TRAINING QRG

WORKING REMOTELY USING CITRIX REMOTE DESKTOP – IPAD

Overview

Citrix Remote Desktop allows you to use any Internet-connected Windows PC, Mac or tablet device as if it were a computer attached to the firm's network. It gives access to the firm's standard applications such as Office, iManage and Finance systems. It also allows you to access share drives such as your G drive.
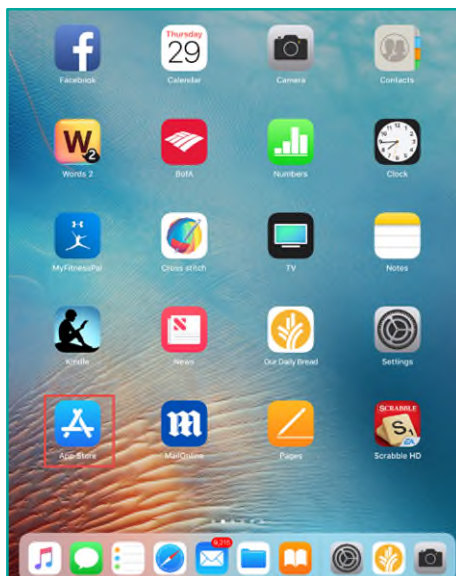
Citrix Remote Desktop is secured using Microsoft Authenticator.
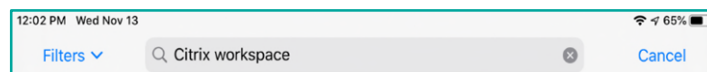
Access the Citrix Remote Desktop from an iPad

To access the Citrix Remote Desktop from an iPad you will first need to download the Citrix Receiver app.

To download Citrix Receiver

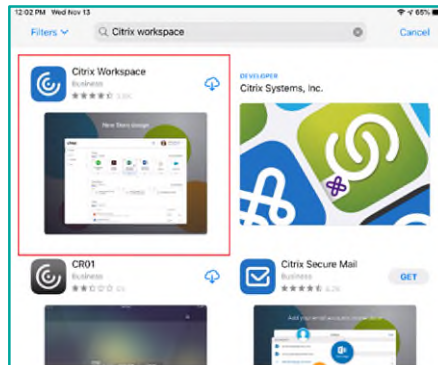1   On the iPad home screen tap the **App Store** icon.

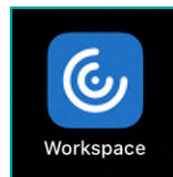2   In the search field type **Citrix workspace**.

3   Select the **Citrix Workspace** app in the results and tap the download (cloud) icon or GET as appropriate.
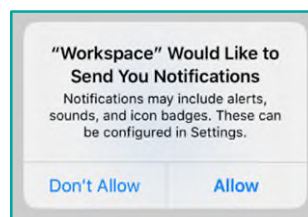

4   When the download is complete, close **App Store**.

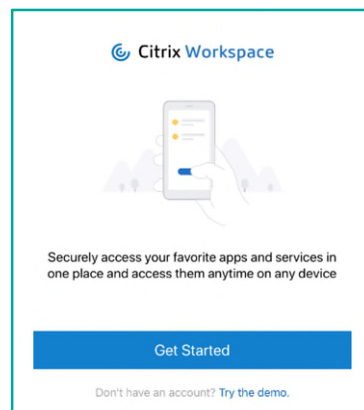## Connect to the Citrix Remote Desktop with an iPad for the first time

1   Open the **Citrix Workspace** App

2   On the notification notice, tap **Allow**.
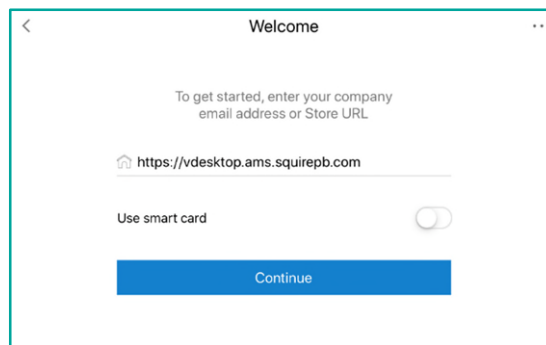

3   Tap **Get Started**

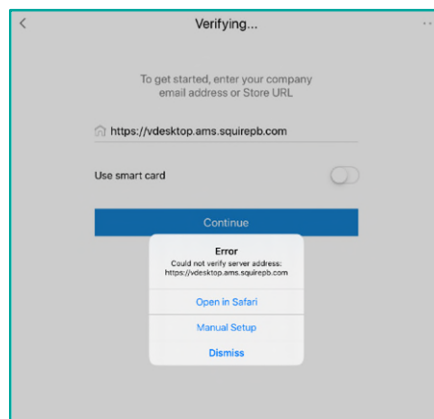4   Enter the URL for your regional remote desktop site and then tap **Continue**

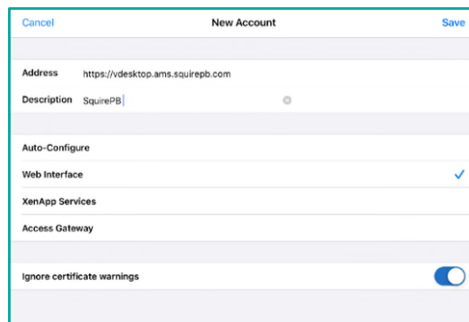|	
Americas	https://vdesktop.ams.squirepb.com/
Europe	https://vdesktop.emea.squirepb.com/
Asia	https://vdesktop.apac.squirepb.com/
Australia	https://vdesktop.aus.squirepb.com/

5   Tap **Manual Setup**
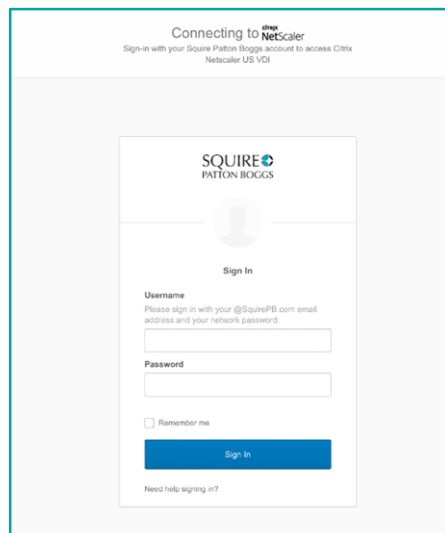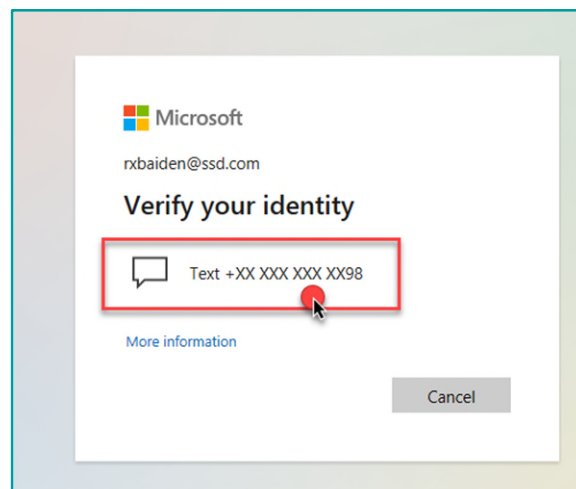
6   Enter a **Description** (we would recommend SquirePB) and then tap **Save** to continue.

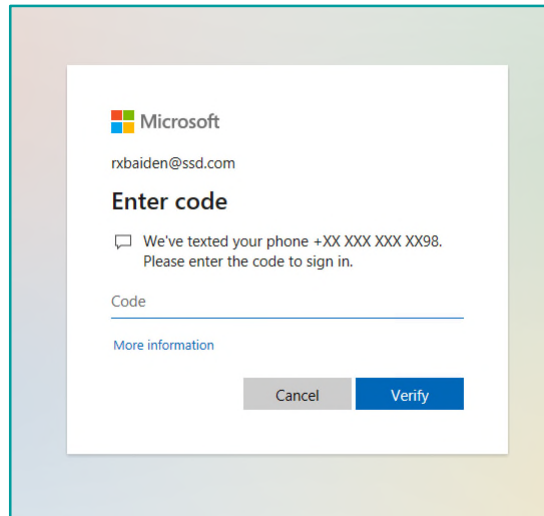7   Enter your Username (email address), Password and tap **Sign In**.

8   Choose how to verify your identity. Most people use SMS text message. Click the number to have a verification code sent to your mobile phone.

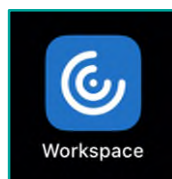9   When the text message appears on your phone, enter the code and click **Verify**.

10   Tap the Windows 11 Desktop to launch the remote desktop session.

11   The Remote Desktop will load through Citrix Receiver. The Windows desktop will open. You can access the applications from the **Start** menu and **FIRM Shortcuts** folder.

12   To log off tap **Start** and **Shut down**.

Connect to Citrix Remote Desktop (subsequent connections)

The process above only applies to the first time you connect to Citrix Remote Desktop. After the initial setup, the process is quicker.
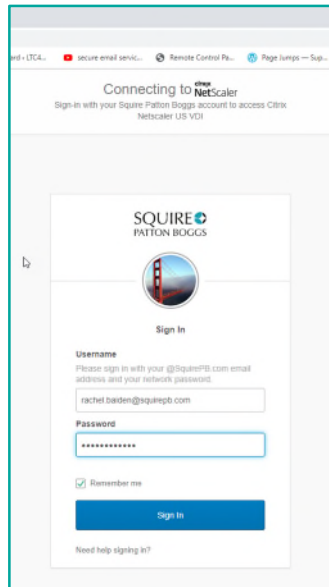
1   Open the Citrix Workspace App
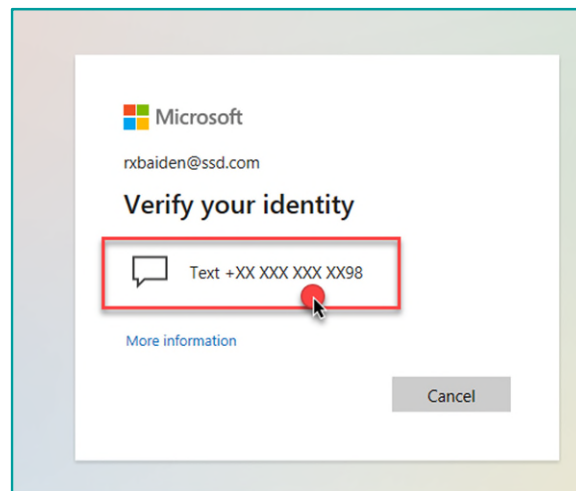

2   Tap the account to use, this should be SquirePB.

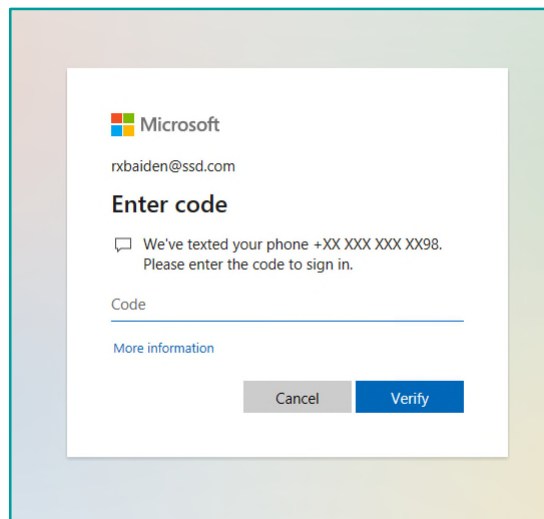3   Enter your Username (email address), Password and tap **Sign In**.

4   Choose how to verify your identity. Most people use SMS text message. Click the number to have a verification code sent to your mobile phone.

5   When the text message appears on your phone, enter the code and click **Verify**.

6   Launch the remote desktop session.

Differences between Citrix Remote Desktop and your normal desktop or laptop PC

- Documents and data files should be saved to iManage or to a network drive. **Files saved on the C:\ drive will be deleted when you disconnect from Citrix Remote Desktop.**

- Windows Search is not available to search email.

- If you have Outlook email archives (PSTs) mounted on your normal computer, these are **not** mounted on Citrix Remote Desktop.

- The default printer from the machine you're using to connect to Citrix Remote Desktop is available to print to from within the remote desktop session.

- If your remote desktop session is inactive for more than three hours, you will be logged off and any unsaved work may be lost.

- Applications (such as Outlook, Word, and Internet Explorer) do not launch automatically when you log on to a Citrix Remote Desktop session: you will need to launch any applications you require manually.