Initial Installation - Citrix Remote Access

Citrix Remote Access provides secure access to the firm's computer resources using a web browser and any available computer. Key benefits include the speed and responsiveness of applications, ease-of-use and security. It does not require your work PC to be powered on, monitor configurations are less challenging and both Mac and Windows operating systems are supported using most web browsers.

This solution provides access to the majority of firm-standard applications, including Microsoft Office, FileSite, Aderant and Big Square. It does not currently provide access to custom and office-specific applications, such as Propel, Close-It, Lawgic or DoubleTime. These applications may be included during a later release, if possible.

Citrix Remote Access is not currently supported from mobile devices, such as the iPad, iPhone or Android tablets and phones, and the ability to locally save documents is prohibited by firm policy. For security reasons, **after one hour of inactivity the application will close automatically**.
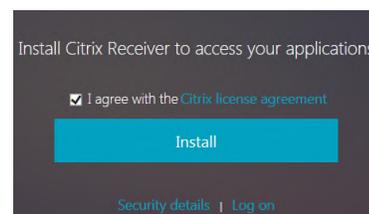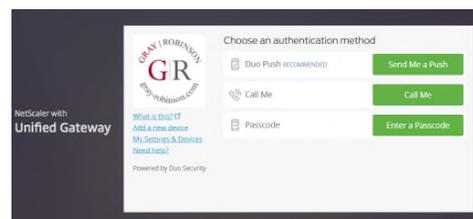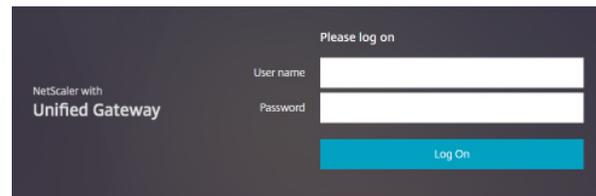
These instructions will guide you through the process of installing the Citrix Receiver on your remote computer. You install the Citrix Receiver only once per computer.
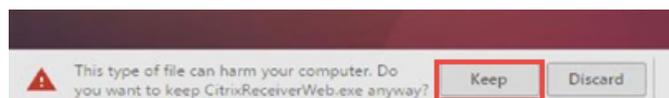
1. Open Internet Explorer and go to
   https://citrix.gray-robinson.com

   OR

   Go to www.gray-robinson.com and scroll to the bottom of the page. Click on G|R Extranet. Click the first button on Extranet page, **GrayRobinson Citrix Remote Access**.

   - Type your user name in the ***User name*** field.
   - Type your network password in the ***Windows Password*** field.
   - Click **Log On**.
   - Choose the ***Duo*** authentication method (Send Me a Push, Call Me or Enter a Passcode).

2. Click the checkbox "I agree with the Citrix license agreement," then click **Install**.

   NOTE: *If you use Google Chrome as your web browser, you may see this security warning. Click **Keep**, then run the file.*

3. Click Run to install CitrixReceiverWeb.exe. This will take a moment.

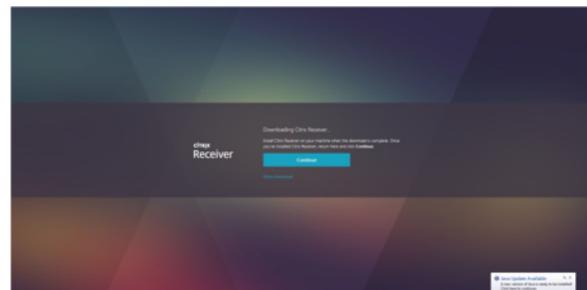4. Click **Start** when you see this this window:

5. Click the checkbox for *I accept the license* agreement, then click **Install.** You will see a progress window as the Citrix Receiver software installs.

6. Once the installation is complete, you will see this window; click **Finish.**

7. If you see this window, click **Continue.**

8. Click **Allow** if the Internet Explorer Security window appears.

9. When the Citrix application page opens, select the appropriate icon or category (for example: Office 2016 to access Outlook, Word, etc.), or click **All** to see all programs available on Citrix.