



F E R M O R I T E

DaaS User Guide

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Introduction

DaaS is our Desktop as a Service (DaaS) offering, allowing users to securely connect to their desktops from any device. This section contains instructions on how to install Citrix Workspace (the software required to be installed on your local computer/device to access **DaaS**) on a PC or MAC and how to access/login to your desktop through a web browser (Microsoft Edge, Chrome, Firefox, Safari etc).

For accessing **DaaS** using Citrix on other platforms and mobile devices, please see section titled "Where can I download Citrix Workspace on other platforms and devices?"

If you have any difficulty with the instructions contained herein or need assistance, please contact your IT Help Desk or Administrator as per your company's policy.

Requirements

Citrix Workspace

Citrix Workspace is a universal software client that provides secure, high-performance delivery of virtual desktops and applications.

Platforms:

- Windows
- MAC
- Android (smartphones – tablets)
- Apple iOS (iPhone – iPad)

2FA Service (Optional)

2FA is an additional authentication method available on our Platform. It is not a replacement of the conventional login page, but rather, an additional layer, that helps make it harder or even impossible for someone to hijack your account. You will still log in with your username and password, but then you will be asked for a one-time token that you will generate on your smartphone or tablet by using a special application.

Please refer to the **2FA** Section for instructions.



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DaaS

How to Install Citrix Workspace

Where can I download Citrix Workspace on other platforms and devices?

Windows Desktop – click [here](#)

Mac – click [here](#)

Android – click [here](#)

iOS – click [here](#)

Install Citrix Workspace

In a web browser, navigate to [Citrix Workspace for Windows](#)

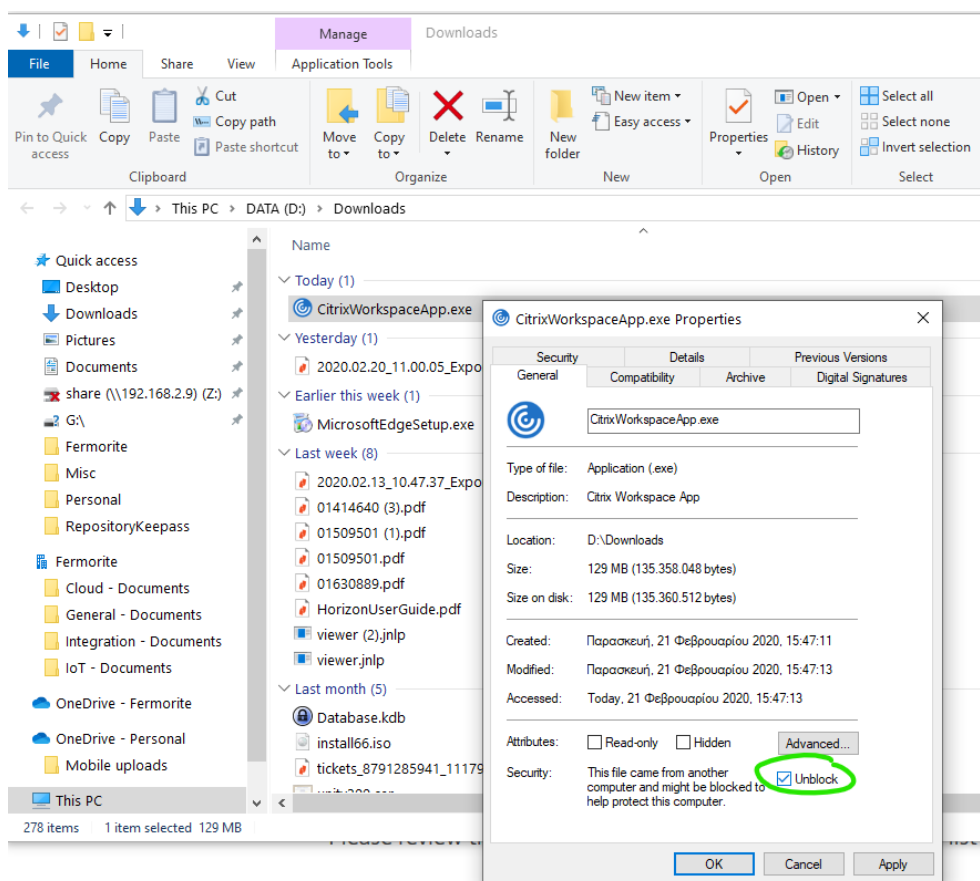
1. Click “*Download Citrix Workspace app for Windows*”.

2. Click on “*Save File*” button:

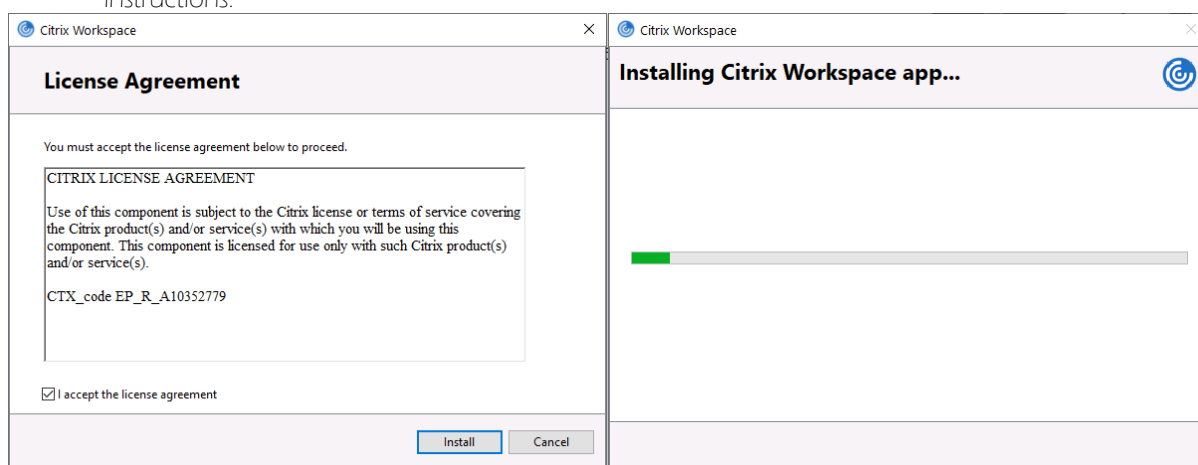
Citrix Workspace app 1911 for Windows



3. Open the folder where the application has been downloaded and right click on it. Choose *"Properties"* and check the box *"Unblock"* as shown in the picture. Click *"OK"*.




4. Then double click on the *"CitrixWorkspaceApp.exe"* file and install the application following the instructions.





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- Then, enter the server address, *"access.fermorite.cloud"* and your account information as it is shown in the pictures. Use the passcode field only if have activated the 2FA service.

 Citrix Workspace

X

Add Account

Enter your work email or server address

 Citrix Workspace

X

access.fermorite.cloud

User name:

Password:

Passcode:


Sign In

Cancel

☐ Do not show this window automatically at sign-in.

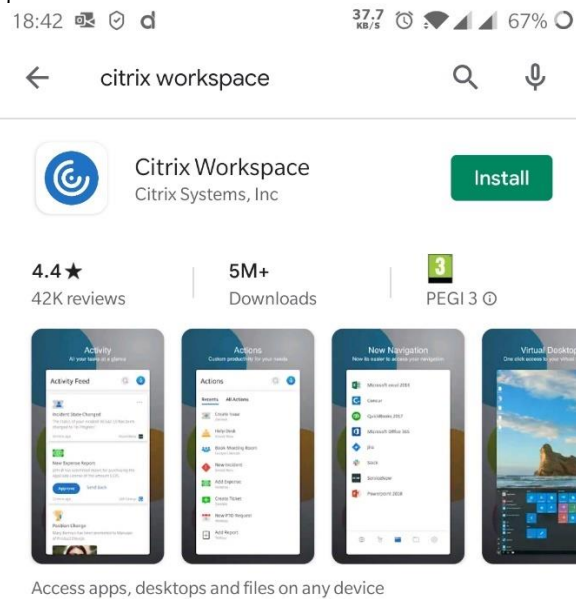
Add

Close

 Secure connection

Install & Log on Citrix Workspace for Android

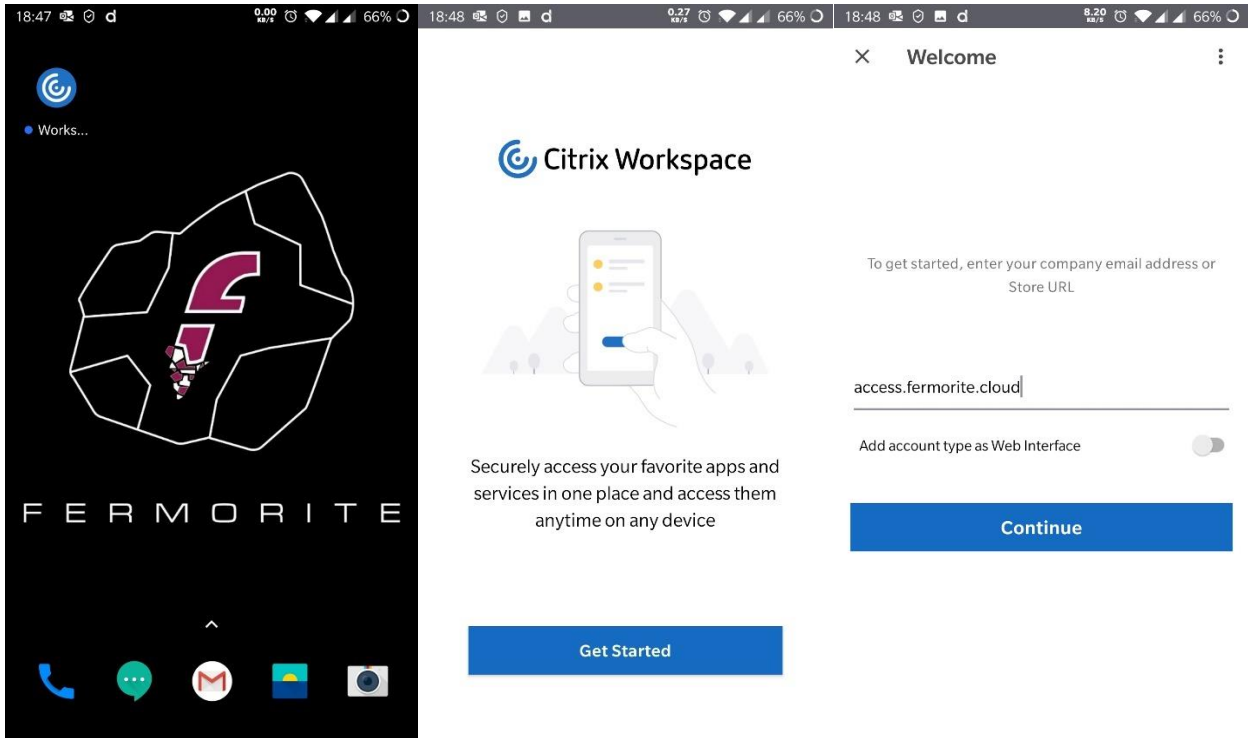
- Open *"Google Play Store"* and search for *'Citrix Workspace'*. Select Citrix Workspace from Citrix Systems, Inc, install it & tap **Accept**.



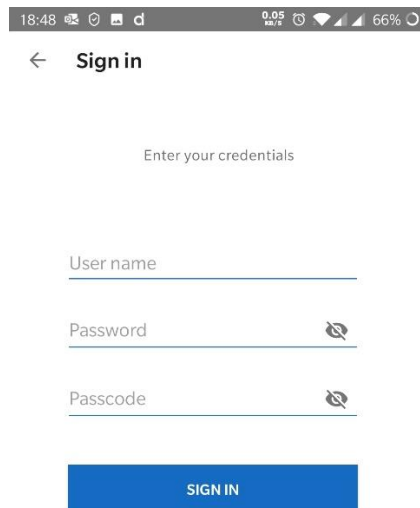


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- After installation, open the application and add the server URL (access.fermorite.cloud) as it is shown in the pictures.



- Enter your account's information on the next screen. Use the passcode field only if have activated the 2FA service.



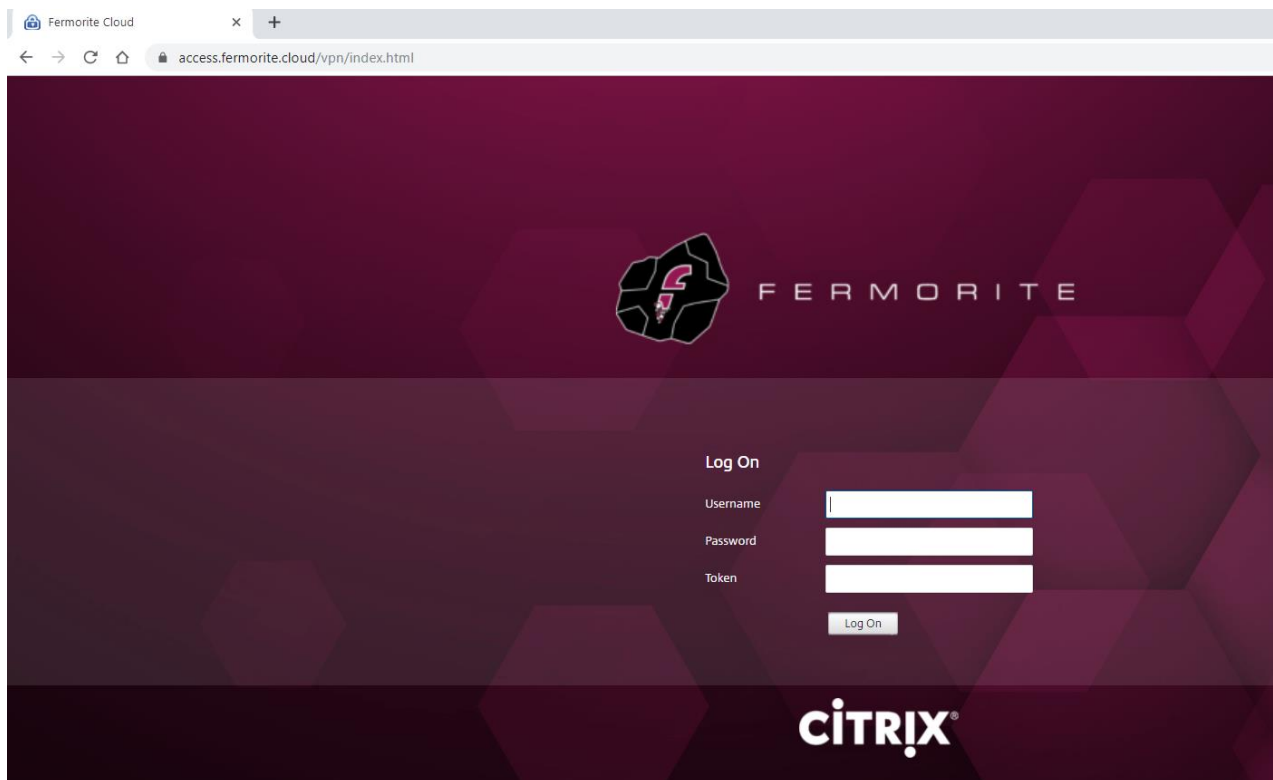


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How to Log On to DaaS

Log on from your web browser

1. Open your favorite web browser (Microsoft Edge, Chrome, Safari, Firefox, Opera etc)
2. Go to the sign-in page <https://access.fermorite.cloud/>
You may want to bookmark the address or set it as homepage for future convenience.



3. Enter the **full email address**, as your username (for example, username@yourdomain.com). Contact your administrator who manages your email account, or us, if you don't know your email address and password.

Username	<input type="text" value="username@yourdomain.com"/>
----------	--

4. Enter your **password** in the second field "*Password*".

Password	<input type="password" value="....."/>
----------	--

5. If you have been assigned to **2FA** service, you must also fill in the third field "*Token*" with a one-time code from your authenticator app.

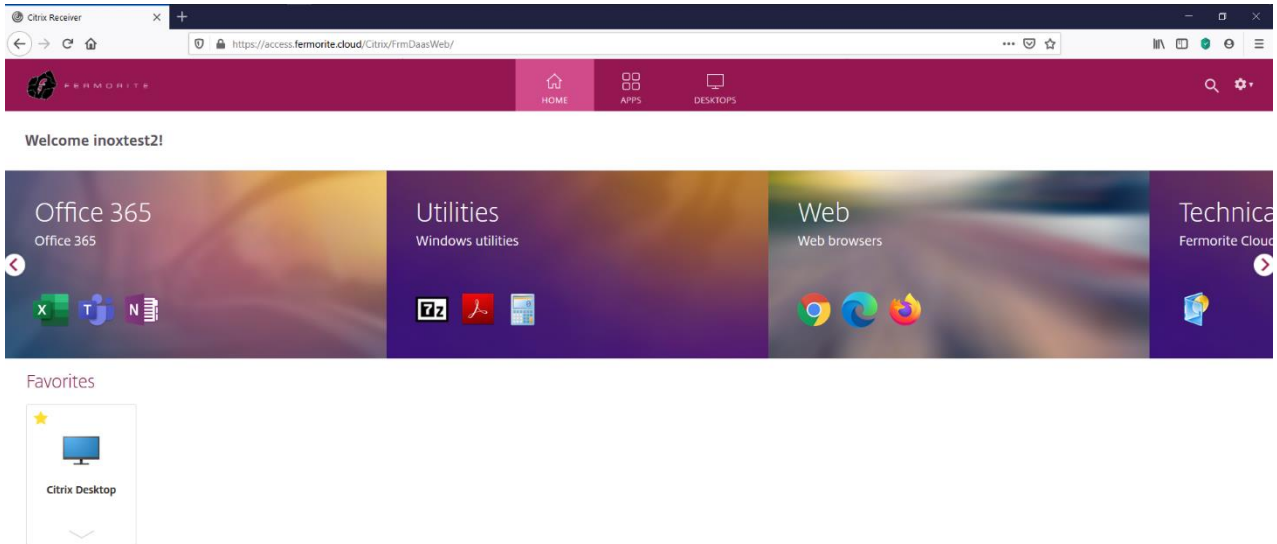
Token	<input type="text" value="....."/>
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6. Click *Log On*.

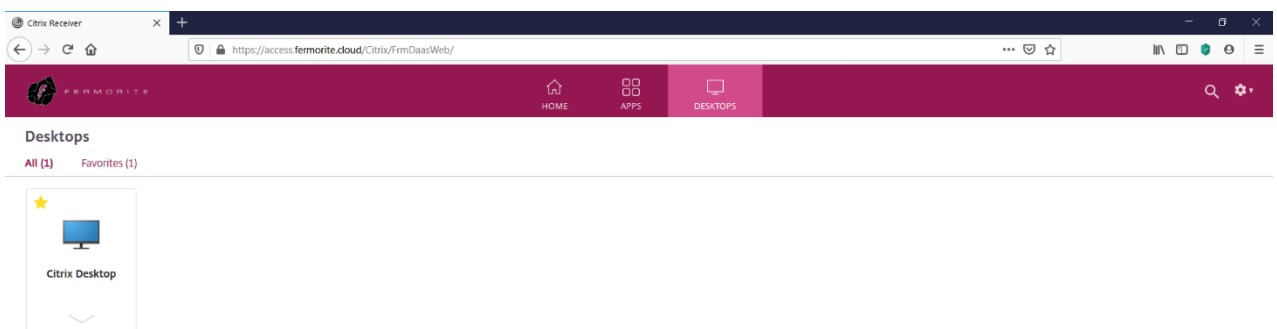


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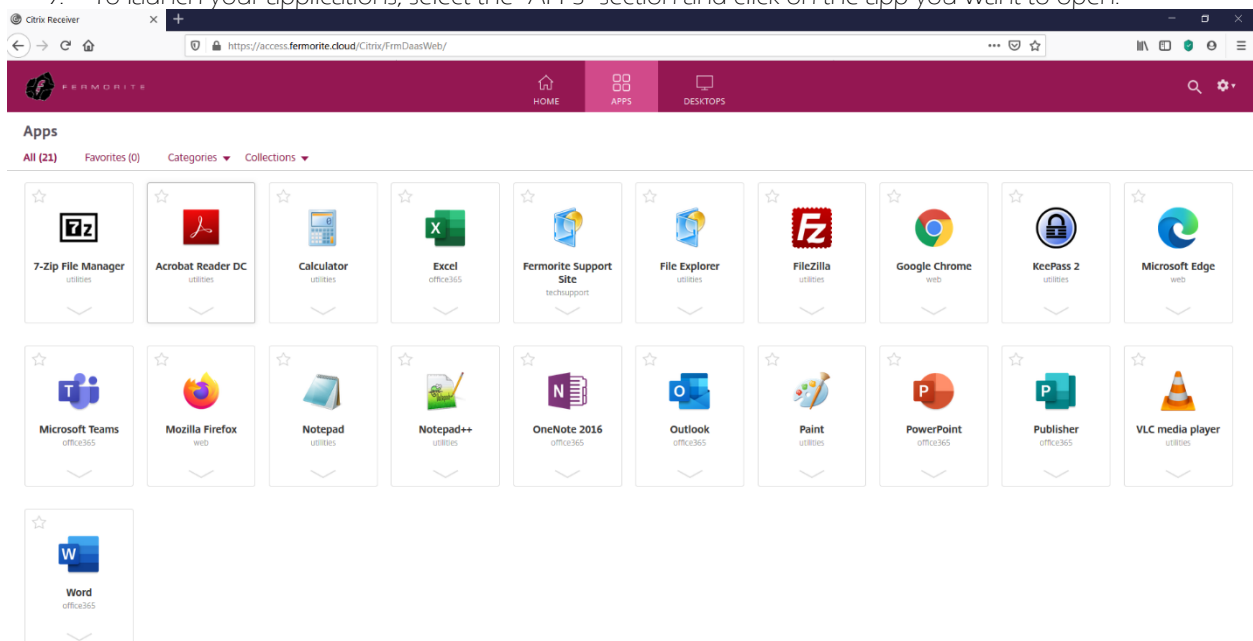
7. Wait for the Citrix Workspace plugin to load your desktop and apps menu.



8. To launch your desktop, select the “DESKTOPS” section, and then select your desired desktop.



9. To launch your applications, select the “APPS” section and click on the app you want to open.

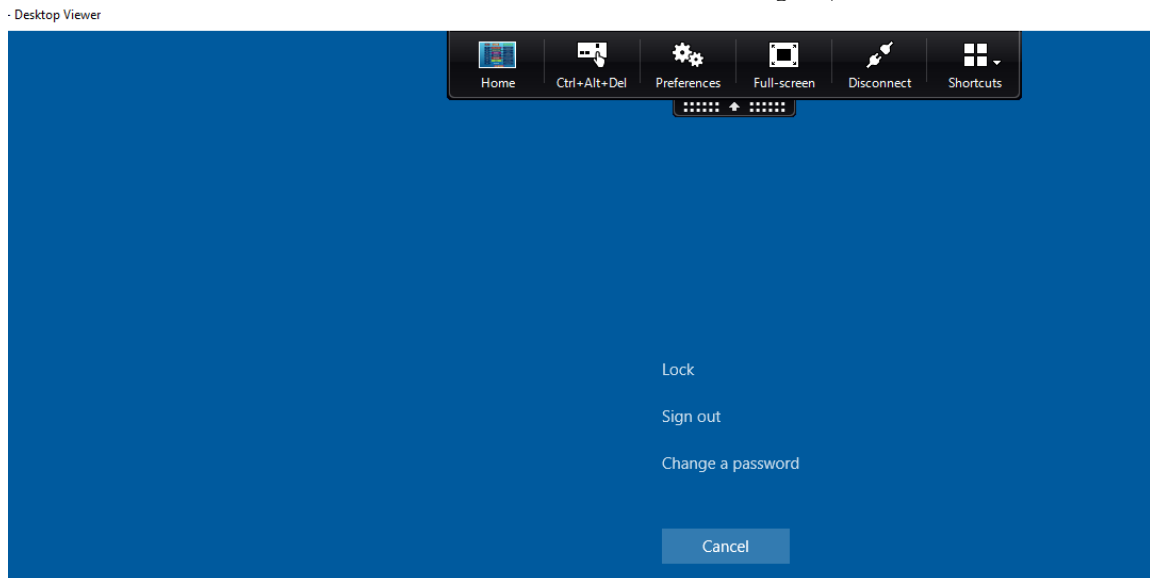




How to change your Citrix password

Please follow the process below to change your Citrix password:

- 1) Whilst logged on in your Citrix desktop session, expand the top rectangular black area by clicking on the arrow icon, then click on the "Ctrl+Alt+Del" button and click "Change a password".



- 2) Provide the old password once and the new password twice in the following fields. Ensure that you make use of a strong password including upper case, lower case, numbers and special characters and that you have not re-used that new password before.

- 3) When done, click the white arrow button next to the "confirm password" field to submit the change.

If you have forgotten your Citrix password and you need to reset it, please reach out to Fermorite Cloud Support to ask for a password reset.