1. OVERVIEW

This document provides instructions on how to establish a connection to the Office Desktop/Virtual machine through the NetScaler (Non-VPN connection method)

2. Pre-requisites

> Before trying the connection steps in section 3, please make sure that the Citrix workspace app is installed on your machine. If you don't have Citrix workspace installed already, please download and install it from the following link
>
> https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

> Log out of any active RDP sessions to your VDI/office Desktop

3. How to Connect to your VDI/Desktop through NetScaler

Please follow these steps to connect to your VDI from a BYOD. A BYOD is a device that is not an NT issued Laptop. For example, a personal Windows 10 Laptop, a personal Windows 11 Laptop or a personal MacBook.

Please note, using this connection with an NT issued Laptop is an unsupported configuration.

1. Browse to https://www.northerntrust.com/remoteaccess

- If your VDI/Desktop is in the US, to connect to it you'll click the link **Connect to US VDI**

- If your VDI/Desktop is in the UK, to connect to it you'll click the link **Connect to UK VDI**

- If your VDI is HFS/Poseidon [Omnium], to connect to it you'll click the link **Connect to Omnium VDI**   *Use Citadel credentials [xyz@citadelsolutions.com] for login*

- If your Desktop is in the APAC Region, to connect to it you'll click the link **Connect to APAC Desktop**   *This link will only be visible for users in the APAC Region*

Remote Access Status

ALERTS

New Login Procedure for NT Citrix MyApps

NOTE: Only the **MyPlace** link below complies with the "Mandatory Absence Policy" - any other link violates that policy.

Your Remote Access Region: Asia-Pacific

▶ Show supported environments

VPN

1. **Windows Desktop / Laptop / Apple MacBook / iMac**
2. **Chromebook**
3. **Mobile Device** (iPhone, iPad, Android Only)
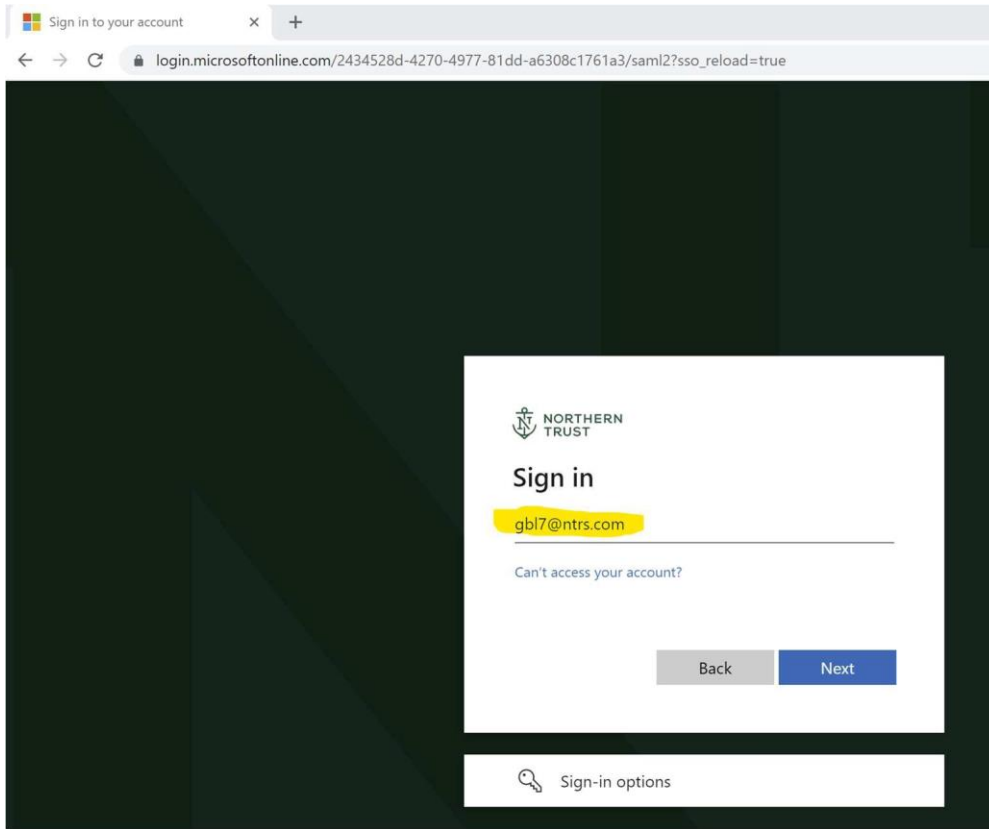
Web apps

1. **WebMail**
2. **MyPlace**

VDI Connect — from Personal Device (BYOD)

1. **Connect to US VDI**
2. **Connect to UK VDI**
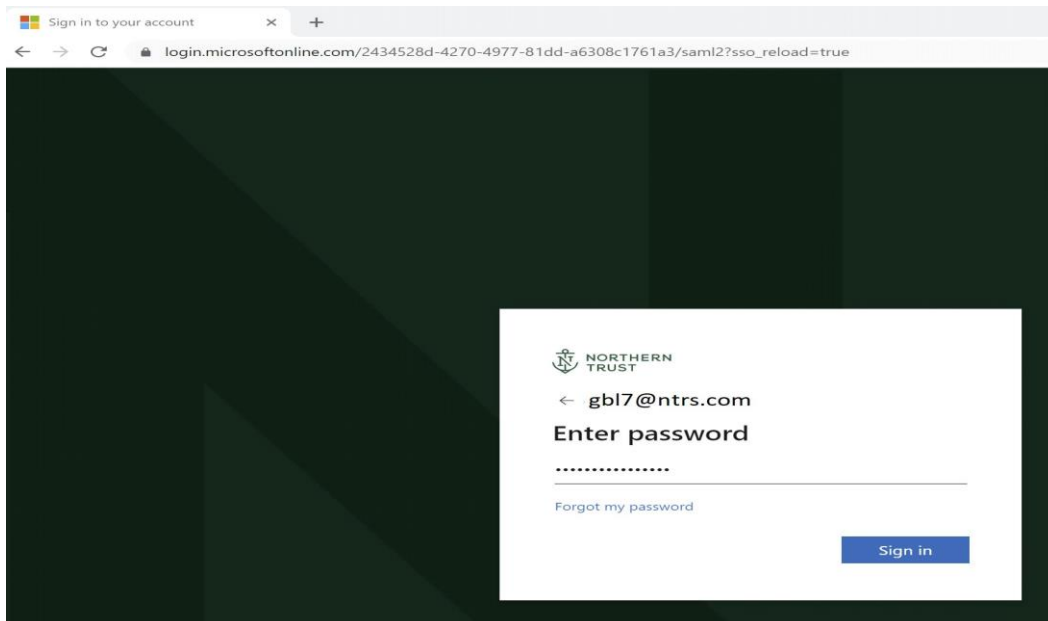3. **Connect to Omnium VDI**
4. **Connect to APAC Desktop**

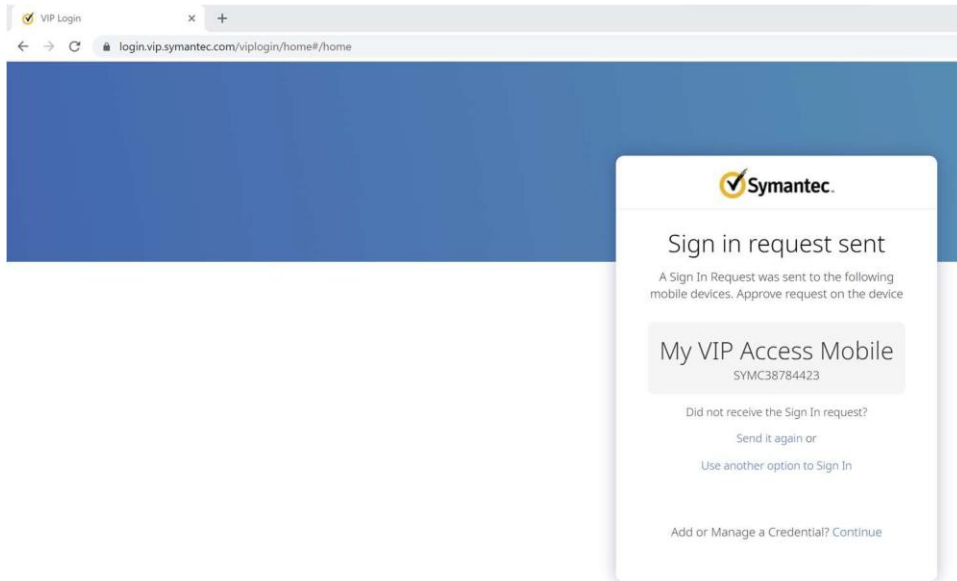**FAQs**   **Contact the Service Desk**

2. Enter your LAN ID. For example, gbl7@ntrs.com Then click **Next**
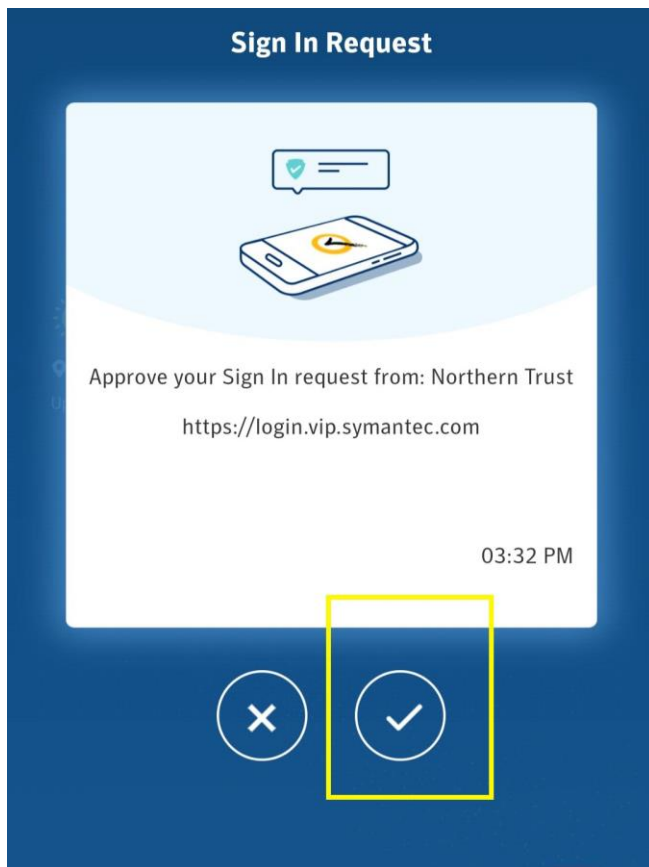

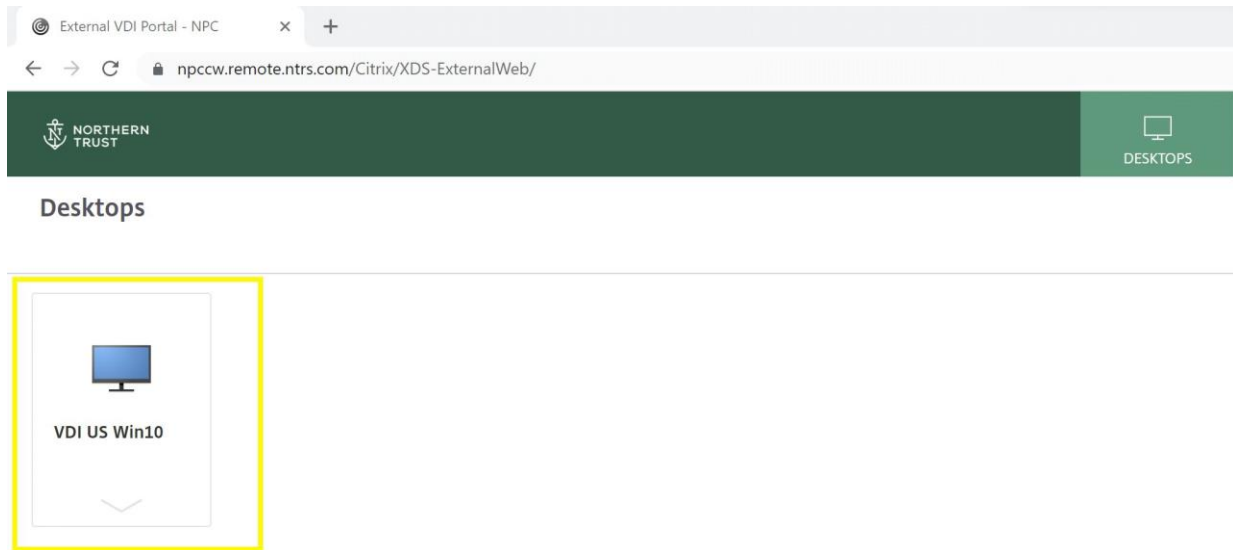3. Enter your LAN Password. Then click **Sign in**
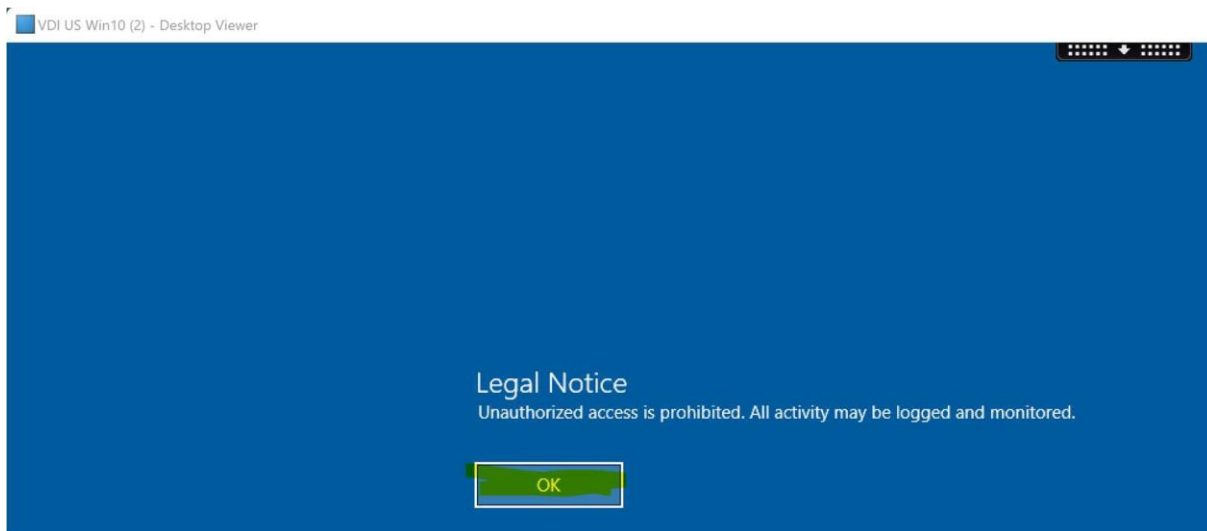
4. The Symantec page displays.

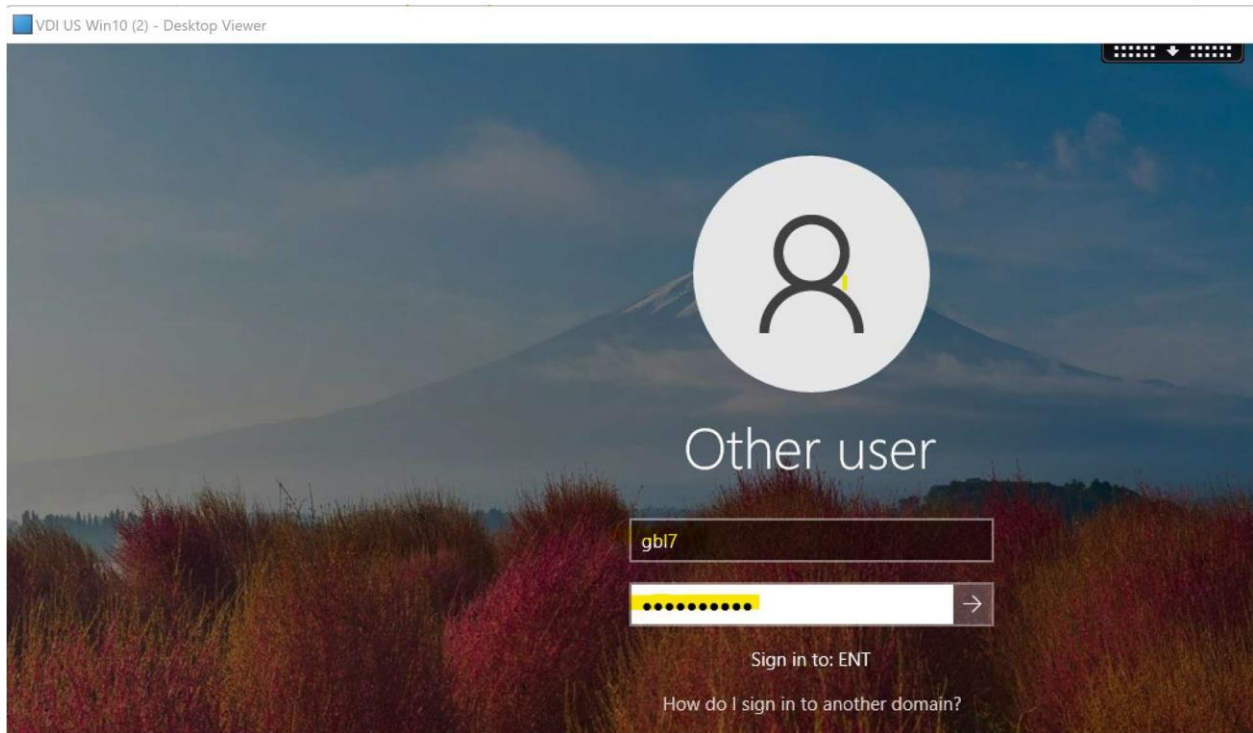5. Approve the Symantec Sign in request on your phone

6. Click on the VDI icon to launch your VDI
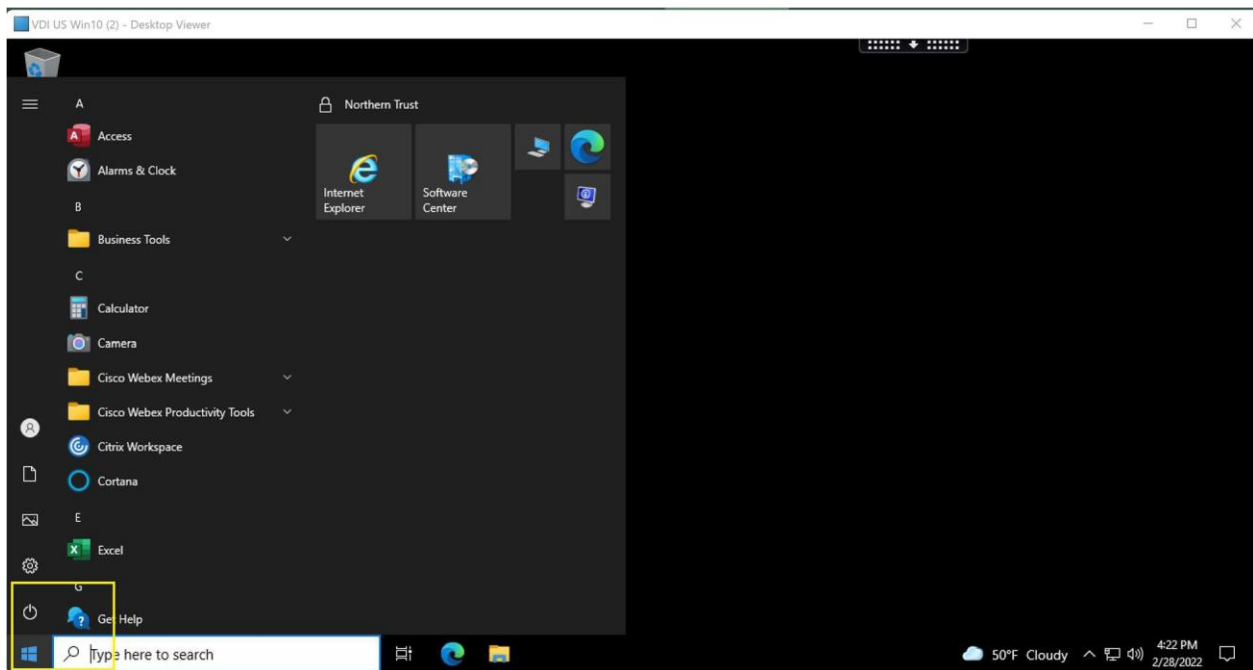

7. Click **OK**

8. Enter your LAN ID & Password - press ENTER

9. Click the **Start** button

Your connection to your VDI/Desktop is complete

==For connections to **UK** VDI/Desktop only, please carry out the following 2 additional steps.==

10. Restart your VDI/Desktop

11. The next time that you connect to your VDI you'll see the keyboard region selector at the VDI login screen as seen in the next image. Select the keyboard region that matches the device that you are typing on.

For example, if your computer keyboard has a United States keyboard layout, you'd select **US Keyboard** as seen in the image below.