

Citrix: Netscaler Installation and Windows User Guide



This document outlines how to install and connect to Citrix on a Windows system through the web address connect.burgess-salmon.com. This is an updated system and is to replace remote.burgess-salmon.com. This is for use on home systems only, please do not use this system on a Burgess Salmon laptop.

1 BURGESS SALMON REMOTE ACCESS PROCEDURE USING CONNECT

- 1.1 If you have connected to Citrix before please uninstall any versions of Citrix already installed on your PC before proceeding.
- 1.2 In Internet Explorer navigate to <https://connect.burgess-salmon.com>

You will be presented with a **black logon** screen.

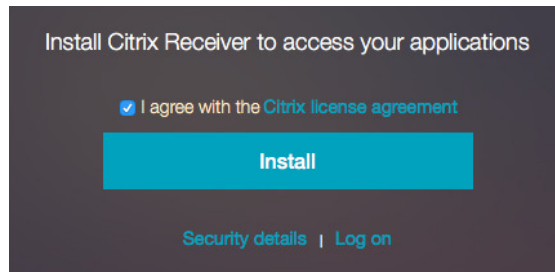
A screenshot of the Burgess Salmon logon interface. It features a black background with the Burgess Salmon logo on the left. On the right, there are three white input fields labeled 'User name', 'Password', and 'Secondary Password'. Below these fields is a blue 'Log On' button. The text 'Please log on' is displayed in pink at the top right of the form area.

- (a) Enter your Burgess Salmon network Username into the field marked "Username:"
- (b) Enter your Burgess Salmon network password into the field marked "Password:"
- (c) In the "Secondary Password:" field you will need to enter your 4 digit pin code plus the 6 digit number from the Digipass app on your iPhone. For example, if your pin code is 1234 and the key fob number is 123456, enter this in the secondary password field with no spaces as shown: 1234123456.
- (d) Click the **Log On** button.
- (e) If you have logged in before from the same computer, skip to step 2. If you have not used Citrix before you will need to download an application onto your computer by completing the steps below:
- (f) At the bottom of the screen click **Allow**

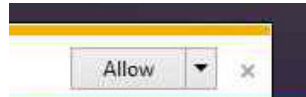
This webpage wants to run the following add-on: 'Citrix Systems, Inc' from 'Citrix Systems, Inc'. [What's the risk?](#)

Allow ▾ x

- (g) On the following screen, click to check **'I agree with the Citrix licence agreement'**, then click **Install**



(h) If prompted click **Allow** at the bottom of the window:



(i) Click **Run**



(j) When the Citrix Receiver window appears click **Start**



(k) Click to check **I accept the licence agreement** and click **Next**



(l) Click on **No, Thanks** to the Improvement Program then click **Install**. Once completed click **Finish**.

- (m) In Internet Explorer click **Log On**

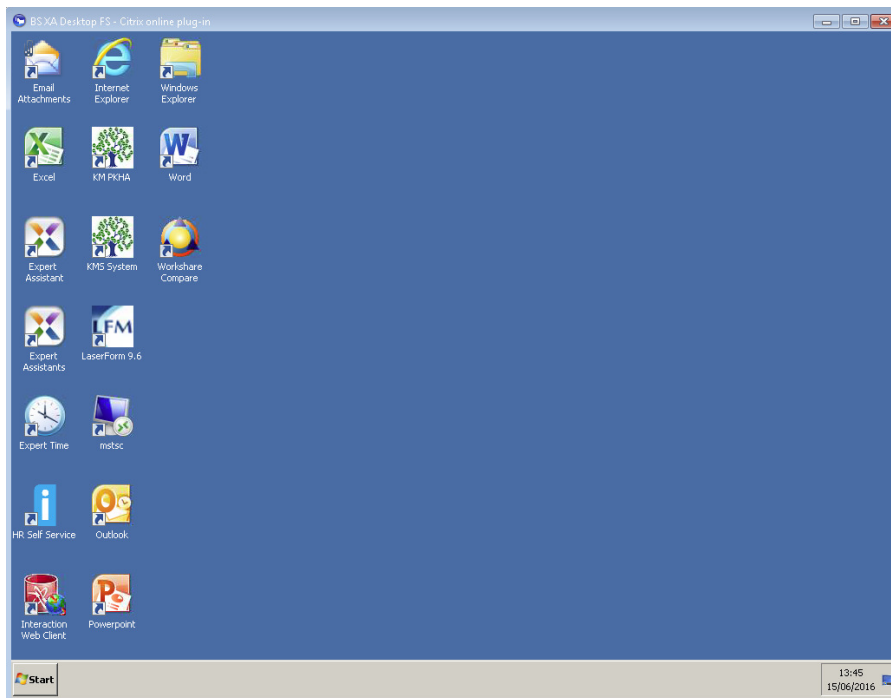


2 USING CITRIX

- 2.1 Click on the **BS XA Desktop FS** link:



- 2.2 The Burges Salmon Desktop will automatically load in a window:



3 LOGGING OFF FROM CITRIX

- 3.1 Click on the **Start** button and select **Log Off**.
- 3.2 Once logged off you still need to disconnect your session by clicking on your name at the top right of the window then **Log Off**.

4 HELP & SUPPORT

For further help and support please contact IT on 0117 939 2260 or out of hours on 07968 729 224.