

Remote Access Services at Nairobi - ICTS

User Guide

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ICTS user support:

- Service Desk: ICTS.ServiceDesk@unon.org
- Call: 762 6065 (Monday to Friday - 8:00 to 18:00, Saturday - 9:00 to 13:00)
- On week ends call: 0734 330 030, 0722 207 915 (Saturday – 13:00 to 17:00, Sunday – 9:00 to 16:00)

I. CONNECTING TO THE SERVICE

1. Minimum Requirements

- a) **Operating system:** Windows XP
- b) **Processor** 1.8 GHZ (Recommended)
- c) **RAM** 256 MB (recommended); 128 MB (minimum)
- d) **Free hard disk** at least 5 GB (recommended); 1.5 GB (minimum)
- e) **Connection speed** 56 Kbps (minimum) or

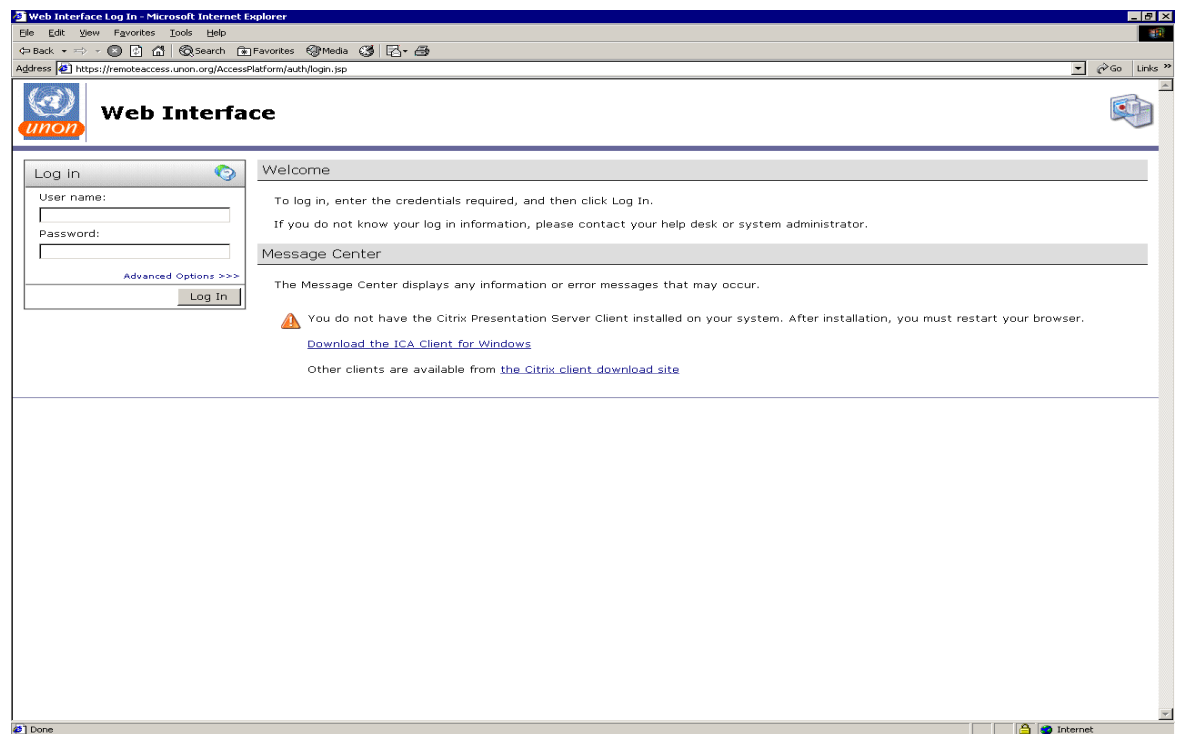
2. Installing CITRIX

Step # 1: Open Internet Explorer and in the address bar type in the following address

<https://remoteaccess.unon.org>

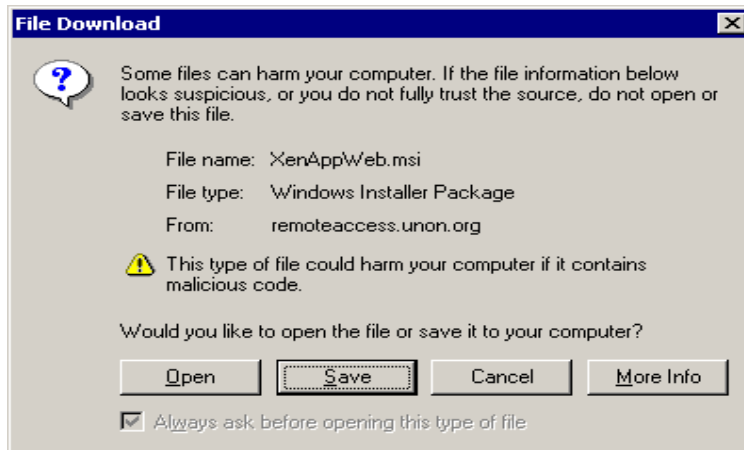
If this is your first time to visit this page, Citrix client software has to be downloaded and installed on your machine. This is done automatically once connection to this site is established.

However, if this is the first time, and the automatic download does not go through, the following page will appear.

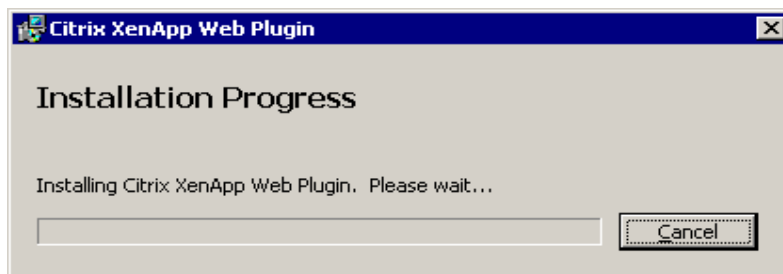


Note the two links “Download the ICA Client for windows”, and “Citrix Client Download Site”.

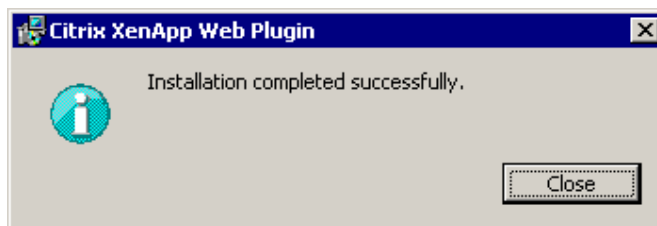
Step # 2: Choose “Download the ICA Client for windows”, and it will download and install the Citrix client as explained in the next steps.



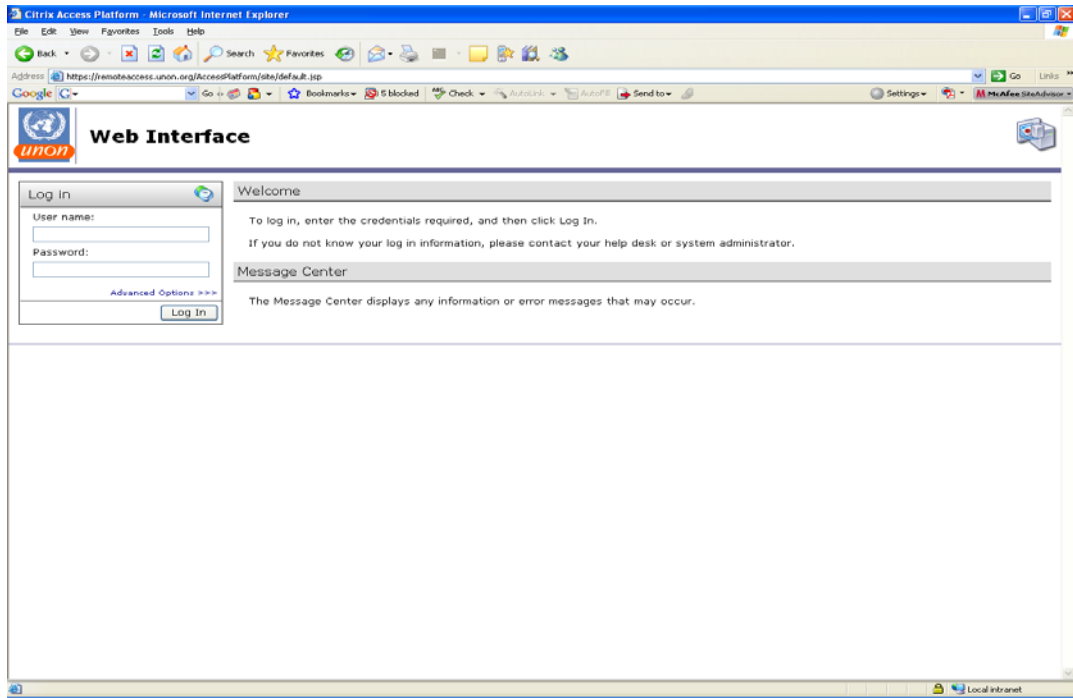
Click “Open” button to download and install the Citrix client file on your computer. You should see the Installation Progress windows as shown below ...



... and when completed ...



Step # 3: Close and open your browser and type <https://remoteaccess.unon.org> again. The next screen will appear. Notice the two links are now missing indicating that you now have Citrix client installed on your computer.

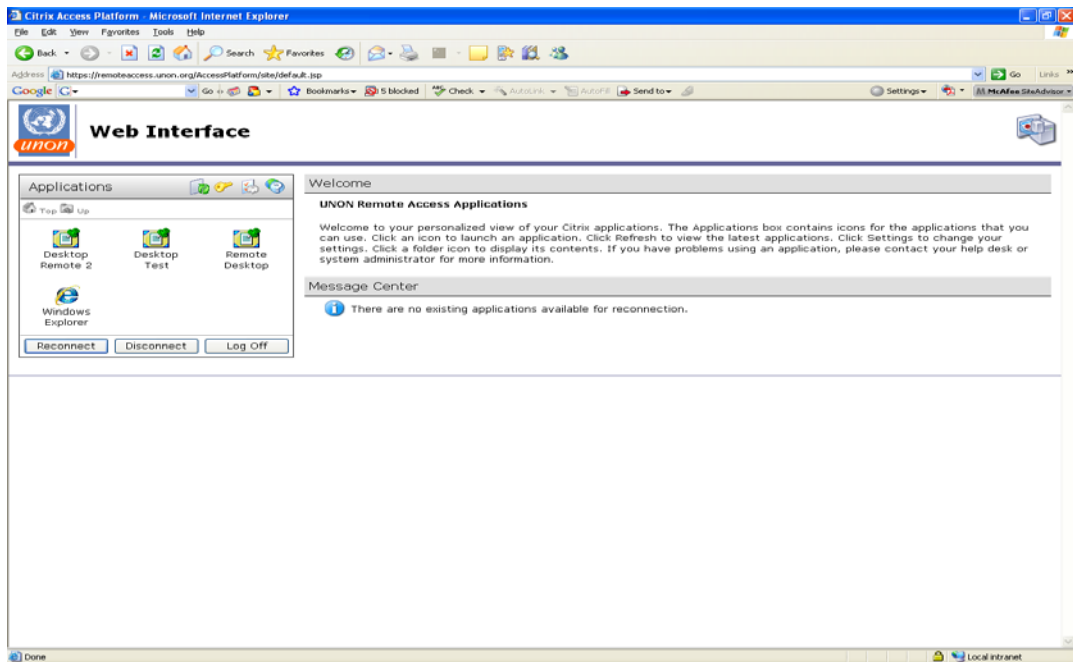


The page contains the following fields:

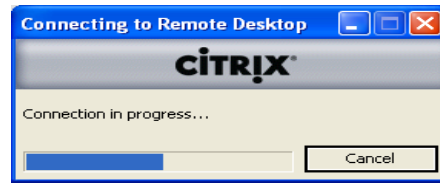
- Username is your Network username.
- Password is your Network password.

Enter your Username and Password, and click on the “Log In” Button. Your “username” and “password” are those that are use for logging onto UNON network.

Step # 4: After successful login the following page appears, showing the applications published for you.



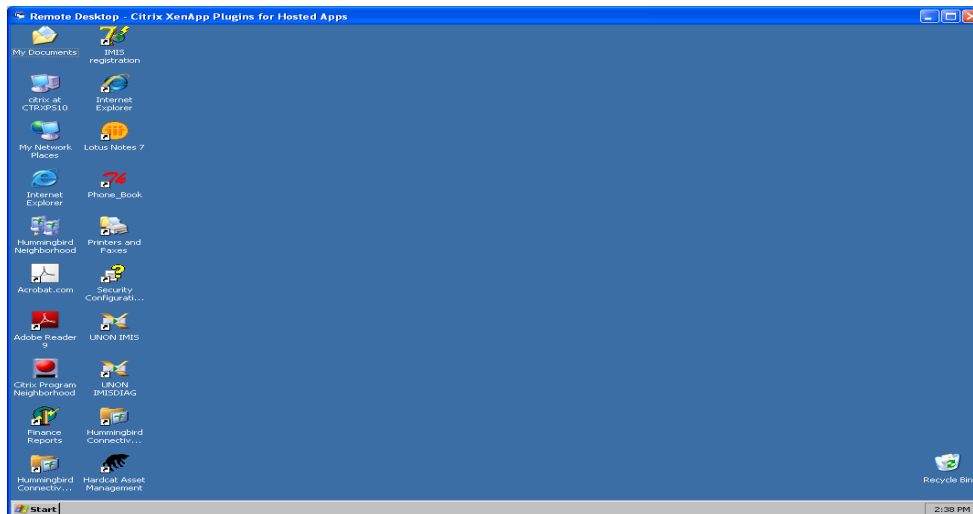
Step # 5: To launch an application click on it's icon, the "Connection in progress" window is displayed.



Step # 6: The first time you launch any application the screen below will pop-up: This screen is requesting you to permit Citrix applications to have access to your local drives, including the CD ROM and any external drive that may be connected to your computer. If you choose "No Access" you will never be able to access your local drives within Citrix. The best bet is "Full Access" and "Never ask me again" if you are using your personal (as oppose to public) computer.



Step # 7: Once the connection is established you can work with the application normally as if it is installed locally on your PC



You're done.

3. Using mobile office applications

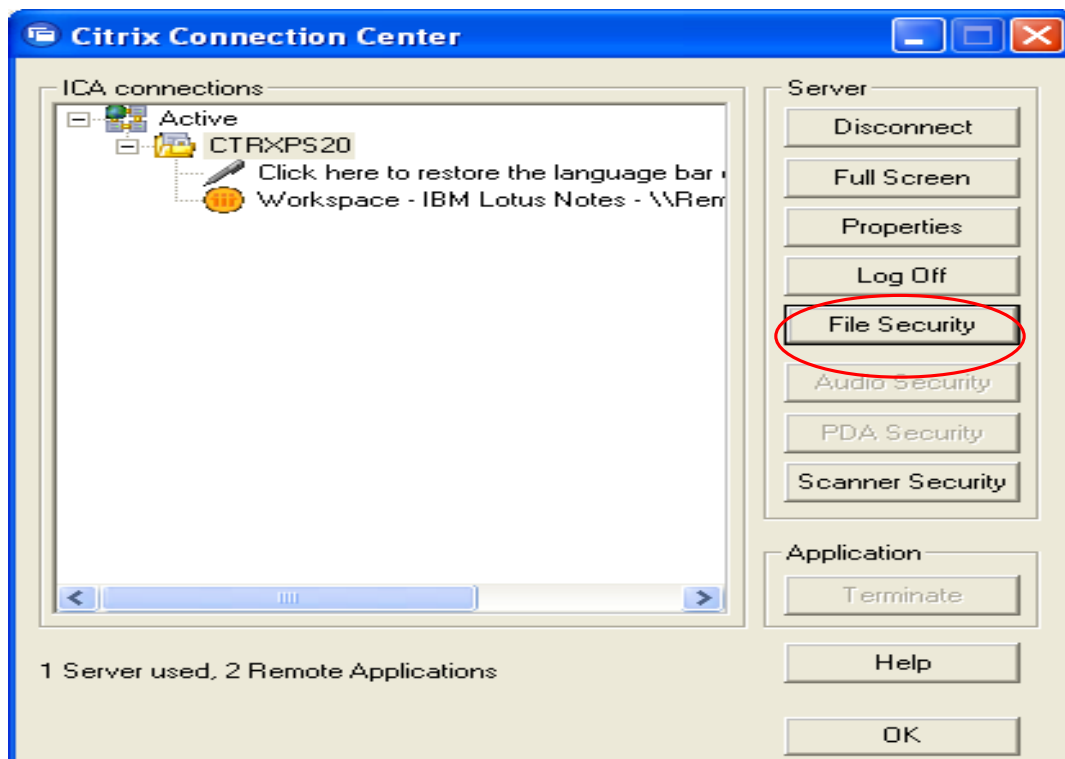
You can choose to enable access to local drives, by following these steps:

Step # 1: Log onto <https://remoteaccess.unon.org> and launch any application, e.g. Lotus Notes

Step # 2: Check on the taskbar on your desktop (not remote desktop) for an icon similar (it may be different if you have a different Citrix client version) to the one circled below. It should read “Citrix Connection Center” when you point the cursor to it.



Step # 3: While pointing this icon right-click on it and select “Open Connection Center”. The screen below will appear.



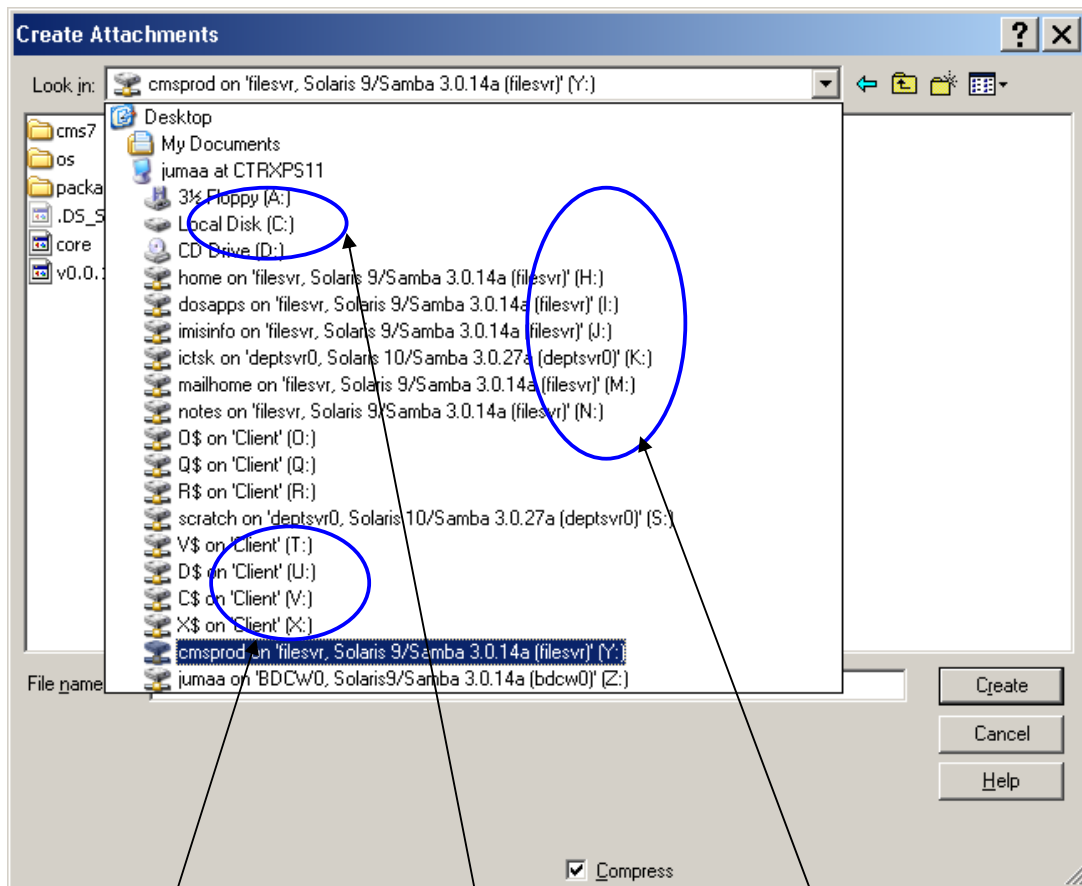
Step # 4: Click on “File Security” button and the screen will appear.



Step # 5: Select “Full Access” and if you are doing this on your PC select “Never ask me again”. If you are accessing from a PC that does not belong to you, select “Always ask me”.

Step # 6: Click OK to exit

Step # 7: You should be able to see all your drives including the network drives if you have any. Below is an example of what you will see if you browse your drives.



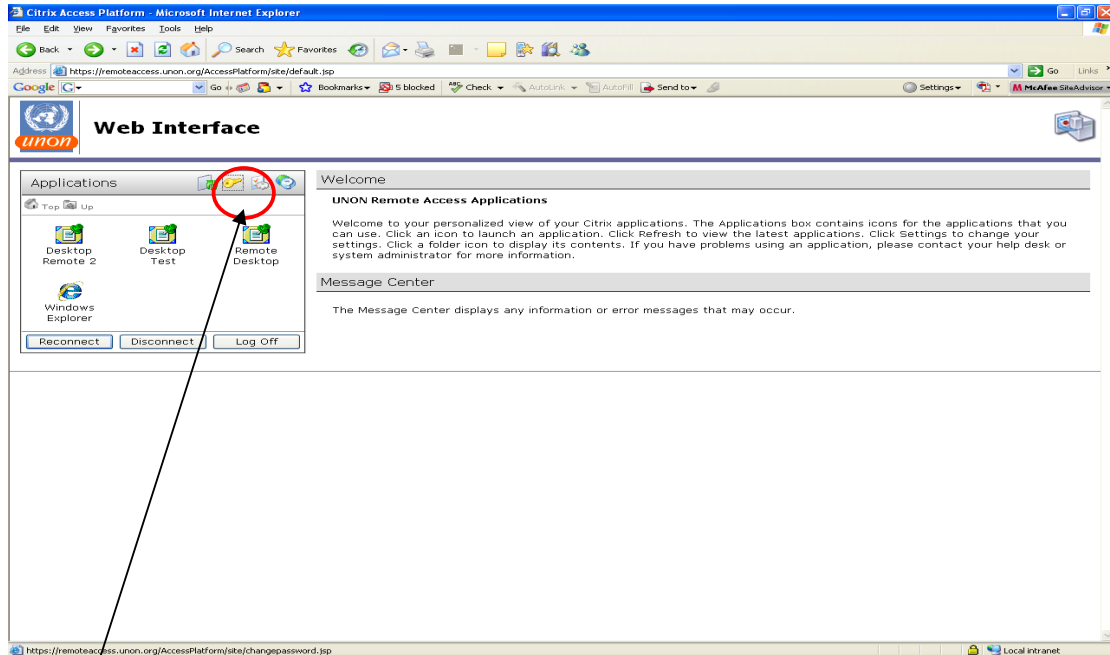
Your local drives – please note that a dollar sign (\$) is added to your local drive. If what you want to attach is in your machine, browse here to locate it

Citrix drives – please note that they are plain letters, that is, “C” “D” etc. Do not store your document here

Shared or Network drives. If what you want to attach is in the shared drives browse here to locate your document

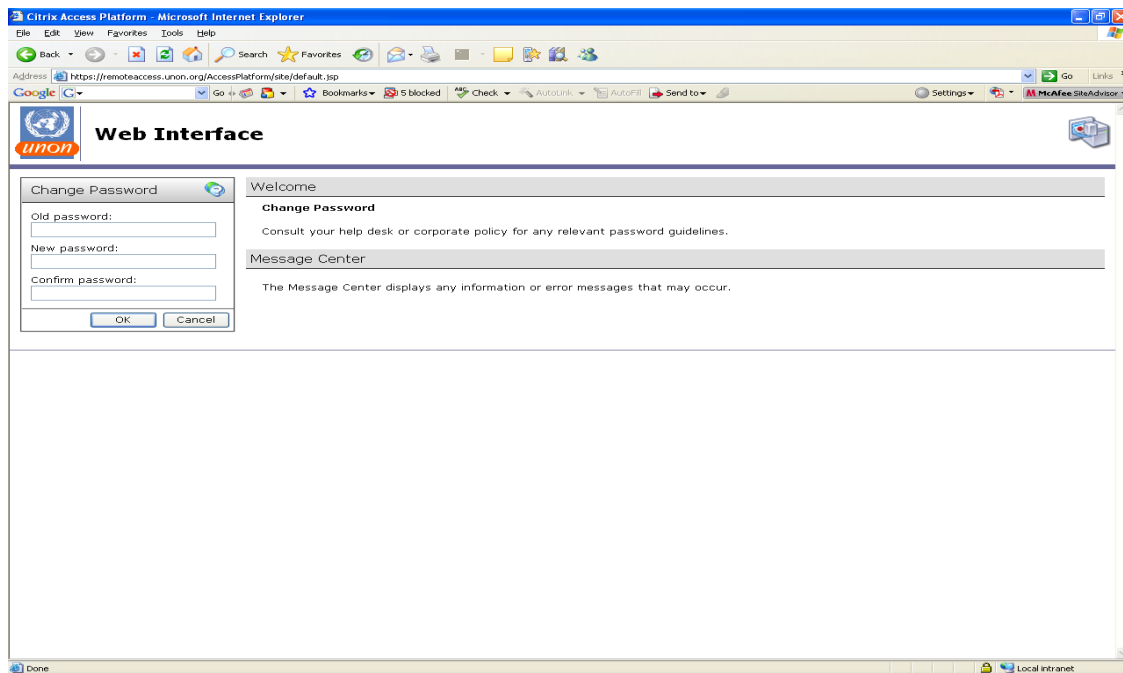
3. Changing your password

To change your password first log onto <https://remoteaccess.unon.org>.



Click on the "Key" icon to change your password.

Type in your old password, then the new one as guided in the next screen, click "OK" button and you are done.



II. OTHER REMOTE OFFICE TOOLS

1. Access to webmail

- a) Open your browser
- b) Type in the following URL:
 - UNON Staff Members - <https://webmail.unon.org>
 - UNEP Staff Members - <https://webmail.unep.org>
 - UN-Habitat Staff Members - <https://webmail.unhabitat.org>
- c) Enter your Username (short name)
- d) Enter your webmail password

v. Click the Login button.

If the login details are correct, the system will open the mail file

2. Remote Voice Mail Access

- a) Dial [+254 20 7628900](tel:+254207628900)
- b) After the voice mail prompt, enter your voice mail box number followed by #. The default mail box number is normally the extension number, unless a user changes it.
- c) Enter your password followed by #. The default password is normally the extension number, unless a user changes it.
- d) Listen to the voice prompt and follow instructions.

Note:

- a) If you are out of the office and in Nairobi, you don't need to enter +254 20, but just 7628900
- b) If you are in Kenya and out of Nairobi, you just enter 20 7628900 without +254
- c) If you are out of Kenya, enter the full number +254 20 7628900

3. Teleconference with WebEx.

Use can be made of the existing UNON WebEx account managed by ICTS Communications. However, due to limitations under the current license available at UNON, only pre-selected list of staff will access the service. These staff members are to send an email to UNON WebEx Administrators; webex-unon@unon.org for appropriate booking (with appropriate tools and audio calling rights) to be made. The attached guideline details steps and tips for a successful



teleconference.
C:\Documents and Settings\genevieg\My

4. Connecting with colleagues through Skype

Skype is a free; cross platform Internet based audio and video conferencing application (peer-to-peer Internet telephone). Skype can be used to make free "phone calls" from one computer to another, anywhere in the world. In addition, it can be used in place of a telephone to call regular phone numbers instead of another computer, but this service (called "Skype out") does come with a fee (which is still cheaper than many long distance phone charges). Here are the basic steps to follow to create an account and get started:

To download Skype and set up an account

- a) Go to skype.com
- b) Click on the download button. This takes you to a screen that provides more information about Skype, along with a button to download the application --> click on the download button --> this takes you to the download screen that is compatible with your computer --> click on the "download now" button and follow the directions for installing it on your computer.

Note: There is a Skype version for Windows and Mac. Therefore ensure you are downloading the right setup. or call UNON Helpdesk for support before you venture out.

Setting up Skype

Once you have downloaded Skype, launch it and set up your account. These steps below are the key ones.

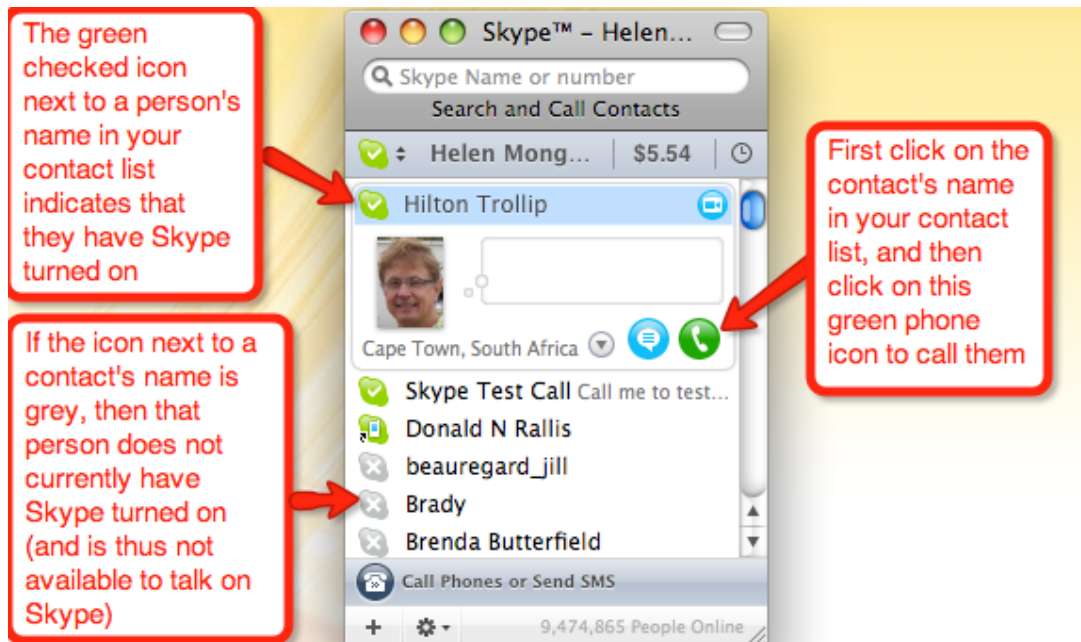
- a) First you need to set the name that you will use for yourself on Skype. I prefer to use my real name as it makes it easier for my friends to find me online.
- b) Set password (at least 4 characters).
- c) Sign in and get started.
- d) Set up your Skype profile (enter as much or as little information as you like). This profile helps your friends find you online.
- e) Add contacts to your account (these are the people who will be in your Skype address book and who you will call using Skype). If you don't know the Skype name of people who you would like to call, you can search for them (in the Skype "search" box). If they have used their real name, then you will find them. Otherwise you will need to email them (or contact them in some other way) to find out their Skype name

Making Calls

Once you have added people to your contact list, you can now call them:

- a) Make sure that you have an internal or external microphone on your computer, and that it is working
- b) It is a good idea to use headphones rather than your computer's speakers to listen to the person with whom you are talking. Reason: if you use speakers, it creates an echo effect for the person on the other end, making it harder for them to hear you.
- c) Launch Skype --> this will open your list of contacts

- d) In your contact list, click on the name of the person you want to call, and then click on the green telephone button.



- e) If you have a web cam once you have connected via audio, you can then click on the little icon of the video camera in the calling window, and this will launch the camera, enabling the person at the other end to see you as well as hear you. Note: the person at the other end does *not* have to have a web cam to see you. Thus you can have just one of you using a web cam while the other just uses audio, you can both use web cams, or both use just audio.
- f) To end the call, click on the red button.