Remote Access Setup Guide

Intended Audience: Staff Portal Users, Remote Access Users

Purpose: Provide the requirements and setup steps for Mac and Windows users

Requirements & Setup

Contents

Requirements for your personal computer

For you to use the Portal with your own personal computer below are the requirments that are needed.

- **Mac:** Minimum OS 10.13, Citrix Workspace app
- **Windows:** Minimum OS Win 7, Citrix Workspace app
- **Duo:** To access the portal you must be enrolled with Duo. If you are not currently enrolled or unsure, simply login from offsite or on your phone to https://portal.chsomaha.org, enter your username and password when prompted. If you are not enrolled, you will see the screen below that will prompt you to enroll a device for Duo two-factor authentication.
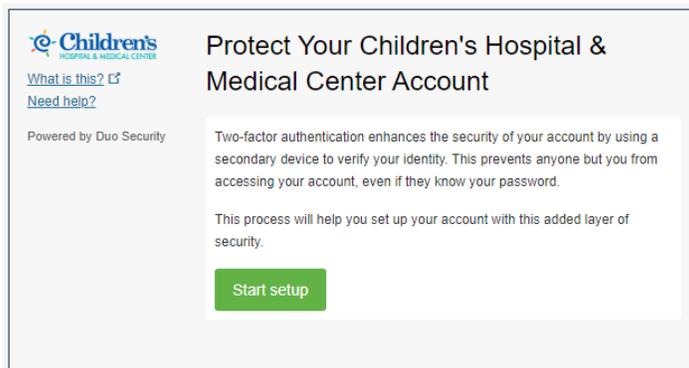
*For other Duo related questions see this article *Duo FAQ's*

Understanding Passcodes

Duo is used for dual authentication and the term "*Passcode*" represents how Duo authentication is received. The methods shown below will help with understanding them as you go through the rest of this guide

Push – Must press Approve when prompted

Phone – Answer the phone call & follow any prompts
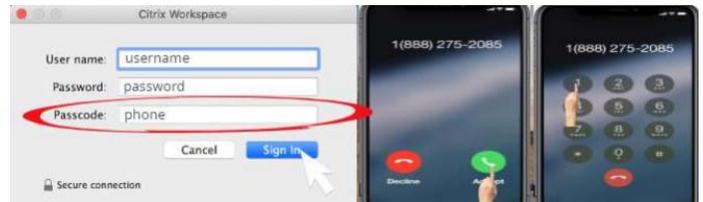
SMS – Enter the passcode that is texted to you

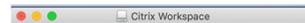**Mobile** – Enter the Duo mobile app code

Are you a Mac user?

> ⓘ Are you a video learner? This video link walks you through the [Remote access setup for Mac user](#)

1. Download the latest version of the Citrix Workspace App by clicking the following link
   a. [Download Citrix Workspace app for Mac](#)
2. Install Citrix Workspace App after download completes
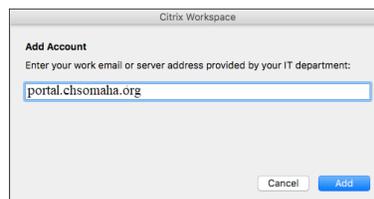


Install Citrix Workspace   Uninstall Citrix Workspace

3. After install completes open it to get started. You will be prompted to enter your work email or server address. Enter **portal.chsomaha.org**
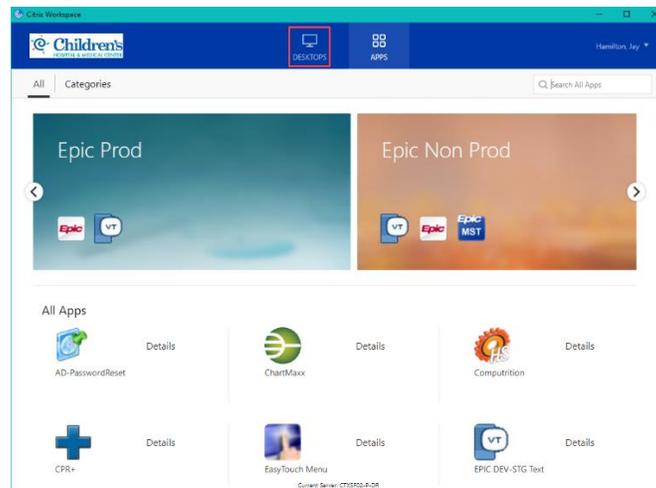

4. Next enter your **Username**, **Password** and the **Passcode** you prefer for Duo authentication. Codes used are **push** (recommended), **phone**, **sms**, or **mobile**. Confirm the Duo authentication
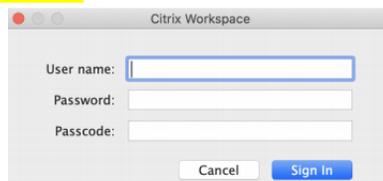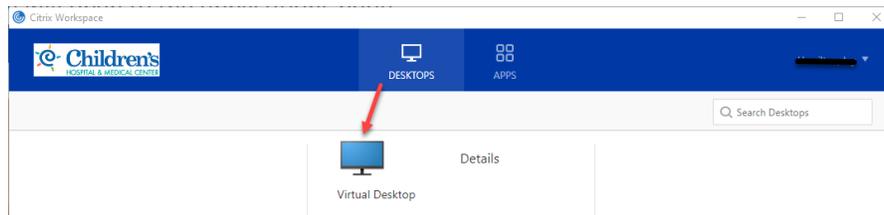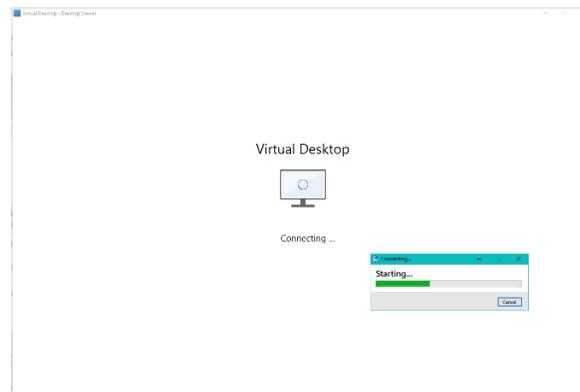
5. After completing the Duo step your screen will open to the applications page
   a. Access your virtual desktop by selecting Desktops in the blue header

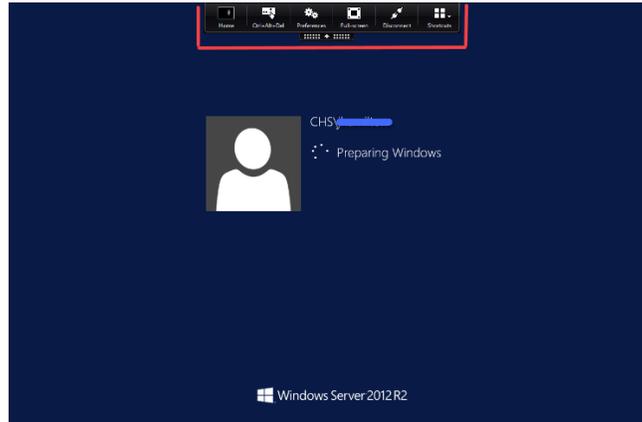   b. Select "Virtual Desktop", another window will open loading your connection

6. The Virtual desktop window will open & connect

7. Once connected, your profile will load/build
   a. The drop-down black toolbar is used for minimizing the virtual desktop window & necessary for setting up the dual monitor function – Tool bar is only available when using the Workspace app

Tip You can dock the Workspace app in your toolbar for quick access. Right click or use the two fingers on the pad for the options to appear > then select keep in dock.
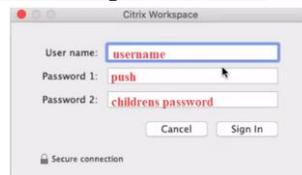

Q & A for Mac users

How do I use the Virtual Desktop?

       This *tipsheet* shows different workflows with screenshots for best use of the virtual desktop.

What if the login screen shows password 1 and password 2?

1. Select preferences from the drop down in the upper right-hand corner of the workspace screen

2. Or by going to citrix workspace at the top of the screen and selecting preferences.
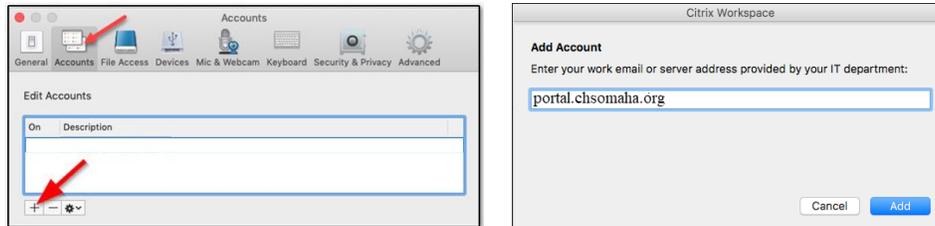
3. *Preferences will open, select accounts, select your connection, click the minus sign*
4. *Select "OK" when confirmation message prompt*

Tip *You can add an account in this same window by selecting the plus sign and entering the account information*


Are you a Windows user?

> Citrix Workspace app is already installed on all Children's assigned devices <> Skip steps 1 & 2

1. Download the Citrix Workspace app from the following link
   a. Download Citrix Workspace for Windows
2. Install Workspace after it completes downloading
3. Launch it if it doesn't launch on its own – Locate & launch if you are using a Children's device
4. Enter *portal.chsomaha.org* when prompted to Add Account, click **Add** once entered
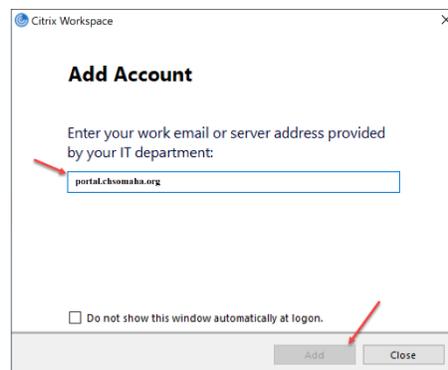
5. You then will be prompted to enter your **Username**, **Password** and the **Passcode** is used for Duo authentication. Codes used are *push* (recommended), *phone*, *sms*, or *mobile*. Once you accept the push or other action it will connect your account and launch the applications page.
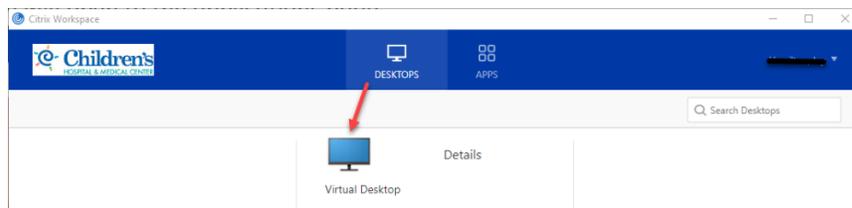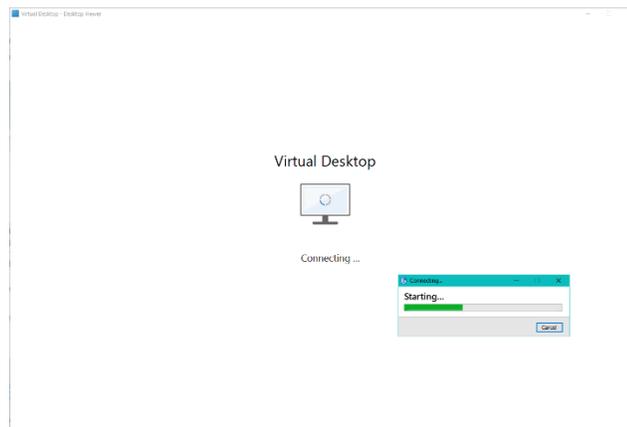
6. After completing the Duo step your screen will open to the applications page
    a. Access your virtual desktop by selecting Desktops in the blue header
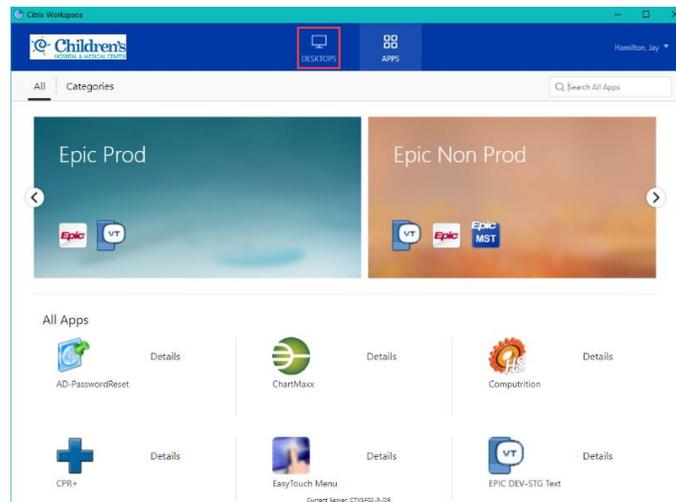
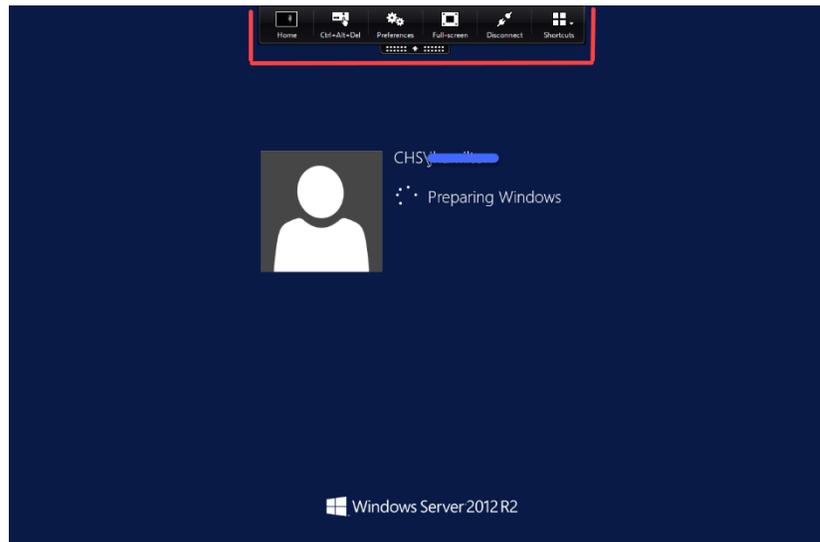   a. Select "*Virtual Desktop*", another window will open loading your connection

7. The Virtual desktop window will open & connect

8. Once connected, your profile will load/build
   a. The black drop-down toolbar is used for minimizing the virtual desktop window & necessary for setting up the dual monitor function

---

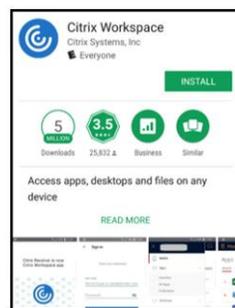ⓘ To ensure correct logout of your virtual desktop, use the **Logoff** shortcut located on the desktop

Adding Citrix Workspace to a Tablet or Phone?

Adding the Workspace app to your tablet or phone, please follow the directions below.

1. Login to your app store (*apple, android etc*.) and download the citrix workspace app.
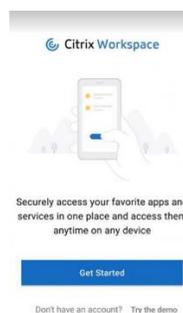

Apple App store   Google Play store

2. Open the app, select "***Get Started***"

3. When prompted to add your company email or store URL, enter **portal.chsomaha.org**, select Continue

4. When prompted sign in with your username & password, use the Passcode of choice (*push is recommended*)

Additional Q & A

What is the difference between the Citrix light version and the dedicated Workspace app?

- *When the Citrix light version is being used, a website is opened.*
- *The Citrix Workspace app shows as a separate window on your computer, has a black toolbar at the top, enables dual monitor setup, and is a more reliable connection.*

How do I know if I'm using the light version?

The easiest way to tell if your Web Browser is launching published applications (Epic, Oracle, etc) using the Lite version is by observing the launching behavior of the application. If the remote app launches in a new browser tab, you're using the Light version. You will also see HTML5 in the browsers header bar when using this version. portal.chsomaha.org/Citrix/CHSWeb/clients/HTML5Client/src/SessionWindow.html?launchid=1611941684859

> Use of the Citrix Workspace App is highly recommended.
> The light version has limited functionality and you may experience frequent disconnections.

How can I setup & use dual monitors with my remote connection?

To use the dual monitor function, you must be using the Citrix Workspace app which shows a black toolbar at the top of your remote connection. To setup the dual monitors, reference the Using Virtual Desktop and Dual Monitors Remotely doc.

> It is recommended to use two monitors that are the same with the same resolution & video cables.