Using Citrixna for Multiple Logon Sessions

Quick Reference Guide

Overview

There are times when a training participant must log into 2 active sessions on 1 PC when using a training ID (ex: COLQTrain1) and their individual LAN ID (ex: adamsj).

During workshops participants must log into the training environment, they use a training ID to do so. To access TotaraLMS a participant must use their individual LAN ID, they cannot use a training ID to log in.

Workshop participants can use Citrixna to log on to 2 sessions on 1 training PC. This guide provides the steps required to perform the task.

Topics Included

This document includes the following topics:

- Launching a 2nd Logon Session
- Xen Desktop Toolbar (Toggling Between Sessions)

Version History:

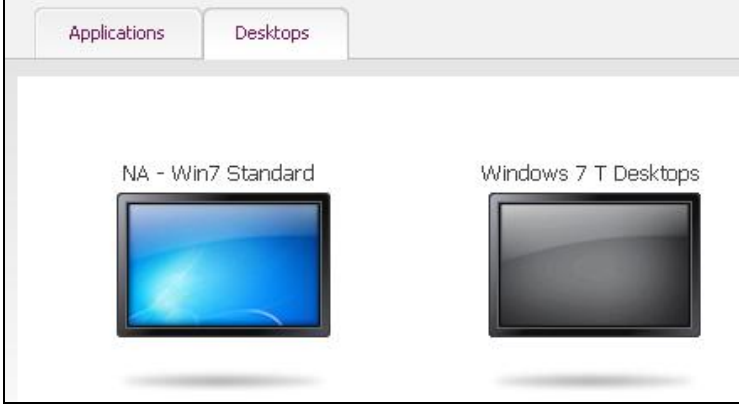| Date	Version	Author	Department	Details
Oct 2015	v0.1	John Chislett & Anastasia Karatza	Training & Development (T&D)	First draft
Oct 2015	V0.2	H Sitte	T&D	Technical Writing review
Oct 2015	V0.3	John Chislett	T&D	Revision

Launching and logging on to a 2nd Citrix VDI Session

Overview

Follow the instructions below to launch a 2nd logon session using Citrixna. First, log into a training ID. Then launch the 2nd session using Citrixna with your individual LAN ID to access TotaraLMS eLearning courses.
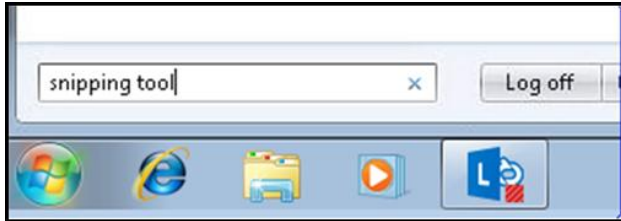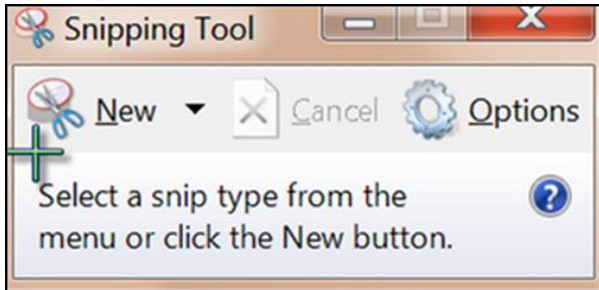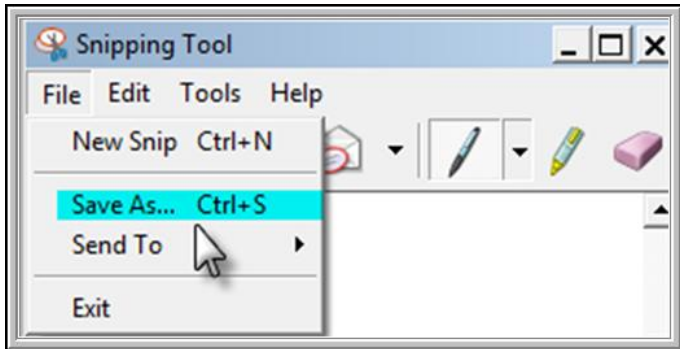
Launching Citrixna

Step	Action
1	Open a new web browser window.
	Type **citrixna** into the URL bar exactly as shown below and press **Enter** to proceed to the website.

	Note: If using Google Chrome type: http://citrixna.
	Click **OK** to proceed to the Log on screen.

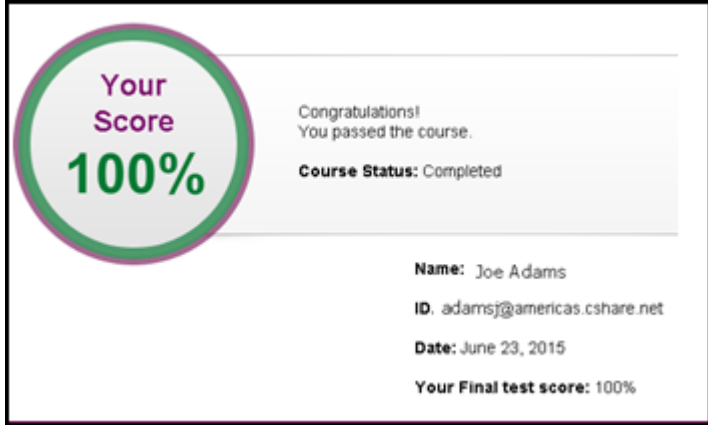|	
	Type the user name and password and click **Log On**.

Step	Action
2	After logging in, the user may or may not be prompted to choose between two Desktop icons as shown below. **Note:** Logging into the **NA - Win7 Standard** option allows users to log into Lync. In locations where Lync is not needed or not permitted, there is 1 option.
3	If eLearning courses are required during training, there are 2 ways to use Citrixna in class: 1. If there is going to be more than 1 eLearning on a particular day, participants can log into their personal ID first and then use Citrixna to log into the Training ID. **Note:** Some eLearning courses can slow down and freeze when accessed via Citrixna. 2. If there are not many eLearning courses and the eLearning courses are not known to cause issues, you can have them log into their training IDs first and then launch their personal ID using Citrixna. **Note:** The environments can be slowed down by being logged into 2 sessions at once, so it is best to keep the amount of time on a 2nd Citrixna session limited to when it is needed.

Screenshots

Since there is a chance that the eLearning course might lose connection with the server while a participant is taking a course, it is important to have them take a screenshot of their score.

When the participant completes the final test of an eLearning, another page displays with the Final Results. The participants must take a screenshot of this page and save it to their desktop.
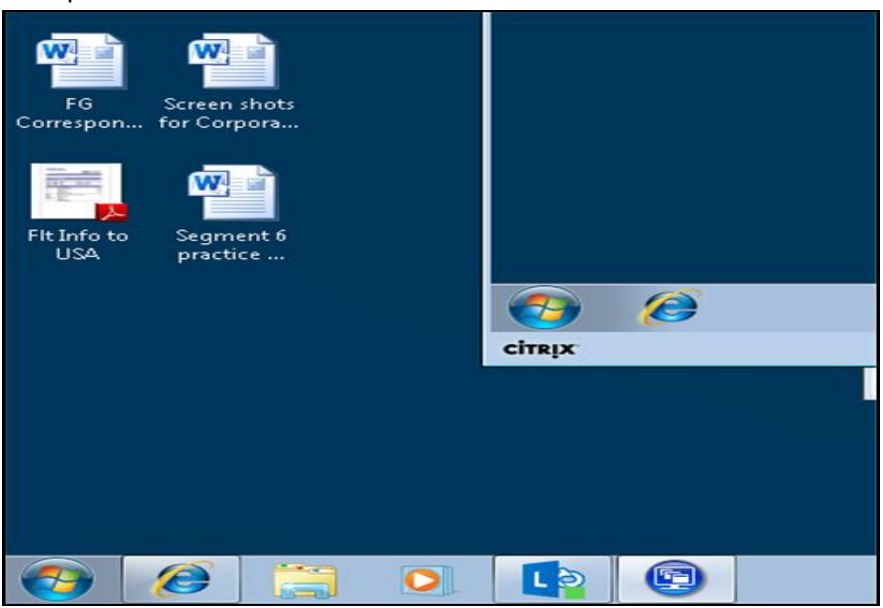
Step	Action
1	From the Start menu type **snipping tool** into the search bar. Click on the program to open it.
2	When the program launches, the cursor becomes a crosshair. Left click and drag the cursor to capture an object on the screen.
3	Save the screenshot by clicking **File** > **Save As**. Save the file the participants desktop.

Step	Action
4	If the score does not appear in the Report Card by the next day, submit a Service Point ticket using the TotaraLMS Support category and attach the screenshot to the ticket.

Xen Toolbar (Toggling Between Sessions)

Overview

When you have 2 sessions open at once you can lose track of which one you are working in. Also if you have the setting to full-screen, you will not see the other session.

Step	Action
1	Click the arrow at the top of the screen to expand the Xen Desktop Toolbar. (The Xen Desktop Toolbar displays.)
	On the Xen Desktop Toolbar, click the **Window** icon to reduce the size of the current window allowing access to the other session.
	Example:
2	To confirm which session displays, click the Start Menu. The name of the user ID displays below the flower icon.