

How to access the school network from home

The school uses a system called Citrix to provide remote access from home. This uses software called Citrix Workspace (formerly called Citrix Receiver) to make the connection.

There are two ways to connect; using the Citrix Workspace app (the recommended method), or by using a web browser (such as Edge, Chrome, Firefox, Safari) with the Citrix Receiver extension.

Using the Citrix Workspace app

Download the Citrix Workspace app from the App Store of your device. This is available on Windows 10, Apple iOS and MacBook and Android devices. When it first starts, it will prompt for a server address. Enter <https://access.jmhs.hereford.sch.uk>

To access the school system, just run the Citrix Workspace App and after entering your username and password, you will be able to connect to the Hosted Desktop and access your files and programs as normal.

Using a browser.

If you go to <https://access.jmhs.hereford.sch.uk> (save this as a favorite for future use), or click the Remote Access button at the top right of the school web site (www.jmhs.hereford.sch.uk) you will be prompted to Detect Receiver. There is an option to use the light version, which does work fine, but has not all the features of the full Receiver. The recommendation is to click the Detect Receiver button, click the license agreement and then Download. You may be prompted to Run the download, which you should do. This takes some time. When complete, do not click the Add Account option, but just click Finish. You can then click the Continue button on the web page and you will be able to login with your username and password

Please note that Google Chrome often doesn't recognise that Citrix Receiver is installed. Just click the Continue to login option. See <http://support.citrix.com/article/CTX136578> for more information.

Once Receiver is installed, just go to <https://access.jmhs.hereford.sch.uk> in your browser to login.