

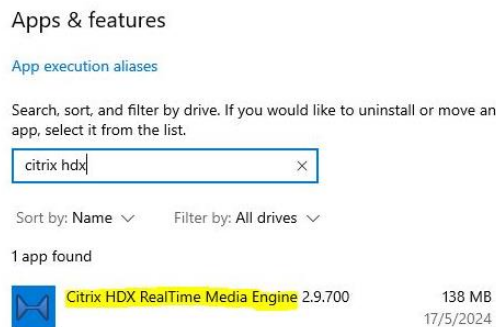
MyDesk Home Installation Guide (Windows Users)

Supported Authentication options for CS colleagues.

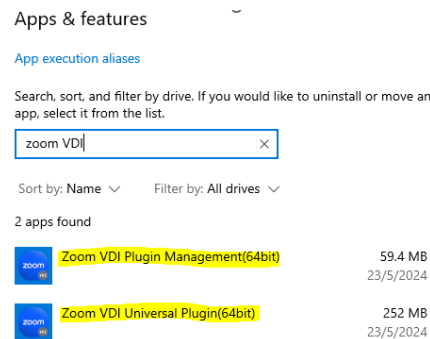
- 1) UBS MobilePass, UBS MobilePass + OTP or Display Token
- OR
- 2) Network Virtual Smart Card (NVSC) or CS Physical Smart Card

Prerequisite Steps

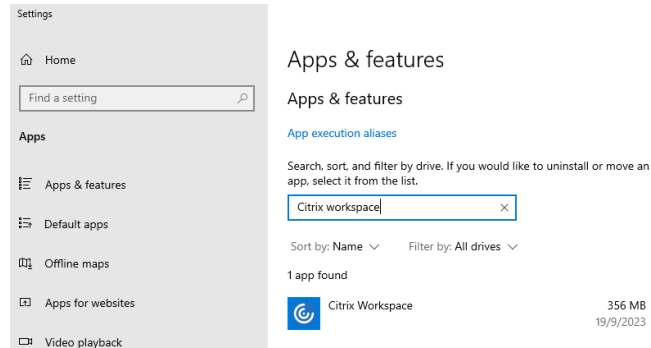
1. Enroll your MobilePass and MobilePass OTP (please go to MyHub on your CS Workspace and follow the enrolment instructions)
2. Ensure you have a backup of your personal data on your home PC.
3. Uninstall any version of HDX RealTime Media Engine for Microsoft Skype® for Business if you have it installed. You can do so from the **Apps & Features** option in Windows.



4. Uninstall any version of the ZoomVDI plugin if you have it installed. You may reinstall the ZoomVDI plugin after installing the new version of the Citrix Workspace App. Only do so if you have been granted permission to make or join Zoom calls.



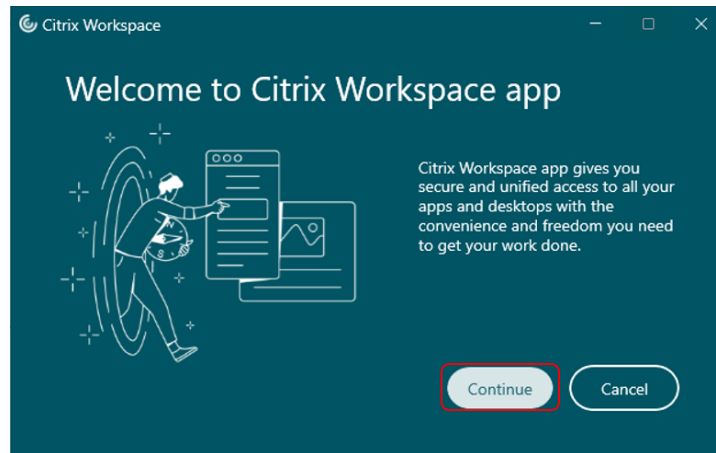
5. Remove the *Citrix Workspace App* component from **Apps & Features** in Windows.



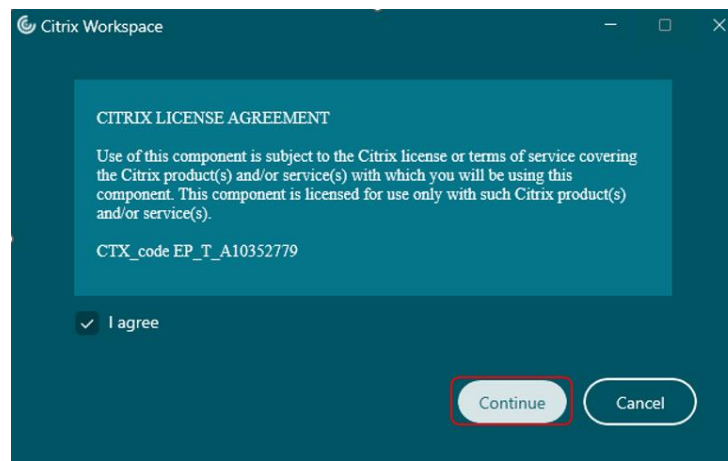
6. Final step, reboot your personal computer

Installing Citrix Workspace App

1. Download and install the "Citrix Workspace" app for Windows from the following page [here](#).
2. Click the "Continue" button to begin the installation process.



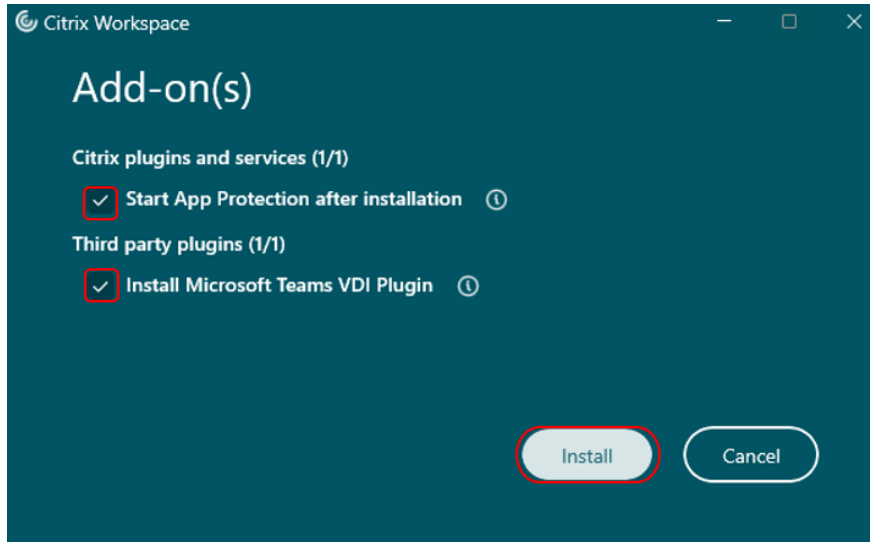
3. Click the checkbox labelled "I accept the license agreement" and then click the "Continue" button.



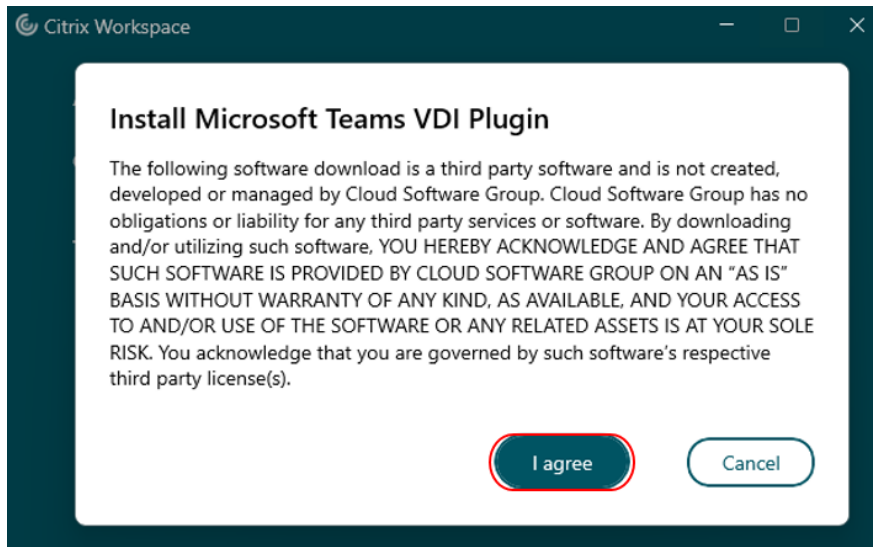
4. Ensure the check boxes labelled “Start App Protection after installation” and “Install Microsoft Teams VDI Plugin” are ticked.

Note:

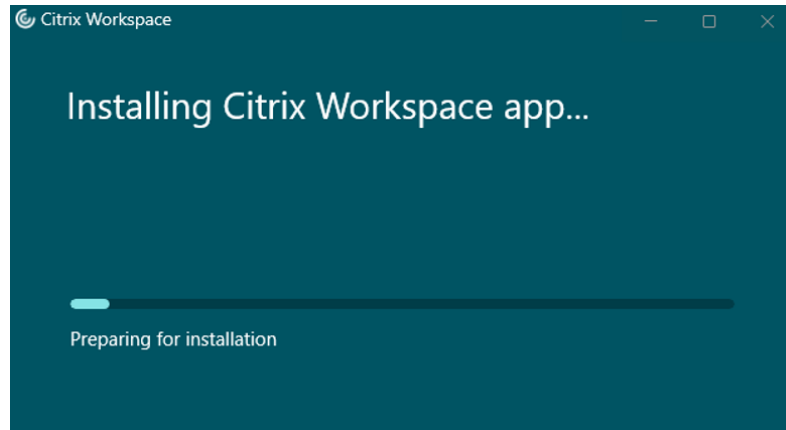
- These check boxes are only available during a new installation.



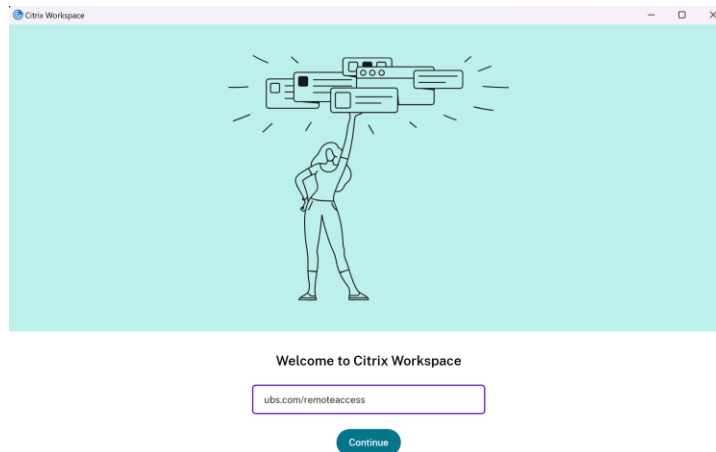
5. On the “Install Microsoft Teams VDI Plugin” disclaimer screen, click the “I Agree” button and select the Install button to continue with the installation.



6. Please wait while the Citrix Workspace is being installed.

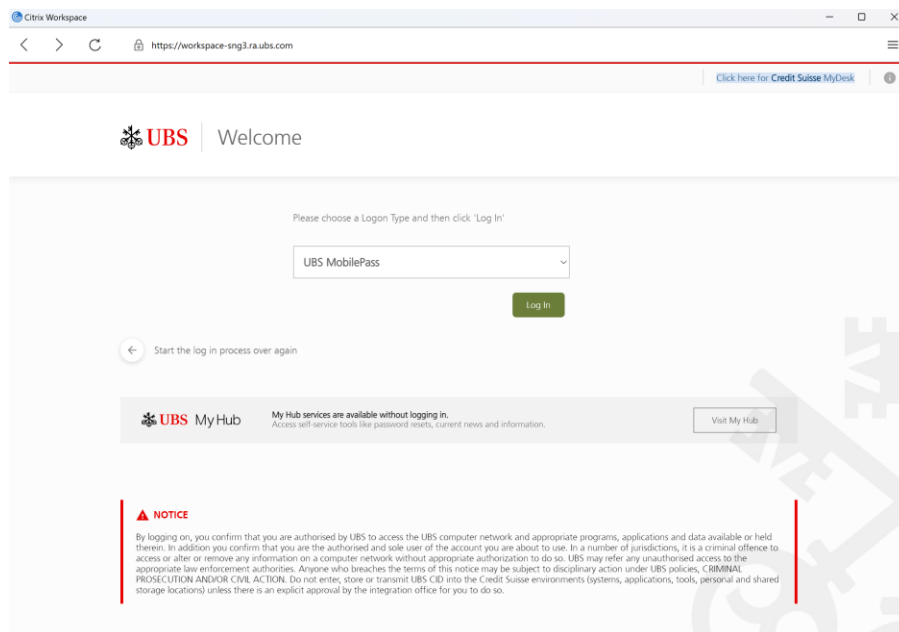


- When the option to add an account is displayed in the "Welcome to Citrix Workspace" window, type 'ubs.com/remotefaccess' and click "Continue" to complete the installation



The UBS Remote Access landing page will load upon completion.

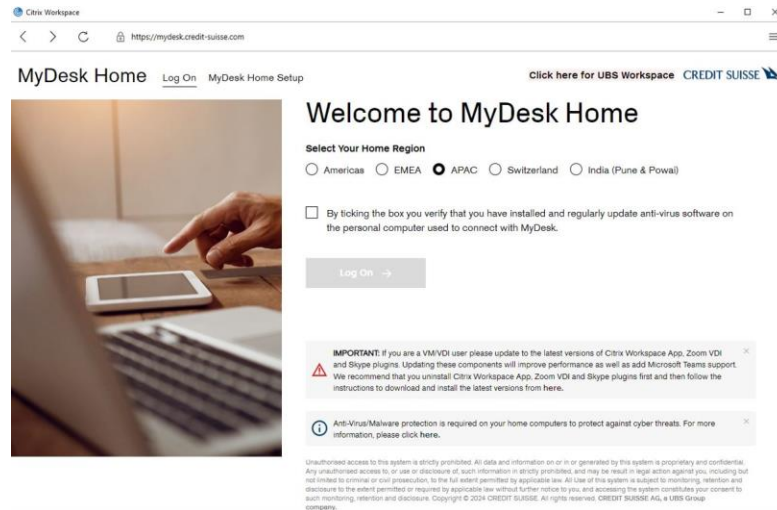
If you have a UBS Workspace assigned and you wish to connect to it, you may proceed to authenticate using UBS MobilePass.





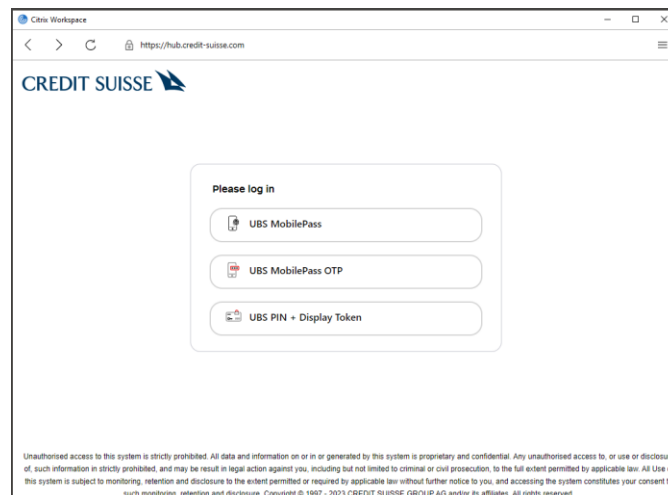
MyDesk Home Installation Guide for Windows

MyDesk Users: If you wish to connect to your CS desktop, the MyDesk Landing page is available by clicking on the "Click here for Credit Suisse MyDesk" link in the top left corner. Note, you can access both UBS Workspace and CS Desktops simultaneously by closing the landing page and opening another Citrix Workspace session using the Open menu in the Citrix Workspace App icon in the system tray.

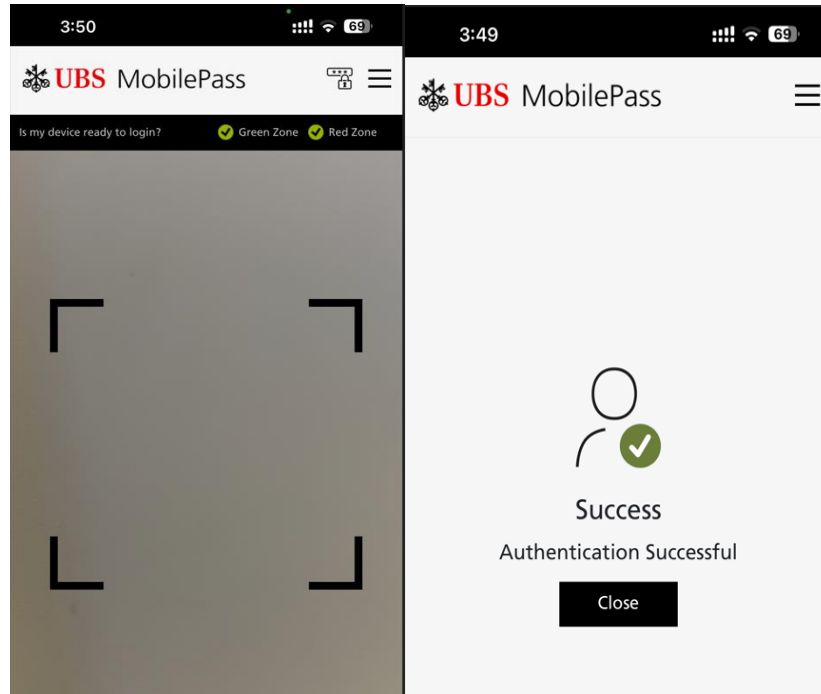


Select the closest region and click Log On

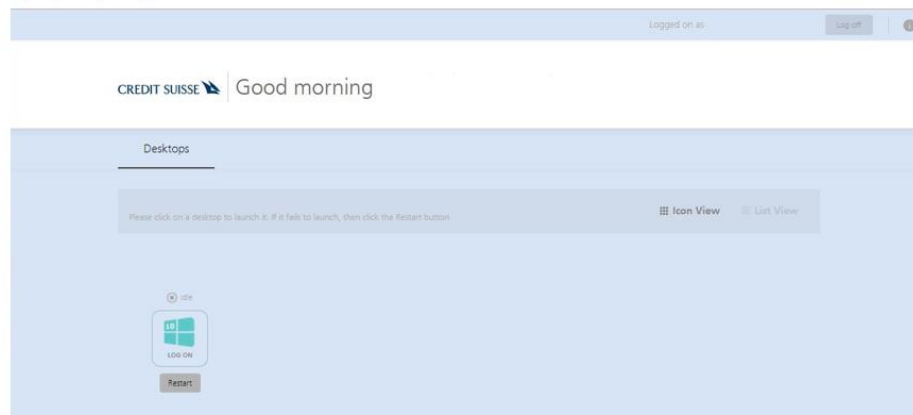
8. Select the MobilePass authentication method that you want to use.



9. For UBS MobilePass authentication, simply scan the QR code using the UBS MobilePass app on your mobile phone.



10. After a successful authentication, you will see your assigned CS Desktop Workspace(s). You can connect to it by clicking the machine icon.



11. For subsequent future logons, you must launch "Citrix Workspace" app from the Start Menu or System Tray in order to access the UBS Remote Access portal.