

# CITRIX REMOTE ACCESS

## Accessing Warburg Pincus Systems with a PC or Mac

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### Introduction

Citrix Remote Access provides a secure connection to Warburg Pincus email, applications, and network drives from a non-Warburg Pincus PC or Mac.

### Logging On to Citrix

Access Warburg Pincus systems from any internet browser.

#### ► To Log On to Citrix

1. Go to <https://remote.warburgpincus.com>.
2. Enter your **User name**, **Password**, and **SecurID PASSCODE**.

*Note: Your user name is your firstname.lastname. Your Password is the password you use to logon to your computer. If the SecurID passcode is about to change, wait until a new passcode displays.*

3. Click **Log on**.

*The Citrix Storefront displays.*

*Note: You may be prompted to install Citrix Receiver or to approve a Trust Certificate.*

### Navigating the Citrix Storefront

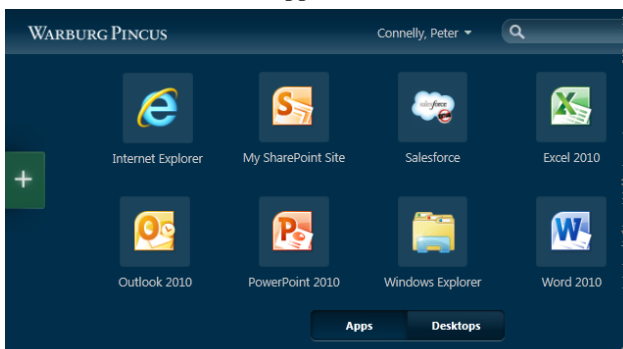
Access Warburg Pincus email, applications, the intranet, and network drives from either individual apps or a desktop.

#### Accessing Applications

Access any of the published applications from the Applications tab.

#### ► To Access an Individual Application

1. Double-click the desired application.



2. Work in the application as if you were in the office.
3. When finished, exit the application.

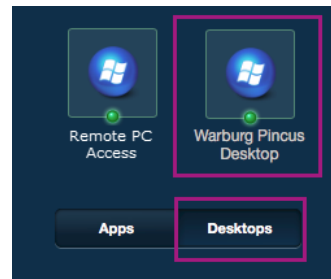
*The Citrix Storefront remains open.*

### Accessing Desktops

By default, you can access a generic Warburg Pincus Desktop that provides access to applications as if you were on a computer in the office.

#### ► To Access the Generic Warburg Pincus Desktop

1. Click **Desktops** and then double-click **Warburg Pincus Desktop**.



2. A dialog box may display. If you are going to transfer files between the local computer and the Citrix session (i.e. H:/, G:/, S:/ or P:/), select **Read/write access**. Otherwise, select **No access**.
3. Access and work in applications as if you were in the office.

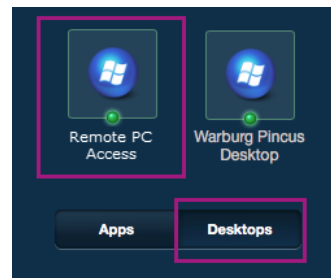
*Note: To close the Generic Desktop select **Start>Log Off**.*

Another option is to request **Remote PC Access** via the Help Desk. Once enabled, Remote PC Access provides a connection to your office computer and desktop.

*Note: Remote PC Access is currently available only in North America.*

#### ► To Launch Your Desktop

1. Click **Desktops** and then click **Remote PC Access**.



*Note: Your computer must be in the office and turned on to access via Remote PC Access.*

2. If prompted, click **Yes** (or **Connect**).

*Your Warburg Pincus computer desktop displays.*

## Navigating the Citrix Storefront (cont'd)

### ▶ To Disconnect Your Desktop

From the Remote PC Access window, click your name and then select **Log Off**.

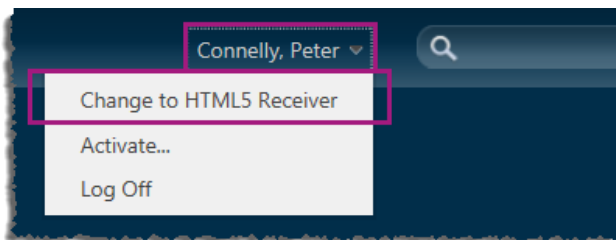
## Troubleshooting Citrix

Because there are many different browsers and versions of each of those browsers, Citrix may not always work as expected. If you are experiencing any issues with Citrix, try using the HTML5 version of Citrix.

*Note: For the best results, access HTML5 Citrix on either Google Chrome or Microsoft Edge.*

### ▶ To Access HTML5 Citrix

1. From the Citrix Storefront, click your name.
2. Select **Change to HTML5 Receiver**.



3. Click the desired application.  
*The applications displays in a new browser window.*  
*Note: You cannot print from a local printer when you are connected via HTML5.*

## Logging Off Citrix Remote Access

Because Citrix provides access to sensitive firm information, logging off at the end of your session is extremely important. To log off, click your name and then select **Log Off** from the right side of the Citrix Storefront.

