Work From Home - Personal Workstation User Guide

- A good Internet connection speed will definety enhance your experience.
- You should have a Personal Machine with Windows 10 at home with an Updated Antivirus Software or make sure Windows Defender is enabled.
- Save all your important files on your Z drive
- In case you are existing VPN user, please skip steps 1 and 2 and proceed with Step 3.

1) Apply and get your Token. This is necessary to use in addition to your password

A. Submit a request on the IT Service Catalog

🔵 Request Work From Home Access

Request Work From Home Access to work remotely

- You will receive an email from UAM-ICD Team which includes **Serial number**, **Activation code** and **PIN code** once your request is approved. Make sure to save the info and have it ready for your installation.

2) Installation Steps

A. Token Instalation on your Mobile:

iOS devices:

1- Search for "**ADIB OTP V4**" on the **App Store** , then "**Get**" the "**ADIB OTP V4**"
2- Open the **ADIB OTP V4** App (**DIGIPASS**)
3- Select "**Enter activation data for offline activation**"
4- Enter the received "**Serial number**" and "**Activation code**"
5- Your first OTP code appears on your phone

Android devices:

1- Search for "**ADIB OTP V4**" on the **Play Store** , then "**Install**" the "**ADIB OTP V4**"
2- Open the **ADIB OTP V4** App (**DIGIPASS**)
3- The application will request your permission to access your device camera and location, please click "**OK**" then click "**Allow**"
4- Select "**Enter activation data for offline activation**"
5- Enter the received "**Serial number**" and "**Activation code**"
6- Your first OTP code appears on your phone

B. VPN Software installation on your Workstation:

1. You should have an **Updated Antivirus Software installed** on your personal workstation or make sure **Windows Defender is enabled** by following the below steps:
a. From **Start** open **Settings,** Click **"Update & Security"**
b. Click **"Windows Security"**, then click "**Virus & threat protection**"
c. Click **"Virus & threat protection settings"** and verify "**Real-time Protection**" is **"Turned On"**
d. Click **"Virus & threat protection updates"** to **"Update"** Windows Defender
2. Connect to your wireless network at home or mobile hotspot
3. From **Internet Explorer** access the **ADIB VPN Site** *https://myaccess.adib.ae*
4. Click "**Download**" on the "**Checking System Configuration…**" pop up message
5. Click "**Run**" on the download pop up
6. Click "**Install**" on "**Citrix Gateway Endpoint Analysis Setup**" screen, then "**Finish**"
7. Click "**Allow**" on the next pop up message
8. Click "**Always**" on the "**Citrix Gateway**" screen

If **"Access Denied"** pop up screen appears:
a. Verify **Real-time Protection** on the antivirus software is **Turned On**
b. **Update** your antivirus software

12. Type your **Staff ID** in the "**User Name**" field
13. Type your **Windows Password** in the "**Password**" field
14. Open **ADIB OTP V4** App (**DIGIPASS**) on your mobile and click on **OTP** to get (OTP code)
15. In the "**Passcode**" field, enter (PIN code) + (OTP code) + (Select new PIN) + (Retype the new PIN)
16. On the next screen, select the checkbox to agree and click "**Install**" then click "**Run**" then click "**Yes**"
17. Click "**Start**" on "**Welcome to Citrix Receiver**" screen, select the checkbox and click "**Install**" then "**Finish**", If it prompts to restart, then click on "**Yes**"
18. After the reboot, Click "**Do not show this window automatically at logon**" on "**Add Account**" screen

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3) Login Steps

- If no activity is detected, then your session will time out and you have to re-login.
- Call UAM-ICD (02-4977430) If you forget your **PIN code** or you want to reset it
- Call IT Help Desk (02-6100800) If you receive "**Invalid credentials**" error message while login
    1. Use **Internet Explorer** to access the **ADIB VPN Site** *https://myaccess.adib.ae*

    > If **"Access Denied"** pop up screen appears:
    > a. Verify **Real-time Protection** on the antivirus software is **Turned On**
   > b. **Update** your antivirus software

    2. Type your **Staff ID** in the "**User Name**" field
    3. Type your **Windows Password** in the "**Password**" field
    4. Open **ADIB OTP V4** App (**DIGIPASS**) on your mobile and click on **OTP** to get (OTP code)
    5. In the "**Passcode**" field, enter (PIN code) + (OTP code)
    6. On the left-side of the green screen, press the "**Add**" ➕ button
    7. Click on "**All Apps**"
    8. Click on the required App and the short cut will be added to the green screen
    9. Click on the App shortcut to start working
- You can as well type your application URL once you start the **ADIB Intranet** shortcut to reach the application. For example: for Ambit type *http://smart.adib.co.ae/ambit-ebs/index.html*, for Prime type *https://mp2pweblb1/PRIME4/TSPrimeRoot* …etc).

For WFH-RDP Users only (Users that have access to their Desktop at Work)**:**
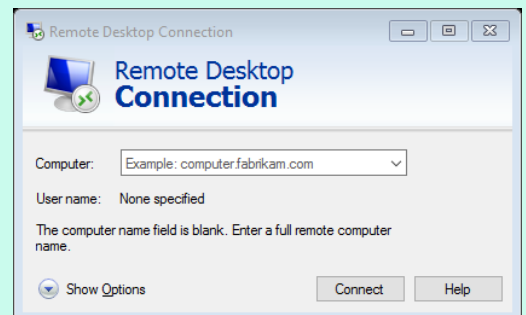- Please reach out to ITD Helpdesk to enable your access to your desktop prior to working remotely.

My Computer Name ✕
Computer Name : DT000000
IP Address . . . . . . :
OK
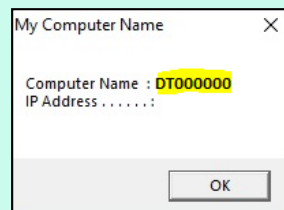
- Get your Desktop Computer Name by double clicking the Computer Name icon on the Desktop.

Desktop Computer Name : _____

To connect, make sure that your desktop is turned on at the office
1. Select the "**RDP session**" 🖥 from "**All Apps**" and shortcut will be added to the green screen
2. Click on the "**RDP session**" 🖥 shortcut
3. On **Remote Desktop Connection** screen, type your **Desktop Computer Name**
4. Then type your **Windows Credential** to access your desktop "You will be able to access all your Apps as if you are sitting in front of your machine"

Remote Desktop Connection
Remote Desktop Connection
Computer: Example: computer.fabrikam.com
User name: None specified
The computer name field is blank. Enter a full remote computer name.
Show Options   Connect   Help

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4) Tip: To Change your Windows Password

1. Use **Internet Explorer** to access the **ADIB VPN Site** *https://myaccess.adib.ae*
2. On the top-right corner of the Citrix (green Screen), click on your name then click on "**Change password…**"
3. On the pop-up message, click on "**Continue**" then follow the instructions
4. Re-login to **ADIB VPN Site** *https://myaccess.adib.ae* with your new password

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Need Help? Please reach out to ITD Helpdesk *help@adib.com* or call **1800** or **02-6100800** between **07:30-22:00**