



Working Remotely Guide

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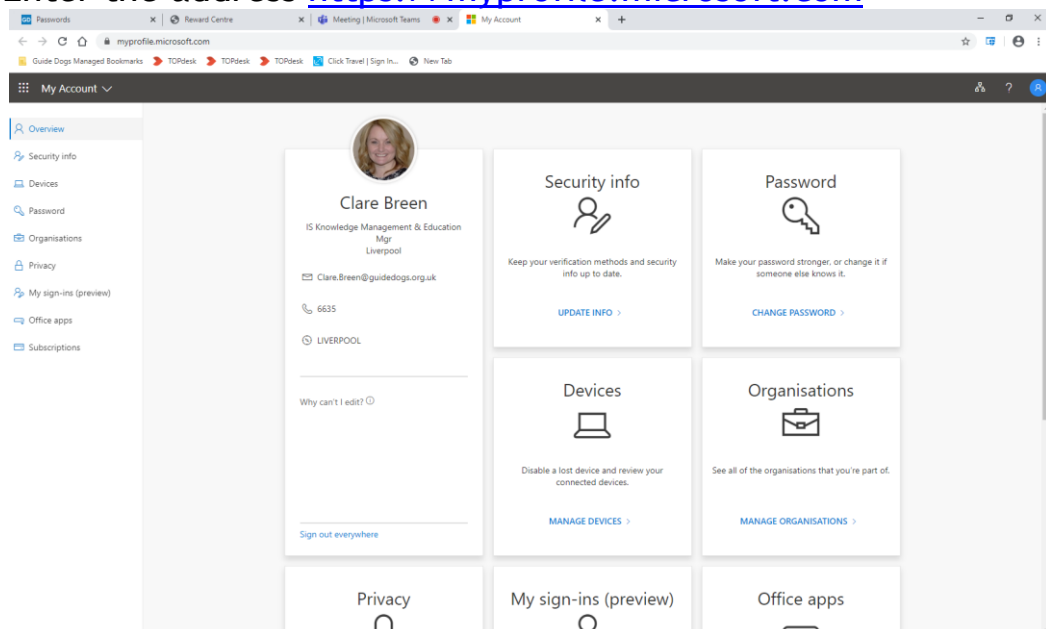


If you need to work from home, you will have to go through the following steps within this document. It is important to follow the steps in order. Registration for Multi Factor Authentication (MFA) must be completed first **BEFORE** attempting to log onto Citrix or you will not be able to connect.

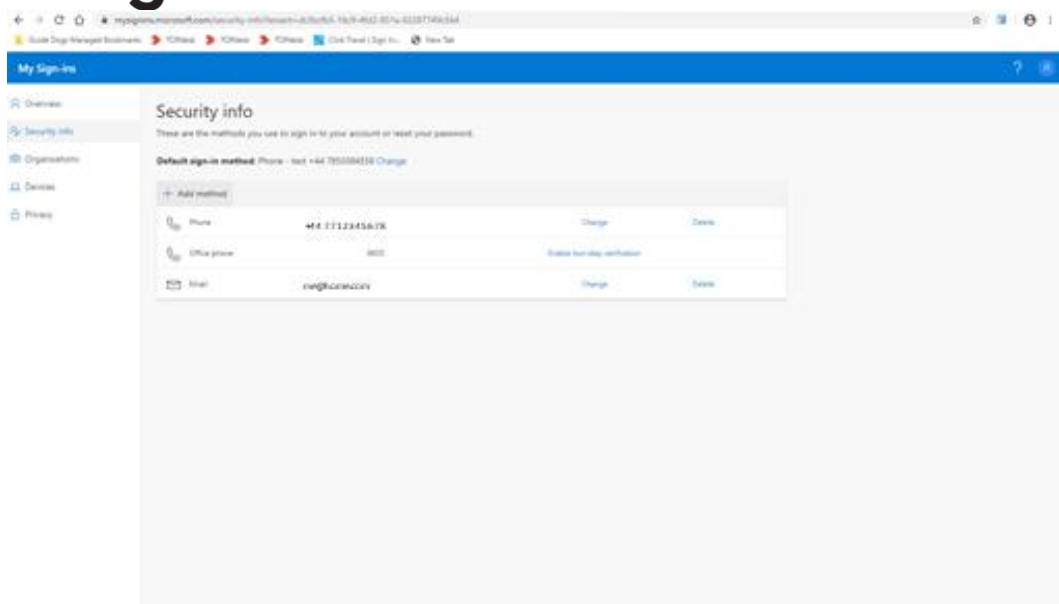
Register Multi Factor Authentication

If you have not registered for Multi Factor Authentication (MFA) you **MUST** register to be able to work from home effectively. It is **VERY IMPORTANT** to register a non-work phone number or email address that can be easily accessed.

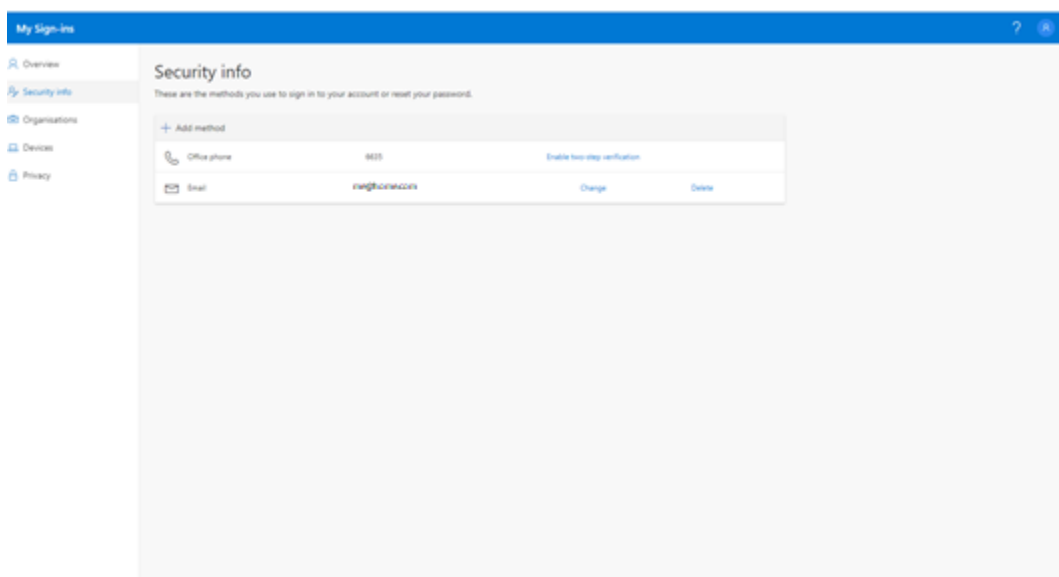
1. Open your internet browser
2. Enter the address <https://myprofile.microsoft.com>



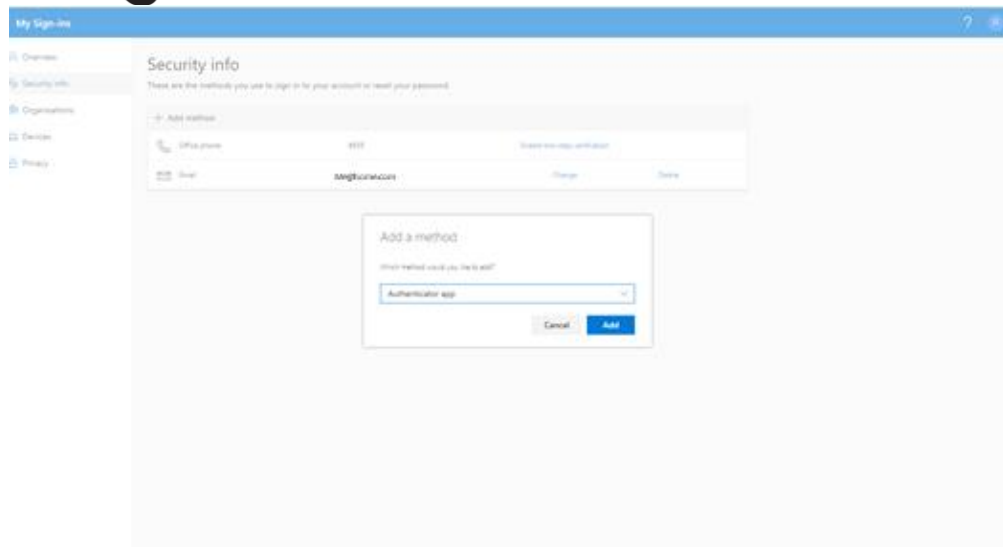
3. Select the Security info option
4. In the Security Info screen check the details. If there is an incorrect phone number or email address registered, you can amend this by selecting change and follow the onscreen instructions. Remember it is **VERY IMPORTANT** to have a non-work phone number or email address that you have immediate access to registered



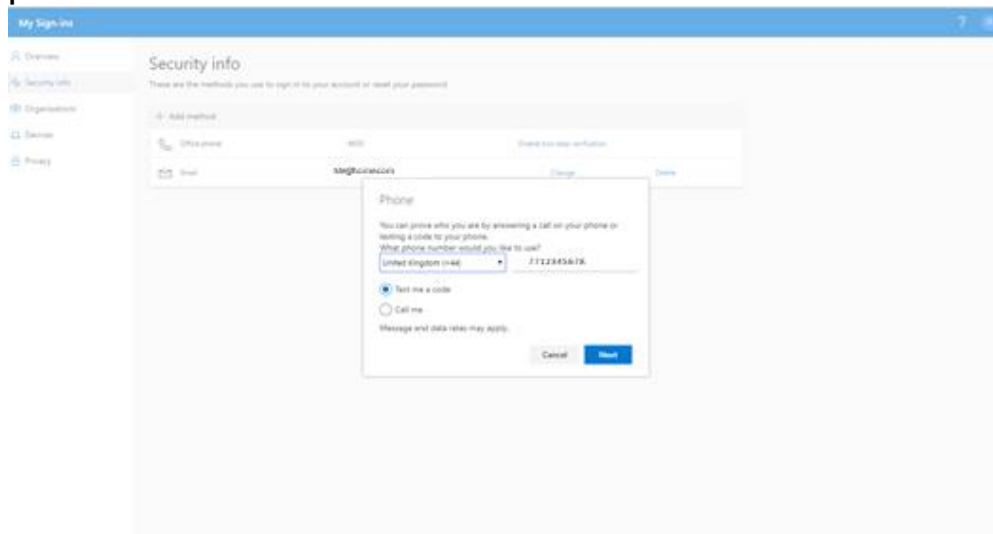
5. If there is no number or email address registered select Add Method



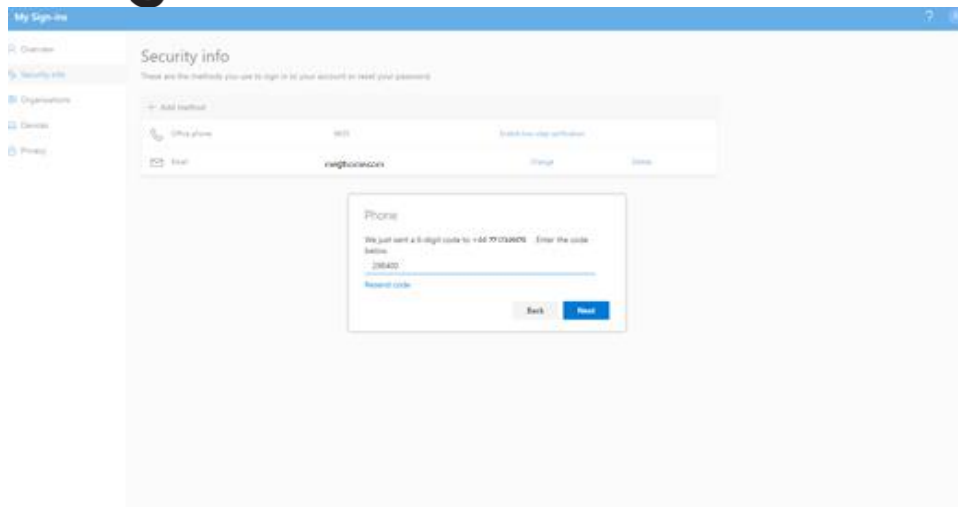
6. Select Add



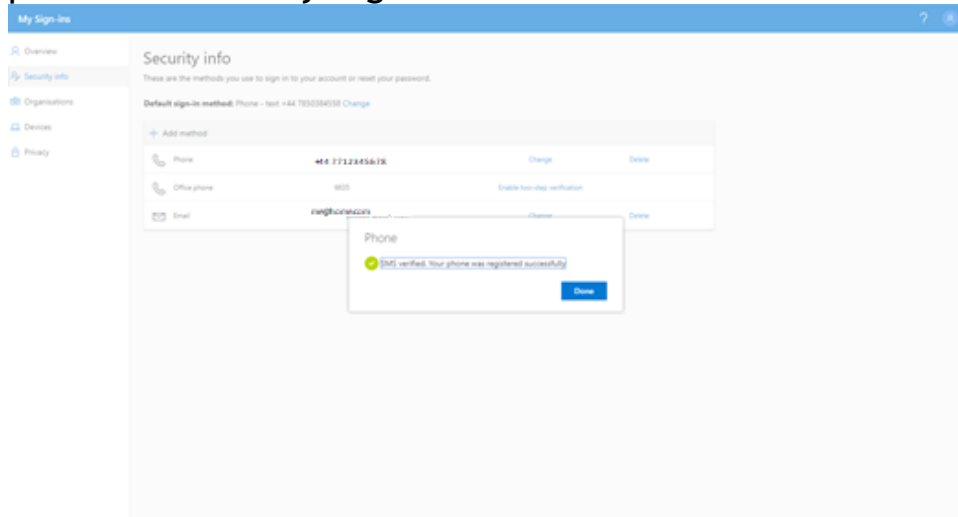
7. Select Phone from the drop-down menu
8. Select Add again
9. Enter the correct details. If you are using a mobile do not enter the first 0, it should be entered as 7712345678
10. Select either Send me a code or Call me depending on your preference



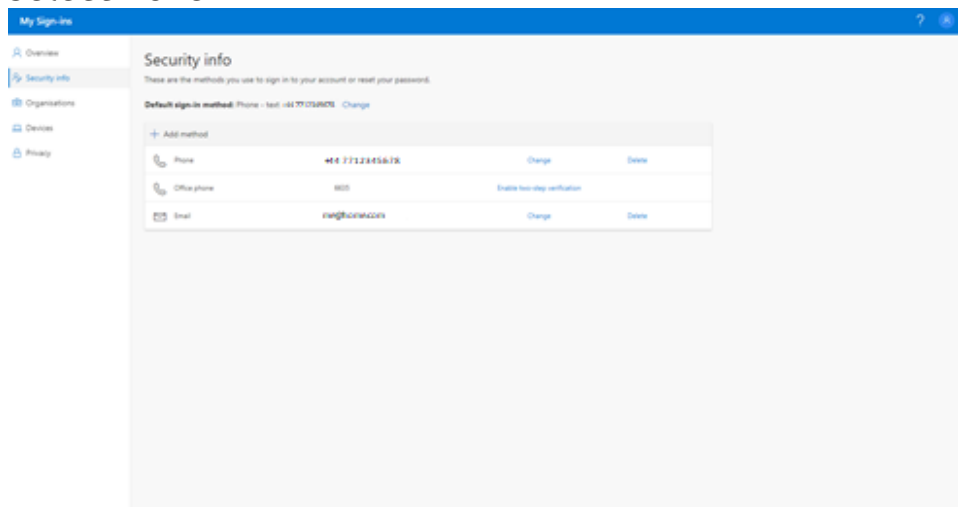
11. Select Next
NOTE: At this point a SMS message with a code will be sent to the phone number you have entered. Ensure you have that phone close by
12. Enter the code



13. Select Next. You will then have the SMS verified and the phone successfully registered



14. Select Done



15. The number will be registered and listed on the Security Info screen



Logging onto the Guide Dogs Network

Once registered you will need to log into the Guide Dogs network. You will need to go through these steps on each device you use at home.

Select one of the options below that is applicable for the device you are using. There are links to take you to the relevant part of this document.

[How to use Citrix from an Apple Mac](#)

[Windows 7 Guide Dogs](#)

[Windows 10 Guide Dogs](#)



[Windows 7 or Windows 10 Personal device](#)
[How to use Citrix from an Apple Mac](#)

Windows 7 Guide Dogs laptop

If you are using a Guide Dogs laptop you can continue to connect to the Guide Dogs network from home through Pulse.

How to... Log into Juniper Pulse

Connecting to Pulse correctly will prevent Skype for Business calls or video conferences from losing the connection and allow access to team shares. Do not connect to Pulse if you do not require access to team shares, the Intranet or MyHR.

When logging into your Guide Dogs laptop, it is best practice to check that Pulse is disconnected before Skype for Business opens.

1. Log in normally using your network log in and password
2. Select show hidden items from the system tray (bottom left corner of your desktop)



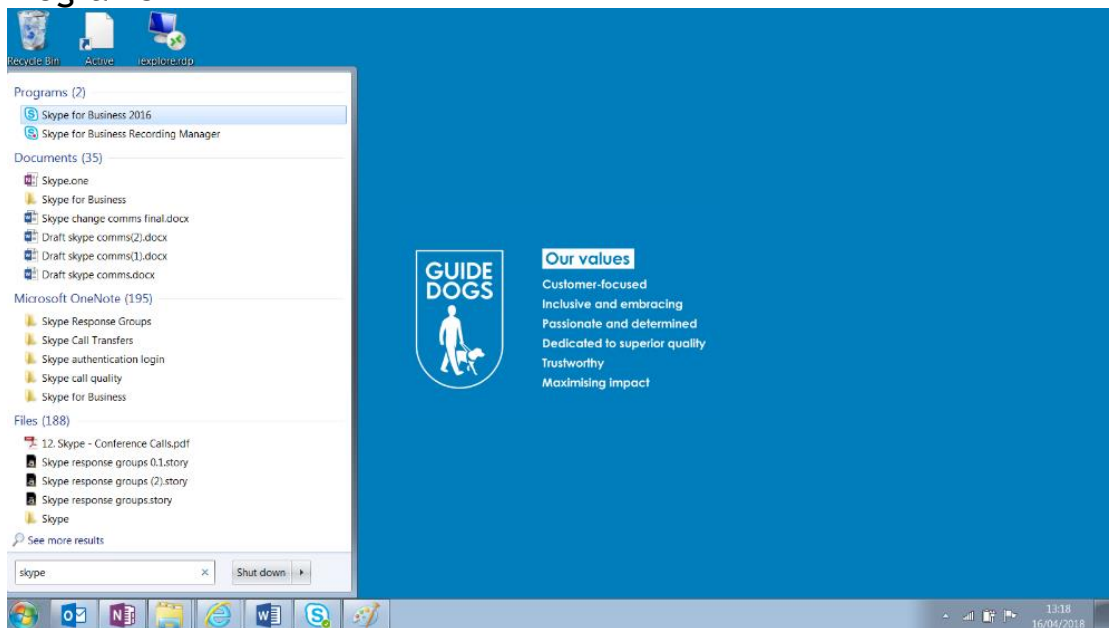
3. Right click on the Pulse Secure icon to bring up the context menu



4. Select Pulse
5. Select Disconnect
6. This will disconnect you from Pulse, you will no longer have access to shared files
7. NOTE: Skype will need to be closed and re-opened
8. Select show hidden items from the system tray (bottom left corner of your desktop)



9. Right click on the Skype for Business icon to bring up the context menu
10. Select Exit
11. NOTE: Skype for Business will be closed and will need to be re-opened
12. Select the start menu
13. Type Skype into the search menu
14. NOTE: As you type the search feature will automatically display the results
15. Select Skype for Business 2016 from the results listed under Programs



16. Skype for Business will re-open and automatically log you in.

Pulse is the system that you use to connect to the Guide Dogs network from your laptop when working remotely from a Guide Dogs office.

Windows 10 Guide Dogs laptop

If you are using a Guide Dogs laptop you can continue to connect to the Guide Dogs network from home using Citrix Gateway (VPN).

How to log onto Citrix Gateway (VPN) on Windows 10 Guide Dogs laptop

Once you have turned your laptop on, the following steps will allow you to login and access your Windows 10 desktop:

1. Enter Ctrl-Alt-Delete when prompted.
2. Enter your username (e.g. hilu000) and your password.



3. If you are accessing from a non-Guide Dogs location for the first time, you may be prompted to login to Citrix Gateway.
4. In the Username field, make sure you enter the following: `gdba.internal\your username` (e.g. `gdba.internal\hilu000`).

A screenshot of the Citrix Gateway login interface. The window title is "Citrix Gateway". The header features the "CITRIX Gateway" logo on a dark background. Below the header is a navigation menu with a hamburger icon. The main content area contains a "Connection" dropdown menu with "Select connection" as the current selection. Below this are three input fields: "User name:" containing "gdba.internal\hilu000", "Password:" which is empty, and a "First factor" section with a green checkmark icon. At the bottom right is a blue "Log On" button.

5. Then enter your password and select Log On.
6. You may need to authenticate your login through Multi Factor Authentication.



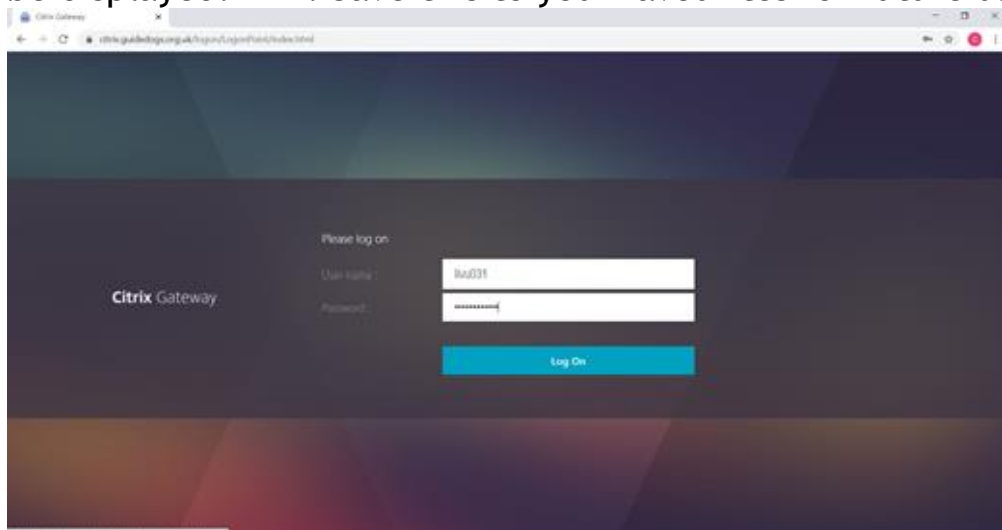
Windows 7 or Windows 10 Personal device

How to use Citrix from a personal laptop or device

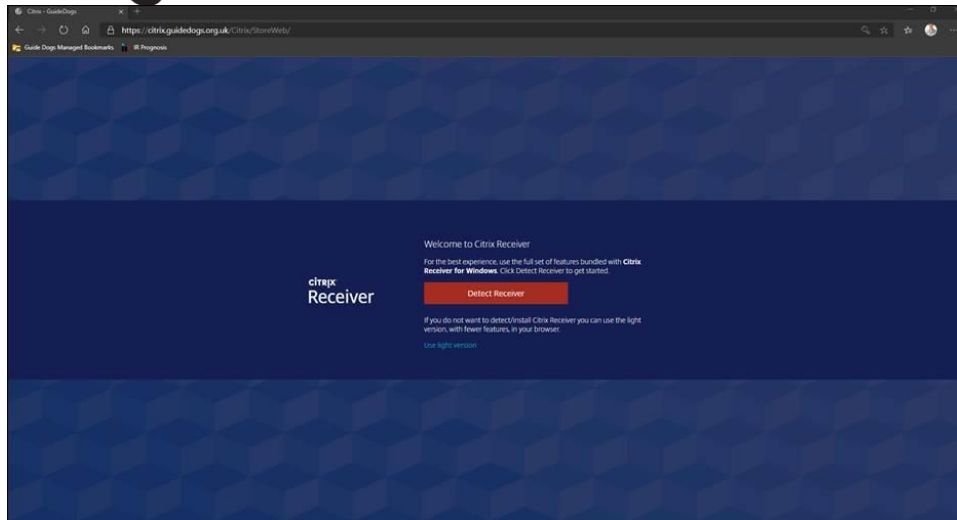
You can use any laptop or device to access Citrix and your Windows 10 desktop by following the steps in this guide.

How to access Citrix from a personal laptop or device

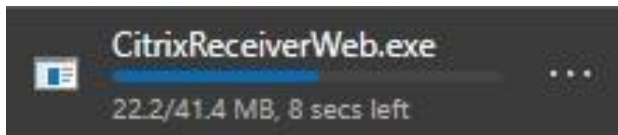
1. Open **Google Chrome**
2. Navigate to the following webpage:
<https://citrix.guidedogs.org.uk/> The Citrix receiver page will be displayed. TIP: Save this to your favourites for future use



3. Enter your full username (e.g. hilu000) and your password
4. Select Log on or press Enter on your keyboard
5. Multi Factor Authentication will require you to authenticate by using one of the methods you have set up i.e. mobile number or email address
6. Processing will appear on the screen. If you are using the authenticator App on your mobile device you will be prompted to either Allow or Deny, you should select Allow. If you are using SMS or email second factor authentication you will need to enter the code sent to the email or mobile device, you registered on the Multi Factor Authenticator registration.
Error! Reference source not found.- Enabling Multi Factor Authentication
7. Enter the code
8. Select Submit



9. For better performance select Detect Receiver, if you do not wish to download software to your device you can use the light version. Steps on how to do this can be found for Use Citrix light
10. Select the tick box for I agree with the Citrix licence agreement
11. Select Download
12. A message will appear stating 'Downloading Citrix Receiver
13. Select continue
14. The download box will appear at the bottom right of the screen

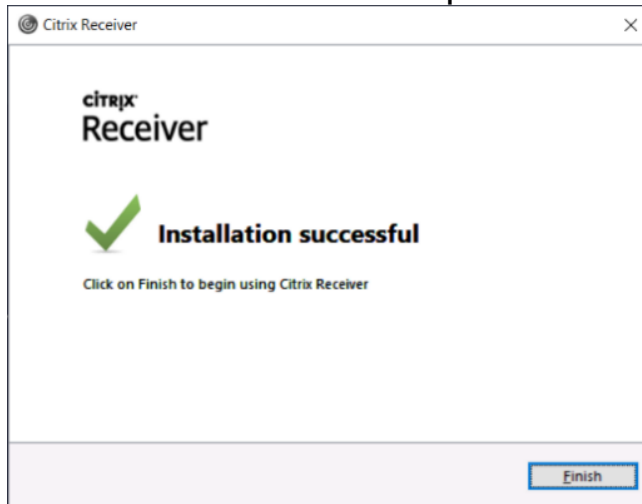


15. Select Open
16. The Welcome to Citrix Receiver box will appear to begin the installation





17. Select Yes when you prompted 'Do you want to allow this app to make changes to your device?'
18. Select Start
19. Tick the checkbox to accept the license agreement



20. Select Finish
21. Go to your browser and the address <https://www.citrix.com/en-gb/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine-28.html>
22. The appropriate file for your device i.e. for Windows, Mac etc. will be displayed
23. Select Download File that is appropriate for your device



HDX RealTime Media Engine 2.8 for Windows

May 16, 2019
43.1 MB - (.exe) [Download File](#)

Checksums
SHA-256 - e68ce44dabdf1b511b8ca5c40eac03fc22e3a095974c6e8b43840ede113d8d2

HDX RealTime Media Engine 2.8 for Mac

May 16, 2019
14.5 MB - (.dmg) [Download File](#)

Checksums
SHA-256 - f8b41a3d9c46502770c49bc9b98f0105fe545ba353683c77e0155af17ccf9483

HDX RealTime Media Engine 2.8 for Linux (x64)

May 16, 2019
27.0 MB - (.zip) [Download File](#)

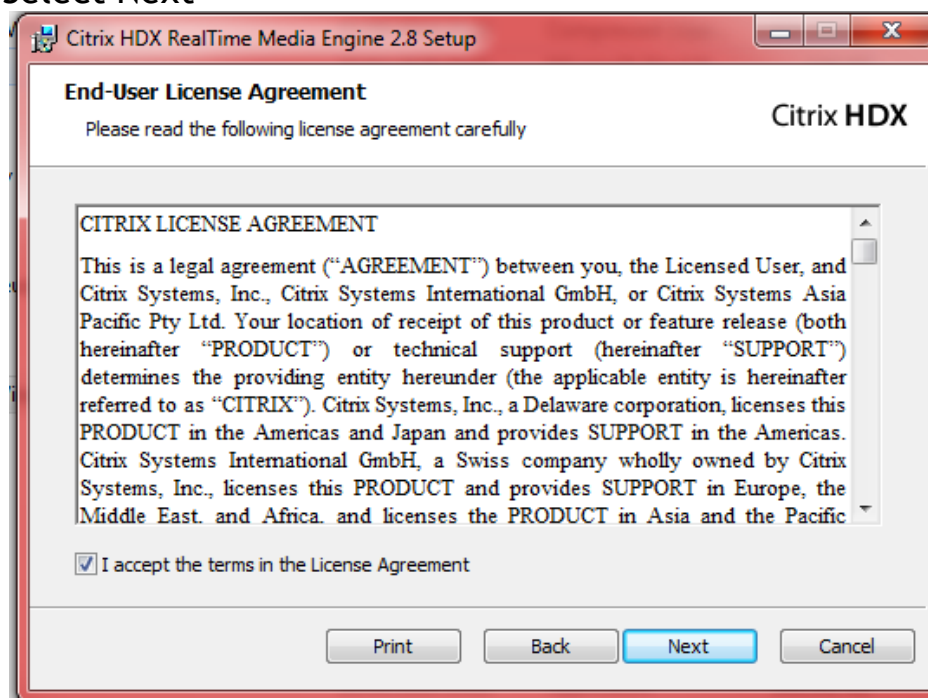
Checksums
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HDX RealTime Media Engine 2.8 for Linux (x86)

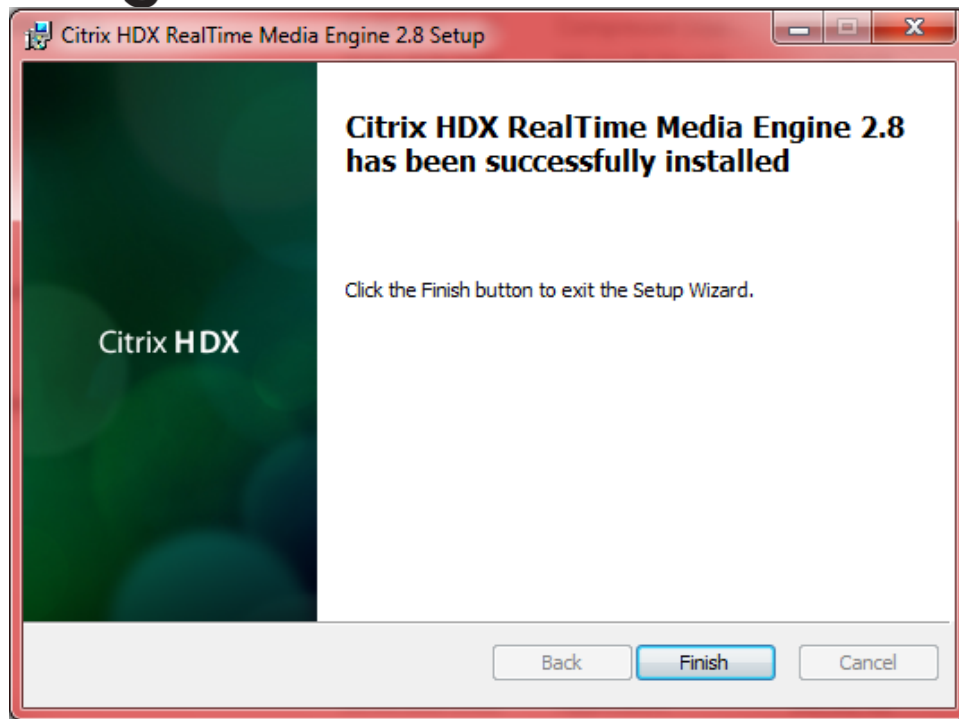
May 16, 2019
26.3 MB - (.zip) [Download File](#)

Checksums
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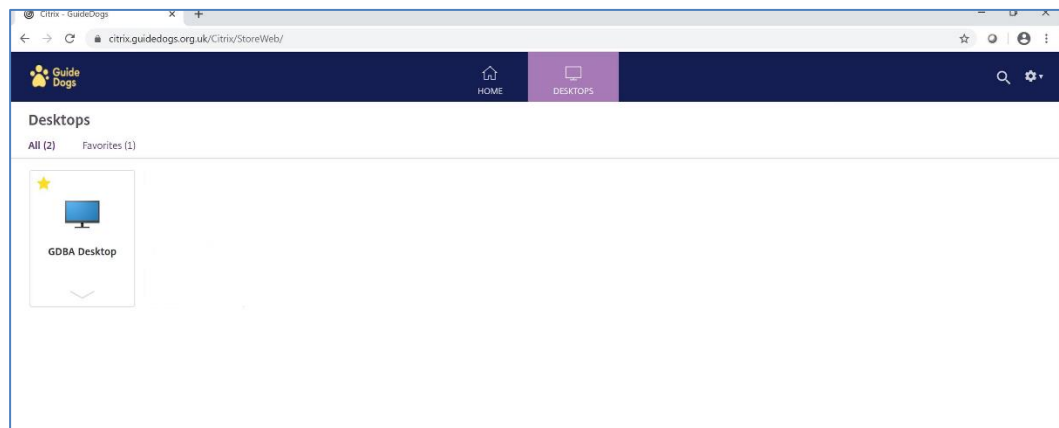
24. A Welcome to the Citrix HDX RealTime Media Engine will be displayed, select next
25. Select the tick box to agree the licence agreement
26. Select Next



27. Select Install
28. Select Finish



29. Once installed you can then go into the Citrix portal and log onto your desktop. If the Windows 10 desktop does not launch automatically, please carry out steps 30 through to 32
30. Go back to the Citrix tab

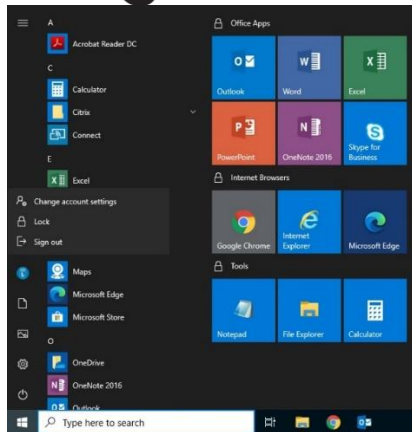


31. Select the Desktop tab at the top of the page, DO NOT double select
32. Select GDBA Desktop
33. You will then access your Windows 10 desktop.

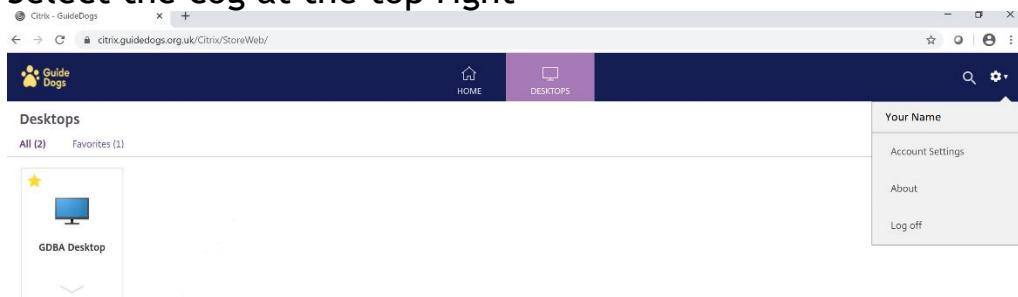
Logging out of Citrix

You will need to follow these steps to finish your Citrix session:

1. Select Start
2. Select the Guide Dogs Profile icon on the left side of the Start menu



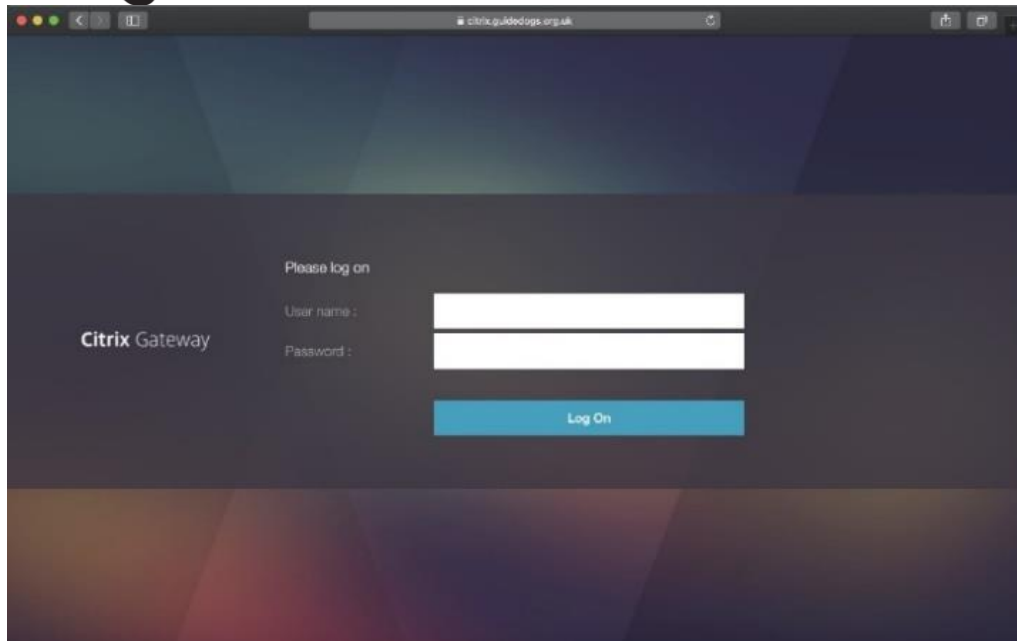
3. Select Sign Out
4. Go back to the Citrix desktop in your browser
5. Select the cog at the top right



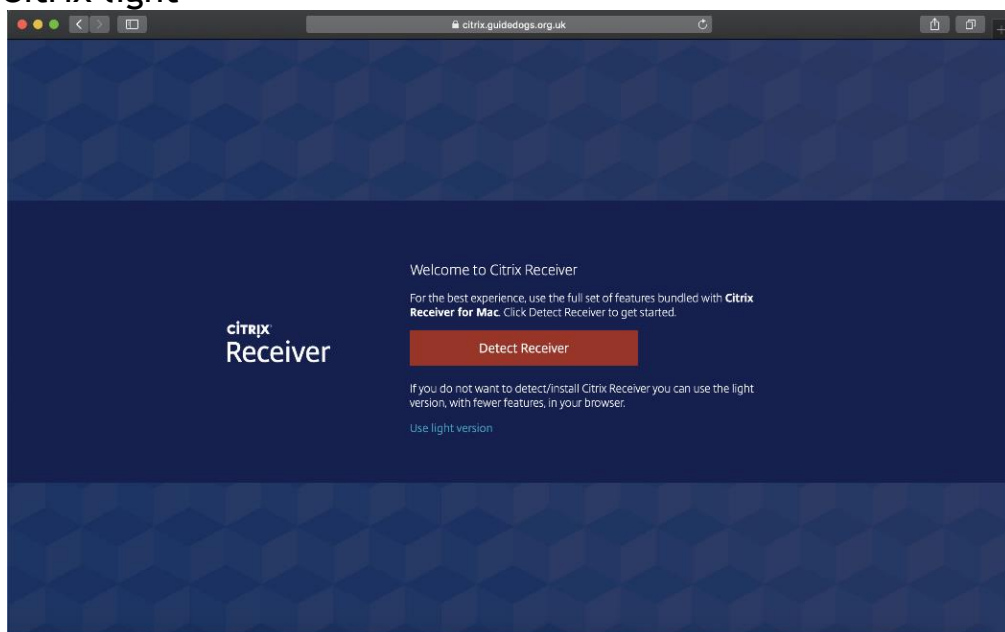
6. Select Log off

How to use Citrix from an Apple Mac

1. Open Safari
2. Navigate to the following webpage:
<https://citrix.guidedogs.org.uk/> The Citrix receiver page will be displayed. TIP: Save this to your favourites for future use

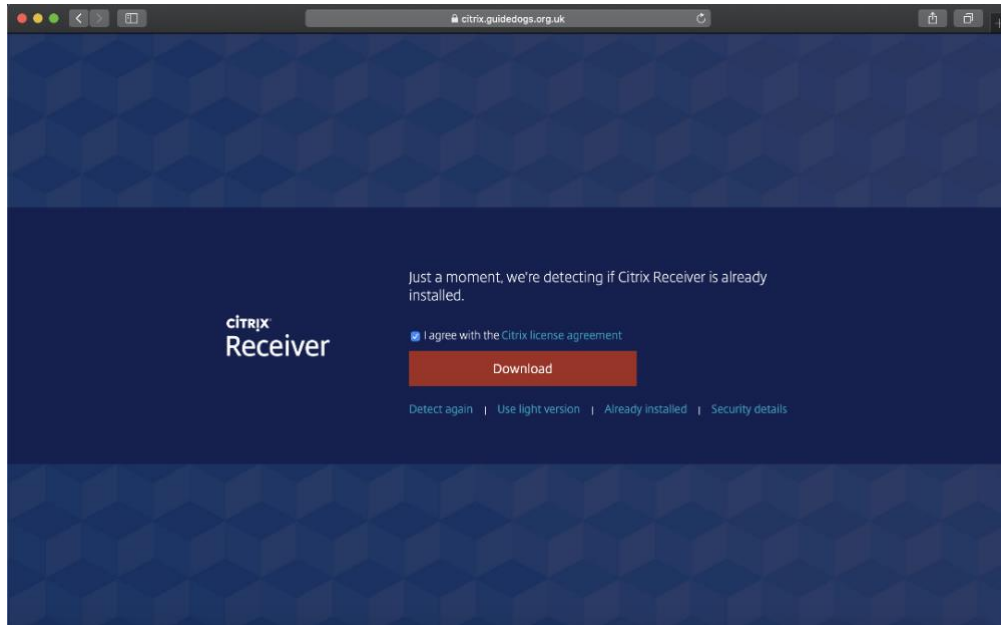


3. Enter your full username (e.g. hilu000) and your password
4. Select Log on or press Enter on your keyboard
5. Processing will appear on the screen - at this point you will need to enter the code sent to the email or mobile device you registered on the Multi Factor Authenticator registration
6. Enter the code and select submit or approve through your authenticator app
7. For better performance select Detect Receiver, if you do not wish to download software to your device you can use the light version. Steps on how to do this can be found for Use Citrix light





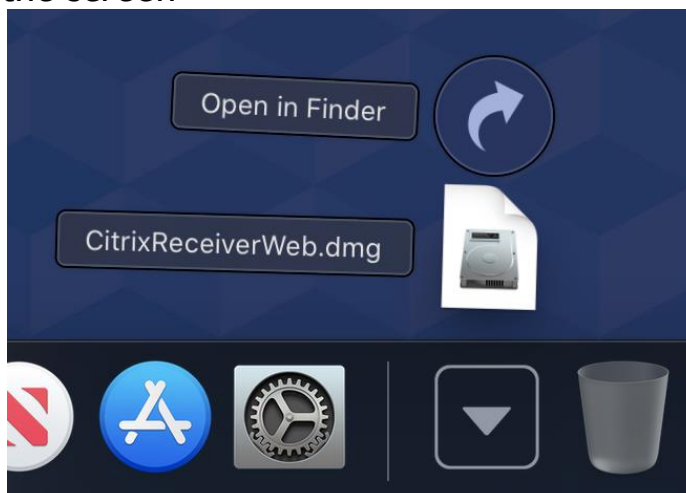
8. Select the tick box for I agree with the Citrix licence agreement
9. Select Download



10. A message will appear asking 'Do you want to allow downloads from Citrix.guidedogs.org.uk'
11. The download box will appear at the bottom right of the screen

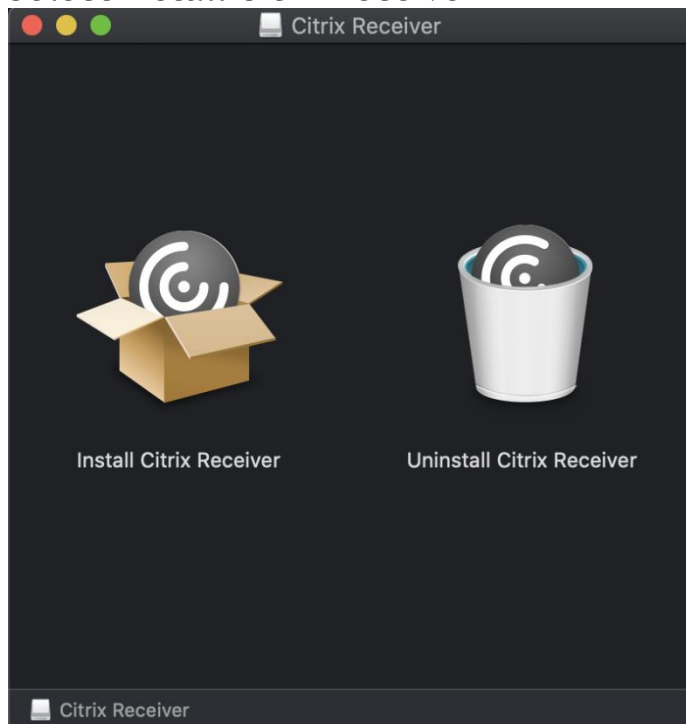


12. Select the download icon from the task bar at the bottom of the screen

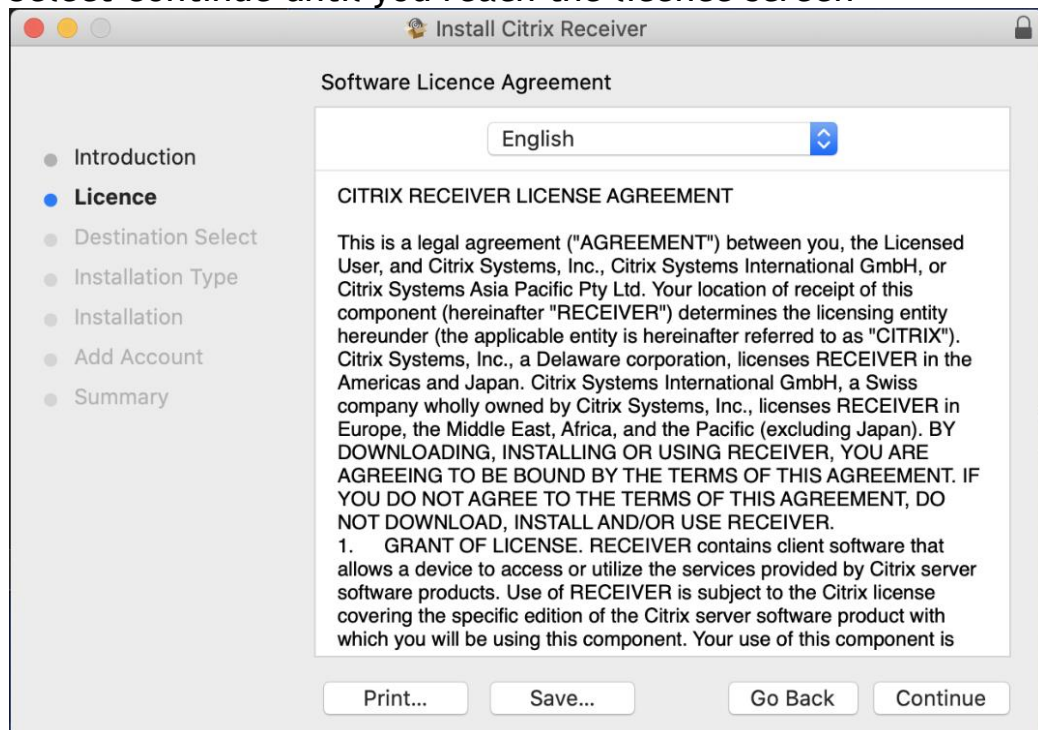




13. Select download the Citrix receiver web
14. Select install Citrix receiver



15. Select Continue until you reach the licence screen



16. Select Agree on the licence screen
17. Select Install

18. Do not tick the box to Add Account



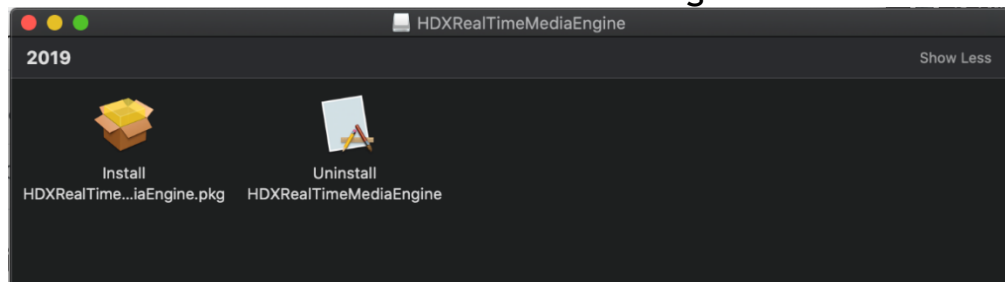
19. Go back to the Citrix receiver webpage

20. Go to your browser and the address
<https://www.citrix.com/en-gb/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine-28.html>

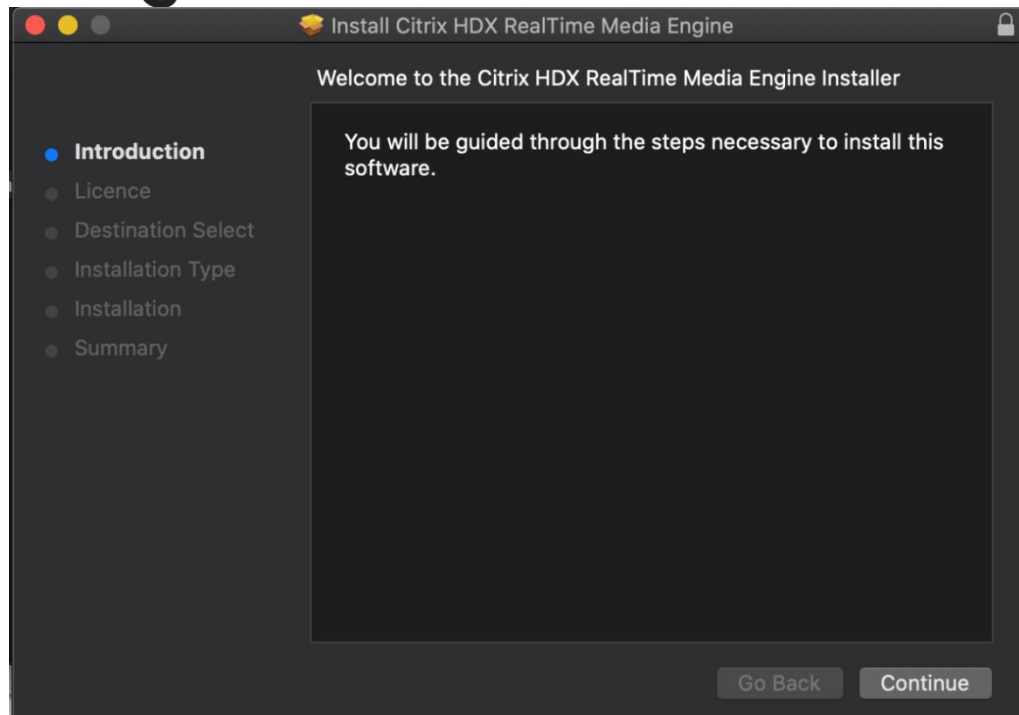
21. The appropriate file for your device i.e. for Windows, Mac etc. will be displayed

22. Select Download File for the Mac

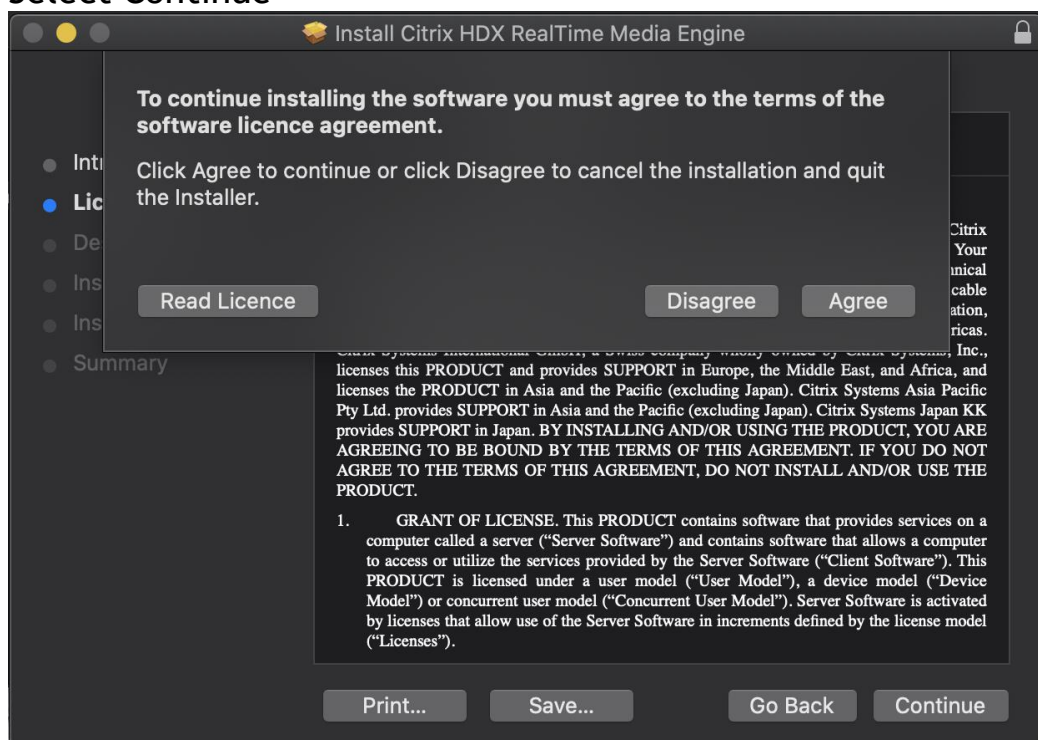
23. Select Install HDXRealTime 2.8 Media Engine



24. Select Continue

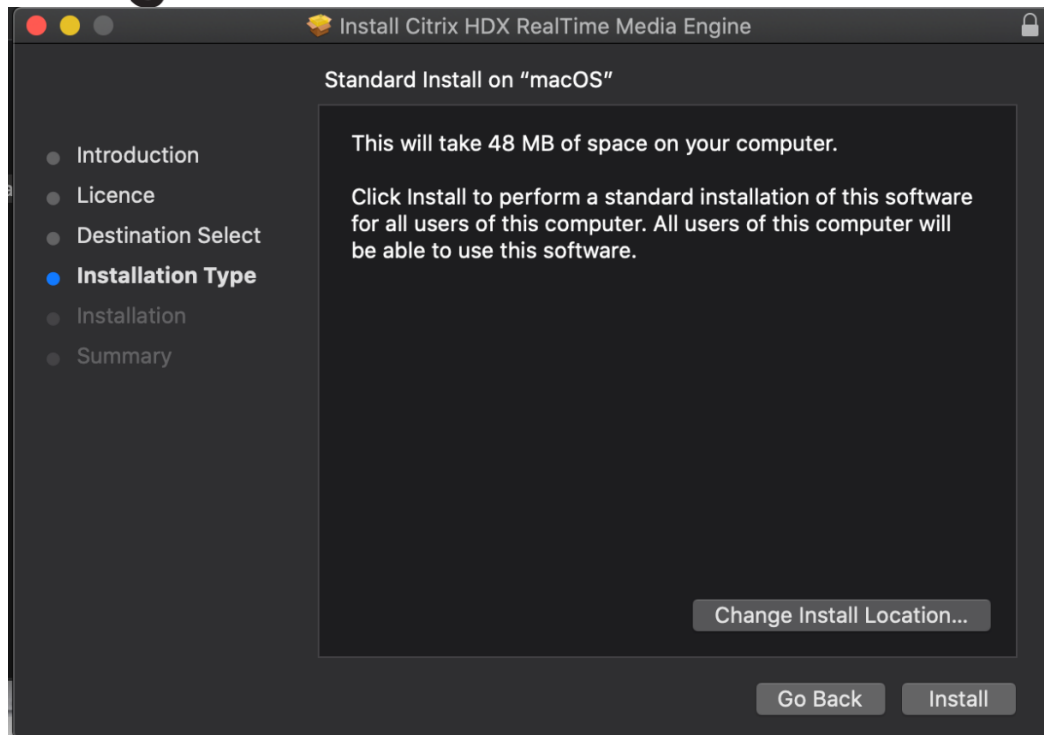


25. Select Continue

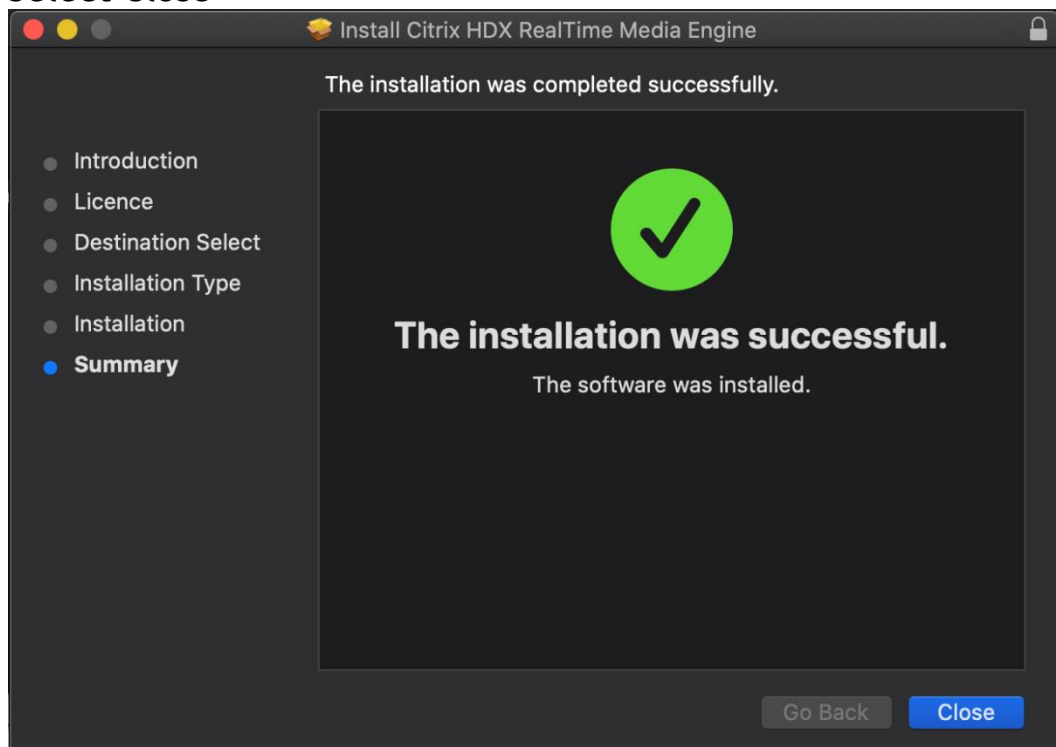


26. Select I Agree to the licence agreement

27. Select Install



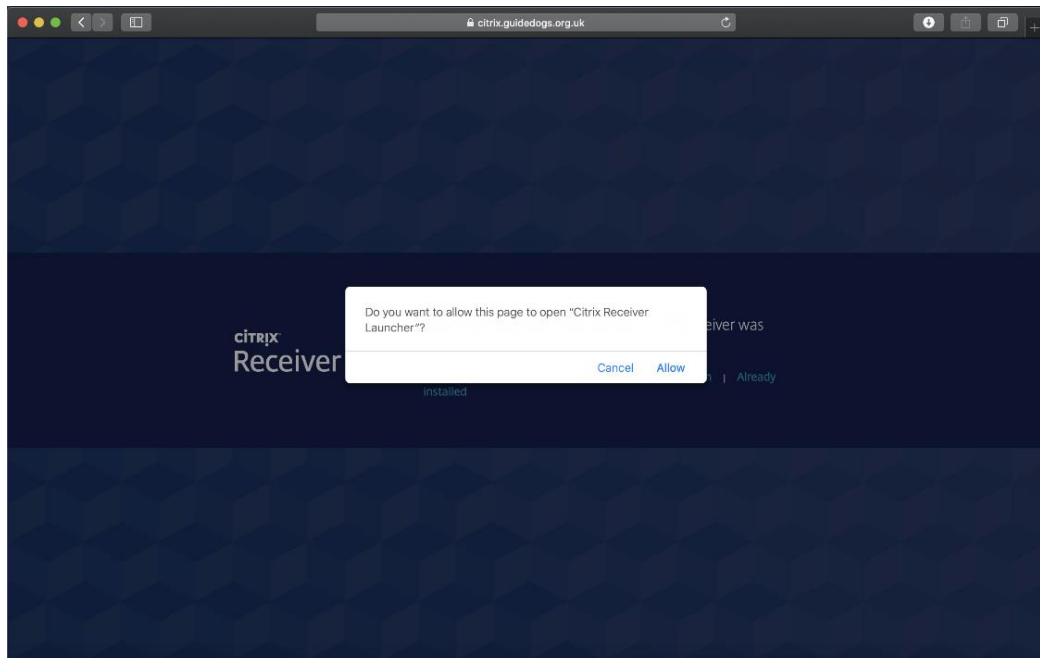
28. Select Close



29. Go back to your browser and the Citrix page



30. Select Allow to allow Citrix Receiver Launcher



31. Select Open
32. Select GDBA Desktop
33. You will then access your Windows 10 desktop

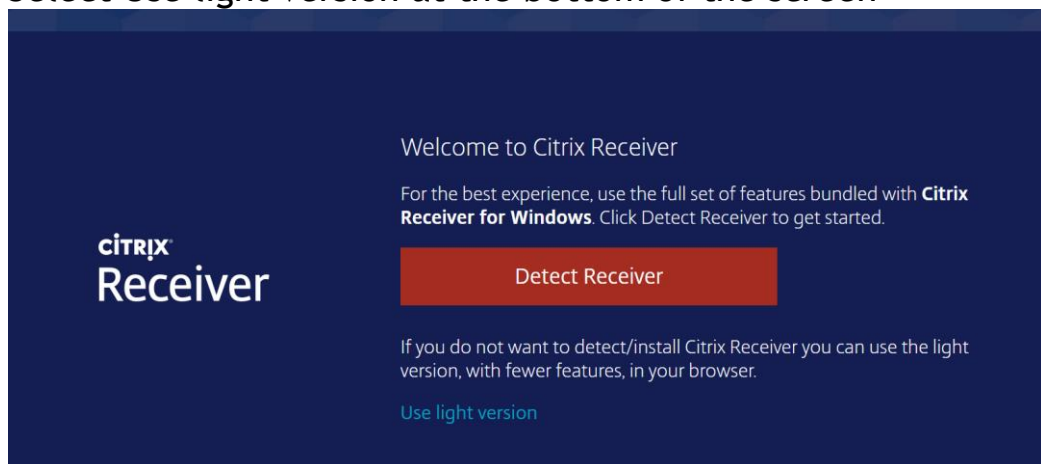
Logging out of Citrix

You will need to follow these steps to finish your Citrix session:

34. Select Start
35. Select the Guide Dogs Profile icon on the left side of the Start menu
36. Select Sign Out.

Use Citrix light

1. Select Use light version at the bottom of the screen

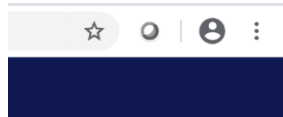




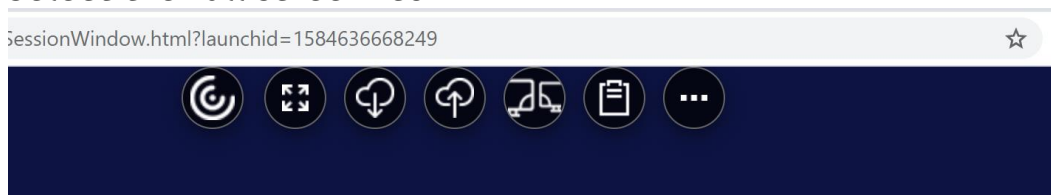
2. This will open your Windows10 desktop in a separate tab within your browser



3. If you wish to make the Citrix desktop full screen, select the middle menu icon



4. Select the full screen icon



Other ways to continue working

Skype for Business App

If you need to make and receive phone calls or join conference calls through Skype for Business, you can use the Skype for Business app on your mobile device. This should ONLY be used if you are unable to connect in any other way.

If you need to access your email/calendar

You can access your email and calendar at office.com.



Simply go to office.com on any web browser from your personal laptop or desktop and sign in with your Guide Dogs account name (hilu000 etc) and password. Windows 10 users will also be able to access their OneDrive via office.com.

End of document