



Citrix Workspace app for Android

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About Citrix Workspace app for Android

Citrix Workspace app for Android enables tablet and phone access to virtual apps, and desktops. As an alternative to a desktop computer, you can access touch-enabled apps for low intensity use of tablets.

The preferred method to update or install Citrix Workspace app for Android is from Google Play using an Android device. The app can then automatically update when new versions are available.

Add account on mobile devices

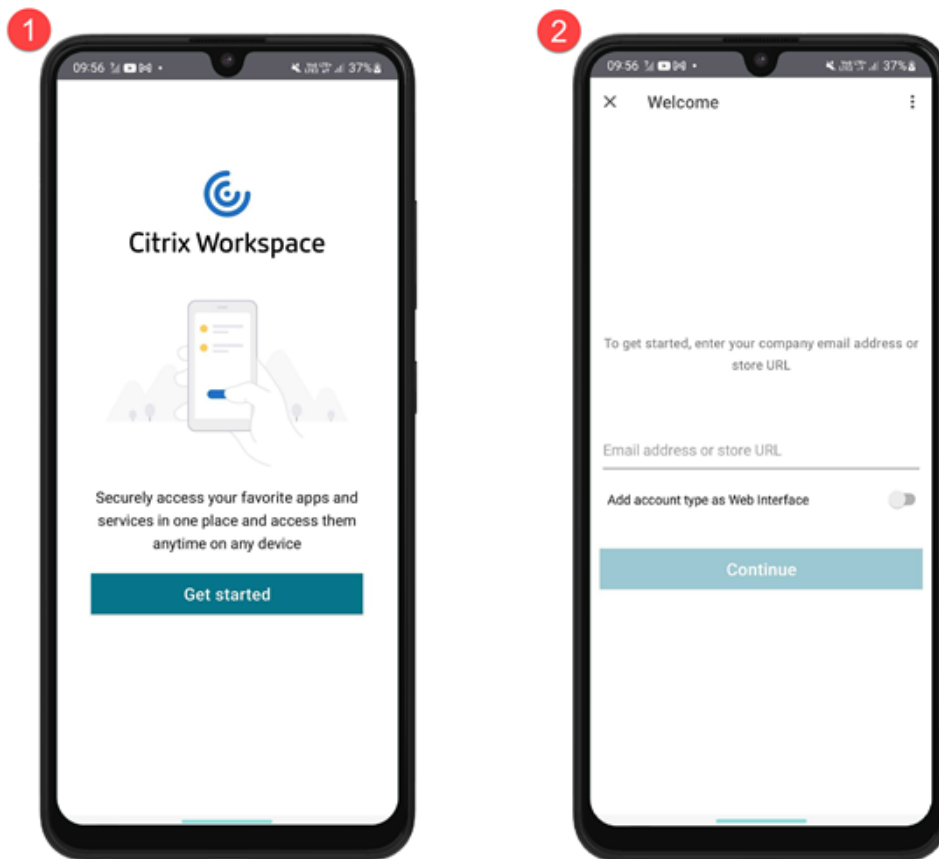
This section describes how to add an account in Citrix Workspace app on your mobile device, which runs on Android operating systems.

When you launch Citrix Workspace app for the first time, the welcome screen offers you to access your organization's applications. Enter the information about your account that your organization provides.

You can use your work email address to access resources. For some organizations, you require your organization's server address, such as [servername.company.com](#). You might also require your authentication credentials, such as user name, password, and domain from your organization's admin.

Add new user account

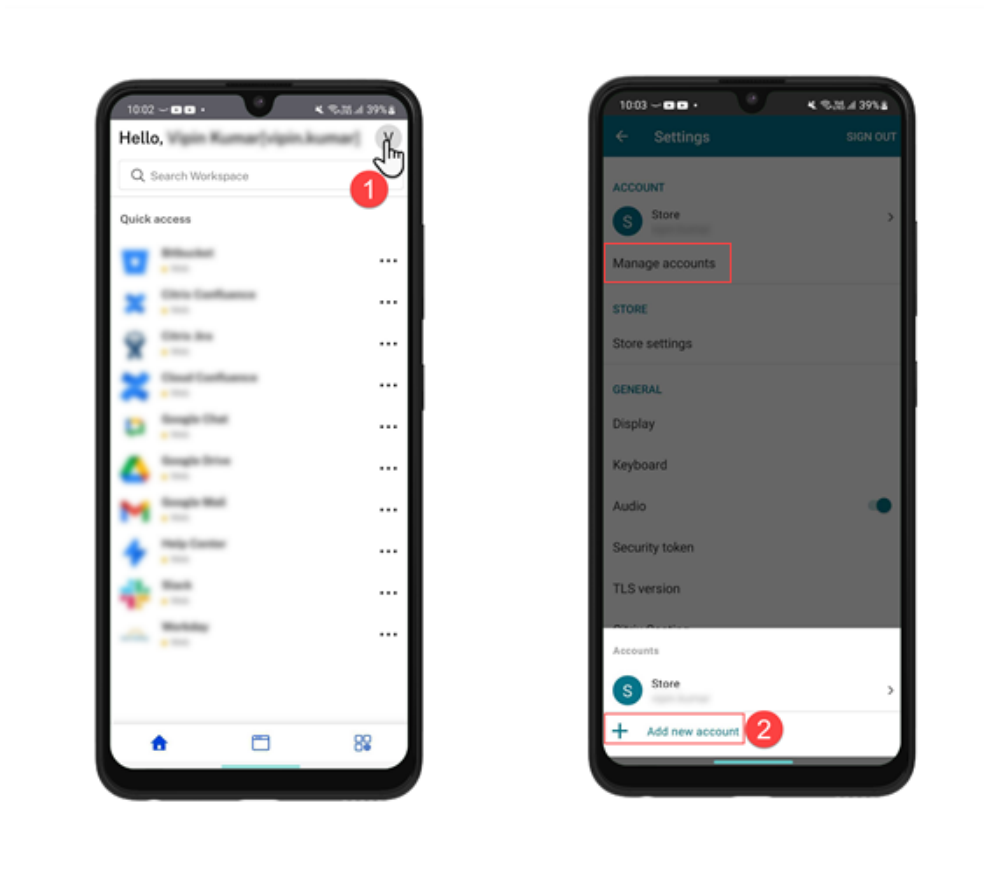
1. Open the Citrix Workspace app and then click **Get Started**.
2. In the **Welcome** screen, enter your store URL or email address and click **Continue**.



3. Enter you credentials, if prompted.

Add multiple accounts

1. Tap the profile icon on the upper right of the home screen.
2. Tap **Manage Account** and then tap **Add new account**.



Know your Citrix Workspace app

This section helps you become familiar with Citrix Workspace app. This page includes following sections:

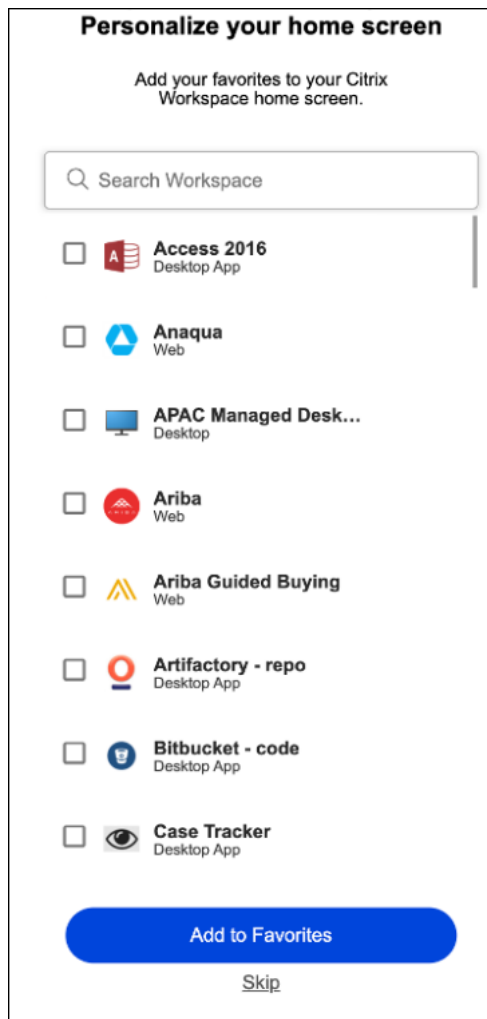
- Introduction
- Home
- Apps
- Desktops
- Search Workspace
- Activity Manager

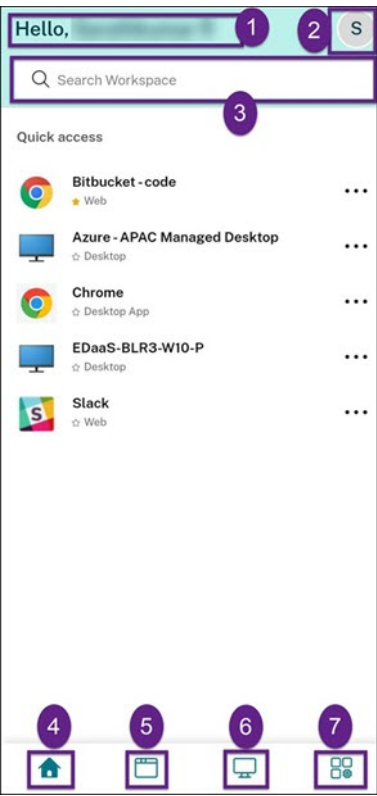
Introduction

The new user interface (UI) of Citrix Workspace app reduces visual complexity, provides easy access to essential features, and refines your Workspace app use and functionality as needed –resulting in a

better user experience. This app experience is available only for customers on cloud stores.

After successful authentication to Citrix Workspace app, the **Personalize your home screen** appears for the first time. You can add apps and desktops to favorites for quick access using this screen. To add apps and desktops to favorites, select the apps and desktops as required and tap **Add to favorites** on the **Personalize your home screen** or tap **Skip** to add it later. This screen is visible only if you have more than 20 apps or desktops assigned to you.





The Citrix Workspace UI contains the following elements:

Field	Description
1 - Greetings message	The Hello message appear with your name at the top of the screen. Your name is displayed as it exists in your administrator's records.
2 - Account icon	Tap this icon to view the Manage account, Store settings, General and Advanced settings, Send feedback to Citrix, Help, Rate your experience, About and the SIGN OUT options.
3 - Search Workspace	Type the search criteria in the text box. The results are populated as you type a search criteria. You can also find the results for apps or desktops for a fuzzy search with closely matching text and misspelled search terms.
4 - Home	Displays all favorites and five recent apps and desktops. The apps and desktops are arranged alphabetically, with favorites at first and then recents.

Field	Description
5 - Apps	Displays all apps that are provided by your admin. The apps are arranged alphabetically, with favorites at first. The apps are categorized so you can find them quickly and easy.
6 - Desktops	Displays all desktops that are provided by your admin. The desktops are arranged alphabetically, with favorites at first.
7 - Activity Manager icon	Tap this icon to manage the running sessions. For apps, you have options to Log out or Disconnect from the activity manager. For desktops, you have power management options such as Disconnect , Log out , Shutdown , Restart , and Force quit . The Activity manager might not be visible to you based on the preference set by your admin.

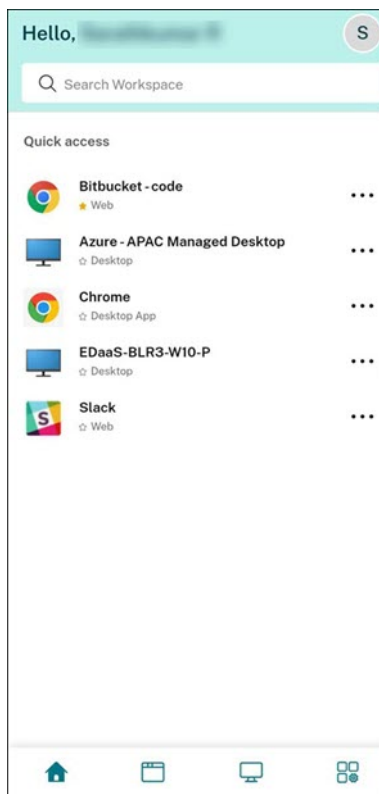
On each app and desktop tile, you have the star icon to mark it as a favorite. Also, you have a three-dot menu (...) on each app and desktop tile to open, add or remove favorites, and view details. Additionally, you have the restart option for desktops.

Home

The **Home** tab displays all favorite and five recent apps and desktops for quick access to them. You can access the **Home** by tapping the **Home** tab.

Note

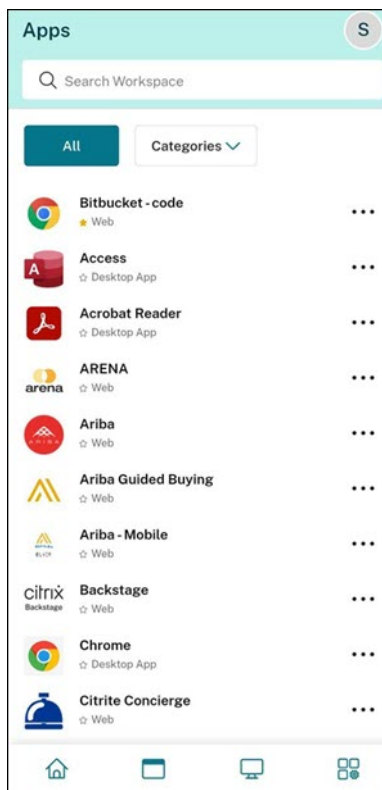
The **Home** tab might not be visible to you based on the preference set by your admin.



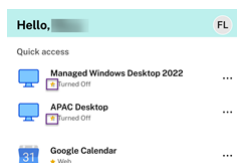
Apps

The **Apps** tab displays a list of all the apps that are assigned to you. You can access the **Apps** by tapping the **Apps** tab. By default, all the apps are arranged alphabetically, with favorites listed first.

The apps are grouped into different categories and sub-categories, as customized by your admin. Tap the **Categories** drop-down menu and then select the required categories to view the apps belonging to that category. The apps that are not categorized are grouped under **Others**.

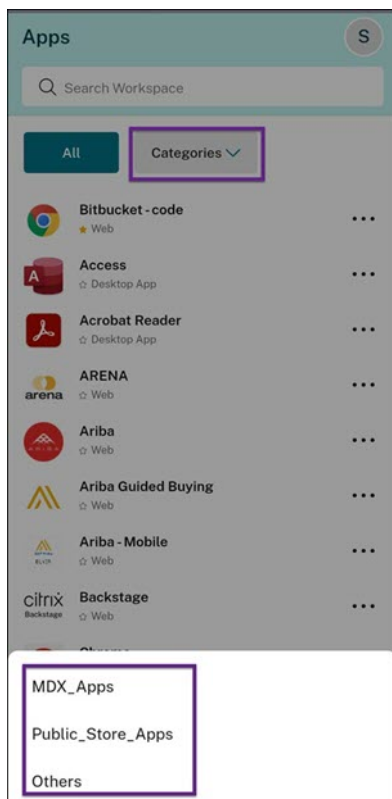


The apps with the lock icon are mandatory apps, and you can't remove those apps from the favorites.



The apps are grouped into different categories and sub-categories, as customized by your admin. Tap the **Categories** drop-down menu and then select the required categories to view the apps belonging to that category. The apps that are not categorized are grouped under **Others**.

The categories displayed in the preceding image are for representational purposes.



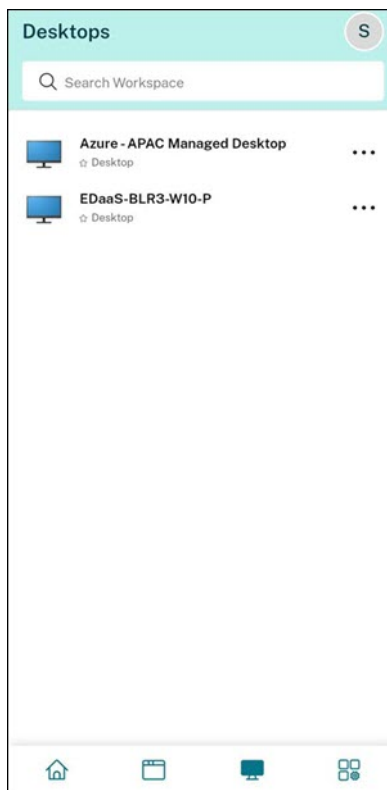
Note

If there are no apps assigned to you, then the **Apps** tab isn't visible.

If there are no categories configured by your admin, then **Categories** isn't visible in the **Apps** tab.

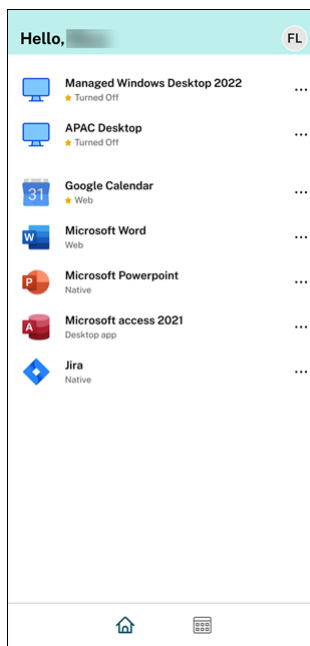
Desktops

The **Desktops** tab displays a list of all the desktops that are assigned to you. You can access the desktop by tapping the **Desktops** tab. By default, all the desktops are arranged alphabetically, with favorites listed first.



Simple view UI experience

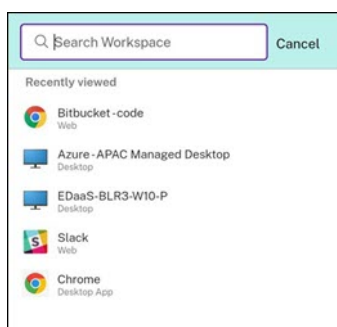
If you have fewer than 20 resources, by default, you land on the screen with a simple view UI that doesn't have any tabs or categories. All the apps and desktops appear on the same page. On this screen, your favorites show up first, followed by all the other apps in alphabetical order. All the apps have a star icon that you can use to favorite or unfavorite them. You experience this simple view of the Workspace app, depending on the number of apps you have and preferences set by your admin.

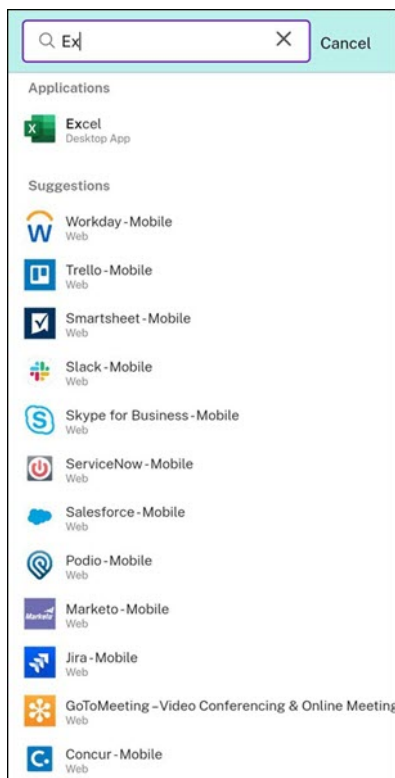


Search Workspace

The **Search Workspace** bar displays the faster results for quick access of apps and desktops. It allows you to do a quick and intuitive search within the Workspace app. When you tap the **Search Workspace** bar, the five most recently used apps or desktops are displayed by default and as you type in the names of apps, desktops, more results appear. You can also search the names of the categories to find them quickly. The search result lists **Favorites** always at the top.

Searches are enabled with spell check, display results for fuzzy search with closely matching text or misspelled search terms, and display auto-complete results along with actual results and suggestions. It can display results of admin created categories in the **Apps** tab.





Activity Manager

Activity Manager helps you effectively manage your resources. You can seamlessly interact with their sessions, ending or disconnecting sessions that are no longer required, freeing up resources, and optimizing performance on the go.

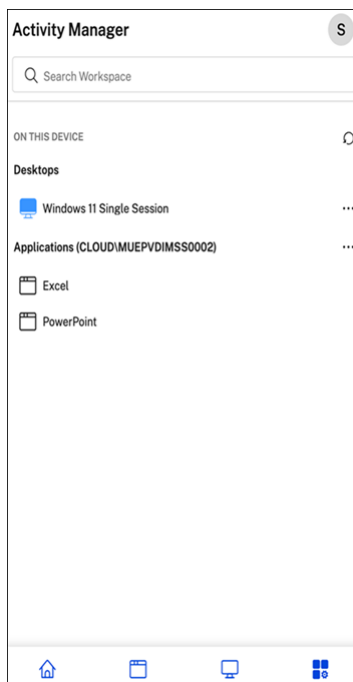
The Activity Manager panel displays a consolidated list of apps and desktops that are active not only on the current device but also on any remote device that has active sessions. You can view this list by tapping the Activity Manager icon located next to the profile icon on desktop and at the bottom of their screen on mobile devices.

Contact your administrator to configure Activity Manager.

Using Activity Manager

Active apps and desktops are grouped as follows in Activity Manager:

- A list of apps and desktops that are active on the current device is grouped under **On this device**.
- A list of apps and desktops that are active on other devices are grouped under **Running Remotely**.

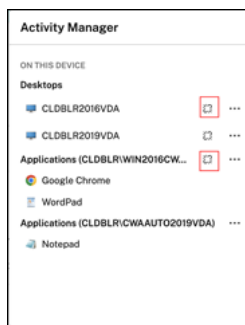


You can perform the following actions on an app or desktop by tapping the respective ellipsis(...) button.

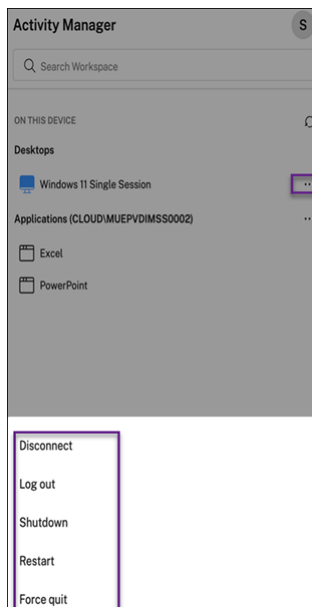
- **Disconnect:** The remote session is disconnected, but the apps and desktops are active in the background.
- **Log out:** Logs out from the current session. All the apps in the sessions are closed, and any unsaved files are lost.
- **Shut Down:** Closes your disconnected desktops.
- **Force Quit:** Forcefully powers off your desktop in case of a technical issue.
- **Restart:** Shut down your desktop and start it again.

Disconnected apps and desktops

Activity Manager enables you to view and take actions on apps and desktops that are running in disconnected mode, locally or remotely. Sessions can be managed from mobile or desktop devices, enabling you to take action on the go. Taking action on disconnected sessions, such as logging out or shutting down, promotes optimized use of resources and reduces energy consumption.



- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions, and the sessions are indicated by a disconnected icon.



You can take the following actions on your disconnected desktops by tapping the ellipses button:

- **Log out:** use this to log out from your disconnected desktop. All the apps in the session are closed, and any unsaved files are lost.
- **Shut Down:** use this option to close your disconnected desktops.
- **Power off:** use this option to forcefully power off your disconnected desktops in case of a technical issue.
- **Restart:** use this option to shutdown and start the disconnected desktop again.

The behavior of disconnected sessions on Activity Manager differs as follows:

- If you are signed into Citrix workspace through a browser, and disconnect a local session, the session is first displayed under On this device. However, once you close and reopen Activity Manager, the disconnected session is moved under Running Remotely.

- If you are signed into Citrix Workspace app through a native device, and disconnect a local session, the disconnected session disappears from the list. However, once you close and reopen Activity Manager again, the disconnected session is moved under Running Remotely.

Customer Experience Improvement Program (CEIP)

What is the Citrix Customer Experience Improvement Program (CEIP) for Citrix Workspace app?

The Citrix Customer Experience Improvement Program (CEIP) collects configuration and usage data from the Citrix Workspace app and automatically sends it to Citrix Analytics and Google Firebase. This data enables Citrix to analyze the performance and enhance the quality, functionality, and performance of the Citrix Workspace app, optimize resource allocation for product development, and support service levels through effective staffing and infrastructure investment.

All data is used and analyzed solely in aggregate form, ensuring that no individual user or device is singled out or specifically analyzed. Citrix does not collect any Personally Identifiable Information (PII) through CEIP, and all data collection is in accordance with relevant industry data privacy and security standards.

Tools used to gather CEIP Data

Citrix Workspace app for Android uses Citrix Analytics and Google Firebase to collect the CEIP data.

Data collected

The specific CEIP data elements collected by Citrix Analytics and Google Firebase are:

Operating system version*	Workspace app version*	Authentication configuration	Device information
Session launch method	Citrix store type	Client drive-mapping configuration	
Session information	Receiverconfig.txt usage	USB redirection configuration	HDX RTME user info

HTTP and HTTPS connection configuration	ICA connections protocol info	Workspace app review action	Disable Firebase Configuration
Number of stores added	Screen capture action	RSA feature user actions	StoreFront Vs Workspace app user count
App update action	Operating system update	Screen view action	App remove
Web view connections	App clear data	App execution	App session start

Which users is CEIP data collected from?

The Citrix Workspace app collects Customer Experience Improvement Program (CEIP) data from its users. CEIP data collected through Citrix Analytics is configured to include users from all regions. However, CEIP data collected through Google Firebase excludes users located in the European Union (EU), European Economic Area (EEA), Switzerland, and the United Kingdom (UK).

To ensure that this functionality is in place, update to the most recent version.

Can users and administrators disable CEIP data collection?

You can disable sending CEIP data to Citrix Analytics and Google Firebase (except for the two data elements indicated by an * in the following table) by:

1. Open Citrix Workspace app and go to **Settings**.
2. Select **Advanced Preferences**.

The **Advanced Preferences** dialog appears.

3. Clear the option **Send Usage statistics**.

Access your apps

Manage your Citrix Workspace app home screen:

Add apps

On your device, tap the white star icon next to the app to add the app to the home screen. Tap the app name to launch it.

If an app does not start right away, click **Install** to download the app to your device.

Remove apps

On the home screen, tap the yellow star icon next to the app to remove an app. Tap the screen when you are finished.

Citrix Ready workspace hub

Citrix Ready workspace hub enables Citrix Casting, which makes it possible to securely transfer your mobile session to a hub.

Prerequisites:

- Citrix Workspace app 1809 for Android or later.
- Bluetooth enabled on the device for hub discovery.
- Mobile device and workspace hub using the same Wi-Fi network.

Enable Citrix Casting

To turn on Citrix Casting, go to **Settings > Citrix Casting**. Select the **Use Citrix Casting** checkbox.

Then set a default app or desktop that launches automatically when you transfer your mobile session to the hub. To choose any app or desktop, from **Settings**, click **Configuration > Preferred Resource**.

Now you can roam or cast your session.

Session roaming

Using session roaming, you can launch a VDA session from a mobile device and transfer it to the Citrix Ready workspace hub.

- Manual roaming
- Proximity authentication

Manual session roaming

Scan the QR code of the Citrix Ready workspace hub to transfer the VDA session to the workspace hub. When the session roams, the workspace hub has full control of all the peripherals available within the session.

How to start session roaming manually:

1. Launch Citrix Workspace app.
2. Tap **Settings > Citrix Casting > Use Citrix Casting**.
3. Tap the workspace hub icon to scan the QR code using a code scanner.
4. You can roam the session manually in the following ways:

- By scanning the QR code of the workspace hub.

OR

- By tapping **View hub list**. You can select a workspace hub from the list by tapping the workspace hub icon displayed next to its name, as shown below. Workspace hubs appear in the order of the Bluetooth signal strength.
5. Click the workspace hub setting icon to:
 - Set discovery range.
 - Set disconnect range.

The session starts roaming after connecting to the workspace hub.

Tap the **X** icon on the right to disconnect the roaming session. You can swipe down on the screen with two fingers to disconnect as well.

Session roaming with proximity authentication

Proximity authentication provides a way to authenticate and launch a session automatically without touching the mobile device. When you launch the Citrix Workspace app, the session roams to the Citrix Ready workspace hub when the device enters the proximity authentication range of the workspace hub.

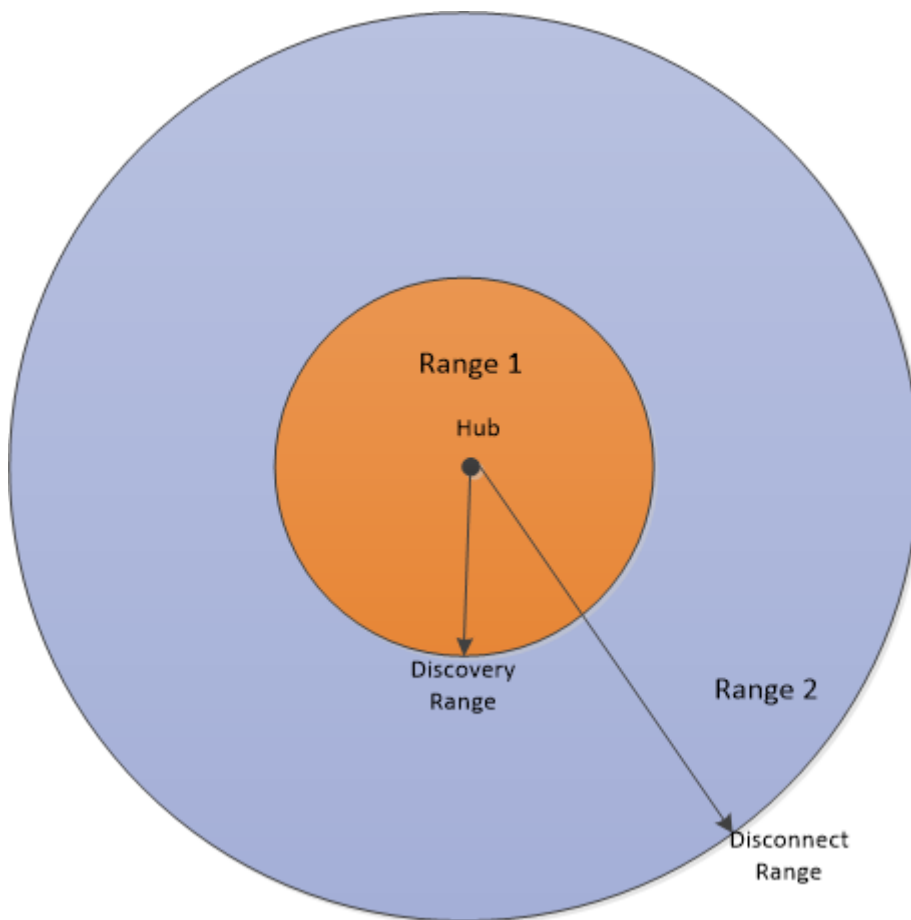
When a mobile device is within range of the Citrix Ready workspace hub, the default virtual desktop or app set in Citrix Workspace app launches on the Citrix Ready workspace hub automatically. When the mobile device moves out of range, the launched desktop or app closes.

To use proximity authentication, ensure that Bluetooth is enabled on both the mobile device and the workspace hub. Enable **Location** settings on mobile device running on Android Version 6.0 and later.

To configure proximity authentication:

1. In Citrix Workspace app, tap **Settings > Citrix Casting > Use Citrix Casting**.
2. Tap **Configuration**. The Configuration dialog appears.
3. In the Configuration dialog:
 - Tap **Proximity Authentication** option to enable it.
When you set the **Proximity Authentication** option to **OFF**, the VDA session roams only to the favorite workspace hub.
When you set the **Proximity Authentication** option to **ON**, VDA session roaming works on all available workspace hubs.
 - **Discovery Range** - Indicates the Bluetooth signal strength relative to the distance between the mobile device and the workspace hub. Discovery range is the range in which proximity authentication works automatically. The default value is -40.
 - **Disconnect Range** - Indicates the Bluetooth signal strength relative to the distance between the mobile device and the workspace hub. Disconnect range is the beginning of the range outside of which the proximity authentication ceases. The default value is -70.
Disconnect Range must be equal to or less than Discovery Range and values must be negative. You can adjust the values depending on RSSI values displayed in the workspace hub list. See Figure [Workspace hub dialog](#) for reference.
 - **Preferred Resource** is the default VDA session that launches when your mobile device enters the proximity authentication range. This setting is specific to the account you use to log on to Citrix Workspace app. To set your preferred resource, log on to Citrix Workspace app and set it. If you have more than one account, you must set a preferred resource for each account. This setting is persistent, which means you need to set your preferred resource only once per account. Your preferred resource launches every time you enter the proximity authentication range until you change the setting.

When you move your mobile device into Range 1, proximity authentication is triggered and your favorite VDA session launches automatically on the workspace hub. As long as your mobile device remains within Ranges 1 or 2, your default desktop or app keeps running on the workspace hub. When you move your Android device out of Ranges 1 and 2, your desktop or app closes automatically.



Favorite hubs

Long click a workspace hub from the hub list to set the hub as the favorite hub. The favorite hub's name appears in blue at the top of the workspace hub list.

When you enable proximity authentication and if there are multiple workspace hubs within range, a dialog appears to let you select a workspace hub to roam your session.

If multiple Citrix Ready workspace hubs are within range and Citrix Workspace app is running in the background, a notification appears on your mobile device. Click the notification and select the workspace hub you want to connect to.

To exit a session:

- Move your mobile device out of Ranges 1 and 2.
- Use two fingers to swipe down on the Citrix Workspace app home page.
- Close Citrix Workspace app.
- Exit the windows session on the Citrix Ready workspace hub.
- Tap the **X** icon on the right to disconnect the roaming session.

Session casting

Session casting allows you to redirect any app or desktop from a mobile device to a large screen connected to a workspace hub. When a session casts, you can use the keyboard and the mouse on the hub and on the device to control the session.

To cast your session to a hub:

1. Inside a session, tap the **Cast** icon on the toolbar. A menu and camera view appears.
2. Scan the QR code on the workspace hub to connect.

Extended connectivity periods

During a long-running session, you can put the device down with the screen locked. To ensure that the session runs uninterrupted, consider the following tips:

- Battery optimization can interfere with your session. To avoid the effects of battery optimization, add Citrix Workspace app to the Android battery optimization ignore lists:
 - Go to **Settings**. Search for **Battery optimization > All Apps -> Workspace**.
- If you're using a third-party battery optimization app, remove Citrix Workspace app from its optimization list.
- Citrix recommends that you bring the Citrix Workspace app's main interface to the foreground before locking your screen. Doing so ensures that the mobile device operating system does not end the Citrix Workspace app session.

Secure connection

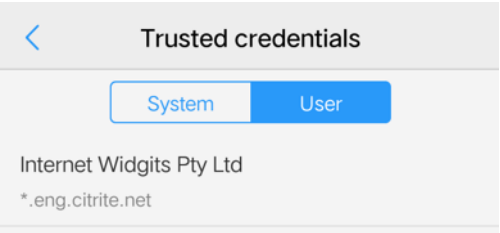
Citrix Ready workspace hub supports secure connections between your Android device and the hub. To ensure that your Android device is securely authenticated, you need to install the client certificate.

1. Download and install the certificate on the mobile device.

Note:

If the Android device does not recognize the certificate format, change the suffix. (from .pem to .crt).

2. On your Android device, go to **Settings > Other security settings > Install from device storage > Trusted credentials**.



An alert message notifies you if an Android device is unable to verify the host name or find the certificate. Choose one of the following options:

- **Allow once:** Connect to the hub using an untrusted certificate.
- **Always:** Connect and add the hub to the trusted list. The alert message doesn't appear again.
- **Cancel:** Cancel the connection.

To reset the notification to the original setting, uninstall the app or clear your cache.

Learning gestures

In your Citrix Workspace app applications, use all the familiar Android gestures, including the tap, swipe, drag, and pinch. In addition, Citrix Workspace app includes multi-touch gestures for the screen.

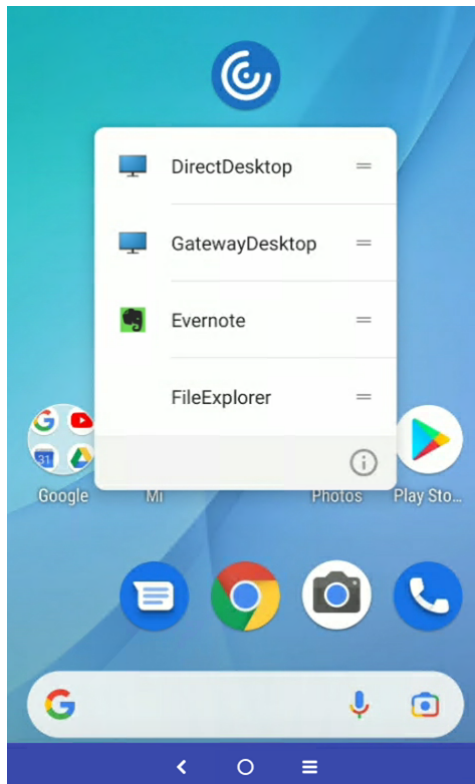
With the Citrix Workspace app running, tap the icon from the toolbar, tap the Android icon, and select **Gestures**:

To do this:	On Android, do this:
Single click	One-finger tap
Right click	Touch-hold-release
Open the on-screen keyboard	Three-finger tap (or from the toolbar, tap Keyboard icon)
Zoom	Pinch in and out (or from the toolbar, tap Magnifier icon)
Drag	Touch, hold, and slide
Enable cursor	Two-finger tap

To close the Gestures guide, tap the screen or back arrow.

Accessing recent apps by long-press gesture

You can access a list of recently launched apps and desktops for quick access when you use the long-press gesture on the Citrix Workspace app icon.



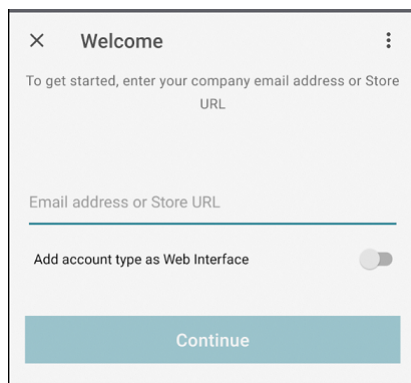
Set up your account

You can set up one or more accounts to access your resources.

Create an account

When you launch Citrix Workspace app for the first time, the welcome screen offers you to access your organization's applications. Enter the information about your account that your organization provides.

1. From the Citrix Workspace app home page, click the plus icon at the bottom-right of the screen to launch the **Add Account** dialog.
2. In the **Add Account** dialog, enter the store URL provided by your IT administrator.

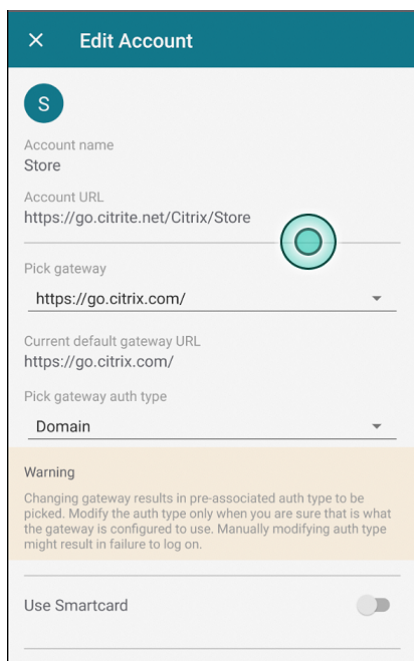


Note:

- You can use your work email address to access resources. For some organizations, you require your organization's server address, such as `servername.company.com`.
- You require your authentication credentials, such as user name, password, and domain.

Edit an account

Select **Edit** to change the Citrix Gateway address and authentication type for a specific user account.



Launch a resource

On your device, tap the **Apps**, or **Desktops** to view the resources you can access.

Add a resource to the home screen

Click the **Star** icon on the resource icons to add the apps or desktops to the **Home** screen. A yellow star indicates that the resource is already added to the **Home** screen. To remove the resource from the **Home** screen, click the yellow star icon and it is removed from the **Home** screen.

Install a certificate

If your organization requires a certificate on your device, your organization must either provide a web address for the download or send it as an email attachment. When you have the file, tap it to install it on your device.

Create multiple accounts

You can create more accounts, each with different favorite applications and settings. From the list of accounts, tap **Add Account**.

Delete an account

In the **Accounts** page, select the trash bin icon against the user account.

User permissions

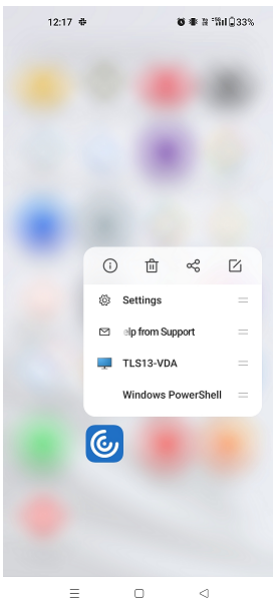
Per-store microphone access

The client-selective trust feature allows Citrix Workspace app to trust access from a VDA session. You can grant access to local client drives and hardware devices like microphones and webcams.

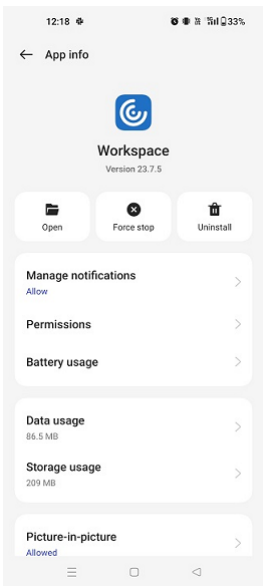
Previously, your setting for microphone access was applied on all configured stores.

Now, Citrix Workspace app requires the user's permission to access the microphone. The selected setting for microphone access is applied on a per-store basis. Provide the user's permission to access the microphone as follows:

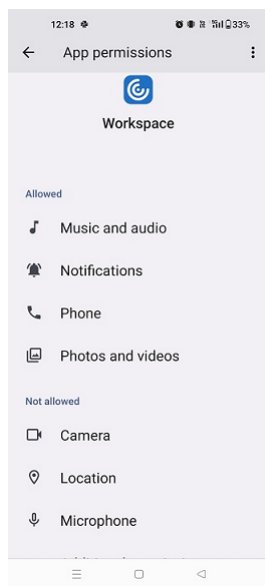
1. Long press on the Citrix Workspace app icon and tap **App info**  icon.



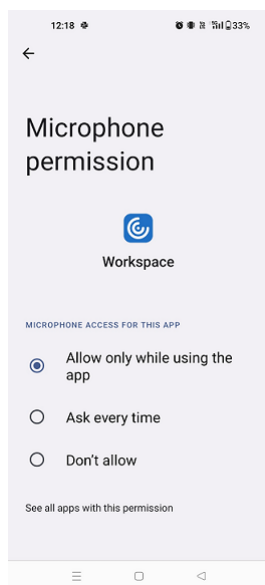
2. Tap **Permissions**.



3. Tap **Microphone**.



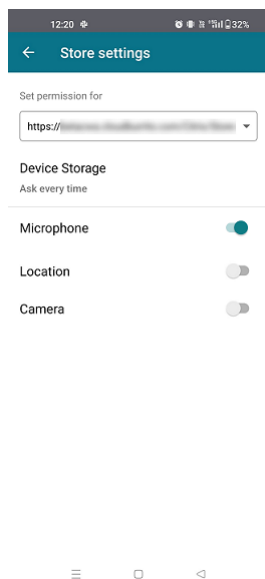
4. Select **Allow only while using this app**.



Now, you can access the microphone while using Citrix Workspace app.

Configure the access levels as follows:

1. Open the Citrix Workspace app and select **Settings > Store settings**.
2. Under the **Set permissions for** option, select a store from the drop-down menu.



3. Enable **Microphone**.

Now, microphone is enabled and you can use it while using Citrix Workspace app in your android device.

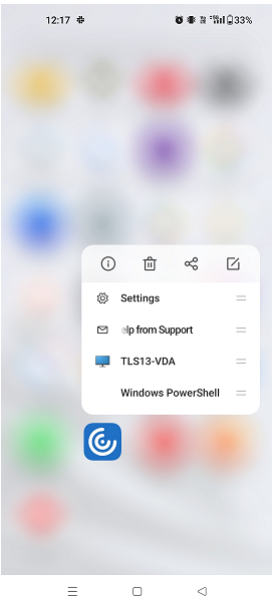
Per-store location access

The client-selective trust feature allows Citrix Workspace app to trust access from a VDA session.

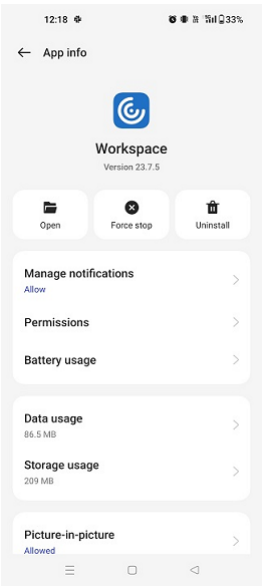
Previously, your setting for location access was applied on all configured stores.

Starting with the version 21.3.0, Citrix Workspace app requires the user's permission to access the location. The selected setting for location access is applied on a per-store basis. Provide the user's permission to access the location as follows:

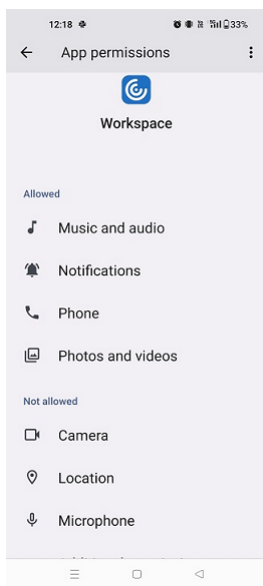
1. Long press on the Citrix Workspace app icon and tap **App info** ⓘ icon.



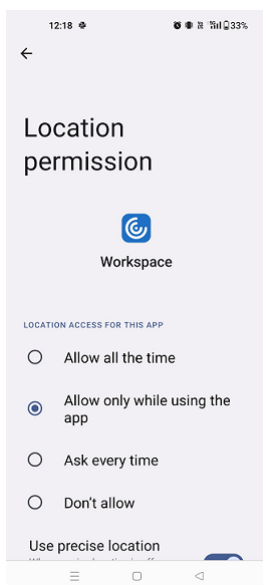
2. Tap **Permissions**.



3. Tap **Location**.



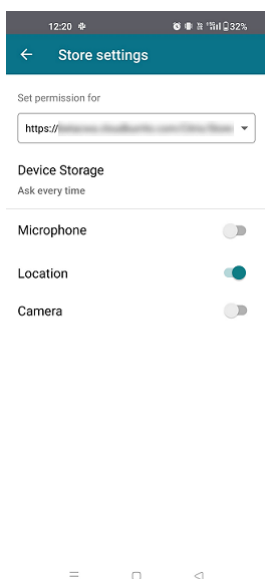
4. Select **Allow only while using this app**.



Now, you can access the location while using Citrix Workspace app.

Configure the access levels as follows:

1. Open the Citrix Workspace app and select **Settings > Store settings**.
2. Under the **Set permissions for** option, select a store from the drop-down menu.



3. Enable **Location**.

Now, location is enabled and you can use it while using Citrix Workspace app in your android device.

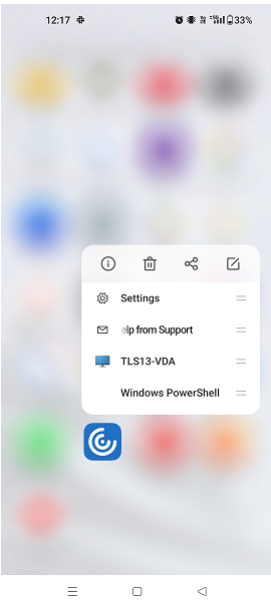
Per-store camera access

The client-selective trust feature allows Citrix Workspace app to trust access from a VDA session. You can grant access to local client drives and hardware devices like microphones and webcams.

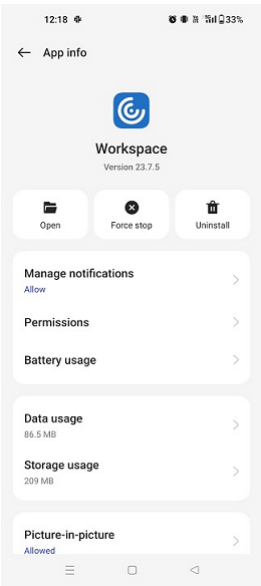
Previously, your setting for camera access was applied on all configured stores.

Now, Citrix Workspace app requires the user's permission to access the camera. The selected setting for camera access is applied on a per-store basis. Provide the user's permission to access the camera as follows:

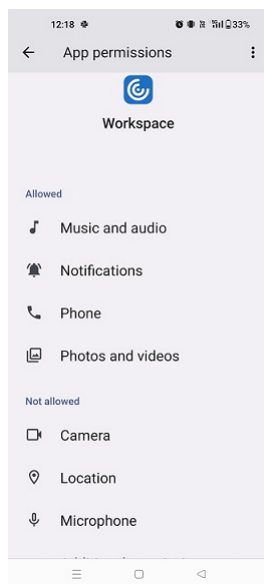
1. Long press on the Citrix Workspace app icon and tap **App info** ⓘ icon.



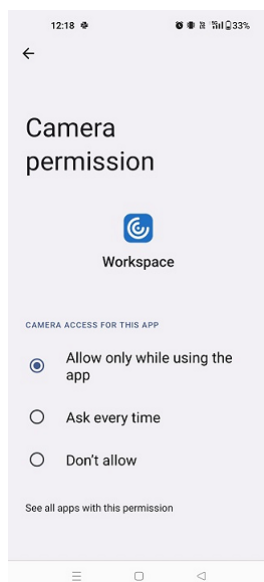
2. Tap **Permissions**.



3. Tap **Camera**.



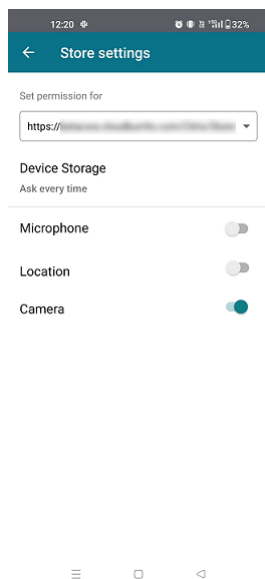
4. Select **Allow only while using this app**.



Now, you can access the camera while using Citrix Workspace app.

Configure the access levels as follows:

1. Open the Citrix Workspace app and select **Settings > Store settings**.
2. Under the **Set permissions for** option, select a store from the drop-down menu.



3. Enable **Camera**.

Now, camera is enabled and you can use it while using Citrix Workspace app in your android device.

Session toolbar

The session toolbar appears when you launch an app or a desktop session. The toolbar is designed to allow you to use the most commonly used actions using the shortcut icons.

The session toolbar has the following options:


- Home: Tap the home icon to close the session and to return to the Citrix Workspace app home screen.
- USB: Tap to open the **USB devices** dialog box. The dialog box lists the devices that can be redirected to the session. To redirect the USB devices, select an appropriate device and tap **Connect**.

Note:

- You can view the USB icon only if your IT administrator provides access to connect USB devices through policy settings.
- Keyboard: Tap the keyboard icon to show or hide the device's soft keyboard. This icon is a toggle key.
- Pointer: Tap the arrow icon to use it like a mouse. This icon is a toggle key.
- Magnifying glass: Tap the magnify icon to magnify and point to a specific area.

- Pan: Tap to move around the screen easily.
- Scroll mode: Tap to scroll the page.
- Multi-touch: Tap to pinch and zoom, scroll, and use multi finger gestures in the session.
- Hand: Tap to view the various gestures.

For more information, see [Learning gestures](#) help documentation for Citrix Workspace app for Android.

- App switch:  Tap to switch between many published apps that are in the same session. For more information, see [App Switch](#) product documentation.
- X: Tap to exit the session.

Note:

When in **Immersive** mode, the session toolbar appears differently although the functionality is the same.

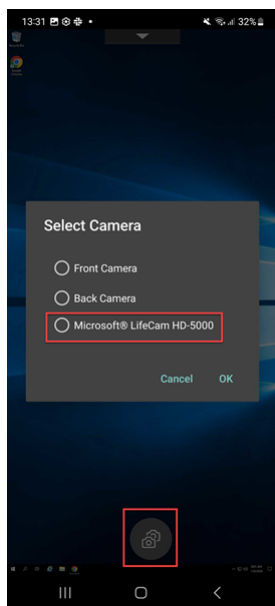
Session experience

Support for external webcam

Citrix Workspace app for Android now supports externally connected webcams within your sessions. Connect a USB webcam and use it for video conferencing by clicking the camera icon, then select the external webcam name. It enhances the session experience by using the resources available to end users.

Note:



The external webcam's name appears only after an external camera is detected.



The next time you use a video conferencing app, the system remembers your preference and uses the camera preference accordingly. For example, if you had completed the last video call with an external webcam preference, next time the external webcam is selected by default.

You can change your camera preference by tapping the camera icon on your screen. You can also change the camera preference during your calls.

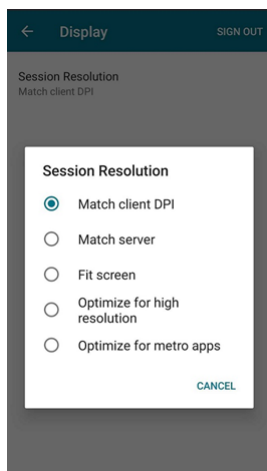
Notes:

- When you remove the external camera, the floating multiple-camera icon  changes to a flip button . The **Select Camera** dialog closes if it's open and the external camera view on the VDA becomes unresponsive.
- This feature is applicable on both on-premises and cloud deployments.

DPI Matching

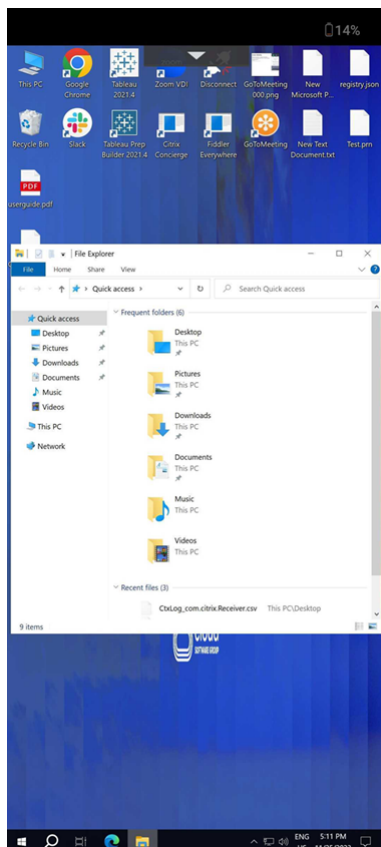
The DPI matching feature ensures that the virtual session gets rendered according to the DPI of the device. Previously, even on high-DPI mobile phones and tablets, the DPI of the device wasn't considered for session display. Starting with the 24.1.0 release, a new display setting helps to achieve DPI matching.

On your device, go to Citrix Workspace app for Android **Settings > General > Display > Session Resolution >** and select the **Match client DPI** option.

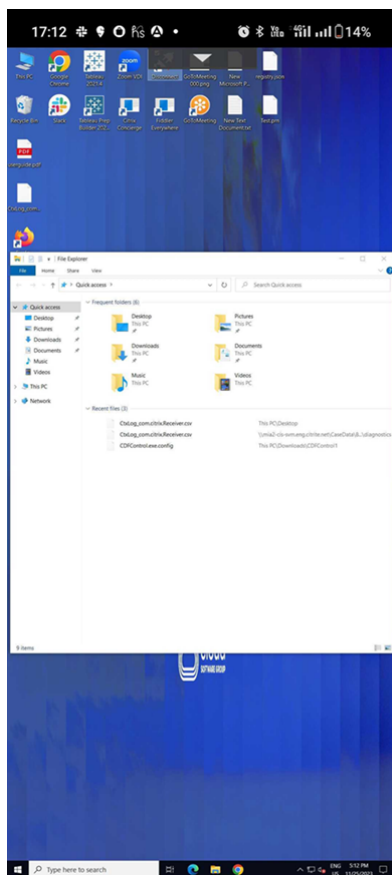


In other words, the Citrix Workspace app attempts to match the display resolution and DPI scale settings of the Android device to the Citrix session automatically. This feature enhances the user experience by displaying the sessions according to the DPI of the phone or tablet. The session icons, text, and image clarity are now sharper and more comfortable to read.

For example, when you select the **Match client DPI** option, the session icons, text, and images are clear.



On the contrary, when you select the **Fit screen** option, the session icons, text, and images are smaller in size.

**Note:**

When you connect an external monitor, the session continues to render with the primary device's DPI because of Android's limitation.

Scancode input mode for external keyboard

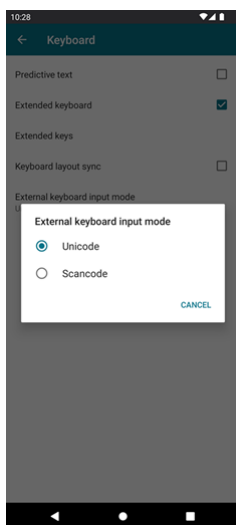
Starting with the 24.1.0 release, you can select Scancode as the keyboard input mode while using an external physical keyboard. This feature is helpful when you use Android devices with an external Windows PC's standard keyboard. Similar to using the Samsung DeX feature.

With Scancode, you can use the keyboard layout of the VDA instead of the Android's soft keyboard. In this way, you can completely follow the input style of Windows instead of Android. It's beneficial when typing in East-Asian languages, as it significantly improves the overall user experience. The end user might find themselves using the keyboard layout of the server instead of the client. For more understanding, see the Use Case section in this article.

How to use the feature

To use the scancode feature:

1. Open Citrix Workspace app for Android and navigate to **Settings > General > Keyboard**.
2. Tap **External keyboard input mode**.



3. Select one of the following options:
 - **Scancode** - Sends the key position from the client-side keyboard to VDA and VDA generates the corresponding character. Applies server-side keyboard layout.
 - **Unicode** - Sends the key from the client-side keyboard to VDA and VDA generates the same character in VDA. Applies client-side keyboard layout.

By default, **Unicode** is selected as the external keyboard input mode.

4. Tap **Scancode**.

When you are in a session, you can switch the remote keyboard using the IME feature and input in the server keyboard layout.

Use case For example, consider a scenario where you're using a US international keyboard layout connected to your Android device.

When you choose **Scancode** and type the key next to the CapsLock on your external keyboard, the scancode 1E is sent to the VDA. The VDA then uses 1E to display the character **a**.

If you choose **Unicode** and type the key next to CapsLock on your external keyboard, the character **a** is sent to the VDA. So, even if the VDA uses another keyboard layout that has a different character in the same position, the character **a** appears on the screen.

Note:

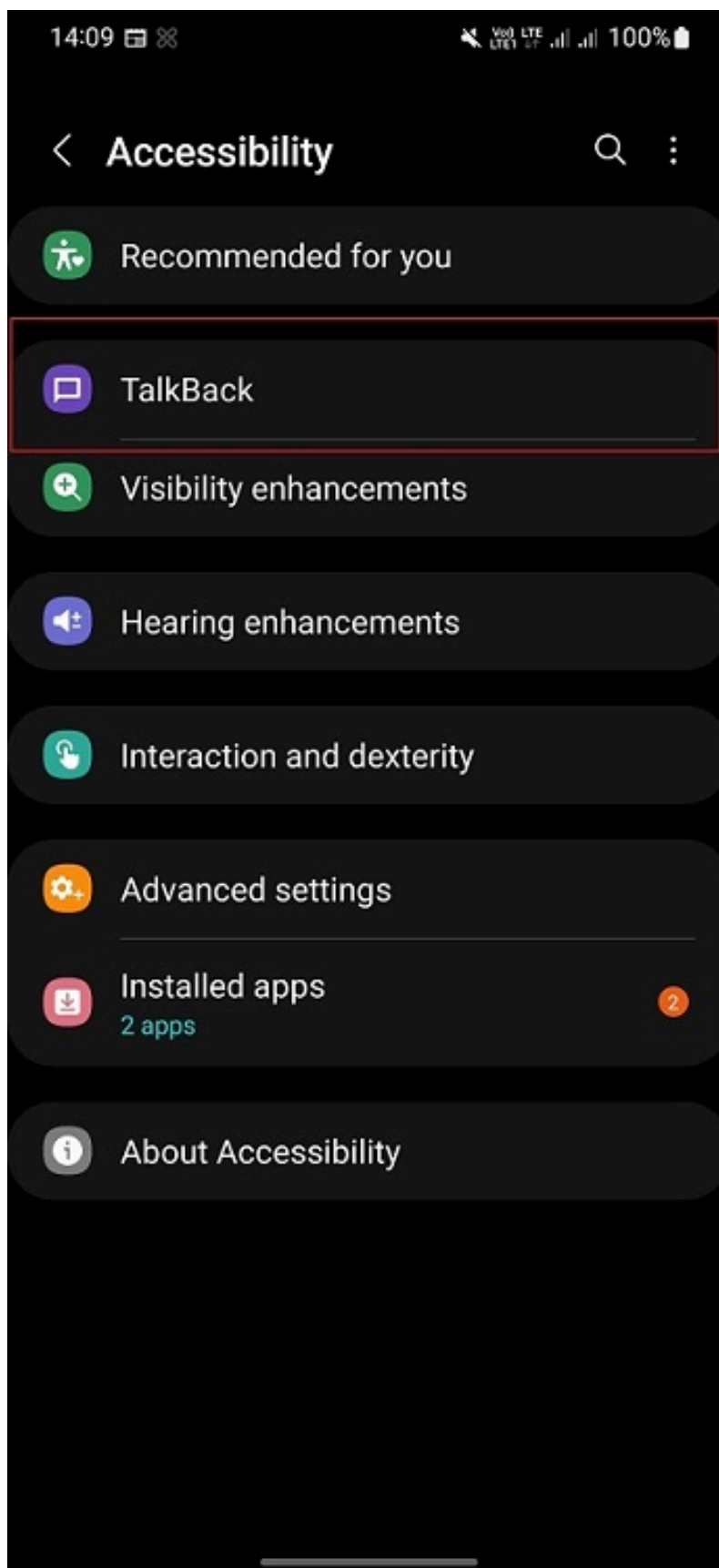
Unicode is the preferred mode for typing when you use a touch keyboard on your mobile devices. This is because the keys on a touch keyboard generally don't generate a scancode.

Accessibility and TalkBack

Citrix Workspace app provides an enhanced user experience with the TalkBack feature. The TalkBack feature helps end users who have difficulty seeing the screen. The narrator reads the screen elements aloud when using the UI.

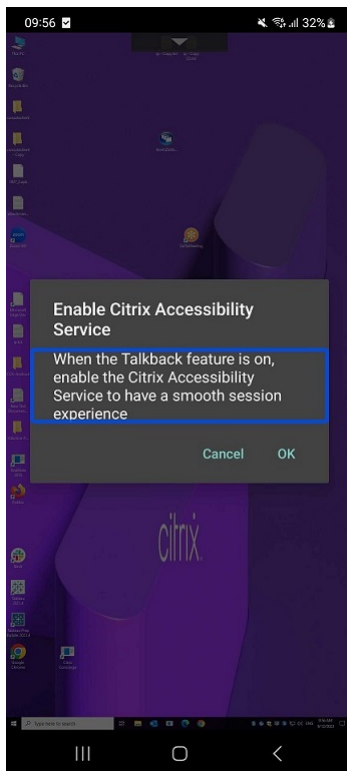
To use the Android talkback feature:

1. End users must enable the Talkback feature it from Android **Settings > Accessibility > Talkback**.

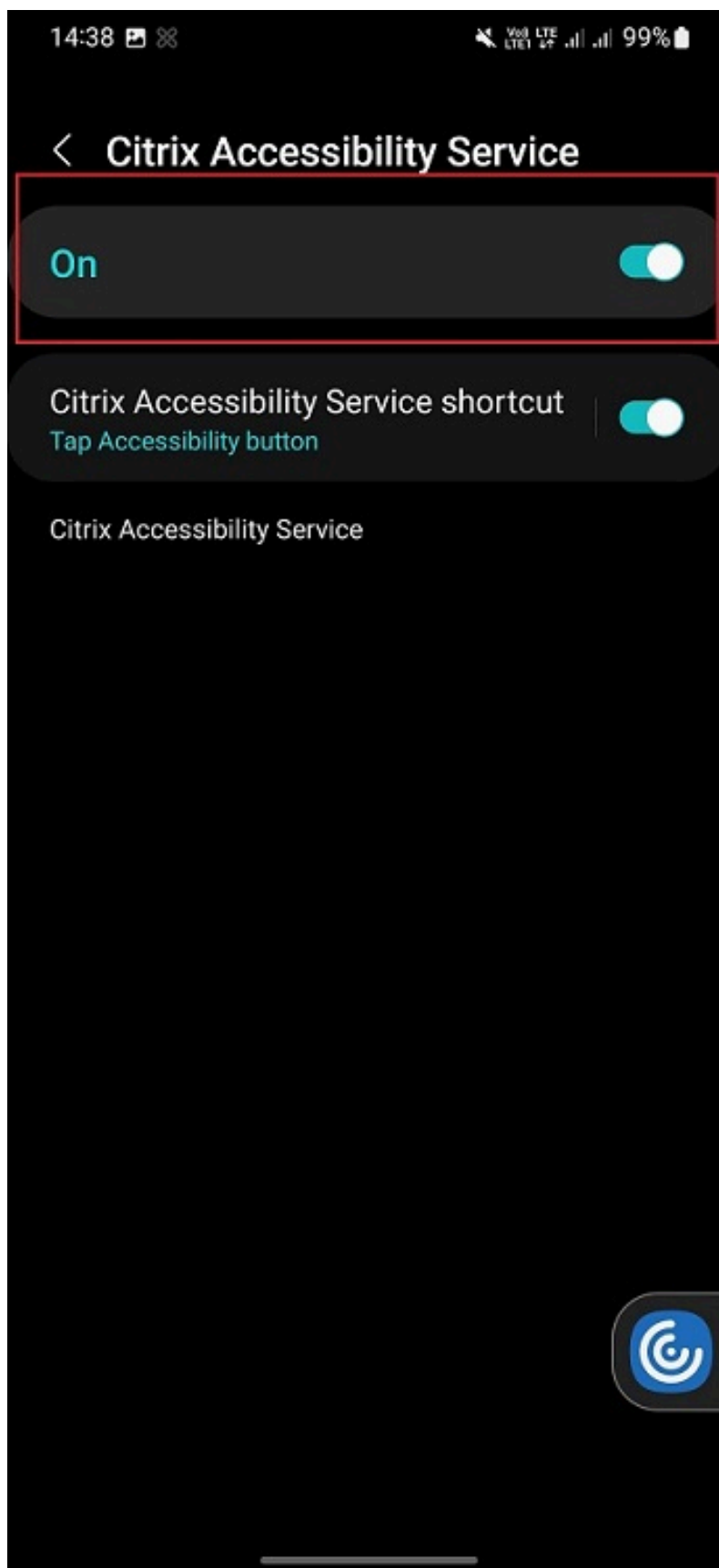


2. To use a virtual desktop session with the TalkBack feature, end users receive a dialog to enable Citrix Accessibility service from Android **Settings > Accessibility > Installed app > Citrix Accessibility Service**.

On some devices, the path might be **Settings> Accessibility > Citrix Accessibility Service**.



3. Tap **OK**.



4. Enable the **Citrix Accessibility Service** option to use the Talkback feature.

Note:

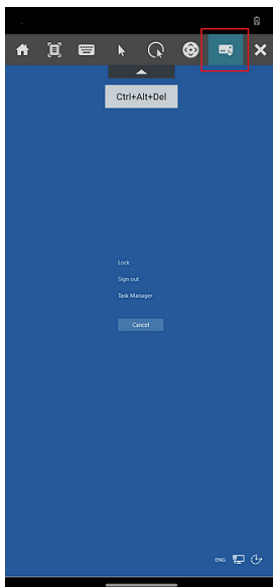
In a session, when the Talkback feature is enabled on the device, end user can use the two-finger long press to access the Citrix Workspace app toolbar.

Known issues in the feature

- When you attach an external keyboard to your device:
 - To use the CapsLock key as the narrator key, the action might not work as expected. As a workaround, press the Insert key. [HDX-55347]
 - To use the key combination Win+Ctrl+Enter to enable the narrator, the action doesn't take effect inside the virtual desktop session. As a workaround, use the Win key or the Start menu and enter the word Narrator. [HDX-55380]

Addition of Ctrl+Alt+Del shortcut in session toolbar

Starting from the 23.9.5 version, the session toolbar has an option to do the Ctrl+Alt+Del function with the tap of a button. This option facilitates users to sign out, switch users, lock the device, or access the Task Manager.

**Document scanner**

If you're signed into Citrix Workspace app, you can use the document scanner feature to scan many documents and transfer those scanned documents into the desktop session.

Note:

- This feature is enabled by default.

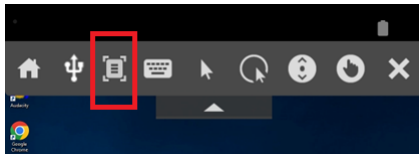
Prerequisites

- [Client drive mapping \(CDM\)](#) must be enabled for the store.
- Document scanner requires read and write access on your device. To enable access, follow these steps:
 1. From your profile, tap application **Settings** > **Store settings**.
 2. Tap your current store.
 3. Tap **Device Storage** and then select **Full access**.

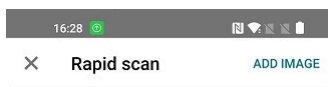
How to use the feature

To scan the documents:

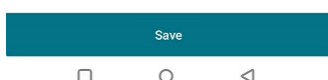
1. From the in-session toolbar, tap the document scanner icon.



2. Tap **ADD IMAGE** to start scanning.



To scan a document, tap 'Add image'

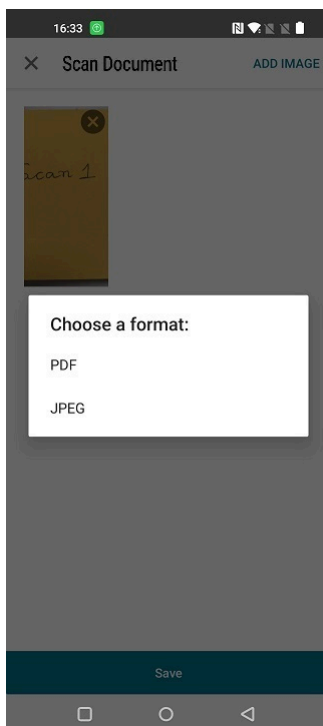


The camera app opens and you can start taking the photos.

3. (Optional) Crop the scanned document. After cropping to the required size, tap **CROP**.



4. Choose from the options to save the file in the required format.



5. Tap **Save**.

All the scanned documents are accessible inside the folder **CitrixRapidScanDocuments** on the external storage of your device. You can access the scanned documents through:

- File manager on your device
- Client drive mapping (CDM) on your virtual desktop.

Settings

The following options are listed under the **Settings** tab:

- Manage accounts
- STORE
 - Store settings
- General
 - Display
 - Keyboard
 - Audio
 - Security token
 - TLS version
 - Citrix Casting
 - Service continuity
 - Advanced
- Help & Support
- Send feedback to Citrix
- Help
- Rate your experience
- About

Manage accounts

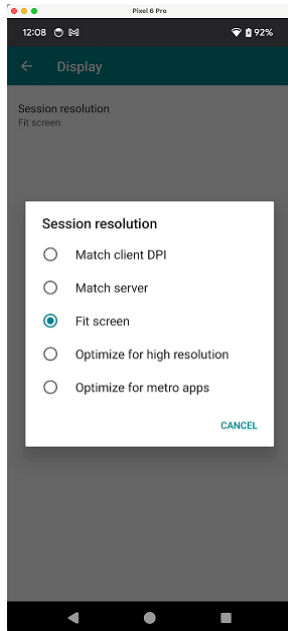
Use the **Manage accounts** option both to view the list of configured store and to add a new store.

General

The following settings appear under the **General** tab.

Display

Use the **Screen resolution** option to select the size of the resolution for the session display. The resolution set using this option is independent of the display settings set on your device. By default, the screen resolution is set to **Fit screen**.

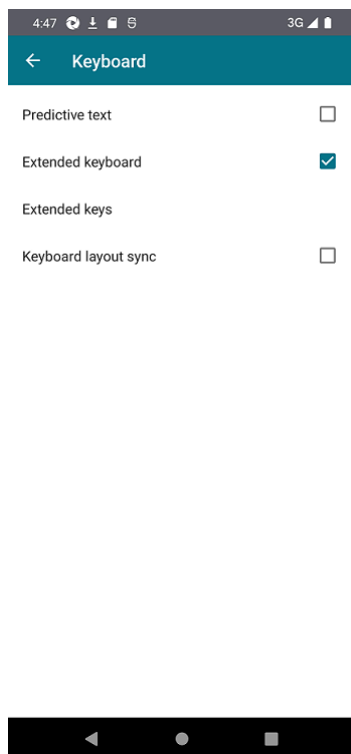


Select one of the following resolution options:

- **Match client DPI** –Ensures that the DPI scaling setting present in a remote desktop matches your device’s DPI setting. In general, the display clarity depends not only on resolution but also on the density of the pixels (DPI). For more information, see [DPI matching](#).
- **Match server** –Indicates that the resolution as set in the server is used on the client, thereby, matching the server resolution.
- **Fit screen** –The default option. The resolution is adjusted according to the size of the device display such as mobile, tab etc. Depending on where you are accessing the Workspace app from, the resolution is matched.
- **Optimize for high resolution** –The resolution always aims for high resolution for better display.
- **Optimize for metro apps** - This option allows the screen and the apps to look slightly larger.

Keyboard

The following screenshot lists the Keyboard options:



Predictive text

Select **Predictive text** option to enable suggestive words when typing in a text field.

Managing predictive text

The predictive text helps facilitate a better typing experience by suggesting words that you can type next. When you enable this feature during an app or desktop session, it's possible for passwords to show up on the prediction ribbon. To control this behavior this feature is disabled by default.

Notes:

- On your device's default keyboard settings, if the **Predictive text** option is disabled, you can't use this feature even when you enable it through Citrix Workspace app for Android.
- In a session, when the Chinese, Japanese, or Korean (CJK) input layout is set as a default on the GBoard keyboard, the English layout appears instead of the CJK layout.
To view the CJK keyboard layout, go to app **Settings** > **Keyboard** and enable the **Predictive text** option. [CVADHELP-23667]

Extended Keyboard

Enables or disables **Extended keyboard** in a session.

Extended keys

Select **Extended keys** option to allow you to configure keys to perform a special task. For example, Alt + Ctrl + Function keys displays as part of the Extended keyboard.

Keyboard layout sync

Automatically synchronizes the keyboard layout of the VDA with that of the client device.

When the Keyboard layout sync is disabled, both the VDA-side (remote) IME and the client-side IME take effect depending on your device's current input method. For example, if the client-side IME is in English and the VDA-side IME is in Japanese, the VDA-side IME (remote) takes effect.

When the Keyboard layout sync is enabled, the client-side IME takes precedence. If you change the input language at the client-side IME, the VDA-side IME changes accordingly. For example, if you change the client-side IME to Japanese, the VDA-side IME is changed to Japanese too. At the same time, Japanese IME on your client device is used during the session.

External keyboard input mode

You can select Scancode as the keyboard input mode while using an external physical keyboard. This feature is helpful when you use Android devices with an external Windows PC's standard keyboard. Similar to using the Samsung DeX feature.

Select one of the following options:

- **Scancode** - Sends the key position from the client-side keyboard to VDA and VDA generates the corresponding character. Applies server-side keyboard layout.
- **Unicode** - Sends the key from the client-side keyboard to VDA and VDA generates the same character in VDA. Applies client-side keyboard layout.

For more information, see [Scancode input mode for external keyboard](#).

Audio

If your IT administrator enables audio for mobile devices, you can listen to the audio from a meeting, training session, or webinar with applications in Citrix Workspace app.

Note:

This setting lets you listen only. Citrix Workspace app does not offer bi-directional audio.

Security token

You can enable the Security token on the client only if the configured store is RSA enabled.

On your device, before installing a software token, ensure that the date and time are correct, which is required for authentication to occur.

1. On your device, open the email with the `.sdtid` file, which is the file extension for the token.
2. Tap (or double tap) the file to run it and install the token.

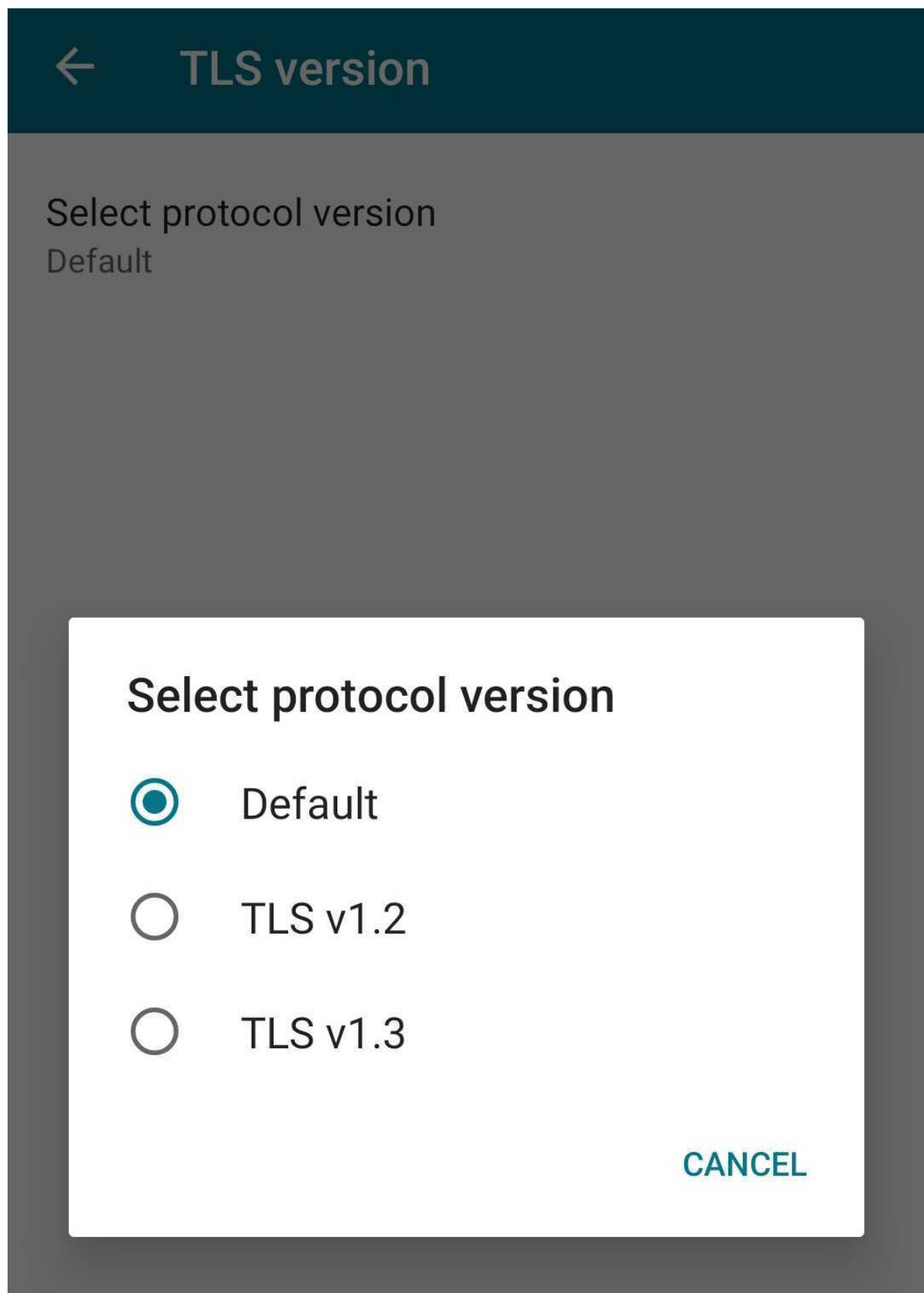
After installing the software token, manage the account in Citrix Workspace app by tapping the Android icon and select **Accounts**.

- **Token serial number** –Displays the serial number of the Security token.
- **Token expiration date** –Displays the Security token expiry date.
- **RSA software token** - Flag to enable or disable RSA token on the client.
- **Get passcode** - Displays passcode.
- **Delete Token** - Deletes the saved token from the client.

TLS version

Use this option to select the minimum version of TLS. By default, the TLS version on the client is set to **Default**. The other available options are:

- TLS v1.2
- TLS v1.3



Citrix Casting

Citrix Casting combines digital and physical environments to deliver apps and data within a secure smart space. The complete system connects devices (or things), like mobile apps and sensors, to create an intelligent and responsive environment.

Citrix Ready workspace hub enables Citrix Casting, which makes it possible to securely transfer your mobile session to a hub.

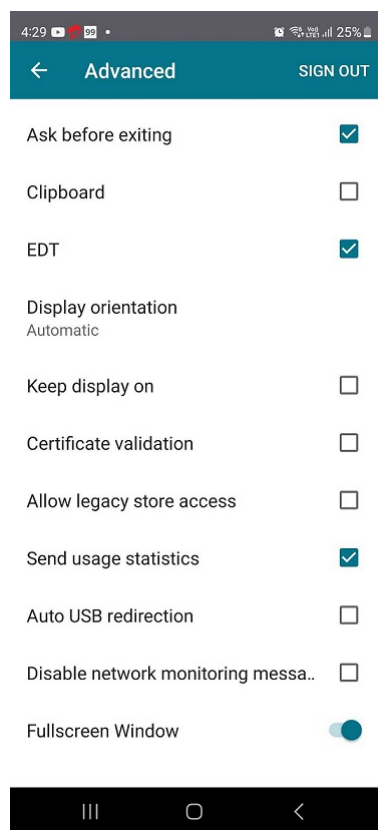
For more information, see [Citrix Ready workspace hub](#).

Service continuity

Service continuity removes or minimizes dependence on the availability of components involved in the connection process. You can launch Citrix DaaS apps and desktops regardless of the cloud services health status. Service continuity allows users to connect to their DaaS apps and desktops during outages, as long as the user device maintains a network connection to a resource location.

Advanced

Following options can be configured from the **Advanced** option:



1. Ask before exiting –Citrix Workspace app displays a prompt to confirm your exit.
2. Clipboard –This option lets you use the clipboard operations such as Cut, Copy, Paste in a session.
3. EDT - Allows Citrix Workspace app to select Enlightened Data Transport (EDT) in preference to TCP whenever possible to optimize data transport.
4. EDT Stack Parameters - Use this option to enable **CustomMTU** settings of EDT.
5. Display orientation –This option allows you to select the orientation of the display based on the device position. By default, **Automatic** is selected. You can also set it to **Portrait** or **Landscape** mode.
6. Keep display on –This option allows you to keep the display active without putting the screen to sleep.
7. Certificate validation
8. Allow legacy store access –Allows you to access the old versions of the store.
9. Send usage statistics - This option gathers anonymous configuration, events, properties, and usage data from Citrix Workspace app. The data is then automatically sent to Citrix to help Citrix improve the quality, reliability, and performance of Workspace app. No user identifiable information is collected from the customer environment.

Note:

Disabling this setting does not disable additional logging that your IT administrator might have enabled.

10. Auto USB redirection - This option enables automatic redirection of arbitrary USB devices from client machine to the VDA.
11. Disable network monitoring messages - This option disables the messages about network. These messages help monitor your network performance and make sure all resources are used optimally.
12. Fullscreen Window - you can view the app session in full-screen mode.

Support for full-screen mode for app sessions

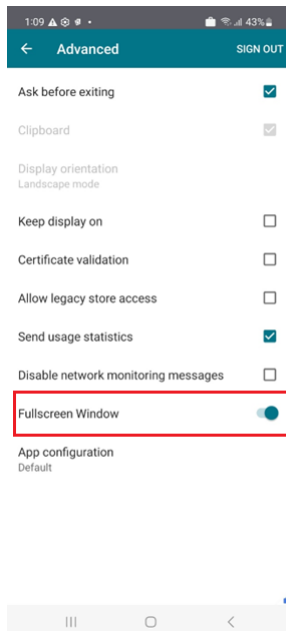
Previously, when you started an app session, you could view it in windowed mode.

Starting from the 23.9.5 version, Citrix Workspace app for Android introduces a new option to view the app session in full-screen mode. This feature is helpful when you:

- start a session in full immersion mode with touch devices

- try to duplicate the screen and cast it
- view the Citrix Workspace app on a smaller screen.

To enable the option, go to Citrix Workspace app for Android **Settings** > **Advance** > **Fullscreen Window** and toggle on. The following screenshot displays the option:



Help & Support

Send feedback to Citrix

Tap **Send feedback to Citrix** option. Double tap the component or product you wish to submit feedback on.

The **Report an issue** page appears

×

Report an issue

Workspace

Request help from Support

Describe your issue

When did this issue occur?

Just now

Add Screenshots

Log Options

>

Send

Provide the required information and click Send to submit the feedback. You can also add screenshots.

Tap **Log Options** to help Citrix to troubleshoot, and, in cases of complicated issues, facilitate support.

←

Log Options

Modify the log options only if recommended by your help desk.

Location

File

Level

Low

Clear log history

Reproduce Issue

In the Log Options dialog, you can:

- Upload a log file
- Set the priority
- Clear log history
- Reproduce the issue

Help

Tap **Help** to open the User Help documentation.

Rate your experience

Tap **Rate your experience** to provide ratings on your experience with Citrix Workspace app.

About

Tap **About** to get details about Citrix Workspace app.

Troubleshoot

How to check app's version

To know which version of Citrix Workspace app for Android you're using, do the following:

1. Open Citrix Workspace app.
2. Tap **Settings**.
3. Scroll down and tap **About**.



How to upgrade to the latest version

To upgrade the Citrix Workspace app to the latest version manually, do the following:

1. Open Play Store.
2. Search for Citrix Workspace.

If an update is available, tap **Update**.

Update the app automatically

By default, apps are updated automatically when the following conditions are met:

- The device is connected to a Wi-Fi network.
- The device is charging.
- The device is idle (not actively used).
- The Citrix Workspace app isn't running in the foreground.

Note:

The Google Play Store checks for app updates once a day. So, it can take up to 24 hours before an app update is added to the update queue. After an app is added to the queue, it will be automatically updated the next time when the conditions are fulfilled.

How to reset Citrix Workspace app

To reset the app, you can do one of the following:

- Clear the Citrix Workspace app storage data. Go to Android device **Settings** > **Apps** > select **Citrix Workspace app** > **Storage** > **Clear Cache**.
- or
- Uninstall Citrix Workspace app and install the latest Citrix Workspace app for Android from [Google Play](#) that has the latest fix.

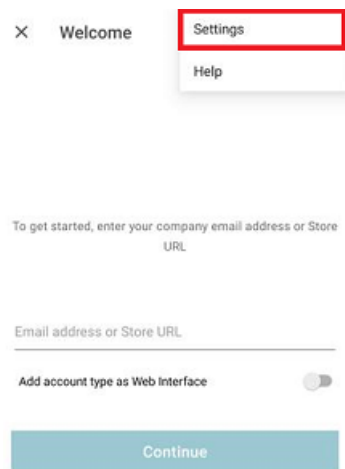
Note

Deleting existing accounts from Citrix Workspace app resets the account and not Citrix Workspace app itself.

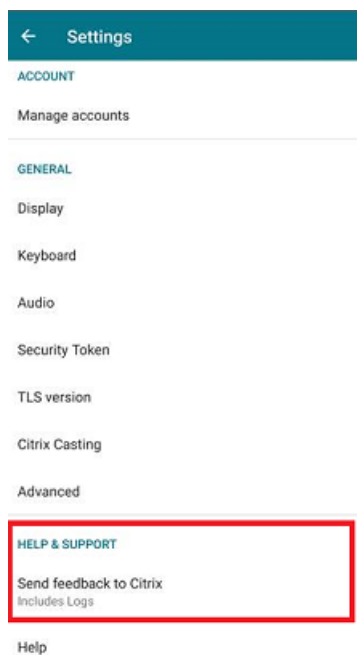
How to collect logs

To collect logs, follow these steps.

1. Tap **Settings**.



2. Under **Help and Support**, tap **Send feedback to Citrix** (Includes logs).



3. Tap **Workspace**.



4. Under **Report an issue**, tap **Log Options**.

× Report an issue

Workspace

Request help from Support

Describe your issue

When did this issue occur? Just now

Add Screenshots

Log Options >

Send

5. Then, tap **Level**.

< Log Options

Modify the log options only if recommended by your help desk.

Location

File

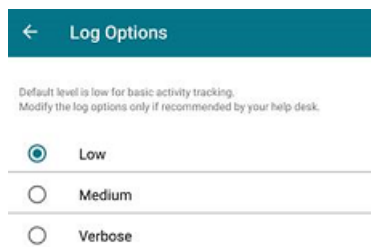
Level

Low

Clear log history

Reproduce issue

6. Select **Low**, **Medium**, or **Verbose** level. (Default level is low for basic activity tracking. Modify the level only if recommended by your help desk).

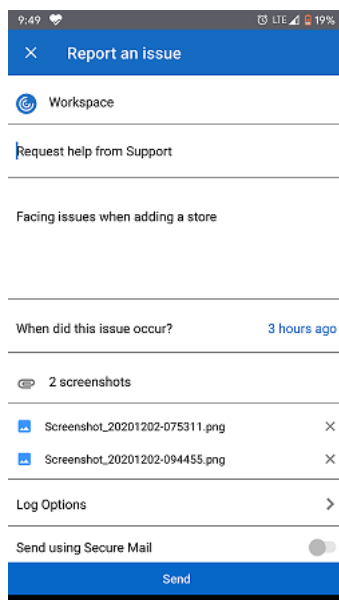


How to provide feedback

You can send us feedback about Citrix Workspace app for Android and report issues using the same interface. To send feedback:

1. Tap **Settings > Send feedback to Citrix > Workspace**.

The **Report an issue** dialog appears.



2. Using the **Report an issue** page, you can:

- Request help from Support
- Report an issue
- Send issue logs

Note:

To provide feedback on EAR, request for enhancements, or access technical preview features, see the [Troubleshoot](#) section in the product documentation.

Common issues and troubleshooting tips

Application unavailable in app store

If you're unable to use Google Play Store to install Citrix Workspace app for Android, as an alternative, you can download the app from the [Citrix Downloads](#) page.

Installation failures

When Citrix Workspace app isn't supported by default on Android TV, reach out to us through [enhancement requests](#).

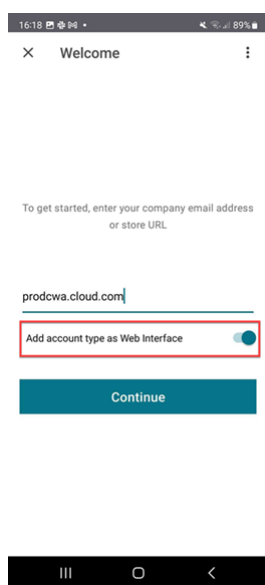
Authentication and store addition

If you observe issues about authentication or store addition, check for the following.

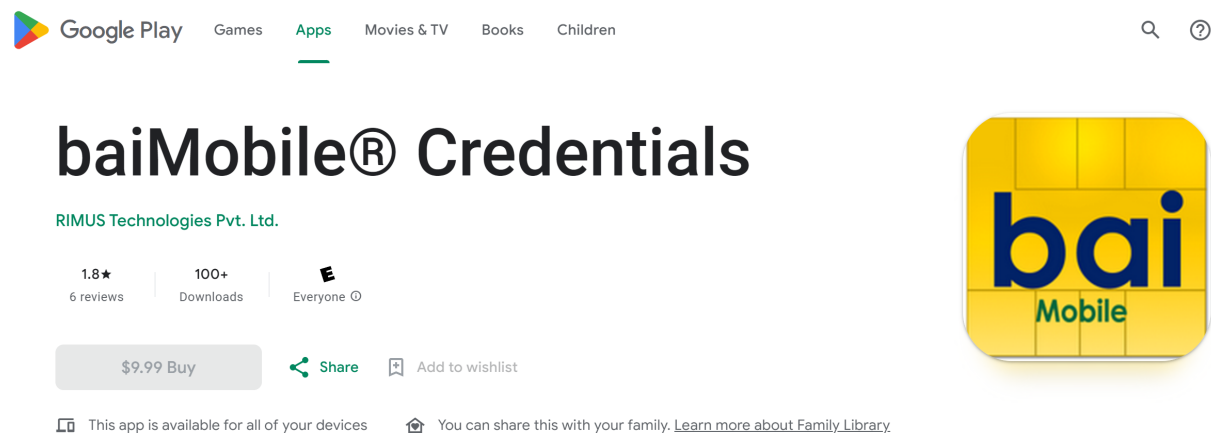
Invalid input You might have entered:

- invalid credentials
- incorrect store URL
- typos while entering the credentials and the store URL
- HTTP instead of HTTPS.

Web Interface mode You can also try to use **Web Interface** mode. On the first page of the app, tap **Get started**. On the **Welcome** page, enter the store URL and enable **Add account type as Web Interface**.



Smart card If the smart card authentication isn't working, install the **baiMobile Credentials** app. If the baiMobile Credentials app detects your smart card, contact us to look into the issue further.



NetScaler policy configurations To troubleshoot connection issues, see the [NetScaler Gateway for mobile devices](#) Knowledge Center article.

Session launch

To view session statistics:

- from the session toolbar, tap the mouse pointer icon four times
- or
- run `ctxsession -v` command in session terminal.

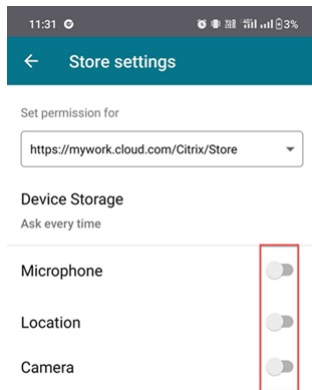
Failed to launch desktop If you're having trouble starting the virtual desktop, you might find helpful information in these Knowledge Center articles:

- [Error code 2524](#)
- [Error code 2523](#)
- [Error code 2502](#)
- [Error code 2517](#)

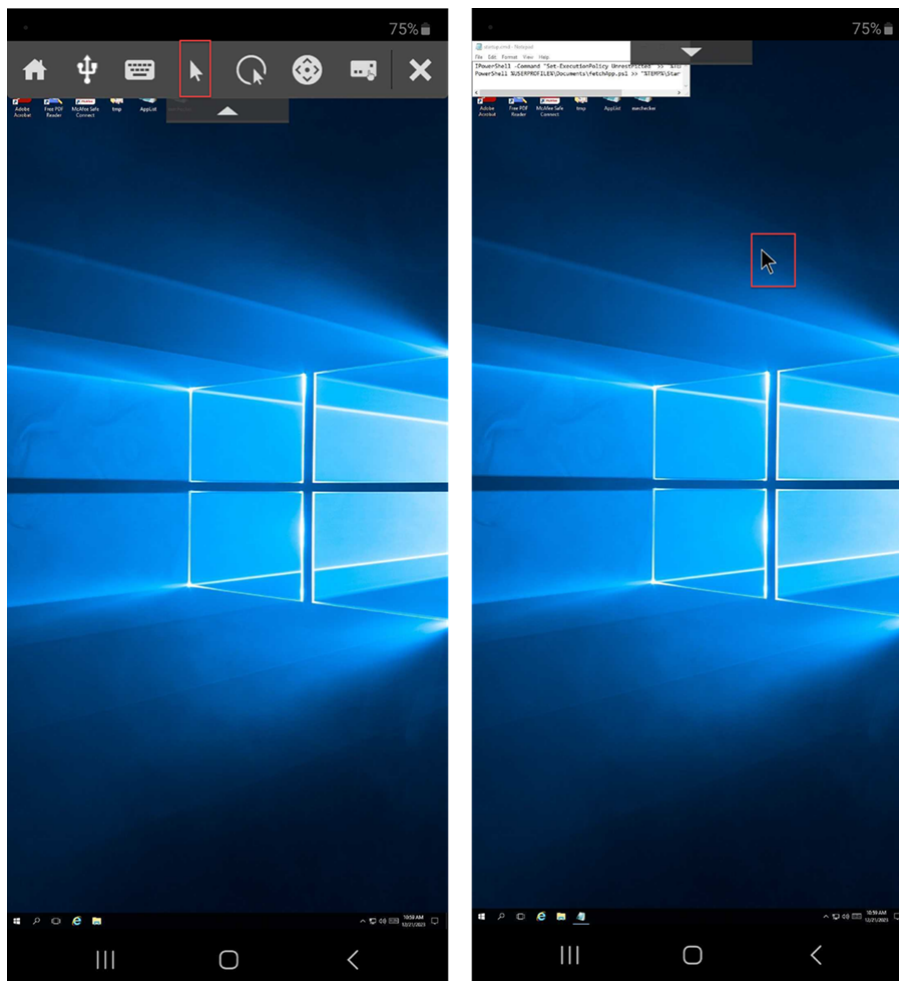
Permissions to access peripherals

Enable proper setting permissions.

Client Selective Trust Enable settings for Microphone, Location, and Camera. Go to Citrix Workspace app **Settings** > **Store settings** and enable CST settings for a selected store.

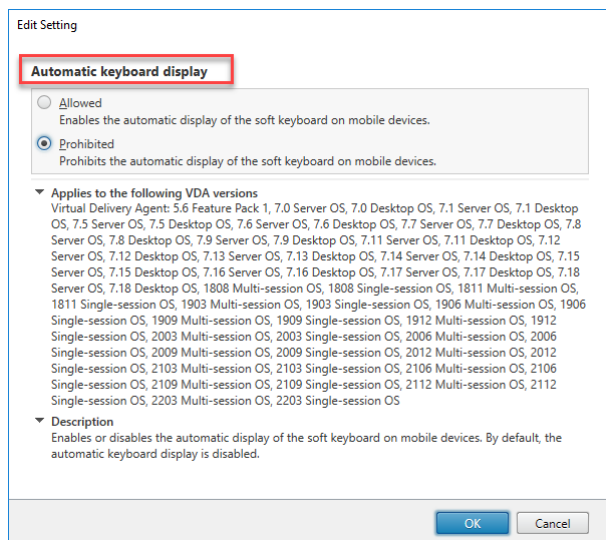


Enable mouse pointer After you start a session, tap on the toolbar and tap the mouse pointer icon to enable the mouse pointer.



Enable Keyboard If your organization's administrator hasn't enabled the automatic keyboard display feature by default, contact your organization's administrator for further assistance.

Administrators must enable the **Automatic keyboard display** policy in the DDC setting.



FAQ

- How to improve the virtual app and virtual desktop's video user experience for low-powered devices or mobile devices?
 - For more information see, [Video user experience](#) Knowledge Center article.
- Accessing Resources - I can't see my apps or desktops after signing into Citrix Workspace app?
 - Contact your company's help desk or your IT Support team administrator for further assistance.
- How to troubleshoot slow connections?
 - Follow the workaround if you experience any of the following issues:
 - slow connections to the Citrix Virtual Apps and Desktops site
 - missing application icons
 - recurring **Protocol Driver Error** messages

Workaround:

- Disable **Citrix PV Ethernet Adapter** properties for the network interface on the:
- Citrix Virtual Apps server
- Citrix Secure Web Gateway

- Web Interface server
- The **Citrix PV Ethernet Adapter** properties include (all enabled by default):
- Large Send Offload
- Offload IP Checksum
- Offload TCP Checksum
- Offload UDP Checksum

No server restart is needed. This workaround applies to the Windows Server 2003 and 2008 32-bit. This issue does not affect the Windows Server 2008 R2.

- Issue with Numeric keys and special characters
 - If the numeric keys or Chinese IME characters do not work properly, disable the **Unicode Keyboard** option. To do so, go to **Settings > Keyboard Options >** and set **Use Unicode Keyboard** to **disabled**.

Error codes

The following table gives you the list of error codes and a probable solution:

Error code	Knowledge Center article
Error code 437	https://support.citrix.com/article/CTX463401
Error code 41E	https://support.citrix.com/article/CTX235177
Error code 546 or 547	https://support.citrix.com/article/CTX231798
Error code 518	https://support.citrix.com/article/CTX277571
Error code 42B	https://support.citrix.com/article/CTX260992
Error code 548	https://support.citrix.com/article/CTX250706 https://support.citrix.com/article/CTX578359
Incorrect server address + Error code 548	https://support.citrix.com/article/CTX554245
Error code 451	https://support.citrix.com/article/CTX256708
General error	https://support.citrix.com/article/CTX219073
Try connecting again	Disable the UDP option. Go to app Settings > Advance > EDT

Errors and description

The following table gives you the list of errors and description. The probable solution is to contact [Citrix Technical support](#) for further assistance:

Error	Description
SessionManager.Launch.EngineLoadFailed	The ICA Engine failed to load/initialize.
SessionManager.Launch.ConnectionFailed	The ICA Engine terminated before connecting.
SessionManager.Launch.LogonFailed	Session disconnected without completing login
SessionManager.LeaseResolution.Failed	Unable to attempt lease launch.
SessionManager.clxmtp.SoftDeny	Engine CLXMTP negotiation failed (soft deny).
SessionManager.clxmtp.SoftDeny_Implicit	Engine CLXMTP connection failed (implicit soft deny).
Transport.Connect.NoCGP_Fail	Failed to connect (CGP disabled).
Transport.Connect.FallbackFail	Failed to connect, tried the ICA fallback.
Transport.Connect.Fail	Connection is unavailable.



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