

FERMORITE

DaaS User Guide

Fermorite Cloud Team

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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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How to Install Citrix Workspace

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

Windows Desktop – click <u>here</u> Mac – click <u>here</u> Android – click <u>here</u> iOS – click <u>here</u>

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



Checksums

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3. Open the folder where the application has been dowloaded 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 "Citrix WorkspaceApp.exe" file and install the application following the instructions.

litrix Workspace	×	litrix Workspace	×
License Agreement		Installing Citrix Workspace app	6
You must accept the license agreement below to proceed. CITRIX LICENSE AGREEMENT Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s). CTX_code EP_R_A10352779		_	
Install	Cancel		

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5. 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 ×

Add Account

Enter your work email or server address	litrix Workspace
access.fermorite.cloud	User name:
	Password:
	Passcode:
Do not show this window automatically at sign-in.	Sign In Cancel
Add Close	A 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.



Access apps, desktops and files on any device



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



3. 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 <u>https://access.fermorite.cloud/</u> You may want to bookmark the address or set it as homepage for future convenience.

Fermorite Cloud × +
← → C △ A access.fermorite.cloud/vpn/index.html
FERMORITE
Log On
Username
Password
Token
Log On
CITRIX
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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	username@yourdomain.com

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

6. Click *Log On*. DaaS User Guide

Password	
and the second second second second	

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

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Favorites						
Citrix Desktop						

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

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Desktops			
All (1) Favorites (1)			
*			
Citrix Desktop			

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

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How to change your Citrix password

Please follow the process below to change your Citrix password:

 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".

Home Ctrl+Alt+Del		isconnect Shortcuts
	Lock	
	Sign out	
	Change a password	
	Cancel	

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.

54	X	
Cł	nange a passw	ord
2	Did password	
	New password	
	Confirm password Sign in to: demo1.com	>
	How do I sign in to another domain? Cancel	

3) When done, click the white arrow button next to the "confirm password" filed 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.

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