

Remote Access User Guide for Cloud Desktop 2.0

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Regional URLs for Remote Office:

| | |
|-------------|---|
| Asia | https://remoteoffice.asia.citigroup.com/ |
| Australia | https://remoteoffice.australia.citigroup.com/ |
| Europe | https://remoteoffice.europe.citigroup.com/ |
| NAM / LATAM | https://remoteoffice.citigroup.com/ |

Supported Browsers:

Internet Explorer - Windows
Safari - Mac

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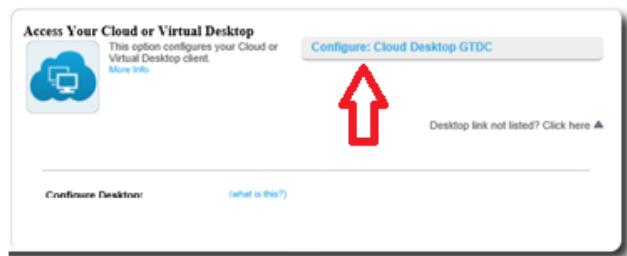
Installation and configuration instructions for the Horizon client for Windows PCs.
Go [here](#) for the Mac guide, [here](#) for iOS mobile devices, and [here](#) for Android mobile devices.

Windows - Client Installation

1. Browse to <https://remoteoffice.citigroup.com> (or your regional URL for Remote Office) and login with your safeword card or mobile token. Once the client is installed and configured, you won't need to come back to this site again. **Supported browser:** Internet Explorer

***Note:** minimum system requirement to log into Remote Office for home Windows computers is Windows 7.*

2. Under “Access Your Cloud or Virtual desktop”, choose the desktop assigned to you. ***Note:** Your selection may differ from the screenshot below depending upon your location.*



3. In the pop-up, choose “Download”.



4. The download page on VMWare's website will come up. Click “**Go to Downloads**” and choose VMWare Horizon Client for Windows.

***Note:** Do not choose VMWare Horizon Client for Windows 10 UWP.*

| Product | Release Date |
|-------------------------------------|--|
| ▼ VMware Horizon Client for Windows | |
| VMware Horizon Client for Windows | 2017-06-08 Go to Downloads |

5. Click **Download** and save the .EXE file to a suitable location on your device.



6. Double-click the downloaded .EXE file. Click **Yes** to allow User Account Control to make changes, if prompted.



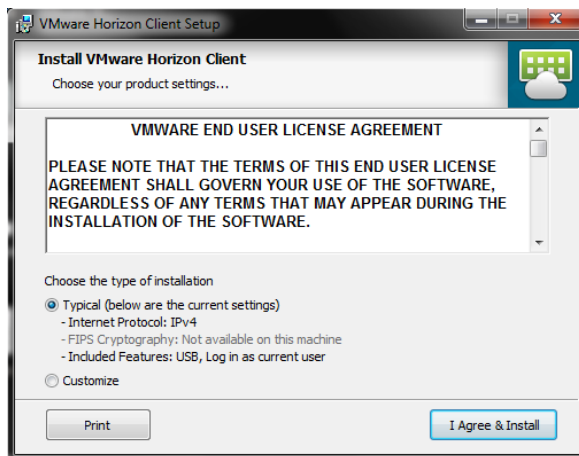
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Installation and configuration instructions for the Horizon client for Windows PC.

Windows - Client Installation

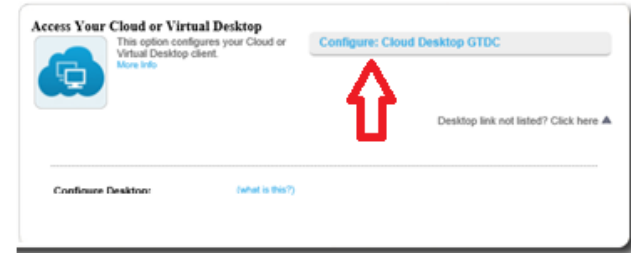
7. Choose Typical Install and click the “I agree & Install” button.



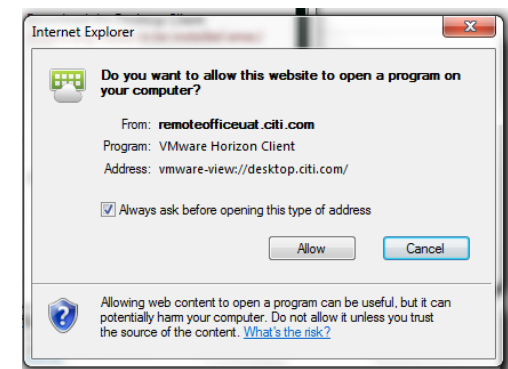
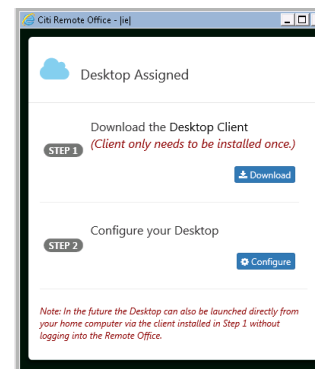
8. After installation, click Finish. The PC will reboot after installation is successful.

Windows - Client Configuration

1. Once the computer is back up, log back into <https://remoteoffice.citigroup.com> (or your regional URL for Remote Office). Under “Access Your Cloud or Virtual desktop”, choose the desktop assigned to you. **Note: Your selection may differ from the screenshot below depending upon your location.**



2. In the pop-up, choose “Configure”, then click “Allow” in the next window.

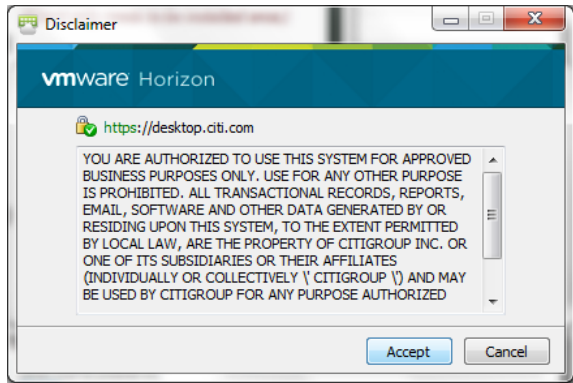


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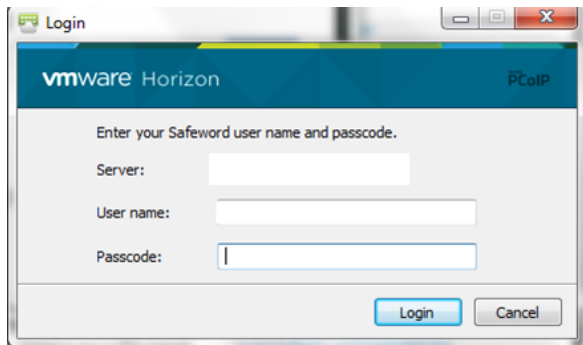
Installation and configuration instructions for the Horizon client for Windows PC.

Windows - Client Configuration

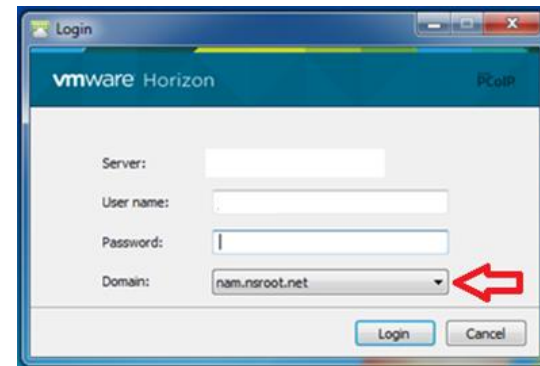
3. The app is now configured. Once done, click “Accept” .



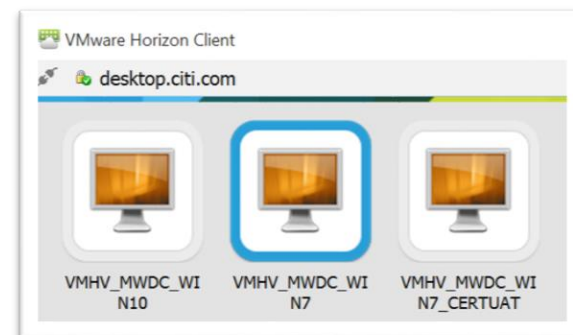
4. In the next screen, type in your SOEID (if needed) and Safeword passcode. The URL will be depending on your region.



5. Type in your SOEID (if needed) and Windows password. The URL will be dependent on your region. **Note: Make sure to choose your correct domain.**



6. When logged on, the provisioned desktop will be available. Double-click the assigned desktop. This screenshot will vary depending on entitlements.



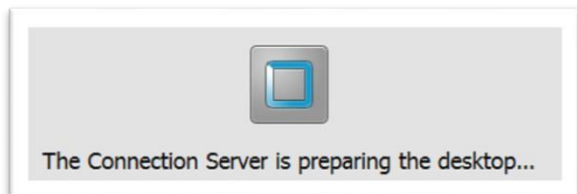
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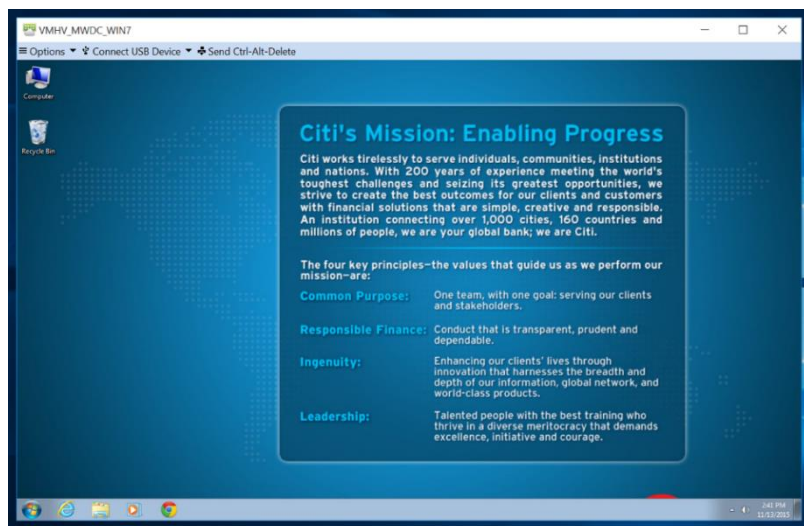
Installation and configuration instructions for the Horizon client for Windows PC.

Windows - Client Configuration

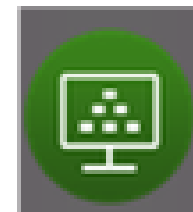
7. The below will be visible when the connection is being made.



8. When the connection is made you will be presented with your desktop.



9. Once installed and configured, you won't need to log into <https://remoteoffice.citigroup.com> (or your regional URL for Remote Office) anymore. Just click on the icon on your desktop and login with your Safeword Card and Windows.



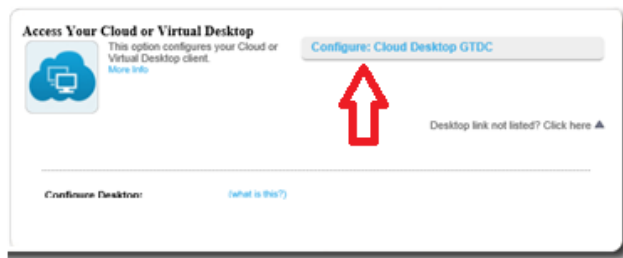
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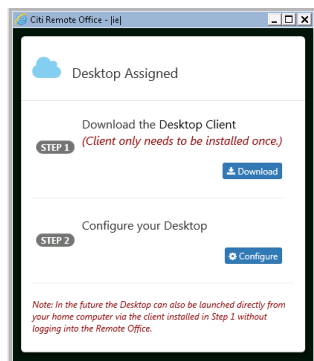
Installation and configuration instructions for the Horizon client for macs.
Go [here](#) for the Windows PC guide, [here](#) for Apple (iOS) mobile devices, and [here](#) for Android mobile devices.

MAC OS - Client Installation

1. Browse to <https://remoteoffice.citigroup.com> (or your regional URL for Remote Office) and login with your safeword card or mobile token. Once the client is installed and configured, you won't need to come back to this site again. Supported browser: Safari
2. Under "Access Your Cloud or Virtual desktop", choose the desktop assigned to you. **Note: Your selection may differ from the screenshot below depending upon your location.**



3. In the pop-up, choose "Download".



4. The download page on VMWare's website will come up. Click "Go to Downloads" for the VMware Horizon Client for Mac.

| Product | Release Date |
|---------------------------------|--|
| ▼ VMware Horizon Client for Mac | |
| VMware Horizon Client for Mac | 2017-06-15 Go to Downloads |

5. Click **Download** and save the **.DMG** file to a suitable location on your Mac.

Product/Details

The VMware Horizon client for macOS
File size: 34.43 MB
File type: Mac disk image
[Read More](#)

[Download](#)

6. Open the downloaded **.DMG** file and click **Next**.

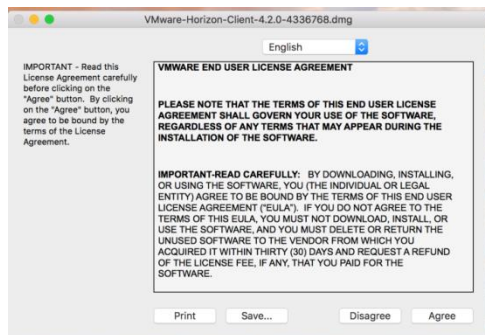


Remote Access User Guide for Cloud Desktop 2.0

Installation and configuration instructions for the Horizon client for macs.

MAC OS - Client Installation

- Click **Agree** on the Terms and Conditions screen.



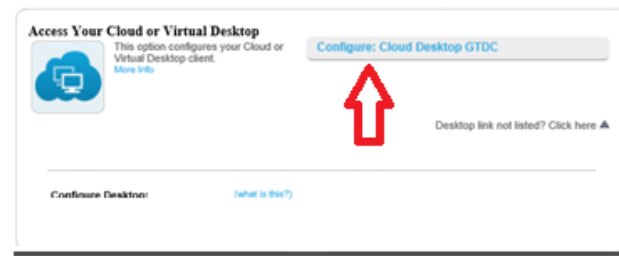
- When prompted, drag the VMware Horizon Client to the Application Folder.



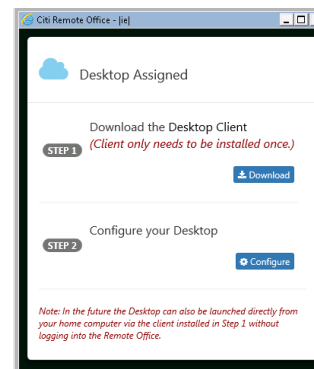
- Once done, the client is ready to configure.

MAC OS - Client Configuration

- Once the computer is back up, log back into <https://remoteoffice.citigroup.com> (or your regional URL for Remote Office). Under "Access Your Cloud or Virtual desktop", choose the desktop assigned to you. **Note: Your selection may differ from the screenshot below depending upon your location.**



- In the pop-up, choose "Configure", then click "Allow" in the next window.

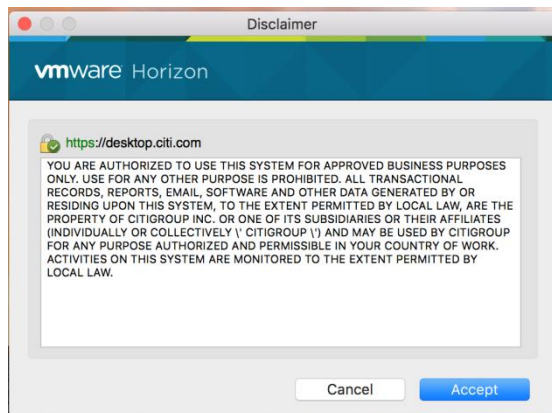


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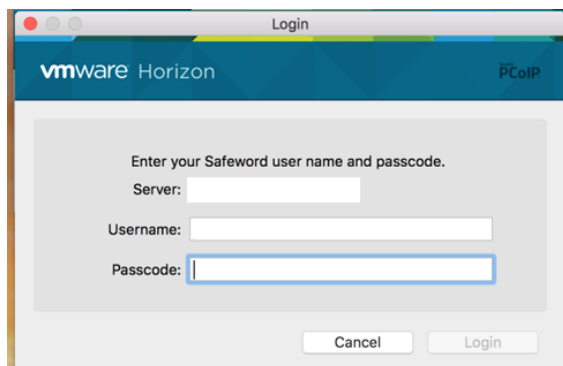
Installation and configuration instructions for the Horizon client for macs.

MAC OS - Client Configuration

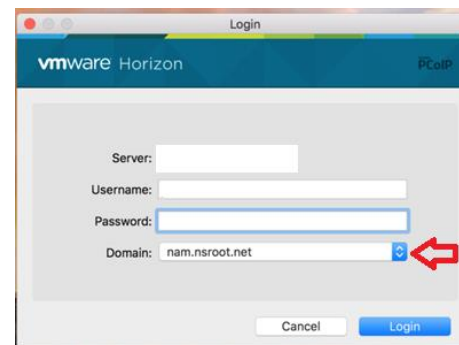
3. The app will automatically be configured. Once done, click “Accept”



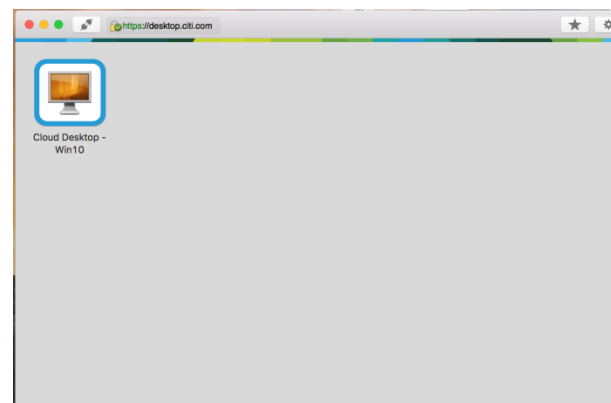
4. In the next screen, type in your SOEID (if needed) and Safeword passcode.



5. Type in your SOEID (if needed) and Windows password. The URL will be dependent on your region. **Note: Make sure to choose your correct domain.**



6. When logged on, the provisioned desktop will be available. Double-click the assigned desktop.



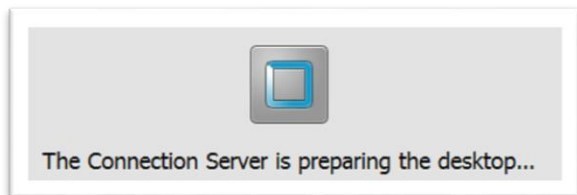
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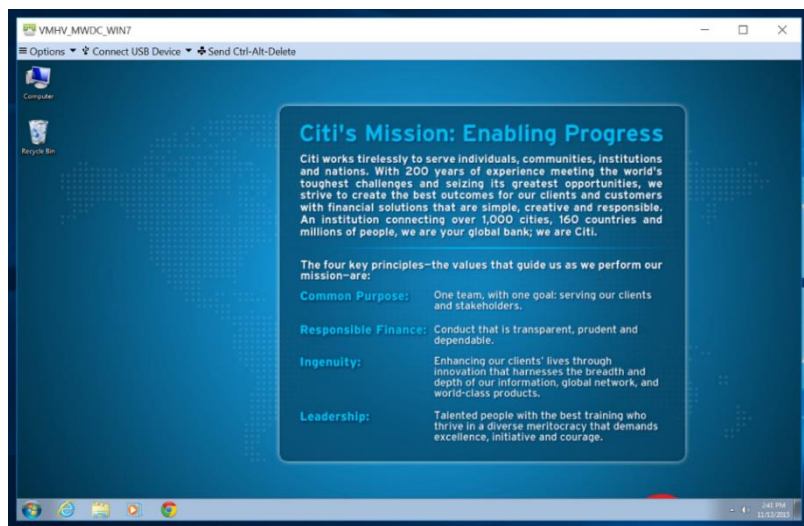
Installation and configuration instructions for the Horizon client for macs.

MAC OS - Client Configuration

7. The below will be visible while the connection is being made.



8. When the connection is complete, the cloud/virtual desktop will be available. .



9. Once installed and configured, you won't need to log into <https://remoteoffice.citigroup.com> (or your regional URL for Remote Office) anymore. Just click on the icon on your desktop and login with your Safeword Card and Windows.



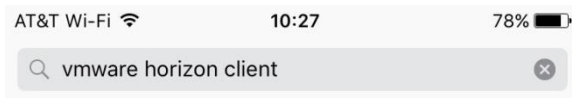
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Installation and configuration instructions for the Horizon client for Apple (iOS) mobile devices.
Go [here](#) for the Windows PC guide, [here](#) for the Mac guide, and [here](#) for Android mobile devices.

iOS - Client Installation

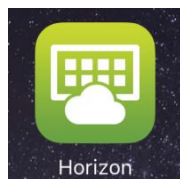
1. Search the Apple Store for VMWare Horizon Client.



VMware Horizon Client
VMware, Inc.

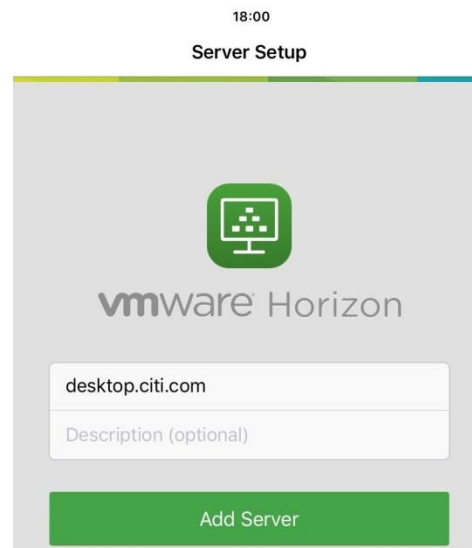


2. Download the application.
3. To determine that the installation has been successful, verify that the Horizon app icon has appeared on one of the desktops of your Home screen.



iOS - Client Configuration

1. Tap on the Horizon icon to configure the app.
2. Enter **desktop.citi.com (or your regional URL)** in the Server Name field and click **Add Server**.



Regional URLs:

NAM: desktop.citi.com

EMEA: desktop.europe.citi.com

Asia: desktop.asia.citi.com



For questions or help, please [Get IT Assistance](#).



For more information on Remote Access, visit [IT Path](#) or click on the shortcut on your Citi Desktop.

Remote Access User Guide for Cloud Desktop 2.0



Installation and configuration instructions for the Horizon client for Apple (iOS) mobile devices.

iOS - Client Configuration

- Once the legal notice is displayed, tap on **Accept** to proceed.



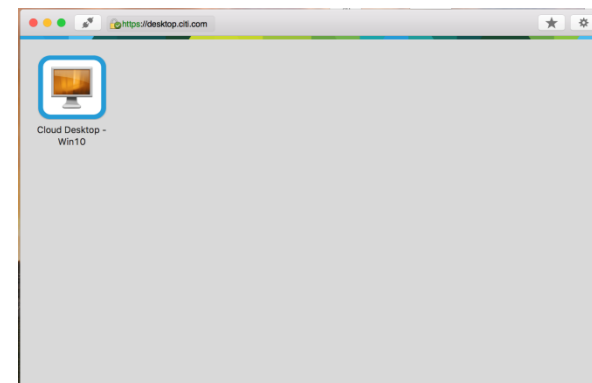
- On the login screen below enter your SOE ID and Remote Access Safeword Card or Citi BlackBerry Softoken for Remote Access generated code. Tap on **Login**.



- At the next login screen re-enter your SOE ID and enter your Windows password. Ensure the correct Domain is displayed from the menu. Tap on **Login**. **Note: Make sure you choose the correct domain..**



- When logged on, the provisioned desktop will be available. Double-click the assigned desktop.



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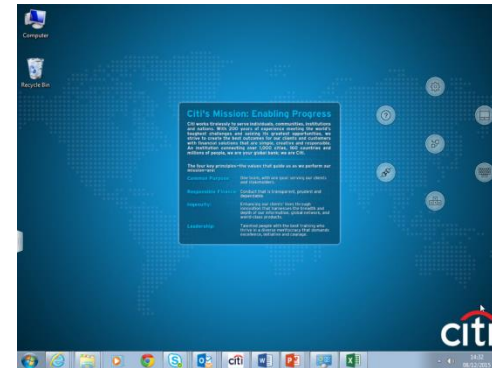
Installation and configuration instructions for the Horizon client for Apple (iOS) mobile devices.

iOS - Client Configuration

7. The below will be visible whilst the connection is being made.



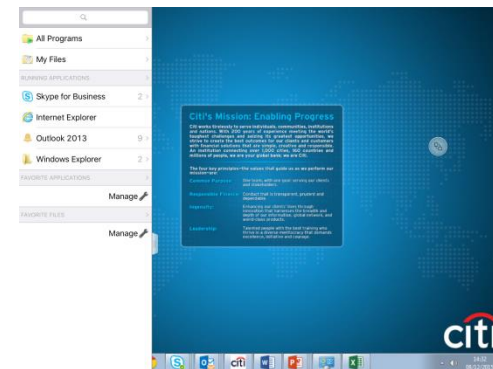
9. Your desktop will be presented upon a successful login.



8. At the Windows logon screen enter your Windows password and tap on the right hand arrow to proceed.



10. Use the left hand side tab to aid with accessing applications and files.



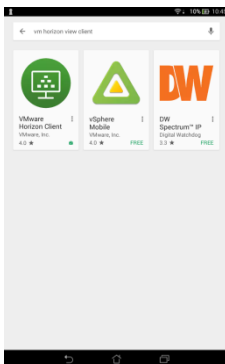
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Installation and configuration instructions for the Horizon client for Android mobile devices.

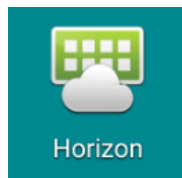
Go [here](#) for the Windows PC guide, [here](#) for the Mac guide, and [here](#) for Apple (iOS) mobile devices.

Android - Client Installation

1. Search for the Horizon Client app in the Google Play Store or Amazon App Store for Android.

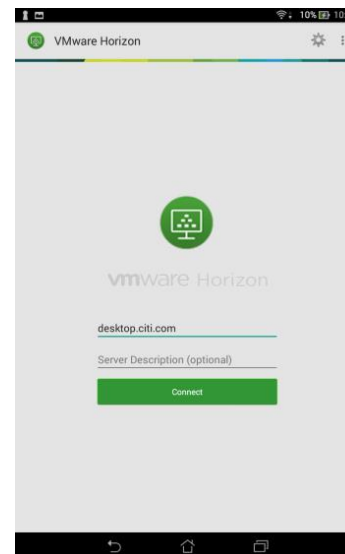


2. Install the app according to your device's customary procedure for installing apps. For example, on some devices, you must tap the file to install it.
3. To determine that the installation has been successful, verify that the Horizon app icon has appeared on one of the desktops of your Home screen.



Android - Client Configuration

1. Tap on the VMware Horizon icon to configure the app.
2. Enter **desktop.citi.com (or your regional URL)** in the Server Name or Address field and click **Connect**.



Regional URLs:

NAM: desktop.citi.com

EMEA: desktop.europe.citi.com

Asia: desktop.asia.citi.com

Remote Access User Guide for Cloud Desktop 2.0



Installation and configuration instructions for the Horizon client for Android mobile devices.

Android - Client Configuration

- Once the legal notice is displayed, tap on **Accept** to proceed.



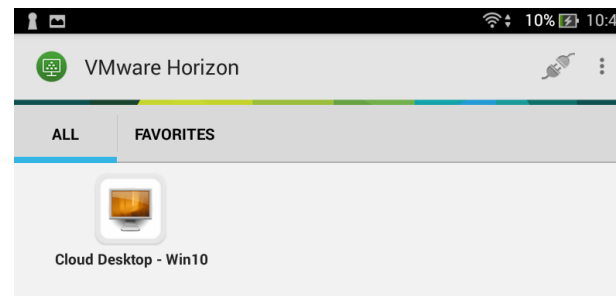
- At the next logon screen re-enter your SOE ID and enter your Windows password. **Note: Ensure the correct Domain is displayed from the drop-down menu.** Tap on **Connect**.



- On the login screen below enter your SOE ID and Remote Access Safeword Card or Citi BlackBerry Softoken for Remote Access generated code. Tap on **Done**.



- When logged on you will be presented with the desktop catalog(s) you have been provisioned to. In most cases only one group will be available. To launch your assigned desktop tap on the relevant desktop catalog icon.



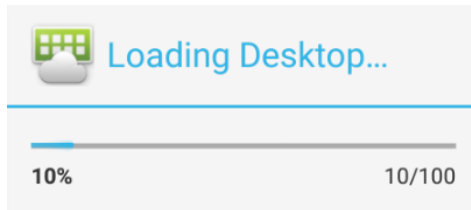
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Installation and configuration instructions for the Horizon client for Android mobile devices.

Android - Client Configuration

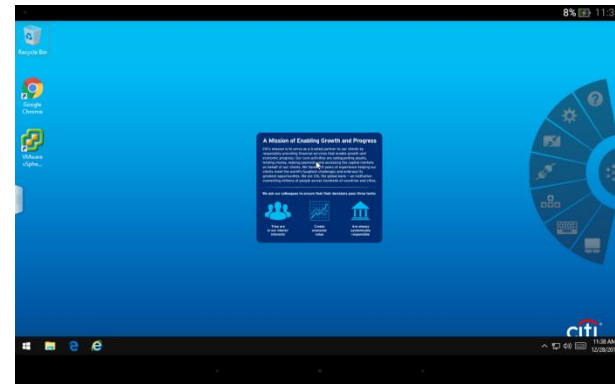
7. The below will be visible whilst the connection is being made.



8. At the Windows logon screen enter your Windows password and tap on the right hand arrow to proceed.



9. Your desktop will be presented upon a successful login.



10. Use the left hand side tab to aid with accessing applications and files.

