

Citrix Remote Connection Guide

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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

KNOW DIABETES, FIGHT DIABETES,	Diabetes UK User name Password	Remote Access
		Log On

3. Select DUK Desktop

	Details
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

Citrix StoreFront	FAVORITES	
All Categories		
All Apps Details 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

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Home	Ctrl+Alt+Del	Preferences	Window	Disconnect	Shortcuts
		* :::::	J		

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

		j.	* *	x x x	
Home	DUK Desktop	Ctrl+Alt+Del	Preferences	Window	Shortcuts
			* :::::		



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

1. Select Start – All Programs – Citrix Receiver

)	Citrix Receiver
_	

2. Enter https://myremote.diabetes.org.uk address and Select Add

Citrix R	eceiver X
	Add Account
	Enter your work email or server address provided by your IT department:
	https://myremote.diabetes.org.uk
	Add Close



3. Enter your Windows username and password with the domain prefix 'diabetesuk\' and select Log On

Citrix	Receiver	×
	Domain\User: Password:	diabetesuk\davidcu Log On Cancel
	Secure conne	ction

4. Select the + button

Citrix Receiver		
Citrix Receiver	davidcu 🖌 🔍	
+		



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



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

cinex Receiver	
Access apps and desktops on any dev Citrix Receiver is the easy-to-install client software that provide access to your XenDesktop and XenApp installation. With free download you can access applications, des easily and securely from any device, including tablets, PCs and Macs. Download Receiver for Windows	

3. A small window will pop up to request to Run or Save the application. Select Run

Do you want to run or save CitrixReceiver.exe (38.9 MB) from downloadplugins.citrix.com?				×
	Run	Save	•	Cancel

- 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

Citrix Receiver	X
License Agreement	
You must accept the license agreement below to proceed.	
CITRIX RECEIVER LICENSE AGREEMENT	
This is a legal agreement ("AGREEMENT") between you, the	
Licensed User, and Citrix Systems, Inc., Citrix Systems	
International GmbH, or Citrix Systems Asia Pacific Pty Ltd.	
Your location of ceipt of this component (hereinafter	
"RECEIVER" in the licensing entity hereunder (the	
apply antity is hereinafter referred to as "CITRIX").	
I accept the license agreement	
Next	<u>C</u> ancel

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