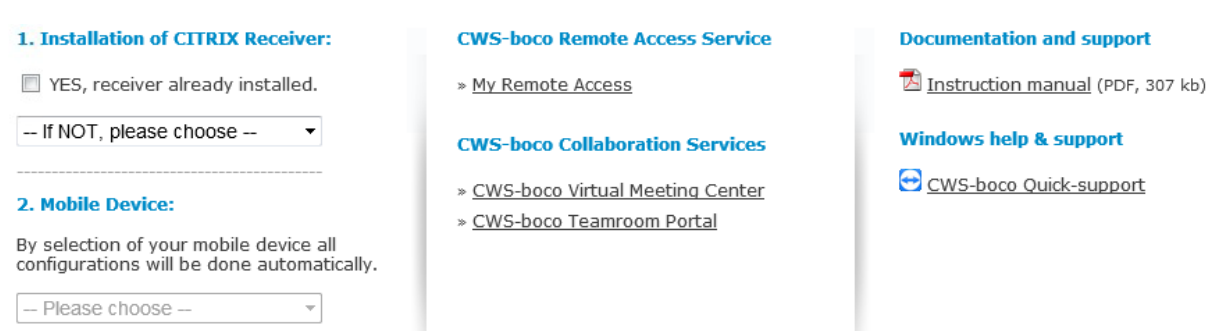


**How to use the features on this site:**

You can choose your language right above.



On this site you have 3 parts with its functions.

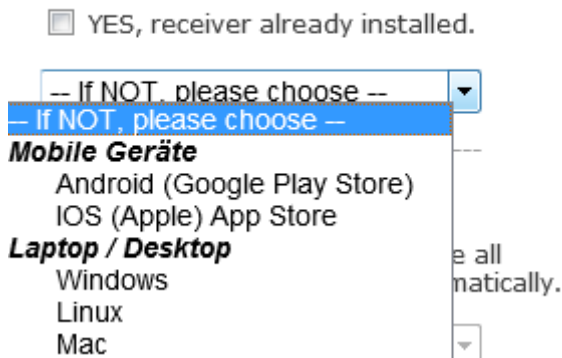


**On the left part: Receiver installation and configuration**

Installation of CITRIX Receiver:

If you have a new Device (or a device which have no Receiver installed), choose your device:

**1. Installation of CITRIX Receiver:**



After your selection the system will open a link to the installation source. Please follow the installation instructions of this site (download/installation/App installation).

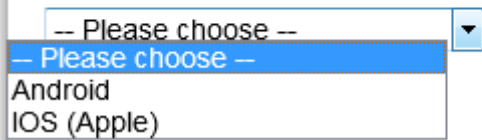
If you have installed an app on your mobile device, you can auto configure it over the point 2. Therefore you must check the point above “YES, receiver already installed.

YES, receiver already installed.

Then you can select your device type.

## 2. Mobile Device:

By selection of your mobile device all configurations will be done automatically.



A screenshot of a web form showing a dropdown menu for selecting a mobile device. The dropdown is currently open, displaying three options: "-- Please choose --", "Android", and "IOS (Apple)". The first option is highlighted in blue.

After your selection the system makes a call to the device with all the settings, that the receiver needs to connect you to your Citrix environment.

### In the middle part: Access to your services

#### CWS-boco Remote Access Service

##### » [My Remote Access](#)

With “My Remote Access” you reach your Citrix environment through your Browser of your Notebook or PC.

### On the right part: Support

Every Country will provide and expand the Documentation.

#### Documentation and support

 [Instruction manual](#) (PDF, 307 kb)

For a remote support through the CIS Service desk you must use “Windows help & support”.

#### Windows help & support

 [CWS-boco Quick-support](#)