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
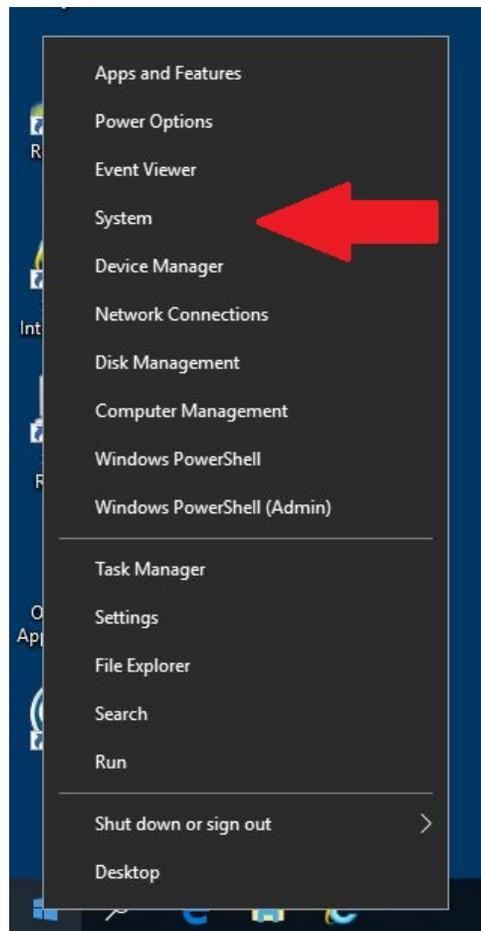913-945-9999

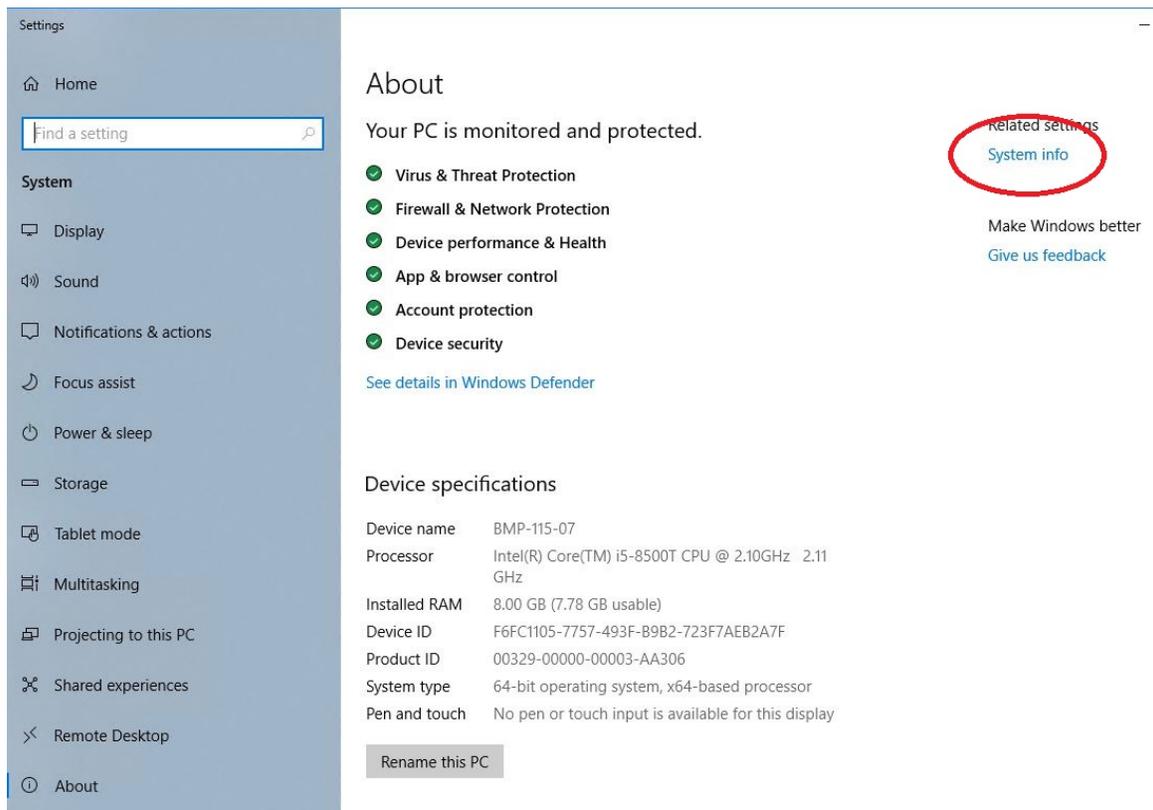# TABLE OF CONTENTS

How to Locate Your Hostname

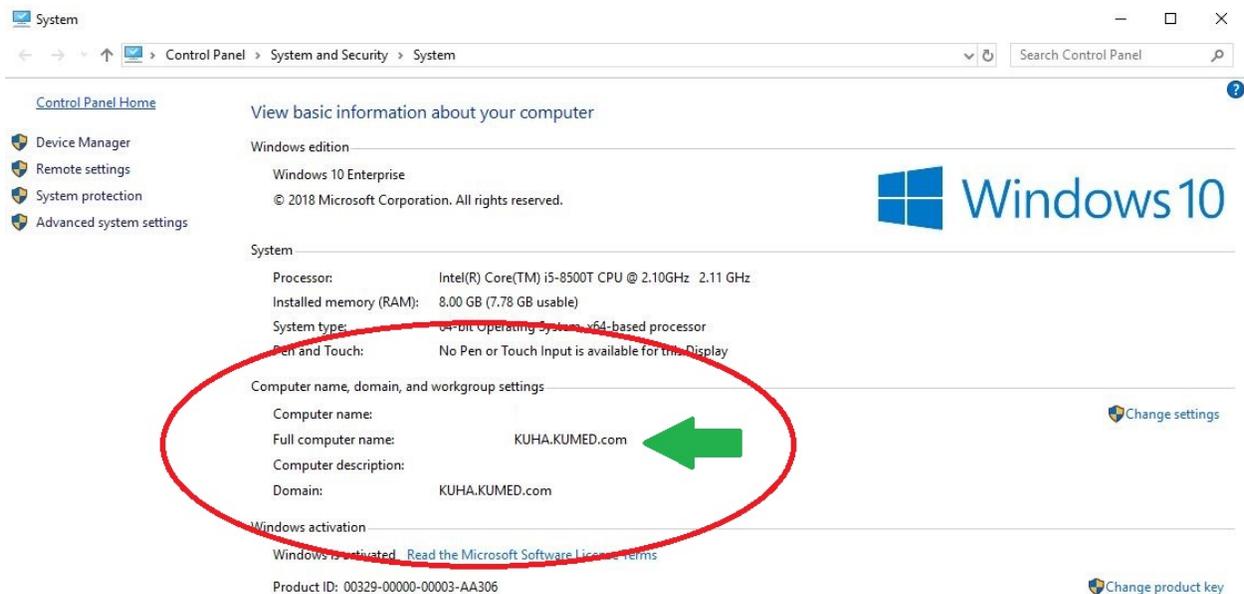1. If signed into your computer, the hostname is listed on the desktop background info.

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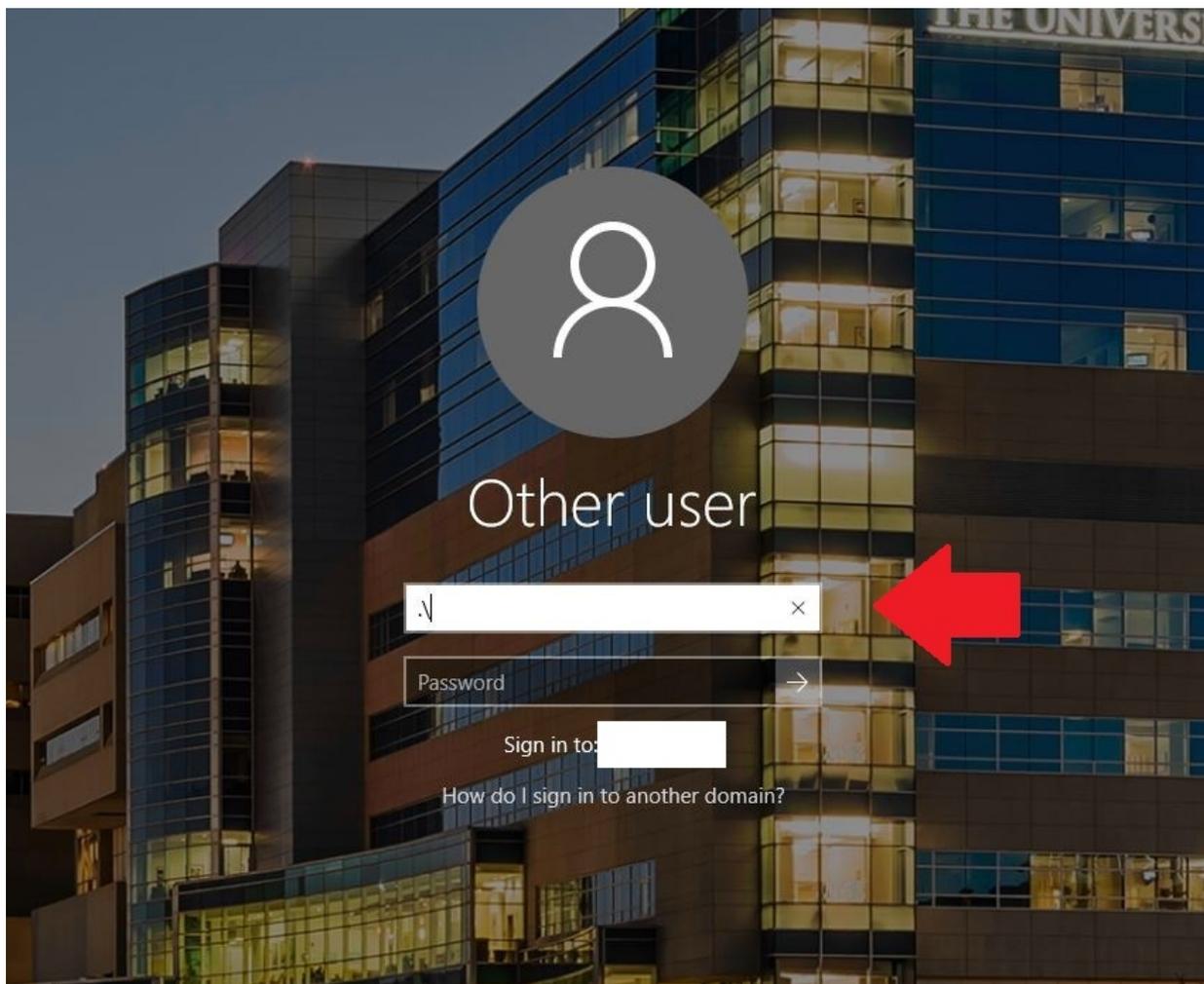
3. Click "System info" at the top right of the window.

4. In the "Computer name, domain, and workgroup settings" section, note the computer name as this is your hostname.
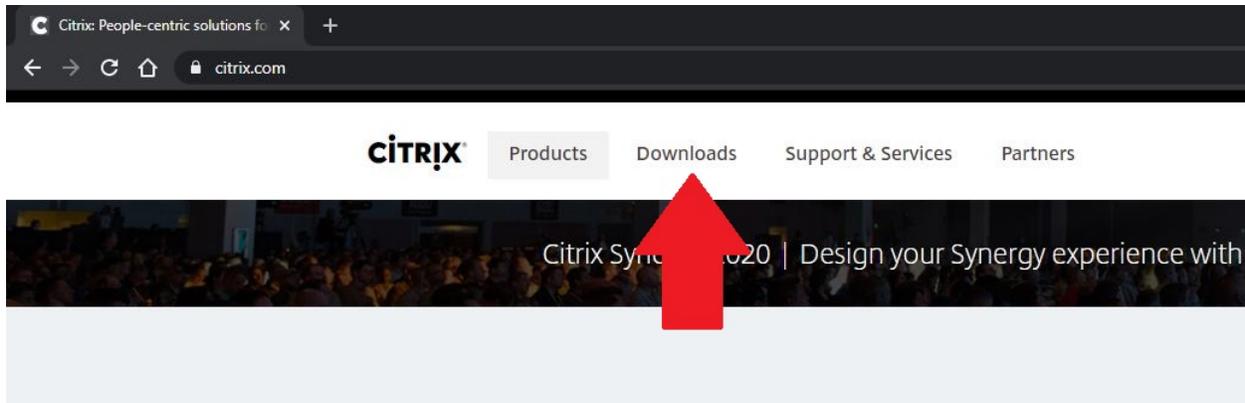
5. If you are unable to log into the computer, restart it. Then type .\ in the user name box of the Windows welcome screen.
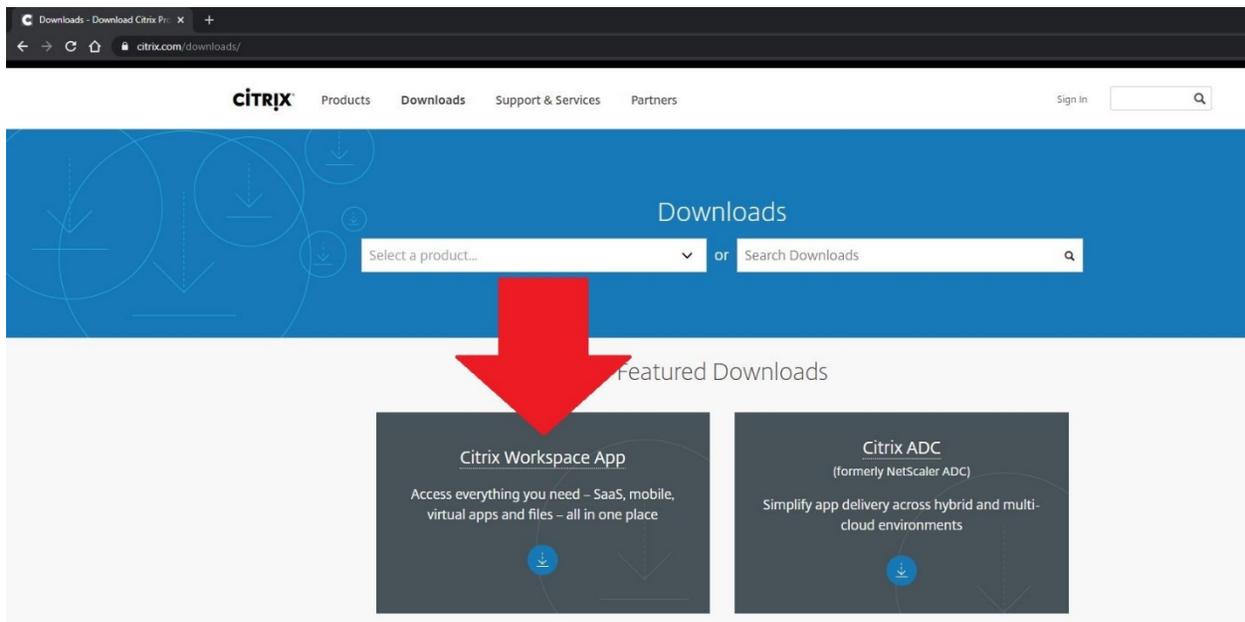

IF YOU ARE STILL UNABLE TO LOCATE YOUR HOSTNAME, CALL THE SERVICE DESK AT 913-945-9999 OPT 1

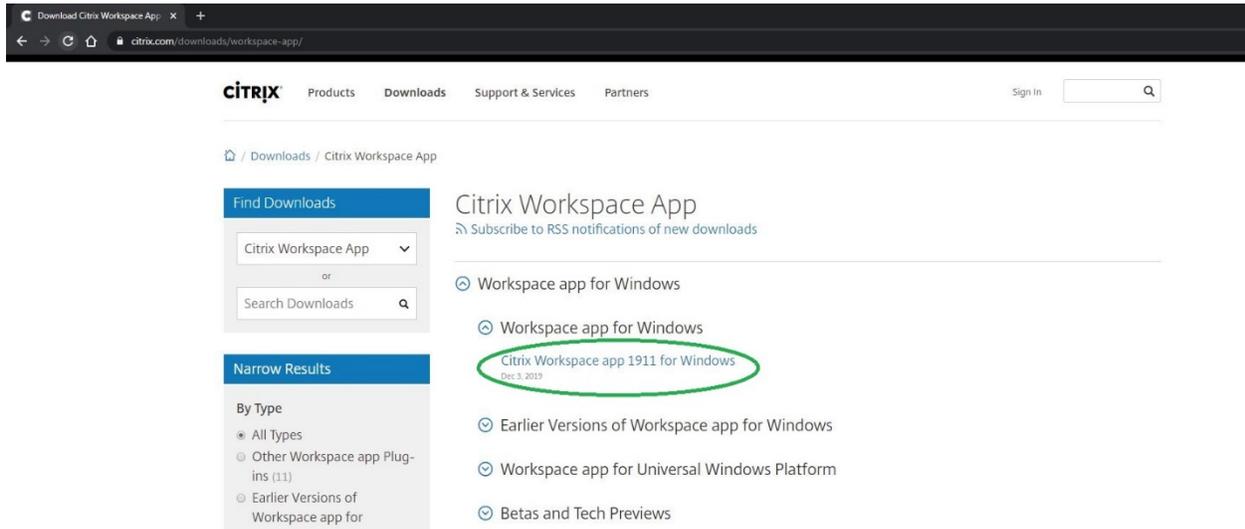# How to Setup Citrix Workspace for Windows

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.

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

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.
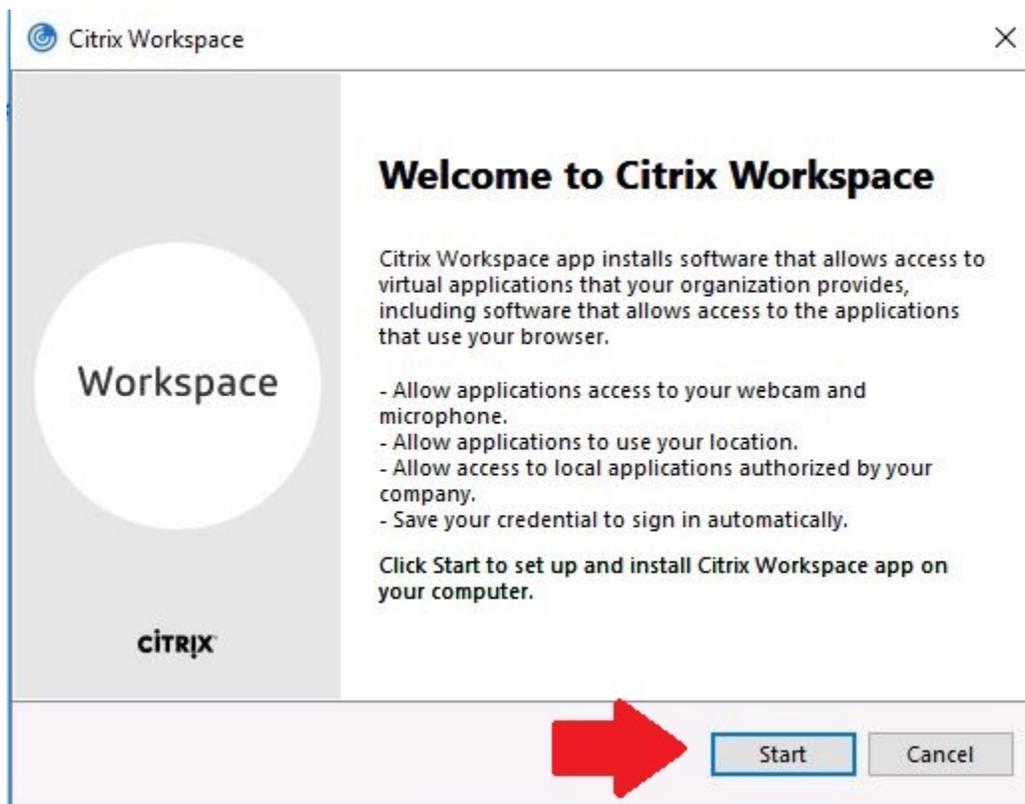
7. Check-mark the box next to "I accept the license agreement" and click Install.
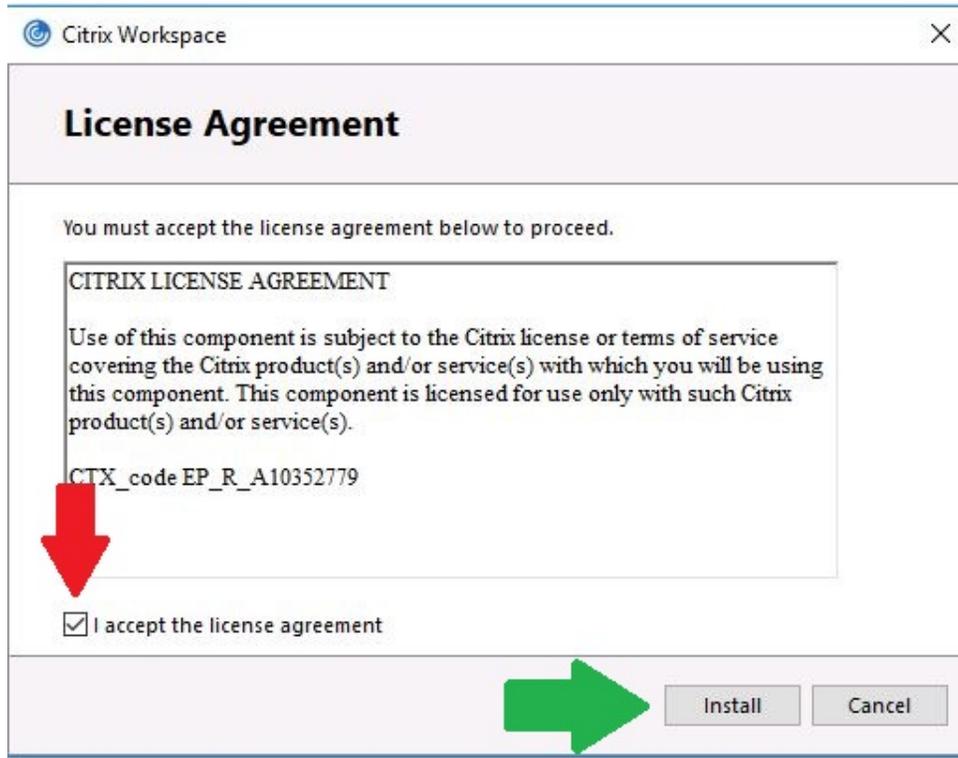
8. The installation should begin. During the install, the following screens may appear.
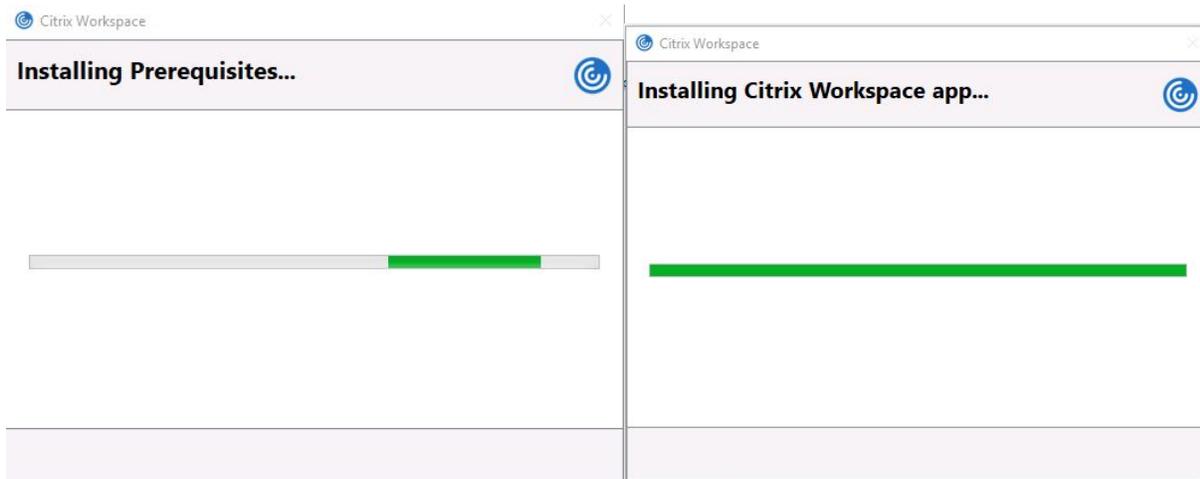
9. When completed, the successful installation screen appears.
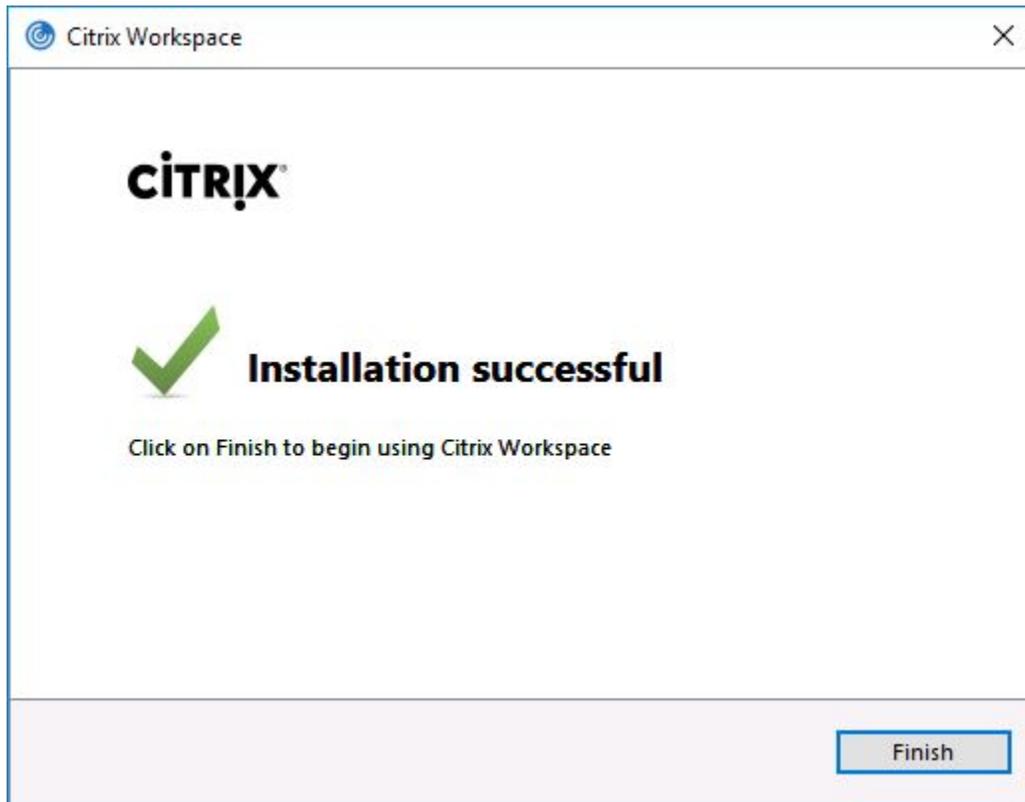
How to Setup Citrix Workspace for Mac

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.

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

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.
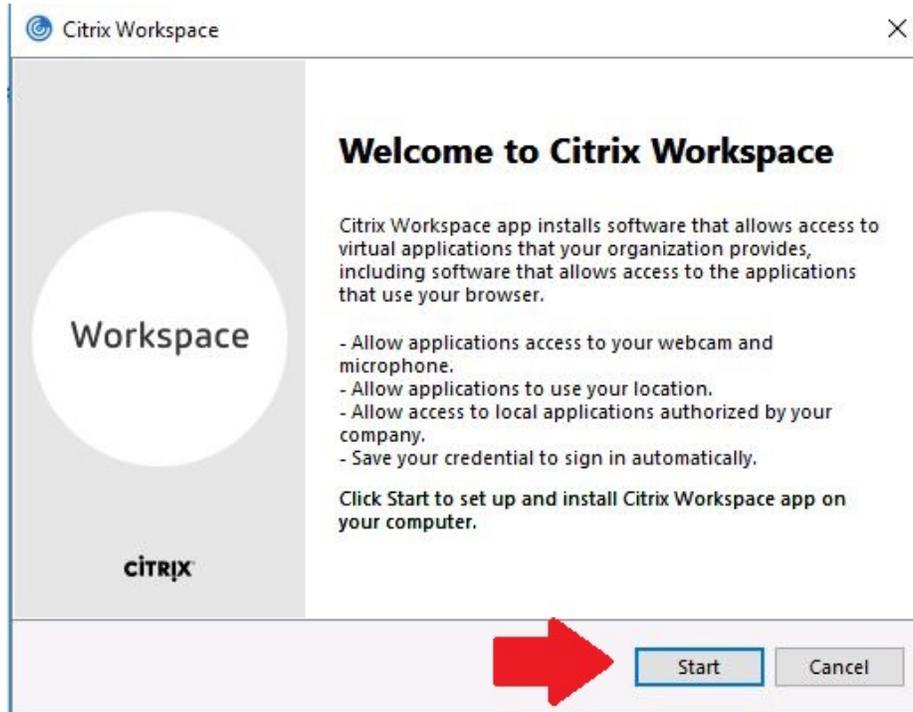
7. Check-mark the box next to "I accept the license agreement" and click Install.
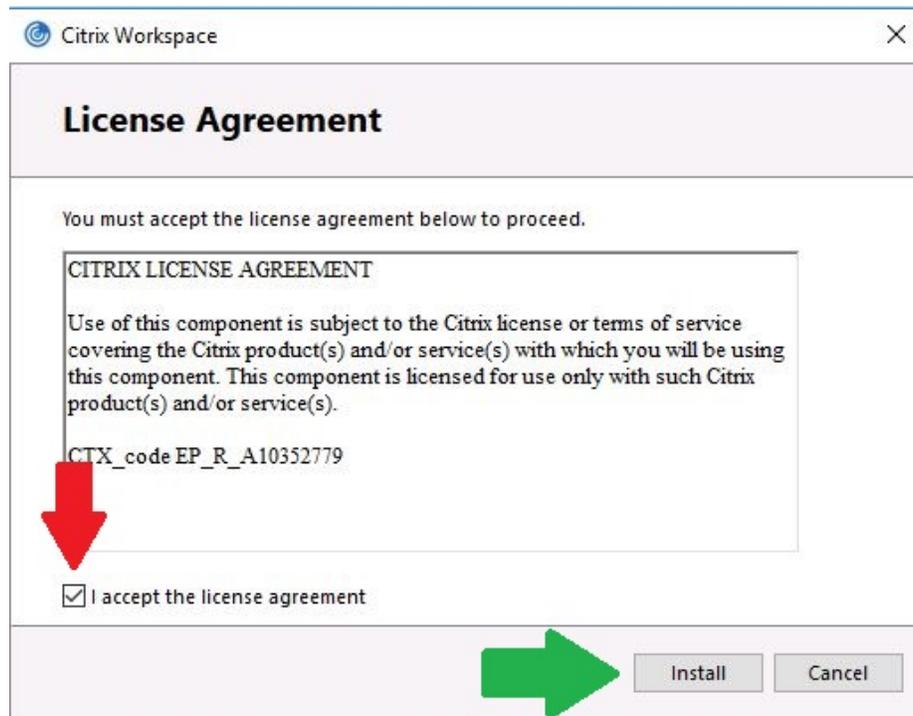
8. The installation should begin. During the install, the following screens may appear.
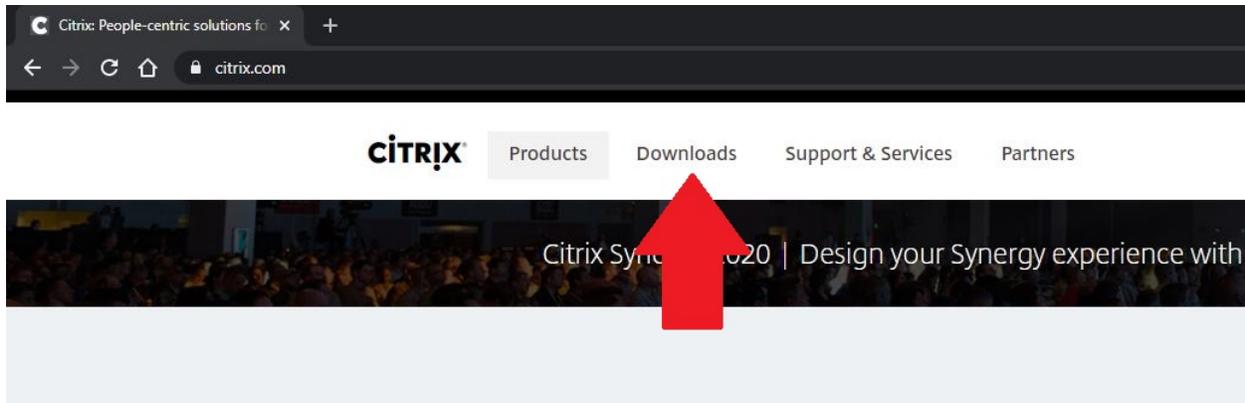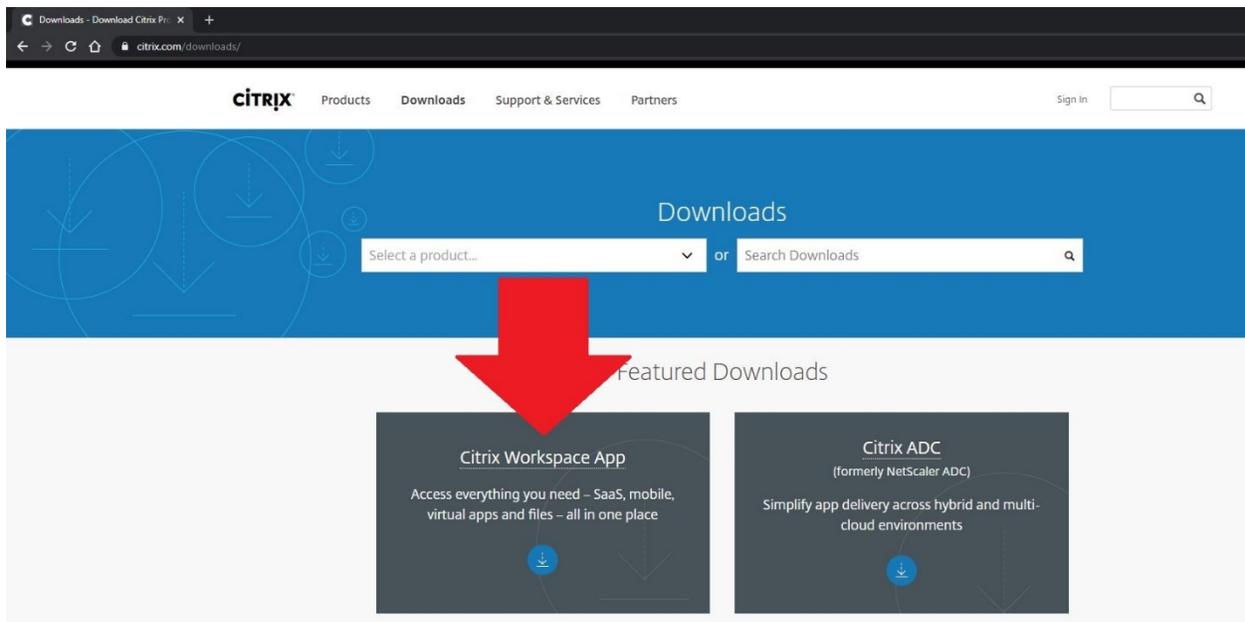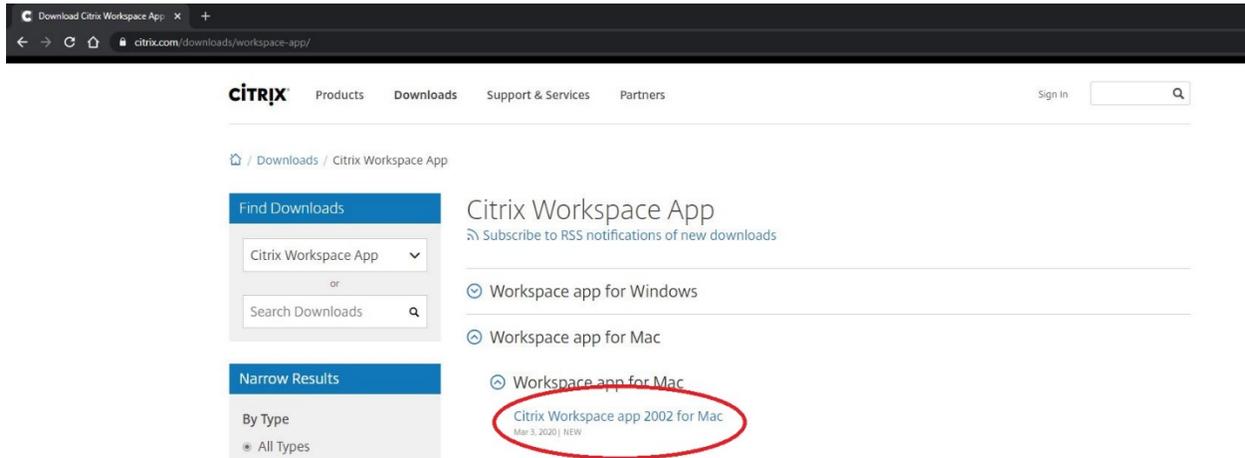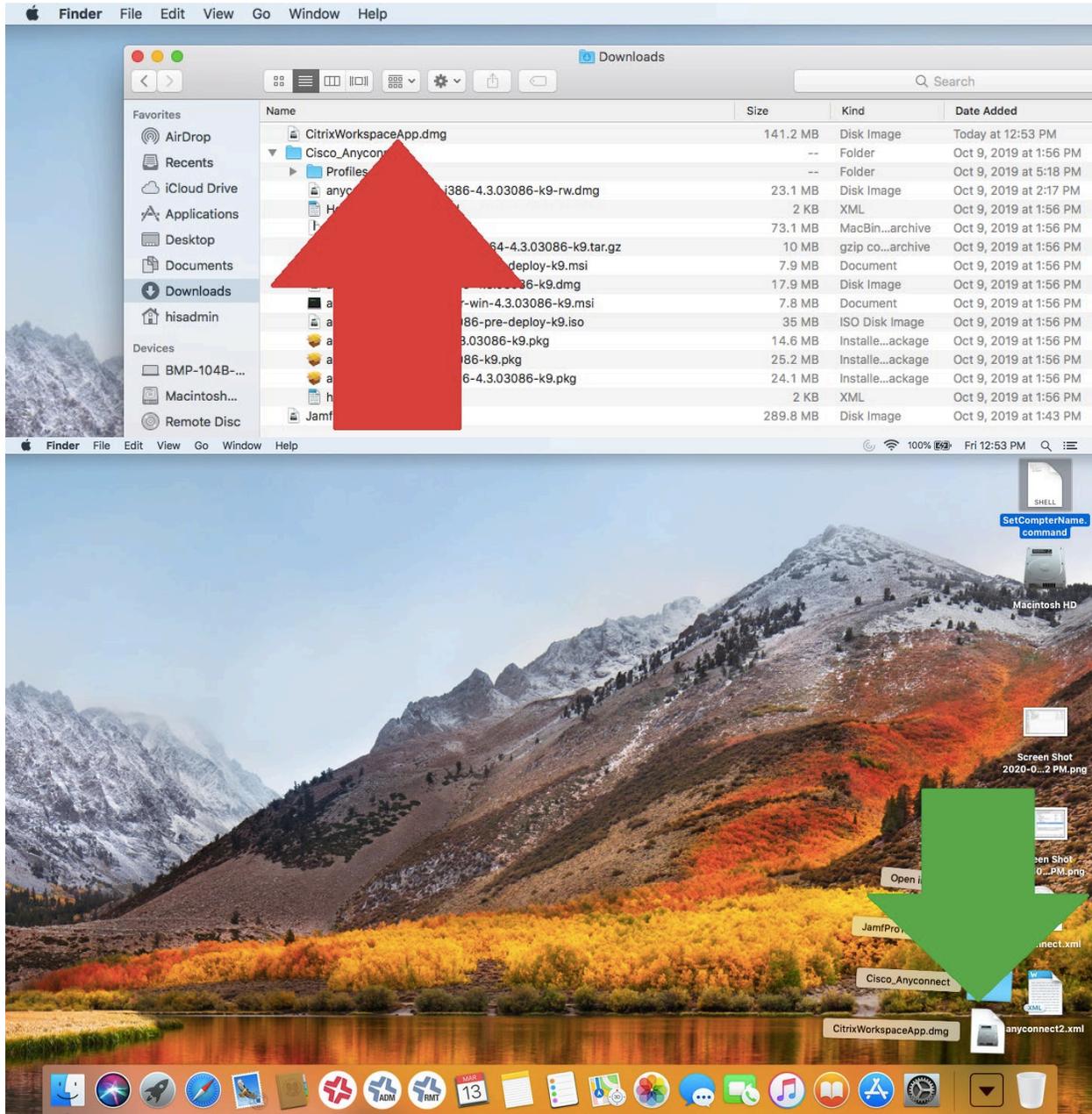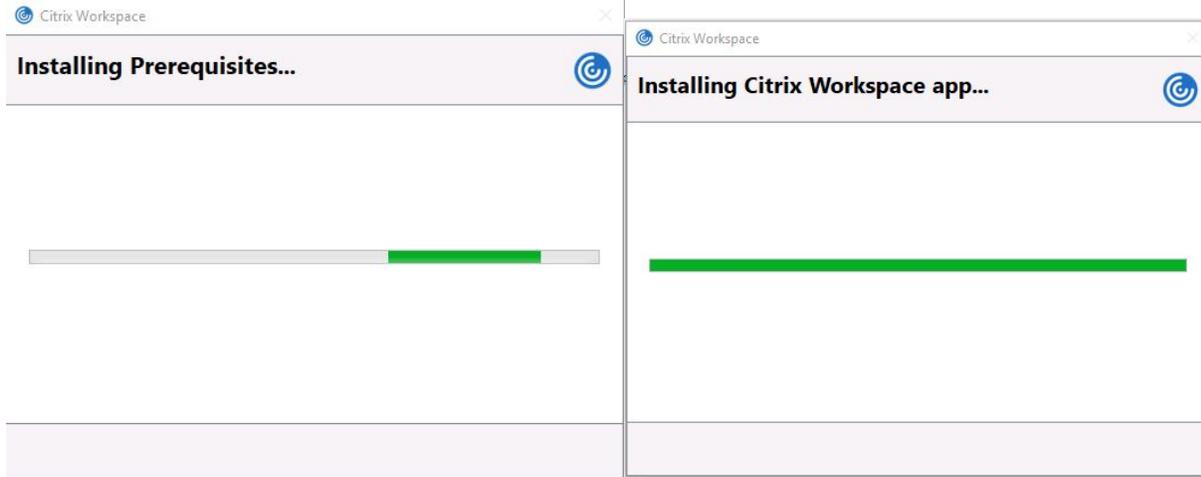

9. When completed, the successful installation screen appears.
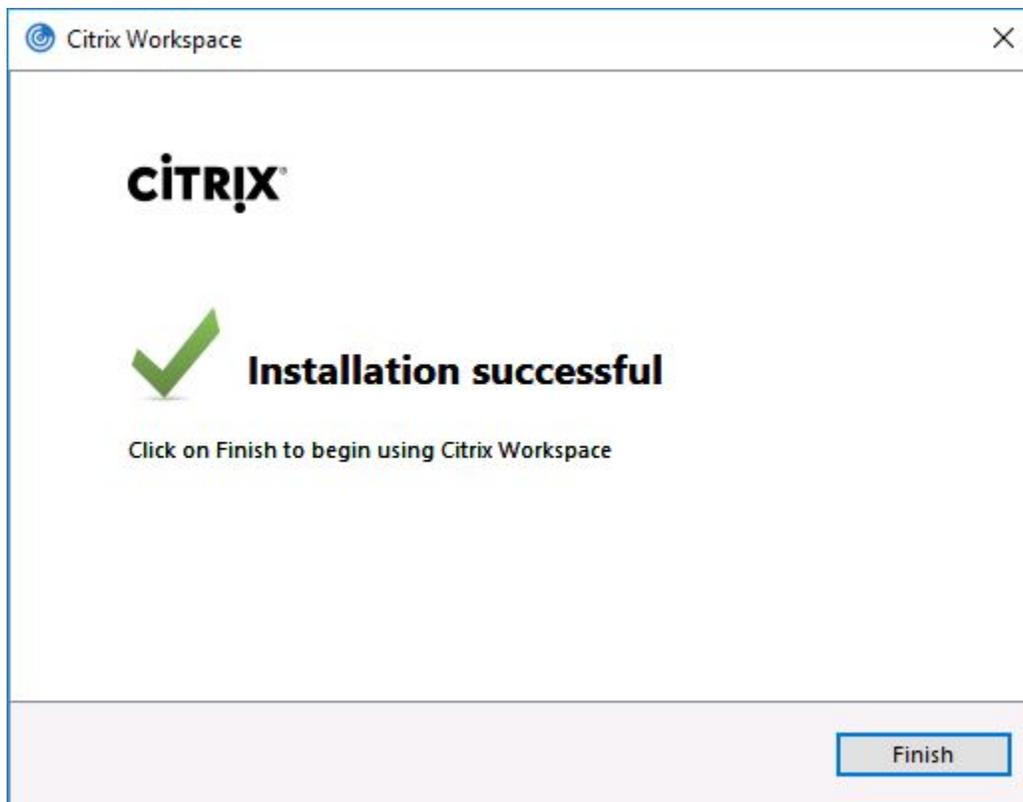
How to Setup Multi-Factor Authentication for UKHS

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 <u>computer</u> 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.
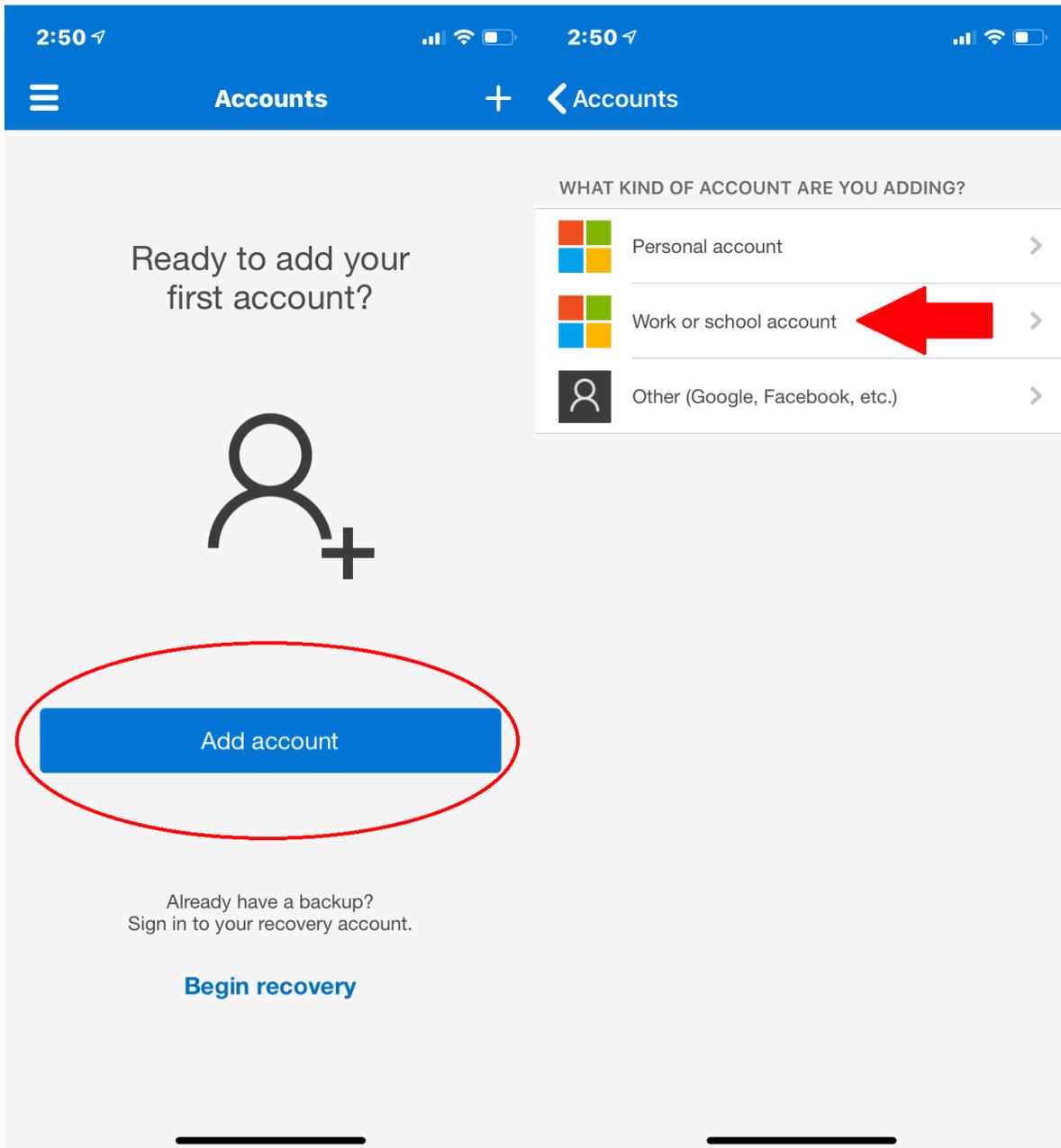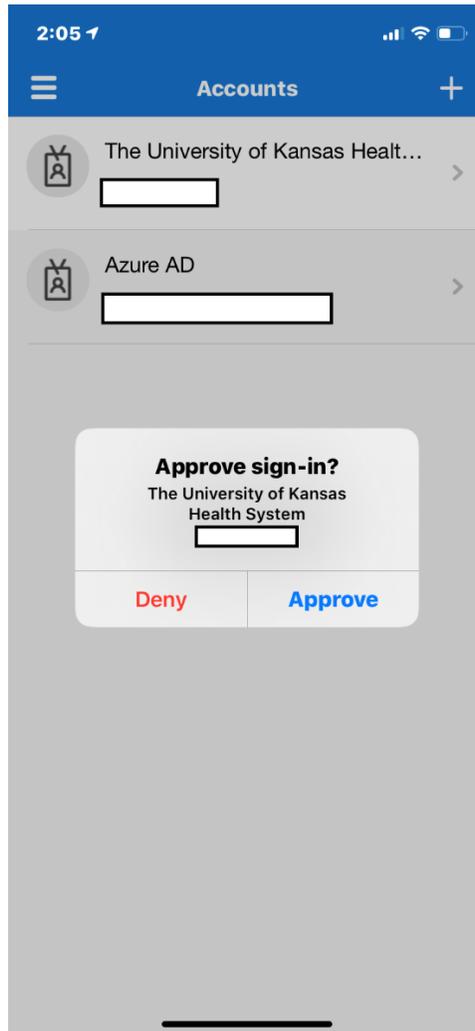4. On the computer, click "Authenticate Me Now" and tap Approve on the handset.
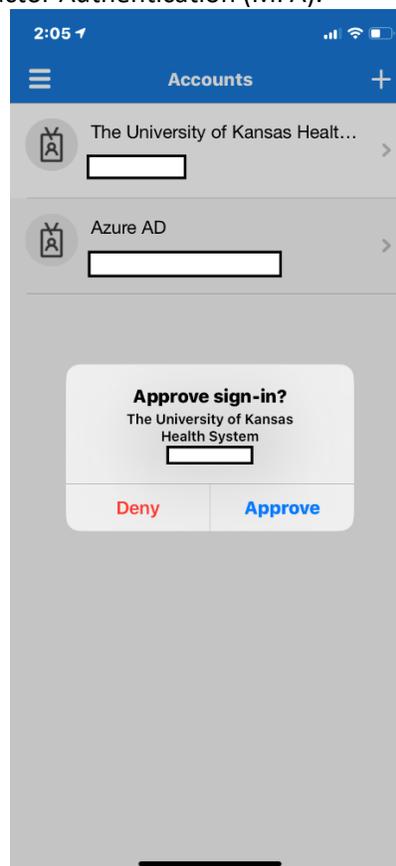

5. Then log out of the site and go back to https://pass.kumed.com/multifactorauth. If login is successful, MFA is completed correctly. (If you cannot login, please contact the HITS Service Desk at 913-945-9999 opt 1.)
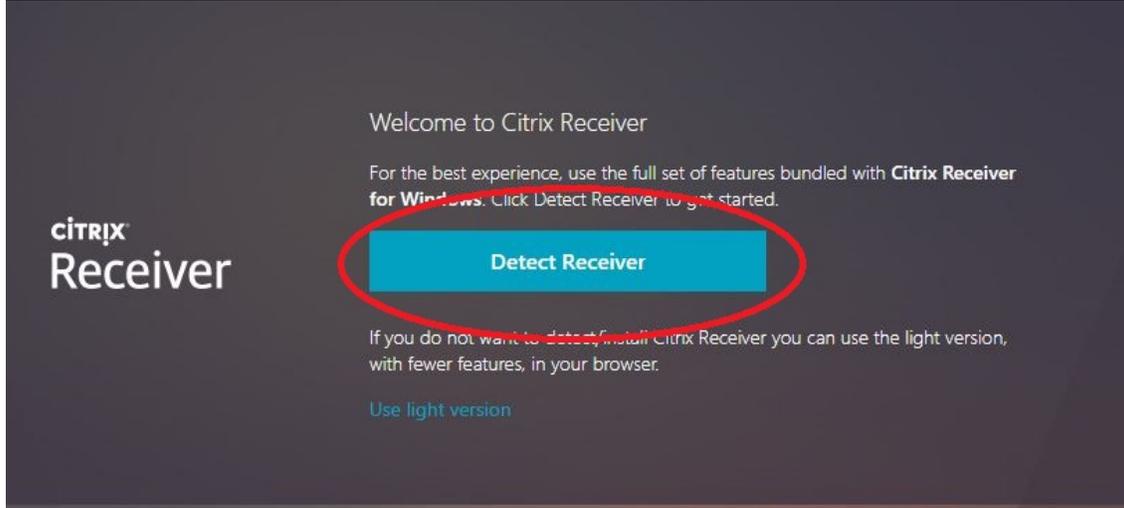
How to Access Remote Desktop via Citrix

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

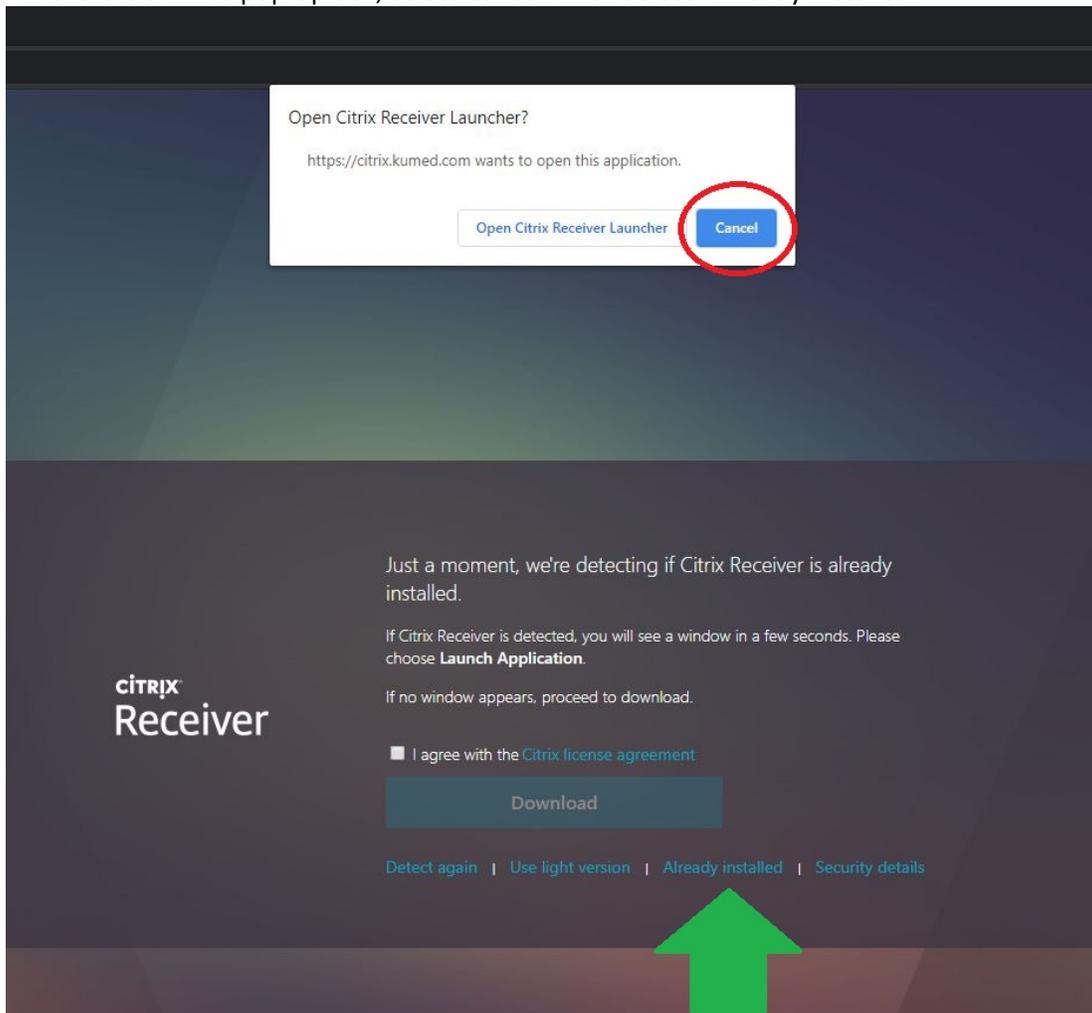2. Authenticate with Multi-Factor Authentication (MFA).

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.

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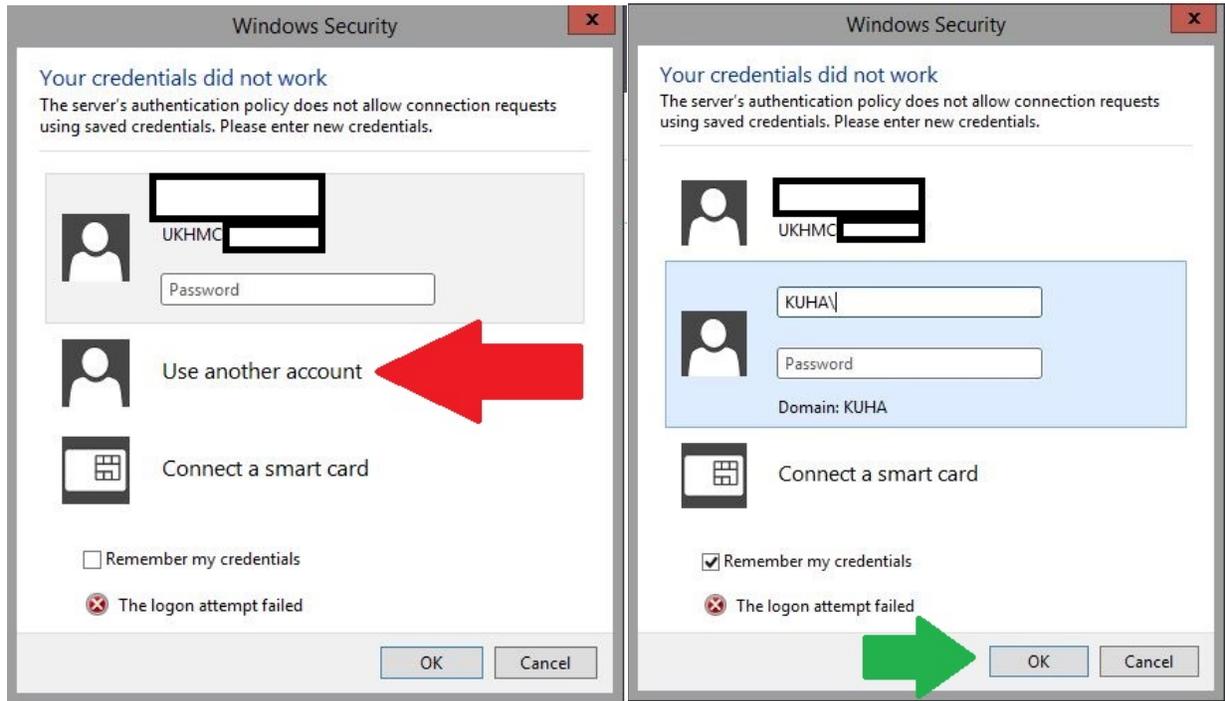
8. The remote session should begin and your screen should appear as though you are sitting at your desktop.

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.

2. Type Userid and Password, then click Login.

3. When prompted to "Stay signed in" select No.
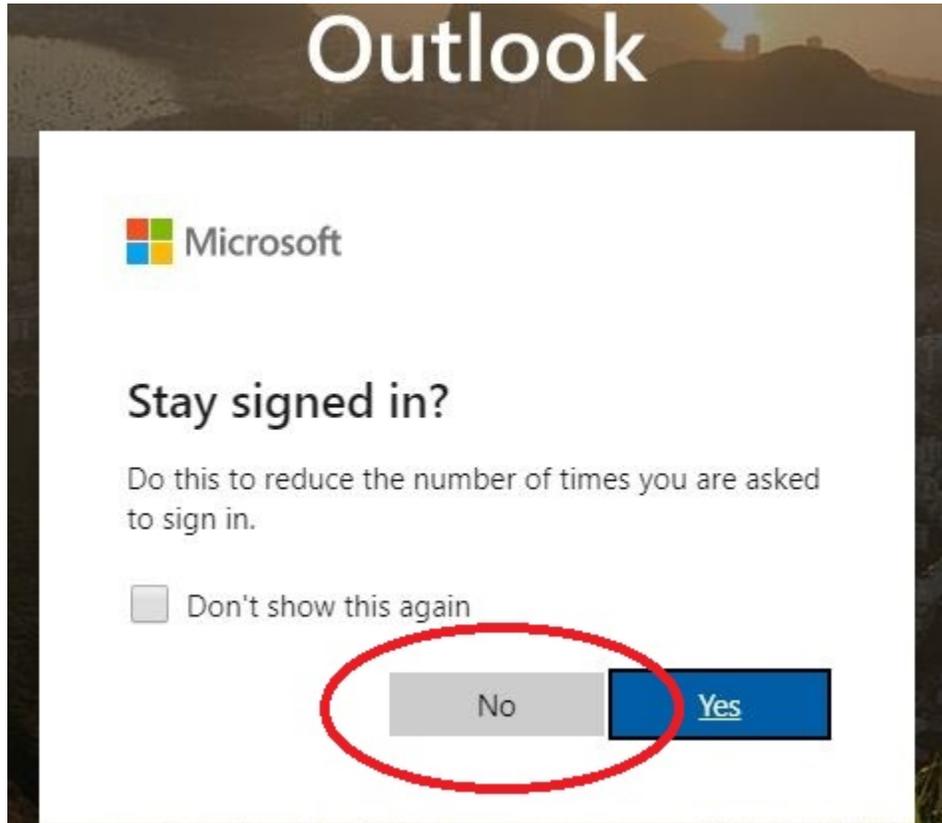
4. The webmail inbox loads and email is accessible.

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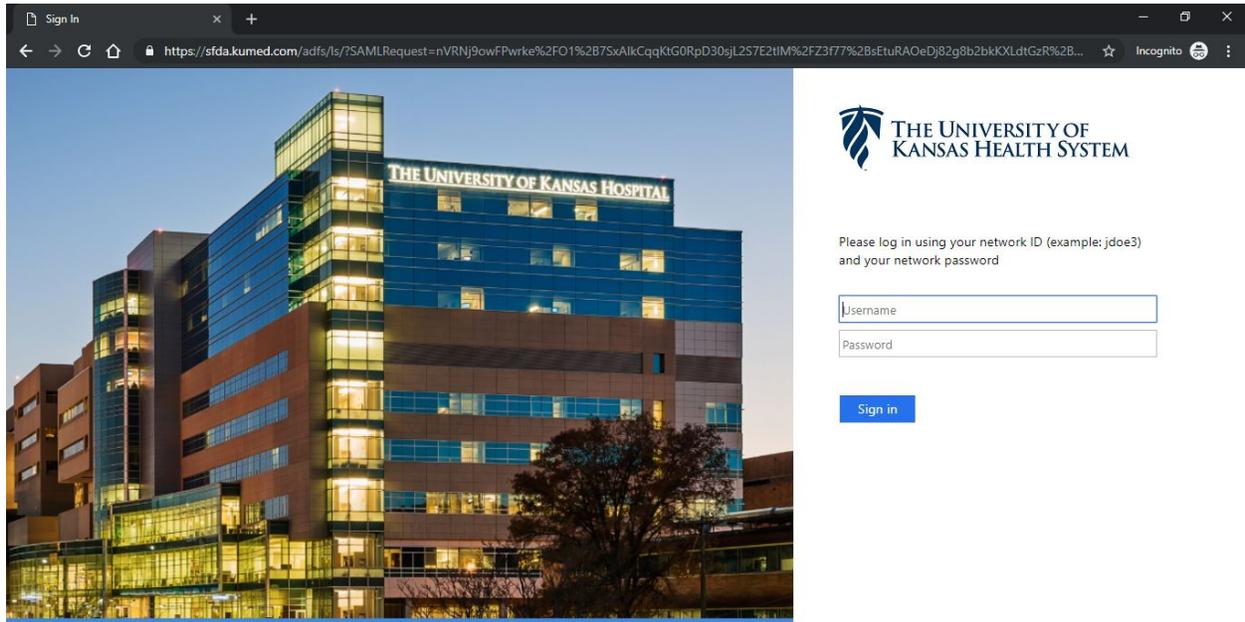
3. Login using KU username and password, then the MyIT page will load. Select the "IT Hardware Request" icon toward the left middle of the page.

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.)

‹ 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

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