



Citrix Remote Access User Guide

Notes for Staff

GENERAL PORTAL ACCESS

Once you have the Citrix software on your computer, to Access the Citrix portal for remote access please visit the following website address using your Computers Web Browser and click the "Office Anywhere" option:

<http://oaktrust.biz>

NEXTGENERATIONIT
— OFFICE ANYWHERE —




OFFICE
ANYWHERE


EMAIL
ACCESS


HELP

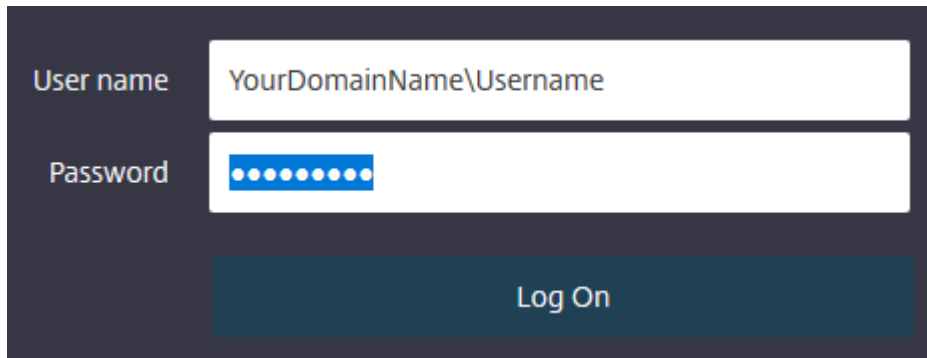

NGIT
HELPDESK

LOGIN PAGE

You will next be presented with a login prompt, here you type your USERNAME and PASSWORD in the format as follow

USERNAME: YourDomainName\Username

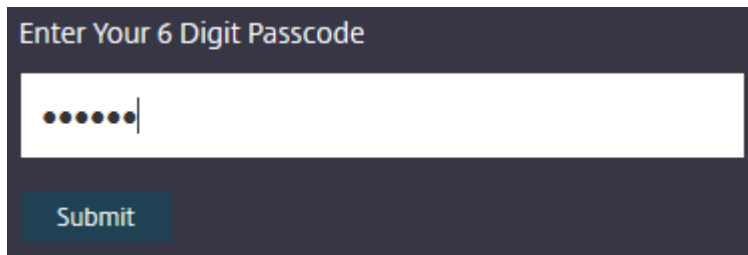
PASSWORD: (this is your allocated password)



The login form consists of a dark blue background. On the left side, the labels "User name" and "Password" are displayed in white. To the right of "User name" is a white text input field containing the text "YourDomainName\Username". To the right of "Password" is a white password input field with six blue dots representing the password. Below these fields is a dark blue button with the text "Log On" in white.

6 DIGIT PASSCODE

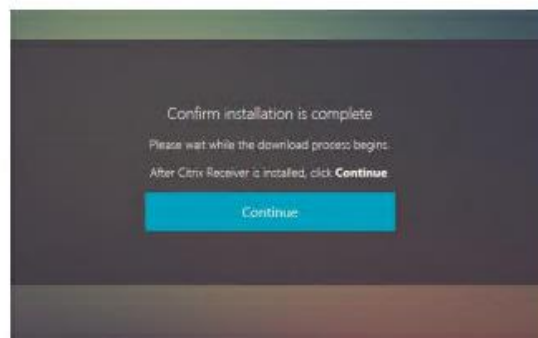
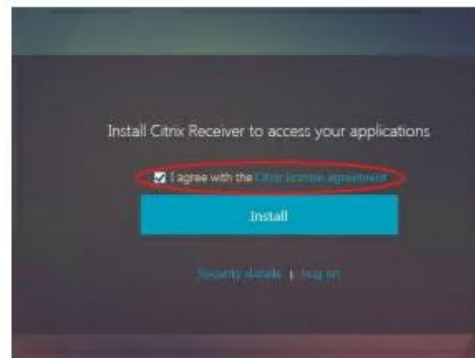
You will next be prompted for your 6-digit passcode



The 6-digit passcode form has a dark blue background. At the top, the text "Enter Your 6 Digit Passcode" is displayed in white. Below this is a white text input field with six black dots and a vertical cursor line at the end. At the bottom left of the form is a dark blue button with the text "Submit" in white.

FIRST TIME ACCESS

If this is the first time you are accessing the remote access portal you may need to install the Citrix software onto your PC or Mac computer and will get the following prompt, click on the "I agree" checkbox and then the "Install" button and this should then download the software, you may then need to "run" the software option that pops up on your screen after this and accept the default options to install it onto your computer. If you need help with this please contact the NGIT ServiceDesk on 01481 750751.



CITRIX LANDING PAGE

Once you have successfully logged in and have the Citrix software installed, you will reach the Citrix landing page, at which point you can click on the desktop icon as below



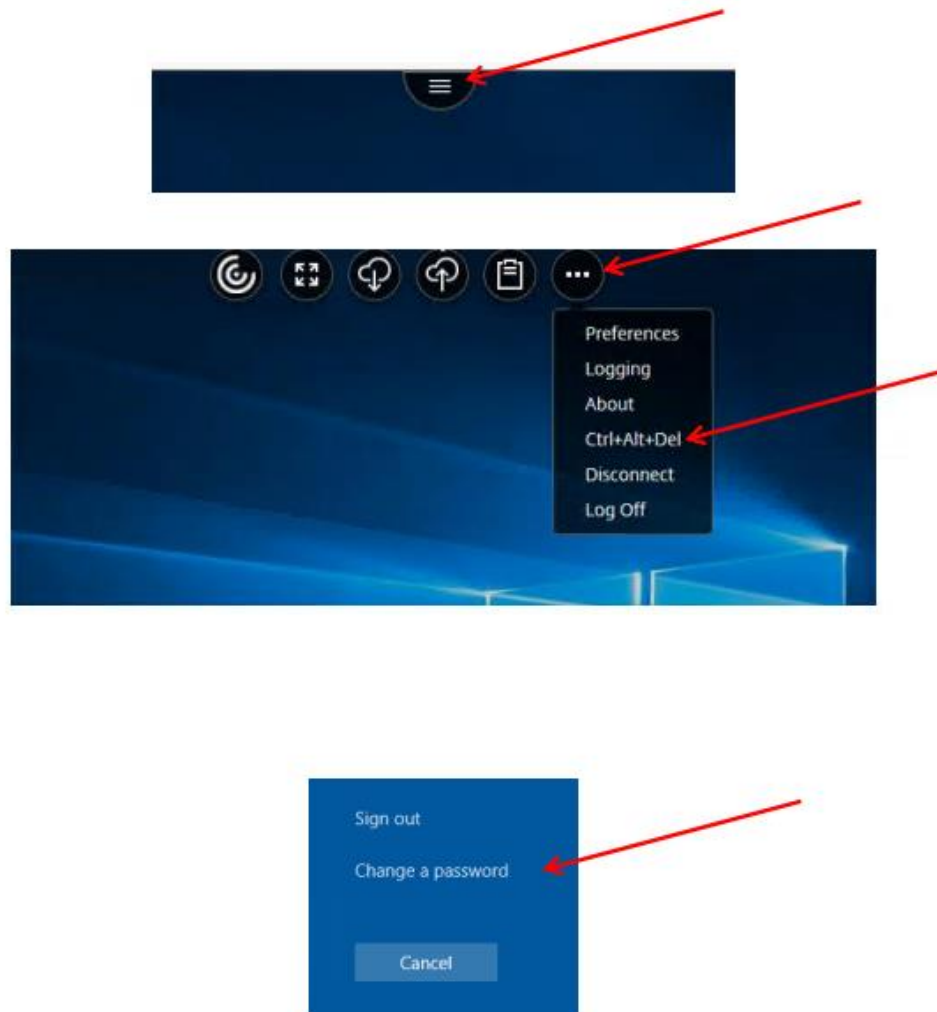
You will then be taken to your Citrix desktop

DEFAULT LOCAL PRINTER

Once in your remote desktop any printers attached to your underlying Computer should automatically be pulled through to your Citrix session. If your Printer is missing please contact the NGIT ServiceDesk on 01481 750751 for assistance.

CHANGING YOUR PASSWORD WITHIN CITRIX

The system will prompt you to change your password on a regular basis, however, if you would like to change it you can do this from within Citrix as follows by clicking on the black bar (it may look slightly different depending on your make of computer) and selecting the Ctrl+Alt+Del option at the top of your Citrix session as follows:



NGIT SERVICEDESK FOR ASSISTANCE

Email: ServiceDesk@ngit.co.uk

Tel: 01481 750751