

# WORKING REMOTELY - GET STARTED WITH THE NEW CITRIX

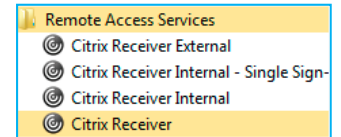
## What's New?

- ✓ New interface similar to Windows 8 and 10
  - New Start menu look and feel
  - Customizable Start menu – Add and arrange items to support the way you work.
- ✓ Access individual applications instead of the full desktop.
- ✓ Improved performance and stability – automatic reconnect when your internet connection is unstable.
- ✓ Simplified sign-in for Fund workstations connected to the network using *Start/Remote Access Services/Citrix Receiver Internal – Single Sign-On*.

## Logon Options

Continue to access to Citrix using the standard URLs:

- ✓ If NOT connected to Fund: (<https://remote.imf.org>)
- ✓ If CONNECTED to Fund: <https://intremote.imf.org> or **Start/Remote Access Services** (from your Fund workstation).
- **Citrix Receiver External:** For connecting from outside the office network or from guest wireless.
- **Citrix Receiver Internal-Single-Sign-On:** Login without having to provide credentials while on the internal network.
- **Citrix Receiver Internal:** Use if you are sharing a machine with another user and would like to login to Citrix with your credentials.



## The New Interface

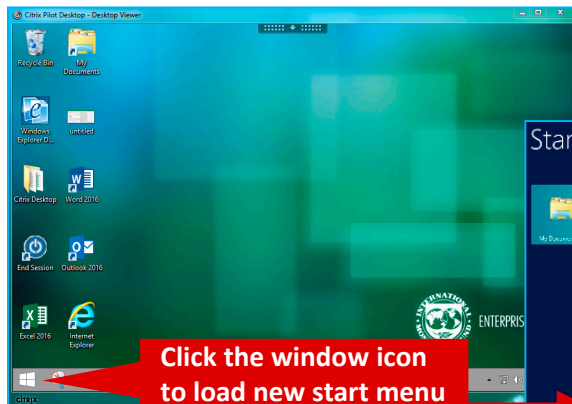


Log in using your network credentials and RSA Token.

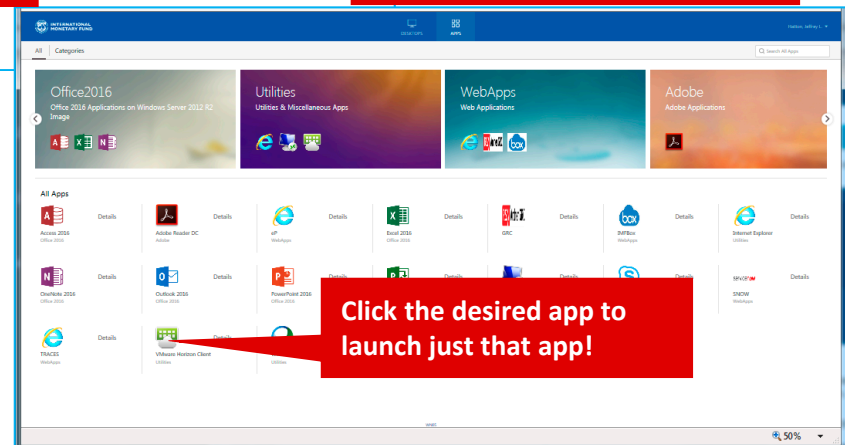
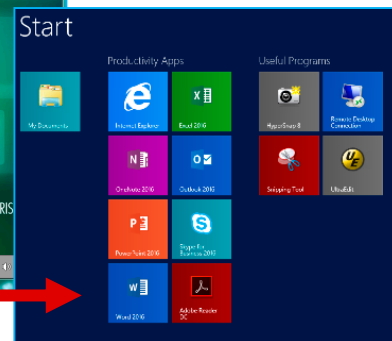
Click **Citrix Desktop** to open the standard desktop

OR

Click **Apps** to launch just an individual app instead of the entire Citrix desktop.



Click the window icon to load new start menu – with tiled or list view.



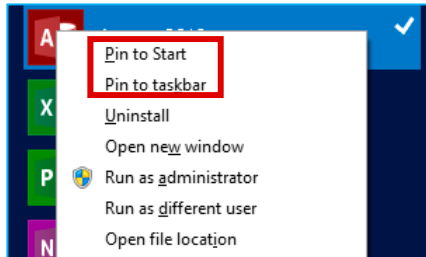
Click the desired app to launch just that app!

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### Tips on the New Start Menu

#### Make the Start menu work for you:

- **Pin applications:** Search for any application/program and right click. Choose *Pin to Start* to have easy access from the *Start* menu, **OR** for the most frequently used applications, choose *Pin to Taskbar* for single-click access from your desktop.



- **Group pinned applications:** Click and drag to group pinned applications, or create a new group name, above a pinned application, right click and select *Name Groups*.
- **Navigate back to desktop:** In the *Start* menu and want to return to your desktop? Tap the *Esc* key.

### Citrix for Mac

For instructions on connecting to Citrix from a Mac, visit the <http://WorkingRemotely> page.

In the past, Citrix was only supported on Safari. Now, Mac users may access Citrix from various browsers, including Chrome.

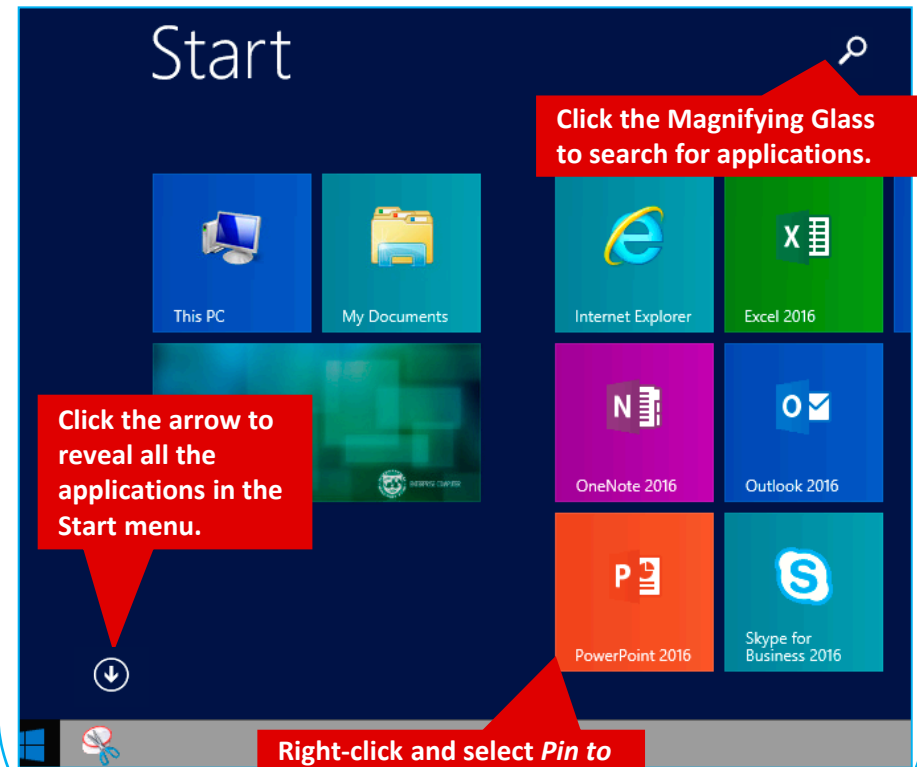
Visit <https://remote.imf.org> and click the [Support Page](#) link for more details on supported browsers.

### Want to learn more?

Visit <http://WorkingRemotely> to learn about using Citrix, as well as other remote access tools such as Pulse Secure for Fund laptops.

### New Start Menu

In the new Citrix Desktop, the **Start Menu** is the biggest change. It is extremely customizable.



### Need help?

For IT support, please contact the [IT Help Desk](#) at (202) 623-6631 (x36631), through [chat](#), through [self-service](#), or by email at [ithelpdesk@imf.org](mailto:ithelpdesk@imf.org)