

Telework - How to Switch from Light to Full WorkSpace Receiver

Requirements

1. User's must have the Citrix Workspace Application and HDX Media Engine installed in their end point's (Desktop, Laptop/Windows 10). Both applications can be downloaded from the [HTTPS://Telework.aoc.gov](https://telework.aoc.gov) Splash Screen Site

How to switch form Citrix Receiver Lite (HTML5) to the full client

- Open Google Chrome and Clear the address bar of any text
- In the address bar, type in <https://telework.aoc.gov>

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Smart Card Login

1 Install Citrix Workspace
The Citrix Workspace provides access to network drives, desktop icons, documents and even social favorites, all within a [virtual desktop](#). To connect to your virtual desktop, install the appropriate client below.

Windows Users
[Download Citrix Workspace for Windows](#)

Mac Users
[Download Citrix Workspace for Mac](#)

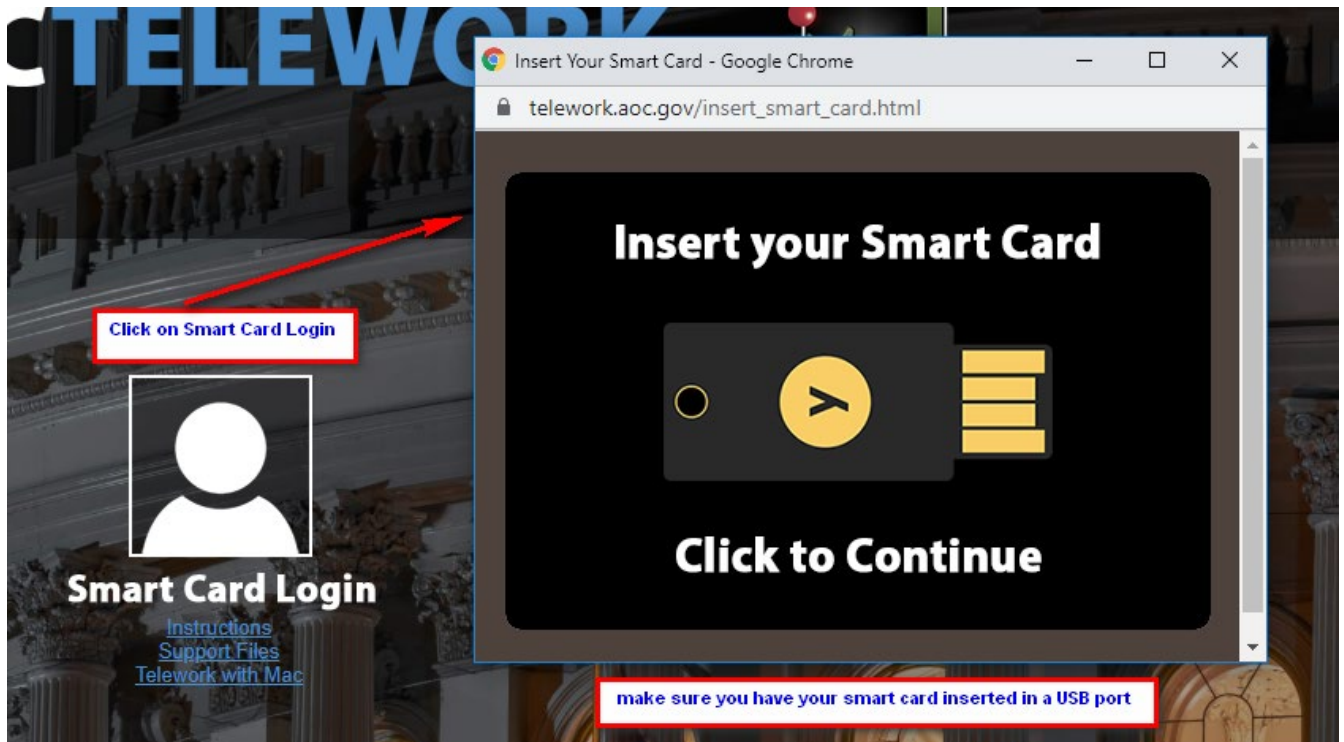
2 Install HDX Plug-in
The ILLUX RealTime Media Engine plug-in for Citrix Workspace is required to support 3D and multi-session or audio-only calls. Please install the appropriate version below.

Windows Users
[Download HDX RealTime Media Program for Windows](#)

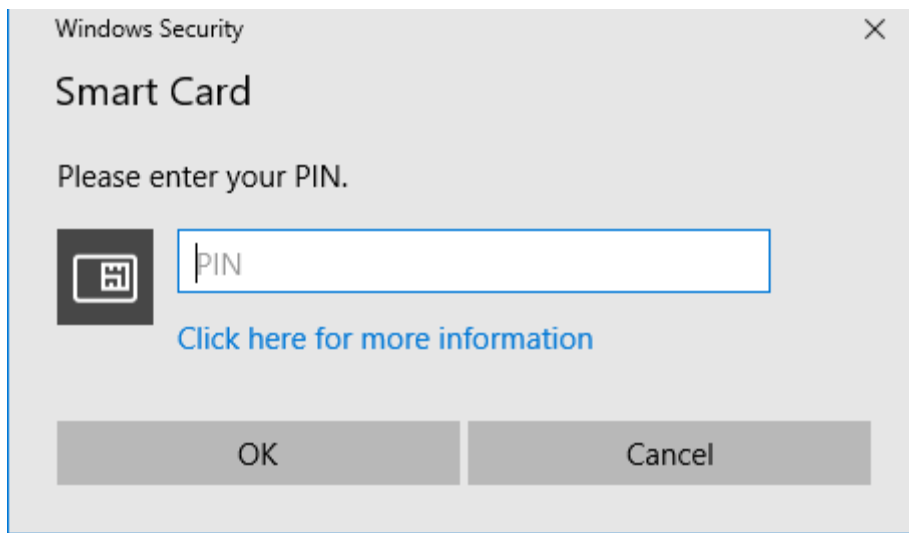
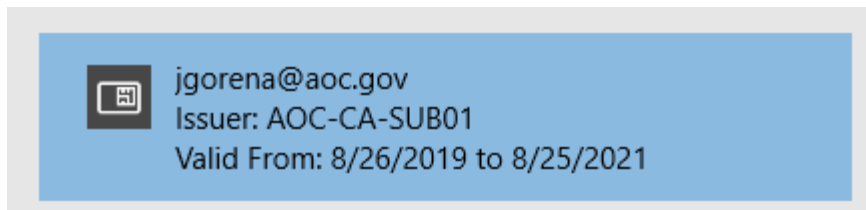
Mac Users
[Download HDX RealTime Media Program for Mac](#)

Need help?
For assistance connecting to your virtual desktop, please contact IT Help Desk at 202.225.4321 or email us at ithelpdesk@aoac.org.

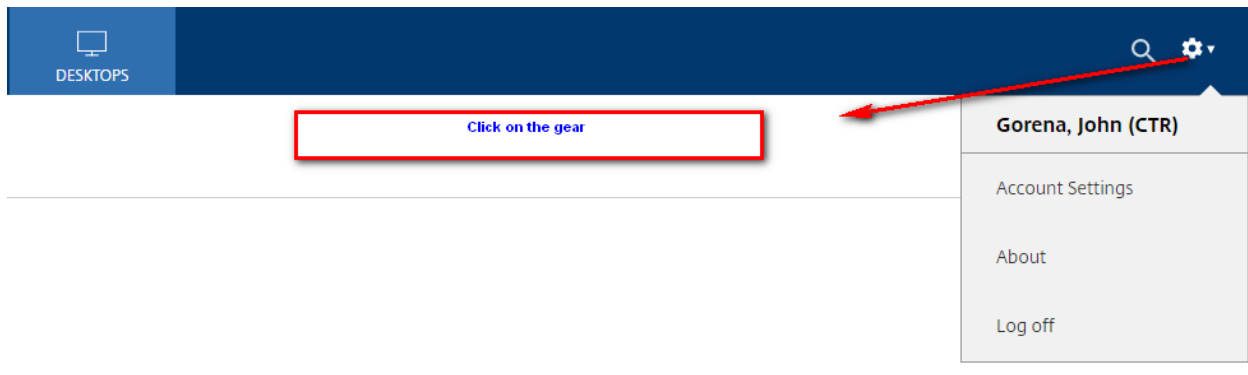
Forgot your smart card?
Did you forget your smart card at the office and need help logging into Citrix? Give IT Help Desk a call and they will issue you a temporary password that will allow full access for 24 hours. If you already have your temporary password, [click here](#).



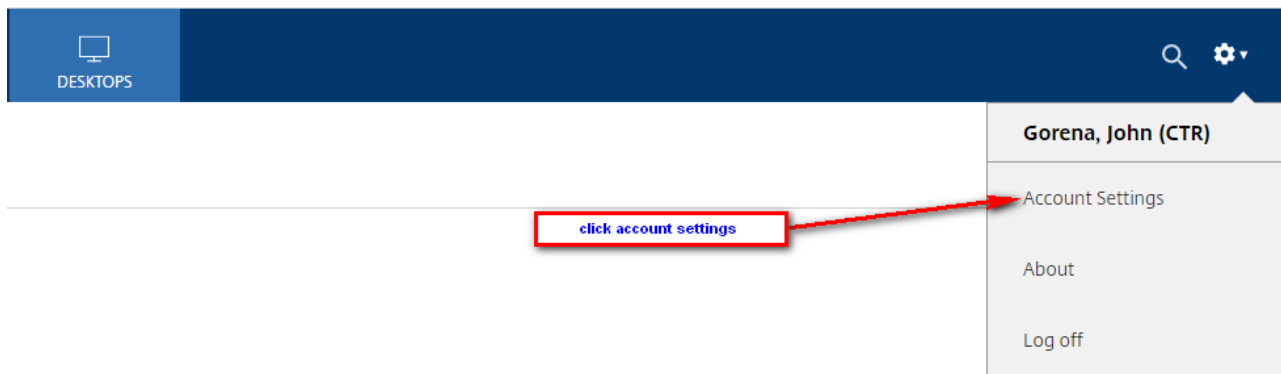
The system will prompt you for your smart card, choose your certificate



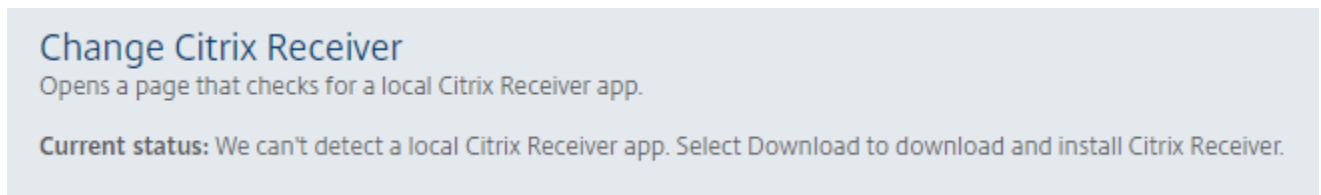
enter your PIN number and access Telework.aoc.gov. While you are in the Virtual Desktop portal, look for your name in the top corner and click on the gear to reveal a menu



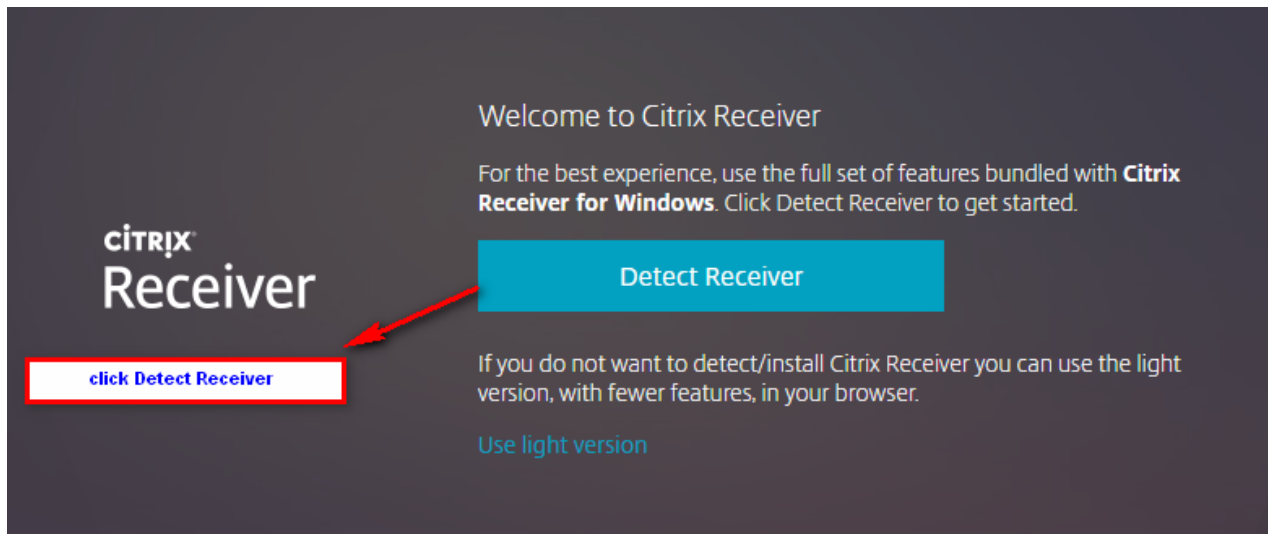
from the menu choose the option **Account Settings**



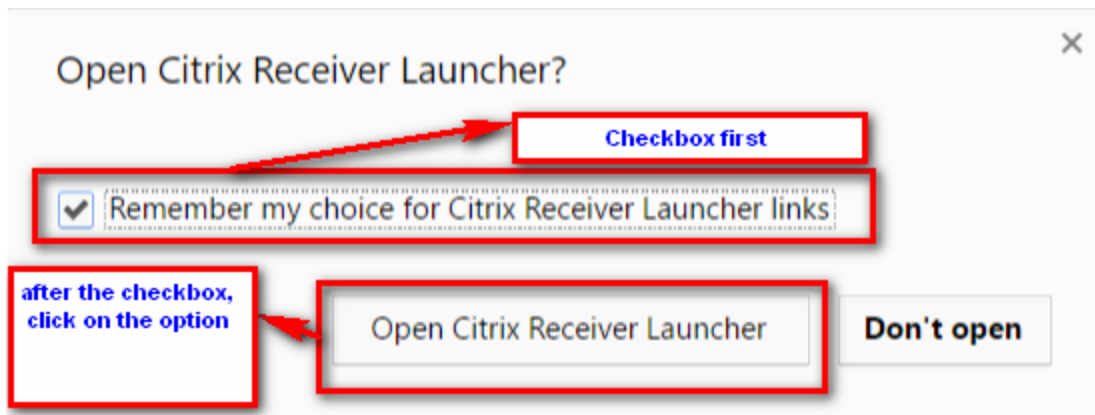
The account settings option will take you to a second screen and choose **Change Citrix Receiver**



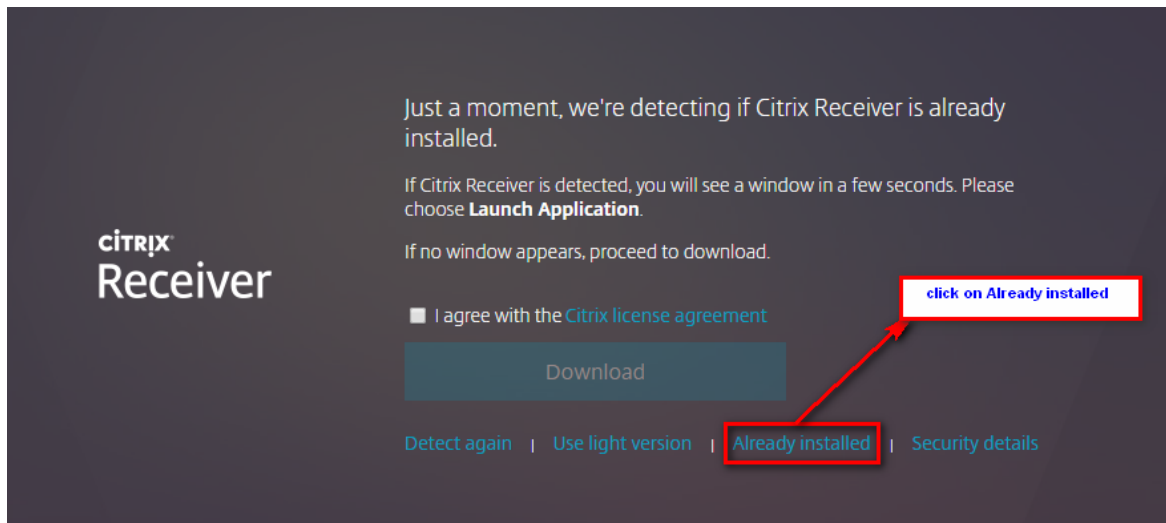
Once you choose the **Change Citrix Receiver**, you will now see a welcome screen with a **Detect receiver button** - click on the button



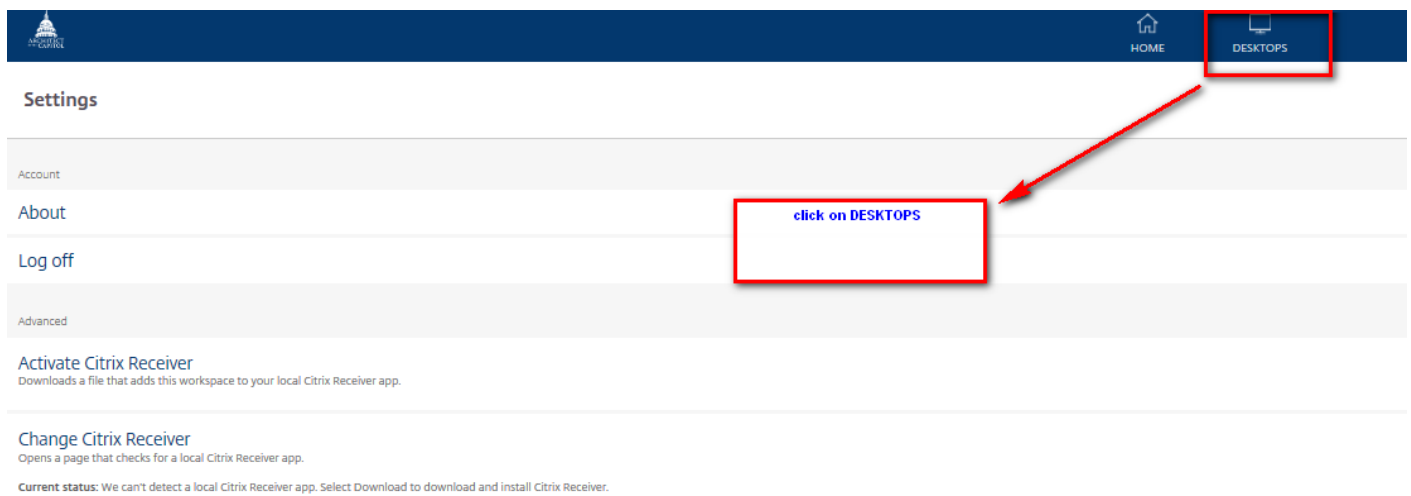
The following popup window may appear. Enable the **"Remember my choice"** checkbox, then click on the Open **"Citrix WorkSpace Receiver Launcher"** button



then choose **"Already Installed"**



wait for few seconds as the browser should take you automatically return to the **Setting** portal and from there click the Desktops option to return to the **virtual desktop** portal



ANALYST CONTENT

This article provides detailed steps on how to configure Google Chrome to use the full Citrix WorkSpace Receiver client, rather than the Lite client (HTML5). Under some circumstances, Chrome may revert to using the Lite client and this article will help you to switch to the full client experience.