

Remote Access – Windows PC / Laptop

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

- A device with an Internet connection
- 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 (e.g. 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, the text 'Please log on' is displayed above three input fields labeled 'User name', 'Password', and 'Token Code'. Below these fields is a 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 [***QRG: RSA SecurID token on the Remote Access Help page***](#) for more information

NOTE: If you already have Citrix Receiver on your PC you will be directed to the Citrix StoreFront after log on. If this is the case, continue to Section 5 of this guide

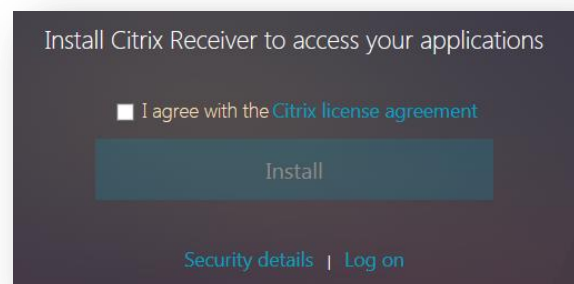
Once you have logged on by entering the correct credentials there are **two options** to access your Ince & Co system:

- **Citrix Receiver** – See Section 4

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

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

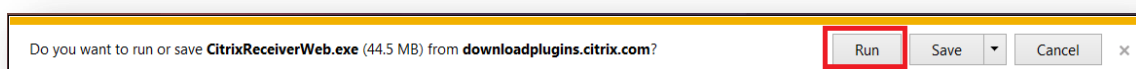
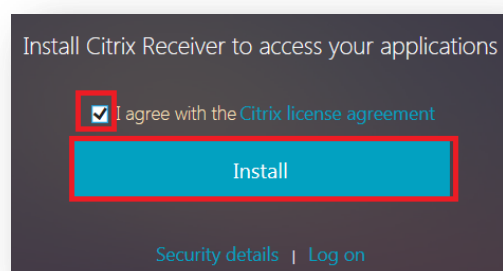


NOTE: The option you choose will be remembered for the next time you access the system to simplify access. If you want to remotely access the Ince & Co system in a different way in the future you will need to clear your cache, restart your browser and log in again

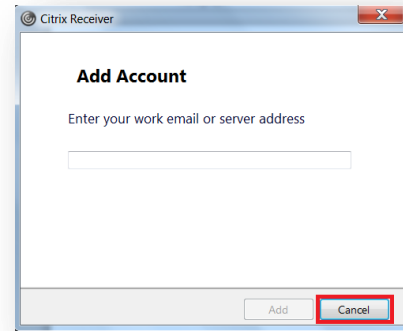
4 Installing Citrix Receiver Using Internet Explorer

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

- Mark the **Citrix license agreement** tick box and click **Install** (remember the dialog boxes will vary depending on your browser)
- The orange message bar will appear at the bottom of the screen, select **Run**



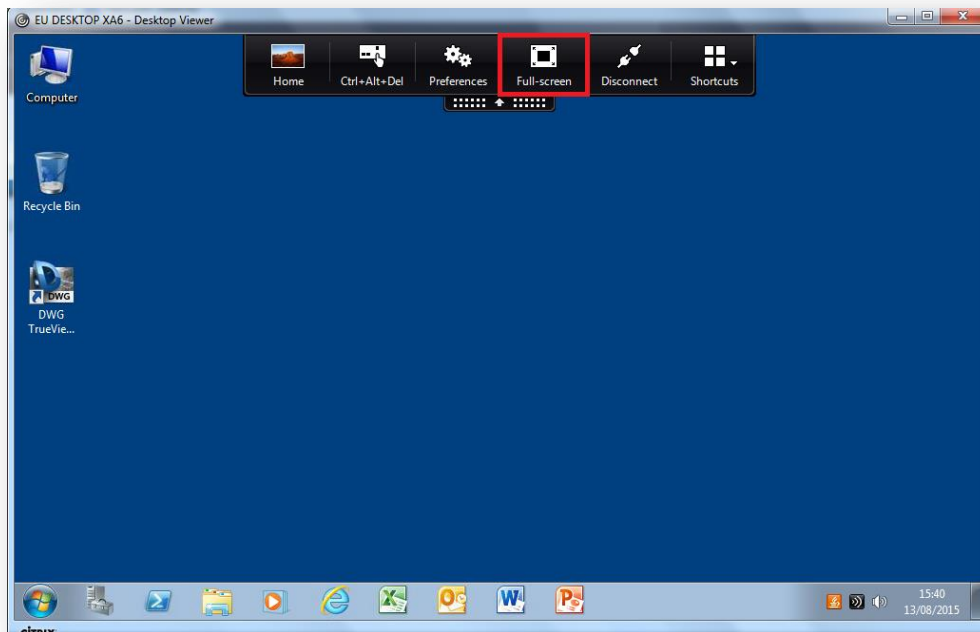
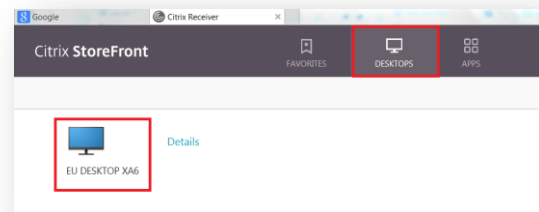
- A number of windows will appear to install Citrix Receiver. Follow the prompts until you see the following window
- Select **Cancel**, as highlighted in red here
- **Citrix Receiver** has now been installed on your PC



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

Once Citrix Receiver has been installed, you will be directed to the **Citrix StoreFront** in your web browser

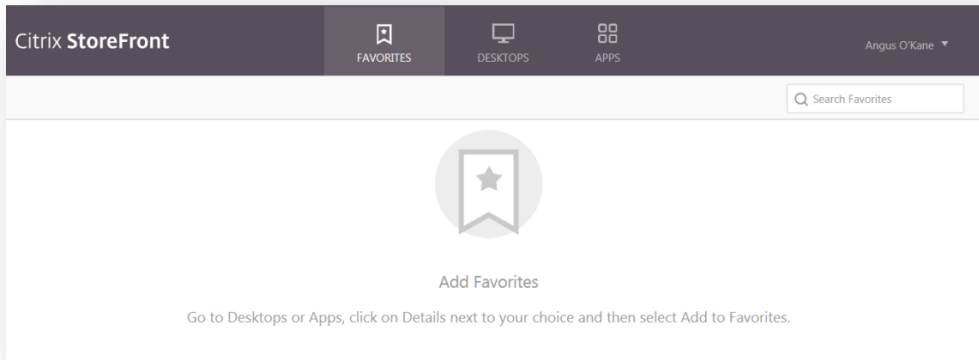
- Select **Desktops** on the toolbar at the top of the screen
- Select the **EU Desktop XA6** icon (as highlighted in red here):
- The **Citrix Desktop Viewer** window will launch with a toolbar at the top of the screen to enable **Full screen** (as highlighted in red below) and other options



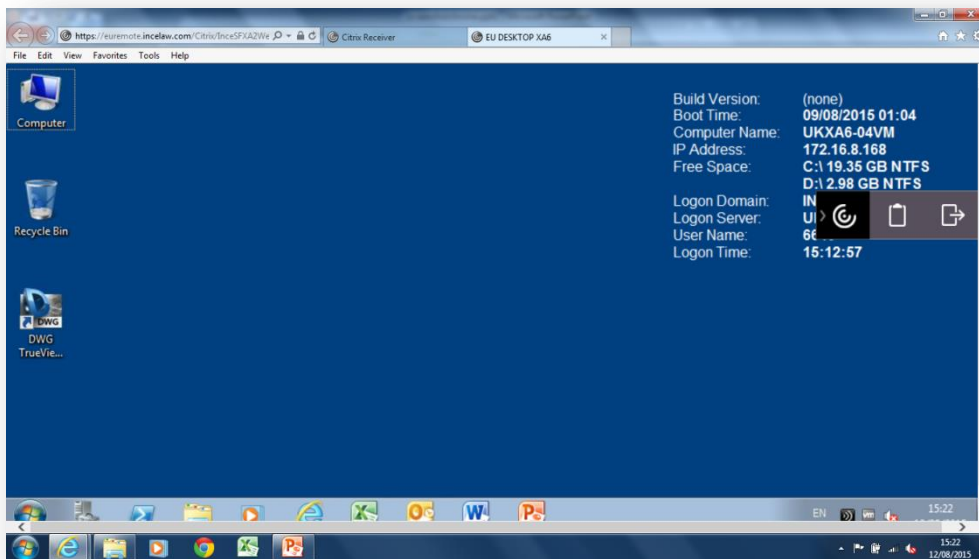
When working in **Full screen** mode all shortcut keys will work as if you are on your Ince & Co PC. To return to your local desktop, select **Home** on the left of the Citrix toolbar

6 Accessing the Ince & Co system via Web Browser Only

For quick access to your Ince & Co Remote Desktop select **Log On** entered you Ince & Co credentials. You will be directed to the Citrix StoreFront (see below)



- 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



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

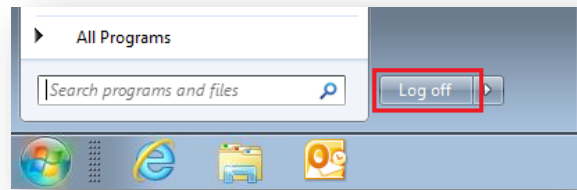


NOTE: When you log on to Remote Access again, you may be directed immediately to the EU Desktop XA6 tab. The Citrix StoreFront is still accessible in the background (see above)

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** menu 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)