Invesco

CITRIX CLOUD RECOMMENDED BROWSERS & OPERATING SYSTEMS

BACKGROUND INFORMATION

Citrix Cloud is a service that allows you to access Invesco's network and systems remotely from personal devices. This document outlines recommendations for the service.

Please Note: Invesco cannot support your personal computer or mobile device.

CITRIX WORKSPACE APP

For full remote access experience, Citrix Workspace App is required on your personal Windows PC/Mac. It is highly recommended the latest Citrix Workspace App (2302+) to be installed and be kept up to date.

For mobile devices, you must download the Citrix Workspace from the device's app store, such as the Apple App Store for iPhones and iPads and the Google Play Store for Android devices.

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	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 service 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).