



BACKGROUND INFORMATION

GoRemote provides access to Invesco's network and systems when working from a remote location on your personal Windows PC, Mac, or smart device. 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 GoRemote portal.

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

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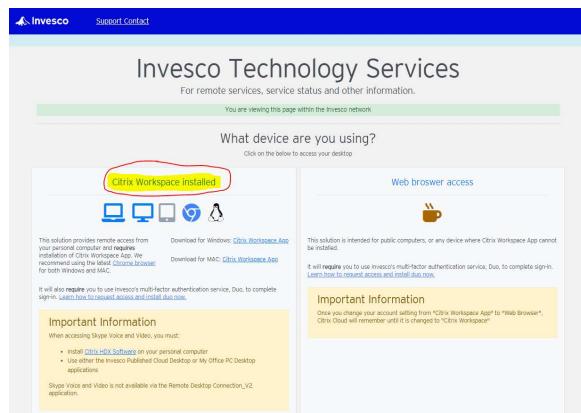
[HELP](#)

Windows PC and Mac

To use GoRemote on your personal Windows PC or Mac, install the latest Citrix Workspace App for optimal experience.

For Skype Business Partners ONLY: On Windows/Mac, install the latest 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**.



GORREMOTE PERSONAL DEVICES REFERENCE GUIDE

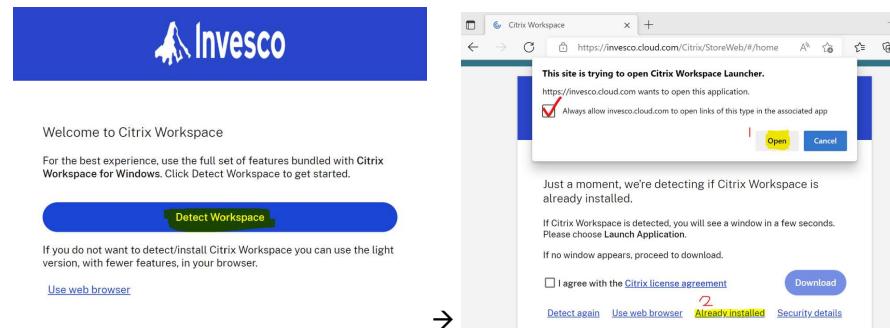
Enter your email address for Microsoft Sign-In, then log in using your Username and Password (the same information you use to login to your Invesco PC).



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**. Optionally, you may check to allow invesco.cloud.com to open links. Then **Already installed**.



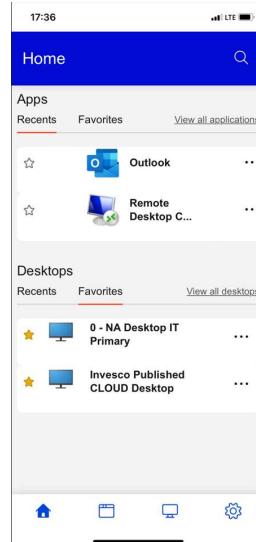
Mobile Devices

Like Windows/Mac, to use GoRemote 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

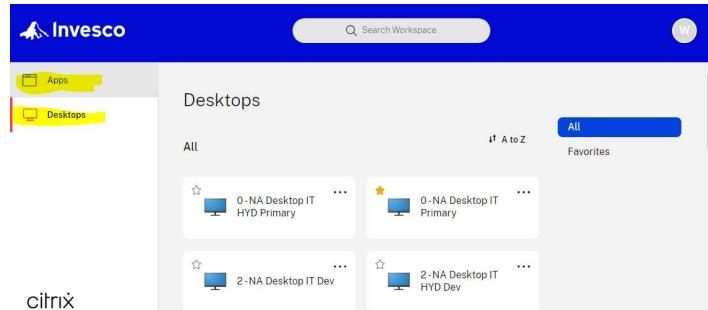
After installing the software, open Citrix Workspace

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)



GoRemote Options

Once logged in, the portal will show all your assigned Desktops. Click **Apps** to view your applications.



Invesco Published Cloud Desktop. This option provides a Windows 10 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 or files you may have installed or saved on your Invesco-issued laptop. When you're finished, click **Start, your name**, then **Sign Out**

Remote Desktop Connection_V2. This launches a Citrix version of Remote Desktop Connection, which allows you to remote into your Invesco-issued PC and control it as if you were sitting right in front of it. Use this option when you need access to the unique applications or files you have installed or saved on your Invesco-issued PC. When finished, click Start then Logoff.

Note: In order to remote into your Invesco-issued PC, you need to know your computer's name. If you don't know your computer's name, call the Technology Service Desk (contact information below).

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 (23.03+) |

Mac OS – Google Chrome is recommended

| | |
|------------------------------|-------------------|
| Web Browser | Latest Chrome |
| Operating System | 10.5, 11, 12, 13 |
| Citrix Workspace App Version | Latest (23.01.1+) |

Linux – Google Chrome is recommended

| | |
|------------------------------|---------------------|
| Web Browser | Latest Chrome |
| Operating System | Recent (2yrs) build |
| Citrix Workspace App Version | Latest (23.03+) |

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 GoRemote service but have not been tested or reviewed by Technology Services.

If you experience any issues while using GoRemote 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).