WESTJET

Citrix

This document is to be used to install and access Citrix.

Contents

Citrix

Installation

This section covers the one-time installation of WestJet's Citrix Desktop.

If you have been provided with a WestJet loaner laptop, proceed directly to Access Citrix

1. Use the link Citrix Workspace app 2105 for Windows - Citrix
2. Click Download Citrix Workspace app for Windows.

3. When the download is complete, install the application.
   a. You may be required to open your computer's download files, select the download, and follow the prompts.
   b. If the following message displays, uninstall the existing version.
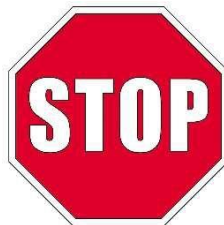

   c. Continue with the installation by selecting START.

   d. Accept the license agreement and select NEXT.
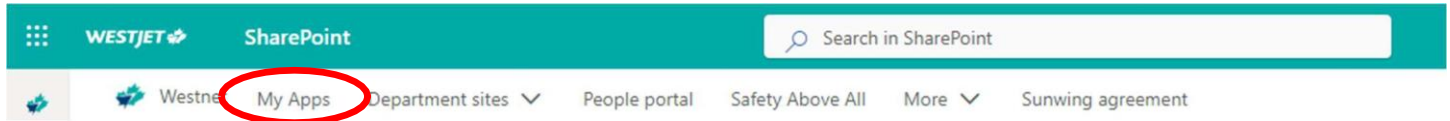
e. Select Enable App Protection and click INSTALL.
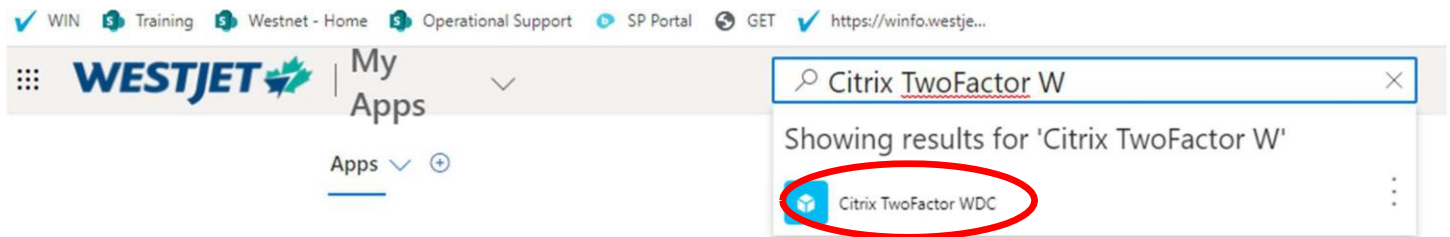

f. Click FINISH

If you do not see Installation Successful contact the IT Service Desk for assistance using the Airports Welcome Aboard Team Chat (Monday-Friday 0800-1630 MST) or call the IT Service Desk for afterhours toll free at 1-888-255-0995 or +1-403-444-2444 (long-distance charges apply)
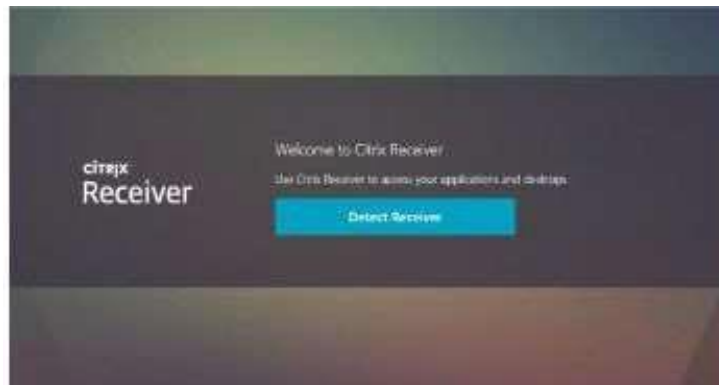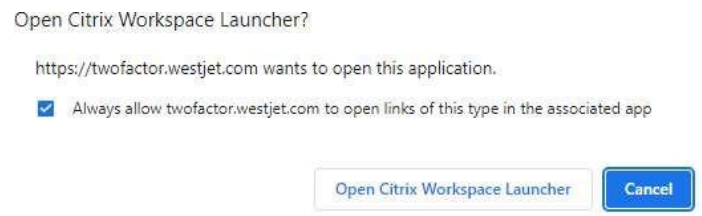
Access Citrix

On the WestJet landing page (https://westjet.sharepoint.com) select My Apps

Your application desktop will open, in the search bar type Citrix TwoFactor WDC and click on the icon.

If presented with the following screen, select Detect Receiver

Select Always Allow twofactor.westjet.com to open links of this type in the associated application and click, Open Citrix Workspace Launcher.

![WESTJET logo]

The Citrix Desktop will open.