



SSP Pure Broking

Detect and Install Citrix

CONFIDENTIALITY STATEMENT

SSP Limited has prepared this document in good faith. Many factors outside SSP Limited's current knowledge or control may affect the recipient's needs and project plans. Errors in the document will be corrected once discovered by SSP Limited. The responsibility lies with the recipient to evaluate the document for applicability. The information in this documentation is proprietary, confidential and an unpublished work and is provided upon recipient's covenant to keep such information confidential. Personal Data supplied in this document may not be used for any purpose other than for which it was supplied. Personal Data may not be transferred to other parties without prior consent of SSP Limited. In no event may this information be supplied to third parties without SSP Limited's prior written consent.

The following notice shall be reproduced on any copies permitted to be made:

© SSP Limited 2020. All rights reserved.

SSP Limited Head Office:
Fourth Floor, G MILL, Dean Clough, Halifax, West Yorkshire, HX3 5AX, UK
Registered in England and Wales No. 04234499

T: +44(0)1422 330022
F: +44(0)1422 349130
W: www.ssp-worldwide.com

CONTENTS

INTRODUCTION4

CITRIX RECEIVER DETECTION5

CITRIX RECEIVER INSTALLATION6

INTRODUCTION

Citrix should install onto your PC the first time you login to the Pure Broking Application. If it is not detected by your browser, it may open within HTML5, meaning it will launch within the web browser itself, not as its own application.

The implications of this are that you cannot see local printers and will be unable to save to your local C: Drive.

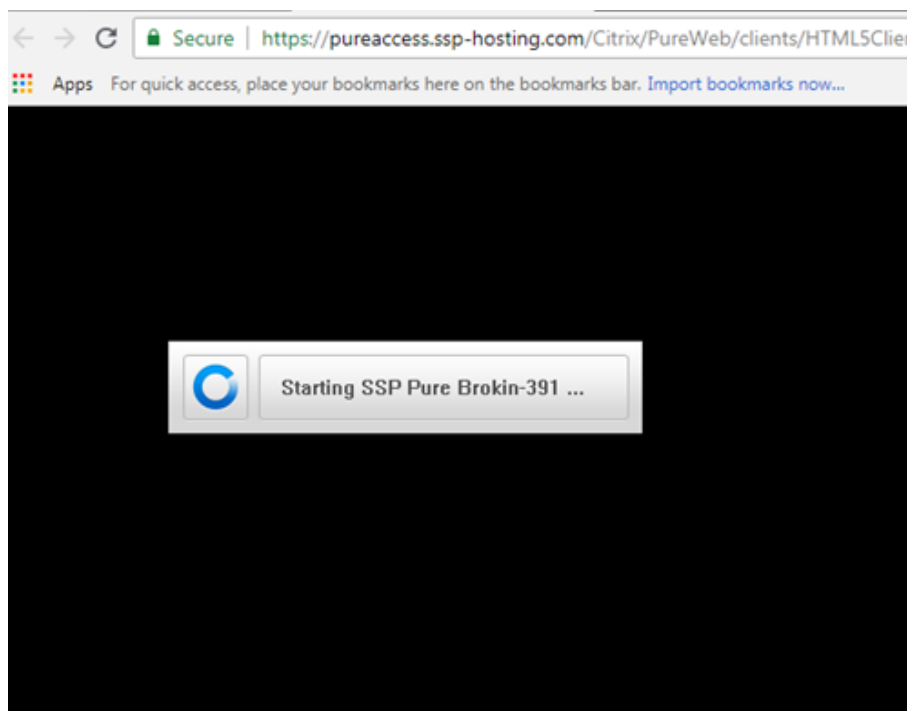
The SSP Pure Broking website login page is <https://pureaccess.ssp-hosting.com>

SSP may have previously provided assistance with accessing Pure Broking from your Apple device. However as a Microsoft Partner, our skills and expertise lie in the maintenance and support of Microsoft Windows based operating systems, and we therefore do not have the specialist knowledge and skills to provide support services for Apple devices or software.

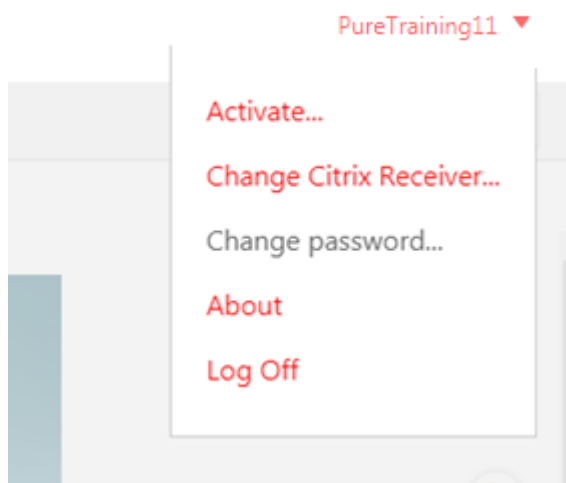
We understand that there is wide range of devices and operating systems on the market, if you are unsure as to whether or not a particular one is compatible with Pure Broking, please do not hesitate to contact the Account Management Team.

Citrix Receiver Detection

If Citrix has not been installed correctly when logging into the application you will see a screen that looks like this.



To rectify this, select the dropdown next to your username in the top right hand corner of the webpage and then select 'Change Citrix Receiver...'

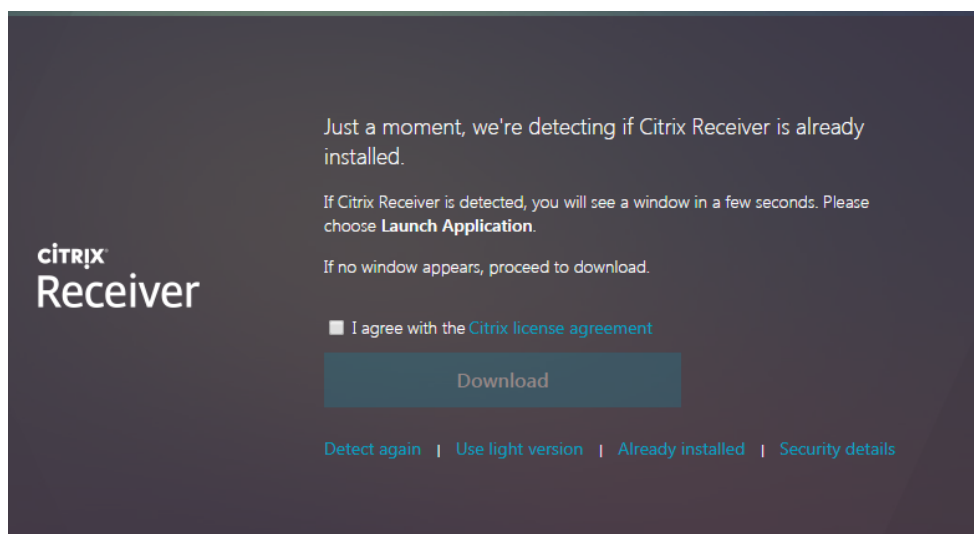


If Citrix Receiver is installed on your PC, you will be taken back to the homepage, and Pure Broking will open as its own application.

If Citrix Receiver isn't installed, please follow the rest of this guide.

Citrix Receiver Installation

After you have followed the above and if Citrix Receiver isn't installed, continue with this guide.



You will need to tick the check box to agree to the licence agreement (which can be access by clicking the link in blue) to enable the Download button.

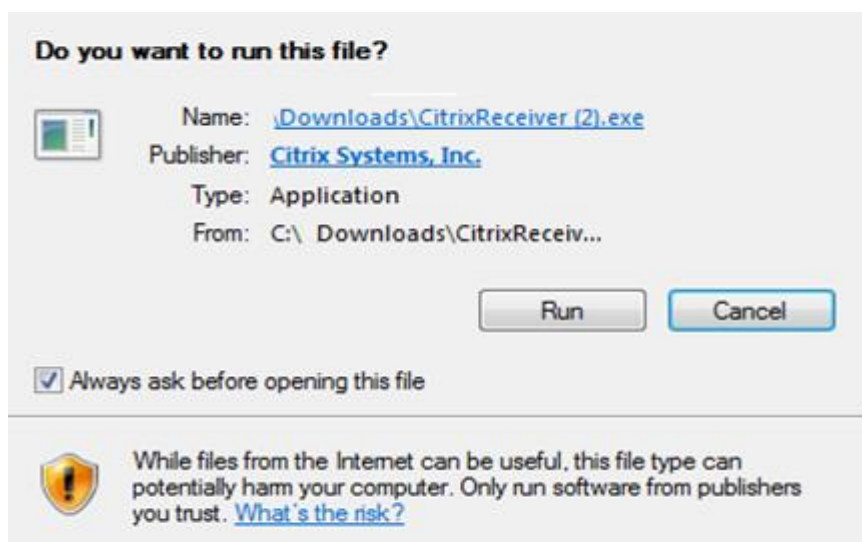


Once the Citrix Download has completed (it may pop up at the bottom of your screen). Select Run.

If you are using Google Chrome, the download will be shown on the Task Bar in the bottom left hand corner of your screen.

Alternatively, you will need to locate Citrix Receiver in your Local Files (check your downloads folder).

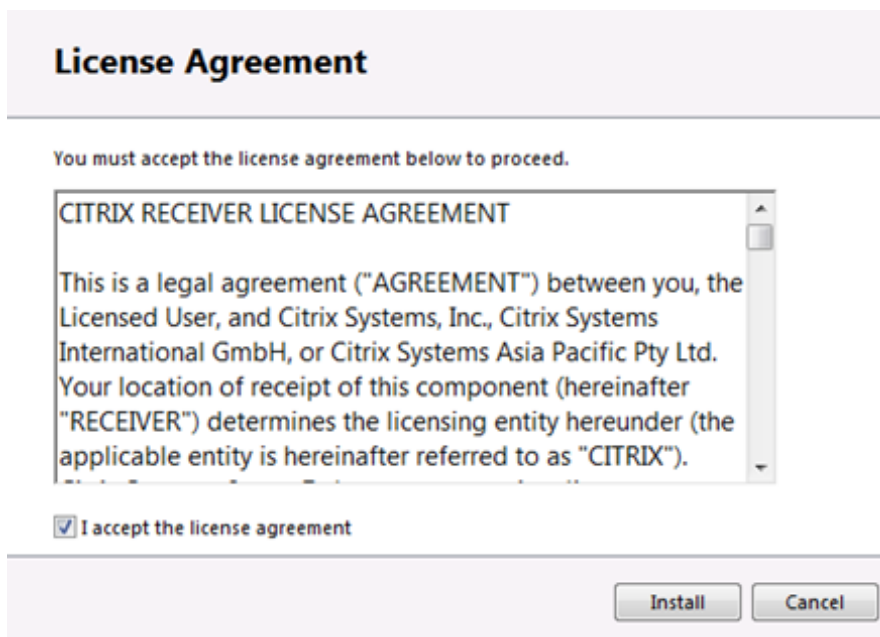
You may be presented with a Windows Security message, Click Run to continue with the installation.



This will now begin the installation process. Click Start to commence.



You will need to accept the License Agreement and click the 'Install' button.



The installation process will begin and will take a short time to complete.

Installing Receiver...



The installation may 'hang' on the first part of the progress bar, please be patient while the application installs.

CITRIX
Receiver



Installation successful

Click on Finish to begin using Citrix Receiver

Finish

Once the installation has completed Click Finish and then close all internet browsers, then re-open and log back in again. The Pure Broking application should now launch using Citrix giving you full functionality.