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 using VPN on firm-issued laptops.

When using Citrix you are logging directly into one of many 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.
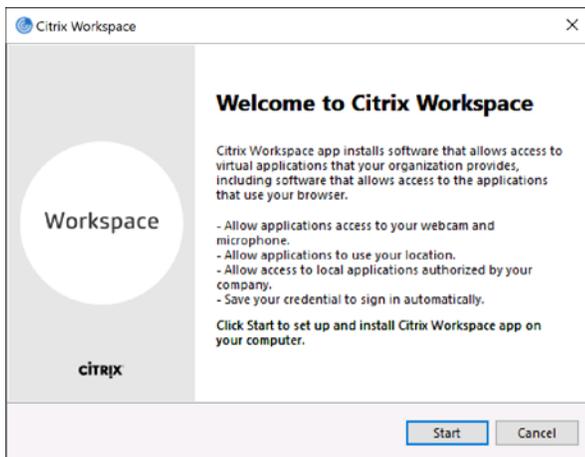
Installing Citrix Workspace

Before using Citrix to access the Firm's network you need to install Citrix Workspace. Citrix is intended to provide you access to the Firm's network from *personal* equipment.

1. Launch a browser window and type **https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html** in the URL address field.
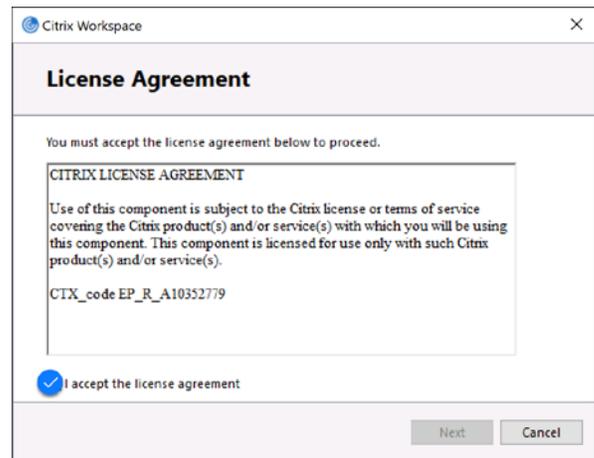
    OR

    Search for "Citrix Workspace download" and it should be listed.
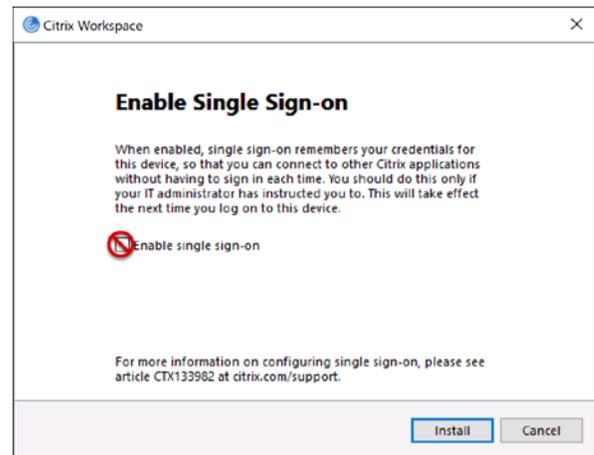
2. Double-click to install Citrix Workspace (file name: "CitrixWorkspaceApp.exe").

3. Click **Start**.

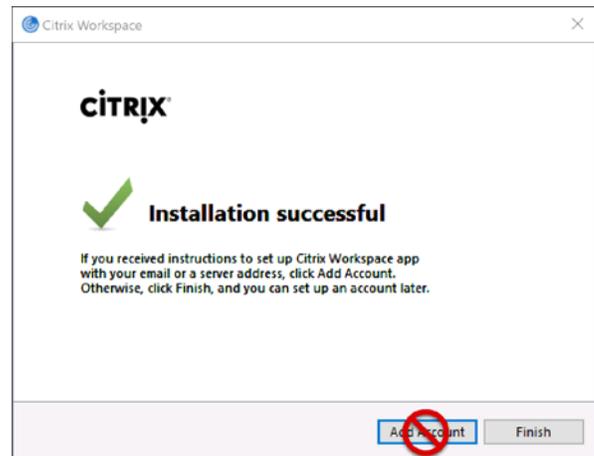4. Accept the license agreement and click **Next**.

5. Click **Install**.
    NOTE: Do not tick the "Enable single sign-on" checkbox.

6. When the install is finished you will see "Installation Successful". Click **Finish**.

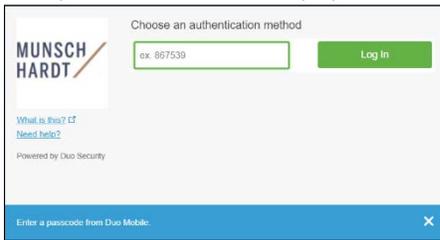   **NOTE:** Do not click "Add Account".

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.

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.
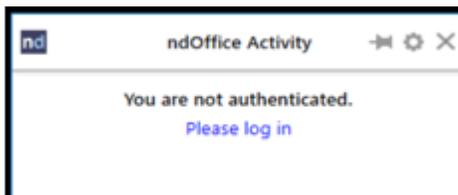

3. Enter the 6-digit passcode into the field provided and click **Log In**.

4. Click the **Windows 10 Desktop** icon to launch Citrix Workspace.
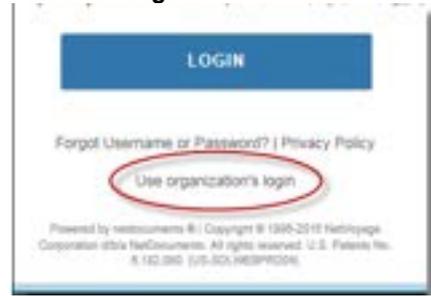

USING NETDOCUMENTS

Before launching any applications you <u>must</u> 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 <u>you must perform these steps</u> **each time** <u>you use Citrix</u>.
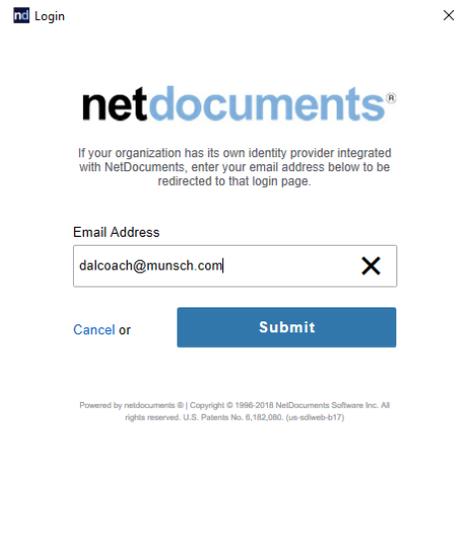
1. Click the "**nd**" icon in the system tray and the link **Please log in**.
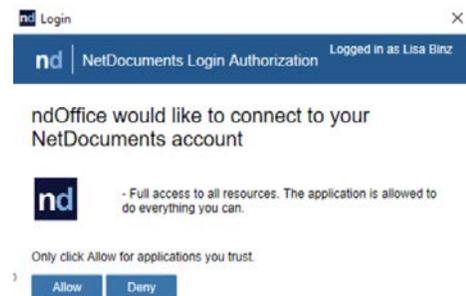

2. When the window appears, click the link **Use organization's login**

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**

7. 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.
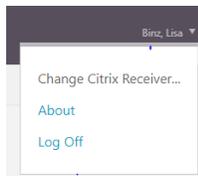
Caution: Do **not** save to "My Documents" or "Desktop". You may not login to the same server each time you use Citrix and these documents may not be available in the future – nor will they be available when you are working in the office.

For Programs not available on the task bar, click the **Search** button on the task bar and type the name of the program.

Reminders

A few important 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:

- **Close all applications** to ensure no loss of data.

- Log off your virtual Windows 10 desktop by **right-clicking Start | Shut down or sign out | Sign out**.

- 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**.
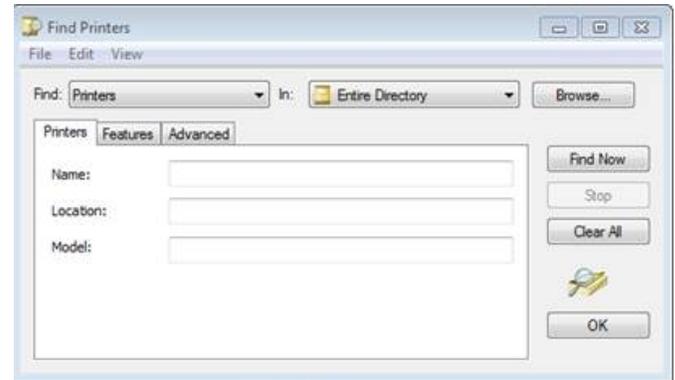
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Printing From Citrix

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.