FAQs
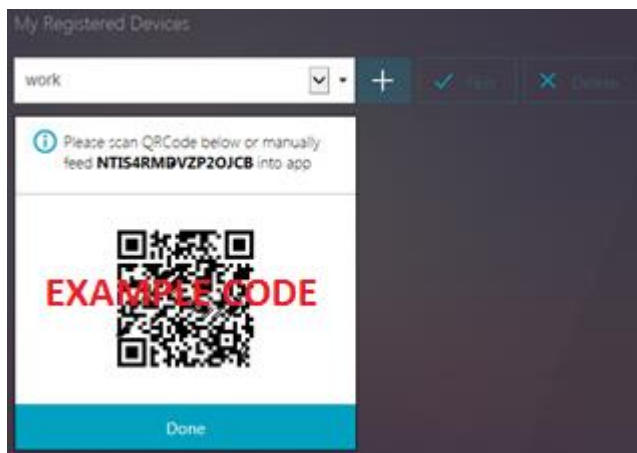
Contents

Q: I already use a different authenticator app for something else, do I still need to download Microsoft Authenticator?

A: Possibly not. If your current authenticator app supports QR codes then you should be fine to use that. If you find that it doesn't then please download Microsoft Authenticator.

Q: I've tried logging on from home but I just end up back at the Entrust portal?

A: Ok, we think we may know what's happened here! The address for the new remote portal is https://myapps.york.gov.uk. We're suggesting that the first time you use this you save it to your favourites/bookmarks in your browser. If you've ended up at the Entrust portal it is most likely that you have typed the address into the search window rather than the address bar:
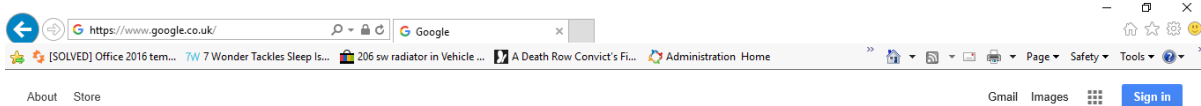
Which will then take you here:
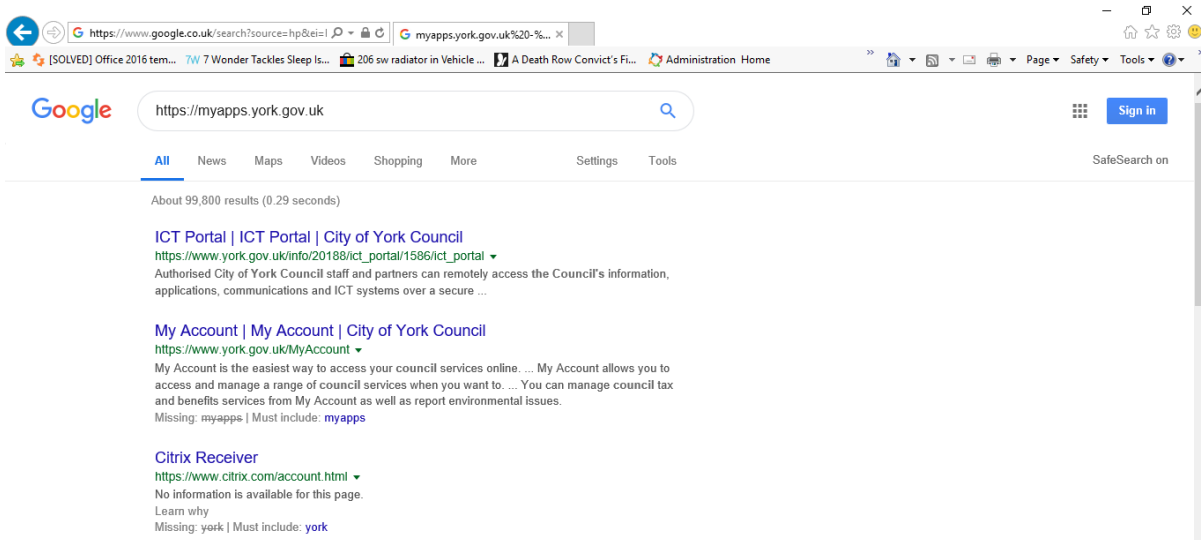
As this is still in pilot stage Google (and the other available search engines) are unaware of the new portal so will direct you to the closest they are aware of, the old one. You need to put the https://myapps.york.gov.uk into the Address Bar at the *top* of the browser:
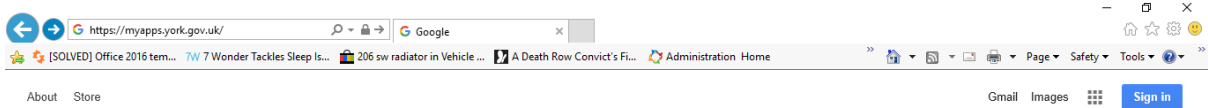
This will take you to the new portal:
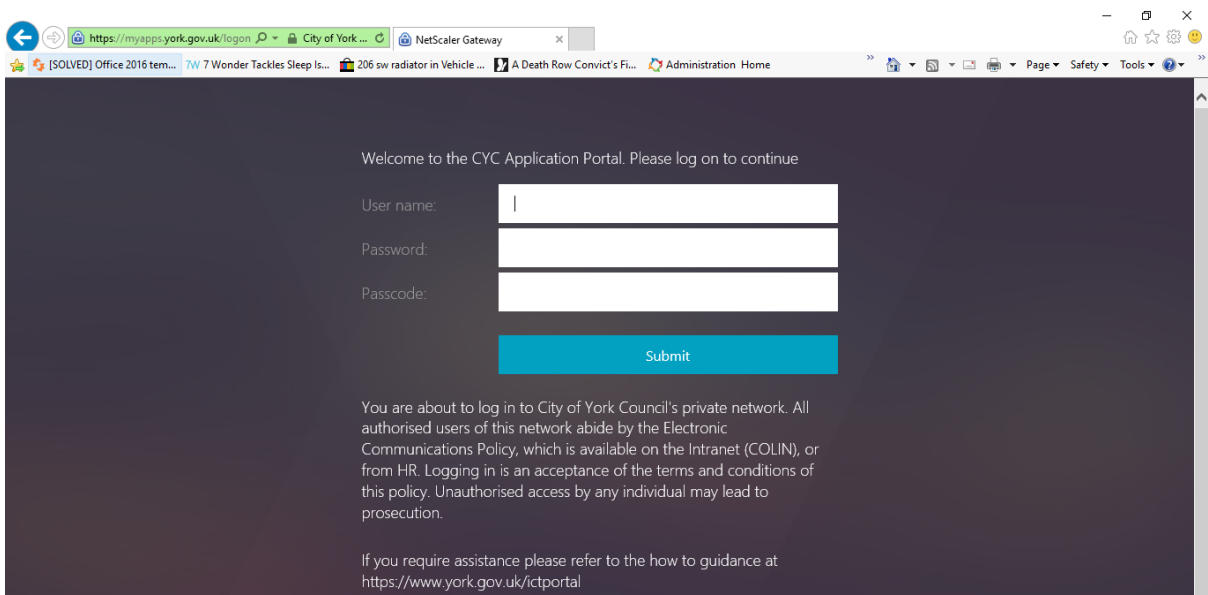
Q. What's happened to Outlook, where's it gone?

A. Outlook is still here! The colour of the icon has changed along with the version:

Previously **Outlook 2007**   Now **Outlook 2016**

Microsoft Outlook 2007

Microsoft Outlook 2016

Q. What's happened to Lync, where's it gone?

A. Lync is still here, under its new name! The name of it has changed to Skype for Business
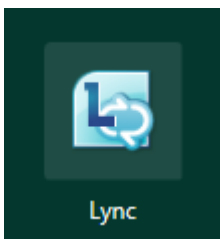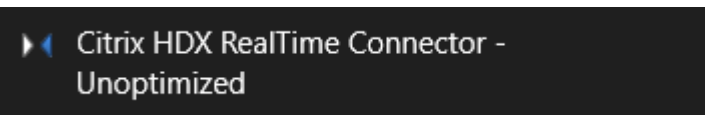
Previously **Lync**   Now **Skype for Business 2016**

Lync

Skype for Business 2016

Q. Why can I see a message saying "Citrix HDX RealTime Connector – Unoptimized". Has something gone wrong with my session?

A. In short, no! This is functionality unavailable at the moment but which we intend to use in the future. Please ignore the message:
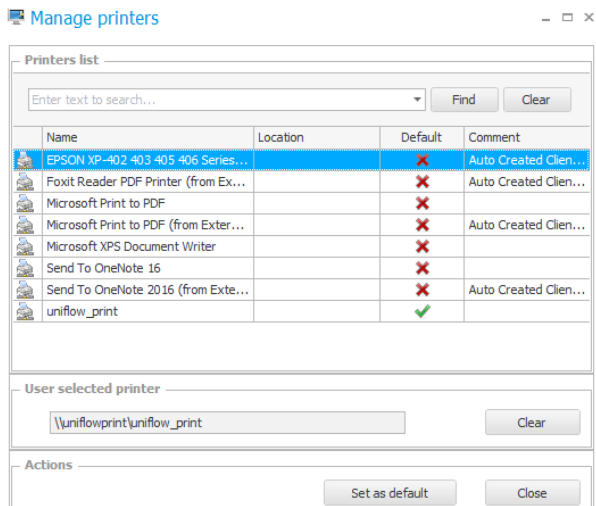

Q. How do I change my default printer?

A. In the system tray by the clock there is a blue TV icon Right-click this and choose **Manage**

Citrix WEM Printer Man...

**Printers.** Alternatively you can double-click the **Citrix WEM Printer Management** icon on the desktop.

From here you can set your default printers. You settings should have migrated across but if you ever need to change them then this is where you do it!

Q. How do find my files?

A. On a type B desktop (not a thin client) you can right-click on the Windows icon in the corner and select **Open Windows Explorer** or you can left-click and choose **Computer**

On a full desktop (Thin client or when opening CYC Desktop) this can be reached by right-clicking on the Windows icon in the bottom left of your desktop and choosing **File Explorer**:
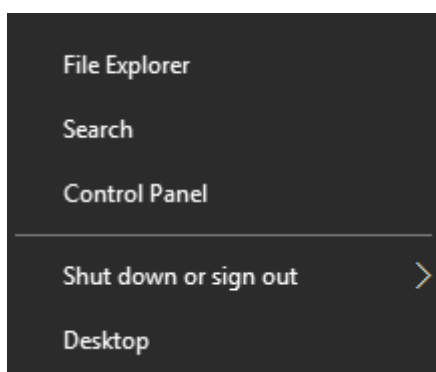

Q: How can I make Outlook look like it used to?

A: You can't make it look exactly like it used to, Microsoft have decided to change the style and there's nothing we can do about that. But you can make it look a little more familiar if you follow these steps:

When you first open Outlook it might look like this:
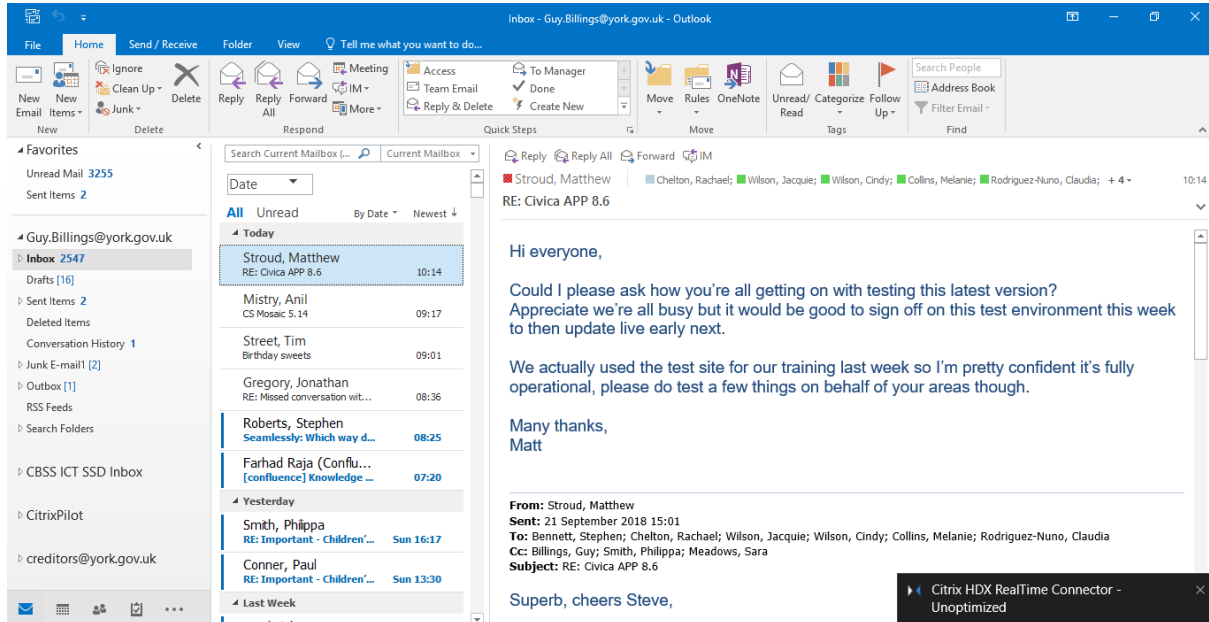
There are a number of settings you can change to make it more usable, some people don't like the large white expanses and prefer a little contrast. The option for this is in **File** > **Office Account** > **Office Theme** and select **Dark Gray:**
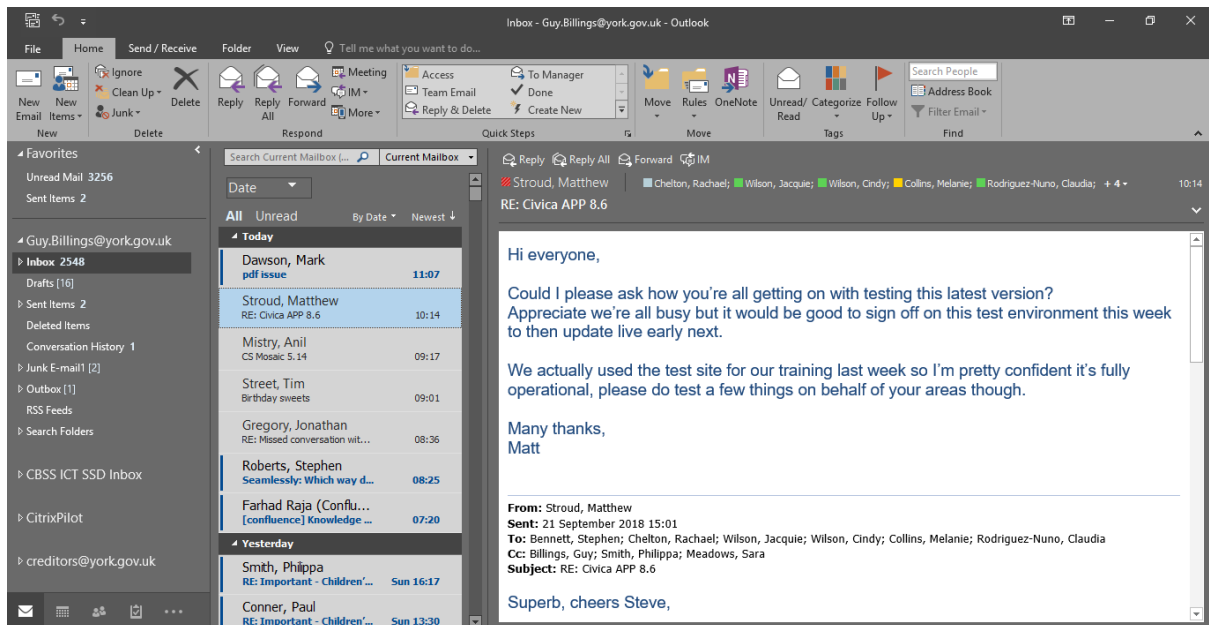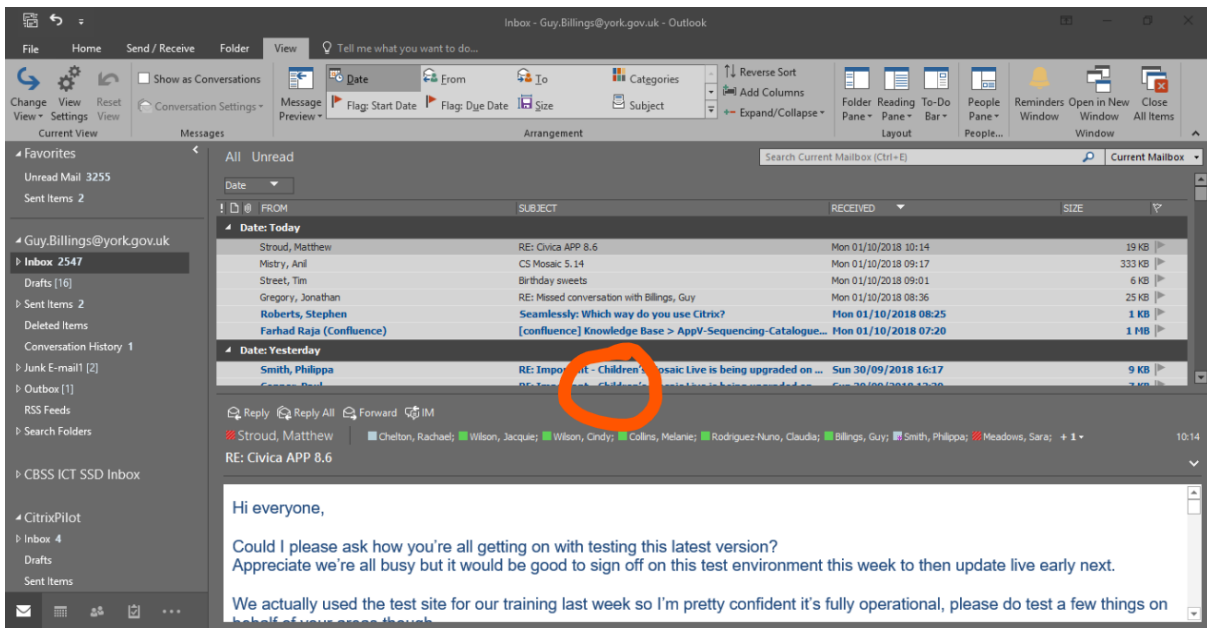

To remove the reading pane select the View tab from the ribbon and then set the Reading pane option to **Off**:
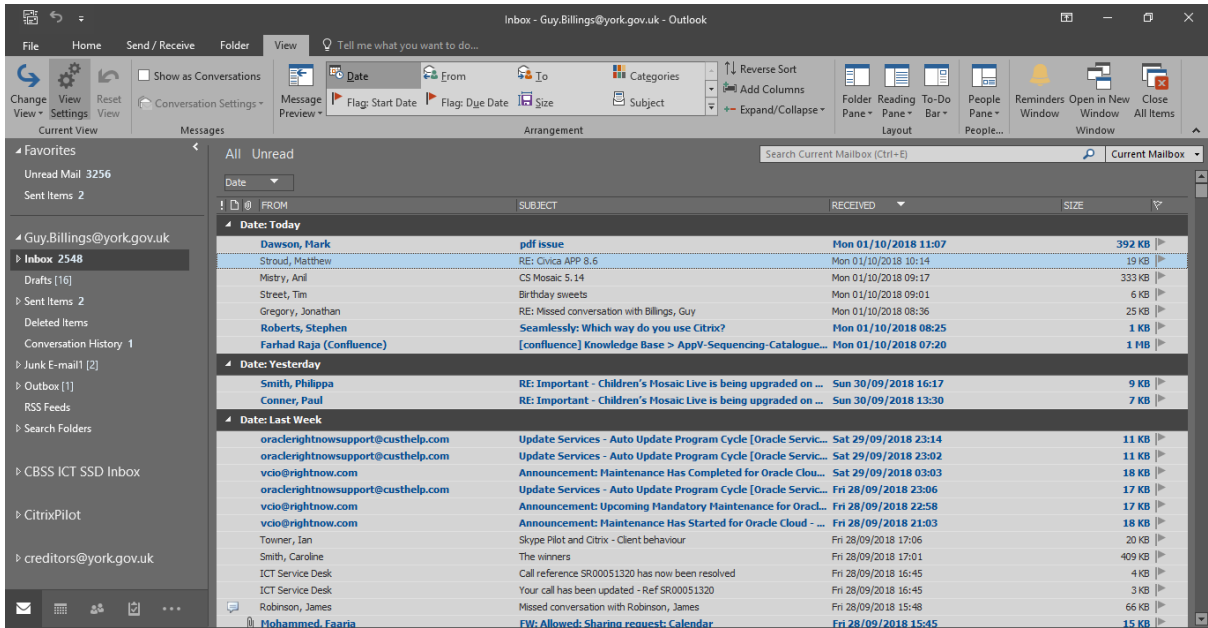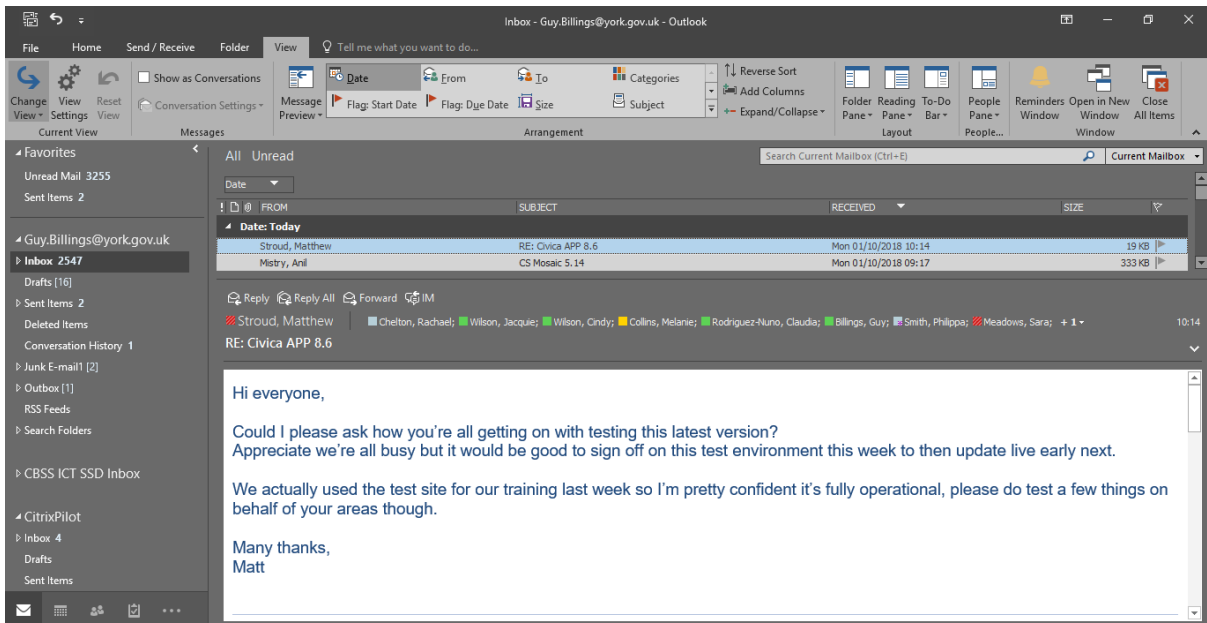
Alternatively you can set the pane below your emails by setting the option to **Bottom**.
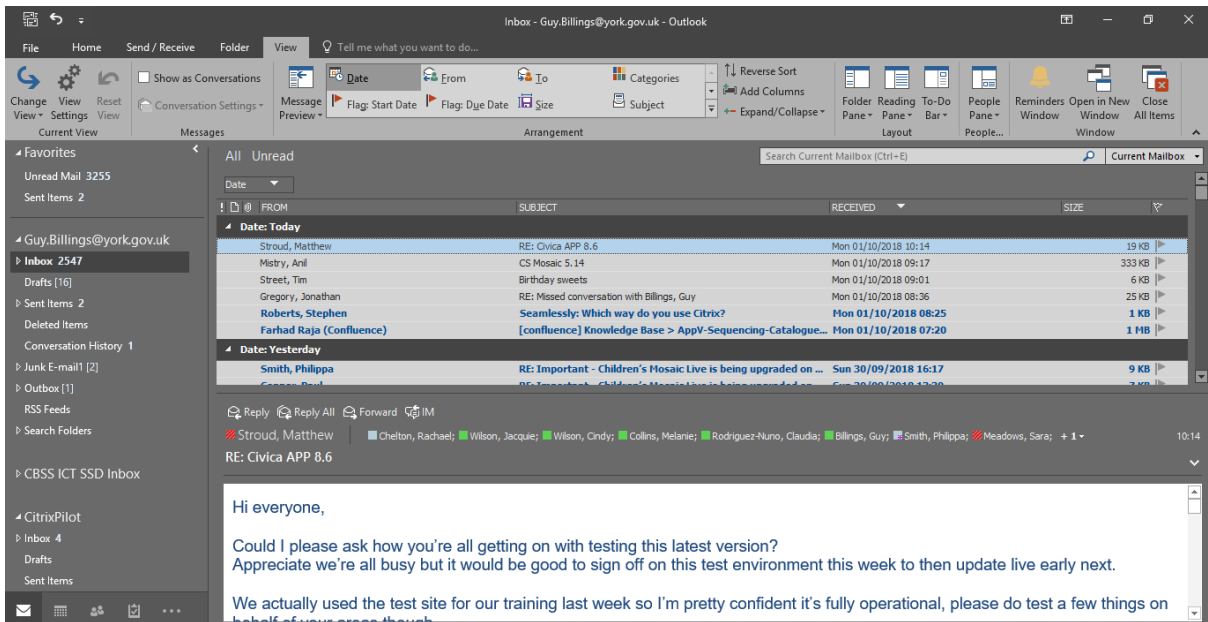
If these panes do not appear with the size you prefer you can drag the bar up or down if you hover around the below area until the cursor changes:
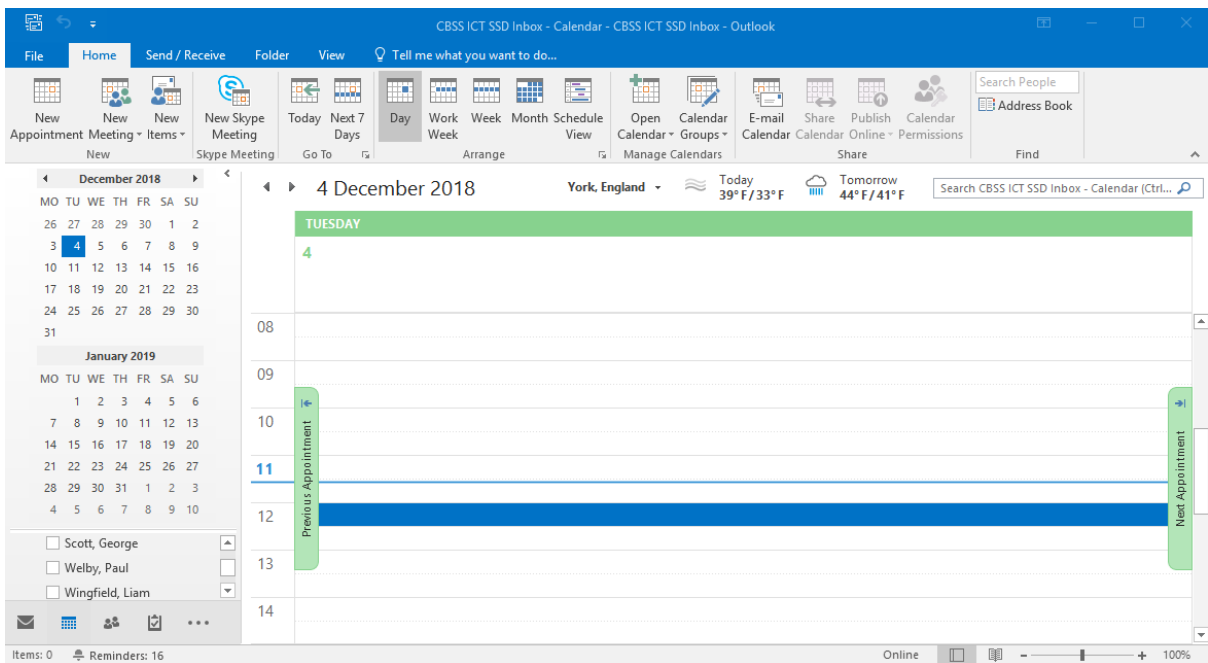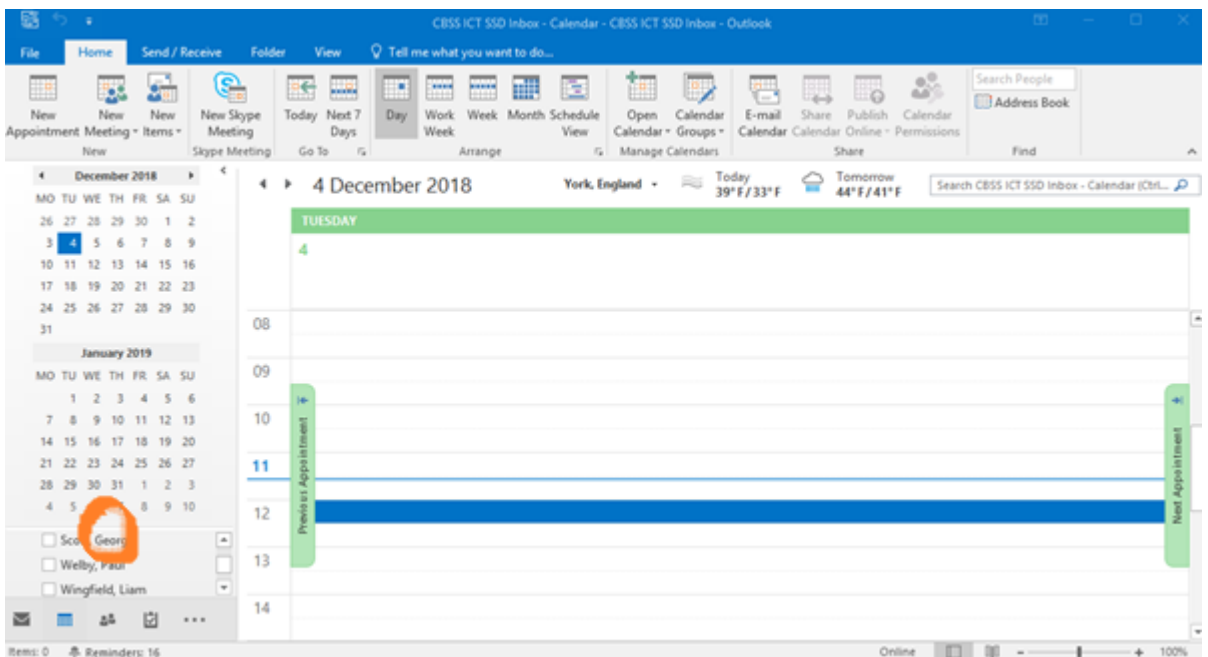
And then click and drag up or down:

Please explore the settings until you have the view you prefer.

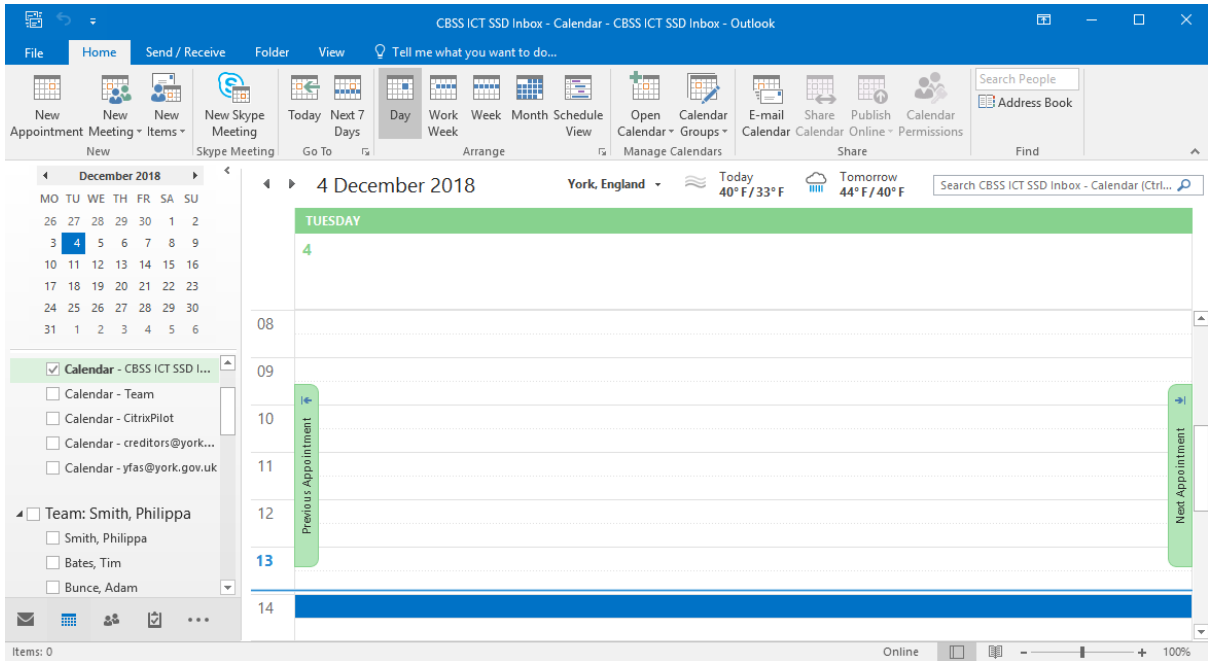## Q: I've got 2 months showing on my Calendar and I only need one?

A: This is the default view but many of you prefer to see just the one month:

You can drag the panel that contains the calendars up by hovering over the below area until the cursor changes:
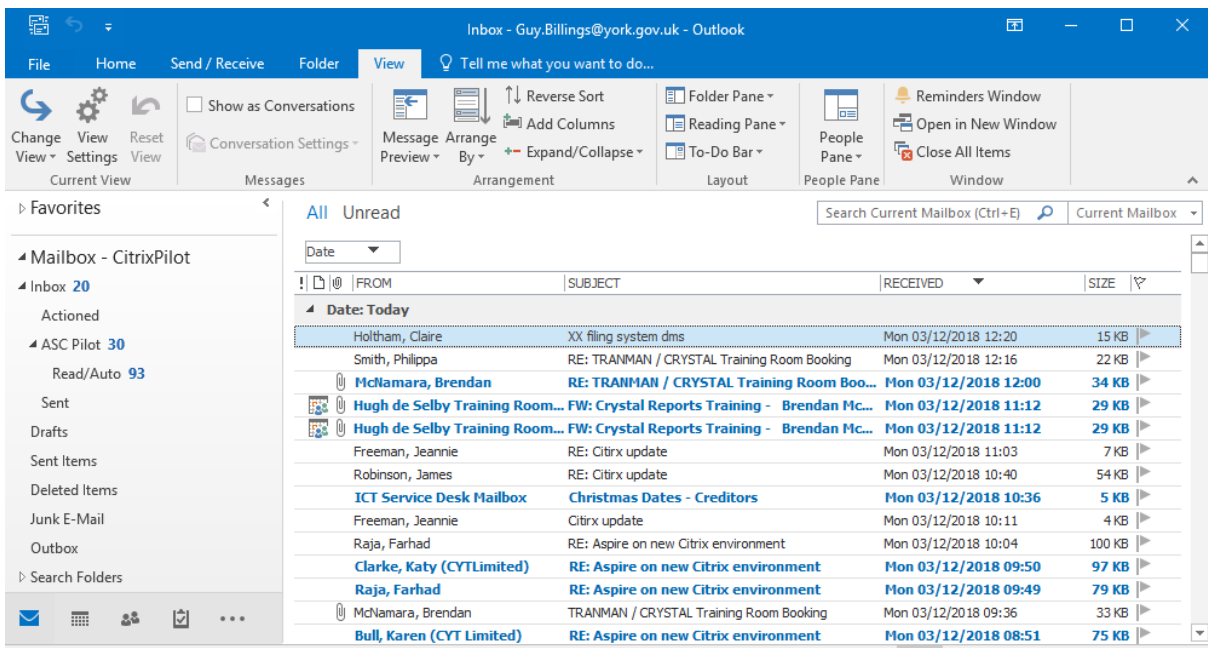

And then click and drag up:

Q: I've clicked something in Outlook and my menu has disappeared?

A: Don't worry, this is fairly common whilst everyone is getting used to the new functionality! Depending on what you've lost there are easy ways to get these back. If we start with how you may have set your view:

1) You might find that your folders have disappeared from the side?
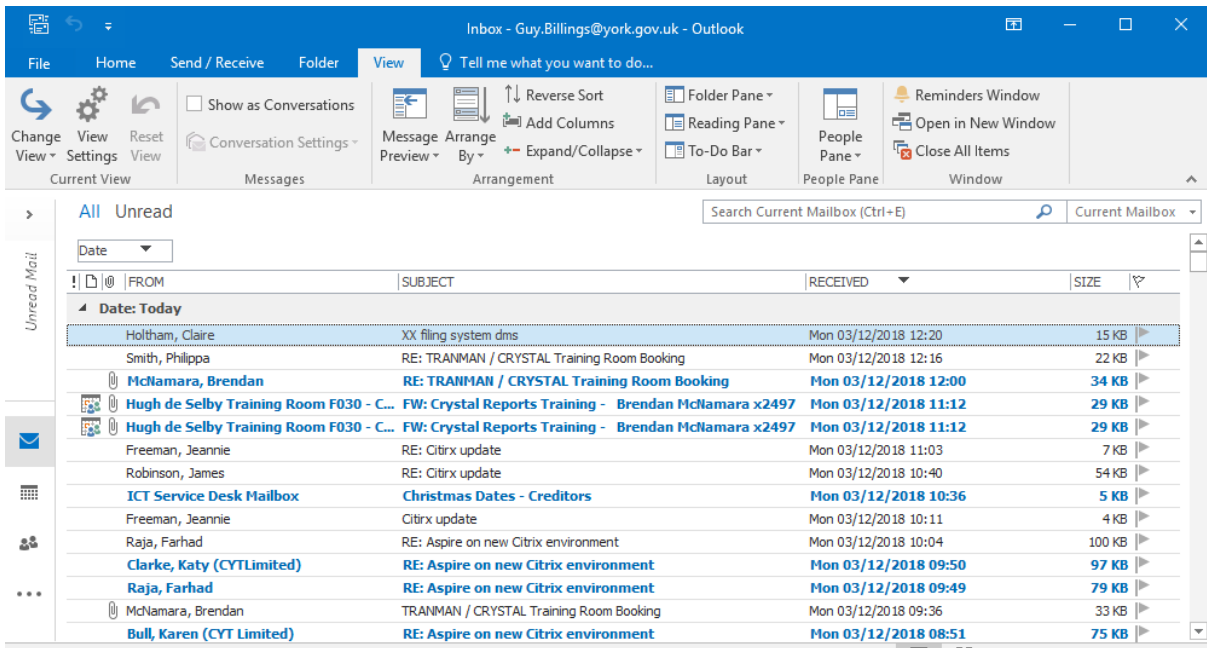
To get these back simply click the **>** arrow above *Unread Mail* to pop the menu back up**:**
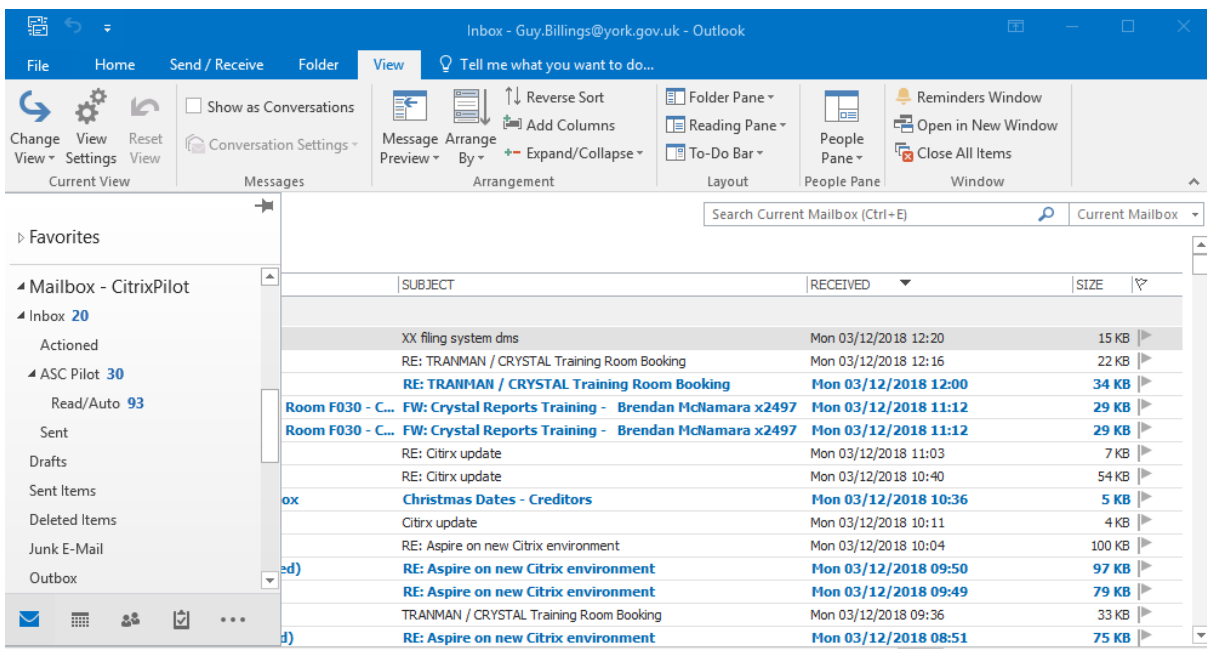
Followed by the pin 📌 to keep it there:

2) Alternatively, you may have lost your ribbon from the top?

If you click any of the menu items such as Home:

You can use the pin on the right edge to keep it in position:

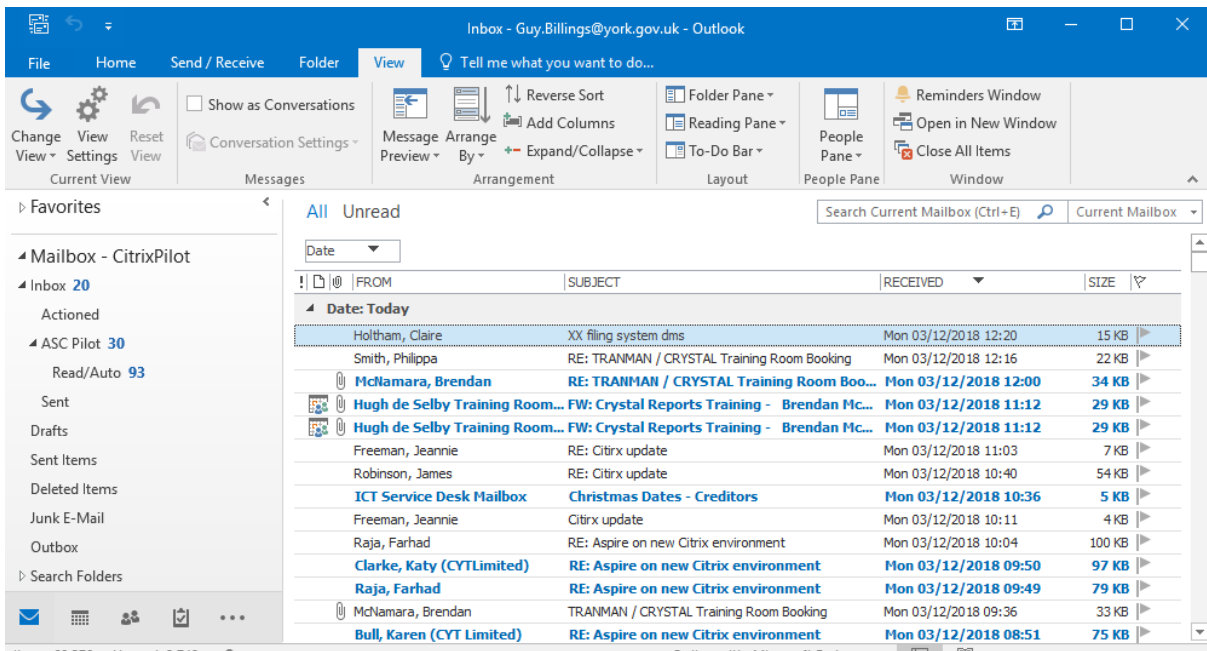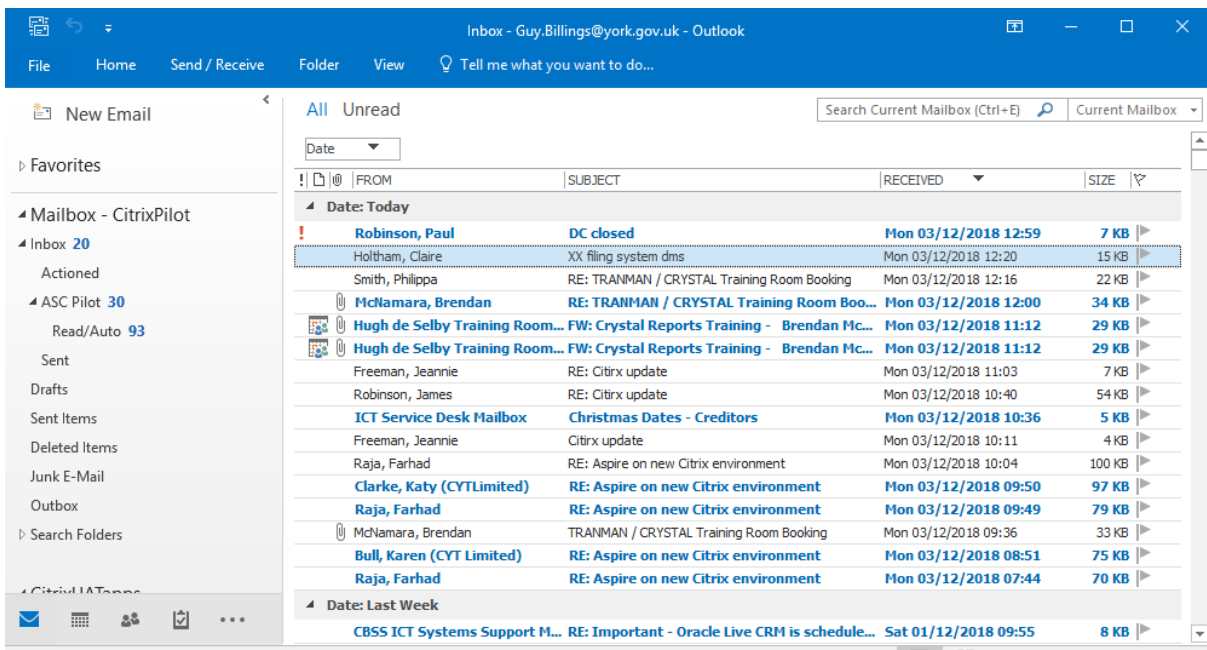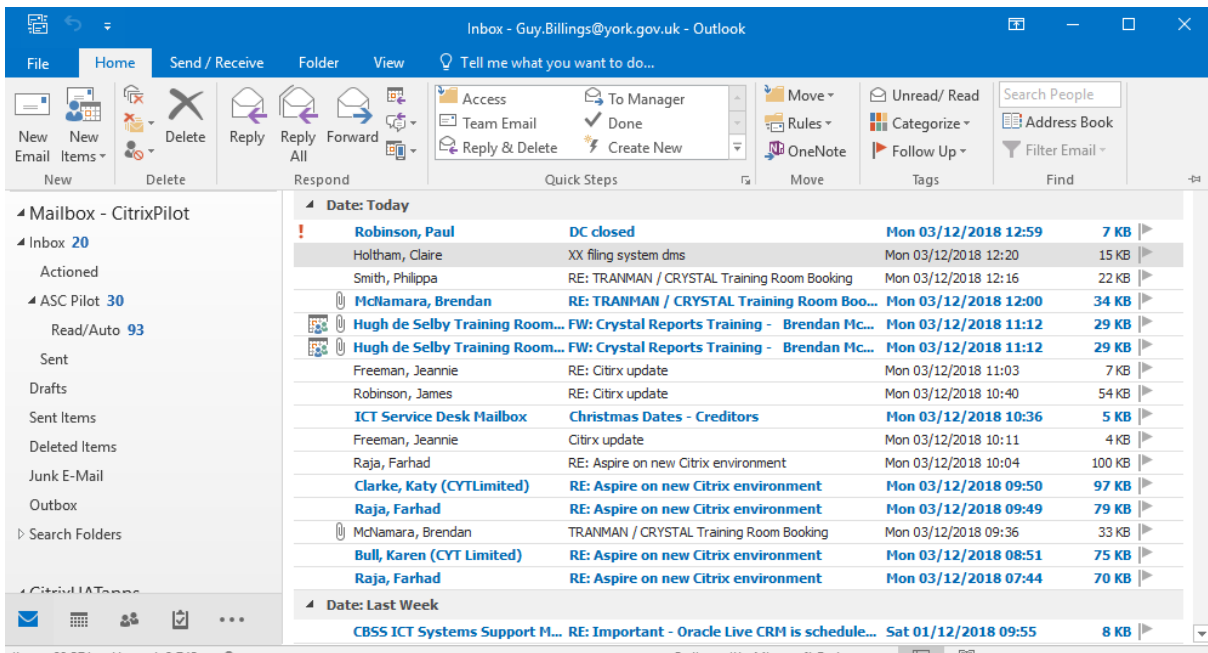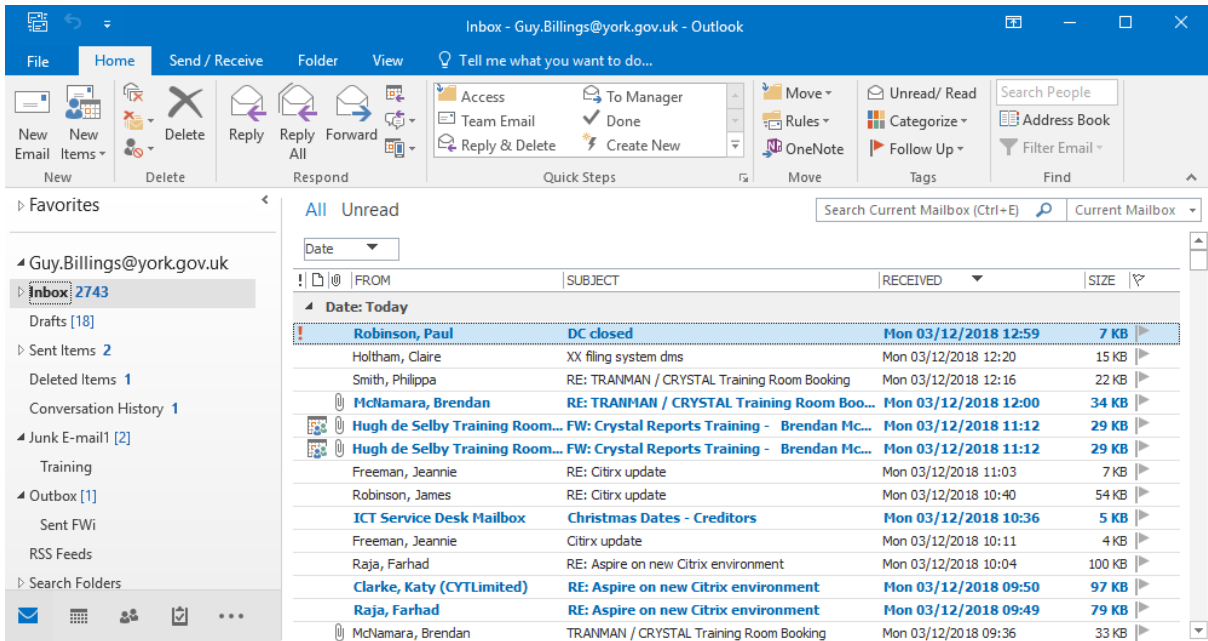## Q. How do I find where certain functionality is in Office 2016?

A. To help familiarise yourself you can use the new feature "Tell me what you want to do…"

The "Tell Me" feature is common to all applications in Office 2016 and is a great way to find where certain menu items are without having to remember. If you've used the "paperclip" Office Assistant in the past, don't worry, this is much better and not at all obtrusive:
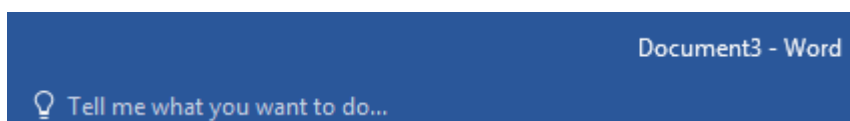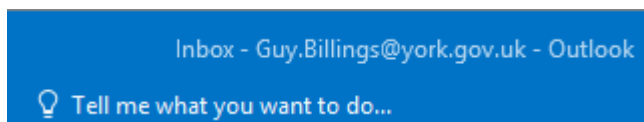
E.g. Setting your "Out of Office" in Outlook:

Suppose you need to set your "Out Of Office" replies in Outlook but you don't know where it is. You can use the Tell Me feature to decipher and locate what it is you're trying to do by typing into the box.
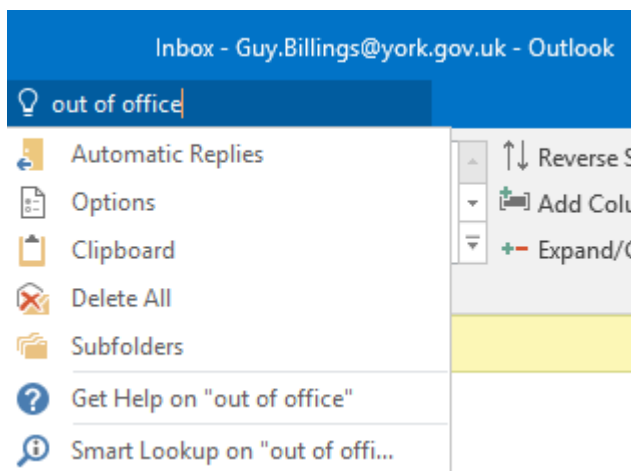
The first option you get is Automatic Replies. This is not what you typed in but the application recognises the phrase "Out of Office" as being dealt with by this menu item. Clicking it takes you to the relevant item.
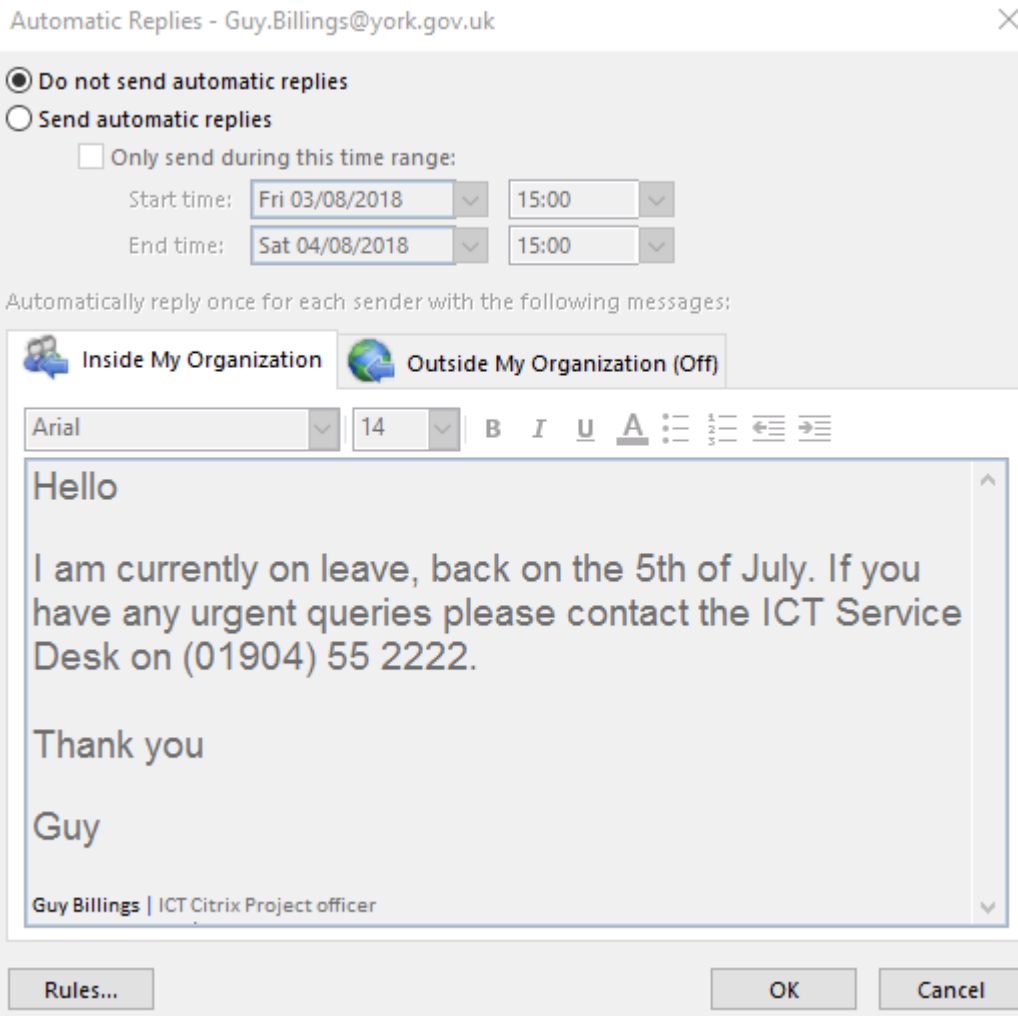
Q. Can I switch off notifications every time I receive an email in Outlook?

A. Yes, you can, these can be quite distracting sometimes. To do this, first select **File** then **Options** and **Mail.** Under the section called Message arrival you should see the following settings:
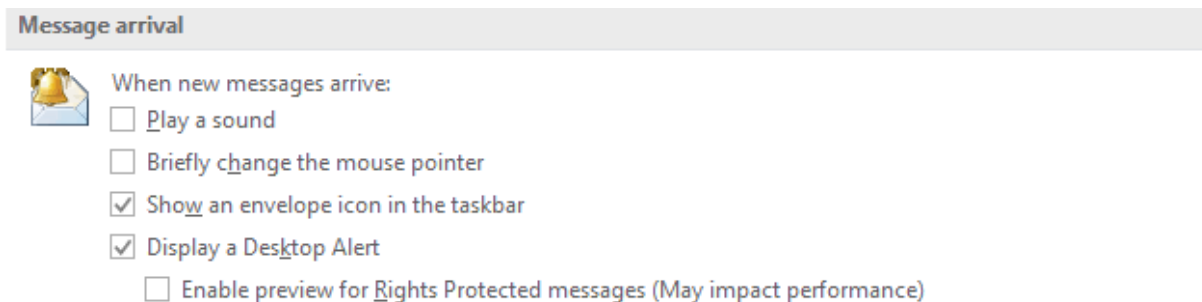
Simply uncheck the Display a Desktop Alert setting and click **OK**.

Q: Why can I see a message saying "This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator."? Has something gone wrong with my computer?

A: No, nothing has gone wrong. The default drive to save Outlook attachments is the C: drive. On HP terminals you don't have access to that drive beyond your current session which is why the message occurs. If you click **OK** you should find that you are then able to navigate to another drive:
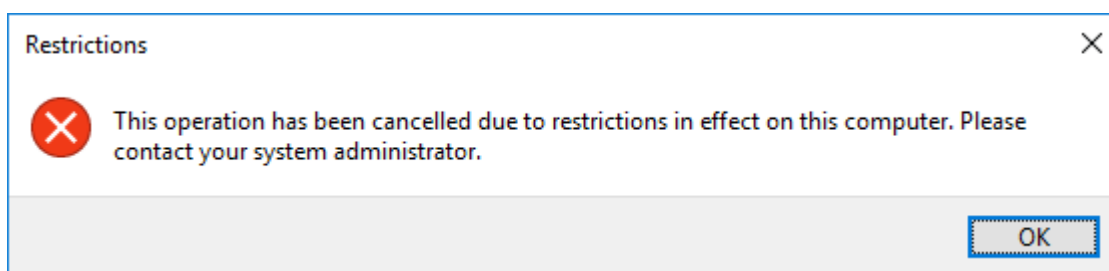

Q: Why do only 250 results come back when searching within Outlook?

A: This is a new Microsoft feature designed to improve performance, but you can override this. Once you have searched, at the bottom of the results you will see:

Online results are limited to 250 items. If you didn't find what you were looking for, try again using more specific search terms.

This is good advice but if you don't have any further terms that will narrow the search you can return all of the results by clicking the **Include Older Results** button:
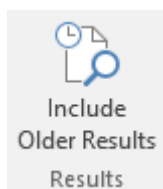
This will now extend the search beyond the first 250 results and all of the results will be displayed. If you find you are clicking this button quite often you can permanently set this by clicking **Search Tools** and then **Search Options** on the ribbon, and removing the tick from "Improve search speed by limiting the number of results shown".

Q. In MS Office (Word, Excel etc) I used to be able to send documents as an email attachment but the option doesn't appear?

A. You can still do this. Previously you would click the **Office button** and select **Send** which then gave you 3 options. In the new version of Office you click **File** then **Share**. This gives you 5 options, the 2nd of which is **Email**. Selecting this gives you a further 5 options, including Send as PDF!

Share

FAQ
V: » CitrixPilot

Share

 Share with People

 Email

 Present Online

 Send by Instant Message

 Post to Blog

Email

Send as Attachment

- Everyone gets a copy to review

Send a Link

- Everyone works on the same copy
- Everyone sees the latest changes
- Keeps the email size small
- ⚠ Document must be saved in a shared location

Send as PDF

- Everyone gets a PDF attachment
- Preserves layout, formatting, fonts, and images
- Content can't be easily changed

Send as XPS

- Everyone gets an XPS attachment
- Preserves layout, formatting, fonts, and images
- Content can't be easily changed

Send as Internet Fax

- No fax machine needed
- You'll need a fax service provider

Q. How do I change which program open my files (file associations)
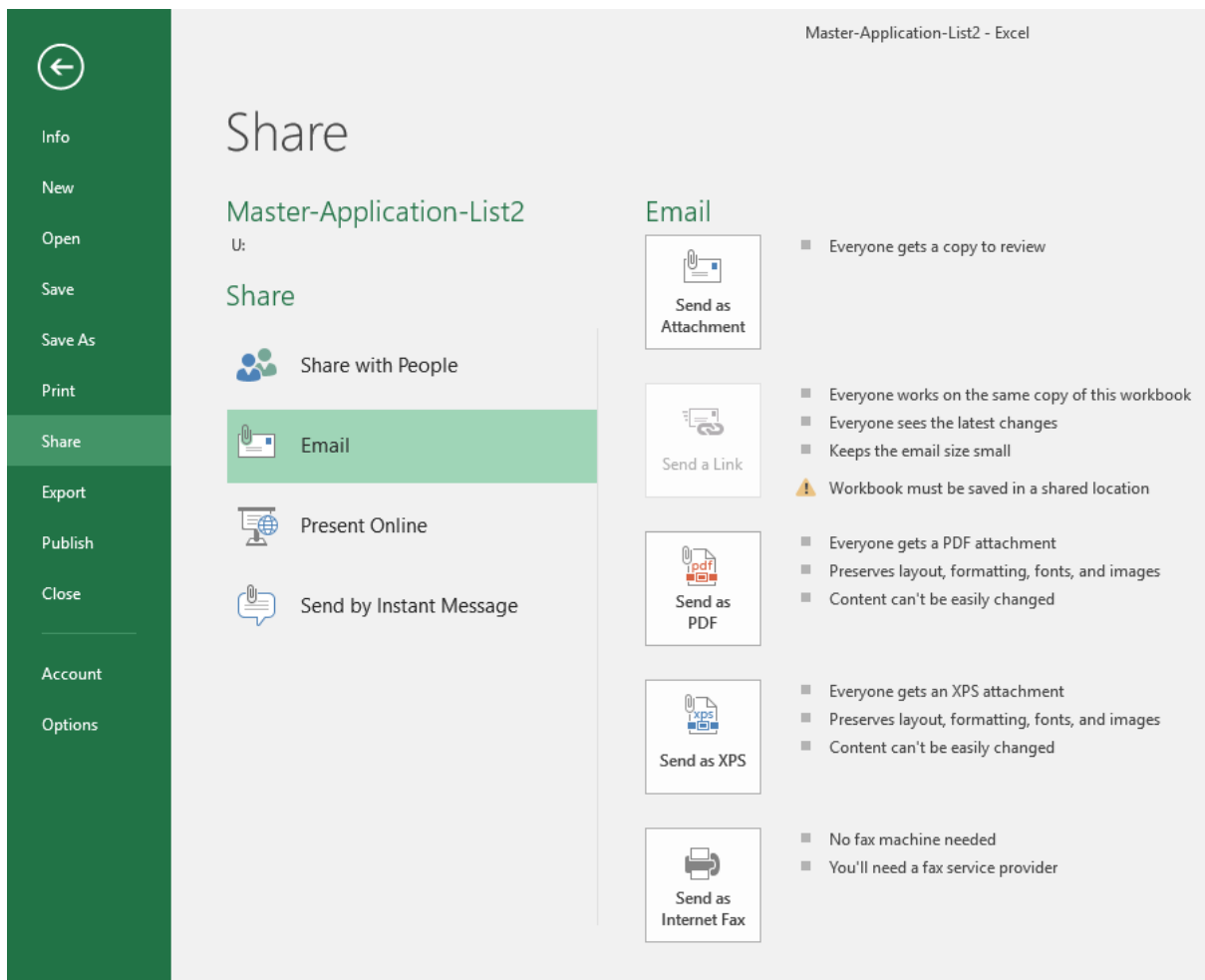
A. To do this right-click the file you wish to open and choose **Open with** and then **Choose another app**. The below file is a text document and has a .txt extension and icon. As default it would open in Notepad. If you'd prefer to open .txt documents in Word you can either:

**This time only**: right-click and select **Open with** and choose **Word 2016**

Every time: right-click and select **Open with**, then **Choose another app**
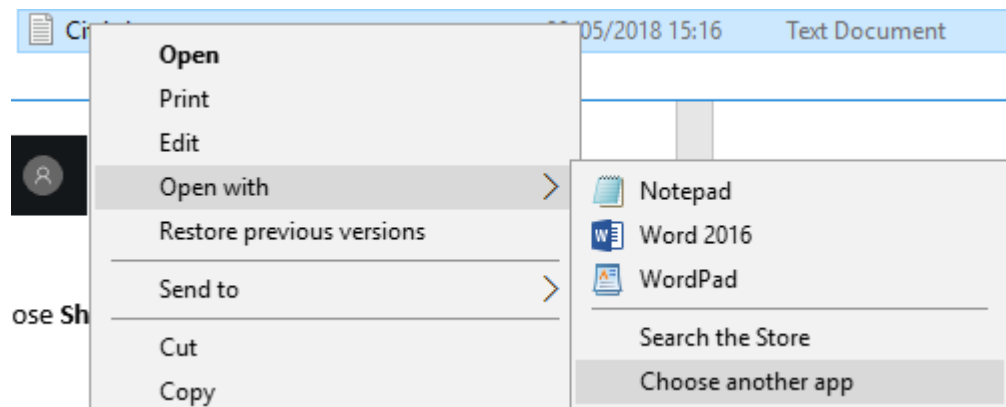
You are then presented with another screen where you can choose **Word 2016** and tick the box to **Always use this app to open .txt files**

Q: How do I get back to my desktop if I have a lot of things open?

A: There are a number of ways you can do this! The easiest way is to click the small rectangle down in the bottom right corner of the taskbar, next to the time and date:
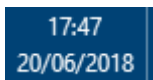

This minimises all of your applications. If you click it again they return to how they were. Another

way is to right-click the Windows Key and choose **Desktop**. Again if you repeat this the applications you had open return to how they were. The final way to do this is to right-click the taskbar and choose **Show the desktop**. The reverse of this is to right-click the taskbar and choose **Show open windows**.

Q. How should I leave my workstation?

A. If you're likely to be away from your desk for an extended period we'd like you to **sign out** as this clears your session from the server and the resources used by it can be reallocated. Certainly at the end of the day we'd ask that you **sign out**.
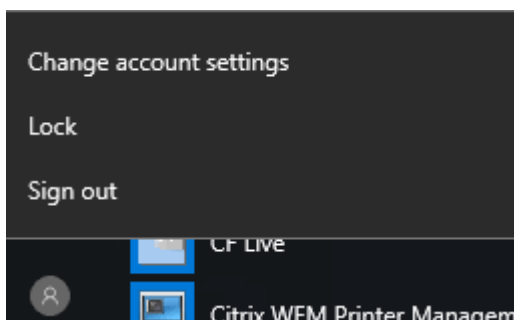
Click on the Windows key followed by the User icon and choose **sign out**.

Alternatively, right-click on the Windows key and choose **Shut down or sign out**, followed by **sign out**.