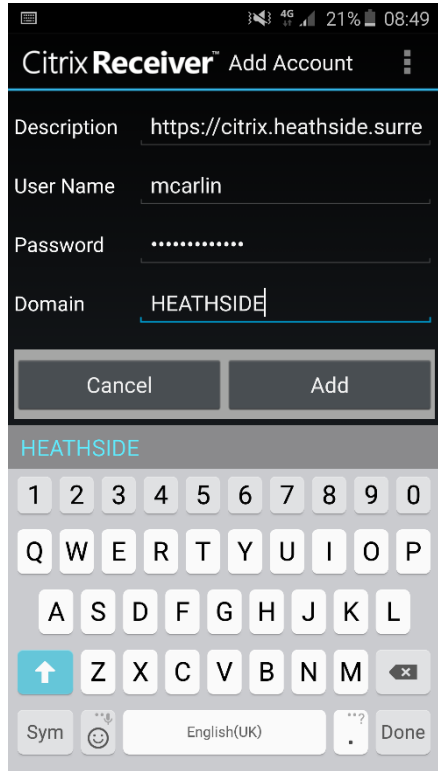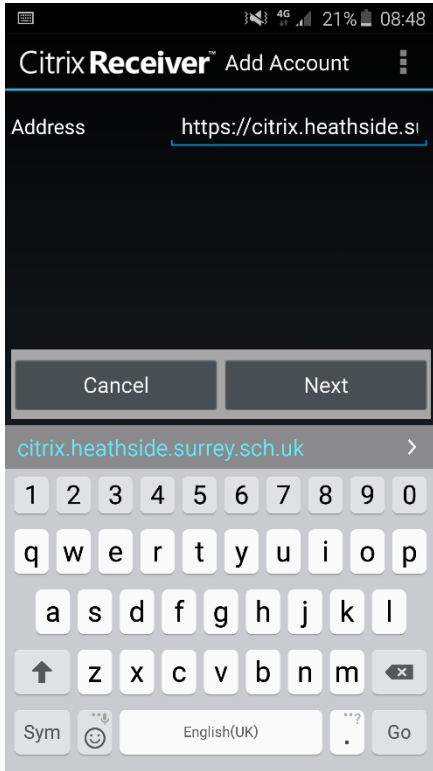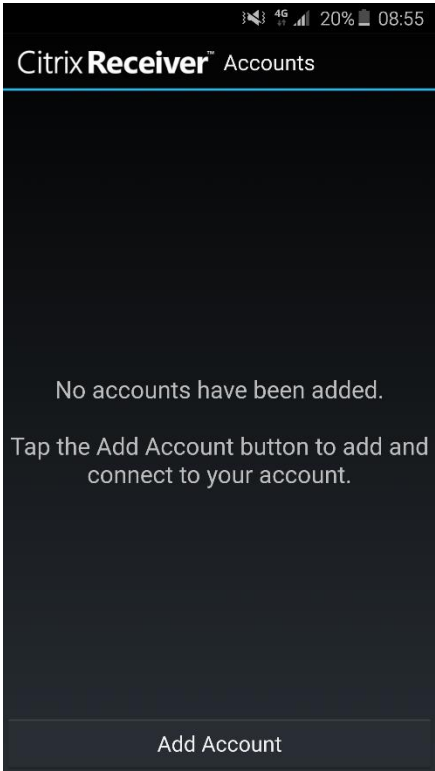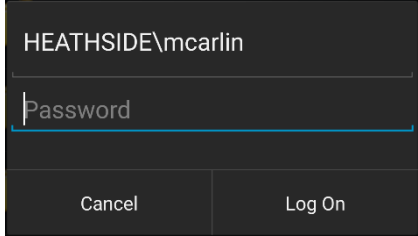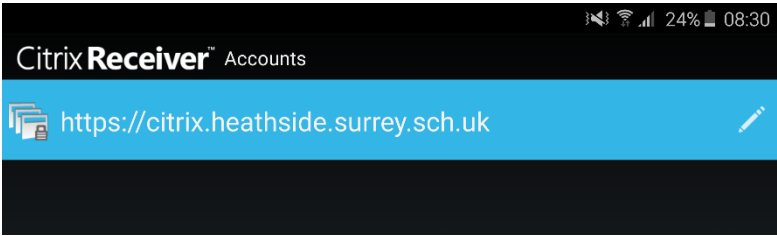# Citrix XenDesktop – Remote Access on Android

To start with, download the 'Citrix Receiver' app from the Google Play store.

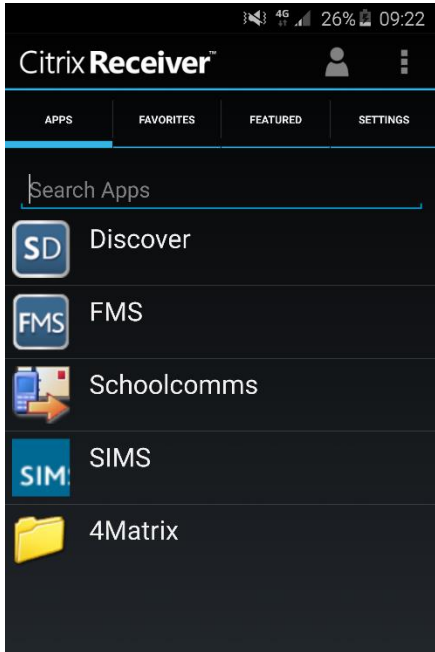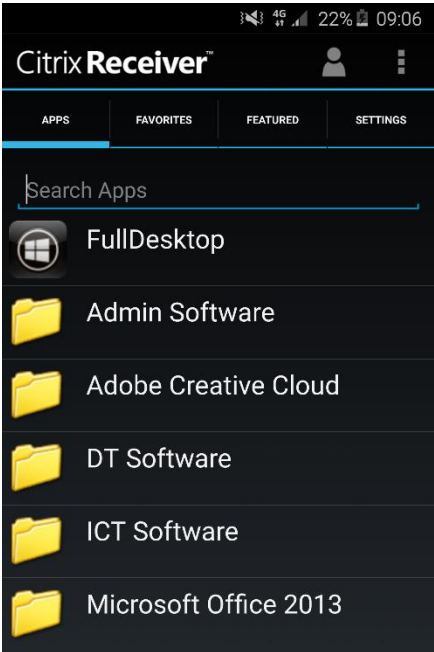After installation, open the app and select 'Add Account'.

Enter **your email address, *<username>*@heathside.surrey.sch.uk** on the next screen to verify the connection, and then enter your school **username** and **password**. The 'Domain' is **HEATHSIDE**.

Once you have added the account you will see it on the 'Accounts' page. Simply click on the account you wish to use and enter your password to sign in.
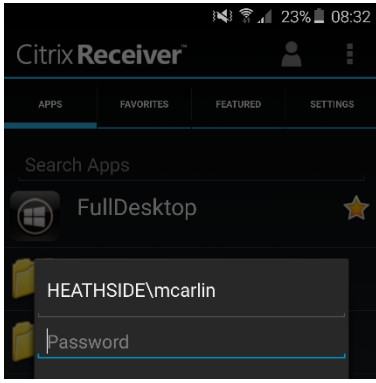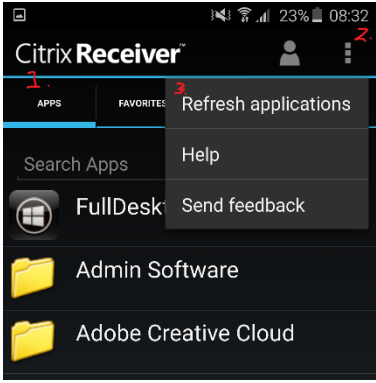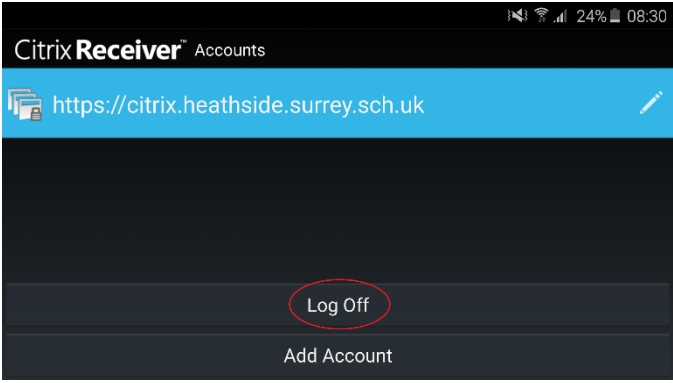

After signing in you will see a list of folders which contain numerous familiar applications, as well as the option to launch a fully virtualised desktop.

!!IMPORTANT!!

When switching between using the Citrix Receiver externally (using mobile data) and internally (using the BYOD WiFi network), you **MUST** sign out of the app and log back into it. This applies both ways.

Once you have signed back in, you should be able to resume use without any issues.

As always, if you do experience issues please do not hesitate to email helpdesk@heathside.surrey.sch.uk.