



## Know IT: How To

### *Use an On Demand Token for Citrix Remote Access*

This Know IT procedure describes how you can use an On Demand Token to access the Citrix Applications so that you can work remotely.

#### Key Learning Objective:

After reading this procedure, you will be able to:

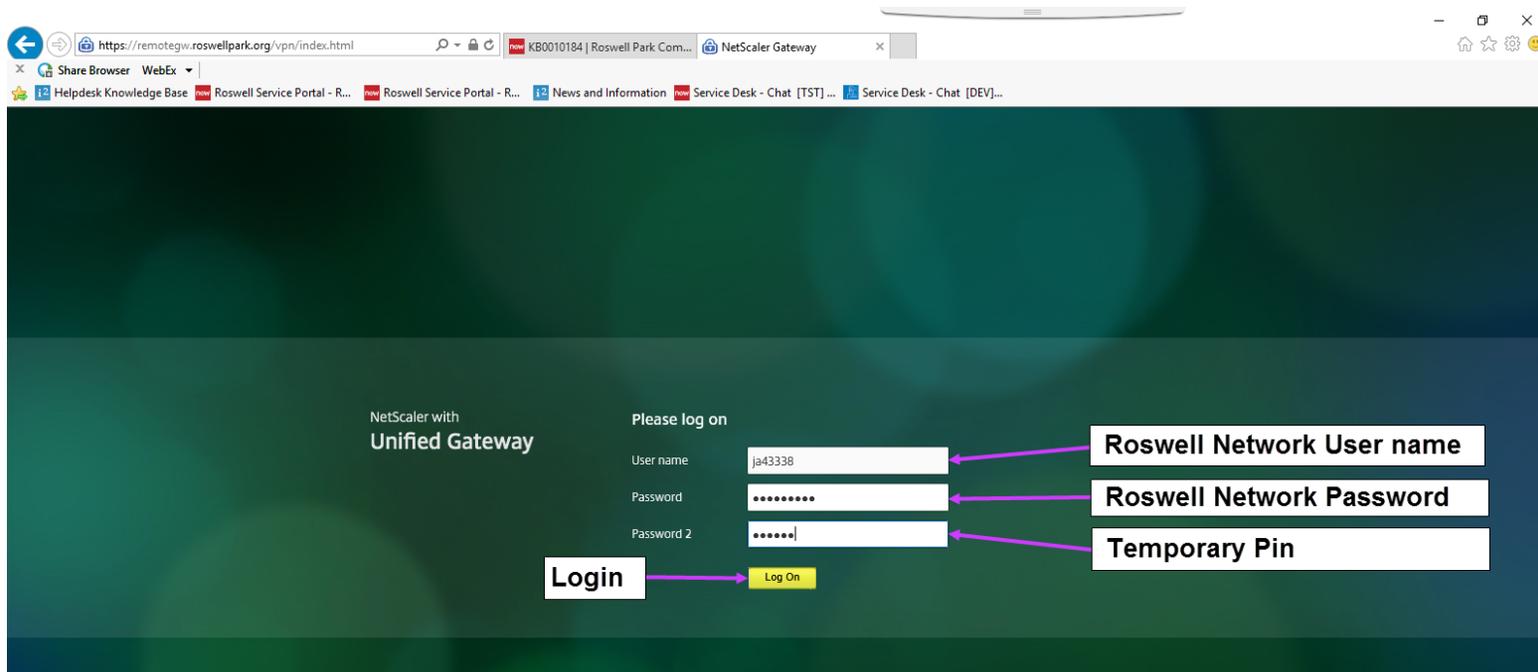
- Use an On Demand Token for Citrix remote access.
- Access the Citrix Applications page when you are working remotely.



#### Tip:

**First Time Users**—Before you start: In order for you to work remotely, the **Citrix Receiver** application must be operating on your computer. If you do not know if the Citrix Receiver is operating on your computer, then call the IT Service Desk (716 845-8465). You can also click this link for instructions on how to check your computer to see if the Citrix Receiver application is operating on your computer.

## Here's how:



1. Open your Internet browser and enter <https://remotegw.roswellpark.org/vpn/index.html> to access the United Gateway login page.



**Tip:** Microsoft Internet Explorer or Mozilla Fire Fox are the recommended browsers for accessing the United Gateway login page.

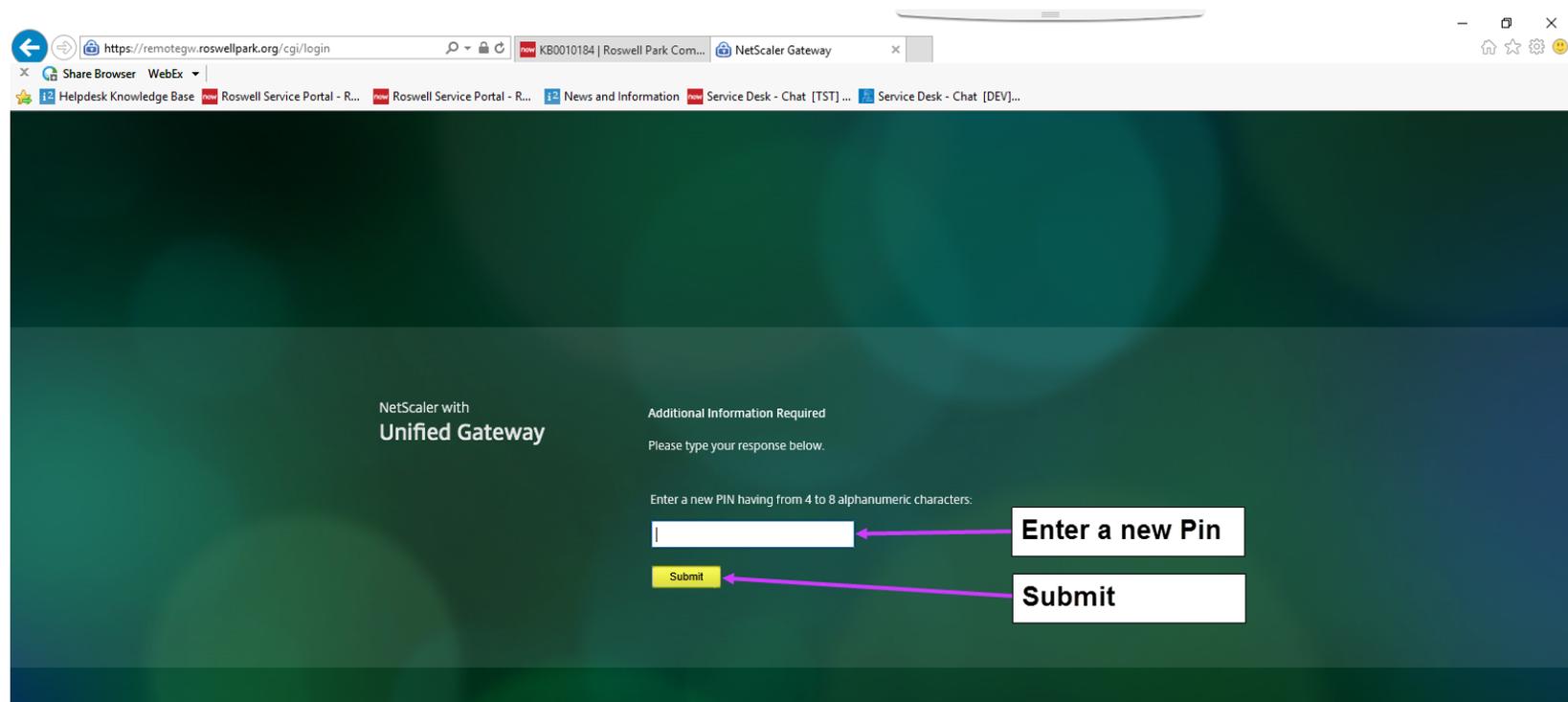
2. When the Unified Gateway login screen appears, enter your Roswell **network user name** and **password**.



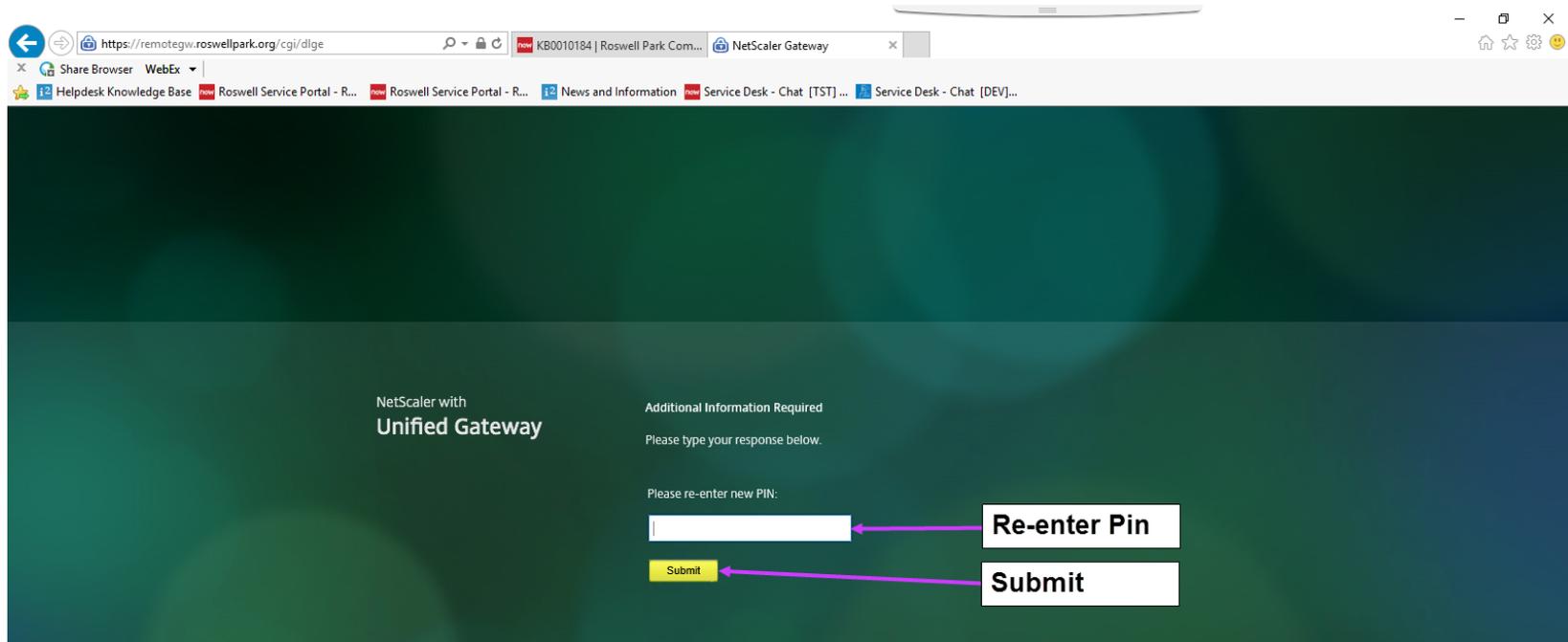
**Tip: First Time Users and PIN Resets**—if you requested Citrix access, you received a temporary PIN number in an e-mail from the IT Service Desk. If you have not received your temporary PIN number, then please contact the IT Service Desk (716) 845-8465.

3. In the **Password 2** field, **For First Time Users and PIN Resets:** enter the temporary PIN number that you received from the IT Service Desk. Click **Log On**.

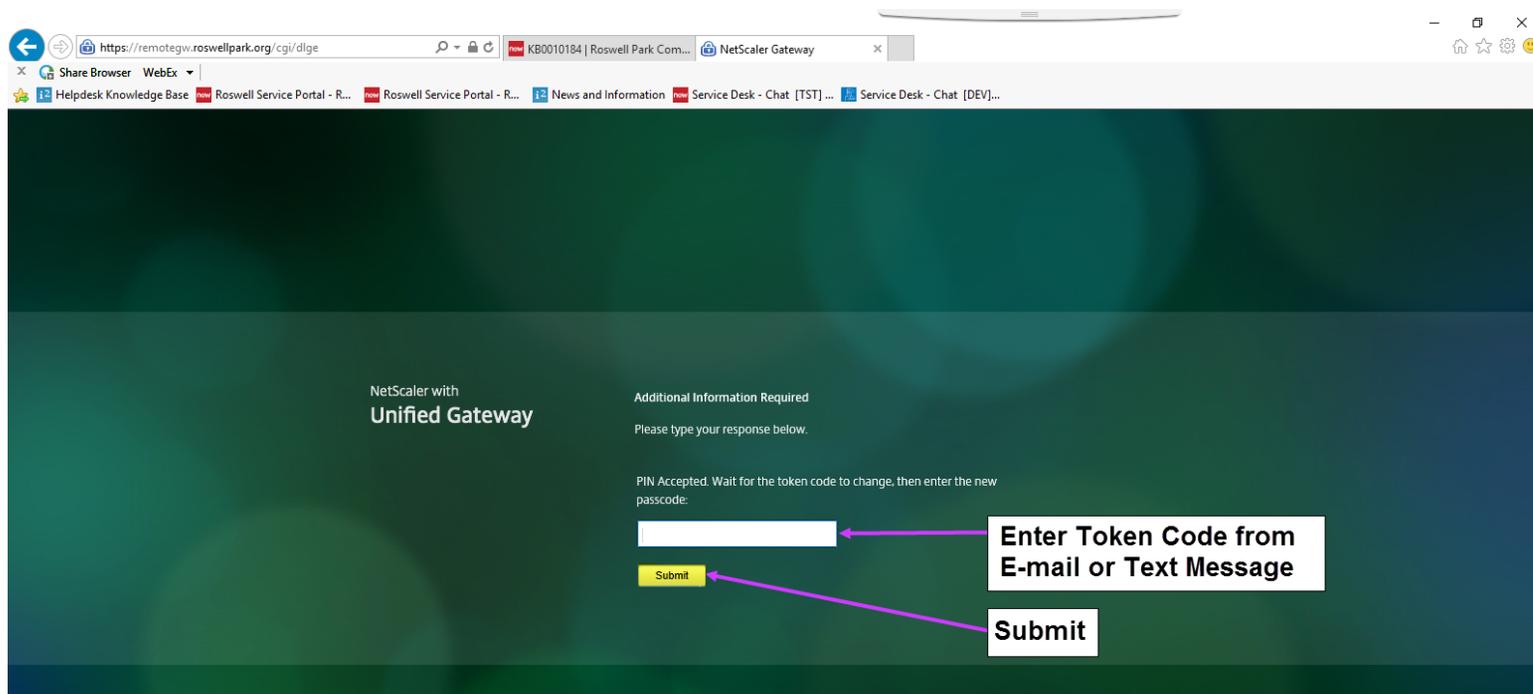
**For Citrix Remote Users:** If you are not a First Time User and have already entered your PIN number, then go to step 6 to enter your Tokencode.



- For First Time Users and PIN Resets:** The Additional Information Required screen appears. Enter the **PIN** that you would like to use for remote access. You will need to remember this PIN so that you can use it each time that you login to Unified Gateway screen for Citrix remote access. The PIN can contain letters or numbers, and a four-digit pin number is the easiest to remember. Click **Submit**.



5. When you are prompted again, re-enter the new PIN and click **Submit**.



6. **For First Time Users, Pin Resets, and Citrix Users:** When the Additional Information/Tokencode window appears, enter your **Tokencode** and click **Submit**.



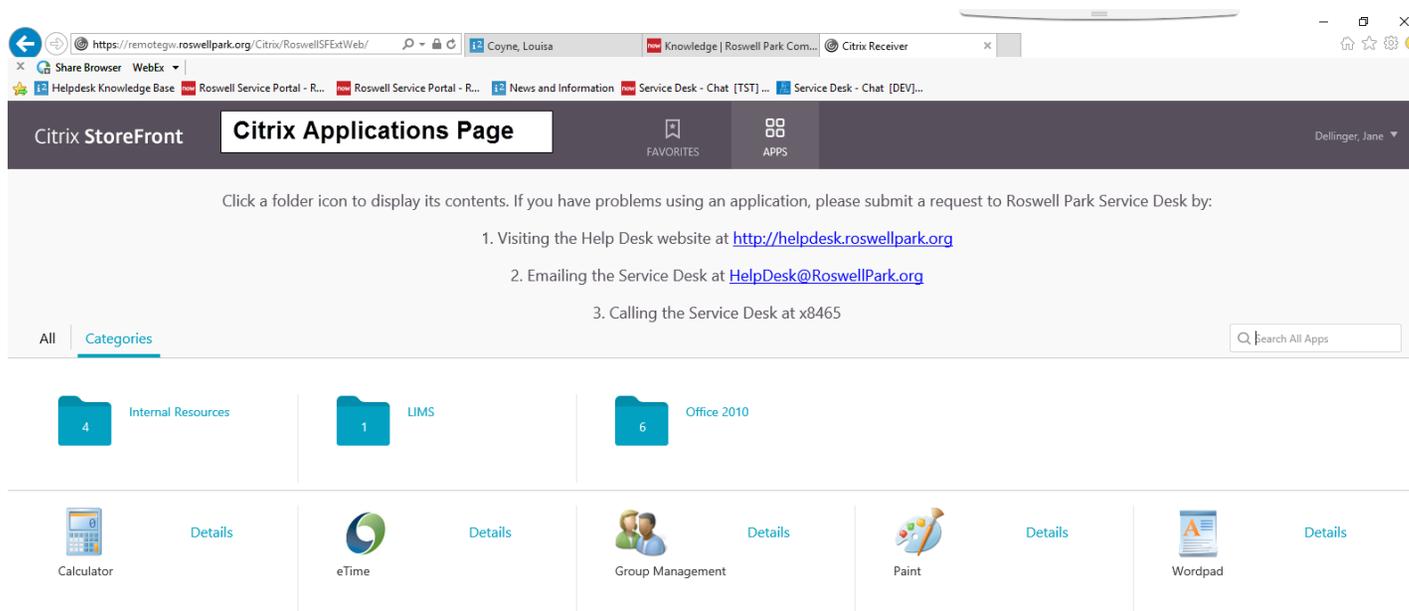
**Tip:**

**For First Time Users and Pin Resets:** For this prompt, you will need to enter the **On Demand Tokencode** that you received in a Roswell Park e-mail or a text message on your mobile device. To access your Roswell Park webmail, you can go to: <https://mail.roswellpark.org>.

If you are a contractor or consultant and do not have a Roswell Park e-mail address, then check your e-mail account for the Tokencode e-mail.



7. After successfully logging into Citrix, the **Citrix Receiver** screen appears.



8. Next, the **Citrix Applications** window appears. These are the same applications that you see from an “on-campus” computer when opening EMR Citrix from i2 or from a desktop.
9. To open an application, single click it.

The screenshot shows the Citrix StoreFront interface. At the top, there's a navigation bar with 'Citrix StoreFront' on the left, 'FAVORITES' and 'APPS' icons in the center, and the user name 'Dellinger, Jane' on the right. Below the navigation bar, there's a message: 'Click a folder icon to display its contents. If you have problems using an application, please submit a request to Roswell Park Service Desk by:'. Below this message, there are several links: '1. Visiting the Help Desk website at <http://helpdesk.roswellpark.org>', '2. Emailing the Service Desk at [HelpDesk@RoswellPark.org](mailto:HelpDesk@RoswellPark.org)', and '3. Calling the Service Desk at x8465'. A search bar labeled 'Search All Apps' is on the right. In the center, there's a navigation bar with a yellow back arrow icon, 'Categories', and 'Office 2010'. A callout box with the text 'Click Back Arrow to Return to the Application' points to the back arrow icon. Another callout box with the text 'Office 2010 Application' points to the 'Office 2010' text. Below the navigation bar, there are several application tiles, each with an icon and a 'Details' link. The tiles are: 'Access Office 2010', 'Excel Office 2010', 'Outlook Office 2010', 'PowerPoint Office 2010', and 'Visio Office 2010'. A callout box with the text 'Folders inside Office 2010 Application' points to the 'Office 2010' text in the navigation bar. Below the application tiles, there's a 'Word Office 2010' tile.



**Tip:**

When you open one of the Application's folders, you can return to the Applications page by clicking the **Back Arrow** next **Categories**.