

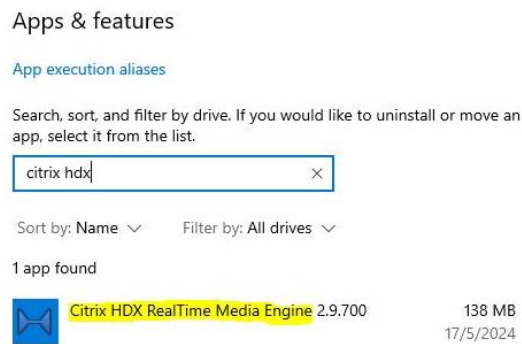
MyDesk Home Installation Guide (Windows Users)

Supported Authentication options for CS Staff

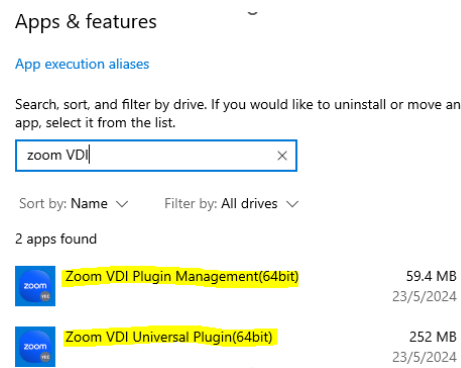
Option 1	UBS MobilePass AND Network Virtual Smart Card (NVSC) or Physical Smart Card
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Prerequisites

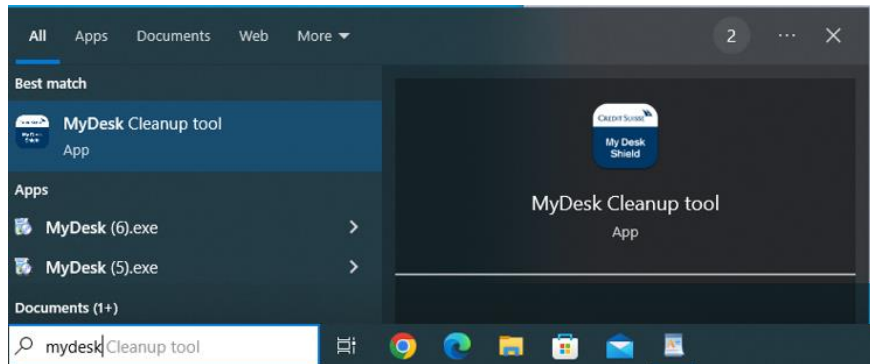
- Ensure you have a backup of your personal data on your home PC.
- Uninstall any version of HDX RealTime Media Engine for Microsoft Skype® for Business if you have it installed. You can do so from **Apps & Features** option in Windows.



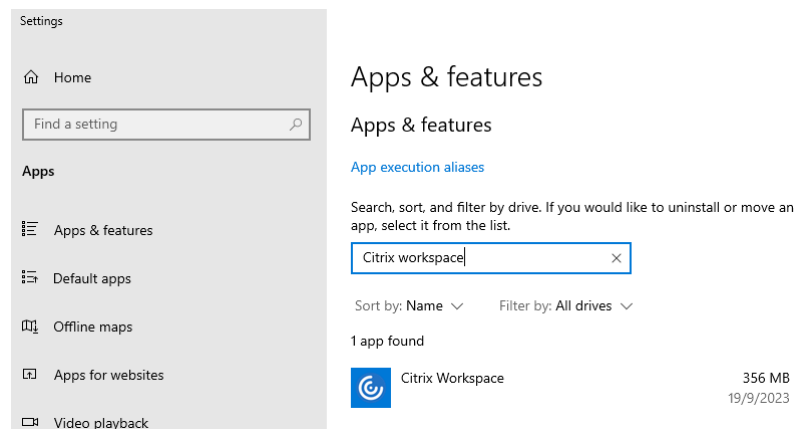
- Uninstall any version of ZoomVDI plugin if you have it installed. You may reinstall the ZoomVDI plugin after installing the new version of Citrix Workspace App. Only do so if you have been granted permissions to make or join Zoom calls.



- 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.



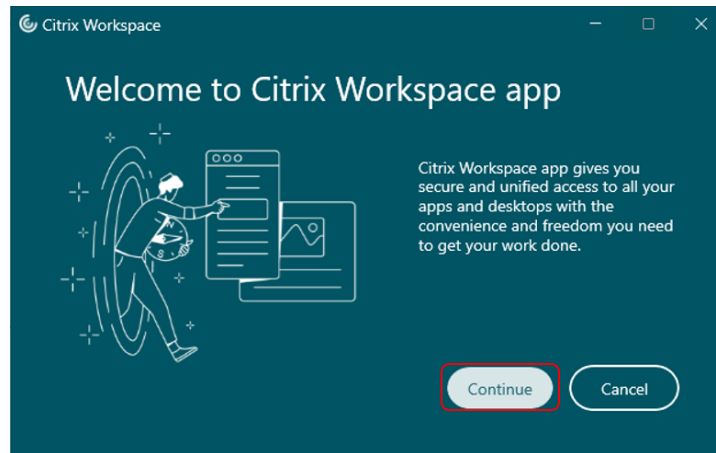
- If you are a **MyDesk Standard** user, you MUST remove *Citrix Workspace App* component from **Apps & Features** in Windows.



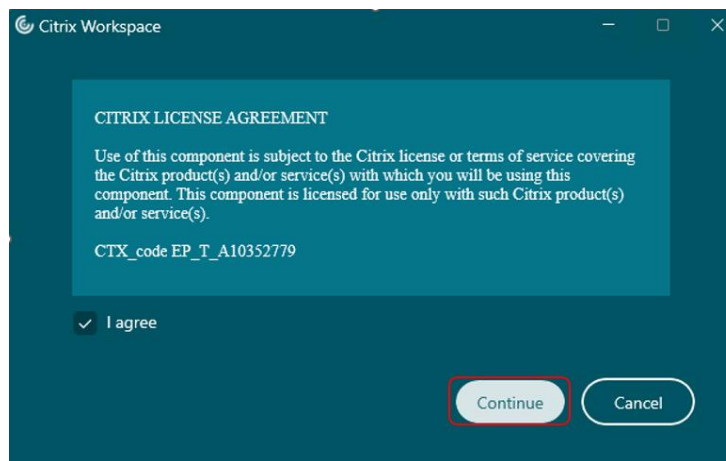
- Once the uninstallation process is finished, please reboot your computer.

Installing Citrix Workspace App

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



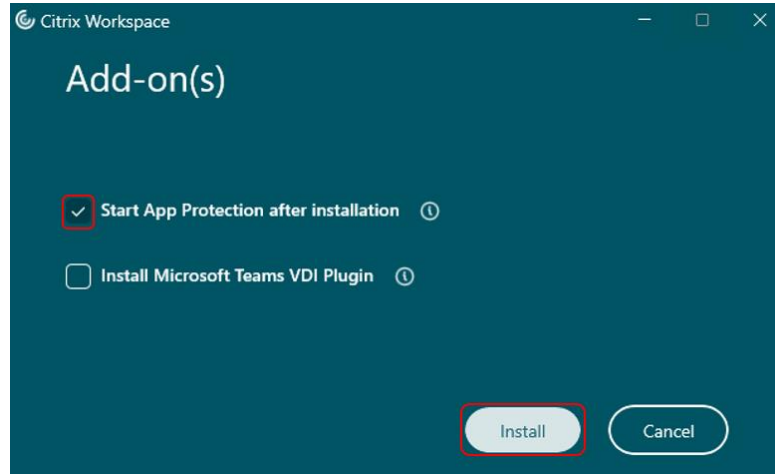
3. Click the checkbox labelled "I accept the license agreement" and then click the "Next" button



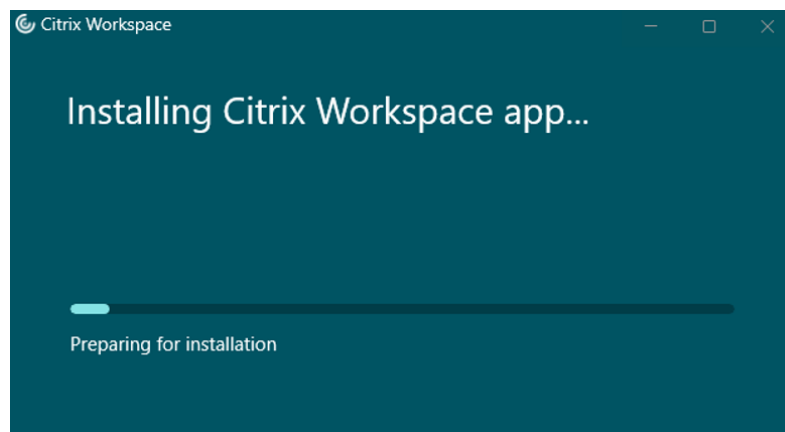
4. Ensure the check box labelled "**Start App Protection after installation**" is ticked and then click the "Install" button in the bottom-right corner of the window to proceed with the installation.

Note:

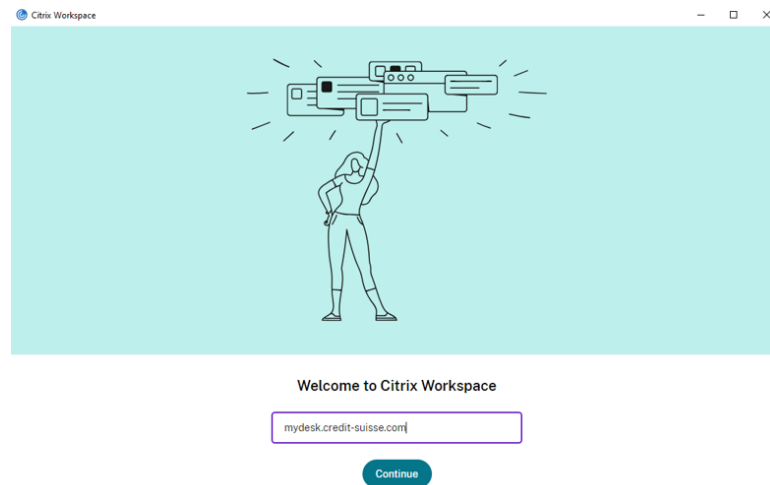
- These check boxes are only available during new installation.
- Please **DO NOT check the option labelled "Install Microsoft Teams VDI Plugin"** as this may cause intermittent connectivity issues with your CS Desktop.



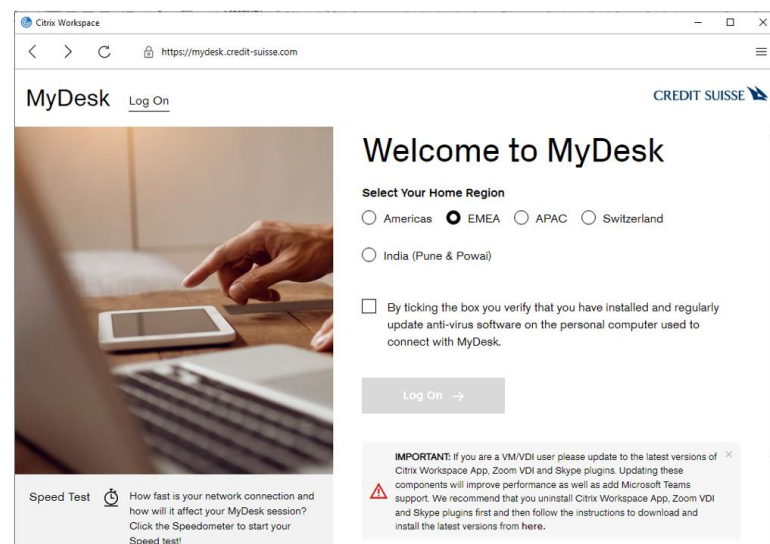
5. Please wait while the Citrix Workspace is being installed.



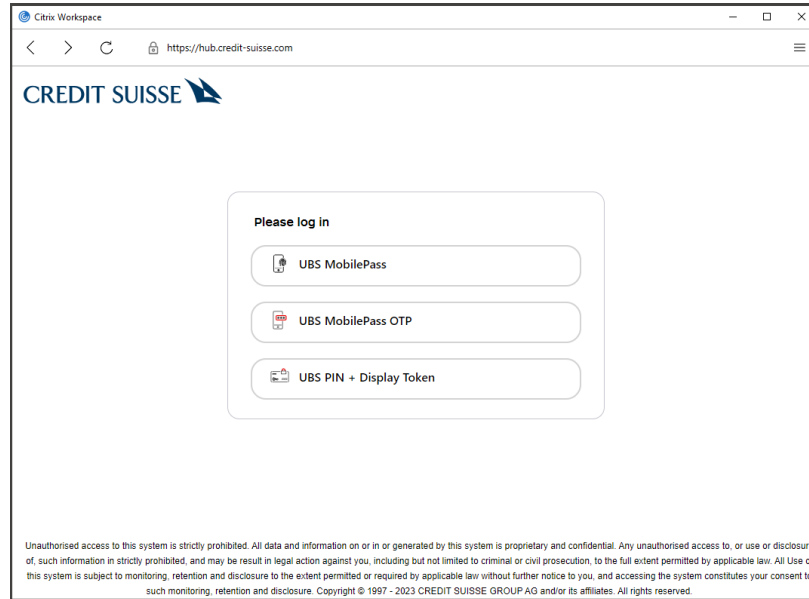
- When the option to add an account is displayed in the "Welcome to Citrix Workspace" window, type 'mydesk.credit-suisse.com' and click "Continue". If you are an existing user of UBS Remote Access, you will not be able to add the "mydesk.credit-suisse.com" account into Citrix Workspace App due to restrictions imposed by Citrix. Delete the ubs.com entry and then add "mydesk.credit-suisse.com". A link will be published in future to allow you to access UBS Remote Access. In the meantime, if you need to use the UBS Remote Access portal you will need to delete "mydesk.credit-suisse.com" and then add "ubs.com"



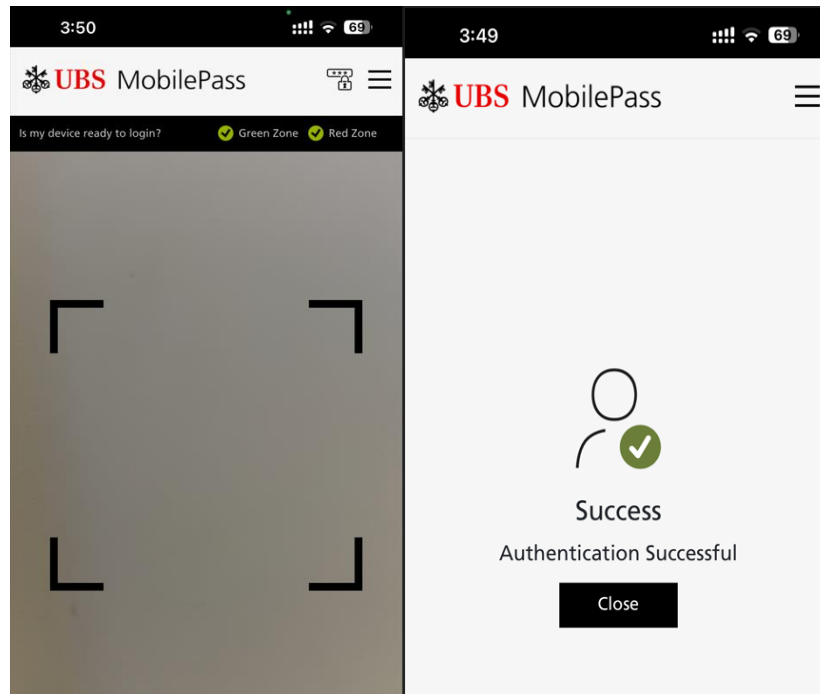
Credit Suisse MyDesk Landing page will be displayed in the Citrix Workspace App. Select the region closest to you and click Log On.



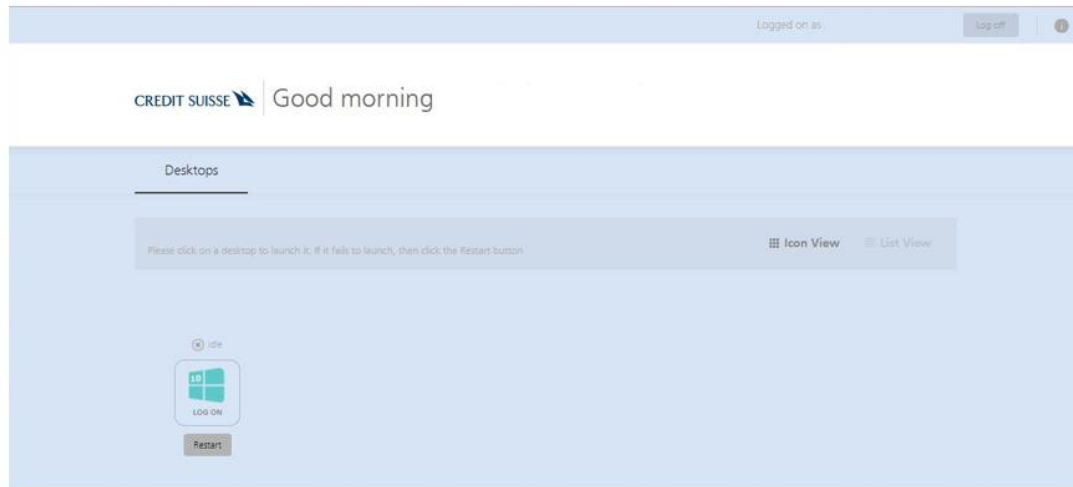
7. Select the MobilePass authentication method that you want to use.



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



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



10. For subsequent logons, you can simply launch *Citrix Workspace App* from the Start Menu or System Tray.