Connect using Citrix Workspace

VENABLE LLP
Professional Development 🚀 Training

Introduction

An alternative to using the firm's browser-based solution, goto.venable.com, is to install and connect using the Citrix Workspace application. You can utilize this from a home computer, a MAC, or an iPad. If connecting from other devices, check with the IT service desk.

Citrix Workspace supports use of your home computer's dual monitors in full-screen mode. It enables printing to your home printer as well (not from an iPad), and you'll enjoy optimum performance and an immersive environment.

Download and Install Citrix Workspace

1. Go to https://citrix.com/Workspace.

2. Download and Install **Citrix Workspace** for your device's platform – Windows, Mac, iOS, Chrome, etc.

3. After it is installed, launch **Workspace**. You'll be prompted to configure it when it opens.

4. If prompted, **do not** check the box for single sign-on.

5. Accept the End User License Agreement if prompted.

6. The Account URL is https://goto.venable.com.

7. Select **Add New Account**.

8. Supply credentials when prompted to authenticate.

   - **Username** is your 5-character Venable Network ID.

   - **Password** is your Venable network password.

   - **Passcode** is your 4-digit Entrust PVN and 6-digit token code.

9. Click **Logon.**

10. You are now signed-in to Venable remotely, and your connection options display in the Citrix window.

At this point, you can either logout of Citrix Workspace or connect to one of the Venable resources shown.

To logout, click the **drop-down arrow** at top right next to your name and select **Disconnect**.

Using Citrix Workspace After Installation

After Citrix Workspace is installed, the sign-in process for future remote sessions is slightly different than during set-up.

1. Launch the **Workspace** application on your device.

2. Select a Venable resource, like **My Computer**, and a *Log On to Citrix Workspace* screen opens.

3. Fill in the required fields.

   - User Name is your **Network ID**, i.e. abc01.

   - Password is your Venable Network **Password**.

   - Token is your **PVN** and **Entrust Token Code**.

4. After signing-in to Venable, available connection options are shown.

5. Click one to open and use it.

Connection Options

Once a remote session is established, the Citrix Workspace window shows remote computers available to you.

- **My Computer**: Connects directly to your Venable desktop computer where you can have access to all software and files available there. NOTE: If you have a Venable laptop, you are not able to connect to it and it will not be listed here as an option.

- **Shared Desktop:** Connect to a shared desktop with access to the firm's standard applications (Microsoft Office, iManage, Expert Time, Power PDF Advanced, etc.). Jabber is available but does not include phone controls.

Click the desired connection, and the remote computer's desktop opens on your device.

Disconnect from the Remote Computer

1. Save your documents and close all open programs.

2. Click **Start**, **right-arrow** (next to Logoff), and **Disconnect**. You return to the Citrix Workspace screen.

Disconnect the Remote Session

1. On the Citrix Workspace screen, click on the **Drop-down arrow** (at top, right of screen next to your name)

2. Select **Log Off**.

> **Note**: Displays vary from device to device. Your screen options may differ slightly.

Printing

Printing to a home printer

Printing to a home printer is only available from a computer; to print from an iPad, connect solely through goto.venable.com.

Your default home printer will be set as the default printer for your Citrix Workspace session.

1. Click **File** and then **Print** within the application you're using.

2. The default printer is already set to **your default home printer.** The printer name is made up of two elements: Your local computer name in parentheses, and the printer model, which comes immediately after.

3. Click **Print**, and your default home printer will print your documents.

Printing to a Venable printer

1. Print as you normally would from within the Venable application.

2. Your **home printer** will be shown as the default printing device.

3. Switch to a **Venable printer** and click **Print**.

Important Timeout/Disconnect Information

After 1 hour of inactivity on the remote computer, you will be disconnected from it.

- If you reconnect within 1 hour, you resume where you left off.

- If you do not reconnect within 1 hour, you will be logged off and any unsaved work product will be lost. Also, any configuration changes you made during the session are not saved. This includes files that you may have downloaded or preferences or settings that were modified.

- When back at your Venable desk, you may have to press **Control-Alt-Delete** twice to sign onto your computer.

Additional Assistance
Please contact the IT Service Desk with any questions.