

Remote Access – Apple Mac

1 What do I need to remotely access the Ince & Co system?

- An Apple Mac with the Mac OS X 10.8 operating system or newer
- An Internet connection and one of the following supported web browsers – Safari 6.0, Google Chrome 28.x, Mozilla Firefox 22.x or newer
- An RSA SecurID token (this can be on a small, separate device such as an RSA key fob or a token activated on your Blackberry / Smart Device)

2 The different ways of remotely accessing the Ince & Co system

There are three ways of connecting to the Ince & Co system depending on your requirements:

- **Citrix Receiver** – Access to your Ince & Co Virtual Desktop, including shared drives and remote applications (eg. Big Hand). A one-time download of Citrix Receiver is required
- **Web Browser Only** – Quick access to your Ince & Co Virtual Desktop within a Web Browser. There is no access to shared drives, remote applications and you will not have the full Ince & Co desktop experience
- **VPN Access** – Full access to an Ince & Co PC. Specialty access for those needing to access locally installed applications (e.g. Elite and Service Desk Console)

3 How to Log On

1. From an internet connected computer browse to your Ince & Co Remote Access regional address:

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

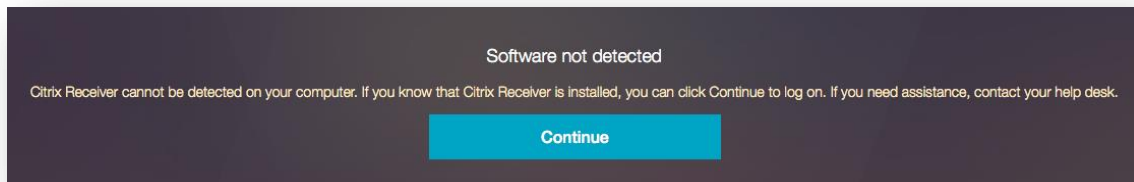
You will be presented with the Ince & Co Remote Access log on page, as shown below:

The screenshot shows a login interface for Ince & Co. On the left is the company logo. On the right, under the heading 'Please log on', there are three text input fields labeled 'User name', 'Password', and 'Token Code'. Below these fields is a prominent blue button labeled 'Log On'.

2. Enter the following details and select **Log On**:

- **User name:** Your Ince & Co username / ID (e.g. 8471)
- **Password:** Your Ince & Co password e.g. (GuEss1T)
- **Token Code:** Generated by your RSA Smart Device token (8-digit code) or RSA Key Fob (4 digit PIN + 6 digit code). See the [QRG : RSA SecurID Token](#) document on the [Remote Access Help](#) page for more information

Once you have logged on by entering the correct credentials you will see the following screen:



Before you continue, ensure you understand the following access options:

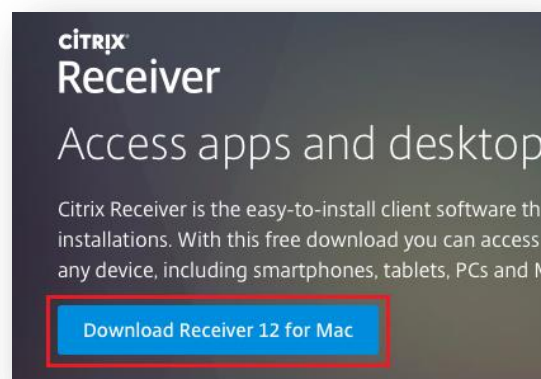
- **Citrix Receiver** – See Section 4 Installing Citrix Receiver
Full access to your Ince & Co Virtual Desktop. A one-time installation of Citrix Receiver will begin and you will need to follow the steps below
- **Web Browser Only** – See Section 6 Accessing the Ince & Co system via Web Browser Only
Quick access to a web browser version of your Ince & Co Virtual Desktop. A new tab in your Web Browser will open and you will have access to your Ince & Co Virtual Desktop

NOTE: The option you choose will be remembered for the next time you access the system to simplify access. If you want to remotely access the Ince & Co system in a different way in the future you will need to clear your cache, restart your browser and log in again

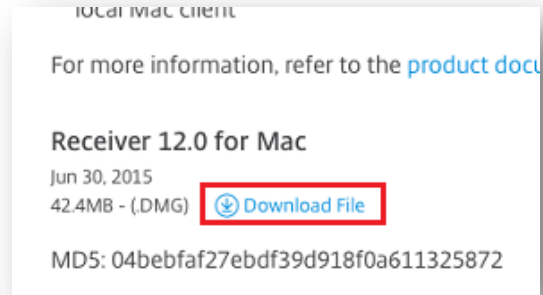
4 Installing Citrix Receiver

NOTE: The instructions below are for Safari (the default Apple Mac web browser). If you are using another web browser on your Apple Mac your experience may be slightly different

- Navigate to:
www.citrix.com/go/receiver.html
- Select **Download Receiver 12 for Mac**, as highlighted in red here:



- On the next screen, select **Download File** at the bottom of the page, as highlighted in red here:



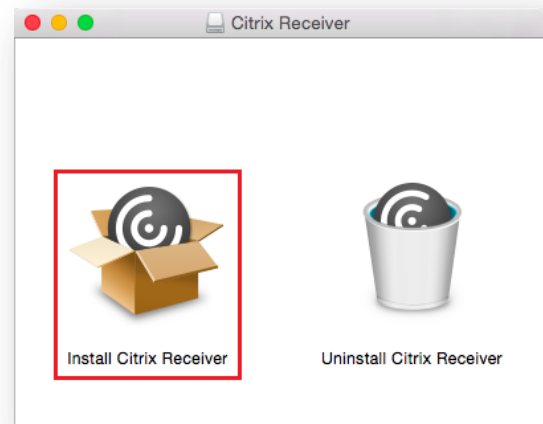
- The Citrix Receiver installation package will begin to download onto you Apple Mac. You can view the progress of the download on the Dock, as shown here:



- Once downloaded, select **Downloads** from the Dock and select the **CitrixReceiver12.0.dmg** file, as shown here:

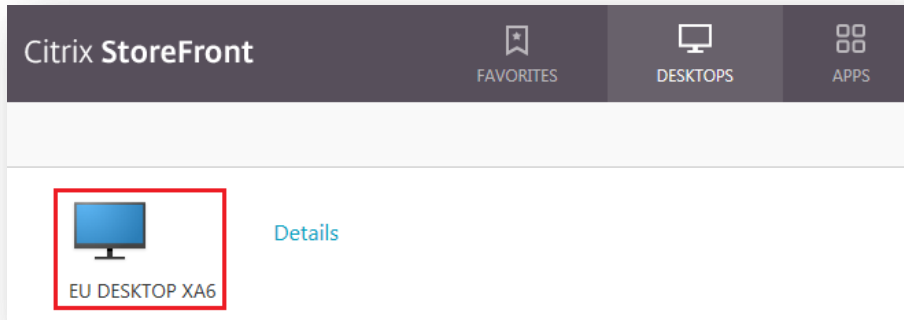


- Double-click on **Install Citrix Receiver**, as shown here:
- The Citrix Receiver Installation wizard will then take you through a number of windows. Once you select **Install**, you will then be asked to enter your Apple Mac Password as you are installing a new application on to your machine
- Once installed, select **Continue** from the **Add Account** window and installation will complete

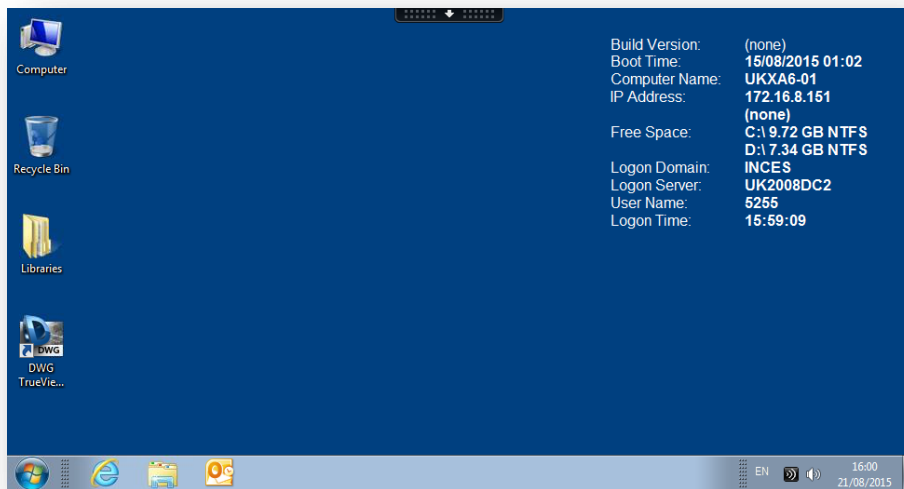


5 Accessing the Ince & Co system once Citrix Receiver is installed

- Return to the **Citrix StoreFront** in Safari
- Select **Desktops** at the top of the screen followed by the **EU Desktop XA6** icon, as highlighted in red below:

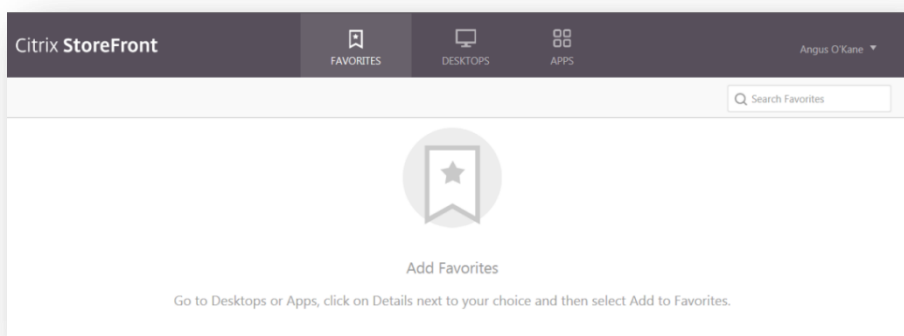


The **Citrix Desktop Viewer** window will launch with a toolbar at the top of the screen, as shown below:

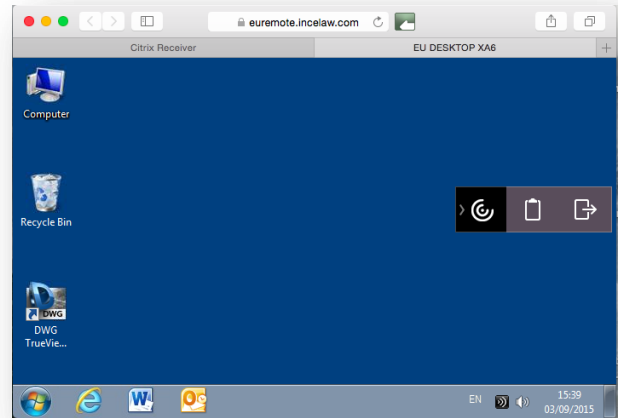


6 Accessing the Ince & Co system via Web Browser Only

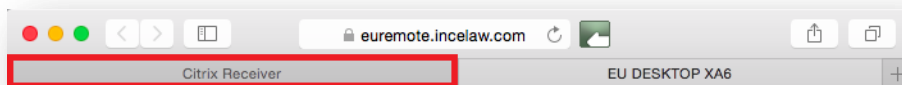
For quick access to your Ince & Co Remote Desktop select **Continue** on the **Software not detected** screen and you will be directed to the **Citrix StoreFront** in Safari



- Select **Desktops** on the Citrix StoreFront toolbar at the top of the window
- Select the **EU Desktop XA6** icon to access your Virtual Desktop in Web Browser Only mode, as shown here:



NOTE: The Citrix StoreFront is accessible in the background via the tabs at the top of the window

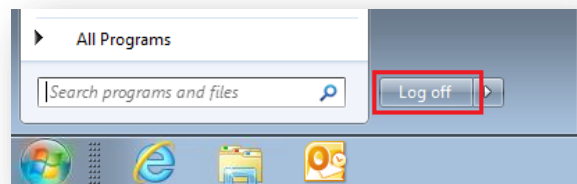


NOTE: When you log on to Remote Access again, you may be directed immediately to the EU Desktop XA6 tab. The Citrix StoreFront is still accessible in the background (see above)

7 Logging off the Citrix Desktop Viewer correctly

It is important that you save all of your work, close down all applications and log off your Citrix session correctly. Follow the instructions below to log off correctly:

- Save all of your work
- Close all applications
- Select the **Start button** followed by **Log off**, as shown here:



IMPORTANT NOTE: Ensure this is the **Start button** on the *Citrix Desktop*

8 Assistance

For assistance between 08:00 – 18:30 (UK Local Time) please call the IT Helpdesk on **0207 551 8666** or email the IT Helpdesk (IT.Helpdesk@incelaw.com). In case of an emergency outside of these times please call the IT Emergency Response on **07775 703927** (please note this is not a general helpdesk number)