

Remote Access Gateway For Employees

These instructions are for employees of CVMC, CVPH, PMC, and UVMHC. 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?

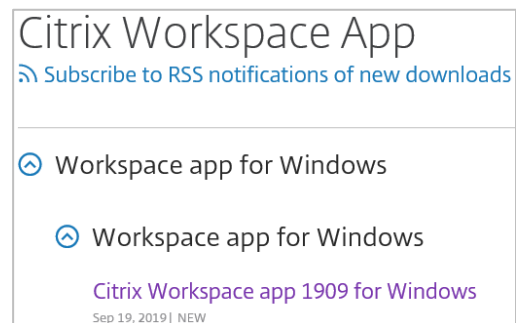
If not, please follow the [install instructions](#) before trying to access the Gateway.

- YES: Skip to Step 3: Citrix Workspace App
- NO: Configure your Microsoft Authenticator App using the [install instructions](#) before trying to access the Gateway
 - 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 and follow the [instructions](#).

Step 2: Install Citrix Workspace

1. **From your remote (non-work) 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.
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.

EXAMPLE



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.

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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.

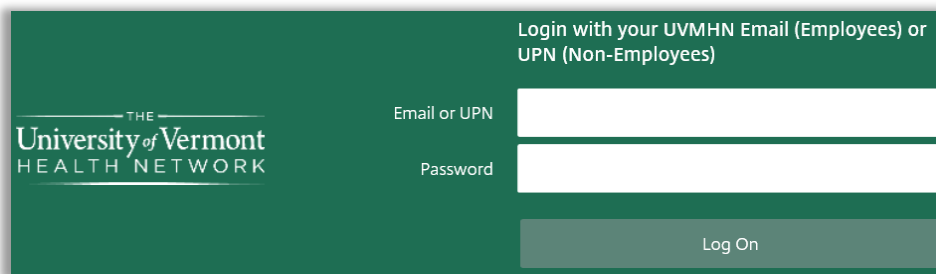
Safari

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.

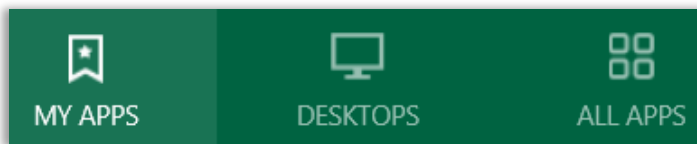
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Step 4: Log In to the Remote Access Gateway

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.

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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	<p>IT Support Center / Help Desk - Contact Information:</p> <p>Central Vermont Medical Center - IT Help Desk</p> <ul style="list-style-type: none"> • (802)-371-4176 <p>Champlain Valley Physicians Hospital - ISS Help Desk</p> <ul style="list-style-type: none"> • (518)-562-7444 <p>Porter Medical Center - IT Help Desk</p> <ul style="list-style-type: none"> • (802)-382-3457 <p>UVM Medical Center - IT Support Center</p> <ul style="list-style-type: none"> • (802)-847-1414