



## Working Remotely guide

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Document Owner: Clare Breen  
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### Purpose of Best Practice Guidance

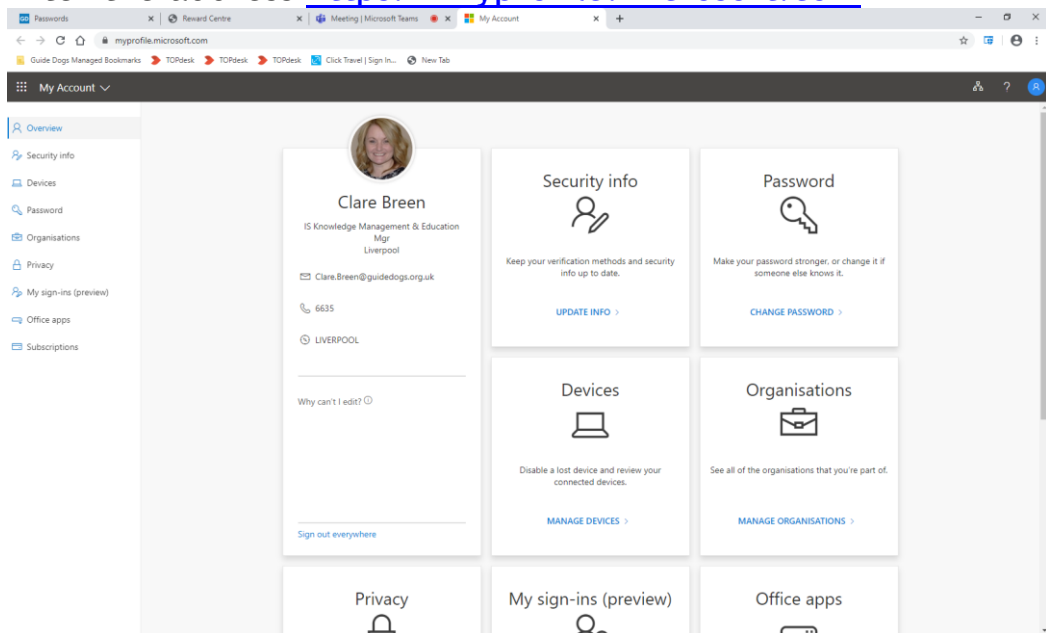
If you need to work from home, you will have to go through the following steps within this document. It is important to follow the steps in order. Registration for Multi Factor Authentication (MFA) must be completed first BEFORE attempting to log onto Citrix or you will not be able to connect.



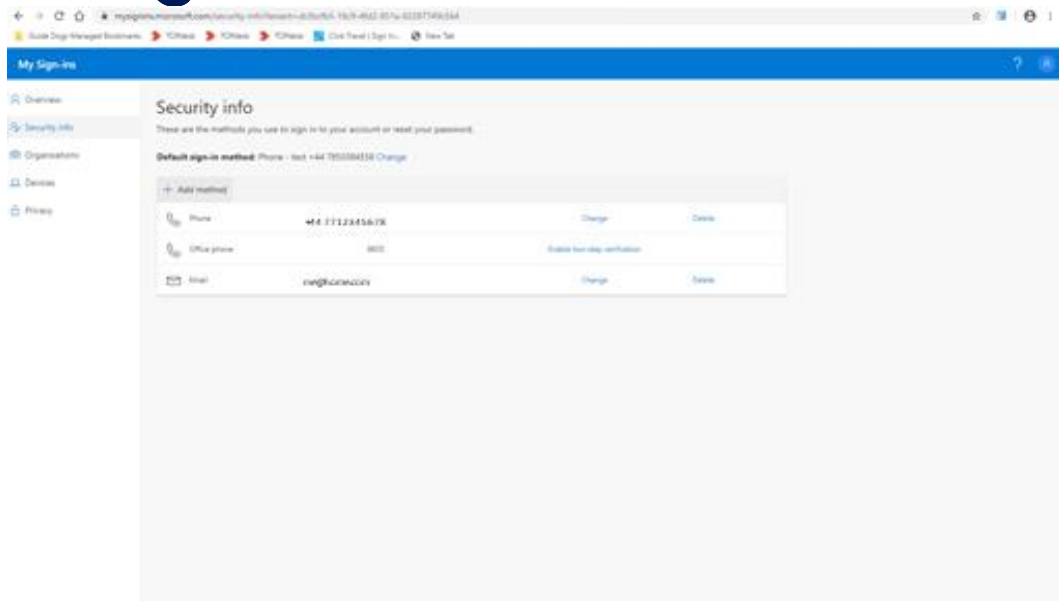
## Register Multi Factor Authentication

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.

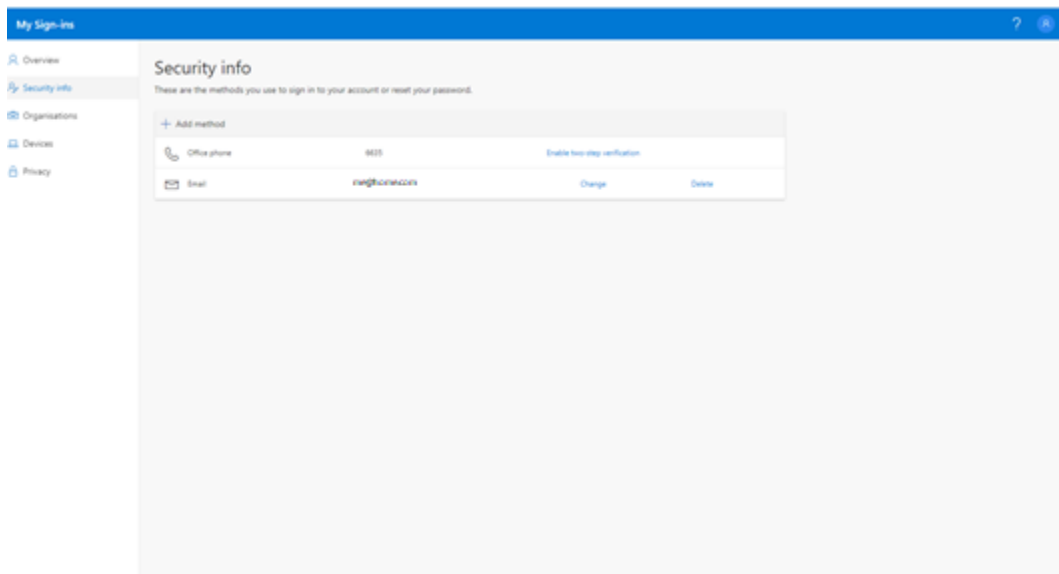
1. Open your internet browser
2. Enter the address <https://myprofile.microsoft.com>



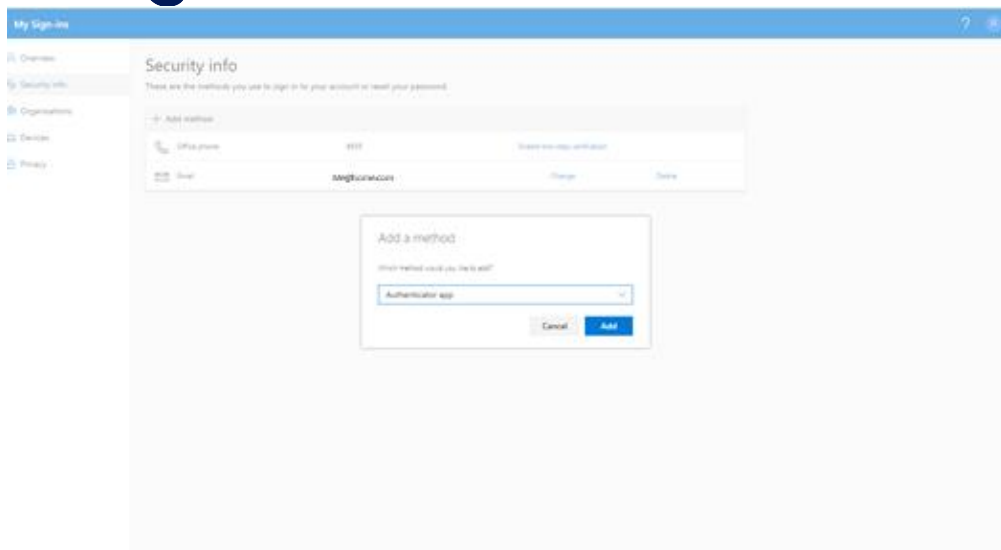
3. Select the 'Security info' option
4. In the Security Info screen check the details. If there is an incorrect phone number or email address registered, you can amend this by selecting 'change' and follow the onscreen instructions. Remember it is **VERY IMPORTANT** to have a non-work phone number or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



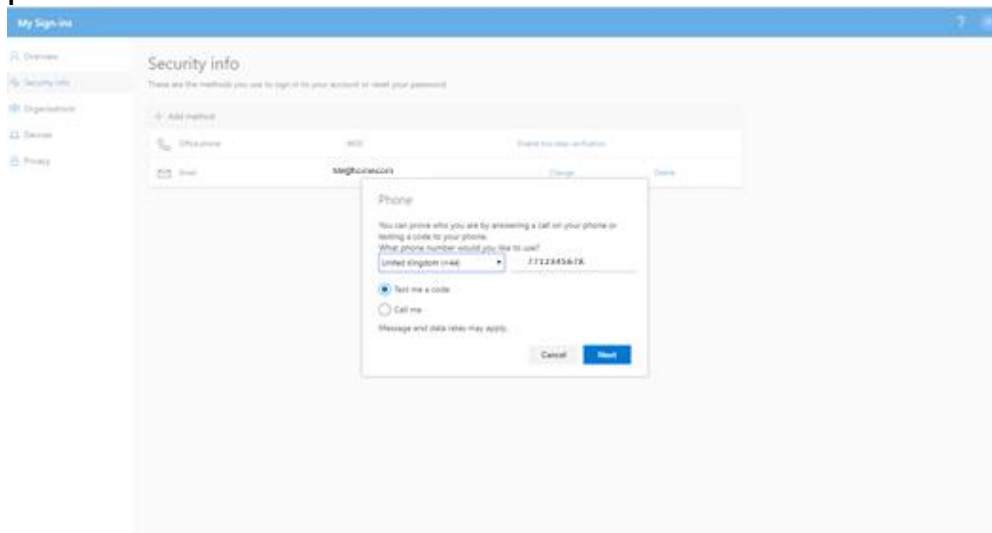
5. If there is no number or email address registered select 'Add Method'



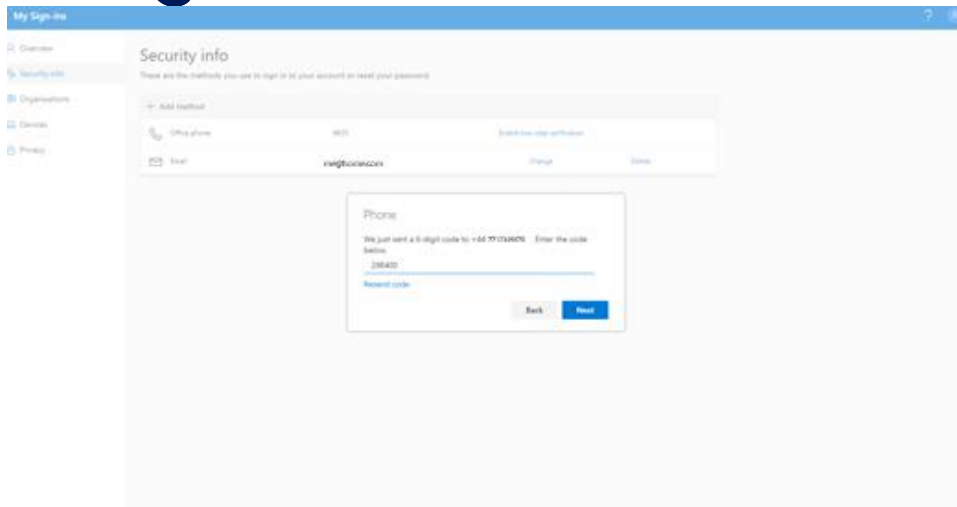
6. Select 'Add'



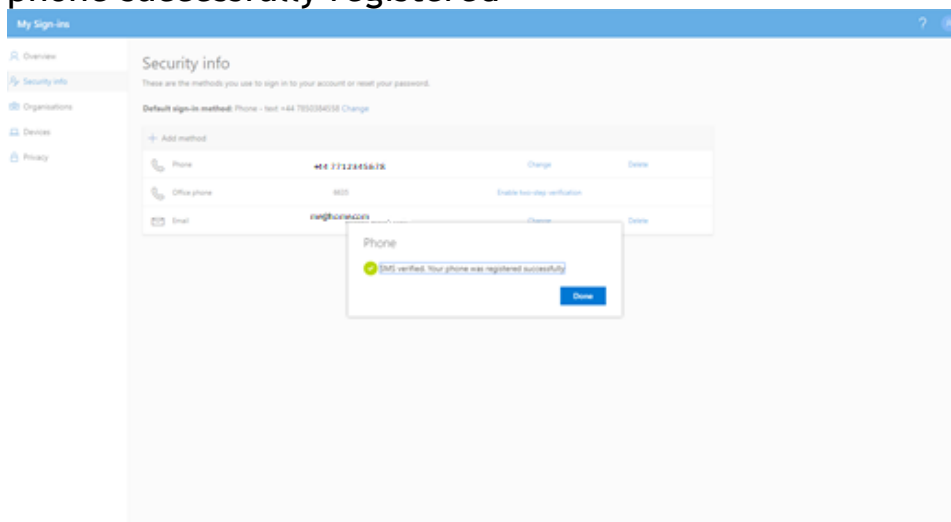
7. Select 'Phone' from the drop-down menu
8. Select 'Add' again
9. Enter the correct details. If you are using a mobile do not enter the first 0, it should be entered as 7712345678
10. Select either 'Send me a code' or 'Call me' depending on your preference



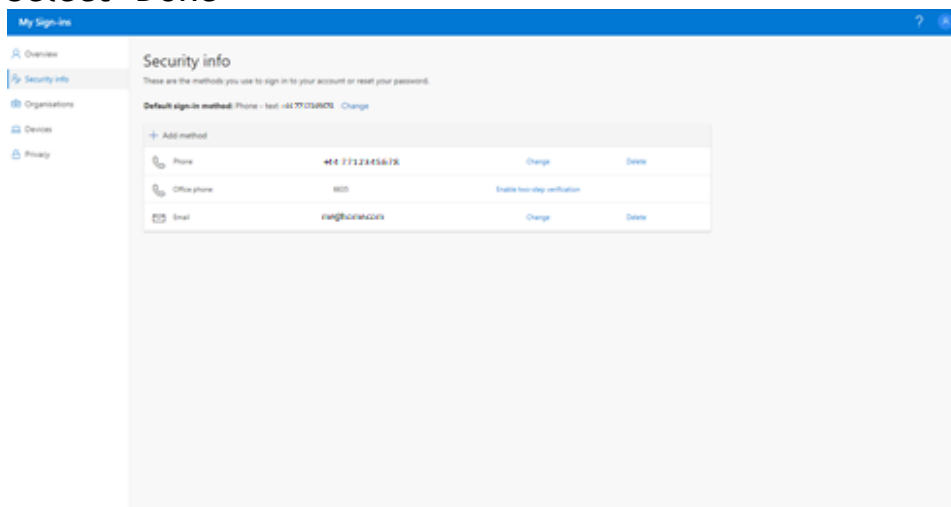
11. Select 'Next'  
**Note:** At this point a SMS message with a code will be sent to the phone number you have entered. Ensure you have that phone close by
12. Enter the 'code'



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.

[Windows 10 Guide Dogs laptop](#)

[Windows 7 or Windows 10 personal device](#)

### Windows 10 Guide Dogs laptop

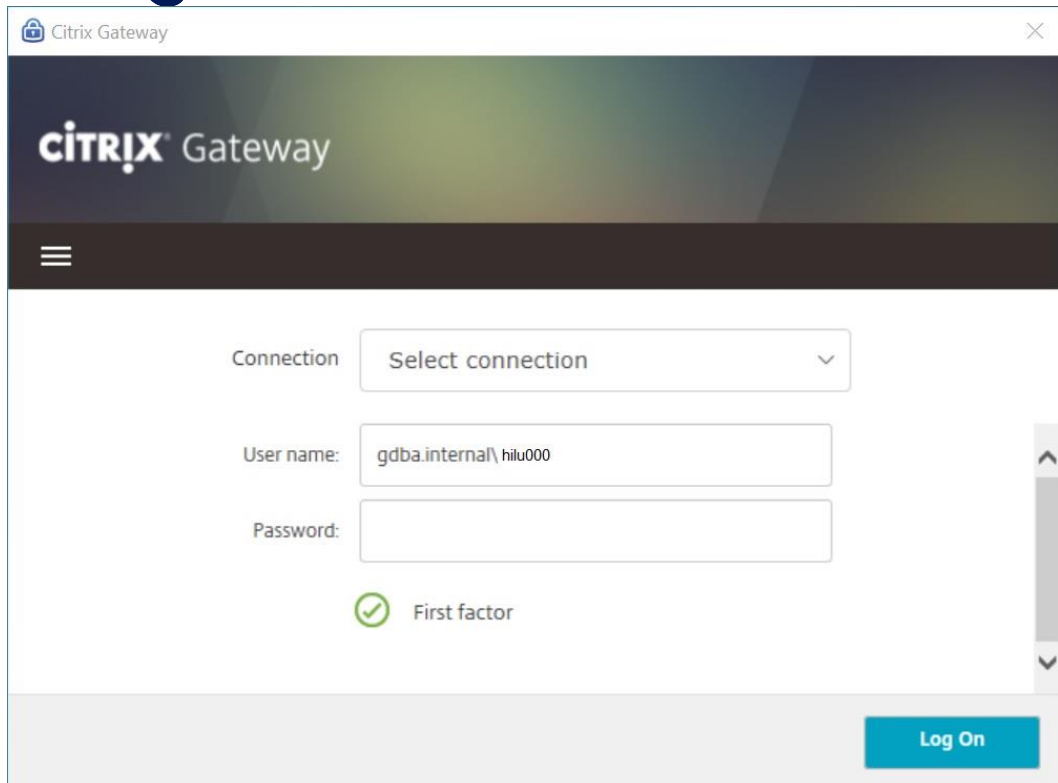
Follow this link to return to the [Logging onto the Guide Dogs network](#).

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. Press 'Ctrl-Alt-Delete' when prompted.
2. Enter your 'username and your 'password'.  
**Note:** If you are accessing from a non-Guide Dogs location for the first time, you may be prompted to login to Citrix Gateway.
3. In the Username field, make sure you enter the following:  
'gdba.internal\your username



The screenshot shows the Citrix Gateway login interface. At the top, there is a header with the Citrix logo and the word 'Gateway'. Below the header is a navigation menu. The main content area contains a login form with the following fields:

- Connection:** A dropdown menu with the text 'Select connection' and a downward arrow.
- User name:** A text input field containing the text 'gdba.internal\hiu000'.
- Password:** A text input field.

Below the password field, there is a green checkmark icon followed by the text 'First factor'. At the bottom right of the form, there is a blue button labeled 'Log On'.

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



## Windows 7 or Windows 10 Personal device

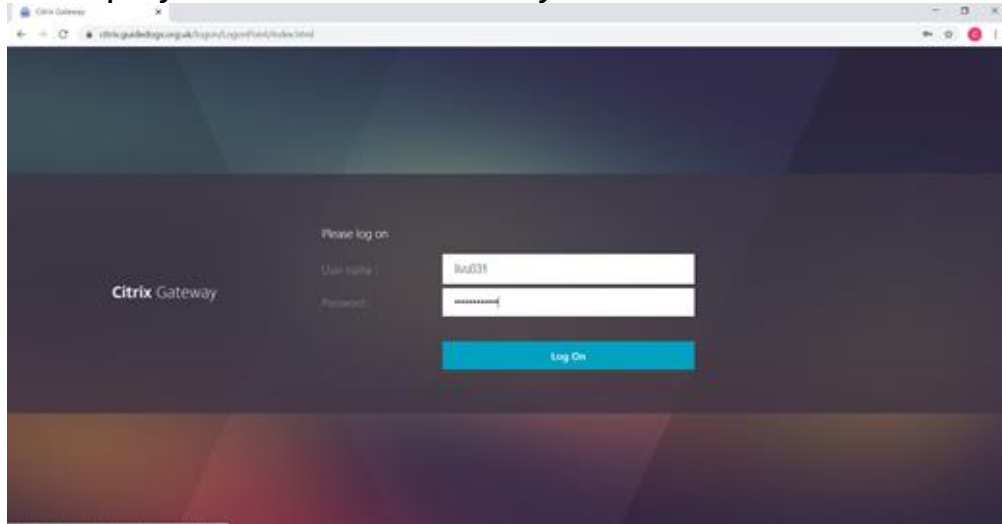
Follow this link to return to the [Logging onto the Guide Dogs network](#).

### 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.

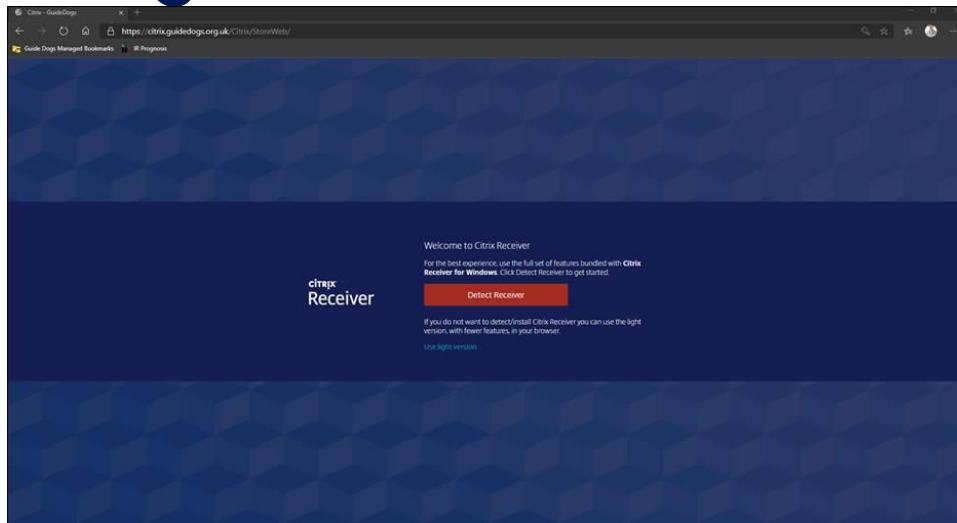
### How to access Citrix from a personal laptop or device

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

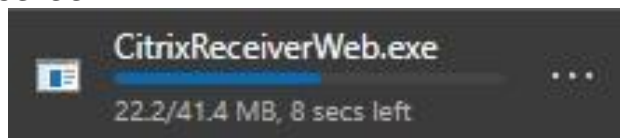


3. Enter your 'full username and your 'password'
4. Select 'Log on' or press 'Enter' on your keyboard  
**Note:** Multi Factor Authentication will require you to authenticate by using one of the methods you have set up i.e. mobile number or email address
5. Processing will appear on the screen. If you 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.
6. Enter the 'code'
7. Select 'Submit'

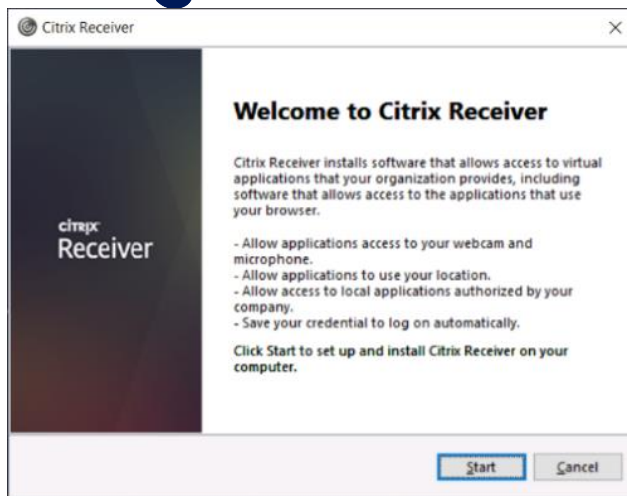




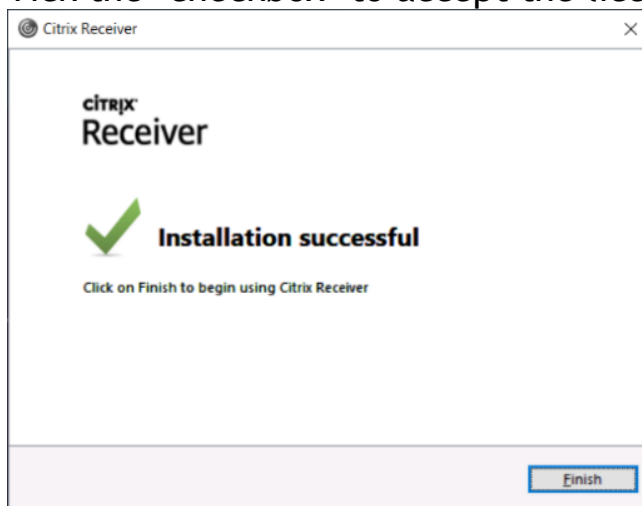
8. For better performance select 'Detect Receiver', if you do not wish to download software to your device you can use the light version. Steps on how to do this can be found for Use Citrix light
9. Select the tick box for 'I agree with the Citrix licence agreement'
10. Select 'Download'
11. A message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



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



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



19. Select 'Finish'
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' 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 - e68ce44dabfd1b511b8ca5c40eac03fc22e3a095974c6e8b43840ede113d8d2

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](#)

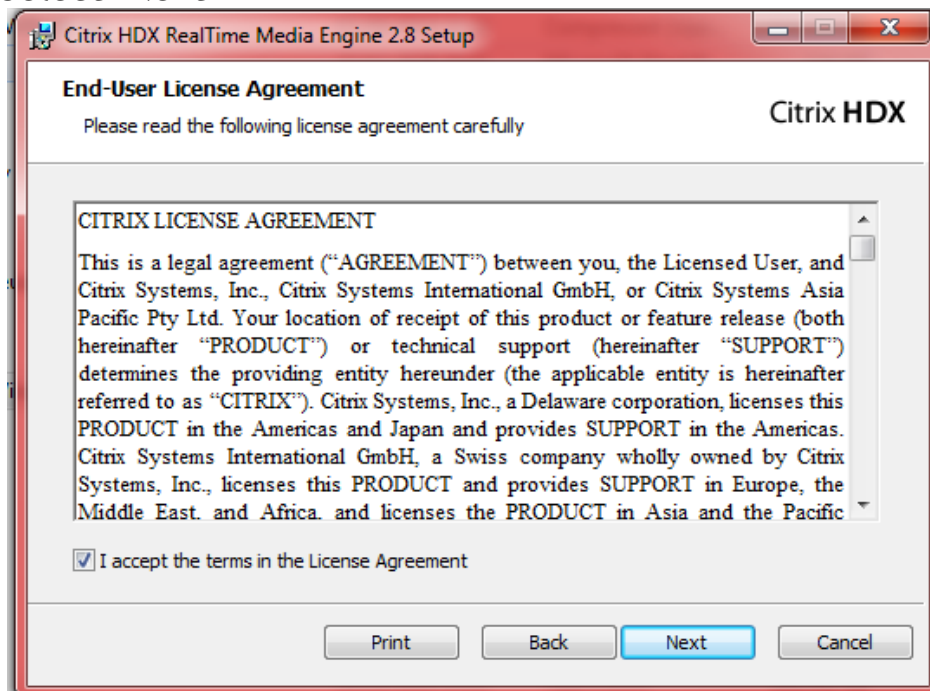
Checksums  
SHA-256 - 33bbef17912593da57e5ee7771d8a16675cc722f388cfb7ca0136e6331a1828e

HDX RealTime Media Engine 2.8 for Linux (x86)

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

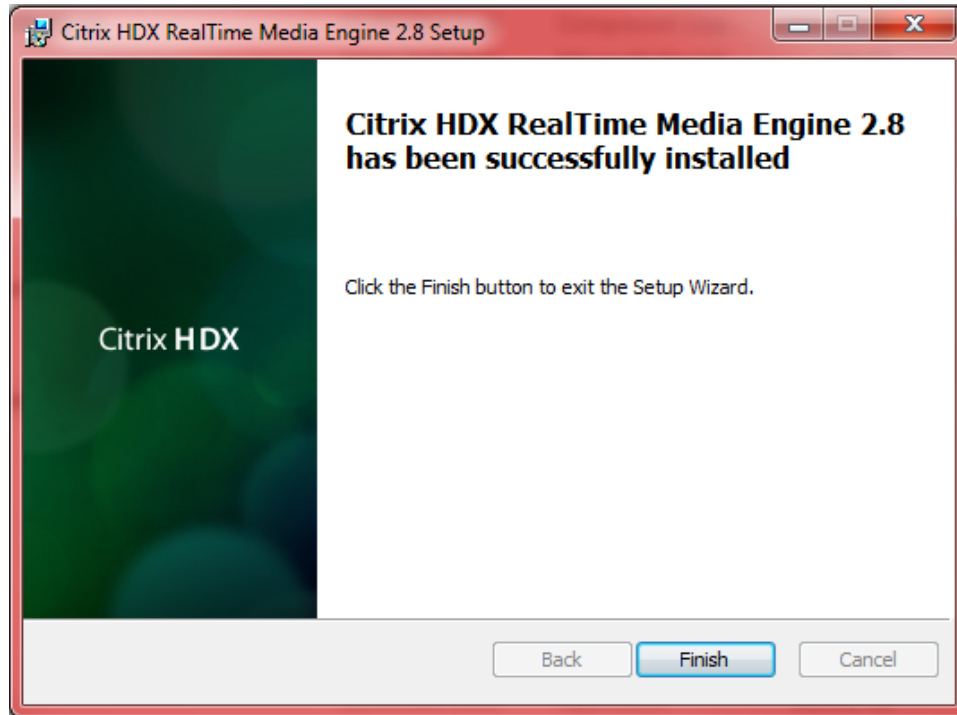
Checksums  
SHA-256 - f509968e5c07dc808900aa62d47a7129be7f3bec6afb9531af72fc770e7ef1ef

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

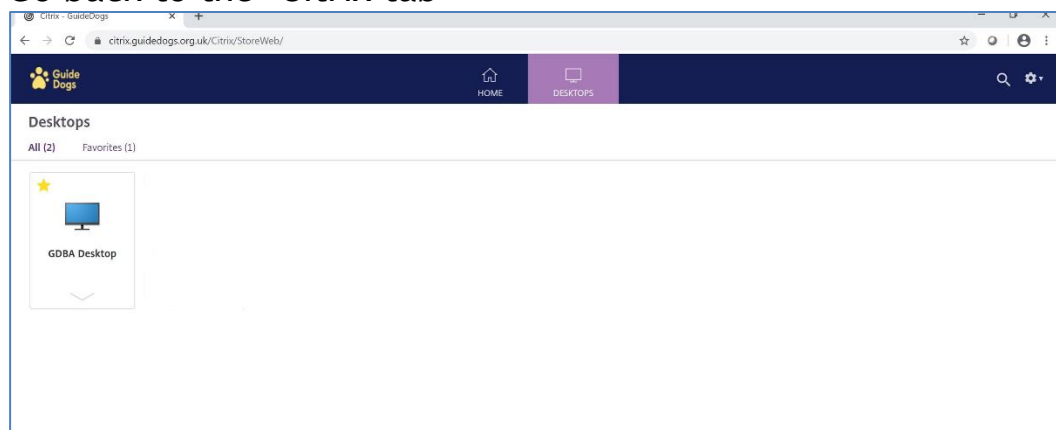




26. Select 'Install'
27. Select 'Finish'



28. 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
29. Go back to the 'Citrix tab'

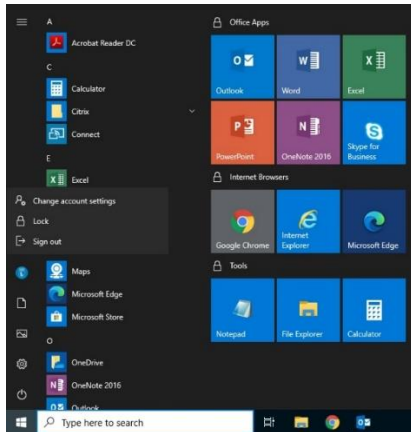


30. Select the 'Desktop tab' at the top of the page, DO NOT double select
31. Select 'GDBA Desktop'
32. You will then access your Windows 10 desktop.

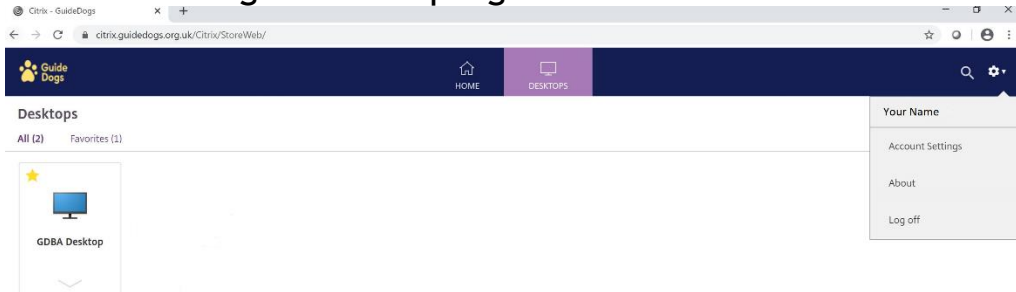
## Logging out of Citrix

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



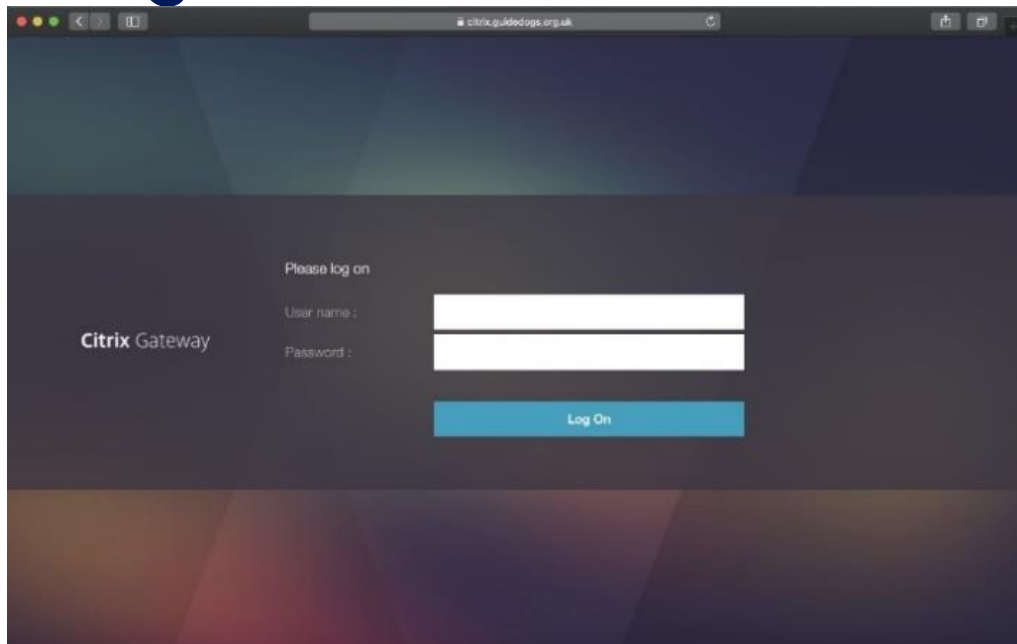
3. Select 'Sign Out'
4. Go back to the Citrix desktop in your browser
5. Select the 'cog' at the top right



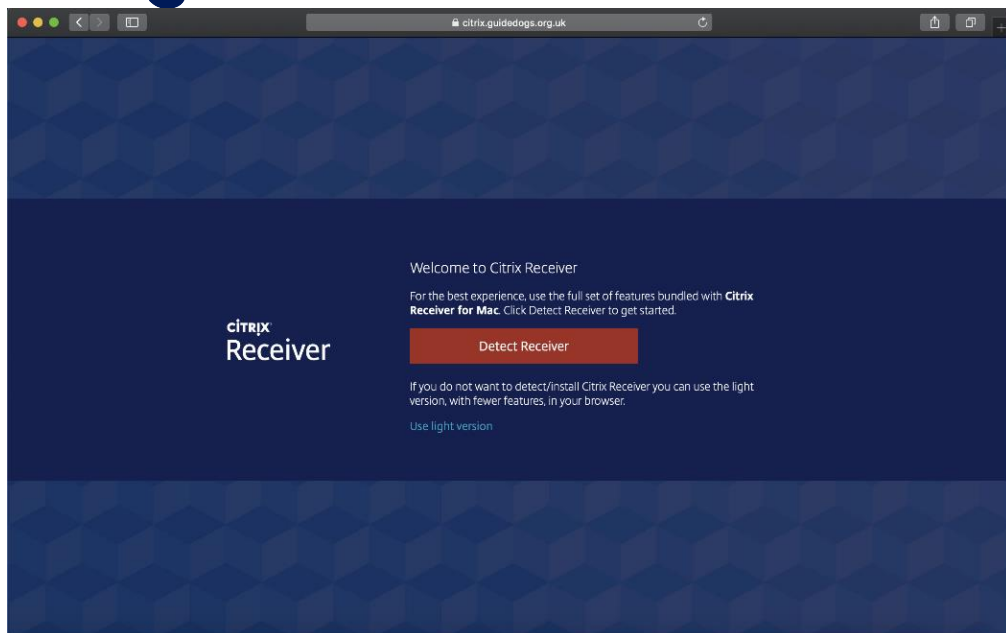
6. Select 'Log off'

## How to use Citrix from an Apple Mac

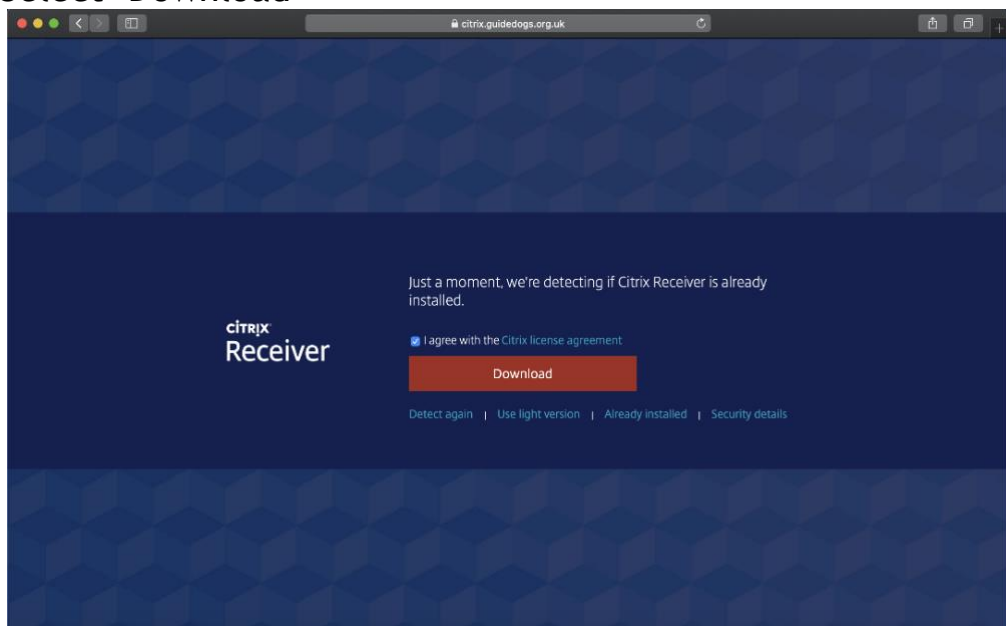
1. Open 'Safari'
2. Navigate to the following webpage:  
<https://citrix.guidedogs.org.uk/> The Citrix receiver page will be displayed. TIP: Save this to your favourites for future use



3. Enter your 'full username and your 'password'
4. Select 'Log on' or press 'Enter' on your keyboard  
**Note:** 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
5. Enter the 'code' and select 'submit' or 'approve' through your authenticator app
6. 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



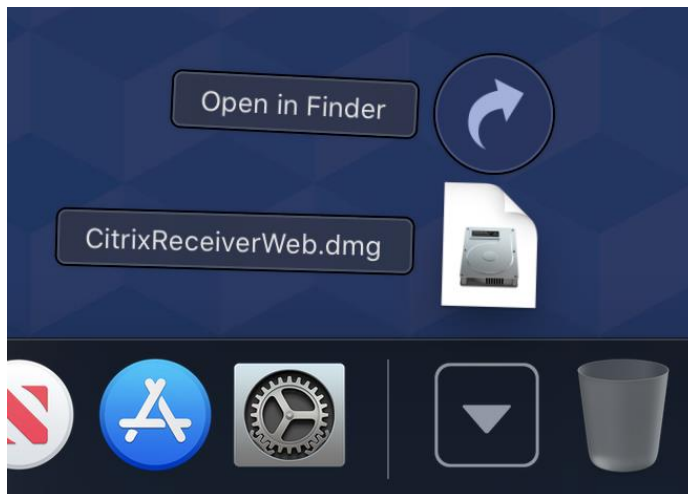
7. Select the 'tick box' for I agree with the Citrix licence agreement
8. Select 'Download'



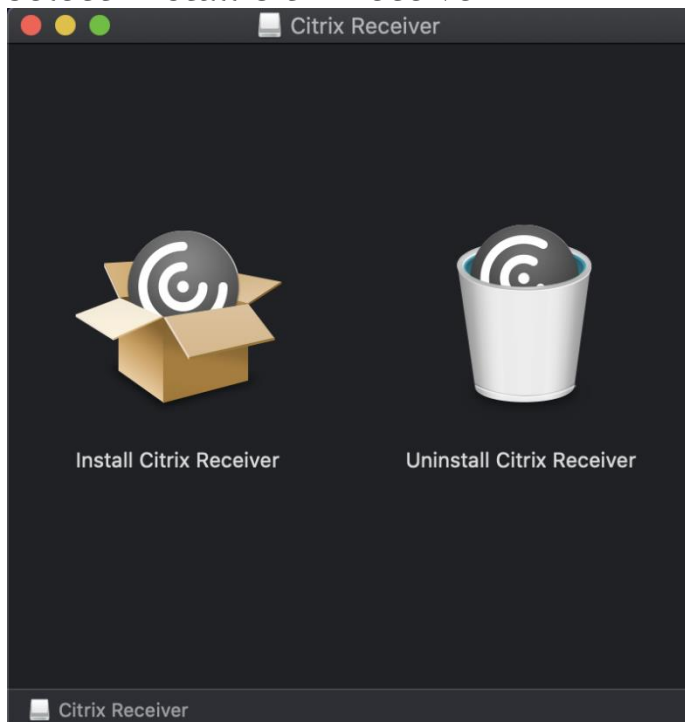
9. A message will appear asking "Do you want to allow downloads from Citrix.guidedogs.org.uk?"
10. The download box will appear at the bottom right of the screen



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

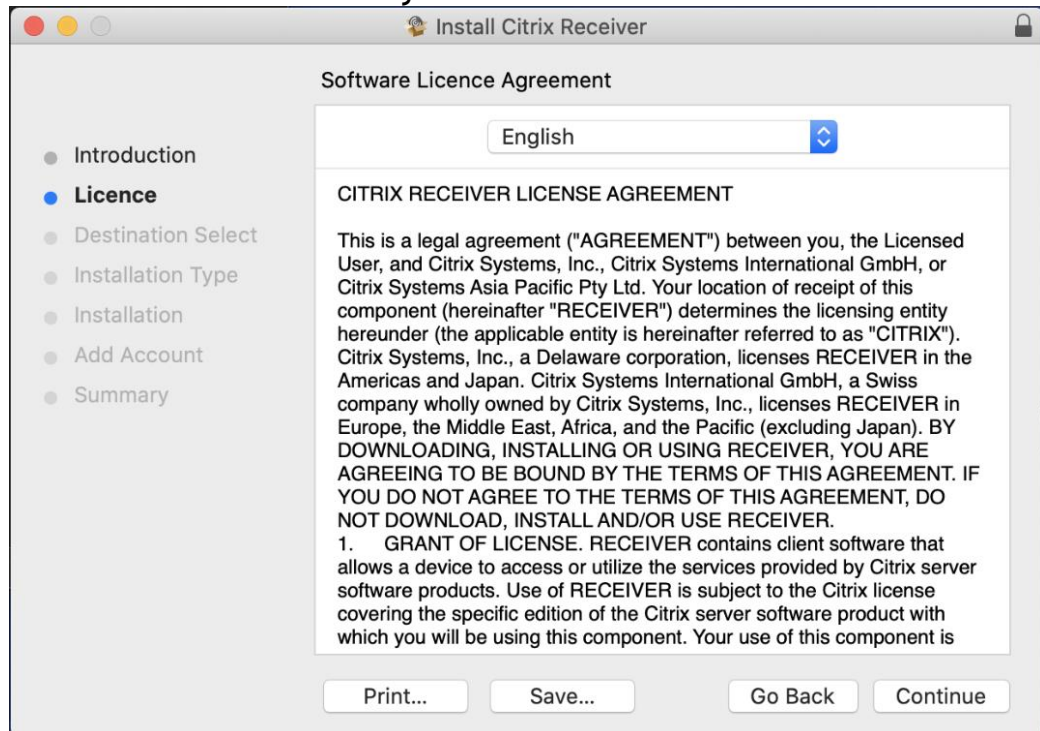


12. Select 'download' the Citrix receiver web
13. Select 'install Citrix receiver'

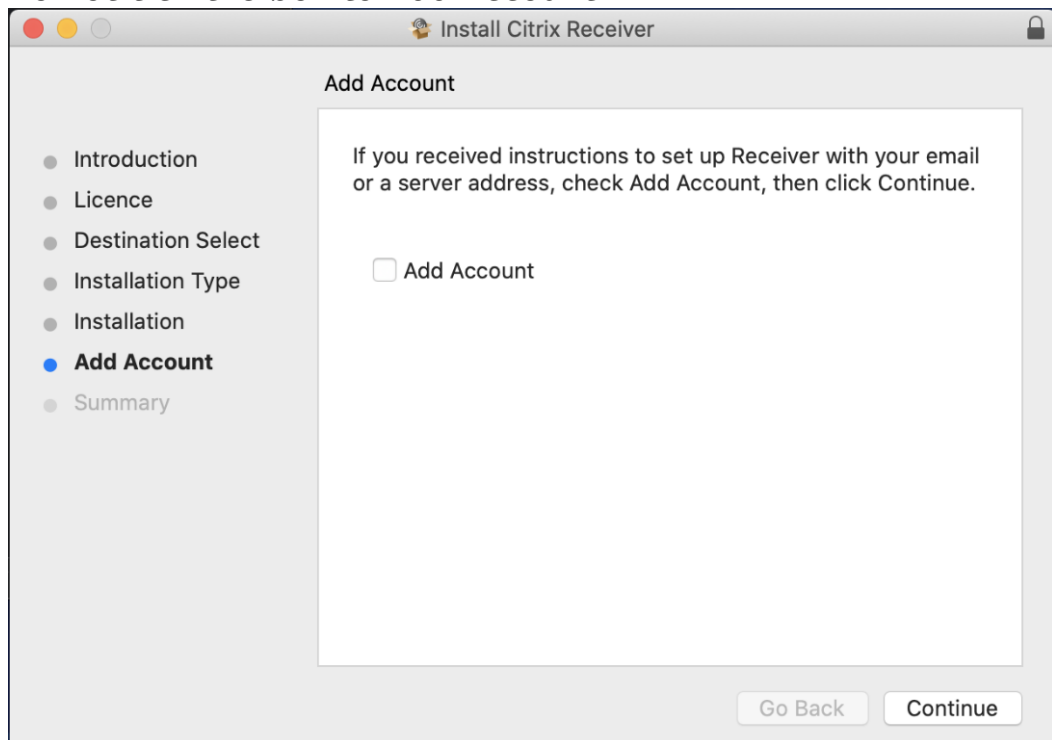




14. Select 'Continue' until you reach the licence screen

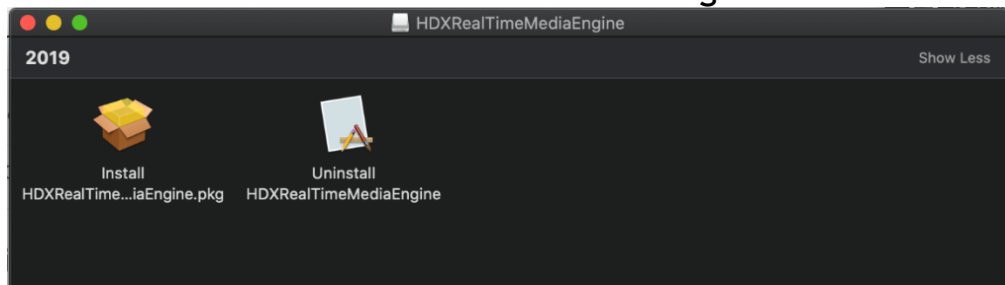


15. Select 'Agree' on the licence screen
16. Select 'Install'
17. Do not tick the box to Add Account

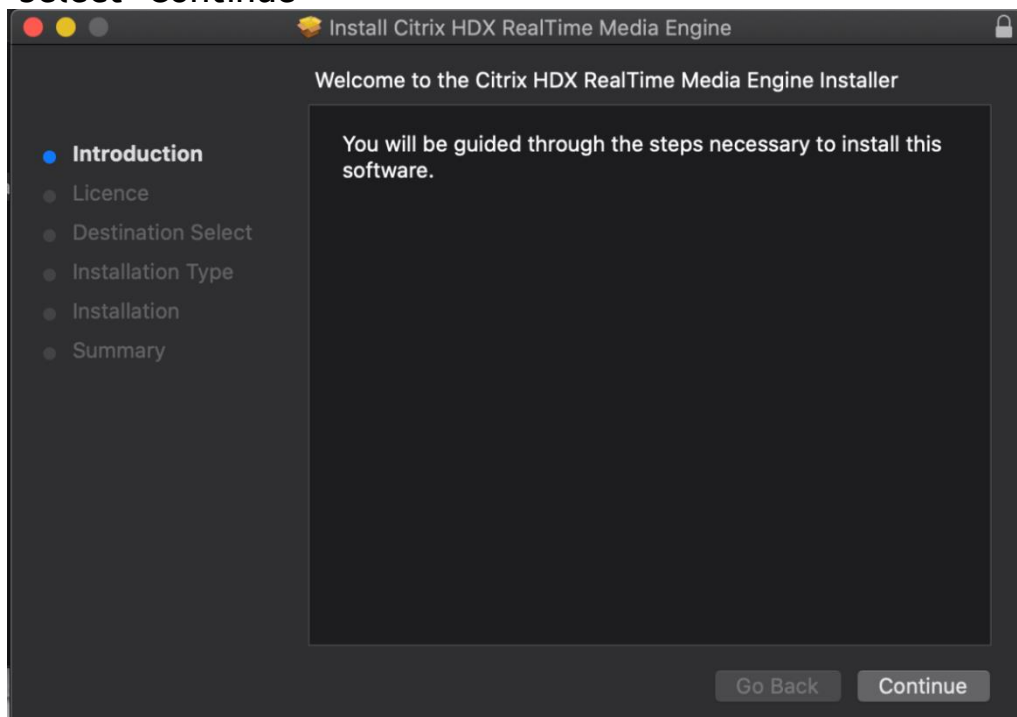


18. Go back to the Citrix receiver webpage

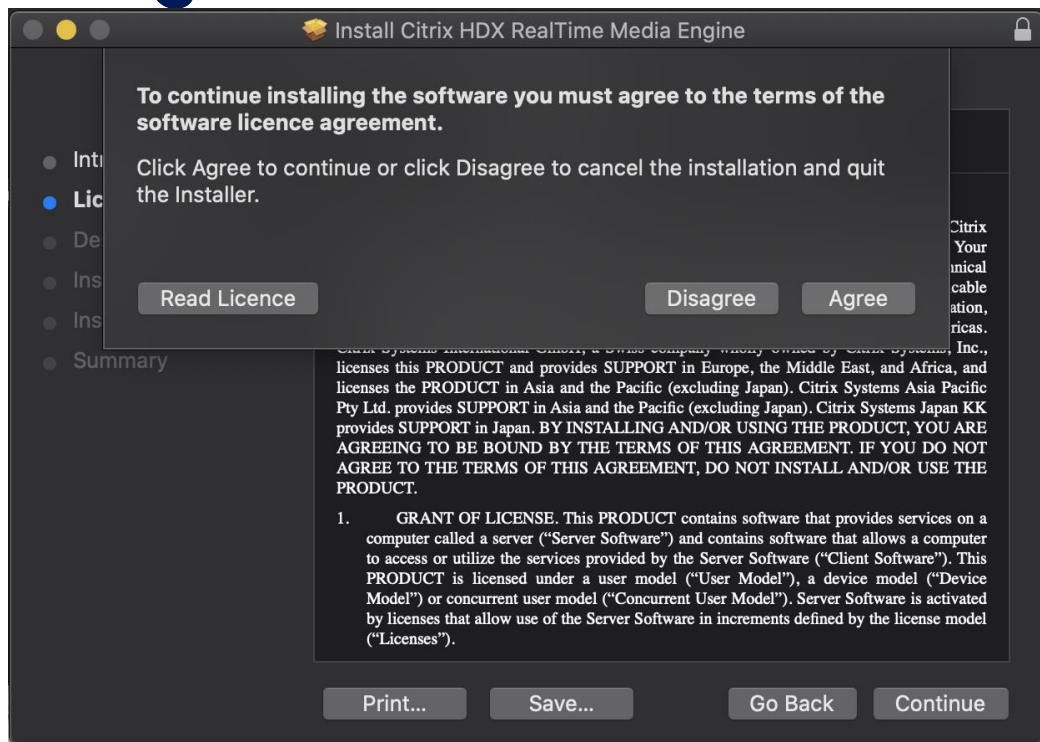
19. Go to your browser and the address <https://www.citrix.com/en-gb/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine-28.html>
20. The appropriate file for your device i.e. for Windows, Mac etc. will be displayed
21. Select 'Download File for the Mac'
22. Select 'Install HDXRealTime 2.8 Media Engine'



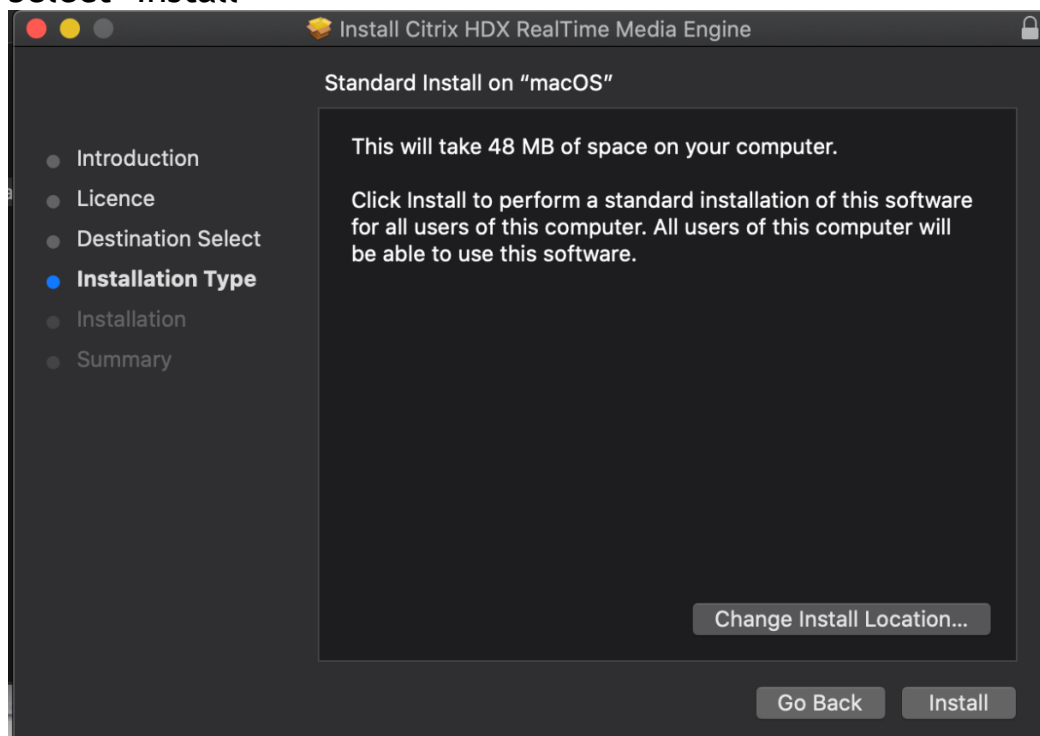
23. Select 'Continue'



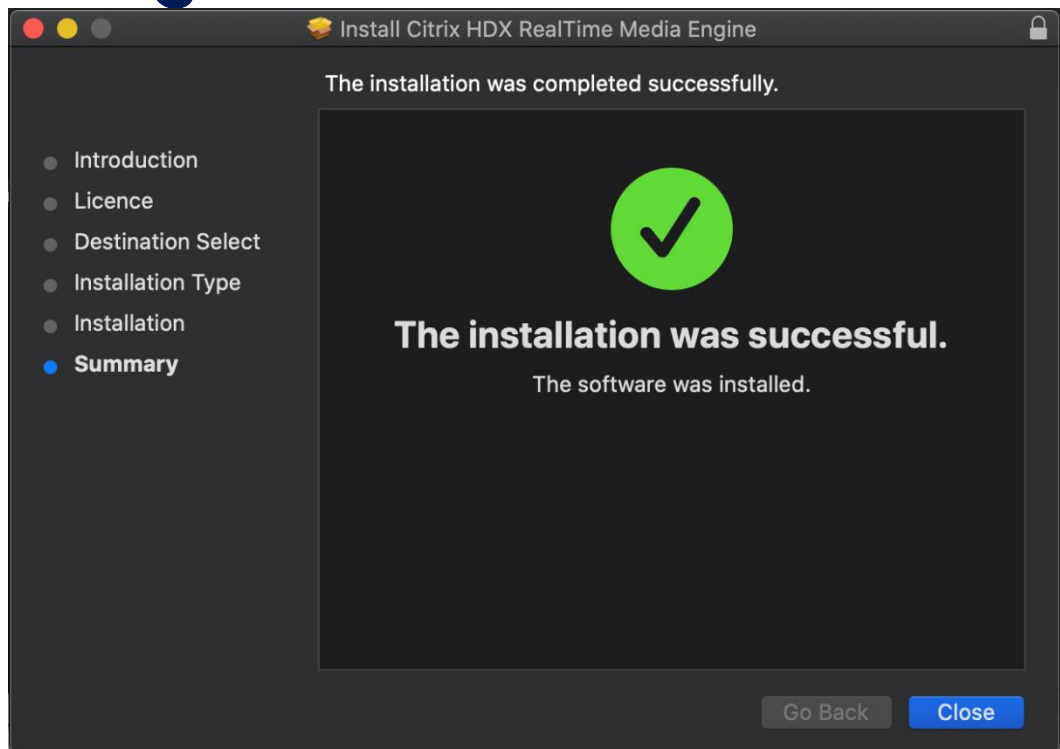
24. Select 'Continue'



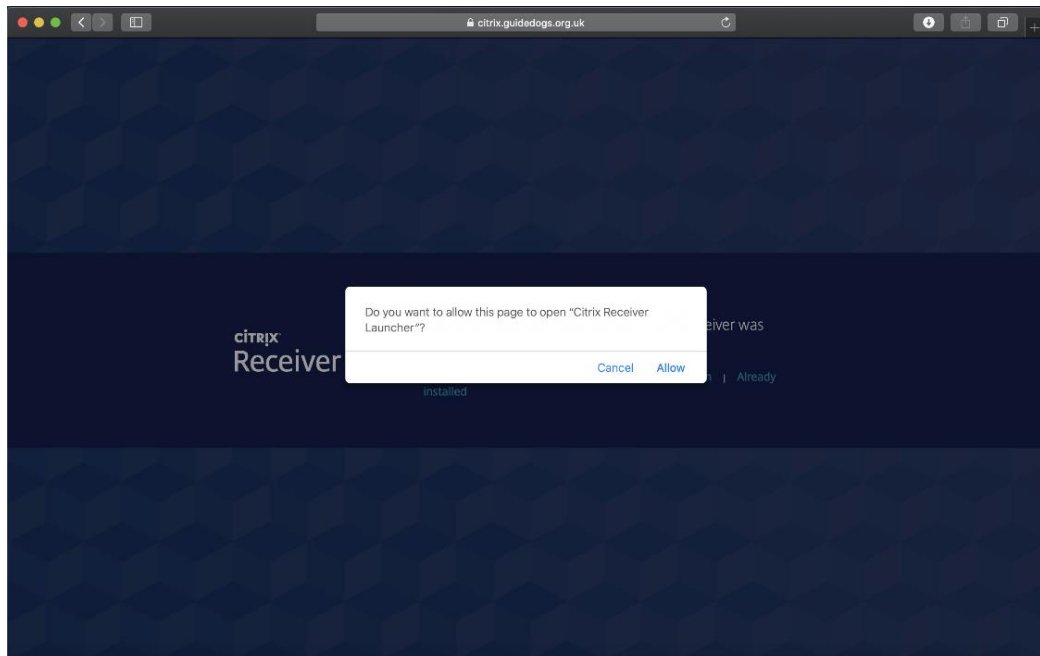
25. Select 'I Agree to the licence agreement'
26. Select 'Install'



27. Select 'Close'



28. Go back to your browser and the Citrix page
29. Select 'Allow to allow Citrix Receiver Launcher'



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



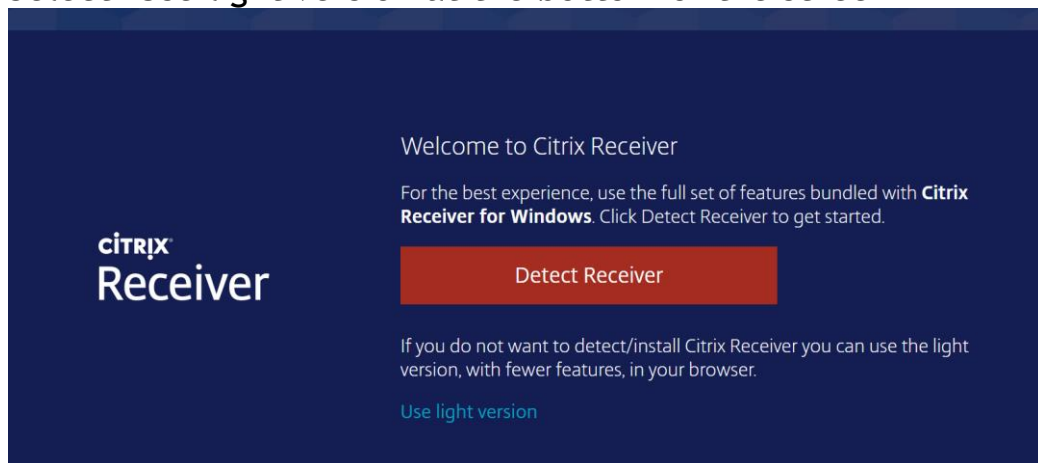
## Logging out of Citrix

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

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

## Use Citrix light

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

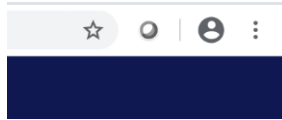


2. This will open your Windows10 desktop in a separate tab within your browser

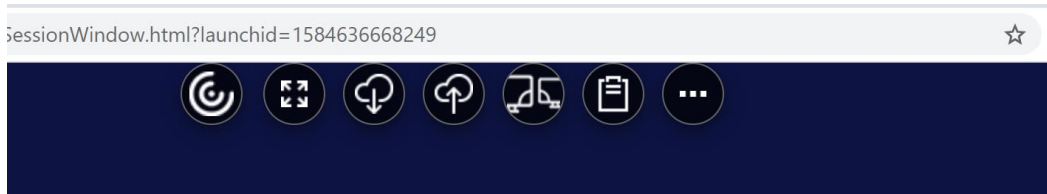




3. If you wish to make the Citrix desktop full screen, select the 'middle menu icon'



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](https://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 and password. Windows 10 users will also be able to access their OneDrive via office.com.

### Version control table:

The table below contains four rows and four columns. (Only the original approval date and the most recent amendment should be included in the table.)

Date	Version	Status	Details of Change
23/03/20	1.1	Approved	NA
20/09/21	3.0	Approved	Removal of usernames and email addresses plus removal of windows 7 references on GDs laptops



**\*\* Please see below when a document must be reviewed by governance**

**Safeguarding** - All documents with any reference to safeguarding, recruitment and training, working with clients (Adult and CYP)

**Legal** - All documents with any reference to agreements or contracts, third party partnerships, potential reputational risk, reference to compliance with any statutory or regulatory obligation

**Health and Safety** - All documents where an activity could cause harm to a member of staff, service user, volunteer or third party or where there is reputational risk

**Insurance** - A change to the way we deliver our services

**End of document**