

Freeborn & Peters LLP

Citrix & Duo Workspace Best Practices for Working From Home

Installing the Citrix Workspace

The Citrix Receiver should install automatically when you log into Citrix. If you have an older version of the Receiver (or one newer than the LTSR version), you can uninstall it and log into Citrix and follow below instructions to install the Workspace App, or call the 24/7 support desk for assistance x6111 or from outside the office 312-360-6111

For Windows:

<https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>

Citrix Workspace app 1911 for Windows

Release Date: Dec 3, 2019

Compatible with
Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.

For Macs:

<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

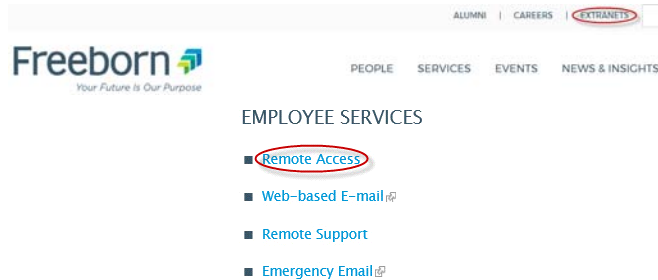
Citrix Workspace app 2002 for Mac

Release Date: Mar 3, 2020

Compatible with:
Mac OS 10.13, 10.14, 10.15

Logging On

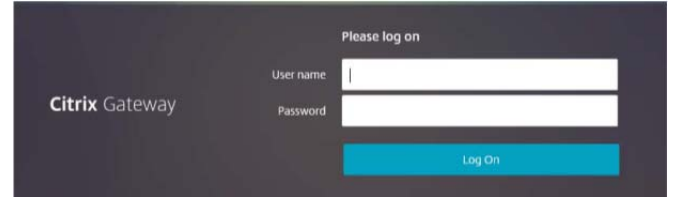
Go to <http://www.freeborn.com> and click on **Extranets** and then click on **Remote Access**.



or

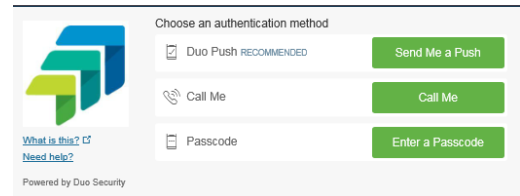
Go to <https://remoteaccess.freeborn.com>.

At the log on screen, enter your Network Username, Password, and click **Log On** to get to **Duo Prompt**

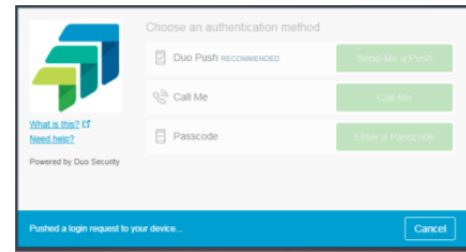


Duo Authentication

Enter the appropriate Duo option and click OK (enter "1" for push notification to your mobile phone), then click Approve on your phone):



Note the confirmation at the bottom of the window that Duo has sent a push to your device:



Your device should now show the push request:

Click



Click Approve.

This will take you to the Citrix Screen on your computer:

Citrix Virtual Desktop Session

Click on Virtual Desktop to launch your **Citrix Virtual Desktop session**. Double Click that icon.



At the Citrix Receiver Security Warning popup, click on **Permit use (Read/Write)**. You can check the box at the bottom so you are not prompted for this again.



For security purposes your **Citrix Virtual Desktop session** will lock after 30 minutes of inactivity. Reenter your network password to unlock it.

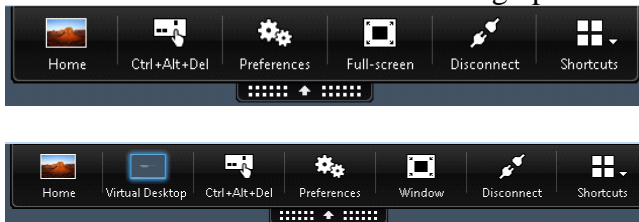


Citrix XenDesktop Toolbar

Note the **XenDesktop Toolbar** at the top middle of your screen. You can move this by dragging it left or right if you do not want it in the middle.



Click the down arrow for the following options:



Click **Home** to return to your local computer. This does not log you off or disconnect your Citrix Virtual Desktop session.

You should see one of the following icon on the taskbar and can click on it to get back to your Citrix Virtual Desktop session:



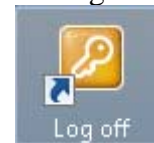
Click **Full-screen** or **Window** to toggle back and forth between the two options.

Click **Disconnect** to close the window but keep your session active. You may want to use this option if you are changing locations and want to keep your existing session so when you log back in, you will get your disconnected session.



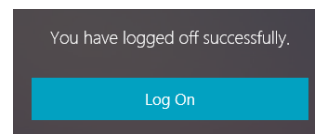
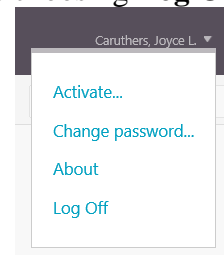
Logging Off Virtual Desktop Session

You can log off your session by clicking **Start | Log off** or double-clicking the desktop shortcut.



Logging Off StoreFront Session

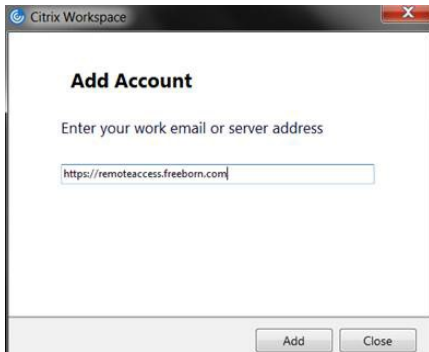
If your Citrix StoreFront session still exists, please log off by clicking your name in the upper right-hand corner and choosing **Log Off**.



PLEASE NOTE: All Citrix servers are restarted on Sunday morning at 4:00 a.m. Please be sure to log out of your Citrix Virtual Desktop session before then to avoid losing any work.

Citrix Workspace/Receiver Best Practices

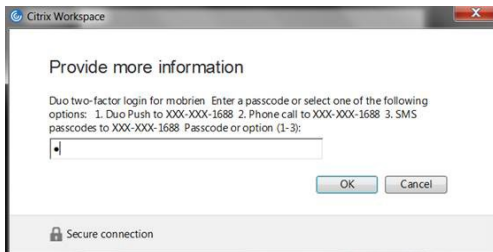
Create a shortcut on your desktop to Citrix Workspace (Receiver). You can create the shortcut by dragging the Workspace icon from the start menu (All Programs) to your desktop. Open Citrix Workspace and enter <https://remoteaccess.freeborn.com> in the “Add Account” screen and click ADD.



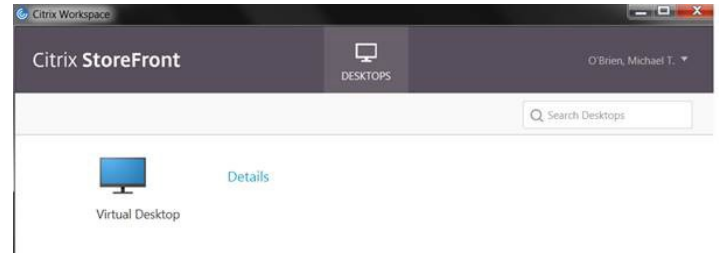
Enter your Freeborn Windows login credentials and click SIGN IN:



Enter the appropriate Duo option and click OK (enter “1” for push notification to your mobile phone), then click Approve on your phone):



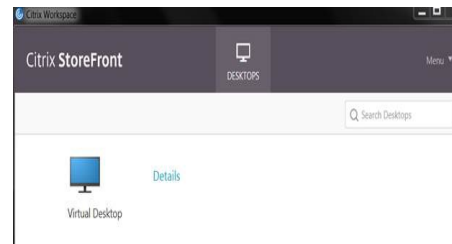
Click on Virtual Desktop to launch Citrix:



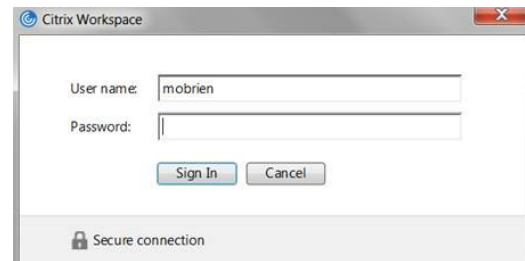
Next time you want to log into Citrix, click the Workspace shortcut on your desktop:



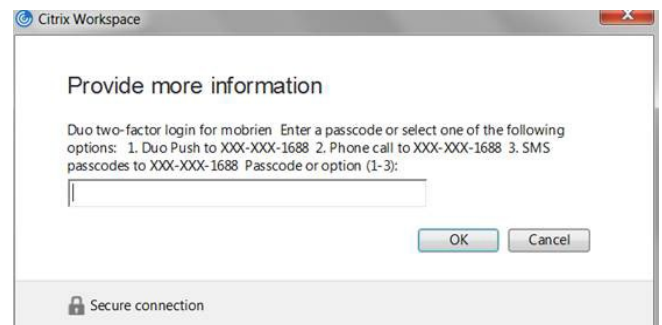
Click on “Virtual Desktop”:



Enter your password:



Enter the appropriate Duo option (“1” for push notification) and click OK, then Click Approve on your phone:



Your desktop will launch