

FAQ – Frequently Asked Questions v1

1. How can I change my Office Anywhere Password?

You can change this in several places, the first is in the Citrix portal page (just after you have logged in), the second is via the Outlook Web Access Port, the third is within your Windows Remote Desktop.

2. How can I copy files from my Computer to the Office Anywhere portal?

If you are using an Apple Mac Computer or a Windows PC you can utilise the Citrix software to expose the drives on your underlying Computer to the Office Anywhere desktop, to do this login to the Remote Desktop and open Windows Explorer, prior to this you should have received a popup indicating if you will permit access to your computer, you should answer yes to this and this will then allow your remote drives to appear in Windows Explorer, from there you can copy/cut and paste the files needed back/forth as required. Please note that the speed of this copy is dependant on the speed and quality of your internet connection at the time and also the size of the files you are working with. For more information on this useful feature please contact the NGIT Helpdesk on 01481 750751.

3. Does remote printing work when using an Apple iPad?

This is not presently supported by the Citrix software at the moment, it is hoped that Citrix will update the iPad App to work with the Apple Airprint system available to some iPad Apps.

4. Are all Computer printers compatible with printing from the Office Anywhere system?

The majority of mainstream printers are supported for remote printing, however, some basic multifunctional printers may not work, the best thing to do is try it, if it does not work call the NGIT Helpdesk for further assistance.

5. Is the Office Anywhere System available 24/7?

Yes, however, there will be pre-advised times of system maintenance where the system is down for set periods of time, usually these will out of normal office hours.

6. Can I install another computer program into my Office Anywhere Desktop?

No, the Office Anywhere system has been designed to be compatible with a certain set of standard computer programs for reliability and security, however, the system is flexible to accommodate additional software, please contact the NGIT Helpdesk on 01481 750751 for further advice.

****** PLEASE WATCH THIS SPACE FOR FURTHER FAQ'S ******