



RECOMMENDED BROWSERS & OPERATING SYSTEMS

BACKGROUND INFORMATION

GoRemote is a service that allows you to access Invesco’s network and systems remotely. This document outlines recommendations for the service.

Please Note: Invesco cannot support your personal computer or mobile device.

RECOMMENDED BROWSERS & OPERATING SYSTEMS

Windows - Microsoft Internet Explorer & Edge are recommended

Web Browser	IE 11 or Edge
Operating System	Win 7, 8, 8.1 or 10
Citrix Workspace App Version	4.4 or higher

* Internet Explorer 11 on Windows 8.1 must be in compatibility mode for GoRemote to operate correctly.

Mac OS X – Google Chrome browser is recommended:

Web Browser	Google Chrome
Operating System	OS X 10.13.x or higher
Citrix Workspace App version	12.5 or higher

IOS iPhone, iPad (latest Citrix Receiver from App Store)

Web Browser	Safari
Operating System	iOS 9 or higher

Android – (Latest Citrix Receiver from Play Store)

Web Browser	Google Chrome
Operating System	Lollipop 5.0 or higher

Linux - Google Chrome browser is recommended:

Web Browser	Google Chrome
Operating System	Ubuntu, Debian, Redhat – Kernel 3.2 or higher
Citrix Workspace App Version	13.4 or higher

CITRIX WORKSPACE APP & CITRIX HDX REALTIME ENGINE

In order to use GoRemote on your personal Windows PC or MAC, you **must** install both the latest Citrix “Workspace App” first, and then “HDX Engine for Workspace” for optimal performance.

If your personal device is Windows based, install the latest [Workspace App](#) and [HDX Engine for Workspace](#).

If your personal device is MAC, install the latest [Workspace App](#) and [HDX Engine for Workspace](#).

Notes:

- You must install Citrix “HDX Engine for Workspace” for Skype for Business Calls to function properly.
- **Invesco cannot support your personal computer.**

For mobile devices, you must download the Citrix Workspace App from the device’s app store, such as the Apple App Store for iPhones and iPads and the Google Play Store for Android devices.

OTHER BROWSERS & OPERATING SYSTEMS

The following browsers are unsupported; switch to a recommended solution immediately to use GoRemote. We recommend you keep these browsers up to date with the latest release.

- Internet Explorer 9 and below
- Firefox v48 and below
- Chrome v48 and below

Other web browsers and operating systems may work with the GoRemote service but have not been tested or reviewed by Technology Services.

If you experience any issues while using GoRemote on an untested browser or operating system, please switch to a recommended solution before calling the Technology Service Desk.

HELP

If you need assistance, please contact the Technology Service Desk at extension 47778 (Internal), +44 1491 417300 (EMEA & Asia Pacific) or +1 877 992 8972 (North America).