

# Mac

*Getting started with G/On USB*

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**1 Plug in the G/On USB**

**2 Enter Login and Password**

**3 Choose application**

**4 Remove G/On USB when finished**

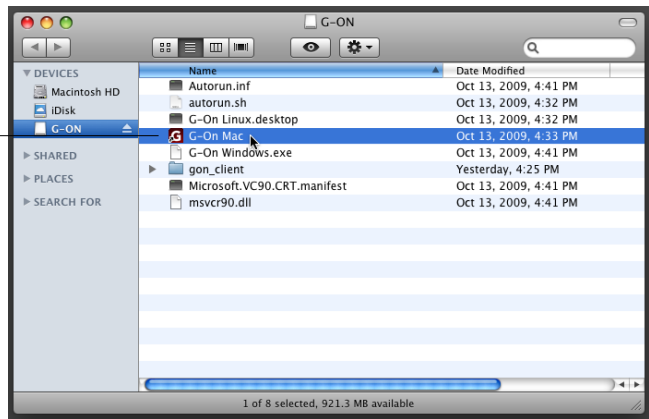
# 1 Plug in the G/On USB

Insert the G/On USB

Double-click the G-ON USB



Then double-click on G-On Mac



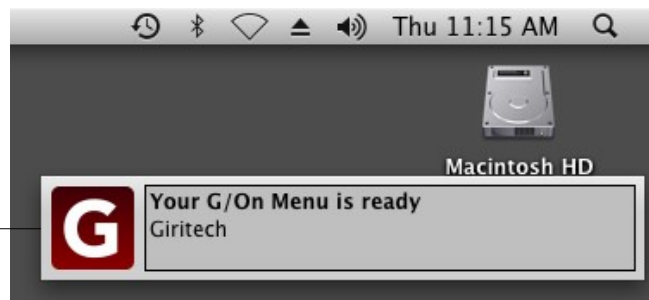
Wait while the G/On USB connects to the server

## 2 Enter Login and Password

When the Login screen appears, type your normal Login and Password



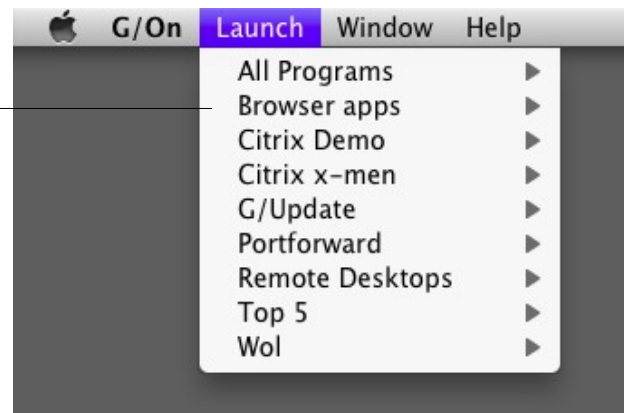
When you have logged in successfully, a "Your G/On Menu is ready" message appear in the top right corner



### 3 Choose application

Choose the Launch menu and choose the application you want to use.

The contents of the menu can change depending on where you are connecting from and which computer you are using. This is a security feature.

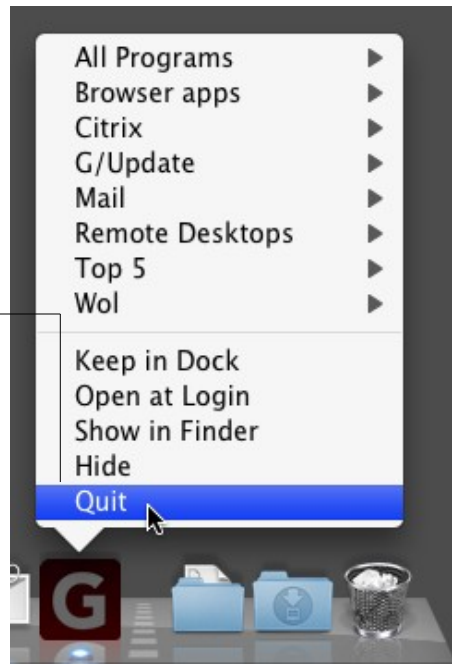


#### TIP

If you have a menu item giving you a Remote Desktop Connection to MyPC (for example named "RDC to MyPC"), this will connect you to your own PC in the office. Remember to lock your PC when you leave the office, but do not turn off the PC.

## 4 Remove G/On USB when finished

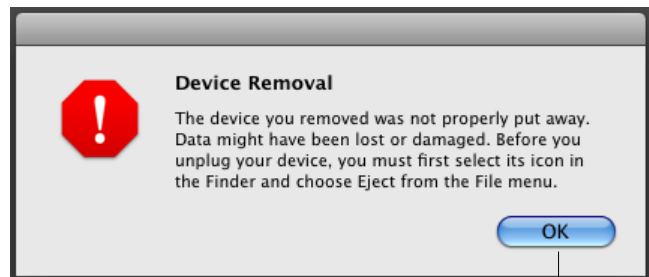
When you are finished working, you can close down your sessions as you normally do, and then quit G/On. You can quit G/On just like any other application, e.g. by doing control-click (right-click) the "G" icon in the Dock and then choosing "Quit".



Then drag the G-ON USB icon to the Trash.

### TIP

If you are in a hurry or you don't want to close down the sessions, you can just pull out the G/On USB. In this case, your Citrix and Desktop applications will remain available in their sessions when you login again. Your Mac will probably display this warning, but there is no reason to be alarmed.



### G/On Best Practice Security Rules

1. Never reveal your password to others.
2. Never leave the PC unattended when using G/On USB.
3. Always remove G/On USB from the computer when finished.
4. Always report missing or stolen G/On USB as soon as possible

# Troubleshooting Tips

*Why some computers may prevent G/On from working properly*

Using G/On from your own computer, say, at home, will normally not cause you any problems. You probably have full access to your own computer at home, but when you are traveling, you will experience that computers in public places such as hotels and airports will impose limitations on G/On. This is also true if you are using a computer owned and managed by your employer (a Laptop, for instance) or another corporate computer. Most companies have certain IT-security policies applied to company owned computers that may prevent G/On from working fully as expected.

## **The G/On USB causes my Mac to freeze**

G/On USB can only be used on Intel Macs, not on PowerPC Macs. If your Mac freezes, do not try to drag the G/On USB icon to the Trash, but just physically pull out the G/On USB instead.

If you want to check which type of Mac, you have, please see *The G/On program is not working*, below.

## **There is no G/On device icon on the desktop**

Do not use the G/On USB in an un-powered USB hub – it does not provide enough power for the USB to function correctly.

## **There is no G-On Mac on the G/On USB**

G/On for Mac is not installed on your G/On USB. You need to plug in the G/On USB in a Windows PC, log in, and then follow directions in the G/On USB User Reference, in the section Install package on the G/On USB

## **The G/On program is not working**

G/On USB can only be used on Intel Macs, not on PowerPC Macs. If you want to check which type of Mac, you have, choose Apple menu > About This Mac.



### **When I have logged in, the "G" icon in the Dock disappears**

For security reasons, the "G" icon will disappear and you will get a notification: "Insufficient authorization", if you either type a wrong User Name or Password, or you use a G/On USB that has not been approved for your use, or you are not allowed access to the system.

### **G/On USB cannot connect to the G/On Server**

First, make sure you are connecting from a computer running Windows (XP, Vista or Windows 7), Mac (10.4 or later) or Linux (Fedora 11) and that you have Internet access. G/On will attempt an outbound-only access to the Internet on port 80, 443, or 3945.

If you do not have access, a network or Mac firewall could be blocking the G/On connection.

Make sure, that the operating systems firewall does not block the G/On client.

Be aware that if you are using G/On from a corporate computer or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

*For information on how to change your password, update your G/On USB or install new packages on it, please refer to the G/On USB User Reference.*

### **I am logged in but nothing happens when I select a menu item**

If you get a notification about a G/On package which needs to be installed, click the "G" icon in the Dock, and choose G/Update > G/On Package Management, Install, to install the missing package. For more information on how to install, please refer to the G/On USB User Reference.

### **I can not find the application I need**

The menu of applications that appears has been defined by your IT administrator. If you need to add or delete application from the menu, please contact your IT administrator.

### **Menu item "MyPC" is asking me to re-enter my Login and Password**

This will happen on computers where you do not have full access or where certain IT-security policies have been implemented. Re-enter your Login and Password and you will be connected to your office desktop.

### **Can I also use G/On when I am inside the offices?**

In most cases, G/On will also be configured for internal access. You should consult your IT administrator for details and for any special conditions you need to consider.