



HEXAGON

MYPLACE USER GUIDE

User Guide for myplace.hexagon.com
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General

MyPlace (Citrix Virtual Apps and Desktop and NetScaler technology) allows you to connect to business applications located and managed centrally from the datacenter in Heerbrugg.

If your network allows a direct connection to the LGS resources (like in a branch office, SU,...) you are able to login at <https://myplace.lgs-net.com> without the need of a multifactor authentication.

When your network does not allow a direct LGS connection (e.g. you are at home, Hotel or the branch office, this is not suitable for a direct connection) you need to use the external gateway <https://myplace.hexagon.com>.

For this logon you need to have Microsoft Azure Multifactor authentication enrolled for your user.

When you do have problems with your login, drive mappings etc. the IT Service Desk is your single point of contact (SPOC) regarding problems and issues.

1 Requirements

1.1 Citrix Workspace App

Please use Microsoft EDGE as default browser to access the Citrix applications if possible

For using applications in a Citrix environment, a Citrix client must be installed on your client device. If you have used Citrix applications before usually a Citrix client is already installed. Download "Citrix Workspace App" from the link below and install it on your client. If you need assistance installing the software, please contact the IT Service Desk.

<https://www.citrix.com/downloads/workspace-app/>

1.2 Multifactor Authentication

When you login to MyPlace from the external network you will need Microsoft Azure Multifactor Authenticator (MFA) set up for your user.

To enroll your user for Microsoft Azure Multifactor authentication logon to:

<https://aka.ms/mfasetup>

If you are an external user:

Sign in with your Hexagon account with the following format:

firstname.surname-ext@hexagon.com

using the password you received during user setup.

Currently security keys are not supported for multifactor authentication!

If you are having issues to logon to: <https://aka.ms/mfasetup> please open an inPrivate/incognito browser and retry.

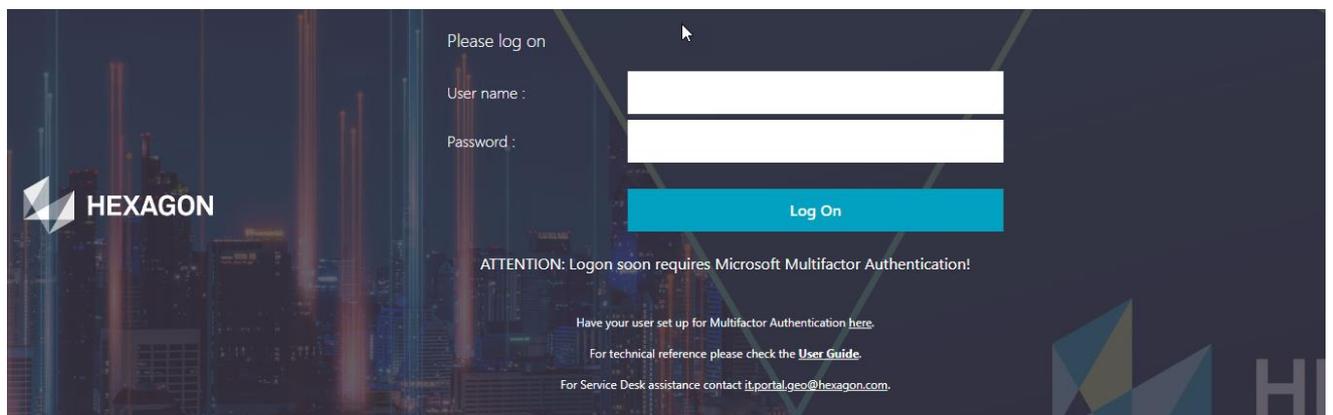
2 Access login page

To access the login page use the following URL in your browser -> please use Microsoft EDGE for best compatibility if possible.

<https://myplace.hexagon.com>

Log on using your user name short sign format.

E-mail format of your username won't work!



3 Starting applications

When you get redirected to the web interface site you will see the published applications and/or the desktops that are available for you.

Select the desired application which you want to start and click on it.
If an application is not visible for you, which you should have, please contact the Service Desk for enable the specific application.

4 Client drive mapping

The Citrix system separates external and internal access (Section “General”). If you connect externally your user account has to be in a special AD-group that you get your local drives connect.

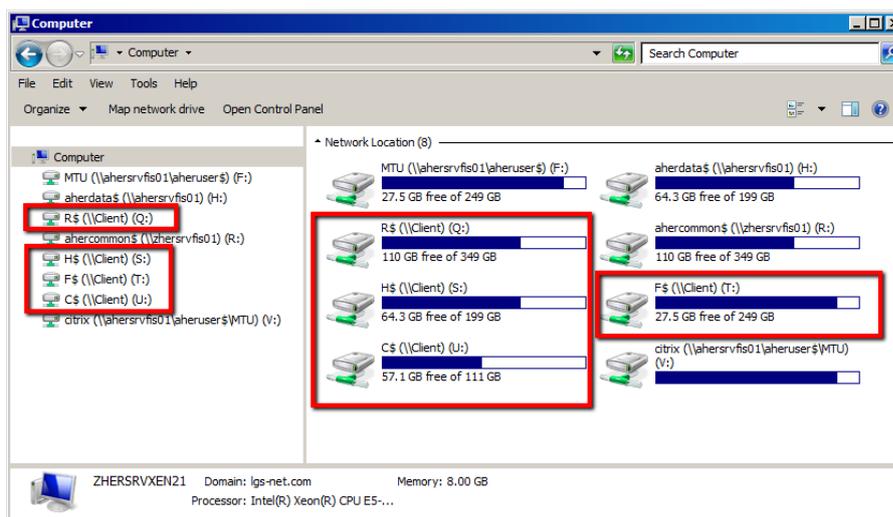
When your user is not in this special group you'll just have your network drives mapped, without your local drives. Please get in contact with the IT ServiceDesk if you need access to your local drives.

When you start an application provided by Citrix your local Windows Explorer drives are being mapped into your Session so you can access and store your data located on your client from/to your Citrix application.

In this example, the red marked drives are the local Windows drives which have been mapped into the Citrix session from a sample client.

For example, your local available Network Drive "F:" would be mapped into Citrix named as "F\$ (\\client)", the local drive "C:" would be mapped into Citrix named as "C\$..", your "H:" drive is in Citrix named as "H\$..." etc.

If you connect a USB stick to your client, the drive list within the Citrix session will be automatically updated.



(Sample screenshot)

Note:

The client drive letter in Citrix does not have to be the same as your local drive letter.

5 Problems that can occur when using Citrix applications

5.1 Cannot logon on

- Be sure your user is enrolled for Azure MFA (<http://aka.ms/mfasetup>)
- Verify the default sing-in method is set correctly in My Signi-Ins – Security Info

5.2 Cannot logon to <https://aka.ms/mfasetup>

If you are having issues to logon to: <https://aka.ms/mfasetup> please open an inPrivate/incognito browser an retry.

Select “Every time I visit the webpage” and click “OK”, close your browser, reopen it and try again to access <http://myplace.hexagon.com>

5.3 Client Install message appears

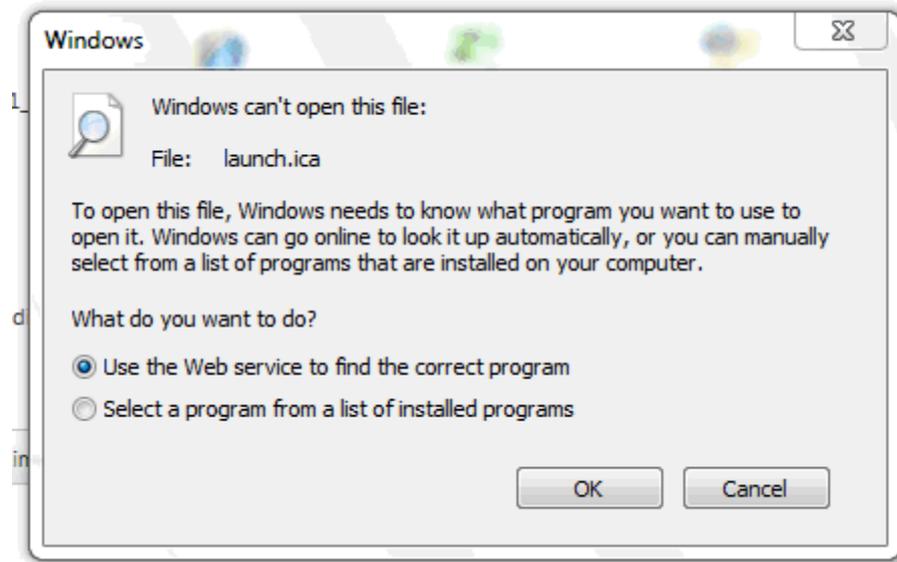
(If after the Login on the Login Page the following Message appears) => If the following message appears on the login page after a successful login, click “**Skip to Login**” to get your application set.

If you are still not able to start your applications, refer to Section 1.1



5.4 Application cannot be launched (Error: “Windows can’t open this file:”)

If you try to start an application and get the following error you don’t have a Citrix client installed, please [refer to Section 1.1](#) to install a Citrix client on your device.



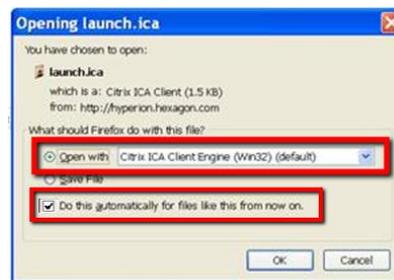
If the workspace app is installed please check the correct file type association as described [here](#).

5.5 In Firefox the dialog “Opening launch.ica” appears

If you want to start an application with the Firefox Browser, following dialog can appear.

Click “Open with: Citrix ICA Client Engine” and mark the checkbox “Do this automatically for files like this from now on”. (refer to [Section 1.1](#))

Please use Microsoft EDGE instead.



5.6 In Firefox the “launch.ica” is only downloaded and not starting the application

If you try to start an application and the “launch.ica” is only downloaded, you have to double-click the downloaded “launch.ica” to start your application each time.

Please use Microsoft EDGE instead.



5.7 When accessing files a “Citrix Receiver: Security Warning” appears

When the Citrix application tries to connect your local Windows Explorer drives, the following message can appear.

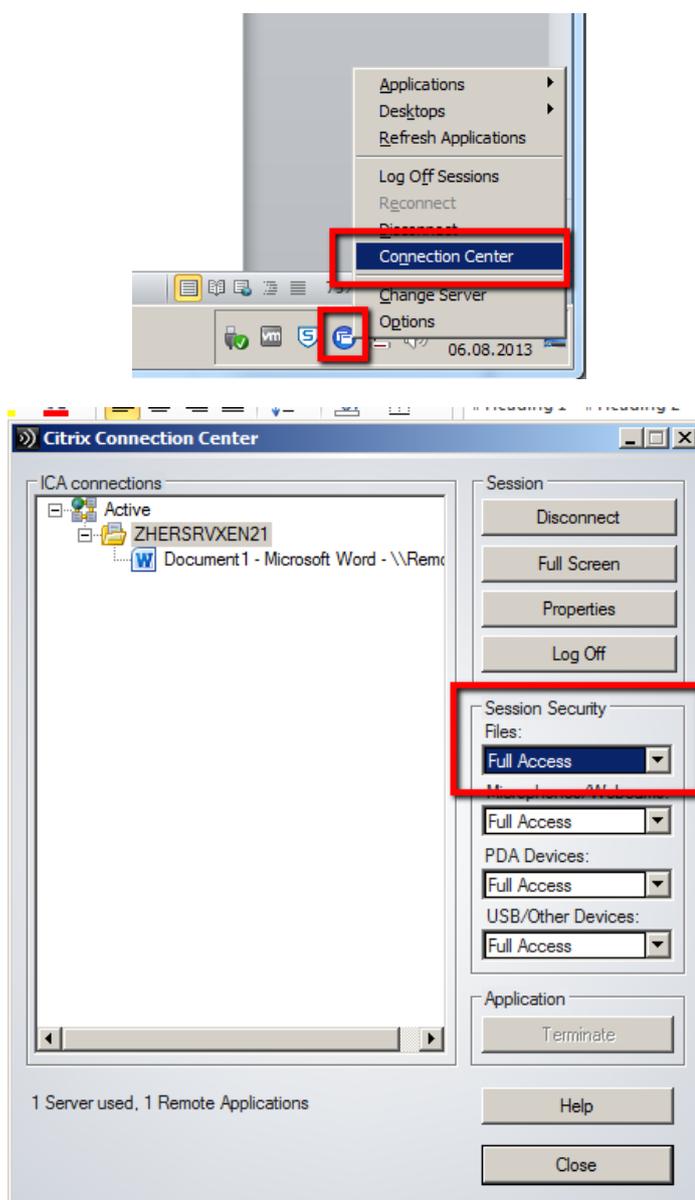
Please check “Permit all access” and mark the checkbox “Do not ask me again for this site” so you can fully access your data on your local Windows drives within the Citrix applications



5.8 No local client drives are present in the published application

If only the network Drives (for example H: etc) are present and your local client drives are missing, please check the Client security settings in the “Connection Center” in your local Citrix client:

Right click the Citrix icon in the SysTray and select “Connection Center” and ensure that under “Session Security, Files” -> “Full Access” is selected – if not, select “Full Access” and restart the published application.



5.9 Citrix Receiver Clean-Up Utility

If you have other problems when starting Applications which are related to the Citrix Client, run the Receiver Clean-Up Utility and reinstall the Citrix Client.

Download the Receiver Clean-Up Utility here:

<https://support.citrix.com/article/CTX137494>