Working from Home using your Own Device

In this document:

Installing the Citrix Workspace app Registering for Microsoft Multi Factor Authentication (MFA) Accessing the Merton network remotely

Installing the Citrix Workspace app

In order to use your own non-Merton computer to connect to the Merton Gateway, you will need to install the **Citrix Workspace app** first.

How to install the Citrix Workspace app

1) Download the latest version of the Citrix Workspace app https://www.citrix.com/en-gb/downloads/workspace-app



2) Follow the on screen steps to install the app, and click Start:



Tick the box to accept the license agreement:

License Agreement	
You must accept the license agreement below to	proceed.
CITRIX LICENSE AGREEMENT	
Use of this component is subject to the Citrx l covering the Citrix product(s) and/or service(s this component. This component is licensed for product(s) and/or service(s).	license or terms of service i) with which you will be using or use only with such Citrix
CTX_code EP_R_A10352779	

3) The App will begin to install. Please be patient, this may take a few minutes.



- 4) Once the installation is finished, you should see this message.
 - X Don't click Add Account
 - Click Finish:

Citrix Workspace	×
CITRIX	
Installation successful	
If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.	
Add Account	Finish

5) You will need to restart the computer for the installation to complete:



6) After installing the Citrix Workspace app, you will also need to download the Citrix HDX for Skype app if you are working from your <u>own</u> device. The app can be downloaded from this site: <u>https://www.citrix.com/en-gb/downloads/citrix-receiver/additional-client-software/hdxrealtime-media-engine.html</u>



7) You need to select the option for HDX for Microsoft Windows or Apple Mac.



8) Follow the prompts to install the Citrix HDX app

9) You will need to accept the licence agreement as shown below

Citrix HDX RealTime Me	dia Engine 2.9 Setup					
	Welcome t Media Eng	the Cine 2.9 s	itrix HDX Setup Wi	Reizard	alTime d	
	It is strongly reco	mmended tha	it you exit all W	/indov	vs programs	
Citrix HDX	Click Cancel to qui	it the setup p . Click Next to	rogram, then o	lose a installa	ny programs ation.	
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End-User License Agr	eement					^
Please read the following	license agreement care	fully			Citrix HI	X
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Provide the second s	EEMENT					
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You may be asked to restart the computer after the Citrix HDX app has installed.

Registering for Microsoft Multi Factor Authentication (MFA)

Anyone accessing the Merton network remotely should be registered to use the Microsoft Authenticator.

- Register your mobile to receive a text message each time you attempt to login Or
- If you don't own a mobile phone but have access to **Merton Laptop** Choose office phone to receive a call

or

• Install the Microsoft Authenticator app on your mobile

You Only need to choose One OPTION from the three below;

OPTION 1 – Setting up the Text method

- From a web browser please go to: <u>https://aka.ms/mfasetup</u>
- Click Next to continue:

merton
@merton.gov.uk
More information required
Your organisation needs more information to keep your account secure
Use a different account
Learn more Next
London Borough of Merton

• Choose I want to setup a different method and click Next

Keep your account secure Your organization requires you to set up the following methods of proving who you are.	
Microsoft Authent/cator Start by getting the app On your shore, install the Microsoft Authenticator app. Download new After you install the Microsoft Authenticator app on your device, choose "Next". I work to use a different authenticator app	
Lwant to set up a different method	

• Select **Phone** from the drop down list and then click **Confirm**.

K	eep your account secur	e
Your organization re	quires you to set up the following methods of j	proving who you are.
Microsoft Auther Start by g On your ph After you in I want to ut	etting the app Choose a different method Which method would you like to use? Phone	od now choose "Next". Next

- Select United Kingdom from dropdown list.
- Enter your mobile phone number into the field and ensure that Text me a code is selected. Click Next

Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Phone
You can prove who you are by answering a call on your phone or texting a code to your phone. Minited Kingdom (+44) Text me a code Call me Message and data rates may apply.
I want to set up a different method

- You will receive a 6 digit code to the mobile number entered.
- Enter this code in the field as shown to validate the setup and click Next

Keep your account secure		
Your organization requires you to set up the following methods of provin	ng who you	are.
Phone		
We sust sent a 6 digit code to +44 7956254800. Enter the code below. Enter code		
Resend code		
	Back	Next
Lwant to set up a different method		

• Click Next to finish the setup and then close the browser session.

		Keep	o your	accour	nt secur	e	
	Your organ	zation requires	you to set u	p the following	g methods of p	roving who you	are.
Pho	ne						
	S verified. Your	phone was reg	pistered succe	es sfully			
							Next

OPTION 2 – Setting up the Office Phone method

This option is only to be selected for staff who do not own a mobile phone <u>but have</u> <u>access to Merton Laptop.</u>

- From a web browser please go to: <u>https://aka.ms/mfasetup</u>
- Click Next to continue:

@merton.gov.uk	
More information require	ed
Your organisation needs more informatio your account secure	on to keep
Use a different account	
Learn more	Next
London Borough of Merton	

• Choose I want to setup a different method and then click Next

Γ	Keep your account secure	
	Your organization requires you to set up the following methods of proving who you are.	
	Microsoft Auther/ticator Start by getting the app On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". Iwart to use a different authenticator app	
		Net
	I want to set up a different method	

• Select Phone from the drop down list and then click Confirm.



- Select United Kingdom from dropdown list.
- Enter your office telephone number into the field and ensure that **Call Me** is selected. **Click Next**

Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Phone
You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use? 208545XXXX United Kingdom (+44)
Text me a code Call me
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
Next

• You will receive a call via skype, answer the call

Phone	
We're calling +44 208545 mow.	
	Back
I want to set up a different method	

• On the skype number pad press # to verify



Click Next

Phone	
Call answered. Your phone was registered successfully:	
	Next

• **Click Done** to finish the setup and close the browser session.



OPTION 3 – Setting up the Microsoft Authenticator App method

- To install the **Microsoft Authenticator App**, you will need to download this app from either the App Store or Google Play Store before you can proceed:
- Once you have downloaded the App, you will then be prompted to choose the type of account. Please choose **Work** or **School account**:



- You will then be prompted for a QR Code:
- From a web browser on your computer go to: https://aka.ms/mfasetup
- Click next to continue



- Please use your phone's camera to scan the QR code displayed on your computer screen not the code on this document.
- Once you have done so, you will then receive a notification on your phone to approve the application.



- Once you approve the application, the screen will then change:
- Click Next and close your bowser session.

Keep your account secure Your organisation requires you to set up the following methods of proving who you are.
Microsoft Authenticator
Notification approved
Lwant to set up a different method.

If you have any issues, please email mfasetup@merton.gov.uk.

Should you encounter any problems, please **<u>DO NOT</u>** contact the IT Service Desk. We will endeavour to contact you as soon as possible.

Accessing the Merton network remotely

Ensure you have your MFA registered device to hand before attempting to sign in.

- From a web browser go to https://mfa.merton.gov.uk
- Enter your network user name and password and press Log On

	Please s	Please sign in to begin your secure session.		
	User name	O365kumar Test		
	Password	[]		
		Log On		
Please have your MFA	A device ready to receive your auth	thentication		
Issues Logging in?				
f you are having troub could indicate that you	le logging in or receive a message st Ir network username or password m	stating "Invalid Credentials", this may have been entered incorrectly, or your Security Token may be locked.		
	en please click bere			
To reset a Security Toke	en please click here			
To reset a Security Toke To unlock or reset your	Network Password please click here	re		

• If you have registered your mobile phone to receive a text code then you will receive a code from Microsoft. Enter this code into the screen below and click Submit



If you have registered using the Microsoft authenticator app:

• Open the app and enter the one time passcode on the screen. If you receive an approve prompt then click approve



If you have registered your office phone (Merton Laptops Only)

- To receive the code, you will receive a call via skype
- Answer the call and press the # key to verify



If you have registered your mobile phone to receive a call

- You will receive a call from Microsoft on your mobile
- Answer the call and press the # key on the keypad to verify



Troubleshooting:

If you are having problems logging into the Merton Gateway, and you receive a message stating 'invalid credentials' - this normally means that your network account is locked. Follow the links on the page for assistance in unlocking your account or your security token.

If you are experiencing additional problems and/or certain error messages, such as:

- A message stating "Cannot connect to Xenapp..."
- You cannot see the option/screen for Own Device Desktop A message stating: "A Citrix plug-in is missing..." or, any other error Citrix related messages:

Then this normally means you will need to re-install the Citrix Workspace App. Perform the usual steps to uninstall software from your own computer, and uninstall the Citrix Workspace App. You will then need to repeat the steps from page 1 of this document to install the Citrix Workspace App again.

Additional Help:

If after you have successfully installed the Citrix Workspace App, you are having problems logging into the Merton Gateway then please contact the IT Service Desk at Merton (Tel: 020 8545 3563 – Monday to Friday 8am to 6pm).

Note: For staff using their own devices, we are not able to offer help with the installation of the Citrix software, we can only assist with the connection or logon to the Netscaler gateway.

Important: The IT Service Desk is only able to assist you with your connection to the Merton Netscaler Gateway, but we are not able to assist with technical problems related to your own personal computer or software. Additionally, we also ask that staff do not attempt to bring their personal computers/laptops into the IT Service Desk for technical support, as the current IT Support policy forbids us from providing technical support your own hardware or software.