

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

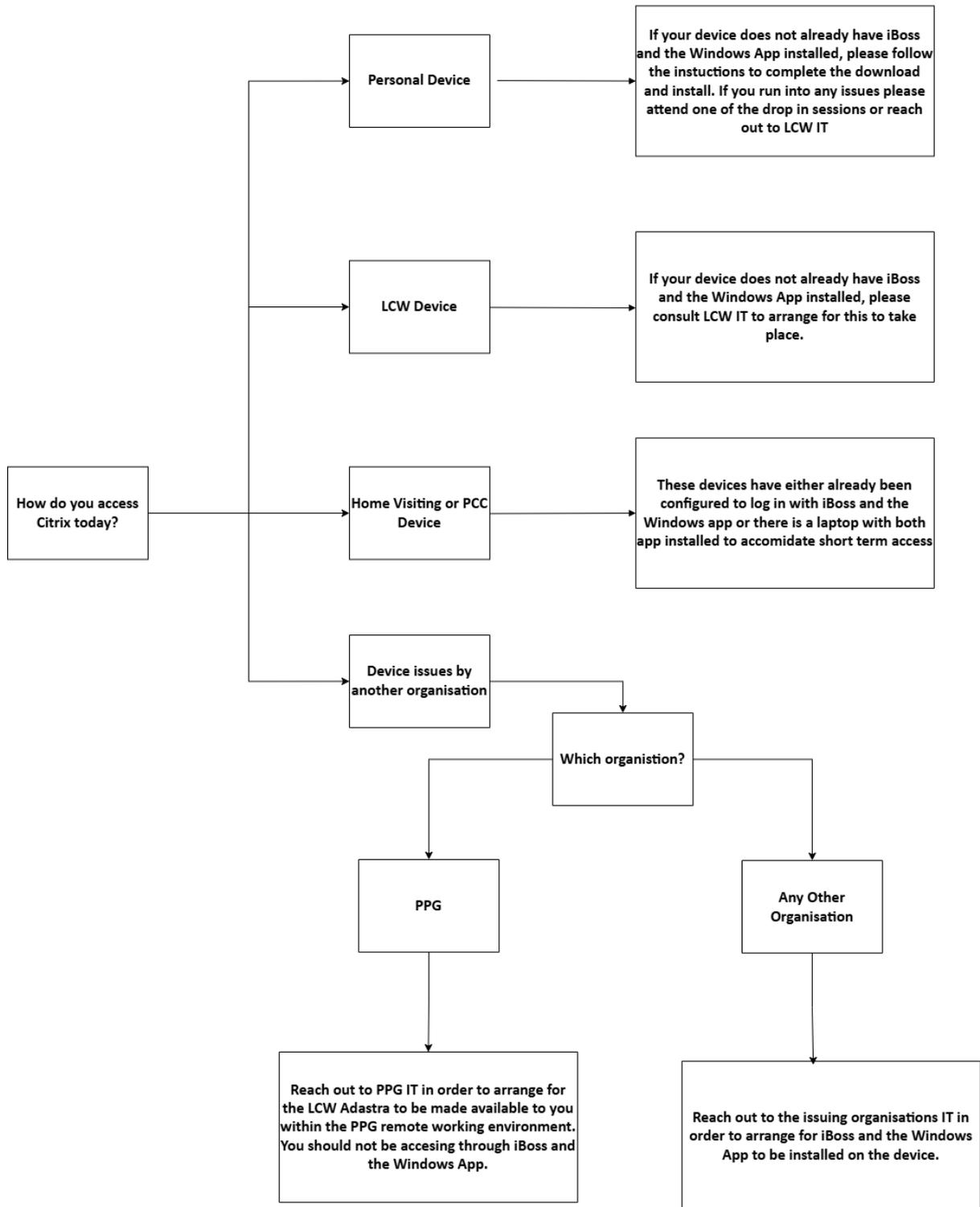
The main objective of this document is to provide detailed processes and guidelines for setting up your new virtual desktop environment using iBoss and Windows App.

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



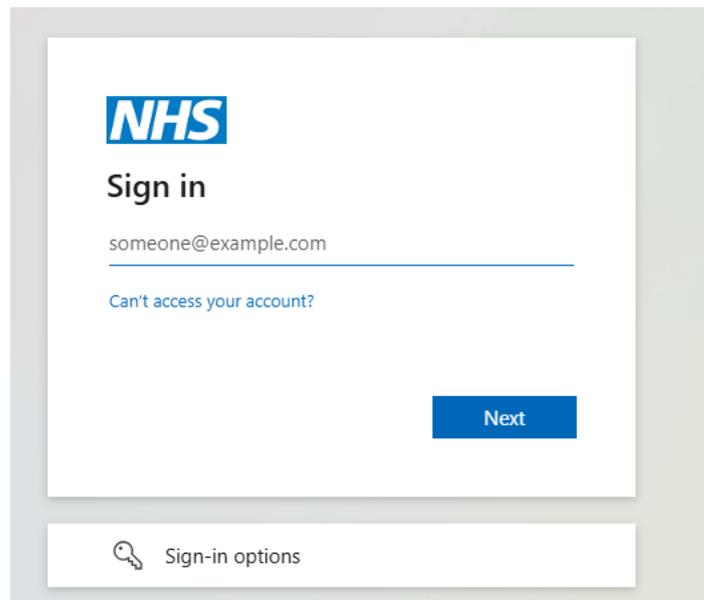
4. Installation iBoss:

4.1. Iboss:

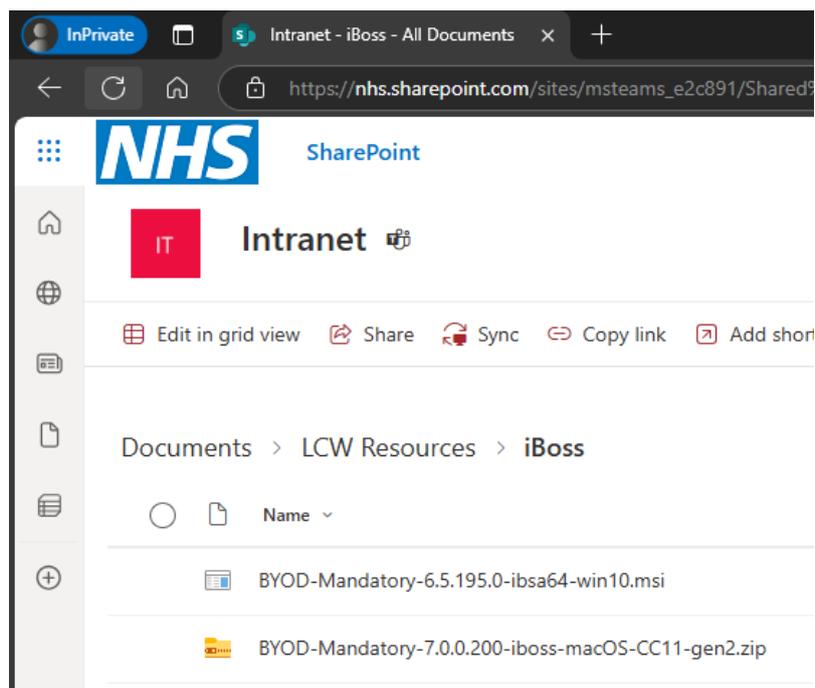
Step 1: Click on the Sharepoint link below or copy and paste it into the browser (Chrome, Microsoft edge etc..) of your choice.

https://nhs.sharepoint.com/:f:/s/msteams_e2c891/EjmxeNNpYz5MshOiqfRipRsB5LDn-hMnpCkjumSRc3EoQA?e=t8V2wY

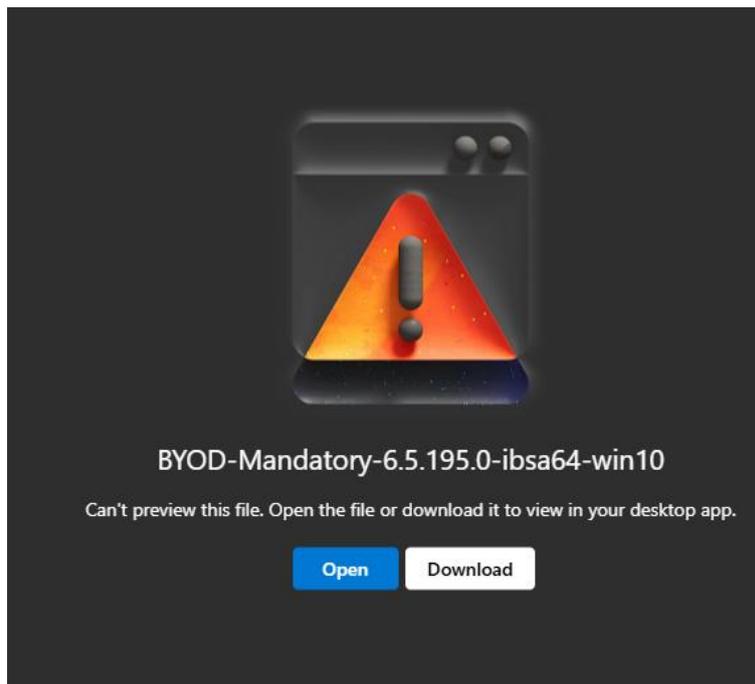
Step 2: Login using your NHS email credentials



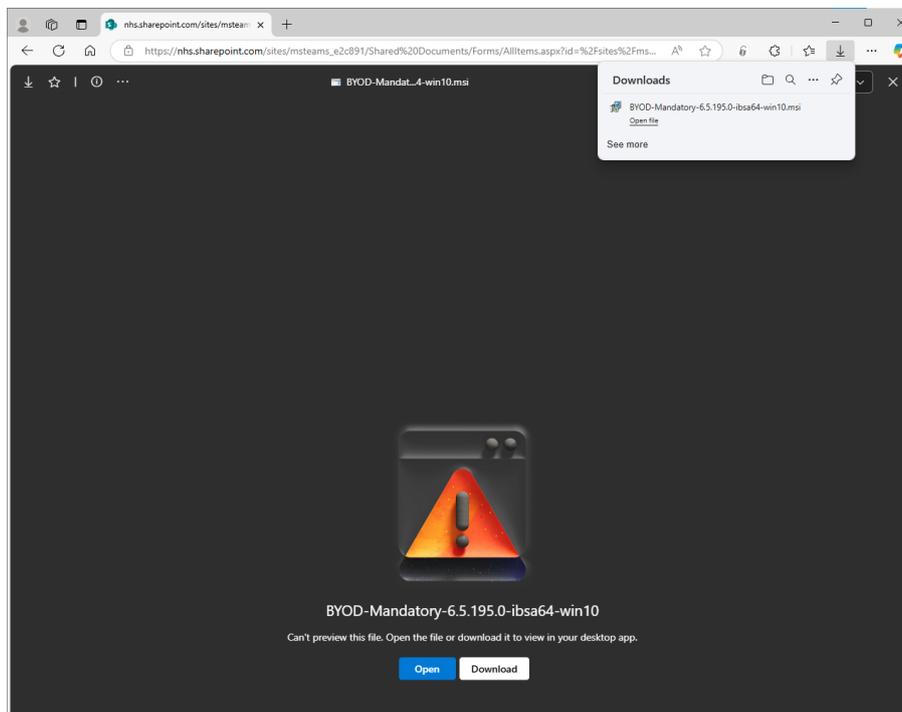
Step 3: click on the BYOD-Mandatory-6.5.195.0 file



Step 4: Press the download button.



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.

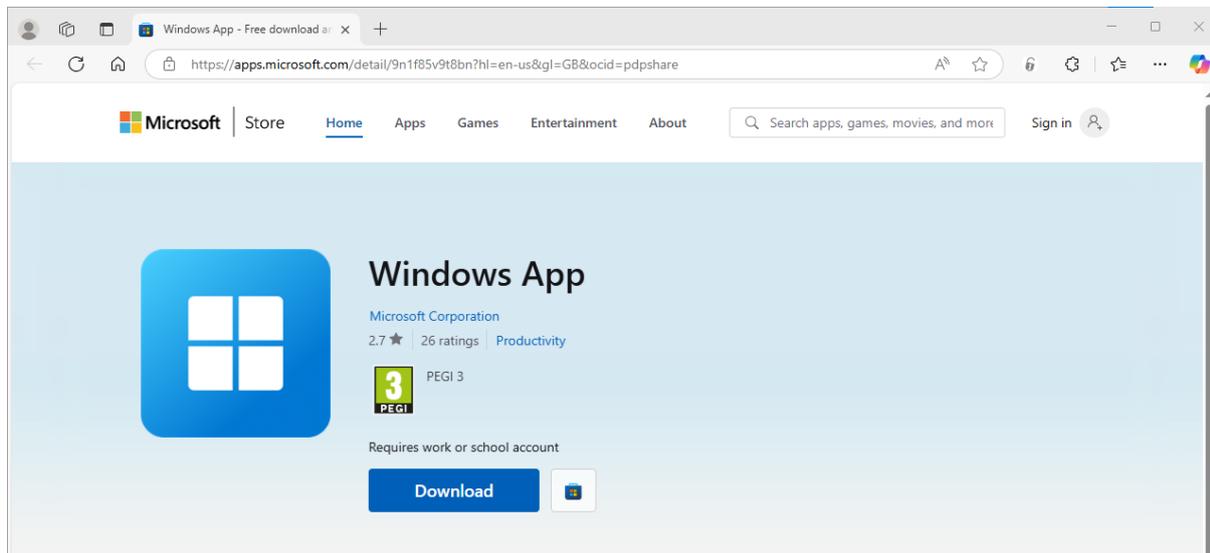


4.2. Windows App

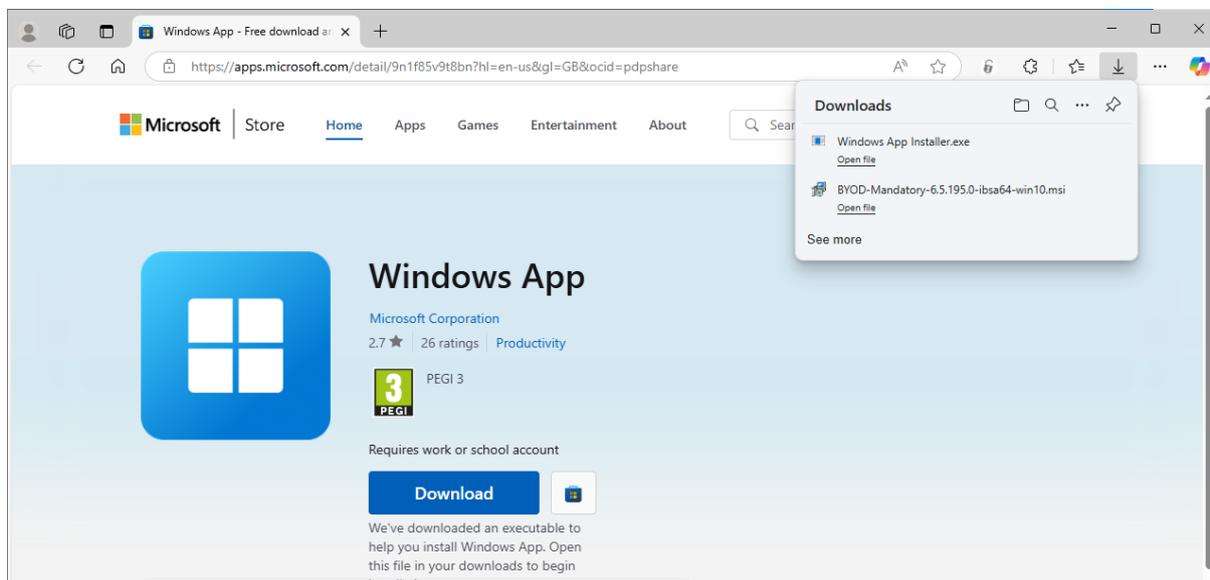
Step 1: Click on the link below or copy and paste it into the browser (Chrome, Microsoft edge etc..) of your choice

<https://apps.microsoft.com/detail/9n1f85v9t8bn?hl=en-us&gl=GB&ocid=pdpsshare>

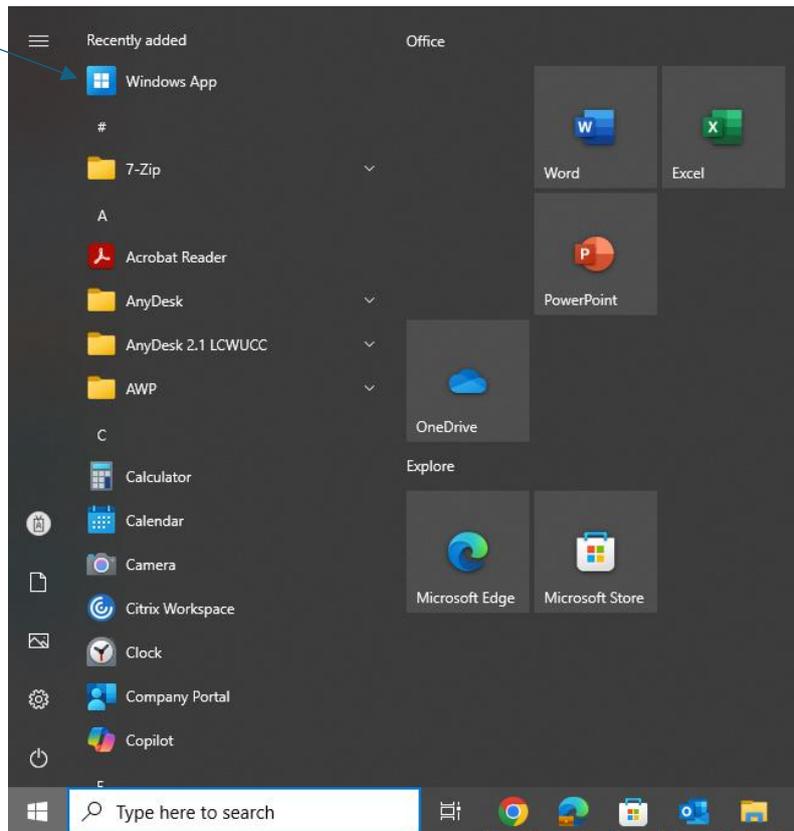
Step 2: Click on the Download button.



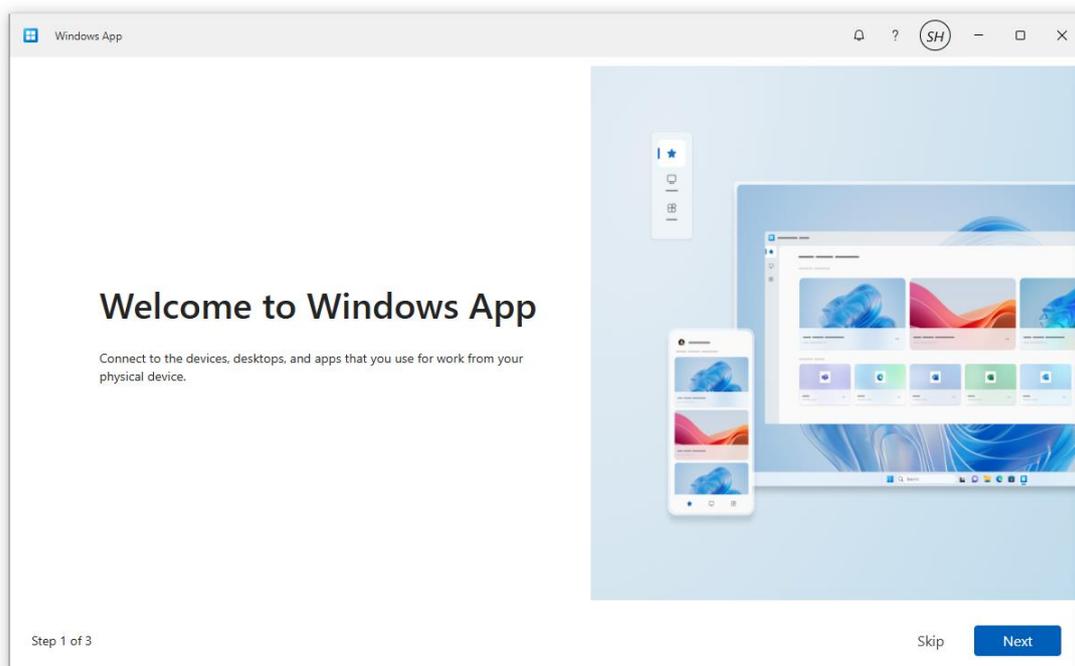
Step 3: When it has finished downloading, press CTRL J to open your downloads and click on the newly downloaded application.



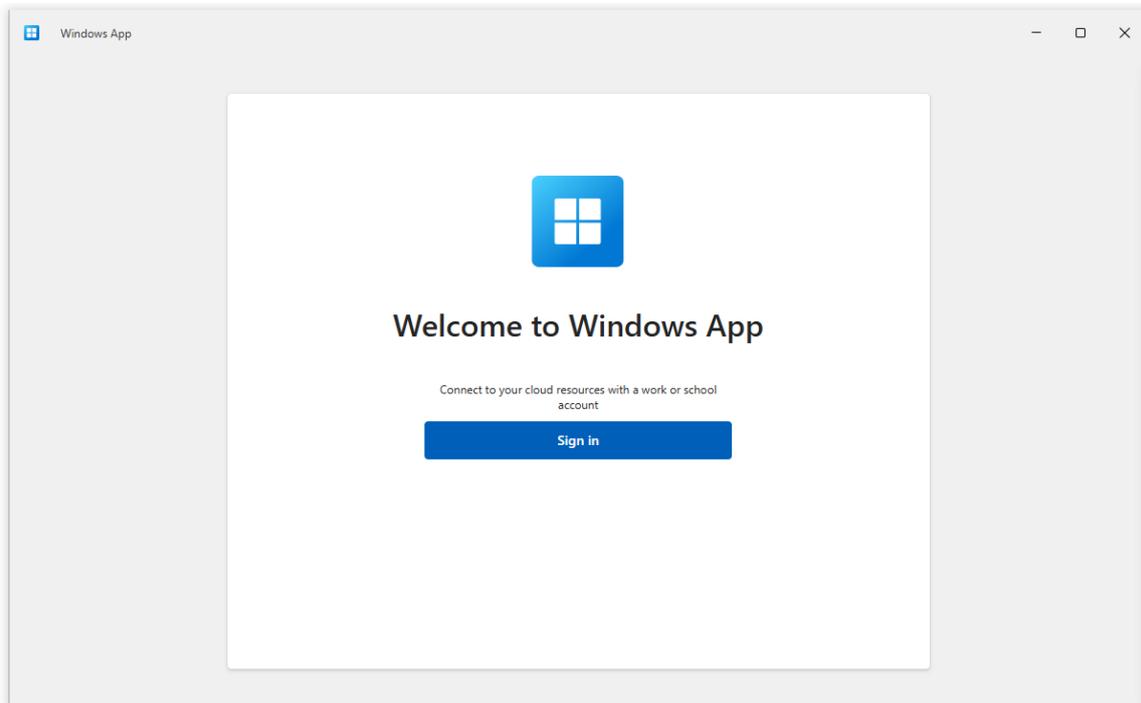
Step 4: Open the Windows App on your device. It will be on to your “recently added” when pressing on the windows button at the bottom left of your screen.



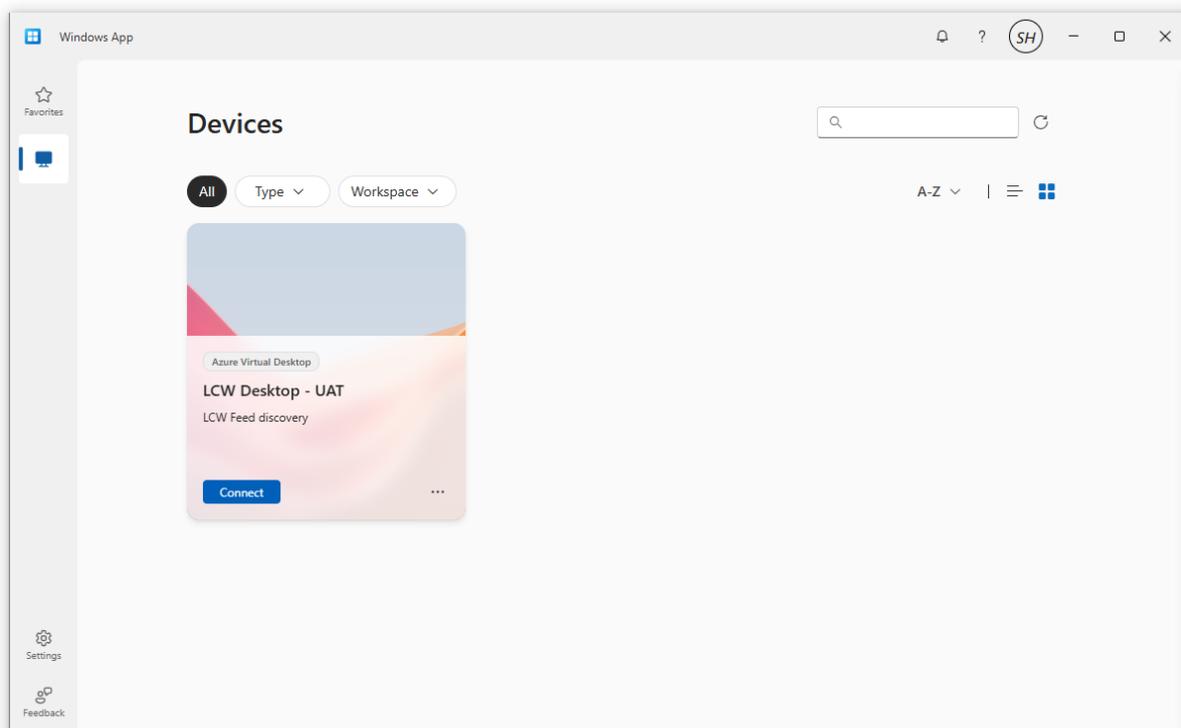
Step 5: Once you open the windows app for the first time you will be greeted with this welcome message, just press “skip”.



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.

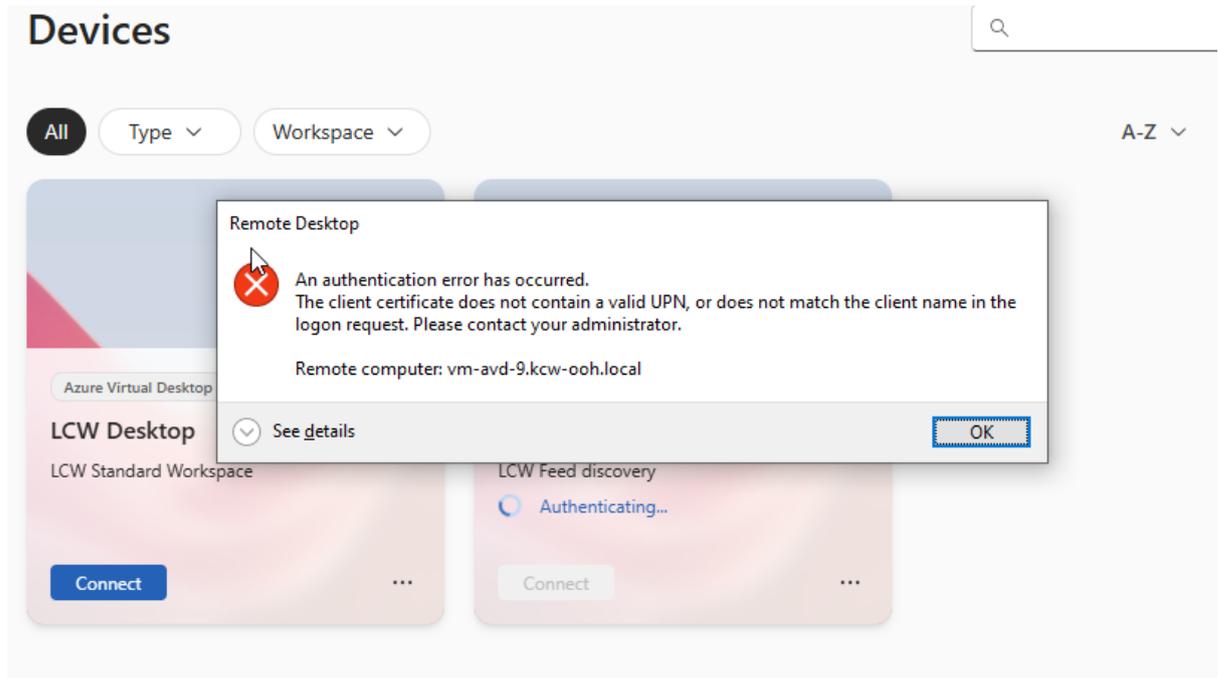


5. FAQs: Read through out

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

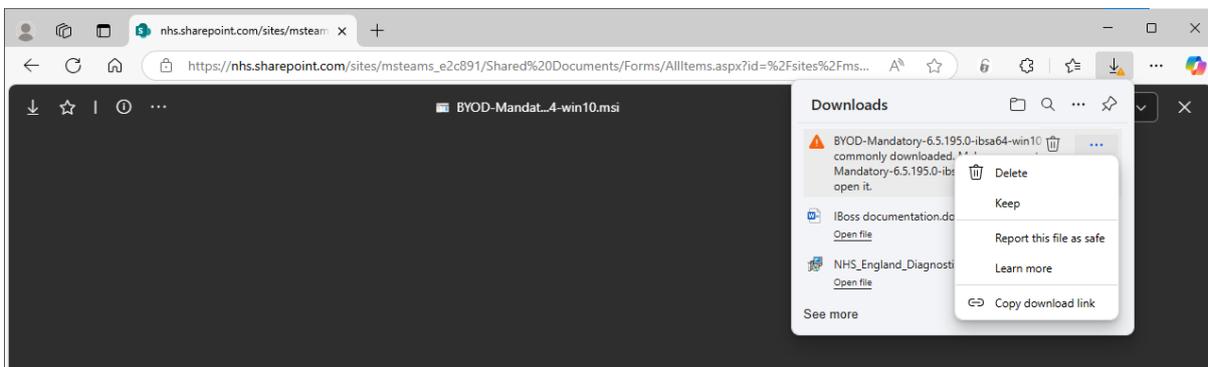
5.1. LCW Desktop Error:

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).



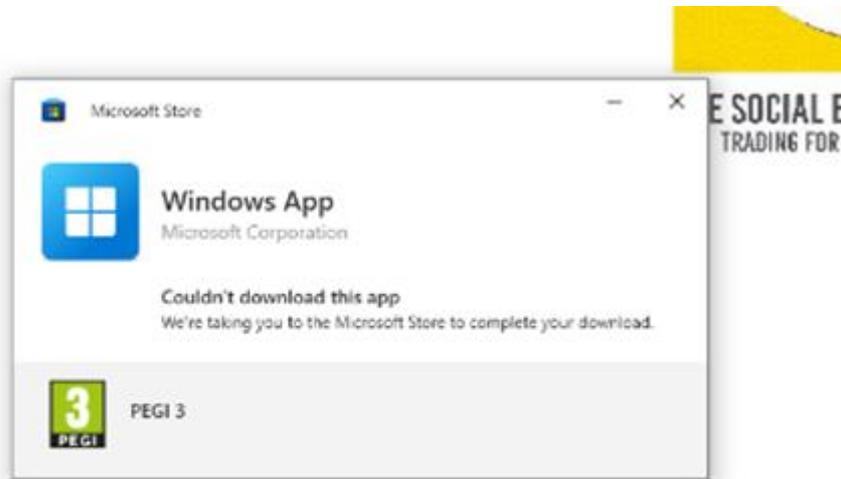
5.2. I can't open the iBoss download:

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"

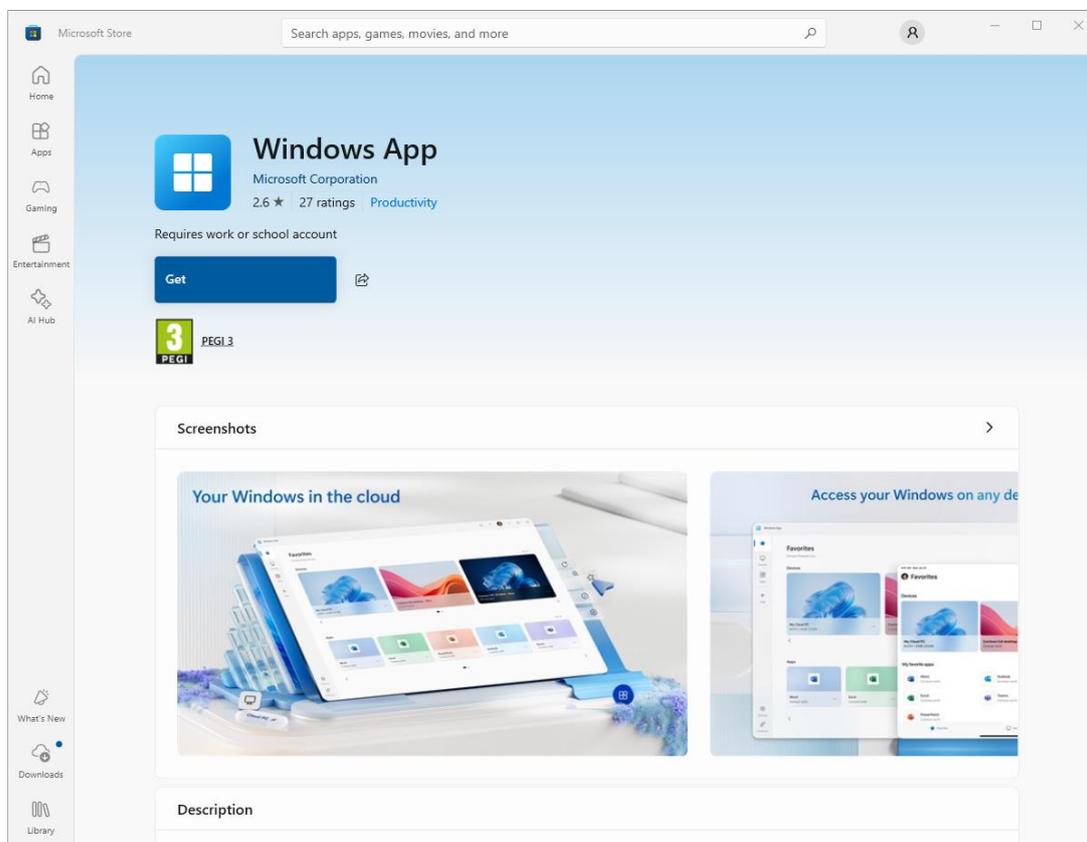


5.3. Windows App not Downloading:

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