



## BACKGROUND INFORMATION

GoRemote provides access to Invesco's network and systems when working from a remote location on your personal Windows PC, MAC or smart device. This document describes the process of installing the required software and logging in. **Note:** You must be enrolled with Duo Multi-factor Authentication (Duo MFA) to use the GoRemote portal.

**We recommend using the latest Chrome browser for both Windows and MAC.**

### Quick Links

- [Windows PCs and MAC's](#)
- [GoRemote Options](#)
- [Duo MFA](#)
- [Logging Off GoRemote Help](#)

## WINDOWS PCs AND MACS

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](#).

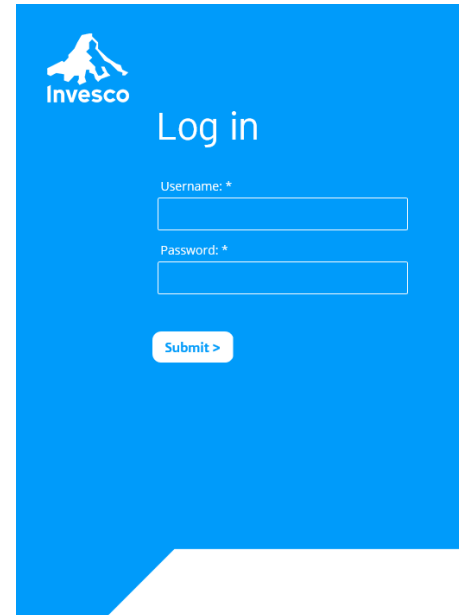
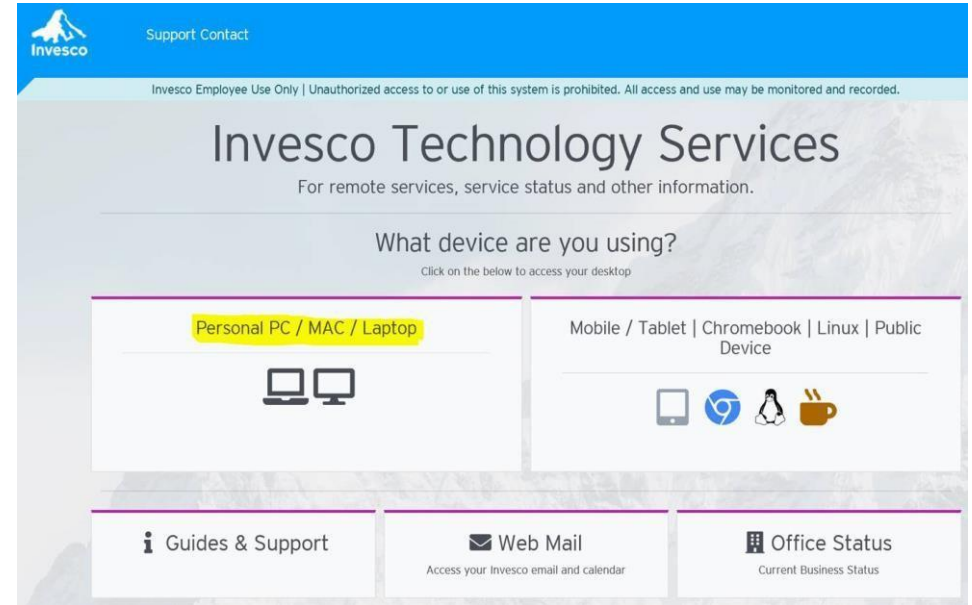
If your personal device is MAC, install the latest [Workspace App](#) and [HDX engine for Workspace](#).

### Notes:

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

After installing the required software, navigate to [access.invesco.com](https://access.invesco.com) from outside the Invesco network, click on "Personal PC / MAC / Laptop" and log in using your **User Name** and **Password** (the same information you use to login to your Invesco PC). You will then authenticate through the Duo iFrame, which will pop-up provided your credentials have been correctly entered and you have an active Duo account.

# GOREMOTE QUICK REFERENCE GUIDE FOR PERSONAL DEVICES



### Help

- Portal Quick Reference Guide
- Frequently Asked Questions
- Recommended Browsers & Operating Systems
- Download Citrix Receiver

If you need assistance, please contact the Invesco Technology Service Desk at:

EMEA & Asia Pacific: +44 1491 417300

North America: +1 877 992 8972

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## GOREMOTE QUICK REFERENCE GUIDE FOR PERSONAL DEVICES

Device:

Choose an authentication method

Duo Push ✓ Used automatically

Call Me

Passcode

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

**MS Outlook 2016.** This option launches a Citrix version of Outlook 2016. Use this option when you need access to only your email, contacts, tasks, notes and calendar within Outlook. Note: This option does not have Skype capabilities. When you're finished, click **File** then **Exit**.

**Remote Desktop Connection\_V2.** This launches a Citrix version of Remote Desktop Connection, which allows you to remote into your Invesco-issued PC and control it as if you were sitting right in front of it. Use this option when you need access to the unique applications or files you have installed or saved on your Invesco-issued PC. When finished, click **Start** then **Logoff**.

**Note:** In order to remote into your Invesco-issued PC, you need to know your computer's name. If you don't know your computer's name, call the Technology Service Desk (*contact information below*).

You can change display settings to full screen mode by navigating to **Options>Display**. Then move the slider to your desired display size.

### GOREMOTE OPTIONS



**Invesco Published  
Desktop**



**Remote Desktop  
Connection\_V2**



**Outlook 2016**

Once logged in, GoRemote provides three applications, each offering its own level of access.

**Invesco Published Desktop.** This option provides a Windows 10 Desktop with Office 2016 and network shares access (such as your H: drive). Use this option when you need to work without the need of unique applications or files you may have installed or saved on your Invesco-issued PC. When you're finished, click **Start** then **Logoff**.



## GOREMOTE QUICK REFERENCE GUIDE FOR PERSONAL DEVICES

### Duo MFA

Duo is Invesco's multi-factor authentication service that allows remote users to securely access the Invesco network. RSA is no longer supported as of November 2019.

Duo launches through the Duo iFrame with multiple authentication options, including push notification (preferred and most secure), call-back and passcodes.

The screenshot shows the Duo MFA interface. On the left is the Invesco logo. The main area has a 'Device:' dropdown menu set to 'Android (+XX XXXX XX3722)'. Below this is the heading 'Choose an authentication method' followed by three options: 'Duo Push' (checked and marked 'Used automatically') with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. On the far left, there are links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'.

If you are not enrolled in Duo, you will need to contact the Technology Service Desk to initiate enrollment. We recommend you do this while in the office for added security and the best possible experience during enrollment.



Duo Push notification is the most convenient and secure method to authenticate. To receive Duo Push and to be able to access a passcode, you must install the Duo Mobile application on your personal smart phone or tablet and have an active Duo account.



# GOREMOTE QUICK REFERENCE GUIDE FOR PERSONAL DEVICES

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## LOGGING OFF GOREMOTE

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When you are done, log off from your desktop and close any apps you have launched.

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## HELP

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