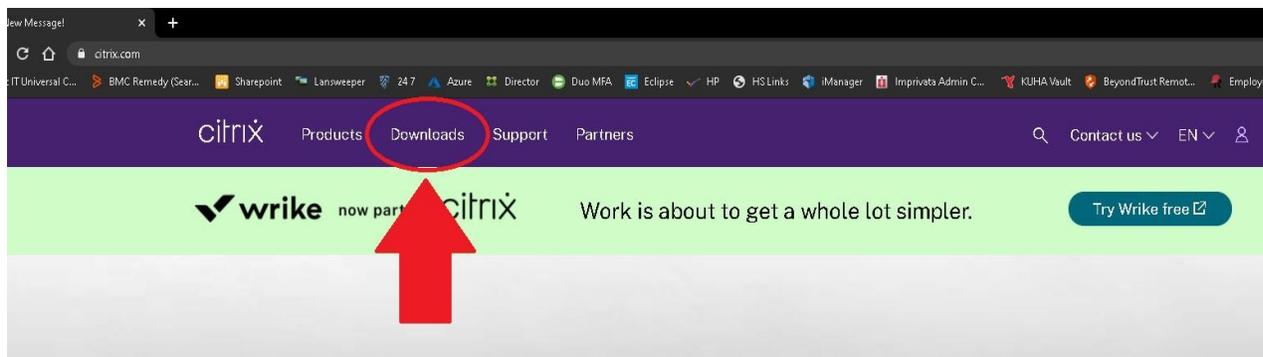


TABLE OF CONTENTS

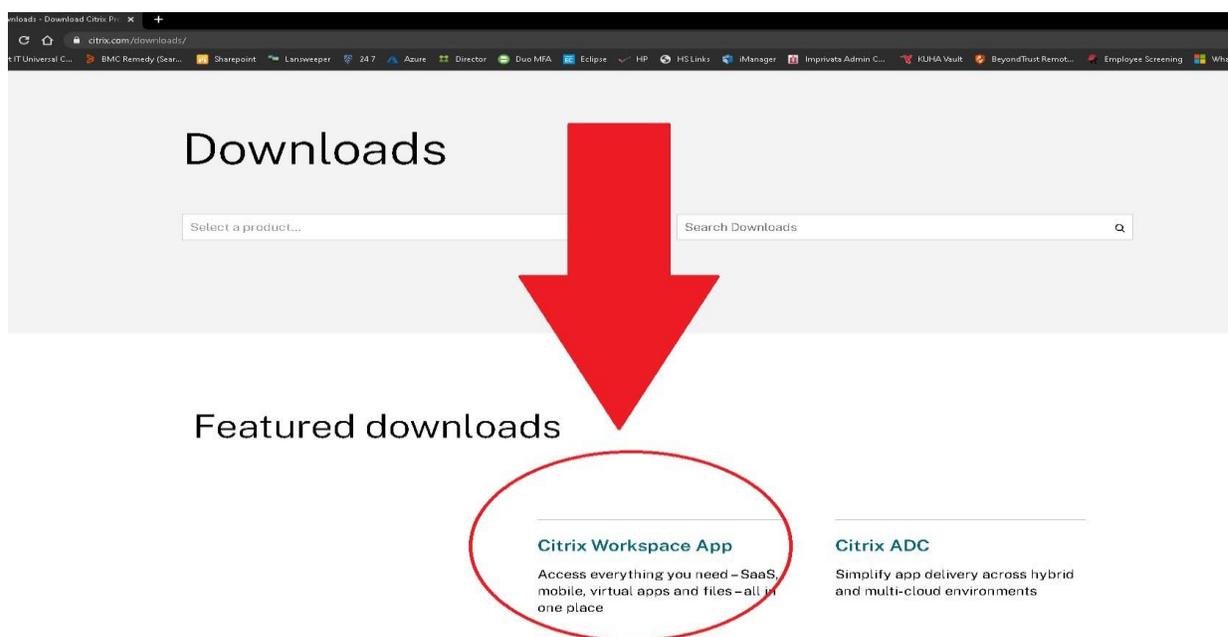
- How to Setup Citrix Workspace for Windows (page 2)
- How to Setup Citrix Workspace for Mac (page 6)
- How to Setup Multi-Factor Authentication (page 10)
- How to Access Remote Desktop via Citrix (page 13)
- How to Access KU Email via the Web (page17)
- How to Submit Hardware Requests via MyIT (page 18)

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.



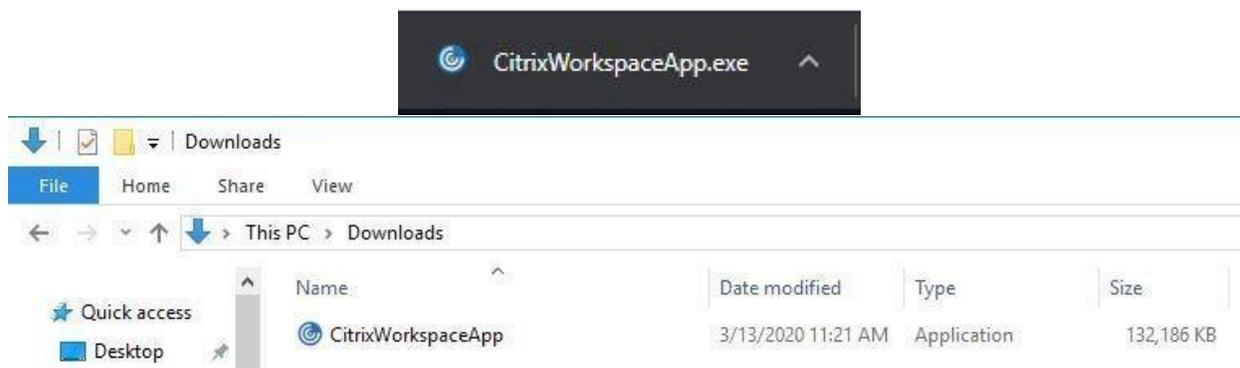
3. Click the Citrix Workspace app for Windows link.

The screenshot shows the Citrix website's Downloads section for the Citrix Workspace App. On the left, there is a 'Find Downloads' search bar and a 'Narrow Results' sidebar with filters for 'By Type'. The main content area is titled 'Citrix Workspace App' and includes a 'Subscribe to RSS notifications of new downloads' link. A large red arrow points to the 'Citrix Workspace app 2102 for Windows' link, which is circled in red. Below this link, there are other options like 'Workspace app for Windows Long Term Service Release' and 'Earlier Versions of Workspace app for Windows -LTSR'.

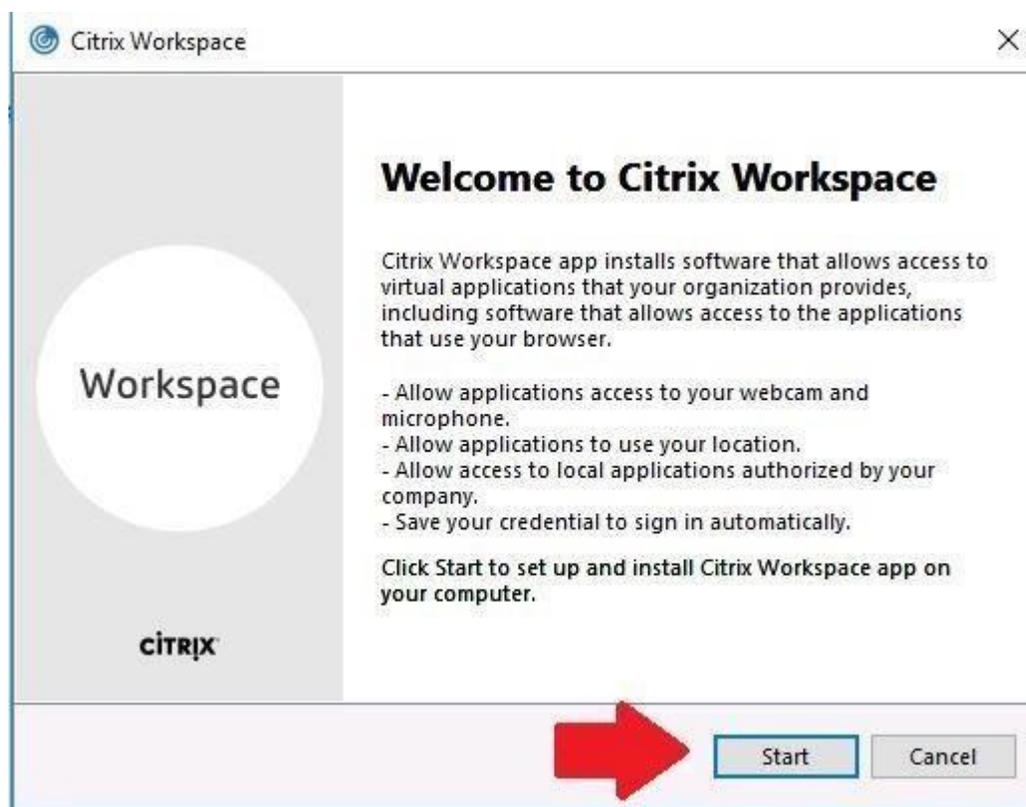
4. Select “Download Citrix Workspace app for Windows” and confirm the download has started.

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'. Below the title, there is a 'Release Date' section, a 'Compatible with' section listing Windows 10, 8.1, and Windows Server 2019, 2016, 2012, and 2012R2. The download button is labeled 'Download Citrix Workspace app for Windows' and includes the file size '(141 MB - .exe)'. Below the button, the version is listed as 'Version: 21.02.U.23 (2102)'. There is also a 'Checksum' section with the SHA-256 hash: 'SHA-256- 49a19bbb688912feaa5fa0300f808bf92230522bd5991b20b1fc7589d1bceb8c'. At the bottom, there are links for 'What's new, fixed or updated (Release notes)' and 'Workspace app for Windows overview'.

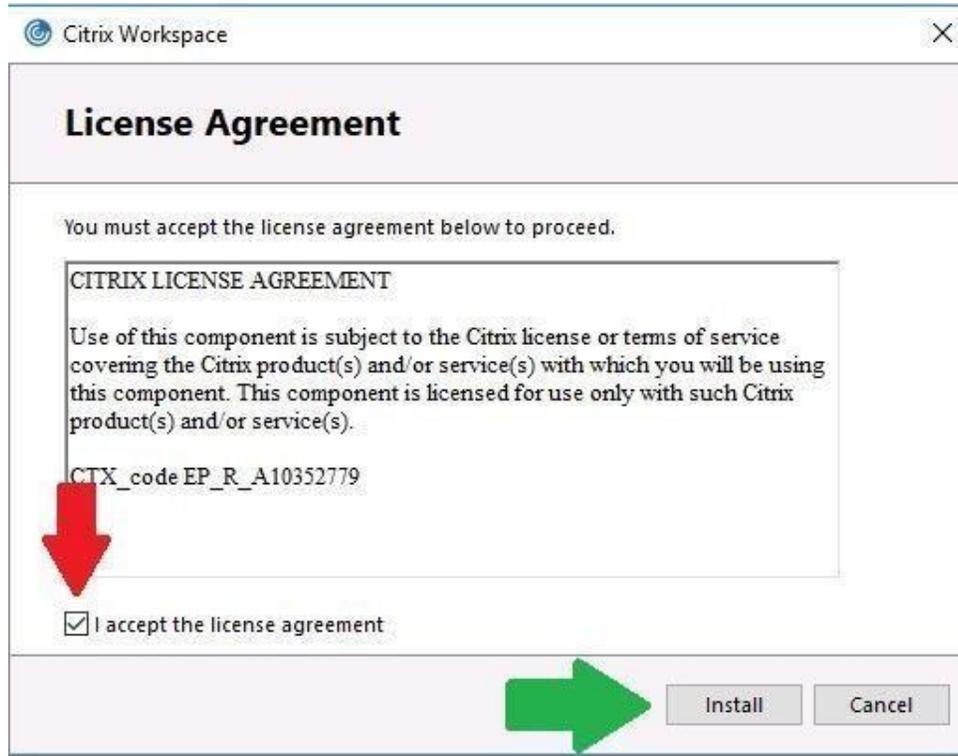
5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.



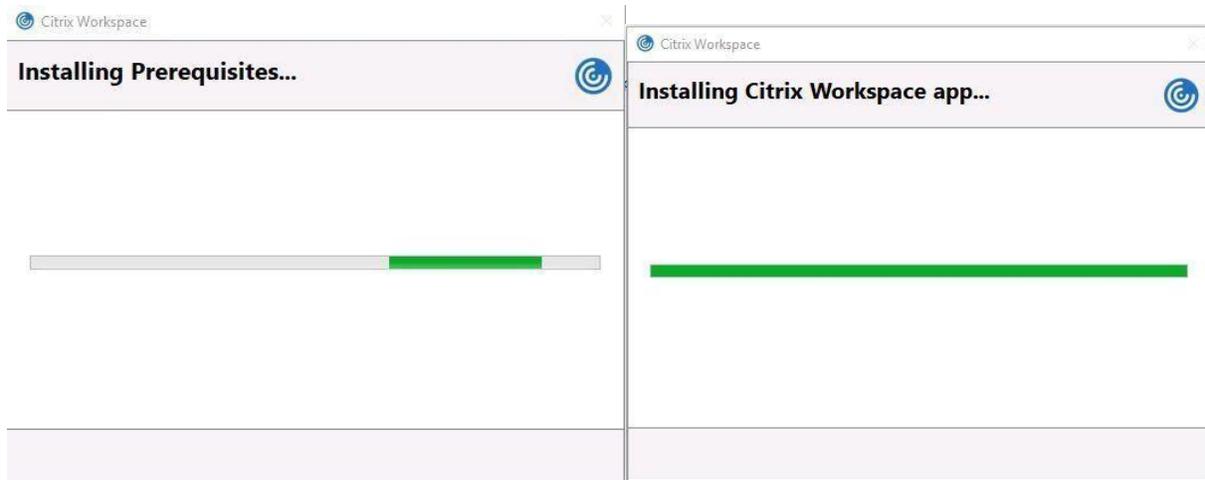
6. Launch the installation file called CitrixWorkspaceApp.exe and click Start.



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.

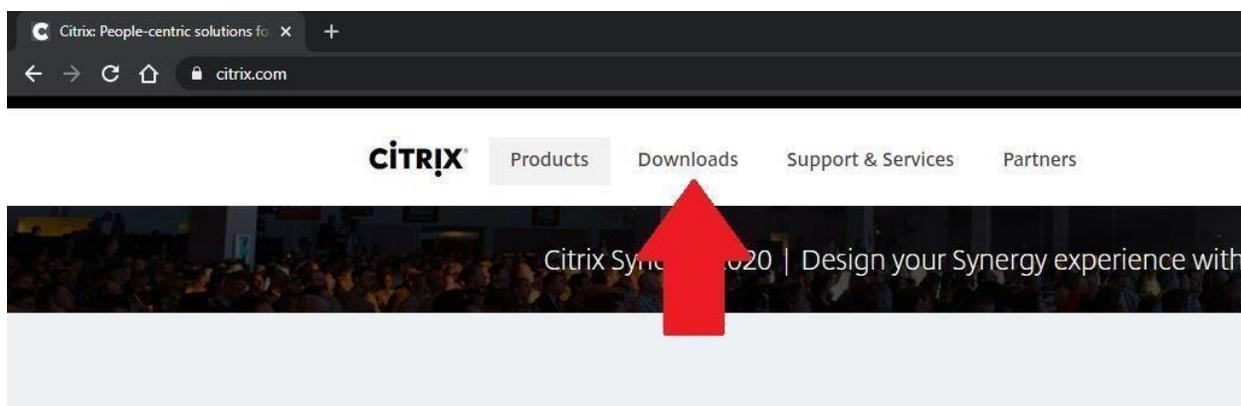


9. When completed, the successful installation screen appears.

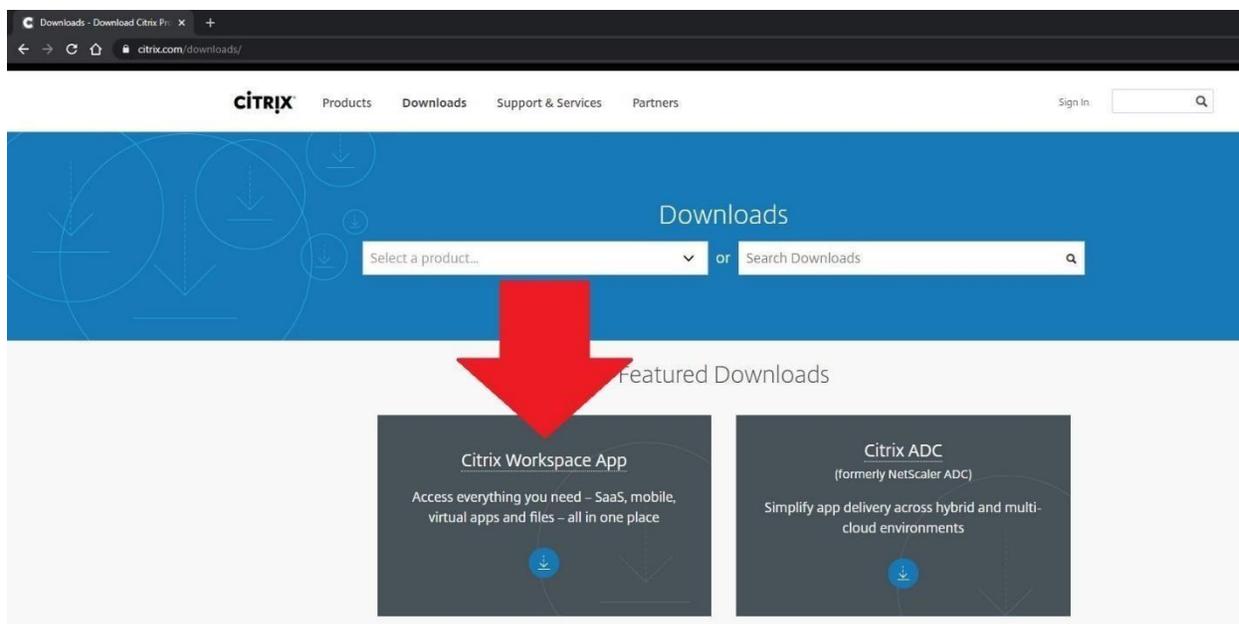


How to Setup Citrix Workspace for Mac

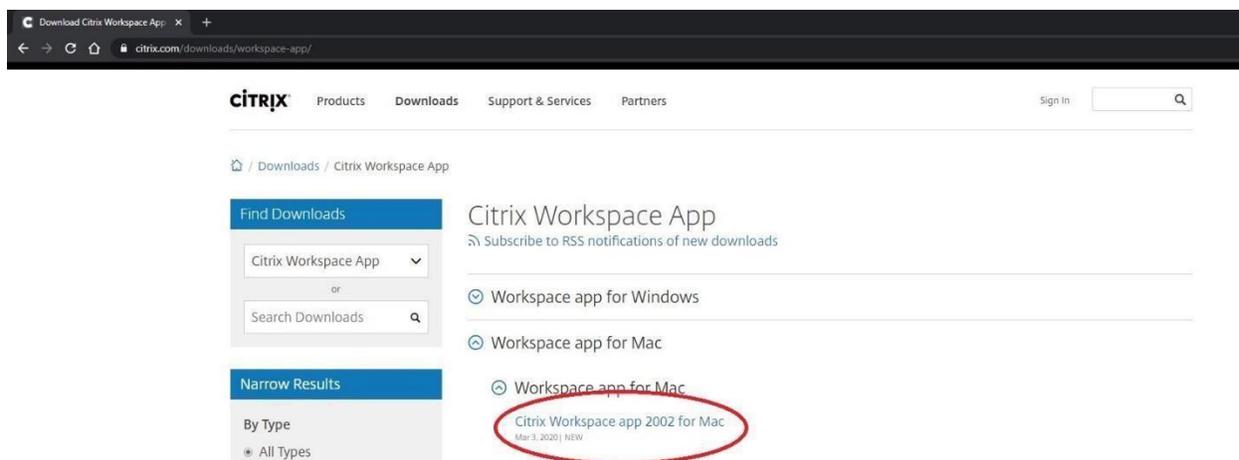
1. Go to citrix.com and select Downloads at the top of the page.



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.

Citrix Workspace app 2002 for Mac

Release Date: Mar 3, 2020

Compatible with:
Mac OS 10.13, 10.14, 10.15

Download Citrix Workspace app for Mac
(141.2 MB - .dmg)

Version: 20.02.0.5 (2002)

Checksums
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.

Finder Downloads

Name	Size	Kind	Date Added
CitrixWorkspaceApp.dmg	141.2 MB	Disk image	Today at 12:53 PM
Cisco_Anyconnect	--	Folder	Oct 9, 2019 at 1:56 PM
Profiles	--	Folder	Oct 9, 2019 at 5:18 PM
anyconnect-4.3.03086-k9-rw.dmg	23.1 MB	Disk image	Oct 9, 2019 at 2:17 PM
anyconnect-4.3.03086-k9.dmg	2 KB	XML	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.tar.gz	73.1 MB	MacBin...archive	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.msi	10 MB	gzip co...archive	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.dmg	7.9 MB	Document	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.msi	17.9 MB	Disk image	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.msi	7.8 MB	Document	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.iso	35 MB	ISO Disk image	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.pkg	14.6 MB	Installe...ackage	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.pkg	25.2 MB	Installe...ackage	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.pkg	24.1 MB	Installe...ackage	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.pkg	2 KB	XML	Oct 9, 2019 at 1:56 PM
anyconnect-4.3.03086-k9.pkg	289.8 MB	Disk image	Oct 9, 2019 at 1:43 PM

Macintosh HD

Screen Shot 2020-0-2 PM.png

Open i...

Screen Shot 2020-0-2 PM.png

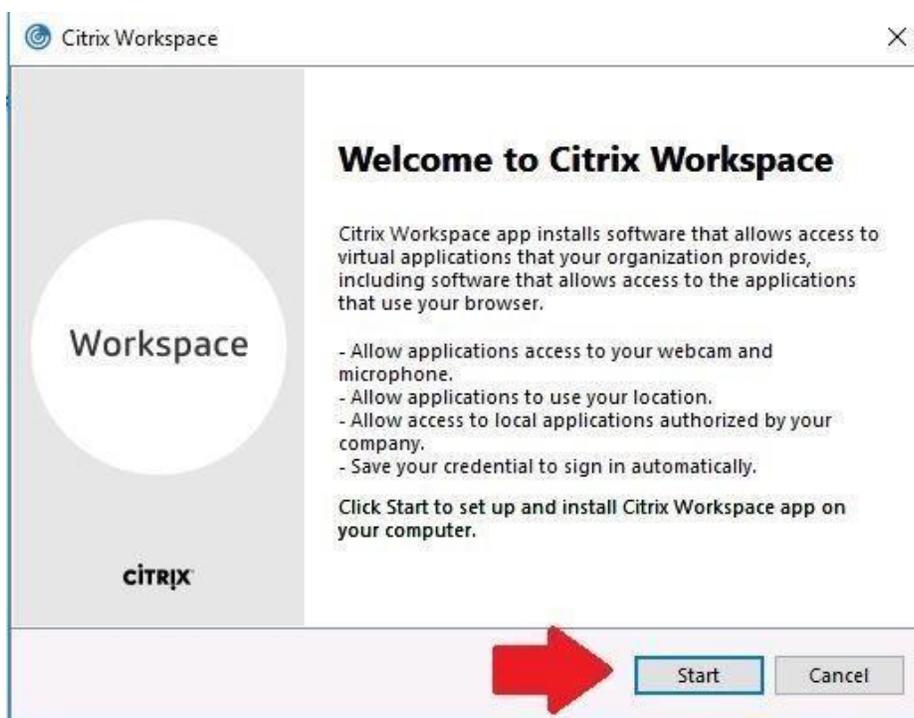
JamPro...

connect.xml

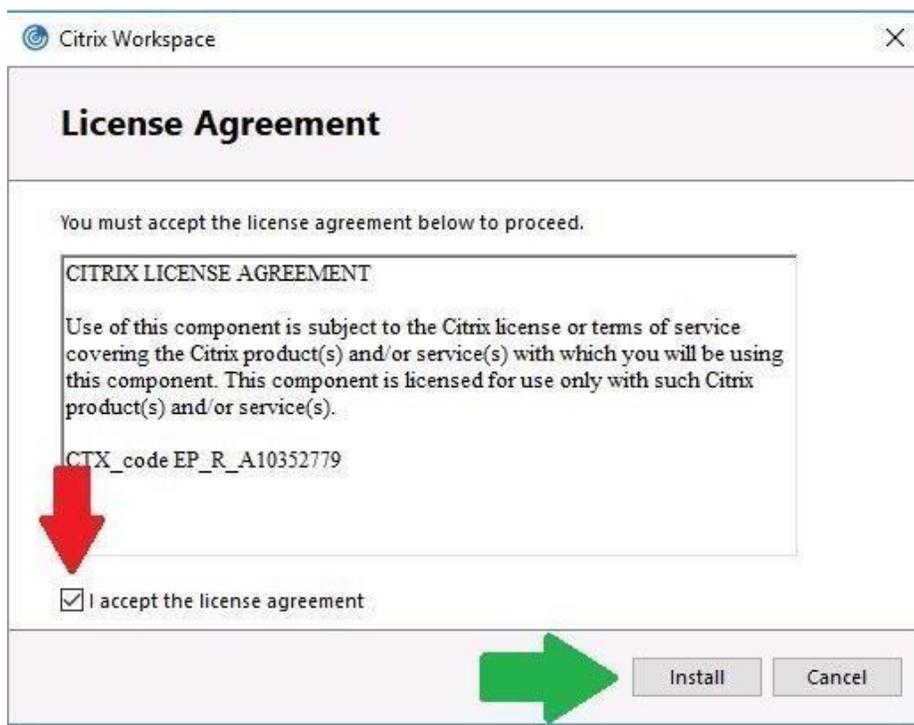
CitrixWorkspaceApp.dmg

anyconnect2.xml

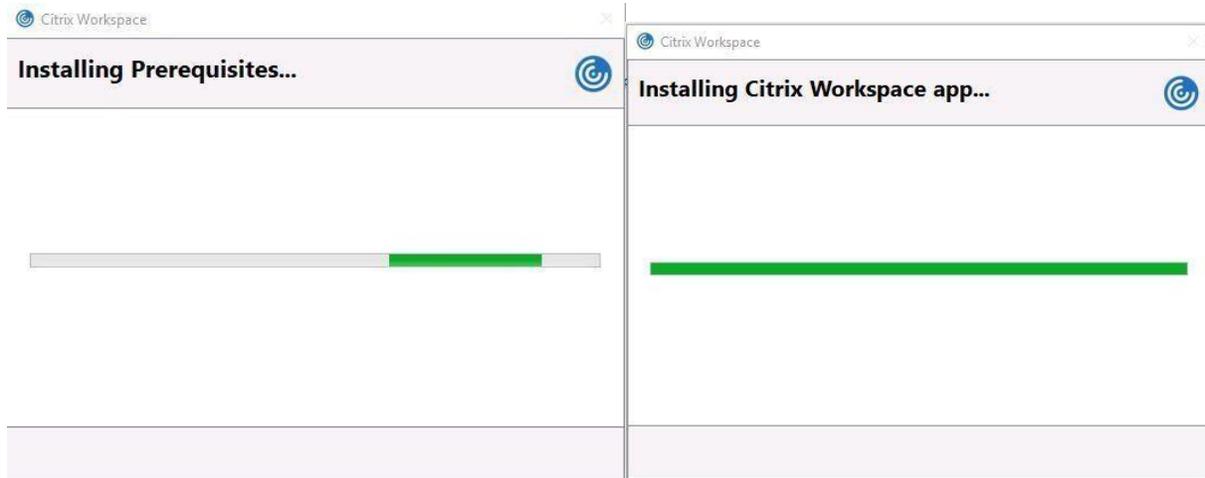
6. Launch the installation file called CitrixWorkspaceApp.dmg and click Start.



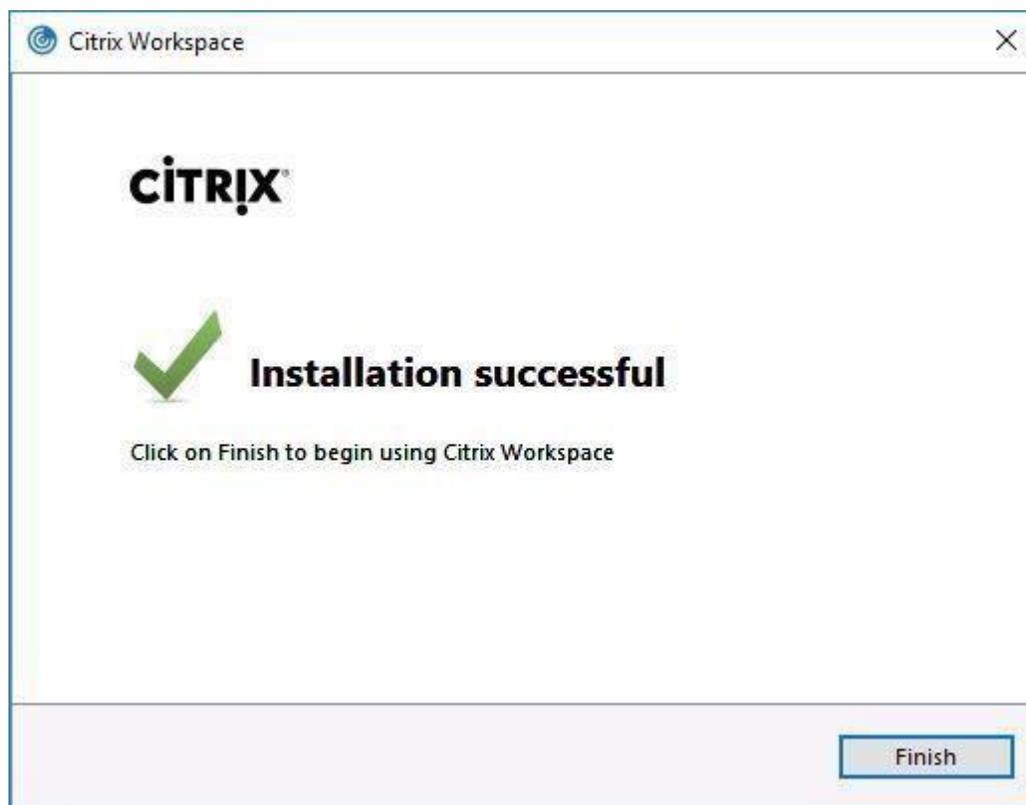
7. Check-mark the box next to “I accept the license agreement” and click Install.



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/mfselfservice/> 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

Enter your phone number

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

Powered by Duo Security

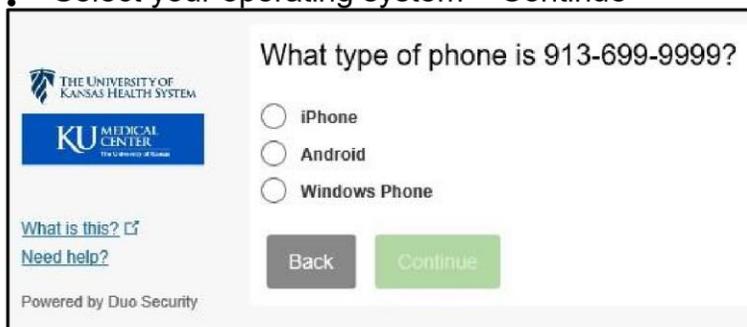
United States

+1

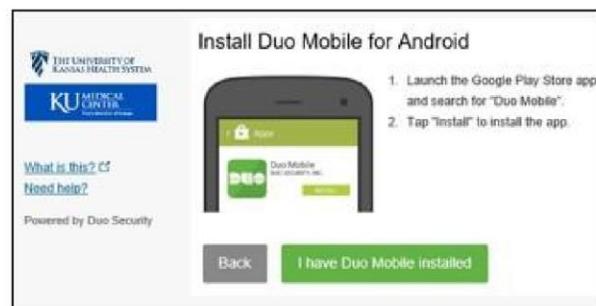
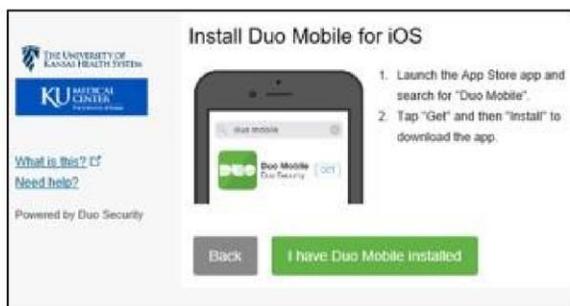
Example: (201) 234-5678

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



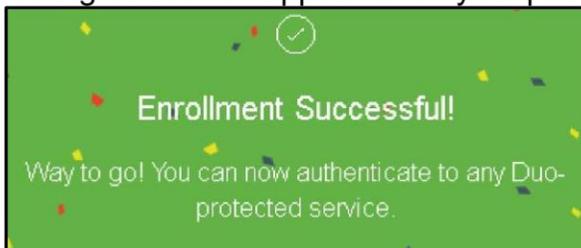
- Scan the QR code you are provided from your web browser

A green checkmark will appear



- Click Continue

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

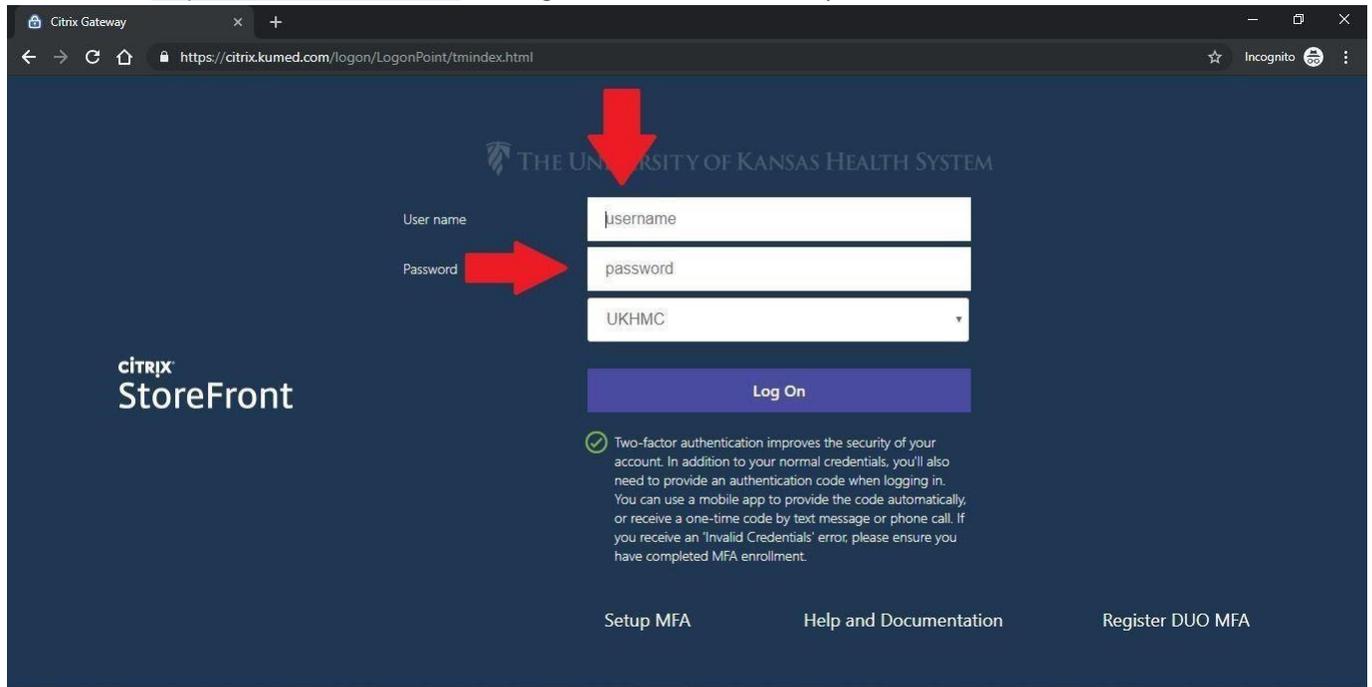


FOR MORE INFORMATION CONTACT:

- [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.



Citrix Gateway

https://citrix.kumed.com/Logon/LogonPoint/tmindex.html

Incognito

THE UNIVERSITY OF KANSAS HEALTH SYSTEM

User name

Password

UKHMC

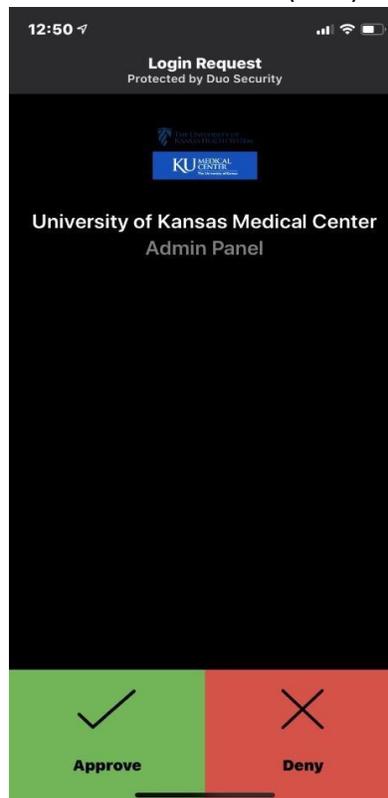
Log On

CITRIX StoreFront

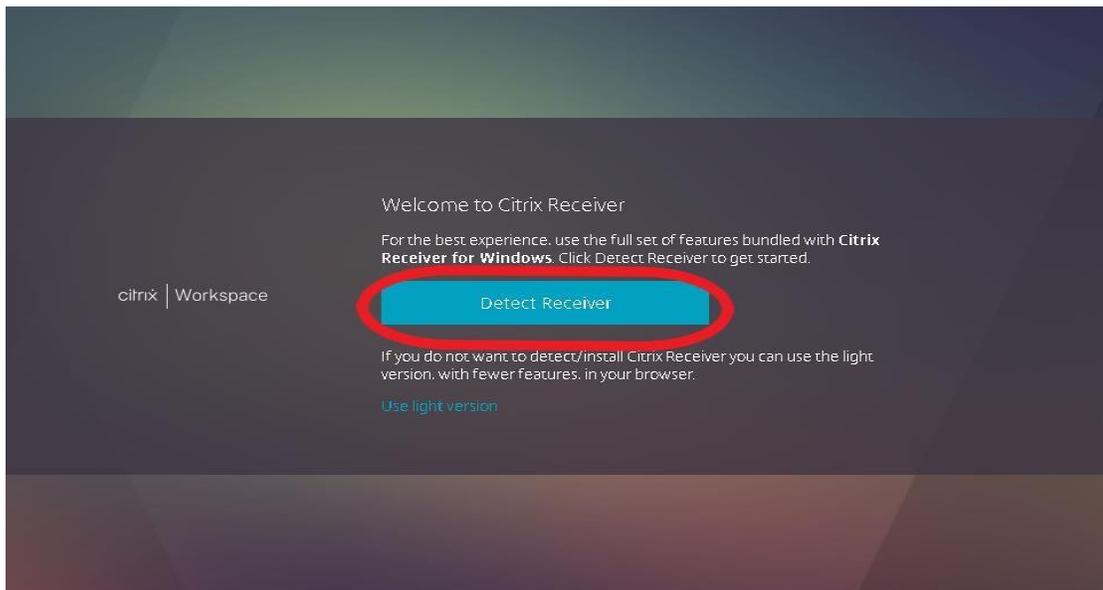
Two-factor authentication improves the security of your account. In addition to your normal credentials, you'll also need to provide an authentication code when logging in. You can use a mobile app to provide the code automatically, or receive a one-time code by text message or phone call. If you receive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

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

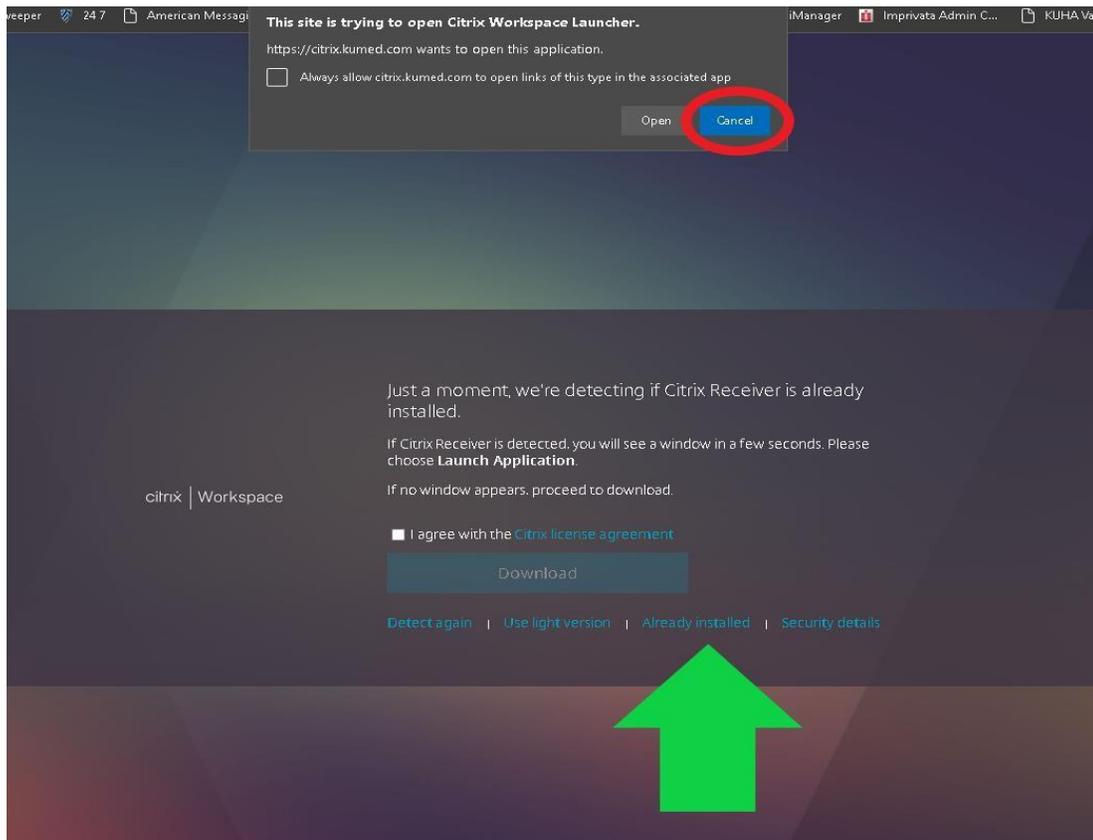
2. Authenticate with DUO Multi-Factor Authentication (MFA).



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.”



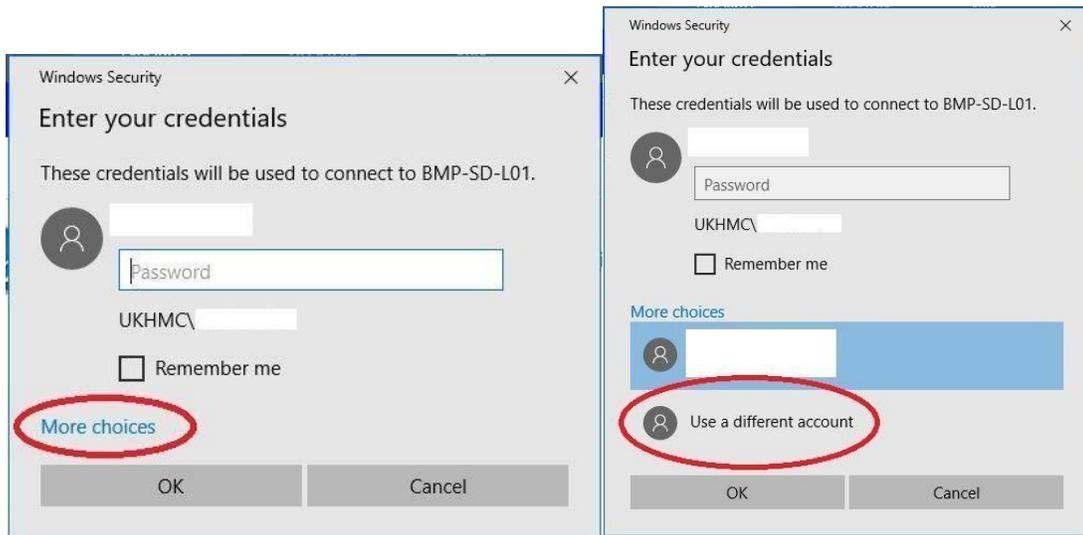
5. The Citrix Storefront dashboard loads. Select Apps at the top, then choose Remote Desktop.

The screenshot shows the Citrix StoreFront interface. The top navigation bar includes 'FAVORITES', 'DESKTOPS', and 'APPS'. Below the navigation bar, there is a 'Categories' section with 'All' selected. The main area displays a grid of application tiles. A red arrow points to the 'Kronos' tile in the top right. A green circle highlights the 'Remote Desktop Hospital Applications' tile in the bottom middle. Other visible tiles include 'H Drive Network Drives', 'Hospital Links', 'Internet', 'O2 CNV', 'O2 DCS', 'O2 DCT', 'O2 Downtime READ ONLY', 'O2 MST', 'O2 RCA', 'O2 RCF', 'O2 RCS', 'O2 Scotty', 'O2 SIM', 'O2 STG', 'O2 SUP', 'O2 TST', 'O2 VAL', 'O2Warp', 'O2WarpBLD', 'O2WarpVAL', 'RadPACS WebV3', and 'SCCM Remote Control Admin Applications'.

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.

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.

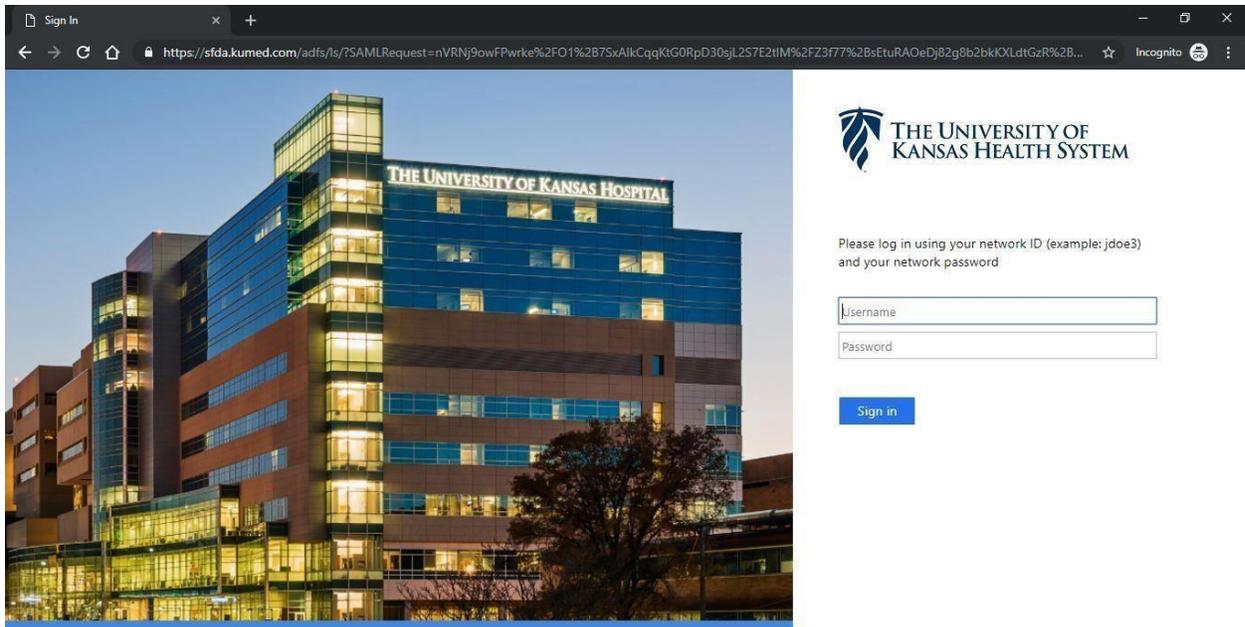


4. The webmail inbox loads and email is accessible.

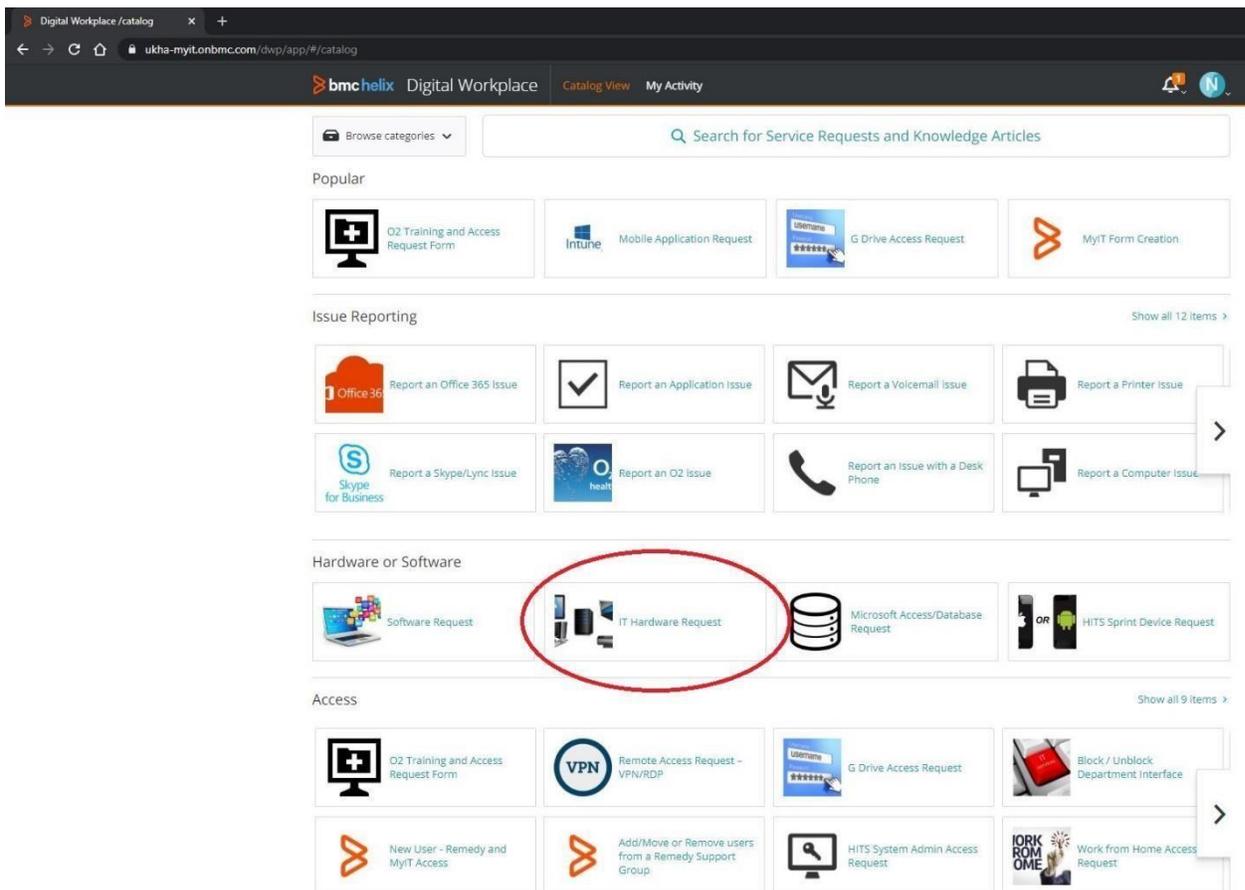
How to Submit Hardware Requests via MyIT

*****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.



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.

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 links for 'Catalog View' and 'My Activity'. A search bar is located below the navigation bar with the placeholder text 'Search for Service Requests and Knowledge Articles'. The main content area is titled 'Active events' and contains three event cards. Each card displays the event title, status, recipient and creator information, and a request ID. The first card is for 'SmartIT: Smart Recorder issue' (In Progress) for Nick Schroeder. The second is for 'Data Management: Badge photo issue' (Initiated) for Nick Schroeder. The third is for 'Mobile Application Request' (Waiting Approval) for Dominic Wu. Each card has 'Cancel' and 'Details' buttons at the bottom.

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