

## Accessing Citrix from a Remote / Unsecure Location

In order to access Citrix from an unsecure internet connection, the Trust requires two factor authentication. This means you will require three things to log in:

- A custom authentication code, generated using one of the authorised authentication apps
- Your network login details
- The Citrix Workspace App

You will need to follow the procedure below to obtain your authentication barcode:

**If you already have an authentication code and have already downloaded the Citrix Receiver, skip to Step 4.**

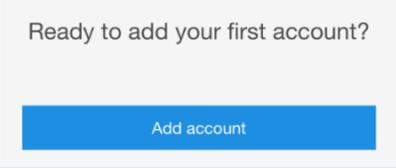
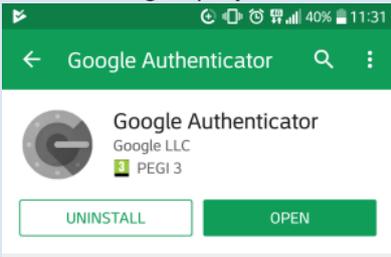
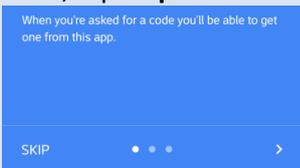
### 1. Obtaining Authentication Barcode

Use the IT Service Desk Web Portal or alternatively send an email to the requesting an **Authenticator two-factor barcode**. Once this is complete, an automated email containing the barcode for your username will be sent to your nhs.net email account. (Example QR Barcode opposite.) When you have received this email continue to step 2.

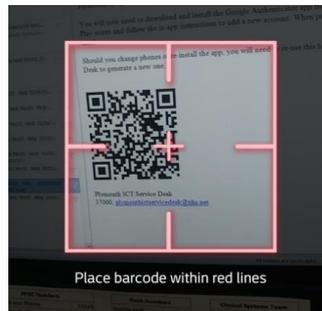
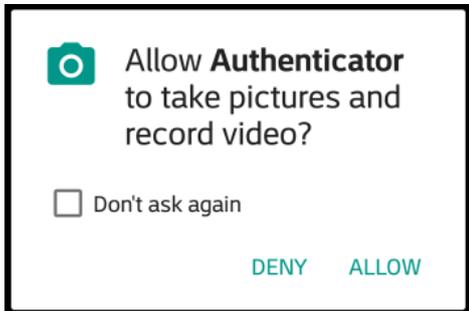


### 2. Obtaining Authentication Code using Mobile App

Download either the **Microsoft Authenticator** app or the **Google Authenticator** app which are both available from the Apple App store, Google Play store and the Windows App store. Instructions for installing and setting up authentication for both of these apps on different mobile platforms is available below:

Microsoft Authenticator	Google Authenticator
<p>Download the <b>Microsoft Authenticator</b> application from the Apple iOS store, Google Play store or Windows App store. Once the application has finished downloading, tap <b>open</b></p>  <p>Then, tap <b>Add account</b></p>  <p>On <b>Microsoft Authenticator</b>, you will be asked if you wish to sign into an existing authenticator account. You can tap other to skip this step.</p>	<p>Download the <b>Google Authenticator</b> application from the Apple iOS store, Google Play store or Windows App store. Once the application has finished downloading, tap <b>open</b></p>  <p>Then, tap <b>Skip</b></p>  <p>On <b>Google Authenticator</b>, you will be asked to choose whether to <b>scan a barcode</b> or enter a passphrase, you should select the <b>scan a barcode</b> option.</p>

You may be required to grant access for the app to access your camera, this is a normal occurrence and you will need to **allow access** to continue. The camera will open, point the camera at the barcode which you received by email in step 1, the app will automatically detect the barcode as it comes into focus.



You will then be supplied with a randomly generated 6-digit authentication code,



This token is valid for 30 seconds; there is a countdown timer. When the token expires you will automatically be given a new one.

### 3. Downloading the Citrix Workspace App

Navigate to <https://www.citrix.com/en-gb/downloads/workspace-app> in your web browser and click **download Citrix Workspace app 1911 for Windows**.

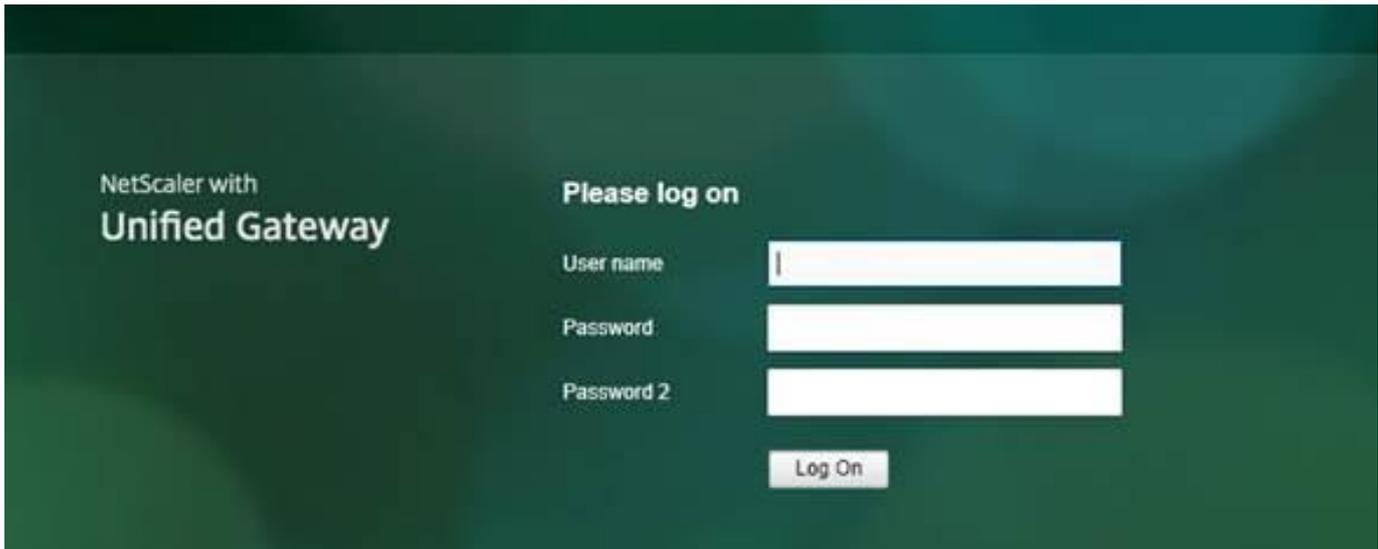
Please note, we cannot provide IT support for non-trust devices should you run into an issue. If you experience problems downloading this tool, try a different web browser such as Google Chrome.

Please note you do not need to configure an account in Citrix Workspace. Please close down or cancel any open dialogue boxes and proceed to step 8.



### 4. Launching Citrix Receiver

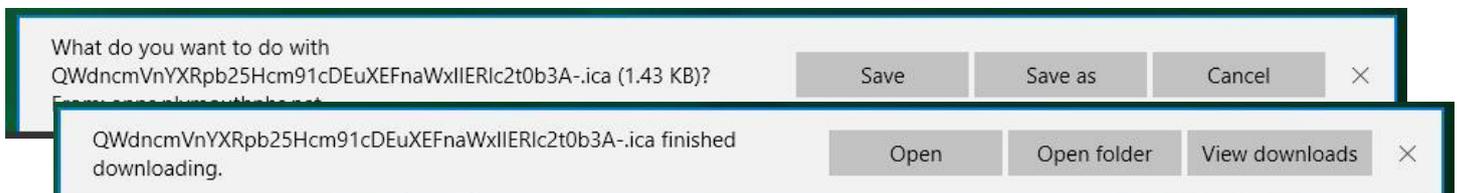
Once you have installed Citrix Workspace App, open either an Internet Explorer or Google Chrome internet browser window and navigate to <https://apps.plymouthnhs.net> where you will see the following screen. Enter your **User name**, domain **password** and **password 2** (the token from the Microsoft Authenticator Application).



For additional security, when logging into Citrix externally you will NOT be prompted to change or update your password. Please ensure before working externally that your password is valid and is not due to expire.

You might be prompted by a download screen depending on the internet browser you use, asking you to download an .ICA file. This file contains the server details Citrix receiver requires to setup your session. It is safe to save,

Then open this file, example shown below:



1. Your Citrix session will now launch and you are connected to Citrix via your internet connection.
2. To access iCM from the remote PC/laptop you will need to log a call with the Service Desk to register the computer name of the machine you are using. This can be found on a Windows device by browsing to the Control Panel and opening up System.

*Please be aware that if you are using a MAC and the computer name contains **special characters** (for example an apostrophe) then your computer will not be able to register to iCM. To rename your computer:*

**Open System Preferences** then select **Sharing under Internet & Network** and then under **Computer Name** you can **change the name**.

**You can access the Citrix Receiver via Internet Explorer or Google Chrome. We will enable tablet and smartphone access from the Citrix Receiver App sometime in the near future.**