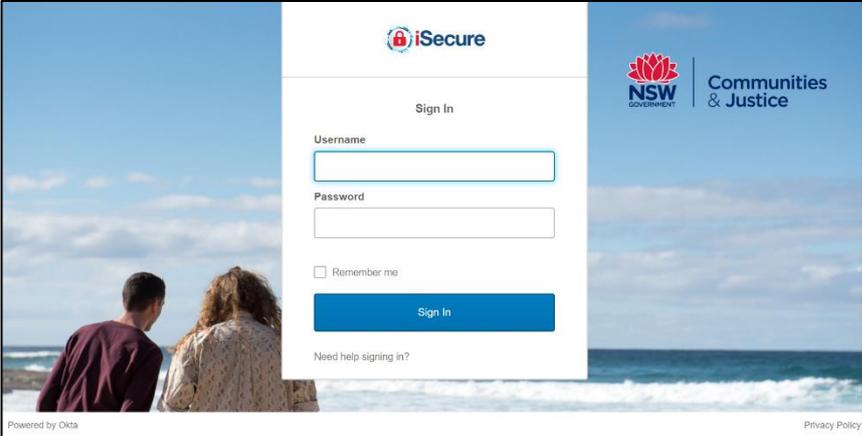


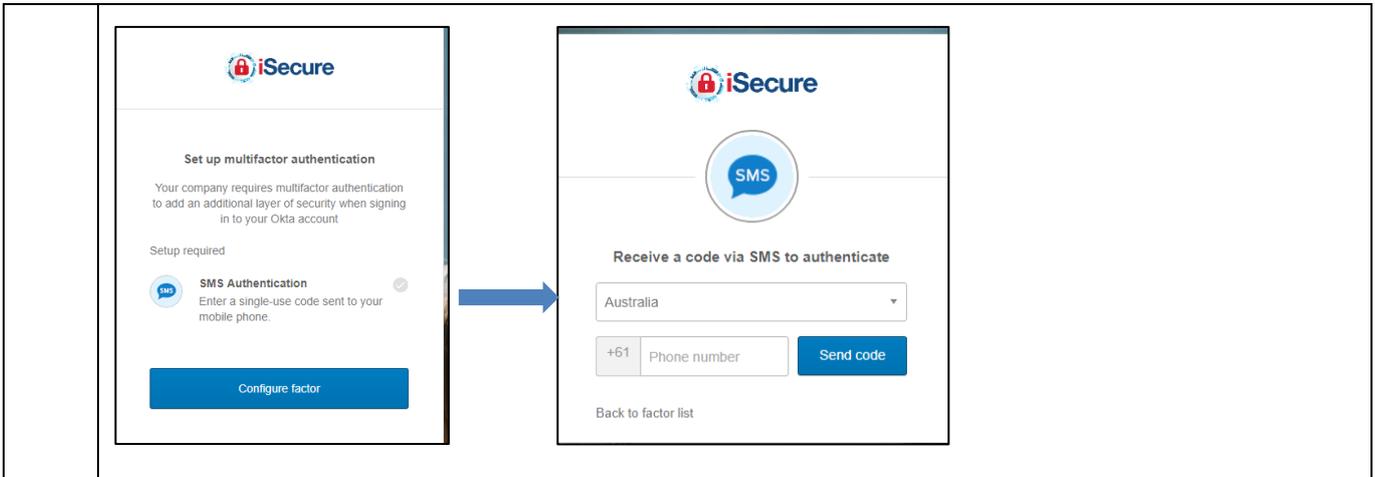
Ex-Justice staff should follow these instructions to log into the new Citrix Portal from a personal computer. This will allow you to remotely access your work computer and use all applications required to complete your normal duties.

In summary, if you are accessing Citrix for the first time you will need to:

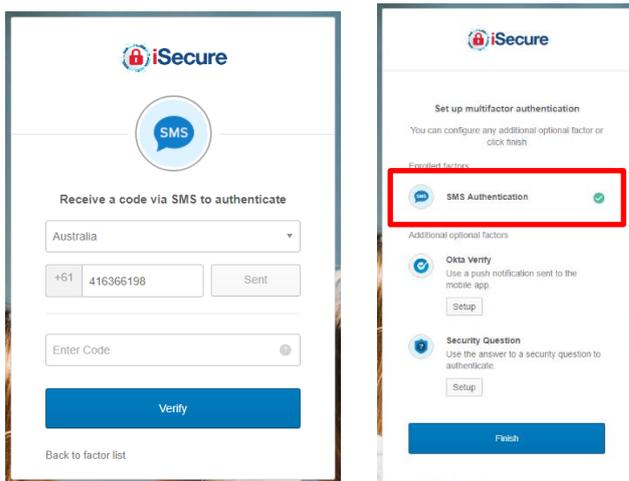
- Connect to <https://remote.dcj.nsw.gov.au> and login with your normal username and password.
- The system will prompt you to register for iSecure - MFA (multifactor authentication) & SSPR (Self Service Password Reset). iSecure is a security platform being rolled out across DCJ. iSecure will improve our security by managing multifactor authentication & enable user to reset their own passwords remotely). You will need to register once, each day you log in remotely you'll be prompted for MFA in order to confirm your identity.
- Access the RDC (Remote Desktop Connection) app that will allow you to connect to your work computer. Please ensure you **note your PC number**, and leave your **computer turned ON**.

Step-by-Step Instructions

1.	Open your Internet browser (e.g. Chrome, Internet Explorer) and type https://remote.dcj.nsw.gov.au
2.	<p>The iSecure login screen will be displayed.</p> 
3.	<p>Setting up iSecure will be prompted only once. If you have already done this, please go to step 6.</p> <p>You will then be asked to set up an additional layer of security – a SMS authentication which is a single-use code sent to your mobile phone. Press Configure factor. You will then need to select 'Australia' as your location, enter your phone number (without the first zero) and press Send code.</p>

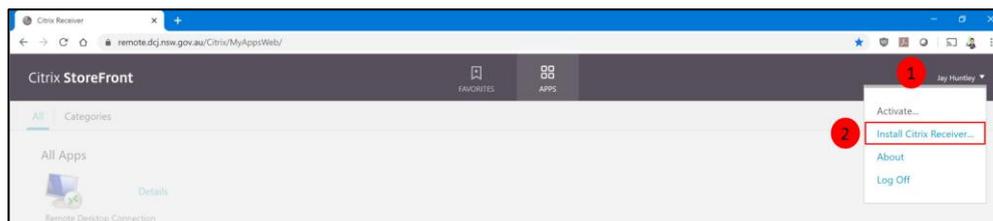


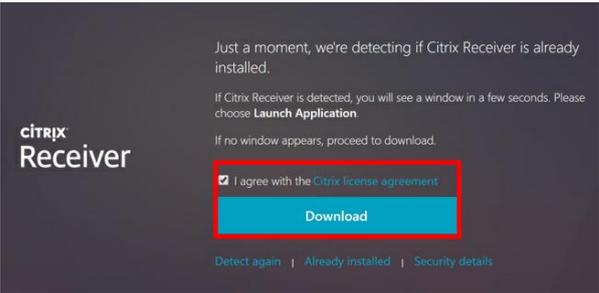
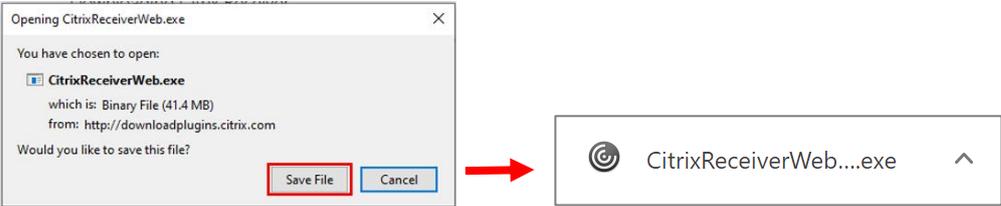
4. Your mobile phone will then receive a six-digit verification code. Enter the received code and then press **Verify**.
The pop up will be displayed advising you enrolled into the SMS Authentication. It is advised that you register for other types of authentications too – e.g. Security Question.



5. To set up a security question, press **Setup** under the **Security Question** icon. Press the drop-down menu to select a secret question. Then provide the answer to that question in the box below the drop-down menu. Press **Save**.

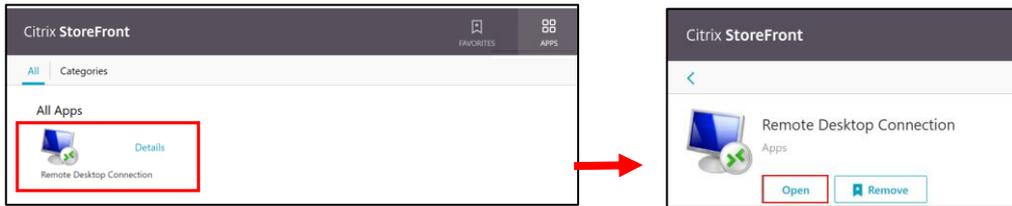
6. The **Citrix StoreFront** will be displayed. Go to the top right-hand corner and click the **'down arrow'**. Select the **'Install Citrix Receiver'**.



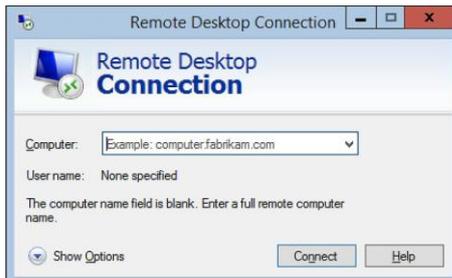
<p>7.</p>	<p>Select the 'Detect Receiver'</p> 
<p>8.</p>	<p>Select the 'I agree with Citrix Licence agreement' and click Download.</p> 
<p>9.</p>	<p>A pop up will appear. This will be the Citrix Download file. You will need to download and install Citrix. Click 'Save File'.</p> 
<p>10.</p>	<p>Once the Citrix installation file has been downloaded:</p> <ol style="list-style-type: none"> 1. Run the installation by clicking Start. 2. Select the <i>I accept the licence agreement</i> 3. Click Finish 
<p>11.</p>	<p>Go back to your browser and select the 'Continue'.</p>



12. The **Citrix StoreFront** will now be displayed. Click on '**Remote Desktop Connection**' to remotely access your desktop. Click '**Open**'

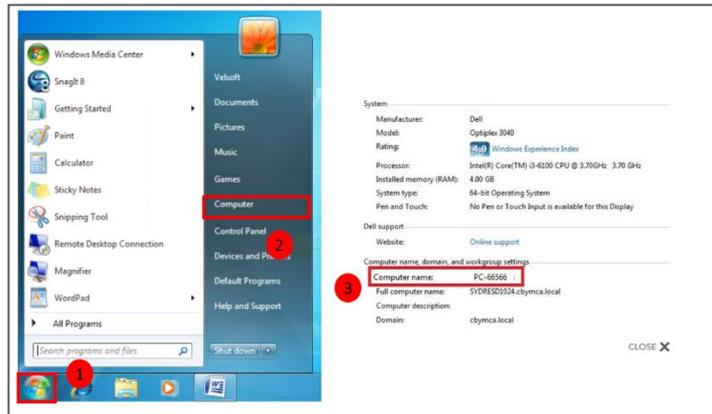


13. Enter in your computer name (e.g IT012356) and press connect.

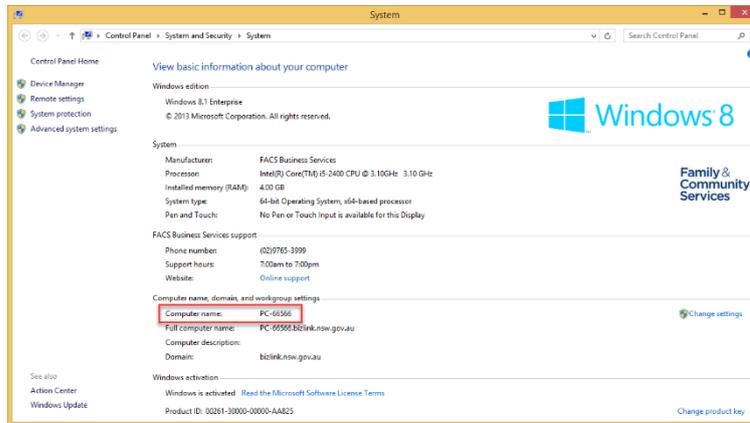


Important note: Please ensure you write down your PC number. To find your PC number:

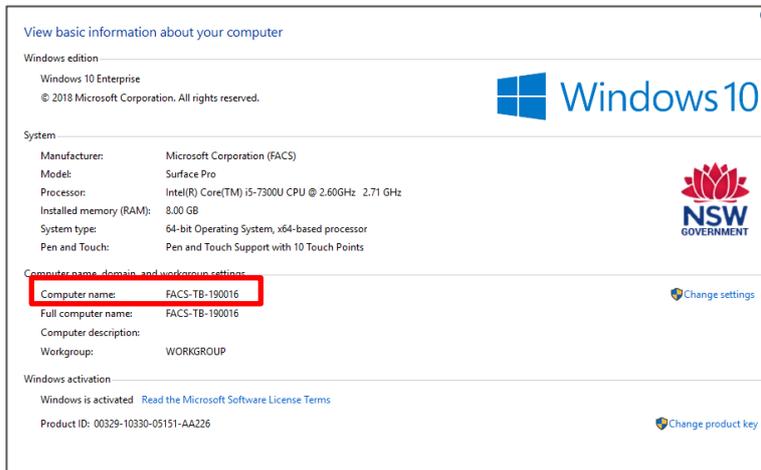
Windows 7 – Start > Computer > System, the Computer Name field will display your PC name



Windows 8 – Control Panel > System and Security > System, the Computer Name field will display your PC name



Windows 10 – Control Panel > System > Computer Name



- | | |
|-----|--|
| 14. | Re-enter your normal computer username and password if prompted. |
| 15. | An <i>Acceptable Use acknowledgement and Notification</i> will appear. Click OK |
| 16. | You are now remotely accessing your work computer and will be able to use all applications as normal |

