed tap on **Add Account**. Enter the Server address https://myapps.te.com and tap **Next**
2. Enter the following information:
    a. **Username** - Enter your username here
    b. **Password** – Enter your password here
    c. **Domain** – tycoelectronics
    d. **Token** – Enter your passcode here

When complete, tap on **Log On.** You should now see a list of applications and/or desktops
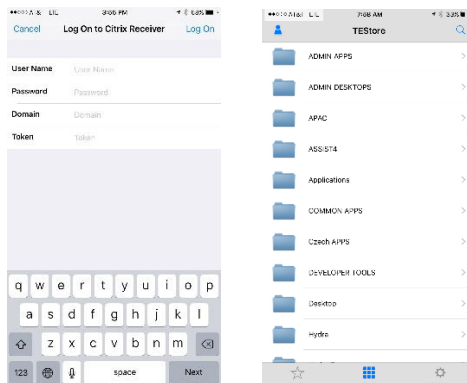
Android devices

1. Follow step 1 in previous section (Configuring Internal TE account Profile) for Android device to install Citrix Receiver. Once installed tap on **Add Account**. Enter the Server address https://myapps.te.com and tap **Next**
2. Enter the following information:
    a. **Description** - TE Virtual Apps

b. **Username** - Enter your username here
c. **Password** – Enter your password here
d. **Domain** – tycoelectronics
e. **Security Token** – Enter your passcode here

When complete, tap on **Add**, and then tap on the created account. When prompted enter your password and passcode again and tap **Connect**. You should now see a list of applications and/or desktops
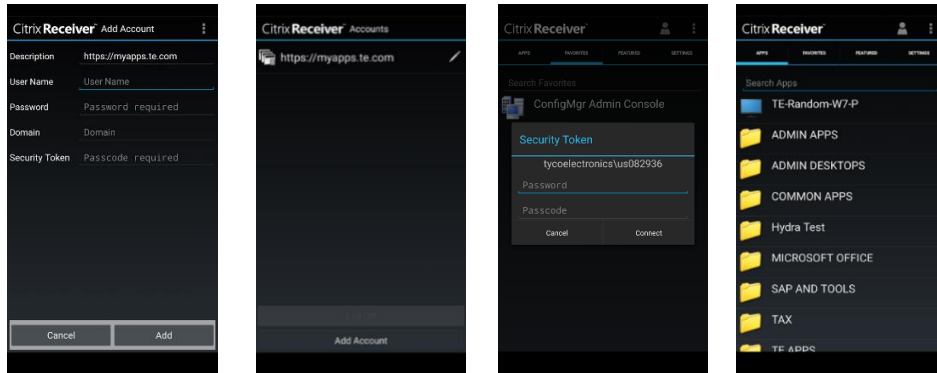
SUPPORT AND TROUBLESHOOTING

This section describes some of the common issues and basic troubleshooting steps to resolve them. If these steps do not remedy your issue please contact the TE Global Support Center at **+1-717-810-2255**

Receiver Issues

1. If you receive a message about an **".ica"** file being an unknown type and it asks you to save the file when you try to open application or desktop, the Citrix Receiver did not install properly or is corrupted. Please refer to CITRIX RECEIVER section of this guide to reinstall receiver.

2. If you are trying to access your local drives from published application/desktop and get the following error message you need to permit receiver to access your local resources
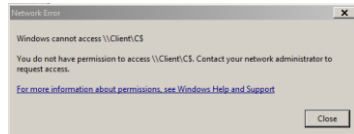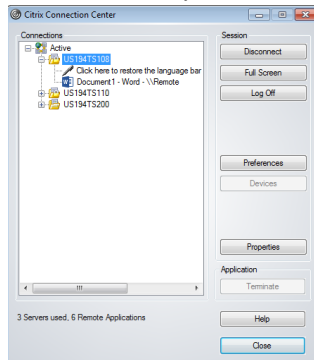

   Note: The same steps apply to permit access to your printers
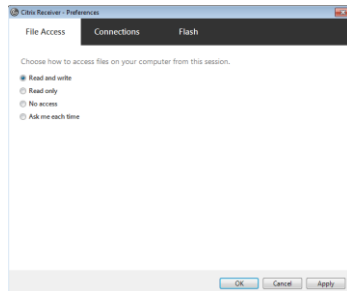
   Follow these steps:

   a. Right-click on receiver icon in your taskbar (systray) and select **Connection Center**
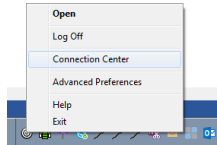
   b. Select the server you're connected to and click **Preferences**

   c. Select **Read and Write** and click **Apply** and **OK**

   d. Close the application/desktop and open it again. You should now have access to your local drives

Logon to https://myapps.te.com issues

1. Access to the myApps environment is based on security groups. If you cannot get logged in, verify your credentials are correct and try again. Otherwise, your account may not be in a security group that will grant you access to the site. You can request access (or have your team leader to do it) via the following link
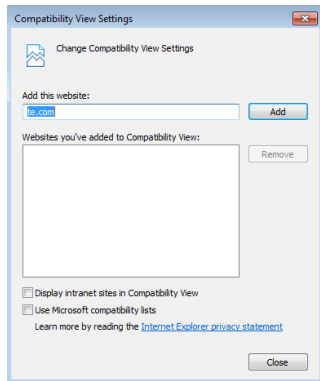
   https://gs3.tycoelectronics.com

2. After logging in to https://myapps.te.com via Internet Explorer you get a black screen. Please follow these steps to remedy the issue:
   a. Under **Tools** select **Compatibility View settings**
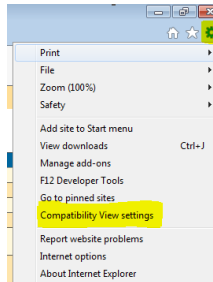
   b. Add **te.com** and click Close

   c. Close your browser and re-open it. You should be able to successfully login to myApps.

Access to published resources

1. If you don't see application and/or virtual desktop icon that you need access to you need to request access. Access to published resources is based on security groups. Please contact TE Global Support Center and request access.

TE Global Support Center

If you experience problems with the myAccess environment, please contact the TE Global Support Center at:

+1-717-810-2255

For non-urgent issues you can submit ticket via myHelpDesk

If you have any suggestions to make this documentation better, please send them to mayrapetian@te.com.

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