

## Use of GW terminal services with iOS

Your contact for this topic is your local Service Desk or IT Support Service. If you have any problems with the setup, please contact these offices.

Make sure that you have working VPN access data.  
You can obtain this data from your Service Desk.

Illustrations are device-independent. The image may vary depending on the device and its screen size/resolution. This documentation is based on the example of the iPad, the procedure for the iPhone is the same.

In order to establish a connection to the terminal server, the required application must first be installed on the device.

The application can be downloaded free of charge from iTunes or directly from the App Store

## Important information

Do not press the home button when you are connected to a session, otherwise you will be disconnected from the system and may receive another session when you log in again. This can result in data loss.

Switching between the individual apps and a connected TSE session is not possible due to restrictions in iOS.

Always log off from the system using the buttons in the start menu and end the session using the buttons provided for this purpose in the app.

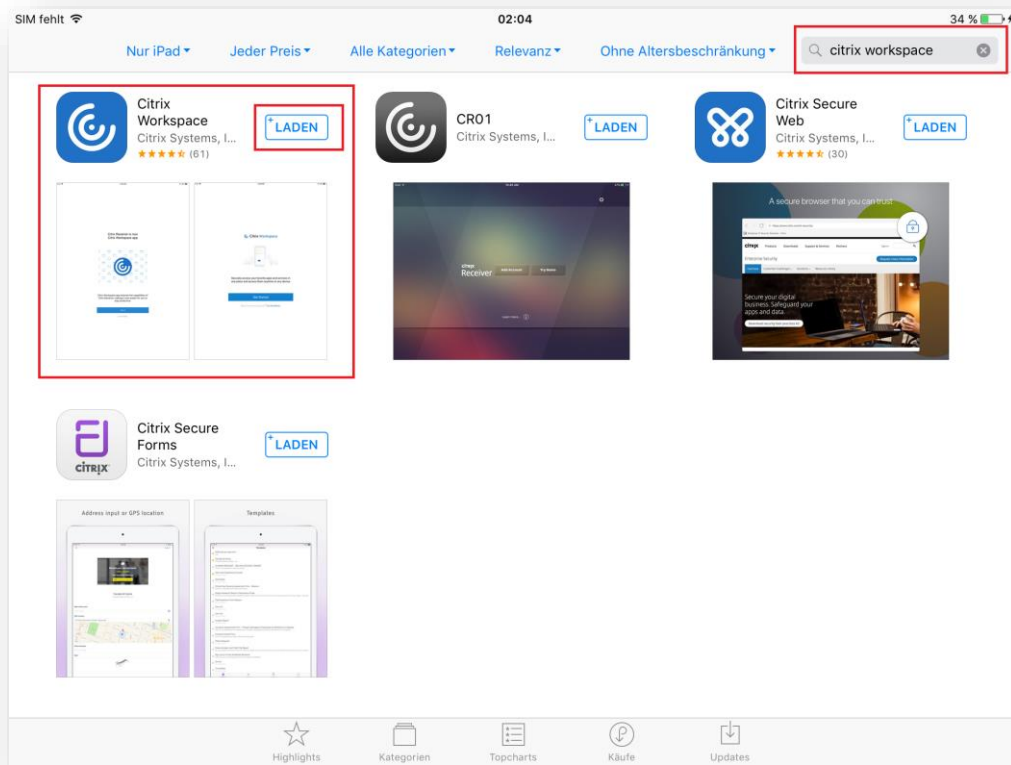
For further information on using the application, please refer to the corresponding support pages at the app manufacturer.

## Documentation contents

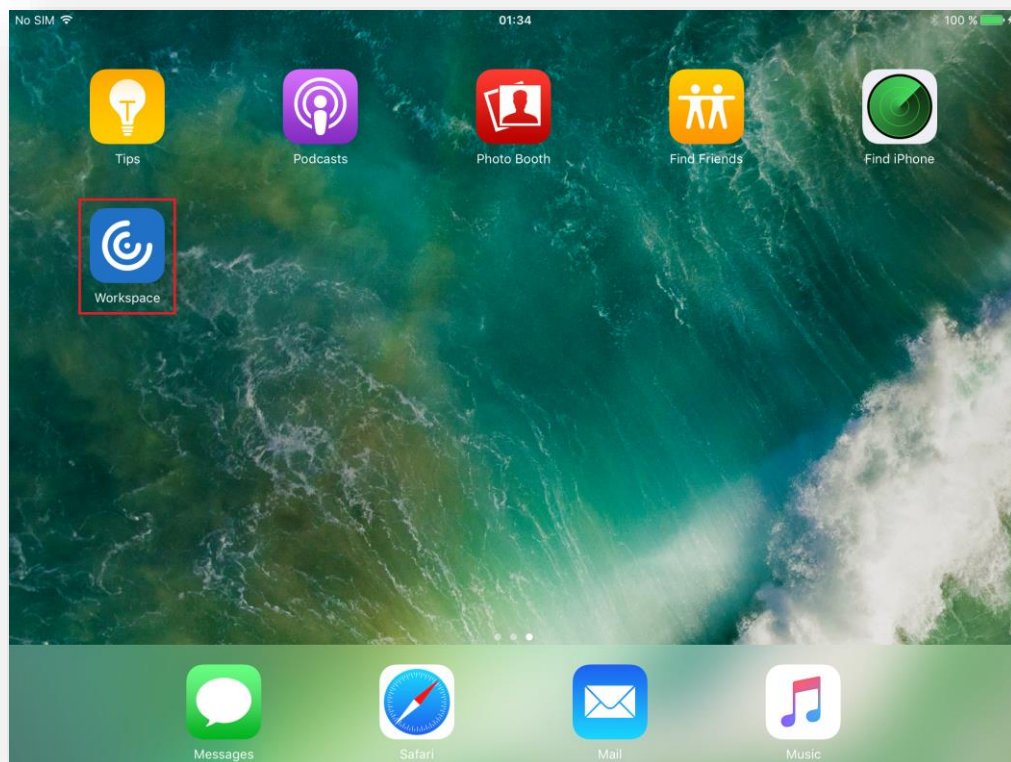
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## Installation und Setup

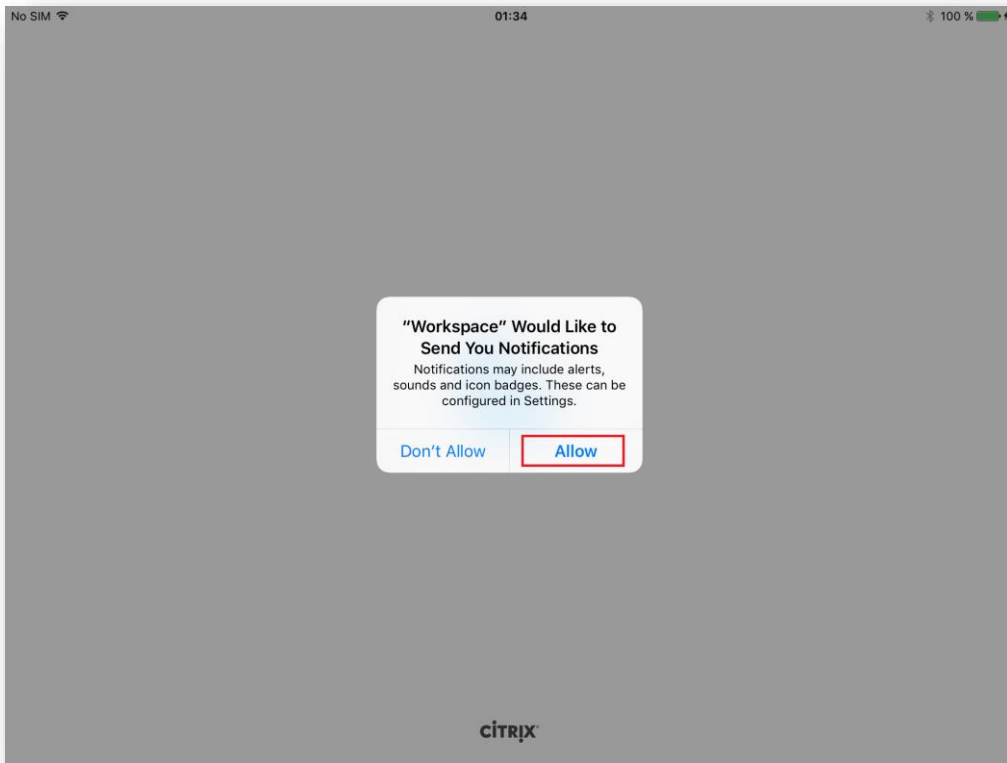
Find and install the Citrix Workspace Application:



Start the Citrix Workspace App:

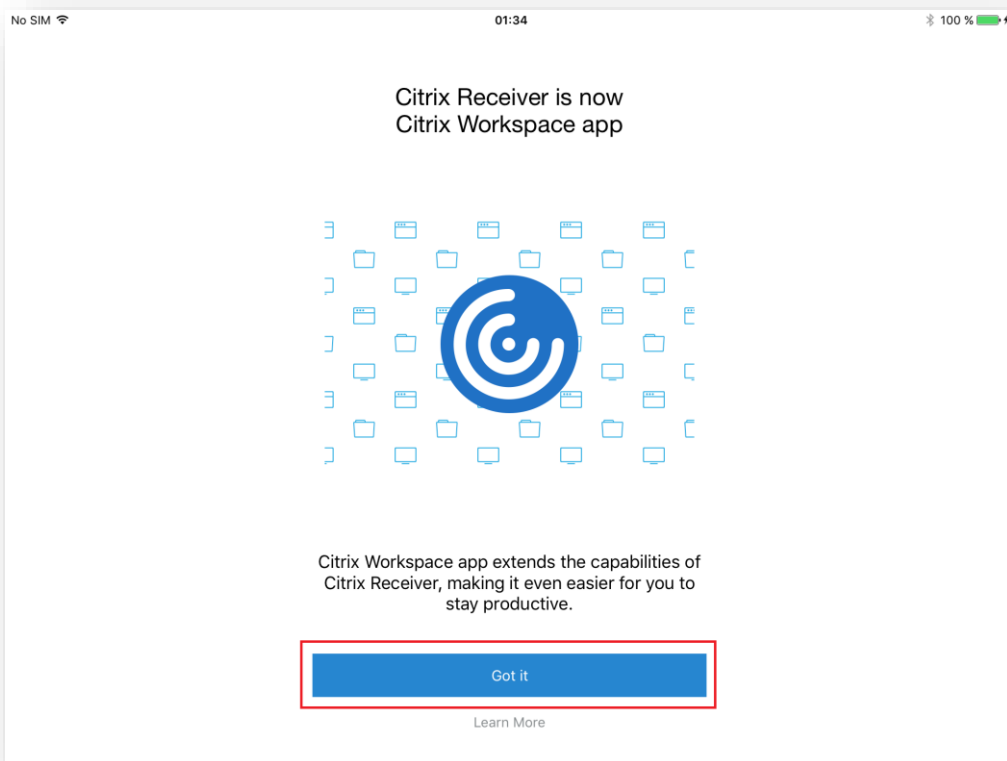


Allow the notification request:

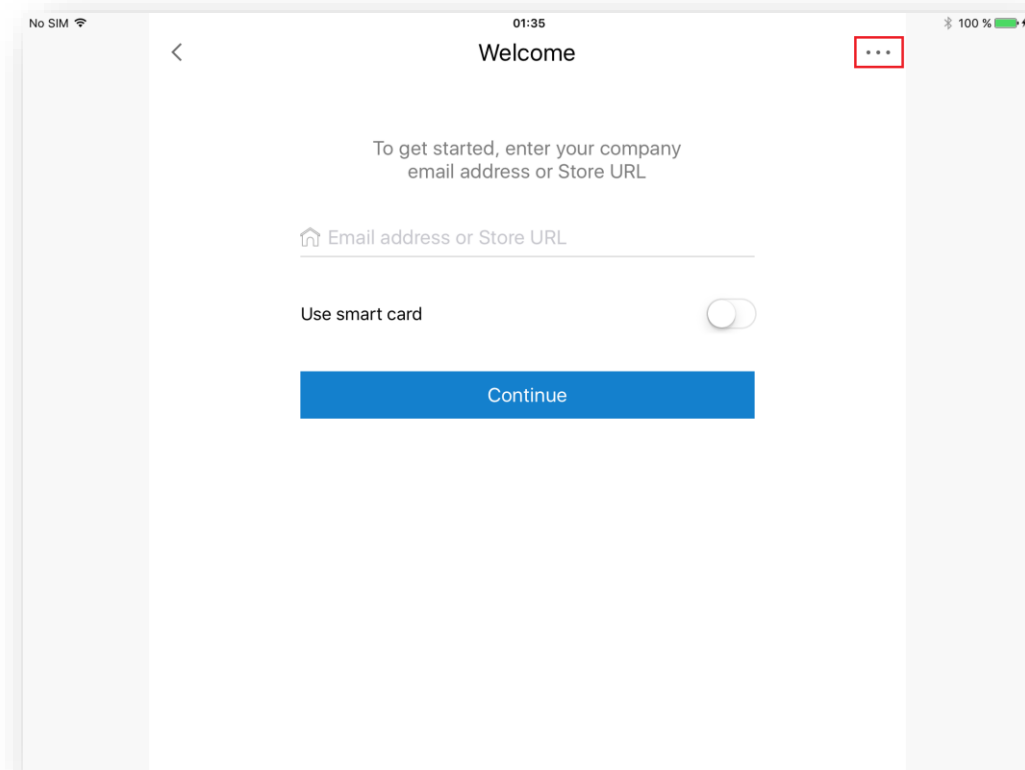


By allowing the notification request you get information about the status of the app. Do not allow means no further information. Proposal: **Allow**.

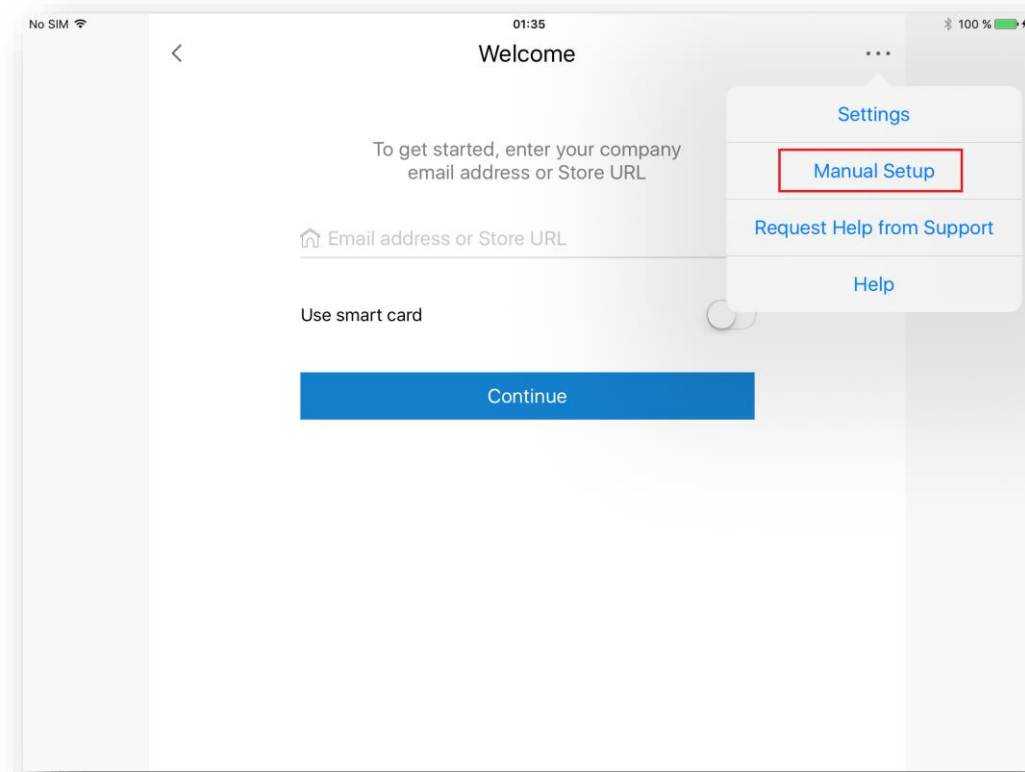
Confirm the information messages (if shown):



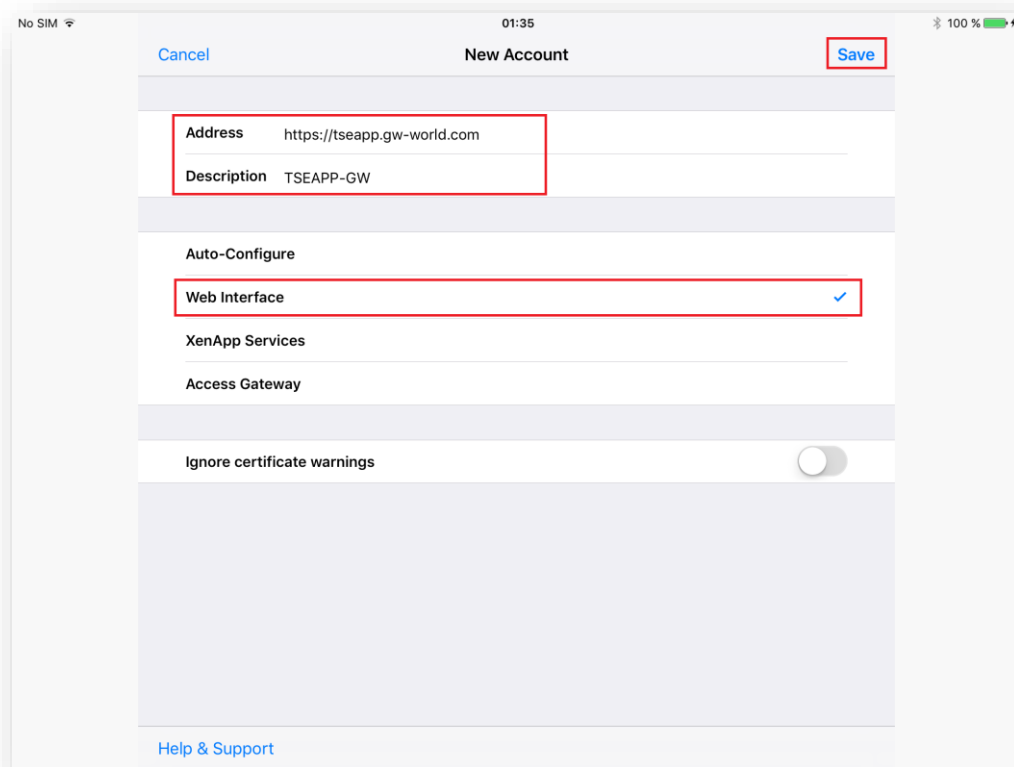
Click on the advanced settings (the three dots at the top right):



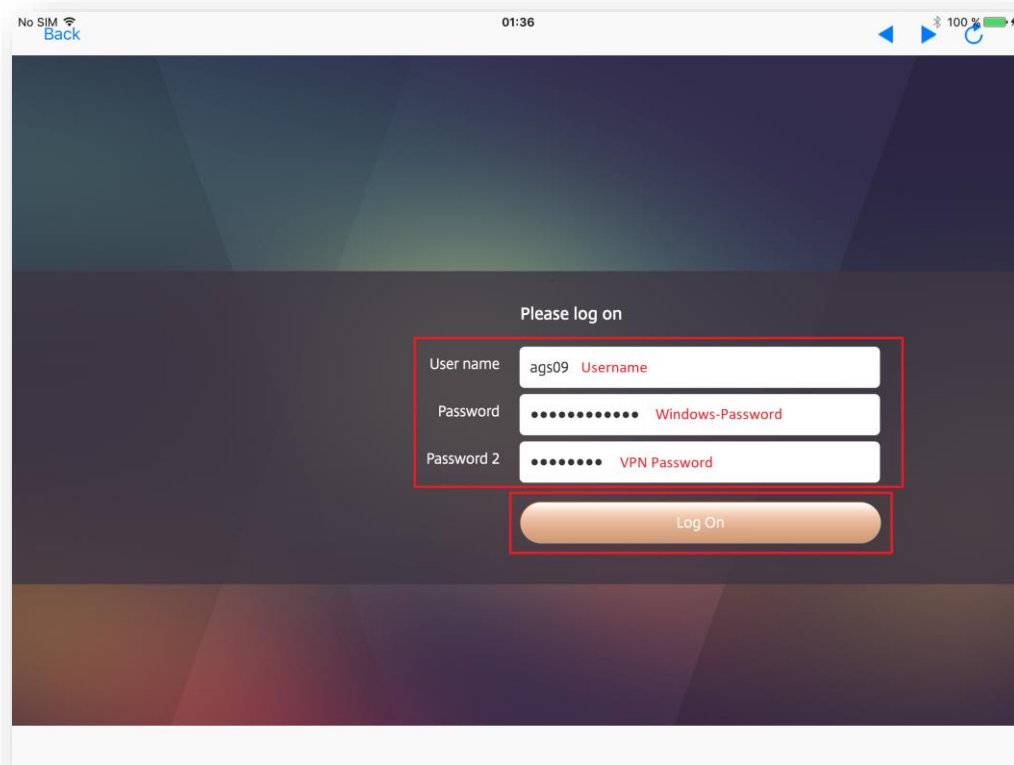
Choose „Manual Setup“:



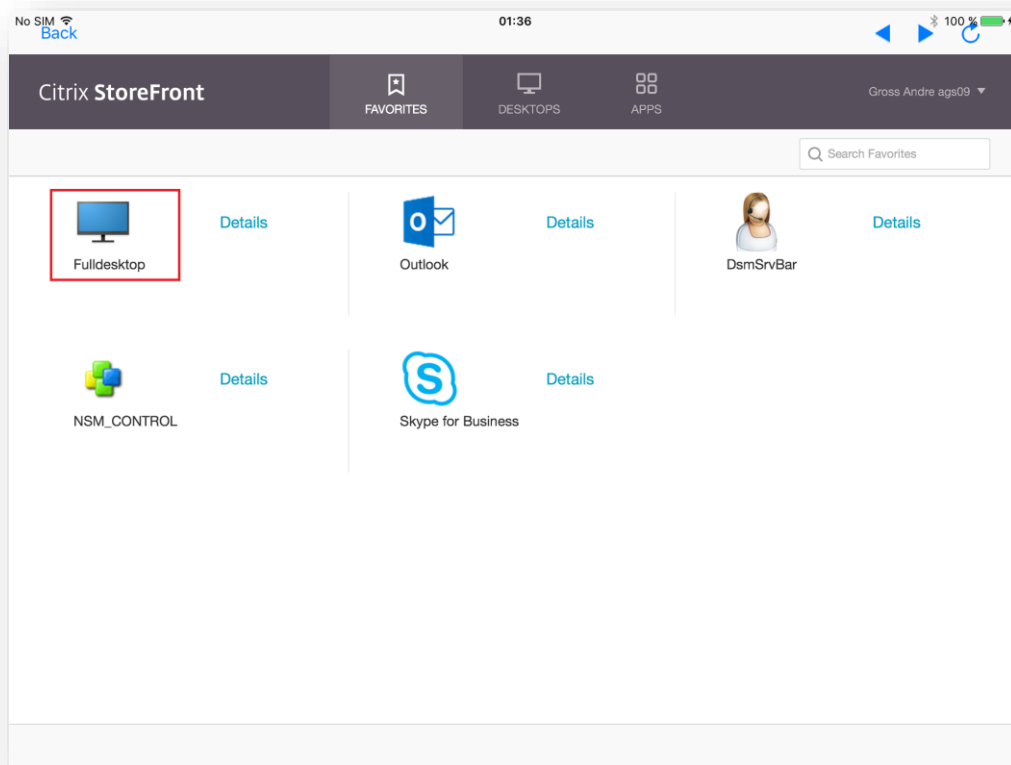
Enter the settings highlighted in red, then tap Save:



Authenticate with your login data:

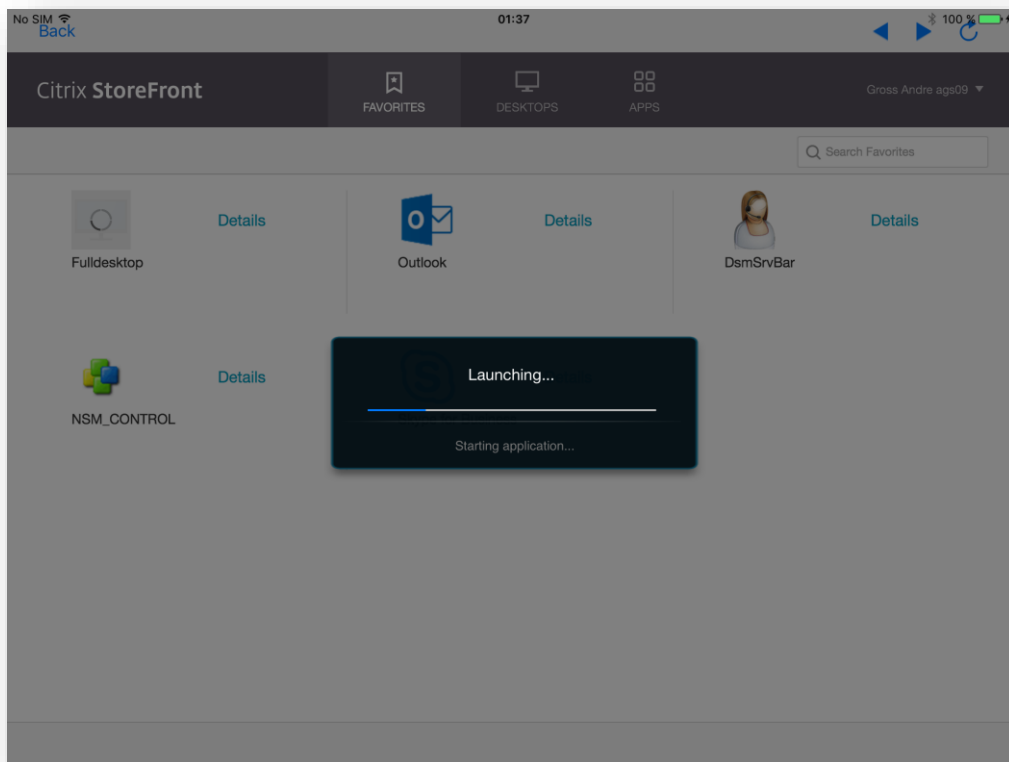


You can start your programs or the full desktop by tapping on the respective icon. In this case, the fulldesktop will be selected:

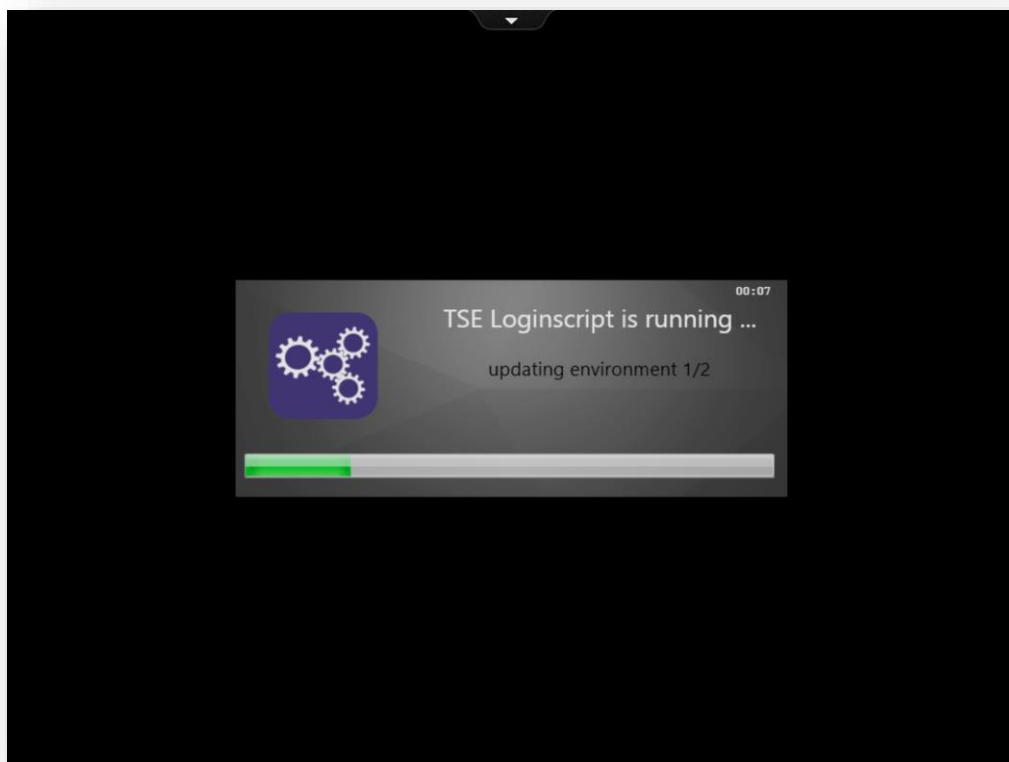


## Connecting to the Server

The connection to the full desktop environment is now starting:

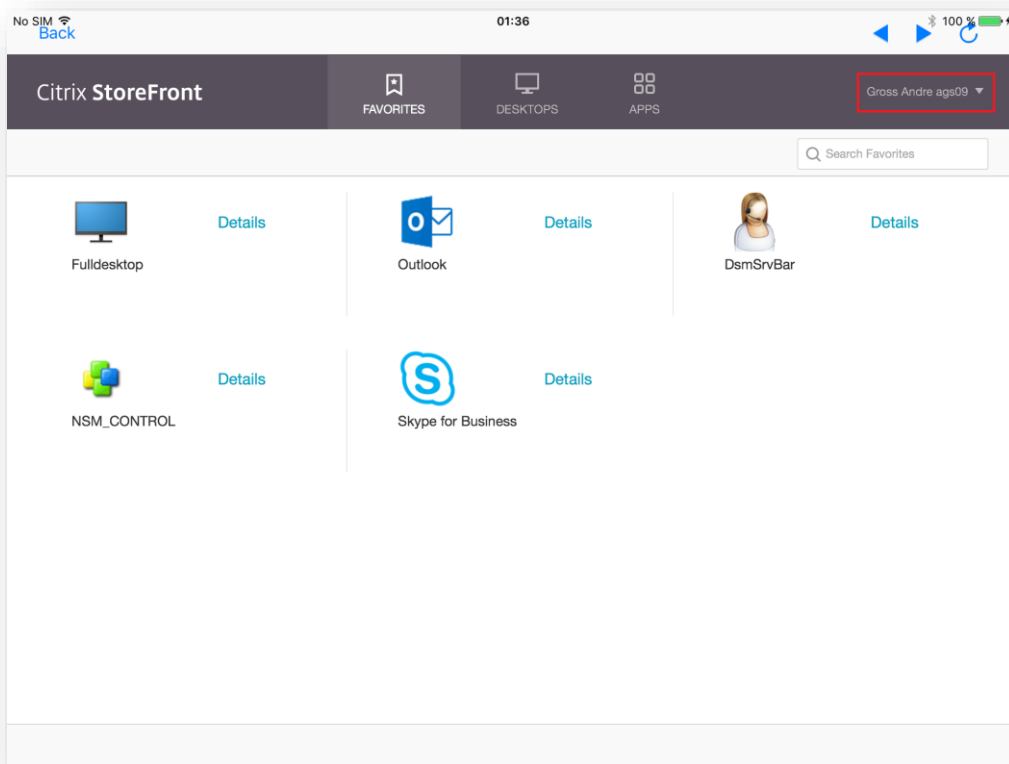


The connection is complete and the desktop will be displayed shortly:

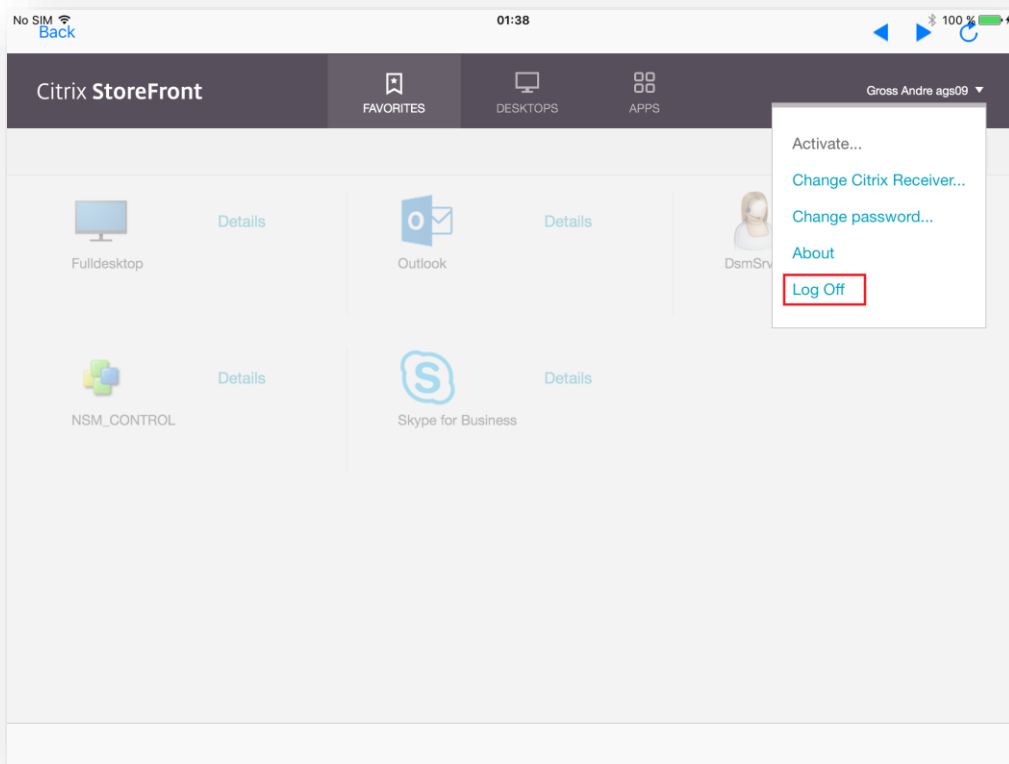


## Logoff from the system

Log off from the Start menu, then tap your username:

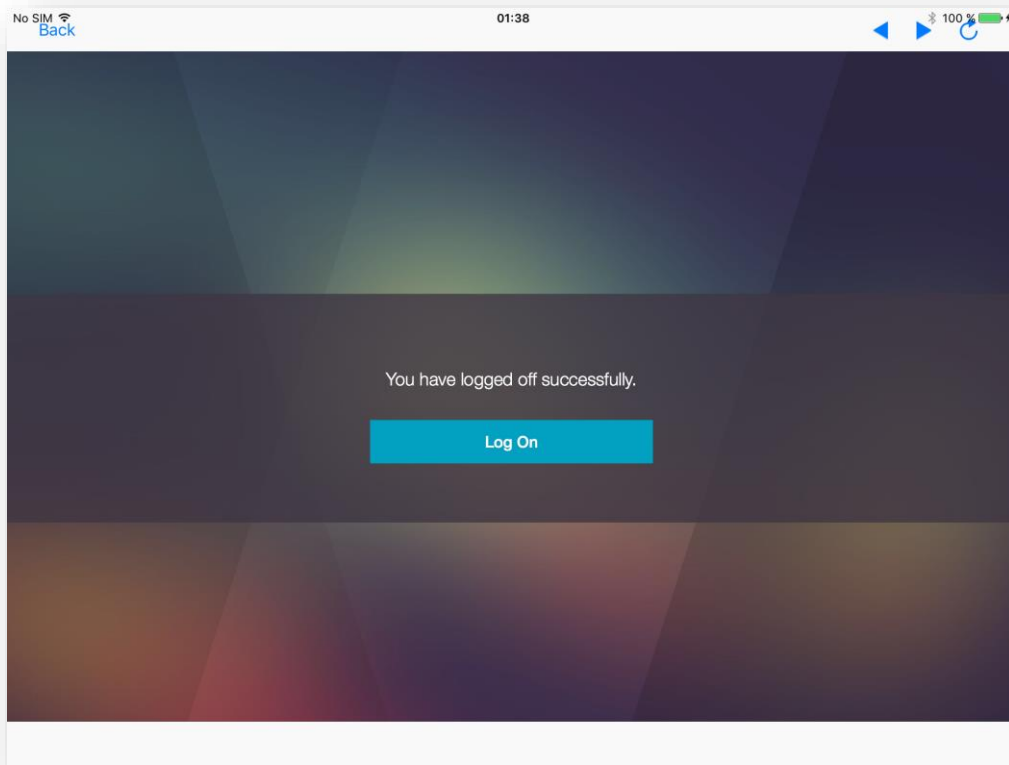


Finally, select "Log Off":



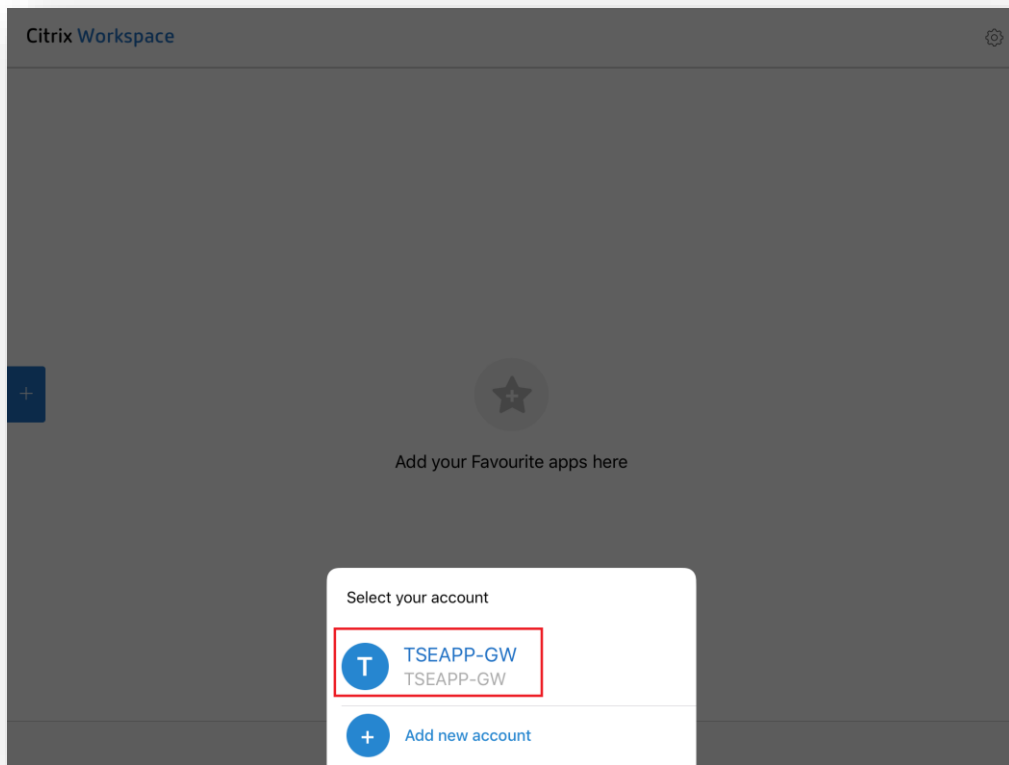


You are now logged out of the session:



You can now close the app.

When reopening the app, select the connection "TSEAPP-GW" at the bottom of the list:



Then repeat the steps of the login process.