Citrix Remote Connection Guide

Reviewed:
Updated: 28/03/18

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Contents

This guide will show you how to connect to the Diabetes UK network using Citrix, allowing access to your network drives.

If you are using a Diabetes UK laptop, Outlook will work as normal with any Internet connection and the Citrix connection is not required.
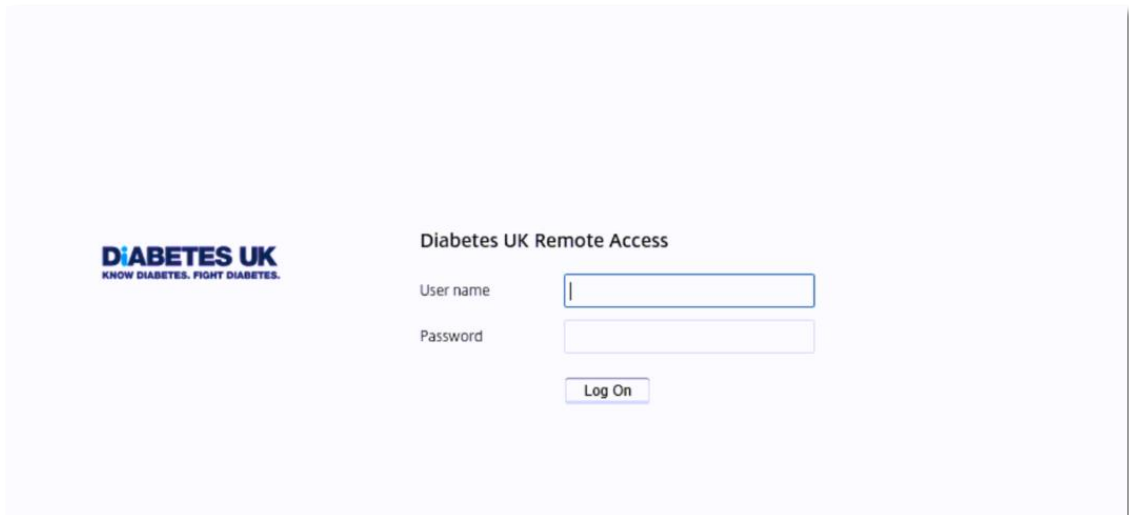
Requirements

1. Internet Connection (your experience will depend on the speed of your connection)
2. Internet Explorer or Google Chrome are the recommended Internet browsers
3. Citrix Receiver application
   a. To check if it's installed, select Start – All Programs and you should see the Citrix Receiver icon
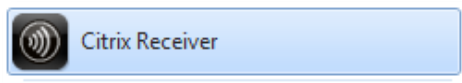
4. If you do not have the Citrix Receiver application installed, please refer to page 9 of this guide

How to connect to the Diabetes UK network through Internet Explorer

1. Open Internet Explorer and enter the following address:
   a. https://myremote.diabetes.org.uk

2. Enter the your Windows username and password (same credentials as your laptop/desktop login) and select Log On
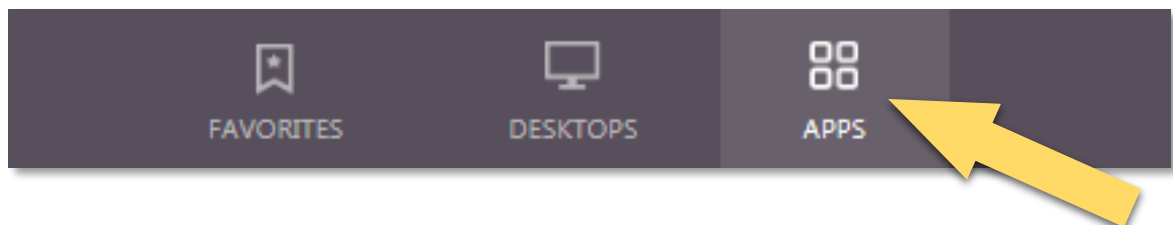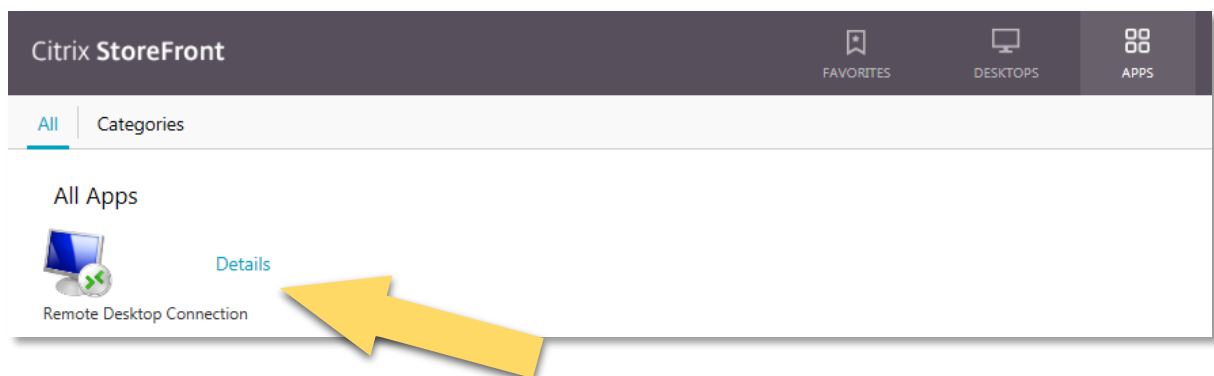
3. Select DUK Desktop
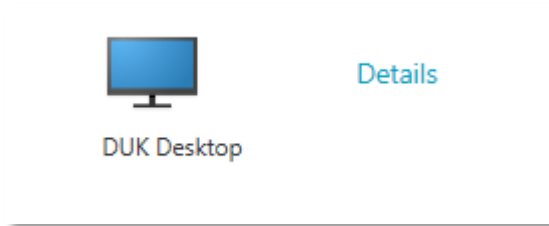
4. Your Citrix Remote Connection window will launch.

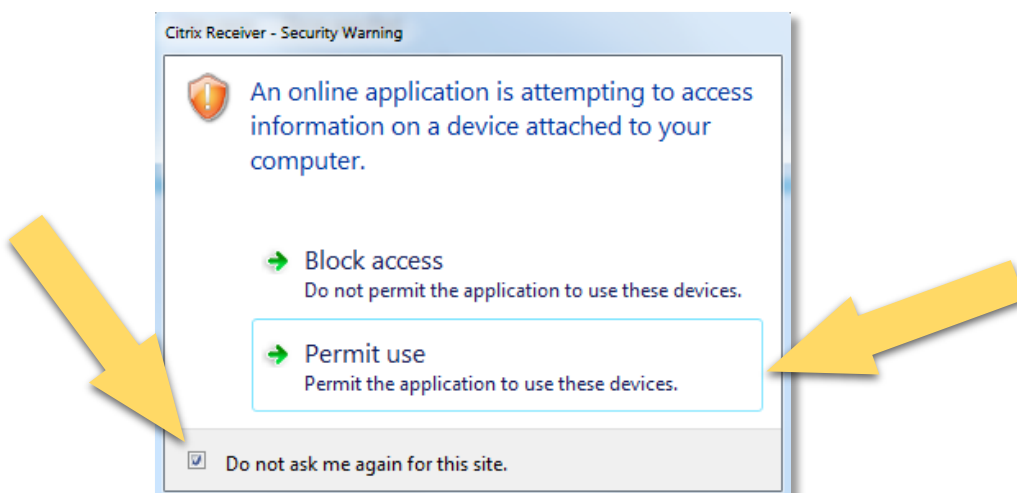## How to use the Remote Desktop Connection application

1. Within the Internet Explorer Citrix Connection Menu, where you see DUK Desktop for selection, select the APPS button at the top

2. Select the Remote Desktop Connection

3. Select the **Do not ask me again for this site box**, and select **Permit use**
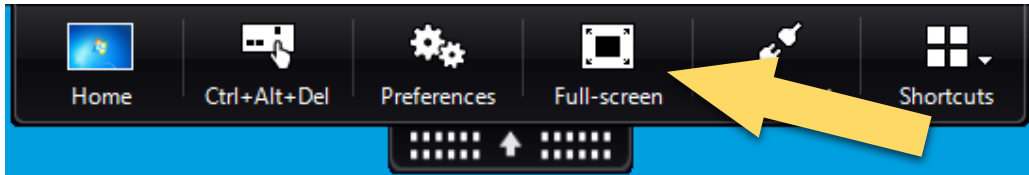
How to enable Full-screen mode

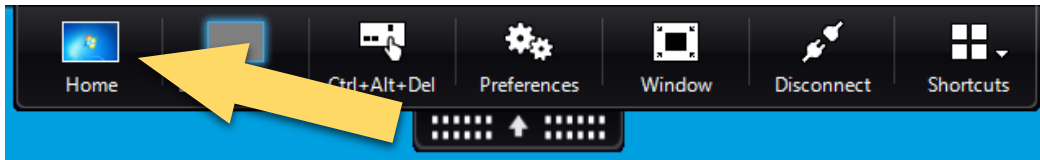1. Select the **Citrix dropdown** button

2. Select the **Full-screen button**
   This will enable complete full screen removing the local computer toolbar from display.
   You can use Windowed mode which is detailed in the next stage

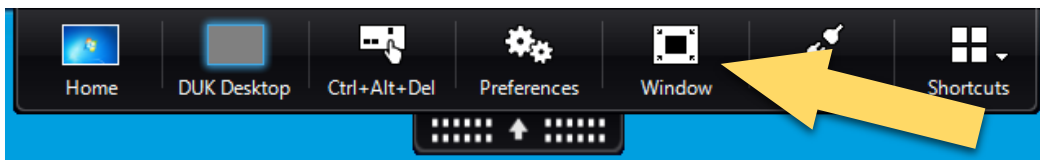3. To return to your local computer desktop, select the **Home button**

How to enable Window mode

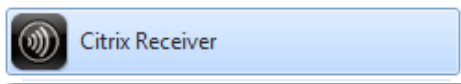1. In Full-screen mode, select the **Citrix dropdown** button

2. Select the **Window button**. This will change the size of Citrix remote connection window, which you can adjust to your preference
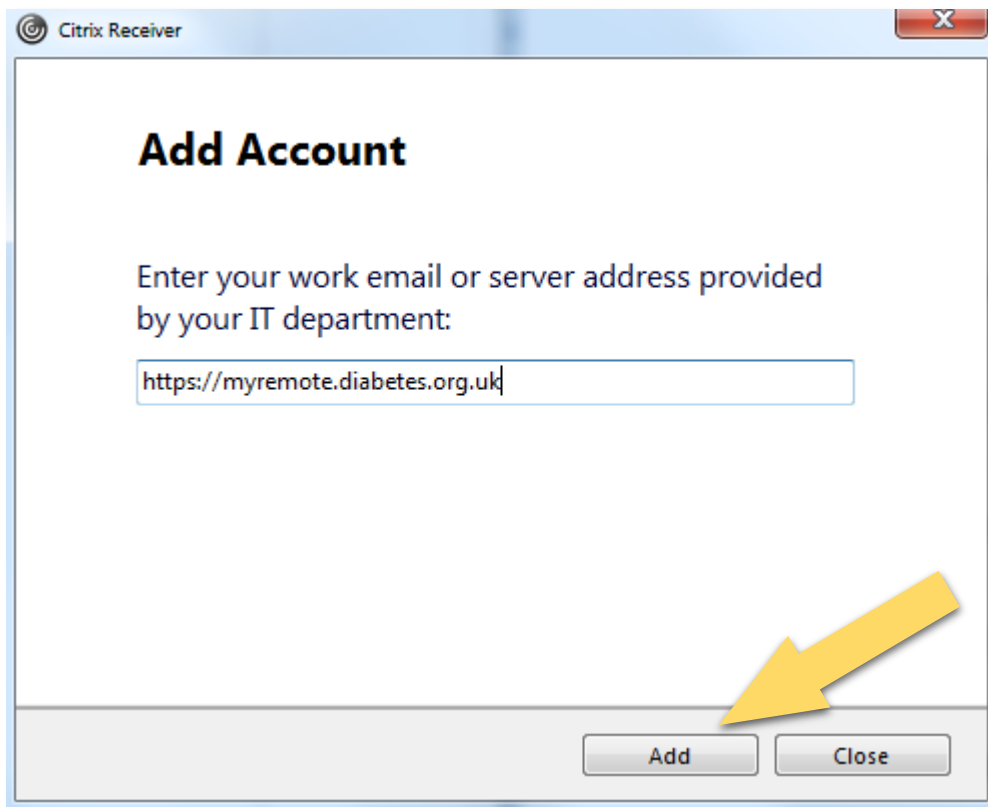
![Diabetes UK logo]

How to connect to the Diabetes UK network through the Citrix Receiver application

1. Select Start – All Programs – Citrix Receiver
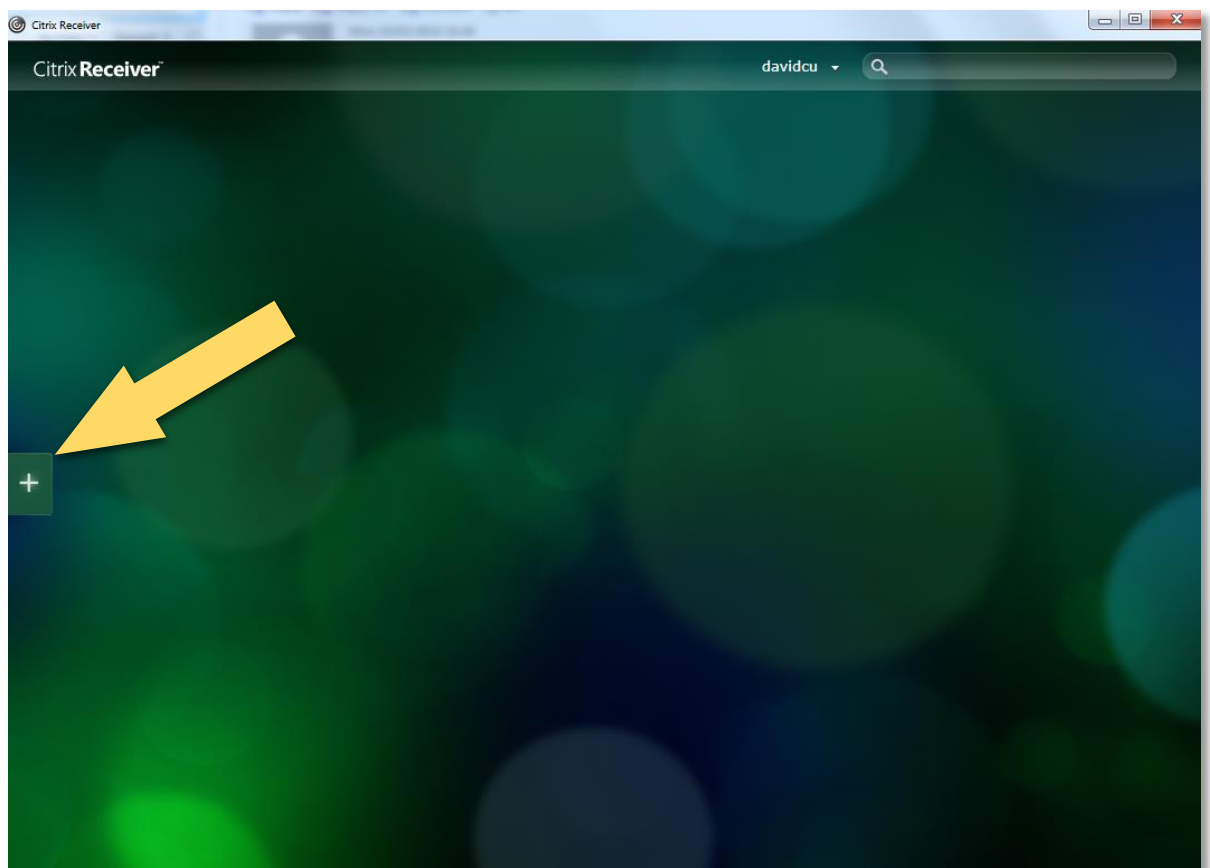

2. Enter https://myremote.diabetes.org.uk address and Select Add
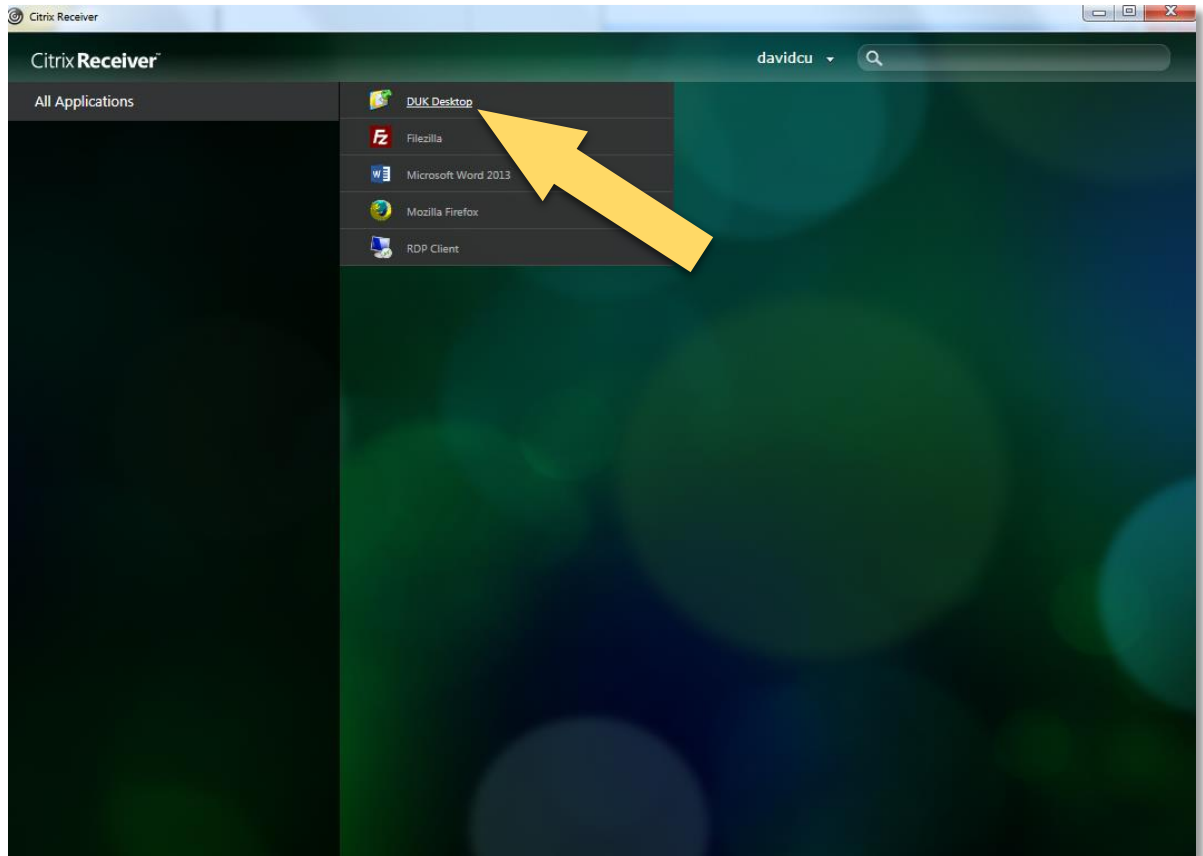
3. Enter your Windows username and password with the domain prefix 'diabetesuk\'
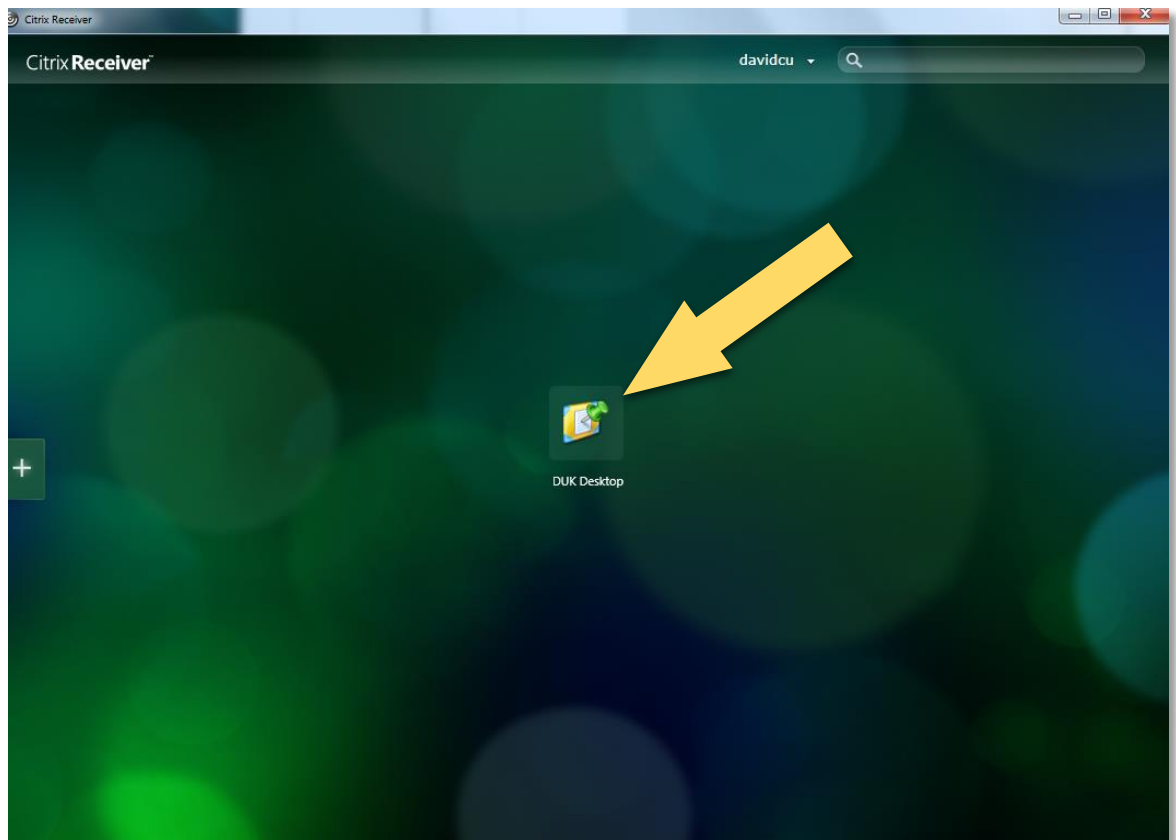   and select Log On
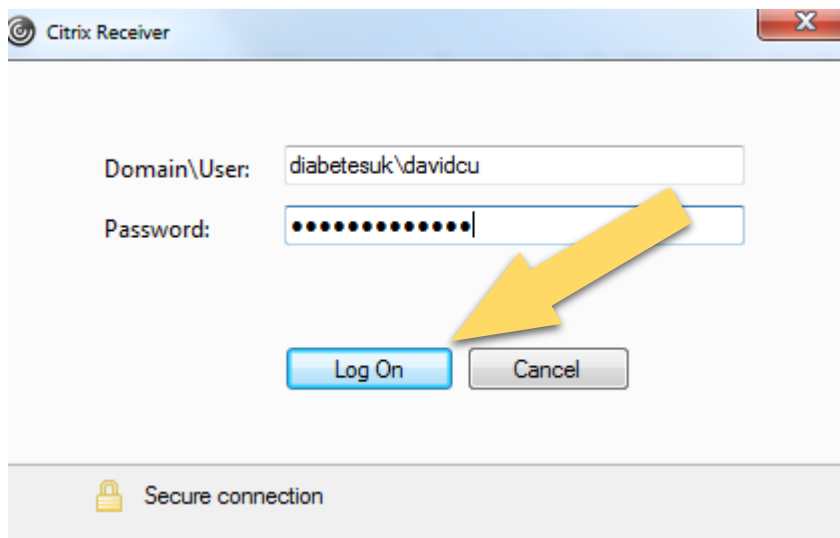
4. Select the + button

5. Select DUK Desktop and any other application you wish to add as shortcut

6. Select DUK Desktop to launch the Citrix Remote Connection
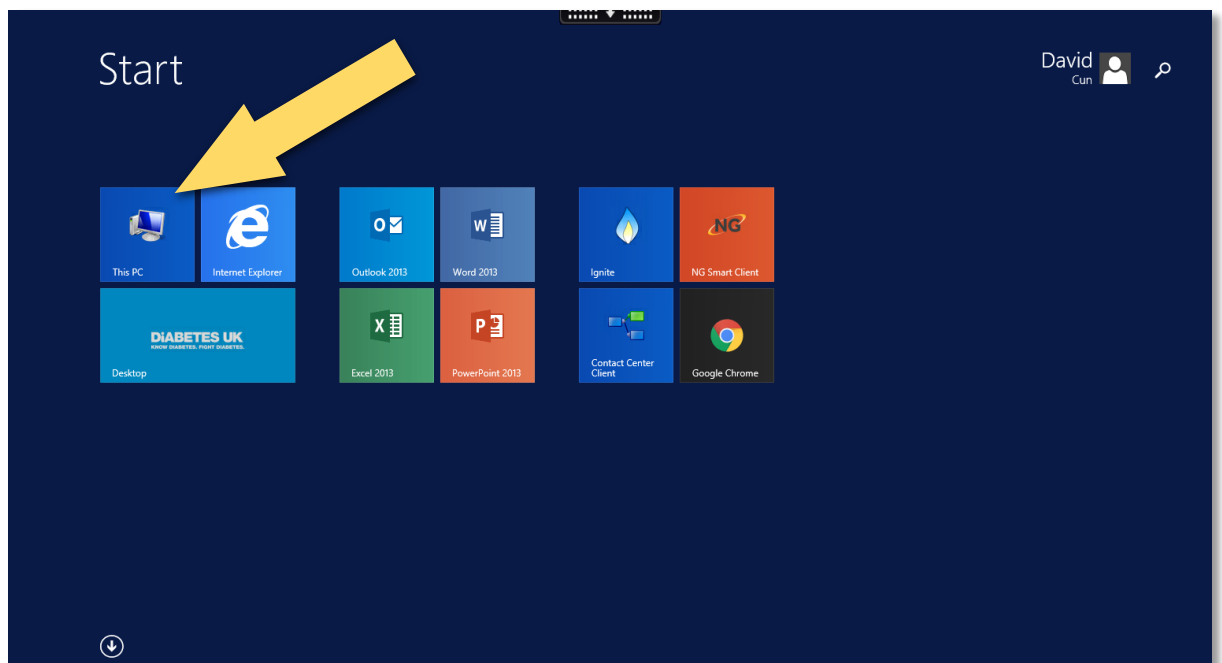
How to use the Citrix Remote Connection

You may notice the interface will be slightly different to your laptop/desktop.

How to access your network drives

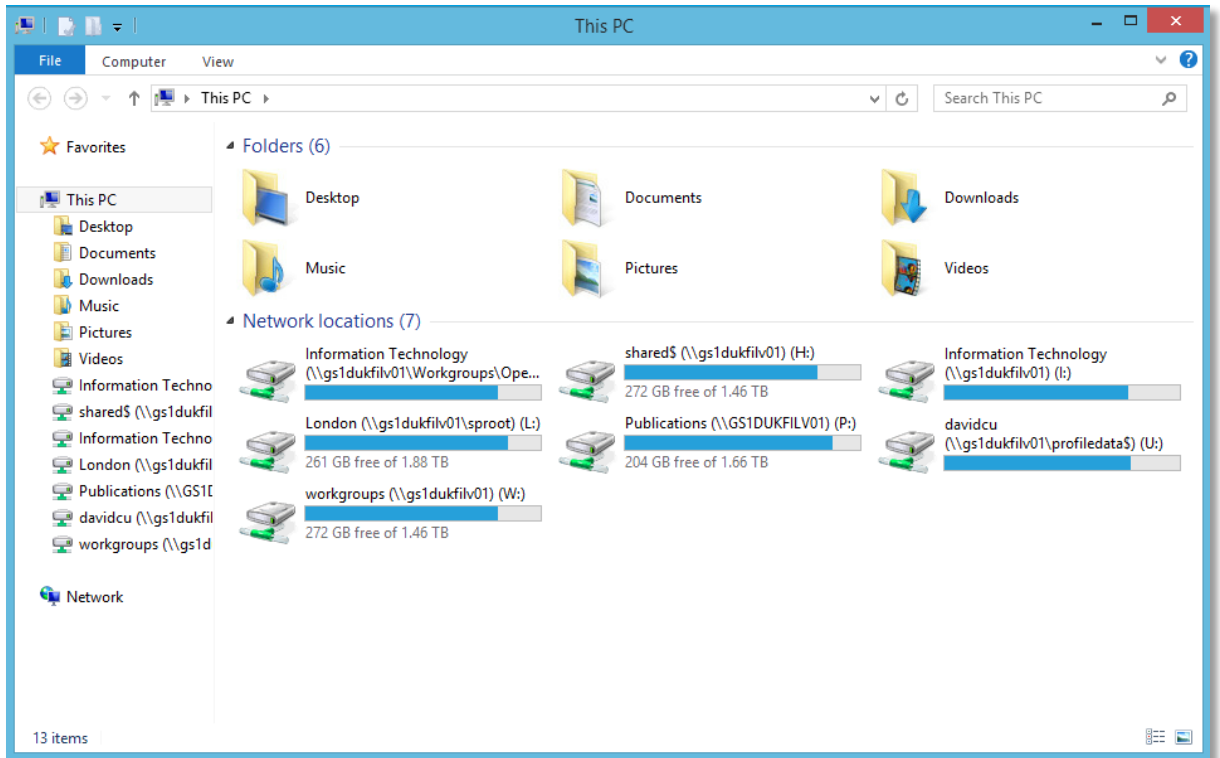1. To access your network drives, select the Start button at the bottom left

2. Select This PC

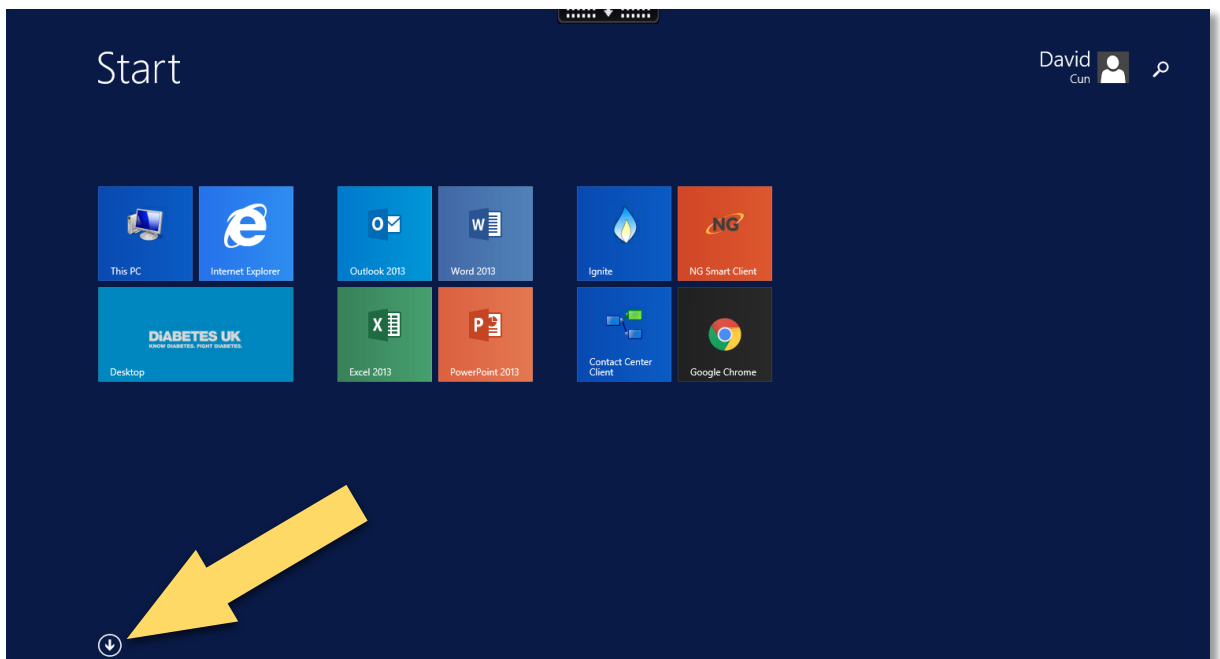3. You will see all of your network drives available

How to access applications

1. To access the applications, select the Start button at the bottom left

2. You will see the applications shortcuts available

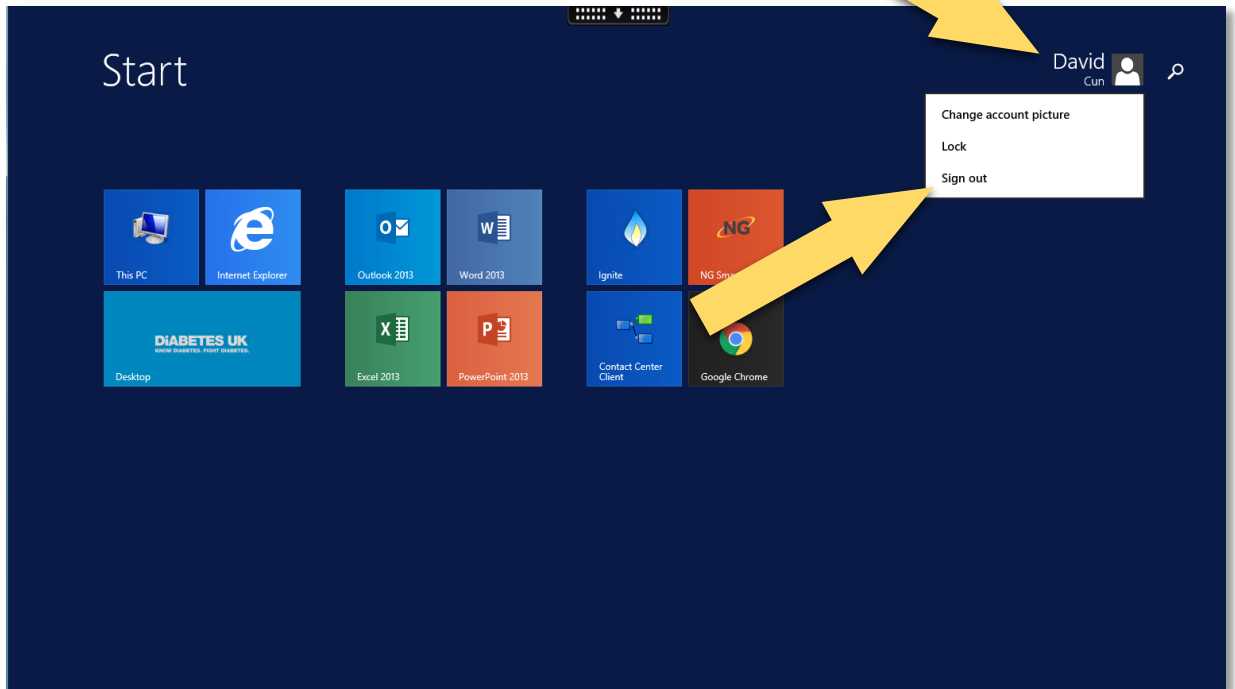3. To browse all of the applications, select the down arrow

How to log off

1. Select the Start button at the bottom left

2. Select your name at the top right and select Sign out

![Diabetes UK logo]

How to install the Citrix Receiver application

If you do not have the Citrix Receiver application installed, please proceed with the following

1. Open Internet Explorer and enter the following address:
    a. **https://www.citrix.co.uk/products/receiver/**

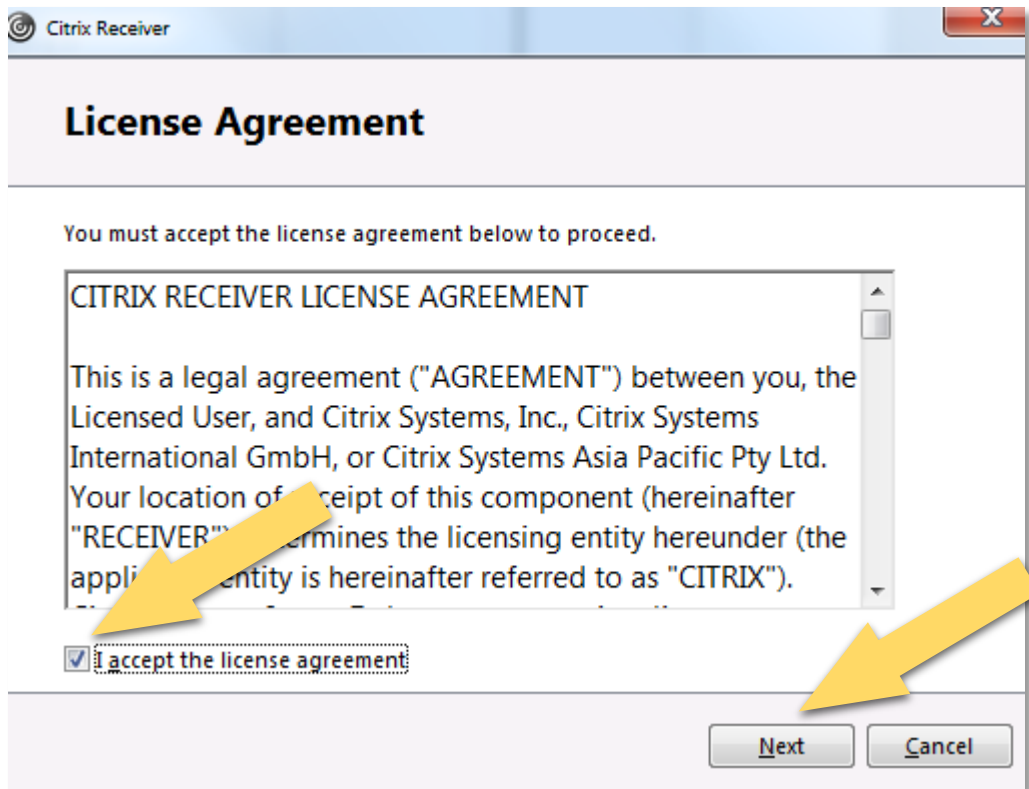2. Select Download Receiver for Windows
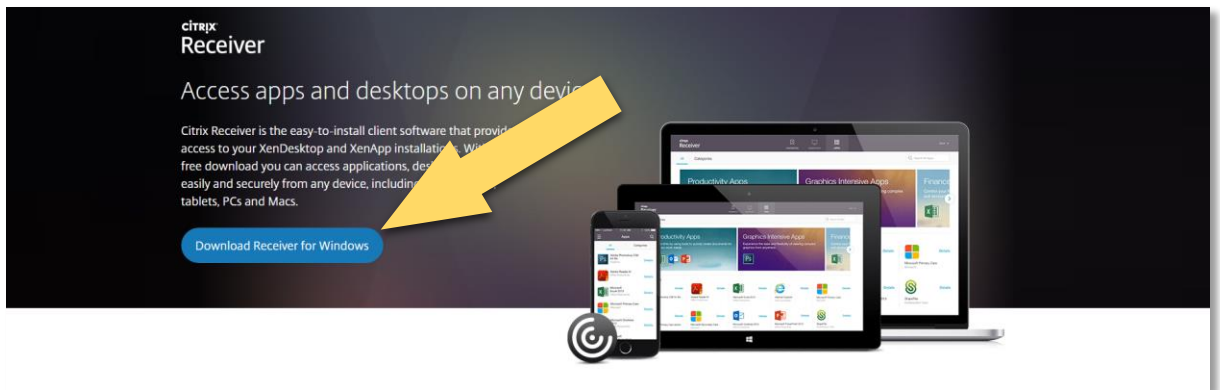
3. A small window will pop up to request to Run or Save the application. Select Run
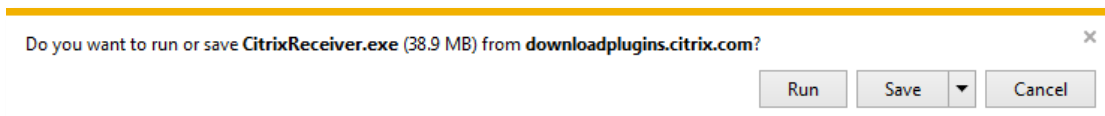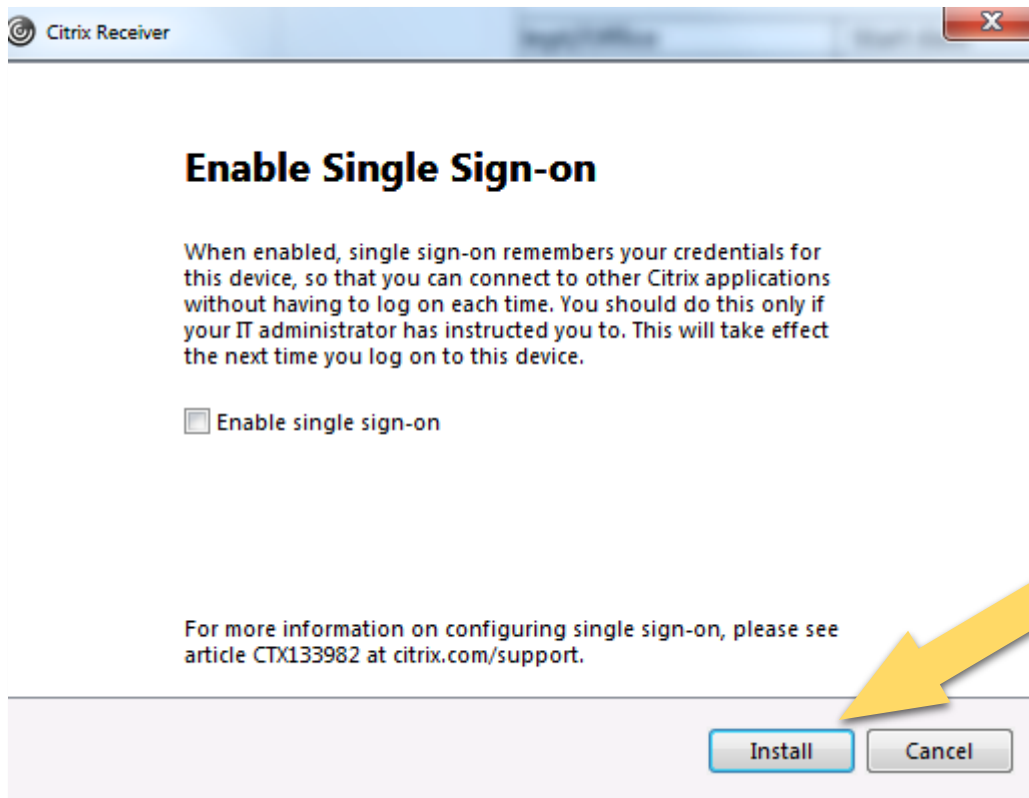

4. If you receive the Access Control window, select Yes

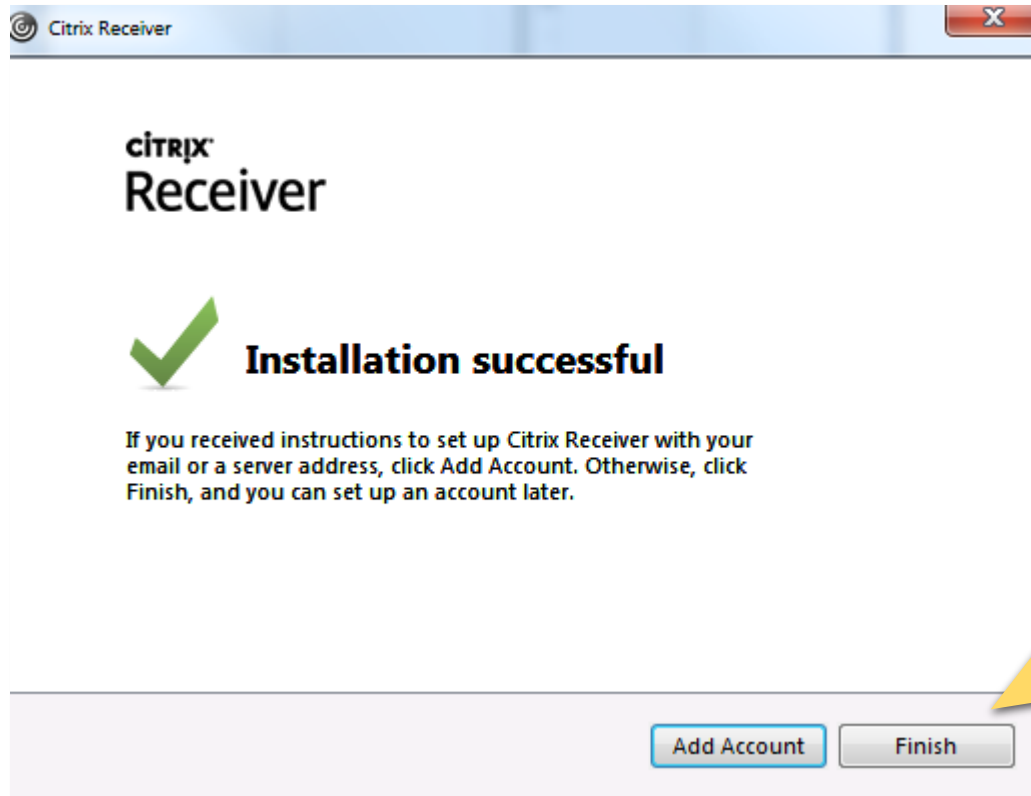5. The Citrix Receiver Welcome window will appear, select Start

6. Select I accept the licence agreement and select Next

7. Leave Enable single sign-on unticked and select Install

8. Once the installation has completed, select Finish

If you require any help or assistance

If you require any assistance please raise a ticket with IT Lab via the following

IT Lab Service Desk Internal Ext: 7777
IT Lab Service Desk External Tel: 0207 191 2444
IT Lab Service Desk Email: ticket@itlab.com
IT Lab Client Portal: itlab.com/portal