

## Instructions-Remote Access Using Citrix

STEGH provides users with secure, remote access to their computing resources using your Citrix and a two-factor authentication solution called **DUO Security**. To connect to the STEGH network, you will need:

- **An Android phone or an iPhone\*\*\* (for DUO Mobile Multi-Factor Authentication)**
- **A Windows PC or a Mac/MacBook (for Citrix Remote Access)**

\*\*\* If you don't have a smart phone, please contact helpdesk by emailing [helpdesk@stegh.on.ca](mailto:helpdesk@stegh.on.ca). We may be able to set up DUO Security through your home phone.

These instructions cover the following:

- SECTION #1: [Install DUO Mobile on your smart phone and activate the DUO Mobile app](#)
- SECTION #2: [Install Citrix client software on Windows](#)
- SECTION #3: [Install Citrix client on Mac OS](#)
- SECTION #4: [Login to Citrix with DUO PUSH](#)

**IMPORTANT: Are you working from home and using Zoom or other collaboration software for audio and video / screen sharing (Jabber, WebEx, and Teams)?** You should start these applications locally on your computer, NOT from inside the XIA window on Citrix. Opening the application locally will help ensure the fastest path through the internet and best possible video and audio quality. If you launch the meeting from inside the Citrix XIA window the data has a longer path and the audio or video can become choppy.

### ***How do I launch Zoom locally to have the best possible video and audio experience?***

1. On your home computer, open a new tab in your web browser and go to: <https://webmail.stegh.on.ca>
2. Launch STEGH Citrix Webmail. You will be asked to authenticate with DUO Mobile.
3. Go to the calendar on your webmail and find the Zoom meeting appointment.
4. Click on the meeting link and join your Zoom meeting using this local connection.
5. Some people find it helpful to have their webmail calendar open in one tab and also have a separate Citrix remote session running at the same time so they can access their H and P drives and other applications on the XIA window.

### ***If you have questions or need assistance:***

Email [helpdesk@stegh.on.ca](mailto:helpdesk@stegh.on.ca) or call extension 2400 and select Option #1. Please ensure you provide a contact number.

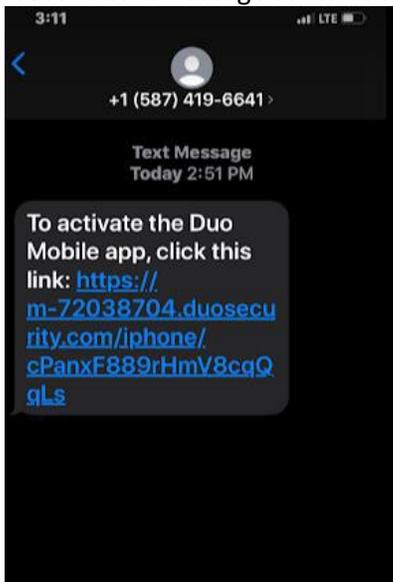
**SECTION #1: Install DUO Mobile on your smart phone and activate the DUO Mobile app.**

**Note: You may need to first download the Duo Mobile app from the App Store or Play Store.**

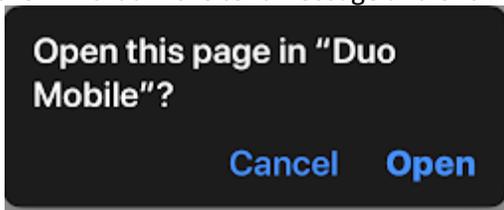
1. Check your smart phone for the app DUO Mobile. If your smart phone has it, start the app. If you see a screen similar to the one below, your account has already been activated and you can skip the next few steps and go directly to the next section (Install Citrix Client Software on Windows).



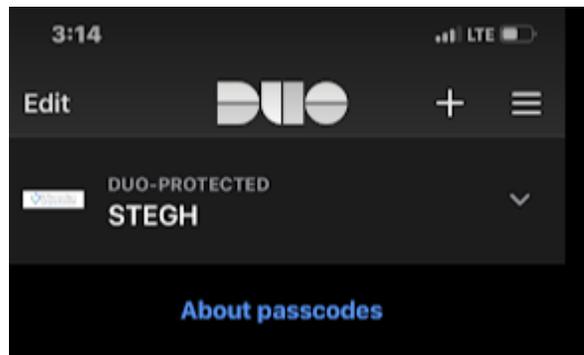
2. Contact helpdesk for setting up DUO Security and we will send you two text messages
3. The first one is an instruction about how to install the DUO Mobile App on your smart phone
4. The second text message contains a link to activate the DUO Mobile app



5. Tap the link that in the text message and Click Open



6. When successful, your DUO Mobile app displays:



7. After you have installed the DUO Mobile app on your smartphone install the Citrix client on your Windows or Mac computer or laptop (Section #2 or #3).

## SECTION #2: Install Citrix client software on Windows

If you have a Windows PC or a laptop, please install Citrix Receiver by following the steps below.

1. You need to install the Citrix Receiver
2. Open your web browser (e.g. Microsoft Edge) and go to the following link

<https://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-latest.html>

3.

- A) Select Download Receiver for Windows
- B) Select Run



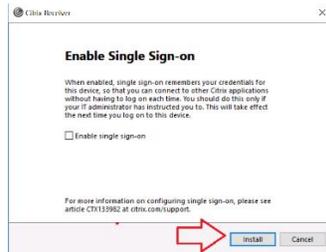
4. Select Yes to UAC if prompted



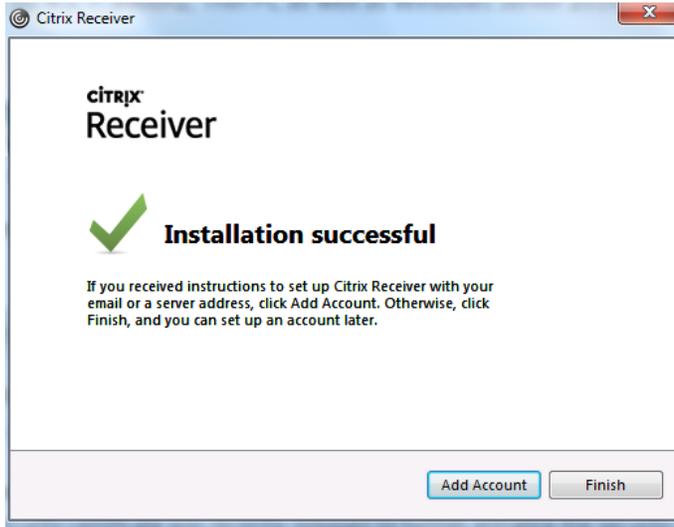
5. Select Start, Accept License then next



6. Select **Install** (Do not Enable Single Sign-on)



7. On the last screen, click “Finish”



8. Go to Section #4 and log into Citrix Remote access.

### SECTION #3: Install Citrix client on Mac OS

1. Go to <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html#ctx-dl-eula> and download Citrix Workplace app for Mac
2. Double click the downloaded file
3. Click "Install Citrix Workplace"

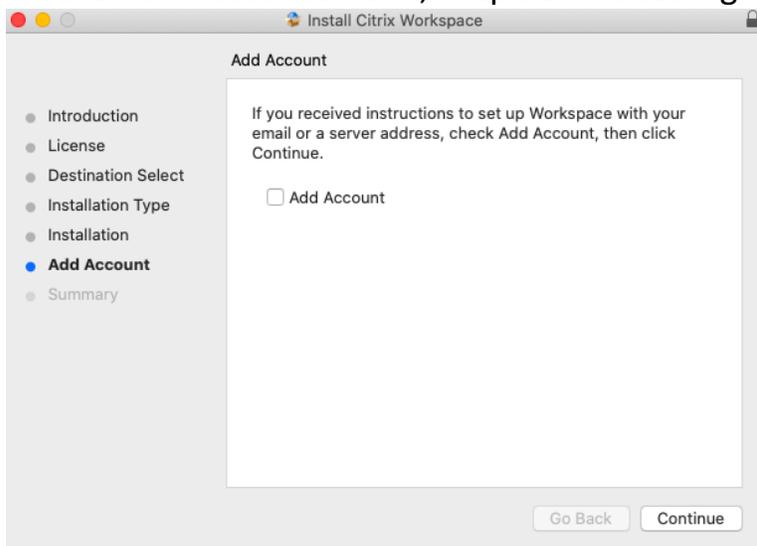


Install Citrix Workplace



Uninstall Citrix Workplace

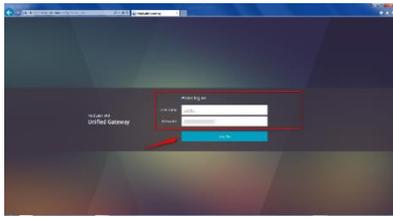
4. Click "Continue" and "Install" to start the installation
5. On the Add Account screen, keep default setting and click "Continue"



6. On the Summary screen, click "Close"
7. Go to Section #4 and log into Citrix Remote access.

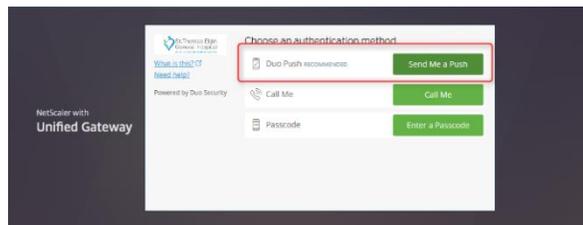
#### SECTION #4: Login to Citrix with DUO PUSH

1. Open a browser on your computer and go to <https://citrixduo.stegh.on.ca/>
2. Log in using your Windows username and password that you would use to log in to a workstation on site.

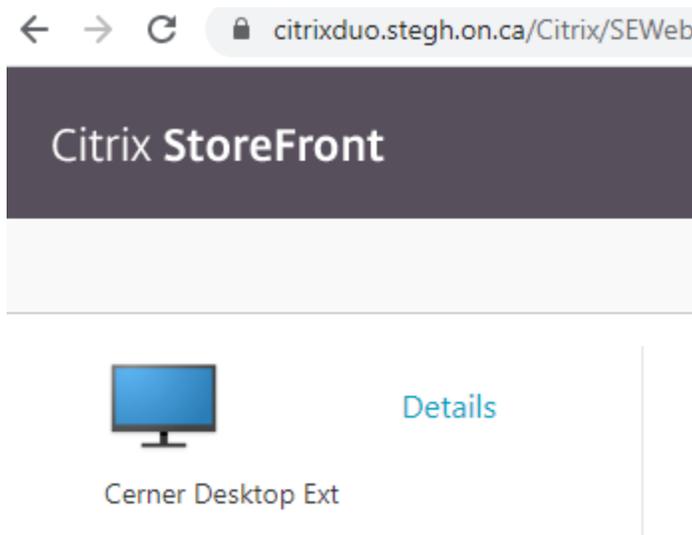


3. Send a push to your mobile device using Duo, and accept it on your device in order to log in

\*\*\*If you have not download DUO Mobile app and bind your cell phone to your login, you may click “Call Me”.



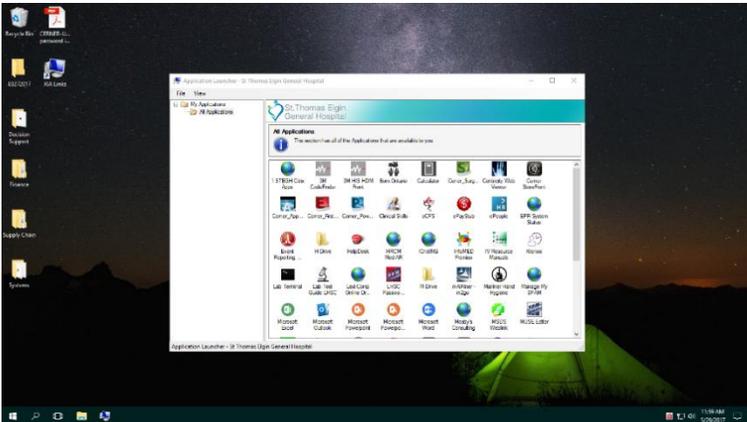
4. Click on “CernerDesktop” on the Citrix web site. Your desktop will be launched.



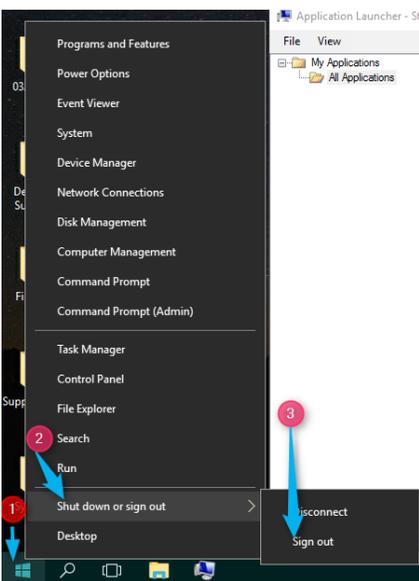
5. At the bottom of the screen select OPEN



6. You are done! You should see a Windows desktop with the XIA application launcher.

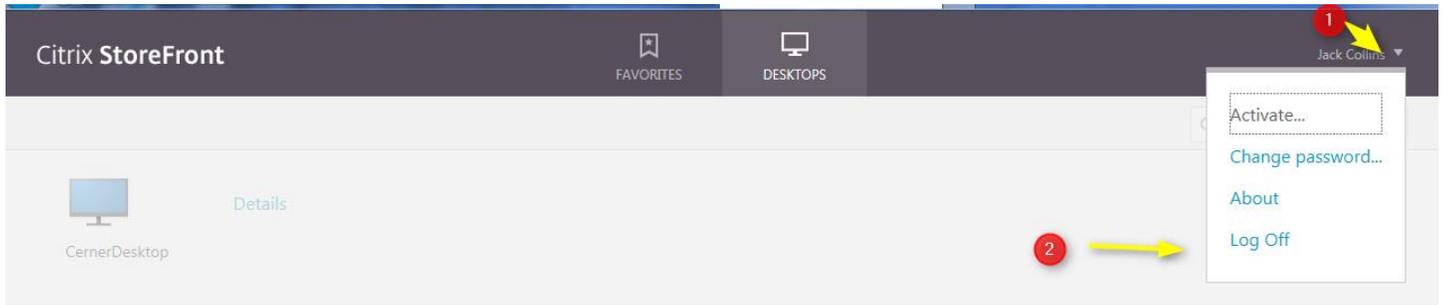


To sign out, right click the start button  in the bottom left corner, click “Shut down or sign out,” and click “Sign out.”



You will now be returned to your internet browser with the Citrix website still open. Please ensure you have logged off from the Citrix web site in order to ensure privacy and security of hospital/patient information by clicking on your name in the top right corner and selecting log

off or closing the web browser.



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