

# GDLS Workplace VDI Welcome Packet MAC Version

CONNECT TO THE LS NETWORK FROM OFFICE OR REMOTELY

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# GDLS Workplace - In Office:

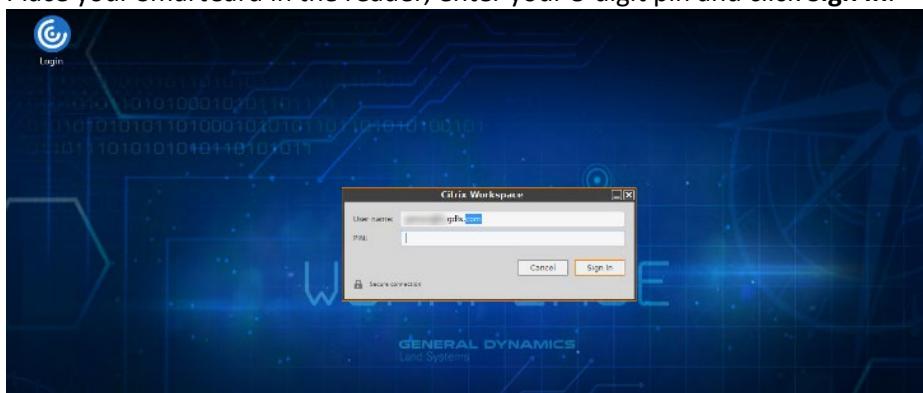
Using your SmartCard (employee badge):

Click the **Login** icon. If the icon is not showing, please submit an ITAC request noting the Login icon is not present on your iGel device.



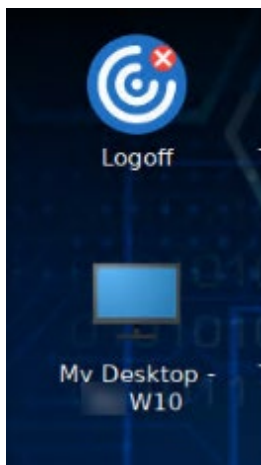
You will see the login screen to Storefront, below.

Place your SmartCard in the reader, enter your 8-digit pin and click **Sign In**.

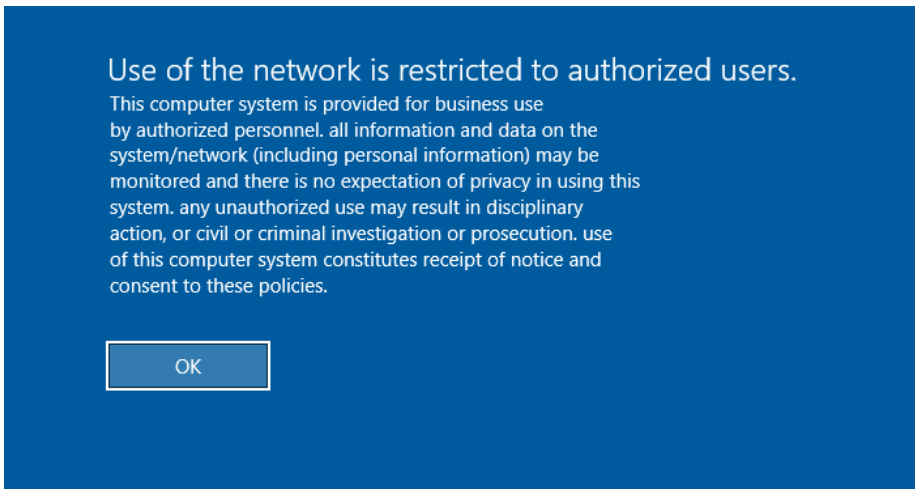


You should now be connected to the LS Network, your desktop should appear.

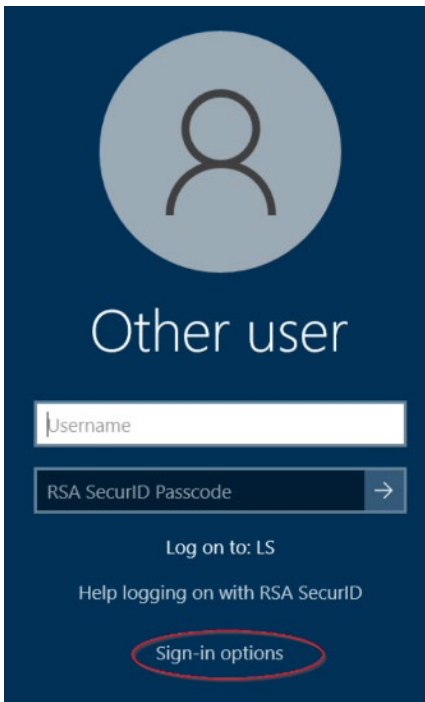
Click on **My Desktop** (KW, PU or EN)



You will see the Windows login screen below. Click **OK**.

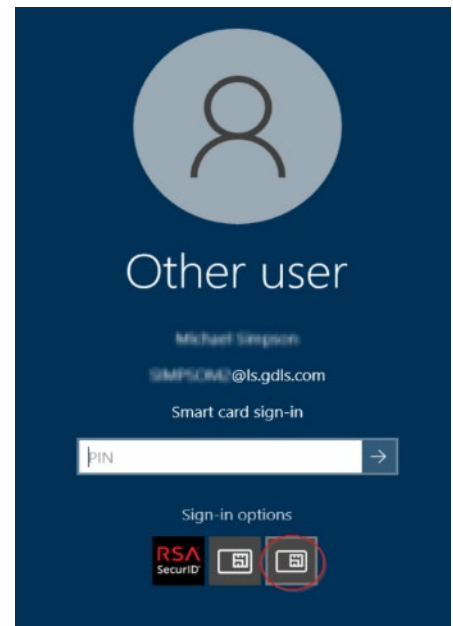


To use your SmartCard to Authenticate, click **Sign-In Options**.



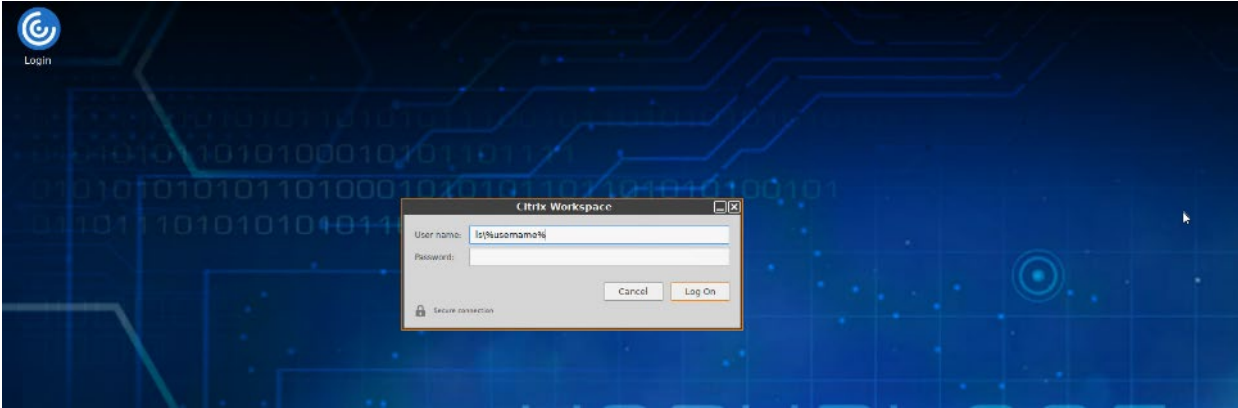
Click on the smartcard symbol that shows your username and input your SmartCard PIN. Use the 'Num Lock' key to enable the number pad to work if you are using it to enter your PIN.

Click the Right Arrow or hit Enter, you will then be signed into your Desktop and can work as desired.

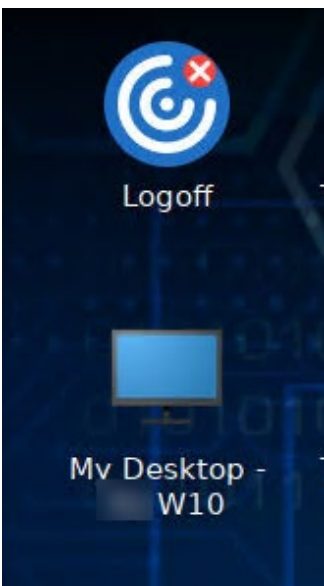


Signing in with your RSA token:

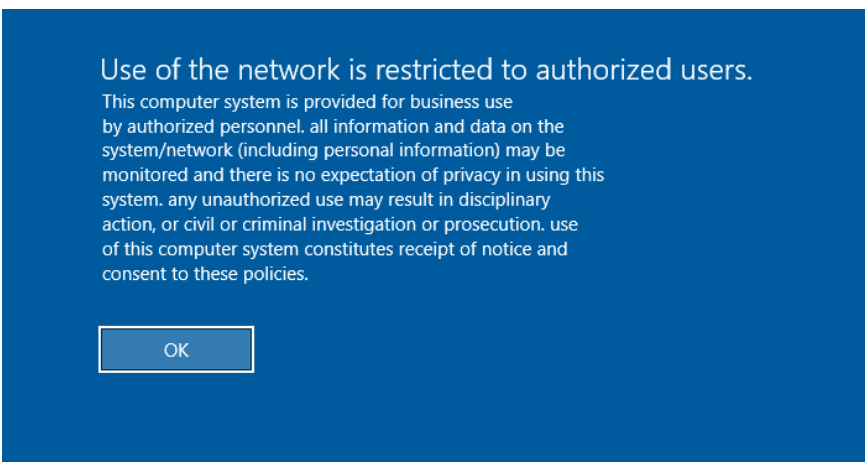
Click the 'Login' Icon on the Desktop then enter your Windows credentials. Add 'LS\' in front of your username: LS\username. Then your Windows password and click 'Log On.'



Click on **My Desktop** (KW, PU or EN)

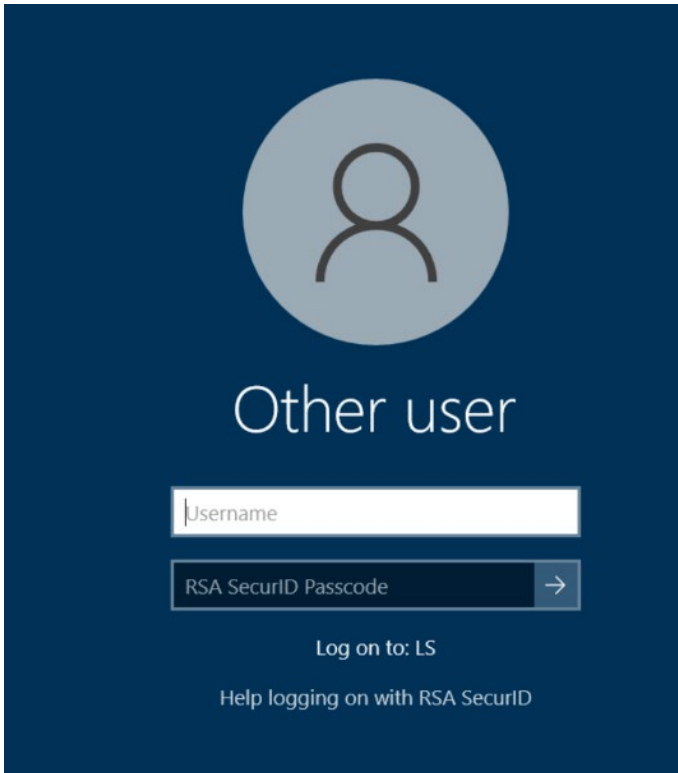


You will see the Windows login screen below.



You should now be connected to the LS Network, your desktop should appear. Click **OK**

Insert your username, RSA Token and hit Enter or click the Right Arrow. Use the 'Num Lock' key to enable the number pad to work if you are using it to enter your PIN/Token Code.





You should now be logged into your VDI Desktop and can work as desired.

# GDLS VDI Workplace @Home/Remote for MAC Users:

Installation of the Citrix Workplace package is required for access the LS network via GDLS Workplace for remote and home users **(do not download this on a GD owned device)**:

## Prerequisites

- MacOS Device Running OS ver. 10.15 or newer
  - **Workplace VDI does not support tablets or phones**
- Compatible Operating Systems:
  - macOS 10.15 Catalina
  - macOS 11 Big Sur
  - macOS 12 Monterey
  - macOS 13 Ventura (13.3.1)
- Chrome browser  is preferred; Safari  is the acceptable alternative.

## The Citrix Workspace App Includes:

- Application dependencies and prerequisites
- Citrix Workspace client for a reliable experience
- Citrix RealTime Media Engine for Skype ensuring reliable

## Common Issues Working Remote **without** the athome package Include:

- Performance issues in Skype/Teams/Webex/Zoom
- Troubles with Teams/Screen Sharing
- Audio Device issues in Skype/Teams/Webex/Zoom
- Randomly disconnected or logged off from VDI throughout the day
- Inability to configure multiple monitors
- Troubles logging in
- White/Blank Screen

## Installation, Setup

On your personal device **(do not download this on a GD owned device)**:

1. **To see if you already have this installed, see hit COMMAND + Spacebar to open the Spotlight Search and type Citrix, if you see “Citrix Workspace” in the search please proceed to “Activating Citrix Workplace App/Athome Package:”**
2. Navigate to: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-native-support-for-silicon-mac.html> and click “Download File”

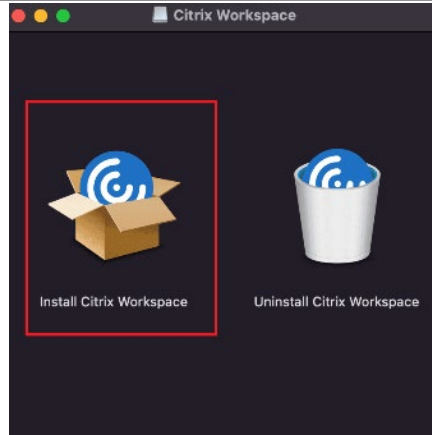
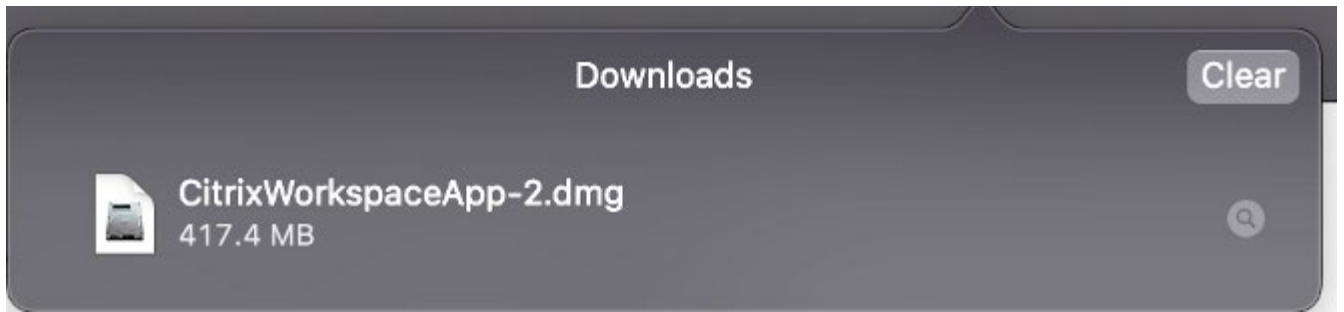
Citrix Workspace App for macOS - Mac with Apple Silicon (M1 Series)

Apr 13, 2023

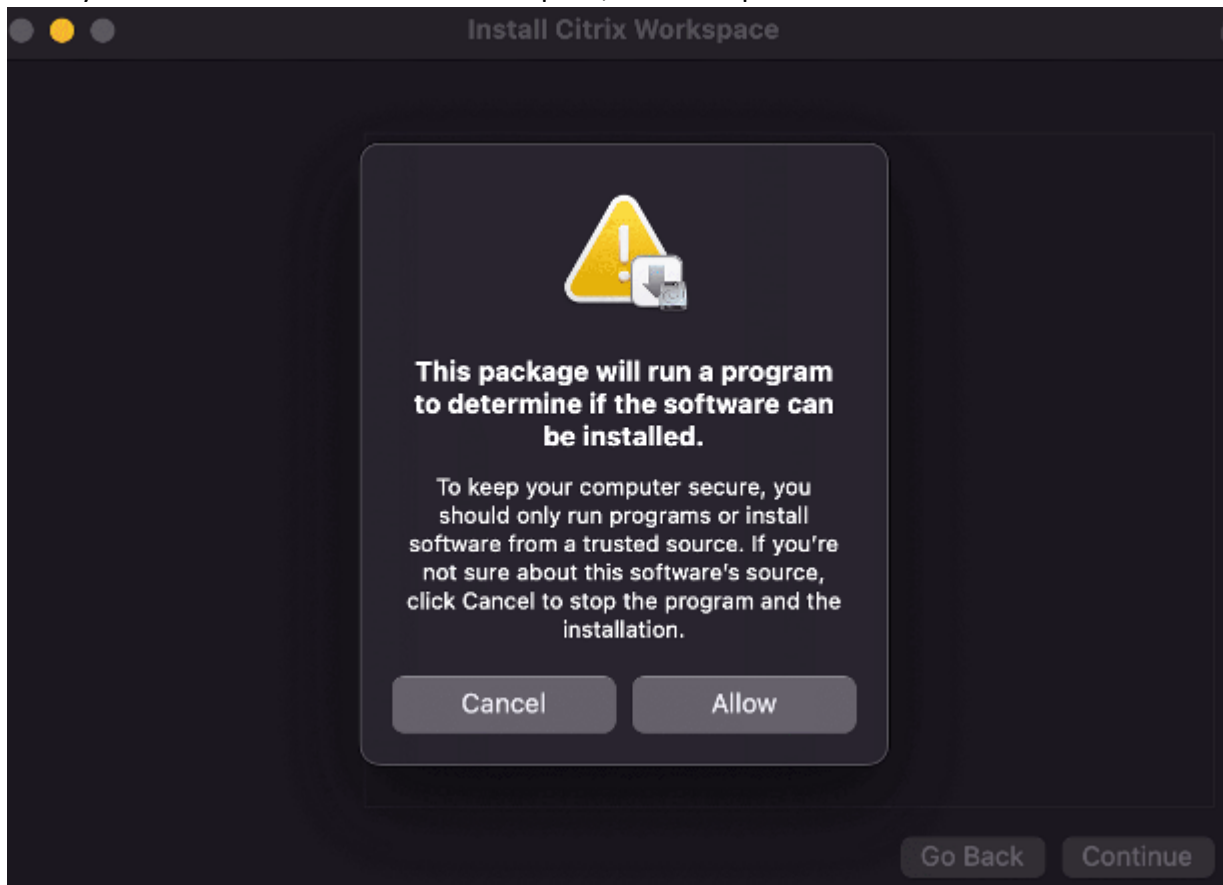
417.4 MB - (.dmg)



3. Open this newly downloaded file by double left clicking on the file:

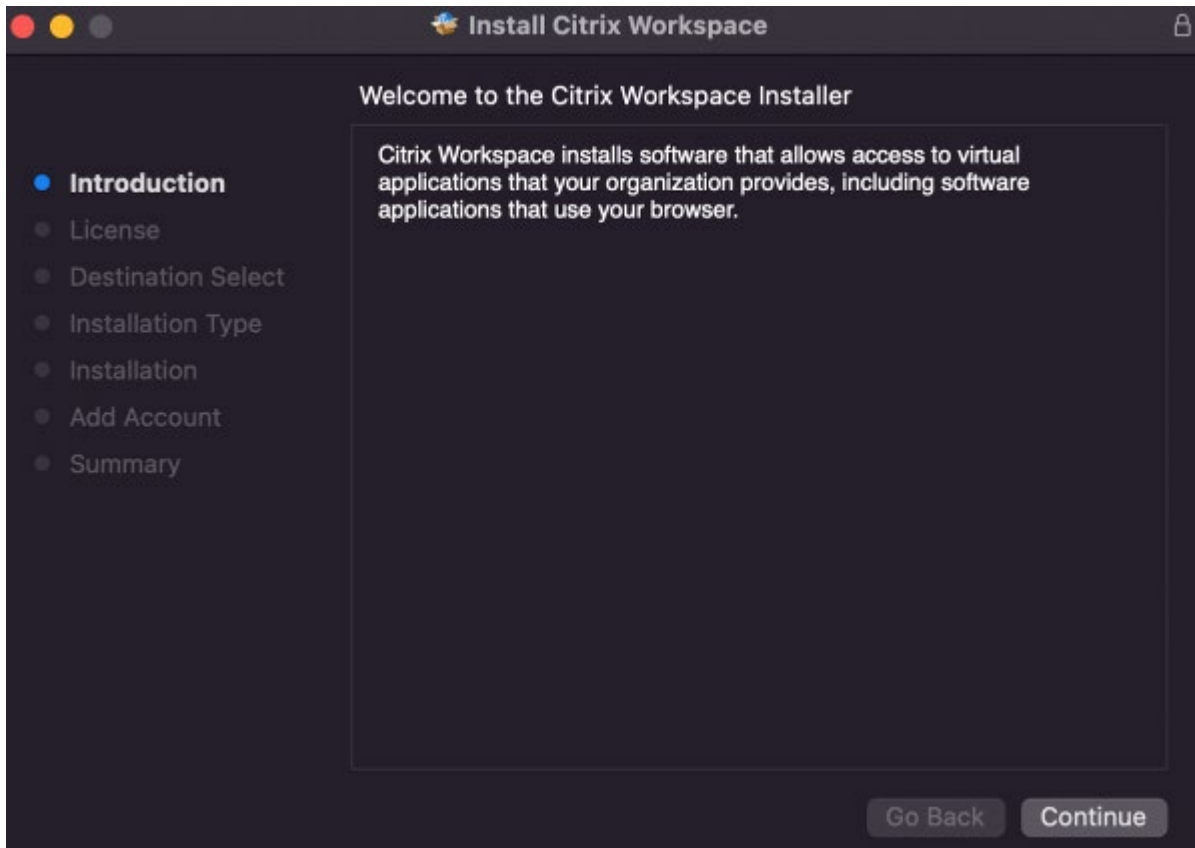


4. Double click "Install Citrix Workspace"
5. After you double click Install Citrix Workspace, this will open the installer. Click Allow:

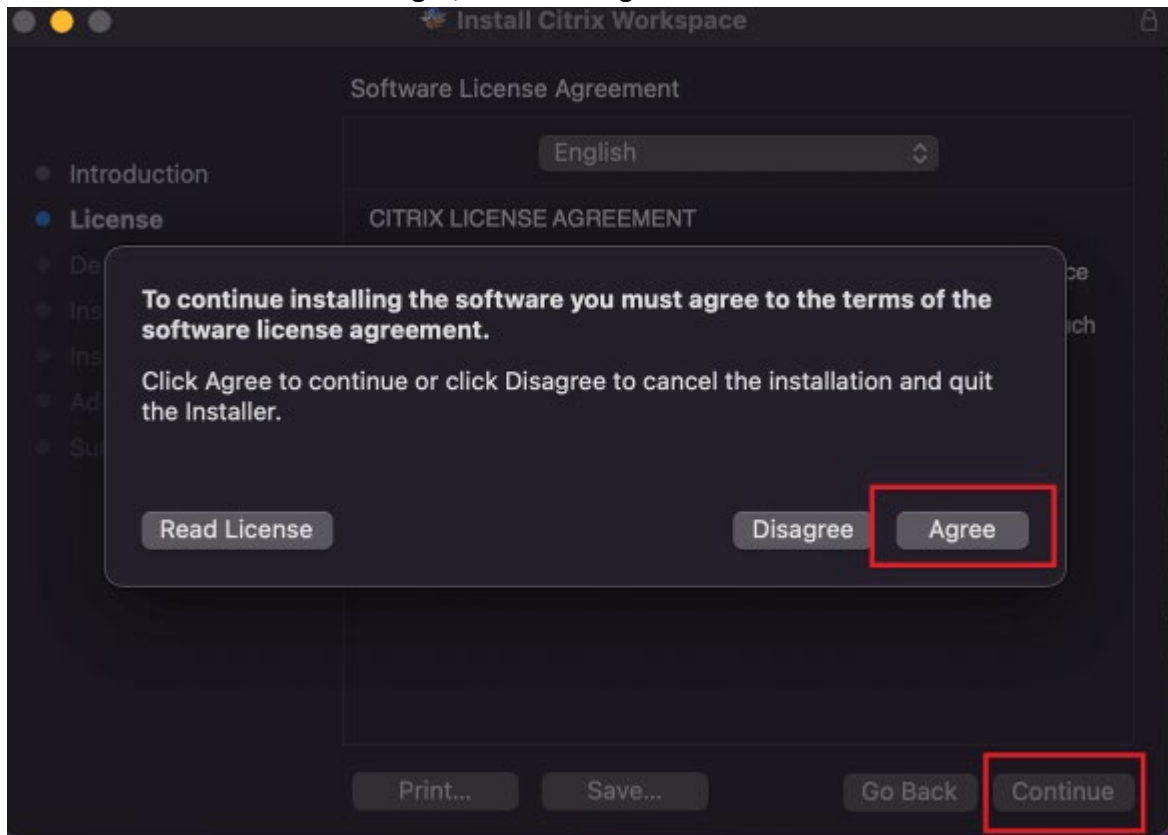




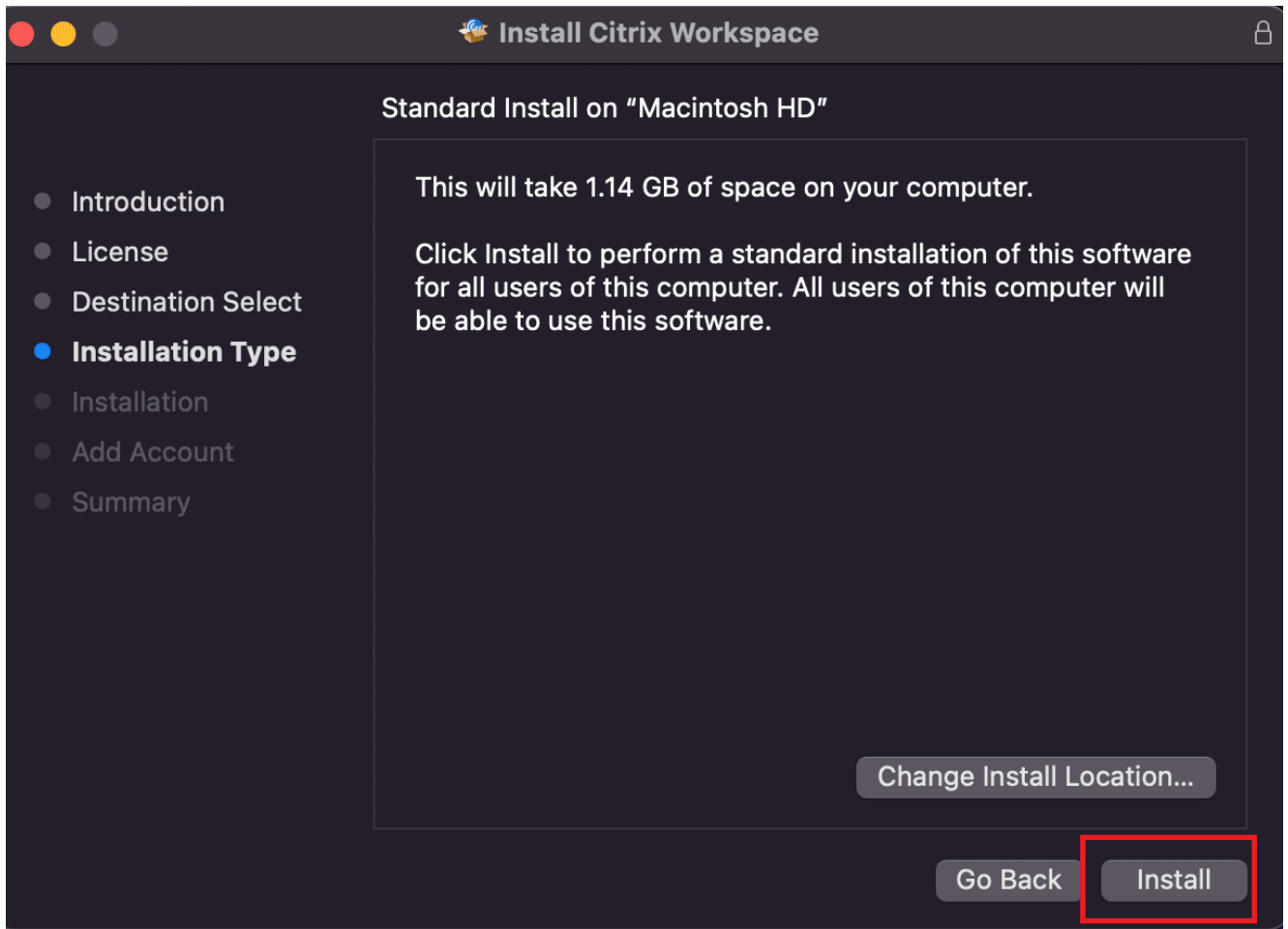
6. Click Continue:



7. Click Continue in the bottom Right, then click Agree.



8. Click Install, if you'd like to change the location click "Change Install Location" and select the path.

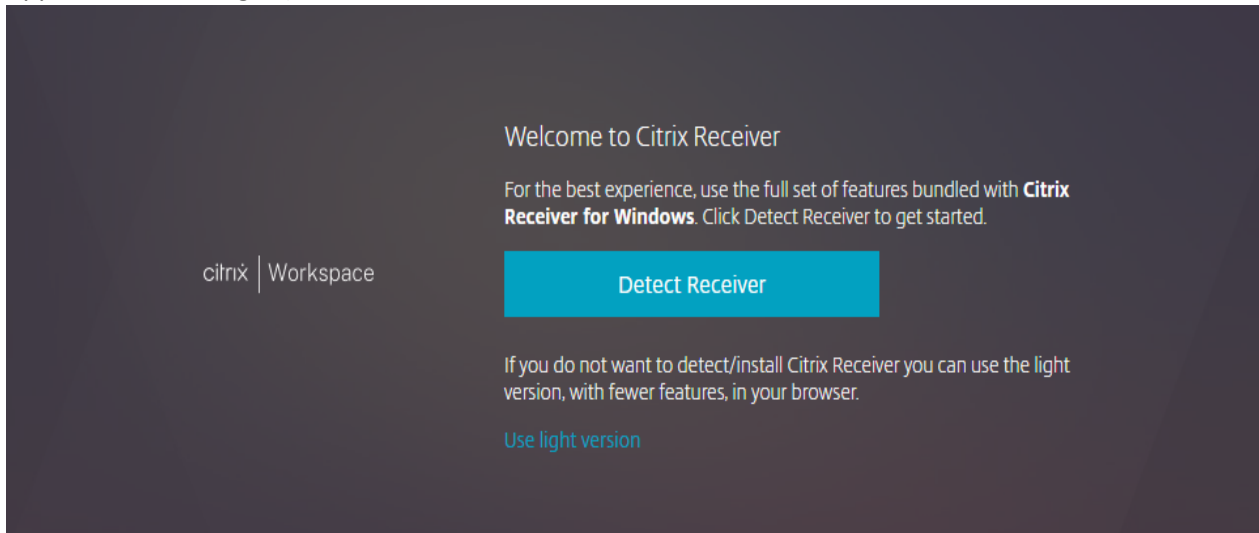


9. You have now installed the Citrix Workspace App, proceed to the section: For New VDI users if you've **never** navigated to [workplace.gdls.com](https://workplace.gdls.com). If you've visited this location in the past, see section: [Activating Citrix Workspace App/At Home Package](#)

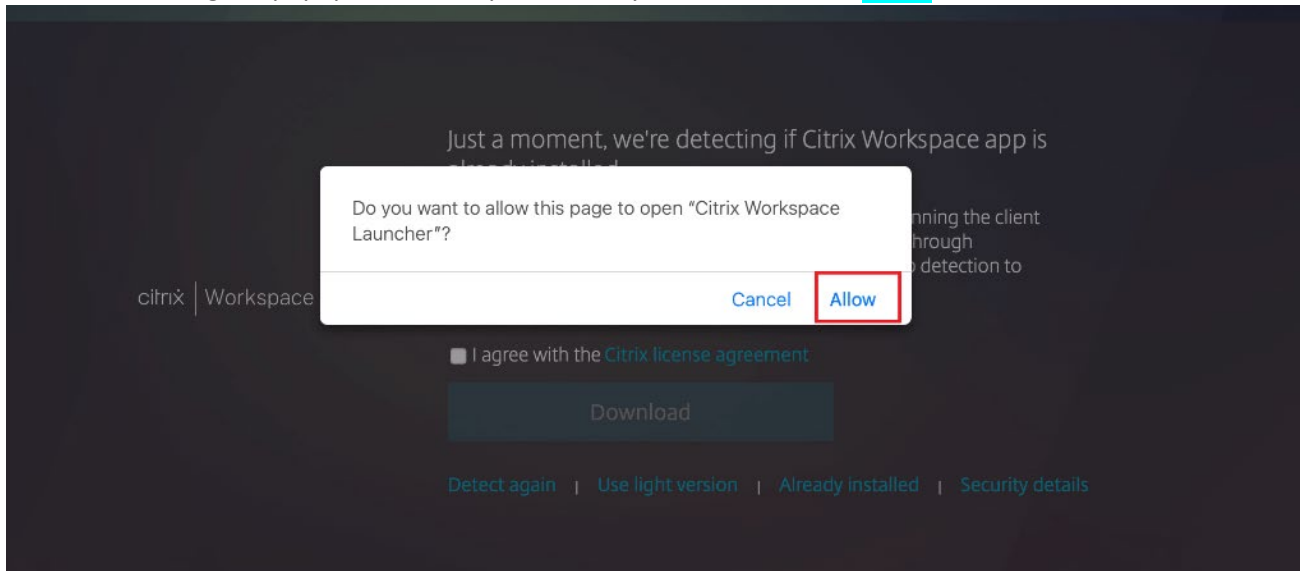
For New VDI Users (Initial Activation, first time visit to [workplace](https://workplace.gdls.com)):

1. Now that you have downloaded and installed the Citrix Workspace App, we need to activate this via <https://workplace.gdls.com/>
2. Login to [workplace.gdls.com](https://workplace.gdls.com) with your account name with no extra characters ex: jsmith42, your account password and 6 digit code from your RSA authenticator app.

3. Click **Detect Receiver**: (if you do not see this after logging in, proceed to “Activating Citrix Workspace App/Athome Package:”)



4. You should then get a popup near the top middle of your browser, click **Allow**

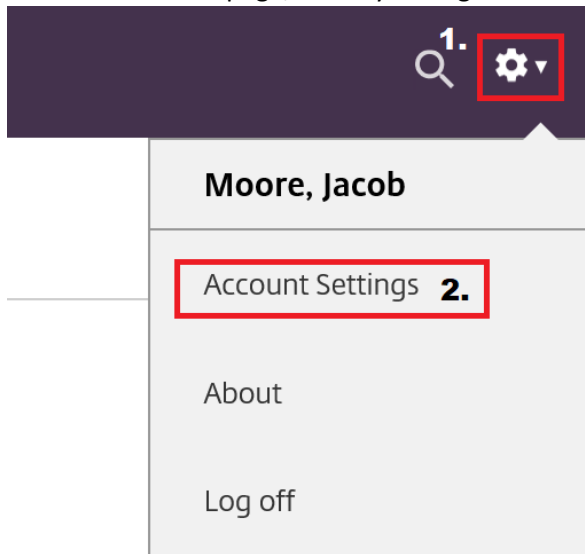


5. You have now activated the Citrix receiver and can click your VDI desktop and login to your Desktop with RSA/Badge Authentication.

#### Activating Citrix Workspace App/Athome Package:

1. To see if you already have this installed, see hit **COMMAND + Spacebar** to open the Spotlight Search and type **Citrix**, if you see “**Citrix Workspace**” in the search please proceed to “Activating Citrix Workspace App/Athome Package:”
2. Reset Citrix Receiver in the browser
  - a. Login to Workplace VDI <https://workplace.gdls.com> to access Storefront

- b. On the Storefront page, select your login name at the top right corner then click Account Settings



3. Once under Account Settings, click **Change Citrix Receiver (NOT ACTIVATE):**

[Change password](#)

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[About](#)

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[Log off](#)

Advanced

[Activate Citrix Receiver](#)

Downloads a file that adds this workspace to your local Citrix Receiver app.

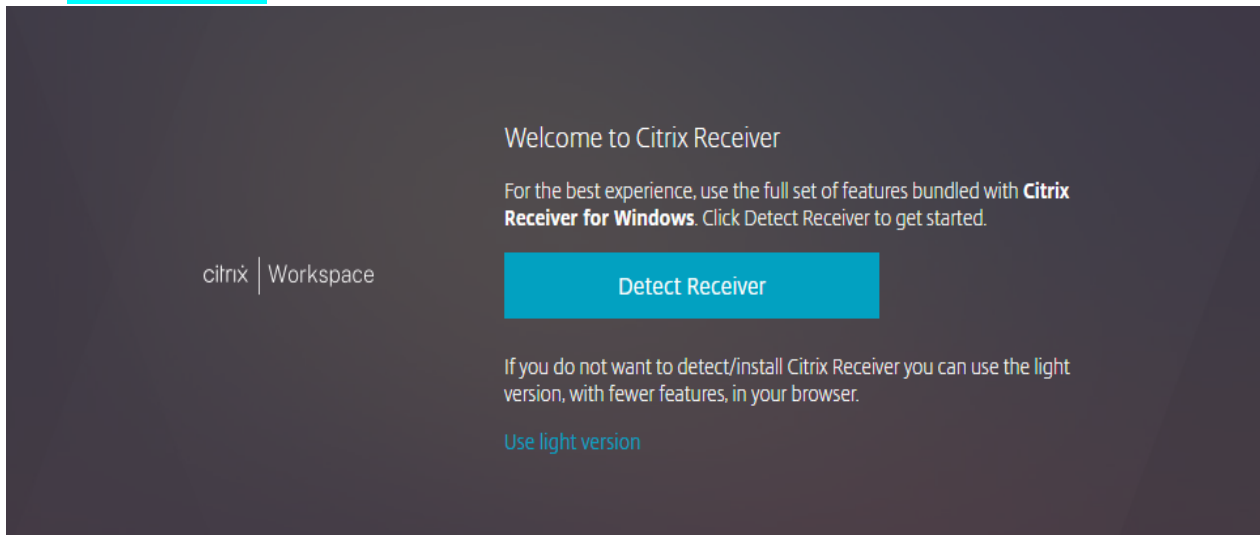
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[Change Citrix Receiver](#)

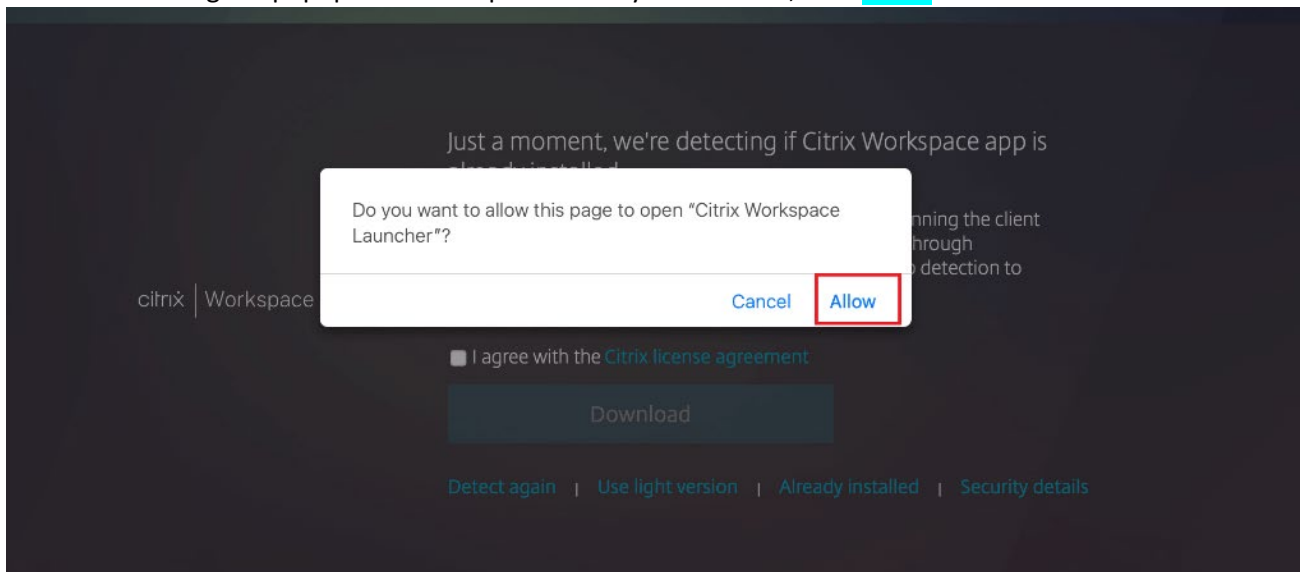
Opens a page that checks for a local Citrix Receiver app.

**Current status:** Apps and desktops open in your browser.

4. Click **Detect Receiver:**



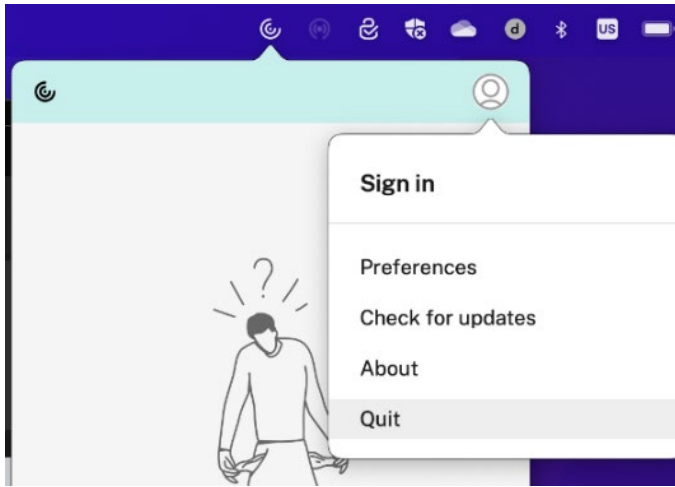
5. You should then get a popup near the top middle of your browser, click **Allow**



6. You have now activated the Citrix receiver and can click your VDI desktop and login to your Desktop with RSA/Badge Authentication.

### Uninstall Citrix Workspace App:

1. Close the Citrix Workspace app, if it's running. To close the Citrix Workspace app, do the following:
  - a. Navigate to the quick access menu.
  - b. Click the Account icon in the top-right corner.



c.

2. Drag the Citrix Workspace app from the Application folder to the bin. Alternatively, you can right-click the Citrix Workspace app and select Options > Move to Bin.
3. Provide your system credentials when prompted. (Not GDLS Credentials)
4. Close all running apps (Citrix Workspace) and click Continue to confirm. The Citrix Workspace app and all its system files are deleted from your device.

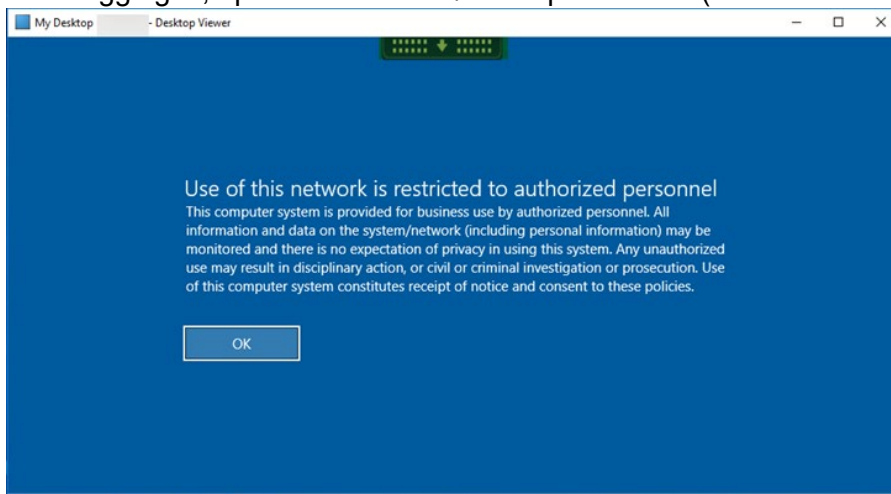
### Resolving Common issue when in office or remote:

1. If at any point you run into an issue on VDI and need assistance, please reach out to the ITAC Service Desk at: 844-457-4822. Below are some common issues you may run into when using VDI, and how to resolve them.

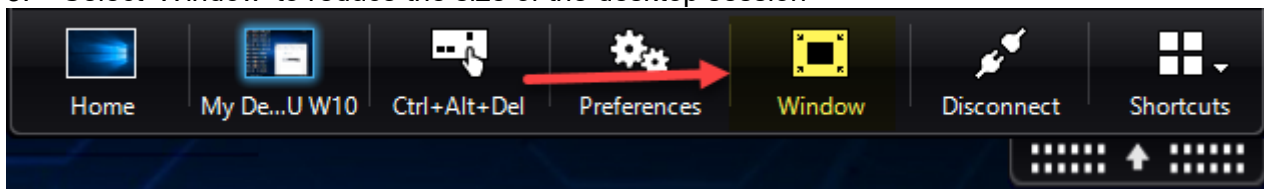
### Span VDI Session over multiple monitors when remote/in office:

The AtHome package must be installed or working in office, refer "Installation and setup"

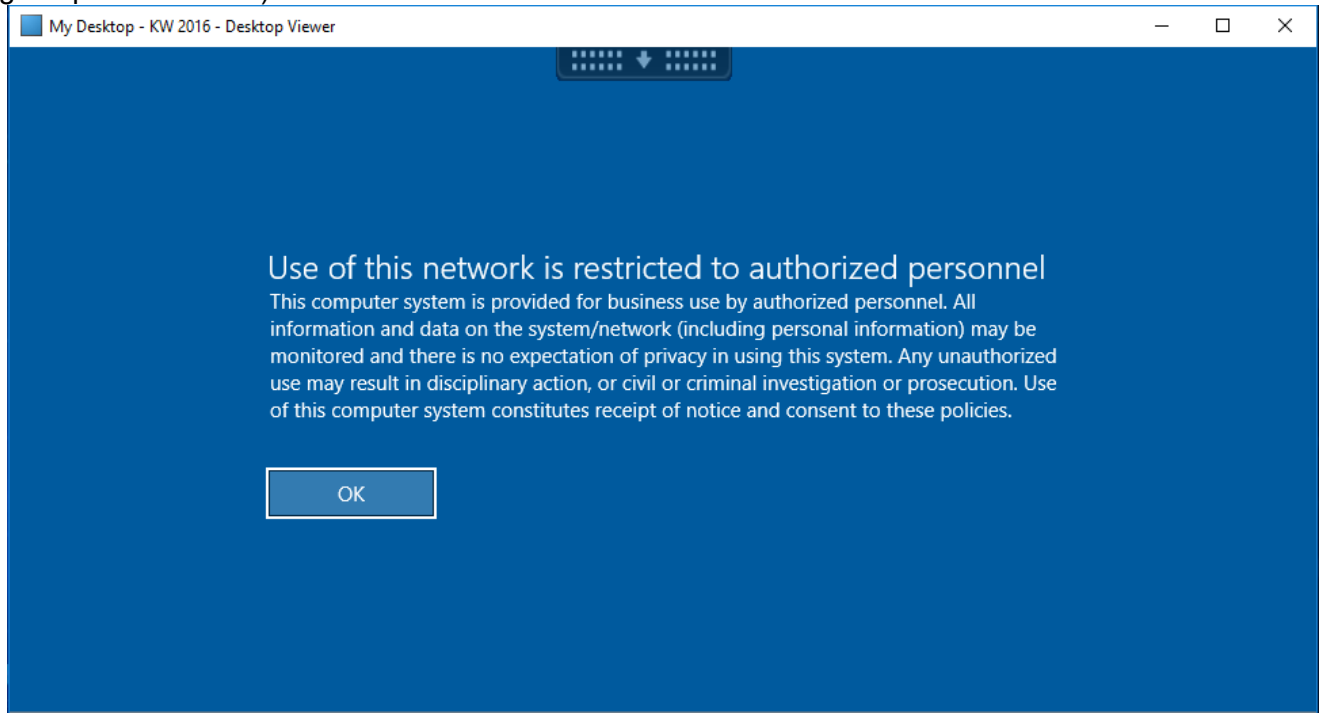
1. Launch desktop and login
2. After logging in, open the Receiver/Workspace menu (black arrow at the top middle)



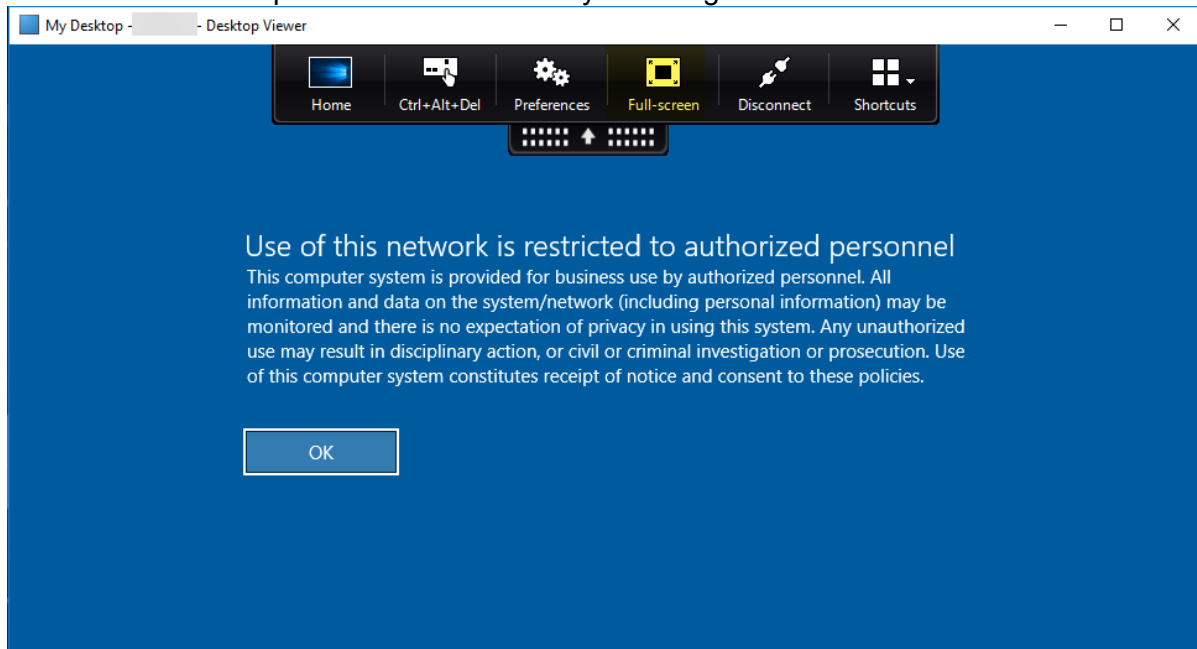
3. Select 'Window' to reduce the size of the desktop session



- Place the desktop session between your monitors 50/50 by dragging/resizing the window (covering a good portion of both)



- Place the VDI desktop back into full screen by selecting the menu and then Full Screen




- Workplace VDI session will now span multiple monitors

For more information, visit: [Multi-Monitor Support in Citrix Receiver for Chrome](https://www.citrix.com/blogs/2017/01/17/multi-monitor-support-in-citrix-receiver-for-chrome/)

<https://www.citrix.com/blogs/2017/01/17/multi-monitor-support-in-citrix-receiver-for-chrome/>

## Adjust Screen Resolution in the office (Large Text/Icons):

1. Disconnect from your session (You do not need to log off, just disconnect)  or hit CTRL + ALT Down Arrow to return to the blue IGEL Screen
2. From iGel Desktop, navigate to the blue circle with two white rectangles, this is IGEL display switcher.



3. Select “Advanced” in the bottom left



4. Select the black arrow in the middle on the right hand panel of the pop up window to display additional options.



5. Click the monitor and change the Resolution to “Automatic” or the highest resolution available, likely 1920x1080 for newer monitors.
6. If you have two monitors you will need to select the other monitor from the drop down and also change the resolution to “Automatic”
7. Select “Apply”
8. Select “Yes” to accept the changes, they will revert or “not stick” if this is not done.
9. Log back in to your Desktop to confirm.