Concern VDI Remote Access

Citrix VDI used to remotely access all of the Concern applications from outside of Concern's office with a PC, Mac or mobile device (Android, iPad/iPhone). These applications include Precision Care, O: and Q: Drive Files, Microsoft Office, etc. In order to use the Citrix VDI remote access solution, you must first have been provided these privileges by Human Resources and have completed these directions in their entirety. This guide is broken up into four sections based on the type of device you are using: Windows, Mac, iOS (Apple iPad and iPhone), and Android. Please follow the steps listed in the section to configure your device to connect. Please note that Concern IT cannot account for the reliability of your home network, working/secure condition of your computer and the possible conflicts of software installed, so the success of the Citrix remote access solution and any support provided is on a best-effort basis. If you have any issues along the way, please send your contact information and any pertinent troubleshooting information to supportticket@concernhousing.org.

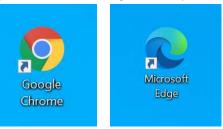
For Windows Users: Start directly below.
For Apple Mac Users: Start on Page #9
For iOS (iPhone/iPad) Users: Start on Page #17
For Android Users: Start on Page #21

Windows:

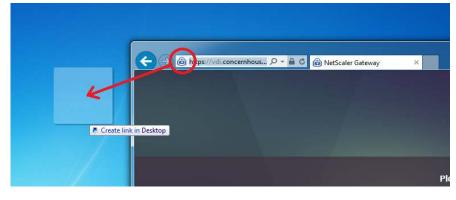
Requirements: Windows 10 or later computer, Microsoft Edge or Google Chrome and Internet Access.

Windows - Connecting to Citrix VDI:

1. Open up either Microsoft Edge or Google Chrome and navigate to https://newvdi.concernhousing.net



2. With the browser window open, drag the lock icon from the address bar to the desktop to make a shortcut.



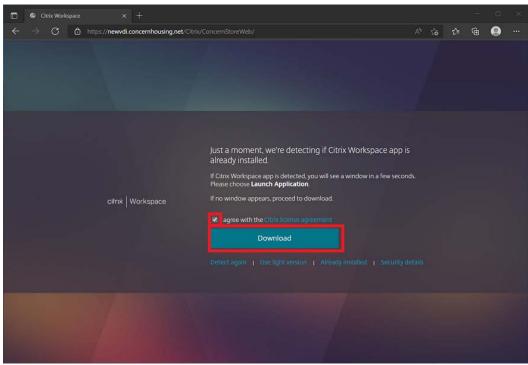
3. Login using your normal concern computer login (domain account) and password:

🔒 Citrix Gateway									
⇒ C b	https://newvdi.concernhousing.net/				îõ	£≞	œ	0	
			Please log on						
		User name	tbankstu						
	Citrix Gateway	Password							
				Log On					

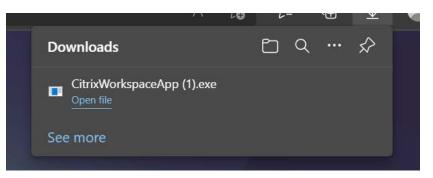
4. If you are greeted with the message below, continue the instructions below. If you see a Storefront page, skip to step #14. Check the "Agree with the Citrix license agreement" check box and then click "Install".

🖸 🕼 Citrix Workspace X +					
← → C 👌 https://newvdi.concernhousing.net/Citrix/ConcernStoreWeb/ A	់ច	£≞	Ġ	0	
Welcome to Citrix Workspace app For the best experience, use the full set of features bundled with Citrix Workspace app for Windows. Click Detect Citrix Workspace app to get started. citrix Workspace Workspace Detect Citrix Workspace app Updetect Citrix Workspace app Updetect Citrix Workspace app you can use the light version, with fewer features, in your browser. Use light version Use light version					

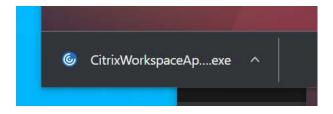
5. Check the check mark and click on "Download".



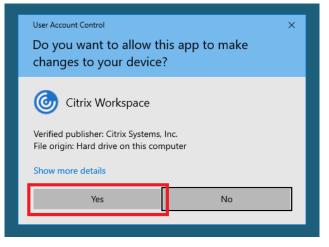
6. A CitrixWorkspace installer will now download. Depending on the browser used, you can run the installer:a. If using Edge, click on the exe file in the top right corner:



b. If using Chrome, click on the exe file in the bottom left corner:



7. If asked to run Citrix Workspace by User Account Control, click Yes.



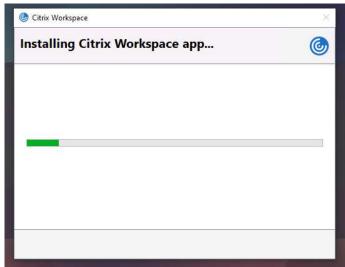
8. Click Start on the Citrix Workspace installer.

log Citrix Workspace	×
Workspace	Welcome to Citrix Workspace Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser. - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your company. - Save your credential to log on automatically. Click Start to set up and install Citrix Workspace app on your computer.
CITRIX	your computer.
	Start

9. Check the box "I accept the license agreement" box and click "Install".

log Citrix Workspace	×					
License Agreement						
You must accept the license agreement below to proceed.						
CITRIX LICENSE AGREEMENT						
Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s).						
CTX_code EP_R_A10352779						
☑ I accept the license agreement 1						
2 Next	Cancel					

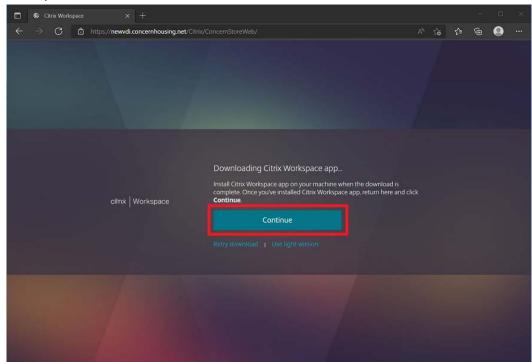
10. Let Citrix Receiver install. Once finished, click "Close".



11. Click finish when the install is complete.



12. Once install is complete, click on "Continue".



13. When asked, make sure you check off "Always allow <u>https://newvdi.concernhousing.org</u> to open links...." and click "Allow".

Citrix Workspace	× +					2		*
\leftarrow \rightarrow C \triangle https://d	newvdi.concernhousing.net/Citr			ថែ	£∕≡	œ	0	
	https://newvdi.co	ng to open Citrix Workspace Launcher. nncernhousing.net wants to open this application. newwdi.concernhousing.net to open links of this type in the associated app						
	cifn× Workspace	Please wait while we confirm that Citrix Workspace installed If Citrix Workspace app was installed successfully, your browser wil window in a few seconds. Please choose Launch Application. If no window appears, click Detect again. Detect again Download again Use light version Airc Installed	l show a					

14. If all works, you will be greeted with the main StoreFront screen. If you do NOT get the screen below, then something is wrong with your computer's configuration and in order to assist, please take e-mail a picture of the error you receive to supportticket@concernhousing.org with your contact information. Click on the Desktops link on the top/middle of the page and then click "Windows 10" to start the VDI session.

🗖 🕼 Citrix Workspace x +							
← → C 🖨 https://newvdi.concernhousing.net/Citrix/Co			A* 6	£∕≡	¢		
citnix StoreFront	СО НОМЕ					۹	¢۰
Welcome Thomas Banks TU!							
Favorites							

15. The session will now start. Once started, you will be greeted with this window which looks like a normal Windows 10 desktop. Treat this window as a normal Windows machine. (Please note that HIPAA regulations are still in effect so please be sure to secure any client data)



16. Once finished working with Concern resources, click the "Start Button" and "Log Off". This window will close.

Windows 10 - Desktop Viewer		×
		VDI-WIN10-245
(Personal)		User Name: tbankstu Boot Timie: 2/5/2022 4:23 PM VM Memory: 8101 MB DX Write Cache 89:19%
Colculator Remote	Web Access	Client IV: 102,168,10,23 Client Marnes TOM-MBD-W10 Client Version: 18,8,0,19031 PVS Disk: VDF-W10,17,avbdx
	· ·	VM IP Address: 192.168.96.153 VM Logon Domain: CONCEN VM Logon Server: CONC-2019-DC3
	Microsoft Edge Office Programs	VM 05 Version: Windows 10 VM Service Pack: 2181
A Lock E+ Sign out	Outlock Publisher Nitro Pro	
3 Thomas Banks TU	Network Drives	
Documents		
E Pictures	O Drive Q Drive (Exchange) (Personal)	
Settings		
🖒 Power	•	
🔳 😸		🥌 🎯 🚍 🛄 😫 d+)) 11:43 AM 2/7/2022

17. You will be left with the Storefront webpage. If it has already logged you out, just close the browser. If it has not, then in the top right hand side, click on the item that is your user name and then click "Log Off".

🗊 🕲 Citrix Workspace x +					
\leftarrow \rightarrow \mathbb{C} \textcircled{c} https://newwdi.concernhousing.net/Citrix/Co			tio tî≊	G 🧕)
ciłnx StoreFront	СО НОМЕ			٩	¢,
Welcome Thomas Banks TU!				Banks TU	Ľ
Favorites			Account ! About	settings	
Windows 10			Log off		

For Apple Mac Users:

Requirements: Apple Macintosh running MacOS 10.10 or up, Safari web browser, and Internet Access.

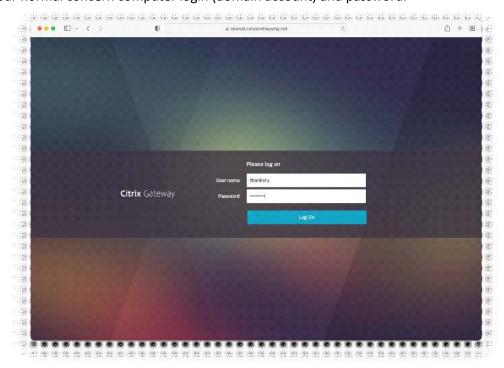
To check your OS X version, click on the Apple logo in the top left corner and click "About". This will open a new window and show you the version number.



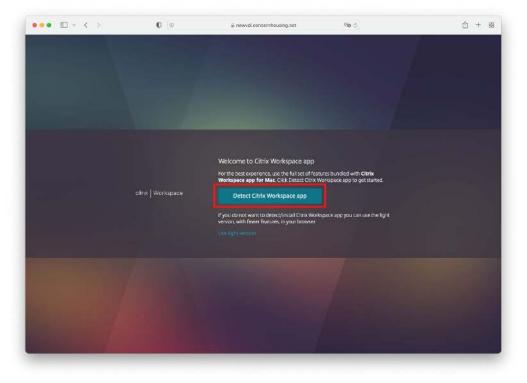
1. Open Safari from either the dock or from within your "Applications" directory. Go to the website https://newvdi.concernhousing.net.



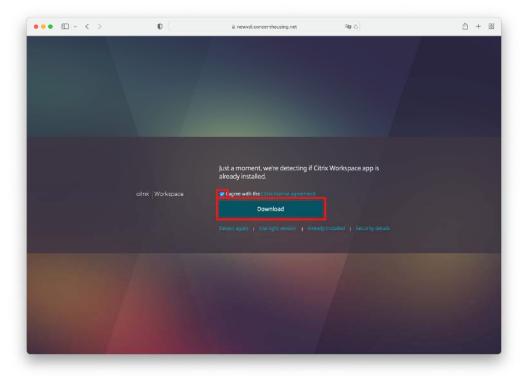
2. Login using your normal concern computer login (domain account) and password.



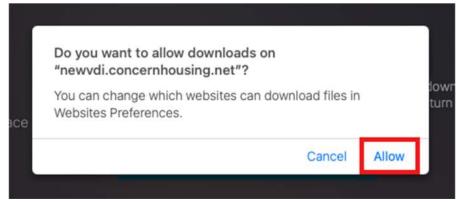
3. If you are greeted with the message below, follow the steps below. If you already have the Citrix Workspace client installed and are presented with the Storefront site, please jump to Step #14.



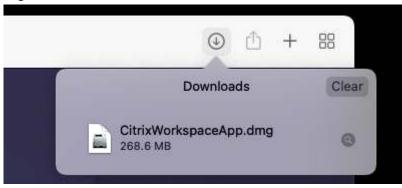
4. Check off the Checkbox and click on the "Download" link.



5. When asked, please click on the "Allow" button to download the file.



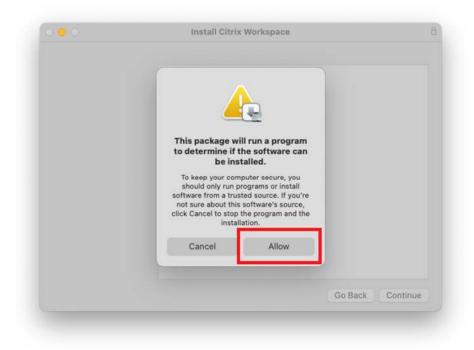
 Allow download to complete and allow the installer to open. If the installer window does not auto open, please click the download button on the top right corner of the Safari window and double click the "CitrixWorkspaceApp.dmg" icon.



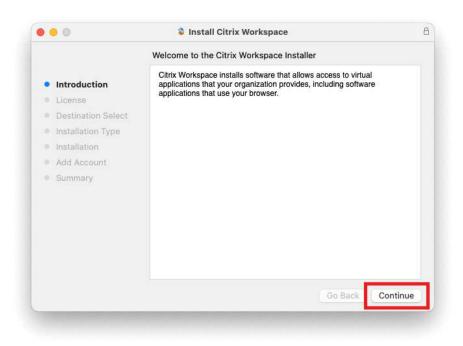
7. Double click the "Install Citrix Workspace" icon to start the install.



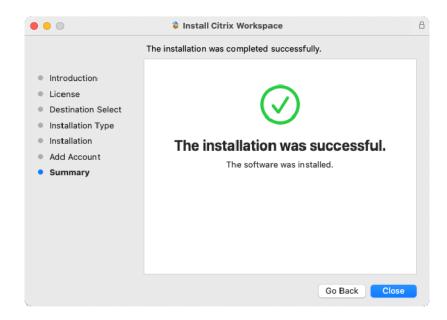
8. When you see this message, click allow.



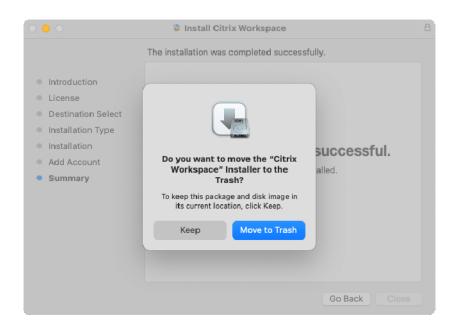
9. Follow all of the steps of the installer. Use the defaults.



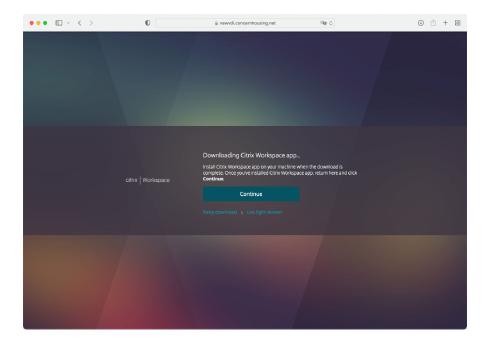
10. Once finished, click "Close".



11. You can safely click on "Move to Trash" when complete. This deletes the installer.



12. Back in the Safari window, click "Continue".



13. When this message below appears, please click "Allow".

Do you want to allow this	page to open "Citrix Worksp	ace
Launcher"?		
	Cancel	Allow

14. You will now be greeted with this window as shown below. If you do NOT get the screen below, then something is wrong with your computer's configuration and in order to assist, please e-mail a picture of the error you receive to supportticket@concernhousing.org with your contact information. Click on the Desktops link on the top/middle of the page and then click "Windows 10" to start the VDI session.

••• •• •	0	i newvdi.concernhousing.net	ାହ ୯	⊕ ☆ + #
alinx StoreFrant				م 4.
Velcome Thomas Banks TU	I			
avorites				
-				
Windows 10				

15. The session will now start. Once started, you will be greeted with this window which looks like a normal Windows 10 desktop. Treat this window as a normal Windows machine. (Please note that HIPAA regulations are still in effect so please be sure to secure any client data).



16. Once finished, click the "Start Button" and "Log Off". This window will close.



17. Within the browser, in the top right hand side, click on the item that is your user name and then click "Log Off".

5 a	⊕ [⊥] + ∺
	Q 🗢
	Thomas Banks TU
	Account Settings
	About
	Log off

18. You will want to either bookmark the site or drag the web address from the browser to the desktop so you have an easy way to connect next time.

iOS (iPad and iPhone):

Requirements: Apple iOS (iPad/iPhone) and Internet Access.

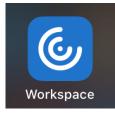
 In order to access Concerns system, you will be required to download an application from the app store. In order to do this, open the App Store by tapping on the icon from your home screen. Then, on the bottom of the screen, tap on Search and, within the search field, type in "citrix workspace".

			 ✓ SearchII ? 20:10 		A 82% 🛄
$(-A_{-})$			Q Citirx workspace	8	Cancel
	Super Mario Run Games Milkmaid of Milky Way Games	the Shards of Castl- Memories: an TD Games Game			
App Store	Featured Categories Top C				

2. Now, install the Citrix Workspace app. Depending on your local settings, might need to enter your iCloud/iTunes account password.



3. Once finished, go back to your home screen and open the Workspace app.



4. Tap on "Add Account" at this screen.



5. In the address field, type in <u>https://newvdi.concernhousing.net</u> and tap "Continue". Fill in the requested login information and tap "Sign In".

◀ Search 📶 穼	15:00	4 69% 🔳	Search 📶 🗢	15:01	∮ 69%
<	Welcome	• • •	<	Sign in	?
To get si ema	tarted, enter your cor il address or Store Ul	mpany RL	Er	nter your credenti	als
n ttps://ne	ewvdi.concernhousin	g.net 💿	tbankstu		
Use smart c	ard	$\bigcirc \circ$	xxxxxxx	ĸ	8
	Continue				
R	equest demo access			Sign in	
q w e	r t y u	i o p			
a s d	f g h j	k I			
☆ z x	c v b n	m			
@123	. / .com	continue			

6. Tap "Not Now" for the question for enabling Touch ID.



1 82% 🔳

Enable Login with Touch ID

Use your Touch ID for faster, easier access to your account.



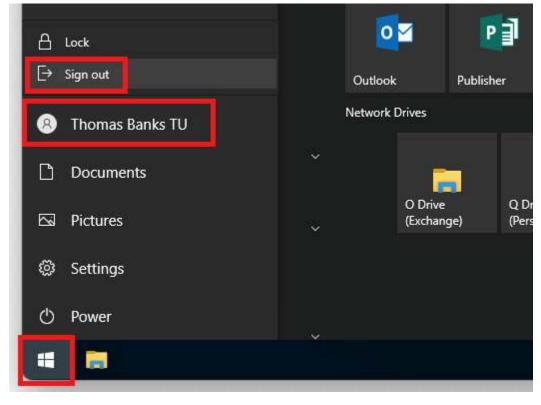
7. Make sure you select "Concern Store" if it is not selected already and tap "Continue" on the bottom. If asked about allowing Workspace to find devices, tap on "Allow". You are now logged in. Tap on the "Windows 10" icon

to start a	session.						
◀ Search 📶 🗢	15:01	∮ 69% ■					
<	Choose a store	0					
You ha	ave access to multiple s	tores			< Search 📶 🗢	15:01	∮ 69%
	which one you'd like to d		"Workspace"	would like to		Concern Store	
Concern	n Store	~	find and conne on your loca	ct to devices	Q Search		
App Sto	re		This app will be able connect to devices	e to discover and	Window	vs 10	\checkmark
Desktop		- 1	you u	se.	Window	ws 10 Testing	+
Internals	Store	_	Don't Allow	ок	Featur	ed	
	Continue						

 The session will now start. Once started, you will be greeted with this window which looks like a normal Windows 10 desktop. Treat this window as a normal Windows machine. (Please note that HIPAA regulations are still in effect so please be sure to secure any client data).



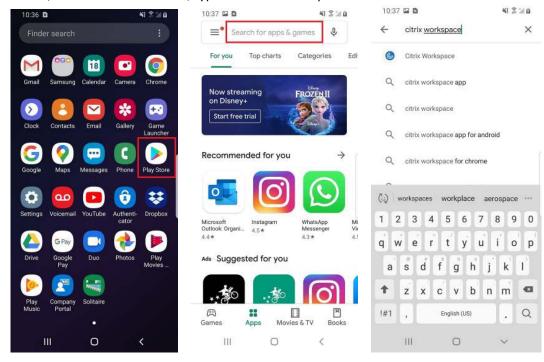
9. Then, click the "Start Button" and "Log Off". This window will close.



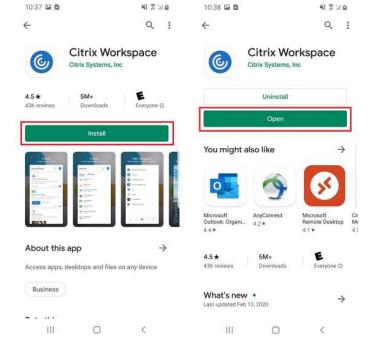
Android Phone/Tablets:

Requirements: Android device (Samsung and other brands) and Internet Access

1. In order to access Concerns system, you will be required to download an application from the app store. In order to do this, open the Play Store by tapping on the icon from your home screen. Then, on the top of the screen, tap on Search and, within the search field, type in "Citrix Workspace".



2. Tap on install and, once installed, tap on "Open".



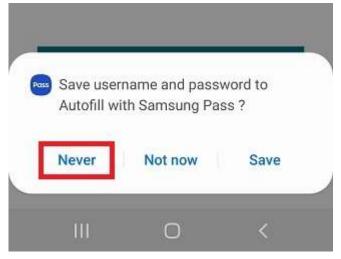
3. Tap on allow for all popups like shown below.



 Now, tap on "Get started". You will now see a prompt to enter a server address. Enter <u>https://newvdi.concernhousing.net</u> and tap on "Continue". You should now see a username and password and tap on "Sign In".

10:38 🖬 😫 👋 🕅 🛍	3:41 🗑 🖬 🖸 🔯 🕺 🖇 🕅 🕄	10:39 🖬 😫 👋 🕅 🕅
🌜 Citrix Workspace	← Search X : To get started, enter your company email address or Store URL	← Sign in Enter your credentials
	https:// <u>newvdi.concernhousing.net</u> Add account type as Web Interface	User name
	Continue	Password 🔌
Securely access your favorite apps and services in one place and access them anytime on any device	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	SIGN IN
Get Started	a s d f g h j k l ☆ z x c v b n m ③	
III O <	!#1 English (US) Done III O V IIII	III O <

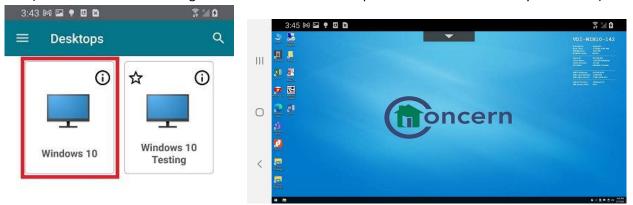
5. When asked about saving the password, please select never.



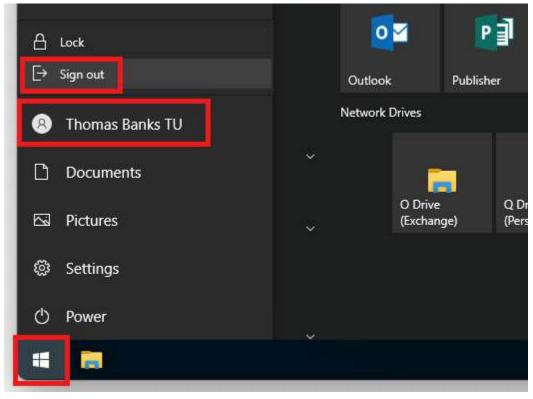
6. Choose "Concern Store" when provided the option. Now, tap on the menu button in the top left corner and tap on "Desktops".

3:42 🕅 🖬 🕈 🖬 😫 🛱 🕌 🛱	10:40 🖬 🖻	*1 3 2 8	3:43 🕅 🖬 🥊 🖸 🛍	\$ 🖬 B
← Choose a store :	E Home	٩	Citrix Workspace ™	٩
You have access to multiple stores. Choose which one you'd like to connect.			 Home Apps Desktops Refresh 	
O Desktop Store			Settings	
Concern Store App Store	No favorites have b	een added	Help	
O InternalStore			Switch Accounts	
			tbankstu	
Continue			Sign Out (all)	
III O <	III O	<	III O	<

7. Tap on the 'Windows 10" icon to start the desktop. The session will now start. Once started, you will be greeted with this window which looks like a normal Windows 10 desktop. Treat this window as a normal Windows machine. (Please note that HIPAA regulations are still in effect so please be sure to secure any client data).



8. When you are finished, make sure you logout of the VDI desktop. To do so, click the "Start Button" and "Log Off". This window will close.



If you have any issues, please contact support at <u>supportticket@concernhousing.org</u> or open a support ticket from an internal PC. If you require immediate assistance, call +1 (631) 353-0077.