



# Accessing CloudPC VDI Remote Desktop using Citrix



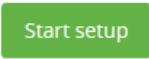
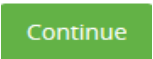
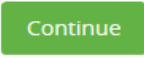
## Remote Access at ECMC

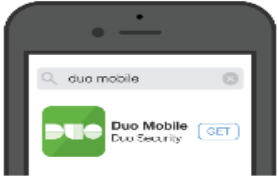

- This document has the instructions needed to activate your remote access and use it.
  - Download the Duo Mobile  app to your cell phone.
  - Open the Duo welcome email on your phone.
  - Complete the activation steps.
  - Log in remotely.

### Downloading App

- You will need to download an app on your cell phone.
  - Open Google Play Store or Apple App Store and search for **Duo Mobile** 
  - Complete the install. *(follow prompts on the phone screen)*

### Activating Account

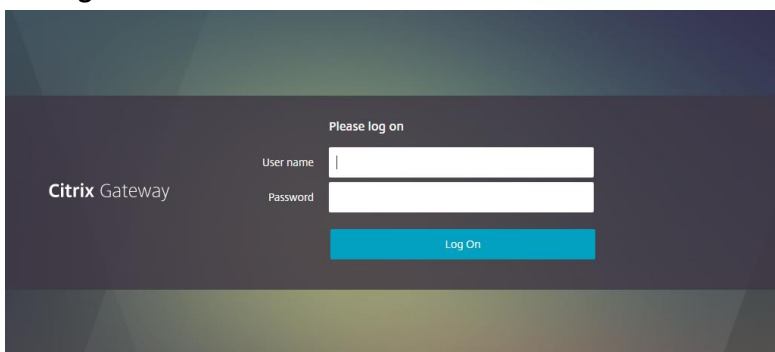
<p><b>1. Open the Duo Security Email on your phone</b>  <b>NOTE:</b> <i>If you do not get an email, please check your junk mail folder before calling the Help Desk (898-4477)</i></p>	 <p>Duo Security &lt;no-reply@duosecurity.com&gt;        Tue 5/30, 3:15 PM        Liliann Dawn</p>
<p><i>(The email will contain links that you will need to set up your app. It is best to access your email from the device that you are going to use the app from.)</i></p>	
<p><b>2.</b> Click on the link in your email to start the set up process</p>	
<p><b>3.</b> Click on </p>	<p><b>Protect Your ECMCC Account</b></p> <p>Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.</p> <p>This process will help you set up your account with this added layer of security.</p> <p></p>
<p><b>4.</b> Select <input checked="" type="radio"/> <b>Mobile phone</b>, click </p>	<p><b>What type of device are you adding?</b></p> <p><input checked="" type="radio"/> <b>Mobile phone</b> RECOMMENDED</p> <p><input type="radio"/> <b>Tablet</b> (iPad, Nexus 7, etc.)</p> <p></p>

<p>5. Enter your mobile phone number</p> <ul style="list-style-type: none"> <li>Your typed number will display under the text box.</li> </ul> <p>Click on the checkbox and click <b>Continue</b> button will light up</p> <p>6. Click <b>Continue</b></p>	<p>Enter your phone number</p> <p>United States <input type="checkbox"/></p> <p>+1 <input type="text" value="XXX-XXXX"/> <span style="color: red;">✗</span></p> <p>ex: (201) 234-5678</p> <p><b>Back</b> <b>Continue</b></p>
<p>7. Select your mobile phone operating system, if prompted.</p> <p>8. Click on <b>Continue</b></p>	<p>What type of phone is 716-9</p> <p><input type="radio"/> iPhone</p> <p><input type="radio"/> Android</p> <p><input type="radio"/> Windows Phone</p> <p><b>Back</b> <b>Continue</b></p>
<p>9. Click <b>I have Duo Mobile installed</b></p> <p>You may get a screen that says <b>"Finish by connecting to Duo Mobile"</b>; click on <b>Take me to Duo Mobile</b></p>	<p>Install Duo Mobile for iOS</p>  <ol style="list-style-type: none"> <li>Launch the App Store app and search for "Duo Mobile".</li> <li>Tap "Get" and then "Install" to download the app.</li> </ol> <p>Tap "OK" when asked if Duo Mobile should be able to send push notifications.</p> <p><b>Back</b> <b>I have Duo Mobile installed</b></p>
<p>10. The Duo app should open and look similar to this.</p> <p>11. You have completed this set up and can close the app.</p> <p>12. Proceed to your browser on the device you want to use for remote access (ex: your computer)</p>	 <p>Verizon LTE 8:37 AM 90%</p> <p>Edit <b>DUO</b> + ≡</p> <p> ECMCC </p>

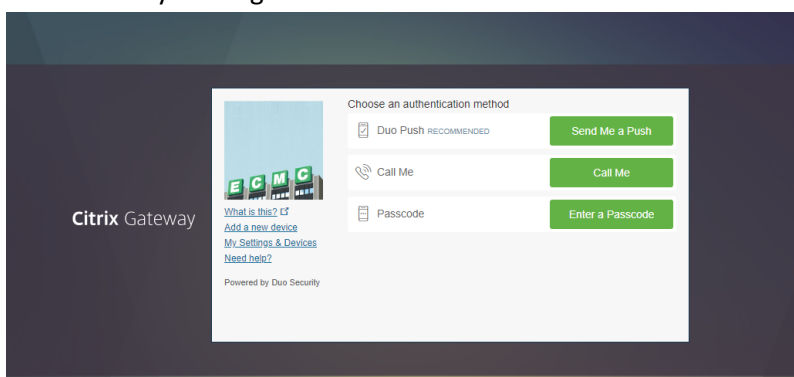
# Accessing CloudPC VDI Remote Desktop using Citrix

## Logging In using Citrix Receiver on Windows

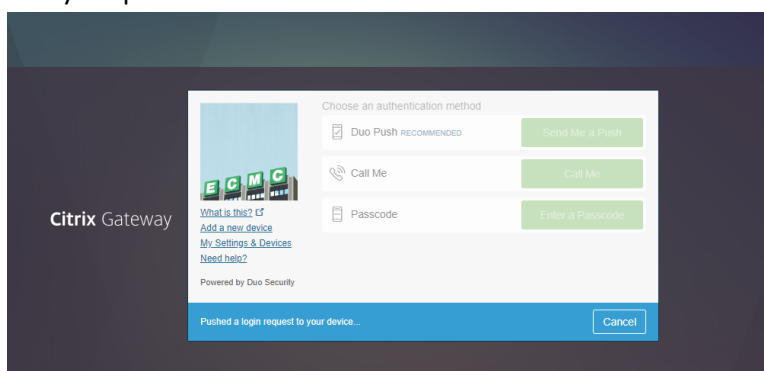
1. Open a web browser and go to: <https://cloudpc.ecmc.edu>
2. Citrix Receiver window will open. Username and password are same credentials that you would use to log into ECMC computers. Click on **Log On**.



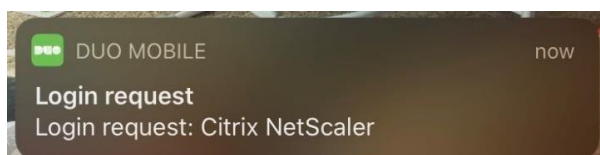
3. Choose Duo Push to authenticate by clicking **Send Me a Push**.



4. A notification will be sent to your phone.



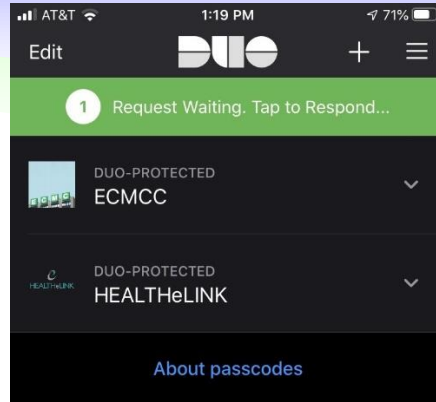
5. Click the push notification on your phone to open the Duo Mobile app.
  - a. If push notifications are not enabled on your phone for Duo Mobile, you will need to open the app to see the request.



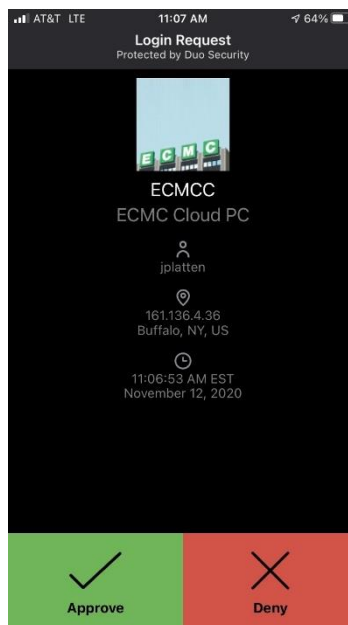


## Accessing CloudPC VDI Remote Desktop using Citrix

6. In Duo Mobile app, tap the green banner at the top to open the request.

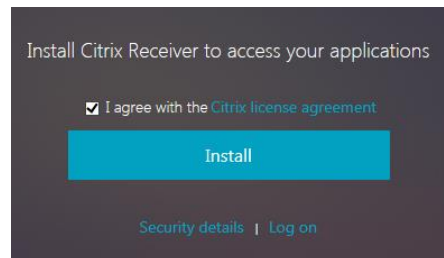


7. Tap **Approve** to approve the login request.

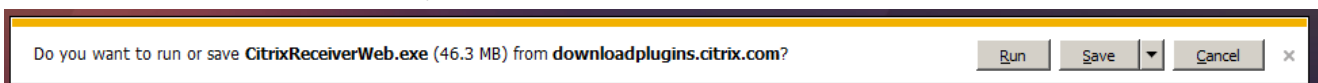


8. If prompted, install the Citrix Receiver on your computer.

a. Check the checkbox to agree with the Citrix license agreement and click on **Install**.



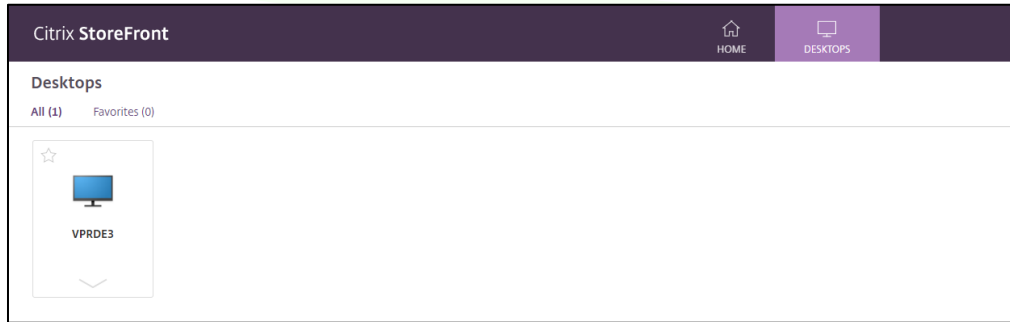
b. On the bottom of the screen, click **Run** to initiate the download and installation.



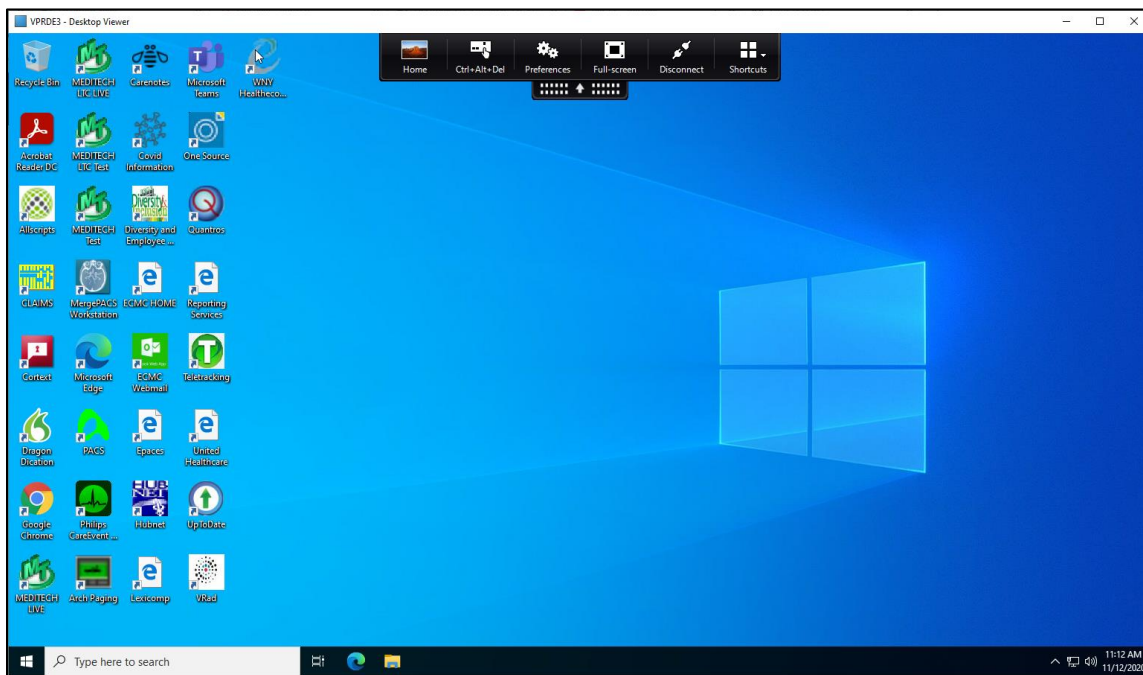
c. Follow the prompts to complete the setup of the Citrix Receiver.

## Accessing CloudPC VDI Remote Desktop using Citrix

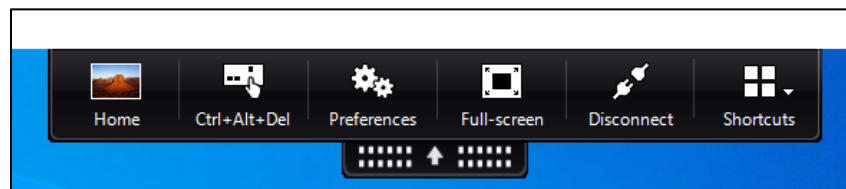
9. After installing and opening Citrix and approving the Duo mobile push notification, you will be brought into the Citrix StoreFront landing page. This screen displays your VDI desktop.
  - a. If there is no favorites, select **Desktops** to display available desktops.



10. Double click on a VDI desktop to launch.



- a. Click the VDI toolbar to expand the dropdown where you can set preference, expand to full-screen or contract to window view, and disconnect from VDI.

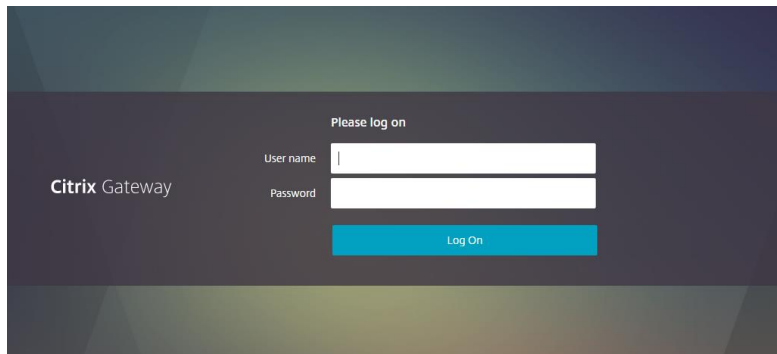




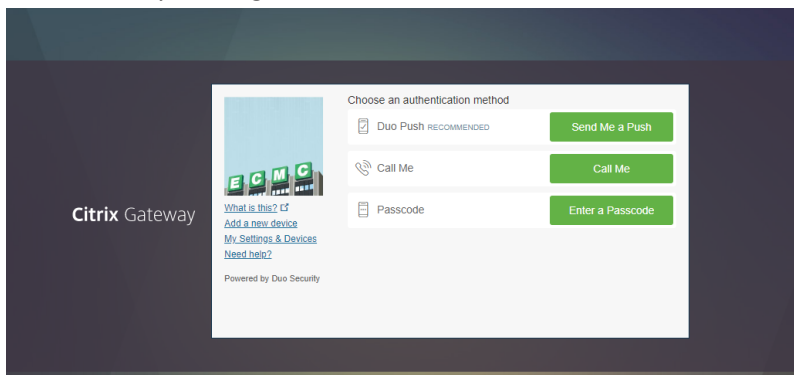
# Accessing CloudPC VDI Remote Desktop using Citrix

## Logging In using Citrix Receiver on a MAC

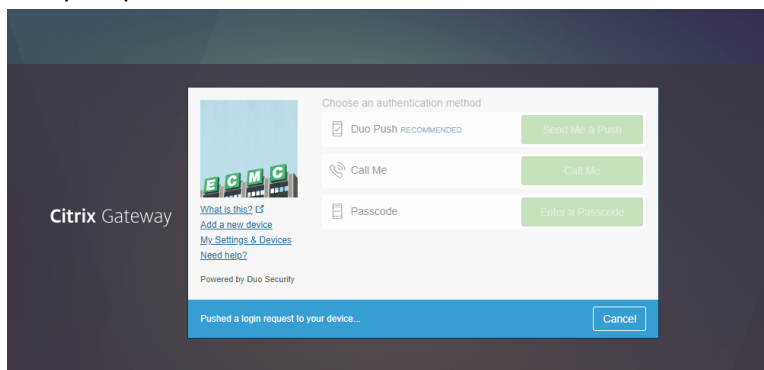
1. Open a web browser and go to: <https://www.citrix.com/products/receiver.html>
  - a. This step is only needed if Citrix Workspace needs to be installed on your machine.
2. Open a web browser and go to: <https://cloudpc.ecmc.edu>
3. Citrix Receiver window will open. Username and password are same credentials that you would use to log into ECMC computers. Click on **Log On**.



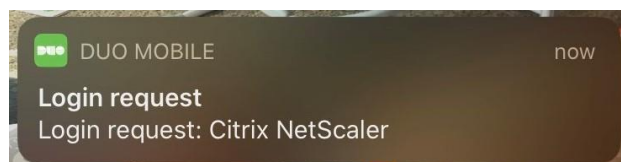
4. Choose Duo Push to authenticate by clicking **Send Me a Push**.



5. A notification will be sent to your phone.

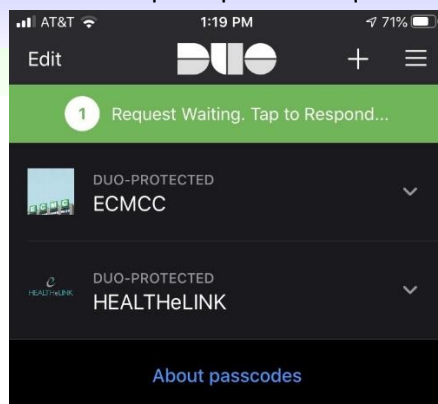


6. Click the push notification on your phone to open the Duo Mobile app.
  - a. If push notifications are not enabled on your phone for Duo Mobile, you will need to open the app to see the request.

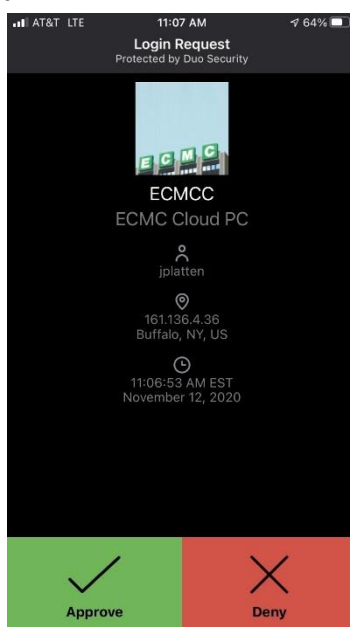


## Accessing CloudPC VDI Remote Desktop using Citrix

7. In Duo Mobile app, tap the green banner at the top to open the request.

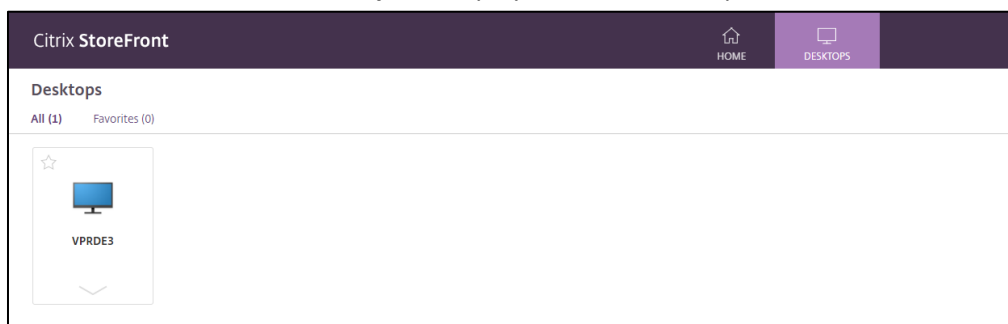


8. Tap **Approve** to approve the login request.



9. After approving the Duo mobile push notification, you will be brought into the Citrix StoreFront landing page. This screen displays your VDI desktop.

a. If there is no favorites, select **Desktops** to display available desktops.



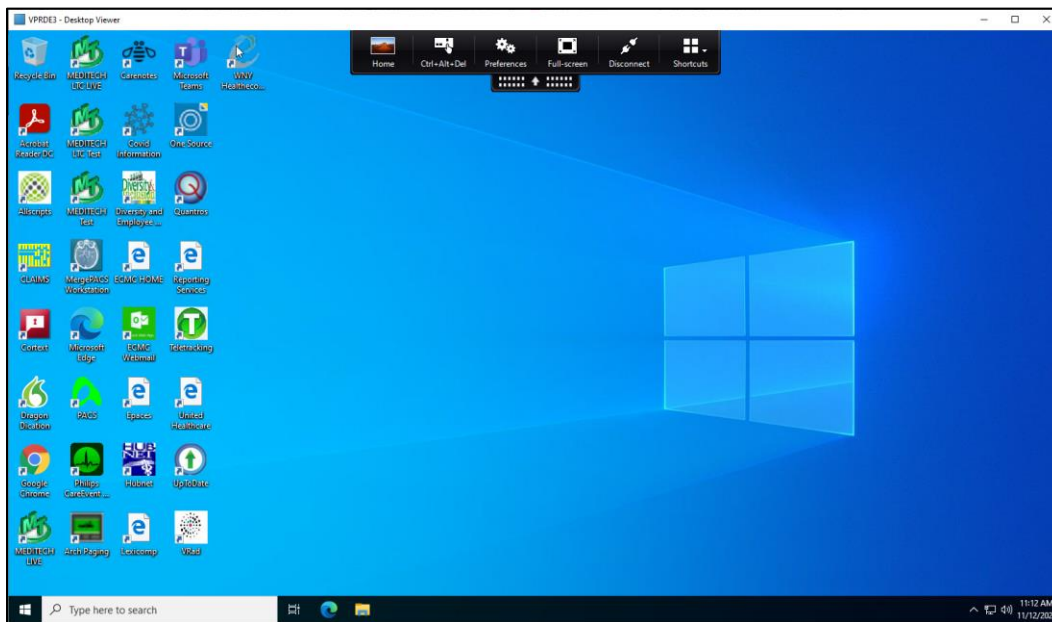
10. Double click on a VDI desktop to launch.

## Accessing CloudPC VDI Remote Desktop using Citrix

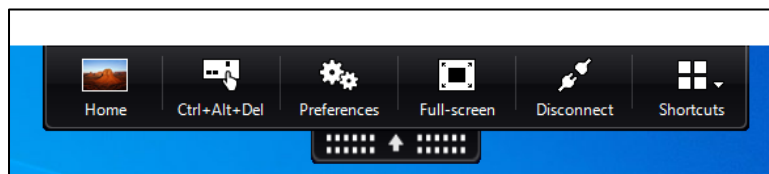
11. The desktop will download to your Downloads folder.
  - a. Open the Downloads folder and click on the downloaded file (filename will be similar to the screenshot below):



12. Your virtual desktop will launch!



- a. Click the VDI toolbar to expand the dropdown where you can set preference, expand to full-screen or contract to window view, and disconnect from VDI.



**Please contact the ECMC Help Desk at 716-898-4477 with any issues**