Citrix Remote Access
User Guide

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Table of Contents

Introduction

Background

Citrix system is able to provide remote access to the EMA IT systems has been designed to remain operational even if the EMA's data centre or the entire EMA building is lost.
Citrix is primarily intended to be used as a business continuity solution. For example, when you urgently want to access your EMA desktop from home and you do not have your EMA laptop with you or if you are unable to log in via EMA laptop

Purpose
The purpose of this User Manual is to provide a help guide on how to use Citrix Remote Access**.**

Feedback
If you have any questions regarding this topic that you think haven't been covered in this help manual, please contact the EMA Service Desk: https://servicedesk.ema.europa.eu

References
Up to date copies of this document may be obtained from www.ema.europa.eu/help

1. What is Citrix and how does it work?

Citrix is an application that gives you a virtual EMA desktop similar to what you have when sitting at a standard EMA workstation.

Citrix can be logged onto from any PC whether from inside the EMA or from a home or remote PC/laptop outside the EMA. However, there will be some difference observed when logging on. When you log on to Citrix from outside the EMA additional logon credentials will be required using the key before access will be granted.

When connected to the EMA network using Citrix you will also notice some differences compared to when working at a standard EMA workstation.

Your Account Requirements

In order for you to connect remotely to the EMA IT System from a remote location, e.g. your home, you require the following:

1. Remote access has to be first granted to your EMA user id. This requires authorisation by your HoS.
2. A token.

System Requirements

- Citrix does not need a specific operating system to run. The application opens through your web browser, so if any problems occurs, you might have to upgrade your browser.
- Although the system is designed to run on any bandwidth above 64k, we do recommend a broadband connection.
- Although you can access the Citrix Portal via several browsers, this guide takes into consideration and provides details for Internet Explorer and Firefox
- Although it is possible to connect to the Citrix Portal via older versions of Citrix Receiver as well, ***we strongly advise the users to always obtain the latest version of the Citrix Receiver*** for the platform that they are going to use, visiting the following page: http://www.citrix.com/downloads/citrix-receiver
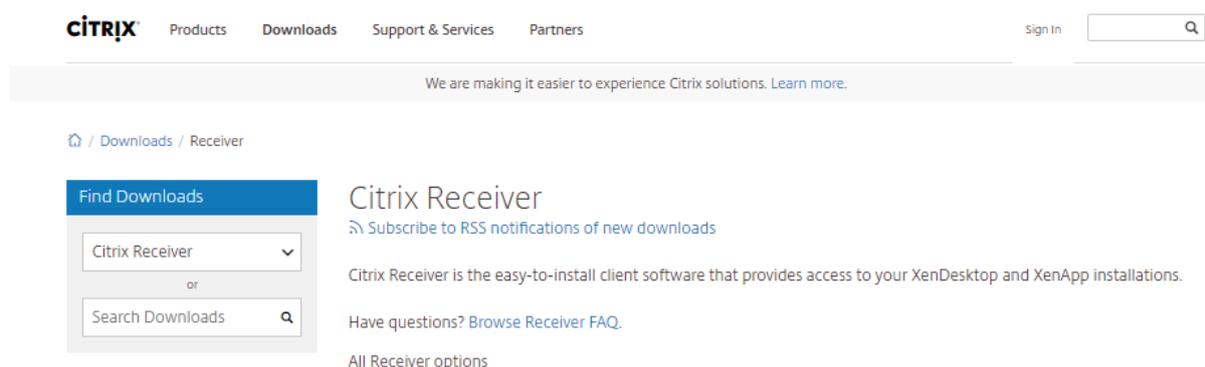
You will have access to

- All network drives
- DREAM
- All applications available in a normal EMA Build PC

You will NOT have access to

- Local C:\ drive on either your home PC or EMA workstation
- Special applications installed on your EMA workstation

IMPORTANT DREAM WARNING/INFORMATION!

> **If you are using Dream** please DO NOT forget to check back in all the documents you have checked out during your Citrix session. Once you are logged off from Citrix you will not be able to gain again access to the documents which are still checked out.
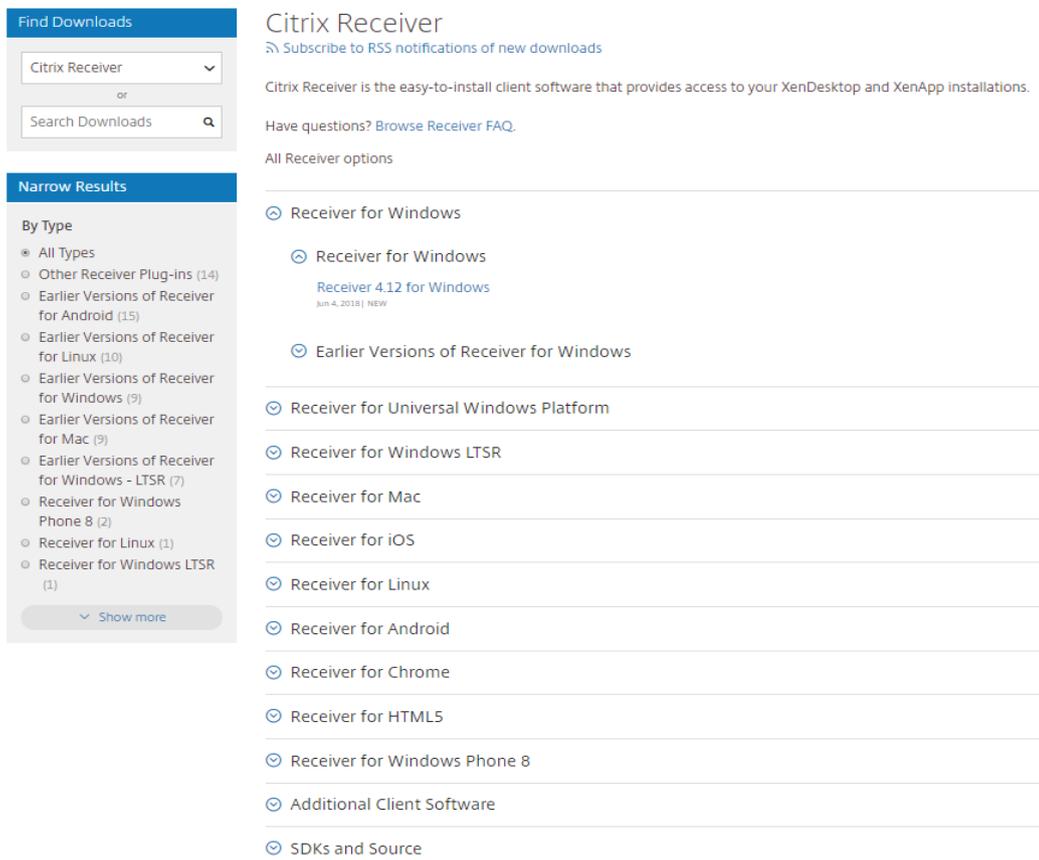
2. Connecting to Citrix

The only URL from which you should try to connect to the Citrix Portal, is:
https://remote.ema.europa.eu.

2.1. Requirements

Ensure that the following requirements have been met:

1. Citrix Receiver (preferably the latest available version) is installed on your computer (you can check in your installed programs). For downloading and installing the appropriate Citrix Receiver, depending on the platform that you use, please visit http://www.citrix.com/downloads/citrix-receiver and open the drop down menu, selection the following symbol ⊙ of the appropriate download type (i.e. Receiver for Windows) as shown below.

2. You have a token, if not please check the instructions below.

2.2. How to set-up a software token for smartphones

1. Install the application directly on your smartphones by selecting the SecurID software from the App Store or Play Store.

2. Once the app is installed, please contact the EMA Service Desk.

3. Service Desk will send you via email (EMA email) a token file with a password which will allow you to import the token in the app.

- **IPhone users** will automatically recognize the token file to be imported

- **Android users** must open the app in order to import the token

4. Once completed you will see a message stating that the token is successfully installed and the application starts.

5. Delete the e-mail containing the token file attachment and password.
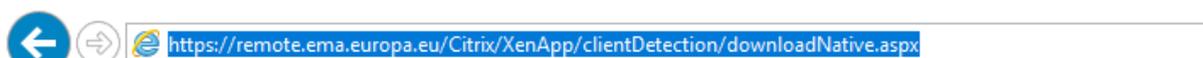
Please be aware that

> ***if this is a replacement token the pin number will remain the same***

> *** Follow the normal usage* check the instructions**

a. How to set up the new PIN:

To be performed for the first time only:

1. Type **https://remote.ema.europa.eu** into an open web browser window and click on **Go** to open up the login page

This will open up the Remote Access login page

Important Note:

- For users that are trying to connect via versions of Internet Explorer newer than 8, no further action needs to be taken, since Compatibility View Settings are automatically Configured.
- For users that are trying to connect via Firefox, the following change needs to be done for the Citrix Plug In, after navigating to Tools / Add-ons and then clicking Plugins:
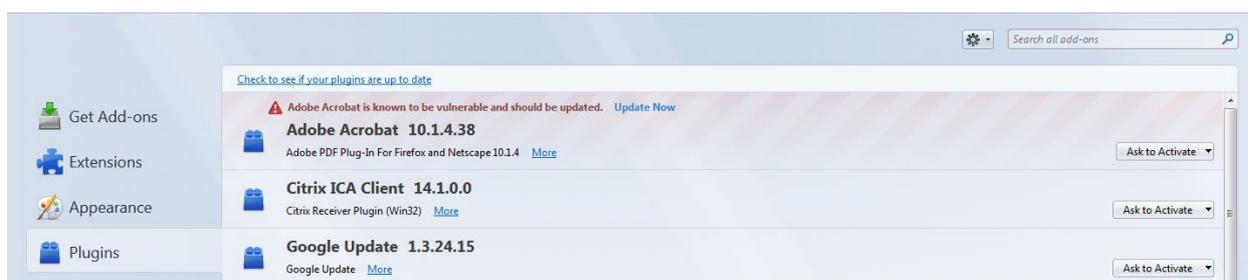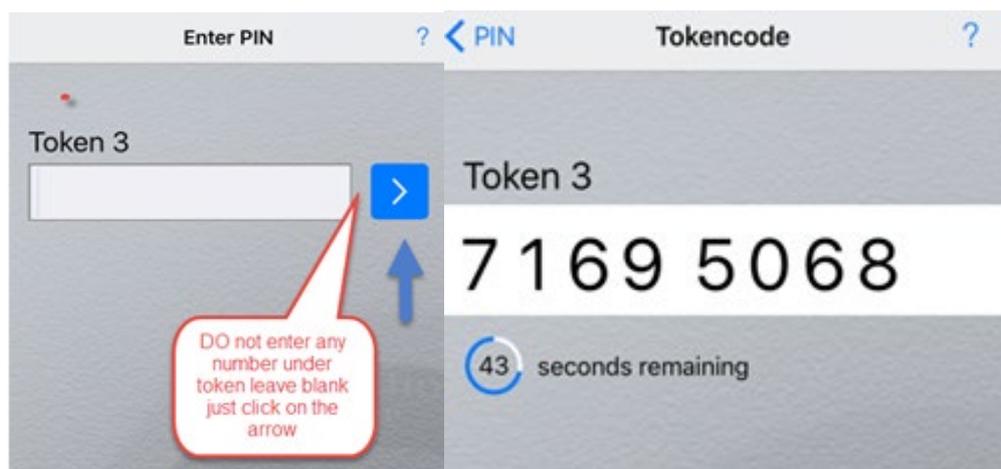
The setting for the Citrix ICA Client should be changed from "Ask to Activate" to "Always Activate"

2. Enter your Windows Username and Password.

3. On your smartphone, in the app, click the arrow on the right and a Passcode will be showed (as indicated below)

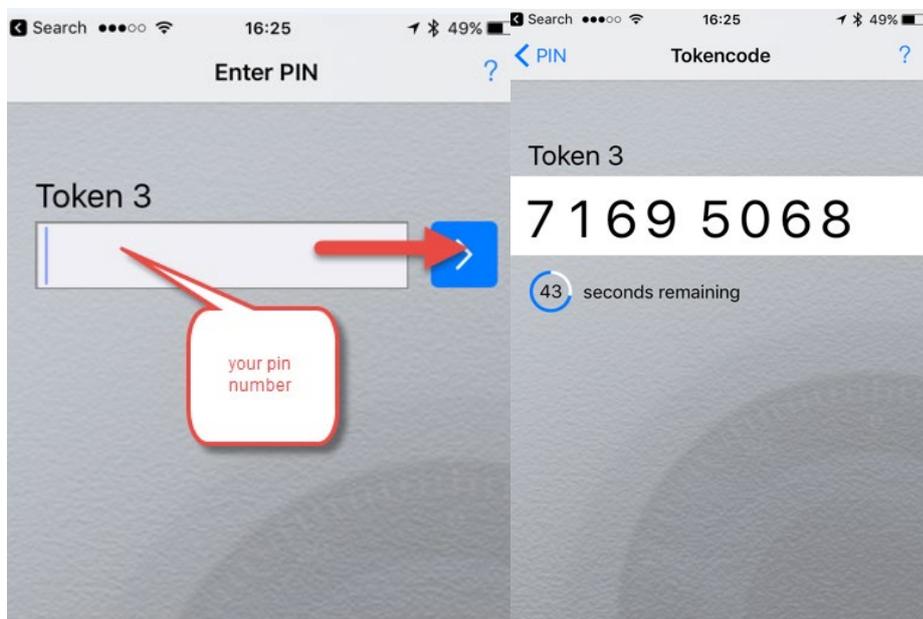**4.** Enter the 8 digits into the Passcode field

5. The system will then ask you to create and confirm the new pin.

Please make sure that your PIN it's something you can easily remember!

b. Normal usage

Insert the created pin in the bar, then you can start using the app.

2.3. Accessing Citrix

Once you've entered and submitted your Token code, you will be presented with the window below:

Assuming that your credentials were successfully entered, you will be presented with the following page, where you will expect to see all the Published Desktops, available to you, based on your account.
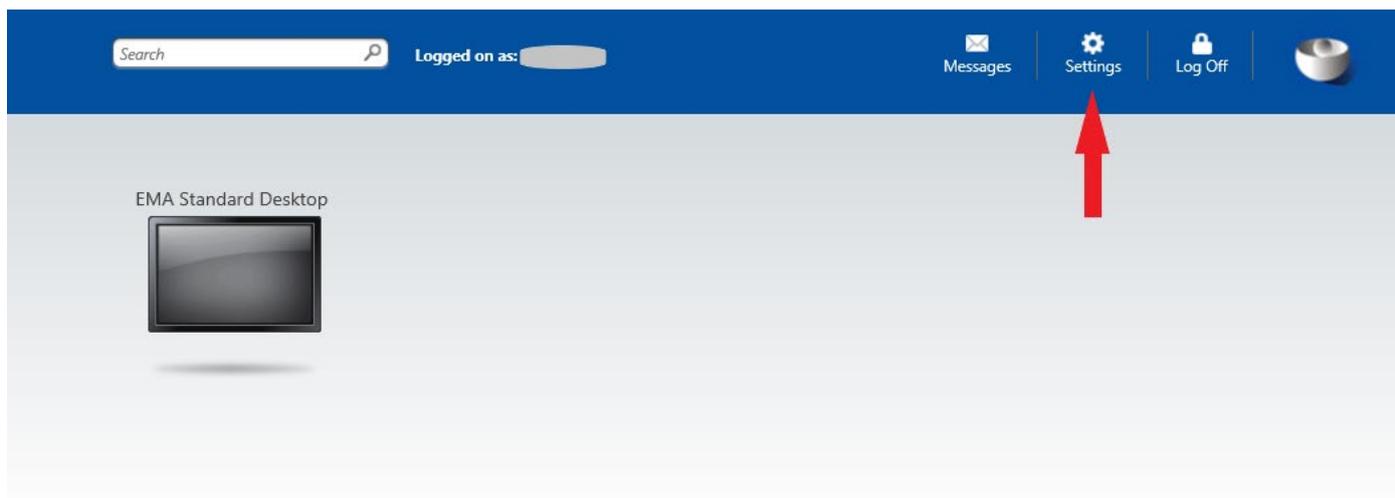
At this point in time, you might want to click the **Settings** button, to define how you would like the available to you Desktops to open (i.e. Full Screen, or any custom resolution).

Here is how the **Settings** page will look like that:

After customizing the Window Size appropriately, you can click Save to return to the previous page, where the "EMA Standard Desktop" is available.
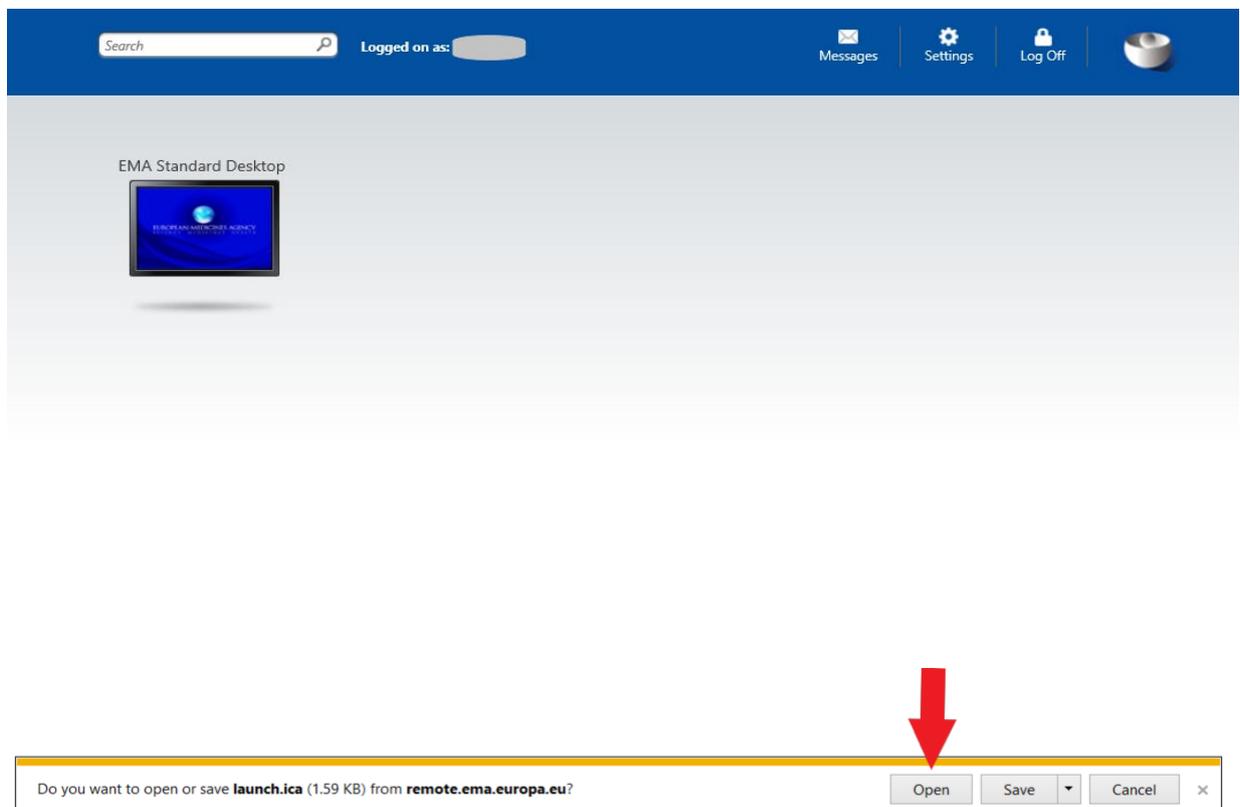In order to start using the "EMA Standard Desktop", you will need to click on its icon. Depending on whether the Citrix Receiver is already installed on the client from where you are visiting the URL, you might be prompted with the following screen

If you click **Install** (assuming that you do not have Citrix Receiver installed), you will be automatically taken to the Citrix Web Site to download it.
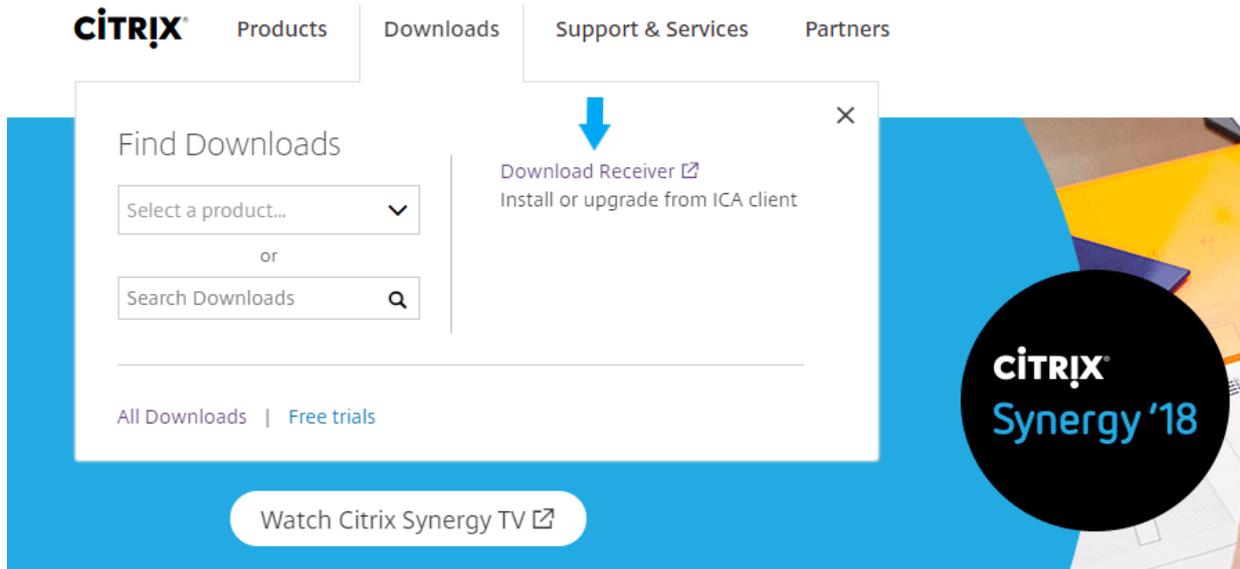
After installing the client, or if in the initial "Install" prompt you clicked "Skip to Log on", you might be prompted with the following screen, asking from you to **open the .ica file through Citrix Receiver**.

Do you want to open or save **launch.ica** (1.59 KB) from **remote.ema.europa.eu**?   Open   Save ▼   Cancel   ✕

Click Open, and the Application ("EMA Standard Desktop") will open in the Citrix Receiver Window.
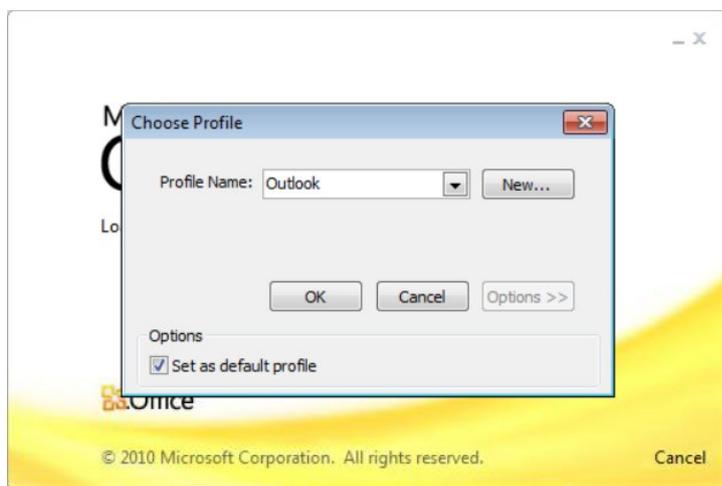
3. Information for the first Log on to Citrix

Once you have logged on to Citrix successfully for the first time, there is a number of windows, informational messages, and suggested actions that apply only for this first logon.
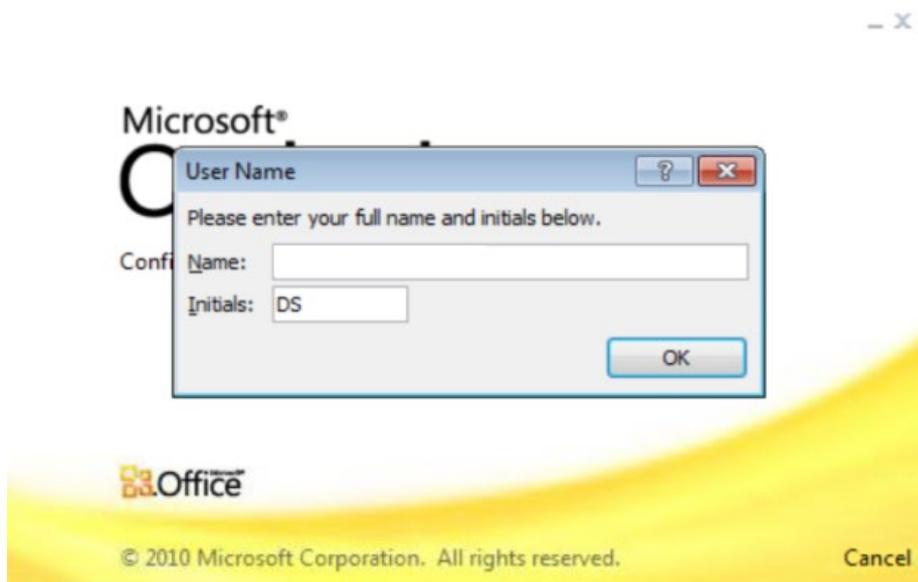
First, only during this first Log on, you will be presented with the following page, providing you with some initial information regarding the Citrix environment.

Second, during this first Log on, your Outlook Profile needs to be created, so you will be prompted with the following Outlook window.


You will have to click Options and then check the option "Set as default profile", so that won't be asked again, during subsequent logons to Citrix. Similarly, you will have during this first Outlook launch to configure the following information.
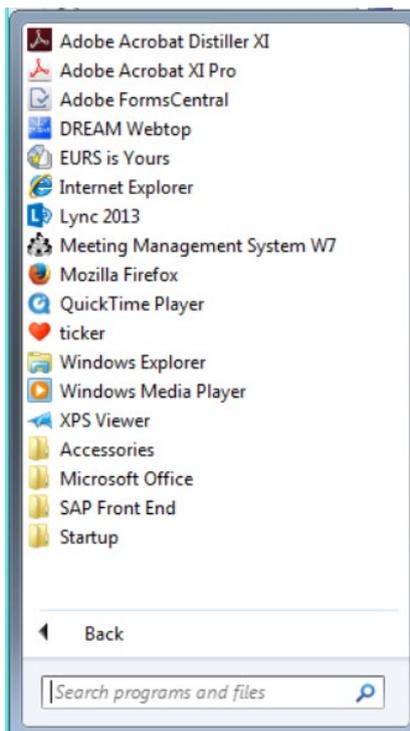

Last, but not least, during this first Log on, your Lync client will not start automatically.

For this first time, you will have to manually initiate it. To achieve that, you will have to click "All Programs".
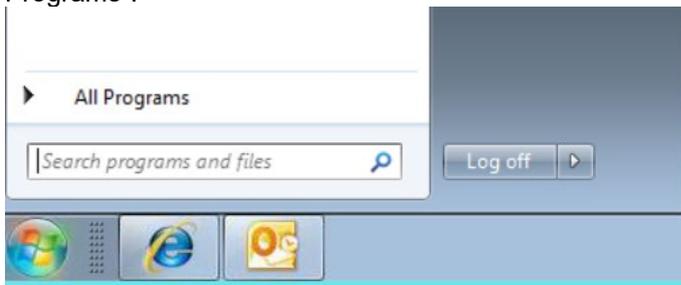
Then click "Lync 2013"

During this first launch of the application, you might be prompted with the following window (depending on the peripherals available to the pc from which you are connecting to).

Click "Block access" or "Permit use" accordingly and check the option "Do not ask me again for this site" if you do not wish to be prompted again. Please note that you will need to "Permit Use" if you would like to have voice and / or video functionality through your Lync client within the Citrix session.

3.1   DREAM Access via Citrix

While using DREAM in Citrix for the first time users may receive the following pop-up message:
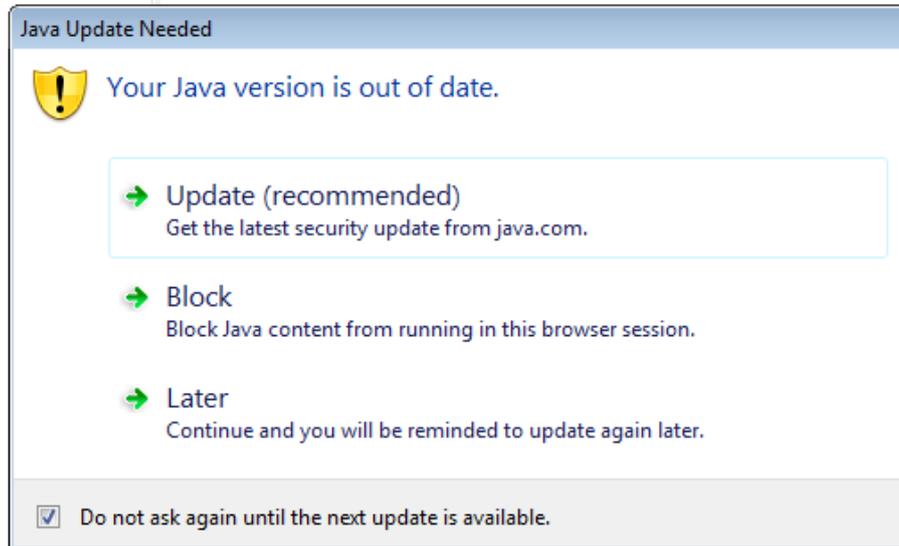
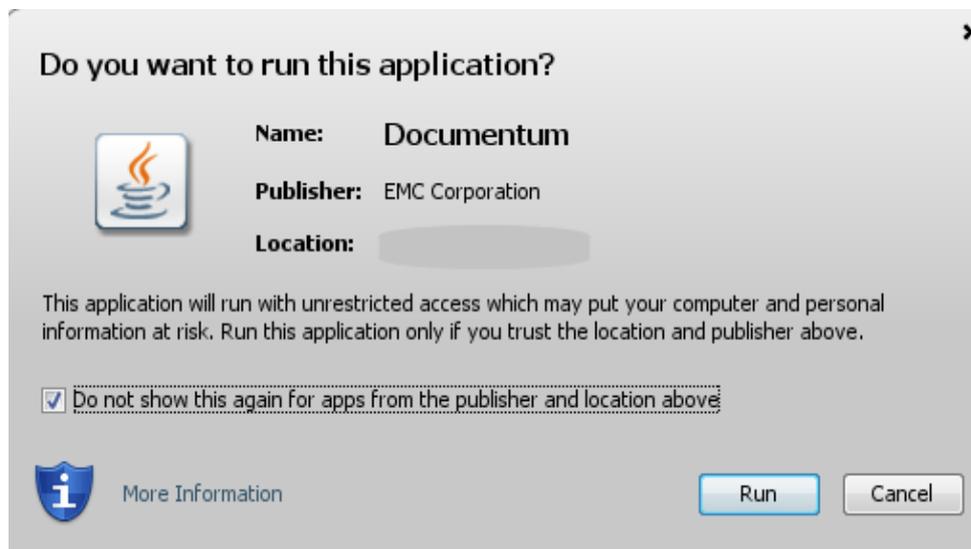It is sufficient **to tick the "DO NOT ASK AGAIN UNTIL THE NEXT UPDATE IS AVAILABLE" BOX AND CLICK "LATER"**

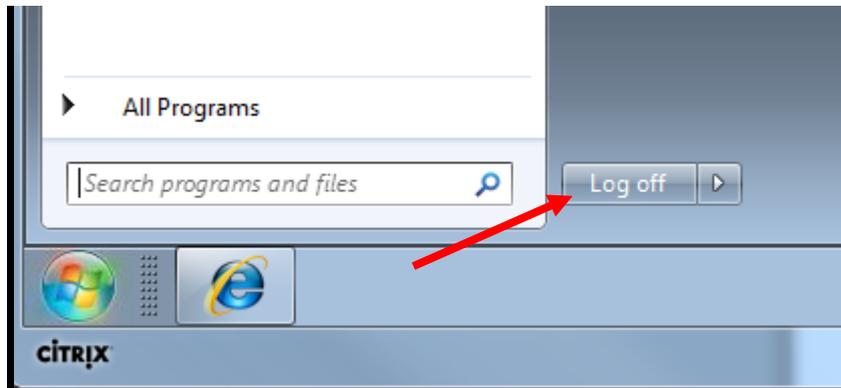In case the following message is also displayed,

Please tick "DO NOT SHOW THIS AGAIN FOR APPS FROM THE PUBLISHER AND LOCATION ABOVE" AND CLICK RUN to successfully login to DREAM.
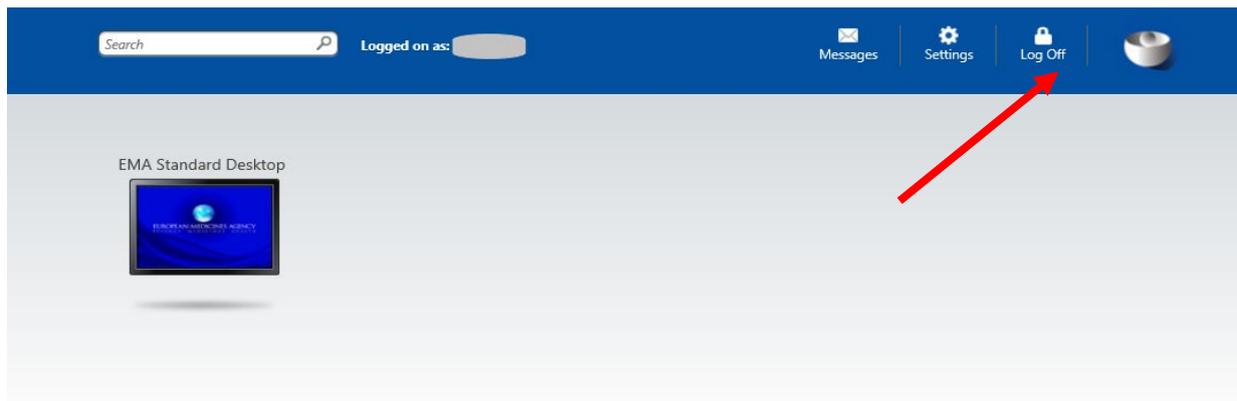
4. Logging out of Citrix

It is very important to log out of Citrix correctly, there are 2 log offs.

First log off

Second log off (this will automatically log off in 15 minutes)

FAQs

Q - Will I be logged on with my normal profile?
A - You will be logged on with a default Citrix profile. This means you do not have any of the custom settings that you have on your normal EMA workstation. Certain settings, like your Favourites and your Outlook Signature will be replicated from your normal Windows session to your Citrix session and vice versa, during the log off process

Q – Will I have access to all my documents?
A -You will have access to all documents from your network drives and DREAM. You do not have access to files on your C drive or on your laptop. So for this and other reasons, you shouldn't save files on your desktop C drive

Q – Have I got access to all mail folders?
A - You have normal access to email and public folders. If you have Personal Folder files on the network, these will be available as well

Q - What's my username and password?
A - Your username is your normal EMA logon and password. If you need help resetting your password, contact EMA Service Desk on weekdays between 07.00 -18.30 London GMT at +44 20 74188520 or log a ticket on https://servicedesk.ema.europa.eu

Q - What if I forget my PIN code?
A - Contact the EMA Service Desk to reset the pin on weekdays between 07.00 -18.30

Q - What applications have I got access to?
A - You will have access to all basic EMA software, i.e. Microsoft Office, DREAM, SIAMED, etc. If you need to work on any special software, please contact the IT Service Desk to see if this is available

Q - Can I install any applications that I need to work on?
A - No. Because Citrix runs on a server and not a workstation, security settings are higher. No users have the rights to install any applications on a server

Important note: If you lose your Wireless connection at home and you get booted out of Citrix, please wait 10 minutes before you login again.

If you have any problems with any application inside of Citrix, please report to the EMA Service Desk with the Host name which is indicated in the right top corner of your EMA Standard Desktop Application.