Overview of Citrix

Citrix provides a means for Munsch Hardt to provide secure remote access to employees. It provides a desktop experience similar to your own workstation with a few differences outlined below.

It should not be used when connected using VPN on firm-issued laptops.

When using Citrix you are logging directly into one of our servers on our network. You are not logging into your computer therefore any files or shortcuts on your desktop will not be available. Additional instructions and information below will highlight steps you must take **each time** you use Citrix to ensure you are fully connected to NetDocuments.

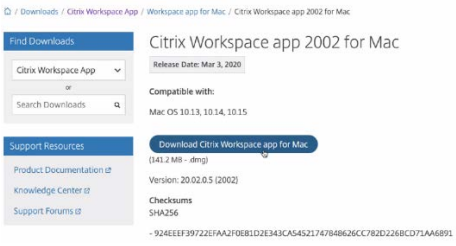
Installing Citrix Receiver for Mac

When you are accessing Citrix using a Mac, you must first download the Citrix Receiver. It will not download automatically.

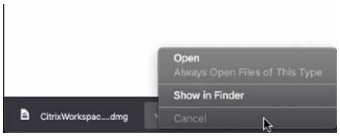
1. Go to https://citrix.com/downloads/workspace-app
2. Expand **Workspace app for Mac.**

   Click on the Citric Workspace app 2002 (or current version) for Mac.

3. Click on the **Download Citrix Workspace app for Mac**.



4. Once downloaded, click the up arrow and select **Open** to install.



5. Click **Install Citrix Receiver**
6. Click **Continue** on each screen displayed.
7. On the Software License Agreement window, click **Continue** and then click **Agree**.
8. Click **Install** to begin software installation.

Note: You may be required to type your password for your Mac to install the software.

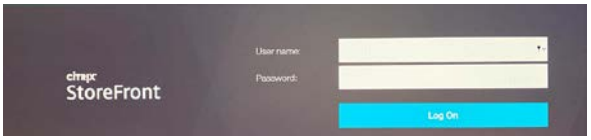
9. **DO NOT** check the "*Add Account*" box, click **Continue**.

Using Citrix to Work Remotely

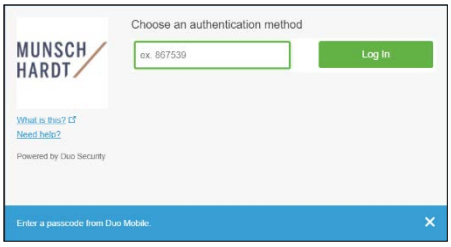
When accessing our network using Citrix you will need to login using your username and password as well as your DUO Mobile passcode.

DISCLAIMER: The following screens could be different depending on the iOS installed on your computer or device.

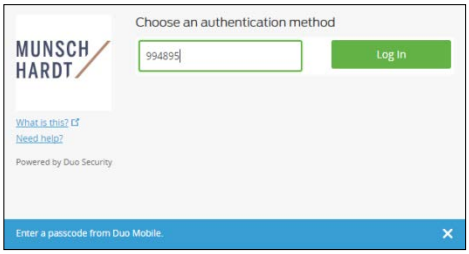
1. Launch a browser window and type https://citrix.munsch.com and enter your login credentials (username and password) in the fields provided and click **Log On**.



The DUO passcode window will display.



2. *On your smartphone*, open the DUO app and tap the "Munsch Hardt Kopf & Harr" profile to generate a passcode.



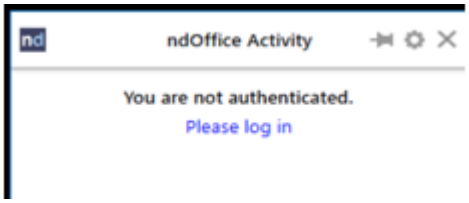
3. Enter the 6-digit passcode into the field provided and click **Log In**.
4. Click the **Windows 10 Desktop** icon to launch Citrix Workspace.

USING NETDOCUMENTS

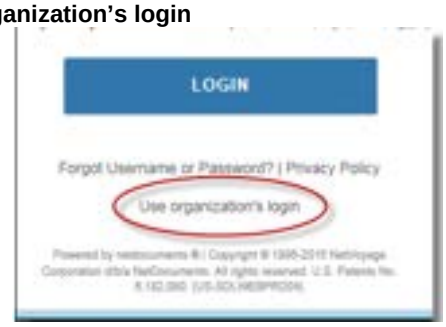
Before launching any applications you must login to NetDocuments – both ndWeb and ndOffice. Citrix is available on multiple servers and because you may be logging into a

different one each time you connect using Citrix you must perform these steps each time you use Citrix.

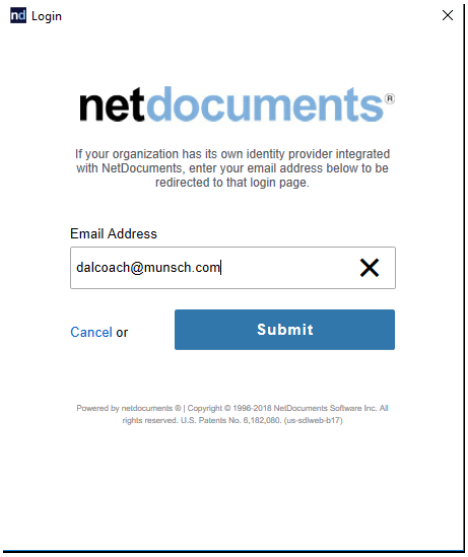
1. Click the "**nd**" icon in the system tray and the link **Please log in**.



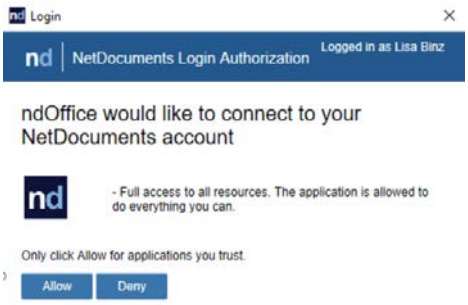
2. When the window appears, click the link **Use organization's login**



3. Enter your email address and click **Submit**.

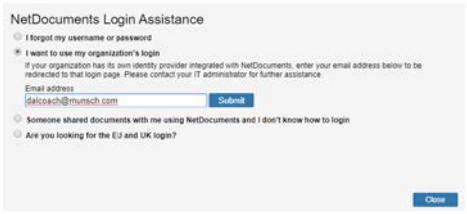


4. Click **Allow** on the next screen.



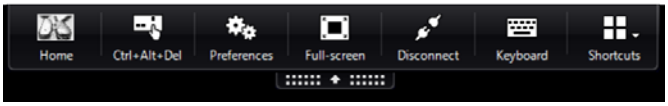
5. From the Desktop – double click the NetDocs shortcut.
6. When the window appears, click the link **Need login assistance**

2. Enter your email address and click **Submit**.



NAVIGATING THE CITRIX DESKTOP

1. There is an auto-hide toolbar at the top of the screen.



   a. The toolbar allows you to:
      - Use Citrix as a Full Screen ("Window").
2. Using Citrix is similar to your desktop but there are a few differences:
   a. You will not have your personal desktop shortcuts.
   b. You will not be able to save to the C:\ drive however Network shares (e.g., N:\) are available.

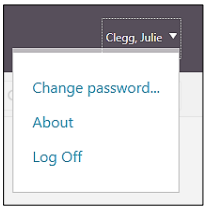
Caution: Do **not** save to the "My Documents" library. You may not login to the same server each time you use Citrix and these documents will not be available in the future – nor will they be available when you are working in the office.

For Programs not available on the task bar, click the **Start** button and use *Search* or *All Programs*.

Reminders

A few reminders when working remotely using Citrix. Below are standard Best Practices when you have completed your work in the Citrix environment to ensure a secure and productive experience:

- Please close applications to ensure no loss of data.
- Log off your virtual Windows 7 desktop by clicking **Start | Log off**.
- Log off the Citrix session by clicking the drop-down next to your name and choosing **Log Off**.
- To ensure a complete disconnect of your Citrix session, **Close the browser tab or browser window**.

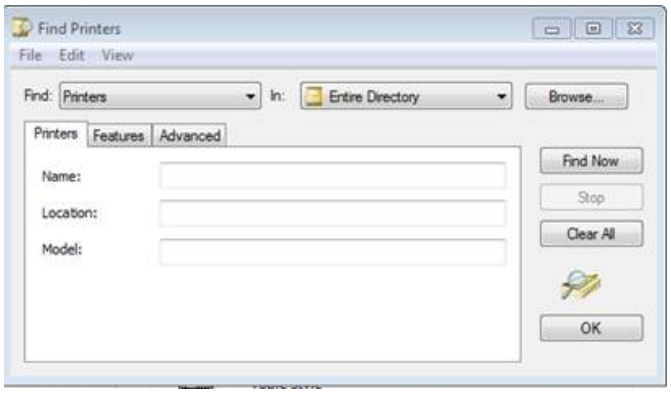


Printing From Citrix

By default, your printer at home (default printer on your home computer), will be available in the list of printers. However, if you want to print to a Firm networked printer, you will need to follow these steps below to add the printer (Note: you will not be able to print to a Firm printer that is local):

1. From the Print window, click in the **Printer** box and at the bottom of the list that comes up, choose **Add Printer**.
2. The **Find Printers** box will show **Printers** and the **In** box will show **Entire Directory**.

Note: If you want to print to another Munsch office location, you will need click the down arrow next to **Entire Directory** and choose **Munsch.Com,** which will display all Munsch locations printers (Austin, Dallas, and Houston).



Choose **Find Now**. A list of Firm networked printers will display. You can then sort by the column heading **Name** to locate the applicable networked printer you would like to add. Highlight the printer and choose **OK** to add the print.

Overview of Citrix on an iPad

Citrix Receiver delivers virtual applications and desktops to you on any device, anywhere, wherever you need to work.

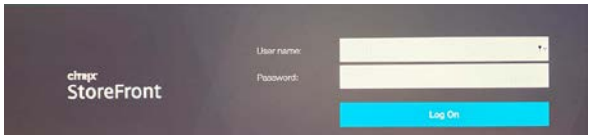
When using Citrix Receiver on an iPad the experience is quite different than a computer – especially when it comes to selecting items and typing.

Installing Citrix Receiver App on an iPad

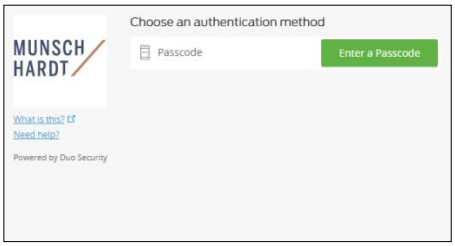
1. Go to the App Store and search for **Citrix Workspace**.
2. Download and install the app.

Using Citrix Receiver on the iPad

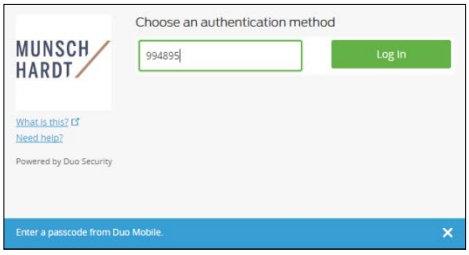
1. Open your browser app (Safari) and type: https://citrix.munsch.com in the URL address field.
2. Login using your network credentials (username and password) and tap **Log In**.



The DUO passcode window will display.



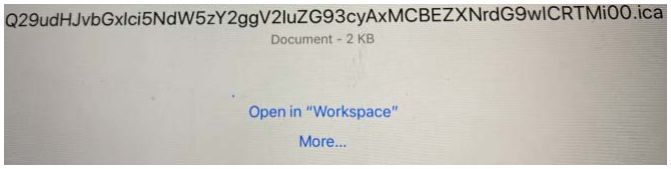
3. Click the **Enter a Passcode** button.
4. *On your smartphone*, open the DUO app and tap the key button to generate a passcode.



5. Enter this 6-digit passcode into the field provided and click **Log In**.
6. Click the **Windows 10 Desktop** icon to launch Citrix Workspace.

Tip: If you do not see the 'normal' Windows 10 desktop when you are logged in (as shown above) and instead see a gray taskbar without the expected icons, look for and tap at the top right of the screen. This will switch you to the Windows 10 desktop.

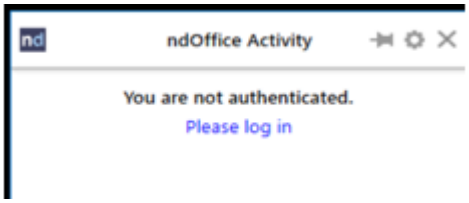
7. Click Open in “Workspace”.



USING NETDOCUMENTS

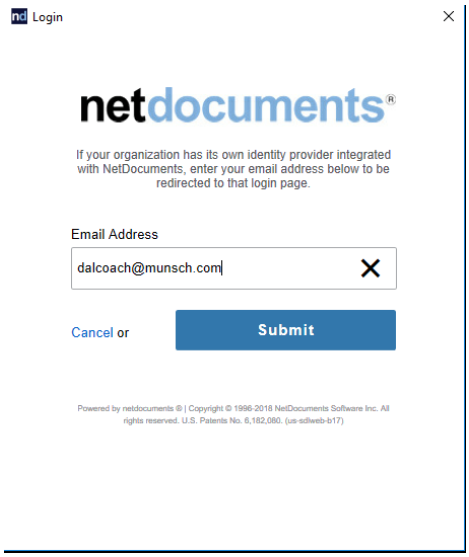
Before launching any applications you must login to NetDocuments – both ndWeb and ndOffice. Citrix is available on six servers and because you may be logging into a different one each time you connect using Citrix you must perform these steps each time you use Citrix.

1. Launch NetDocs by tapping the shortcut on the desktop.
   a. Click the “nd” icon in the Notification Area and the link *Please log in*.

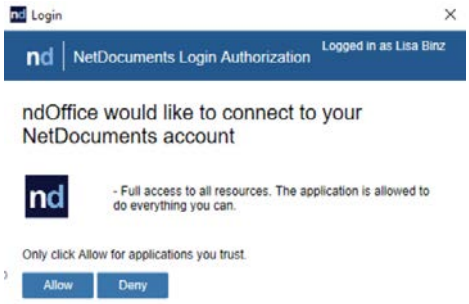


   b. *[Optional]* If the window below appears, tap the link *Use organization’s login* and enter your email address and tap **Submit**.

2. Enter your email address and click **Submit**.

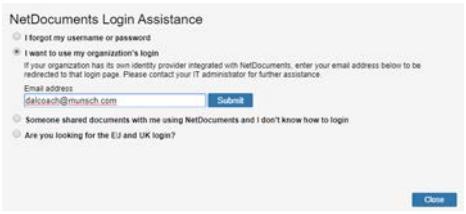


3. Click **Allow** on the next screen.



4. From the Desktop – double click the NetDocs shortcut.
5. When the window appears, click the link **Need login assistance**

6. Enter your email address and click **Submit**.



NOTE:

While using Citrix, your mouse/insertion point is a small white diamond. You will also notice, if you don’t have a keyboard paired with your iPad, the keyboard is a virtual keyboard which has a few additional features.

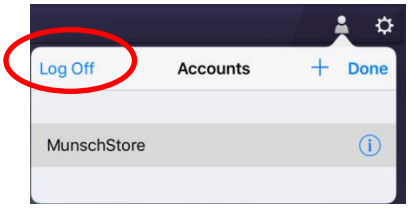
There is also a toolbar available by tapping on the down-arrow at the top of the screen.

Tapping on the icon on the toolbar activates the function. Tapping it again turns it off. The table below explains the buttons on the toolbar as well as some additional functionality.

To do this:	On the device, do this:
Return to the Citrix desktop	From the toolbar, tap Home
Pair with a Bluetooth device	From the toolbar, tap Pair
Display Arrow Keys	From the toolbar, tap Arrow Keys
Open the Keyboard	From the toolbar, tap Keyboard, or use the three-finger tap.
Tap more precisely	From the toolbar, tap Pointer to show a mouse pointer on the screen and track it with your finger. In addition, tap Magnifier (plus Pointer) to zoom into an area of

	the screen as you track your finger over the surface. Tap these features again to disable them.
To zoom into an area of the screen	From the toolbar, tap Magnifier.
Access the virtual mouse	From the toolbar, tap Mouse. A mouse will appear on the screen with a Pointer (arrow) above it. Use your finger to track the mouse to a location, ribbon, button on your screen and tap the left/right mouse buttons to either take action or pop-up a context sensitive menu.
Right-click	Without the Mouse enabled, on the desktop…touch, hold, and release. Alternatively, with the mouse, select your object/content with the pointer above the mouse. Right-click the mouse.

ENDING YOUR CITRIX SESSION

You are working on a virtual machine, not a physical desktop, which means we are sharing the connections.

- Please close applications to ensure no loss of data.
- Please log off the Windows session by clicking **Start | Log off** on the task bar.
- At the Citrix desktop, tap the person icon and log off to close the connection to Citrix. This may require you to hit the back arrow to get to Citrix to logoff.