AIG Information Technology: Work from Anywhere Gen2

Accessing AIG Citrix Generation 2 Environment Outside AIG Network through AIG-Issued Computer or Personal (BYOD) Devices

This document below outlines the step by step guide on how to configure AIG-issued and personal (BYOD) devices which include:

AIG Owned	***Personal***
Windows PC/Laptop	Windows PC/Laptop
Mac	Mac
iPhone / iPad	iPhone / iPad
	Android tablet/phone
	Chromebook / Chromebox

For AIG-owned devices these instructions are for use while connected to an AIG network or for use in locations external of the AIG network / outside AIG (e.g. home office).

For personal devices these instructions apply for use in locations external of the AIG network / outside AIG (e.g. home office).

If you have any issues or require further support, please contact the **AIG IT Service Desk** at (800-HELP-HLP, 800-435-7457) or visit a **Technology Bar**.

Contents

AIG Information Technology: Work from Anywhere Gen2 1
Supported Devices 4
Primary URL 4
Prerequisite – RSA SecurID Token 5
Citrix Receiver 5
Citrix Receiver Method 5
Citrix Receiver Installation (PC) 6
Weblogin Method 6
Locate and Install the Citrix Receiver File 6
Locate and Install the Configuration File 7
Connecting to Virtual Workspace 9
Removal of Citrix Receiver 9
Citrix Receiver Installation (Mac) 12
Locate and Install the Citrix Receiver File 12
Locate and Install the Configuration File 13
Connecting to Virtual Workspace 14
Citrix Receiver Customizations (PC/Mac) 16
Citrix Receiver Desktops & Apps 16
Start a Citrix Session 17
Restart a Gen2 XenDesktop-based Desktop 17
Citrix Receiver Installation (IPad/iPhone) 18
Locate and Install the Citrix Receiver File 18
Locate and Install the Configuration File 18
Citrix X1 Mouse on iPad/iPhone 20
Bluetooth Keyboard and Mouse usage in the Citrix Receiver 21
Citrix Receiver Installation (Android) 22
Locate and Install the Citrix Receiver File 22
Locate and Install the Configuration File 23
Connecting to Virtual Workspace 24
Pro Tips 25
Bluetooth Keyboard and Mouse usage in the Citrix Receiver 26

Citrix Receiver Installation (Chromebook) 27
Locate and Install the Citrix Receiver File 27
Locate and Install the Configuration File 28
Pro Tips 30
Weblogin (PC/Mac) 31
EPA Scan Requirements 31
PC/Mac Antivirus Requirements (PC/Mac) 32
Security Settings for PCs 32
Configuring Windows Defender 33
Weblogin Initial Configuration for PCs 35
Security Settings for Macs 38
Weblogin Initial Configuration for Mac 40
EPA Scan Failure (PC/Mac) 43
Resources and Documents 44

Supported Devices

The tables below represent the list of supported devices that qualify to receive Citrix Gen 2 outside AIG's network.

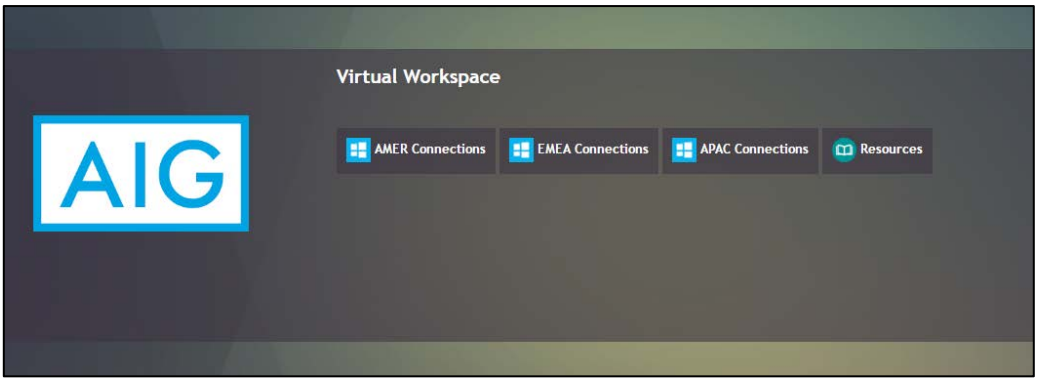
Supported Device
Windows • Windows 7 / 8.x / 10 • All Windows Laptops running one of the above versions of Windows **Macintosh (MAC)** • Mac OSX 10.8.x or higher • All Mac hardware running one of the above versions of OSX

Supported Device
Mobile Devices • Surface Pro 3 or above (treated as PCs) • iPads running iOS 8 or higher • iPhones running iOS 8 or higher • Android tablet/phones running v5 or higher • Chromebooks running v50 or higher **Receiver Versions Certified** • Windows 4.3.100 / 4.4.1000 • Mac 12.1 / 11.6.x • iOS 6.1.5 • Android 3.8.1 • Chrome OS v2.0.0.28

Primary URL

There is one primary URL for initial device configuration and web login. It is:
https://connect.virtualworkspace.aig.com

It is accessible while on the AIG network or via the internet. All instructions in this User Guide refer to this URL.



Prerequisite – RSA SecurID Token

An RSA Secure ID token is required to login to the Citrix Software.

The RSA SecurID Software Token is an authentication method to securely allow access to the network. The token generates a new 6-digit random code every 60 seconds.

An RSA token should be installed on all AIG issued phones. You can use the token code on your phone to type in the 6-digit code when you log on to your personal device, or you can install the RSA token directly on the device (this will allow you to use the copy button on the token when logging in).

Instructions for installing the RSA token on your personal device can be found by going to the **Virtual Workspace** (see primary URL in previous section) and clicking on resources, then selecting RSA token information, and once on the **Virtual Workspace Resources – RSA** site clicking on the link for the **RSA SecurID Token Quick Setup Guide**.

For additional details, please review the **RSA SecurID FAQ** page (also located on the **Virtual Workspace Resources – RSA** site, or contact the **AIG IT Service Desk** at 1-877-HELP-HLP (1-877-4357-457).

Citrix Receiver

The Citrix Receiver program must be installed on the device you have. This program is what connects to the AIG Gen2 Citrix environment to present virtual desktops and applications in XenApp or XenDesktop.

For Windows-based PCs and Mac devices. Select which way you wish to connect to the AIG Gen2 Citrix environment:

Citrix Receiver Method

If you wish to use the Citrix Receiver to both present the available options in the Gen2 Citrix environment, and to connect to the XenApp / XenDesktop, then you should install the Citrix Receiver and configure it.

IF YOU HAVE AN IPHONE/IPAD, ANDROID OR CHROMEBOOK YOU MUST USE THE CITRIX RECEIVER METHOD TO LOGIN AND UTILIZE CITRIX.

Citrix Receiver Installation (PC)

These directions are intended for a personal Windows 7/ 8.1 /10 machine. This includes Surface Pro devices. While they may also work on an AIG-owned laptop, you may not have the appropriate authority level to complete the installation. (If this happens, contact the **AIG IT Service Desk** at (800-HELP-HLP, 800-435-7457) and they can do so for you).

If you already have an older version of the Citrix Receiver installed on your PC/Surface Pro please complete the **Removal of Citrix Receiver** section of this guide before you install this version.

Weblogin Method

If you wish to use your browser (Internet Explorer) to login and utilize to the Gen2 Citrix environment, you will install the Citrix Receiver file and not the configuration file.

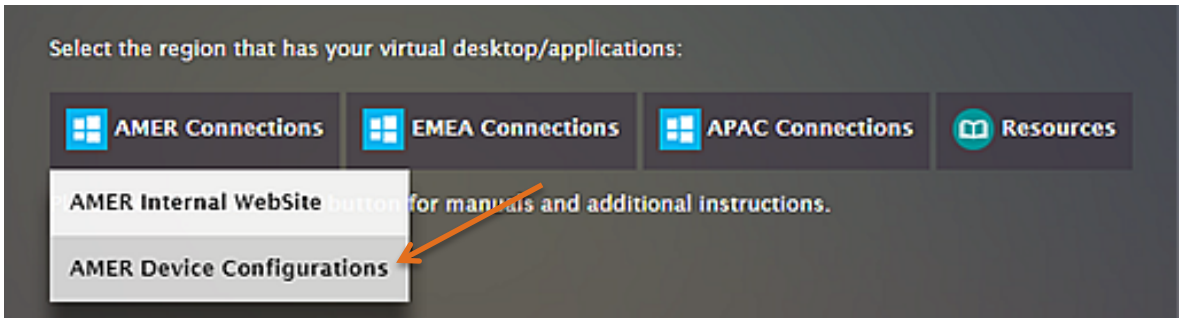
Additionally, you will have to complete **Weblogin PC/Mac** section to ensure the proper security settings are in place.

Locate and Install the Citrix Receiver File

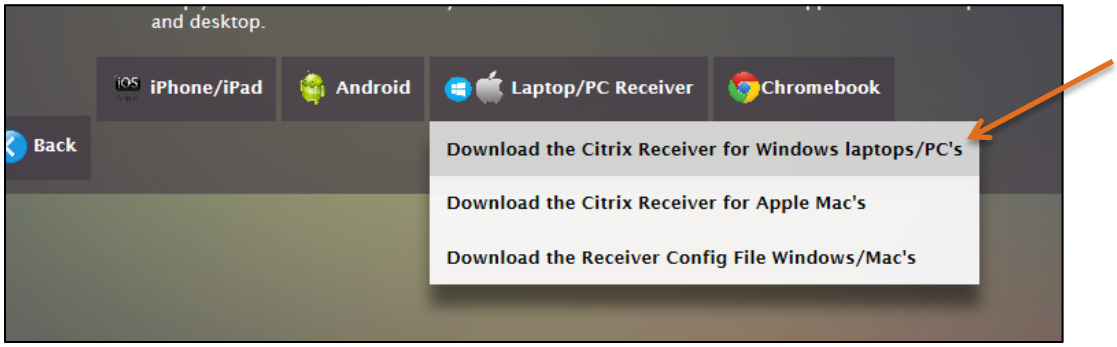
1. Go to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

2. Click **Device Configurations** when the dropdown box displays.



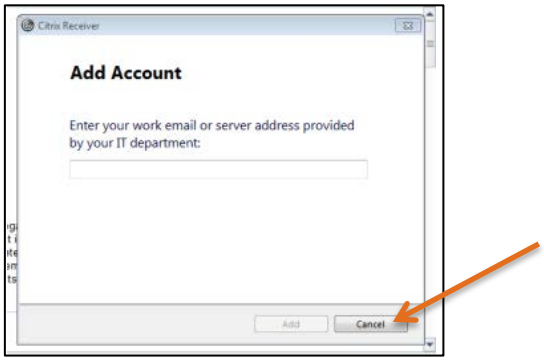
3. Hover cursor over to **Laptop/PC Receiver** then click **Download the Citrix Receiver for Windows Laptops/PC's** when the dropdown box appears.



4. In the download dialog box, click **Save** and the Citrix Receiver program will download to the **Downloads folder** in your laptop/pc.

- Navigate to the **Downloads folder** and locate the file.
- Double-click to launch the CitrixReceiver.exe or CitrixReceiverPlusRTME.exe file, and continue with the installation.
- Accept all defaults during installation.

5. At the end of the install, an Add Account dialog box will open**.**
   - **At this point, exit the program. DO NOT** add an account. The next step will add your account automatically with a prebuilt configuration file.



If you wish to use the Weblogin Method you can stop the install now. The Citrix Receiver is fully installed. Continue to **Weblogin (PC/Mac)** section.

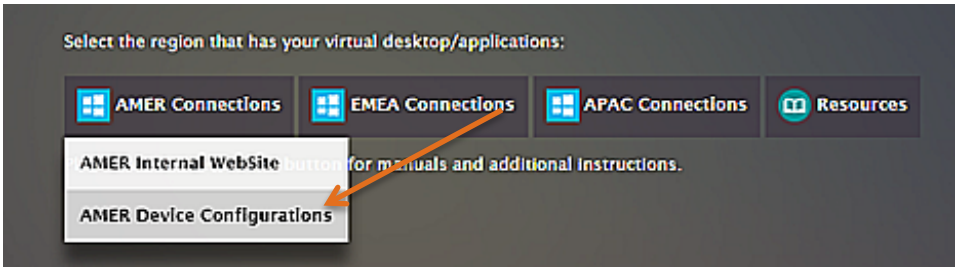
Locate and Install the Configuration File

The following optional steps will add your account automatically with a prebuilt configuration file.

1. Return to **Virtual Workspace** at **https://connect.virtualworkspace.aig.com** and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

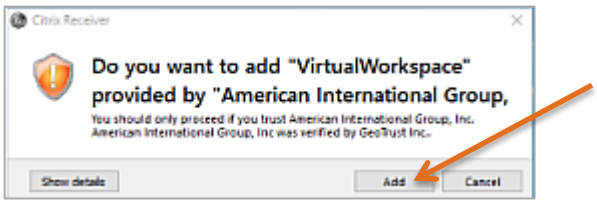
2. Click **Device Configurations** when the dropdown box appears.



3. Hover cursor over to **Laptop/PC Receiver** then click **Download the Citrix Receiver Config File Windows/Macs** when the dropdown box appears.

4. Once you click the download link, it downloads the ReceiverConfig.cr file into the **Downloads folder** in your Laptop/PC.

   - Navigate to the **Downloads folder** and locate the file.
   - Double-click to launch the ReceiverConfig.cr file.
   - Click **Add** when the popup window displays the question **Do you want to add "VirtualWorkspace" provided by "America International Group"**.



   Note: Be patient; sometimes it takes a while for this box to appear; don't click a second time.

5. The Citrix Receiver will load the configuration file. To set up Virtual Workspace, provide your **login** information:

   - Enter your **LANID** in the User Name field.
     - R1-Core users just enter **LANID** in the User field,

- Users for any other domains, enter **lanid@domain.aig.net**.

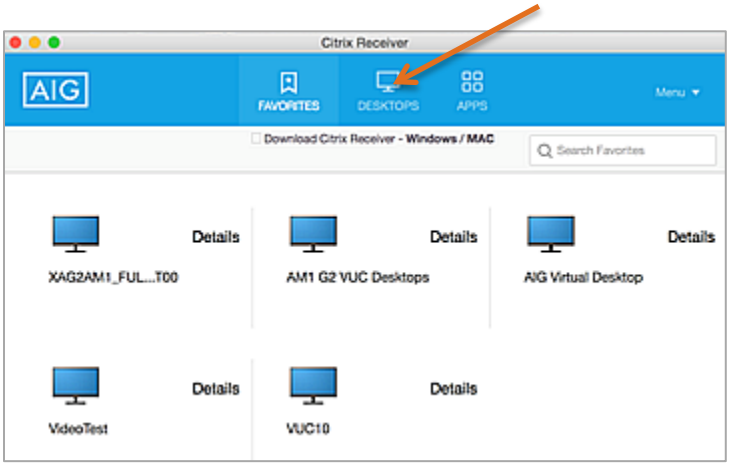
- Enter your **LAN password** in the Password field.
- Enter your **4-digit PIN** and current **6-digit RSA Token code** for Passcode.

  Note: To set up the RSA Token for the first time, only enter the 6-digit RSA Token code and you will be prompted to create the PIN.
- Click **Logon**.

Connecting to Virtual Workspace

1. Find the **Citrix Receiver** icon on your desktop and run the application. The program will also be in the Start menu and the System Tray.

2. When it starts you should see the window shown. If desktop does not appear on the Favorites page, click the **Desktops** page.



Note: The name of your virtual desktop may be different from what is displayed.

Removal of Citrix Receiver

If you already have an older version of the Citrix Receiver on your Windows PC you have to perform a few steps before you can install the required compliant version.

1. Uninstall the existing Citrix Receiver. This is done through **Control Panel** and either *Programs/Uninstall a program* or *Programs and Features*. It depends which mode your Windows machine is in. After this is completed go to the next step. In **Control Panel** the version we require will appear as 14.3.100.10, any version number lower than this should be uninstalled and replaced.

2. Go the following URL, download the file and run the program. This is the **Citrix Receiver Cleanup Utility:**

   https://connect.virtualworkspace.aig.com/connect/media/ReceiverCleanup.exe

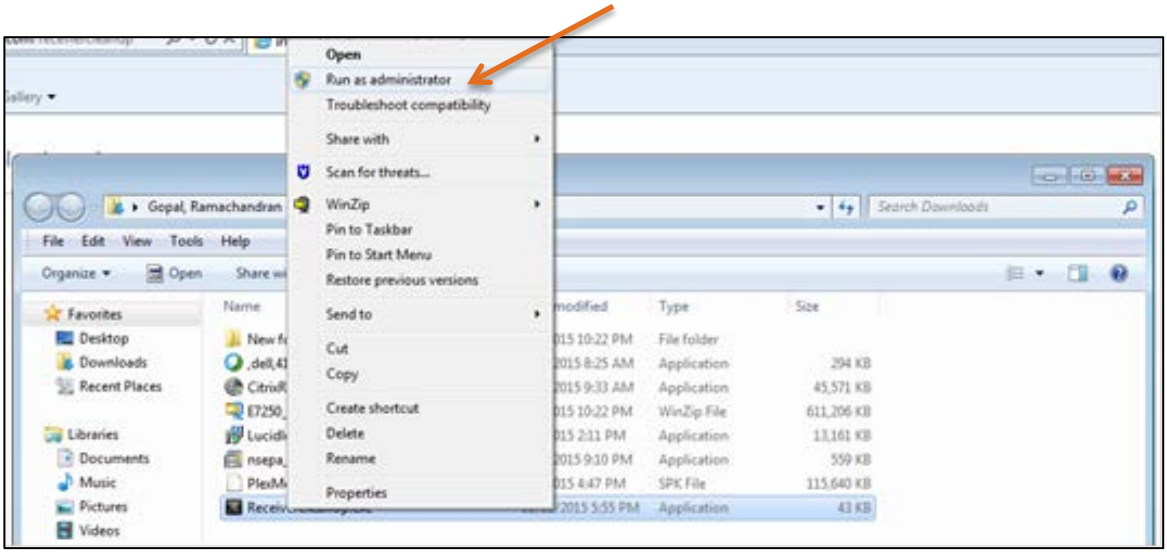
   or go to the following URL: **https://connect.virtualworkspace.aig.com**

   - Click on the **Resources** icon and then click on **Citrix Receiver Cleanup Utility**
   - Download the file and run the program.

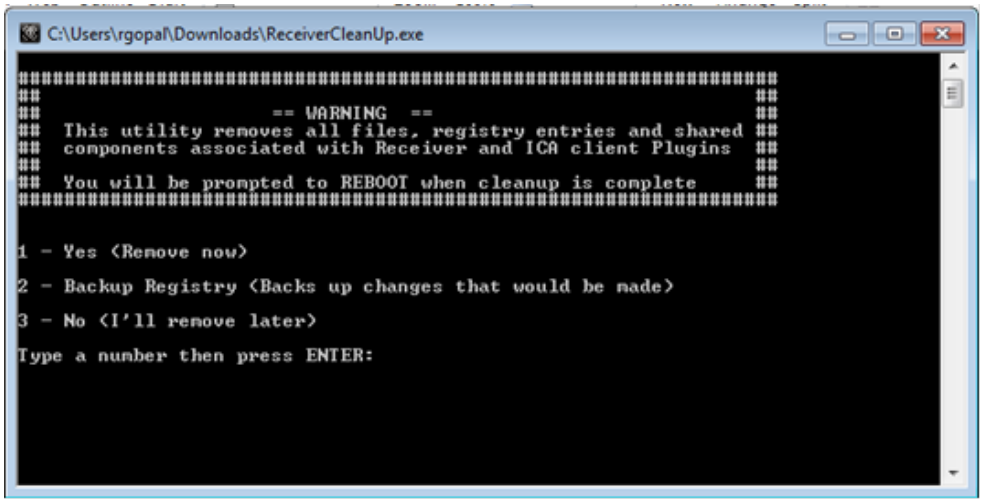
   PLEASE RUN THIS TOOL ONLY AFTER YOU UNINSTALL THE CITRIX RECEIVER FROM YOUR "ADD REMOVE PROGRAMS".

3. Once you click the link it will ask you to *Run / Save* the program.
   Please click **SAVE** as shown below and open the folder where this file was saved.

4. Right-click the *ReceiverCleaup.exe* file and select **Run as Administrator***;* then enter your administrative credentials for the computer when prompted.



5. When the tool opens it will ask you to select one of 3 options. Please select *Option 1* and press enter.



This program verifies that the uninstall of the old version of the Citrix Receiver is complete. There is a known issue with the uninstall program for Citrix Receiver 3.4.100 an earlier that may leave some remnants behind and it renders future installations of the Citrix Receiver faulty. Running this utility removes the remnants and eliminates this possibility.

When you have completed the above steps you may continue with the installation of the current version of the Citrix Receiver.

Citrix Receiver Installation (Mac)

These directions are intended for a personal Mac OSX machine. While the steps may also work on an AIG-owned Mac, appropriate authority level is needed to install software. (If you do not have these permissions, contact the **AIG IT Service Desk** at (800-HELP-HLP, 800-435-7457) and they can install the files for you).

Weblogin Method

If you wish to use your browser (Safari) to login and utilize to the Gen2 Citrix environment, you will install the Citrix Receiver file and not the configuration file.

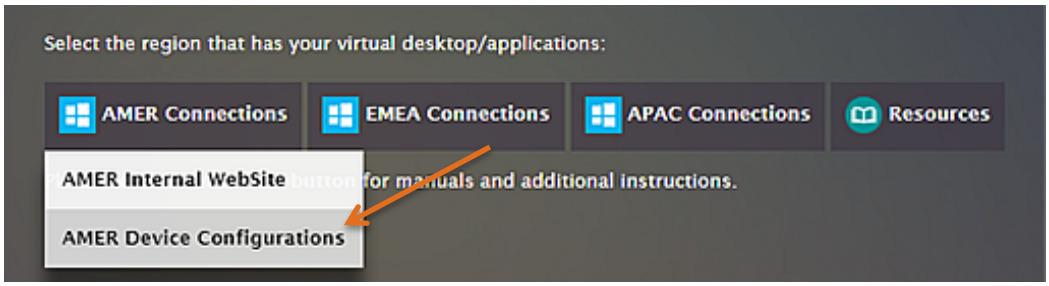
Additionally, you will have to complete **Weblogin PC/Mac** section to ensure the proper security settings are in place.

Locate and Install the Citrix Receiver File

3. Go to **Virtual Workspace** at **https://connect.virtualworkspace.aig.com** and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

4. Click **Device Configurations** when the dropdown box displays.



5. Hover cursor over to **Laptop/PC Receiver** then click **Download the Citrix Receiver for Mac's** when the dropdown box appears.

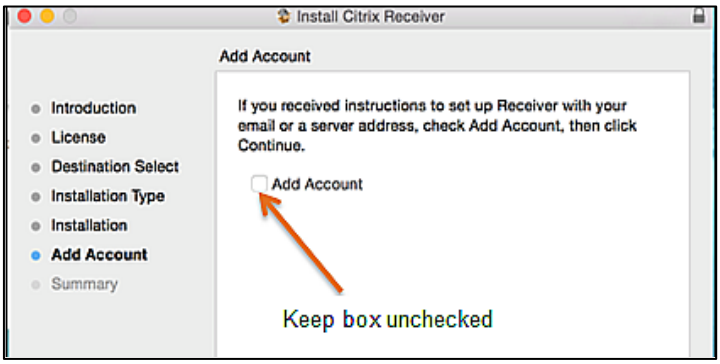
6. Once you click the download link, it will download the receiver.dmg file into the to the **Downloads folder** in your Mac.

   - Navigate to the **Downloads folder** and locate the file.

- Double-click to launch the CitrixReceiver.exe or CitrixReceiverPlusRTME.exe file, and continue with the installation.
- Accept all defaults during installation.

7. At the end of the install, click **Continue** then **Finish.**

- **DO NOT** select the "Add Account" checkbox in the setup. The next step will add your account automatically with a prebuilt configuration file.



- The installation is complete when **"The installation was successful"** is displayed.

If you wish to use the Weblogin Method you can stop the install now. The Citrix Receiver is fully installed. Continue to **Weblogin (PC/Mac)** section. You should use Internet Explorer to go to https://connect.virtualworkspace.aig.com and use the datacenter **External Website** to login with in the future.

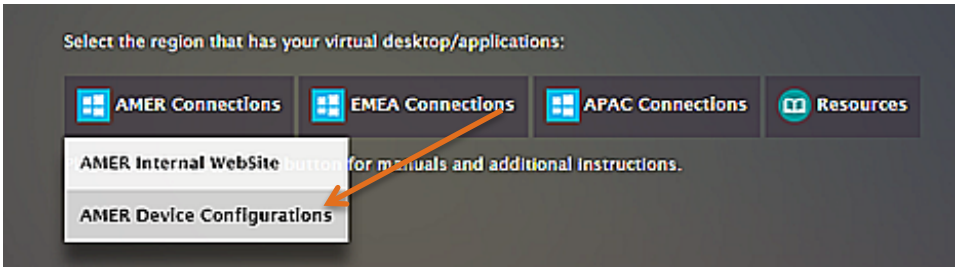
Locate and Install the Configuration File

The following optional steps will add your account automatically with a prebuilt configuration file.

1. Return to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

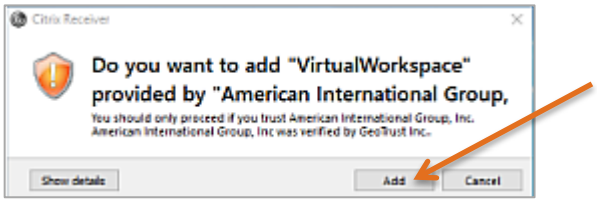
2. Click **Device Configurations** when the dropdown box appears.



3. Hover cursor over to **Laptop/PC Receiver** then click **Download the Citrix Receiver Config File Windows/Macs** when the dropdown box appears.

4. Once you click the download link, it downloads the ReceiverConfig.cr file into the **Downloads folder** in your Mac.

   - Navigate to the **Downloads folder** and locate the file.
   - Double-click to launch the ReceiverConfig.cr file.
   - Click **Add** when the popup window displays the question **Do you want to add "VirtualWorkspace" provided by "America International Group"**.



Note: Be patient; sometimes it takes a while for this box to appear; don't click a second time.

5. The Citrix Receiver will load the configuration file. To set up Virtual Workspace, provide your **login** information:

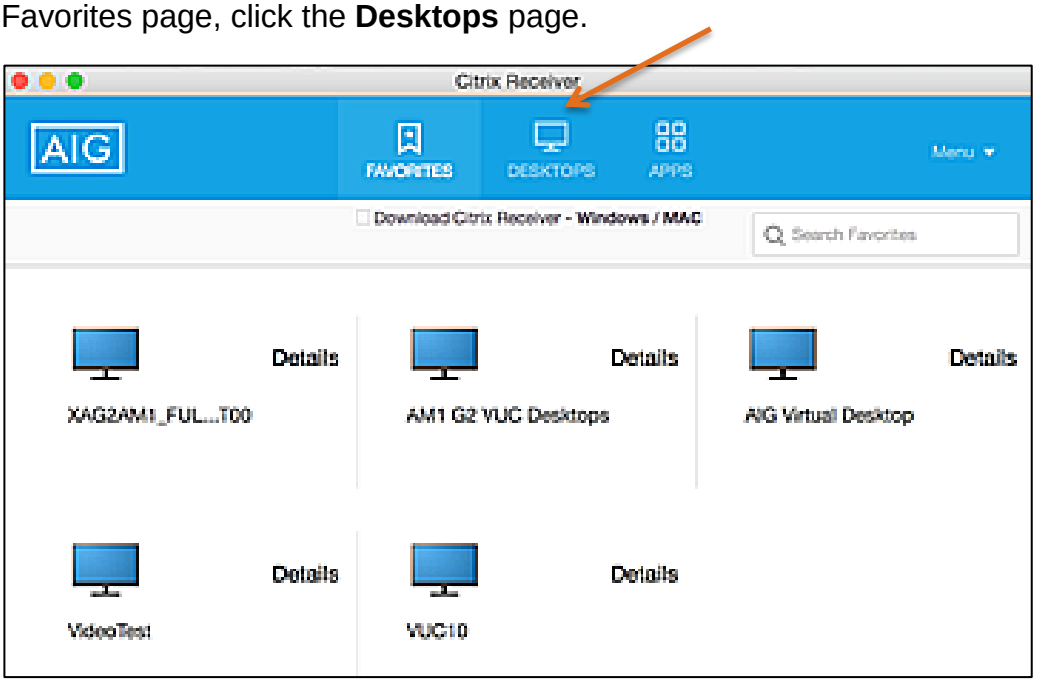
   - Enter your **LANID** in the User Name field.
     - R1-Core users just enter **LANID** in the User field,
     - Users for any other domains, enter **lanid@domain.aig.net**.
   - Enter your **LAN password** in the Password field.
   - Enter your **4-digit PIN** and current **6-digit RSA Token code** for Passcode.

     Note: To set up the RSA Token for the first time, only enter the 6-digit RSA Token code and you will be prompted to create the PIN.
   - Click **Logon**.

Connecting to Virtual Workspace

6. Navigate to the **Applications** folder on Mac and double-click the Citrix Receiver icon to open the Application.

7. When it starts you should see the window shown. If desktop does not appear on the Favorites page, click the **Desktops** page.



Note: The name of your virtual desktop may be different from what is displayed.

Citrix Receiver Customizations (PC/Mac)

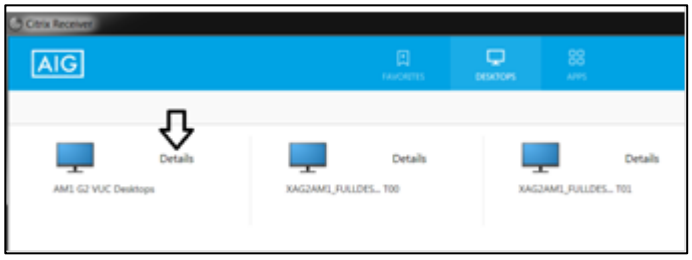
When the user starts the Citrix Receiver and has logged in for the first time they will see a blank screen. The user needs to identify what they wish to use on a regular basis as their Favorites. They may have access to a dozen Citrix-based items but only really use a few of them. This will allow them to identify the ones they want to see.

Citrix Receiver Desktops & Apps

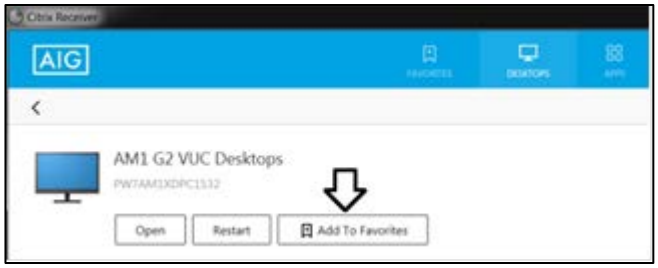
On the top of the Citrix Receiver program there are three pages. They are Favorites, Desktops and Apps. The Favorites is shown by default when the program starts. The idea is to identify the user's commonly used desktop(s) and place them in Favorites.

To add your frequently used icons to Favorites:

1. Click on the **Desktops** icon located on the top of the screen.
2. Then, for the item(s) to be shown on Favorites, click on **Details**.



3. On the next screen, click on **Add To Favorites**.



4. To return to the previous screen click on the **<** symbol on the upper left of the screen.
5. Repeat the above steps to add any additional desktops to the Favorites screen.

6. Follow the same procedure for any applications to be added to the Favorites screen from the Apps screen.

7. To return to the previous screen click on the < symbol on the upper left of the screen.

Start a Citrix Session

On the Favorites, Desktops or Apps page the user can click on the icon to connect to that Citrix resource. The user can close the Citrix Receiver program even if they are connected to a Citrix desktop or app, and their session will continue. The Citrix Receiver program, acting as the menu system, is only needed to start the Citrix session. After the connection is made the program does not need to continue to run.

Restart a Gen2 XenDesktop-based Desktop

It is possible for a user to reset/restart a XenDeskop desktop. To do this, please follow the following steps:

1. Start the **Citrix Receiver**.

2. Log in properly.

3. Click on **Details** for the specific desktop. It may be shown as “AM1 G2 VUC Desktops” or something similar.

4. On the next screen click on **Restart**.

5. The desktop will be instructed to restart. Wait 5 minutes and the desktop should be available.

If the Restart button is not shown it could mean that this desktop is hosted on XenApp and this restart function is not available to those users.

Citrix Receiver Installation (iPad/iPhone)

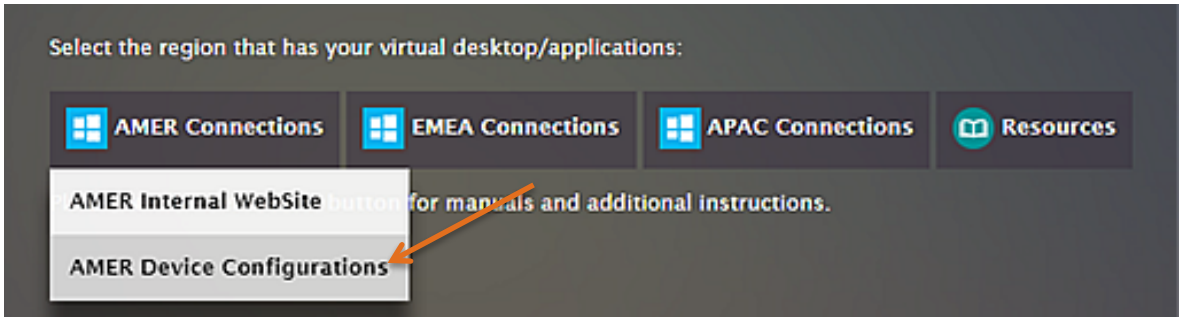
These directions are intended for a personal iPad/iPhone.

Locate and Install the Citrix Receiver File

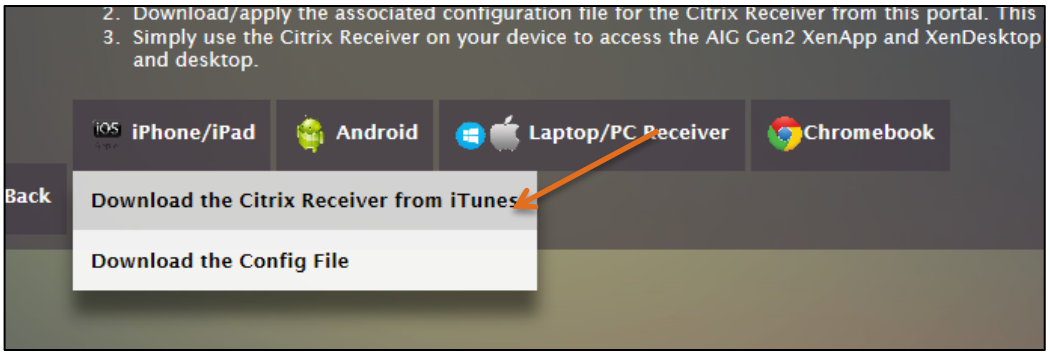
1. Go to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

2. Click **Device Configurations** when the dropdown box displays.



3. Hover cursor over to **iPhone/iPad** then tap **Download the Citrix Receiver from iTunes** when the dropdown box appears.



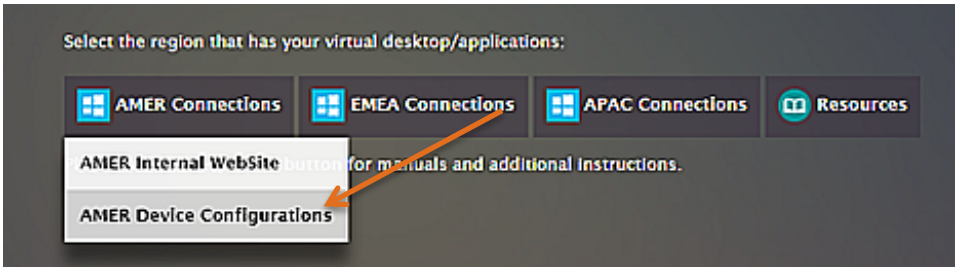
4. Once in the **App Store**, download and install **Citrix Receiver**.

Locate and Install the Configuration File

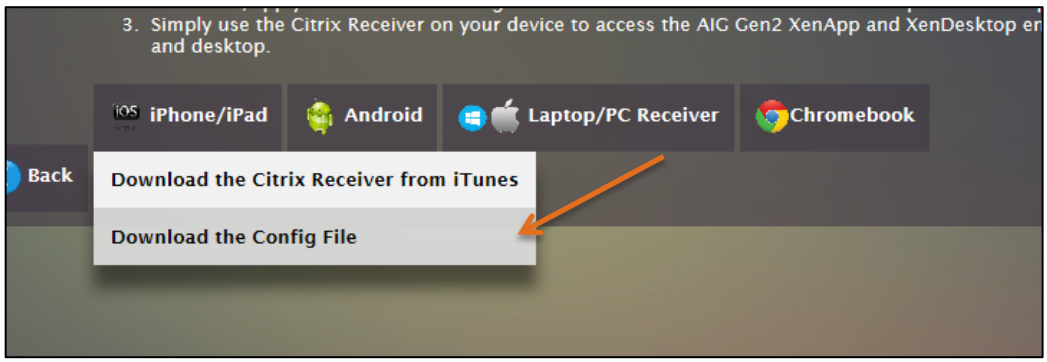
1. Return to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

2. Click **Device Configurations** when the dropdown box appears.



3. Hover cursor over to **iPhone/iPad** then tap **Download the Config file** when the dropdown box appears.



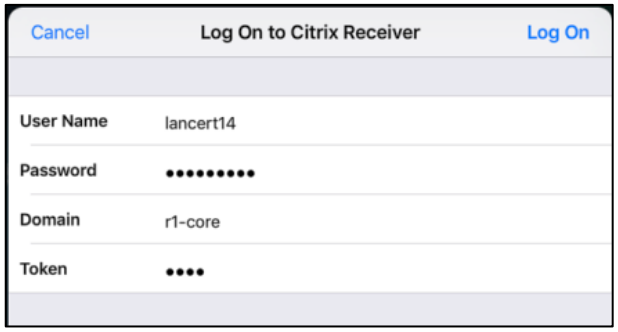
4. In the next window, tap **OPEN in "Receiver"** to launch the file.

5. The Citrix Receiver will load the configuration file. To set up Virtual Workspace, provide your **login** information:

   - Enter your **LANID** in the User Name field.
     - R1-Core users just enter **LANID** in the User field,
     - Users for any other domains, enter **lanid@domain.aig.net**.
   - Enter your **LAN password** in the Password field.

- Enter your **4-digit PIN** and current **6-digit RSA Token code** for Passcode.

  Note: To set up the RSA Token for the first time, only enter the 6-digit RSA Token code and you will be prompted to create the PIN.



Connecting to Virtual Workspace

1. Tap the Citrix Receiver Icon to open the Application.
2. This opens application **Favorites** page. Tap an application to connect.
3. If desktop does not appear on the **Favorites** page, click the **Desktops** page.

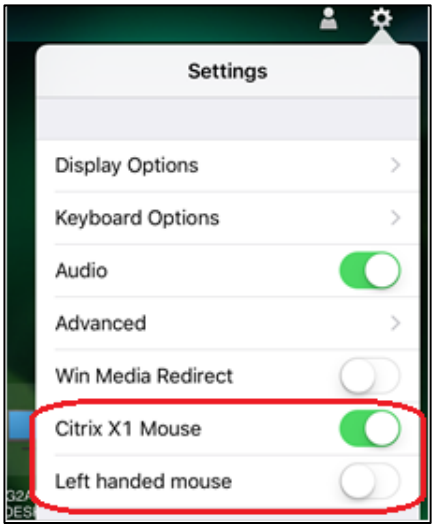
Note: The name of your virtual desktop may be different from what is displayed.

Citrix X1 Mouse on iPad/iPhone

The Citrix X1 Mouse is a Bluetooth mouse that can be used on an iPad/iPhone. It is quite useful when in a Citrix Gen2 XenApp or XenDesktop environment.

To obtain one please to go ServiceNow and search for iPad. This will appear as iPad Mouse: Requisition. It is also available in Ariba through Chips.

Install the latest iOS Citrix Receiver for the X1 Mouse to work.



1. Enable Bluetooth from iPad/iPhone.
2. Enable / switch on the Citrix X1 Mouse, the power slider is on the underside of the mouse.
3. Open Citrix Receiver on iPad/iPhone and enable X1 Mouse as shown from the iOS Settings options from the top right Menu.
4. Press **Connect** button on the X1 Mouse.
5. IOS Pop-up will prompt to pair the mouse, Press **OK**.

6. Once paired you can see mouse cursor.

   Note: The mouse clicks and functions will only work when communicating to a Gen2 Citrix environment. It will not allow you to use this mouse with any other iPhone/iPad application other than the Citrix Receiver.

If you are not seeing any Mouse Cursor / movements:

1. Close the Receiver app by swiping up.

2. Go to setting -> Bluetooth (locate the X1 Mouse), Press 1, then hit Forget this device.

Follow the pairing process again from steps 2-4.

Bluetooth Keyboard and Mouse usage in the Citrix Receiver

No special configuration is needed to use a Bluetooth keyboard and/or mouse. As long as the iPad supports the keyboard then the Citrix Receiver will support it as well.

Citrix Receiver Installation (Android)

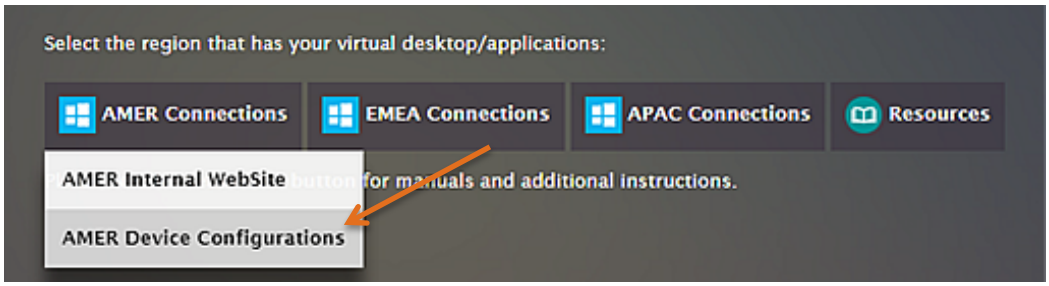
These directions are intended for use on a personal Android or phone.

Locate and Install the Citrix Receiver File

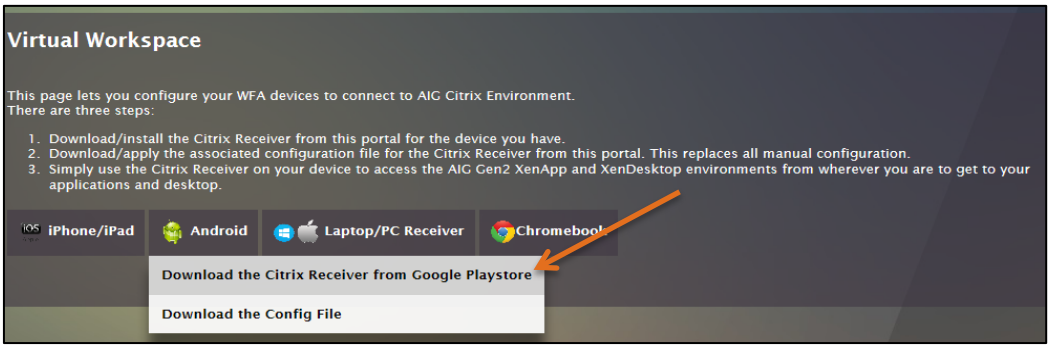
1. Go to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

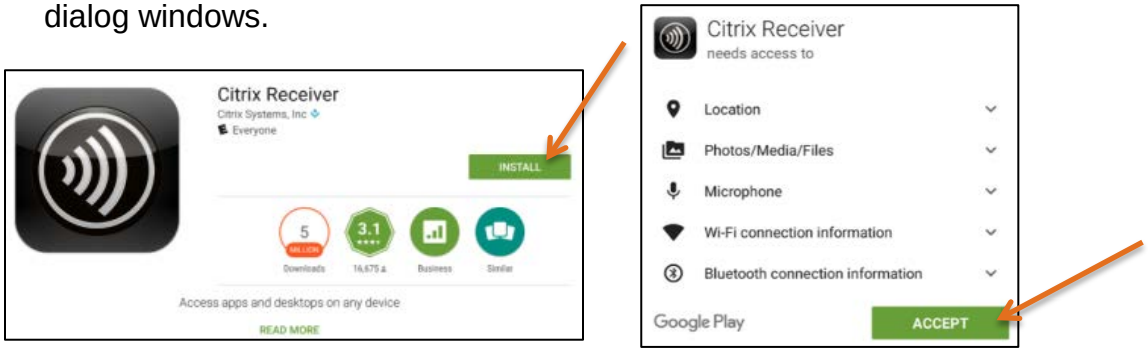
2. Click **Device Configurations** when the dropdown box displays.



3. Hover cursor over to **Android** then click **Download the Citrix Receiver from Google PlayStore** when the dropdown box appears.



4. Once in the Google Play store, tap **INSTALL,** then **ACCEPT** on the permissions dialog windows.



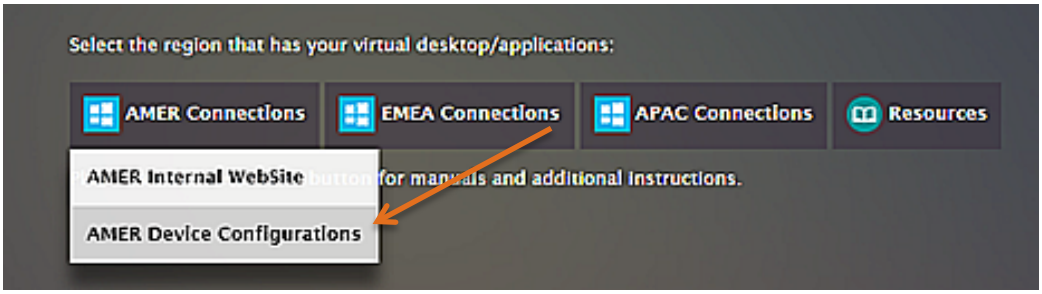
Note: If the window shows OPEN, the Citrix Receiver is already installed. Continue to the next section.

Locate and Install the Configuration File

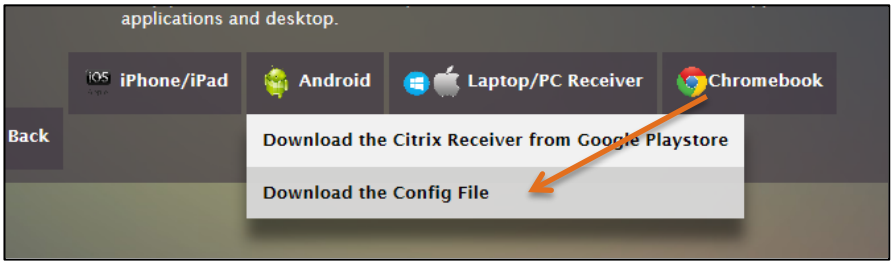
1. Return to **Virtual Workspace** at https://connect.virtualworkspace.aig.com site by using task switcher (square button).

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

2. Click **Device Configurations** when the dropdown box appears.



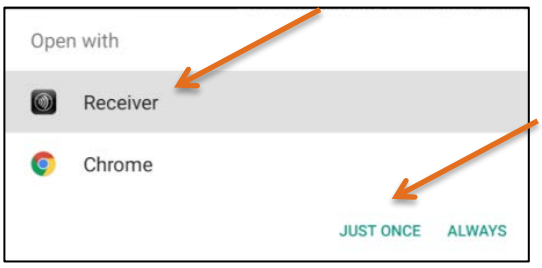
3. Hover cursor over to **Android** then click **Download the Config File** when the dropdown box appears.



4. A notification popup appears when the download is complete. Tap **OPEN** to acess the file.

   Note: If you miss the popup, you can also find the file in the Downloads application in the Application drawer.

   OPTIONAL: If prompted to select an application to launch the file. Tap **Receiver** and then **Just Once**.



5. The Citrix Receiver will load the configuration file. To set up Virtual Workspace, provide your **login** information:

- Enter your **LANID** in the User Name field.
    - R1-Core users just enter **LANID** in the User field,
    - Users for any other domains, enter **lanid@domain.aig.net**.
- Enter your **LAN password** in the Password field.
- Enter your **4-digit PIN** and current **6-digit RSA Token code** for Passcode.

  Note: To set up the RSA Token for the first time, only enter the 6-digit RSA Token code and you will be prompted to create the PIN.

  - Tap **Connect**.

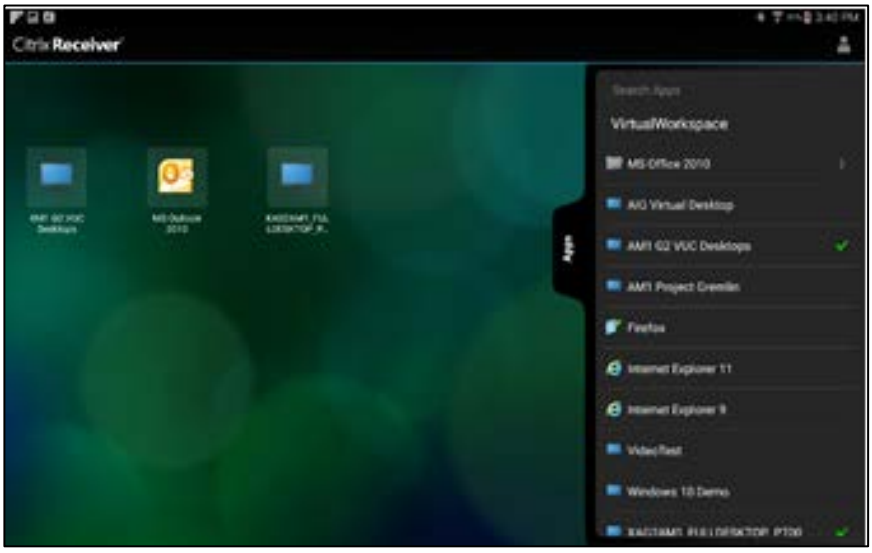
6. This opens application Favorites window. Tap an application to connect.

Note: See the complete **User Guide** (located on the **Virtual Workspace Resources** page) for additional information and instructions on how to use the Citrix Receiver.

Connecting to Virtual Workspace

1. Tap the Citrix Receiver icon to open the Application.

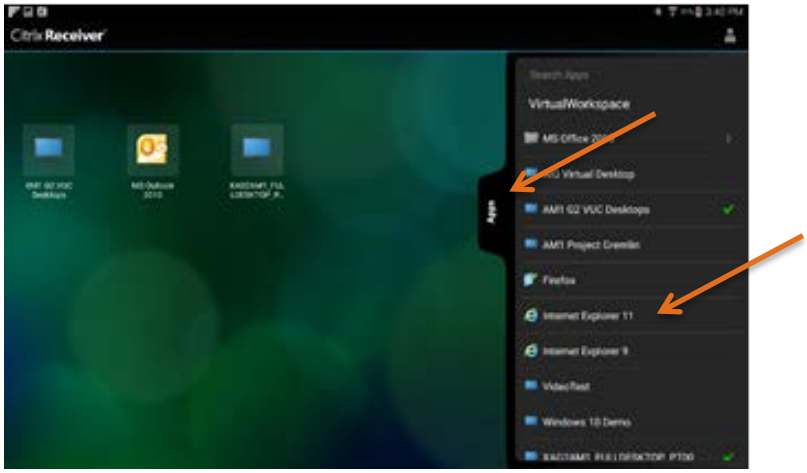
2. The Citrix Receiver is now configured. It should have one or more icons.



Pro Tips

1. If no icons are shown then tap on the **Apps** tab on the right which will show all Citrix resources available to you.

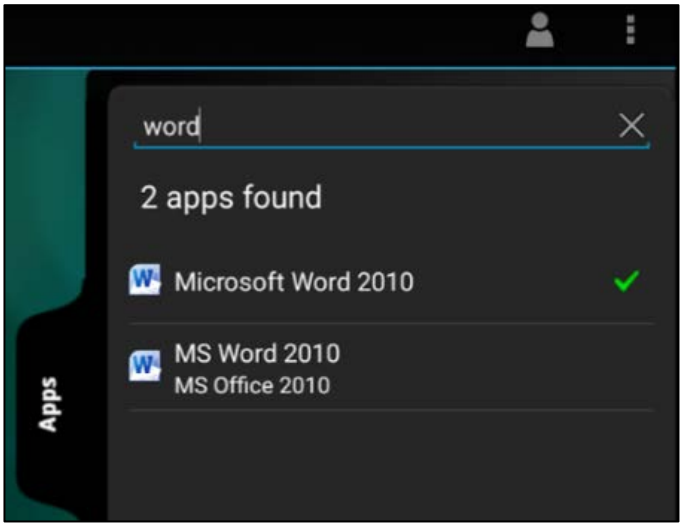
2. For example, notice that Internet Explorer 11 doesn't have a green check box and its icon is not on the main page. To add the icon, on the app list tap the app/desktop name Internet Explorer 11.



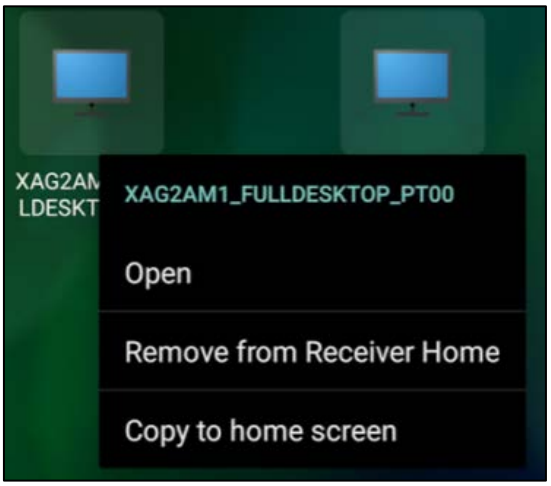
3. Now the Internet Explorer 11 icon is on the main page and a green check is next to it in the apps list.

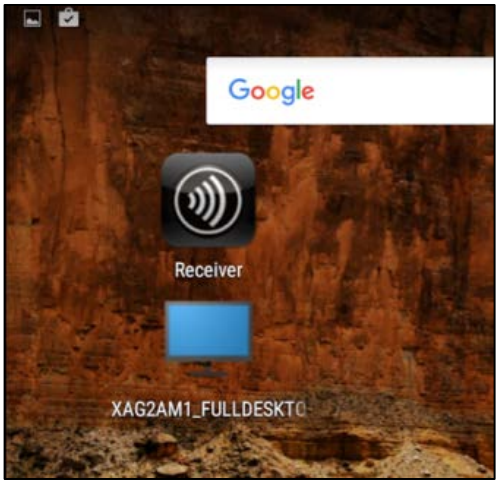
   - Tap a blank area on the main page and the app list will disappear.
   - When you click on the icon on the main page it will connect to that Citrix-based desktop or application.

4. Tap **Apps** and use the search function at the top to quickly locate an application.



5. Tap and hold an application to add or remove the application to Receiver Home or copy it to the home screen.





Bluetooth Keyboard and Mouse usage in the Citrix Receiver

No special configuration is needed to use a Bluetooth keyboard and/or mouse. As long as Android supports the keyboard/mouse then the Citrix Receiver will support it as well.

Any standard Bluetooth keyboard or standard Bluetooth mouse should work with Android.

Citrix Receiver Installation (Chromebook)

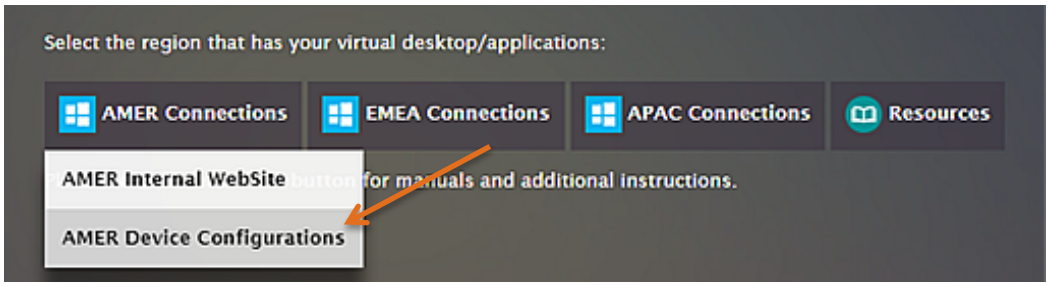
These directions are intended for a personal Chromebook.

Locate and Install the Citrix Receiver File

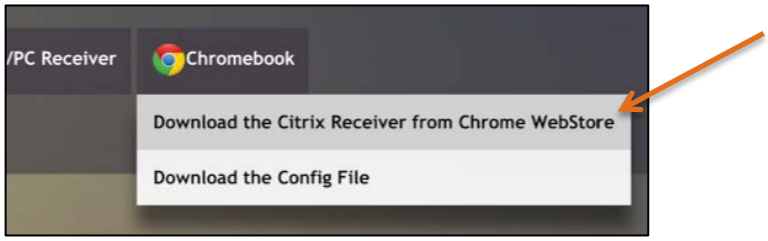
7. Go to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

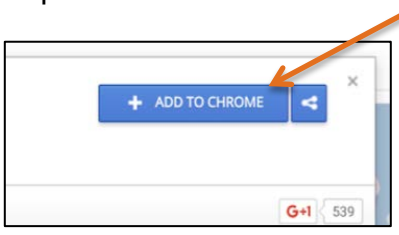
8. Click **Device Configurations** when the dropdown box displays.



9. Hover cursor over to **Chromebook** then tap **Download the Chromebook Receiver from Chrome WebStore** when the dropdown box appears.



10. Tap **Add to Chrome** button.



Note: If the window shows **LAUNCH APP** button, the Citrix Receiver is already installed. Continue to the **Locate and Install the Configuration file** section of this guide.

11. Tap **Add App** in the permissions dialog box.

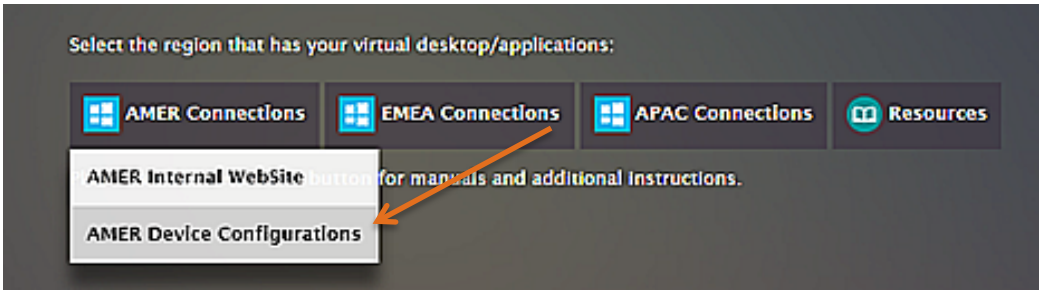
Note: If the window shows OPEN, the Citrix Receiver is already installed. Continue to the next section.

Locate and Install the Configuration File

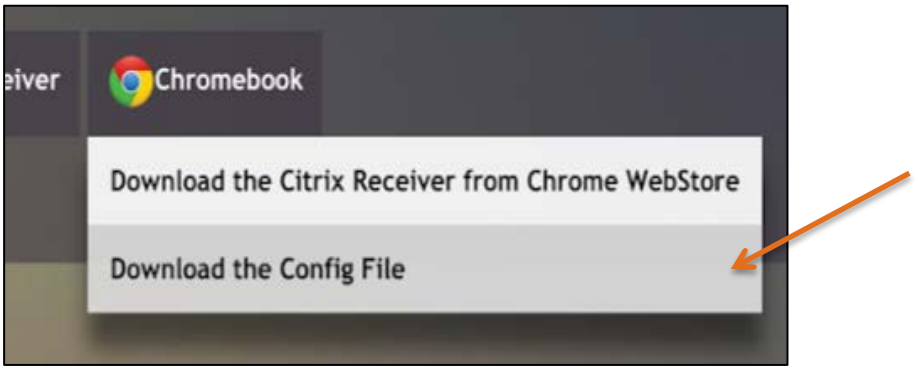
12. Return to **Virtual Workspace** at https://connect.virtualworkspace.aig.com and hover cursor over the appropriate datacenter that contains your virtual desktop.

    AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

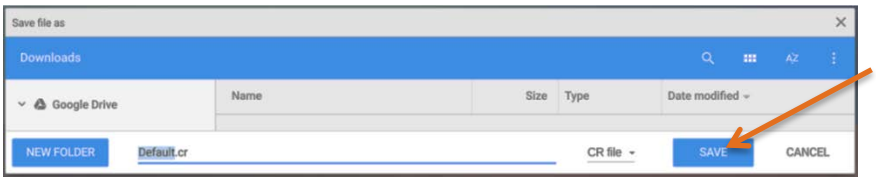
13. Click **Device Configurations** when the dropdown box appears.



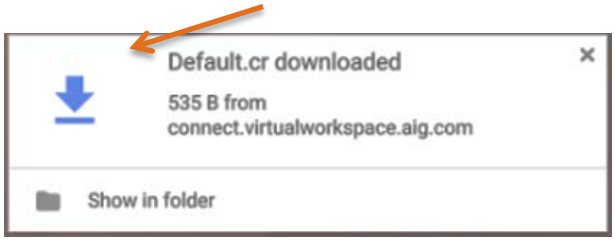
14. Hover cursor over to **Chromebook** then click **Download the Config File** when the dropdown box appears.



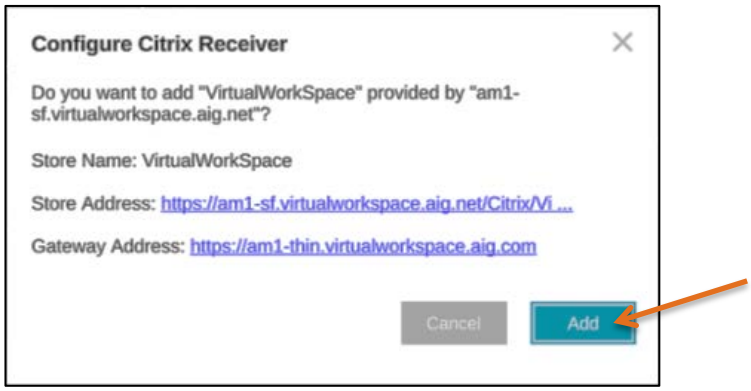
15. When prompted to save the file, tap **SAVE** A notification popup appears when the download is complete.



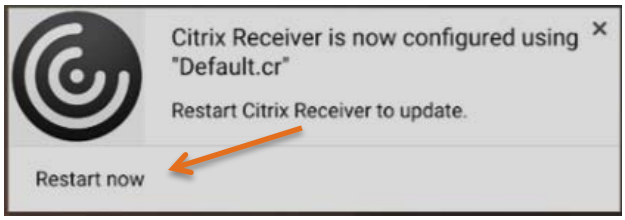
16. A download is complete window will appear. Tap the download icon to launch the file.



17. A Configure Citrix Receiver window will appear. Tap **Add** to continue.



18. Tap **Restart Now** to update and restart the Receiver.

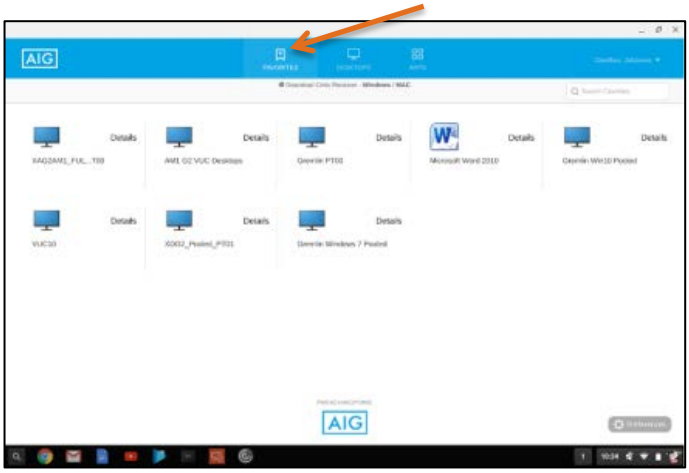


- If the **Citrix Receiver** does not launch, tap the search icon and then type *Receiver*.

- Tap **Citrix Receiver** on the results list.

19. The Citrix Receiver will load the configuration file. To set up Virtual Workspace, provide your **login** information:
    - Enter your **LANID** in the User Name field.
        - R1-Core users just enter **LANID** in the User field,
        - Users for any other domains, enter **lanid@domain.aig.net**.
    - Enter your **LAN password** in the Password field.
    - Enter your **4-digit PIN** and current **6-digit RSA Token code** for Passcode.

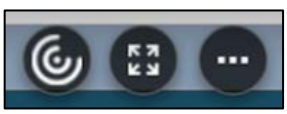
      Note: To set up the RSA Token for the first time, only enter the 6-digit RSA Token code and you will be prompted to create the PIN.
    - Tap **Log On**.
20. This opens application Favorites window. Tap an application to connect.



Pro Tips

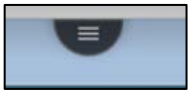
1. Follow these steps to open **Full Screen** mode using the Citrix Receiver Preferences.
    - Tap the **Receiver Tab** at the top of the screen.

    - Tap the **Middle Icon** to toggle **Full Screen** mode.

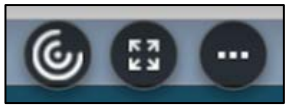
      

2. Send **Control + Alt + Delete**

   - Tap the **Receiver Tab** at the top of the screen.



   - Tap the **3 dots** button.



   - Tap Ctrl+Alt+Del.

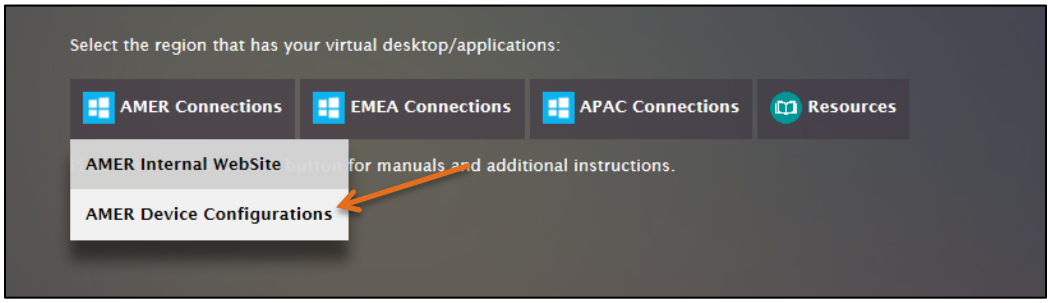
Weblogin (PC/Mac)

EPA Scan Requirements

An End Point Analysis Scan (EPA Scan) is when a user's PC/Mac is scanned to ensure that the proper antivirus settings are in place and running properly.

When a user uses Internet Explorer (PC) or Safari (Mac) to visit the https://connect.virtualworkspace.aig.com URL and connect to Citrix via a website login, a small program must be downloaded and run. This program is performing the EPA scan and reporting the results to determine if your PC/Mac should be permitted entry. This EPA scanning is only used when using the website login on PCs (Surface Pros included) and Macs. If you have an iPhone/iPad, Android or Chromebook you must use the Citrix Receiver Method to connect to Citrix.

You will be prompted to run the EPA scan when you move your mouse to one of the listed datacenters and select either **Internal Website** or **External Website**, whichever is displayed.



PC/Mac Antivirus Requirements (PC/Mac)

An antivirus program must be running on all PCs and Macs to use this solution. The requirements are:

- Antivirus (AV) must be running (PC & Mac)
- Real-time scan must be enabled;

  Note: Trend Micro calls this On-Access Scanner (PC & Mac)
- Definition file must be 15 days old or less (PC & Mac)
- Mac Firewall must be running (Mac)

AIG-owned Windows laptops already have the necessary antivirus program installed and configured properly. It is not possible to provide step by step instructions for personal-owned PCs or Macs as there are many different antivirus programs available. However, we have included steps to configure Windows Defender and Sophos Antivirus in the following sections of this guide.

Security Settings for PCs

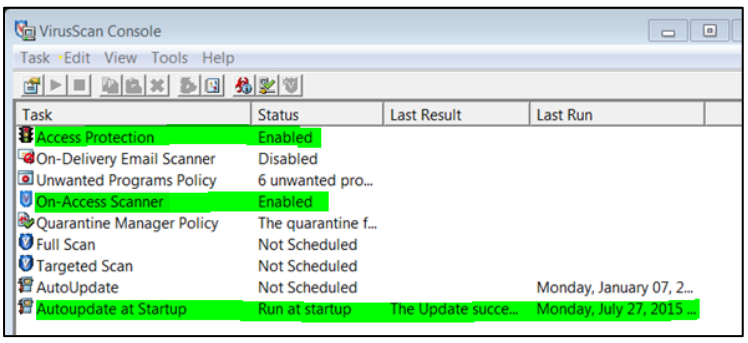
Reminder, an RSA Secure ID token is required to login to the Citrix Software. For further information, see the **Prerequisite – RSA SecurID Token** section in the front of this guide.

A reliable antivirus must be installed and enabled on the Windows machine and it should satisfy the above requirements. You can install almost any antivirus on a personal computer but for corporate computers, please follow the security guidelines. Contact the **AIG IT Service Desk** at 1-877-HELP-HLP (1-877-4357-457) if your AIG computer does not have antivirus installed.

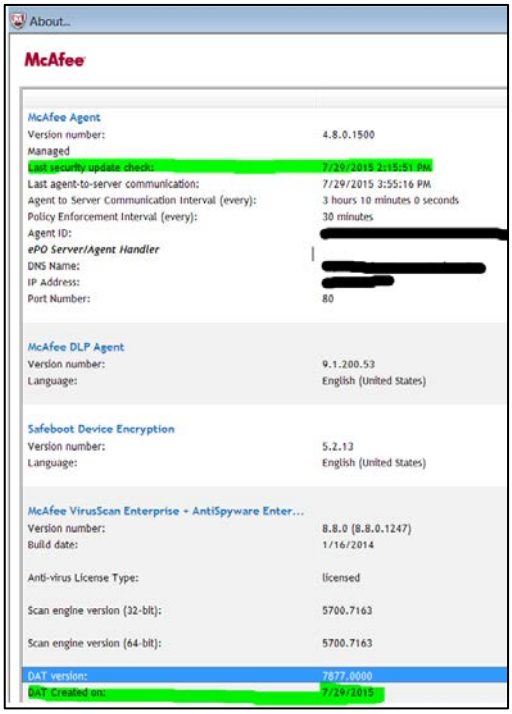
If you wish to use Windows Defender please go to the next section, **Configuring Windows Defender**.

The following instructions are an example. Not all antivirus programs will have the same configuration screens.

1. Enable the Real-time Protection/Access Protection on the antivirus.
2. Enable the quick scan or ON ACCESS scanner.



3. Set the virus definition to no older than 15 days.

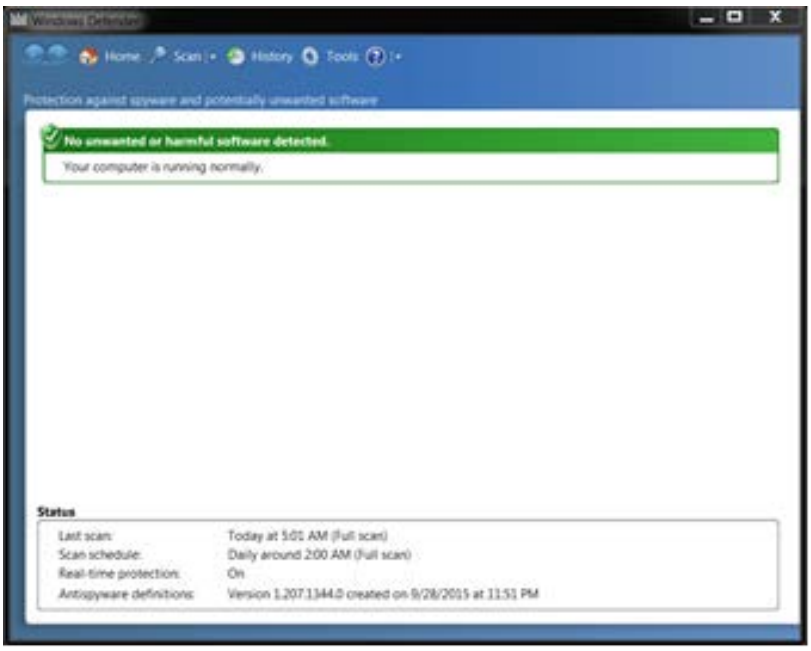


Configuring Windows Defender

A Windows machine with Windows Defender properly configured should pass the EPA scans even if other antivirus software is installed and failing the EPA scans.

1. Go to Start **Control Panel**.

2. Click on **Windows Defender** and the following should appear.



Notice that **Real-time protections** is On and **Anti-Spyware definitions** has a date. Make sure that this date is no older than 15 days ago.

3. To enable real-time scanning:

   - Click on **Tools** on the top of the screen.
   - In the **Options** screen click on **Real-time protection** on the left.
   - While only the first item is needed it is recommended to enable the following three check boxes:
     - *Use real-time protection* (recommended)
     - *Scan downloaded files and attachments*
     - *Scan programs that run on my computer*.
   - Click on **Save**.

4. To ensure that virus definition file is always up to date:

   - Click on **Tools** on the top of the screen.
   - In the **Options** screen, click on **Automatic Scanning** on the left.
   - Enable *Automatically scan my computer*.
   - Enable *Check for updated definitions before scanning*.
   - Click on **Save**.

At this point you should verify the definition file is up to date and then retest using Internet Explorer by going to **https://connect.virtualworkspace.aig.com**. You will be prompted to run the EPA scan when you move your mouse to one of the listed datacenters and select either *Internal Website* or *External Website*, whichever is displayed. If the EPA scans still fail please use the Citrix Receiver method to login to Citrix.

For more detailed instructions see the next section.

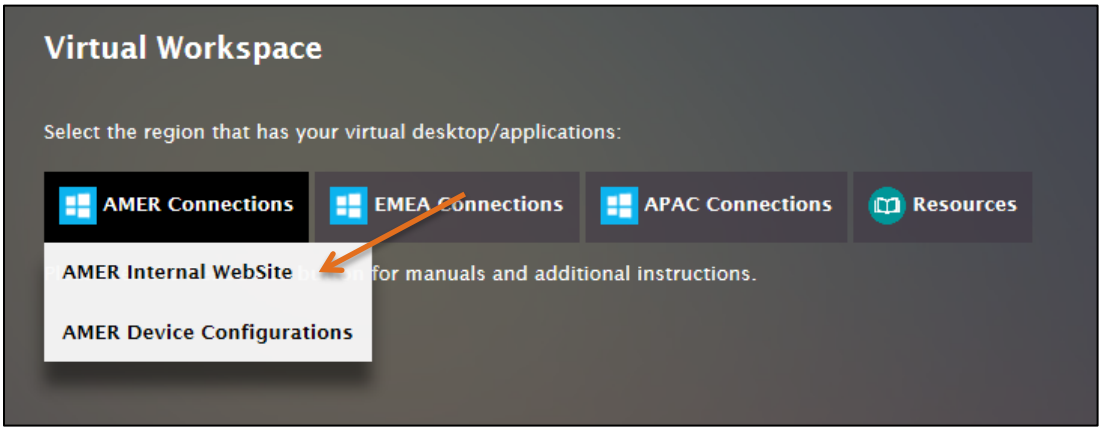
Weblogin Initial Configuration for PCs

This method should be used if you have the Citrix Receiver already installed on your Windows PC/laptop but do not have the Citrix Receiver configured. This will allow you to login to the AIG Gen2 Citrix environment by using Internet Explorer and selecting what you wish to connect to.

1. Start Internet Explorer (v9 or above) of Firefox. Do not use Chrome or any other browser. Go to **Virtual Workspace** at **https://connect.virtualworkspace.aig.com** and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

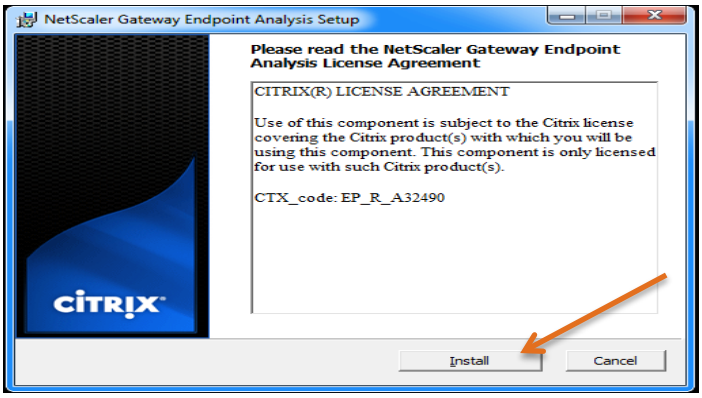
2. Click on **Internal Website** or **External Website** for that datacenter, whichever is displayed.



3. When asked to run the nsepa-setup64.exe click on **Run**. This will download and run the installer which will load a program that will perform the needed EPA scans that check the antivirus software and verify the needed configuration.

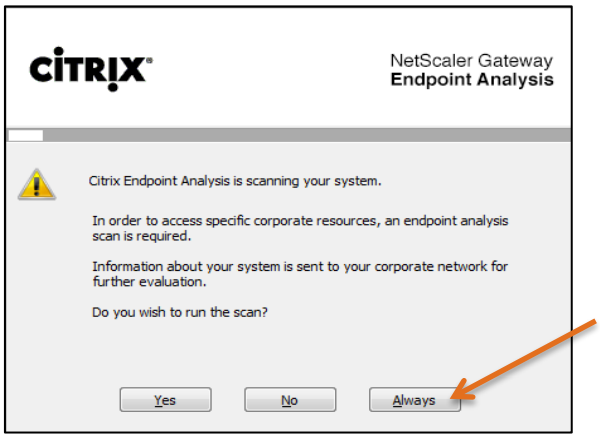
   Sometimes the next windows appear behind the webpage is not visible. Check the Task Bar to see if this icon appears but you don't see the window on the screen. If so, click on this icon on the Task Bar to bring it to the foreground and continue.

4. You will be asked to accept the license. Click **Install**.



5. Allow the software to install. Then Click **Finish** to complete the installation.

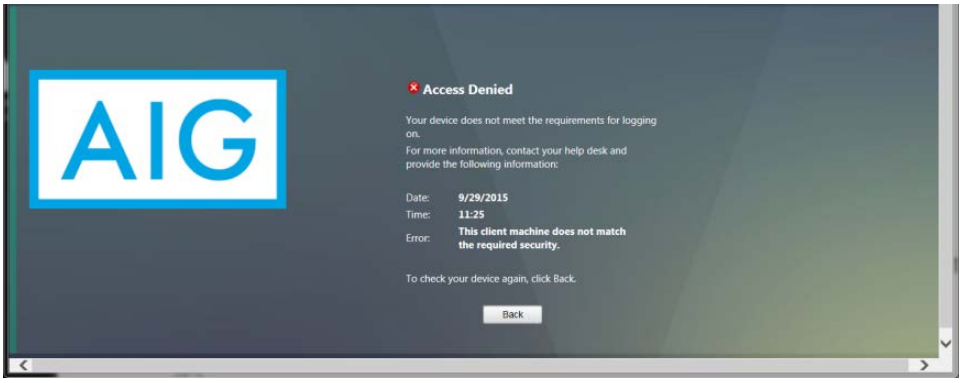
6. Click on **Always**. If you select **Always**, it will streamline future connections and you will not be prompted again.



Note: You can also click **Yes**, however, if you do you will have to manually permit the EPA scan to run each time you connect via this method.

7. When the installation is complete the EPA scan will occur. If your PC passes the EPA scan analysis you should see the login screen.

8. If you do not pass the EPA scan analysis you will see the following screen. If you do see this screen please go to the **EPA Scan Failure (PC/Mac)** section to continue.



Security Settings for Macs

Reminder, an RSA Secure ID token is required to login to the Citrix Software. For further information, see the **Prerequisite – RSA SecurID Token** section in the front of this guide.

A reliable antivirus must be installed and enabled on the Mac machine and it should satisfy the requirements listed in **PC/Mac Antivirus Requirements** section. You can install almost any antivirus on a personal computer but for corporate computers, please follow the security guidelines. Contact the **AIG IT Service Desk** at 1-877-HELP-HLP (1-877-4357-457) if your AIG computer does not have antivirus installed.

We have successfully tested the following antivirus for Mac programs:

- McAfee native client
- Sophos web and/or native client
  - https://www.sophos.com/en-us/products/free-tools/sophos-antivirus-for-mac-home-edition.aspx
- Webroot
  - http://www.webroot.com/us/en/home/

Others may work but have not been tested.

NOTE: The screenshots below are from a personal Mac using Sophos Antivirus. You can use any available antivirus. Not all antivirus' are tested with this access. For corporate Macs running Trend/McAfee the screenshots/locations of the settings might be different. Please consult your local **Technology Bar** or call the **AIG IT Service Desk** for these settings.

1. The Default Mac Firewall should be enabled.

2. There should be an antivirus present on the Mac.

3. Real-time Protection on the antivirus should be enabled.

4. The virus definition should be no older than 15 days.

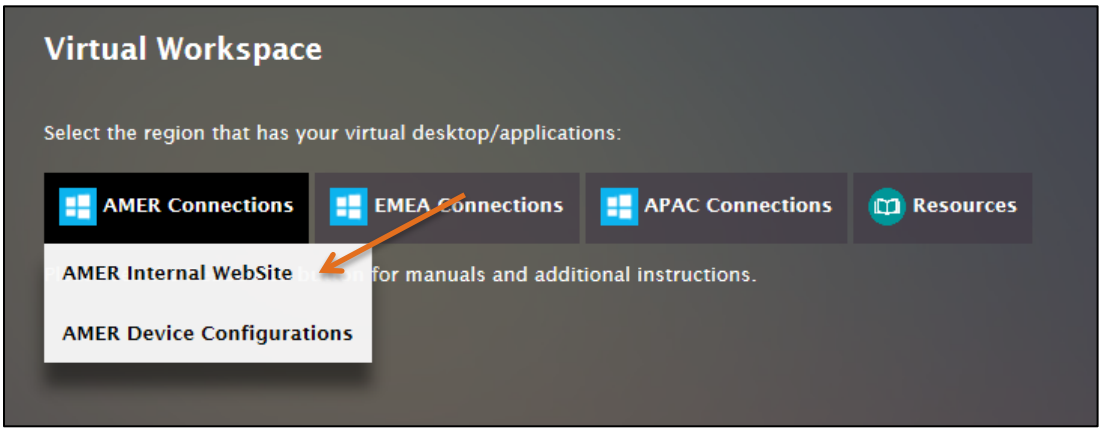
Weblogin Initial Configuration for Mac

This method should be used if you have the Citrix Receiver already installed on your Mac but do not have the Citrix Receiver configured. This will allow you to login to the AIG Gen2 Citrix environment by using Internet Explorer and selecting what you wish to connect to.

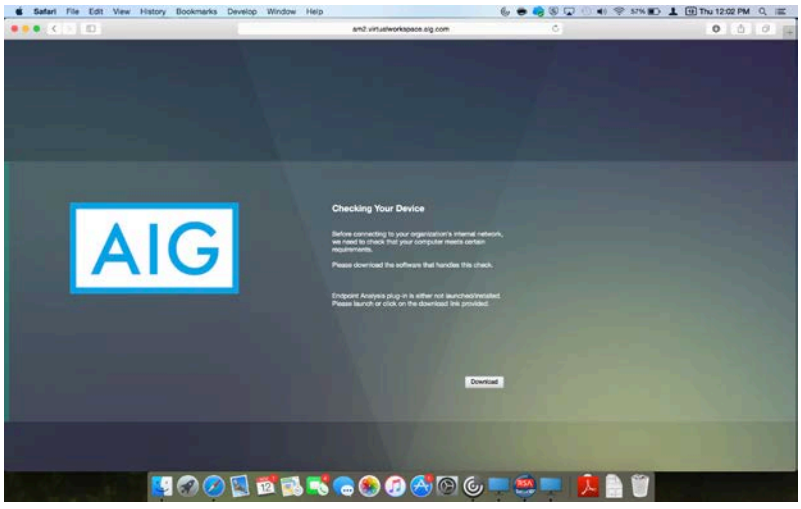
1. Start Internet Explorer (v9 or above), Firefox, or Safari. Do not use Chrome or any other browser. Go to **Virtual Workspace** at **https://connect.virtualworkspace.aig.com** and hover cursor over the appropriate datacenter that contains your virtual desktop.

   AM1/AM2 is AMER, EM1 is EMEA, AP1 is APAC

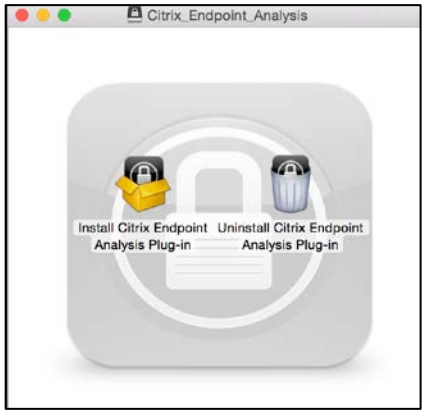
2. Click on **Internal Website** or **External Website** for that datacenter, whichever is displayed.



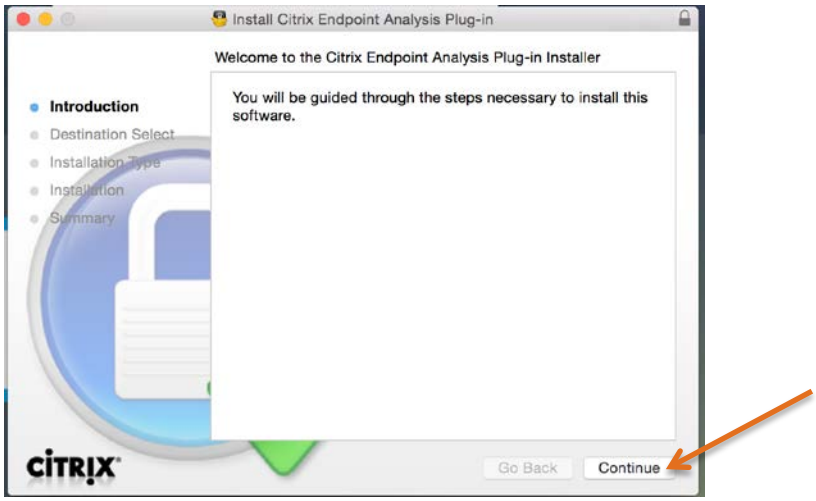
3. When shown the following screen please click on **Download**. This will download and run the installer which will load a program that will perform the needed EPA scans that check the antivirus software and verify the needed configuration.



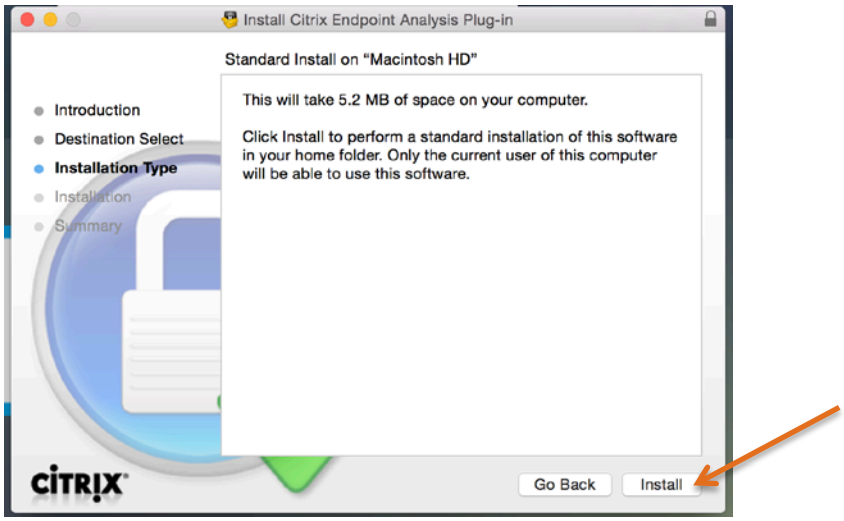
4. Select **Install Citrix Endpoint Analysis Plug-in.**



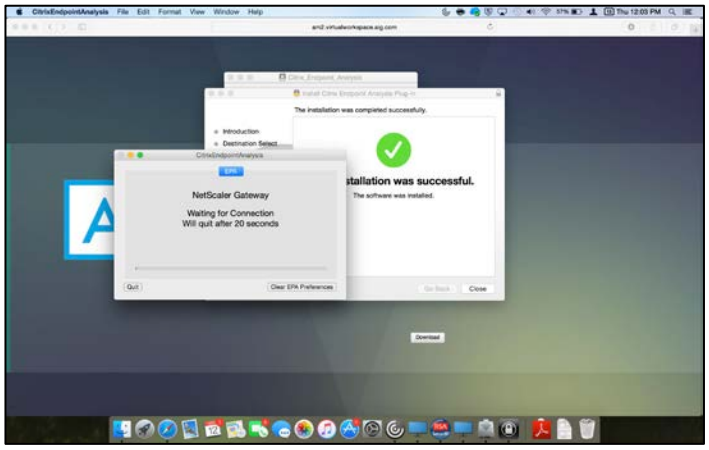
5. Click on **Continue** to progress through the installation.



6. Click on **Install** to begin installation.

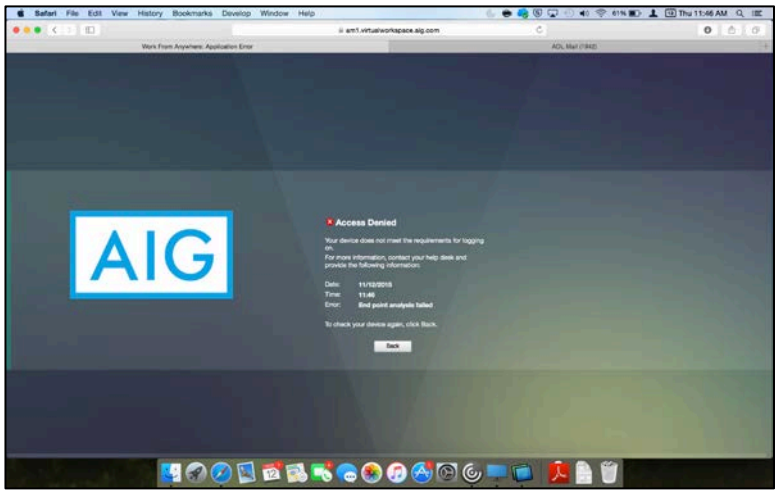


7. When the installation is completed, click on ***close*** for the EPA scan to begin automatically.



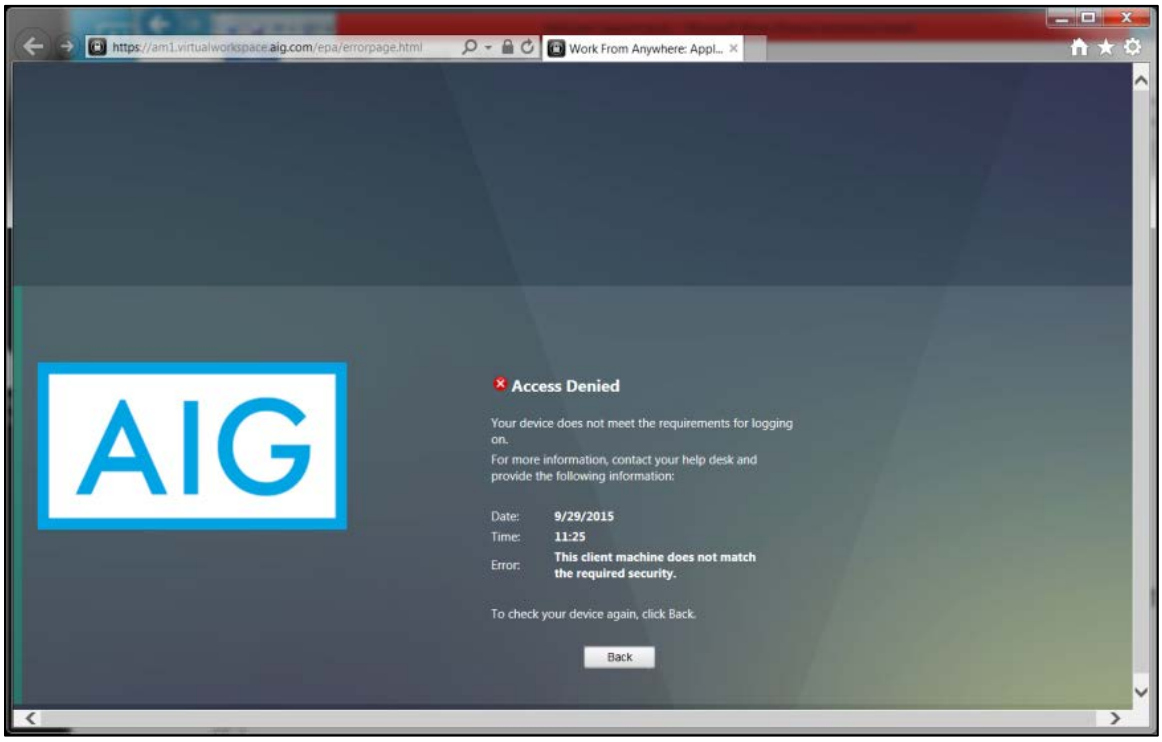
8. If your Mac passes the EPA scan analysis you should see the following screen.

9. If you do not pass the EPA scan analysis you will see the following screen. If you do see this screen please go to the **EPA Scan Failure (PC/Mac)** section to continue.



EPA Scan Failure (PC/Mac)

If the user sees a screen similar to the following (Access Denied), it means that the EPA Scan (antivirus checks) did not pass and you will not see the login screen.



The first thing to check is the antivirus software. AIG IT does not dictate which antivirus (AV) software needs to be used on personal devices. We have tested with TrendMicro, McAfee, Norton and MS Defender but others should work if configured correctly. The requirements are that the AV software must be:

- Antivirus (AV) must be running (PC & Mac)
- Real-time scan must be enabled;

  Note: Trend Micro calls this On-Access Scanner (PC & Mac)
- Definition file must be 15 days old or less (PC & Mac)
- Mac Firewall must be running (Mac)

For a PC, if it is not possible to verify that the user's AV is configured according to the above, you can simply configure Windows Defender. See the **Configuring Windows Defender (PC)** section.

If you have verified the above settings and still cannot go further then please contact the **AIG IT Service Desk** at 1-877-HELP-HLP (1-877-4357-457).

Resources and Documents

There are additional resources and documents for your usage. Please go to the following URL: **https://connect.virtualworkspace.aig.com/connect/index.aspx** and click on the Resources icon.

You will find this document and the *Quick Setup Guides* for the five primary device types.

There is also a link to a webcam test site. This can be used on your device to ensure that a connected USB webcam is available. It can also be used in XenApp or XenDesktop to verify that the webcam connected to your device is available to the Gen2 Citrix environment.

The Citrix Receiver Cleanup Utility is available for personal PCs. This would only be used if you uninstalled an older version of the Citrix Receiver and are about to install a more recent version of the Citrix Receiver. See the **Removal of Citrix Receiver** section in this document for step by step instructions.

More resources and documents will be added to this area in the future.