Windows App

Getting Started Guide

Windows App replaces Citrix Workspace for connecting your computer to Hennepin County applications. Some Windows App features are like Citrix features.

Installing Windows App

Follow your organization's procedure for installing software.

If you do not have an organization procedure, download Windows App from the Microsoft Store and install it on your computer.

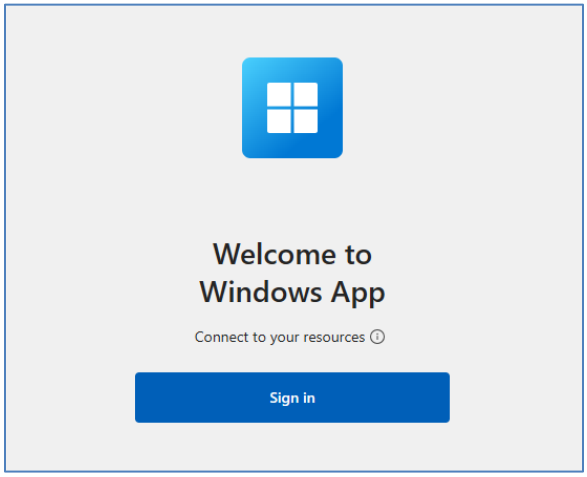
You can click this link to go directly to the Windows App page in the Microsoft Store. [Windows App - Free download and install on Windows | Microsoft Store]



Signing in to Windows App

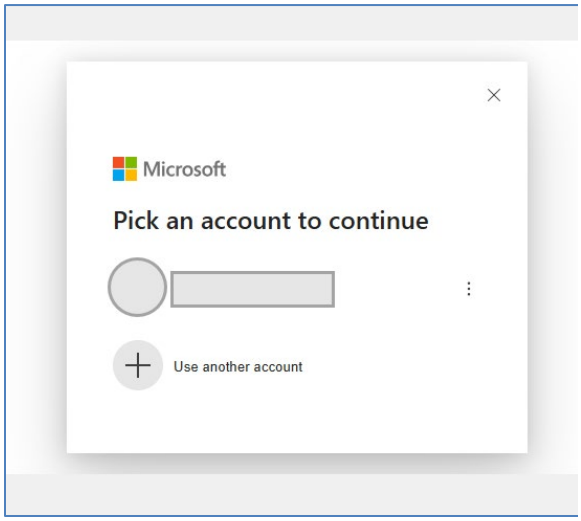
Sign in to Windows App using the two-step process known as multi-factor authentication.

1. On the Start menu, click **Windows App**.
2. On the Welcome screen, click **Sign in**.

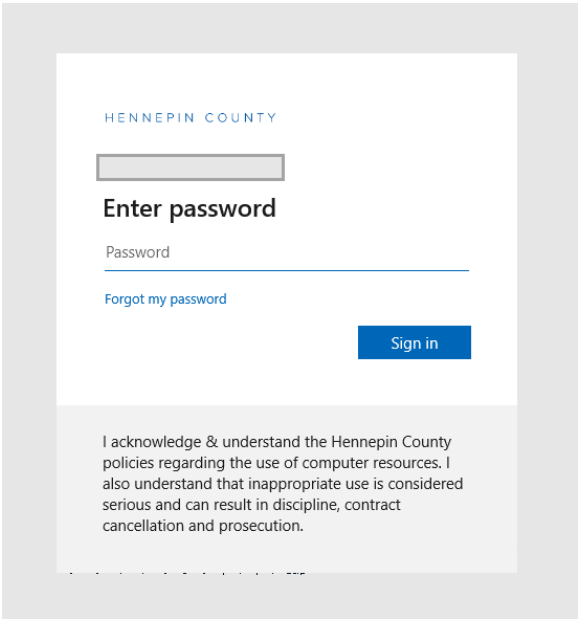


Hennepin County Human Services and Public Health
300 South Sixth Street, Minneapolis, MN 55487
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3. Select the Hennepin County account that you used for Citrix. The account is your Hennepin County e-mail address.



4. Enter your Hennepin County password, and click **Sign in**.

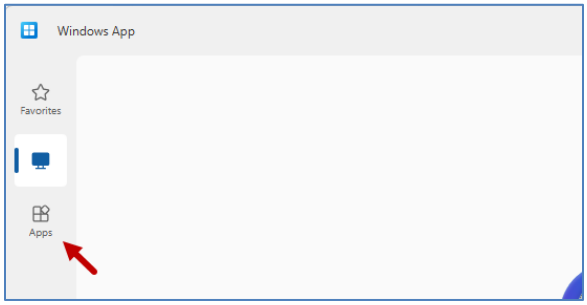


5. Verify your identity.

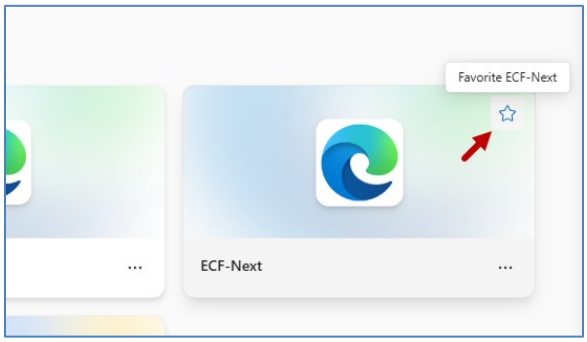
Setting up your workspace

You can set up favorites for your frequently used apps. Favorites appear in the upper rows of tiles in alphabetical order.

1. Ignore the message saying, "No devices or apps found." On the sidebar, click **Apps**.



2. To favorite an app, hover the cursor over the upper right corner of an app tile, and click the star.

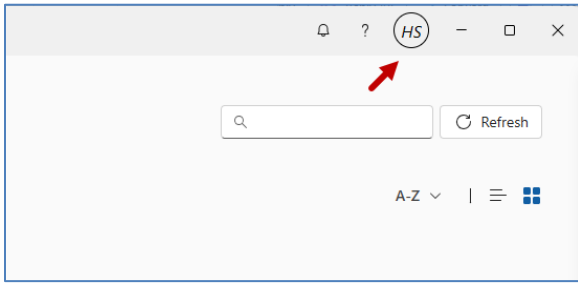


Signing in to your app

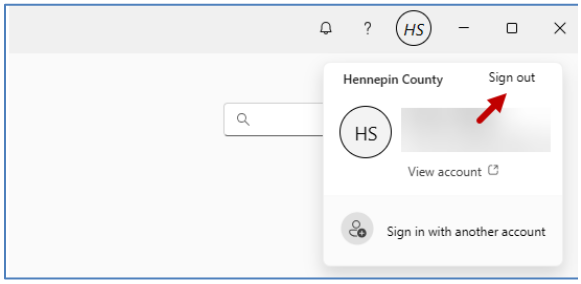
1. On the sidebar, click **Favorites** or **Apps**.
2. Click the tile for your app.
3. Sign in to your app.
4. When you are done using your app, sign out.

Signing out of Windows App

1. In Windows App, click the **Account** button at the top of the screen. The **Account** button has the initials of your first and last names.



2. Click **Sign out**.

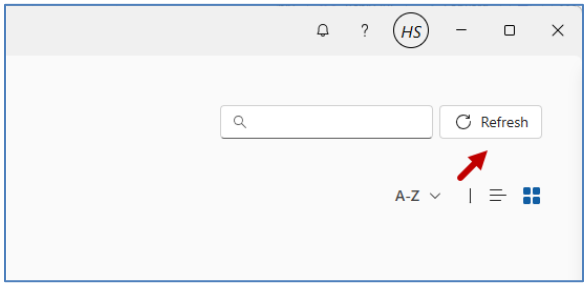


Going forward

You have completed the Windows App installation and setup.

The next time that you want to access your app, do the following:

1. Open Windows App.
2. Sign in with your Hennepin County account and password, and verify your identity.
3. In the workspace, click **Refresh** to mark sure you are seeing the current apps.



4. Click the tile for your app.
5. Sign in to your app.

Support

For help with signing in or resolving other issues, call Hennepin County IT Service Desk at (612) 348-6662 Mon. to Fri., 7 am to 5 pm