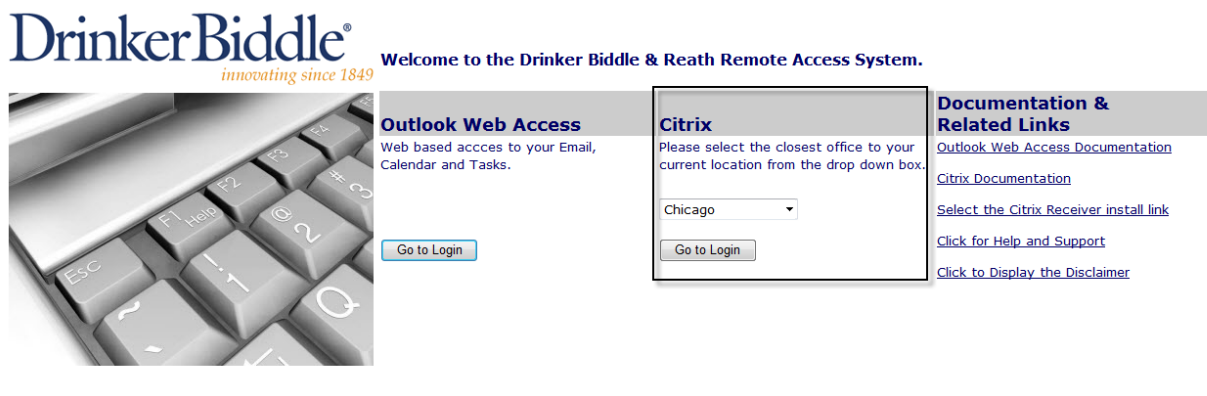





Citrix is the remote access solution that can be used on Home PCs, Mac's, iPads and iPhones and in DBR Visitor offices while traveling. Citrix allows individuals to connect securely and work remotely from anywhere. Citrix provides users with access to the DBR core applications such as Outlook, Word, and WorkSite. Following are the instructions for installing and logging onto Citrix using a PC, Mac, iPad or iPhone.


INSTALLING CITRIX ON A PC

1. Open a web browser and enter **dbrremote.dbr.com**.
2. Navigate to Citrix section on the Welcome Page, select the **Office** drop down menu and choose your office.
3. Click the **Go to Login** button.



 **Note:** Under the Documentation and Related Links section, you can click the link **Select the Citrix Receiver install link** to install the Citrix software or once you access the Citrix Home Page, you will be prompted to install the Citrix Receiver as described below.


4. The Citrix Home Page will display. Check the box ***I agree with the Citrix license agreement*** and then click the **Install** button.
5. When prompted, click **Run** to begin the install process. A dialog box will open when the software installation is complete. Click **OK**.
6. Click **Allow** to the security prompts that appear.

 **Note:** If you are working on a PC with an Operating System older than Windows 7, you will be prompted to run ActiveX. Right click in the yellow shaded area towards the top of the browser and then choose **Run Add On**.

INSTALLING CITRIX ON A MAC

1. Select the Citrix Receiver install link below.
<http://receiver.citrix.com/?ntref=receiveroverview>
2. Select **View Other Devices** and choose the **Mac** option.
3. The Citrix Download Manager will display. Click the **Download Now** button.
4. The Downloads screen will display. Double click the **.dmg** file.

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5. The Citrix Receiver icon will display on the Desktop.  Double click the **Citrix Receiver** icon.
6. The Citrix Receiver screen will display. Double click the **Install Citrix Receiver.pkg** button to begin the install process.
7. Click **Continue**.
8. The **Install Citrix Receiver** screen will display, click **Continue**.
9. The Software License Agreement page will display, click **Continue** and then click **Agree**.
10. Next, the **Select a Destination** screen will display, click **Continue**.
11. The **Standard Install on a Macintosh HD** screen will display, click **Install**. The installation will begin.
12. Once the install is complete, **The Installation was successful** screen will display, click **Close**.
13. Restart the Mac and then log on to Citrix (see below).



USING CITRIX ON AN IPAD OR IPHONE

Citrix can be accessed on an iPad or iPhone through the use of the Citrix Receiver App.

SETTING UP THE CITRIX RECEIVER ACCOUNT

1. Download the Citrix Receiver App from the App Store.
2. Tap the Citrix Receiver App on your device. The Citrix Receiver Home Page will display.
3. Tap **Add Account**.
4. The **New Account** screen will display. Enter **dbrremote1.dbr.com** (East Coast) **dbrremote2.dbr.com** (Midwest and West Coast) in the **Address** field and then tap **Next**.
5. The **Verified** screen will display. Enter a description in the **Description** field, for example "DBR." Enter your **DBR Username** in the **username** field, leave the password field blank for security purposes and enter **DBR** in the **Domain** field. Leave the **Security Token** off and tap **Save**.
6. The **Enter Credentials** screen will display. Enter your **DBR Username** and **Password** and tap **OK**.



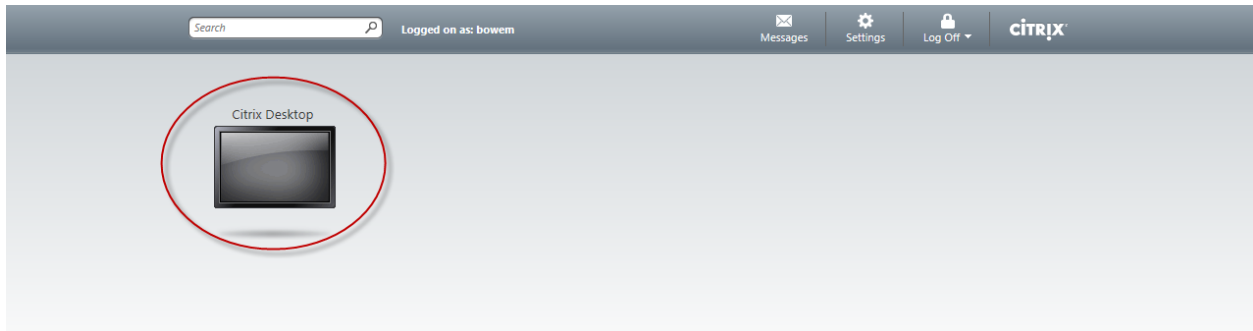
LOG ON TO CITRIX FROM A PC OR MAC

1. Open a web browser and enter **dbrremote.dbr.com** in the address bar.
2. Navigate to Citrix section on the Welcome Page, select the **Office** drop down menu and choose your office.
3. Click the **Go to Login** button.
4. When prompted, enter your DBR **Username** and **Password**.

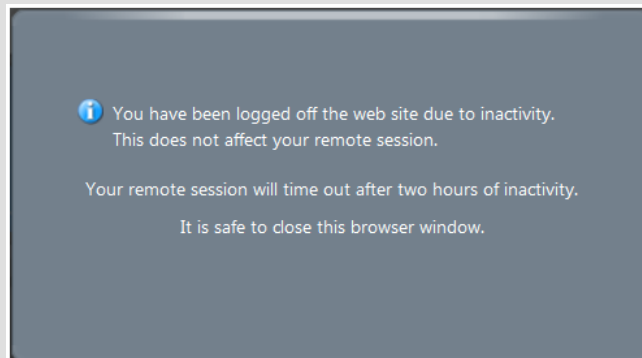
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Note: When working inside a DBR office, you will need to enter **DBR** in the Domain field. Click the **Log On** button.

5. The Citrix Desktop prompt will display indicating you are starting a Citrix Desktop session.
6. Once you are successfully logged on to the Citrix Session, the Citrix Home Page will display. Click the **Citrix Desktop button** to launch the Citrix Desktop.



Note: The screen below will appear on the Citrix Desktop Page but this does not mean that the Citrix session is disconnected.



7. If prompted, click **Open** or **Yes** to continue to the Citrix Desktop.

Note: To switch between your local computer and the Citrix session, press **Shift + F2** on your keyboard.


Note: You may receive the HDX Microphone and Webcam prompt, if so, check the box **Do not ask me again for this site** and then click **Permit Use**.

8. The Citrix Desktop will display. Click the **Start** menu to open applications and begin working as you normally do in the office. Citrix provides you with access to all the DBR Core Applications such as Outlook, WorkSite and Word.

Note: While logged onto Citrix, if you are idle for 2 hours you will be disconnected from your Citrix session. Therefore, be sure to save often while working remotely.

Note: If you see the following prompt, it is indicating to you that even though the web page was idle and disconnected, you are still able to use Citrix.

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 **Note:** During a Citrix session you may receive a prompt requesting access to resources on the local PC. If prompted, select **Permit All** and check the box, **Do Not Prompt Again**. This is by design, alerting you that the remote session is attempting to access resources on your local PC.

PRINTING IN CITRIX

To print while using Citrix, use a cable connection to connect the printer to the computer. Wireless Printing is not available on Citrix.

LOG OFF OF CITRIX

1. Save your work and close out of all applications on the Citrix Desktop.
2. Click the **Start** menu and select **Log Off**.




3. Navigate back to Internet Explorer and click **Log Off** on the Citrix Desktop Home Page. This will end your Citrix session.

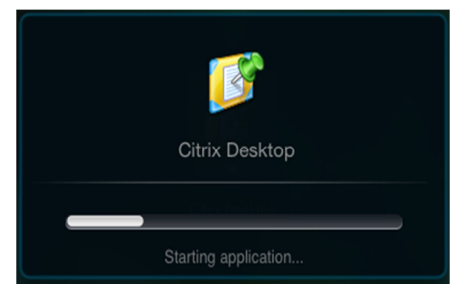



4. For security purposes, close the web browser as well.

LOG ON THE THE CITRIX RECEIVER APP ON THE IPAD OR IPHONE

 **Note:** While you are working in Citrix, the device must be connecting from one of the following: 3G/4G, WiFi outside DBR, or DBR_Wifi. **DBR_Wireless is not supported.**

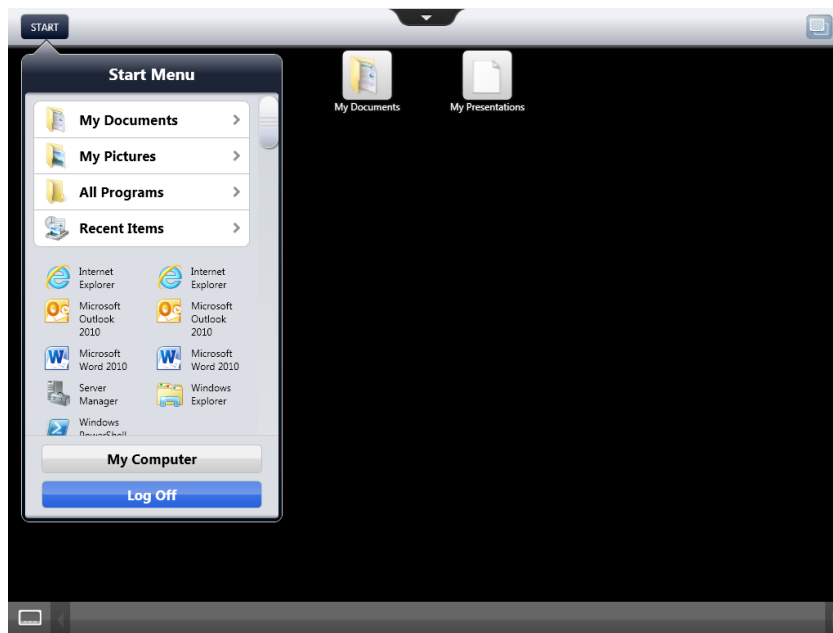
1. Tap the Citrix Receiver App on your device.
2. Tap the Apps Tab.
3. Tap the DBR Citrix Account.
4. The **Enter Credentials** screen will display. Enter your **password** and then tap **OK**.
5. Tap **Citrix Desktop**. The Citrix Desktop will begin to launch.
6. A tablet-optimized desktop is displayed.



 **Note:** The interface includes a pull-down menu that allows selection of various input-related items, including pairing an iPhone for use as a wireless track pad and a gesture guide.

7. Tap **Start** and launch applications such as Word and Outlook to begin working.

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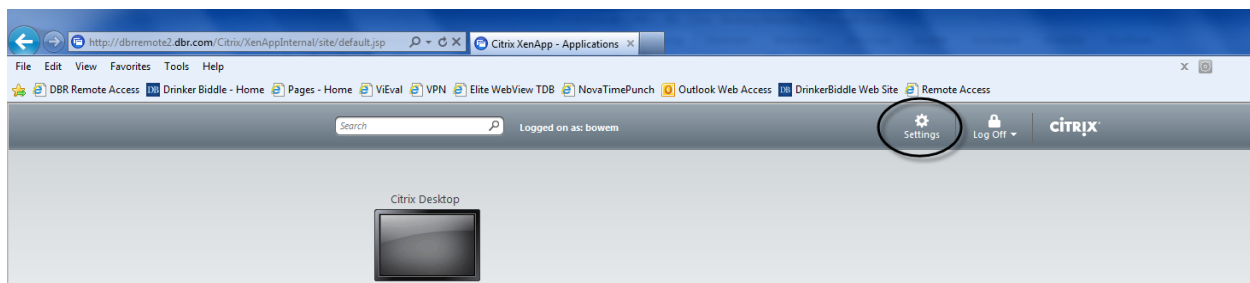
Note: To display the keyboard click the down arrow located on the top of the screen and then tap the keyboard icon.

- When you are finished, tap the **Start menu** and then tap **Log Off**. Tap **Yes** to confirm the log off. Then tap the Apps tab and choose **Log Off**. This will completely disconnect you from the Citrix session.

ADJUSTING THE SCREEN SETTING IN CITRIX

By default, the Citrix session will take over the entire computer screen. Therefore, to toggle between the Citrix session and the local computer, you can press Shift + F2 on your keyboard. Also, you have the ability to adjust the screen settings so the Citrix session does not take over the entire screen.

- Navigate to the Citrix Home Page and select the **Settings** button in the upper right hand corner.



- The Settings screen will display. To adjust the screen settings, navigate down to the User Experience section and click the Window Size drop down menu. Choose from a variety of Window size options. For example, if you choose Percentage of the Screen, you can set the exact percentage of the screen the Citrix session would take up.
- Once you are satisfied with the settings, click **Save**.

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Logged on as: bowem Settings Log Off CITRIX

Settings

Save Cancel

General

Configure settings that are applied across the whole Web site

Language: English

Show Hints (Full Graphics only)

Logon behavior

Reconnect at logon: All active and disconnected sessions

Logoff behavior

Log off all sessions

Configure the behavior of the Reconnect button

Reconnect: All active and disconnected sessions

Client for accessing virtual desktops and applications

The **Native Client** is currently selected.

Run Client Detection

User Experience

Virtual desktop or application window size

Window size:

Full screen
No preference
Seamless
Full screen
Custom dimensions
Percentage of screen
640 X 480
800 X 600
1024 X 768
1280 X 1024
1600 X 1200

Save Cancel