GDL GREENSTEIN DELORME & LUCHS, P.C.

www.gdllaw.com

CITRIX DESKTOP REMOTE ACCESS

INTRODUCTION

The new Citrix server provides the standard desktop menu which is similar to the previous version of Citrix, as well as an APPS menu, which is touch screen enabled. The Start Menu provides a Windows 10 menu and allows toggle between the APPS and desktop menu. This version of Citrix also supports dual monitors. Security has been greatly enhanced.

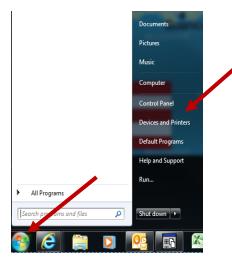
GETTING STARTED

INSTRUCTIONS ON HOW TO UNINSTALL OLD CITRIX RECEIVER ON YOUR HOME COMPUTER

Follow the steps below to uninstall an old version of Citrix Receiver on your home computer for Windows. Once uninstalled, you will be able to install the new Citrix Receiver.

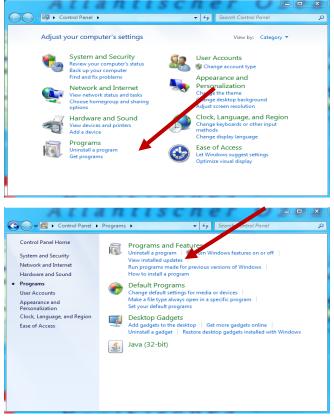
Open **CONTROL PANEL** | **PROGRAMS** and Features or Add/Remove Programs.

Click Start Menu

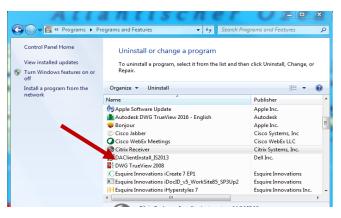


Click Control Panel Click Programs

Click UNINSTALL A PROGRAM



Right click **CITRIX RECEIVER**



Click **UNINSTALL** and follow the prompts to complete the Uninstall.

INSTALLING THE CITRIX RECEIVER

To update the Citrix Receiver on your home computer, for the Windows operating system, go to: <u>http://www.gdllaw.com/remoteaccess/</u>

Remember to uninstall (old) Citrix first!

Select New GDL Citrix Access



- Outlook Web App
- New GDL Citrix Access
- NetDocuments Access
- Mimecast Personal Portal

Instructions for Remote Access

Need HELP?

- Instructions for Using Outlook Web App (OWA)
- Instructions for Installing Citrix on a New or Public Computer
- Instructions (Detailed) for Installing and Working in Citrix
- Appendix A Citrix App for Mobile Devices
- Instructions for Logging into NetDocuments
- Instructions for Logging into Mimecast Personal Portal
- Instructions for Installing Mimecast App



Check the box for the license agreement. The program will download and you will see the progress in the bar below. When the download is complete, click **Continue** and **Install**.

If for any reason this does not work, see the alternative method of download at the end of this document.

LOG ONTO THE CITRIX DESKTOP

After a successful installation, from the authorized log-in page, enter your credentials:

USER NAME: Enter your GDL log-in name PASSWORD: Enter your network password

Click the LOG ON button.

NetScaler with Unified Gateway	Please log on	
	User name	
	Password	
	Log On	

Click the **DESKTOP WINDOW** icon when it appears.



Your **DESKTOP VIEWER** will appear.

GDL Applic	ation Delivery G	roup - Deskto	p Viewer				l		×
Recycle Bin	Location: POWE	RPNT (C:\Prog	ram Files (x8	5) Wicrosoft	● Office\Office				
EXCEL 2010	WORD 2010								
Manage 8.5	Workshare Compare 7.0.1								
Internet Explorer 11	ProLaw v. 15. 1								
<u>ро</u> окласок 2010	Scanned Docume								
DF Converter Enterprise 8.2									
	N 🔀	<u>05</u>	P	WV4	20	-		- CO	
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When prompted to Deny Access or Permit Access, always choose **Permit**. In other places, it may prompt to give **Read/Edit** permissions. Always choose the highest level, or else certain functions will not work in Citrix. One service that would be prevented is printing.

TOOLBAR OPTIONS

Click the DOWN ARROW AT THE TOP OF THE DESKTOP VIEW TO GET YOUR TOOL BAR.



The following options will appear on your **TOOL BAR**.



Clicking **HOME** will take you back to your Desktop Viewer.



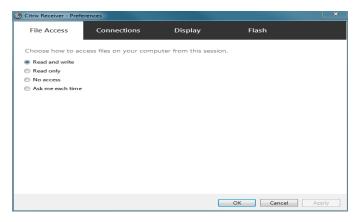
Clicking **CTRL+ALT+DEL** will take you back to your Window Server Screen.



Clicking **PREFERENCES** will take you to the Citrix Receiver Preference Screen.

In this Screen you have 4 options to set Preferences, File Access, Display and Flash

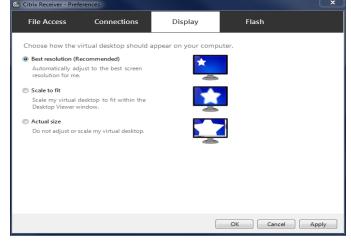
In File Access, select Read and Write then click Apply



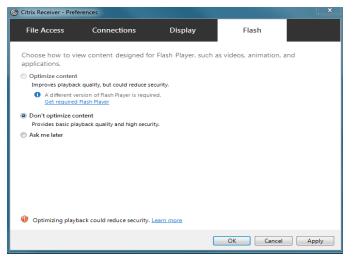
In the **Connections** option, select **Connect Automatically** or **Do Not Connect** when connecting to Microphones, Webcams, Digital cameras and Scanners then click **Apply**

O Citrix Receiver - Prefe	rences			×
File Access	Connections	Display	Flash	
Choose how device Microphones and we Session Settings © Connect automat		r virtual sessions	5. Global Settings Preferred Webcam	
 Do not connect Ask me 			Automatic	•
Digital cameras and s	canners			
Connect automatic	cally			
O not connect				
Ask me				
			ОК	Cancel Apply

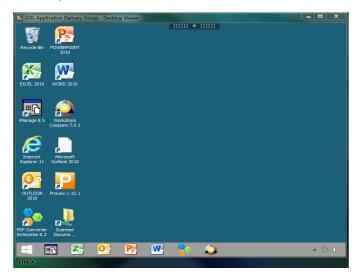
In the **Display** open, select **Best Resolution** (RECOMMENDED) then click **Apply**



In the **Flash** options, click **Don't Optimize content** (Provides basic playback quality and high security) then click **Apply**

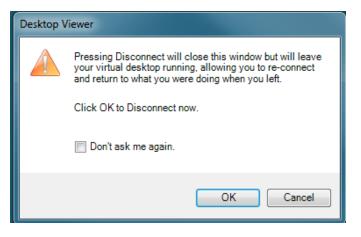


Clicking the **Window** option will take you to your Desktop Viewer.



Clicking **Disconnect** gives you the option to disconnect.

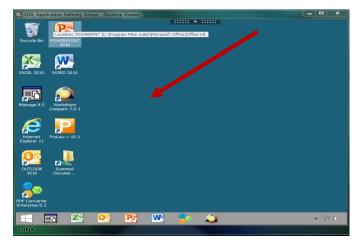
NOTE: Pressing Disconnect will close this window, but will leave your virtual desktop running, allowing you to re-connect and return to what you were doing when you left.



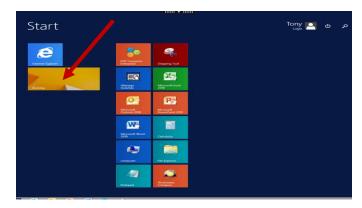


Switch Apps: Switch between running Apps. From the toolbar, choose the **Desktop** block.

In your **Desktop Viewer**, you can access the standard desktop applications.



Clicking the **Start Menu** will take you to the following screen. As you can see, the start menu is different from the old Windows 7 start menu.



Clicking **Desktop** will return you to your normal desktop view

ACCESSING A PPS

To access the Apps Menu, click APPS.



THE STANDARD APPS ARE ON THE APPS DESKTOP, Click + to view list of APPS that you want to add to your **APPS Desktop**.



Click All APPS



The lists of APPS will appear. From here you can pick and choose which APPS you want on your **APPS Desktop View**

9	Administrative Tools
	Calculator
	Command Prompt
*	Disk Cleanup
iC	ICreateDesktop v 7 2
iD	iDocID
S	iHyperStyles
<u></u>	iManage DeskSite
e	Internet Explorer 11
Æ	Microsoft Access 2010
	Microsoft Clip Organizer
×	Microsoft Excel 2010
	Microsoft Office Picture Manager
N	Microsoft OneNote 2010
<u>@</u>	Microsoft Outlook 2010
P	Microsoft PowerPoint 2010
P	Microsoft Publisher 2010
Ś	Microsoft Silverlight
W	Microsoft Word 2010
- 47	Notepad
	ODBC Data Sources 64-bit
ø	Paint
20	PDF Converter Enterprise 8 2
	ProLaw Version v 15 1

Once you click on the app(s) you want, it will appear on your **APPS Desktop View** as soon below. Now you can have your favorite APPS on the APPS Desktop View for easy access.



PRINTING FROM CITRIX

RECOGNIZING PRINTERS

When you log in to a Citrix session your local printers (the printers in your remote location) automatically become available. You will be able to see them from the print menu of any application such as Word or Excel.

Print	
nter 🕕	
○ hp LaserJet 4350 UPD PCL 6 Ready	
_#ThinPrint Output Gateway Ready	
Gaaiho PDF Ready	-
hp LaserJet 4350 UPD PCL 6 Ready	
Microsoft XPS Document Writer Ready	
ScanSoft PDF Create! Ready	
SoftPro PDF Converter 4 Ready	
SoftPro/PDF995 Ready	
Workshare PDF Publisher Ready	

LOG-OFF INSTRUCTIONS

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Click on the Start Menu from your desktop view.

This will take you to the following screen.

Click your **Account Name** in the upper right hand corner of your screen.

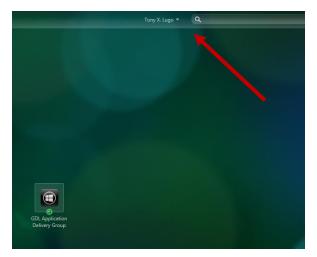
Start		Tony 💽 👌 🍃
	All Comments	
	Manage Manage	
	Mercard Cystem 200	
	Microsoft Water 2020	
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	Nerguet	

Click Sign out.



Once that is done, you must also Log off from the **Citrix Receiver Window.**

Please also remember to log off Citrix session by clicking Log Off button near the top right side of your browser window under your **Account Name.**



Click Log Off and close your browser window.

This will help to ensure that there are sufficient connections available for your colleagues. It is also an important business safety, security and privacy consideration when you are working from a public or unsecured PC.

There may be occasions where the connection is lost to the Citrix session from the computer that you are using. If this occurs, return to the <u>www.gdllaw.com/remoteaccess</u> page and log back in. Most of the time you will be able to resume the previous session. Any applications or documents that were open will remain open for approximately 30 minutes.

USING THE INTERNET ON CITRIX

When in Citrix, you can open links in your email but browsing the Internet via Citrix is not recommended. Your home computer is connected directly to the Internet and therefore browsing from your home computer is a lot faster. Through Citrix, additional connectivity layers are added.

MULTIPLE MONITORS

Click on the **CITRIX TOOLBAR** located at the top of the screen.



Select **WINDOWS** button on the tool bar and minimize the desktop.

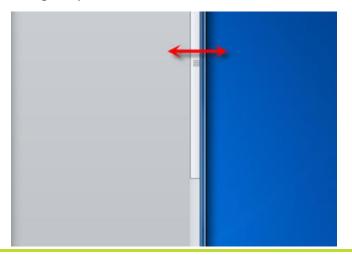


Once the screen is no longer maximized, click and drag the perimeter of the window to stretch it so it is touching both monitors.

Click the FULL SCREEN button on the tool bar and

maximize the desktop.

Once the screen is no longer maximized, click and drag the perimeter of the window to stretch it so it



is touching both monitors.

Click the **FULL SCREEN** button on the tool bar and maximize the desktop.



ALTERNATIVE METHOD OF INSTALLATION

The Citrix web site can be used to download for Windows, Mac, iOS, Android, etc.

https://www.citrix.com/downloads/citrix-receiver.html

ALTERNATIVE MEANS OF CONNECTING TO CITRIX

If for any reason the site is down, you can connect using this:

http://gdlddctx7.gdl.gdllaw.com/citrix/storeweb

