

TRAINING QRG

WORKING REMOTELY USING CITRIX REMOTE DESKTOP – IPAD

Overview

Citrix Remote Desktop allows you to use any Internet-connected Windows PC, Macintosh or tablet device as if it were a computer attached to the firm's network. It gives access to the firm's standard applications such as Office, iManage and Finance systems. It also allows you to access share drives such as your G drive.

Citrix Remote Desktop is secured using an app on your mobile device (also known as 'Okta Verify').

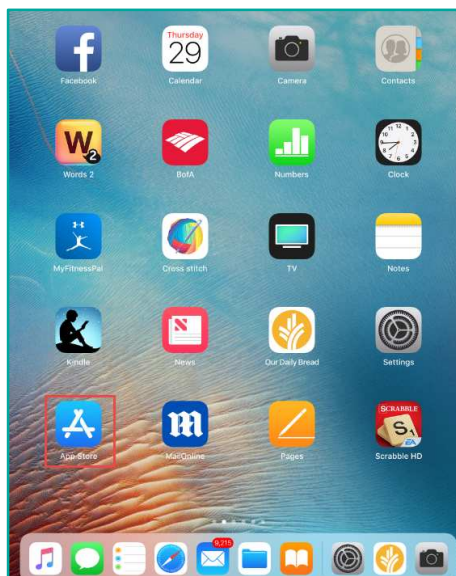
If you already have the Okta Verify app on your smartphone then please refer to the section on **Connect to Citrix Remote Desktop (subsequent connections)** on page 7.

Access the Citrix Remote Desktop from an iPad

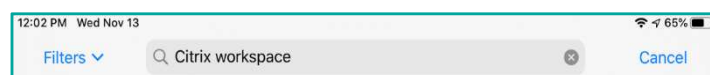
To access the Citrix Remote Desktop from an iPad you will first need to download the Citrix Receiver app.

To download Citrix Receiver

- 1 On the iPad home screen tap the **App Store** icon.

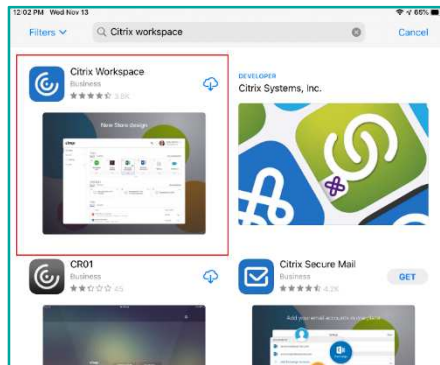


- 2 In the search field type **Citrix workspace**.



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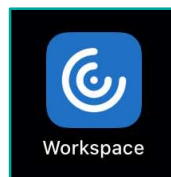
- 3 Select the **Citrix Workspace** app in the results and tap the download (cloud) icon or GET as appropriate.



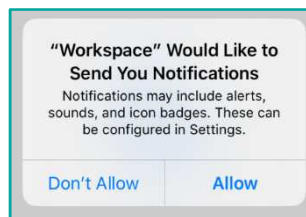
- 4 When the download is complete, close **App Store**.

Connect to the Citrix Remote Desktop with an iPad for the first time

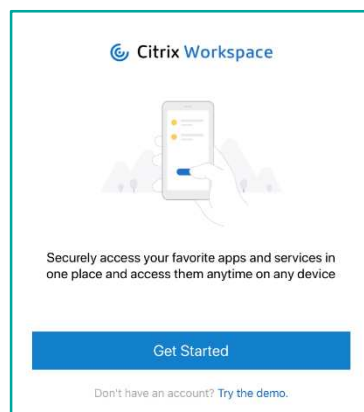
- 1 Open the **Citrix Workspace** App



- 2 On the notification notice, tap **Allow**.



- 3 Tap **Get Started**



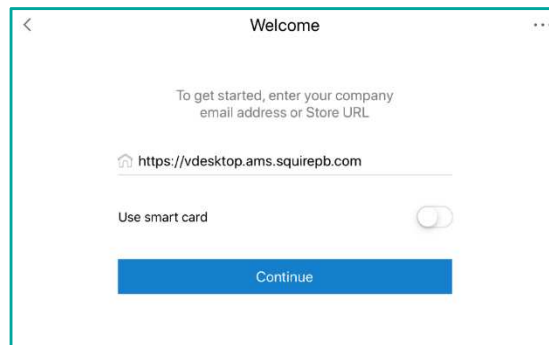
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4 Enter the URL for your regional remote desktop site and then tap **Continue**

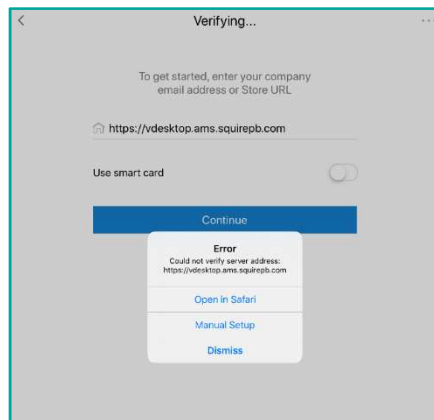
Americas <https://vdesktop.ams.squirepb.com/>

Europe <https://vdesktop.emea.squirepb.com/>

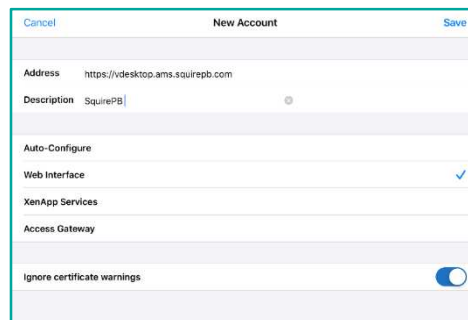
Asia <https://vdesktop.apac.squirepb.com/>



5 Tap **Manual Setup**

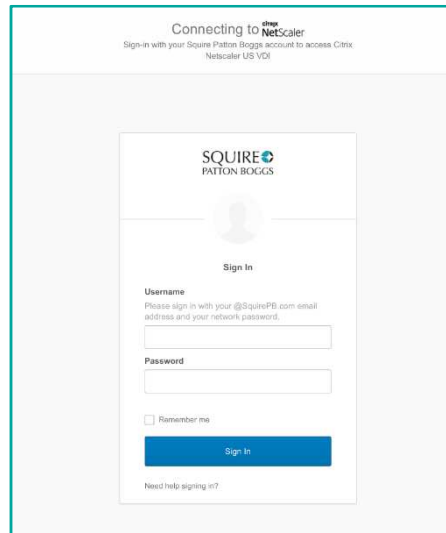


6 Enter a **Description** (we would recommend SquirePB) and then tap **Save** to continue.



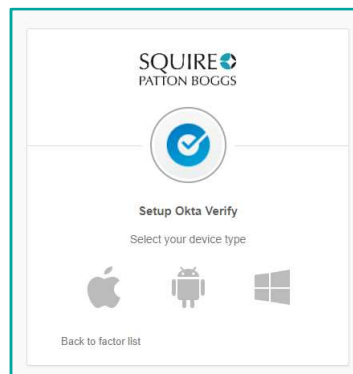
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- 7 Enter your Username (email address), Password and tap **Sign In**.



For security and convenience, do not install the Okta Verify app on your iPad or Android tablet if you intend to use this device to connect to Citrix Remote Desktop. Instead, install the app on your smartphone.

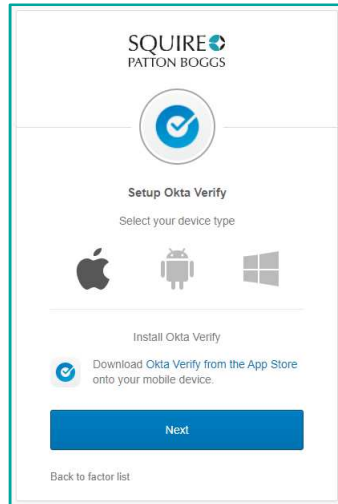
- 8 On the Setup Okta Verify page, select whether you want to install Okta Verify on an Apple iOS device, an Android device, or a Windows smartphone.



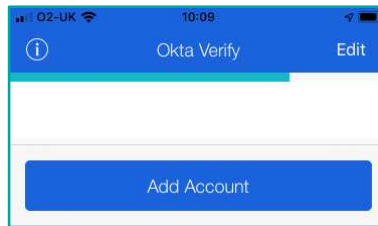
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- 9 Download the Okta Verify app on your mobile device from the Apple AppStore or Google Play Store.

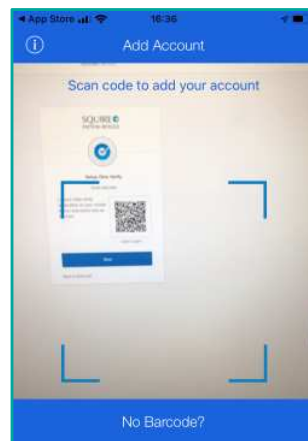
Once you have downloaded the Okta Verify app, tap **Next**.



- 10 Open Okta Verify on your mobile device and tap **Add Account**.



- 11 Using your mobile device, scan the barcode on screen.

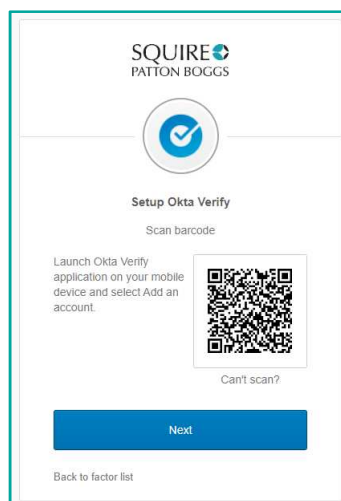


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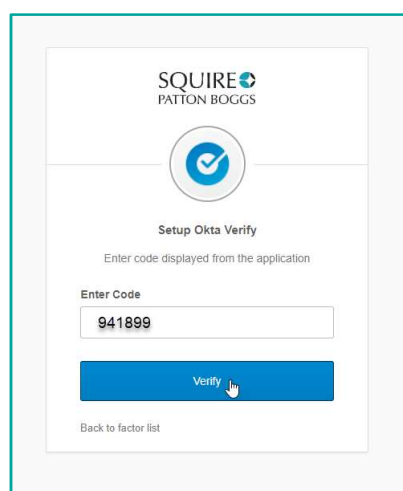
- 12 Once the barcode has been scanned it will create your account and a code will be generated. The progress bar at the top indicates the code will be valid for 30 seconds before it changes.



- 13 On your iPad from the Setup Okta Verify screen, tap **Next**.



- 14 Enter the code displayed in the app and click **Verify**.



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- 15 Tap the Windows 10 Desktop to launch the remote desktop session.
- 16 The Remote Desktop will load through Citrix Receiver. The Windows desktop will open. You can access the applications from the **Start** menu and **FIRM Shortcuts** folder.



- 17 To log off tap **Start** and **Shut down**.



Connect to Citrix Remote Desktop (subsequent connections)

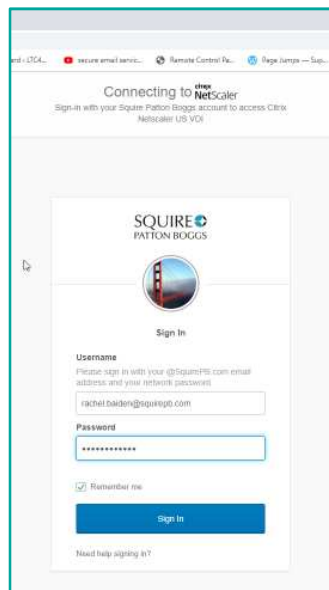
The process above only applies to the first time you connect to Citrix Remote Desktop. After the initial setup, the process is quicker.

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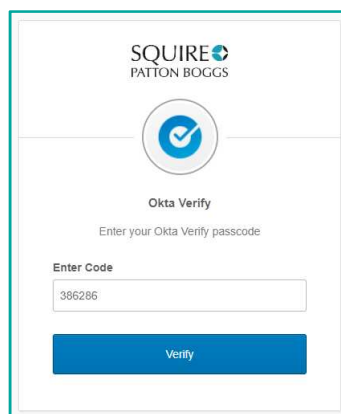
- 1 Open the Citrix Workspace App



- 2 Tap the account to use, this should be SquirePB.
- 3 Enter your Username (email address), Password and tap **Sign In**.



- 4 Open the Okta Verify app on your smartphone to generate a passcode. Enter this code and tap **Verify**.



- 5 Launch the remote desktop session.

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Differences between Citrix Remote Desktop and your normal desktop or laptop PC

- Documents and data files should be saved to iManage or to a network drive. **Files saved on the C:\ drive will be deleted when you disconnect from Citrix Remote Desktop.**
- Windows Search is not available to search email.
- If you have Outlook email archives (PSTs) mounted on your normal computer, these are **not** mounted on Citrix Remote Desktop.
- The default printer from the machine you're using to connect to Citrix Remote Desktop is available to print to from within the remote desktop session.
- If your remote desktop session is inactive for more than three hours, you will be logged off and any unsaved work may be lost.
- Applications (such as Outlook, Word and Internet Explorer) do not launch automatically when you log on to a Citrix Remote Desktop session: you will need to launch any applications you require manually.