

This guide provides basic information on the remote access client, Citrix.

What It Is

Citrix is the tool employees use to access CROSSMARK systems when using a non-CROSSMARK or non-compatible computer or network.

When to Use It

If you have had trouble accessing a CROSSMARK system, site, or application and one or more of the following situations apply to you, you should try again using Citrix.

1. *Using a computer that was not provided by CROSSMARK.*
2. *Using an internet connection that is not provided by CROSSMARK.*
3. *Connected to a network that is not operated by CROSSMARK.*
4. *Using an un-supported web browser. CROSSMARK systems are compatible with Internet Explorer. Other web browsers may encounter issues using certain systems, sites, or applications.*
5. *Working from home, a coffee shop, hotel, on the road, at a non-CROSSMARK office, etc.*

How to Use It

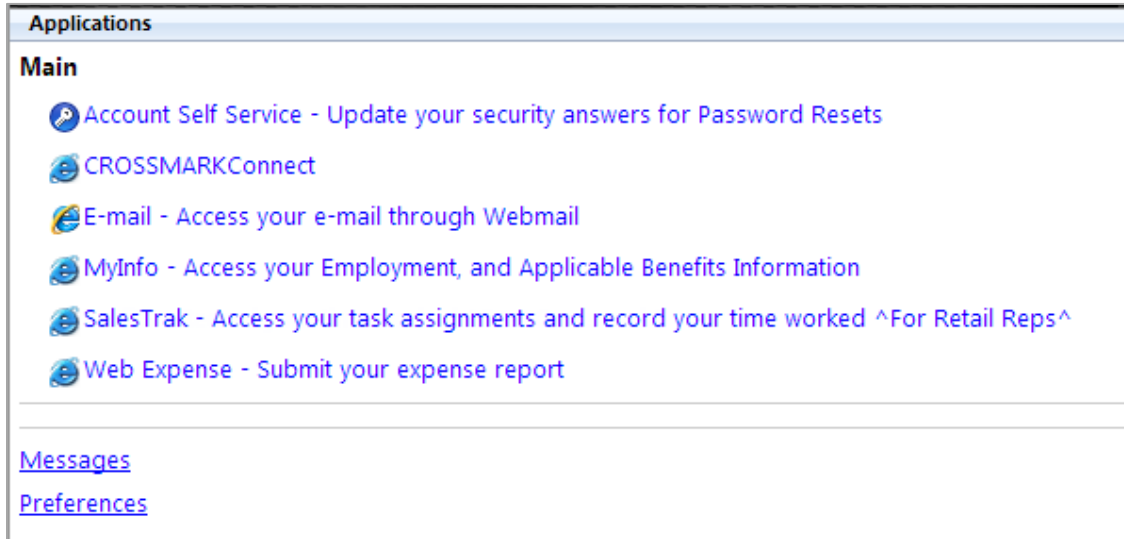
ACCESSING CITRIX

1. Go to <http://www.crossmark.com/crossmarkconnect/>
2. Scroll down and click Remote Access.
3. If you are using **your OWN computer**:
 - a. Click the correct button to launch.
 - i. If it is your first time using Citrix, click the **RED** button. Follow the instructions.
 - ii. If it is not your first time, click the **BLUE** button that applies to you.
 - b. Login using your usual company username and password.
4. If you are using **a SHARED computer**:
 - a. Click the **GREEN** button. This will allow you to use Citrix without installing anything on the computer.

USING CITRIX

After you've logged in and Citrix has finished loading, you will see a menu similar to the one below.

Simply click the link for the application or system you wish to use. The application will launch inside your browser but will otherwise look and operate as normal.



Good to Knows

CLOSING YOUR BROWSER

The applications and systems accessed with Citrix launch INSIDE your Citrix browser and not in an independent window. This means if you close your Citrix browser, you are also closing the system or application you are using. You will need to open a new web browser and repeat the steps to access Citrix in order to re-open the system or application you were using.

MENU OPTIONS

Many of the items on the menu appear by DEFAULT. They may not all apply to you. Be aware of this if you see something that seems out of place or confusing. If it doesn't apply to you, simply disregard it.

Likewise, your menu may include additional items that do not appear in the above menu because they are unique to you or your team. If your menu does not match the above menu exactly, do not worry.