

IBoss Instruction

IM&T Department

MODIFIED BY: MANUEL ADAN-GUTIERREZ

VERSION: 0.2

UPDATE ON: 18/03/2025 11:18

LOCATION: <https://Lcwucc.Sharepoint.Com/Sites/Digitalgroup-Ibossmigrationproject/Shared Documents/Iboss Migration Project/Pre Project Documentation/Iboss Documentation.Docx>

Table of Contents

1. Objectives	3
2. Glossary	3
3. Do I need iBoss/Windows App	4
4. Installation.....	5
4.1. iBoss:.....	5
4.2. Windows App:	17
5. FAQs:.....	20
5.1. Read through out.....	20
5.2. I can't open the iBoss download:.....	20
5.3. How to Open "System Settings":.....	20
4.4 Network Extensions:.....	21
6. Versions	22

End-user documentation

1. Objectives

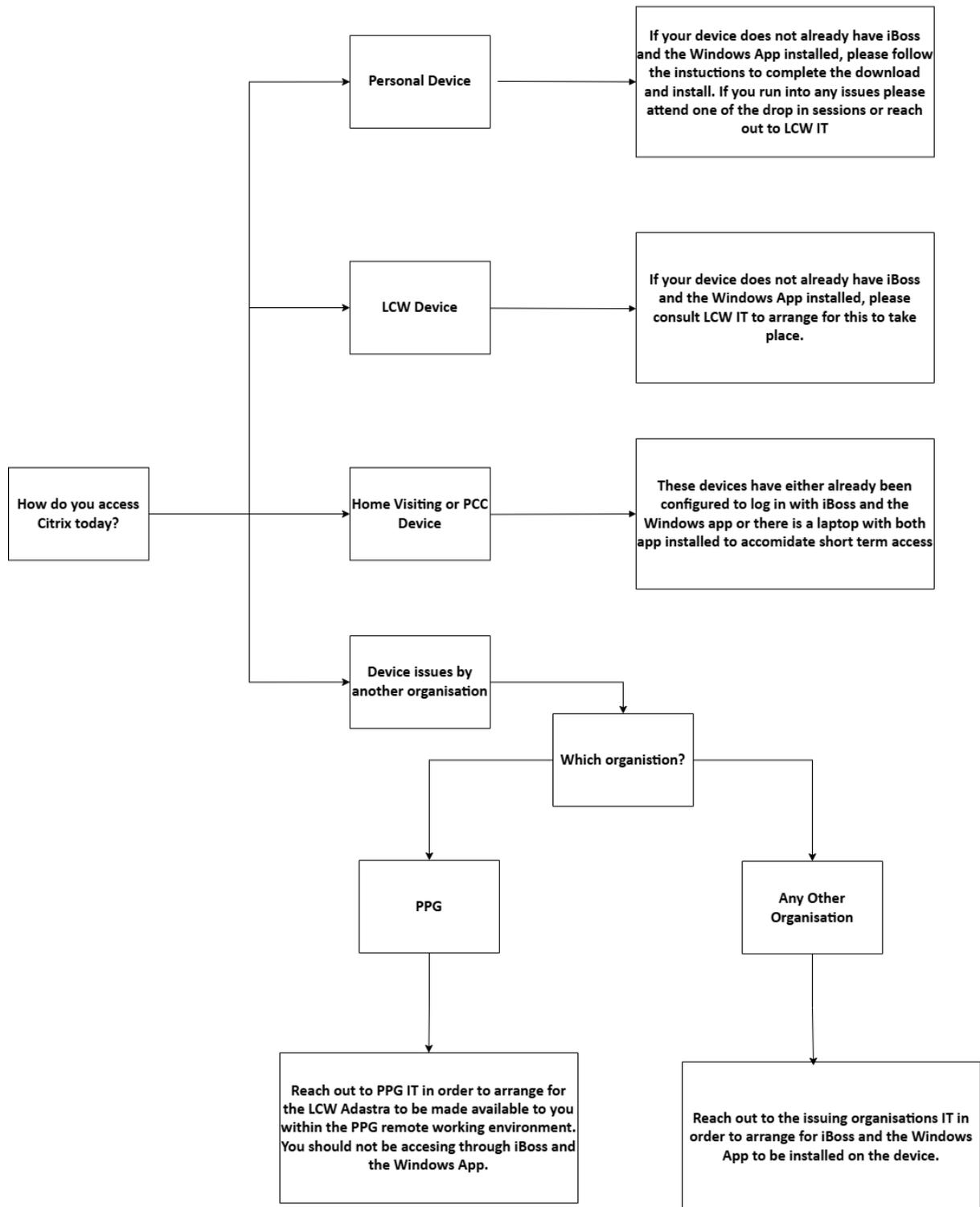
The main objective of this document is to provide detailed processes and guidelines for setting up your new virtual desktop environment using iBoss and Windows App.

2. Glossary

The below are a list of names and definitions used in this document.

- **iboss:** A necessary application required on your device to allow the Windows app to function
- **Windows App:** The Virtual Desktop connector that will be the replacement of Citrix

3. Do I need iBoss/Windows App

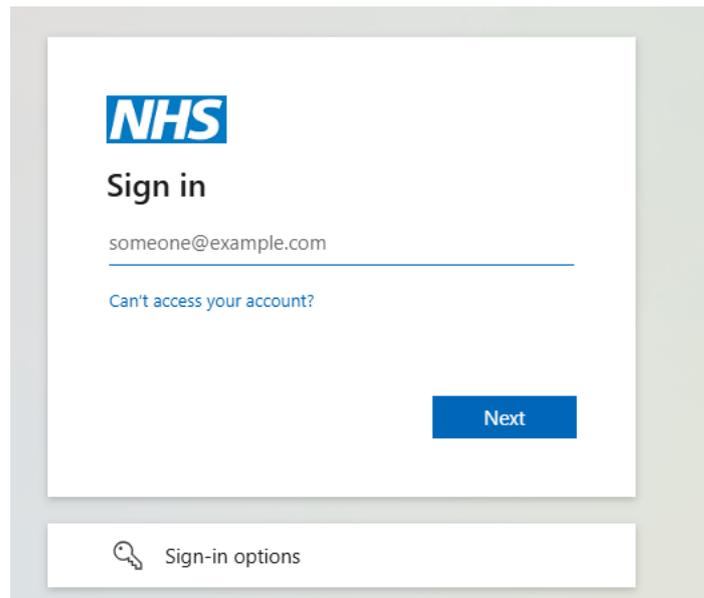


4. Installation

4.1. iBoss:

Step 1: Click on the Sharepoint link below or copy and paste it into the browser (Chrome, Microsoft edge etc..) of your choice and login using your NHS Credentials.

https://nhs.sharepoint.com/:f:/s/msteams_e2c891/EjmxENNpYz5MshOiqfRipRsB5LDn-hMnpCkjumSRc3EoQA?e=t8V2wY



NHS

Sign in

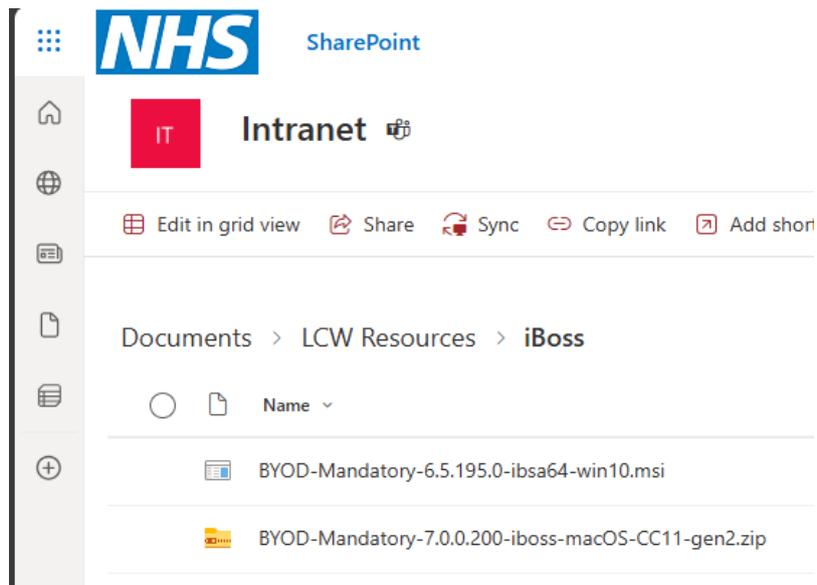
someone@example.com

[Can't access your account?](#)

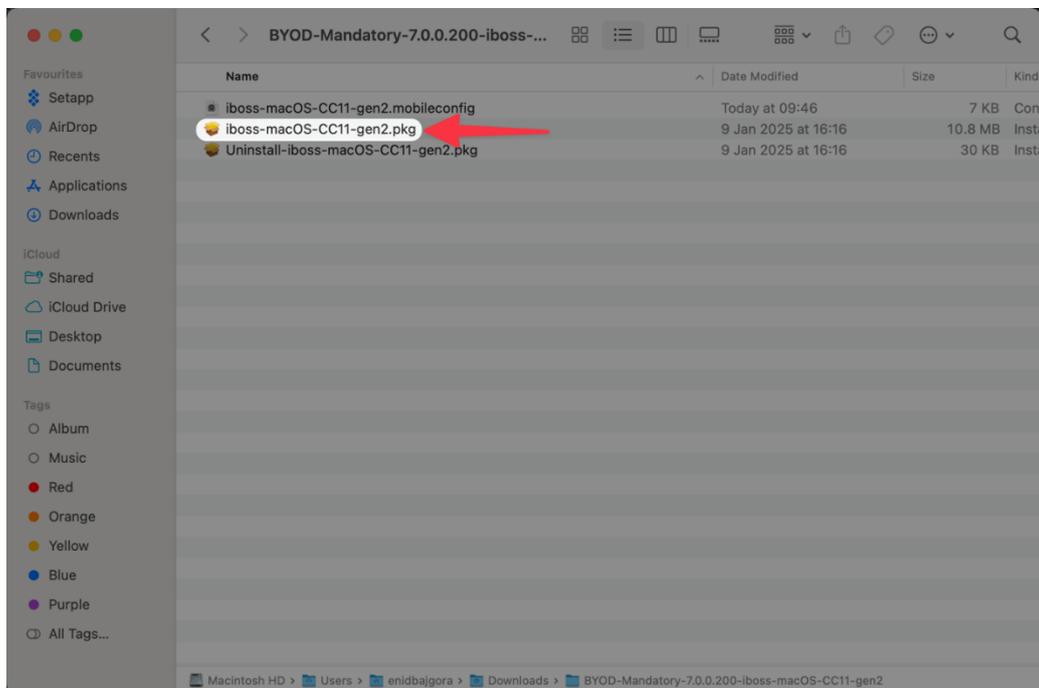
Next

 Sign-in options

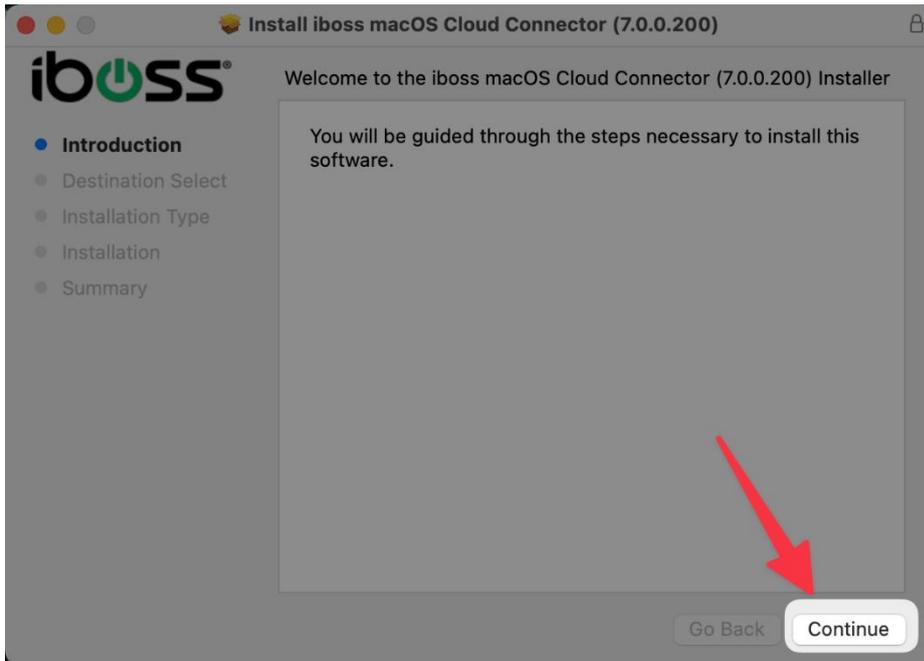
Step 2: click on the BYOD-Mandatory-7.0.0.200 file and press on the Download button.



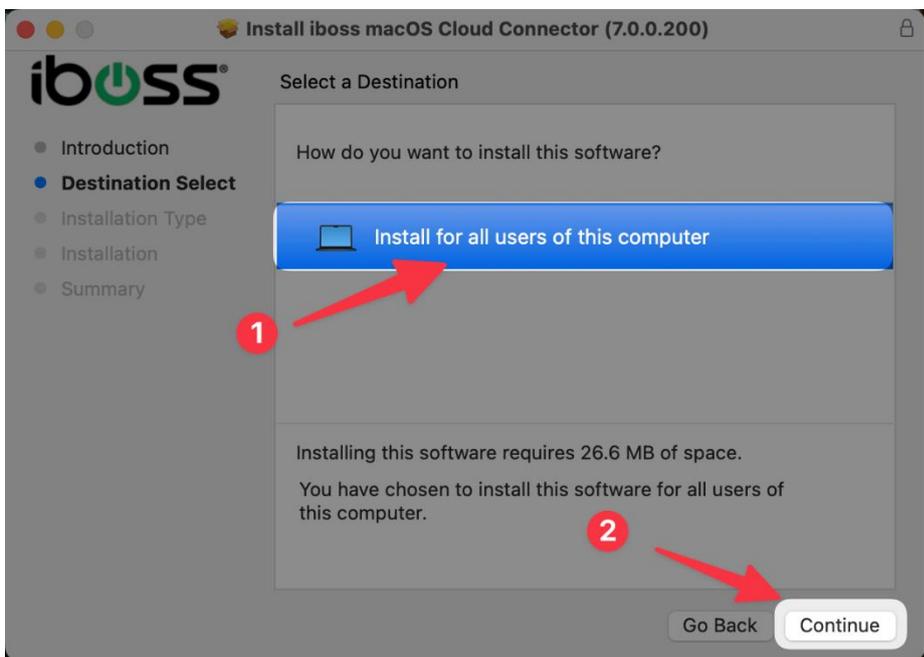
Step 3: Once the file is downloaded open the file, it will be in your “Finder” specifically in the “Downloads” on the right side as seen below. Simply double-click “iBoss-macOS-CC11-gen2.pkg” to open the installer.



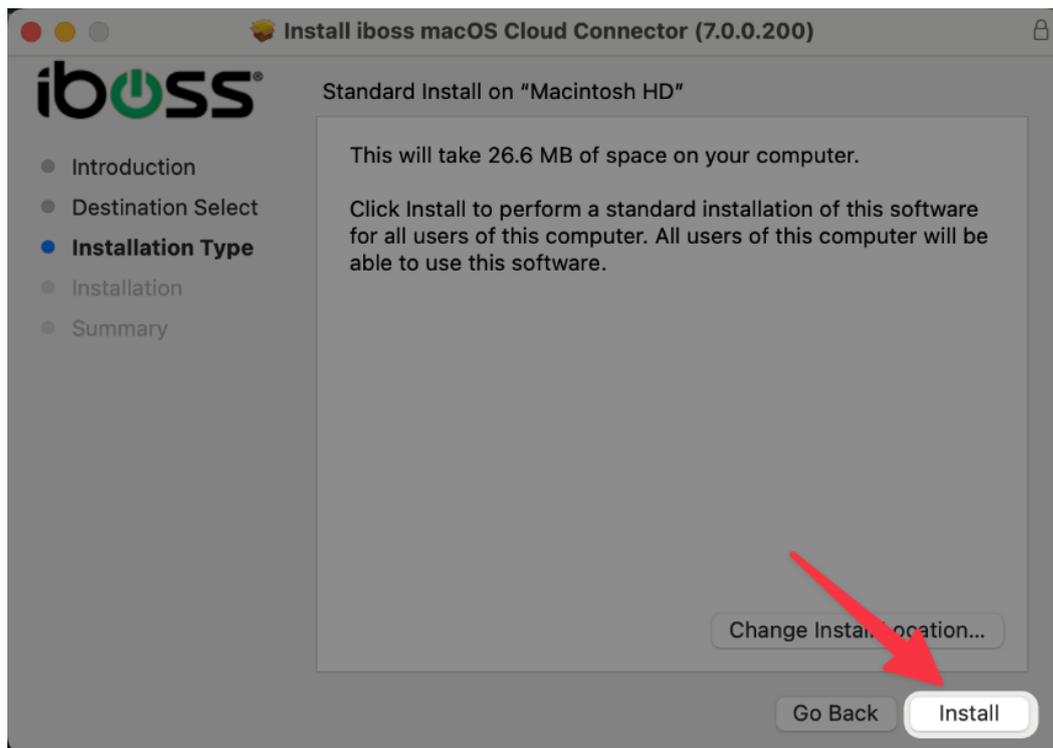
Step 4: Click “Continue”



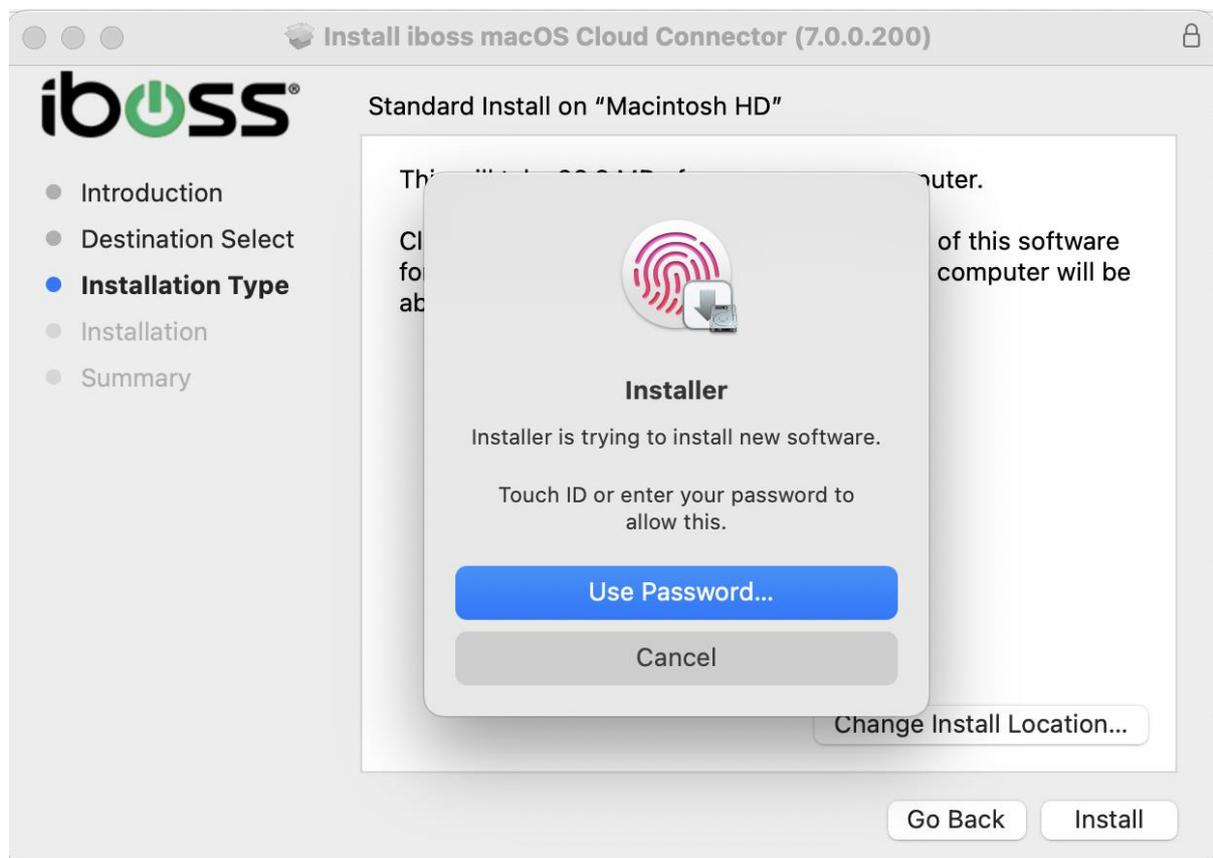
Step 5: Select “Install for all users of this computer” then click “Continue”



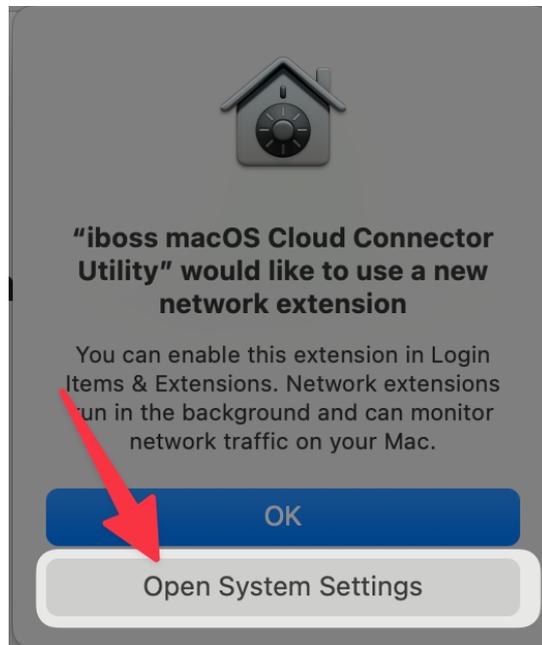
Step 6: Click “Install”



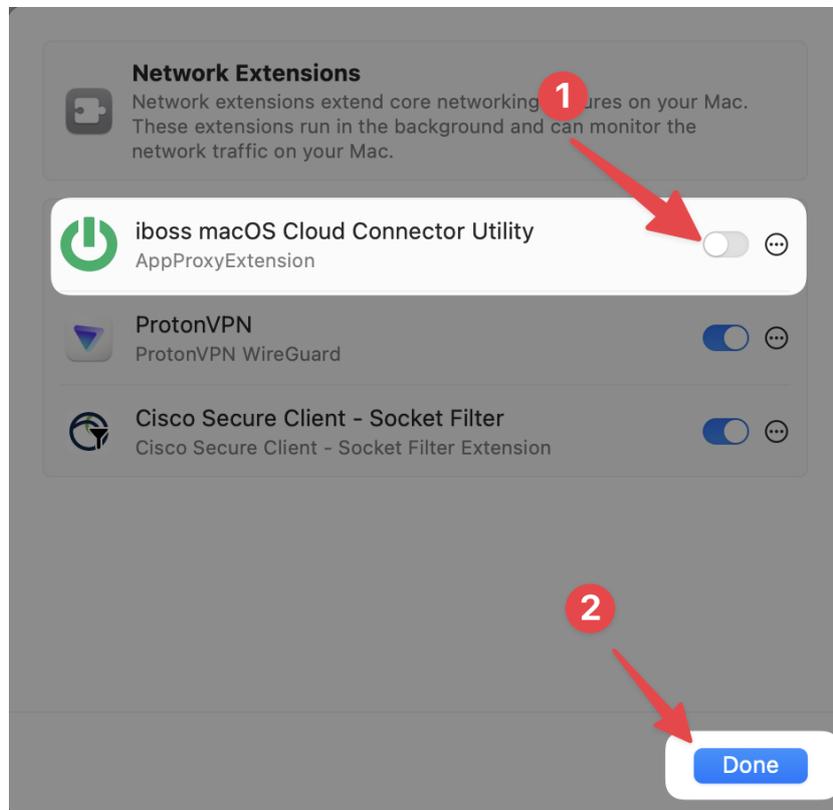
Step 5: Authenticate via “Touch ID” or by clicking “Use Password” and using the password they use to log into their Mac. Their account must have administrator permissions on that machine.



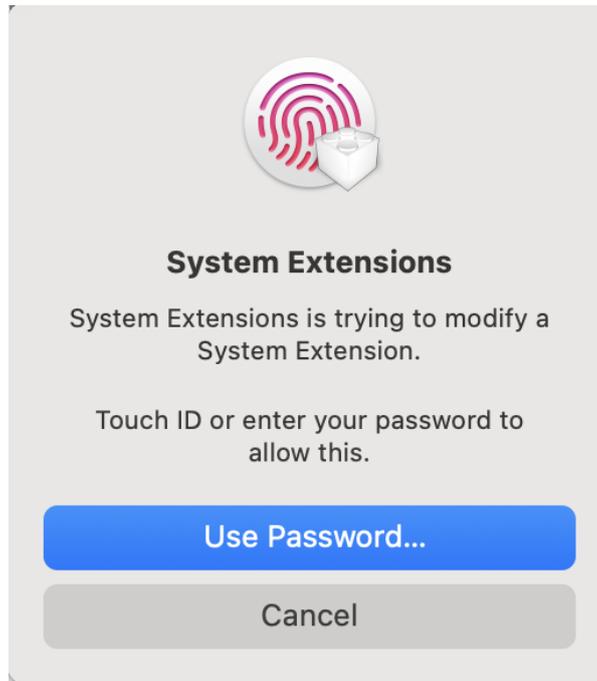
Step 6: On the following popup click “Open System Settings”. If this notification doesn’t appear for you then go to section 4.4 and once you have followed those instructions continue on to step 7.



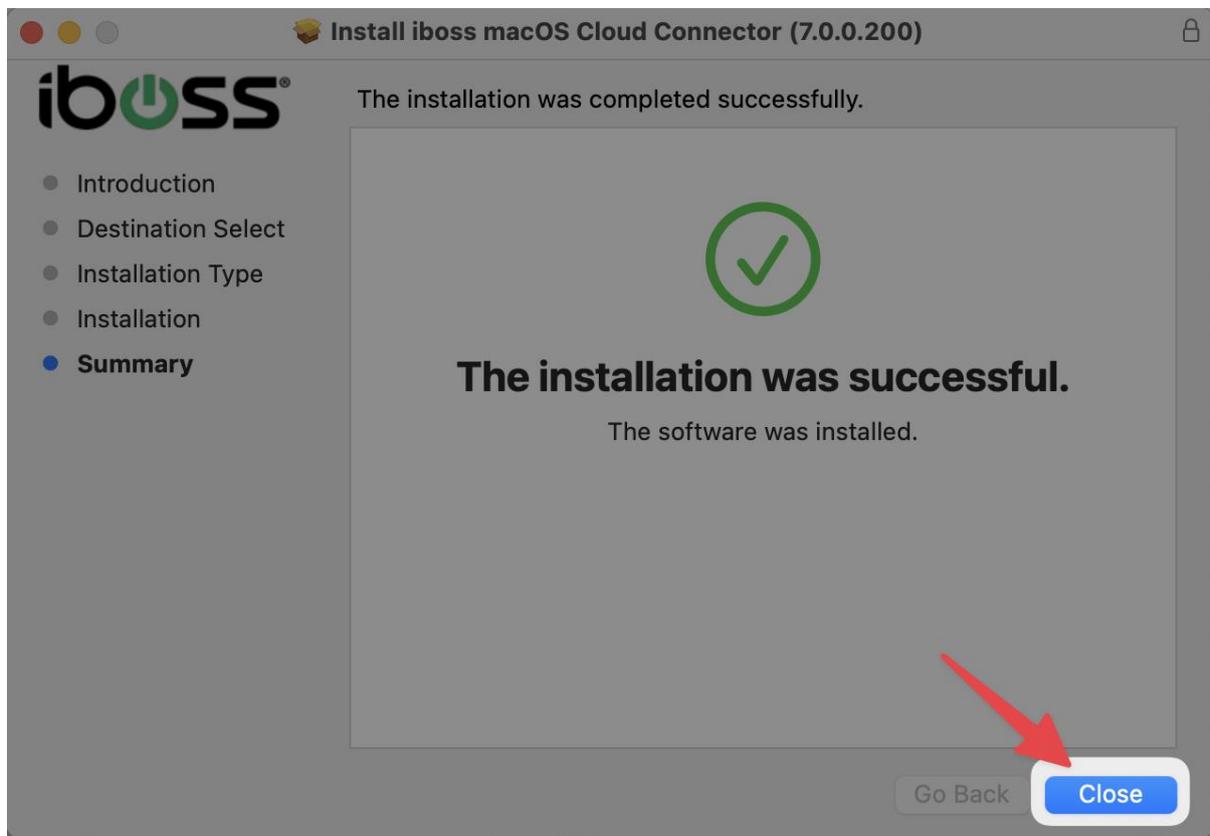
Step 7: Click the toggle next to “iboss macOS Cloud Connector Utility” to turn it on.



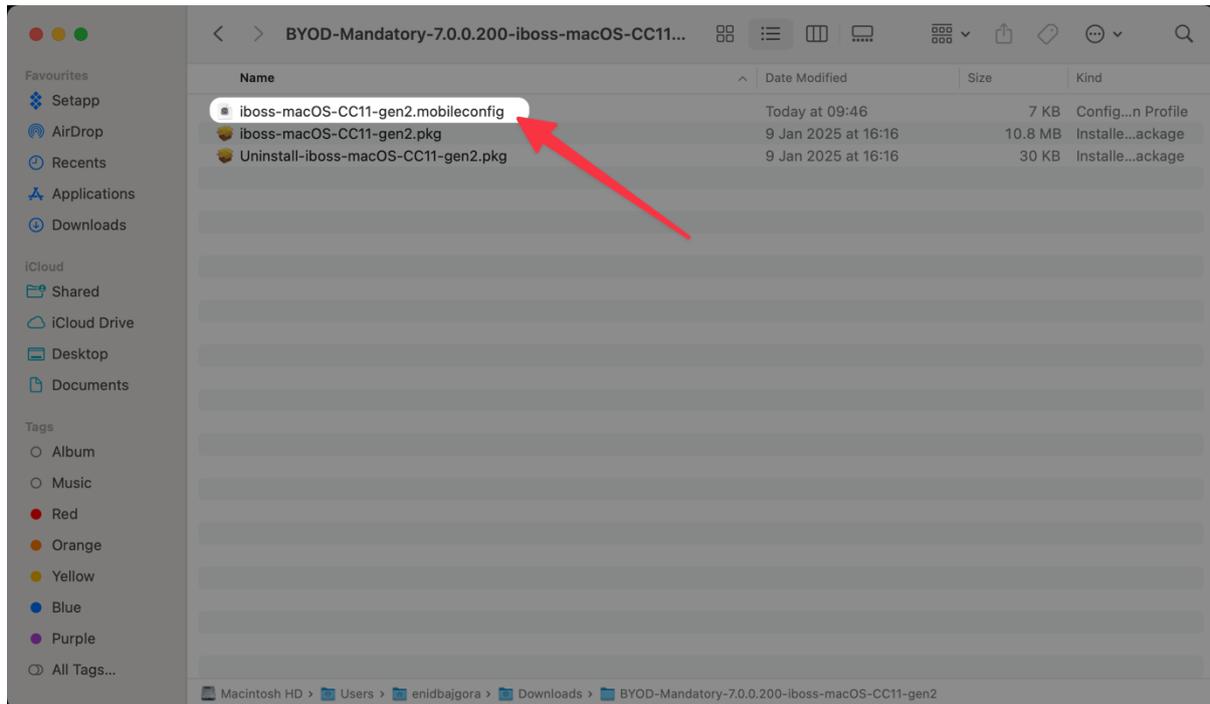
Step 8: Authenticate via “Touch ID” or by clicking “Use Password” and using the password you used to log into your Mac.



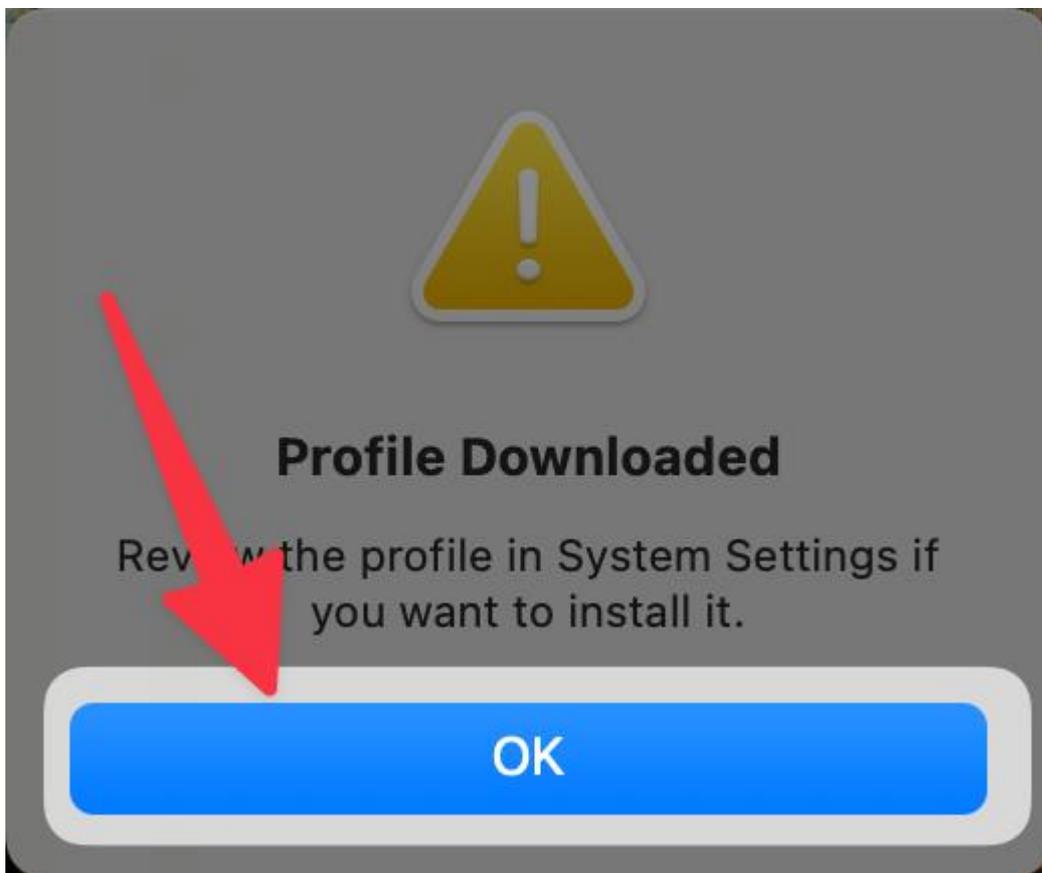
Step 9: Click “Close” to exit the installer



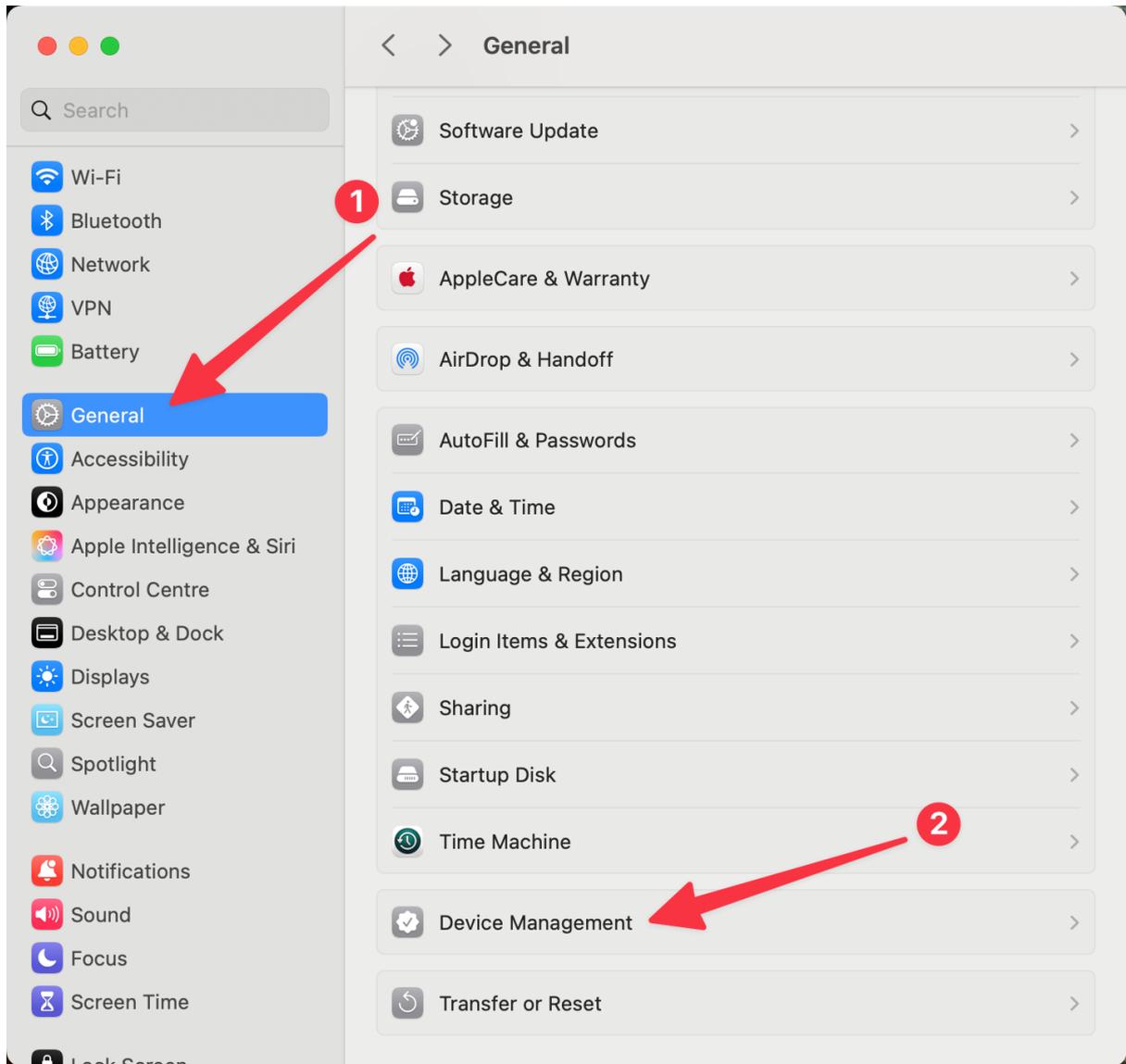
Step 10: Now we need to install the MacOS VPN profile. To do this go to the extracted folder from earlier and open “iboss-macOS-CC11-gen2.mobileconfig”.



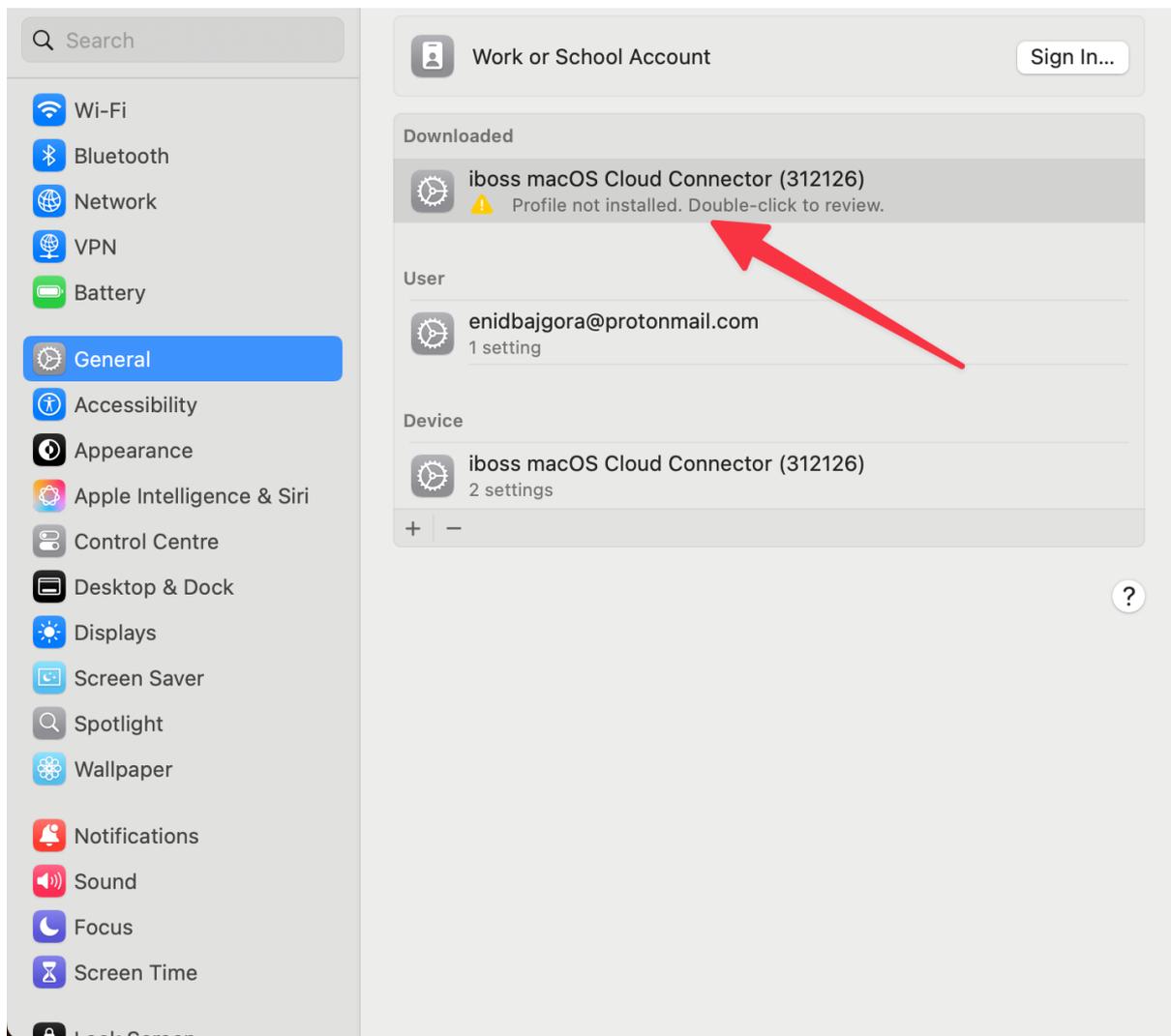
Step 11: The following popup will appear. Dismiss it by clicking OK.



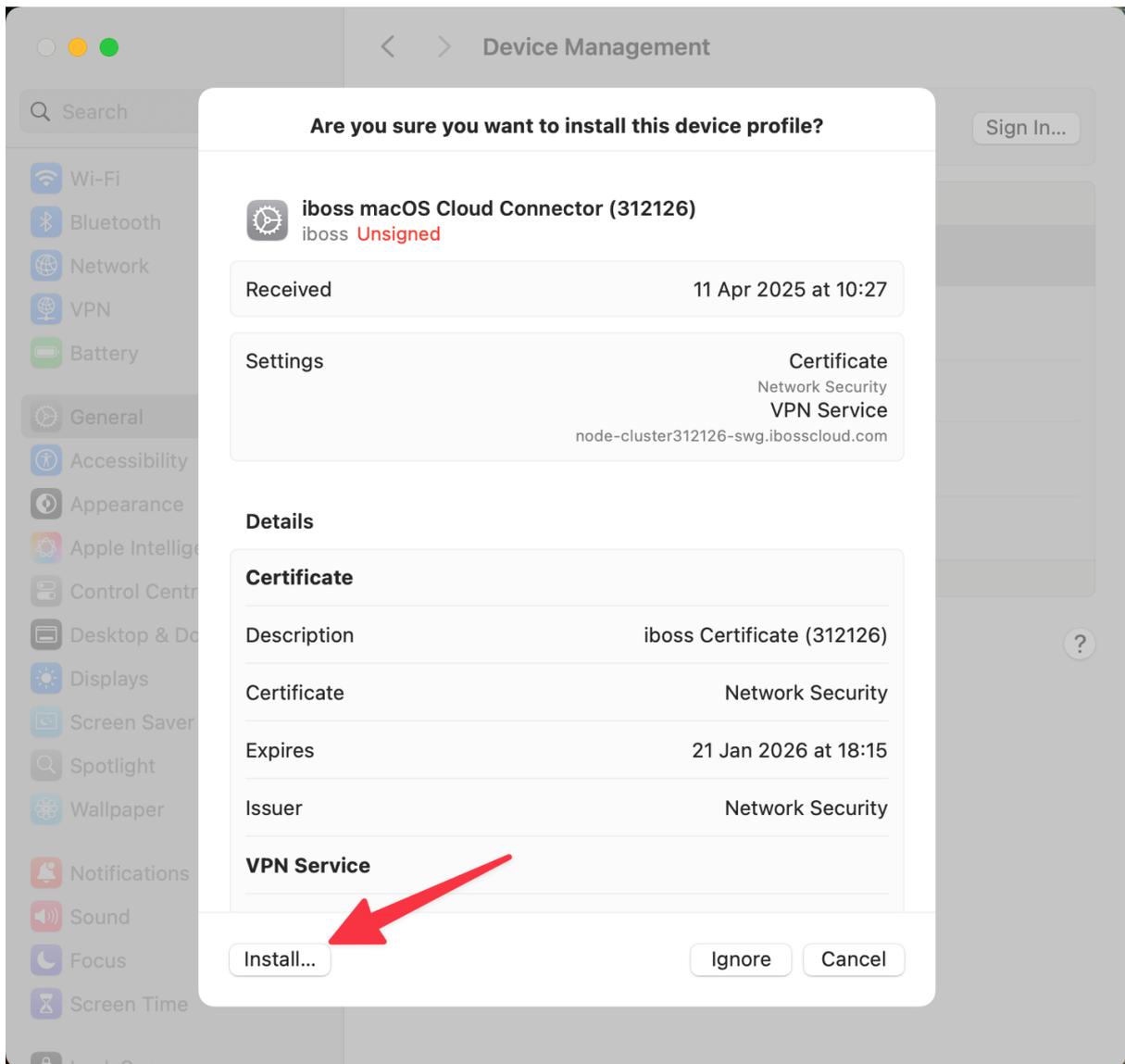
Step 12: Open “System Settings”, and click on “General” in the sidebar, then click on “Device Management”. If Device Management does not appear for you then click on “Search” and write “Profiles”. Click on Profiles when the options come up in your search and if it looks like what you see in Step 13 you are at the right place.



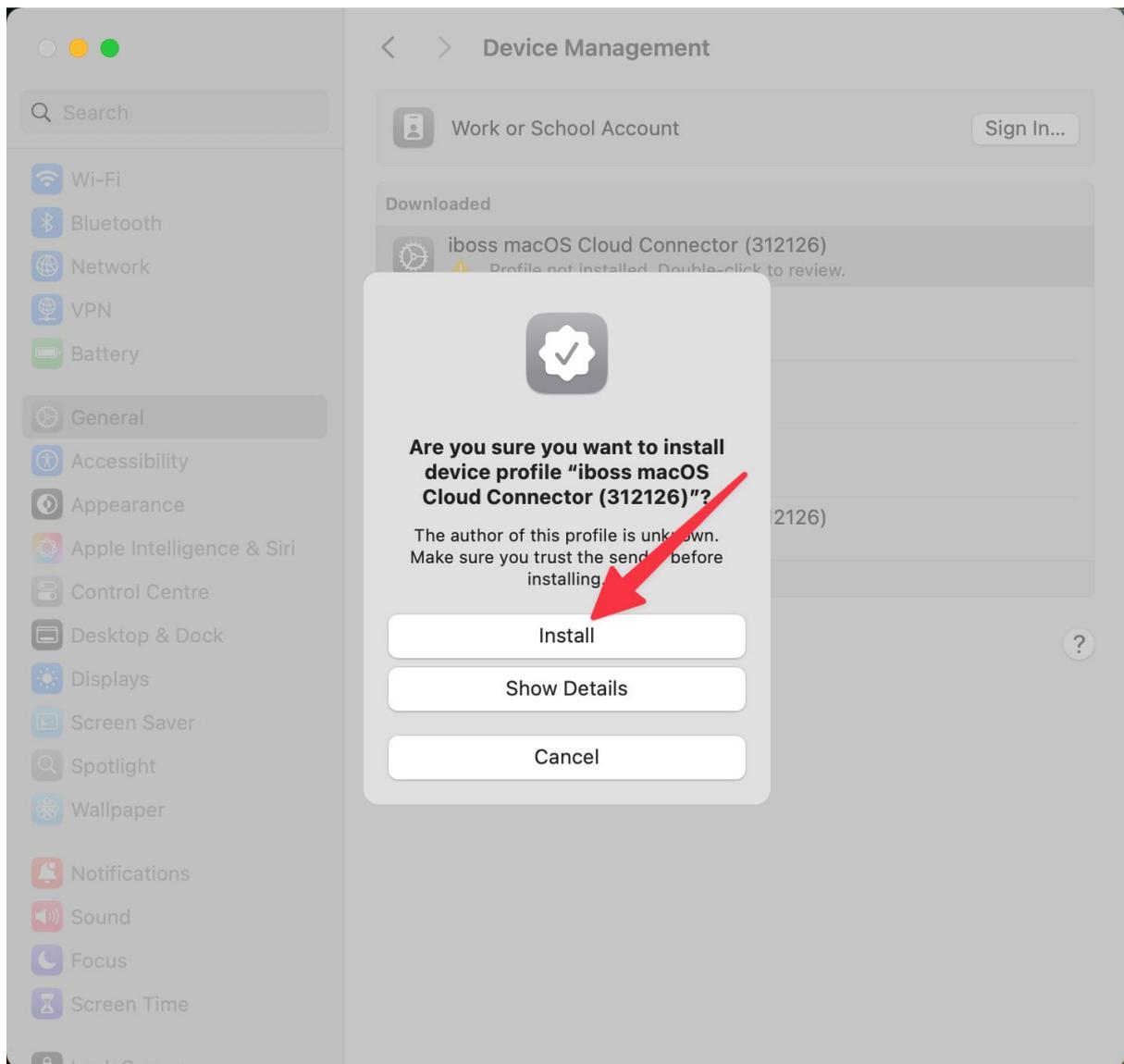
Step 13: Under the “Downloaded” heading, click on “iboss macOS Cloud Connector”.



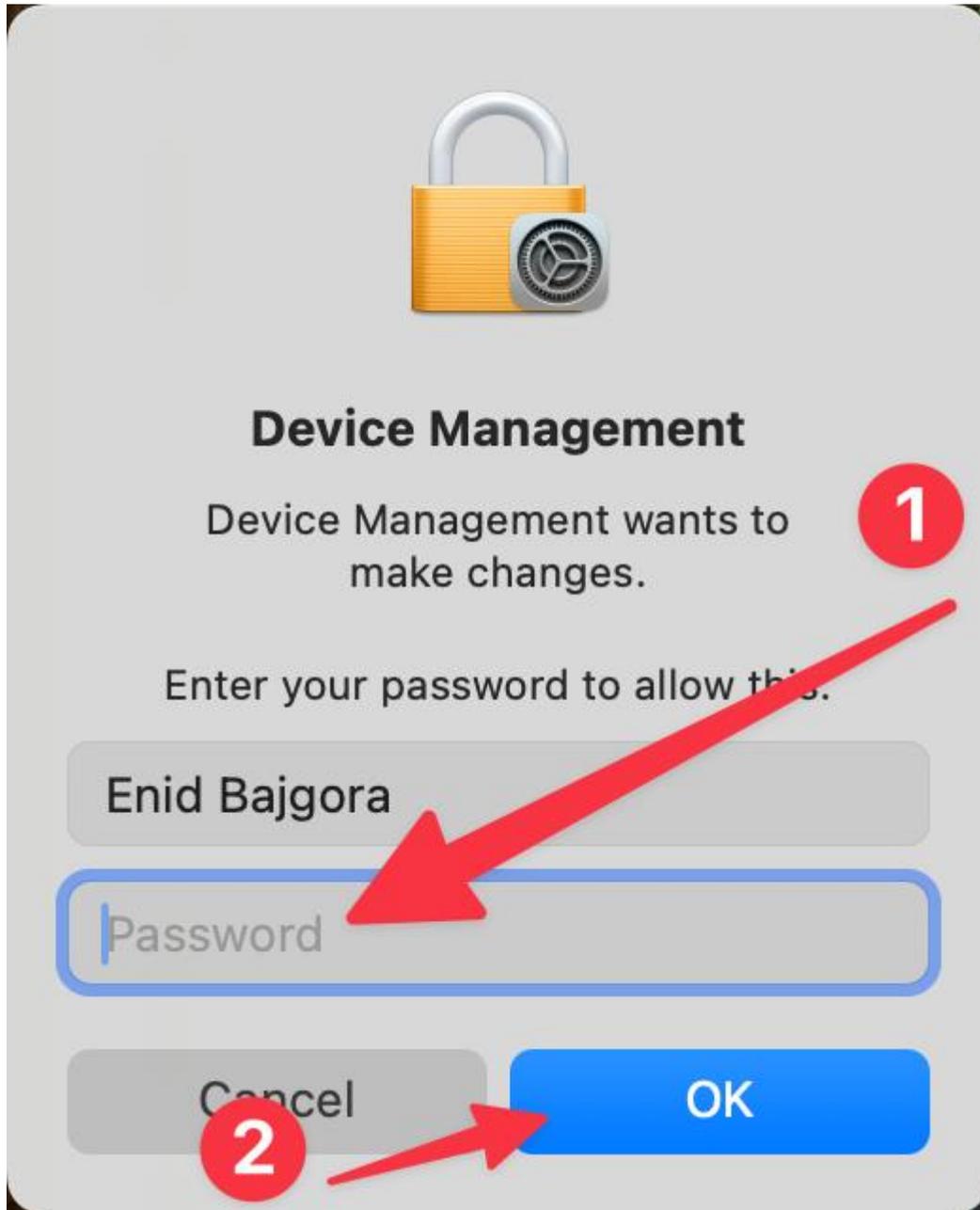
Step 14: Click on “Install”.



Step 15: Click on “Install”



Step 16: Enter the Username and Password of an Administrator on the local machine.



Step 17: Once installed the green iboss icon will be displayed in the MacOS toolbar.

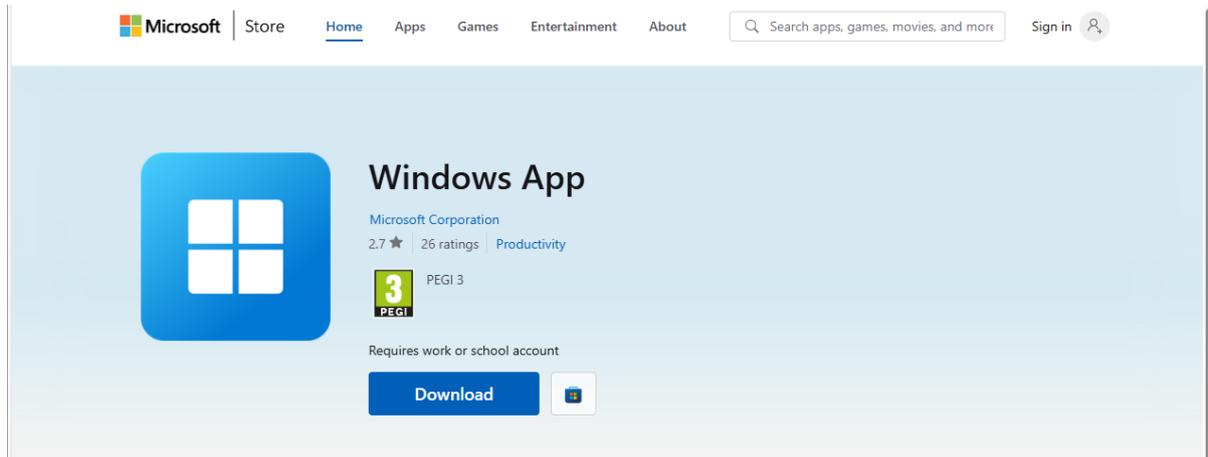


4.2. Windows App:

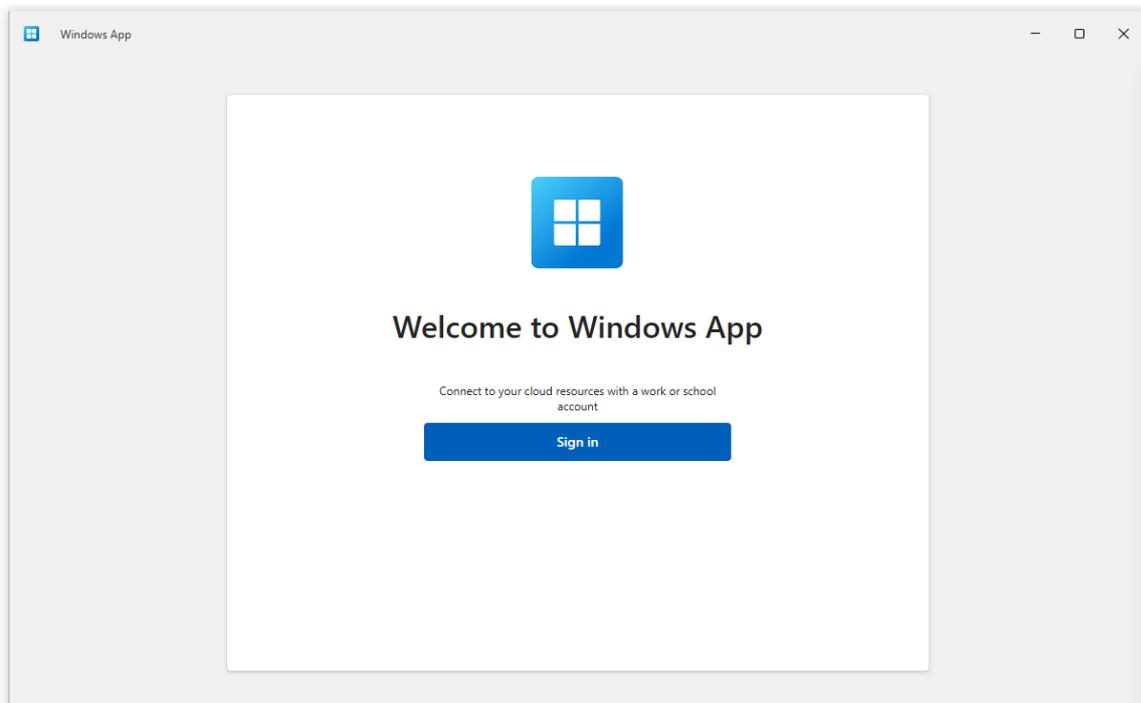
Step 1: Click on the link below or copy and paste it into the browser (Chrome, Microsoft edge etc..) of your choice

<https://apps.apple.com/gb/app/windows-app/id1295203466?mt=12>

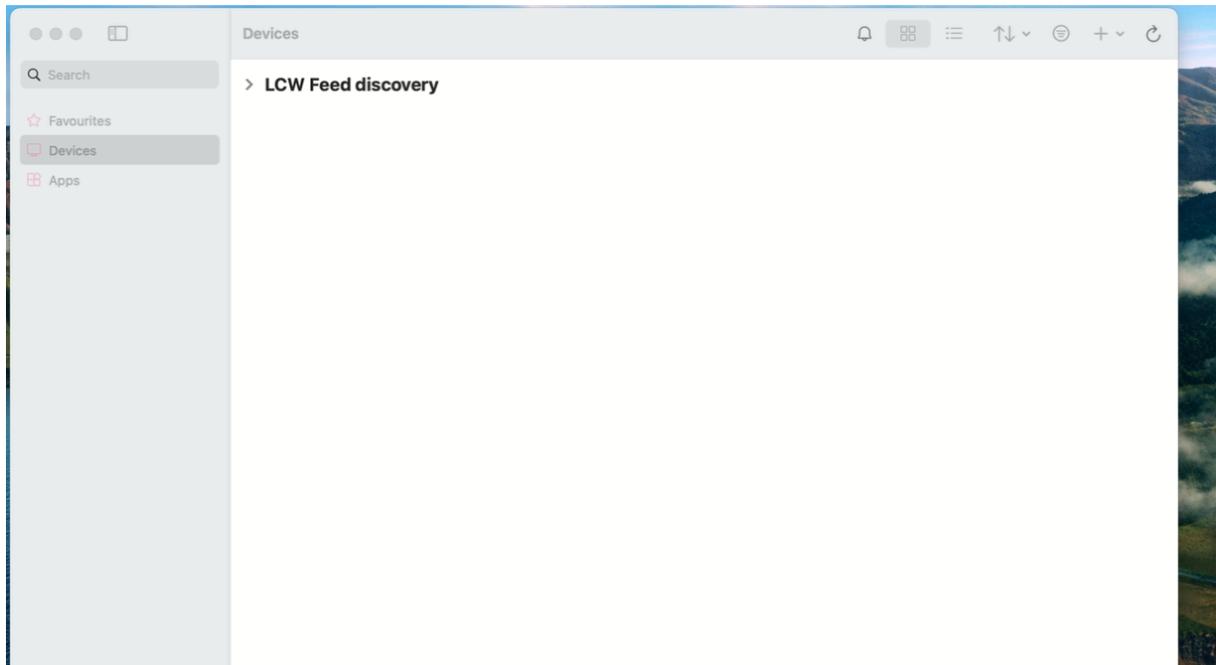
Step 2: Click on the Download button.



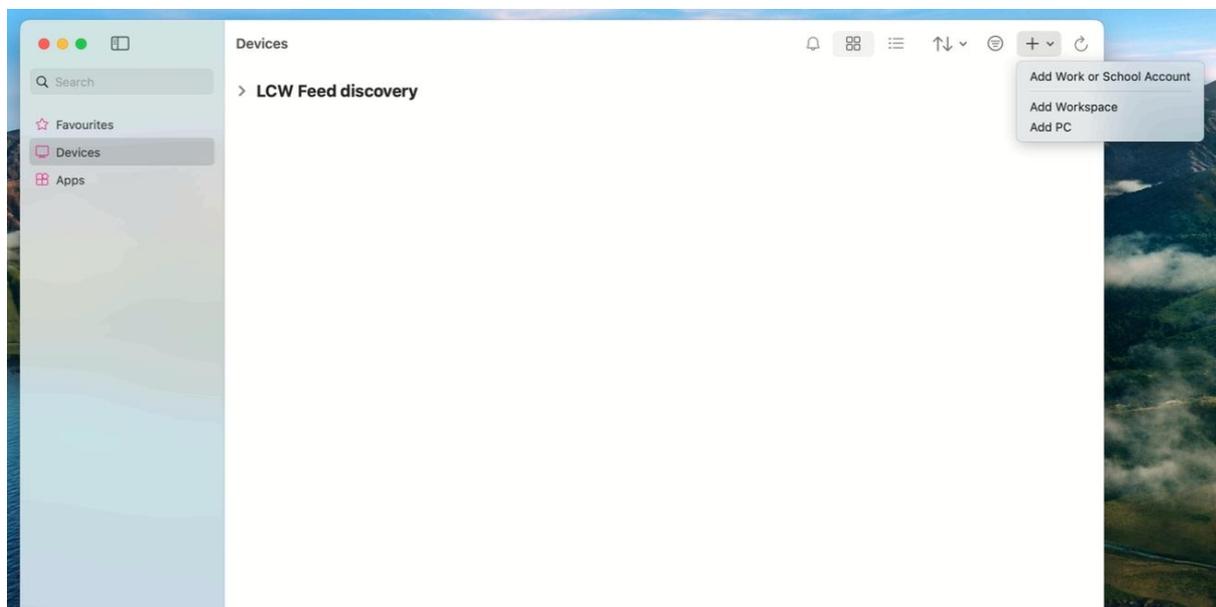
Step 3: Open the Windows App on your device and press skip.



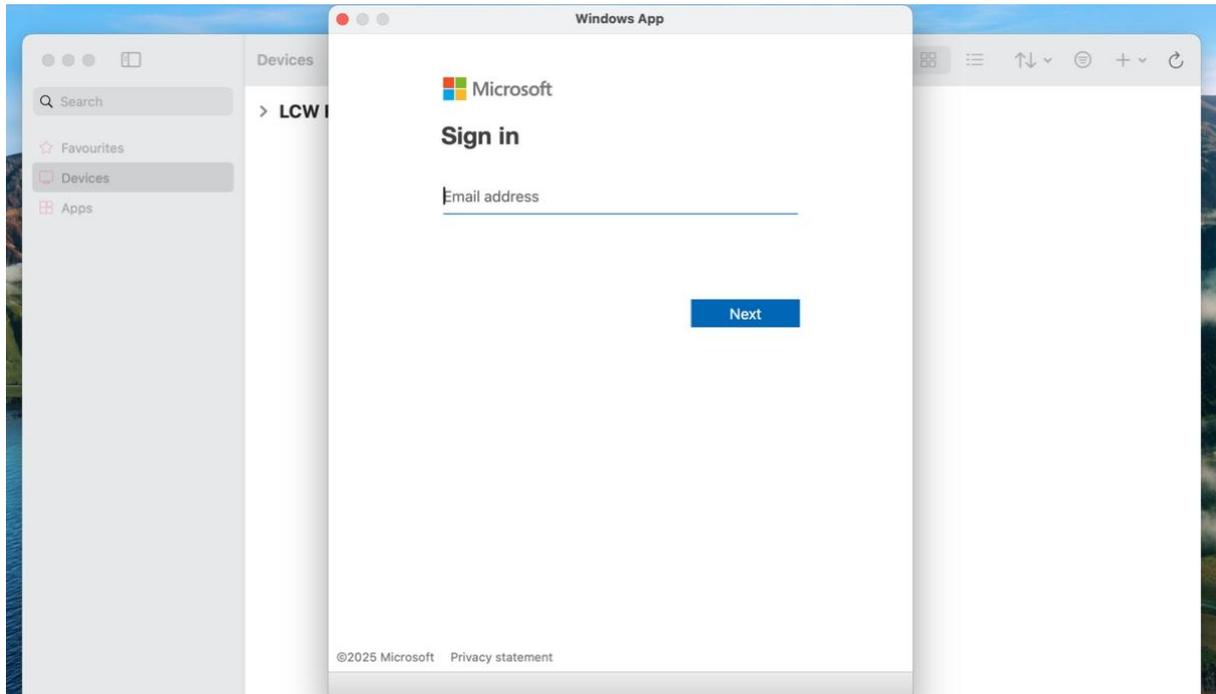
Step 4: Once you click Skip you will be shown this page on the Windows App



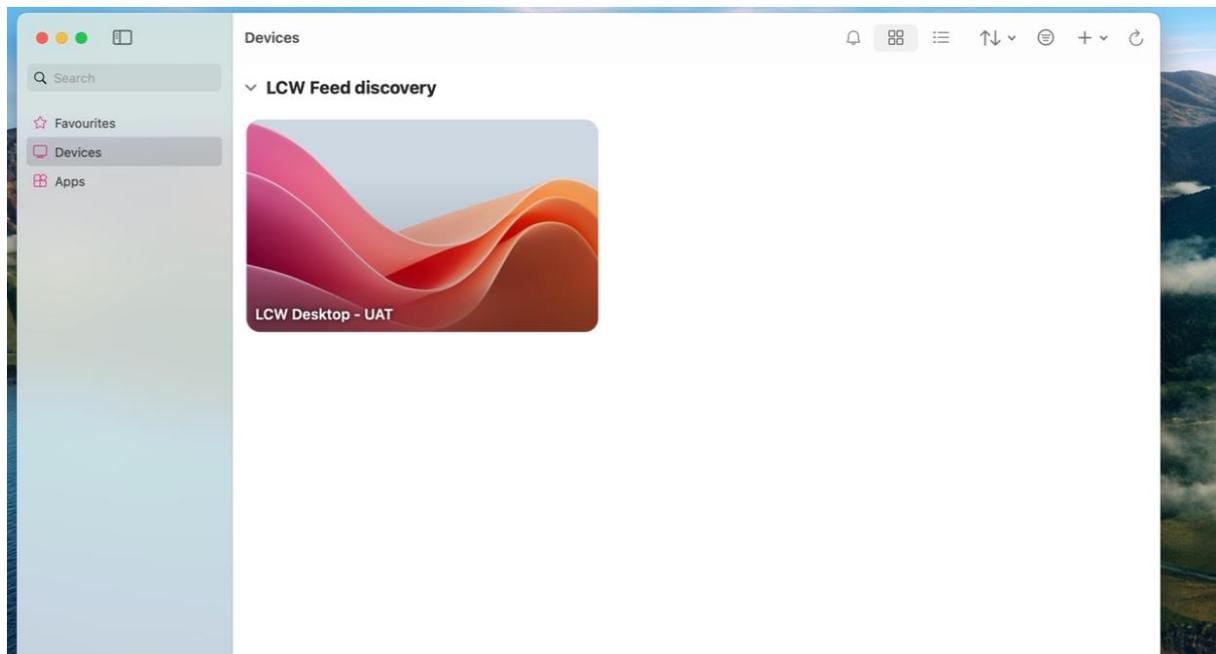
Step 5: Click on the plus button at the top right of the windows app then click on “Add Work or School Account”



Step 6: Sign in with your LCW Account (Citrix Logins)



Step 7: This is what you will see when you have successfully signed in. Click on LCW Desktop - UAT to access the remote desktop and you can now work as usual.



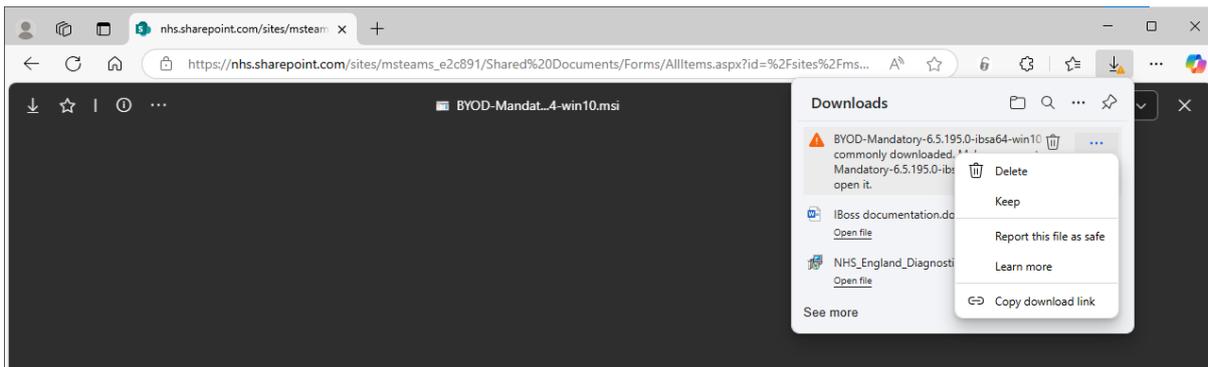
5. FAQs:

5.1. Read through out

Before actioning any process, please read through the whole process first.

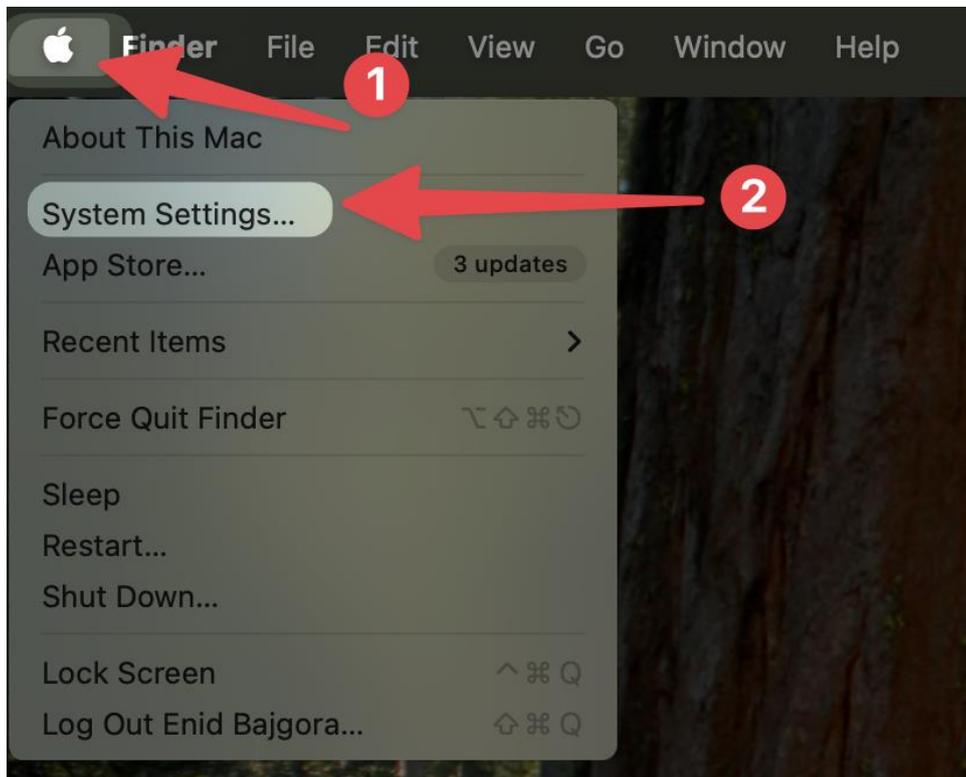
5.2. I can't open the iBoss download:

On Microsoft Edge if you get a notification stating, “Make sure you trust BYOD-Mandatory-6.5195.0-ibsa64-win10”, then put your mouse on the file, click on the 3 little dots and press “Keep” and then “Keep anyway



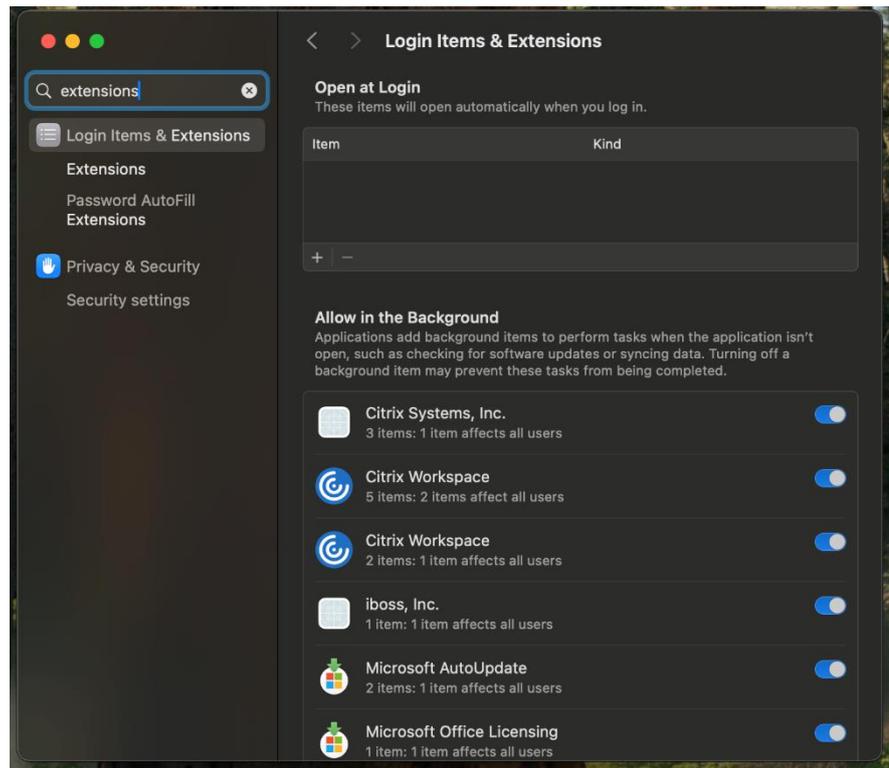
5.3. How to Open “System Settings”:

Click on the apple icon on the top left of your screen, you will see a drop-down menu with the item “System Settings” as one of the options.

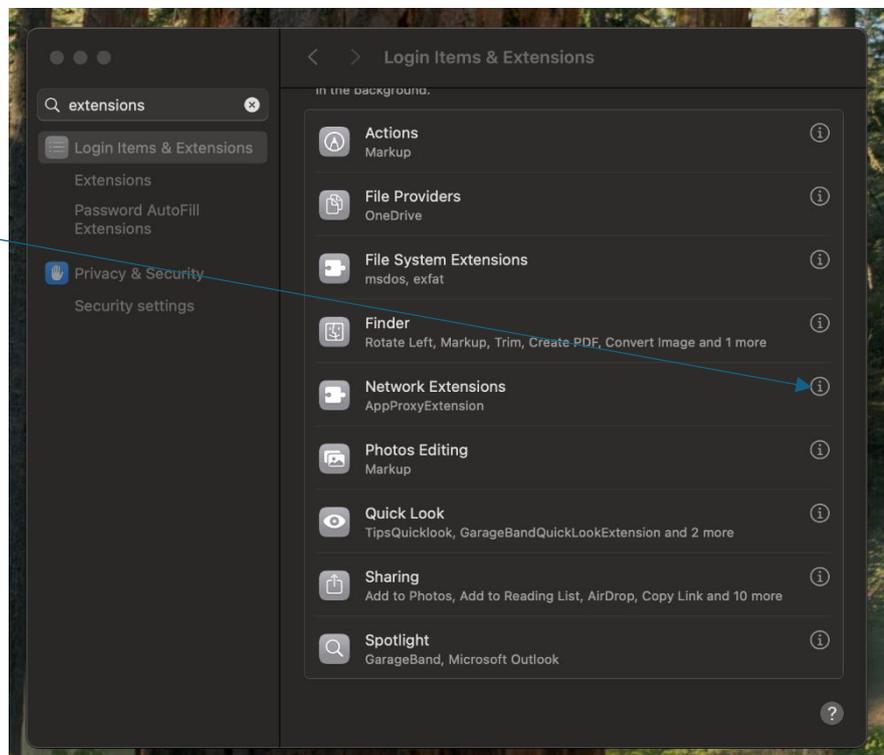


4.4 Network Extensions:

Follow step 4.3 and open system settings. Once its open click on the search bar at the top left and type in “Extensions”. Click on “Login Items and Extensions”, it may have a different name, but if you follow the steps it should appear the same as what we have in these images.



Scroll down to the bottom of the page until you find the heading “extensions”. Click on the circular symbol on “Network Extensions”.



6. Versions

V	CHANGES DONE BY	DATE	COMMENTS
0.1	MANUEL ADAN GUTIERREZ	18/03/2025	First version of the document
0.2	Syed Hashemi	23/04/2025	Methodology written out with diagrams
0.3	Syed Hashemi	06.05.25	Windows steps have been removed, and Mac OS steps have been optimised