

NWT LIS TIP OF THE WEEK

Module: SoftLabMic

Software Version: 4.0.8

Topic: Log into LIS via Citrix

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Distribution: All Users

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TOPIC/QUESTION: How do I log onto the LIS when the icons on the desktop aren't working?

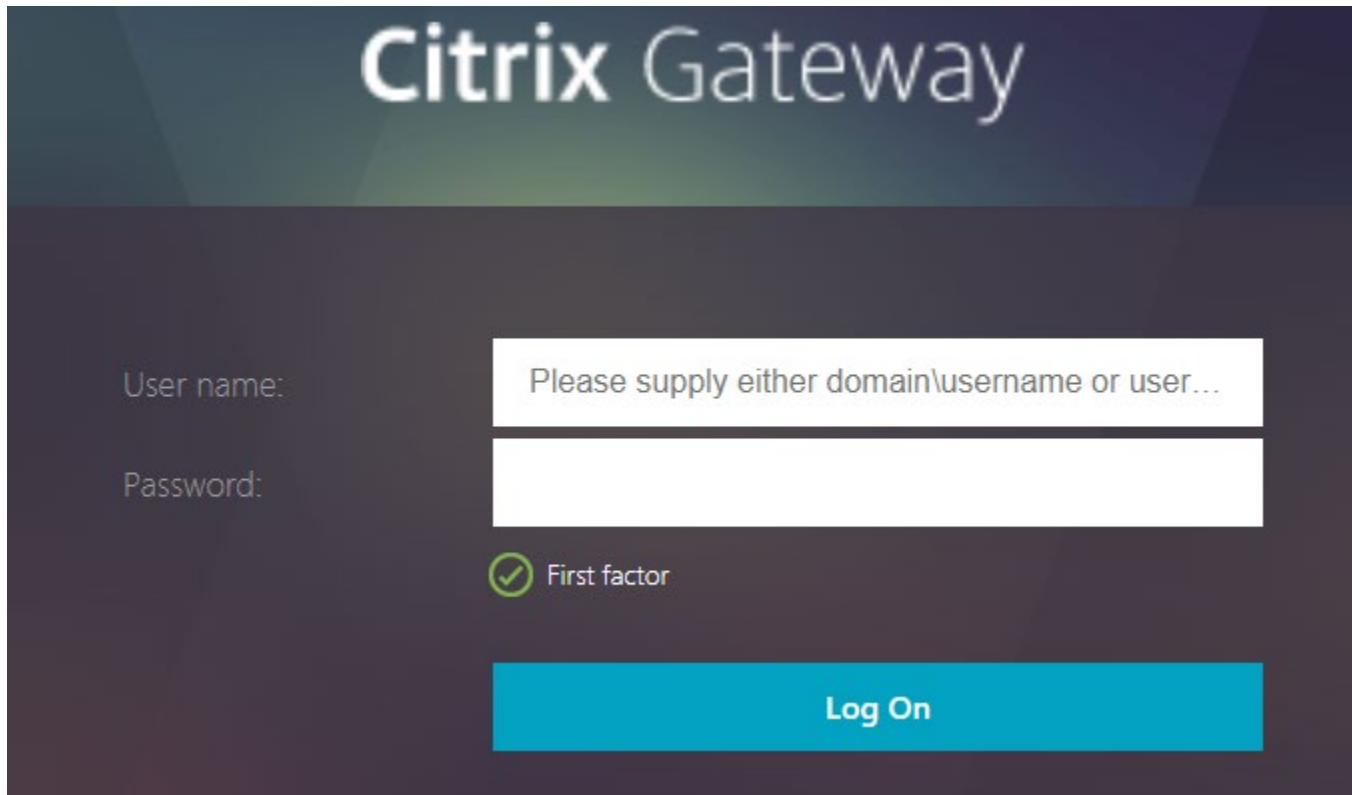
ANSWER/TIP : When the local network is down but we still have internet access → users can log onto Citrix and LIS via any web browser.

Step 1: Type in the internet address (<https://citrix.gov.nt.ca/>)

Step 2: Login with **corp\username** (same as your computer/email username)

Example: Jane Doe's user login should be corp\jane_doe

Step 3: Login password (same as your computer/email password)



The screenshot shows the Citrix Gateway login interface. At the top, the text "Citrix Gateway" is displayed in a large, white font against a dark blue background. Below this, there are two input fields: "User name:" and "Password:". The "User name:" field contains the placeholder text "Please supply either domain\username or user...". Below the "User name:" field, there is a green checkmark icon followed by the text "First factor". At the bottom of the form, there is a prominent blue button labeled "Log On".

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Step 4: Select the Apps then the Category that corresponds to the environment you want to login to (live3 or test3) , then select SoftLabMic (or the App you require, use SoftScape to login to SoftBank).

Step 5: Select the application you need to use, login with your Softlab username and password

Example: Jane Doe's user login should be jdoe

The screenshot shows the NWT LIS Apps interface. At the top, there is a navigation bar with 'HOME', 'APPS' (highlighted with a red circle '1'), and 'DESKTOPS'. Below the navigation bar, the 'Apps' section is displayed, with 'Categories' expanded to show 'LIS - LIVE3 (7)' (highlighted with a red circle '2'), 'LIS - TEST3 (7)', and 'Uncategorized (6)'. Under the 'LIS - LIVE3' category, several application tiles are shown, including 'Security Managem...VE3', 'SoftLabMic LIVE3' (highlighted with a red circle '3'), 'SoftMedia LIVE3', 'SoftRptDesigner LIVE3', 'SoftRptLauncher LIVE3', 'SoftScape LIVE3', and 'SoftTotalQC LIVE3'.