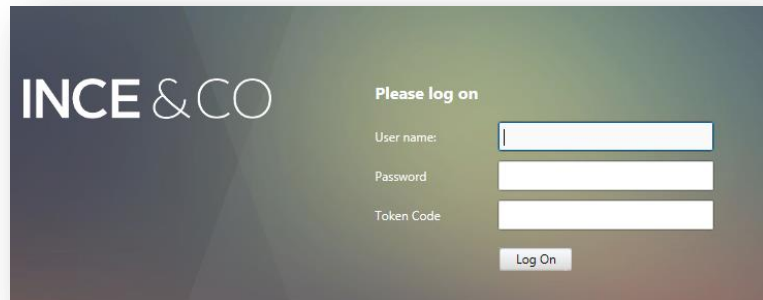


## Using Your Home Printer via Remote Access

You can print from your **Virtual Desktop** to your home printer via Remote Access provided you are in **Desktop Viewer (full Citrix Receiver / Client Mode)**. If using **Web Browser Mode** there is no option to select the *Citrix Universal Printer* or your home printer

**IMPORTANT NOTE:** Your home printer must be connected and powered on **BEFORE** you log in to the Ince & Co Remote Access system

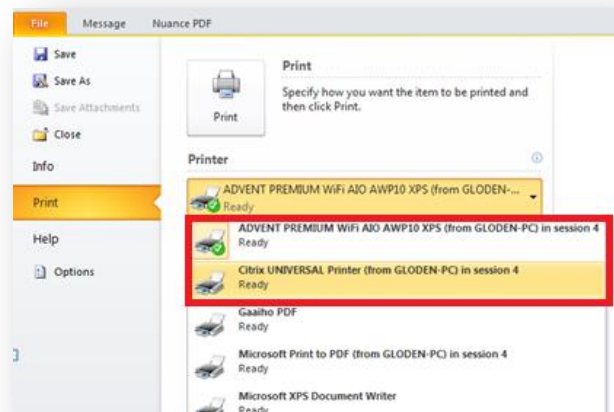
Log on to the Remote Access system as normal [User name, Password, Token Code]



### 1 Printing on your home printer

**NOTE:** If your printer is connected to your device and powered on before connecting and accessing Ince & Co Remote Access system in Citrix Receiver (Desktop Viewer mode), your home printer will be set as your default printer in the session

1. In **Desktop Viewer Mode**, open the document you want to print (the Application in which the document was created will be open i.e. Word, Outlook, Excel)
2. When you are ready to print, select **File > Print**
3. Click on the drop down menu under **Printers** and select either your default home printer (which should be visible on the list) or select the **Citrix UNIVERSAL Printer** from the list of printers
4. Press **Print**



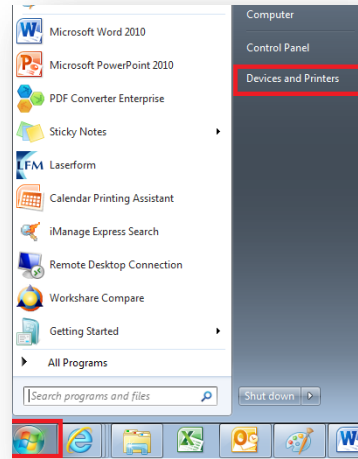
**NOTE:** Your document will print to your home printer using either option

When you return to the office you will be able to print to your normal printer. If you find that your normal printer has lost the default setting, please see paragraph 3 on [Resetting your office printers as the default printer](#)

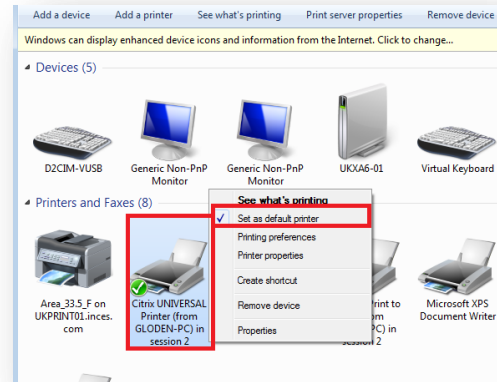
## 2 Setting your Citrix Universal printer as the default printer

If find you need to print multiple documents to a home printer whilst using Remote Access, you can set the Citrix Universal printer as the default printer

1. Click the **Start** button in the **Desktop Viewer (Citrix Receiver / Client mode)**
2. Select **“Devices and Printer”**



3. Right click on the **Citrix UNIVERSAL Printer**
4. Select **“Set as default printer”**



**IMPORTANT NOTE:** The next time you log on to your office PC you **MUST** reset your default printer back to your normal default printer

## 3 Resetting your office printer as the default printer

1. On return to the office your default printer is likely to be incorrect
2. Repeat steps 1-3 above and select your usual office printer to be the default

