Pan Pac Network Remote Access Guide

Intro

This guide details the steps to gain access via the internet to the Pan Pac IT network using Citrix. There are two primary methods of gaining access supported by Pan Pac IT, both involve Citrix Reciever which is the software used to create the connection. See the following table for pros/cons and compatibility of each.

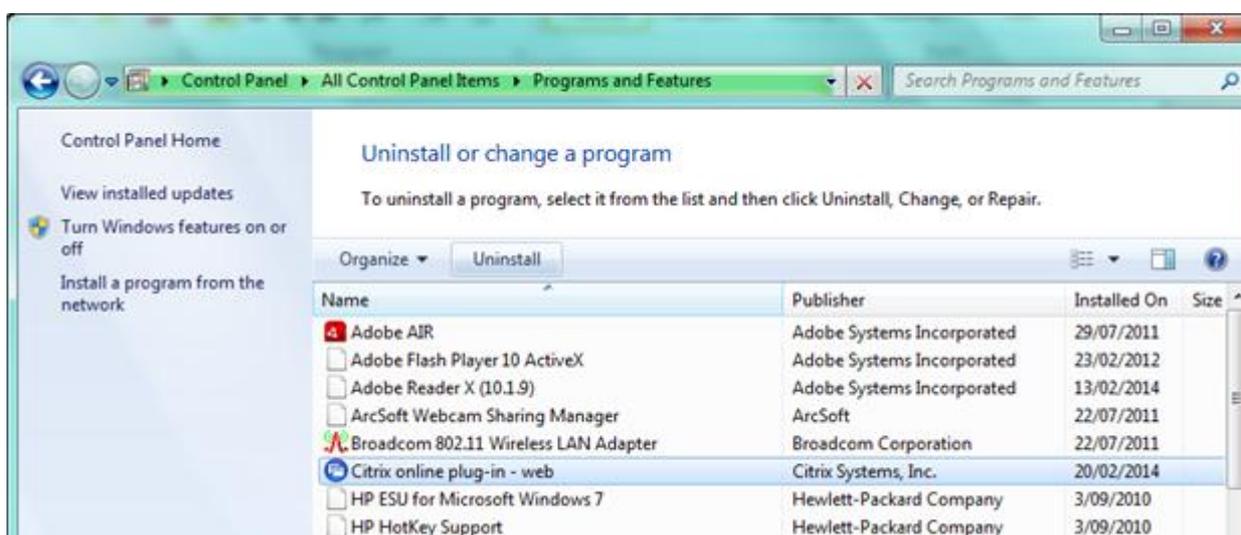| Citrix Reciever for Web	- No download needed. Most trouble-free method. - Applications open inside browser. - Option usually not available for Pan Pac laptops. - Requires one of the following modern browser versions - Internet Explorer 10 or 11 - Google Chrome 30 and later - Mozilla Firefox 24 and later
Citrix Reciever for Windows	- Needs to be downloaded and installed. - Better onscreen experience. - Compatible with Windows XP, Vista, 7, 8 and 8.1

Citrix also provide Reciever for Windows Phone, Mac, IOS, Android, these will be supported on a best effort basis.
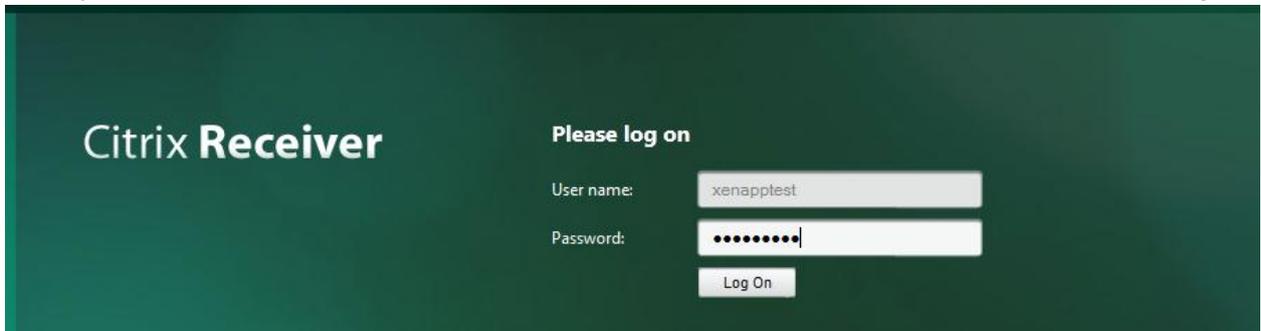
Uninstalling previous Citrix online plug-in

Before attempting to connect via Citrix Receiver please uninstall the *Citrix online plug-in – web* as pictured below.

1. Click on *Citrix online plug-in – web.*
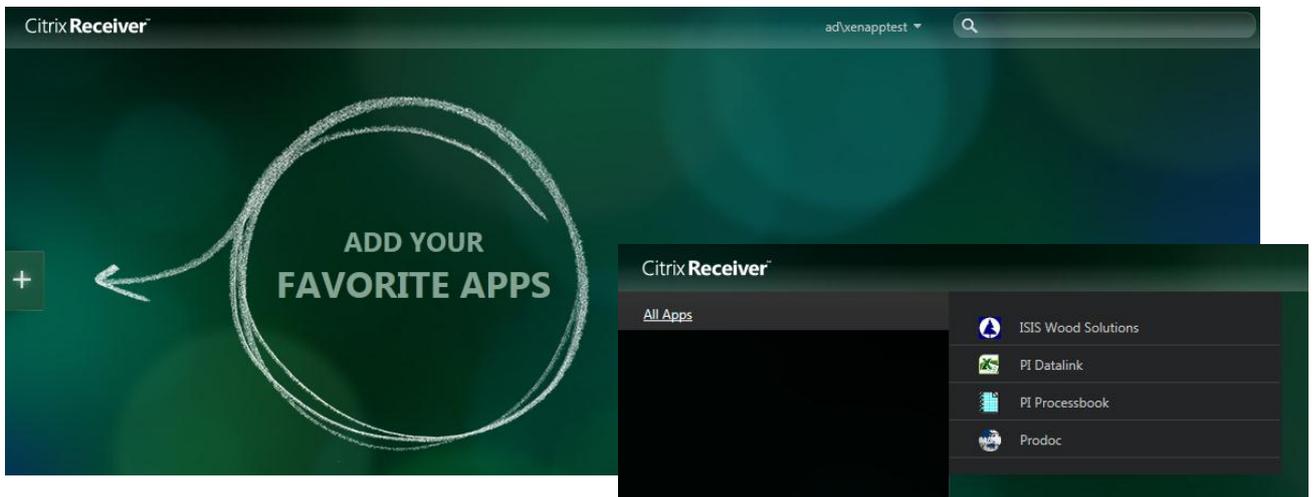2. Click Uninstall and wait for the uninstallation to complete.
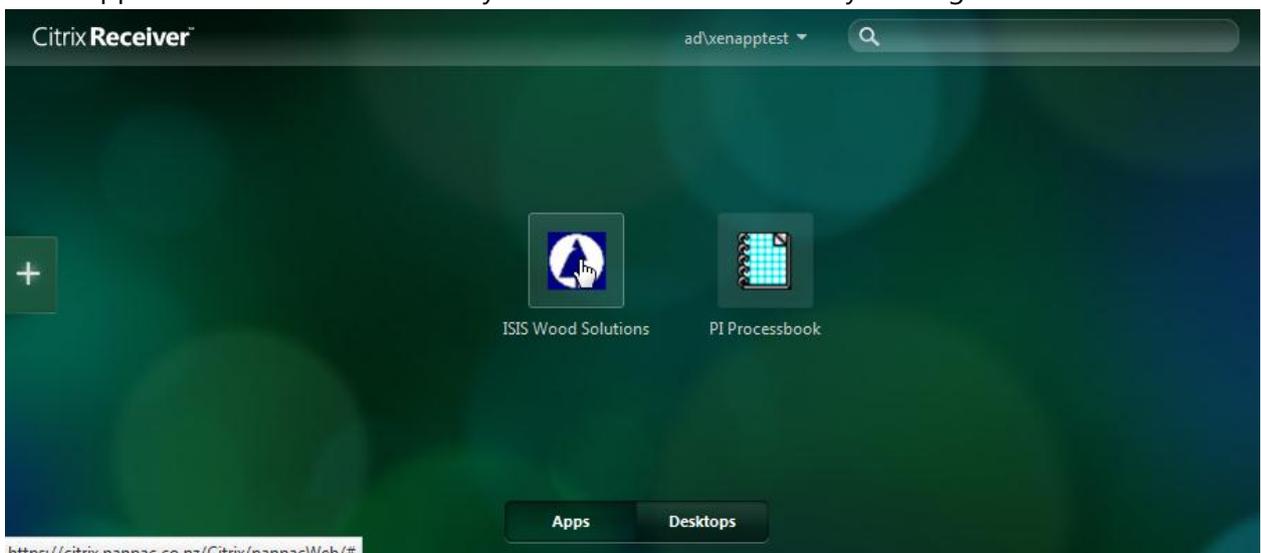
Connecting using Citrix Reciever for Web

1. Verify you have a supported browser as detailed in the Intro above.
2. Enter http://citrix.panpac.co.nz into your browser
3. If using Internet Explorer 11 and the login page doesn't look like the image below you will need to go to *Compatibility View Settings* under the *Tools* menu and add citrix.panpac.co.nz. Refresh the page.
4. Enter your Pan Pac network username and password into the appropriate boxes and click *Logon*.
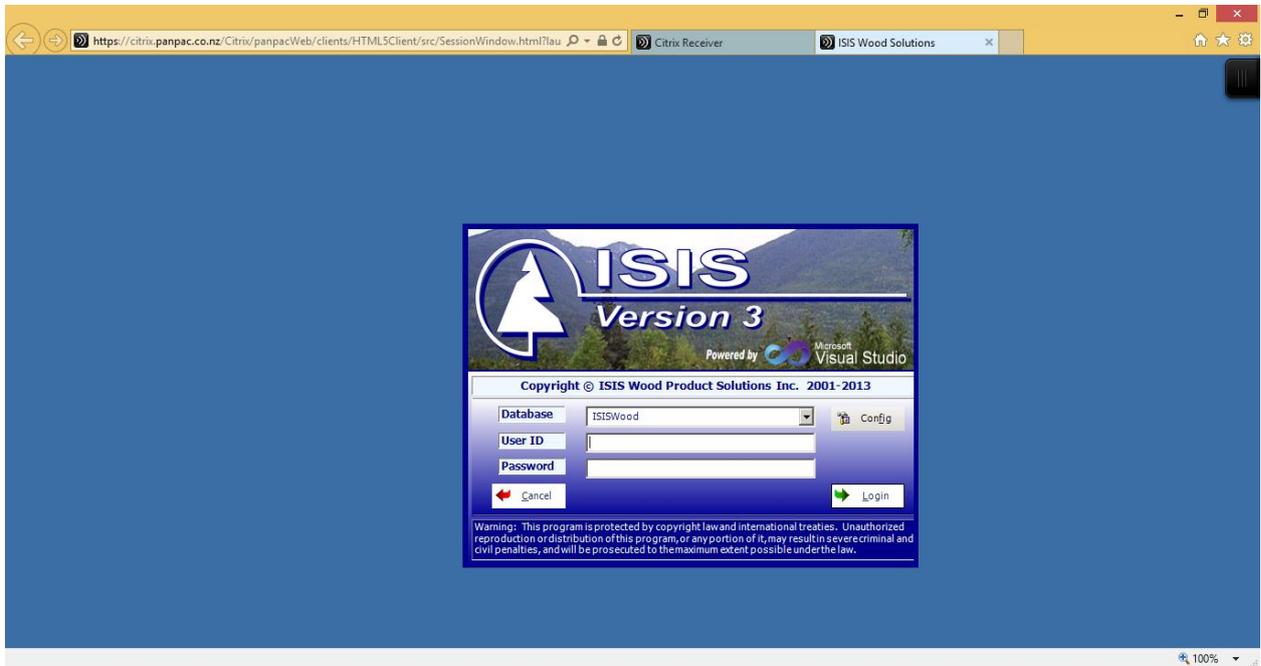

5. If this is your first time into Citrix Receiver follow the onscreen prompts to add applications (APPS) to the Citrix Receiver home screen.

6. Once Applications have been added you can then launch them by clicking on the icon.

7. Each application you launch will open in a separate browser tab as below. Close each application by closing the corresponding browser tab. (click "Leave this page" if prompted)

8. When you are finished your session please log out by clicking your username at the top of the screen and select *Log Off* from the dropdown menu.

Installing and configuring Citrix Reciever for Windows

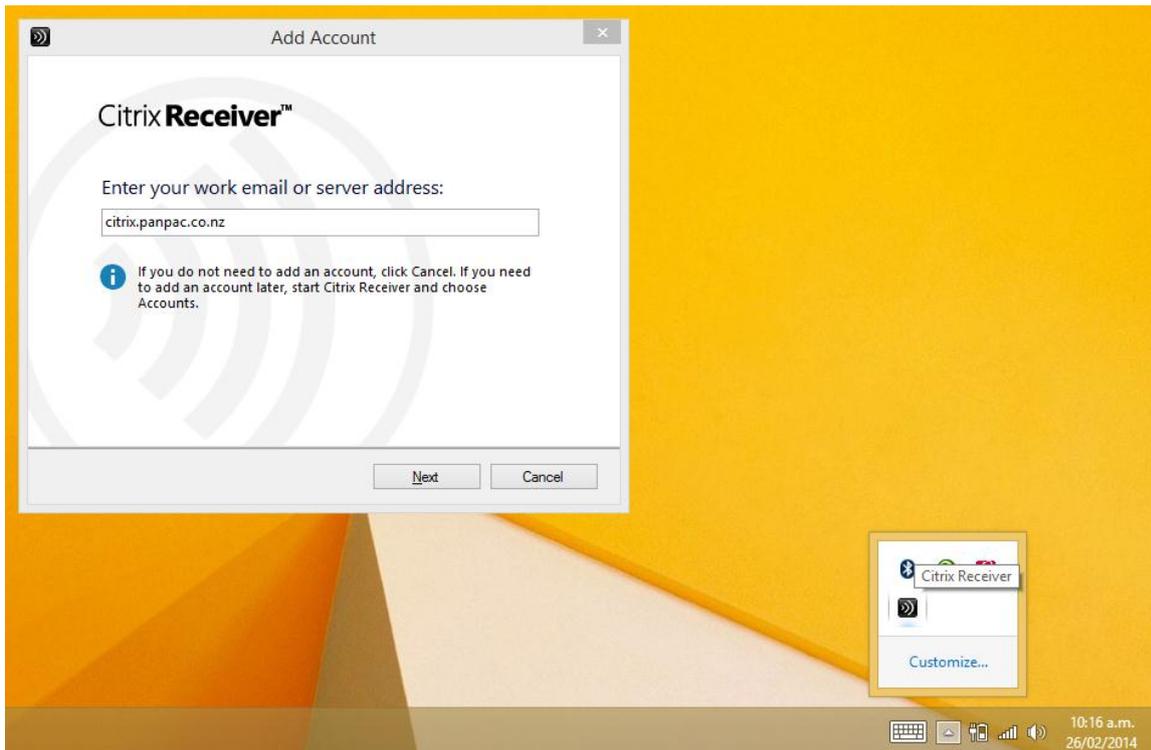Steps 1-9 only need to be performed once per computer. To launch applications after this see the next section.

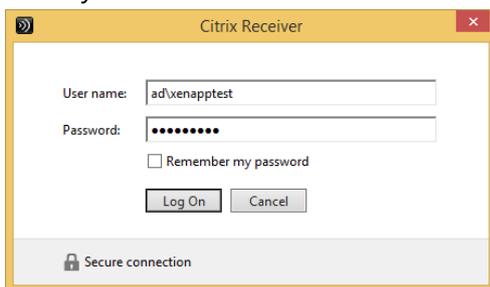1. Go to http://receiver.citrix.com and download "Receiver for Windows"

2. On the next page accept the license agreement and click Continue
3. Click Run when prompted to run or save. When the download has completed click yes to if prompted by any security dialogs. The Citrix Receiver install will then start.
4. Click Install and wait for the installation to complete.

5. Citrix Receiver will now be loaded in the task bar as below, double click the icon and enter citrix.panpac.co.nz as the server address.
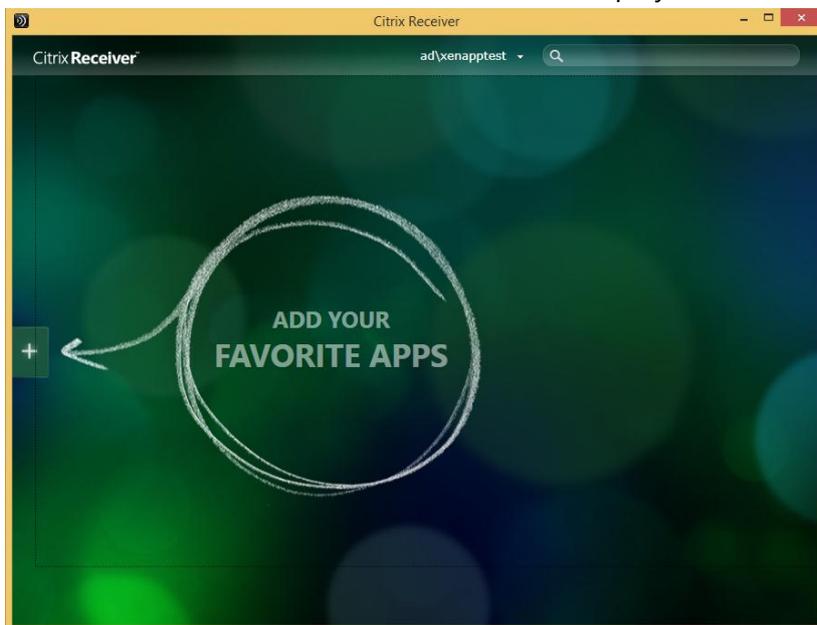

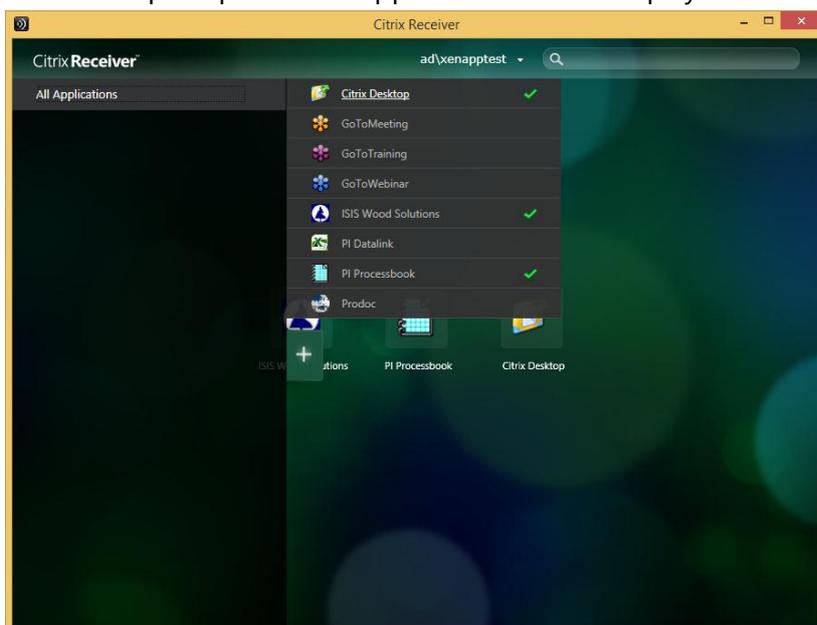6. Enter your network User name and Password when prompted.

7. Click *Yes* when prompted by "Do you want to allow Citrix Receiver to make changes to your computer to optimize access to "panpac"?

8. Click *Finish* and Citrix Receiver will load and display a screen similar to below

9. Follow the prompts to add applications or desktops you need to Citrix Receiver home screen.
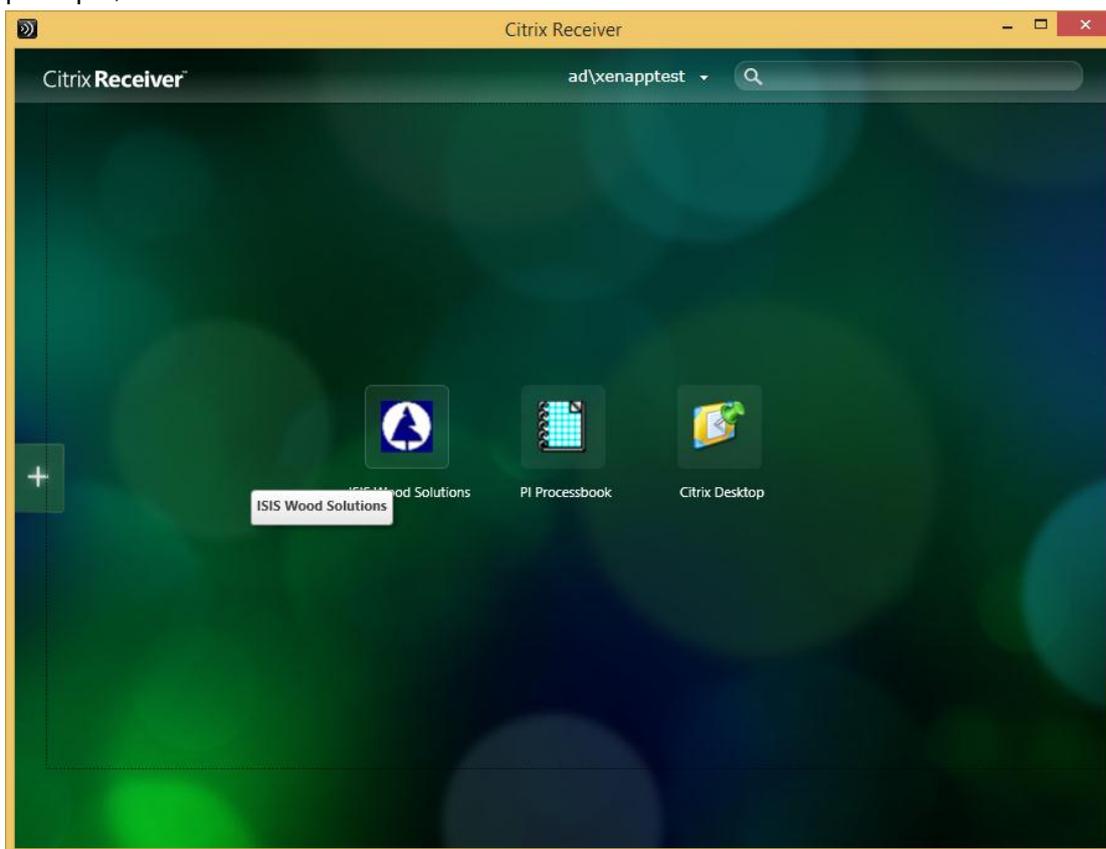
Launching Applications using Citrix Receiver for Windows

1. Open Citrix Receiver by double clicking on the black receiver icon in the task bar.

2. To launch an application simply click the corresponding icon in the main screen and it will launch into its own window(s). When launching Citrix Desktop you may be prompted by various security prompts, select *Permit use*.

Tips

- If using more that one application (possibly working from home scenario) it may be beneficial to launch Citrix Dsktop and then load other applications from here.
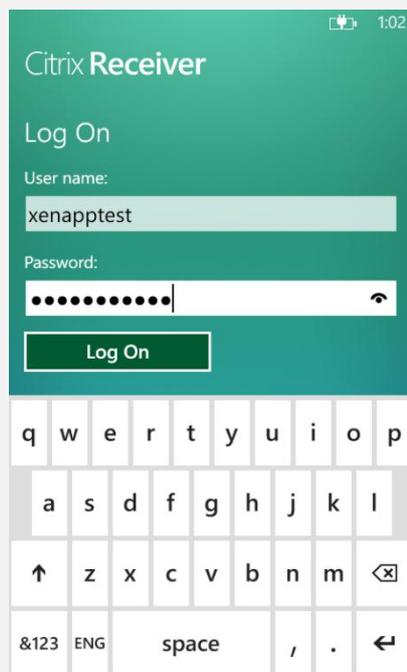
Using Citrix Receiver for Windows Phone 8

1. Install Citrix Receiver from the Windows App Store.
2. Disconnect from any Pan Pac wifi networks.
3. Don't save any passwords during this process if prompted. This creates a security risk and account lockout issues
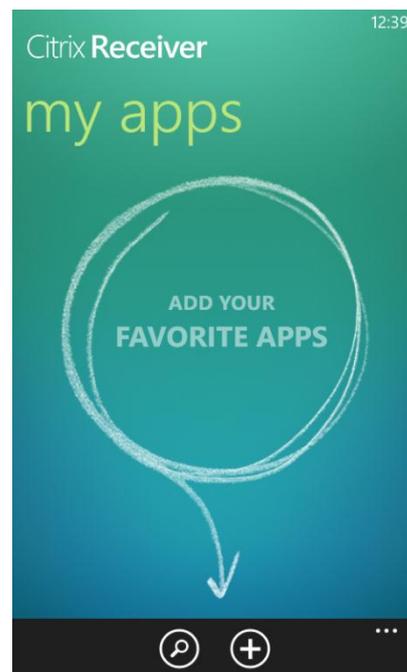
Launch Citrix Receiver and enter citrix.panpac.co.nz in the server address box. Click *Next*.
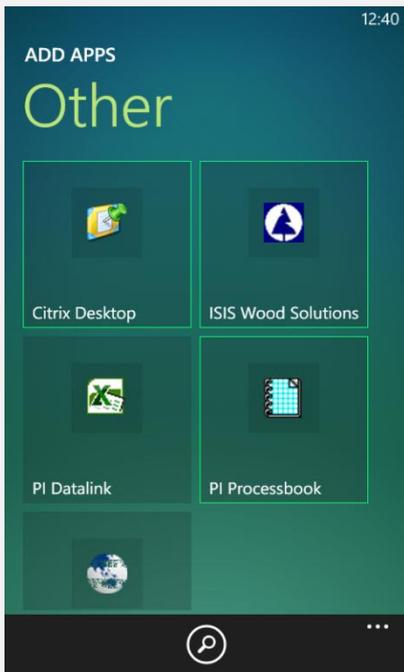
Enter your Pan Pac network username and password in the appropriate boxes.

Once logged in you can add applications to your home screen by hitting the + button.
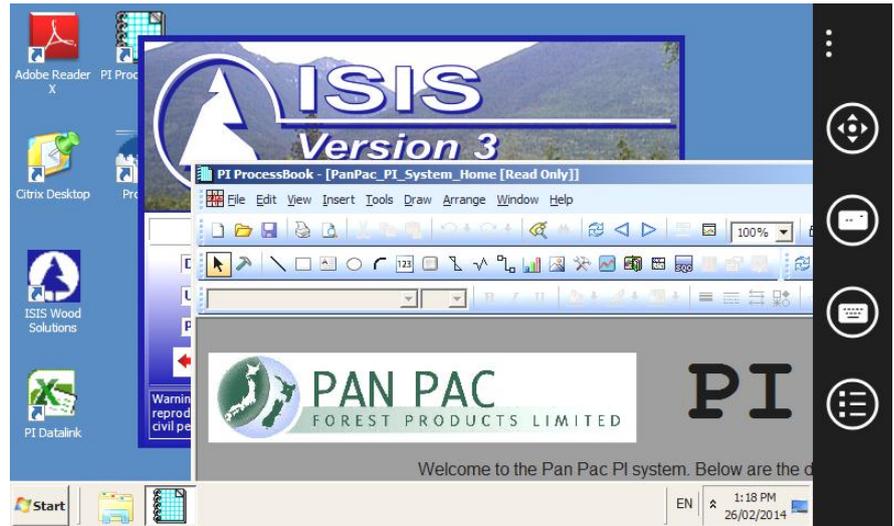
Press the back arrow to return to the home screen and launch an app by touching the its icon

To close an application hit the back arrow on your phone

Citrix Receiver for Windows Phone can launch only one application at a time, you can however use Citrix Desktop to launch multiple.

If running applications that require keyboard entry hit the keyboard icon in the tool bar to bring up the keyboard as below.