



## 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 <a href="https://remote.roswellpark.org/">https://remote.roswellpark.org/</a>



- 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.

Citrix <b>StoreFront</b>		FAVORITES	DESKTOPS	APPS			R
Click a folder icon to display its contents. For EHR questions between 7am-4:30pm M-F, please call EHR training at x3472 or email ehrtraining@roswellpark.org:							
All Categories	For all other questions or help, please open a tick	et: <u>https://Roswe</u> l	IlPark.Service-No	<u>w.com/rp</u> ore	mail <u>HelpDesk@RoswellPark.or</u>	<u>g</u> or Call - x8465	Q Search All App
Administration	1 Adobe Acrobat XI 1 Carefus	ion	Cerne	r	4 Clairvia	7 CRS	

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.



#### 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