

INTRODUCTION

This guide provides the necessary information to connect to MoFo resources from outside the office. Click any of the topics below to jump directly to that section.

[Connect Remotely from Your Firm Notebook Using VPN](#)

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[Connect Your Home PC or Mac to Your Office Computer with Citrix Remote PC](#)

[Connect to Citrix Published Applications/Desktops from Your Personal Device](#)

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[How to Install the Citrix Workspace App on Your Mac](#)

[How to Configure a Personal Hotspot on Your iPhone](#)

[Citrix Remote Access Explained](#)

[Common Citrix Issues and Workarounds](#)

If you run into any problems or situations not covered in this guide, please contact the MoFo Support Center via email (vip@mofo.com) or call 866-ASK-MOFO, (866-275-6636) in the USA, or +1-415-268-2600 outside of the USA.

WHAT ARE MY REMOTE ACCESS OPTIONS?

VPN – The recommended access method when you have a MoFo-managed Windows laptop that you want to connect to the MoFo network from outside the office. Once the VPN connection gets established, your laptop will function as it does on the network in the office. You can print to your local printer and listen to voicemail or other audio files.

Citrix Desktops/Applications – A good choice whether you are using your personal Windows PC or Mac, or even a MoFo-managed laptop. Citrix Desktops offer the functionality available on MoFo-issued computers with commonly used applications already installed. Published applications allow you to use software not locally installed on your device. You can print to your local printer and listen to voicemail or other audio files.

Citrix Remote PC – Choose this option when you want to use your home PC or Mac computer to connect to your office computer. Connecting this way will give you the user experience of being directly in the office on your machine with access to specific software or other network resources that are available on MoFo's network. You can print to your local printer and hear your voicemail or other audio files.

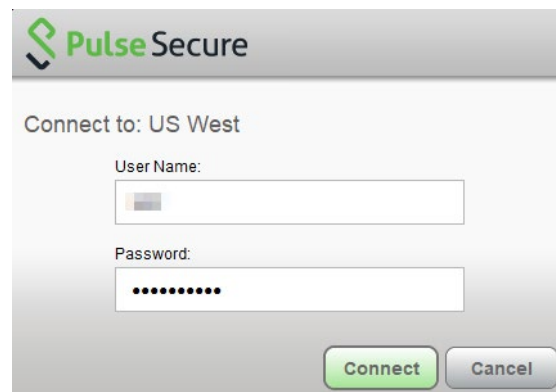
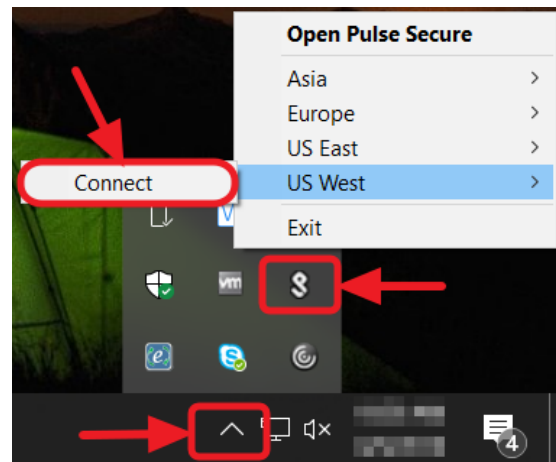
CONNECT REMOTELY FROM YOUR FIRM NOTEBOOK USING VPN

You can connect to MoFo's Virtual Private Network (VPN) using a wireless, DSL, or cable modem connection. Connecting to MoFo's VPN allows you to use your notebook as if you were in the office.

VPN INSTRUCTIONS FOR FIRM WINDOWS 10 LAPTOPS

Pulse Secure is the firm's supported VPN application on Windows 10 laptops.

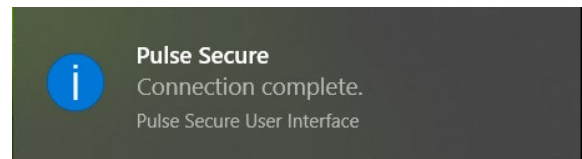
1. Ensure the laptop has a working Internet connection
2. Expand the System Tray to show hidden icons
3. Click the Pulse Secure icon in the System Tray
4. Select the Region closest to your current location
5. Click **Connect**
6. When prompted, enter your **User Name** and **Network Password**
7. Click **Connect**



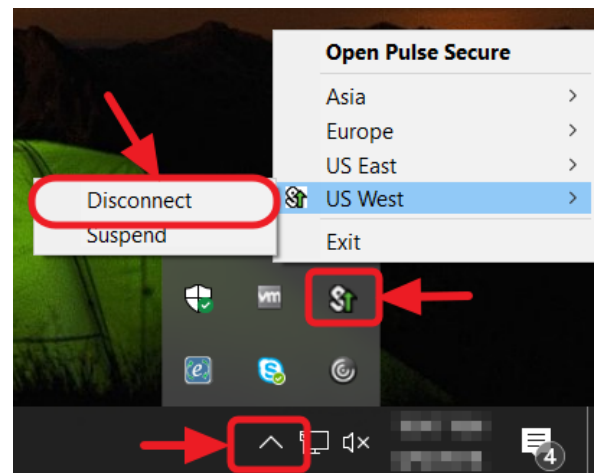
- 8. Enter the **RSA Tokencode** in the token information field
- 9. Click **Connect**



- 10. Once the VPN connection gets established, this pop up alert will be displayed above the System Tray
- 11. You may start using MoFo network resources on your laptop (i.e., DM, Outlook, Skype, network files)



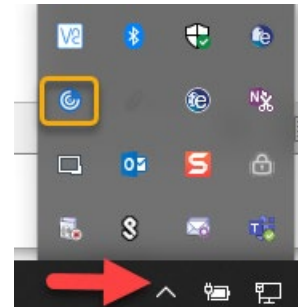
- 12. When the VPN connection is no longer needed, click the Pulse Secure icon on the System Tray, select the connected Region, and then click **Disconnect**.



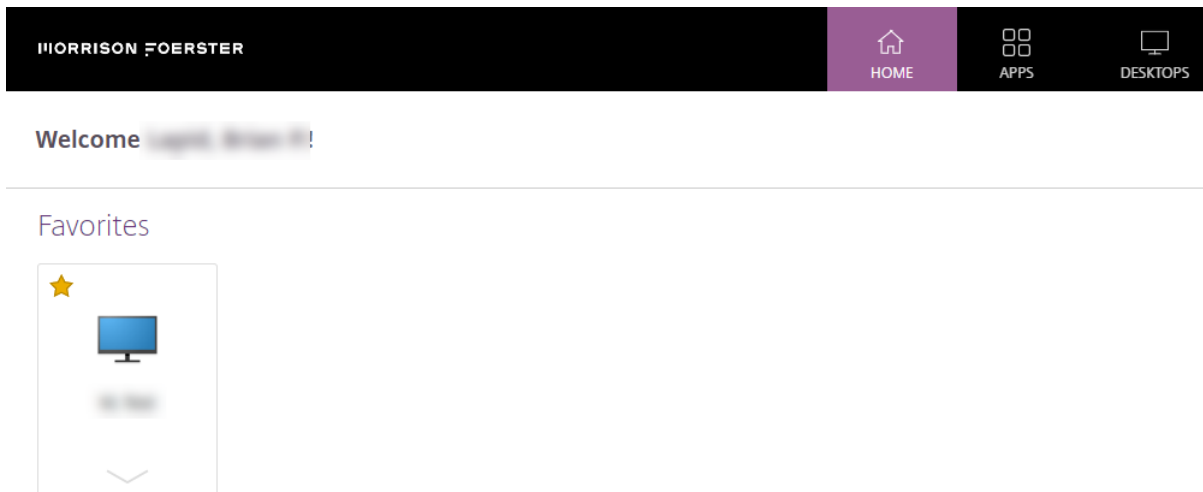
CONNECT REMOTELY FROM YOUR FIRM NOTEBOOK USING CITRIX

Firm notebooks have the ability to launch a Citrix Desktop or Published Applications by using the Citrix Workspace App.

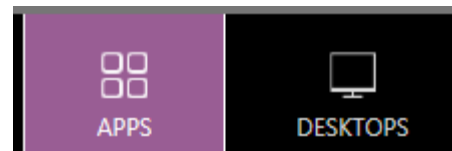
1. Expand the System Tray at the bottom right hand corner of your computer and find the Citrix Workspace App icon



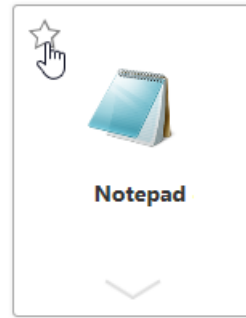
2. To view available desktops and applications, click the Workspace icon. Once launched it looks like the image below. The Home tab will display icons for your Favorite desktops and applications.



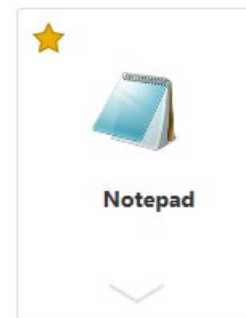
3. To add icons to the Home tab, click the APPS or DESKTOPS sections at the top to view the available published desktops and applications.



4. Click the star icon next to the Desktop or Application.



The star will then turn yellow to indicate that it's been added to your Favorites and will be shown in the Home tab.



5. To remove an icon from the Home tab, click the yellow star.
6. To launch a desktop or application, click the icon.

CONNECT YOUR HOME PC OR MAC TO YOUR OFFICE COMPUTER WITH CITRIX REMOTE PC

The Remote PC feature allows you to connect to your work computer from your personal device, such as your home PC or Mac.

To enable Remote PC access to your work computer, the Support Center or Local IT must install the Citrix VDA (Virtual Delivery Agent) software. Please contact the Support Center to check if your machine has the required VDA software.

You will also need to install the Citrix Workspace App on your device before you can use Citrix Remote PC. Instructions to install the Citrix Workspace App are available in a separate section in this guide.

1. Ensure your device has a working Internet connection.
2. Open your web browser and enter **remote.mofo.com** in the address field.

Note: Microsoft Edge and Google Chrome are the recommended browsers to access the advanced features of the Citrix Workspace App. However, Safari and Firefox will also work.

3. Select the Region closest to your current location.
4. Select **Citrix** as the type of access.
5. Enter your **Login ID, Network Password** and **RSA Tokencode**.
6. Click the **Logon** button.

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Help Tools Contact

Region:

Access:



Login ID:

Password:

Tokencode:

NOTE:

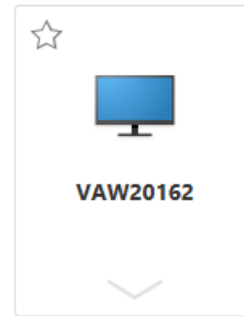
- For the best experience and functionality, please ensure Citrix Workspace is installed on your personal device.
- The recommended versions of Citrix Workspace can be installed or upgraded for Mac OS or Windows by clicking on the appropriate logo below to begin download.

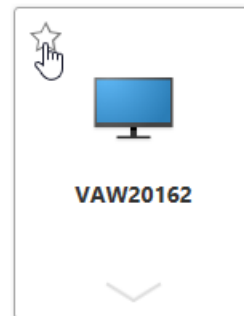
The Support Center is available 24x7. If you require assistance, please send an email to vip@mofo.com, or call 866-ASK-MOFO, (866-275-6636) in the USA, or +1-415-268-2600 outside of the USA.

- Once you login to the Citrix web page, click the DESKTOPS tab and you should see an icon for your Workstation ID similar to the one shown on the right.

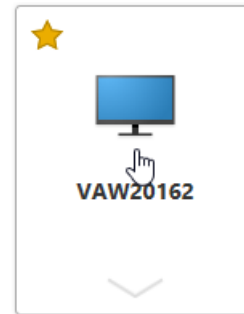
If the icon for your workstation is missing, please contact the Support Center or Local IT as the Citrix VDA might not have been installed successfully on your work machine.



- For easier access to this icon in the future, you can add it to your Home tab by clicking the empty star icon.

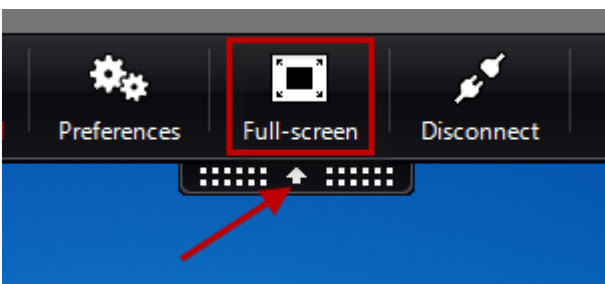


9. Click your Workstation ID to initiate the remote session to your work computer.



10. The Desktop Viewer window opens up in Windowed mode by default. To change to Full-screen view, click the black bar at the top edge of the Citrix session window to show the Desktop Viewer menu options.

Click Full-screen to expand the window to full-screen.



11. To switch back, click the toolbar and click **Window**.



If you have dual monitors at home, you can extend the desktop to both monitors. Switch the Desktop Viewer window to Windowed mode first then drag it so that it overlaps both monitors. Then click **Full-screen** to use both screens.

12. To end your Remote PC session, you can choose Sign Out from the Start menu of the work computer, close the Desktop Viewer window, or click Disconnect from the Desktop Viewer toolbar.

CONNECT TO CITRIX PUBLISHED APPLICATIONS/DESKTOPS FROM YOUR PERSONAL DEVICE

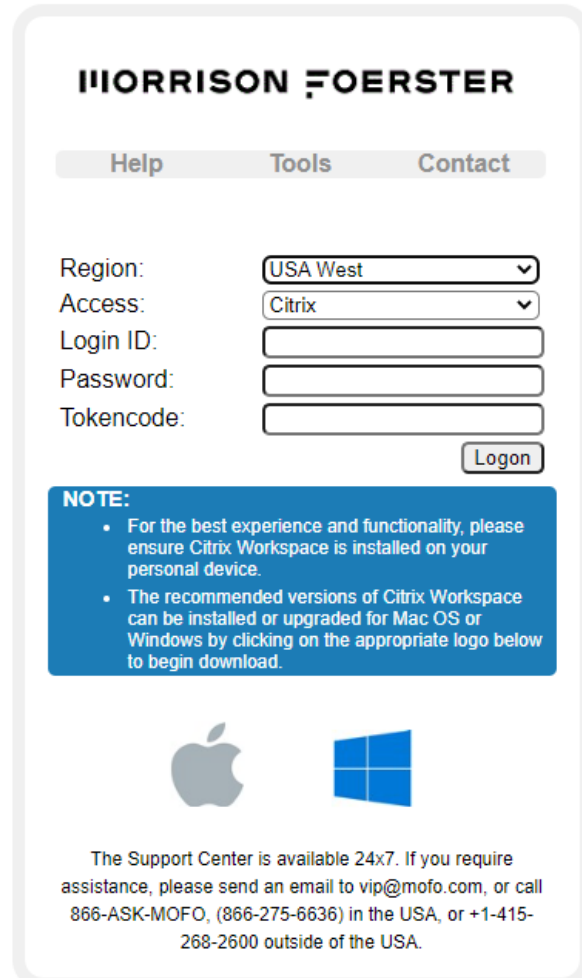
Citrix Desktops or Published Applications are also available by using the Citrix Workspace App from a personal device.

1. Ensure your device has a working Internet connection.
2. Verify that the Citrix Workspace App is installed. Instructions to install the Citrix Workspace App are available in a separate section in this guide.
3. Open your web browser and enter **remote.mofo.com** in the address field.

Note: Microsoft Edge and Google Chrome are the recommended browsers to access the advanced features of the Citrix Workspace App. However, Safari and Firefox will also work.

4. Select the Region closest to your current location.
5. Select **Citrix** as the type of access.
6. Enter your **Login ID, Network Password** and **RSA Tokencode**.
7. Click the **Logon** button.

8. Once you login to the Citrix web page, the layout will look similar to the native Windows Workspace App and will default to the HOME tab.



CONNECT REMOTELY FROM YOUR TABLET OR SMART PHONE

You can also connect remotely with Citrix using your iPad, iPhone, Chromebook, or Android devices.

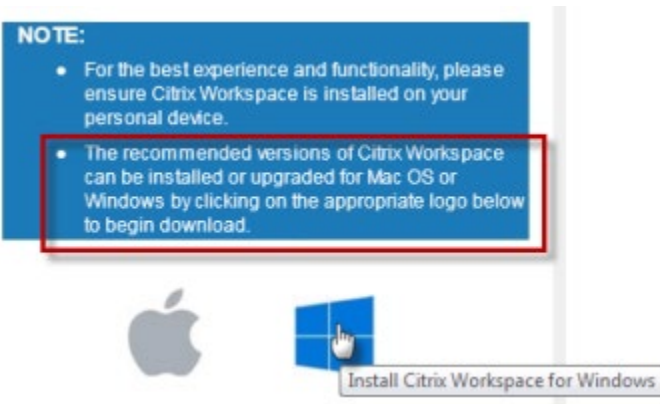
1. Install the Citrix Workspace App from the Apple Store if using an Apple iOS device or from the Google Play Store if using a Chrome OS or Android device.
2. From your device, use Chrome, Firefox or Safari and enter **remote.mofo.com** in the address field.
3. Select the Region closest to your current location.
4. Select **Citrix**
5. Enter your **Login ID, Network Password** and **RSA Tokencode**.
6. Tap the **Logon** button.
7. Select the **Desktops** tab and choose the Remote Desktop or application you need.

Note: If the Citrix Workspace App is not installed, Citrix Desktops and applications will use a Light version of the Workspace App (the Workspace App for HTML5) that requires no installation. When using the Light version, some of the features will not be available as compared to using the full version of the Citrix Workspace App.

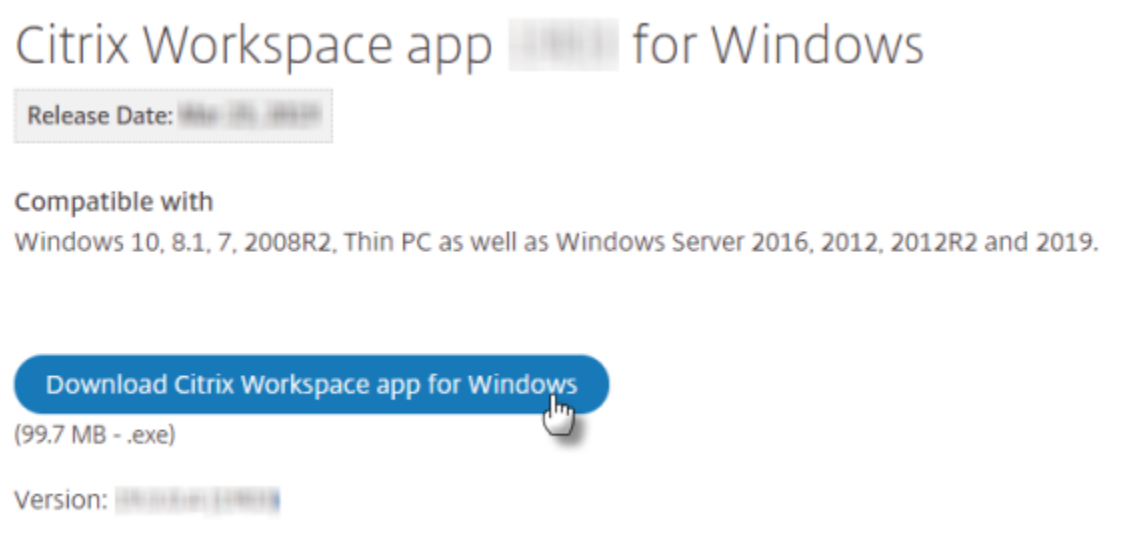
HOW TO INSTALL THE CITRIX WORKSPACE APP FOR WINDOWS ON A HOME PC

Note: Please do not install the Citrix Workspace App on MoFo computers. MoFo computers use a specific enterprise version of Citrix Workspace. Installing the publicly available Workspace App will overwrite settings and customizations on MoFo computers.

1. To install the recommended version of the Citrix Workspace App for your home PC, click the Windows logo displayed on the lower portion of the main MoFo Access page (<https://remote.mofo.com>)

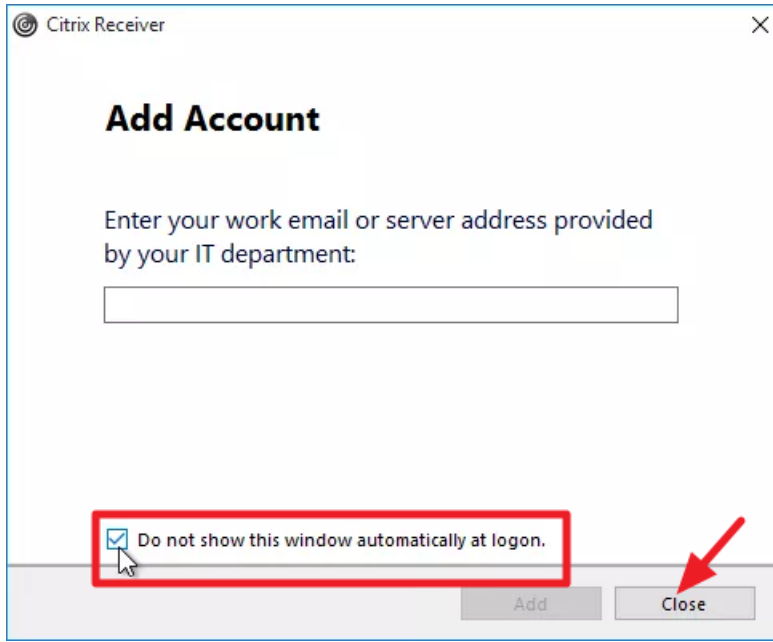


2. Otherwise, get the latest version directly from Citrix: <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
3. Click **Download Workspace app for Windows**.



4. Click **Save** to save the installer to your Downloads folder or another folder of your choice.
5. Locate the downloaded installer file and double-click it to begin the installation.
6. Click **Next** to accept the license agreement and default settings on the next few screens.

7. Click **Finish** to complete the installation.
8. At the Add Account screen, leave the field blank. Click the check box for "Do not show this window automatically at logon." and click **Close**.



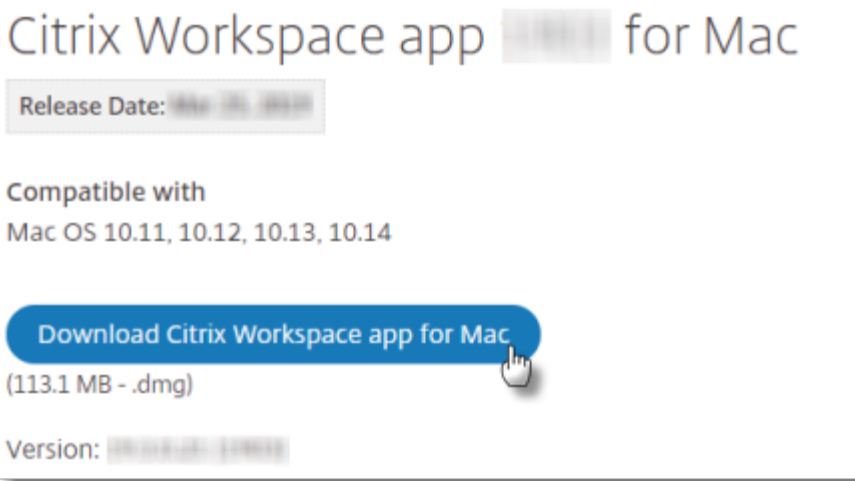
9. Once the Citrix Workspace App is finished installing, you can open your web browser and enter the MoFo Remote Access portal URL (<https://remote.mofo.com>) to access Citrix desktops, applications and Remote PC.

HOW TO INSTALL THE CITRIX WORKSPACE APP ON YOUR MAC

1. To download the recommended version of the Citrix Workspace App for your Mac, click the Apple logo on the lower portion of the main MoFo Remote Access portal (<https://remote.mofo.com>).



2. Otherwise, get the latest version directly from Citrix: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
3. You will automatically be directed to a Workspace for Mac download page
4. Click **Download Workspace app for Mac**



5. After the installer file gets downloaded, click **Open** in Finder.
6. Click **Install the Citrix Workspace App**
7. Click **Continue** or **Agree** on the next several screens to accept license agreements and default settings
8. Click **install**

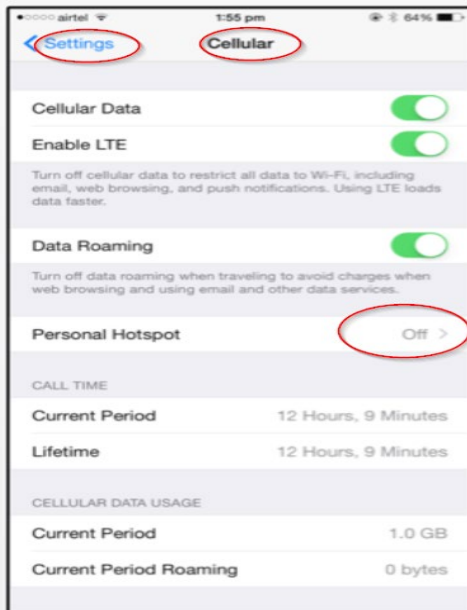
9. Once the Citrix Workspace App is finished installing, you can open your web browser and enter the MoFo Remote Access Portal URL (<https://remote.mofo.com>) to access Citrix desktops, applications and Remote PC.

HOW TO CONFIGURE A PERSONAL HOTSPOT ON YOUR iPhone

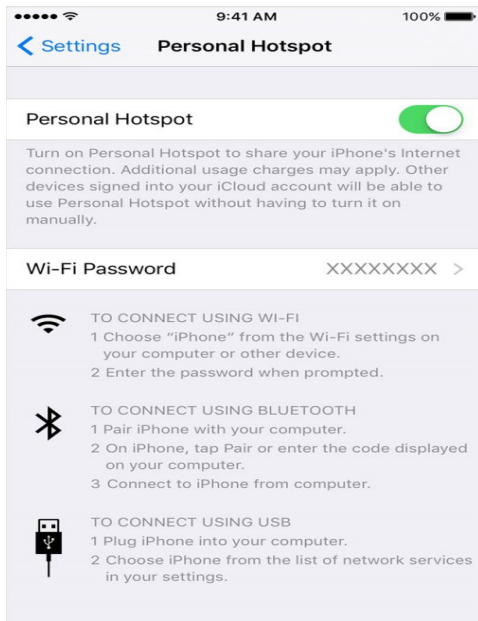
A Wi-Fi Hotspot turns the iPhone into a Wi-Fi router (like the one in your home). The iPhone will broadcast a Wi-Fi access point that your Firm PC can connect to. The Firm PC connects to the iPhone using Wi-Fi, and the iPhone connects to the Internet.

To create an iPhone Personal Hotspot:

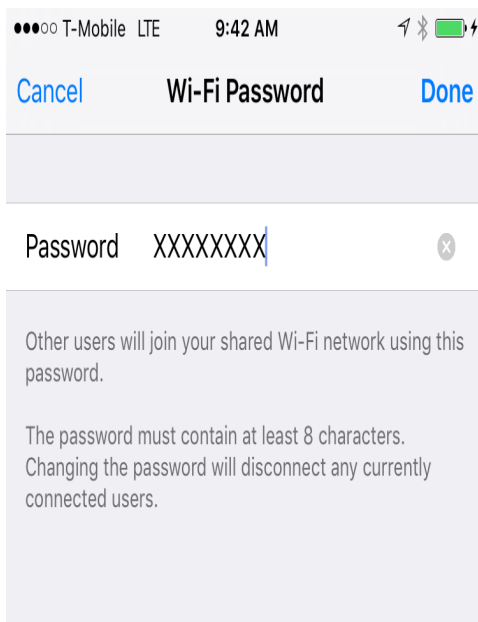
1. Tap **Settings** > **Cellular**
2. Tap **Personal Hotspot**
3. Set Personal Hotspot to **On**



4. Go Back to the **Settings** Menu
5. Select **Personal Hotspot**



6. Tap **Wi-Fi Password** and enter a suitable password.



7. On your MoFo computer, make sure you are not connected to a wireless network
8. On your MoFo computer, check the available wireless network names and look for the name of the hotspot listed under To Connect Using Wi-Fi (by default it is "**iPhone 8**" or similar depending on the model).
9. Click **Wireless Networks** icon in the taskbar of your firm PC and choose the Wi-Fi hotspot ("iPhone 8")
10. Enter the password from Step 6

11. You should now be able to browse the Internet on your Firm PC or Wi-Fi iPad using the connection provided by your iPhone. Additionally, you can establish a VPN session or use Citrix applications and Remote Desktops.

CITRIX REMOTE ACCESS EXPLAINED

1. How does Remote Access with Citrix work?

When you connect to MoFo with Citrix, you are presented with a web page that shows you icons for Remote Desktops, Published Applications, and Remote PC. When launching a Published Application, the application is actually being run from a remote server but will look and function as if it is running locally.

For instance, launching Elite Enterprise sends a connection request to the server hosting the application. The remote server will then go through the same logon process that occurs on a MoFo computer. Once your user profile is ready, Elite will open on your local computer.

File access and responsiveness will be generally better on a Published Application compared to running the application locally. This is because it is being run from a server in the same region where the data is centrally located.

2. Why is it that sometimes when I launch a Citrix session it is fast and sometimes it is not?

The main reason is your user profile is likely being recreated on a server at logon. MoFo maintains multiple servers to host the virtual desktops and applications. Profiles are deleted from servers if they are not used for more than 21 days or you are using a server new to you.

Most Published Desktops have four or more servers in a load balancing setup. So, there are instances where you may be currently using a desktop on Server A, but the next time you login you might get Server B. If Server B doesn't have your user profile, it needs to go through the profile creation process, which can take anywhere from a few seconds to several minutes.

3. Are there things I can do to my home computer to improve performance?

Yes, on your local computer you can do the following before going to <https://remote.mofo.com>.

- a. Close all other applications.
- b. Minimize the applications that automatically run on start up.
- c. PC: Click **Start > Run** and type msconfig at the prompt. Click the Startup tab and uncheck applications you don't want to launch at startup (be careful not to disable your anti-virus program). Restart your computer to apply the changes.

COMMON CITRIX ISSUES AND WORKAROUNDS

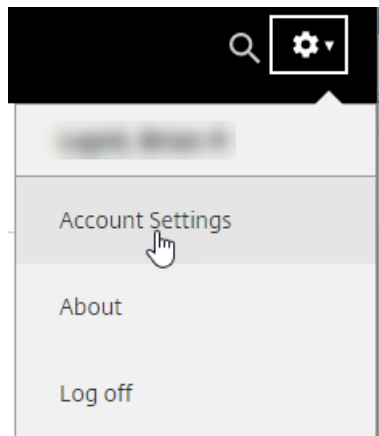
1. Why are Citrix desktops and applications opening in new web browser tabs?

When this occurs, the Light version of the Workspace App is being used to open Citrix sessions. It usually means the Citrix website was not able to detect if the Citrix Workspace App is already installed on your PC or Mac. Sessions in the Light version are usually fine when performing routine tasks, but does have limitations:

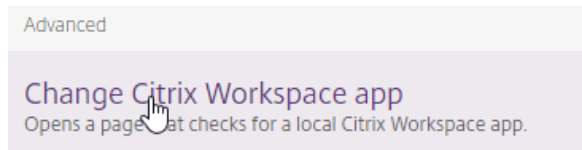
- Printing from Citrix sessions to local printers will not work
- Dual monitors are supported but the interface is not as seamless as when using the Desktop Viewer

Steps to resolve this issue (works on most browsers):

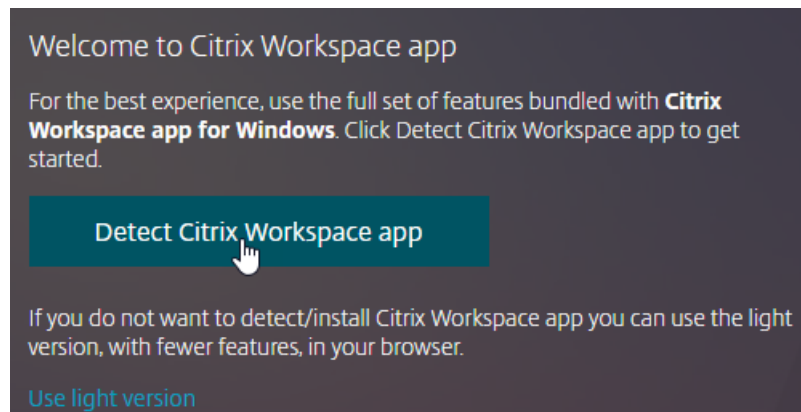
- a. Whenever possible, download and install the Citrix Workspace App
- b. Logon to the Remote Access portal and change the method for opening Citrix sessions
 - On the main Citrix website, click the gear icon next to the search button towards the upper-right portion of the web page. Click **Account Settings**.



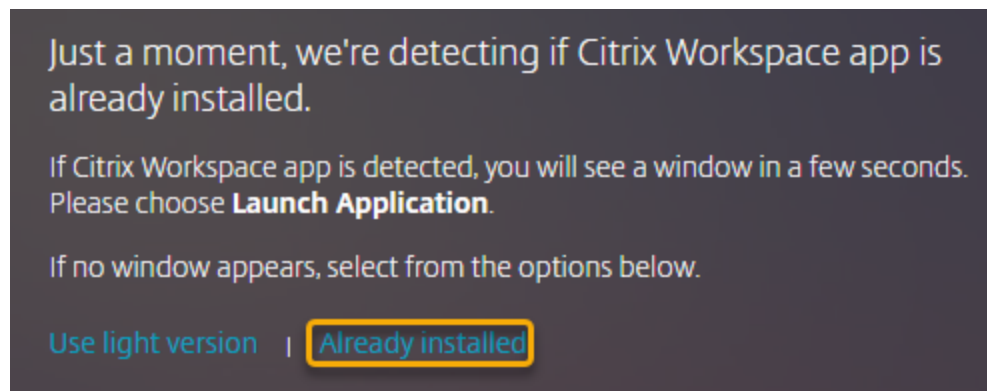
- Under the Advanced section, click **Change Citrix Workspace app**.



- This will show the detection page. Click **Detect Citrix Workspace app**.



- If the detection is successful, the page will close and take you back to the main Citrix website. Otherwise click **Already installed** if the Citrix Workspace App is already installed on your computer.



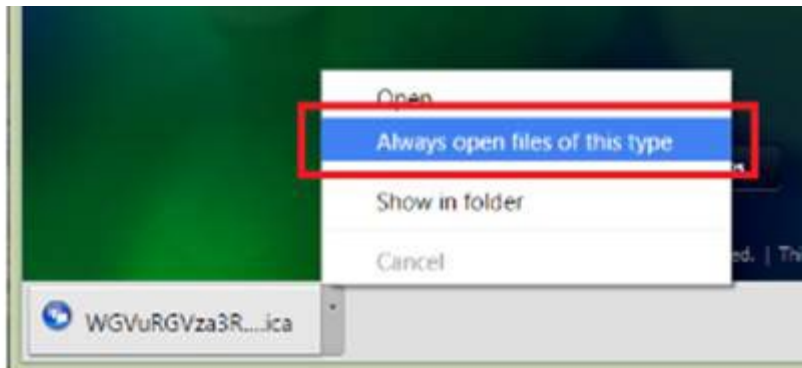
2. When I click an icon, a file gets downloaded and nothing opens.

The downloaded files will always have a long file name and end with **.ICA**. These are the actual Citrix session files that should automatically open with the Desktop Viewer.

Steps to resolve this issue will depend on the web browser being used. The following steps assume the Citrix Workspace App is already installed.

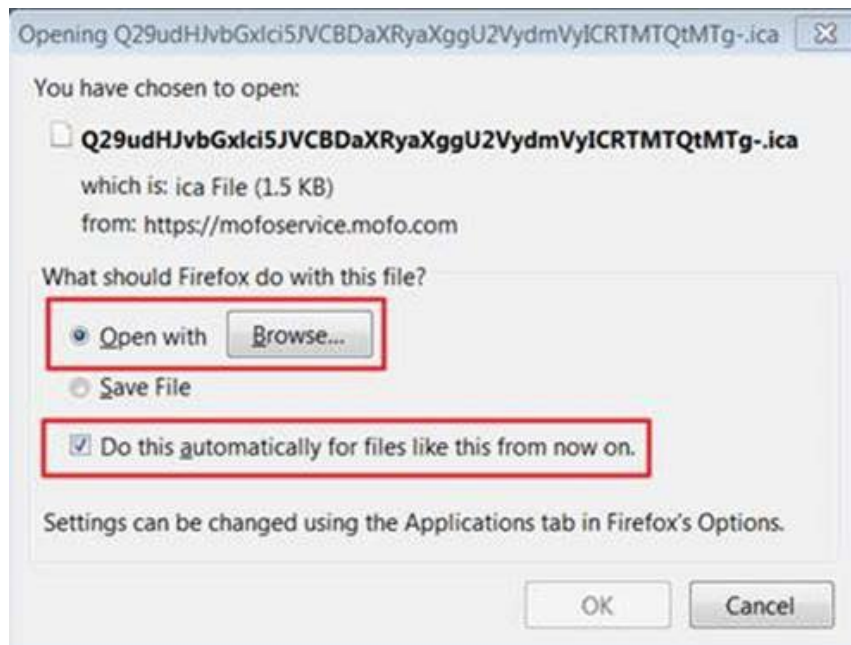
a. Google Chrome

- After the ICA file finishes downloading, click the action menu next to the file name at the bottom of the browser window.
- Click **Always open files of this type** and then click **Open**. Going forward, the ICA files will automatically open with the Desktop Viewer.



b. Mozilla Firefox

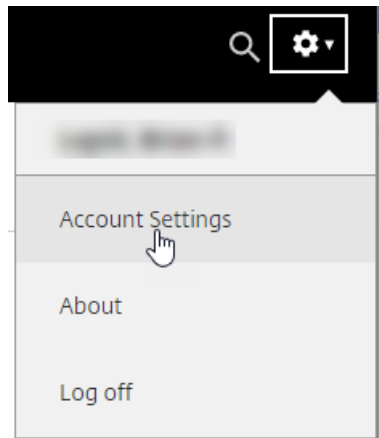
- When prompted, click **Open with** and **Browse**. Choose Citrix Connection Manager from the list of Helper Applications. Check the box for **Do this automatically for files like this from now on**.



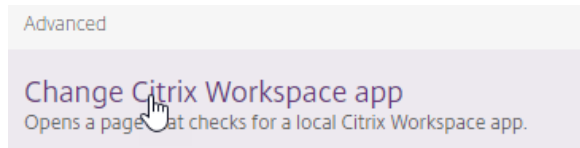
3. Print jobs from remote sessions are not printing to my local printer

There are two potential causes for this problem.

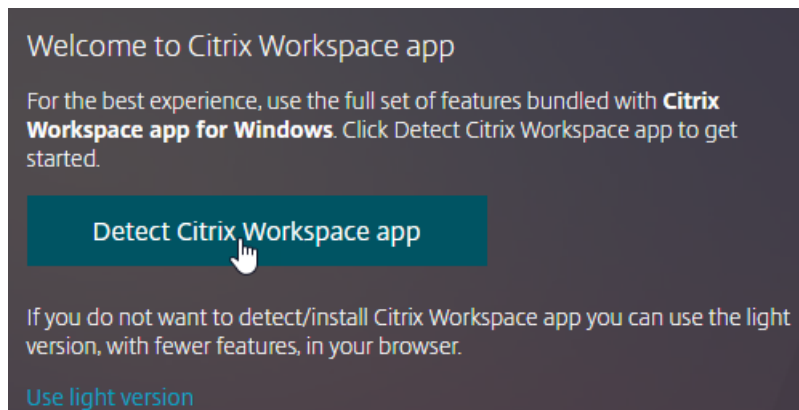
- a. The remote sessions are using Light version of Workspace and are viewed in web browser tabs.
 - This is a known limitation when sessions are opened with the Light version
 - If possible, change to the full version of the Citrix Workspace App so that sessions open with Desktop viewer. Your local printer(s) will then be shown in the Printer options in Citrix sessions.
- o On the main Citrix website, click the gear icon next to the search button towards the upper-right portion of the web page. Click **Account Settings**.



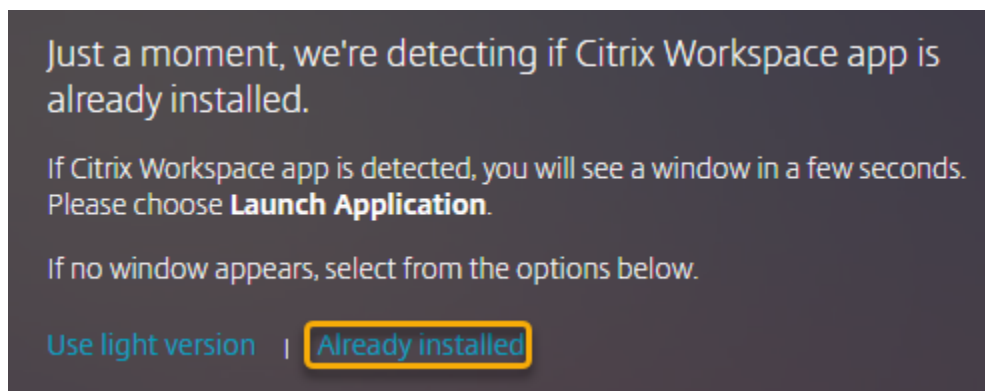
- Under the Advanced section, click **Change Citrix Workspace app**.



- This will show the detection page. Click **Detect Citrix Workspace app**.



- If the detection is successful, the page will close and take you back to the main Citrix website. Otherwise click **Already installed** if the Citrix Workspace App is already installed on your computer.



- b. The required component for remote printing has been temporarily shut down or disabled.
 - If you are connected to your own MoFo computer, simply rebooting the remote computer in the office then reconnecting should resolve this problem
 - However, if you are using a remote desktop or an application session hosted on a server, please contact the Support Center to help you resolve the remote printing issue