The following information is included below to assist you in the event you need to work remotely:

1. Logging in to Citrix
2. Internet connectivity issues
3. Printing remotely

1) **Connecting to Citrix from a Remote Access location (home, hotel, client location, etc.):**
From nearly any internet-connected device, you can remotely access the same systems and tools that you use in the office.

   If you have the Defender application on your iPhone, open it to generate a remote access ‘soft token’ and follow the steps below.

   If you do not have the Defender application, the IT Department will provide you with a remote access ‘token’. Use that token and follow the steps below.

   • From your internet-connected device, visit the Day Pitney remote access site at https://xendesktop.daypitney.net
     Note that IT recommends using the Google Chrome browser to log in.
   • Enter the **User name** and **Password** you use when logging on in the office.
   • In the **PASSCODE** field, enter the soft token from the Defender application, or the 6-digit token given to you by the Help Desk.

2) **Troubleshooting Internet Connectivity Issues**
While the internet speed from your remote access location is important, the reliability of the internet connection is key. Whether you are using a wireless (Wi-Fi or cellular) or wired internet connection, certain things can interfere with your Citrix connection:

   • Other users in your home or neighborhood consuming the available bandwidth.
   • The wiring in your home or remote access location.
   • Old hardware (router / gateway / modem).

If you are using a wireless connection at the remote access location, you should confirm that you have a strong wireless signal. If you are too far from the wireless router / modem, your performance could be slower as a result of signal loss. To test if your wireless network is the issue, directly connect your PC / laptop to the router / modem using an Ethernet cable and see if this improves your network speed.

Test your internet connection by visiting the following site:
https://www.speedtest.net/
A lower “PING” number and higher “DOWNLOAD” and “UPLOAD” numbers will provide a better internet connection.
3) **Printing Remotely**

When I am connecting to Citrix at home, how do I print at home?

- If not already done, physically install the printer, and if needed install any required drivers on the computer. Restart your computer.
- Make sure the printer is turned on and connected to the computer either physically or wirelessly.
- If printing wirelessly, make sure both the printer and the computer are on the same wireless network.
- Make sure the intended printer is the set as the default on the computer.
- Print a test page from a local application (like your internet browser) to ensure that the printer is working and connected to the computer.
- Log onto Citrix as shown above.
- Follow the normal print procedure within the application (Word, Excel, etc.)

What settings/actions do I need to take in my Citrix session and/or my own printer to make it work?

- IT recommends using the Google Chrome browser to log into Citrix.
- Make sure your local/home printer is set as the default on the computer.

If I can’t get it to work, what are some of the common troubleshooting actions I can take?

- Citrix Receiver may be outdated. Uninstall Receiver and when you log back into the Day Pitney remote access site you will be prompted to install the latest Citrix Workspace (which has replaced Receiver).
- Since you are dealing with hardware it is common to restart the computer and printer if experiencing issues.
- If you are using Safari or Internet Explorer for Citrix, please use the Google Chrome browser as there have been fewer reports of printer issues with this browser.
- If you have recently updated the computer’s Operating System, check to see if the printer has updated drivers or other software.

If I need to contact the Help Desk for assistance, what pieces of information will they ask me for to assist them?

- What version of Citrix Receiver is installed? (Open Receiver and go to the “About” tab which will show you the version you currently have installed.)
- Which web browser are you currently using? (IE, Safari, Chrome or FireFox.)
- What model printer are you using? (Some printers are not compatible with Citrix Receiver.)
- Are you connecting from a Windows PC or a Macintosh? What version of Windows or MacOS are you using?

If you have any questions or need additional information, please contact the Help Desk on x.4357 (in the office) or by dialing 877-435-7107. You may also send an email to HelpDesk@daypitney.com