

# INNOCISE

Precise Handling Solutions

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## HomeOffice-Setup

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## 1 General

The INNOCISE GmbH allows all employees to connect to the company's corporate HomeOffice environment. The aim of these guidelines is to set up your personal access to this environment. The setup requirements are:

1. Virtual workstation assigned by IT
2. Authenticator-App on your smartphone (Manual and QR-Code are provided by IT)
3. Windows, Mac, or Tablet Computer
4. Internetaccess (25 Mbit/s or faster)

To begin, ensure that your computer is properly connected to the Internet and that you've setup the SOPHOS Authenticator on your smartphone with the manual and QR-Code provided by IT. Open the browser of your choice and visit the following page:

<https://speedtest.innocise.com/>

Start the test by clicking on "Start". The test will now start automatically and the results will be displayed after successful completion. If the latency (ping) is below 100 ms and the achieved download speed is above 25 Mbit/s, as shown in the following figure, all requirements for a proper connection to the HomeOffice environment are met.

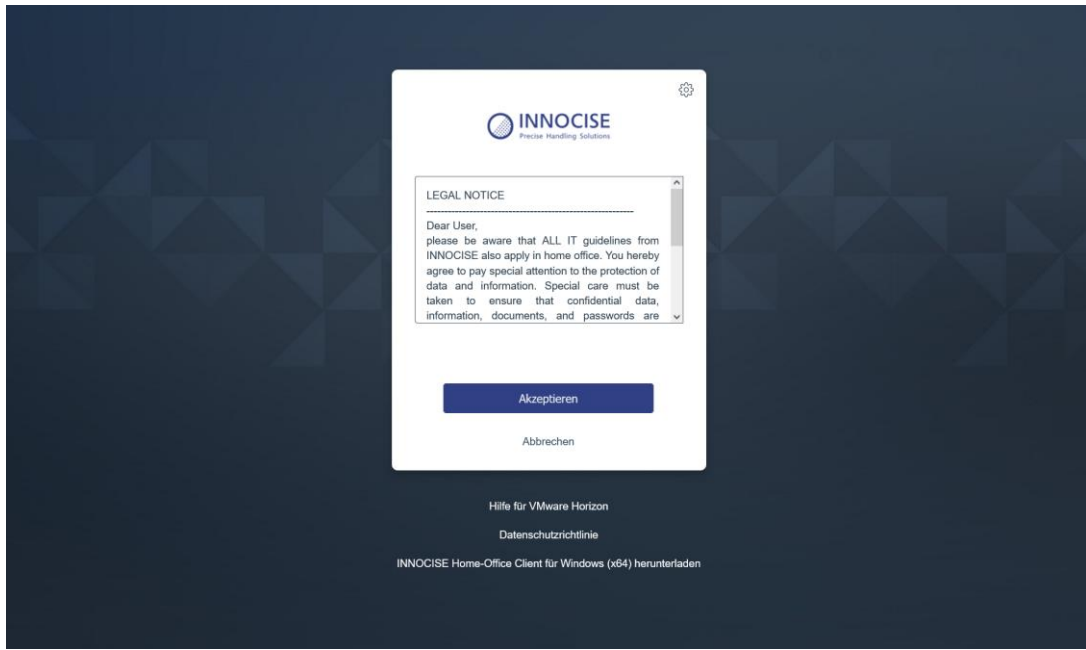


**IMPORTANT:**

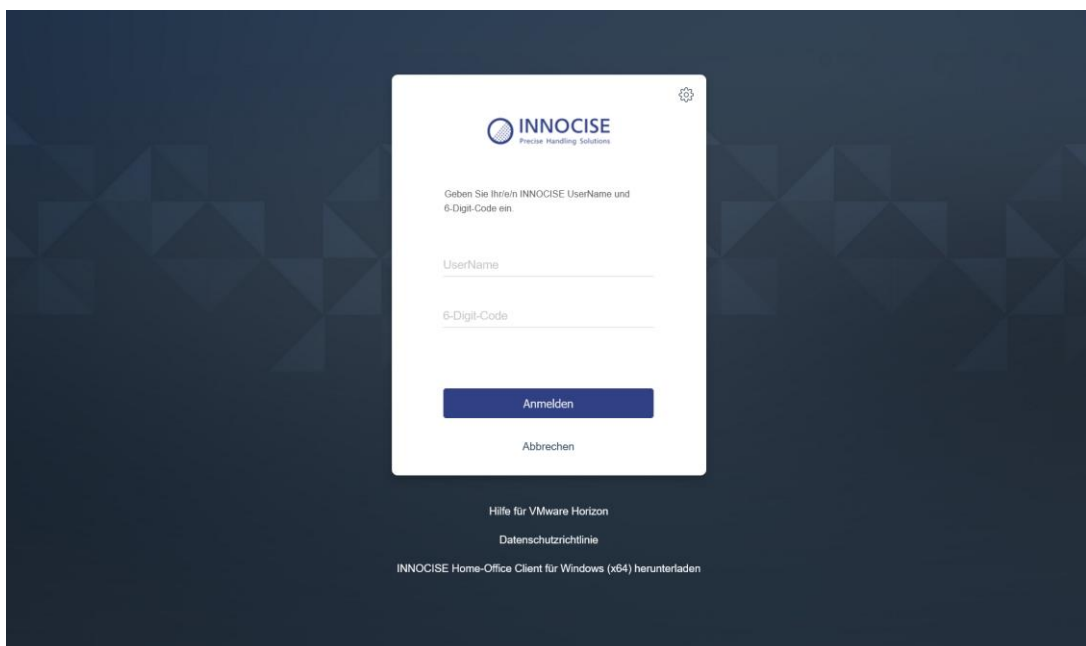
Please be aware that ALL IT guidelines from INNOCISE also apply in home office. You are therefore required to pay special attention to the protection of data and information. Special care must be taken to ensure that confidential data, information, documents, and passwords are protected in such a way that third parties - especially persons living in the same household - cannot gain any insight and/or access.

## 2 Horizon View Web

1. Open the Web-Browser of your choice (Chrome / Edge / Firefox)
2. Enter the following URL: <https://view.innocise.com/> and you will be presented with the Horizon View Web interface as shown here:



3. Read and accept the disclaimer.
4. Enter your username (without @innocise.com) and the 6-digit code from your authenticator-app (SOPHOS) into the designated fields shown here:

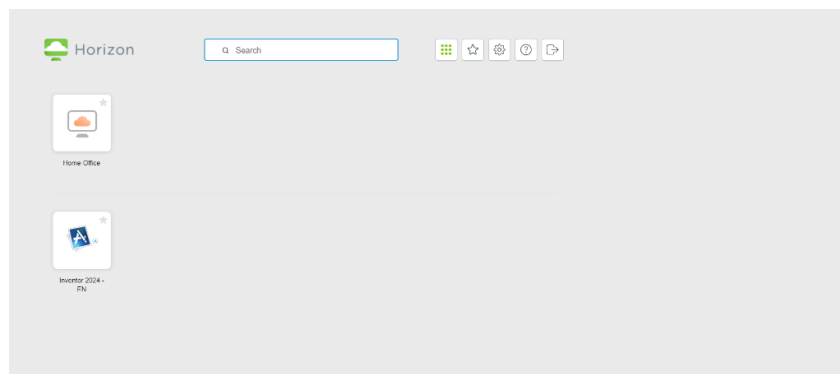


5. Click on the *Login* button

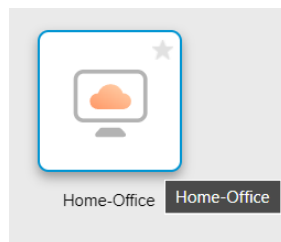
6. If the authentication is successful a new prompt will appear, where you have to enter your password (used to login to your computer) and click on the *Login* button again.

**IMPORTANT: Do NOT save any company related passwords!**

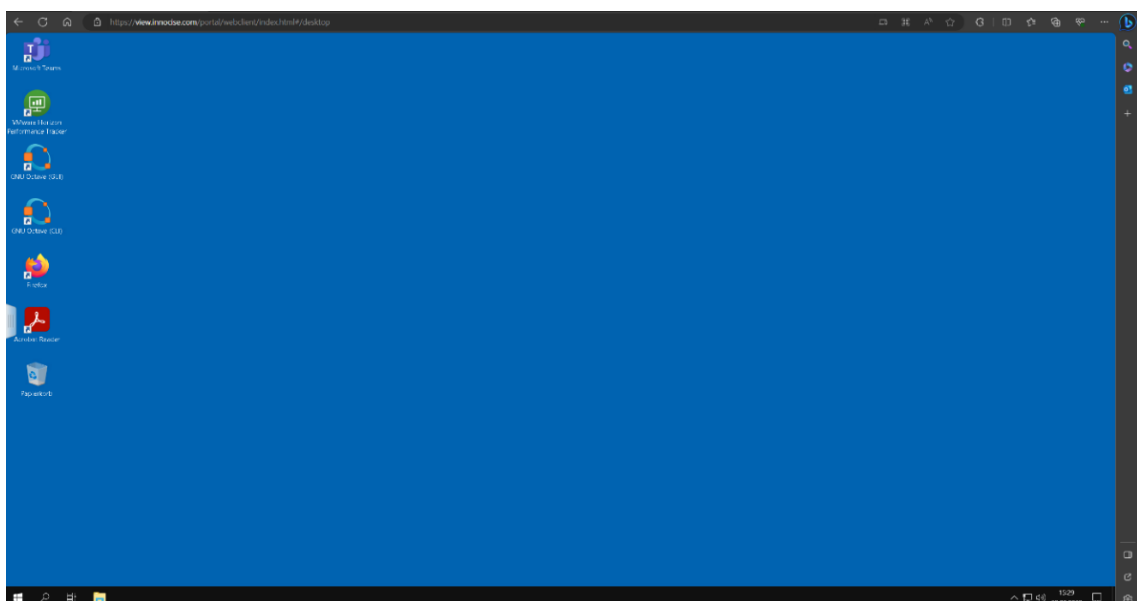
7. On successful login, a screen with all the applications and Home-Office will be loaded. For instance, the figure below shows direct access to Inventor and the Home-Office:



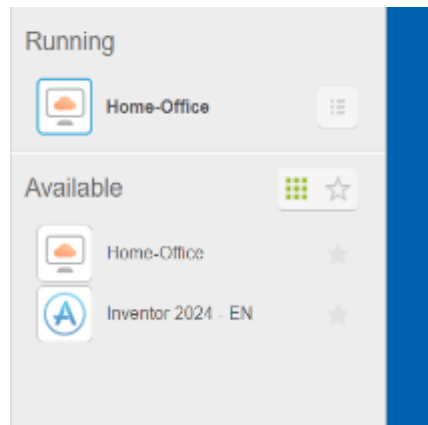
8. To connect to the Home-Office environment select "*Home-Office*" as shown here:



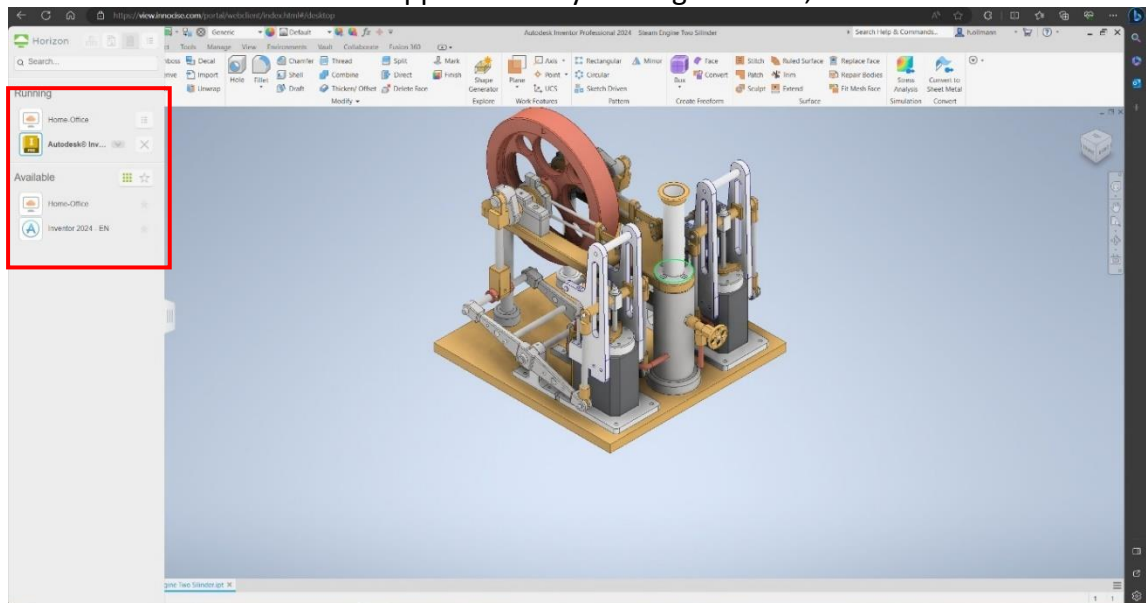
9. After a couple of seconds, you will be presented with a Home-Office session as shown here:



10. If you wish to launch a different application, simply click on the icon located on the left-hand side to access the menu. From there, you can select the desired application to open as demonstrated in the screenshot:

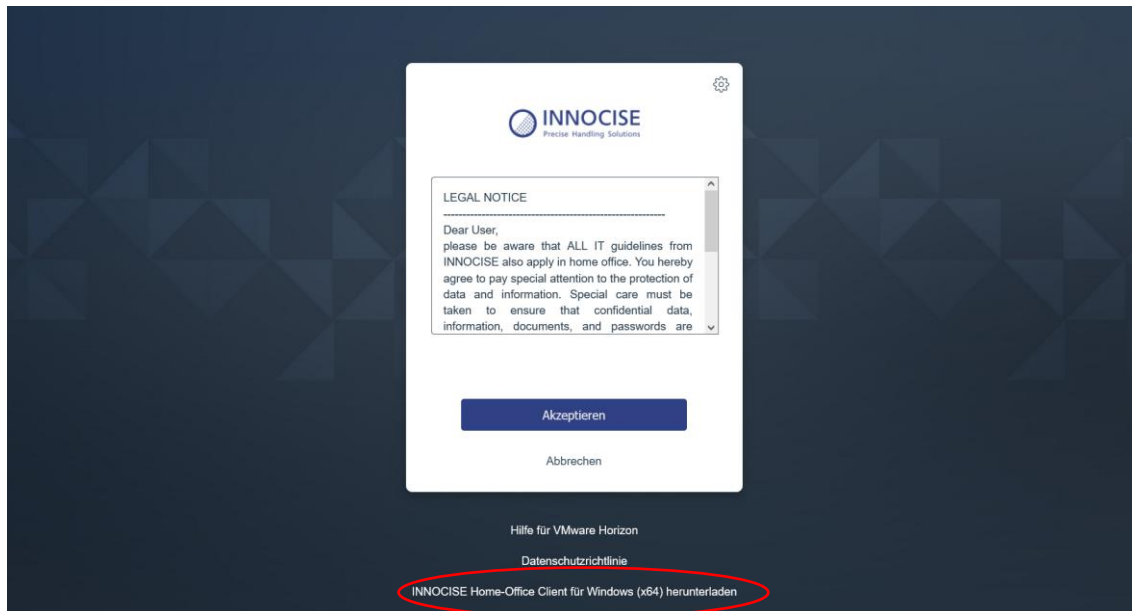


11. You can switch between the applications by clicking on them, as shown below:

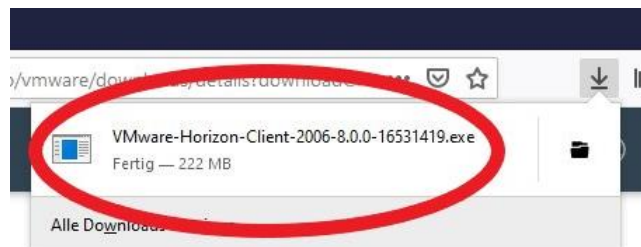


### 3 Horizon Client

1. Open the Web-Browser of your choice (Chrome / Edge / Firefox)
2. Enter the following URL: <https://view.innocise.com/> and you will be presented with the Horizon View Web interface as shown here:



3. Click on the marked link to download the Horizon-Client
4. After the download is completed, open the file and run it as shown here:



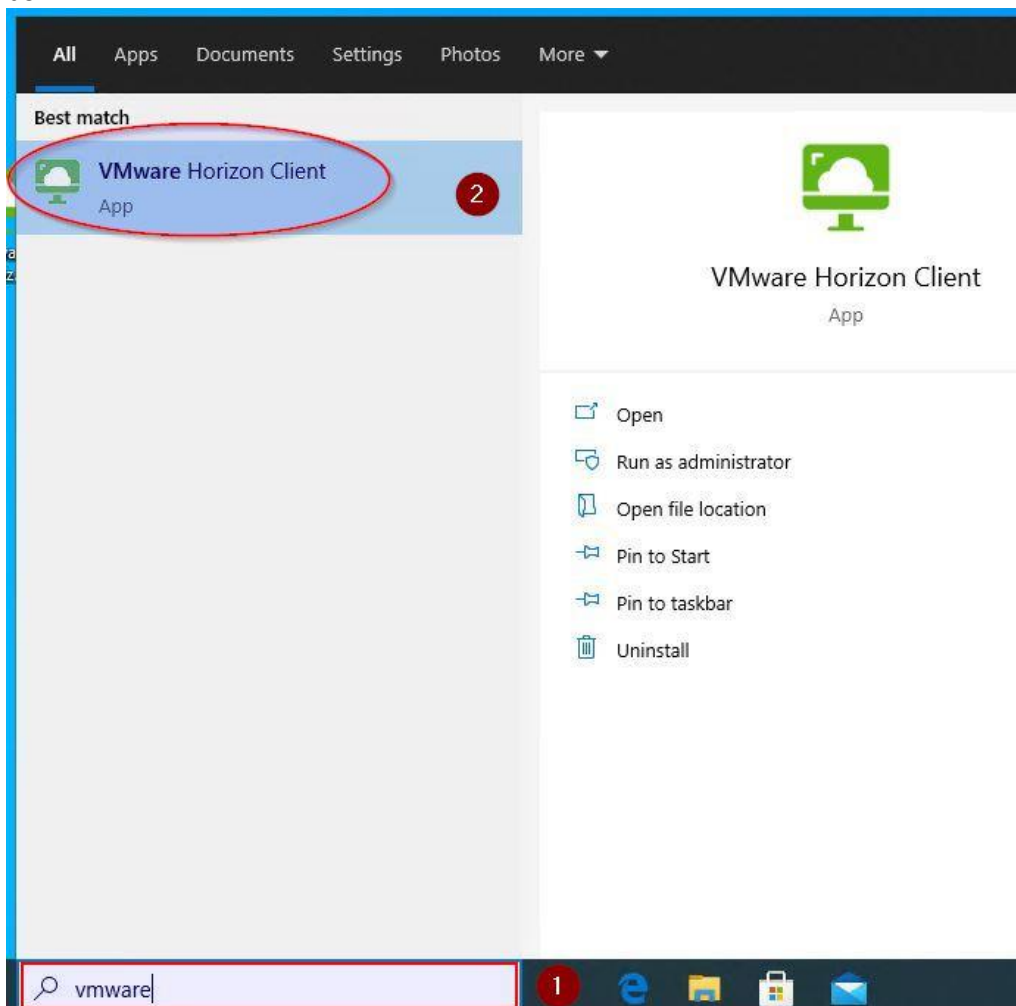
5. Confirm the security warning that may appear by clicking "Yes". Read the license and privacy terms and start the installation by clicking "Agree and Install".



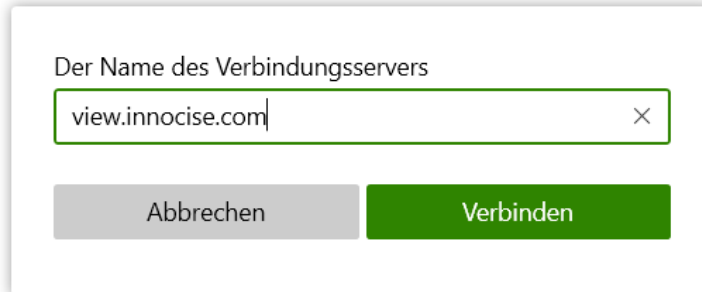
6. Complete the installation by clicking on *Finish* as shown below and confirm the restart request that may appear by clicking on *Yes*.



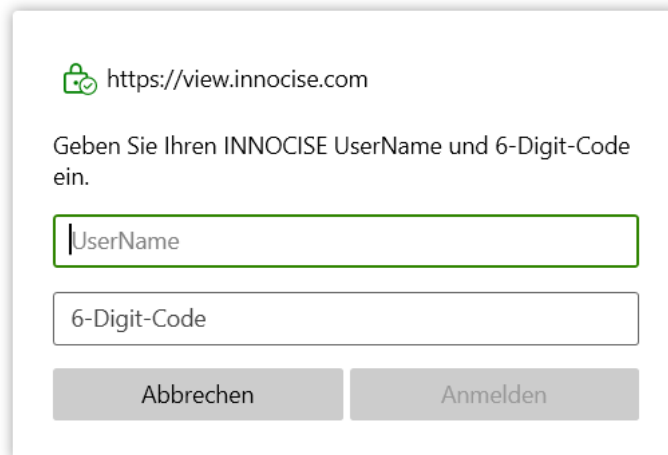
7. To start the initial setup up after the reboot, open the Start menu and search for "vmware" as shown below as 1. Open the VMware Horizon Client also shown below as 2:



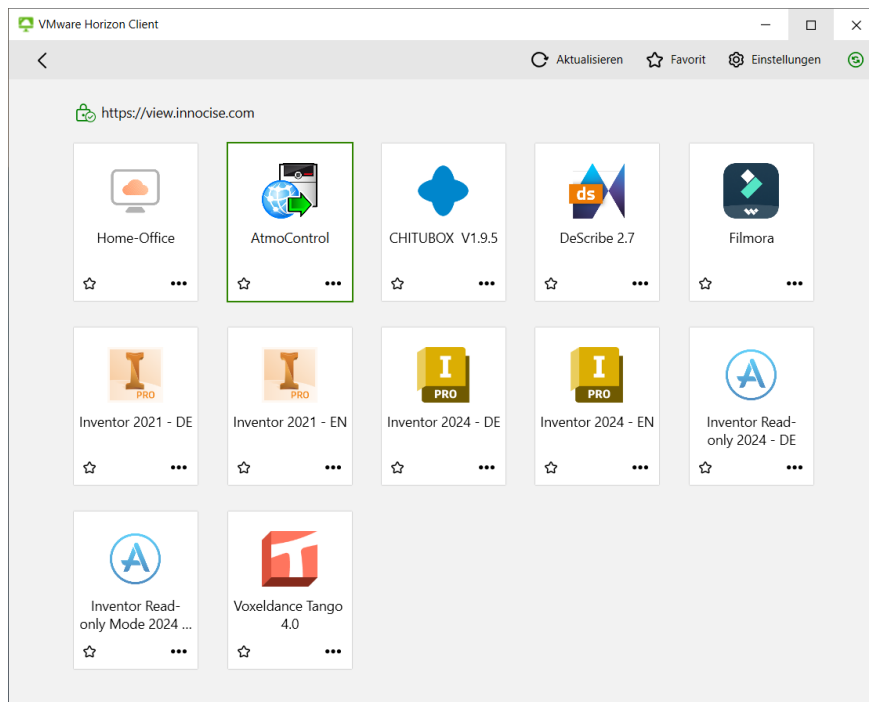
- In the VMWare Horizon Client window that opens, click *New Server*. Another small dialog window with an input field appears. Enter *view.innocise.com* and confirm the entry by clicking on "Connect" as shown here:



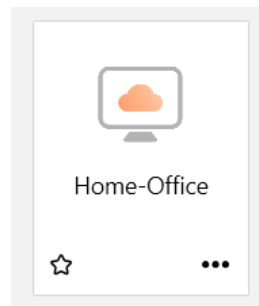
- After you've read and accepted the disclaimer you will be presented with the login-dialog.
- Enter your username (without @innocise.com) and the 6-digit code from your authenticator app (SOPHOS) into the designated fields shown here and click on *Login*:



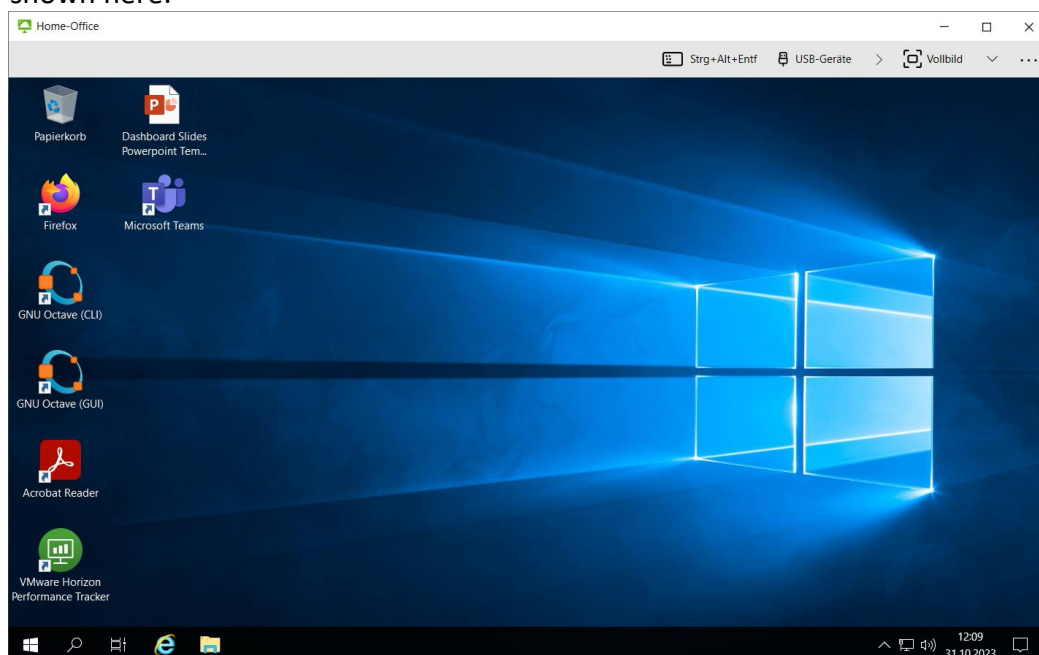
- If the authentication is successful, a new prompt will appear, where you enter your password (used to log in to your computer) and click on the *Login* button again.
- On successful login, a screen with all the applications and Home-Office will be loaded. For instance, the below screen shows direct access to Inventor and the Home-Office:



13. To connect to the Home-Office environment click on “Home-Office” as shown here:

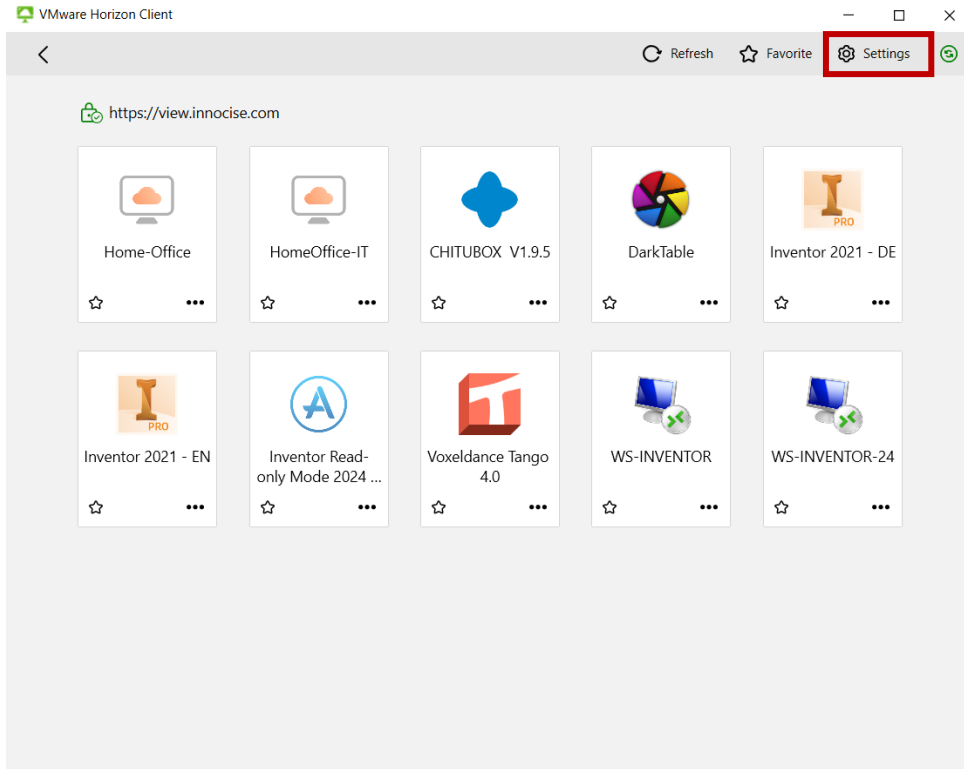


14. After a couple of seconds, you will be presented with a Home-Office session as shown here:

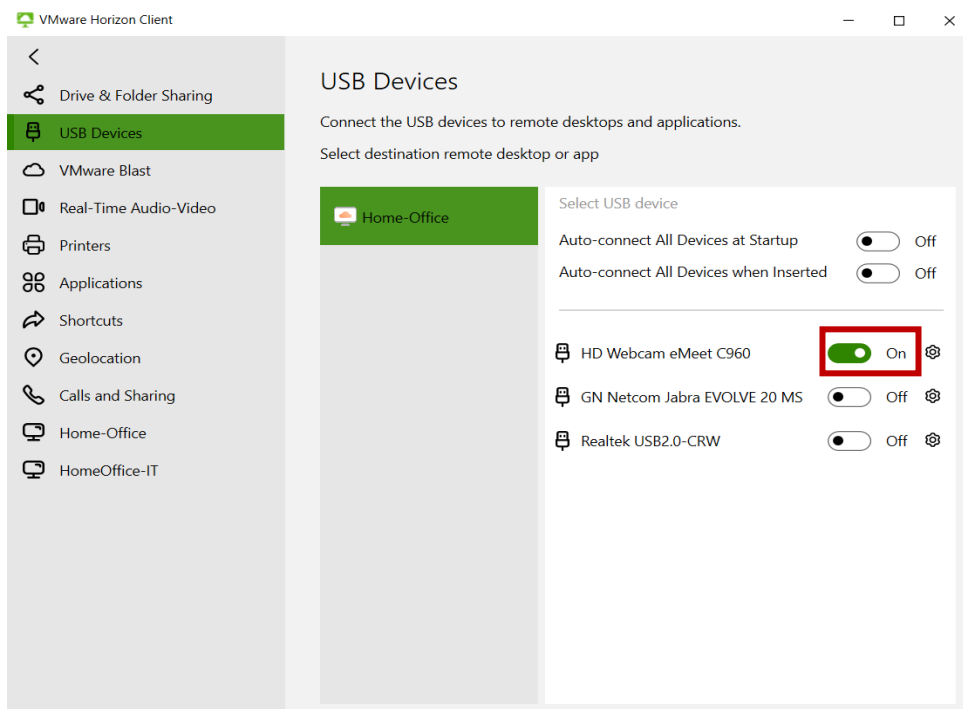


## 4 Add Headset to Home-Office

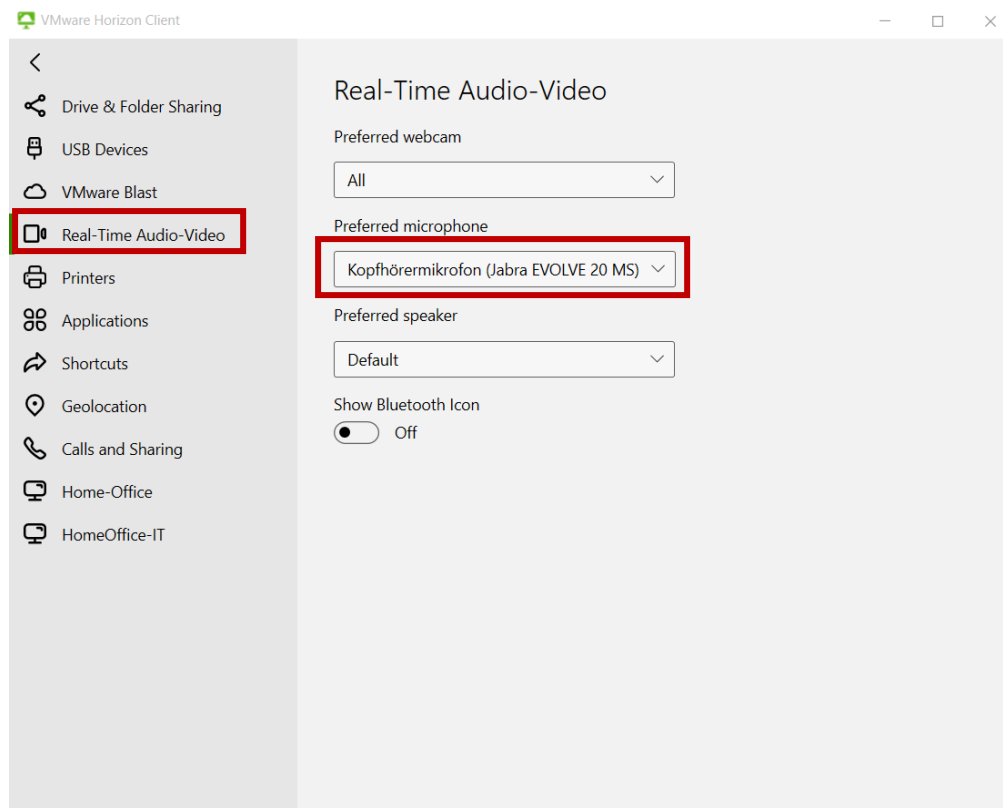
1. Open the previously installed VMware Horizon Client and click on *Settings*



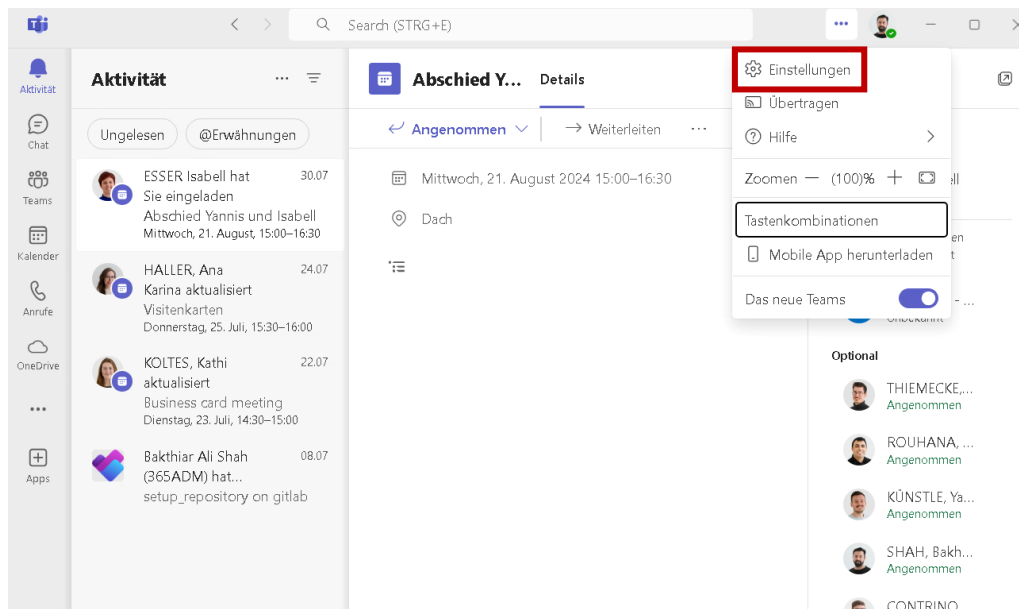
2. Click on *USB-Devices* and enable our webcam change the settings as shown below



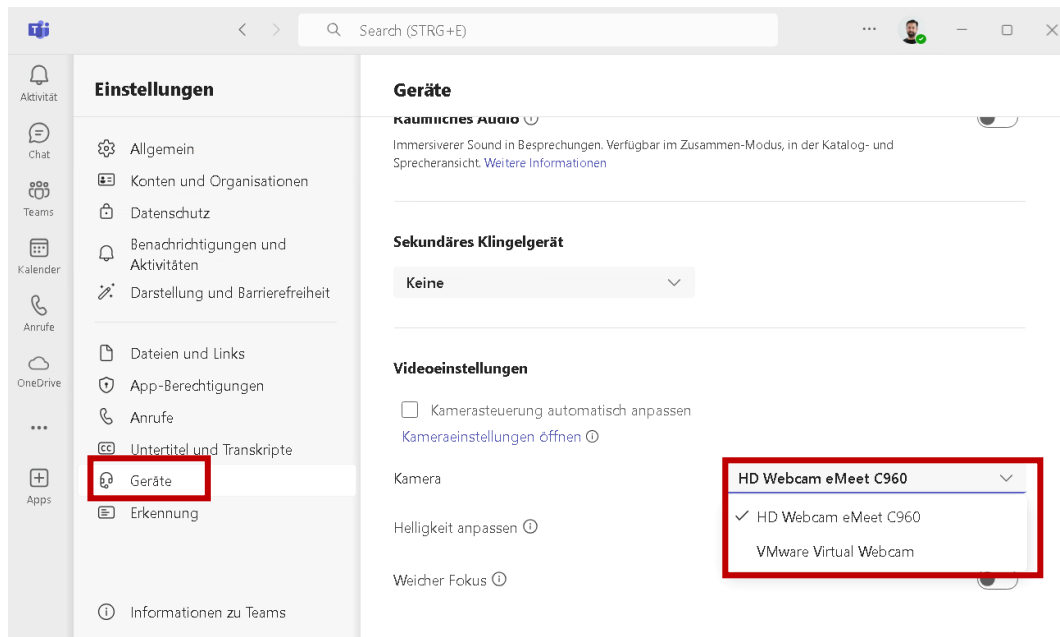
3. Click on *Real-Time Audio-Video* and select *Preferred microphone* and close the window



4. Launch MS Teams and navigate to the settings.to settings



5. Click on *Devices*, scroll down to *Video settings* and select your camera



6. Conduct a test call to ensure your camera and headset are functioning correctly

## 5 Horizon Client for mobile devices

You can also use your smartphone and tablet-computer to connect to the HomeOffice-environment.

1. Open the App-Store on your device and search for “VMware Horizon Client”.
2. Download and install the app with the following icon:



3. After the download and installation processes are completed, open the app by tapping on the icon shown above.
4. On the first start of the app you will be presented with a prompt to configure a new server. Enter *view.innocise.com* and confirm the entry by clicking on "Connect" as shown here:

[Abbrechen](#) Server einrichten

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**VMware Horizon**



[Verbinden](#)

5. After you read and accepted the disclaimer you will be presented with the login-dialog.
6. Enter your username (without @innocise.com) and the 6-digit code from your authenticator-app (SOPHOS) into the designated fields shown here and click on *Login*:

[Abbrechen](#)

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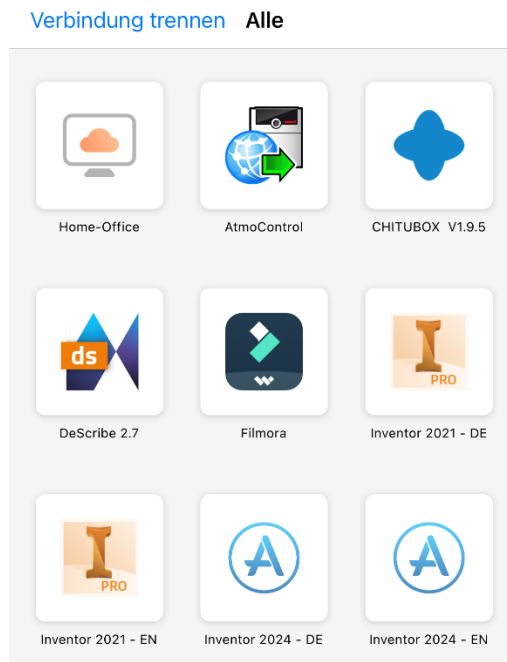
  
**VMware Horizon**

 <https://view.innocise.com> 

GEBEN SIE IHREN INNOCISE USERNAME  
UND 6-DIGIT-CODE EIN.

[Anmelden](#)

13. If the authentication is successful a new prompt will appear, were you have to enter your password (used to login to your computer and which is indicated by the word *Password* instead of *6-Digit-Code*) and click on the *Login* button again.
14. On successful login, a screen with all the applications and Home-Office will be loaded.



15. To connect for example to the Home-Office environment tap on “*Home-Office*”-icon.

## 6 Citrix Workspace for mobile devices (CRM and ERP)

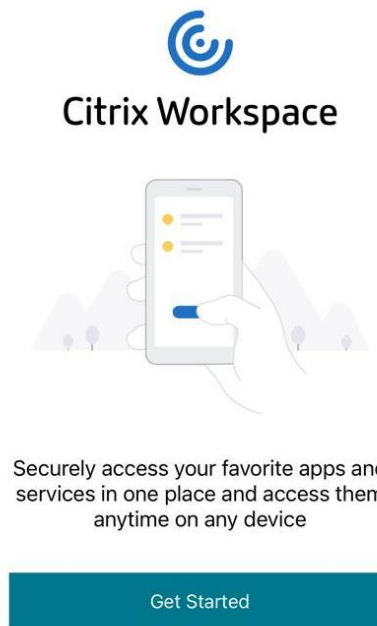
To facilitate the access to the company’s CRM and ERP systems outside the corporate network (e.g. during a trade show) you can use your smartphone and tablet-computer to connect to these services.

1. Open the App-Store on your device and search for “Citrix Workspace”.
2. Download and install the app with the following icon:

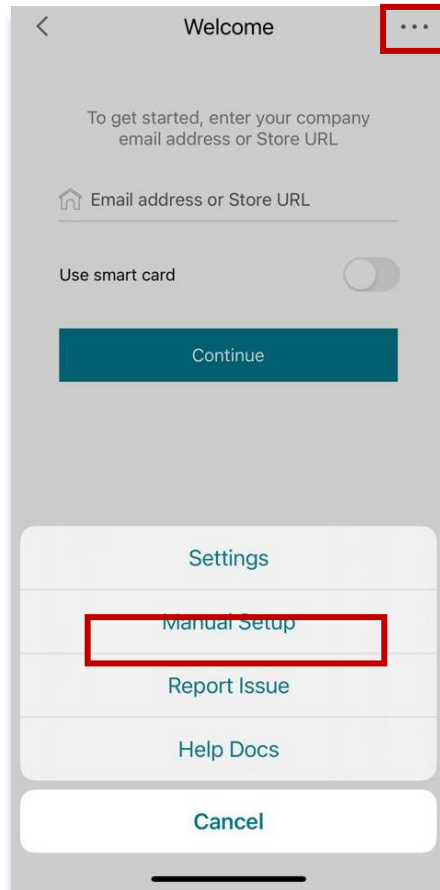


3. Open the app on your device and complete the “First steps” guide.

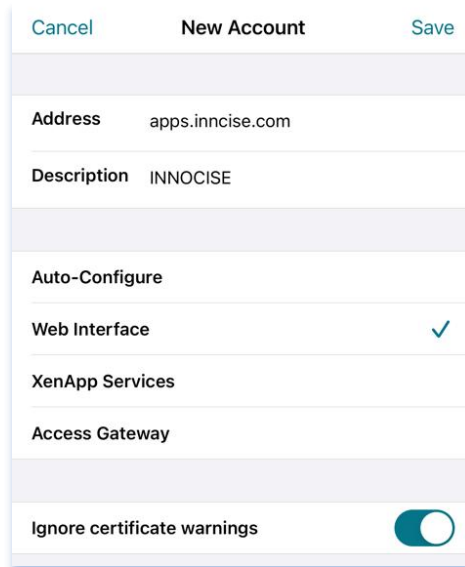
4. You will now be presented with a setup prompt:



5. Hit the **three dots** in the top right corner to display more options and select "**Manual setup**", as shown here:



- Set the Address to <https://apps.innocise.com> , enter a description, set the connection to **“Web Interface”** and disable **“Ignore Certificate Warnings”** as shown here:



Cancel      New Account      Save

Address    apps.innocise.com

Description    INNOCISE

Auto-Configure

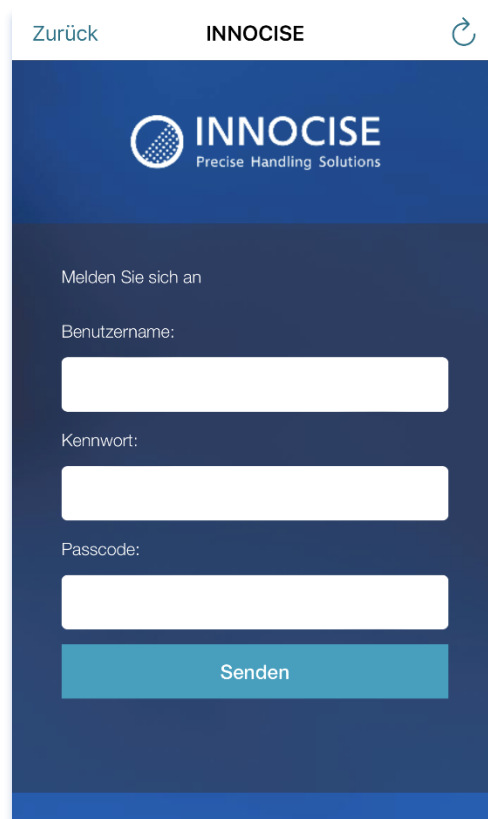
Web Interface      ✓

XenApp Services

Access Gateway

Ignore certificate warnings     

- Hit **“Save”**
- You will now be presented with the Login-Screen.



Zurück      INNOCISE      ↻

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Melden Sie sich an

Benutzername:

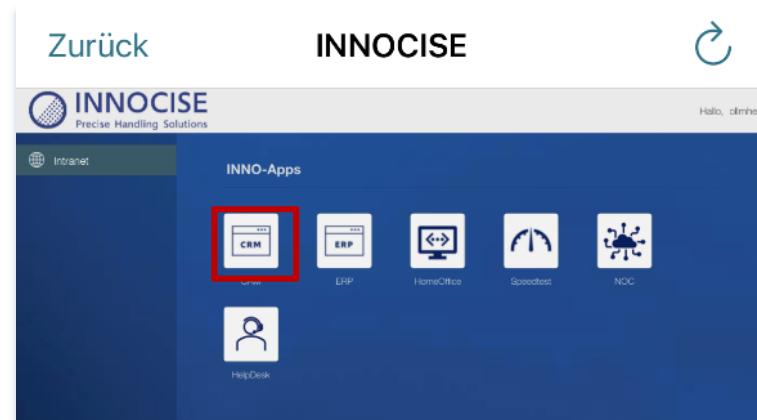
Kennwort:

Passcode:

Senden

- Enter your INNOCISE username (without @innocise.com) , Password (used to access your computer) and the 6-digit Code from your authenticator app (SOPHOS).

10. After successful authentication applications like the CRM can be launched by tapping on its icon on your mobile device as shown below:



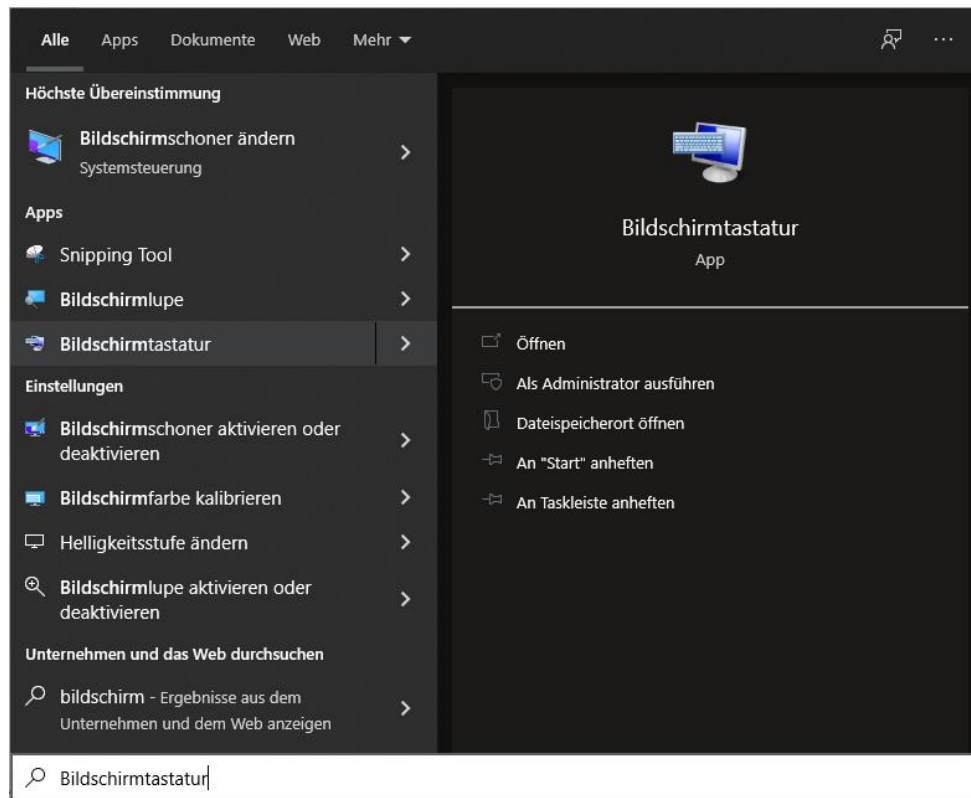
11. The INNOCISE-CRM is now accessible on your phone:



## 7 Appendix

### 7.1 How to change your password

To change the password for your user-account please hit the Ctrl + Alt + **End** Key on your Keyboard or open the display keyboard by opening the startmenu in the HomeOffice environment as shown here:



If you are using the display keyboard, please click Ctrl + Alt + **Del** instead of Ctrl + Alt + **End**

This will open a menu where you can select to change your password. To do so you must enter your current password first followed by typing your new password twice.

### 7.2 Password policies

Please keep in mind that your password must contain:

- > 10 characters
- Uppercase letters
- Lowercase letters
- Numbers
- Special characters (e.g. %, \$, ! ...)

and must **not** contain:

- Parts of your name or username
- Consecutive numbers (e.g. 123 or 654)
- Identical characters in a row (e.g. 222 or AAA)

After a period of 365 days your password expires and needs to be changed.

### 7.3 Session Collaboration for Horizon View

The goal of this feature is to expand the Horizon architecture to allow a user to share their remote session with colleagues quickly and simply. A how to guide can be found here:

<https://youtu.be/YGO1HpX87lc?t=87>



# INNOCISE

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In case of questions or problems, please contact our IT-staff:



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