

# Working from Home using your Own Device

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[Installing the Citrix Workspace app](#)

[Registering for Microsoft Multi Factor Authentication \(MFA\)](#)

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## Installing the Citrix Workspace app

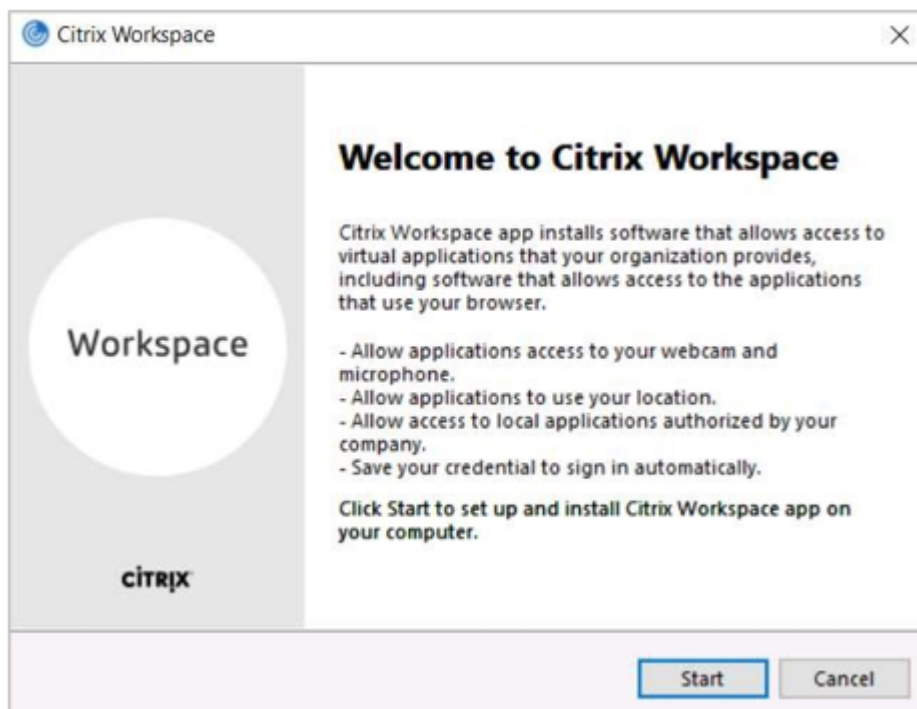
In order to use your own non-Merton computer to connect to the Merton Gateway, you will need to install the **Citrix Workspace app** first.

How to install the Citrix Workspace app

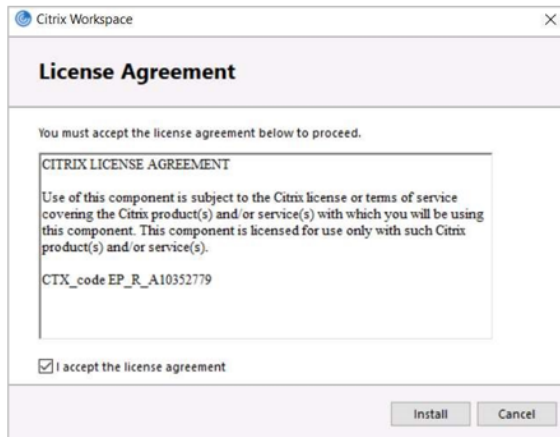
- 1) Download the latest version of the Citrix Workspace app  
<https://www.citrix.com/en-gb/downloads/workspace-app>



- 2) Follow the on screen steps to install the app, and click Start:



Tick the box to accept the license agreement:



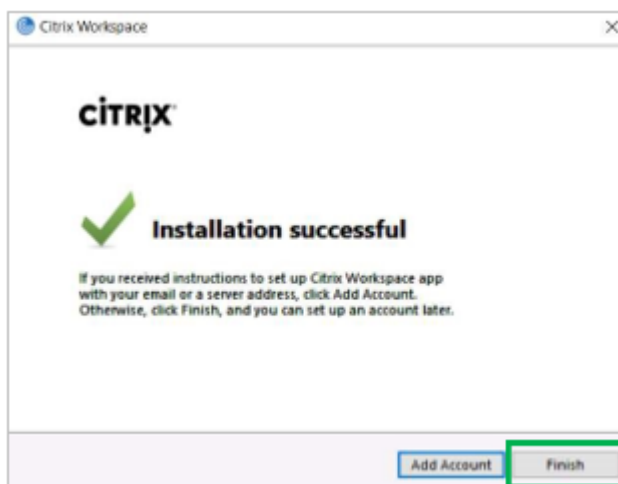
3) The App will begin to install. Please be patient, this may take a few minutes.



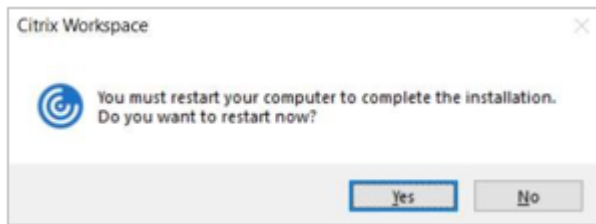
4) Once the installation is finished, you should see this message.

**X** Don't click Add Account

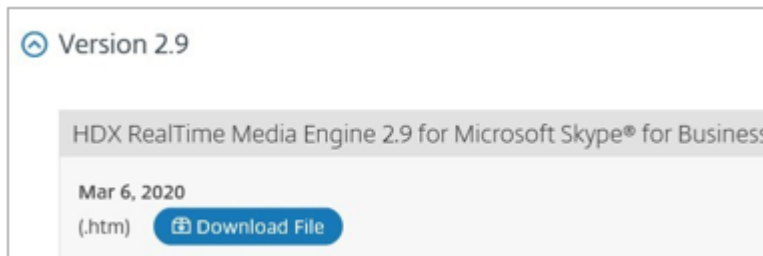
**?** Click Finish :



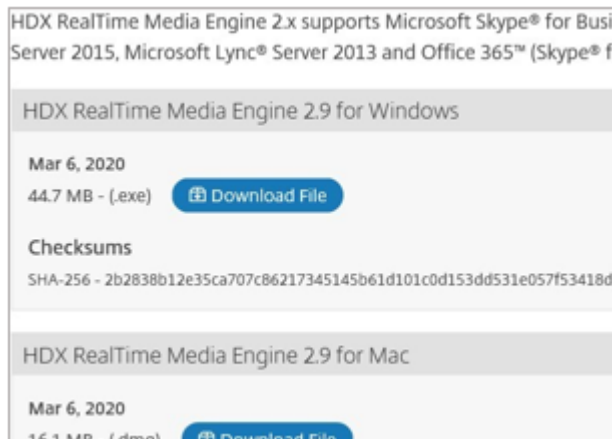
- 5) You will need to restart the computer for the installation to complete:



- 6) After installing the Citrix Workspace app, you will also need to download the Citrix HDX for Skype app if you are working from your own device. The app can be downloaded from this site: <https://www.citrix.com/en-gb/downloads/citrix-receiver/additional-client-software/hdxrealtime-media-engine.html>

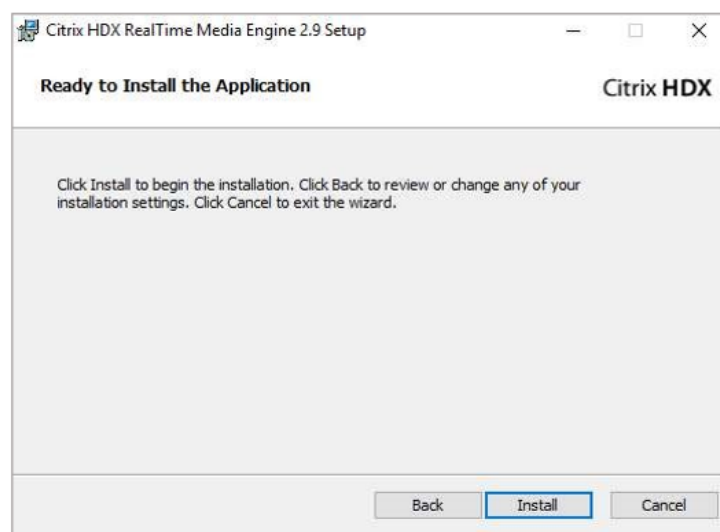
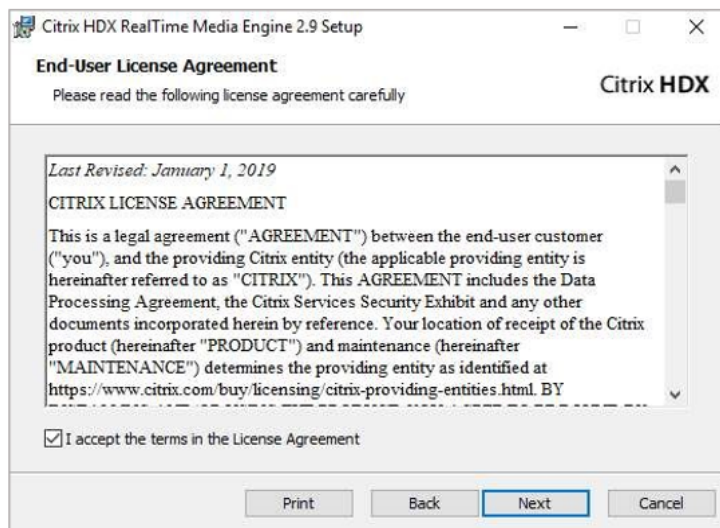


- 7) You need to select the option for HDX for Microsoft Windows or Apple Mac.



- 8) Follow the prompts to install the Citrix HDX app

9) You will need to accept the licence agreement as shown below



You may be asked to restart the computer after the Citrix HDX app has installed.

# Registering for Microsoft Multi Factor Authentication (MFA)

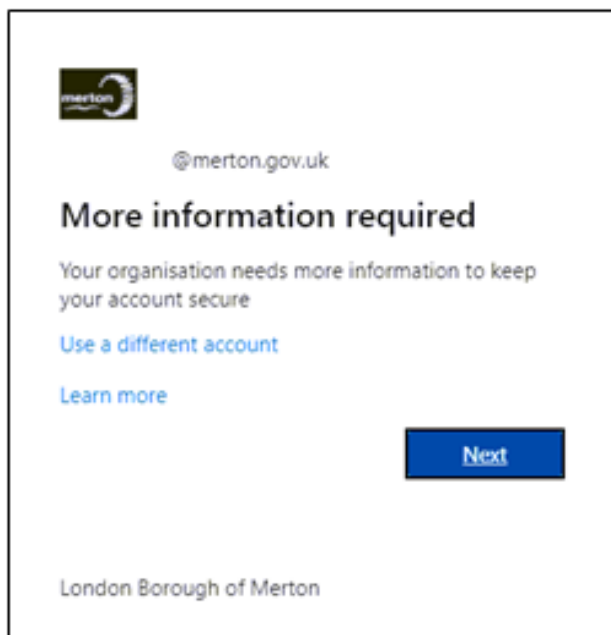
Anyone accessing the Merton network remotely should be registered to use the Microsoft Authenticator.

- Register your mobile to receive a text message each time you attempt to login  
**or**
- If you don't own a mobile phone but have access to **Merton Laptop** Choose office phone to receive a call  
**or**
- Install the Microsoft Authenticator app on your mobile

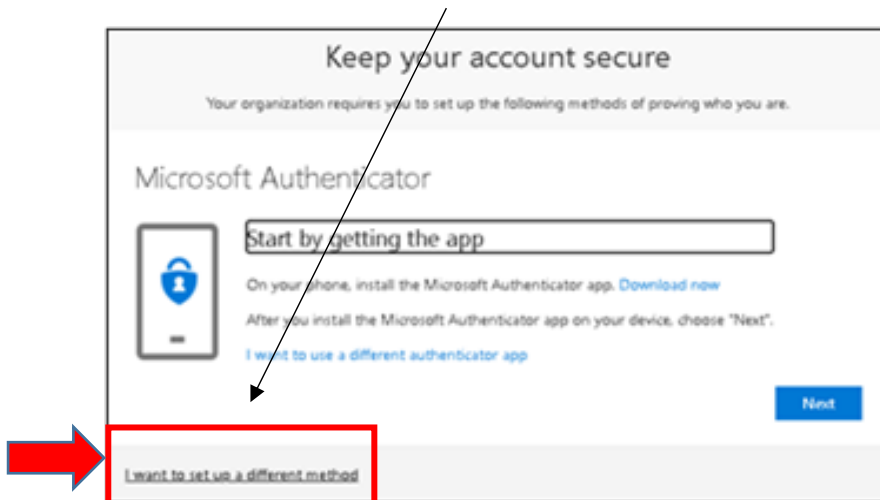
**You Only need to choose One OPTION from the three below;**

## OPTION 1 – Setting up the Text method

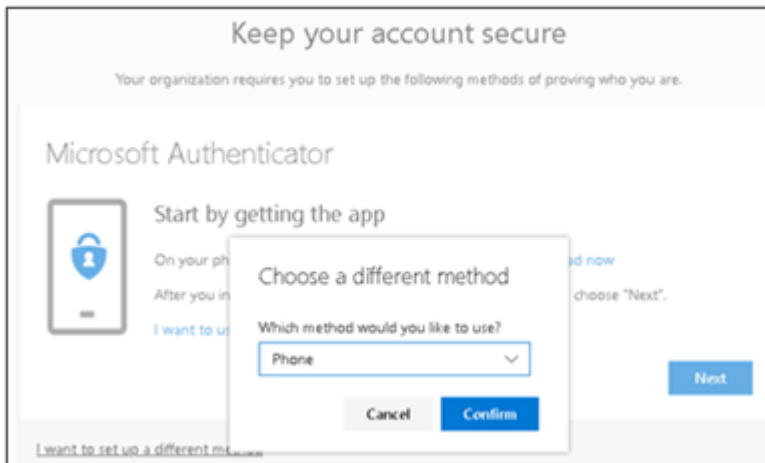
- From a web browser please go to: <https://aka.ms/mfasetup>
- Click Next to continue:



- Choose **I want to setup a different method** and click Next



- Select **Phone** from the drop down list and then click **Confirm**.



- Select United Kingdom from dropdown list.
- Enter your mobile phone number into the field and ensure that **Text me a code** is selected. **Click Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) 7956...

Text me a code  
 Call me

Message and data rates may apply.

Next

[I want to set up a different method](#)

- You will receive a 6 digit code to the mobile number entered.
- Enter this code in the field as shown to validate the setup and **click Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

We just sent a 6 digit code to +44 7956254800. Enter the code below

Enter code

[Resend code](#)

Back Next

[I want to set up a different method](#)

- **Click Next** to finish the setup and then close the browser session.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

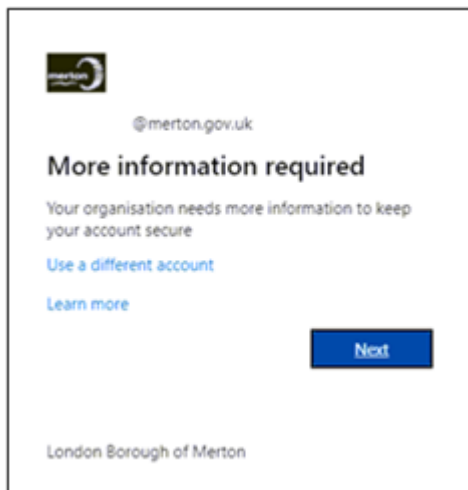
SMS verified. Your phone was registered successfully

Next

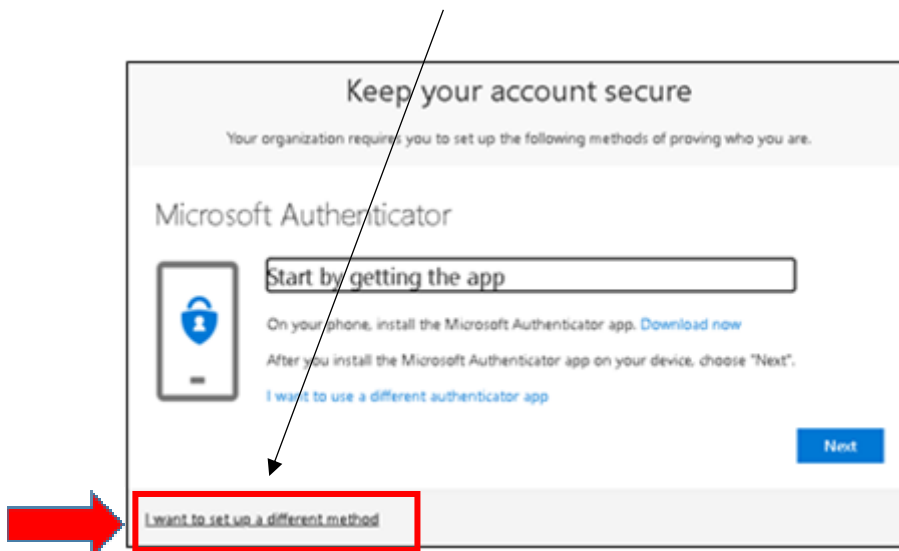
## OPTION 2 – Setting up the Office Phone method

This option is only to be selected for staff who do not own a mobile phone but have access to Merton Laptop.

- From a web browser please go to: <https://aka.ms/mfasetup>
- Click Next to continue:

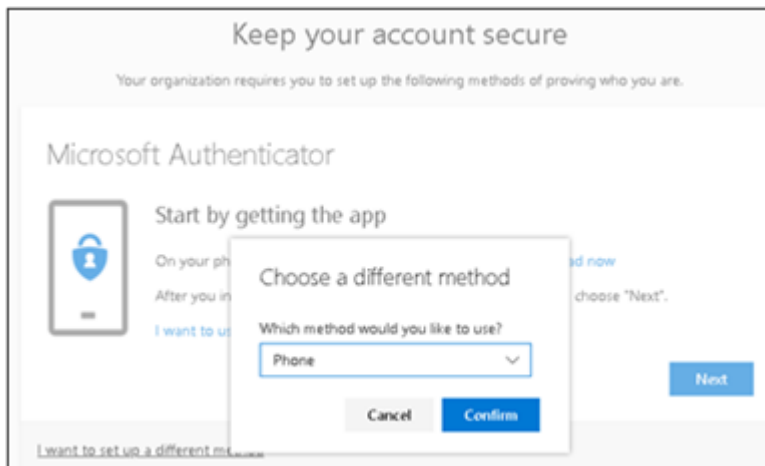


- Choose **I want to setup a different method** and then click **Next**

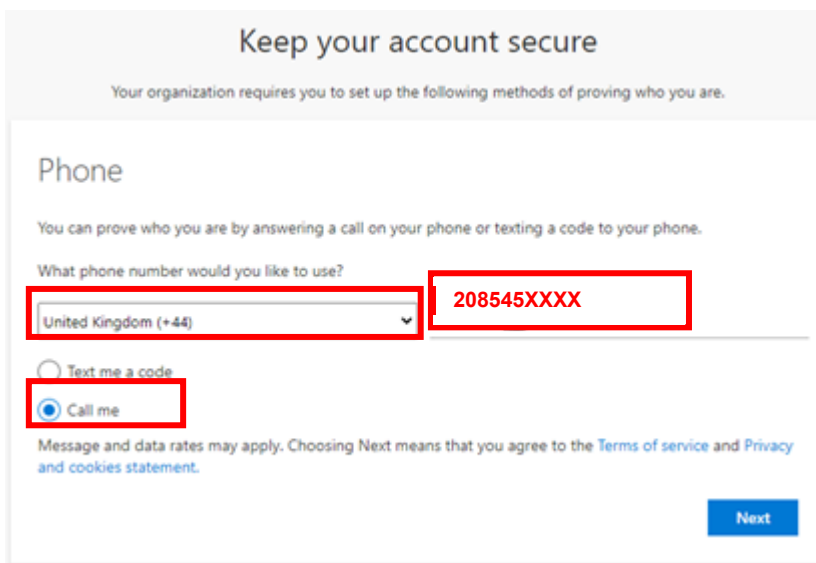




- Select **Phone** from the drop down list and then click **Confirm**.



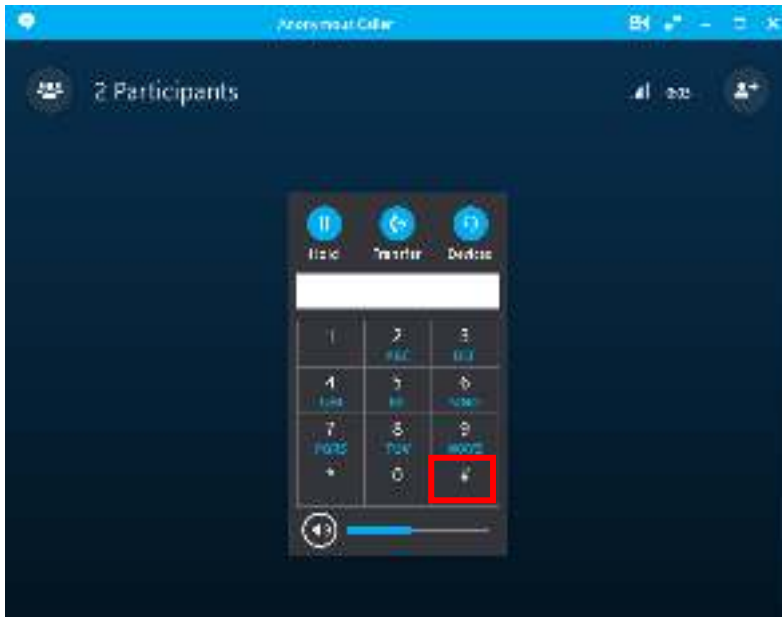
- Select United Kingdom from dropdown list.
- Enter your office telephone number into the field and ensure that **Call Me** is selected. **Click Next**



- You will receive a call via skype, answer the call



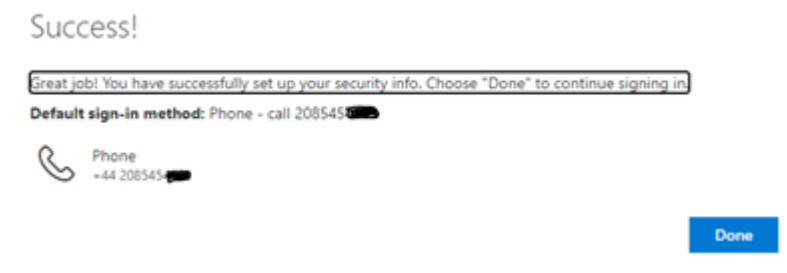
- On the skype number pad press # to verify



- Click Next

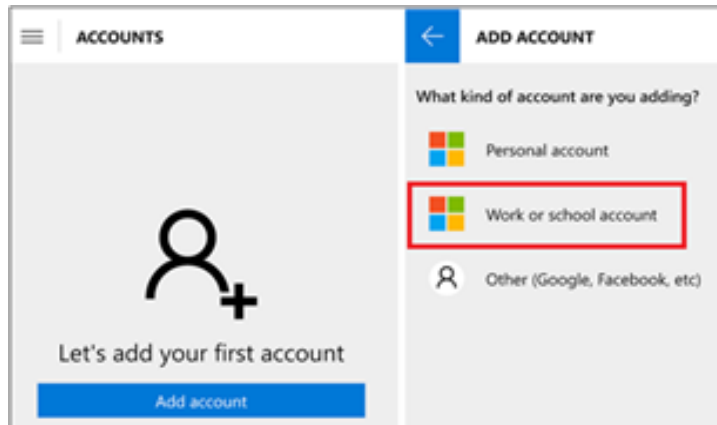


- Click Done to finish the setup and close the browser session.

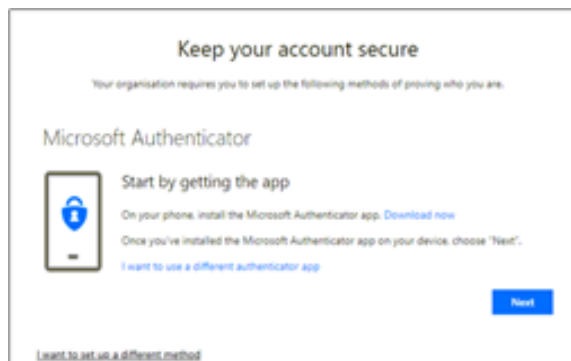


## **OPTION 3 – Setting up the Microsoft Authenticator App method**

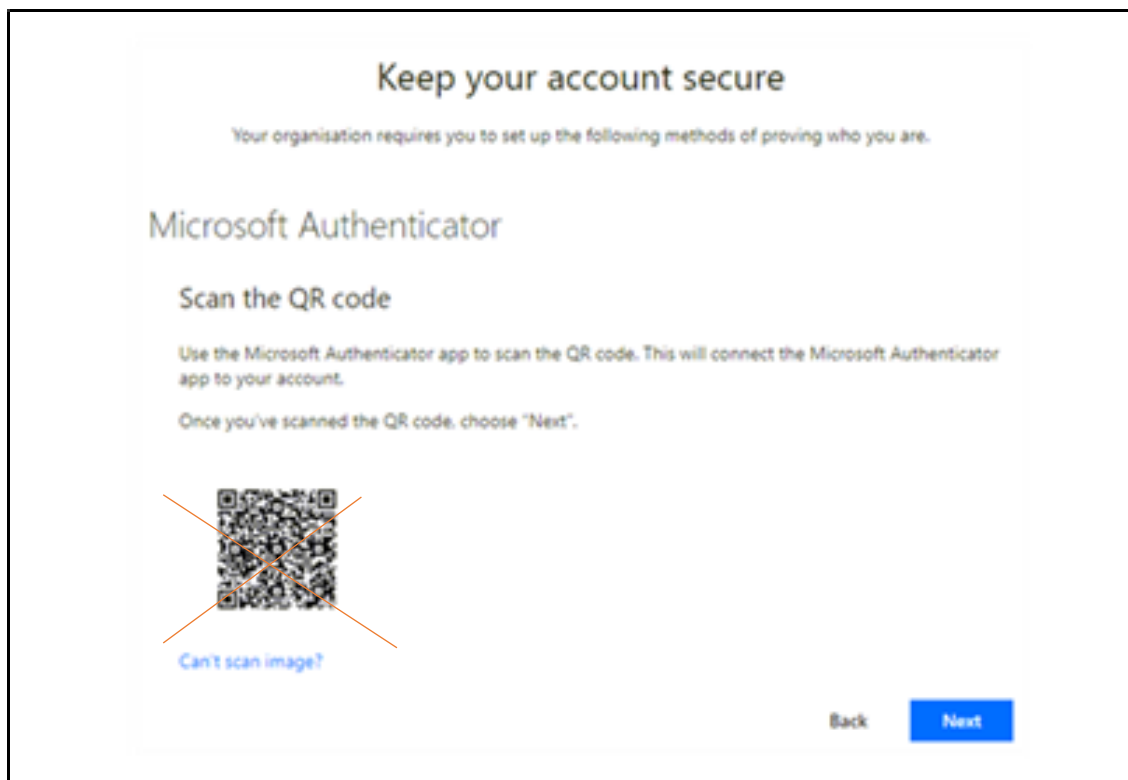
- To install the **Microsoft Authenticator App**, you will need to download this app from either the App Store or Google Play Store before you can proceed:
- Once you have downloaded the App, you will then be prompted to choose the type of account. Please choose **Work** or **School account**:



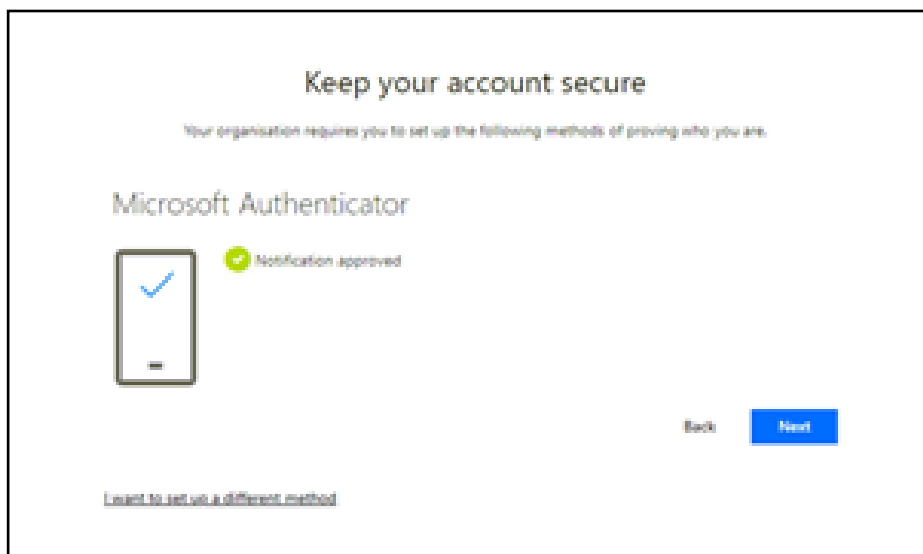
- You will then be prompted for a QR Code:
- From a web browser on your computer go to: <https://aka.ms/mfasetup>
- **Click next** to continue



- Please use your phone's camera to **scan the QR code displayed on your computer screen not the code on this document**.
- Once you have done so, you will then receive a notification on your phone to approve the application.



- Once you approve the application, the screen will then change:
- Click Next and close your browser session.



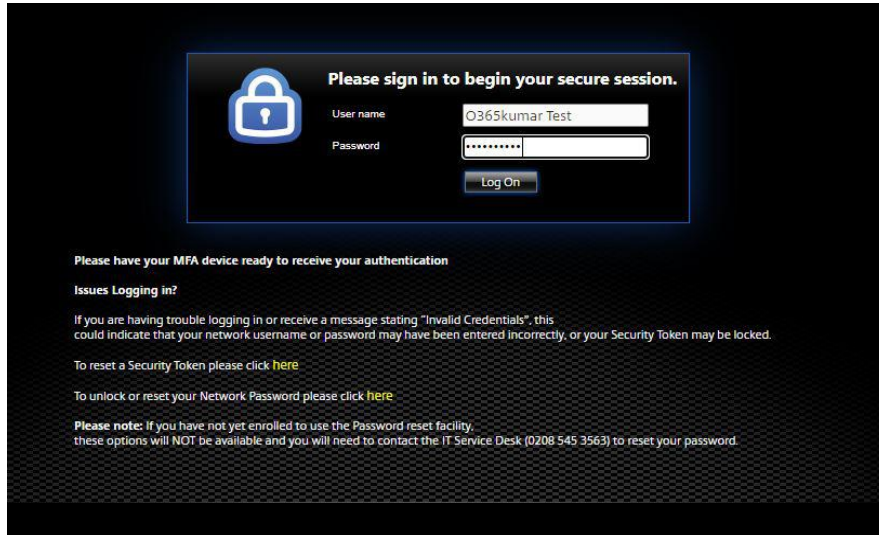
If you have any issues, please email [mfasetup@merton.gov.uk](mailto:mfasetup@merton.gov.uk).

Should you encounter any problems, please **DO NOT** contact the IT Service Desk. We will endeavour to contact you as soon as possible.

# Accessing the Merton network remotely

Ensure you have your MFA registered device to hand before attempting to sign in.

- From a web browser go to <https://mfa.merton.gov.uk>
- Enter your network user name and password and press Log On



Please sign in to begin your secure session.

User name

Password

Log On

Please have your MFA device ready to receive your authentication

Issues Logging in?

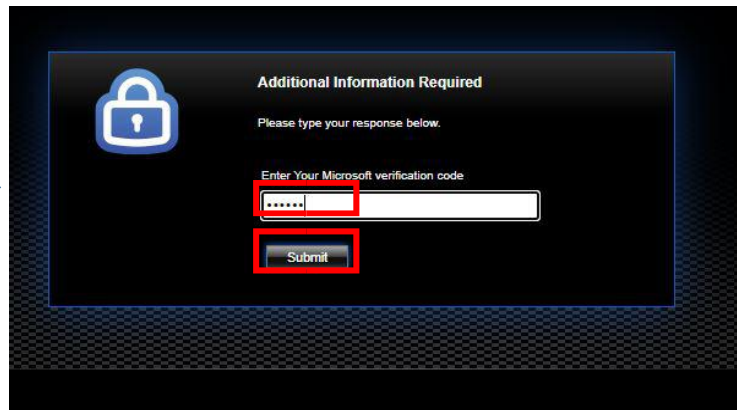
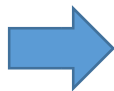
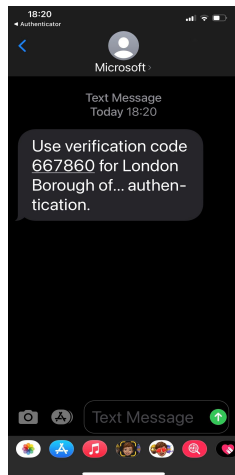
If you are having trouble logging in or receive a message stating "Invalid Credentials", this could indicate that your network username or password may have been entered incorrectly, or your Security Token may be locked.

To reset a Security Token please click [here](#)

To unlock or reset your Network Password please click [here](#)

Please note: If you have not yet enrolled to use the Password reset facility, these options will NOT be available and you will need to contact the IT Service Desk (0208 545 3563) to reset your password.

- If you have registered your mobile phone to receive a text code then you will receive a code from Microsoft. Enter this code into the screen below and click Submit



Additional Information Required

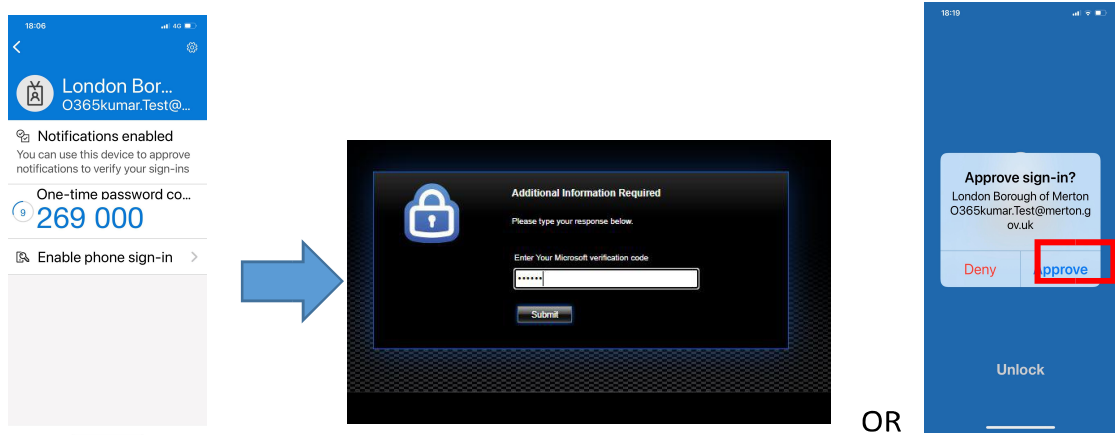
Please type your response below.

Enter Your Microsoft verification code

Submit

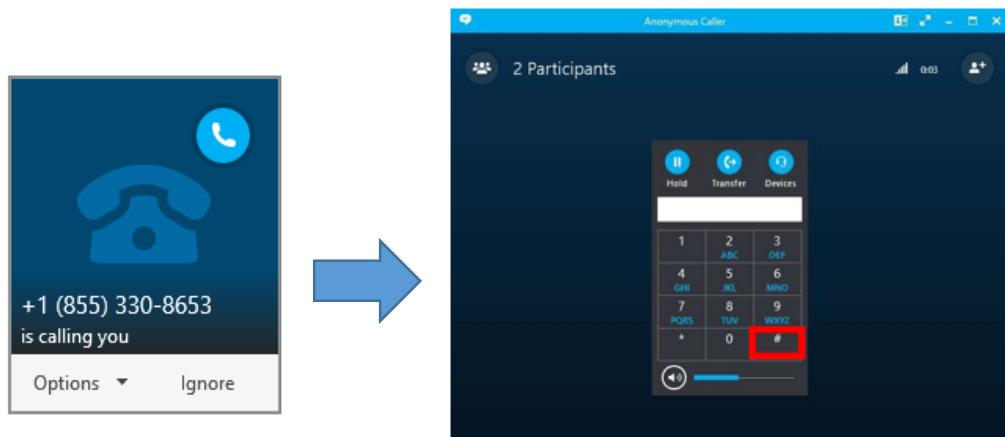
If you have registered using the Microsoft authenticator app:

- Open the app and enter the one time passcode on the screen. If you receive an approve prompt then click approve



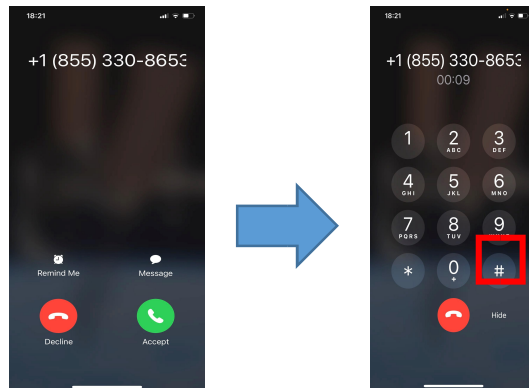
If you have registered your office phone (Merton Laptops Only)

- To receive the code, you will receive a call via skype
- Answer the call and press the # key to verify



## If you have registered your mobile phone to receive a call

- You will receive a call from Microsoft on your mobile
- Answer the call and press the # key on the keypad to verify



## Troubleshooting:

If you are having problems logging into the Merton Gateway, and you receive a message stating 'invalid credentials' - this normally means that your network account is locked. Follow the links on the page for assistance in unlocking your account or your security token.

If you are experiencing additional problems and/or certain error messages, such as:

- A message stating "Cannot connect to Xenapp..."
- You cannot see the option/screen for Own Device Desktop  
A message stating: "A Citrix plug-in is missing..." or, any other error Citrix related messages:

Then this normally means you will need to re-install the Citrix Workspace App. Perform the usual steps to uninstall software from your own computer, and uninstall the Citrix Workspace App. You will then need to repeat the steps from page 1 of this document to install the Citrix Workspace App again.

## Additional Help:

If after you have successfully installed the Citrix Workspace App, you are having problems logging into the Merton Gateway then please contact the IT Service Desk at Merton (Tel: 020 8545 3563 – Monday to Friday 8am to 6pm).

Note: For staff using their own devices, we are not able to offer help with the installation of the Citrix software, we can only assist with the connection or logon to the Netscaler gateway.

Important: The IT Service Desk is only able to assist you with your connection to the Merton Netscaler Gateway, but we are not able to assist with technical problems related to your own personal computer or software. Additionally, we also ask that staff do not attempt to bring their personal computers/laptops into the IT Service Desk for technical support, as the current IT Support policy forbids us from providing technical support your own hardware or software.