



# Remote Access – Firefox

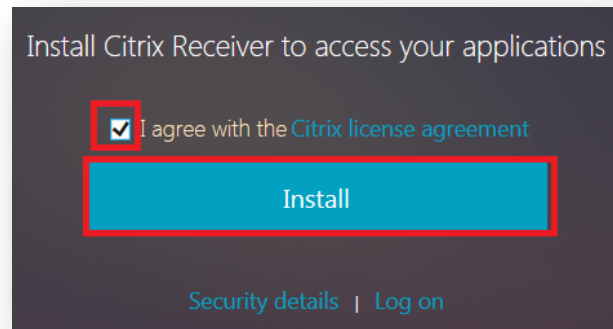
## 1 Installing Citrix Receiver Using Firefox

**NOTE:** The guidance below is for Mozilla Firefox. If you are using another web browser (such as Google Chrome or Internet Explorer) then please refer to the relevant guide on the [Remote Access Help](#) page

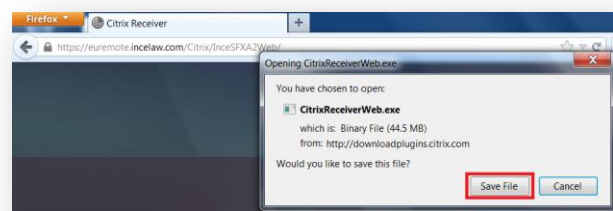
Navigate to the Ince & Co Remote Access page for your Region (see regional addresses below) using Firefox as the browser

<b>EUROPE</b>	<ul style="list-style-type: none"> <li>Europe – <a href="https://euremote.incelaw.com">https://euremote.incelaw.com</a></li> <li>Europe VPN Access – <a href="https://euremotevpn.incelaw.com">https://euremotevpn.incelaw.com</a></li> </ul>
<b>MIDDLE EAST</b>	<ul style="list-style-type: none"> <li>Middle East – <a href="https://aeremote.incelaw.com">https://aeremote.incelaw.com</a></li> <li>Middle East VPN Access – <a href="https://aeremotevpn.incelaw.com">https://aeremotevpn.incelaw.com</a></li> </ul>
<b>ASIA</b>	<ul style="list-style-type: none"> <li>Asia – <a href="https://apremote.incelaw.com">https://apremote.incelaw.com</a></li> <li>Asia VPN Access – <a href="https://apremotevpn.incelaw.com">https://apremotevpn.incelaw.com</a></li> </ul>

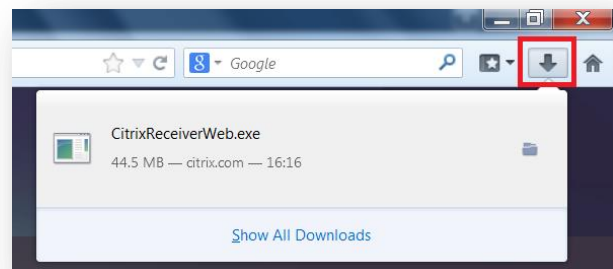
- Once pass the secure gateway window (User ID, Password, Token Code), when prompted, mark the “Citrix license agreement” tick box and click “Install”



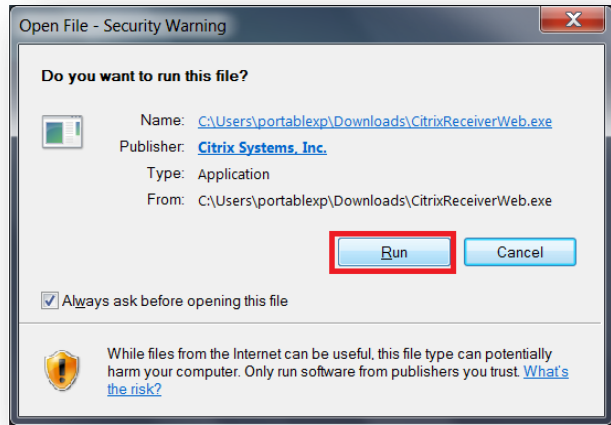
- A new pop-up will prompt you to *Save File* or *Cancel* – select “**Save File**” as highlighted in red here



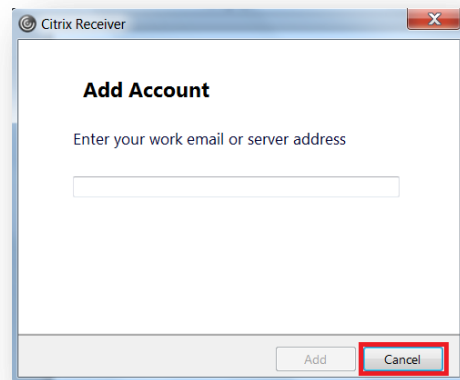
- CitrixReceiverWeb.exe will begin to download (top right hand corner of the screen)
- Once downloaded select the dropdown button in the top right corner and select the Citrix file (*CitrixReceiverWeb.exe*)



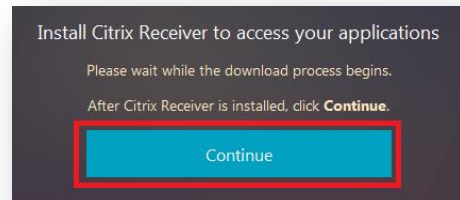
- Once the download is complete and you have clicked onto the Citrix file, an *Open File dialogue* window will appear
- Select **“Run”**
- A number of windows will appear to install Citrix Receiver
- Follow the prompts until you see the following window



- On *Add Account*, select **“Cancel”**, as highlighted in red here
- **Citrix Receiver** has now been installed and returns to the screen below



- Click onto **“Continue”**



- If prompted to Activate the Citrix plug-in, click on **“Activate Citrix Receiver”**
- Once back at the *Citrix StoreFront*, select **Desktops** and click onto **EU Desktops XA6** to launch the Remote Desktop in **Desktop Viewer mode**

