IBoss Instruction

IM&T Department

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VERSION: 0.2

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

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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 iBoss:

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.

https://nhs.sharepoint.com/:f:/s/msteams_e2c891/EjmxeNNpYz5MshOiqfRipRsB5LDnhMnpCkjumSRc3EoQA?e=t8V2wY

Step 2: Login using your NHS email credentials



Step 3: click on the BYOD-Mandatory-6.5.195.0 file



Step 4: Press the download button.

BYOD-Mandatory-6.5.195.0-ibsa64-win10
Can't preview this file. Open the file or download it to view in your desktop app.
Open Download

Step 5: When it has finished downloading, press CTRL J to open your downloads and click on the newly downloaded application. If you are using Microsoft Edge and unable to download the file, please refer to section 2.8 and then continue following the steps.



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.microsoft.com/detail/9N1F85V9T8BN?hl=en-us&gl=GB&ocid=pdpshare

Step 2: Click on the Download button.



Step 3: When it has finished downloading, press CTRL J to open your downloads and click on the newly downloaded application.

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				h	elp you inst his file in yo	all Windows ur download	s App. Open ds to begin						

Step 4: Open the Windows App on your device. It will be on to your "recently added" when pressing on the windows button at the bottom left of your screen.

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		Windows App				
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		7-Zip			Word	Excel
	A					
	~	Acrobat Reader			•	
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Step 5: Once you open the windows app for the first time you will be greeted with this welcome message, just press "skip".



Step 6: Press Sign in and login using your LCW Citrix Credentials.



Step 7: Press on the blue button "Connect" and login using your LCW Windows/Citrix credentials and you will be met by the following screen. It will open the virtual desktop, and you can work as you previously could.

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	Azure Virtual Desktop	
	LCW Desktop - UAT LCW Feed discovery	
	Connect	
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9 Feedback		

5. FAQs: Read through out

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

5.1. LCW Desktop Error:

If you see this error below, then you need to make sure your login details are correct, and they are identical to your Citrix logins (name.surname@lcw.nhs.uk).

Devices	٩	
All Type ~	Workspace V	A-Z ∨
Azure Virtual Desktop	Remote Desktop An authentication error has occurred. The client certificate does not contain a valid UPN, or does not match the client name in the logon request. Please contact your administrator. Remote computer: vm-avd-9.kcw-ooh.local	
LCW Desktop	See <u>d</u> etails OK	
LCW Standard Works	Connect ····	

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. Windows App not Downloading:

When downloading the Windows App if you get this notification, it means you need to download the app through the Microsoft Store.



It should automatically open the Microsoft Store but if it doesn't simply search for the "Windows App" in Microsoft Store and press the "Get" button



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	06/05/2025	Mac OS steps have been removed, and Windows steps are optimised