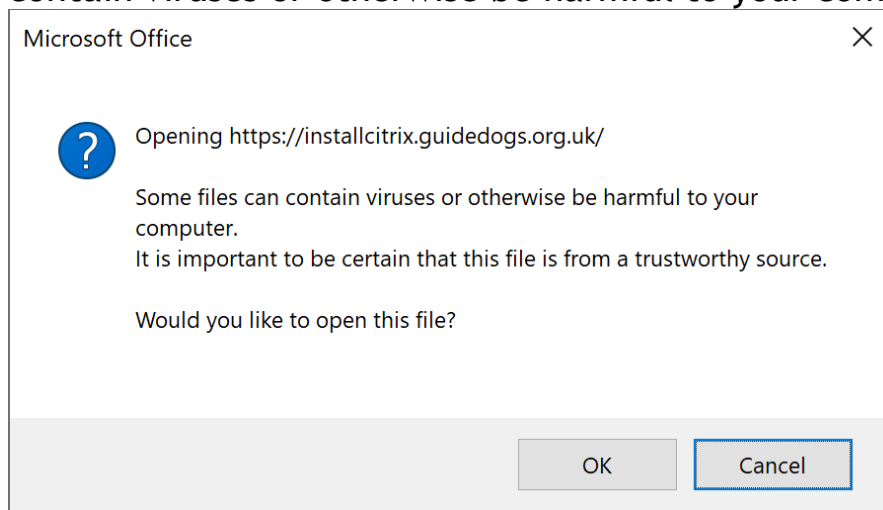# Citrix One Touch Installation

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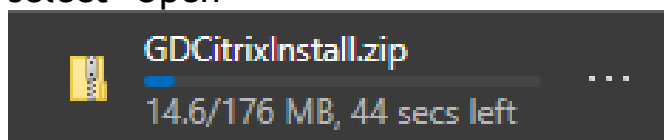
Installing One Touch will improve the quality of your Microsoft Teams voice and video calls as well as stabilising your Citrix connection.

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'
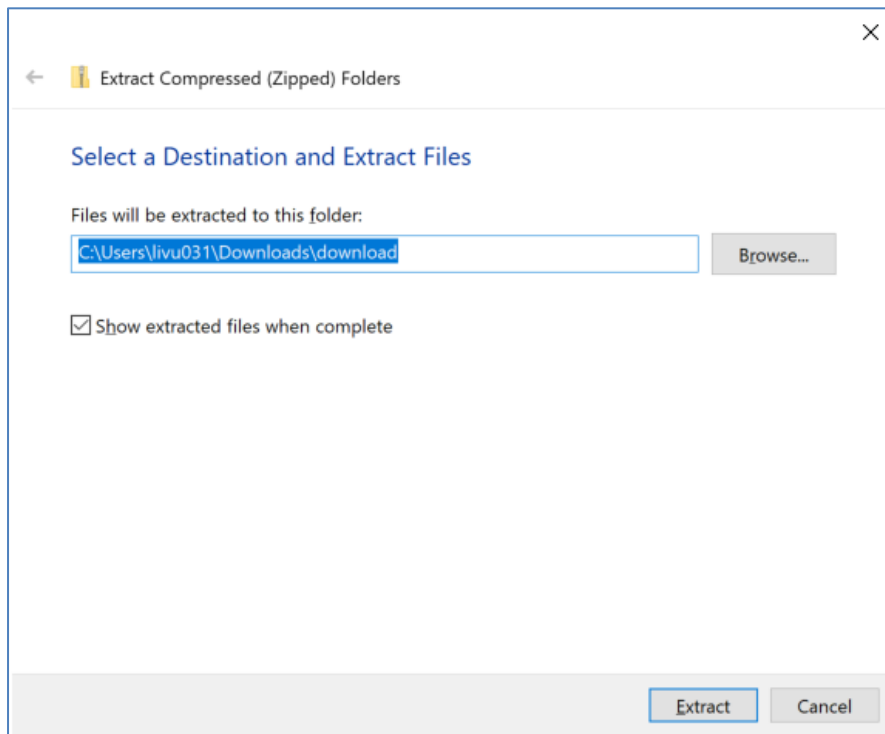

- The download will appear at the bottom left of your screen, select 'Open'
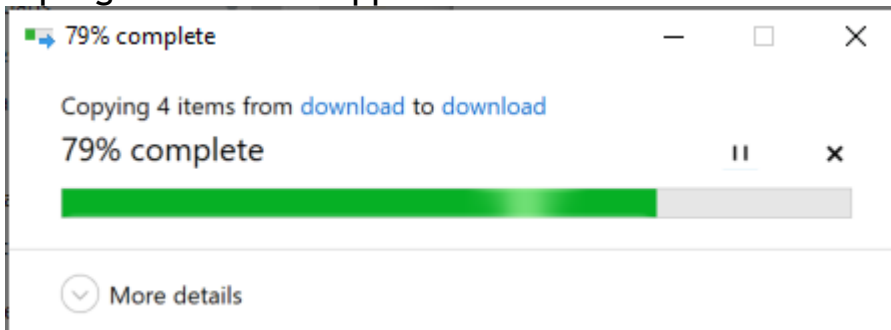

- OneTouch Install will be listed in your File Explorer
  NOTE: If using Internet Explorer, the file name may be a random selection of letters and numbers
- Select 'OneTouch Install'
- Press 'Shift & F10' to display a submenu
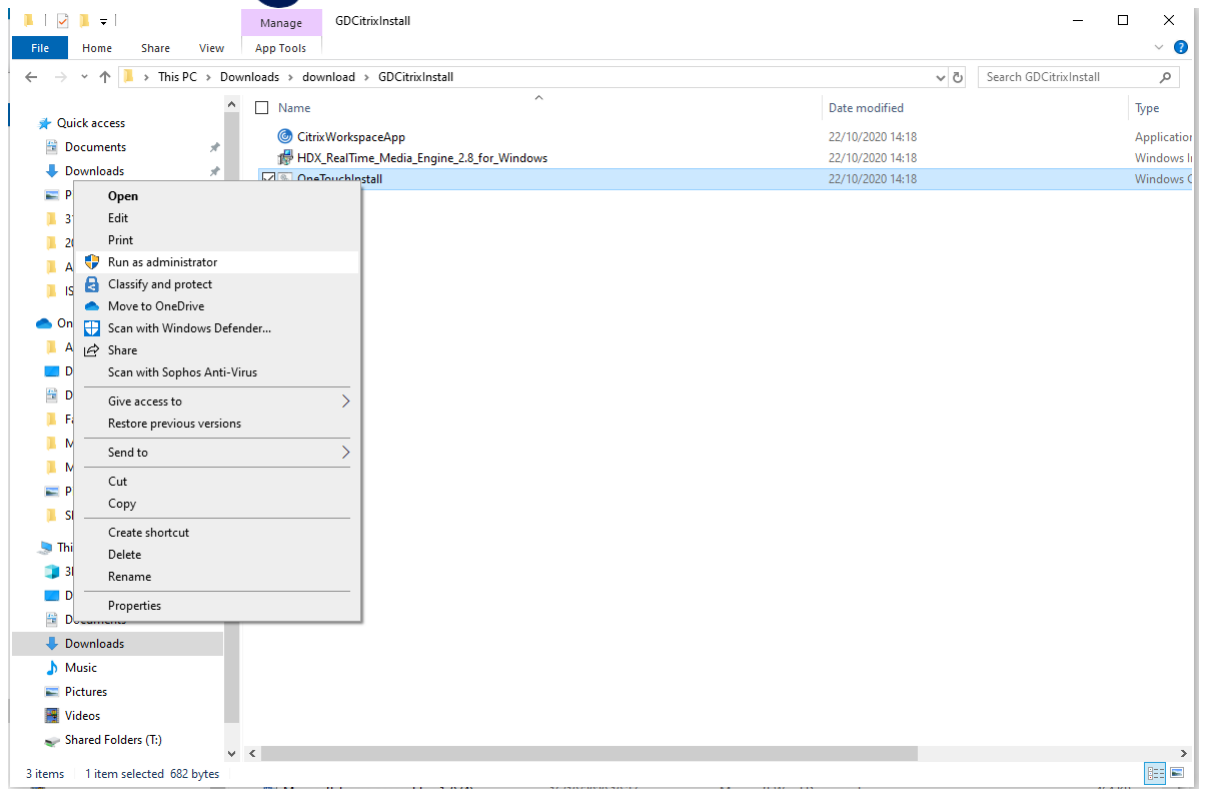- Select 'extract all'

- Select 'Extract'

- A progress box will appear

- Once installed File Explorer will open
- Select 'GDCitrixInstall'
- Select 'OneTouch Install'
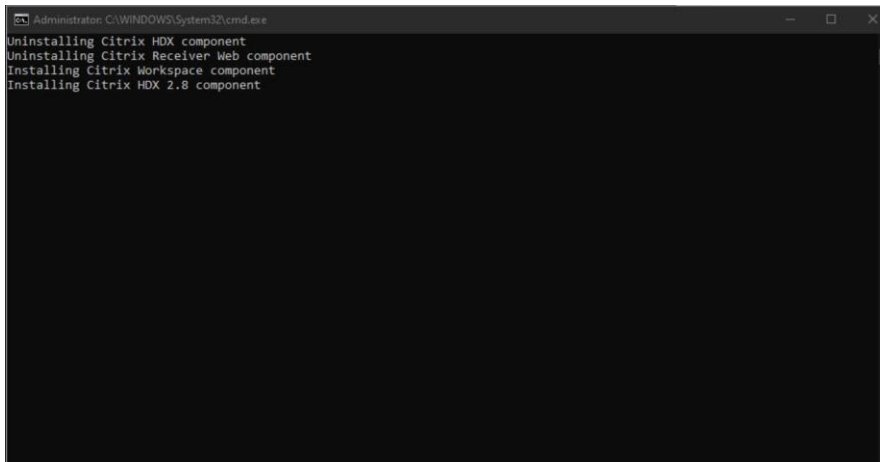- Press 'Shift & F10' to display a submenu

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

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognised app from starting. Running this app might put your PC at risk.

More info

Don't run

- 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.

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

End of document