

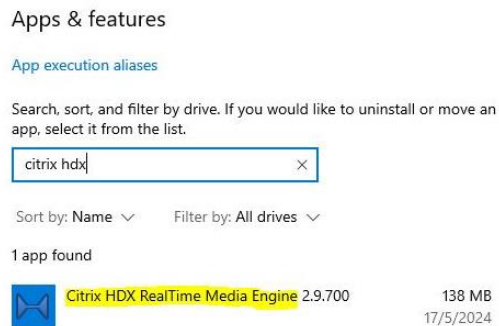
MyDesk Home Installation Guide (Windows Users)

Supported Authentication options for CS colleagues.

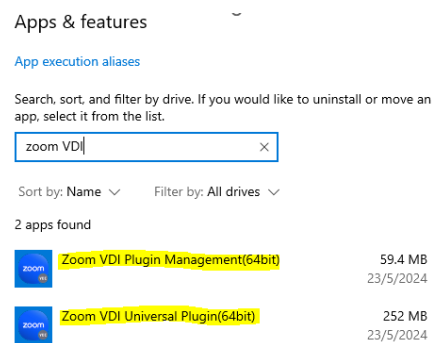
- UBS MobilePass, UBS MobilePass + OTP or Display Token AND
- Network Virtual Smart Card (NVSC) or Physical Smart Card

Prerequisites

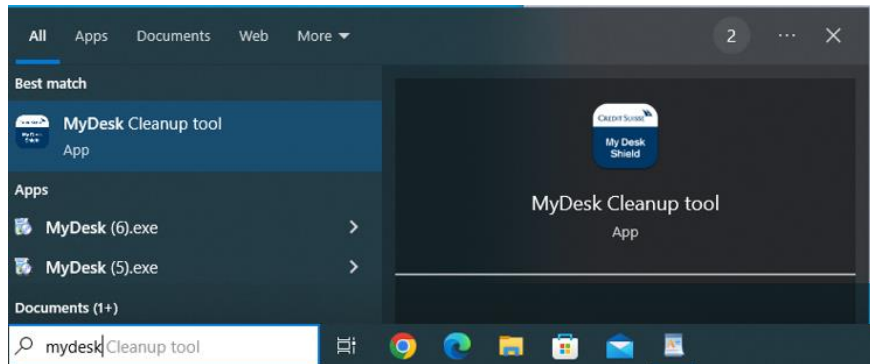
- Enroll your MobilePass and MobilePass OTP (please go to MyHub on your CS Workspace and follow the enrolment instructions)
- Ensure you have a backup of your personal data on your home PC.
- Uninstall any version of HDX RealTime Media Engine for Microsoft Skype® for Business if you have it installed.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



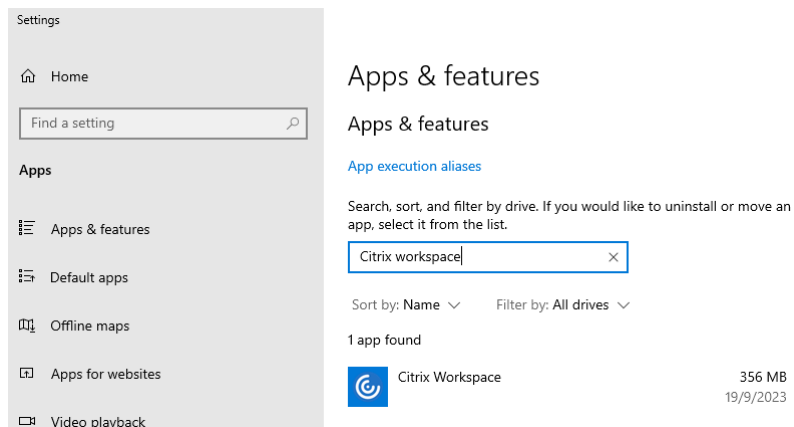
- Uninstall any version of the ZoomVDI plugin if you have it installed. You may reinstall the ZoomVDI plugin after installing the new version of the Citrix Workspace App. Only do so if you have been granted permission to make or join Zoom calls.



- If you are a **MyDesk Shield** user, you MUST uninstall MyDesk using the MyDesk Cleanup tool. In the search box on the taskbar, type "*MyDesk Cleanup tool*" and run the tool to uninstall MyDesk.



- If you are a **MyDesk Standard** user, you MUST remove the *Citrix Workspace App* component from **Apps & Features** in Windows.



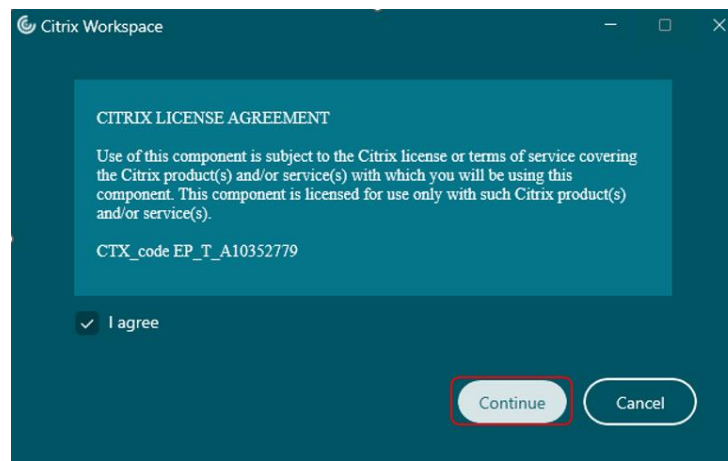
- Once the uninstallation process is finished, please reboot your computer.

Installing Citrix Workspace App

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



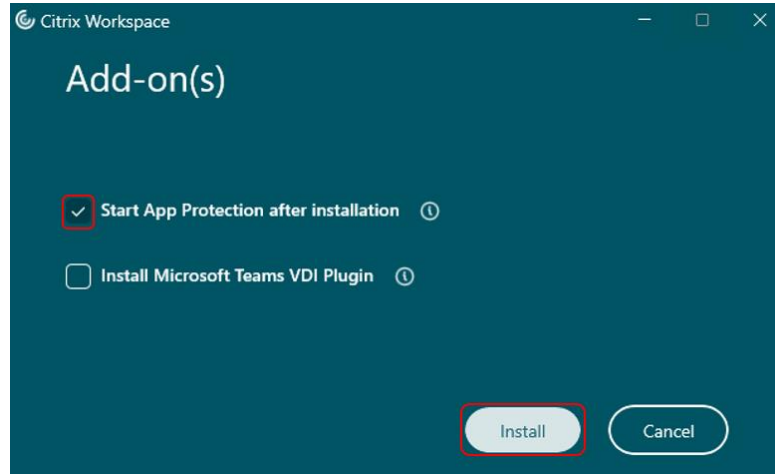
3. Click the checkbox labelled "I accept the license agreement" and then click the "Next" button.



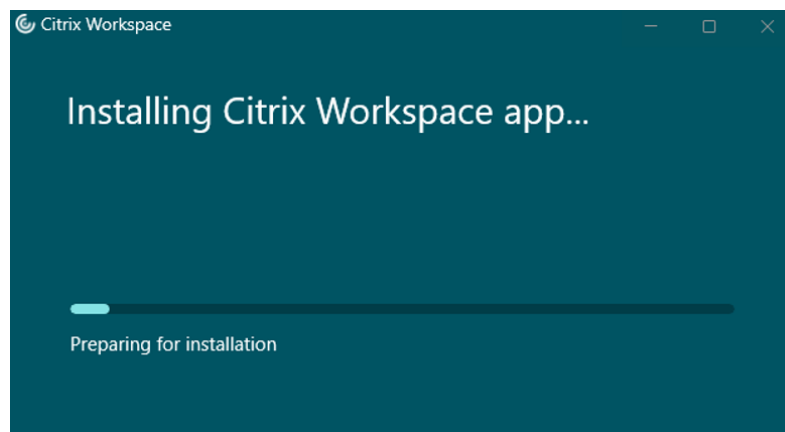
4. Ensure the check box labelled “**Start App Protection after installation**” is ticked and then click the “Install” button in the bottom-right corner of the window to proceed with the installation.

Note:

- These check boxes are only available during a new installation.
- Please **DO NOT check the option labelled “Install Microsoft Teams VDI Plugin”** as this may cause intermittent connectivity issues with your CS Desktop.



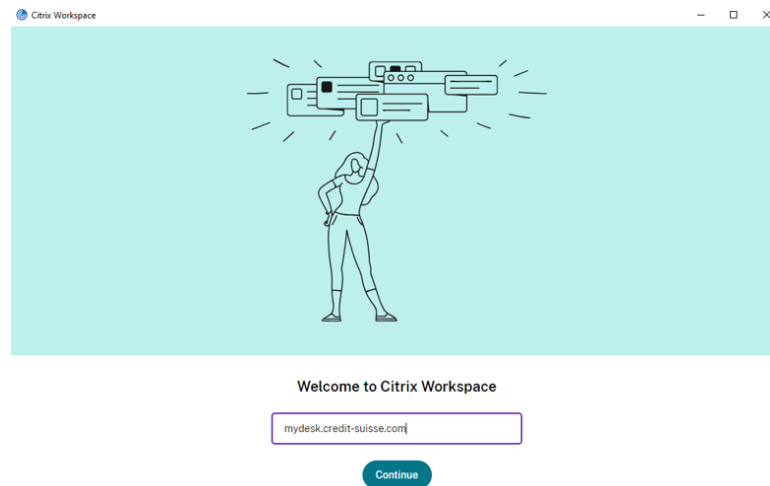
5. Please wait while the Citrix Workspace is being installed.



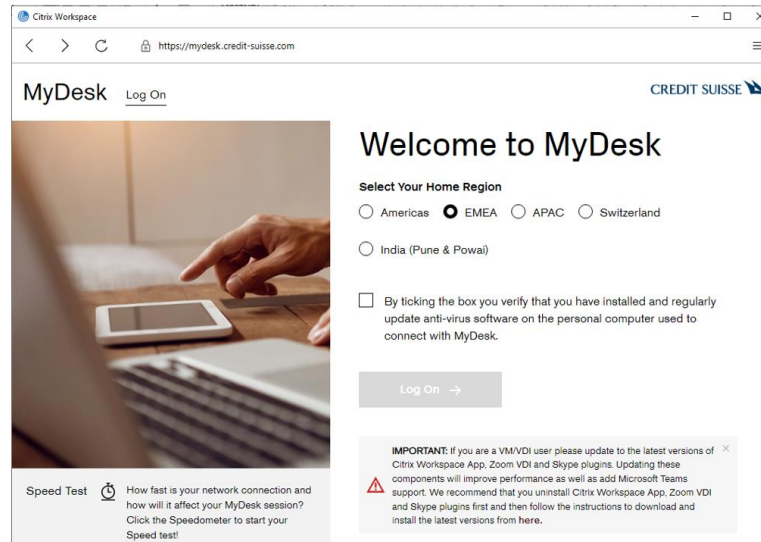
6. When the option to add an account is displayed in the "Welcome to Citrix Workspace" window, type 'mydesk.credit-suisse.com' and click "Continue".

Options for Dual hatted/Seconded users who require access to both CS and UBS Workspaces

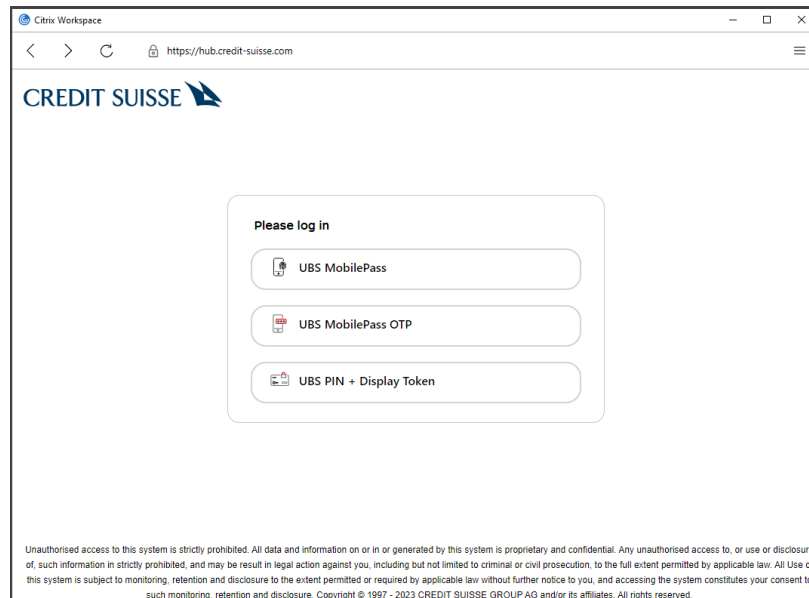
- i. **Side-by-side access:** If you are an existing user of UBS Remote Access, you will not be able to add the "mydesk.credit-suisse.com" account into the Citrix Workspace App due to restrictions imposed by Citrix. You may delete the "ubs.com" entry and then add "mydesk.credit-suisse.com". A link is available in the top right corner on the MyDesk Home landing page (prior to authentication) that will allow you to jump onto the UBS Remote Access portal. If the link does not load, you may need to press the refresh button on the Citrix Workspace App.
- ii. **Windowed or Double-hop access:** If you are an existing user of UBS Remote Access and you do not wish to change the account configuration with Citrix Workspace App, you can launch a browser window on your UBS Workspace to <https://mydesk.credit-suisse.com> and logon to the CS Workspace. The CS Workspace will behave like an application window running on your UBS Workspace – this is known as double hopping. The reverse of this also works; on your CS Workspace, you can open a browser to <https://ubs.com/remotearchive> and access your assigned UBS Workspace. Do note that we recommend that you only run Microsoft Teams on the first Workspace that you logon to i.e., do not run Microsoft Teams on the double hopped workspace.



The Credit Suisse MyDesk Landing page will be displayed in the “Citrix Workspace” app. Select the region closest to you and click Log On.

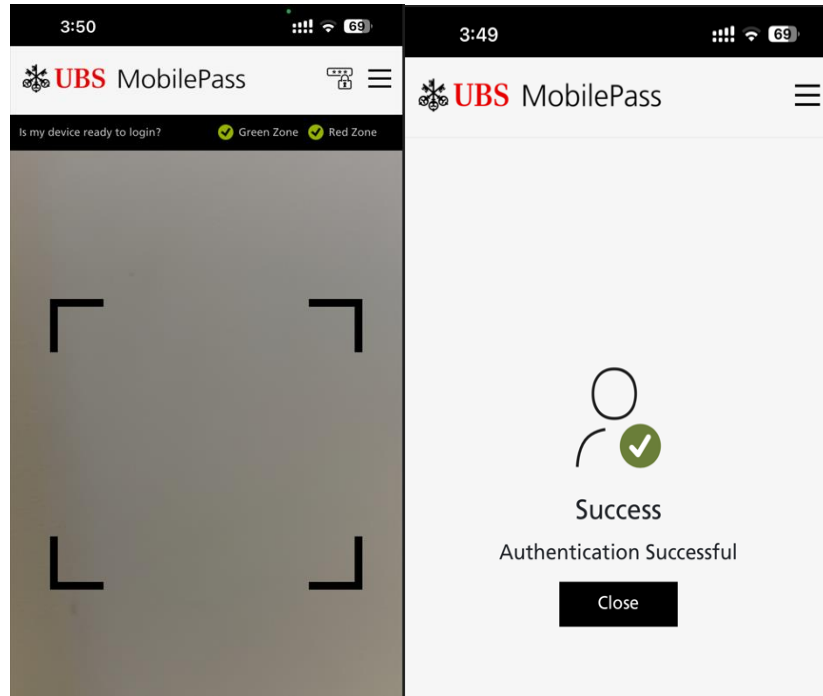


7. Select the MobilePass authentication method that you want to use.

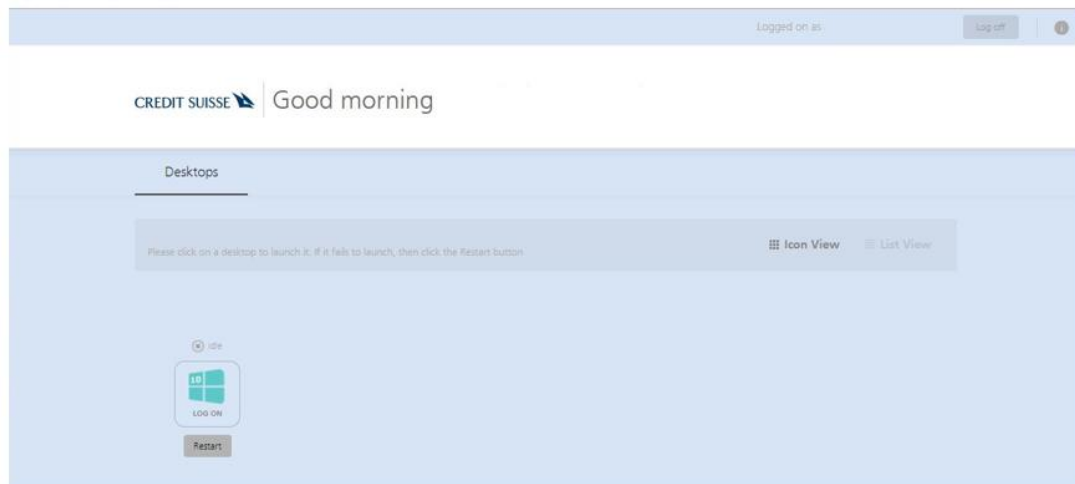




- For UBS MobilePass authentication, scan the QR code using the UBS MobilePass app on your mobile phone.



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



- For subsequent logons, you can simply launch "Citrix Workspace" app from the Start Menu or System Tray.