

# Ince & Co Remote Access Working – Frequently Asked Questions

## 1 Connectivity and accessing the system

### 1.1 What do I need in order to be able to log-in remotely?

Device with an Internet connection (Home PC, Laptop, iPad, Tablet etc.), URL for Ince Remote Access, Ince Username, Ince Password and RSA token (either on a BlackBerry or Key Fob)

### 1.2 Where can I find the regional addresses for Remote Access?

These can be found on the Remote Access home page or listed below

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<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>

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### 1.3 How many grace log-ins are allowed before I am locked out of the system?

10 failed log ins are permitted until you are locked out of your account. If this does happen, please contact the IT Helpdesk

### 1.4 What numbers do I use in the Token Code field when logging in remotely?

#### Smart Device (Soft Token)

If using a token on you smart device you will be required to enter the 8-digit code generated by the RSA token (you do not need to prefix this with your PIN code). However, you will be required to use the PIN to generate the 8-digit code. If you do not use the PIN to generate the code, the code numbers will be invalid

#### Key Fob

If using a Key Fob you will need to prefix the next available 6-digit number on the Key Fob with your 4-digit PIN e.g. if your PIN is 1234 and your Key Fob no is 231 589, then the Token Code will be 1234231589

### 1.5 I can't seem to get past the Log-in page on the Internet?

Are you using the correct log-in details (Username, Password and Token Code)?

Check these and try again. If you are still not able to log in, you may have exceeded the maximum grace log-ins? In which case you may now be locked out of the system – contact IT Helpdesk (see Clause 6 on Assistance at the end of this document for details)

## 1.6 Does the browser I use make a difference when trying to access the Ince Secure Remote Desktop?

Yes, you may have pop-ups being blocked, which will prevent downloading the Citrix Client / Receiver. Check your internet settings, specifically blocks on pop-ups. See the troubleshooting section of the [Remote Access Guide](#) outlining how to disable blocks on pop-ups. Disabling these will depend on the browser you are using (Internet Explorer, Firefox, Safari or Chrome)

## 1.7 What is the Citrix StoreFront?

Citrix StoreFront manages the delivery of desktops and applications to the end user. You access Citrix StoreFront once you have passed through Ince & Co Remote Access secure log-in, following the option of Installing Citrix Receiver or through simply using “Log-on / Use light version”. Either option will take you to the Citrix StoreFront where you can then access your Virtual Desktop

## 1.8 I have been unable to open a Remote Desktop session although I’m connected?

This could be a connectivity issue – occasionally a connection may drop out momentarily when browsing the Internet. These “drop-outs” are normally barely visible when surfing the net. However, these have a larger impact on your connection to the Remote Desktop. Retry connecting to Ince & Co Secure Remote Desktop before calling IT Helpdesk. See the section on Troubleshooting in the [Remote Access Guide](#)

## 1.9 I am having problems connecting remotely, where do I go for assistance?

Firstly, check you are connected to the Internet, secondly if your Internet connection is not robust this will cause problems in maintaining a connection. See the section on Troubleshooting in the [Remote Access Guide](#) before calling IT Helpdesk. If you require further assistance then refer to Clause 6 on Assistance at the end of this document for details

## 1.10 I am connected remotely and actively working but a message has appeared indicating the system has timed out due to inactivity – what does this mean?

Again this could be a connectivity issue. Wireless networks can be bad at maintaining a clean consistent stream of data between your computer and your access point. The short “drop-outs” that often occur are normally unnoticeable to you when browsing the Internet. This means you will usually be oblivious to the fact that these drop-outs are occurring.

**Citrix StoreFront is configured to timeout after 20mins. If you are currently working this will not affect you. However, if you disconnect from your desktop you will need to log in again.**

If using Ince & Co Secure Remote Desktop these short “drop-outs” become much more apparent, i.e. you will lose the connection. To function efficiently a clean consistent connection from the Internet to your PC is required. A drop in connection, however short, will cause the Citrix session to close.

You will need to try and reconnect to your Remote Desktop if you find the connection has dropped out.

## 1.11 I do not seem to be able to maintain a connection to the remote desktop, what is going on?

A good internet connection is required otherwise you will experience issues – see above

### 1.12 How do I know if Citrix Receiver is installed on my device?

The Citrix Receiver icon should be visible in the system tray in the bottom right hand corner of a Windows PC / Laptop. If using an Apple MAC the Citrix Receiver icon should be on the command bar in the top right hand corner near the clock

### 1.13 “Reconnecting” message is appearing on the Virtual Desktop. Is this because we are timed of the Citrix StoreFront?

Citrix StoreFront times-out after 20 minutes – this does not affect working on the Remote Desktop, either in Web Browser mode or Desktop Viewer mode

## 2 Digital Dictation

### 2.1 I need to work with Digital Dictation what do I do?

Contact IT Helpdesk to ensure Digital Dictation is installed and available on your remote PC. You will also need to be issued with a portable dictation device from the Facilities department.

It is easiest if the set-up can take place in the office. If you are using a laptop please bring this to the IT Helpdesk. If the remote PC is a desktop machine and cannot be brought to the office it is possible for a member of the IT Helpdesk to remotely log on to it from the office. You will need to be available at the location of your remote PC during office hours for this to take place.

Drivers for Digital Dictation can also be found on the [Remote Access Help page](#)

**Access to Big Hand or digital dictation is only available with the Citrix Receiver installed**

### 2.2 Can I upload Digital Dictations to a MAC?

No, the digital dictation software (TotalSpeech Big Hand) is not compatible with MACs and only works with PC

## 3 Printing

### 3.1 Can I use my Home Printer when accessing the system remotely?

Yes, the functionality is available if Citrix Receiver is downloaded, please see **“QRG: Using your home printer via Remote Access”**

### 3.2 Unable to print on my home PC?

Functionality is available, please refer to the **“QRG: Using your home printer via Remote Access”** to ensure your printer is set up correctly. Ensure your home printer is connected and powered on before connecting to Remote Access

## 4 Outlook

### 4.1 I only want to access Outlook?

Due to the new simplified log in process, access to Outlook Web Access (OWA) has been removed by default. You can log-in to Remote Access using Browser Mode or Desktop Viewer Mode (download/install Citrix Receiver) – both options provide Outlook functionality. If you feel you do still require access to Outlook only please contact the IT Helpdesk

## 5 Mobile devices (iPads etc.)

**NOTE: Due to the many different mobile devices available to the end user, it is not possible to cover all possible scenarios when connecting to Ince & Co Secure Remote Access system. If you are experiencing any issues which are not addressed by this FAQ, Guide or QRGs, then please contact IT Helpdesk**

### 5.1 I can't see the keyboard on my mobile device?

Depending on the device you are using to access the remote system, there may be a toggle bar/button to the right of the screen. Click onto this to activate and view keyboard functionality. Alternately, ensure Citrix Receiver is downloaded on your mobile device before connecting to the Ince & Co Remote Access system. If assistance is required, contact IT Helpdesk

### 5.2 On an iPad (using the Safari browser) the touch screen is not functioning and I can't type and send emails?

Downloading the Citrix Receiver from the App store before connecting to Ince & Co Secure Remote Access system will enhance functionality on an iPad and enable the touch screen keypad

### 5.3 When connecting remotely on an iPad the screen size of the Remote Desktop is too large and does not adjust for the smaller screen?

Functionality issue, although connectivity is available on an iPad, there is no prompt to download the **Citrix Receiver / Client** and therefore, the screen does not adjust

If you download the **Citrix Receiver/Client App** before accessing the Remote Desktop you will be able to see the touch screen keyboard and the Remote Desktop screen will adjust to the iPad screen

Go to the App Store, search for and download the **Citrix Receiver / Client** to your device, then access the Ince & Co Secure Remote Desktop

### 5.4 How can I make full use of the functionality on the Citrix Virtual Desktop Viewer?

If you have downloaded Citrix Receiver onto your iPad and are working in Desktop Viewer mode it is recommended to use a mouse and keyboard in order to access the full functionality available on this Virtual Desktop i.e. connect a mouse and keyboard to the iPad

### 5.5 Why have I been prompted to re-authenticate my account on the iPad?

The connection on an iPad times-out after 20 minutes of inactivity or if you navigate away from the Virtual Desktop. If prompted to re authenticate, it will be necessary to reconnect to the Remote Desktop through the secure gateway – logging back on with User ID / Password & Secure Token

## 6 Session Limits & Time Outs

### 6.1 I lost my connection. How long will I stay logged on for?

If you lose your connection or close a Remote Desktop session without logging off correctly, your session will remain active for 60 minutes. After this time you will be logged off automatically

There is no guarantee that unsaved work will be recoverable if you are logged off automatically and do not reconnect within 60 minutes. It is recommended work is saved regularly whilst working. When finished working, save and close any documents and applications before logging off the Virtual Desktop

## 6.2 What are the time outs?

Limits for timeouts on idle, disconnected and active sessions are outlined below:

Type	Time out	Description	To Reconnect
<b>Citrix StoreFront</b>	20 minutes	Citrix StoreFront manages the delivery of desktops / apps to the end user. Citrix StoreFront window times out after 20 minutes. This will not affect your current Remote Desktop session	If you log out of a Remote Desktop session and Citrix StoreFront has timed out you will need to reconnect through the Ince & Co Secure Remote Access window
<b>Virtual Desktop: Idle session</b>	1 hour	Remote Desktop session will time out after an hour if no keyboard or mouse activity is detected i.e. if you take an extended break from the PC or device without logging out	Reconnect through the Ince & Co Secure Remote Access window within an hour of lost connection  If reconnection is not made within the hour of an idle session, any documents / applications left open will close and work may be lost
<b>Virtual Desktop: Disconnected session</b>	1 hour	<ul style="list-style-type: none"> <li>• Disconnection time outs limit the time your session will survive following a loss of connectivity.</li> <li>• User disconnects from Virtual Desktop without closing documents or applications</li> <li>• Connection to the Virtual Desktop drops-out</li> <li>• Documents or applications open on the Virtual Desktop will remain open for 1 hour</li> </ul>	Reconnect through the Ince & Co Secure Remote Access window within the hour to access open documents and applications  If reconnection is not made within the hour of a disconnected session, documents / applications left open will close and work may be lost
<b>Active session limited</b>	16 hours	Remote Access is available for a maximum of 16 hours per active session	Reconnect through the Ince & Co Secure Remote Access window to start another active session

## 7 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](mailto: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)