Invesco

BACKGROUND INFORMATION

Citrix Cloud provides access to Invesco's network and systems when working from a remote location on your personal Windows PC, Mac, or smart devices. This document describes the process of installing the required software and logging in. *Note*: You must be enrolled with Duo Multi-factor Authentication (Duo MFA) to use the Citrix Cloud portal.

**We recommend using the latest Chrome browser for both Windows and Mac.**

Quick Links:

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Windows PC and Mac

To use Citrix Cloud on your personal Windows PC/Mac, first install the latest Citrix Workspace App (2309.1 or later).

For Skype Business Partners ONLY: On Windows/Mac, install the latest Citrix Workspace App and then HDX RealTime Media Engine. This allows Skype calls to function properly.

After installing the required software, navigate to access.invesco.com from outside Invesco network, click **Citrix Workspace Installed**.
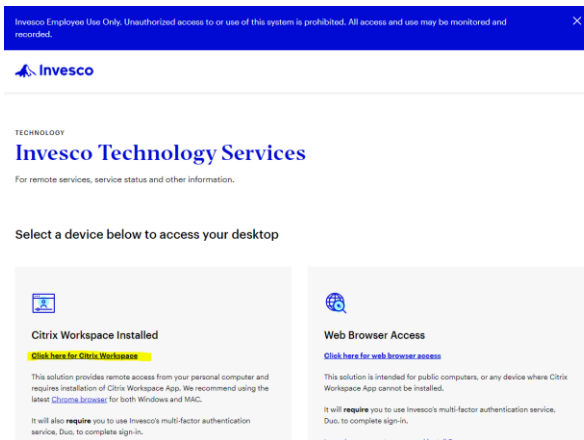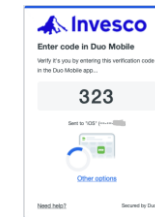
Enter your email address for Microsoft Sign-In, then log in using your name and Password (the same information you use to login to your Invesco PC).
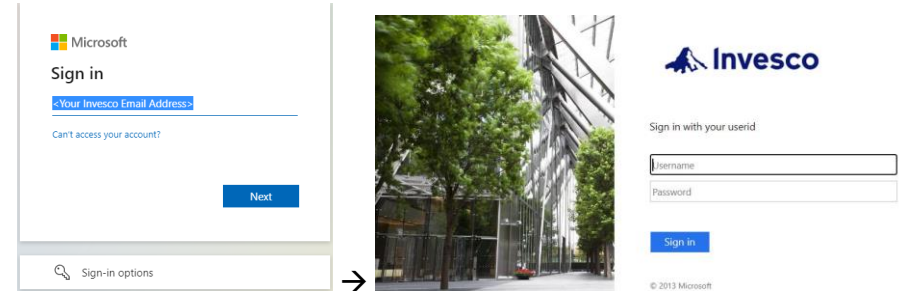
You will then authenticate through Duo, which will pop-up provided your credentials have been correctly entered and you have an active Duo account.

Once Duo authentication is successful, if prompted, click **Detect Workspace**. Then **OPEN**[1]. Optionally, you may check to allow invesco.cloud.com to open links. Then **Already installed**[2].
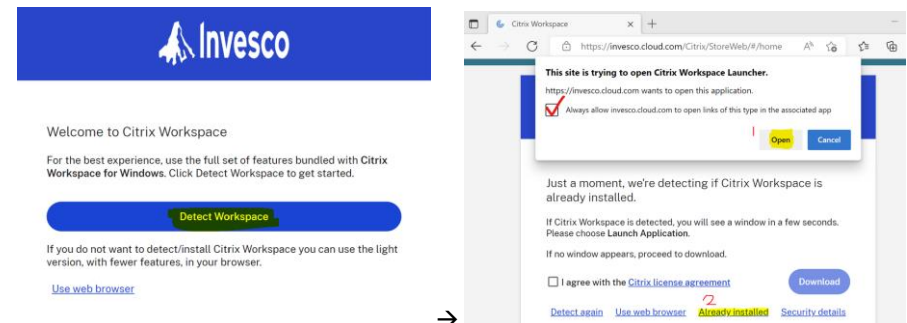
Mobile Devices

Like Windows/Mac, to use Citrix Cloud on your personal mobile device, you need to install the latest Citrix Workspace from your device application store:

- iOS: Apps Store
- Android: Play Store
- ChromeOS: Web Store

After installing the software, open Citrix Workspace

1. Enter *invesco.cloud.com* as the Store URL
2. Enter your Invesco email address to sign into Microsoft
3. Enter your Invesco email/password to login to Invesco
4. Then authenticate through Duo
5. Once authenticated, you should see similar screen like below (iOS shown)
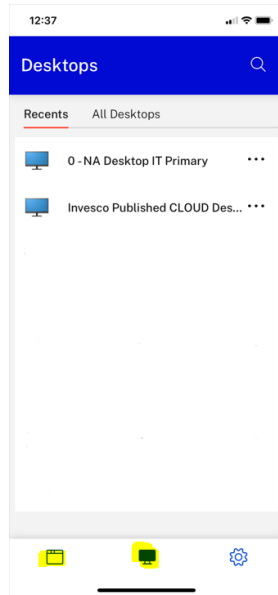
Citrix Cloud Options

Once logged in, the portal will show all your assigned Desktop(s). Click **Apps** to view your applications.
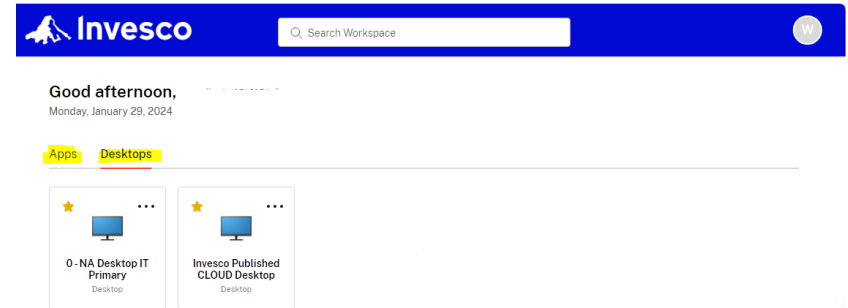
Invesco Published Cloud Desktop: This option provides a Windows 11 Desktop with Office 365 and network shares access (such as OneDrive). Use this option when you need to work without the need of unique applications/files you may have installed/saved on your Invesco-issued laptop. When you're finished, click **Start, <your name>**, then **Sign Out**

My Office PC Desktop (optional)**:** This launches a direct session to your office desktop PC

NA Desktop IT icons (optional): These icons launch a direct session to your assigned VM

Remote Desktop Connection_V2: This launches a Citrix version of Remote Desktop Connection, which allows you to connect to a remote host. Use this option when you need access to a remote server. When finished, click Start then Logoff.

Note: Not to be used on Invesco-issued laptop/desktop and you need to know the remote computer name.

You can change display settings to full screen mode by navigating to Options>Display. Then move the slider to your desired display size.

Skype Specific Requirement - Citrix HDX RealTime Media Engine

For Skype for Business calls to function properly, Citrix HDX RealTime Media Engine must be installed on personal PC/Mac.

On your personal PC/Mac: Install the latest Workspace App first, then install HDX Media Engine.

Recommended Browsers & Operating Systems

Windows – Google Chrome is recommended

Web Browser	Latest Chrome or Edge
Operating System	Windows 10 or 11
Citrix Workspace App Version	Latest (2309.1+)

Mac OS – Google Chrome is recommended

Web Browser	Latest Chrome
Operating System	macOS 10.15, 11.x, 12.x, 13.x, 14.x
Citrix Workspace App Version	Latest (2311+)

Linux – Google Chrome is recommended

Web Browser	Latest Chrome
Operating System	Recent (2yrs) build
Citrix Workspace App Version	Latest (2309+)

iOS phone/iPad (latest Citrix Workspace from App Store)

Web Browser	<Use Citrix Workspace>
Operating System	16.3.1 or later

Android (latest Citrix Workspace from Play Store)

Web Browser	<Use Citrix Workspace>
Operating System	Version 7 or later

ChromOS (latest Citrix Workspace from Web Store)

Web Browser	<Use Citrix Workspace>
Operating System	Version 112

Other Browsers & Operating Systems

Other web browsers and operating systems may work with the Citrix Cloud but have not been tested or reviewed by Technology Services.

If you experience any issues while using Citrix Cloud on an untested browser or operating system, please switch to a recommended solution before calling the Technology Service Desk.

HELP

If you need assistance, please contact the Technology Service Desk at extension 47778 (Internal), +44 1491 417300 (EMEA & Asia Pacific) or +1 877 992 8972 (North America).