Here are the basic Citrix instructions:

For any machine that does not have Hyperspace icons on the desktop, do the following:

1. Go to Start → Control Panel
2. Open up the Add/Remove Programs. For Windows XP machines, double-click the Add/Remove programs group. For Windows 7, double-click the Programs and Features icon
3. Look for Citrix in the add/remove. If found, uninstall it then reboot the machine
4. After reboot, click Start → Run (or Search box in Windows 7) and key in \\sh-csrv1\guest (note that you must be logged on to the computer as someone with domain credentials)
5. Once the share window opens, double-click Internet folder
6. Double-click the Citrix folder
7. Double-click the file *CheckAndDeployCitrixReceiverEnterpriseStartupScript.bat* and let it run. It will remain opened while it's installing, and then close once it's finished
8. After it finishes, restart the machine and the icons should come up

If after restarting the machine, the icons still do not come up, open a ticket and assign it to Desktop Support. The ticket should include name of end-user, contact number of end-user, location, and name of computer of possible, along with details of the problem and steps you have already taken.