

DO NOT RUN THE PACKAGE FOR CANADA USERS. THIS IS FOR LS ONLY!

GDLS WorkPlace VDI Welcome Packet

CONNECT TO THE LS NETWORK FROM OFFICE OR REMOTELY

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GDLS Workplace - In Office:

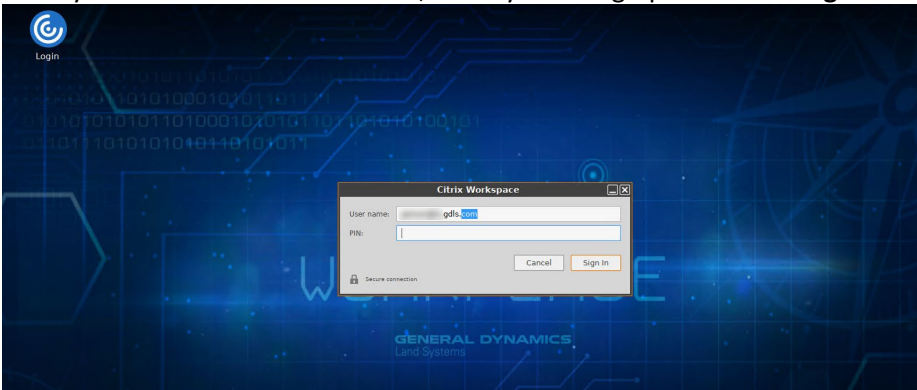
Using your SmartCard (employee badge):

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.



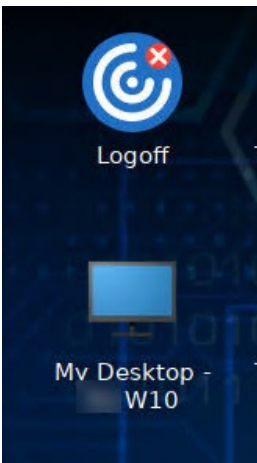
You will see the login screen to Storefront, below.

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

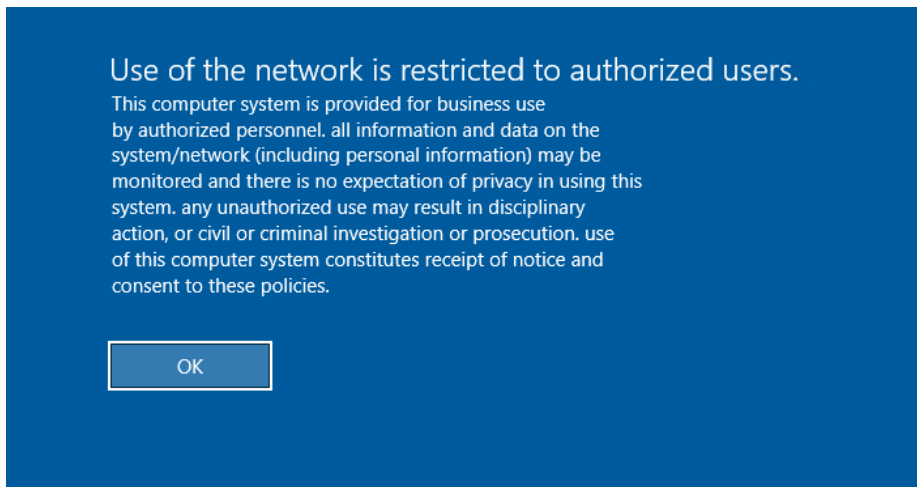


You should now be connected to the LS Network, your desktop should appear.

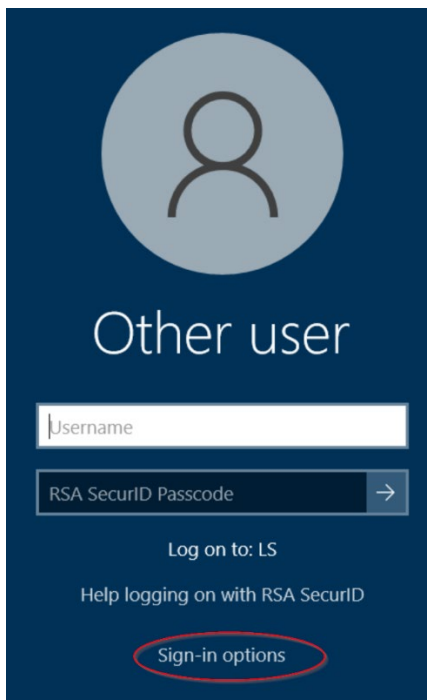
Click on **My Desktop** (KW, PU or EN)



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

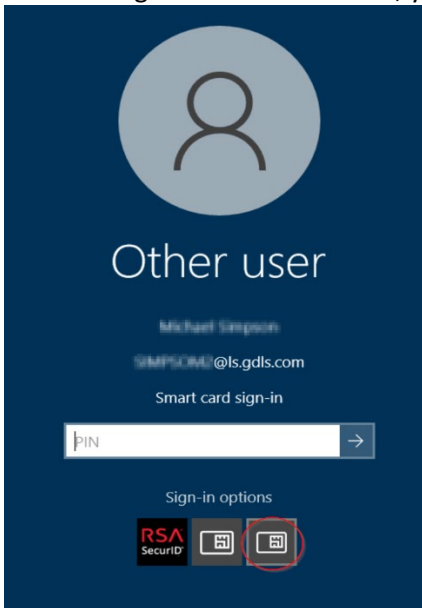


To use your SmartCard to Authenticate, click **Sign-In Options**.



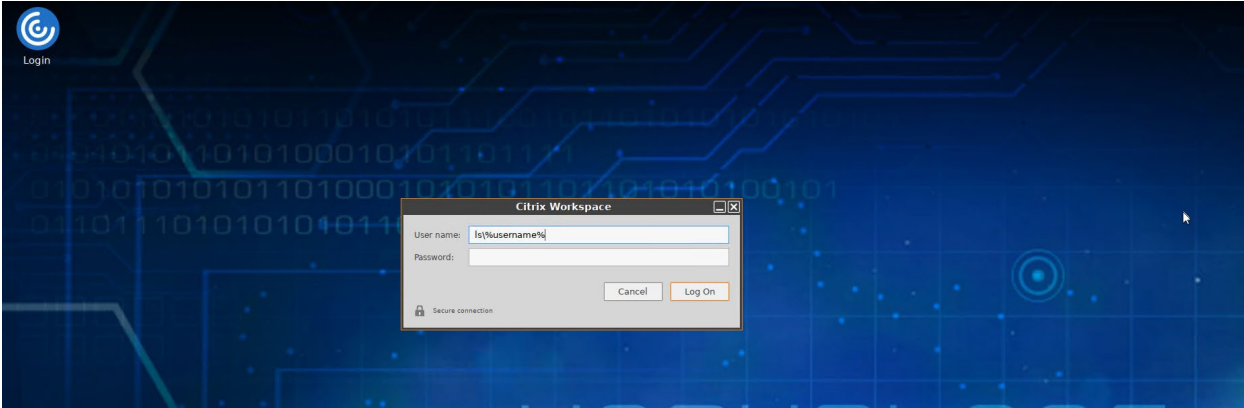
Click on the smartcard symbol that shows your username and input your SmartCard PIN. Use the 'Num Lock' key to enable the number pad to work if you are using it to enter your PIN.

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

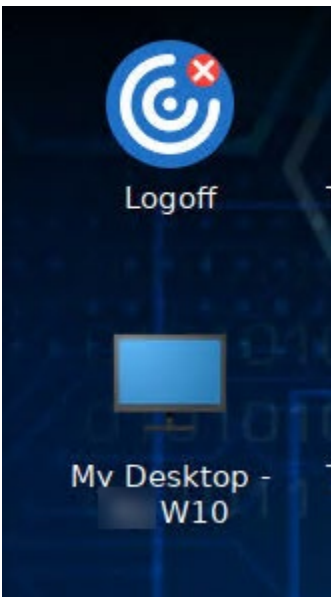


Signing in with your RSA token:

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)

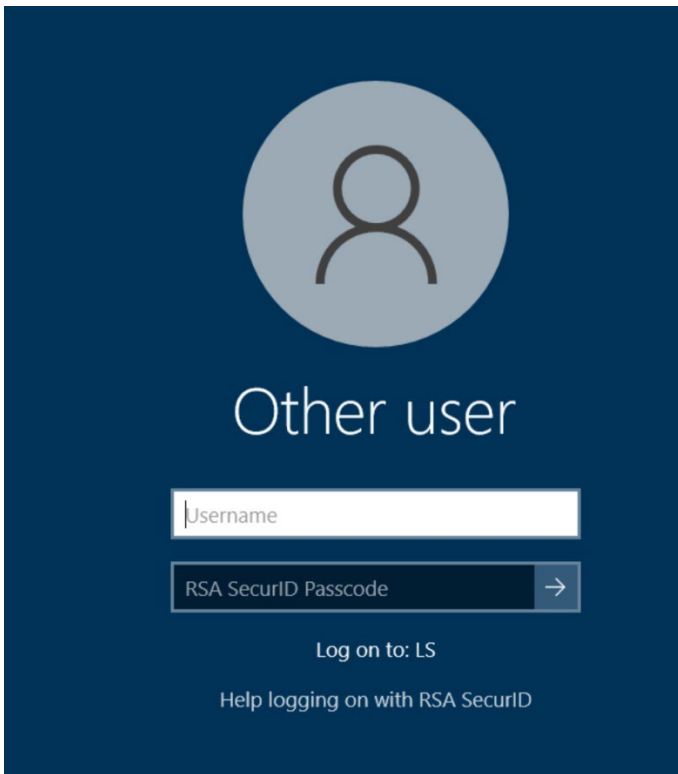


You will see the Windows login screen below.



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 Windows 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

- Personal device (Laptop/Desktop)
 - **Workplace VDI does not support tablets or phones**
- Windows 10 (Windows 11 is not supported at this time)
- Chrome browser  is preferred; Microsoft Edge Chromium  is the acceptable alternative.

The GDLS @Home Package Includes:

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

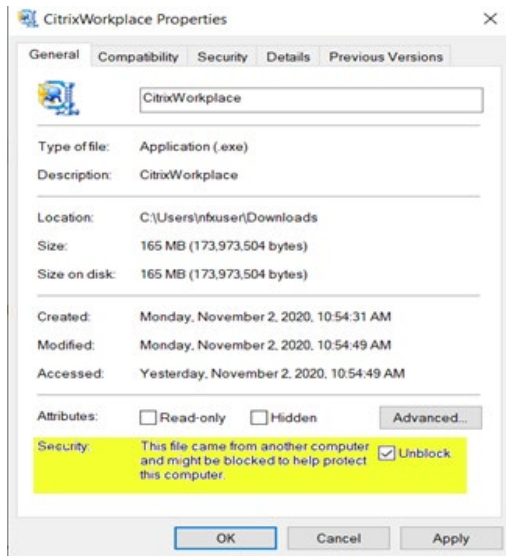
Installation, Setup

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

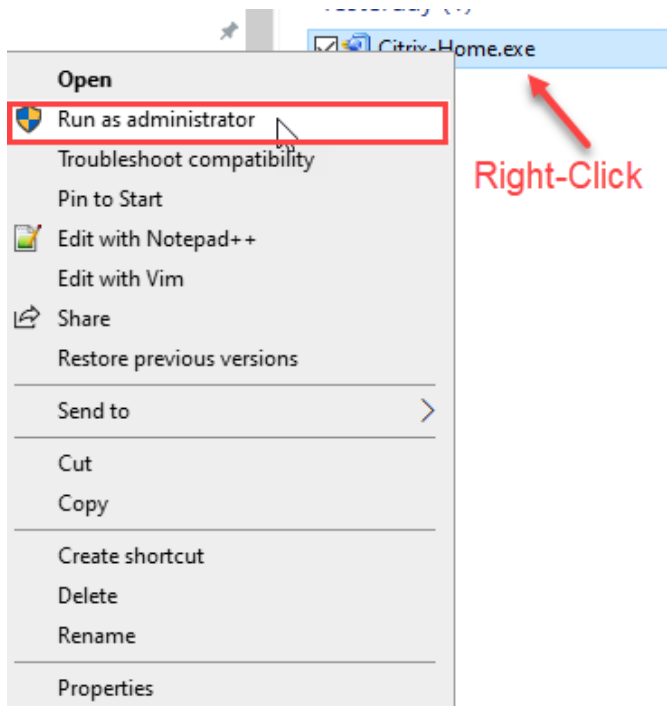
1. Download the Citrix Workplace package from <https://www.gdls.com/vdi/>
 - a. Click on the Windows VDI App



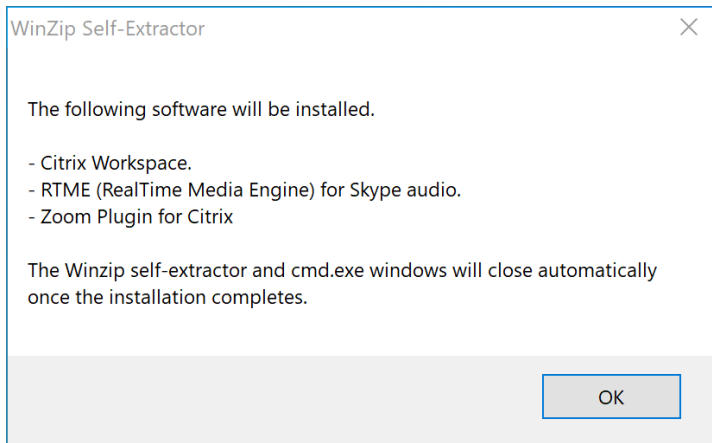
2. Click **Save**, if prompted to Open or Save. After the download is complete, right click the downloaded file to check file properties. Check the 'Unblock' box as shown below if that option is visible and click **OK**, if this option is not available, continue to the next step.



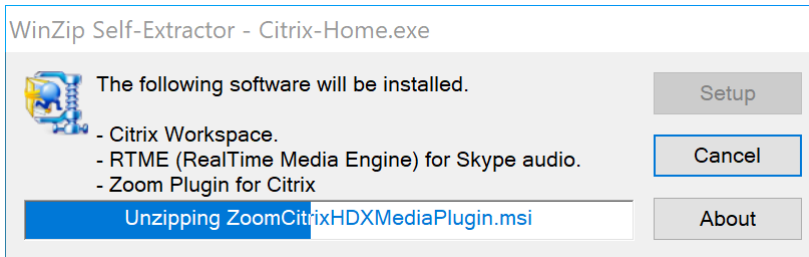
3. Run the package as administrator: right-click the icon of the downloaded file (Citrix-Home) from downloads and click "Run as Administrator".



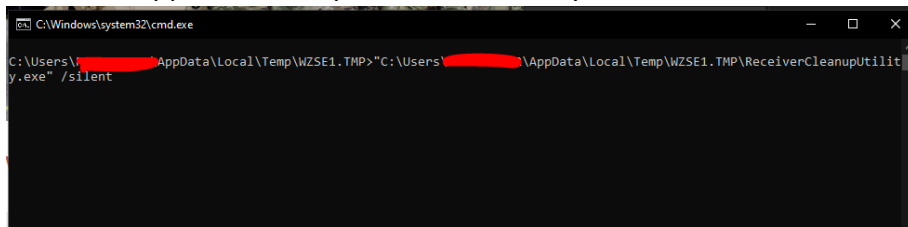
4. Click on **OK** at the installation Prompt, as shown below.



5. You will see the package extract the necessary installation files.



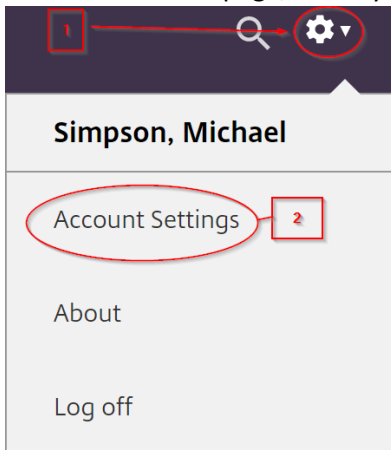
6. Allow the application script to run. This may take several minutes to install.



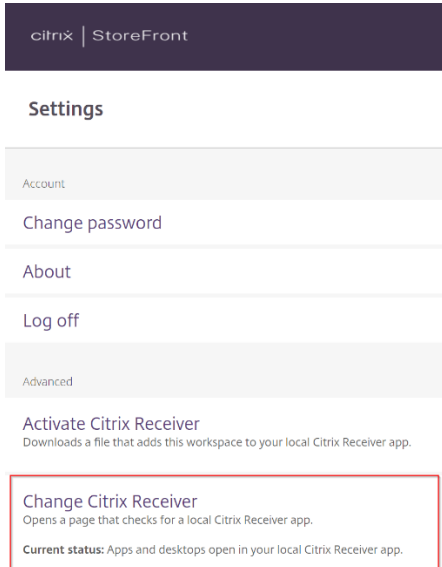
7. The window should close automatically. Once completed, reboot your computer.

8. Reset Citrix Receiver in the browser (if this is your first time signing in start at step 8d):

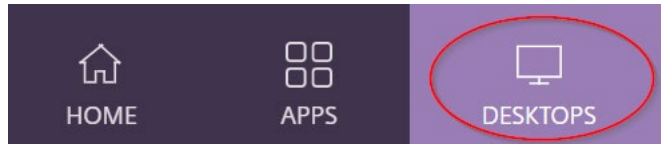
- a. Login to Workplace VDI <https://workplace.gdls.com> to access Storefront
- b. On the Storefront page, select your login name at the top right corner then click Account Settings



- c. If 'Change Citrix Receiver' Current status is:

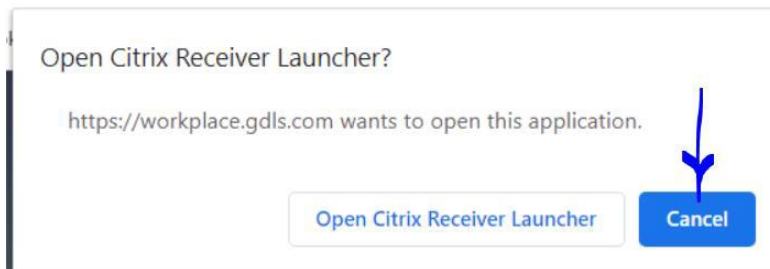


- i. "Apps and desktops open in your local Citrix Receiver app" as shown below, click on Desktops at the top of your page, you should see your available desktop.

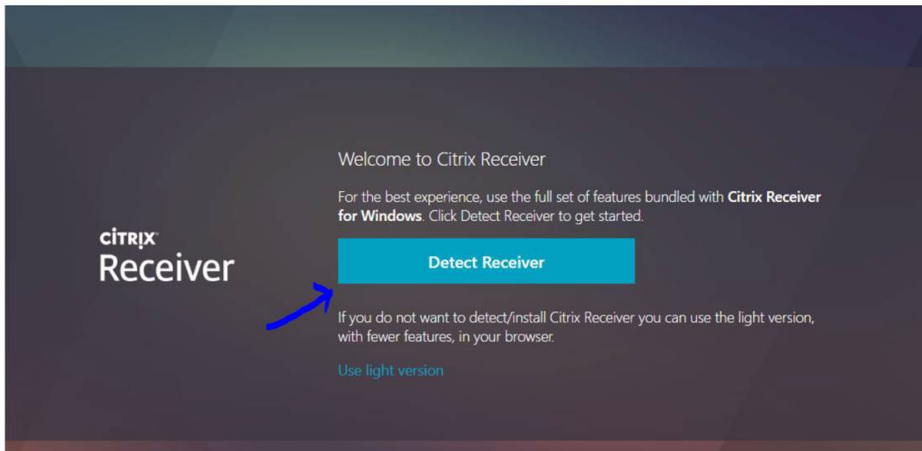


- ii. "Apps and Desktops open in your Browser", you are using the "lite receiver". Click **Change Citrix Receiver** if the AtHome Package is already installed on your personal device, continue to next step.

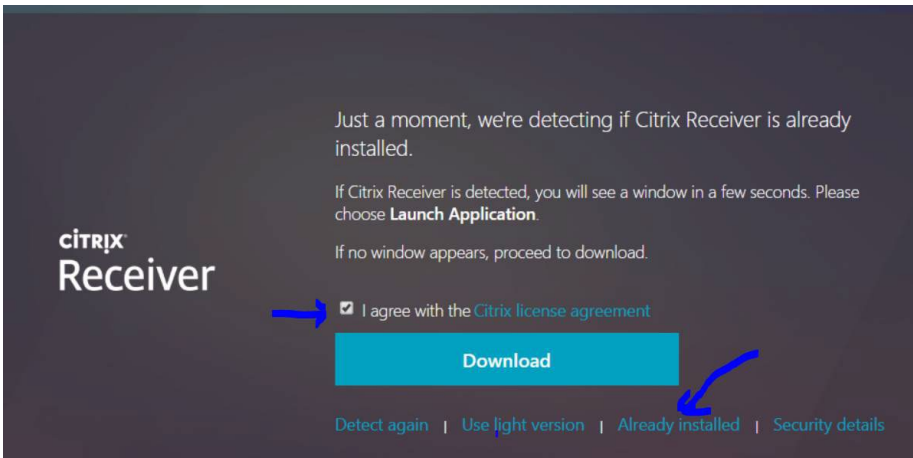
- d. If Citrix Receiver Launcher appears, click **Cancel** (may or may not popup depending on the browser you are using).



- e. A new page will appear, select **Detect Receiver** to continue using the locally installed Receiver/Workspace application (recommended). Selecting “Use Light Version” will launch the application/desktop in a new browser tab and will prevent some usage like dual monitors. It is recommended to use the full receiver/ AtHome package if audio will be used within your desktop.



- f. Check the box “I agree” and select “Already Installed”.





- g. Launch or open the application/desktop from your Storefront.

GDLS Workplace @Home/ Remote For MAC Users:

Installation of the GDLS Workplace VDI package for remote and home users.

NOTE: DO NOT UPDATE/UPGRADE Citrix Workspace/ Receiver automatically or manually outside of GD's AtHome Package without consulting WorkPlace VDI via submitting an ITAC ticket. Updating can cause issues with mouse disappearing, disconnects from your VDI, among other issues.

Prerequisites

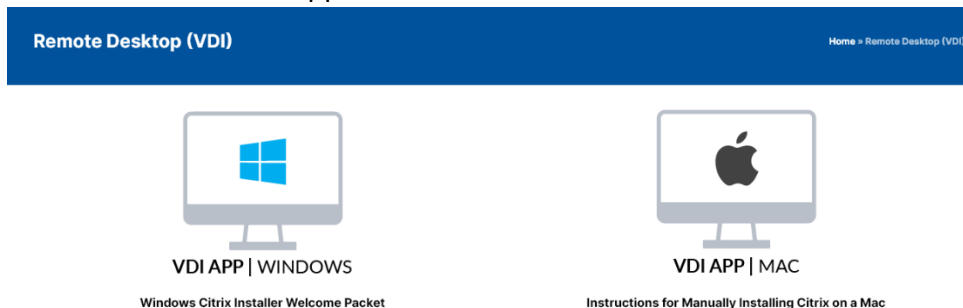
- Personal device; do not perform these steps on a GD owned device.
– **Workplace VDI does not support tablets or phones**
- MacOS Catalina 10.15 - Monterey 12.3.1 (includes Big Sur) – (click on Apple icon at top left and click on 'About this MAC')
- Chrome browser  is preferred; Safari  is the acceptable alternative.

Package Includes

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

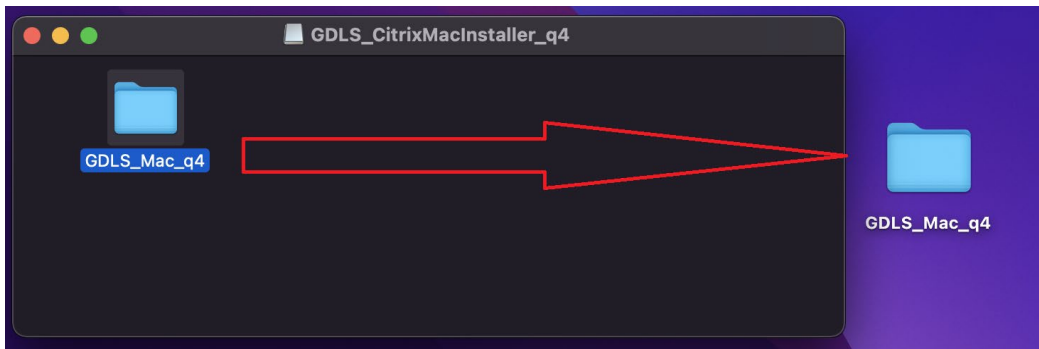
On your personal device:

1. Download Citrix Workplace package from <https://www.gdls.com/vdi/>
 - a. Click on the MAC VDI App icon.

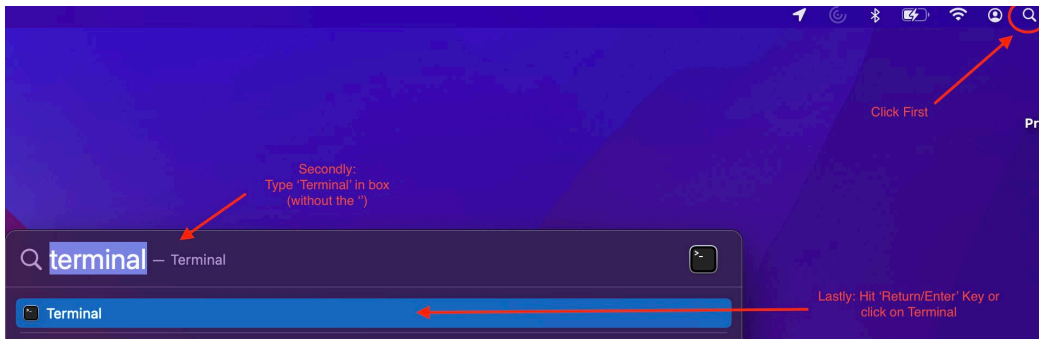


2. In your browser click on downloads then click on GDLS_CitrixMACinstaller_q4.dmg to open the downloaded dmg file.

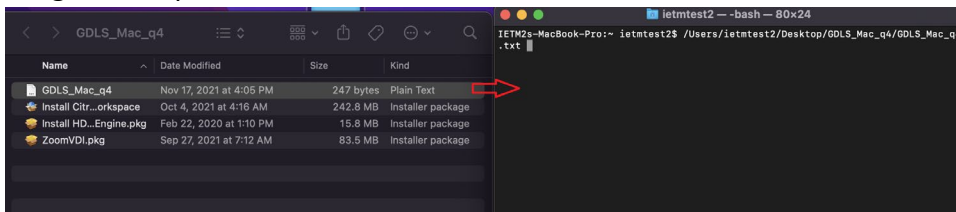
- Once this package is opened, Drag and Drop to desktop.



- Open up Terminal



- Click the magnifying glass at the top Right of your MAC desktop (alternatively you can press and holding CMD + Space)
 - Type in 'Terminal' in the search box that comes up
 - Hit Return/Enter to open Terminal
- Drag and Drop the GDLS_Mac_q4 text file into Terminal:
 - Open up the folder you dragged to your Desktop (should be titled GDLS_Mac_q4)
 - Find the file GDLS_Mac_q4
 - Drag and drop into Terminal



- Hit Return\Enter to start installation
 - You will see a similar message to this:

```
IETM2s-MacBook-Pro:~ ietmtest2$ /Users/ietmtest2/Desktop/GDLS_Mac_q4/GDLS_Mac_q4
.txt
installer: Package name is Citrix Workspace
installer: Upgrading at base path /
installer: The upgrade was successful.
2022-01-03 10:57:14.955 RTMEConfig[1420:16061] Citrix Receiver 21.09.1 found at
/Applications/Citrix Workspace.app is >= 12.0.0
installer: Package name is Citrix HDX RealTime Media Engine
installer: Installing at base path /
installer: The install was successful.
installer: Package name is ZoomVDI
installer: Upgrading at base path /
installer: The upgrade was successful.
```

- Once the Upgrade is successful, please restart your MAC and login normally.

Recommended action for MAC users

NOTE: DO NOT UPDATE/UPGRADE Citrix Workspace/ Receiver automatically or manually outside of GD's AtHome Package. Updating can cause issues with mouse disappearing, disconnects from your VDI among other issues.

- On your Mac, open the App Store. From the menu bar at the top of the screen, choose App Store > Preferences. Select or deselect 'Automatically download apps purchased on other Mac computers.'
- You will then need to update your other applications manually – Please wait for the next AtHome package to be released to update Citrix Workspace App.