

Virtual Desktop Help

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Accessing Your Virtual Desktop

Internal:

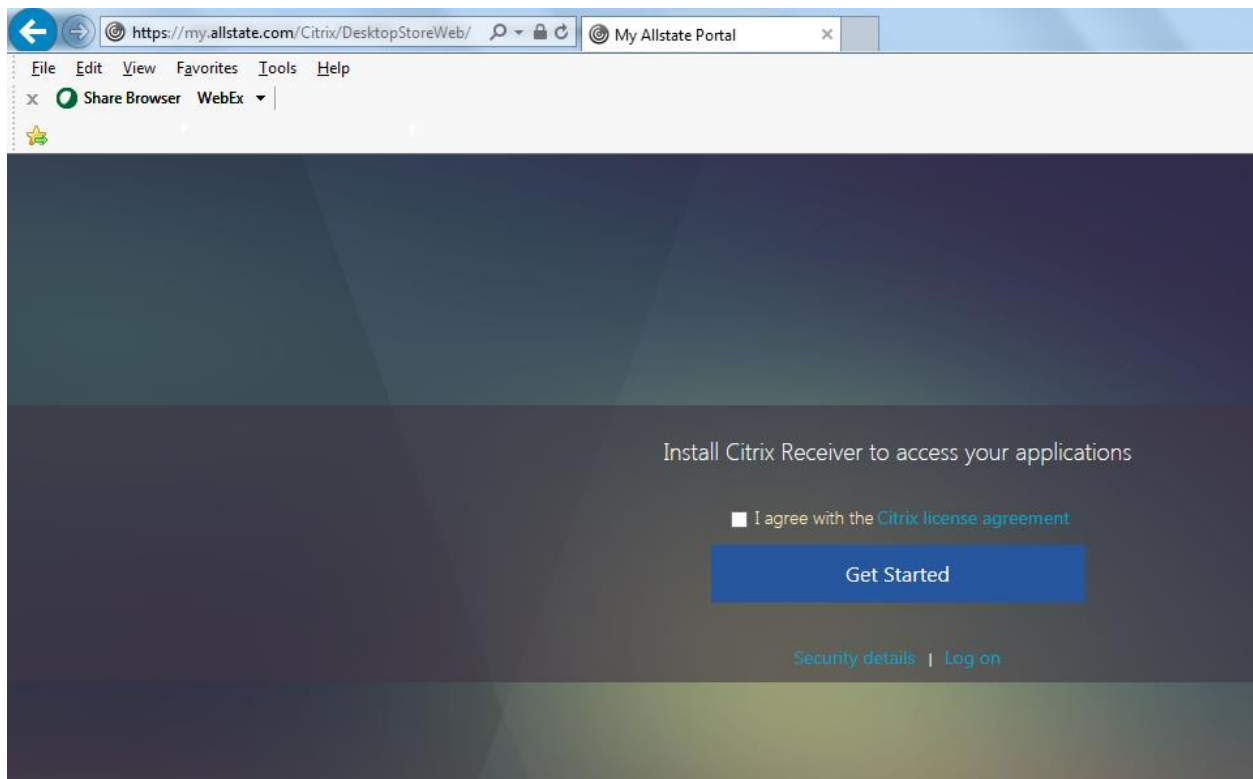
When you first access <https://my.allstate.com> and you do not have Citrix Receiver already installed, you will be prompted to install Citrix Receiver.

Click the check box and then click “Get Started” as shown in the screenshot below.

Remote (External or BYOD):

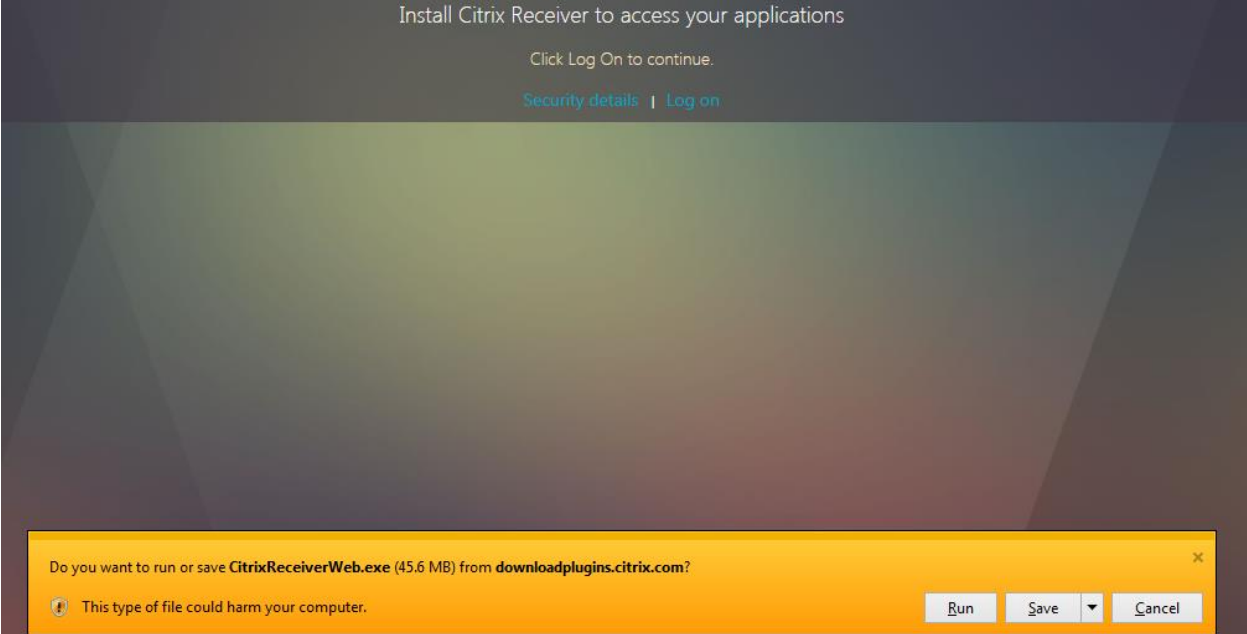
When you first access <https://my.allstate.com> remotely and you do not have Citrix Receiver already installed, you will need to login before you are prompted to install Citrix Receiver.

Access via Internet Explorer:

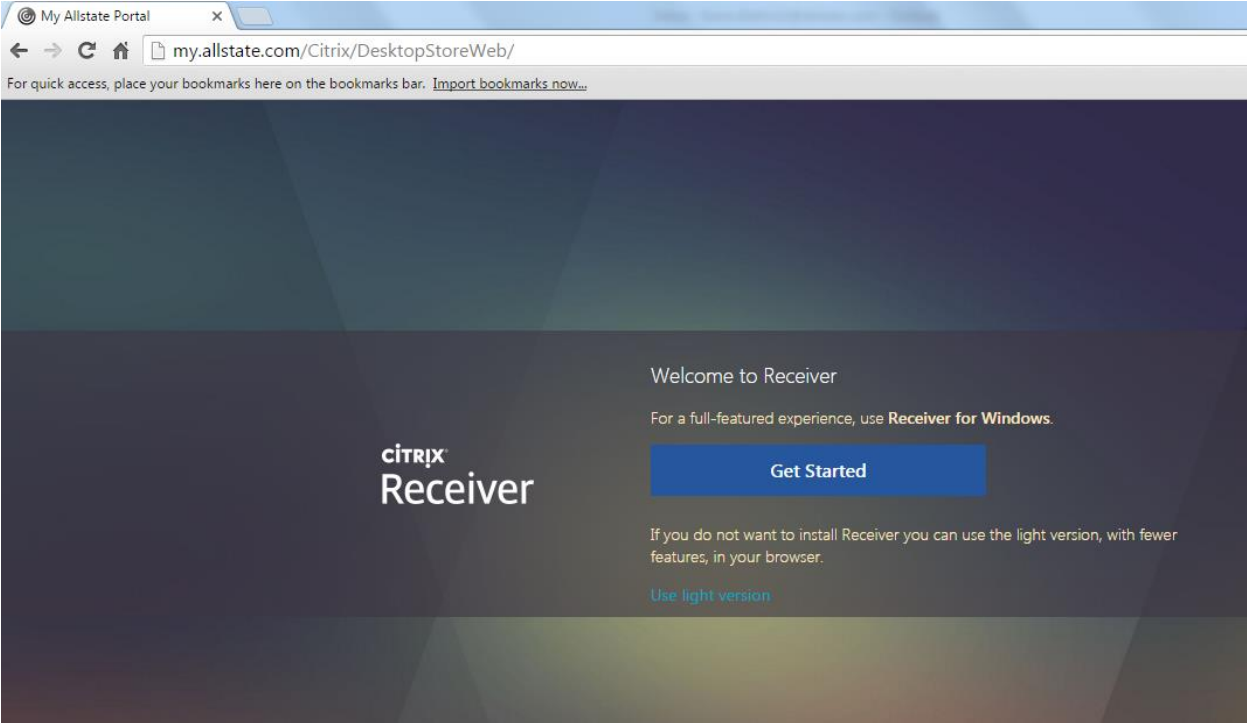


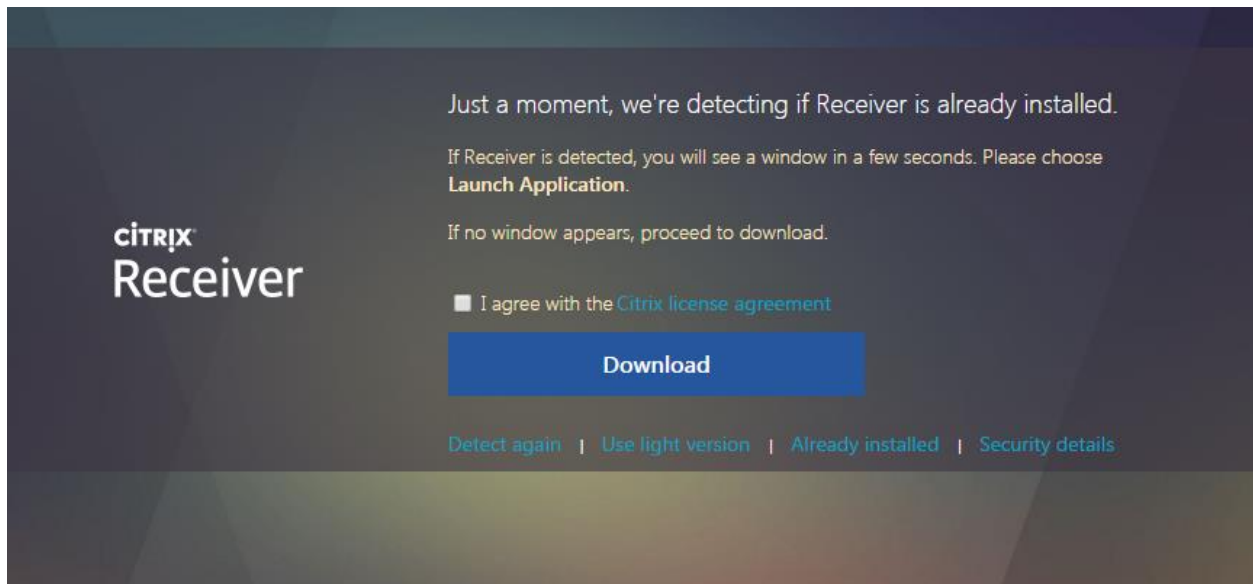
NOTE: If Citrix Receiver is already installed on your computer, click on “Log On” to continue to the login screen.

Run/open the file that is downloaded.



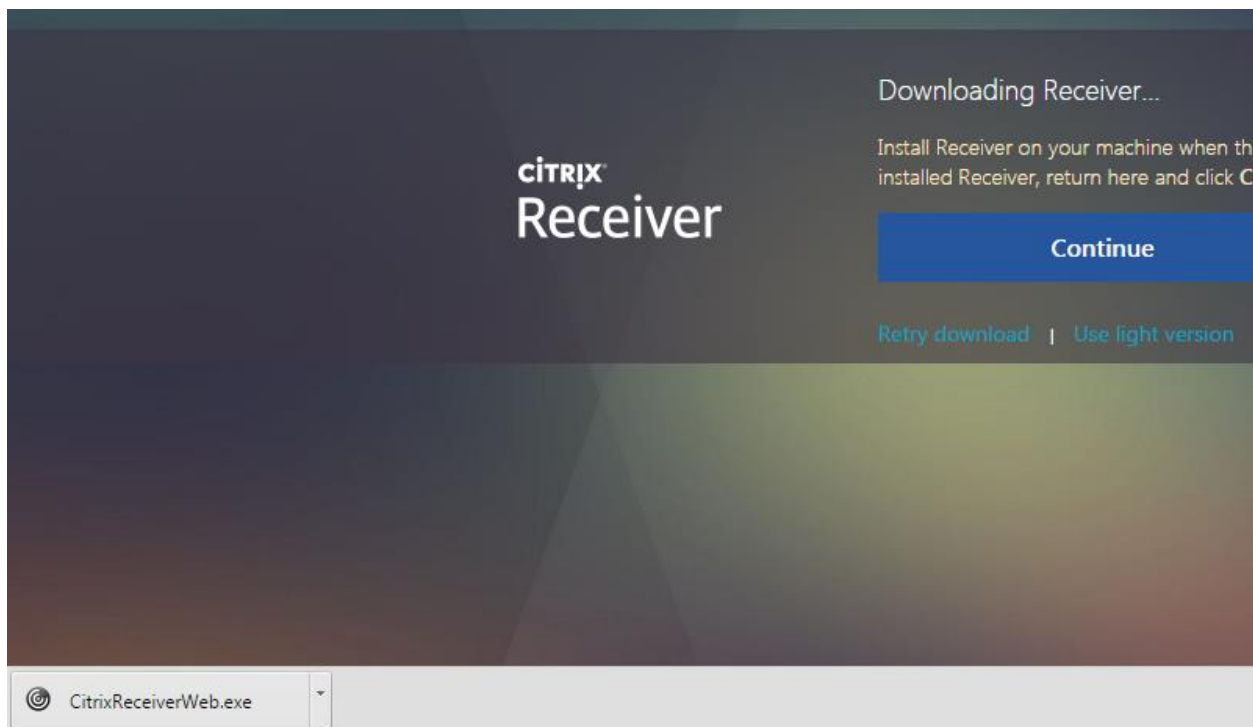
Access via Chrome:





NOTE: If Citrix Receiver is already installed on your computer, click on “Already Installed” to continue to the login screen. External/Remote Chrome users may also use the HTML5 based “Light Version” (links shown in the above screenshots). This will launch your desktop inside the Chrome browser, however, we urge users to download the full Receiver software for a richer experience.

Run/open the file that is downloaded.

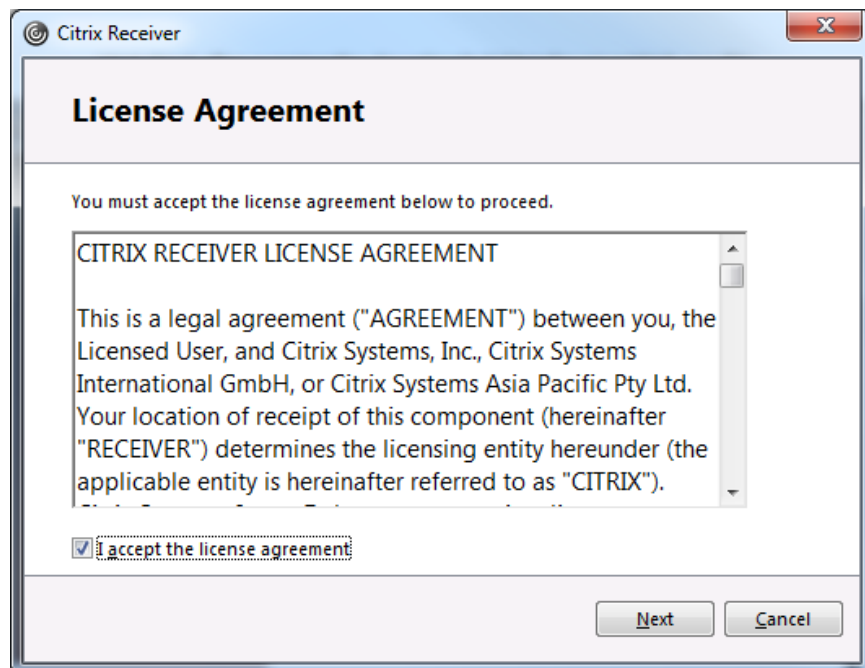


Installing Citrix Receiver

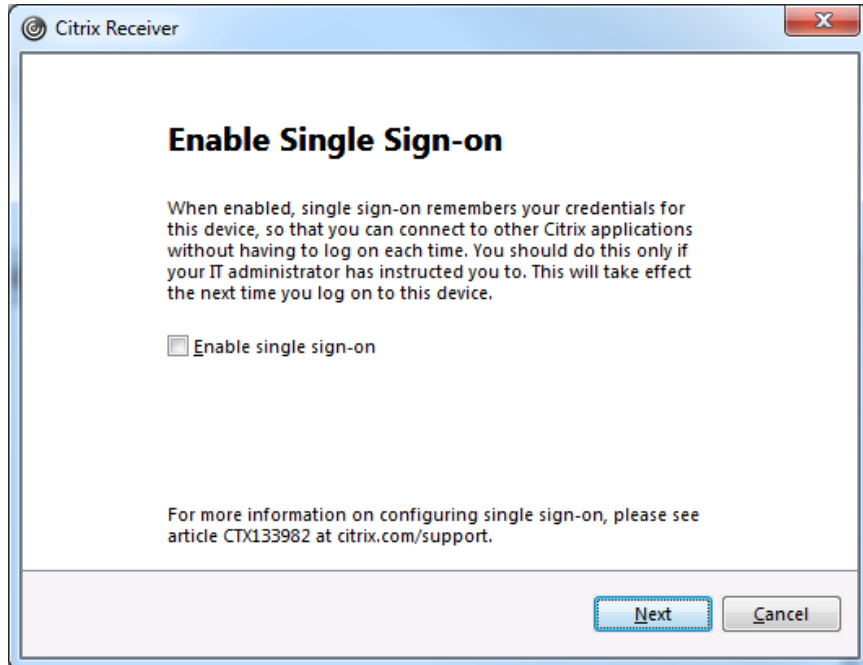
Click Start after running the downloaded CitrixReceiverWeb.exe file.



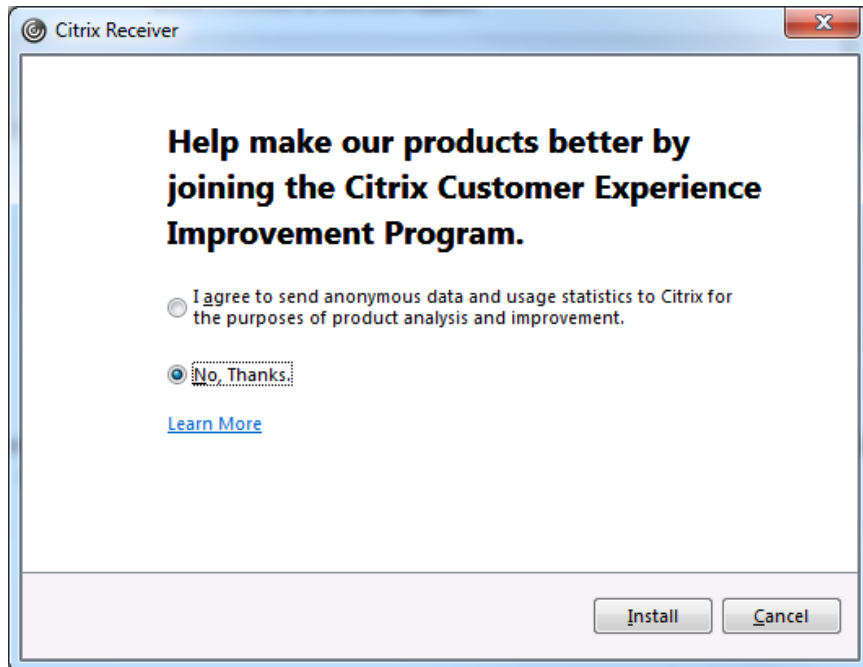
Accept the license agreement and click Next.



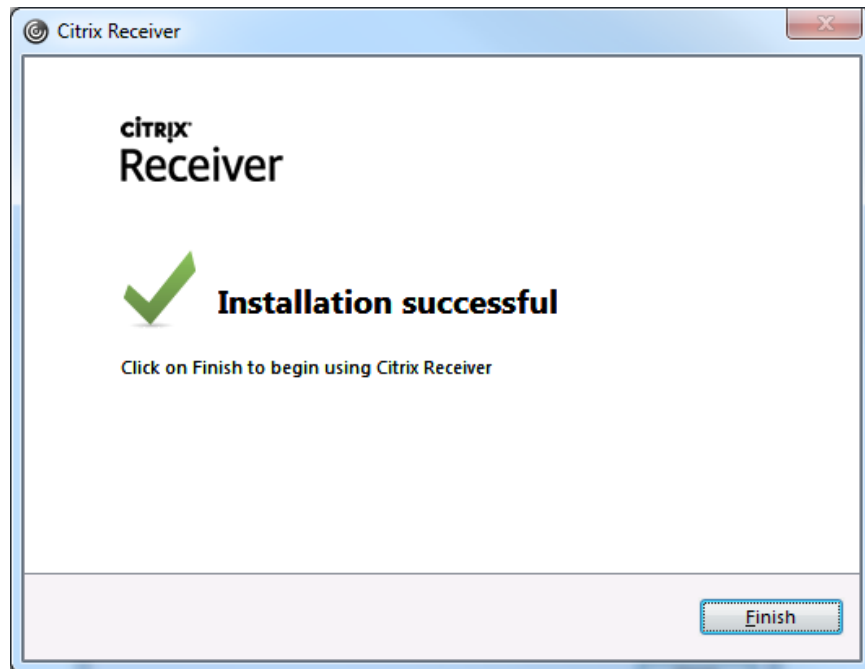
Do NOT enable single sign on. Just click Next.



Check No, Thanks and click Install.



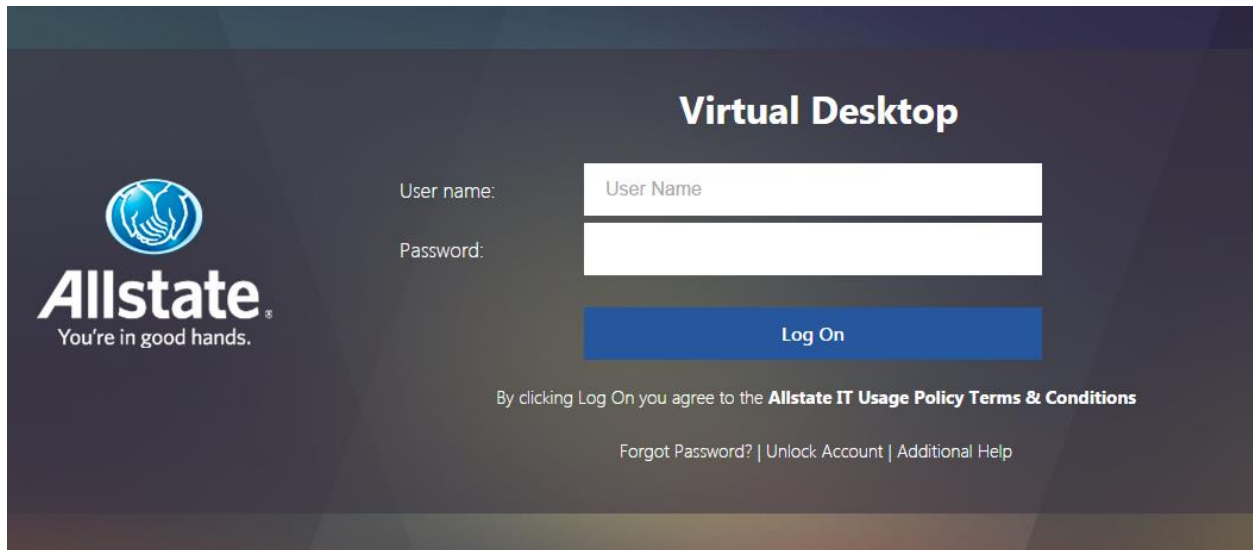
Click Finish after the install has completed.



Logging Into my.allstate.com

Once Citrix Receiver is installed continue to the login screen. Enter your username and password. If you are accessing <https://my.allstate.com> remotely, a 2 factor security code is required.


Internal:



The screenshot shows a login interface for 'Virtual Desktop'. On the left is the Allstate logo with the tagline 'You're in good hands.' The main area contains a 'User name:' label next to a text input field containing 'User Name', and a 'Password:' label next to an empty text input field. Below these is a blue 'Log On' button. At the bottom, there is a line of text: 'By clicking Log On you agree to the [Allstate IT Usage Policy Terms & Conditions](#)' and a link: 'Forgot Password? | [Unlock Account](#) | [Additional Help](#)'.

External:

https://my.allstate.com/vpn/index.html



Virtual Desktop

User name:

Password:

Security Code:

Domain Name:

[Reset your password or unlock your account](#)

[Helpful information for Two Factor Authentication Service and Security Code Setup](#)

[Additional helpful information can be found if you are having problems logging on](#)

Once you are logged in your desktop should launch automatically. If it does not, click on the Desktops tab at the top of the page and click on your desktop to launch it. If you have multiple desktops you will need to click on the desktop you wish to launch.



FAVORITES DESKTOPS



Details

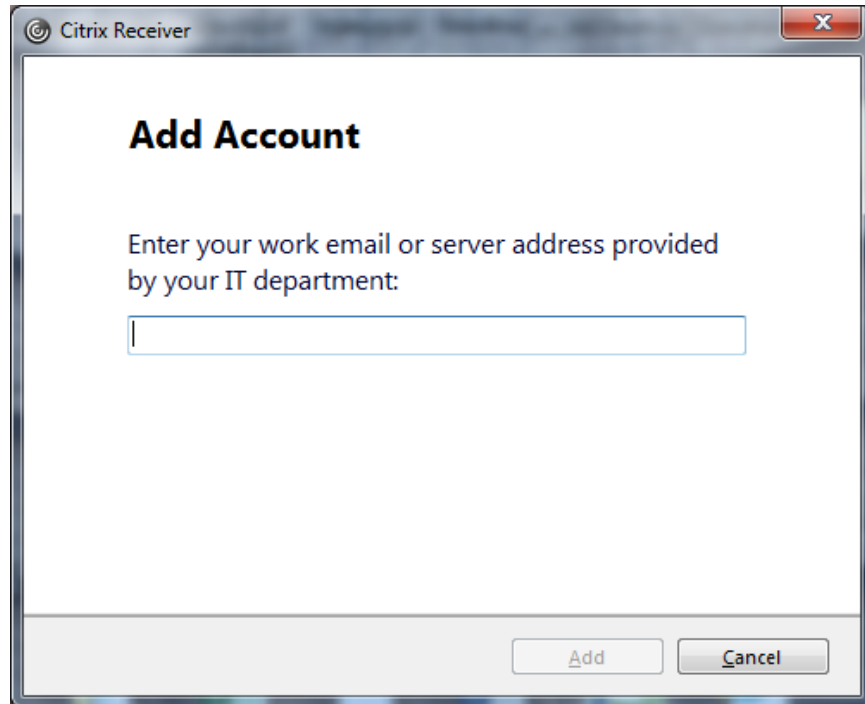
Virtual Desktop

NOTE: There is no longer a “Disconnect” button in the drop down menu.

Citrix Receiver “Add Account” Prompt for Remote/External Users

Remote/External Users:

Whenever your computer is restarted, Citrix Receiver will prompt you with this window. Click Cancel.



Citrix Receiver

Add Account

Enter your work email or server address provided by your IT department:

Add Cancel


Citrix Receiver

User name:

Password:

Passcode:

Log On Cancel

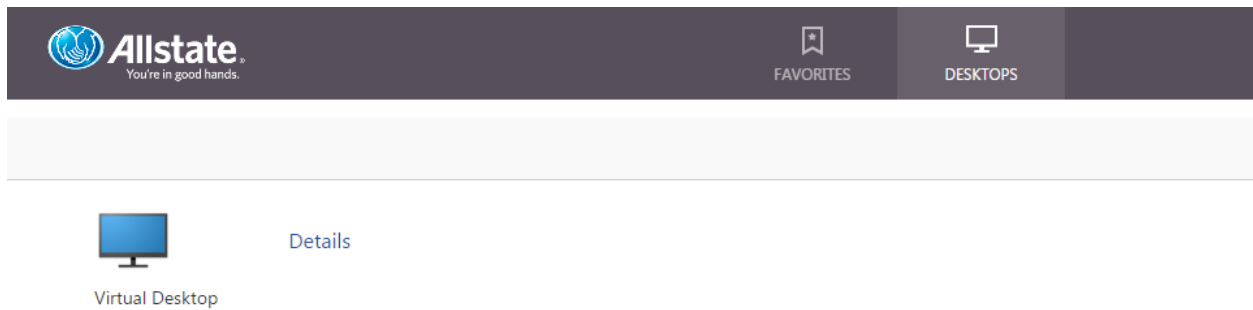
 Secure connection



Adding Your Virtual Desktop to the Favorites Tab

If you have multiple virtual desktops, you can add your favorite ones to the “Favorites” tab located at the top of the page.

Click on the Details link located next to your favorite desktop and then click “Add To Favorites”.





Virtual Desktop

Open

 Add To Favorites

Virtual Desktop

FAQ

If you are an internal user and you encounter the error below, please request the latest Citrix Receiver package through the Service Catalog or ATSC.

Error



Citrix Receiver cannot create a secure connection in this browser. Please refer to Citrix Knowledge Center article CTX134123.

Close Session