



Citrix One Touch Installation

One Touch is required for anyone using a personal device running Windows 8.1 or 10 to connect to the Guide Dogs network through Citrix Desktop.

Installing One Touch will improve the quality of your Microsoft Teams voice and video calls as well as stabilising your Citrix connection.

Installing One Touch

- Go to https://bit.ly/GDInstallCitrix this is case sensitive
- Select 'OK' if you receive a message stating 'Some files can contain viruses or otherwise be harmful to your computer'

Microsoft	Office	×
?	Opening https://installcitrix.guidedogs.org.uk/ Some files can contain viruses or otherwise be harmful to your computer. It is important to be certain that this file is from a trustworthy source.	
	OK Cancel]

• The download will appear at the bottom left of your screen, select 'Open'



- OneTouch Install will be listed in your File Explorer NOTE: If using Internet Explorer, the file name may be a random selection of letters and numbers
- Select 'OneTouch Install'
- Press 'Shift & F10' to display a submenu
- Select 'extract all'





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~	Extract Compressed (Zipped) Folders	
	Select a Destination and Extract Files	
	Files will be extracted to this folder	
	C:\Users\livu031\Downloads\download Browse	
	Show extracted files when complete	
	Extract Canc	el
Аp	rogress box will appear	
	79% complete —	×
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- Once installed File Explorer will open
- Select 'GDCitrixInstall'
- Select 'OneTouch Install'
- Press 'Shift & F10' to display a submenu

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\leftarrow \rightarrow \checkmark \uparrow \downarrow \rightarrow This PC \rightarrow Do	wnloads > download > GDCitrixInstall	✓ ऎ Search GDCitrixInstall		
	Name	Date modified		
	③ CitrixWorkspaceApp	22/10/2020 14:18		
Documents *	# HDX_RealTime_Media_Engine_2.8_for_Windows	22/10/2020 14:18		
	OneTouchinstall	22/10/2020 14:18		
Copy Create shortcut Thi Copy Create shortcut Delete Copy	Airus			
Properties Pownead Downloads Music Pictures				
Videos				
Shared Folders (T:)	<			
3 items 1 item selected 682 bytes				

- Select 'Run as Administrator'
- Select 'More Info' on the Microsoft Defender screen



• Select 'Run anyway' Note: It is only recommend doing this for the GDCitrixInstall file, any non-Guide Dog file could be unsafe and is NOT recommended.



- A box will open and will list the progress
- Once complete the box will close, this may take some time depending on the speed of your device. It could take up to 20 minutes.

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You will need to close any browser and re open before logging into the Citrix Desktop.

End of document