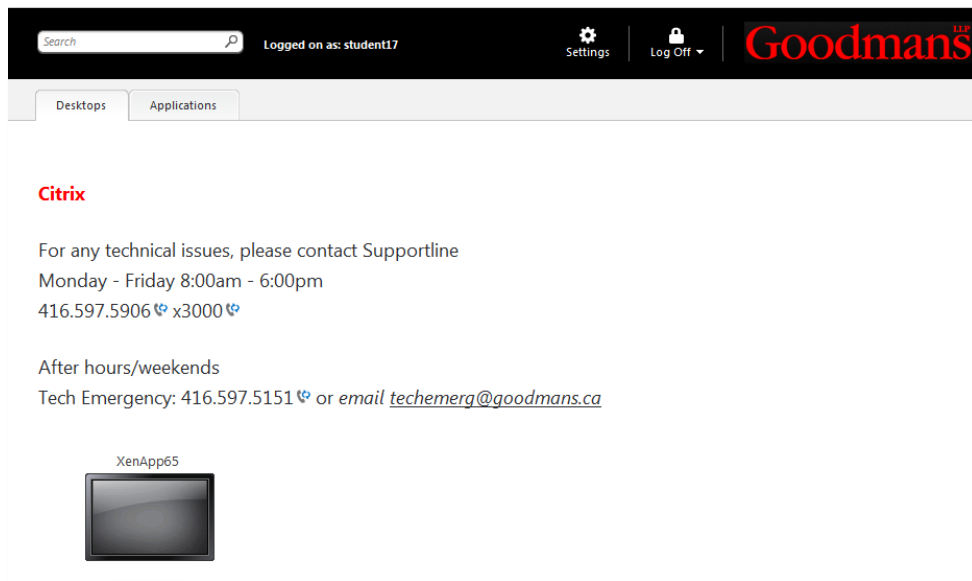


## CITRIX REMOTE ACCESS – CITRIX DESKTOP

## OVERVIEW



Citrix remote access software enables you to establish a connection to the servers at Goodmans from outside the Firm. Once the connection is established, DM, Outlook, Word, and other applications on the network are available to you.

- Although Citrix is compatible with other browsers, it must be installed using Internet Explorer.
- The following instructions demonstrate installation in the Windows 7 environment.
- All applications should be closed before proceeding to install as your PC may reboot when finished.

## CITRIX CLIENT INSTALLATION

If this is your first time using Citrix, you must first install it on your home computer. Please follow these steps:

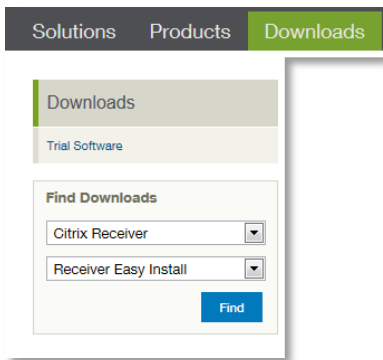
1. Start **Internet Explorer**, and go to link: <https://secure.goodmans.ca>

**Note:** if you see a black screen after clicking this link, this is an IE11 known compatibility issue. Please do the following to fix this:

2. In the **IE** menu click **Tools**> select **Compatibility View Settings** and add **goodmans.ca** to the list. Close this window and restart your browser.
3. The following screen will open and click the **Install** button.



4. From the **Find Downloads** menu field select **Citrix Receiver** (in the top menu) and **Receiver Easy Install** (in the bottom menu) and click the **Find** button.



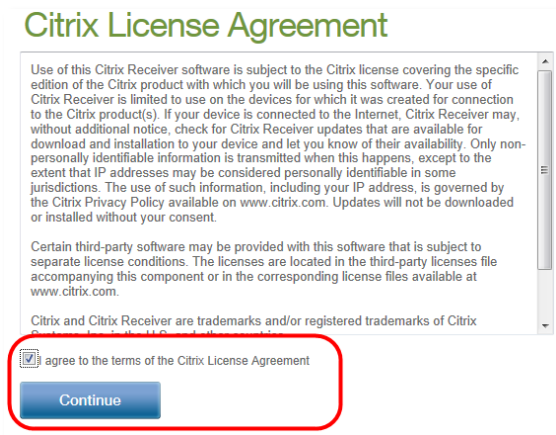
5. On the next screen click on the **Detect my device and install Receiver**.



6. Click the **Download Receiver for Windows** button.



7. Click the agree checkbox and the **Continue** button.



8. Click on **Run** when prompted. **Note:** this message may open at the bottom of your screen.



9. Click on the **Install** button. This may take a few minutes to complete.



10. Close and re-open your web browser and go to link: <https://secure.goodmans.ca>

Please refer to the first time setup information for Outlook and Word found on page 4 of this document.

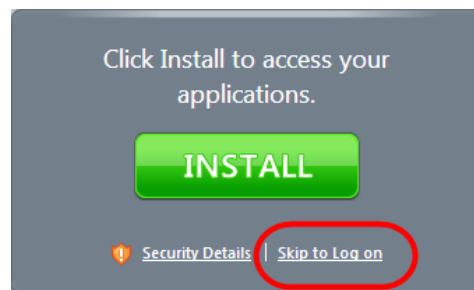
## LOGGING ON/OFF CITRIX DESKTOP

### Logging On

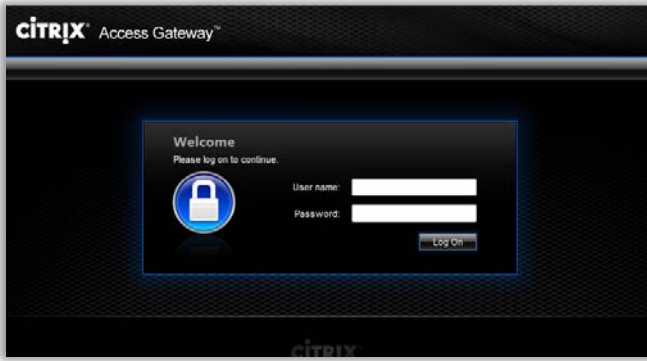
1. Start **Internet Explorer**, and go to link: <https://secure.goodmans.ca>

**Note:** Citrix does work on most internet browsers including Firefox and Chrome

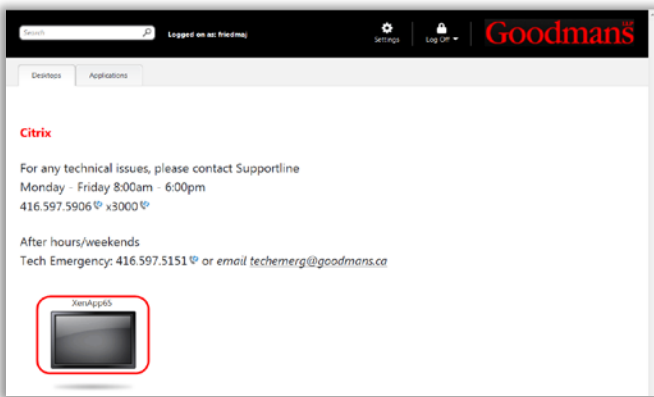
**Note about using Chrome:** When using Chrome you will be prompted to install the Citrix client each time you log in. Click the **Skip to Log On** option to proceed to the Citrix log on screen.



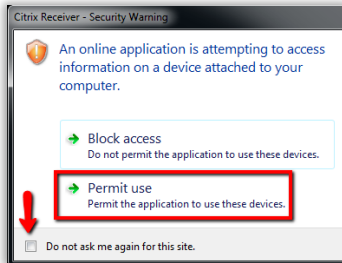
2. The login window will open and sign in by entering your regular network username (i.e.: jfriedman@goodmans.ca) and your network password. Click the **Log In** button or press **Enter** key.



3. The Web Interface Applications screen will open and select the **XenApp65** icon at the bottom of the screen.



**Note:** If you receive a Security warning prompt. Select Permit Use and check the box "do not ask me again for this site" and Yes (this is a onetime step).




4. The **Citrix Desktop** screen will open. A **Citrix** icon will be opened in your task bar.

**Note:** you may have to increase the size of the Citrix window to view it properly. This can be done by selecting the maximize button in the upper right corner.



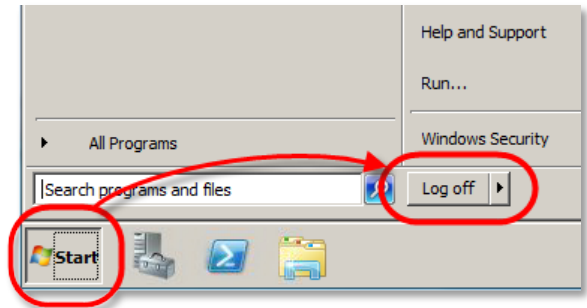
**Logging Off**

**Note:** When closing out of applications, be careful not to select the **Red X close button**  at the top right

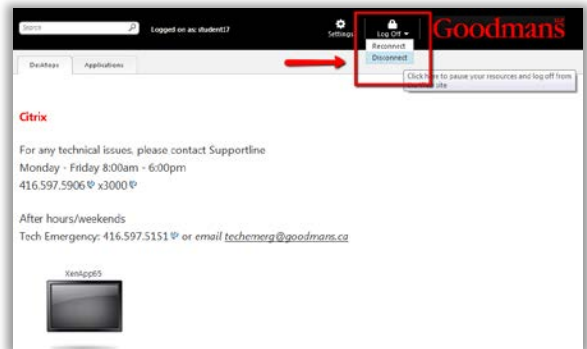
corner of the Citrix screen. This will disconnect you from Citrix.

To log out of Citrix Desktop:

1. Close ALL applications that you have opened in Citrix.
2. Go to the **Start** button from the Citrix Desktop and select **Log Off**.



3. Select **Log Off** at the next prompt.
4. Choose **Log Off** at the top and select **Disconnect**.



5. The following screen appears and you can close the browser.



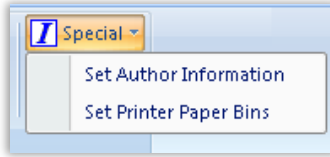
**FIRST TIME SETUP FOR WORD AND OUTLOOK**

This setup is only required for Citrix desktop. If using Direct Desktop you do not have to complete these steps.

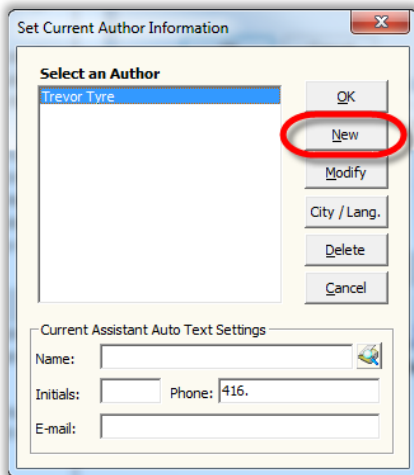
**Word 2010 Setup**

In Word, you should set-up your author information, prior to creating any letters, memos, etc. This can be done by selecting the **Special drop down** option located on the **WordLX** tab, under **Tools**. This is a onetime step.

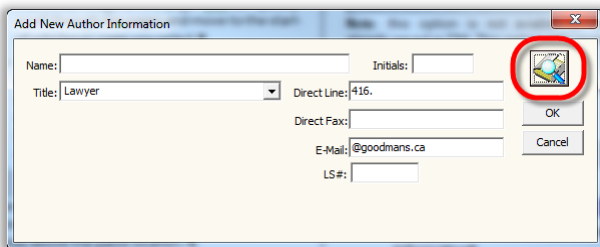
1. Select the **Special Setup** button on the **WordLX** tab and select **Set Author Information**.



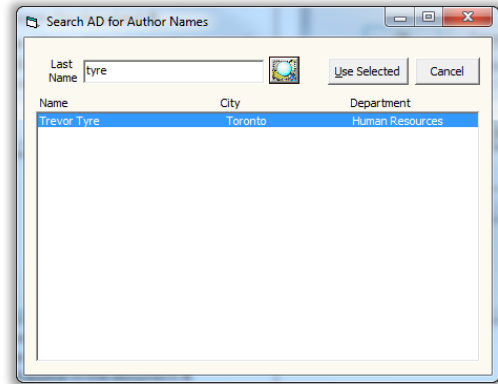
2. Click the **New** button.



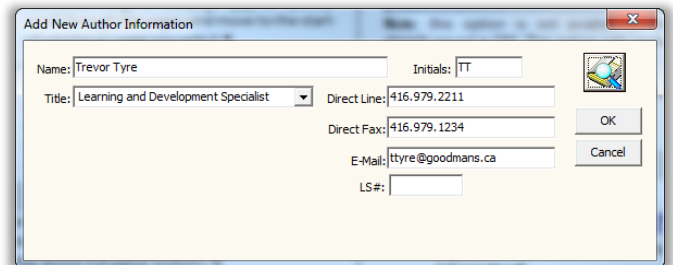
3. Click the **Search** button.



4. Type the last name in the search field and click the search button. The names will be listed below. Select the author name and click **Use Selected**



5. Click any changes to the author information and click **OK**.



The author will now appear in your list.

### **Outlook 2010 Setup**

Outlook will need to be setup with your profile. This is a onetime setup.

1. Open **Outlook** from the Desktop icon.
2. As each window opens select the **Next** button in the lower right corner.
3. Click the **Finish** button when prompted.

The Outlook signature will need to be created. This is a onetime setup.

1. Open a new email.
2. Find your existing signature in your sent items folder and copy it.
3. On the **Message** tab> select **Signature** button and choose signatures from the drop down menu.
4. Click the **New** button and give the signature a name.
5. In the **Edit** signature area, paste your signature.
6. Click **save and close** the window by selecting **OK**.

### **SAVING OUTSIDE OF DM (U:DRIVE OR C:)**

1. Click on Save As button from the **Quick Access Toolbar(QAT)**.
2. The **Document Profile** will open, select **Cancel**.
3. At the **Save As** screen, select the down arrow on the **Save in** field and choose one of the following:

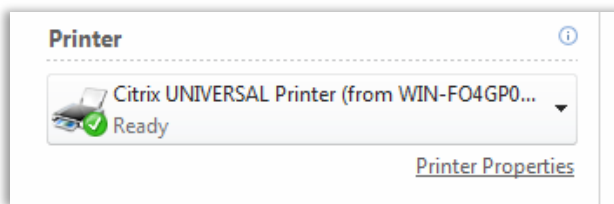
- ♦ **U: Drive** (this drive is accessible from your PC at Goodmans)-**BEST OPTION**
- ♦ **C: Local Drive** (this is saved locally on the computer and will not be accessible from your PC at Goodmans)
- ♦ **Desktop** (this cannot be accessed from your PC at Goodmans)

**Note:** If you're using a Goodmans laptop to access Citrix all files saved to the C: drive and desktop will be deleted when you return the laptop

4. Enter a name for the document and click the **Save** button.

### PRINTING IN CITRIX

Printing to your local printer through Citrix is available. Your default local printer should display automatically when you select Print.



### TASK MANAGER TO CLOSE PROGRAMS IN CITRIX DESKTOP

To properly exit from Citrix all programs should be closed before logging off from Citrix. If a program is left open Citrix may not close properly.

If you're having difficulty closing a program in Citrix you can use the Task Manager within Citrix to end the program properly.

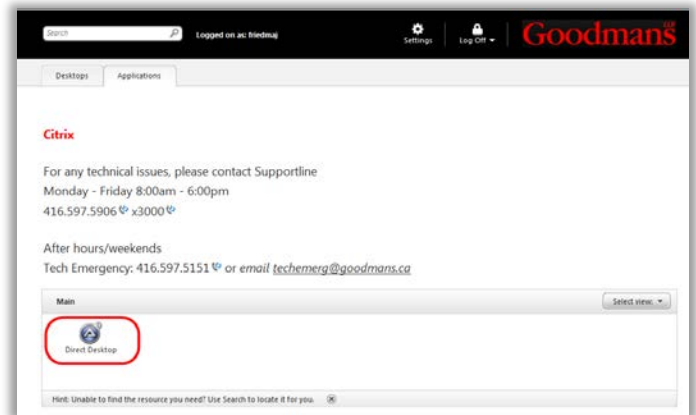
1. In the **Citrix** window press **Ctrl+Alt+Delete**.
2. From the menu select **Task Manager** and click on the **Applications** tab.
3. In the **Task Manager** window select applications that are not closing and select the **End Task** button.

### LOGGING ON/OFF TO CITRIX DIRECT DESKTOP

For Direct Desktop to work your PC in your office must be turned on.

Follow **Steps 1 and 2** on **Page 2** of this Quick Reference Guide.

1. The **Web Interface Applications** screen will open.
2. Click on the **Applications** tab and select **Direct Desktop**.



3. Once **Citrix Direct** desktop has started you will be prompted to log in again to gain access to the computer in your office. Enter your network password and click **OK**.