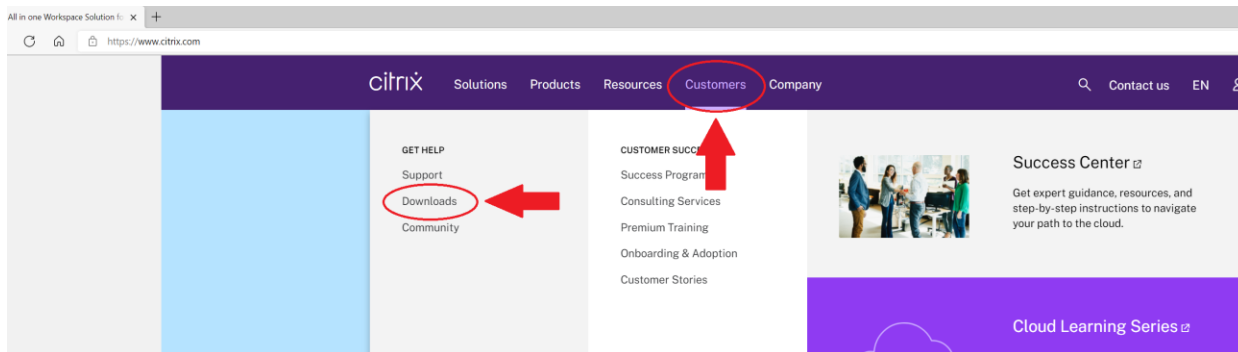


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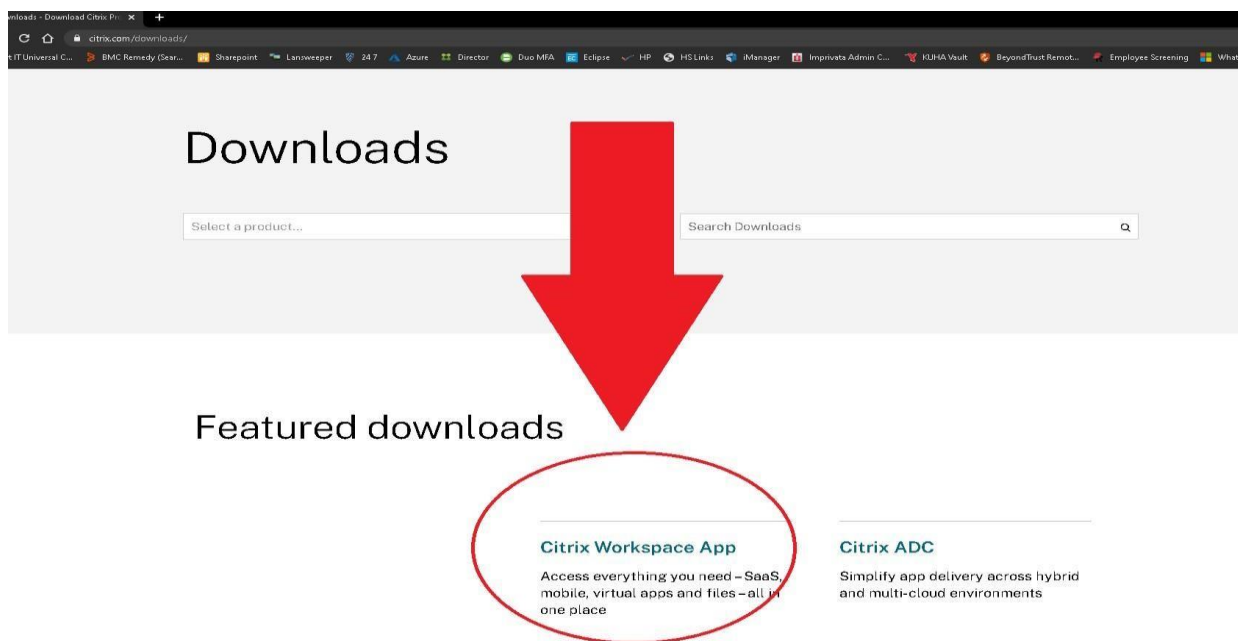
- How to Setup Citrix Workspace for Windows (page 2)
- How to Setup Citrix Workspace for Mac (page 6)
- How to Setup Multi-Factor Authentication (page 10)

How to Setup Citrix Workspace for Windows

1. Go to citrix.com and select Downloads under Customers at the top of the page.



2. Click the Citrix Workspace App link on the left side of the page.



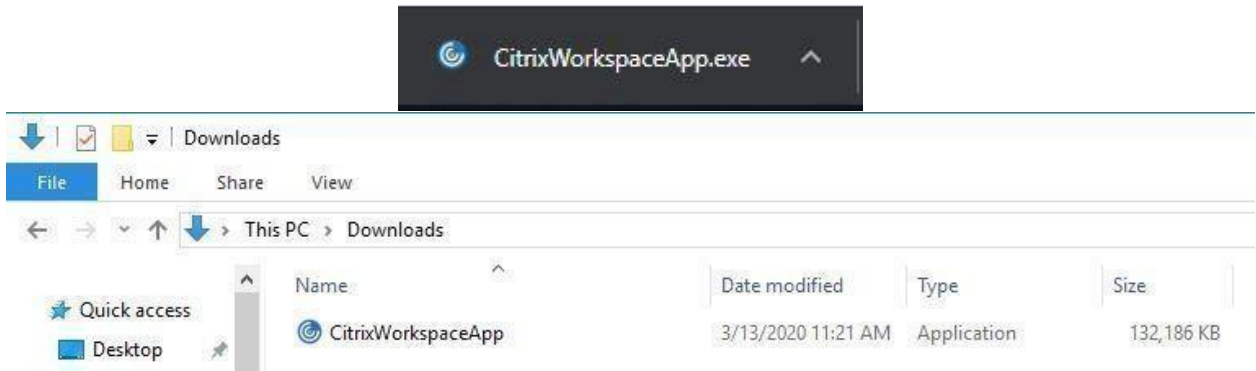
3. Click the Citrix Workspace app for Windows link.

The screenshot shows the Citrix website's Downloads section for the Citrix Workspace App. The page title is "Citrix Workspace App" with a subtitle "Subscribe to RSS notifications of new downloads". A large red arrow points to the "Citrix Workspace app 2102 for Windows" link, which is circled in red. The left sidebar contains a "Find Downloads" search box and a "Narrow Results" section with filters like "By Type" (All Types, Other Workspace app Plug-ins, etc.).

4. Select "Download Citrix Workspace app for Windows" and confirm the download has started.

The screenshot shows the Citrix website's Downloads section for the Citrix Workspace app 2102 for Windows. A large red arrow points to the "Download Citrix Workspace app for Windows" button, which is circled in red. The page title is "Citrix Workspace app 2102 for Windows". The left sidebar contains a "Find Downloads" search box and a "Support Resources" section with links like "FAQs", "Product Documentation", etc. The main content area shows the release date, compatible operating systems (Windows 10, 8.1, 7, etc.), file size (141 MB), version (21.02.0.23), and a SHA-256 checksum.

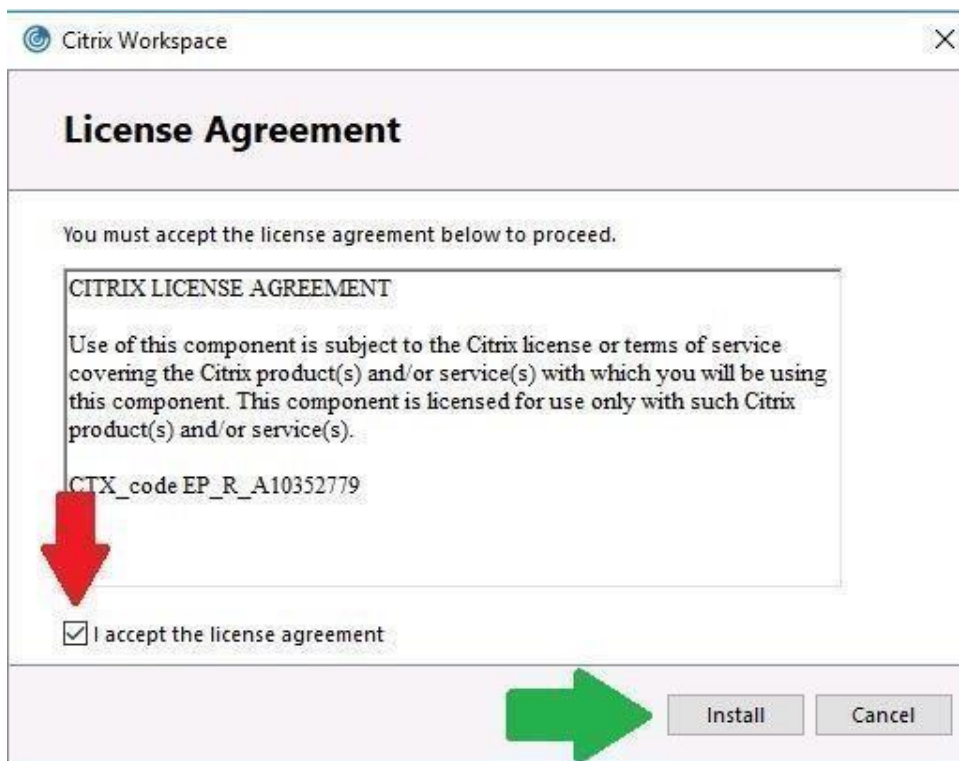
5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.



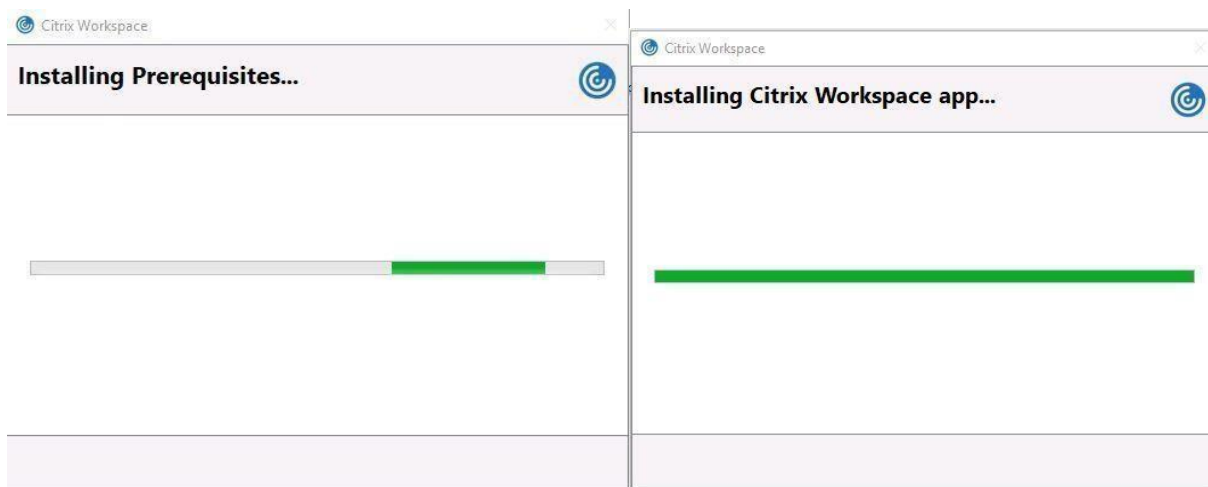
6. Launch the installation file called CitrixWorkspaceApp.exe and click Start.



7. Check-mark the box next to "I accept the license agreement" and click Install.



8. The installation should begin. During the install, the following screens may appear.

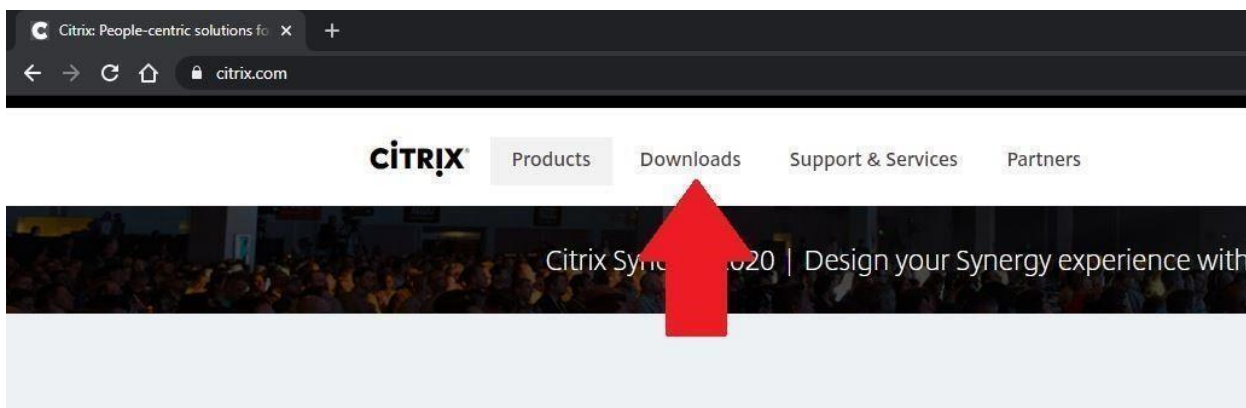


9. When completed, the successful installation screen appears.



How to Setup Citrix Workspace for Mac

1. Go to citrix.com and select Downloads at the top of the page.



2. Click the Citrix Workspace App link on the left side of the page.

Downloads

Select a product... or Search Downloads

Featured Downloads

Citrix Workspace App
Access everything you need - SaaS, mobile, virtual apps and files - all in one place

Citrix ADC
(formerly NetScaler ADC)
Simplify app delivery across hybrid and multi-cloud environments

3. Click the Citrix Workspace app for Mac link.

Citrix Workspace App

Subscribe to RSS notifications of new downloads

- Workspace app for Windows
- Workspace app for Mac
- Workspace app for Mac

Citrix Workspace app 2002 for Mac
Mar 3, 2020 | NEW

4. Select "Download Citrix Workspace app for Mac" and confirm the download has started.

The screenshot shows the Citrix website's download page for the Citrix Workspace app 2002 for Mac. The page includes a navigation menu with 'Products', 'Downloads', 'Support & Services', and 'Partners'. The main content area features a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search box. Below this, there are 'Support Resources' links for 'Product Documentation', 'Knowledge Center', and 'Support Forums'. The main product information includes the release date (Mar 3, 2020), compatibility with Mac OS 10.13, 10.14, and 10.15, and a 'Download Citrix Workspace app for Mac' button (141.2 MB - .dmg) which is circled in red. Other details include the version (20.02.0.5 (2002)) and SHA256 checksums.

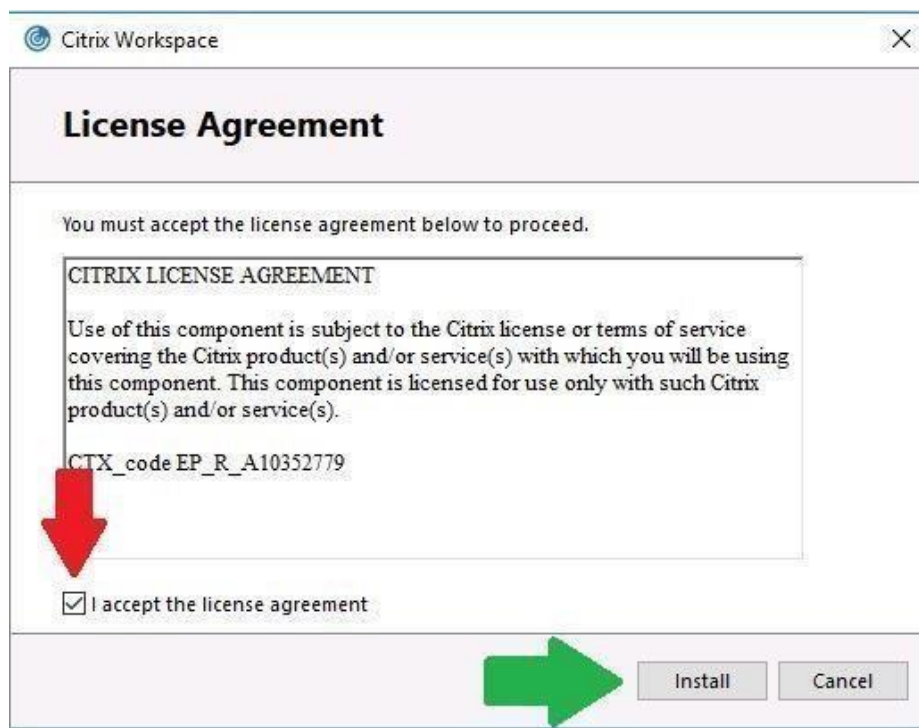
5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.

The screenshot shows a Mac desktop environment. The top portion displays the 'Downloads' folder in the Finder application, with a red arrow pointing to the 'CitrixWorkspaceApp.dmg' file. The bottom portion shows the desktop with a mountain landscape background. A green arrow points to the 'CitrixWorkspaceApp.dmg' file on the desktop, which is located next to other files like 'Cisco_Anyconnect' and 'anyconnect2.xml'. The dock at the bottom contains various application icons, including Safari, Mail, and the Citrix Workspace app icon.

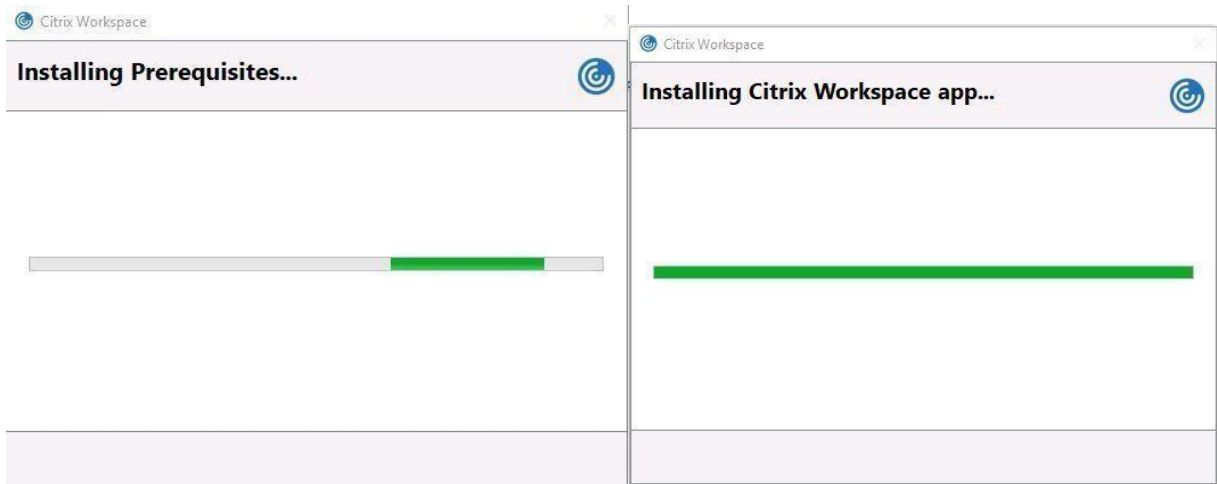
6. Launch the installation file called CitrixWorkspaceApp.dmg and click Start.



7. Check-mark the box next to "I accept the license agreement" and click Install.



8. The installation should begin. During the install, the following screens may appear.



9. When completed, the successful installation screen appears.



[How to Setup Multi-Factor Authentication for UKHS Duo](#) enhances your account security with two-factor authentication.

- Open a web browser and navigate to <https://cas.kumc.edu/mfaselfservice/> to register your device

Enter network id and password > Login

Central Authentication Services Login

This is the single point of sign-on to many KUMC-based web resources.
After logging in below, you will be able to use other CAS-enabled sites without being prompted.

Userid:

Password:

- Click Start Setup
- Select Mobile phone > Continue

What type of device are you adding?


Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Security Key (YubiKey, Feitian, etc.)
Requires Chrome, Firefox, or Safari to use Security Keys.

Touch ID
Requires Chrome on macOS to use Touch ID.

- Enter your phone number with area code
- Select checkbox to validate your number > Continue



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KU MEDICAL CENTER
The University of Kansas

[What is this?](#) [Need help?](#)

Powered by Duo Security

Enter your phone number

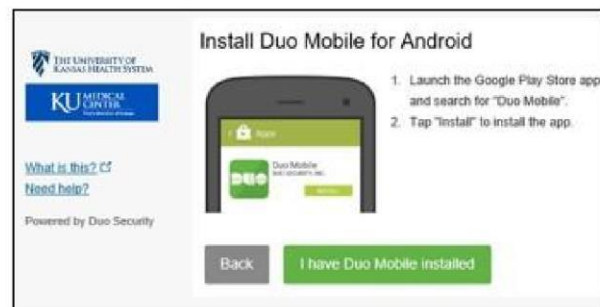
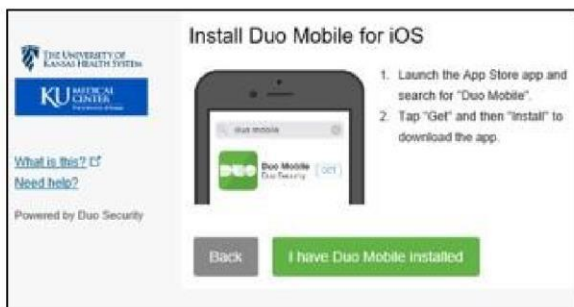
✓

Example: (201) 234-5678

You entered (913) 699-9999. Is this the correct number?

- Select your operating system > Continue

- Go to the Apple or Google Play Store to install Duo Mobile



- Open the Duo Mobile app > Click the + sign in upper right-hand corner

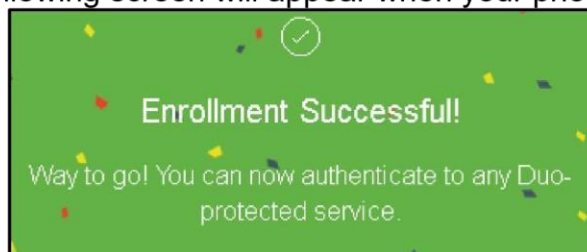


- Scan the QR code you are provided from your web browser

A green checkmark will appear 

- Click Continue

The following screen will appear when your phone has been properly registered:



FOR MORE INFORMATION CONTACT:

- [Health System Help Desk](#) | HITS_ServiceDesk@kumc.edu | Phone 913-945-9999

How to Access Remote Desktop via Citrix

1. Go to <https://citrix.kumed.com/> and log in with username and password.

THE UNIVERSITY OF KANSAS HEALTH SYSTEM

User name

Password

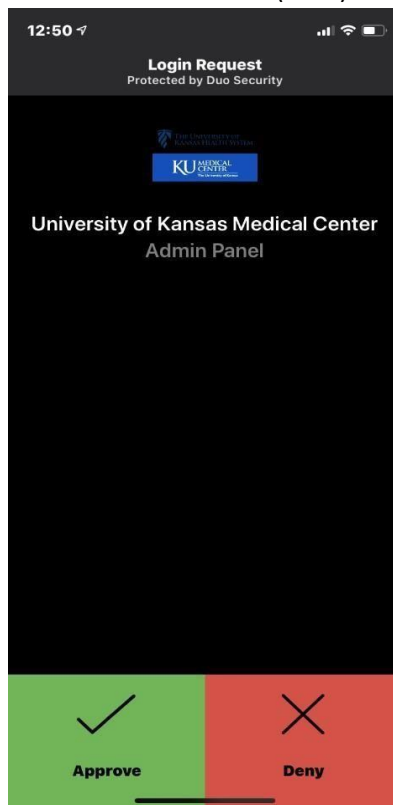
UKHMC

Log On

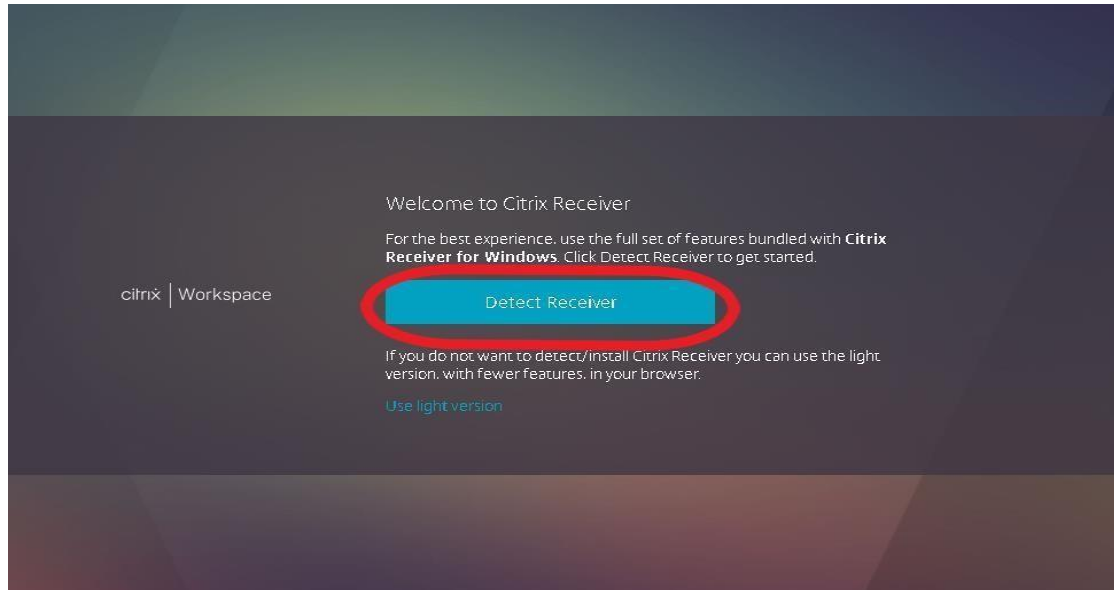
Two-factor authentication improves the security of your account. In addition to your normal credentials, you'll also need to provide an authentication code when logging in. You can use a mobile app to provide the code automatically, or receive a one-time code by text message or phone call. If you receive an 'Invalid Credentials' error, please ensure you have completed MFA enrollment.

[Setup MFA](#) [Help and Documentation](#) [Register DUO MFA](#)

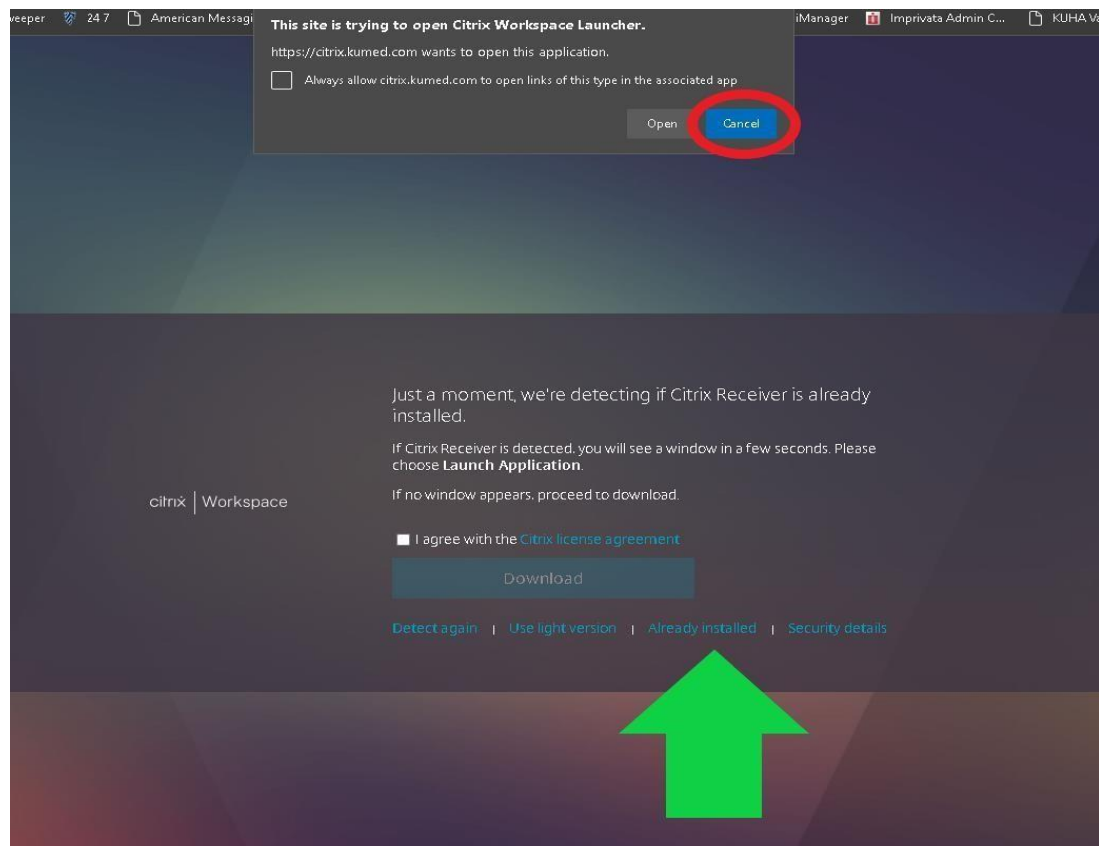
2. Authenticate with DUO Multi-Factor Authentication (MFA).



3. If the following screen comes up, select “Detect Receiver.”



4. If there is a white pop-up box, select Cancel. Then select “Already Installed.”



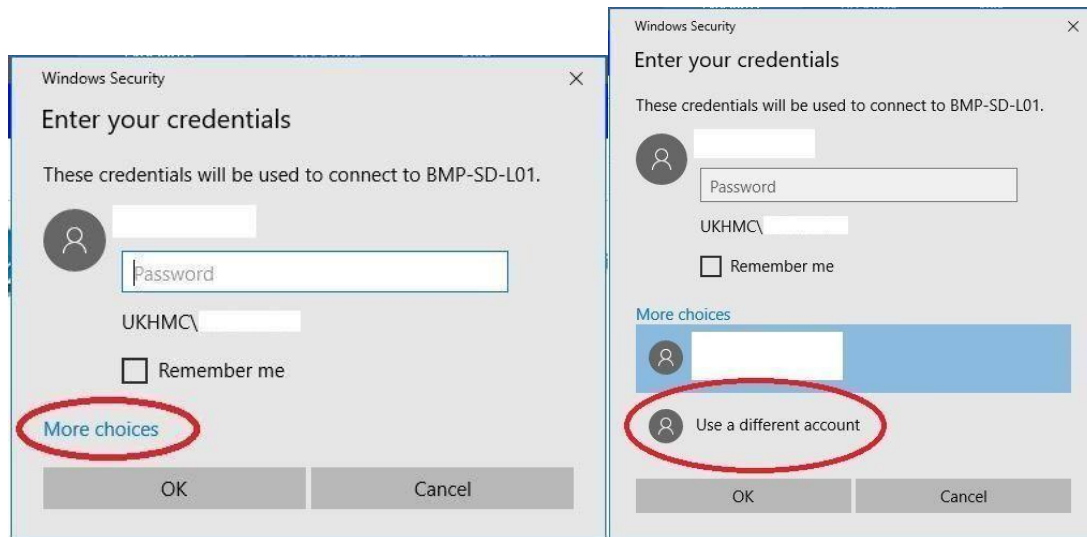
5. The Citrix Storefront dashboard loads. Select Apps at the top, then choose Remote Desktop.

The screenshot shows the Citrix StoreFront interface. The browser address bar displays 'citrix.kumed.com/Citrix/KUHSWeb/'. The interface includes a navigation bar with 'FAVORITES', 'DESKTOPS', and 'APPS' tabs. Below the navigation bar, there is a 'Categories' section with 'All' selected. The main area displays a grid of application icons, each with a 'Details' link. A red arrow points to the 'Kronos' application icon in the top right. A green circle highlights the 'Remote Desktop' application icon in the bottom middle.

6. When the Remote Desktop screen loads, type the hostname of the computer and click connect.



7. Select “Use another account” and type KUHA\username (for KUMC users, type KUMC\username). Then type password and click OK.

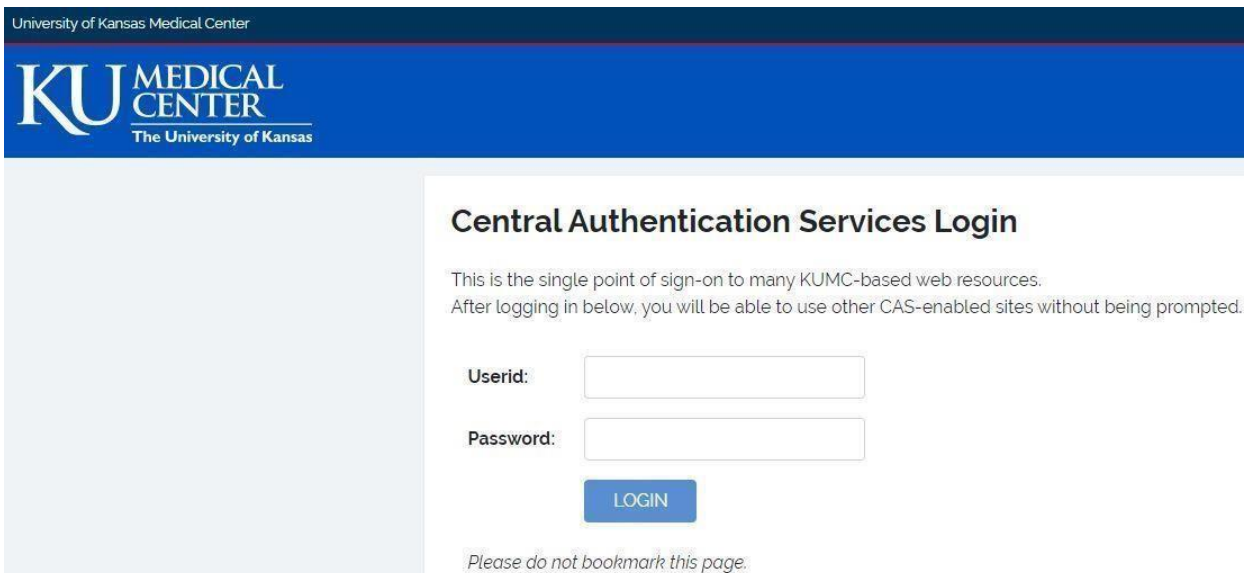


8. The remote session should begin and your screen should appear as though you are sitting at your desktop.

How to Access KU Email via the Web

*****KU email can be accessed via any web-enabled device (computer, phone, tablet, etc).*****

1. Go to <https://mail365.kumc.edu/> which will bring up the blue & white Central Authentication Site.



University of Kansas Medical Center

KU MEDICAL CENTER
The University of Kansas

Central Authentication Services Login

This is the single point of sign-on to many KUMC-based web resources.
After logging in below, you will be able to use other CAS-enabled sites without being prompted.

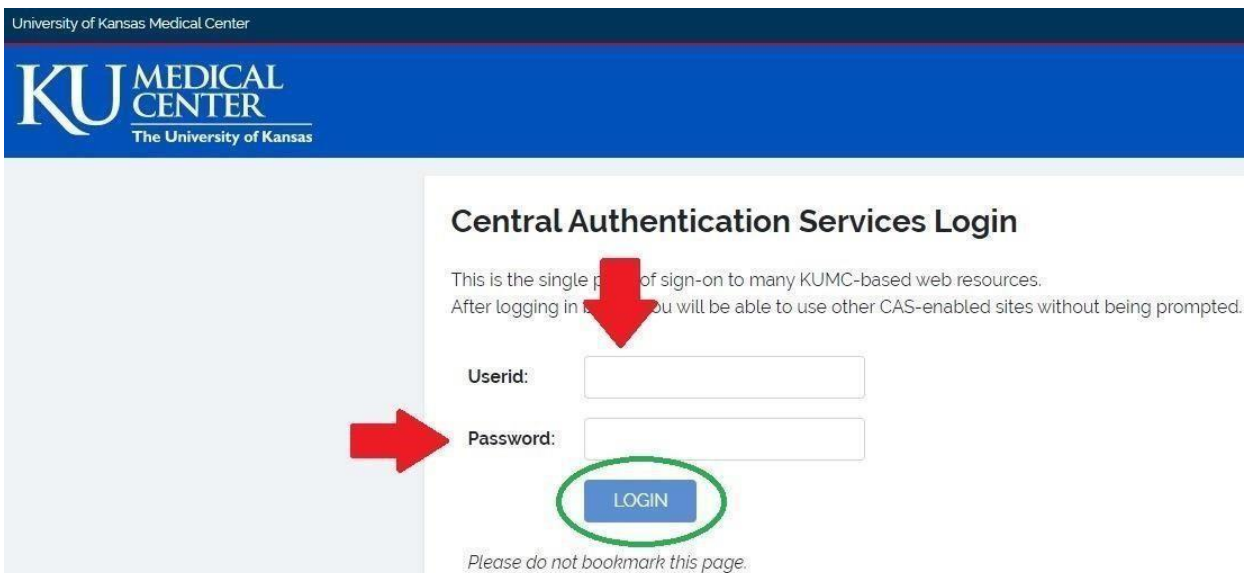
Userid:

Password:

LOGIN

Please do not bookmark this page.

2. Type Userid and Password, then click Login.



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Central Authentication Services Login

This is the single point of sign-on to many KUMC-based web resources.
After logging in below, you will be able to use other CAS-enabled sites without being prompted.

Userid:

Password:

LOGIN

Please do not bookmark this page.

3. When prompted to "Stay signed in" select No.

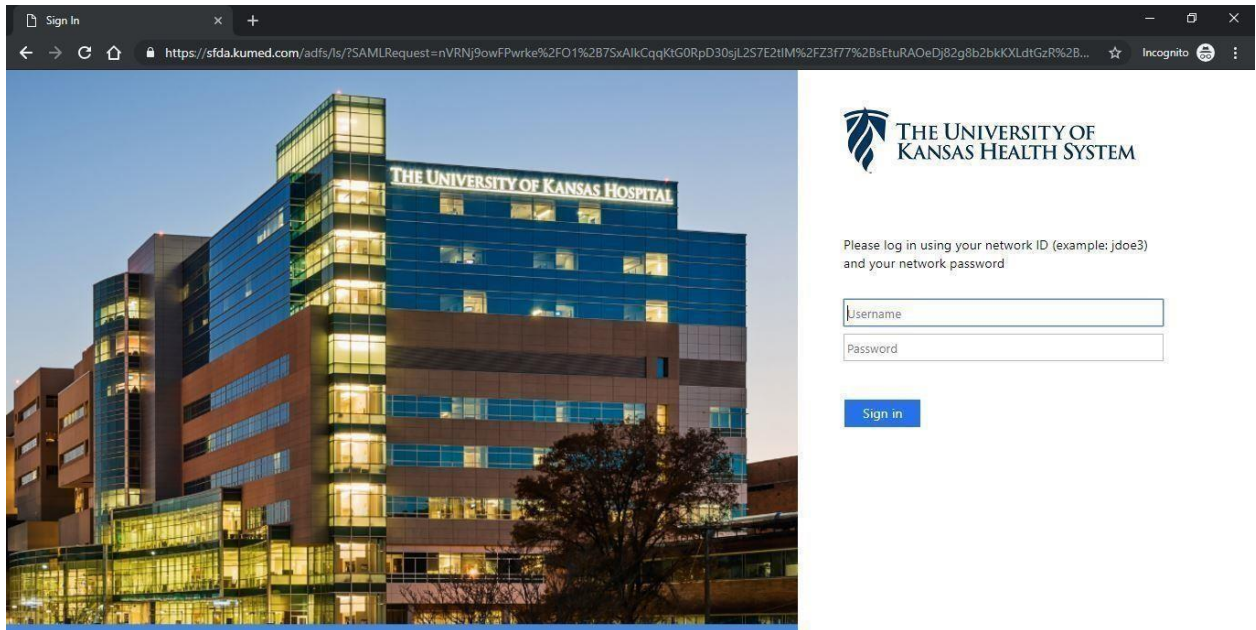


4. The webmail inbox loads and email is accessible.

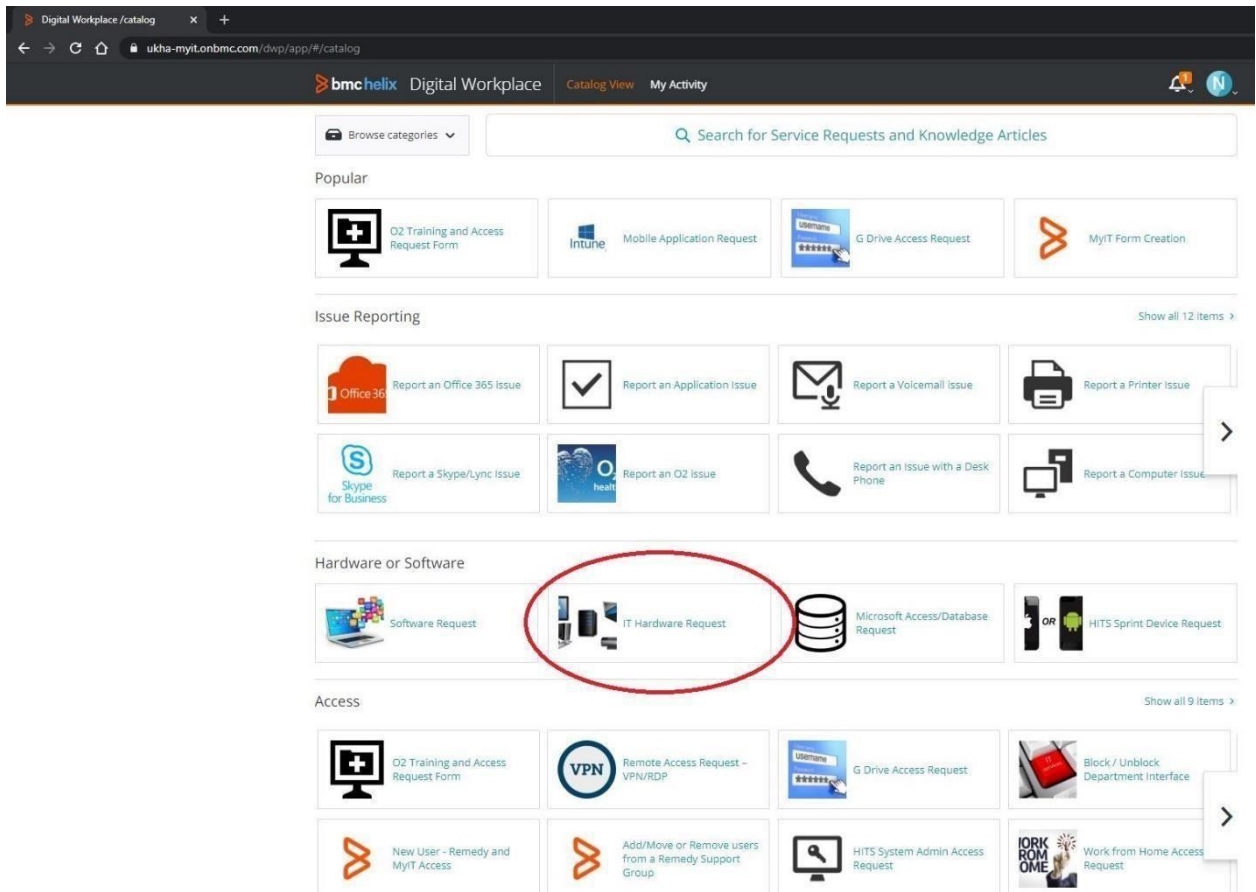
How to Submit Hardware Requests via MyIT

*****KU email can be accessed via any web-enabled device (computer, phone, tablet, etc).*****

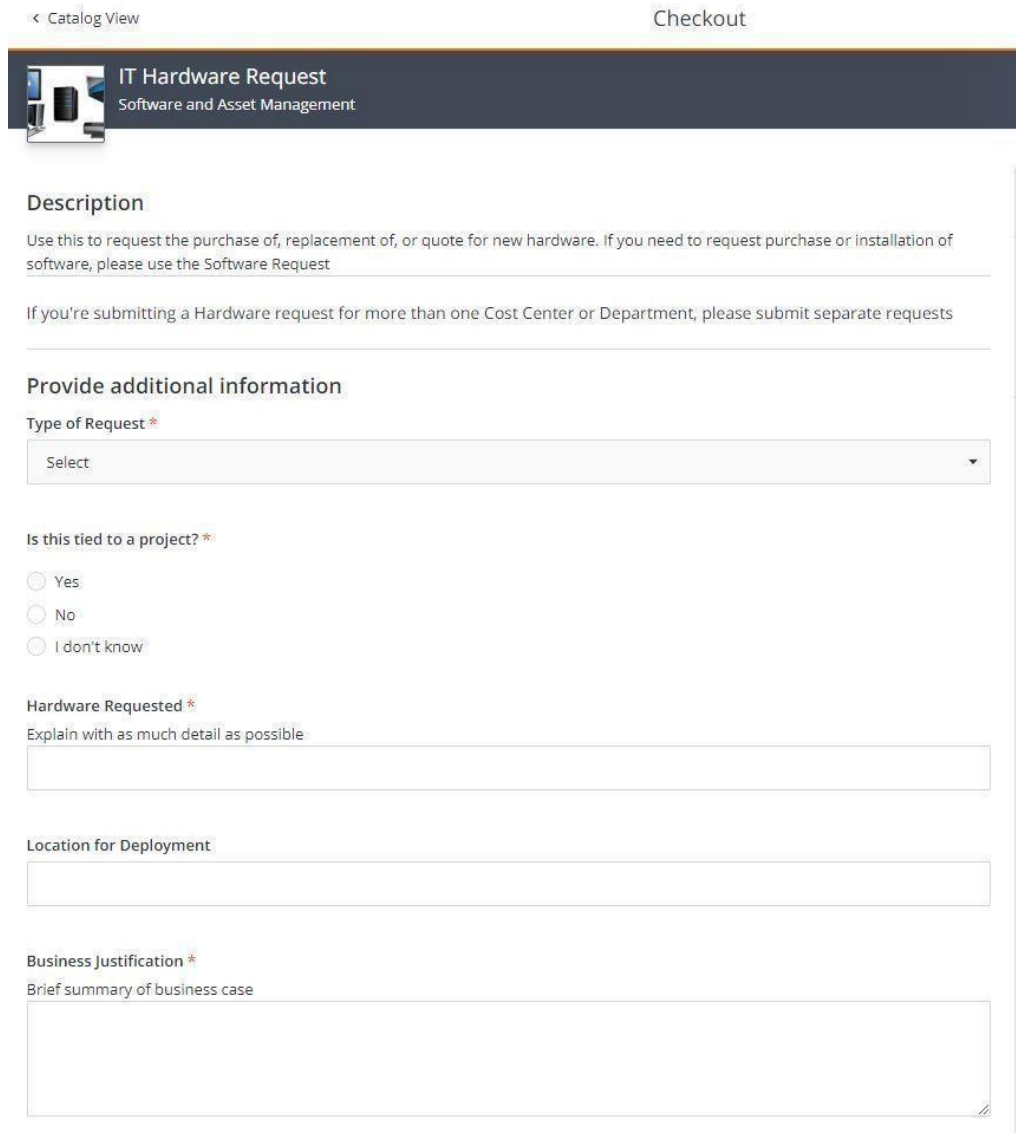
1. Contact your manager and confirm verbal authorization for any hardware requested.
2. Go to <https://ukha-myit.onbmc.com/> which will bring up the KUHA login page.



3. Login using KU username and password, then the MyIT page will load. Select the “IT Hardware Request” icon toward the left middle of the page.



4. Fill out the IT Hardware Request fields and click “Submit Request” at the top right of the page. (If it is unavailable, review the form again for missing required fields.)



The screenshot shows a web form titled "IT Hardware Request" under the "Software and Asset Management" section. At the top, there are navigation links for "< Catalog View" and "Checkout". The form is divided into several sections:

- Description:** A text area with instructions: "Use this to request the purchase of, replacement of, or quote for new hardware. If you need to request purchase or installation of software, please use the Software Request." Below this is a note: "If you're submitting a Hardware request for more than one Cost Center or Department, please submit separate requests."
- Provide additional information:**
 - Type of Request ***: A dropdown menu currently showing "Select".
 - Is this tied to a project? ***: Three radio button options: "Yes", "No", and "I don't know".
 - Hardware Requested ***: A text area with the prompt "Explain with as much detail as possible".
 - Location for Deployment ***: A text area.
 - Business Justification ***: A text area with the prompt "Brief summary of business case".

5. Once completed, the Activity Dashboard will display the REQ number and a confirmation email should arrive too.

The screenshot shows the BMC Helix Digital Workplace interface. At the top, there is a navigation bar with the BMC Helix logo, "Digital Workplace", and "Catalog View" / "My Activity" tabs. A search bar is located below the navigation bar with the text "Search for Service Requests and Knowledge Articles". Below the search bar, the "Active events" section is displayed. It contains three event cards, each with a status bar, a request icon, a title, a status, a recipient/creator, a request ID, and "Cancel" / "Details" buttons.

Event Title	Status	For	By	Request ID	Actions
SmartIT: Smart Recorder Issue	In Progress	Nick Schroeder	Nick Schroeder	REQ000000792469	Cancel, Details
Data Management: Badge photo issue	Initiated	Nick Schroeder	Nick Schroeder	REQ000000787886	Cancel, Details
Mobile Application Request	Waiting Approval	Dominic Wu	Nick Schroeder	REQ000000669430	Cancel, Details