



INSTRUCTIONS FOR ACCESSING CITRIX FROM YOUR HOME DEVICE

3/13/2020

This document will walk you through the steps for setting up your home device for remote access to your health system workstation.

HITS Service Desk
913-945-9999

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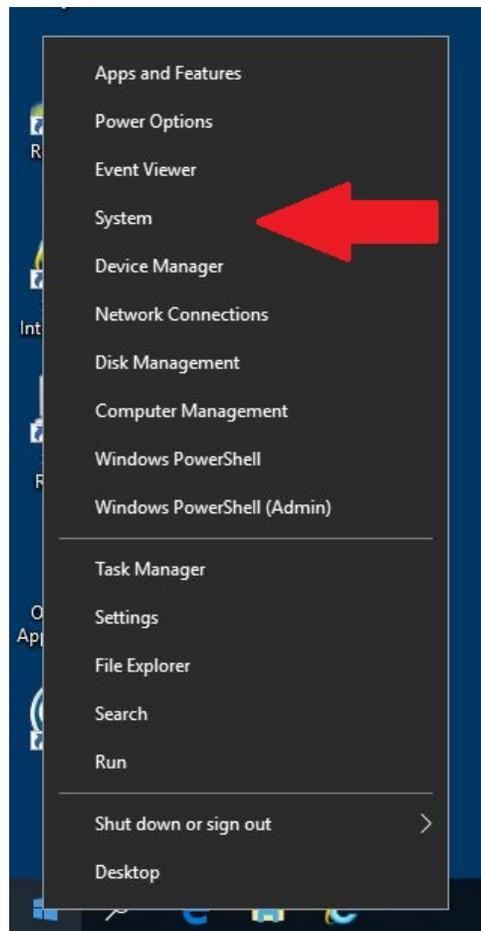
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How to Locate Your Hostname

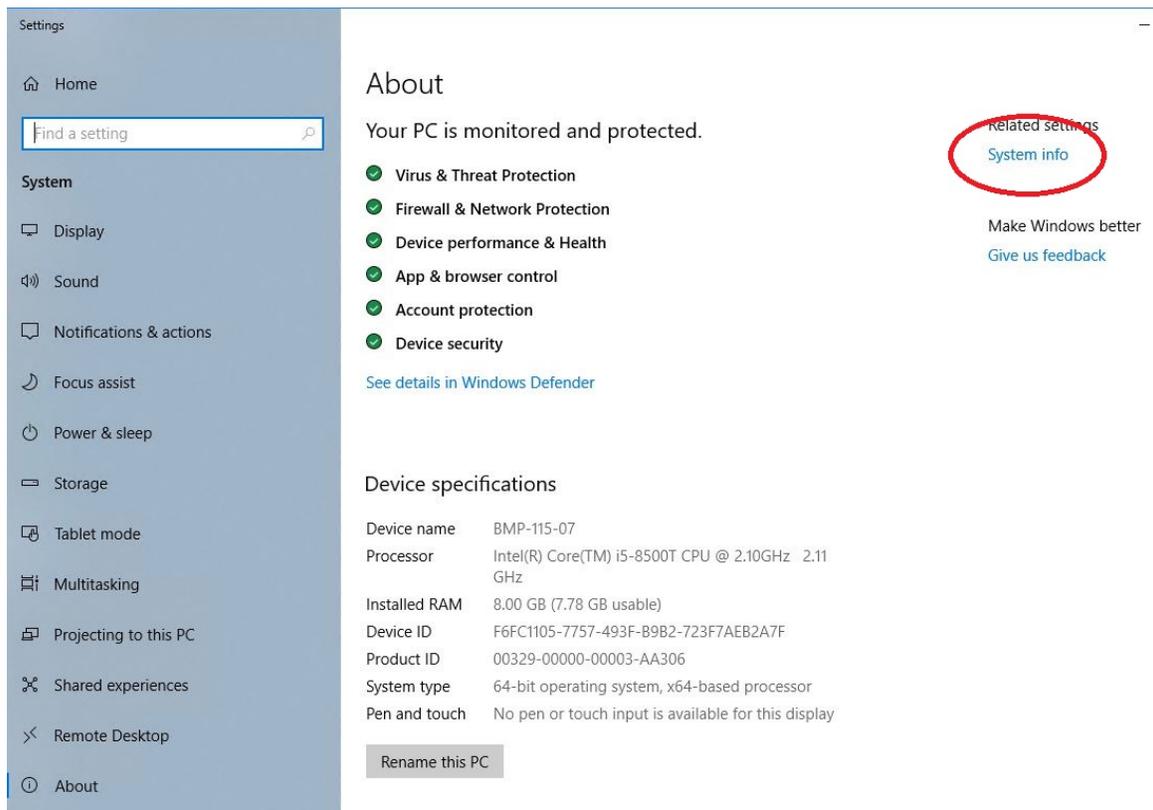
1. If signed into your computer, the hostname is listed on the desktop background info.



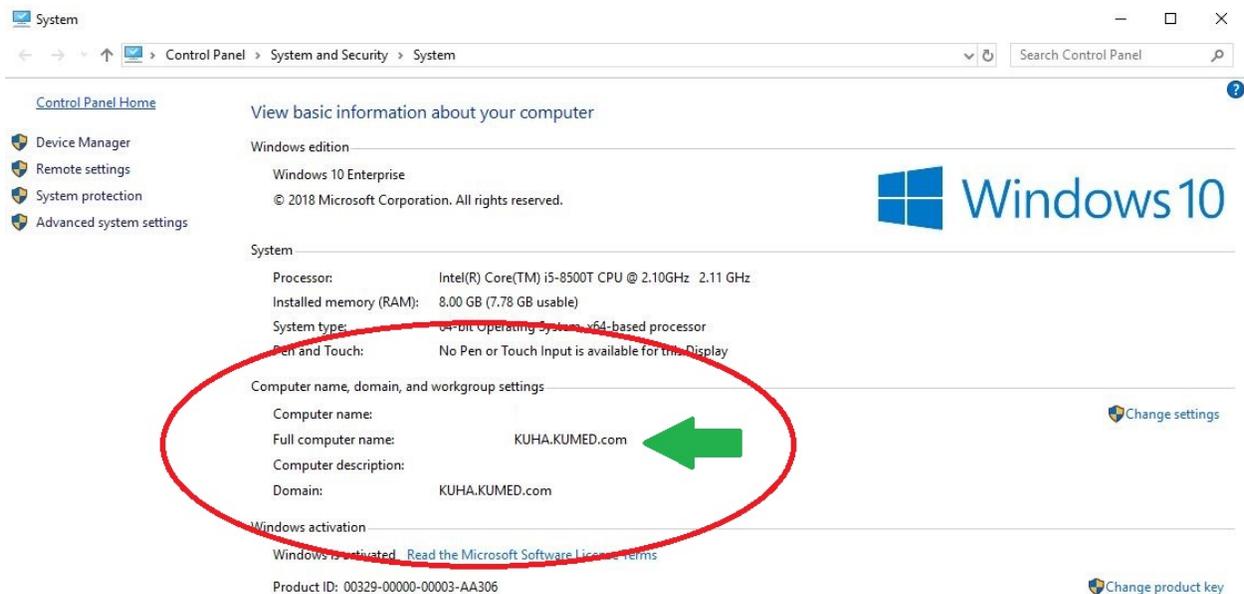
2. If the screen does not display the info, right-click the Windows icon at the bottom left of the desktop, then select System.



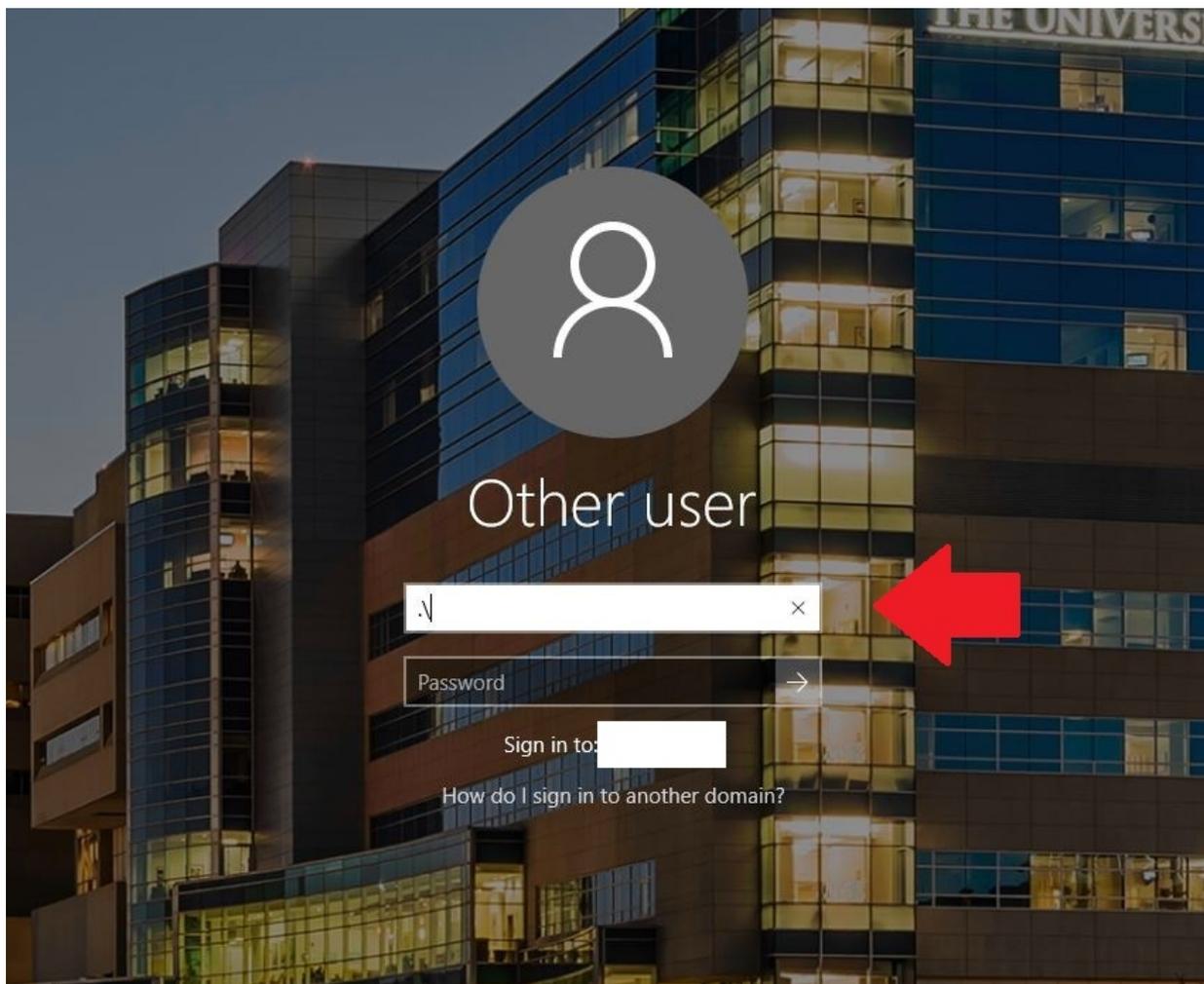
3. Click “System info” at the top right of the window.



4. In the “Computer name, domain, and workgroup settings” section, note the computer name as this is your hostname.



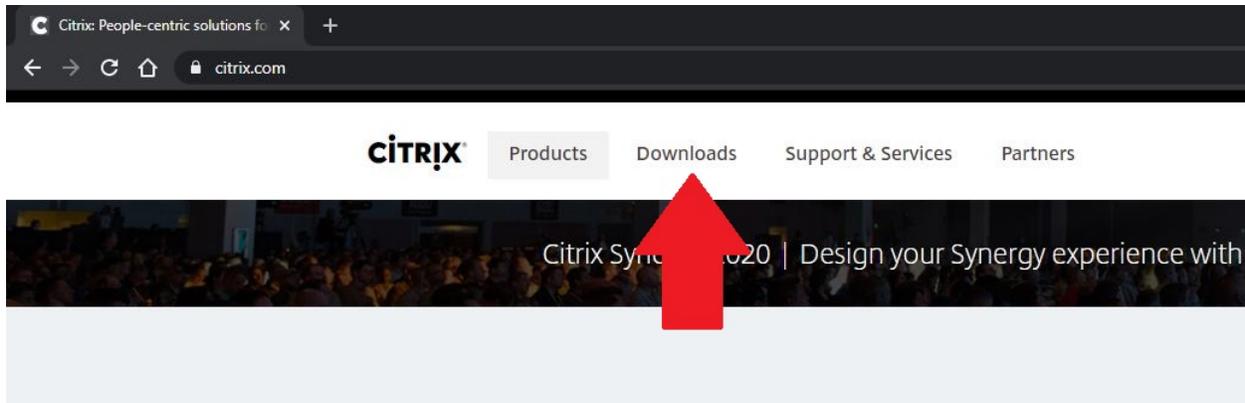
5. If you are unable to log into the computer, restart it. Then type .\ in the user name box of the Windows welcome screen.



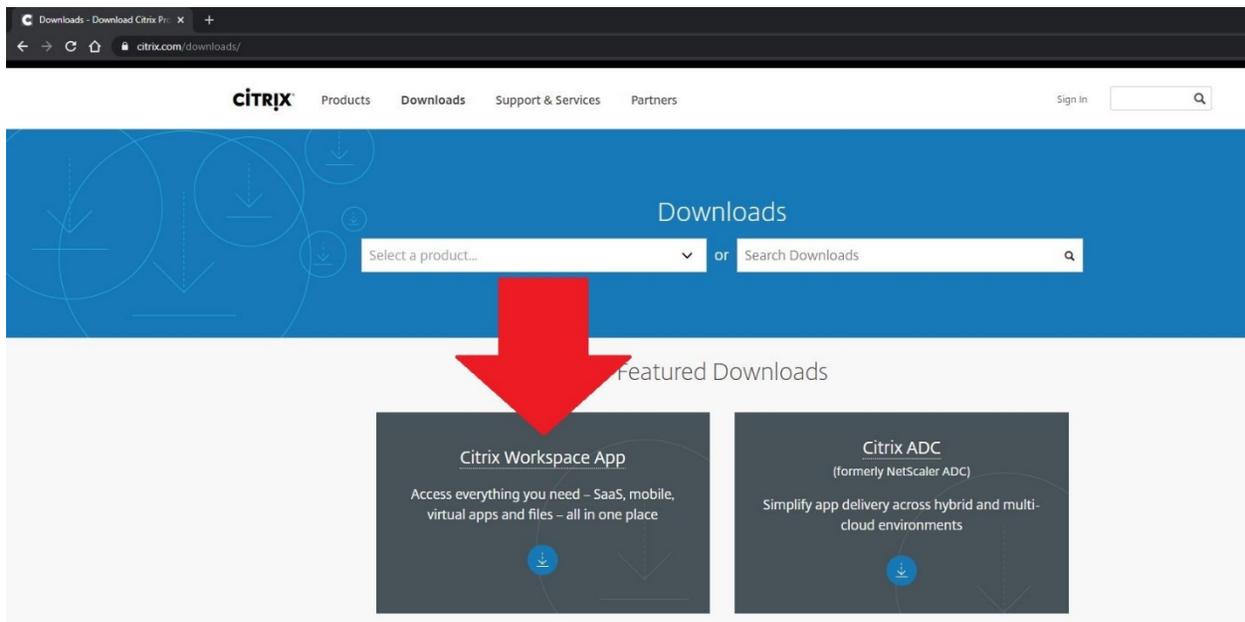
*****IF YOU ARE STILL UNABLE TO LOCATE YOUR HOSTNAME, CALL THE SERVICE DESK AT 913-945-9999
OPT 1*****

How to Setup Citrix Workspace for Windows

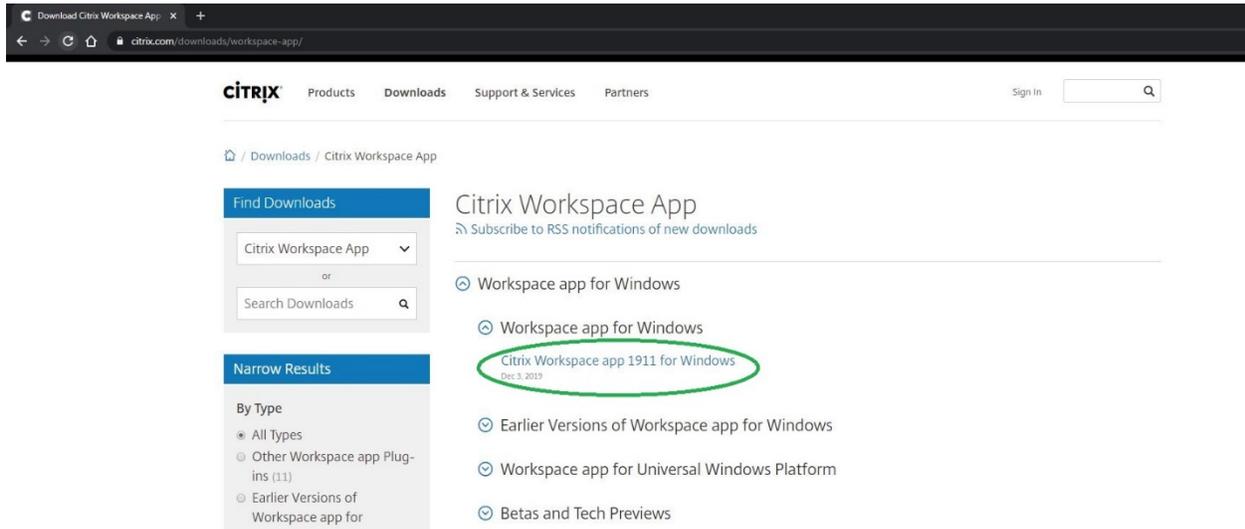
1. Go to citrix.com and select Downloads at the top of the page.



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



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" and it includes a search bar and navigation links. The main content area lists several download options, with "Citrix Workspace app 1911 for Windows" highlighted by a green oval. The page also features a "Find Downloads" section with a dropdown menu and a search box, and a "Narrow Results" section with radio buttons for filtering by type.

Find Downloads

Citrix Workspace App

or

Search Downloads

Narrow Results

By Type

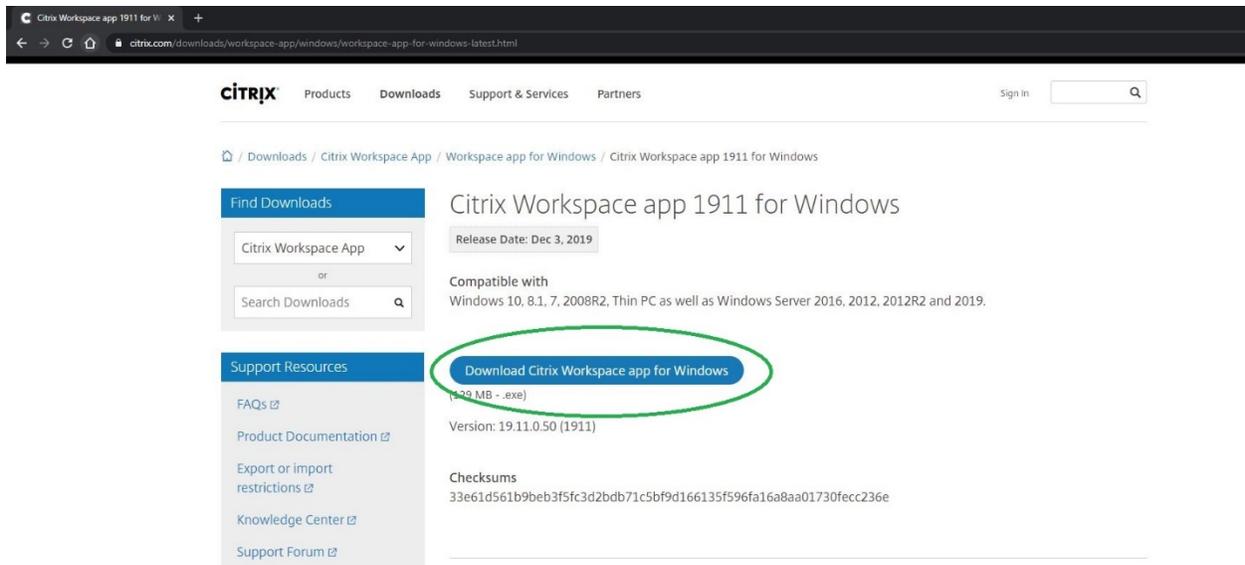
- All Types
- Other Workspace app Plug-ins (1.1)
- Earlier Versions of Workspace app for

Citrix Workspace App

Subscribe to RSS notifications of new downloads

- Workspace app for Windows
 - Citrix Workspace app 1911 for Windows** (Dec 3, 2019)
 - Earlier Versions of Workspace app for Windows
 - Workspace app for Universal Windows Platform
 - Betas and Tech Previews

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



The screenshot shows the Citrix website's download page for the Citrix Workspace app 1911 for Windows. The page title is "Citrix Workspace app 1911 for Windows" and it includes a search bar and navigation links. The main content area displays the release date (Dec 3, 2019), compatibility information (Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019), and a "Download Citrix Workspace app for Windows" button highlighted by a green oval. The page also features a "Support Resources" section with links to FAQs, Product Documentation, Export or import restrictions, Knowledge Center, and Support Forum.

Citrix Workspace app 1911 for Windows

Release Date: Dec 3, 2019

Compatible with
Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.

Download Citrix Workspace app for Windows
(1.52 MB - .exe)

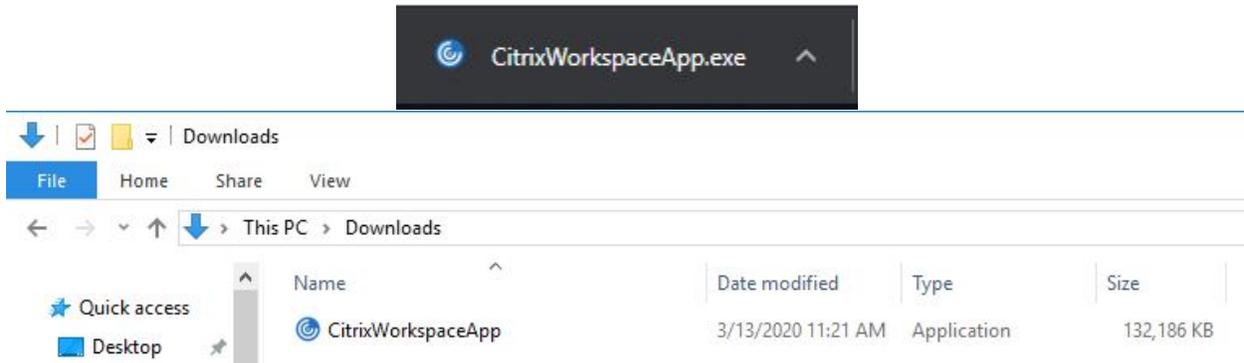
Version: 19.11.0.50 (1911)

Checksums
33e61d561b9beb3f5fc3d2bdb71c5bf9d166135f596fa16a8aa01730fecc236e

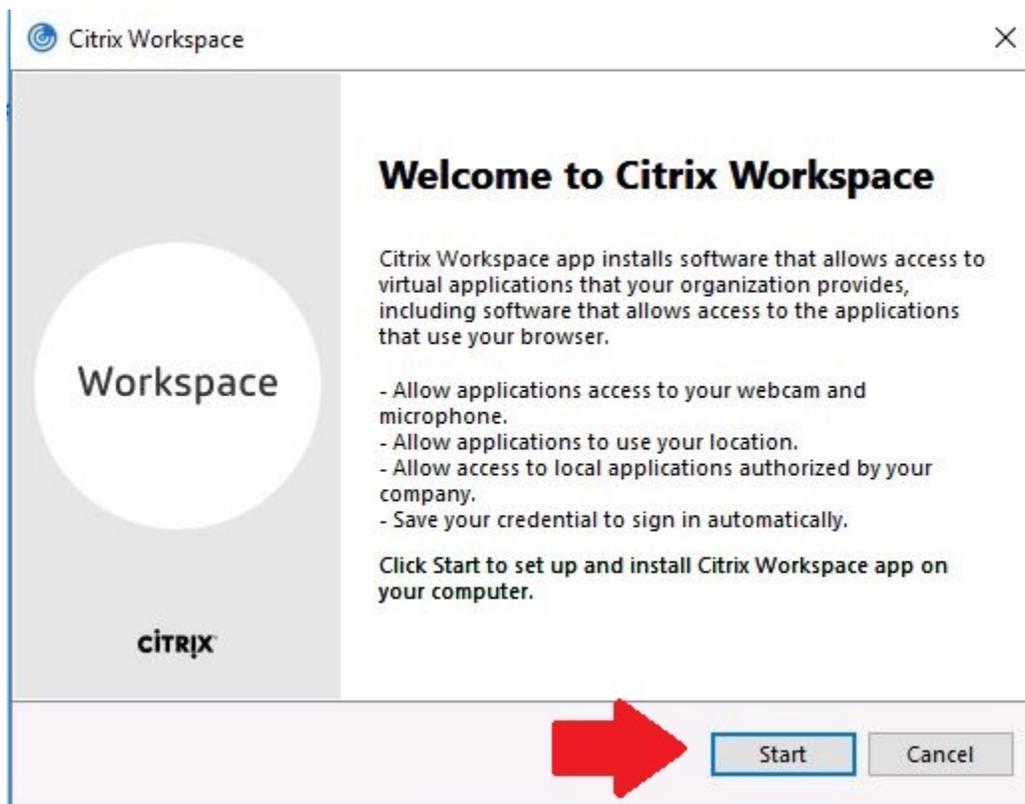
Support Resources

- FAQs
- Product Documentation
- Export or import restrictions
- Knowledge Center
- Support Forum

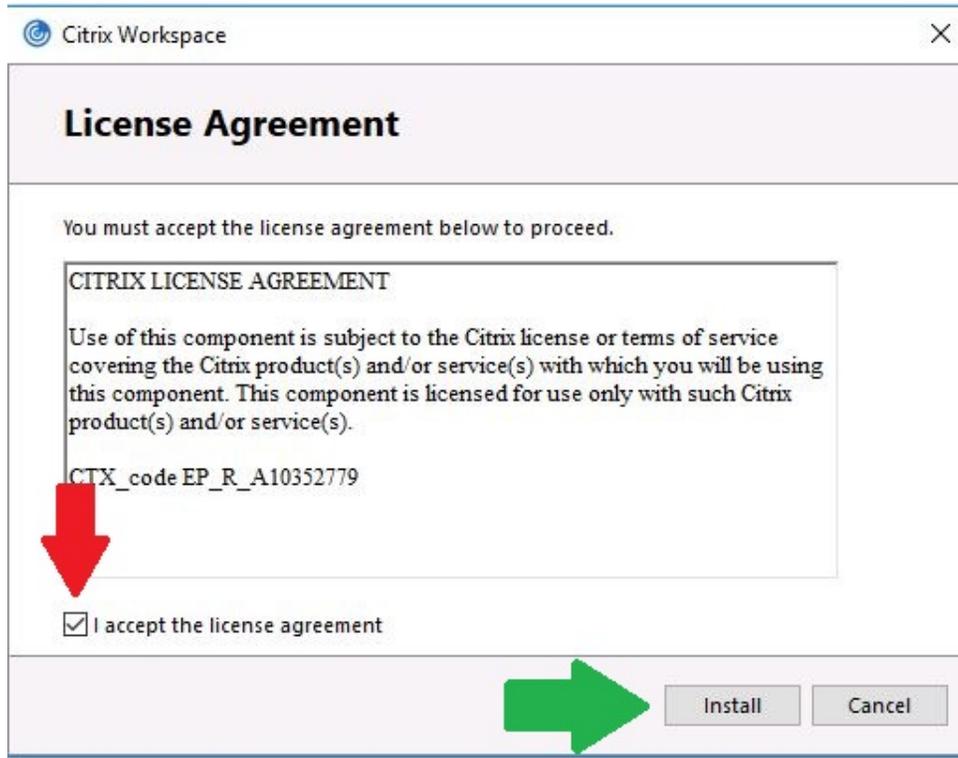
5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.



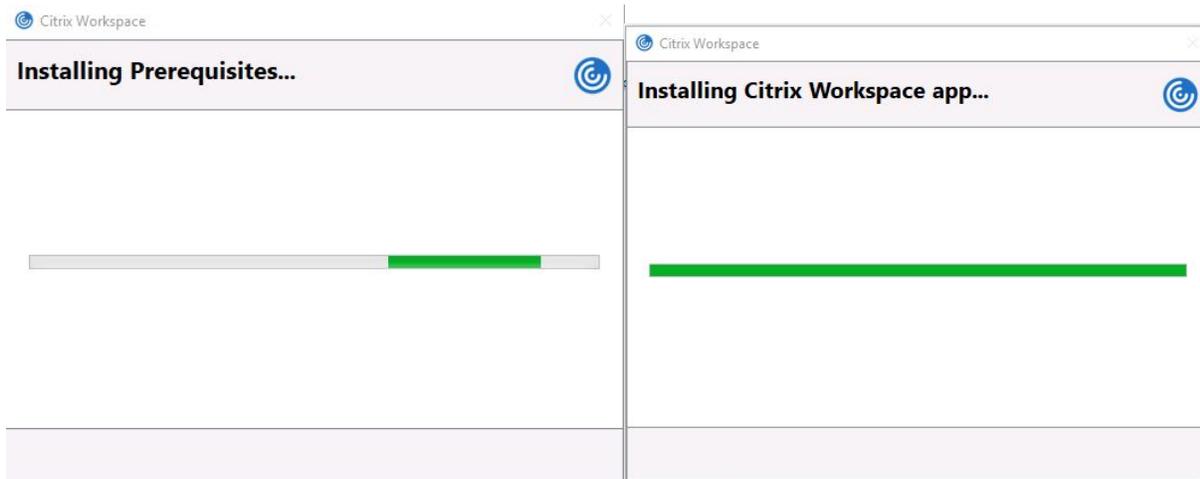
6. Launch the installation file called CitrixWorkspaceApp.exe and click Start.



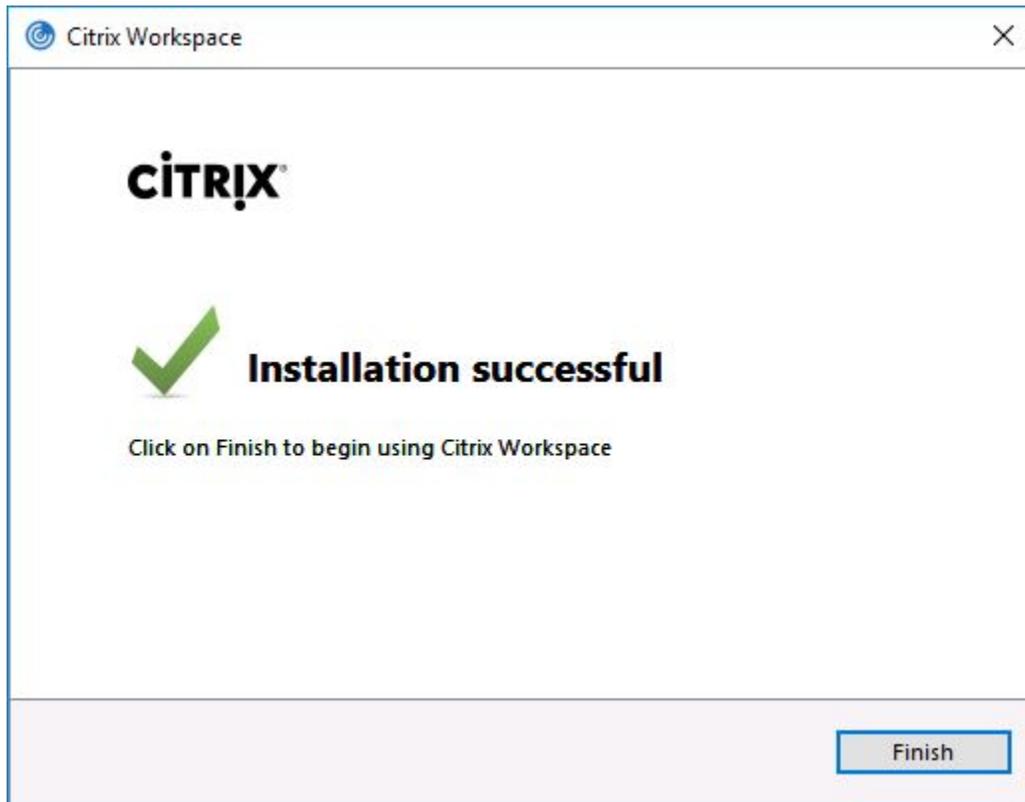
7. Check-mark the box next to “I accept the license agreement” and click Install.



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

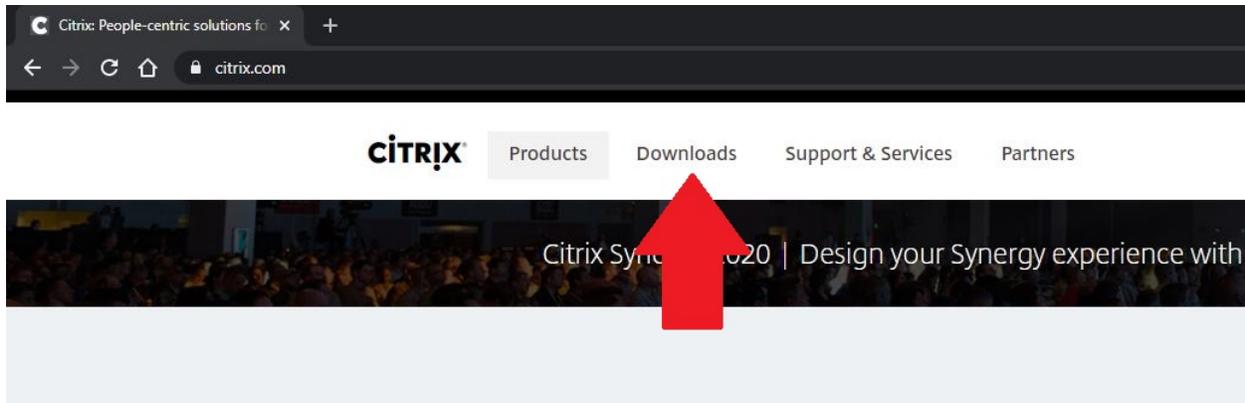


9. When completed, the successful installation screen appears.

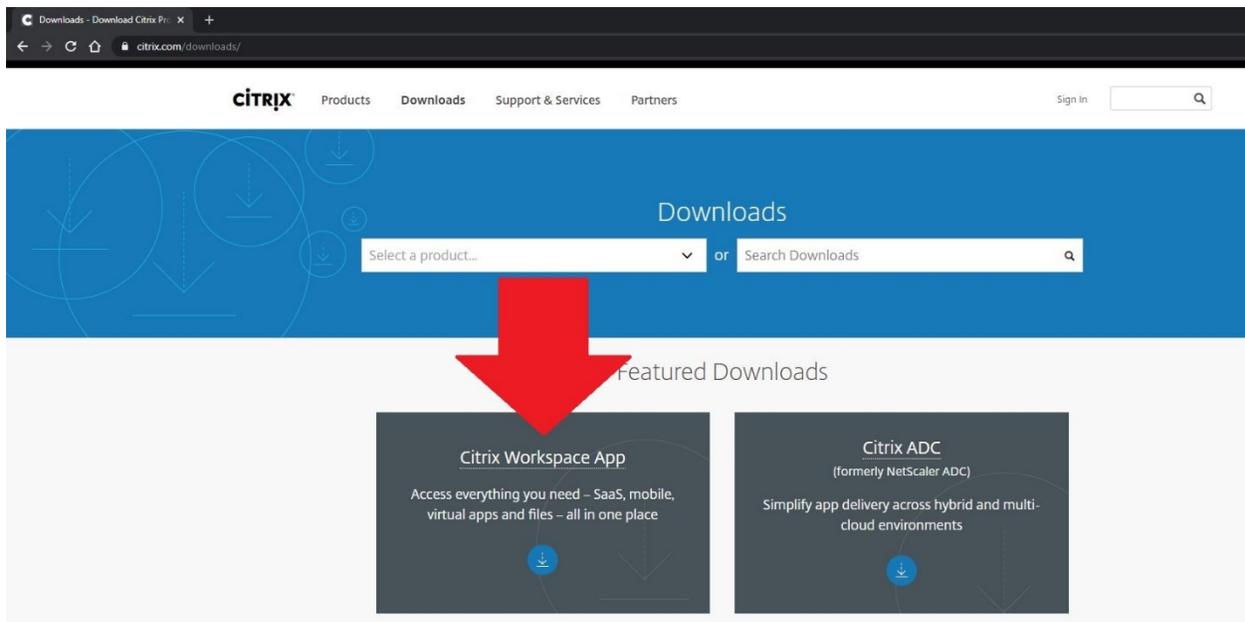


How to Setup Citrix Workspace for Mac

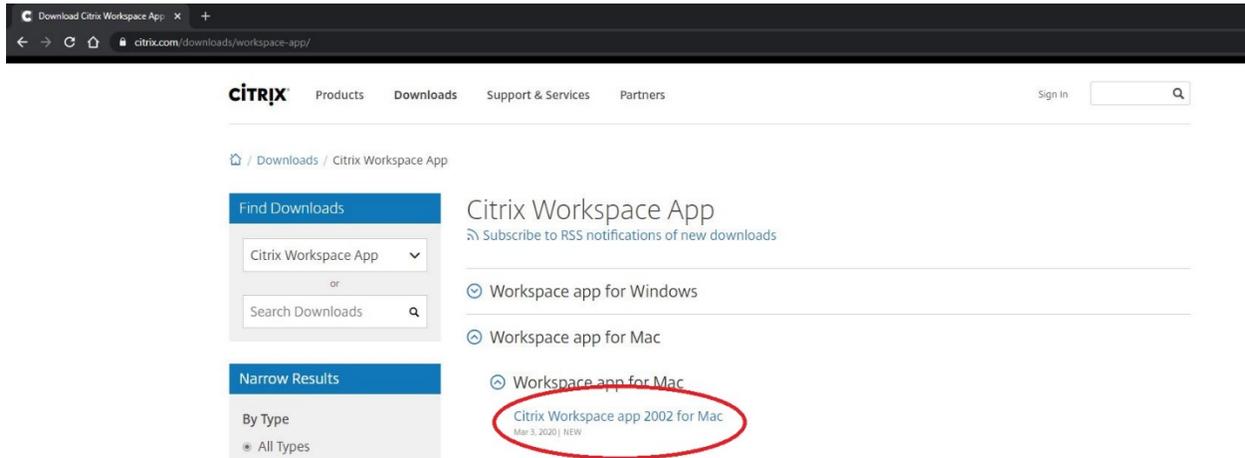
1. Go to citrix.com and select Downloads at the top of the page.



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

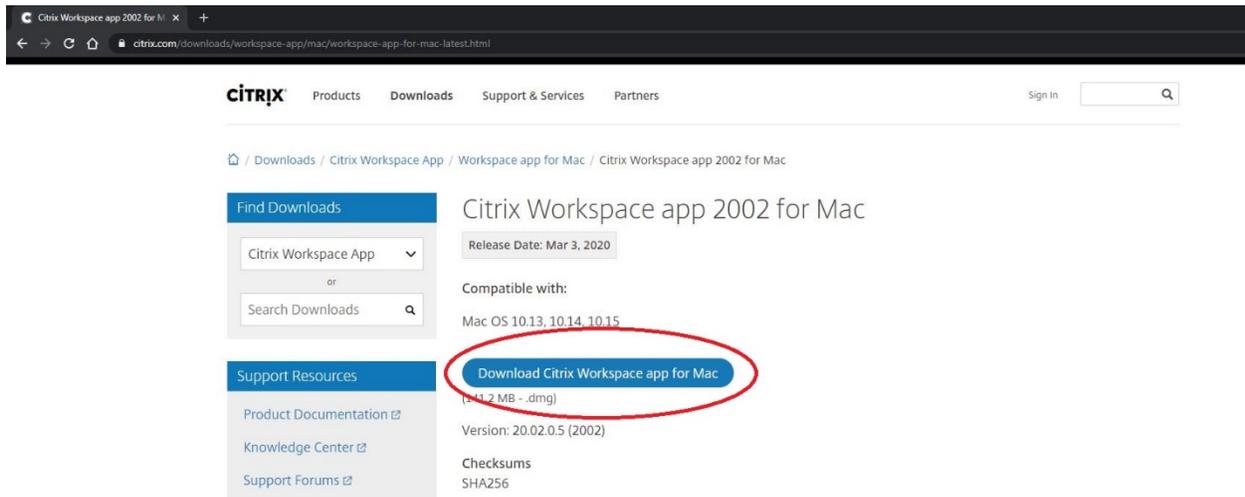


3. Click the Citrix Workspace app for Mac link.



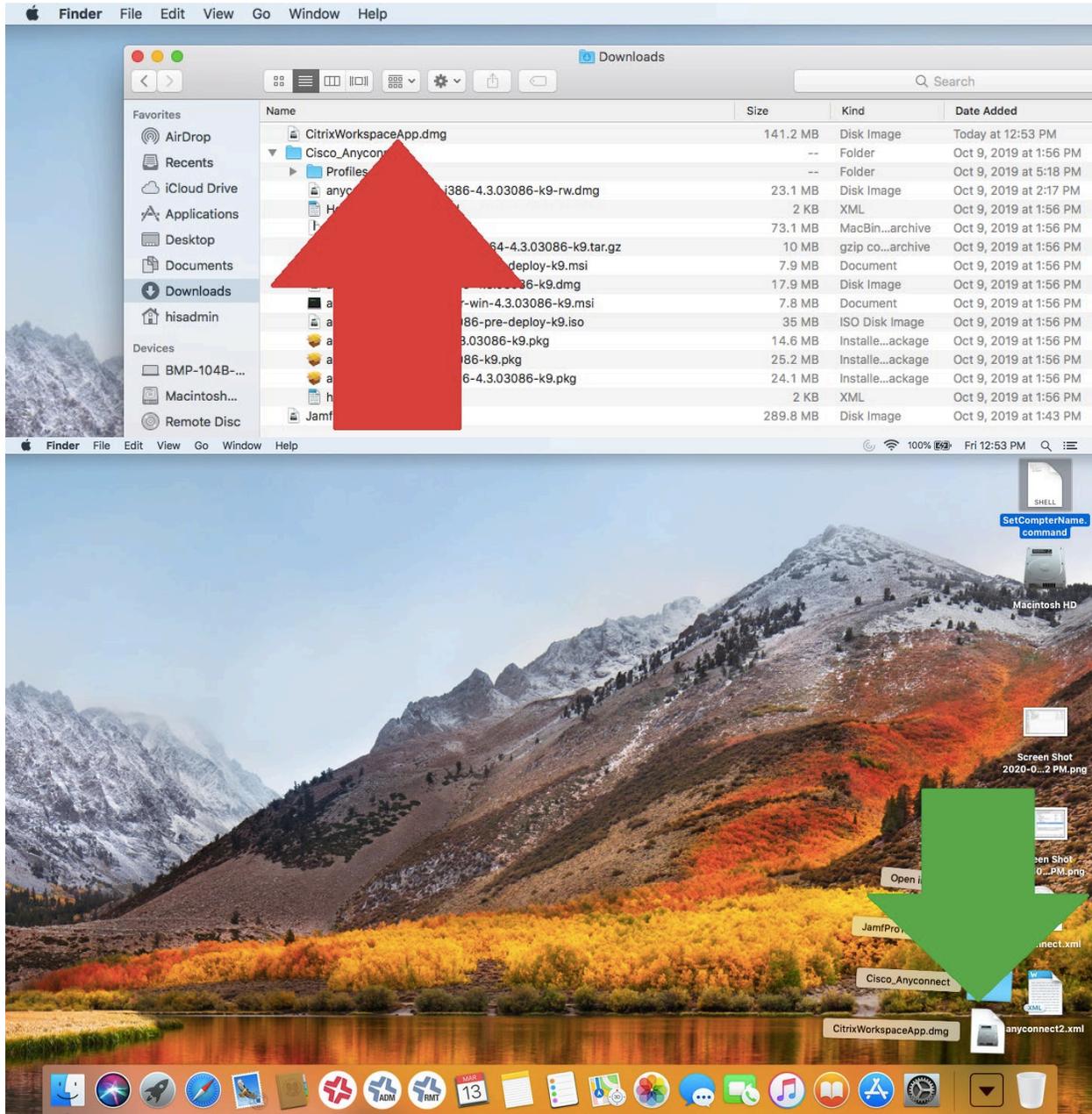
The screenshot shows the Citrix website's Downloads section for the Citrix Workspace App. The page title is "Citrix Workspace App" with a sub-header "Subscribe to RSS notifications of new downloads". There are two main sections: "Find Downloads" and "Narrow Results". The "Find Downloads" section has a dropdown menu set to "Citrix Workspace App" and a search box. The "Narrow Results" section has a "By Type" dropdown set to "All Types". The main content area lists two download options: "Workspace app for Windows" and "Workspace app for Mac". The "Workspace app for Mac" option is circled in red. Below it, there is a link for "Citrix Workspace app 2002 for Mac" with a sub-header "Mar 3, 2020 | NEW".

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

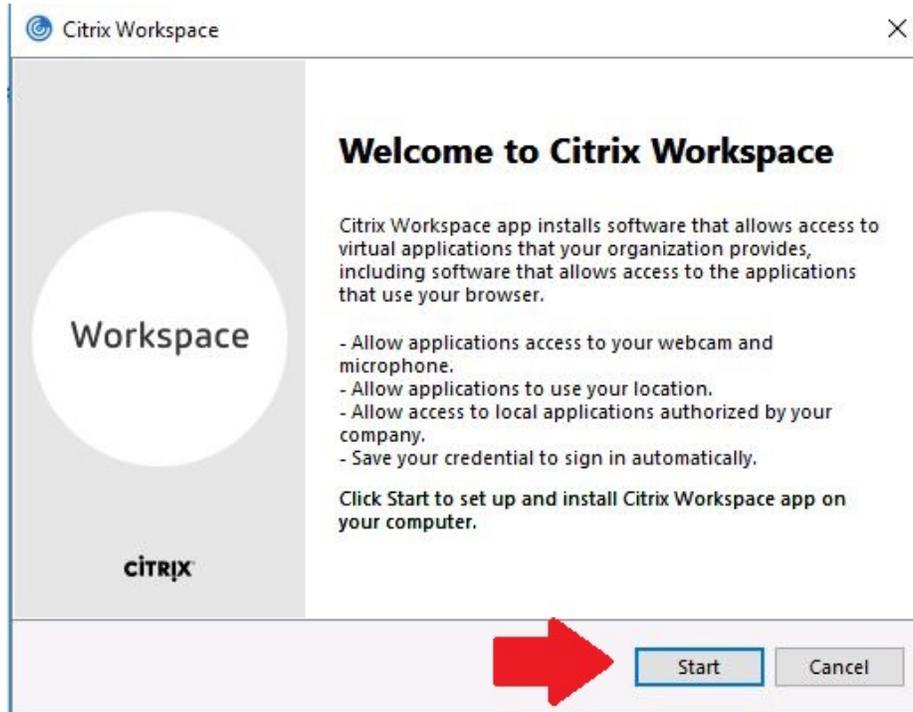


The screenshot shows the Citrix website's Downloads section for the Citrix Workspace app 2002 for Mac. The page title is "Citrix Workspace app 2002 for Mac" with a sub-header "Release Date: Mar 3, 2020". There are two main sections: "Find Downloads" and "Support Resources". The "Find Downloads" section has a dropdown menu set to "Citrix Workspace App" and a search box. The "Support Resources" section has links for "Product Documentation", "Knowledge Center", and "Support Forums". The main content area lists the download option "Download Citrix Workspace app for Mac" with a sub-header "(241.2 MB - .dmg)". This link is circled in red. Below it, there is a sub-header "Version: 20.02.0.5 (2002)" and a "Checksums" section with "SHA256".

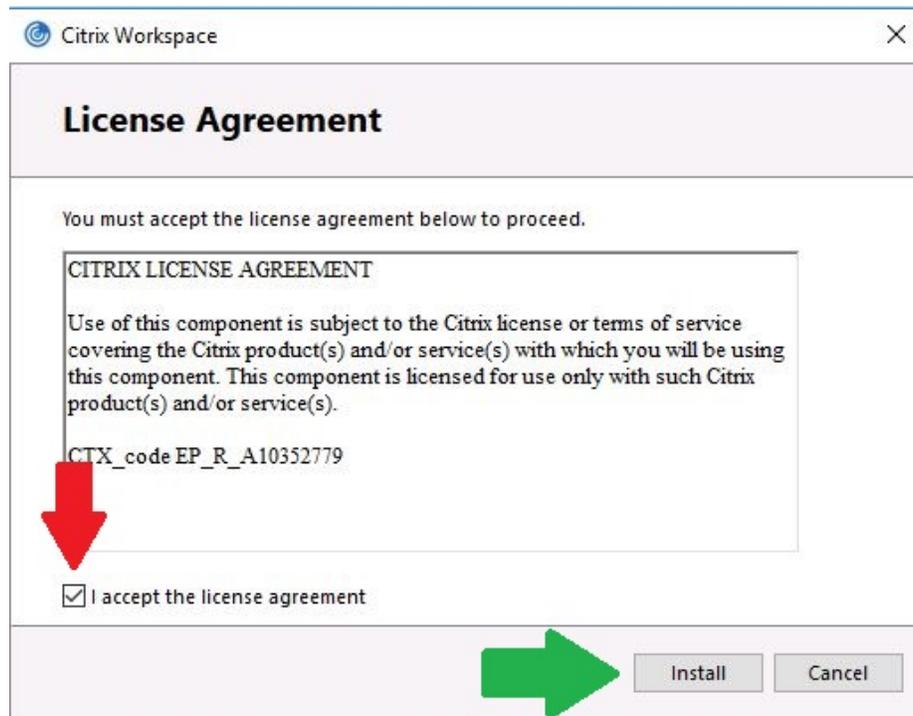
5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.



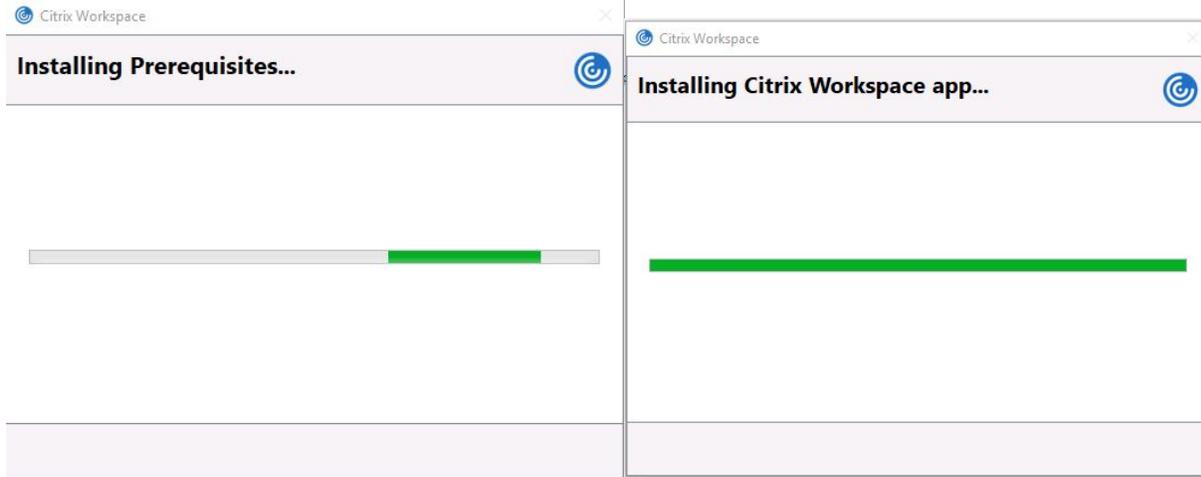
6. Launch the installation file called CitrixWorkspaceApp.dmg and click Start.



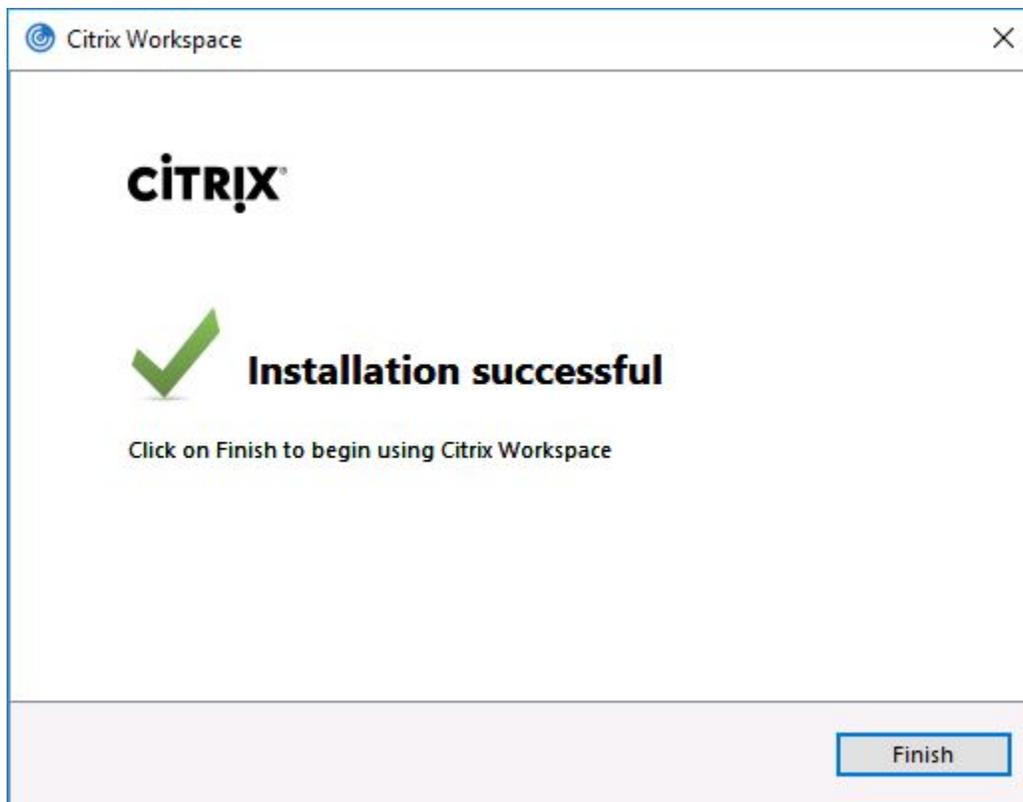
7. Check-mark the box next to "I accept the license agreement" and click Install.



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

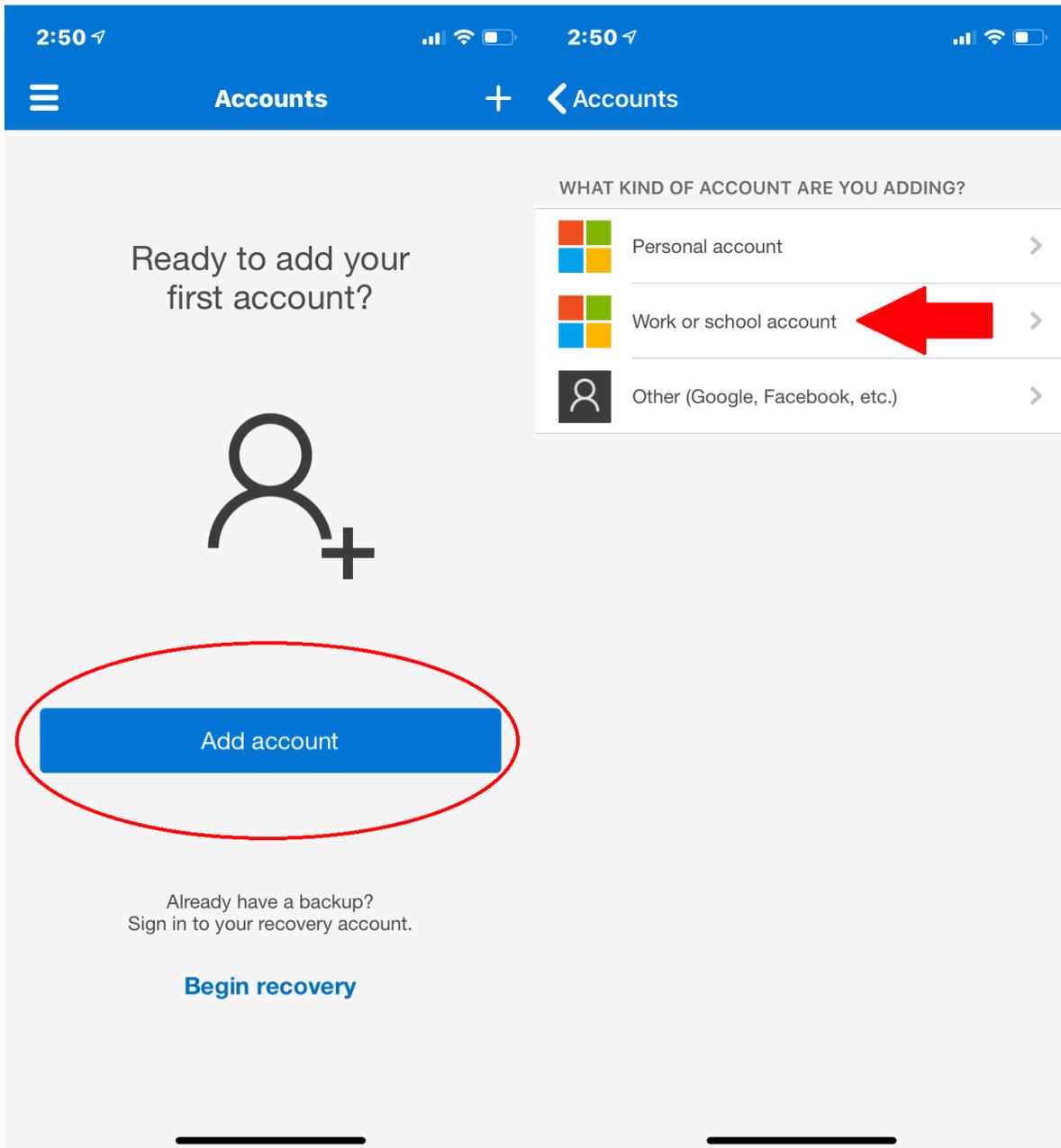


9. When completed, the successful installation screen appears.

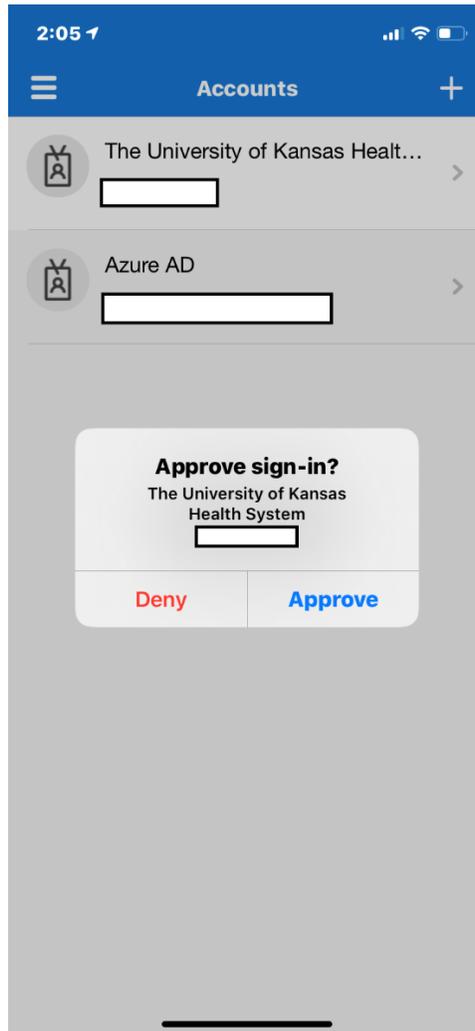


How to Setup Multi-Factor Authentication for UKHS

1. On a mobile device, download and install the Microsoft Authenticator app.
 - a. Launch the app and “Allow” any notifications when prompted.
 - b. Tap “Add Account” then select Work or School account.



- c. The mobile device camera screen loads looking for a QR code.
2. Go to <https://pass.kumed.com/multifactorauth> on a computer and login.
*****DO NOT USE A MOBILE BROWSER*****
(If you cannot login, please contact the HITS Service Desk at 913-945-9999 opt 1.)
3. Scan the QR code on the computer screen with the mobile device camera.
4. On the computer, click “Authenticate Me Now” and tap Approve on the handset.



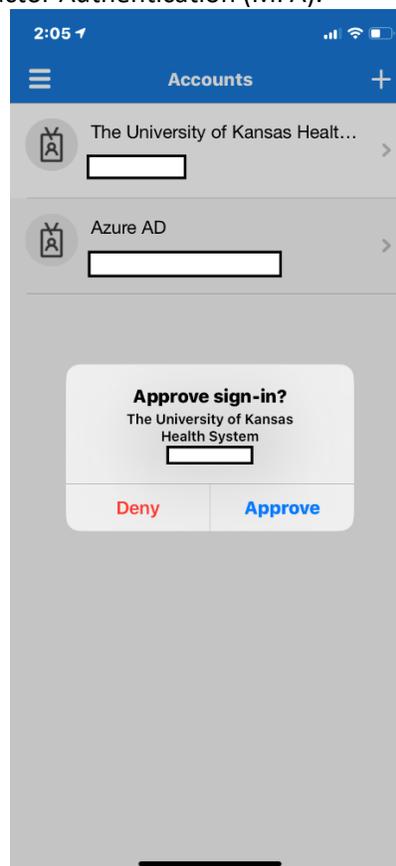
5. Then log out of the site and go back to <https://pass.kumed.com/multifactorauth>. If login is successful, MFA is completed correctly. (If you cannot login, please contact the HITS Service Desk at 913-945-9999 opt 1.)

How to Access Remote Desktop via Citrix

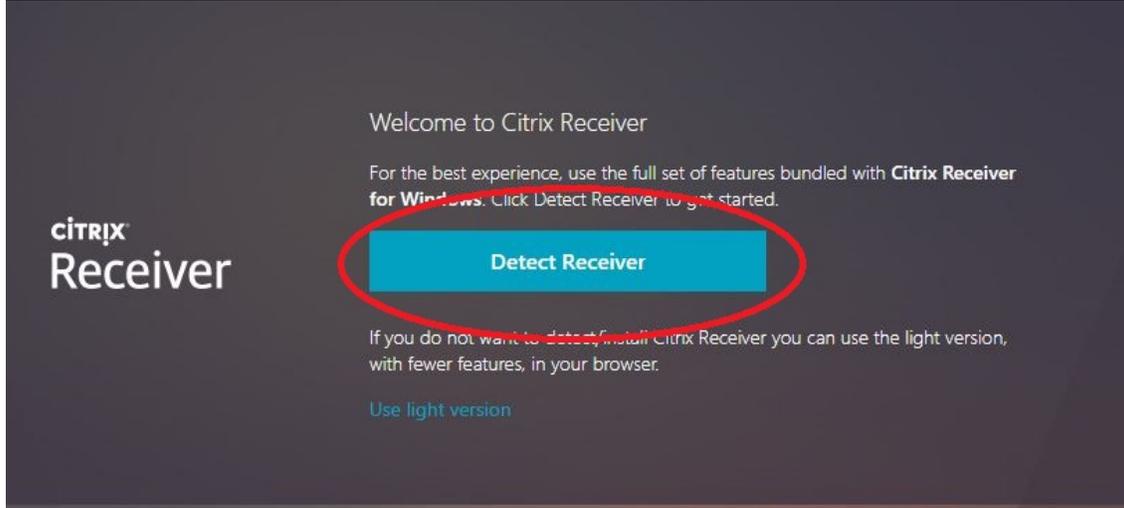
1. Go to <https://citrix.kumed.com/> and log in with username and password.

The screenshot shows the Citrix Gateway login page for The University of Kansas Health System. The page features a dark blue background with the Citrix StoreFront logo on the left. The login form includes a 'User name' field with the text 'username', a 'Password' field with the text 'password', and a dropdown menu currently set to 'UKHMC'. A red arrow points to the 'User name' field, and another red arrow points to the 'Password' field. Below the form is a purple 'Log On' button. A message about two-factor authentication is displayed below the button, and links for 'Setup MFA', 'Help and Documentation', and 'Register DUO MFA' are at the bottom.

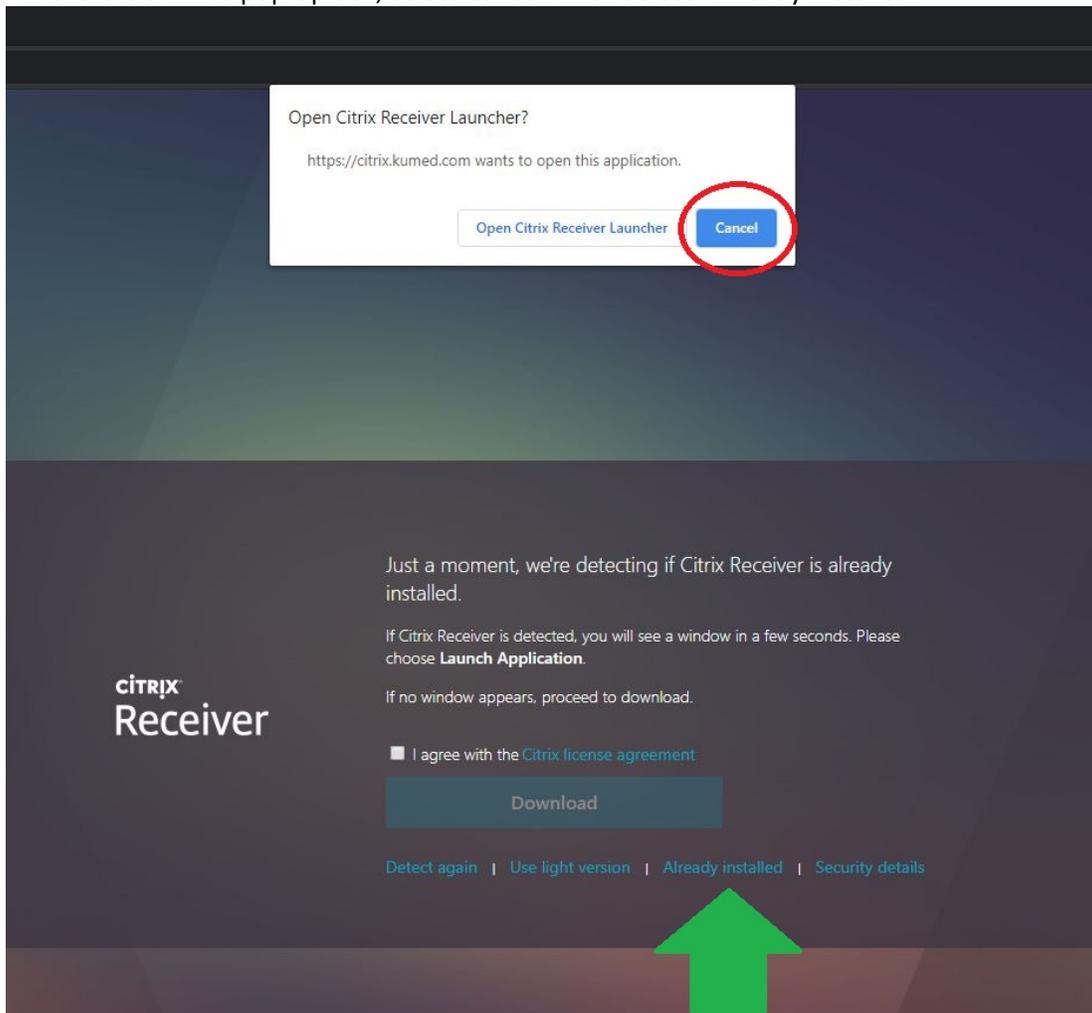
2. Authenticate with Multi-Factor Authentication (MFA).



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 dashboard with the following categories and applications:

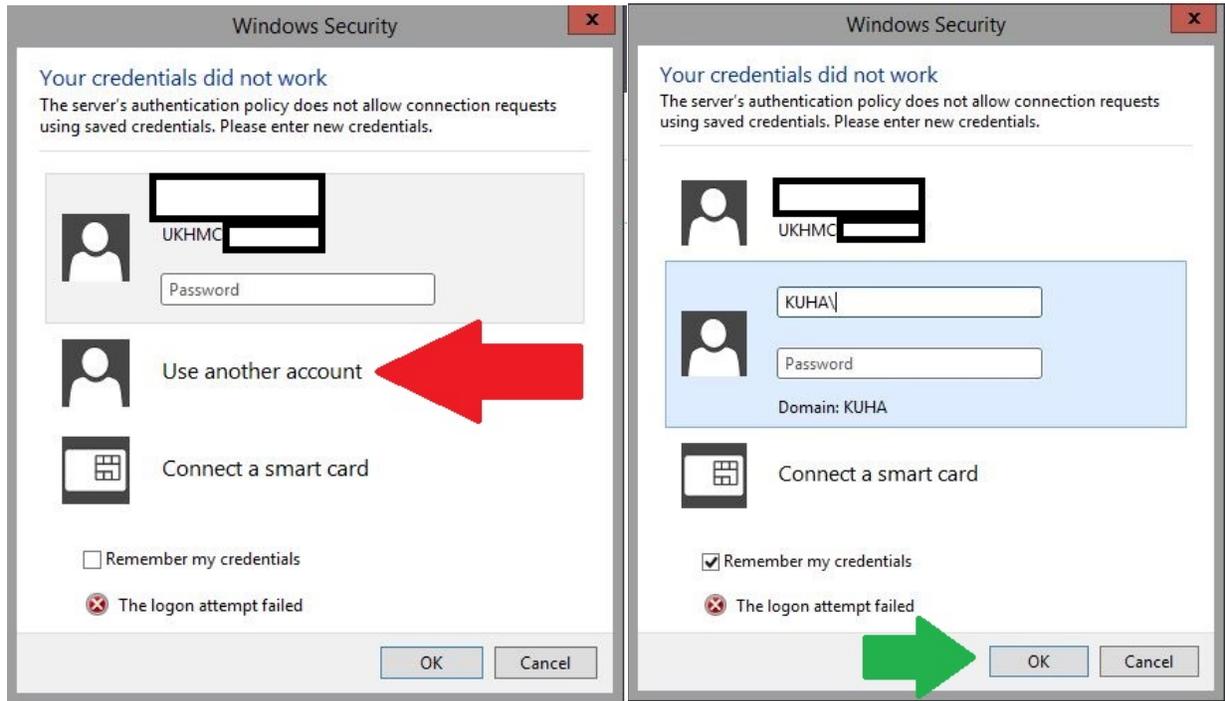
- Categories:** H Drive (Network Drives), Hospital Links, Internet, Kronos.
- Applications:**
 - O2 CNV (O2 Other Applications)
 - O2 DCS (O2 Other Applications)
 - O2 DCT (O2 Other Applications)
 - O2 Downtime READ ONLY
 - O2 MST (O2 Other Applications)
 - O2 RCA (O2 Other Applications)
 - O2 RCF (O2 Other Applications)
 - O2 RCS (O2 Other Applications)
 - O2 Scotty (O2 Other Applications)
 - O2 SIM (O2 Other Applications)
 - O2 STG (O2 Other Applications)
 - O2 SUP (O2 Other Applications)
 - O2 TST (O2 Other Applications)
 - O2 VAL (O2 Other Applications)
 - O2Warp (O2 Production)
 - O2WarpBLD (O2 Other Applications)
 - O2WarpVAL (O2 Other Applications)
 - RadPACS WebV3
 - Remote Desktop (Hospital Applications) - circled in green
 - SCCM Remote Control (Admin Applications)

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

The screenshot shows the Remote Desktop Connection dialog box with the following fields and buttons:

- Computer:** Example: computer.fabrikam.com (circled in red)
- User name:** None specified
- Message:** The computer name field is blank. Enter a full remote computer name.
- Buttons:** Show Options, Connect (with a green arrow pointing to it), Help

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.

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.

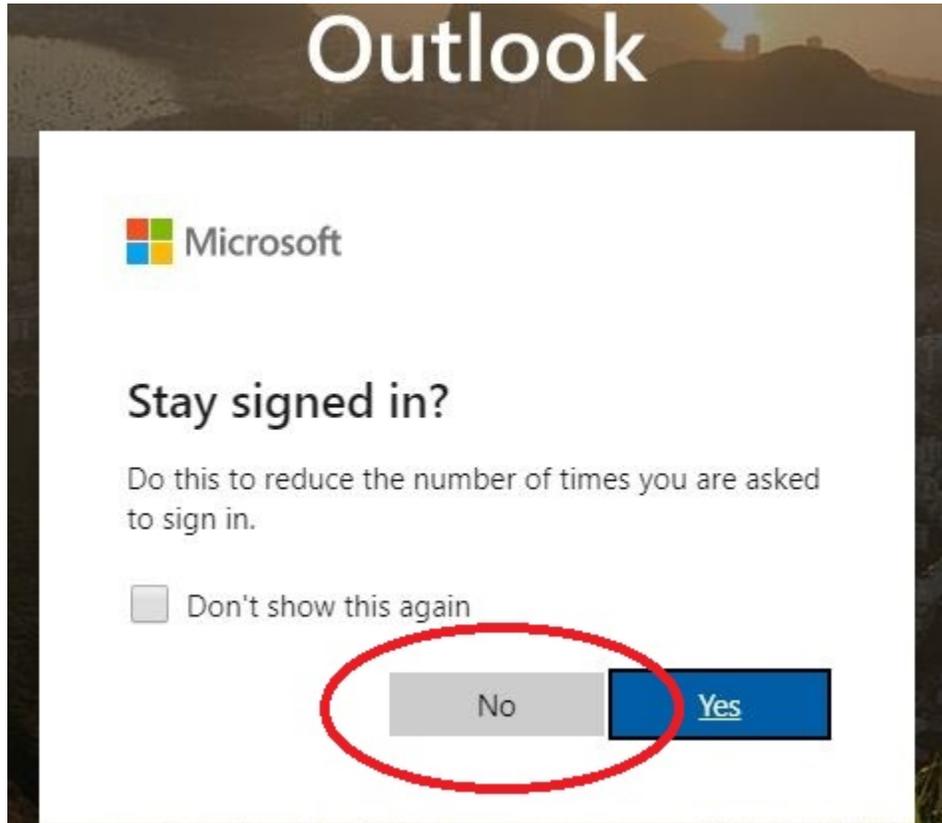
Userid:

Password:

LOGIN

Please do not bookmark this page.

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

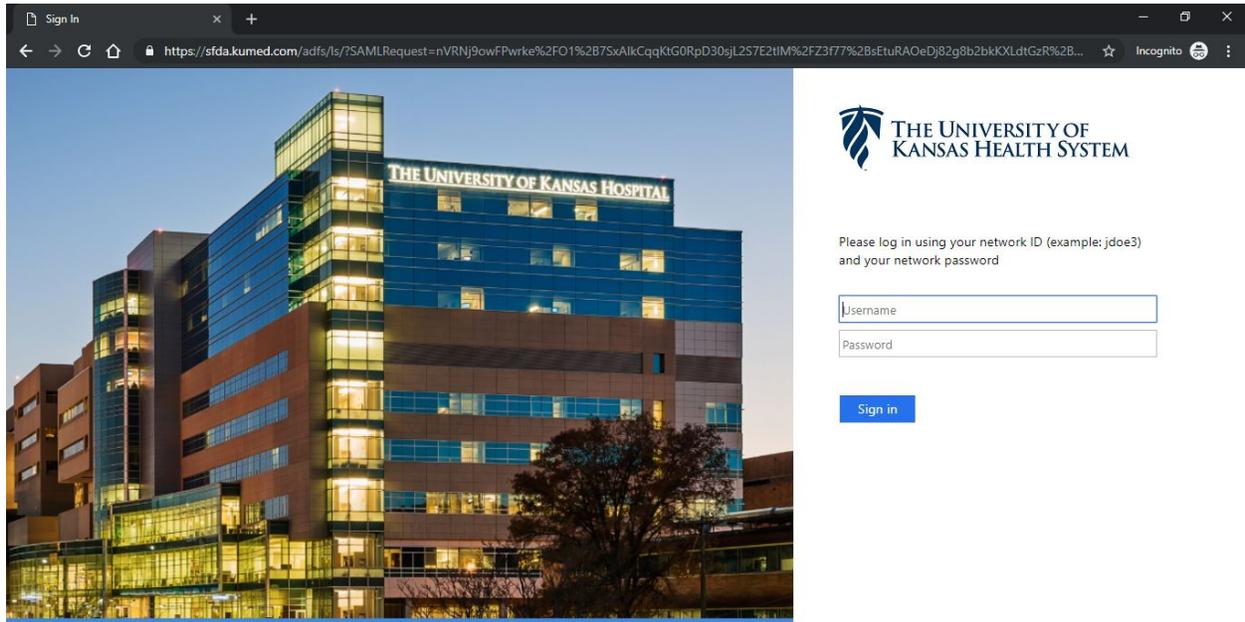


4. The webmail inbox loads and email is accessible.

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.

The screenshot displays the BMC Helix Digital Workplace catalog interface. The page is organized into several sections:

- Popular:** Includes icons for O2 Training and Access Request Form, Mobile Application Request, G Drive Access Request, and MyIT Form Creation.
- Issue Reporting:** Contains icons for reporting issues with Office 365, Applications, Voicemail, Printers, Skype/Lync, O2, Desktop Phones, and Computers.
- Hardware or Software:** This section is highlighted with a red circle. It includes icons for Software Request, IT Hardware Request, Microsoft Access/Database Request, and HITS Sprint Device Request.
- Access:** Includes icons for O2 Training and Access Request Form, Remote Access Request (VPN/RDP), G Drive Access Request, Block/Unblock Department Interface, New User - Remedy and MyIT Access, Add/Move or Remove users from a Remedy Support Group, HITS System Admin Access Request, and Work from Home Access Request.

The 'IT Hardware Request' icon, located in the 'Hardware or Software' section, is circled in red. It features an icon of a laptop and a server tower.

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.)

[< Catalog View](#) Checkout

 **IT Hardware Request**
Software and Asset Management

Description

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

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 *

Select ▼

Is this tied to a project? *

Yes

No

I don't know

Hardware Requested *

Explain with as much detail as possible

Location for Deployment

Business Justification *

Brief summary of business case

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

