

Know IT: How To

Connect to Remote Desktop using Citrix

This Know IT procedure describes how to connect to your computer on Roswell campus.

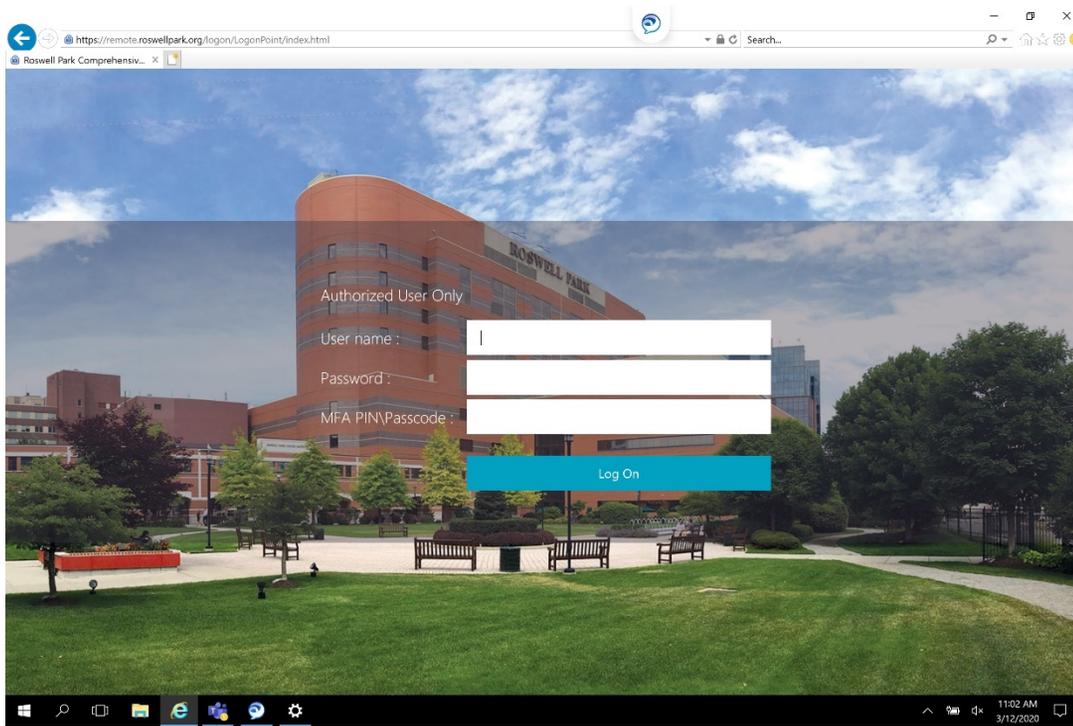
Key Learning Objective:

After reading this procedure, you will be able to:

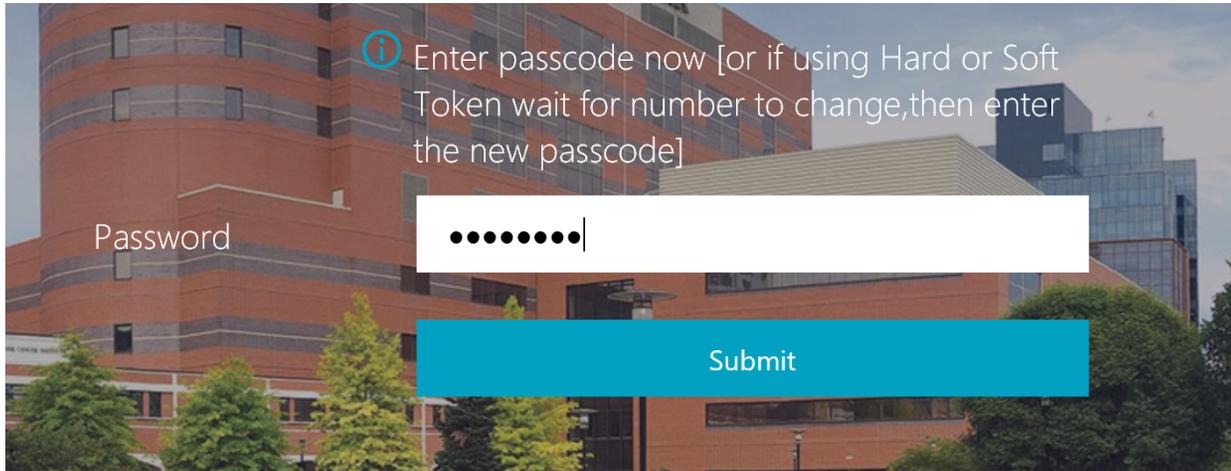
Access your computer on Roswell Campus

Here's how:

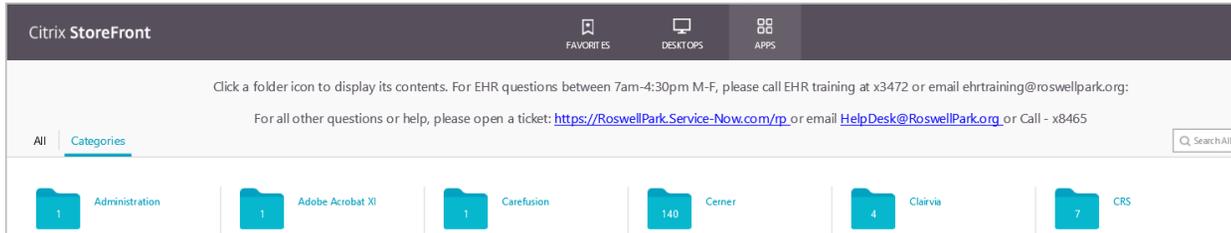
- 1) In your web browser connect to <https://remote.roswellpark.org/>



- 2) Enter your username, password and MFA PIN / Passcode and click LOG ON.
- 3) You will receive a onetime passcode as a text message. The text will be RP On-Demand Tokencode: with a number. Enter the number on the new screen on your web browser and click SUBMIT.



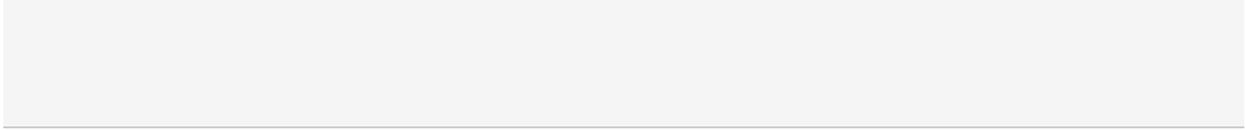
4) You will now be connected to Citrix StoreFront with a list of applications you have rights to.



Note that there will be a new top choice between FAVORITES and APPS; DESKTOPS.

5) Click on Desktops and you will be redirected the new tab. 'Generic Win10 Desktop' is a temporary Windows 10 computer for you to perform you job tasks from.

Please note that when using 'Generic Win10 Desktop' please save everything to your W: drive as nothing will be saved on this computer. **Anything on the computer will be lost once you log out.**



[Details](#)

Generic Win10 Desktop



[Details](#)

IT Department Win10 Desktop

Warning:

If you open a Citrix application within the 'Generic Win10 Desktop' it will cause a disconnection. Just wait a minute and reconnect to your desktop and you will be able to use your Citrix application.

The following functionality does not work through VDI and VDA.

Cut and Paste into and out of the desktops

Printing from Roswell computer to remote computer

Connecting remote computer USB drives to Roswell computer