Remote Access Gateway For Employees

THE
University *of* **Vermont**
H E A L T H   N E T W O R K

These instructions are for employees of CVMC, CVPH, PMC, and UVMMC. All other users should contact support for assistance.

Requirements:

- Microsoft Authenticator

- Citrix Workspace

- A modern, updated browser

Step 1: Install Microsoft Authenticator

Have you already configured your Microsoft Authenticator App?

- YES: Skip to Step 3: Citrix Workspace App

- NO: Configure your Microsoft Authenticator App

    a. If you are off-site you will need to call your IT Support Center/Helpdesk for support with setting up your Microsoft Authenticator App

    b. If you are on-site, use a company workstation to complete these steps:

1. **Download Microsoft Authenticator** on your **mobile device** *(do not launch at this time)*.

2. **From a company workstation**, browse to https://aka.ms/mfasetup *(you must be on premise)*.

3. **Sign in** with your **work email** address and **password**.

4. When asked for additional security verification, **select Mobile app** from the dropdown menu and **check** off **Receive notifications for verification**.

5. **Click Set up**.

6. **Launch** the **Microsoft Authenticator** app **from** your **mobile device**.

7. **Follow** the **prompts** to get started and **add your account** by **tapping** the **plus**.

8. **Enter** your **work email address** and **password**.

Remote Access Gateway For Employees

9. Tap Allow to **allow Authenticator** to **take pictures** and **record video**.

10. **Hold** your **mobile device camera** up **to scan the QR code on** the **computer** *(or manually enter in the code)*.

11. You will receive a notification on your mobile device to approve sign-in, **Tap Approve.**

12. Follow the prompts on the PC and phone to complete the setup.

13. There is a 15 minute delay before settings are synced.

Step 2: Install Citrix Workspace

EXAMPLE

1. **From your remote computer**, click the link or browse to https://www.citrix.com/downloads/workspace-app/

2. Click to expand the appropriate version of Workspace App for your device.

3. Download and install the latest version of Workspace App. Only install the earlier versions if instructed to do so by a support technician.

> ### Citrix Workspace App
> 🔊 Subscribe to RSS notifications of new downloads
>
> ⊘ Workspace app for Windows
>
>   ⊘ Workspace app for Windows
>
>   Citrix Workspace app 1909 for Windows
>   Sep 19, 2019 | NEW

4. A dialog box asking you to add an account will come up, **check the box** "Do not show this window automatically at sign-in", and **click Finish** to exit.
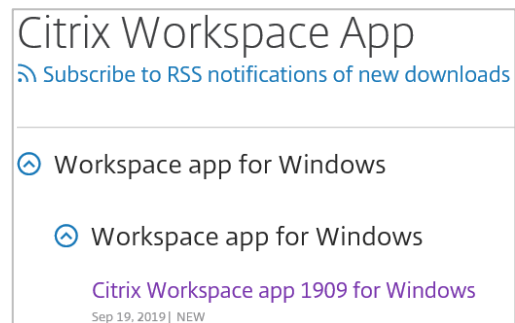
Note: Citrix Workspace only needs to be installed on your device. Since you will be connecting to the Gateway via a browser, it is not necessary to set up any accounts for Workspace App.

Step 3: Configure Your Browser

Microsoft Edge or Internet Explorer

1. Add the Remote Access Gateway URL to your list of Trusted Sites.

2. Open the **Control Panel** on your PC.

3. Open **Internet Options**.

4. Go to the **Security tab**, click on **Trusted Sites**, and then click **Sites**.

5. Add https://workspace.uvmhealth.org to the list of Trusted Sites.

Google Chrome

1. At initial logon, you may receive a prompt to **Detect Citrix Receiver**. Click the button if prompted.

2. Click **Open Citrix Receiver Launcher** if prompted during the login process, and again if prompted when opening apps or desktops in the Gateway.

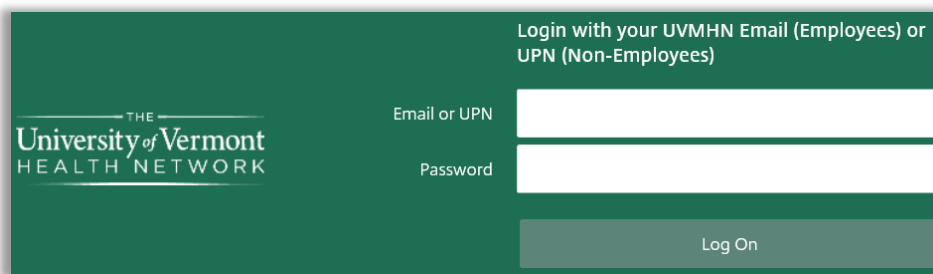3. Once this process has been completed once, it should not be necessary during subsequent logins.

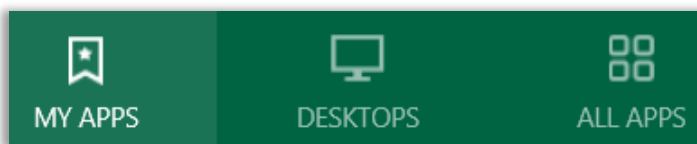# Remote Access Gateway For Employees

Safari

1. At initial logon, you may receive a prompt to **Detect Citrix Receiver**. Click the button if prompted.

2. Click **Allow** to open "Citrix Receiver Launcher" if prompted during the login process, and again if prompted when opening apps or desktops in the Gateway.

Step 4: Log In to the Remote Access Gateway

1. From your **remote computer**, browse to https://workspace.uvmhealth.org

2. Enter in your login credentials and click **Log On**.

   a. **Employees:** Sign in using your work email address and password.

   b. **Non employees:** Sign in using your UPN and password. If you do not know your UPN, contact support (see below).

3. **Microsoft Authenticator** will **send** you a mobile **notification**, choose **Approve**.

4. You now have full access to Citrix Remote Access Gateway.

My APPS – pin apps for quicker access

Desktop – launch full Citrix virtual desktop

All APPS – list of all available apps

5. Click on the tab to locate and launch an app or the full Citrix virtual desktop.

Remote Access Gateway For Employees

Help and Support

Contact us if you have any questions or experience any issues logging onto the Citrix Gateway.

servicenow	Submit an incident via ServiceNow
Immediate Support	**IT Support Center / Help Desk - Contact Information:** Central Vermont Medical Center - IT Help Desk • (802)-371-4176 Champlain Valley Physicians Hospital - ISS Help Desk • (518)-562-7444 Porter Medical Center - IT Help Desk • (802)-382-3457 UVM Medical Center - IT Support Center • (802)-847-1414