

Remote Access – iPad

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

- An iPad with an Internet connection and the iOS 7 operating system 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)
- The Citrix Receiver App (this gives you extra functionality on your iPad so that you can work with Windows. Continue reading for guidance on installing and working with this App)

2 Installing Citrix Receiver on an iPad

To access your Ince & Co desktop on an iPad you will first need to carry out a one-off install and account setup as detailed below:

- Launch the Apple **App Store**
- Search for Citrix Receiver
- Select **Install** and wait for Citrix Receiver to load
- Once loaded the **Citrix Receiver App** icon will be visible on your iPad screen



3 Launching your Ince & Co system on an iPad

- Go to Safari browser on your iPad and enter the appropriate regional address (see table below) e.g. <https://euremote.incelaw.com>

3.1 Regional URL addresses

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

Once the address has been verified you will be asked to enter the following credentials:

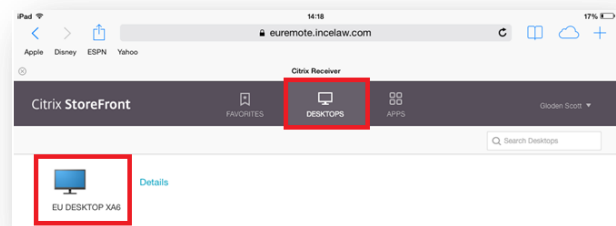
- **User Name** - Your Ince & Co username / ID (e.g. 8471)
- **Password** – Your Ince & Co password (e.g. Guess1T)
- **Token** - Generated by your RSA Blackberry / Smart Device token (8-digit code) or RSA Key Fob (4 digit PIN + 6 digit code). See the [QRG : RSA SecurID Token](#) document on the [Remote Access Help](#) page for more information

Select “**Log-in**”

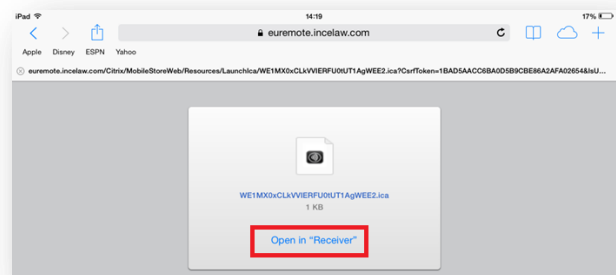
NOTE: If you have difficulty logging into the system, try refreshing the Token code – you may need to wait for the next 60 second cycle or re-enter the PIN on your RSA Smart Device to generate a new Token code

3.2 Access your Ince & Co Remote Desktop

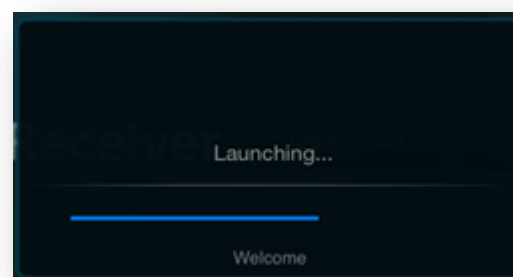
- Once pass the secure gateway, you will be taken to the Citrix StoreFront
- Click on to **Desktops** on the menu and select **EU Desktop XA6** to open the Remote Desktop in Receiver



- When prompted, click onto “**Open in Receiver**”



- Wait for Citrix Receiver to launch
- Once launched the Ince & Co Remote Desktop opens in Desktop Viewer mode
- See below for details on the Desktop Viewer toolbar




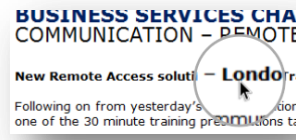
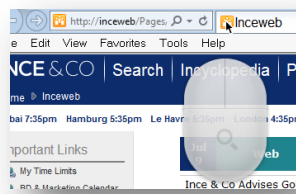
4 Ways of working with your Ince & Co system on an iPad

The Ince & Co system uses Windows which is not designed to be used on an iPad. Even so, additional functionality has been introduced to allow you to get the most from the system

- Once, your Ince & Co desktop has fully loaded, select the small black tab at the top of the screen to display the toolbar



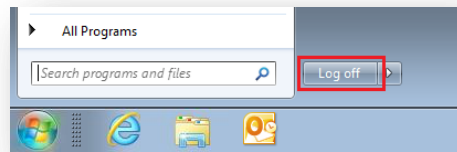
This toolbar gives you access to additional functionality explained below:

Button	Description
Home	Direct you to the Citrix Receiver home screen. To redisplay your desktop, select the EU Desktop XA6 icon followed by Open
Pair	For connection to external Bluetooth devices, such as a mouse and keyboard. Once selected, the iPad will search for active, compatible Bluetooth devices in range. Select the relevant device to pair with you Citrix session
Arrow Keys	A set of repositionable arrow keys will appear on the screen for navigation (e.g. Scrolling through emails) 
Keyboard	The Citrix Receiver keyboard will appear at the bottom of the screen. This keyboard has additional keys at the top compared to your normal iPad keyboard so that you can carry out Windows actions (e.g. Tab, Esc, Ctrl, Alt, etc.) NOTE: Displaying (and hiding) the keyboard is also achievable by tapping the screen with three fingers
Pointer	A cursor will appear on the screen and act the same as your cursor when using a mouse. The cursor is moveable by swiping your finger anywhere on the screen. Pressing anywhere on the screen will be the same as if you left-clicked with a mouse. Remember that you are clicking where the cursor is positioned and not where your finger is pressed
Magnifier	A circle will appear around the cursor magnifying everything that it hovers over. Selecting Magnifier will automatically turn on the Pointer option. When using Magnifier you can no longer zoom in and out in the normal way 
Mouse	A mouse will appear on the screen with a cursor above it. You can move the mouse by dragging it around the screen and you have access to both left and right-clicks 
Switch	If you are running more than one virtual desktop or application at a time you can use this option to switch between them

5 Logging off 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: The connection to Ince & Co Remote Access on an iPad times-out after 20 minutes of inactivity or if you navigate away from the Virtual Desktop. You will be prompted to re-authenticate the account, in which case it will be necessary to reconnect to the Remote Desktop through the secure gateway – logging back on with User ID / Password & Secure Token Code

6 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)