

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

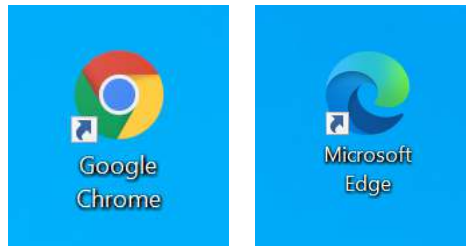
For Android Users: Start on Page #21

Windows:

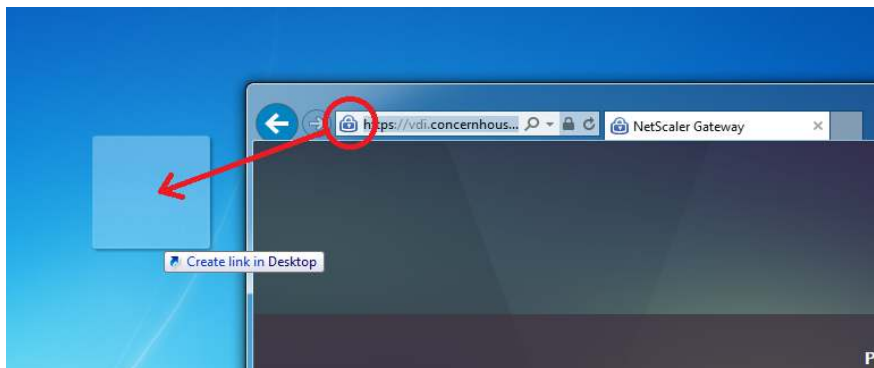
Requirements: Windows 10 or later computer, Microsoft Edge or Google Chrome and Internet Access.

Windows - Connecting to Citrix VDI:

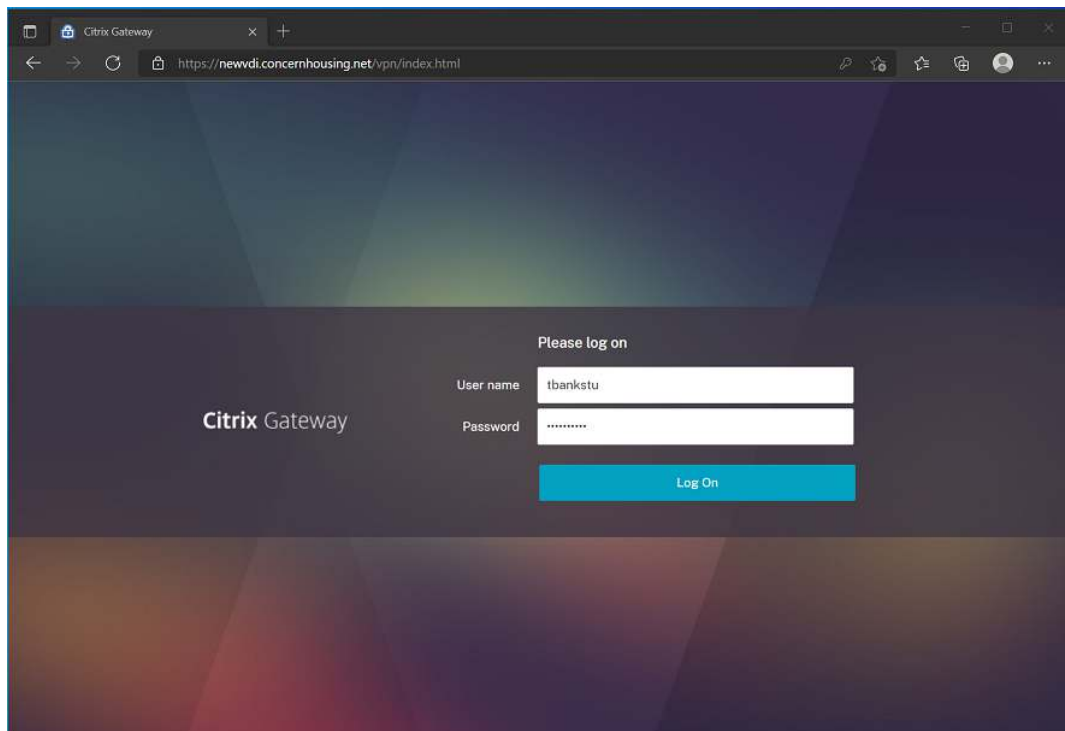
1. Open up either Microsoft Edge or Google Chrome and navigate to <https://newvdi.concernhousing.net>



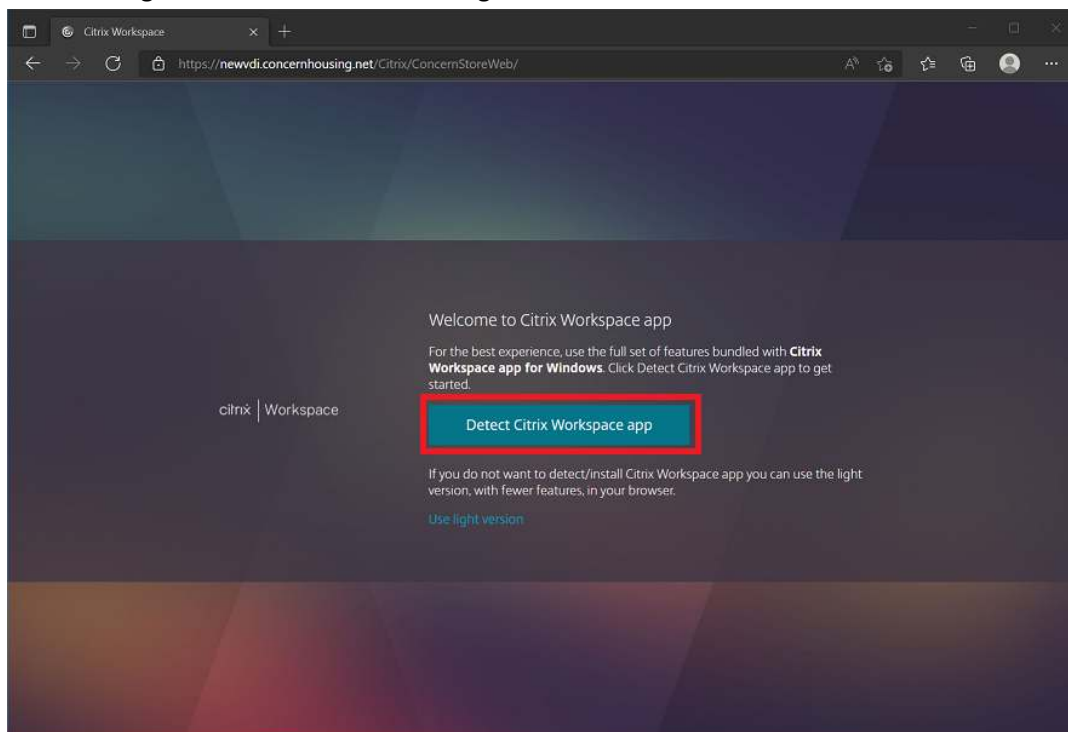
2. With the browser window open, drag the lock icon from the address bar to the desktop to make a shortcut.



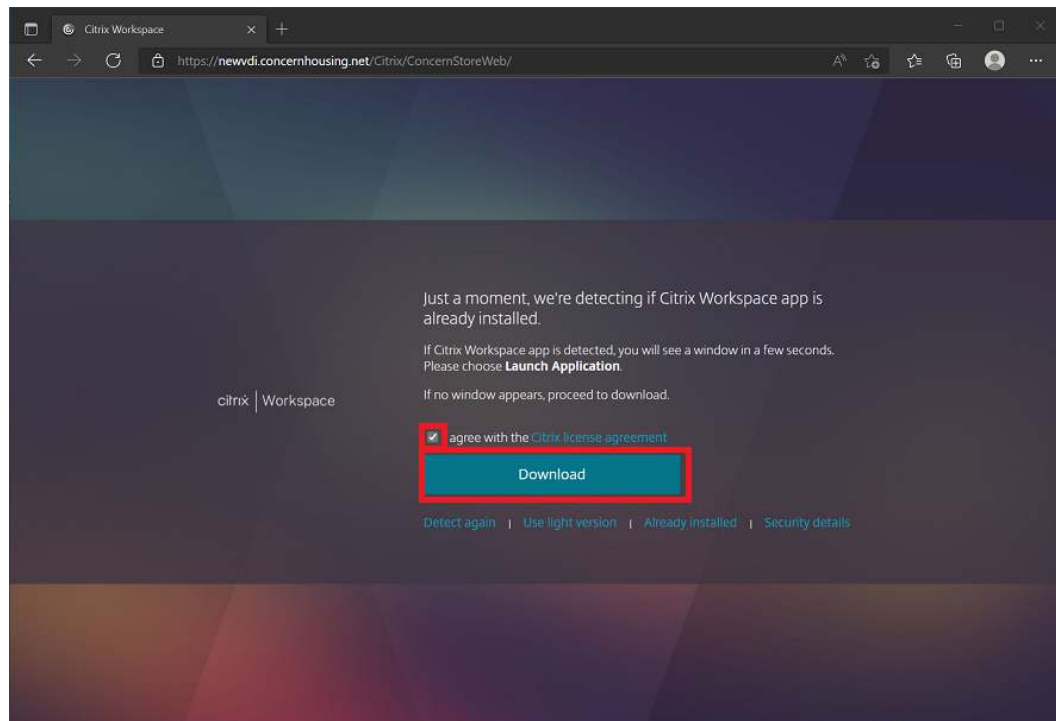
3. Login using your normal concern computer login (domain account) and password:



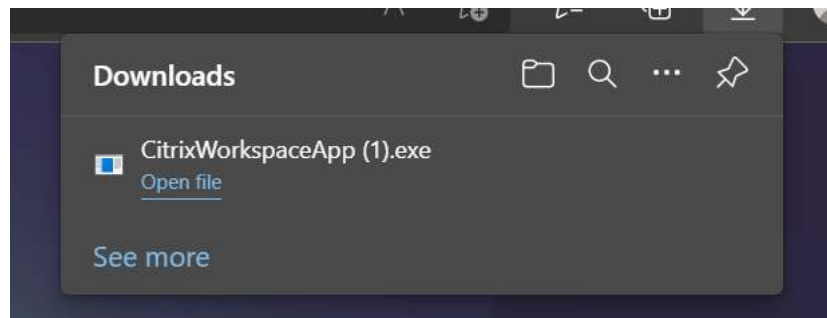
4. If you are greeted with the message below, continue the instructions below. If you see a Storefront page, skip to step #14. Check the "Agree with the Citrix license agreement" check box and then click "Install".



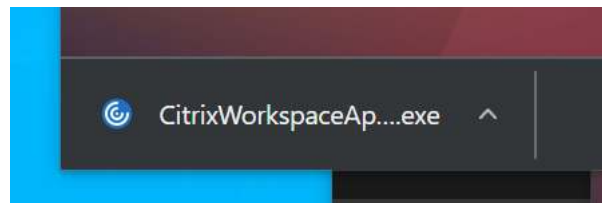
5. Check the check mark and click on “Download”.



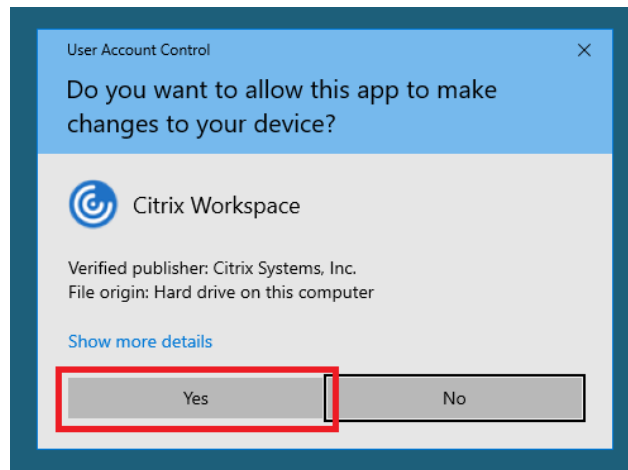
6. A CitrixWorkspace installer will now download. Depending on the browser used, you can run the installer:
 - a. If using Edge, click on the exe file in the top right corner:



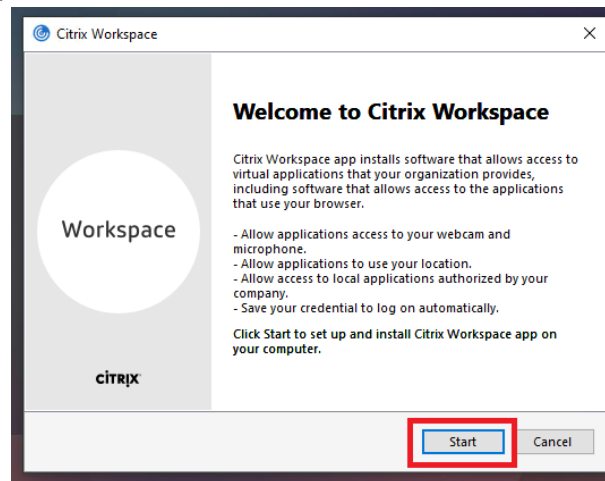
- b. If using Chrome, click on the exe file in the bottom left corner:



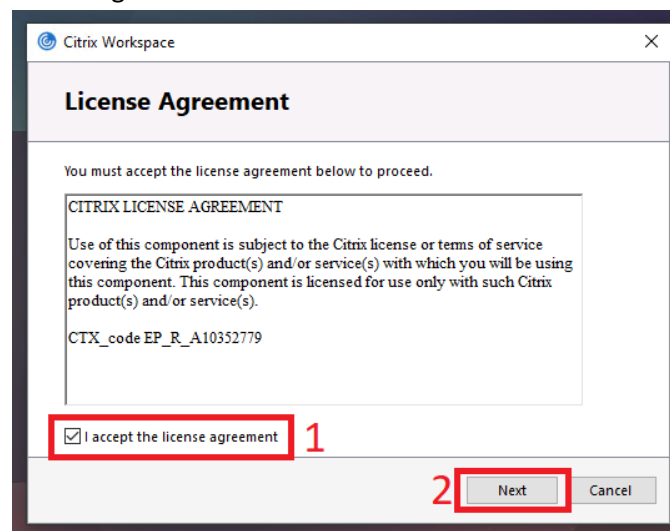
7. If asked to run Citrix Workspace by User Account Control, click Yes.



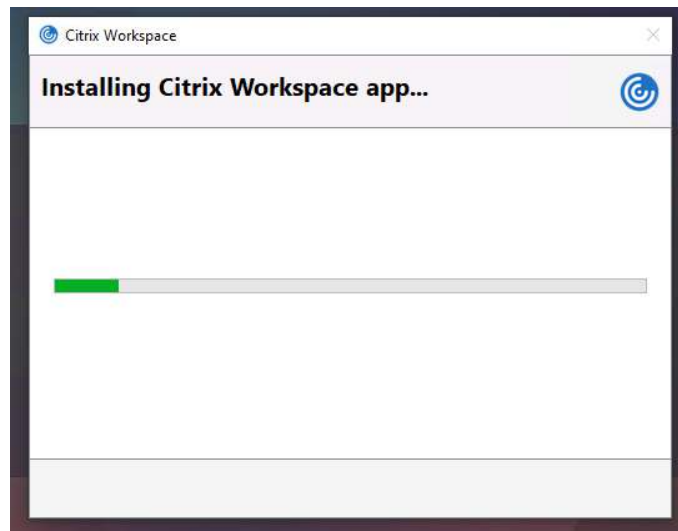
8. Click Start on the Citrix Workspace installer.



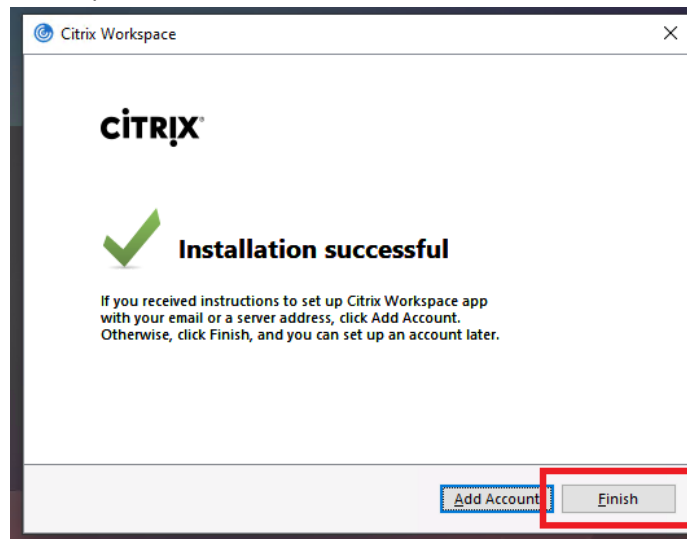
9. Check the box "I accept the license agreement" box and click "Install".



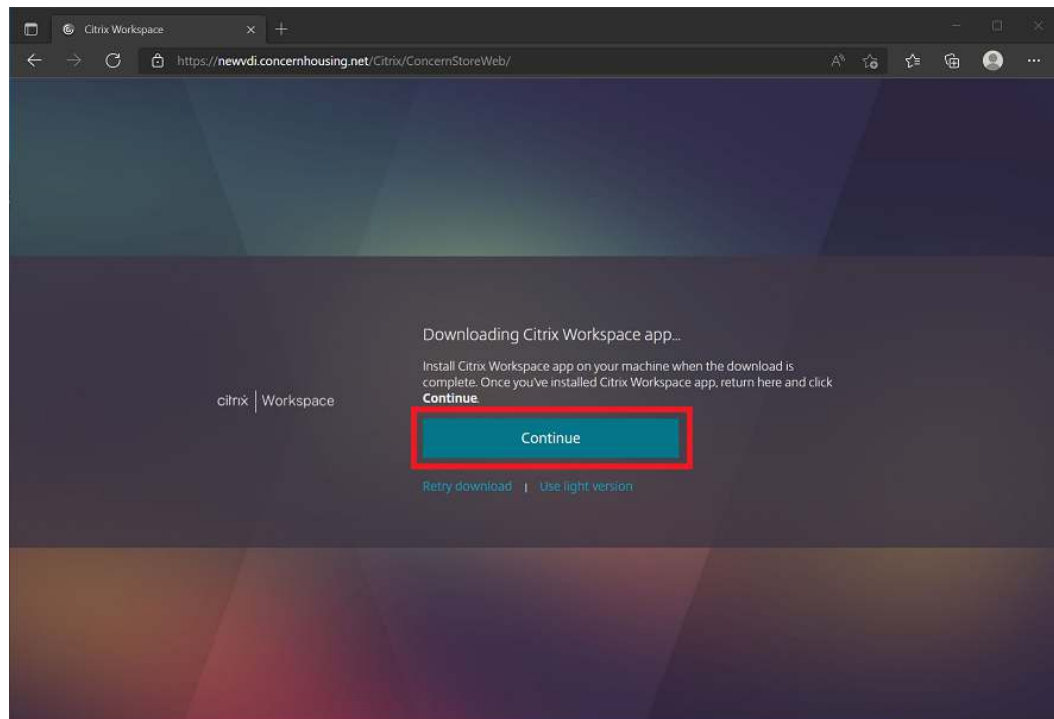
10. Let Citrix Receiver install. Once finished, click “Close”.



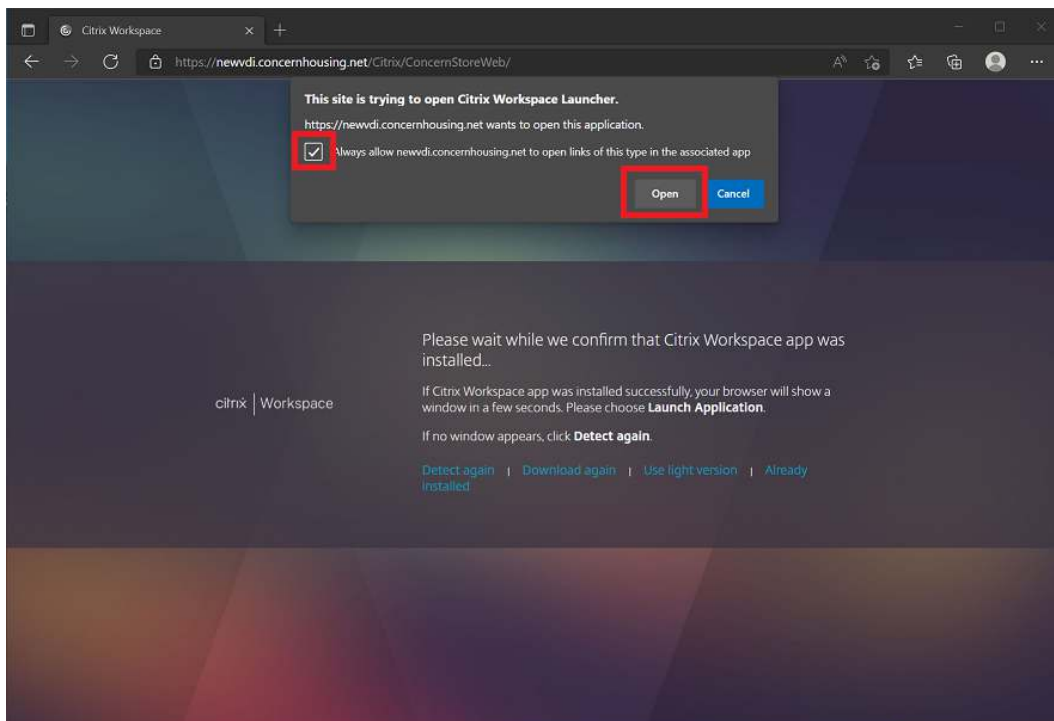
11. Click finish when the install is complete.



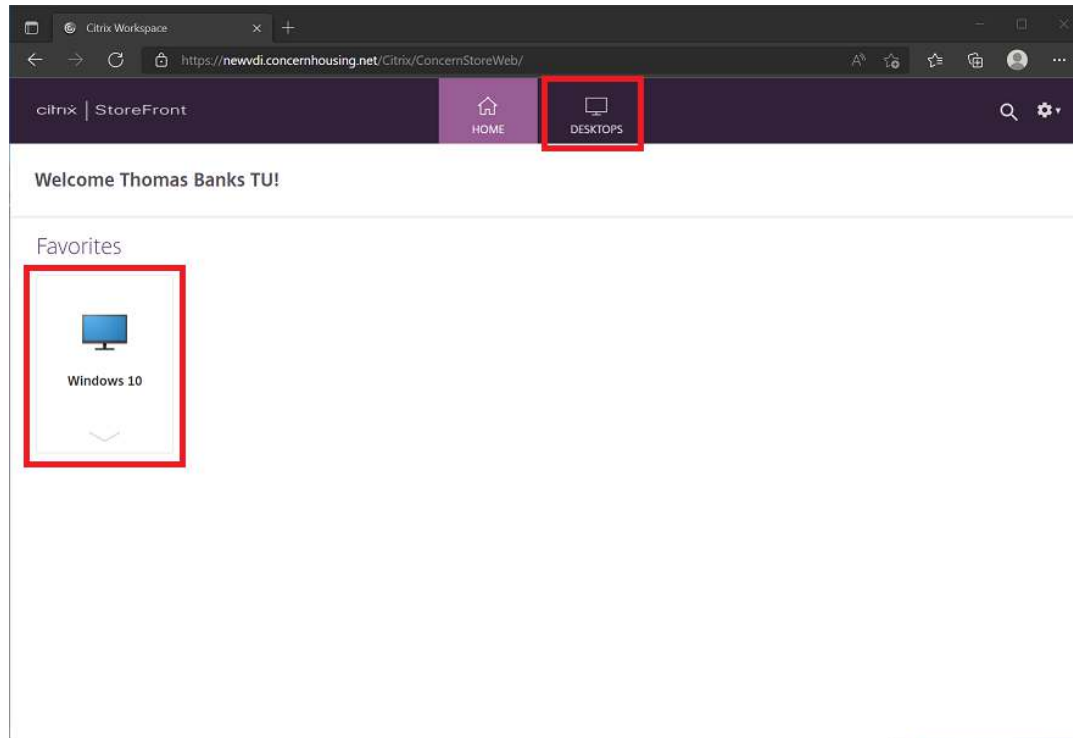
12. Once install is complete, click on “Continue”.



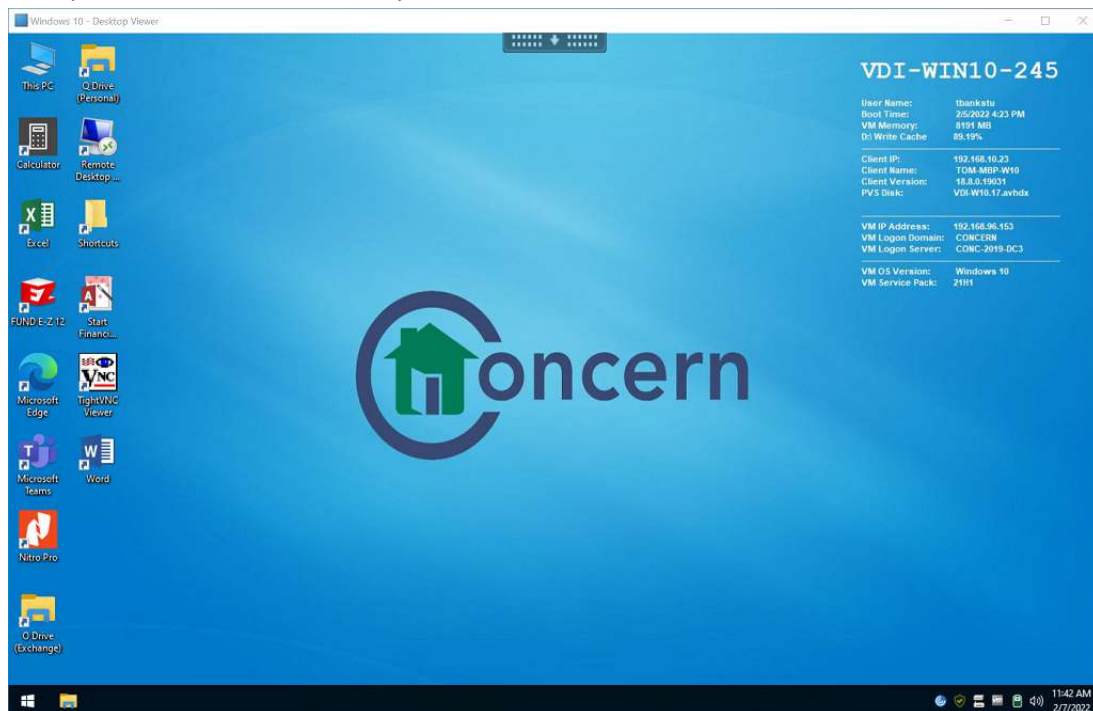
13. When asked, make sure you check off “Always allow <https://newvdi.concernhousing.org> to open links....” and click “Allow”.



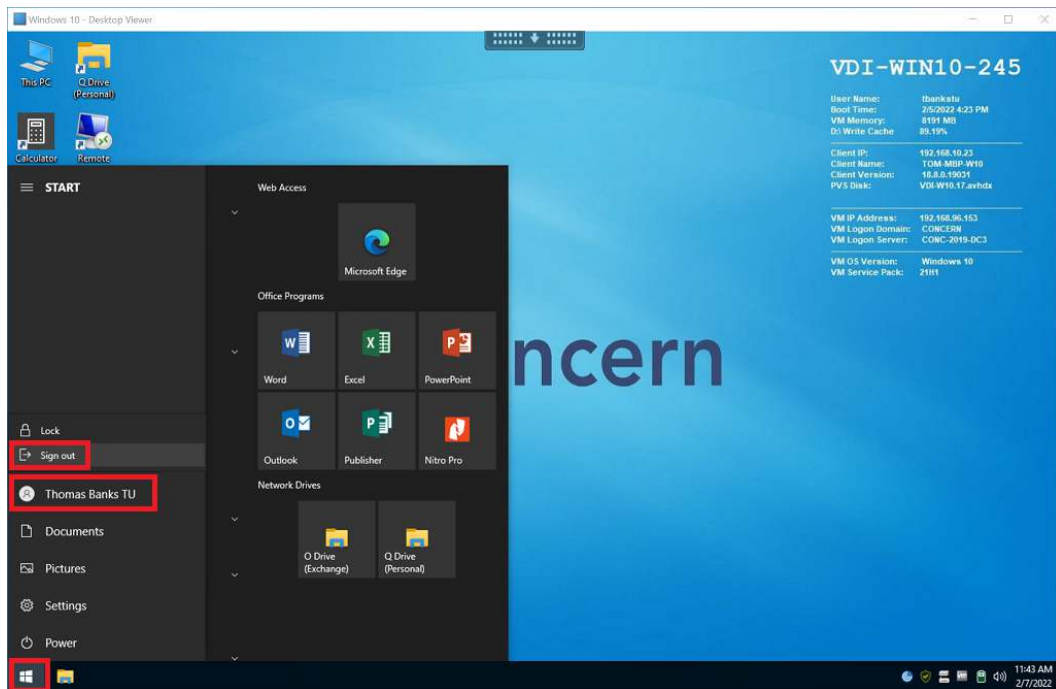
14. If all works, you will be greeted with the main StoreFront screen. If you do NOT get the screen below, then something is wrong with your computer's configuration and in order to assist, please take e-mail a picture of the error you receive to supportticket@concernhousing.org with your contact information.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



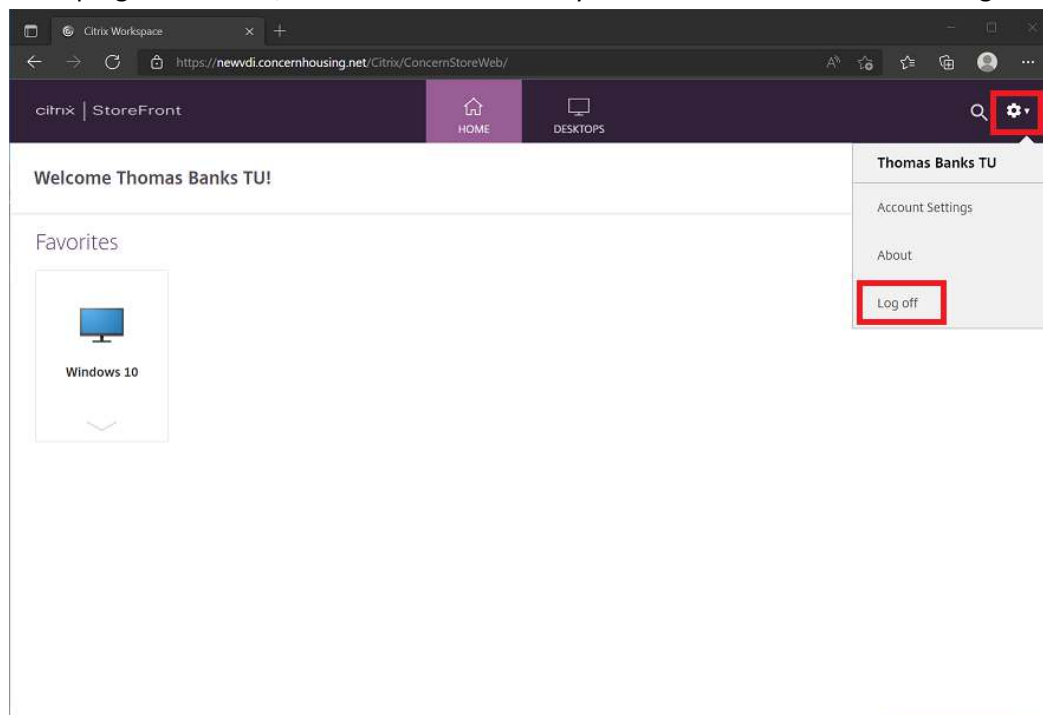
15. The session will now start. Once started, you will be greeted with this window which looks like a normal Windows 10 desktop. Treat this window as a normal Windows machine. (Please note that HIPAA regulations are still in effect so please be sure to secure any client data)



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



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”.



For Apple Mac Users:

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

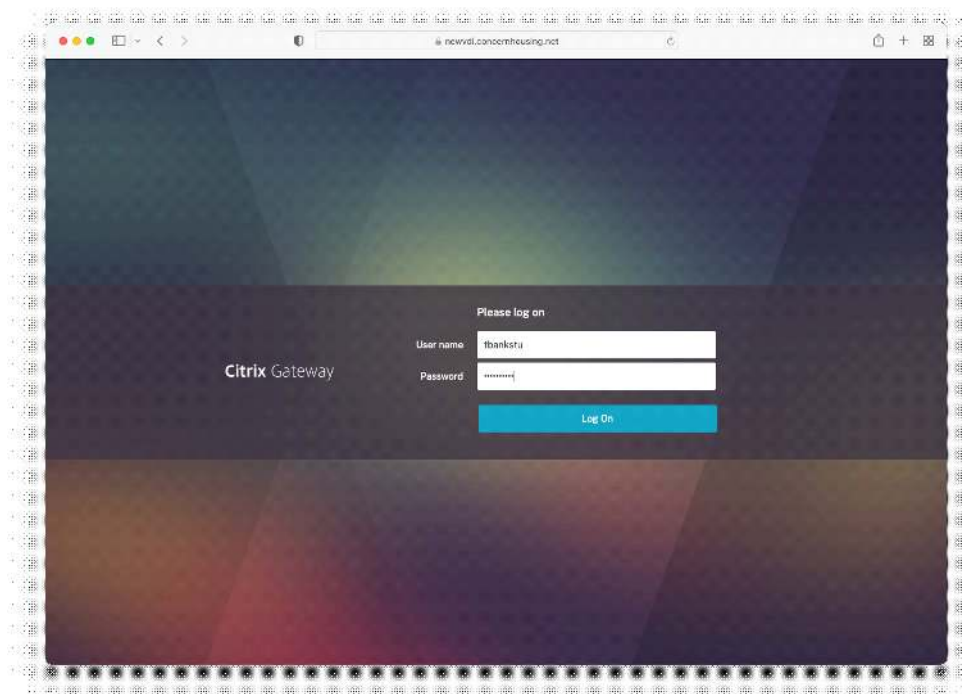
To check your OS X version, click on the Apple logo in the top left corner and click “About”. This will open a new window and show you the version number.



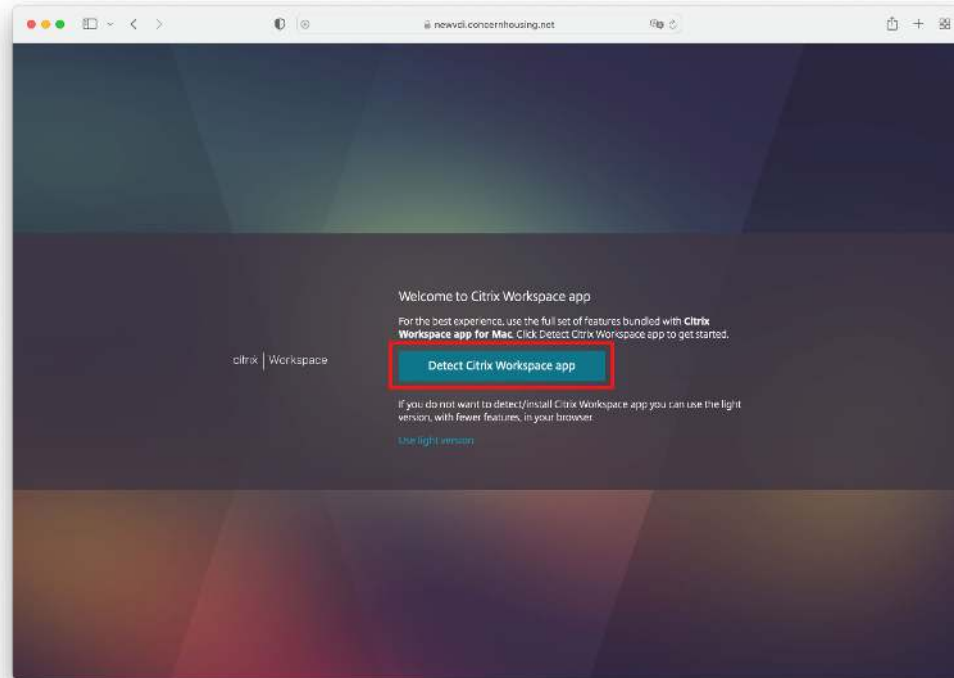
1. Open Safari from either the dock or from within your “Applications” directory. Go to the website <https://newvdi.concernhousing.net>.



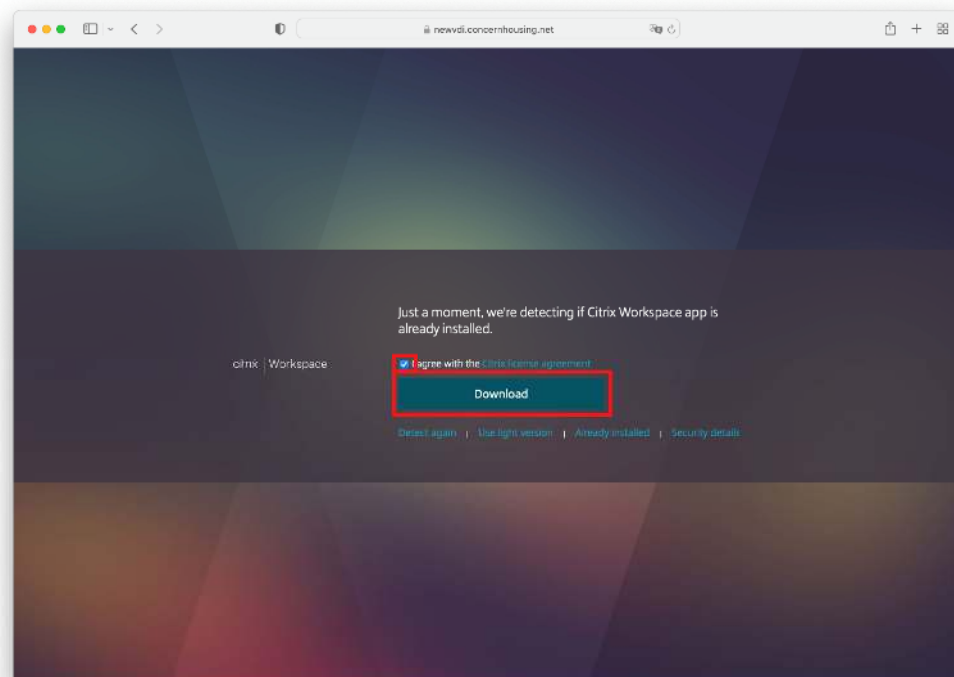
2. Login using your normal concern computer login (domain account) and password.



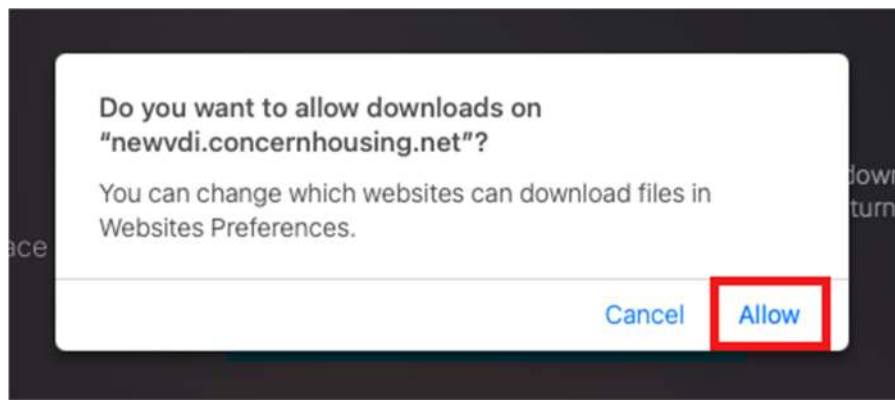
3. If you are greeted with the message below, follow the steps below. If you already have the Citrix Workspace client installed and are presented with the Storefront site, please jump to Step #14.



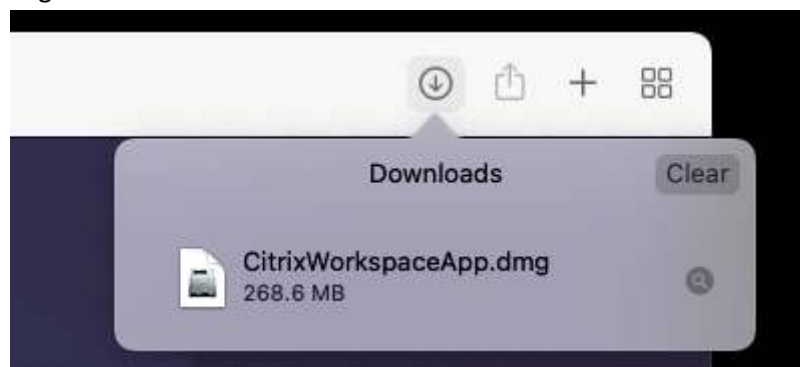
4. Check off the Checkbox and click on the “Download” link.



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



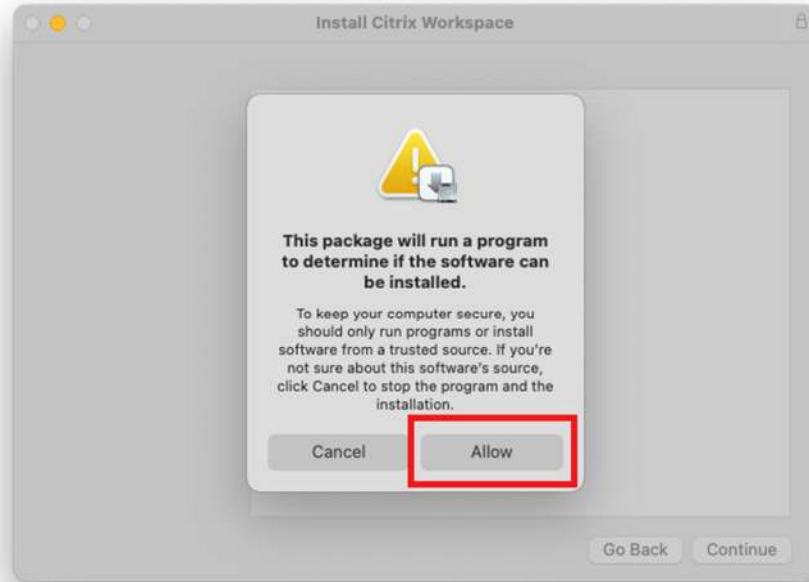
6. Allow download to complete and allow the installer to open. If the installer window does not auto open, please click the download button on the top right corner of the Safari window and double click the “CitrixWorkspaceApp.dmg” icon.



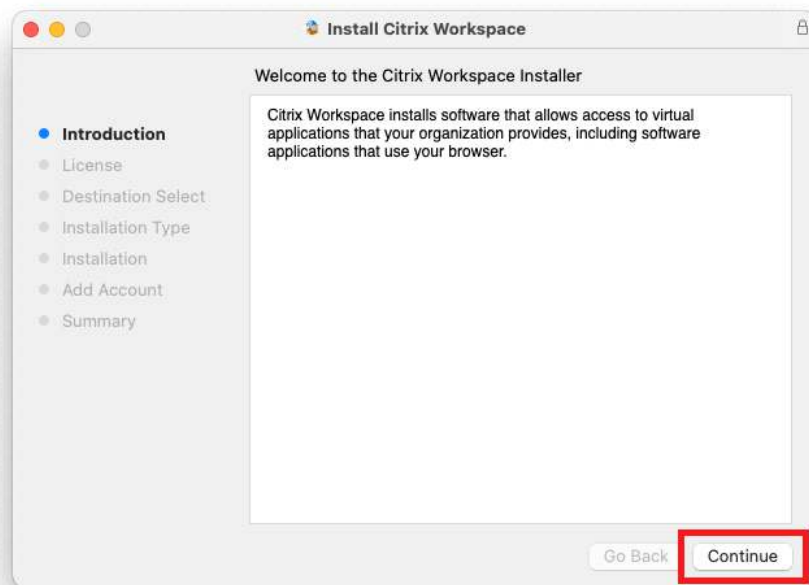
7. Double click the “Install Citrix Workspace” icon to start the install.



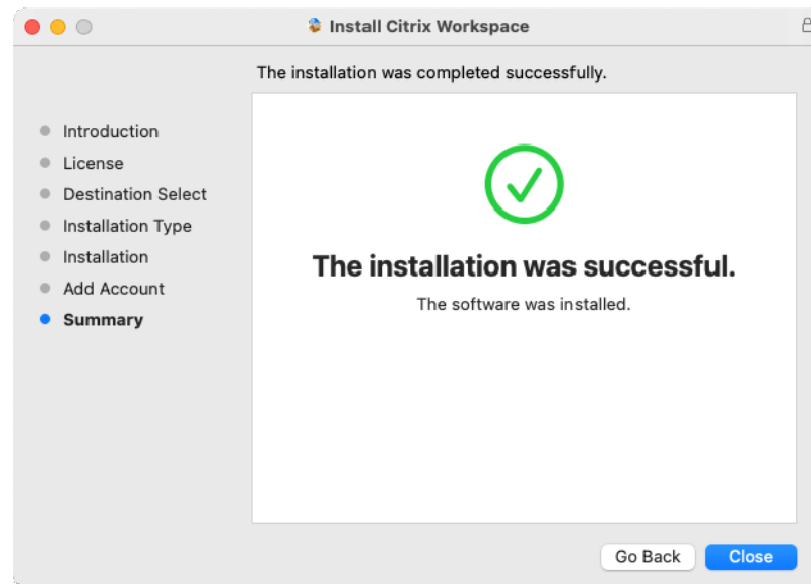
8. When you see this message, click allow.



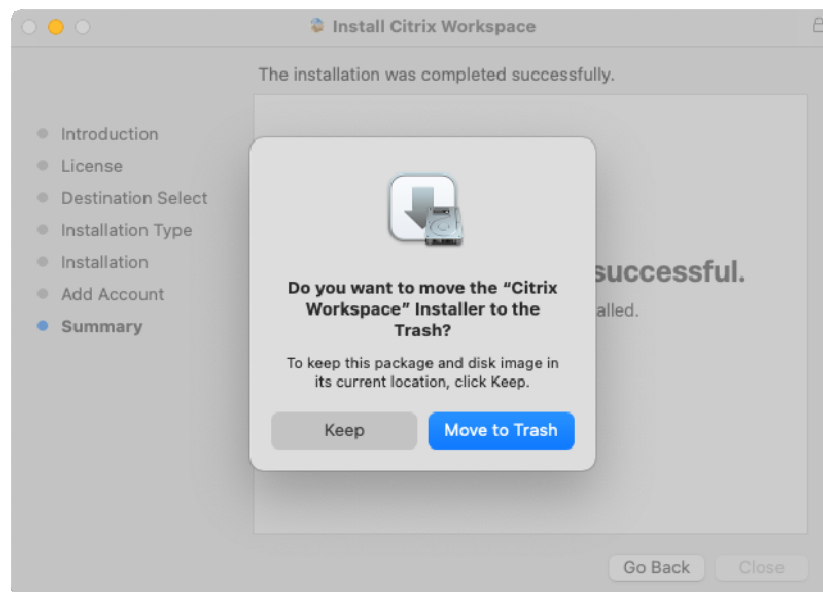
9. Follow all of the steps of the installer. Use the defaults.



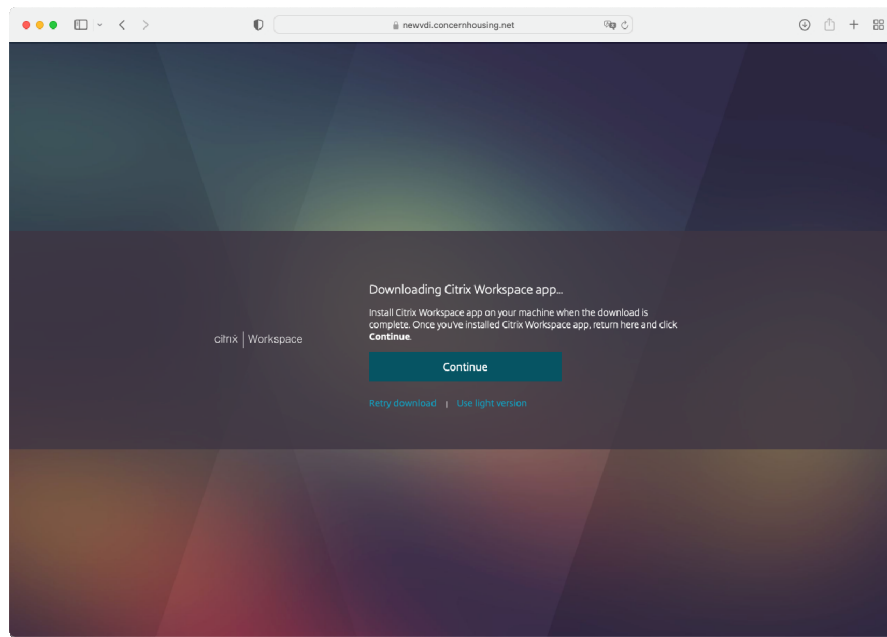
10. Once finished, click “Close”.



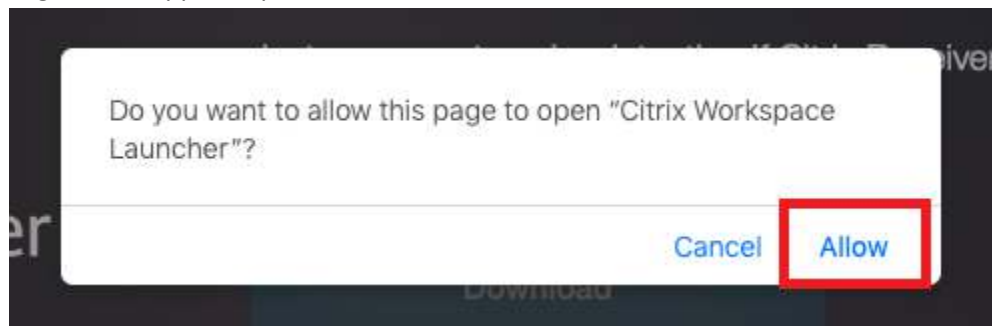
11. You can safely click on “Move to Trash” when complete. This deletes the installer.



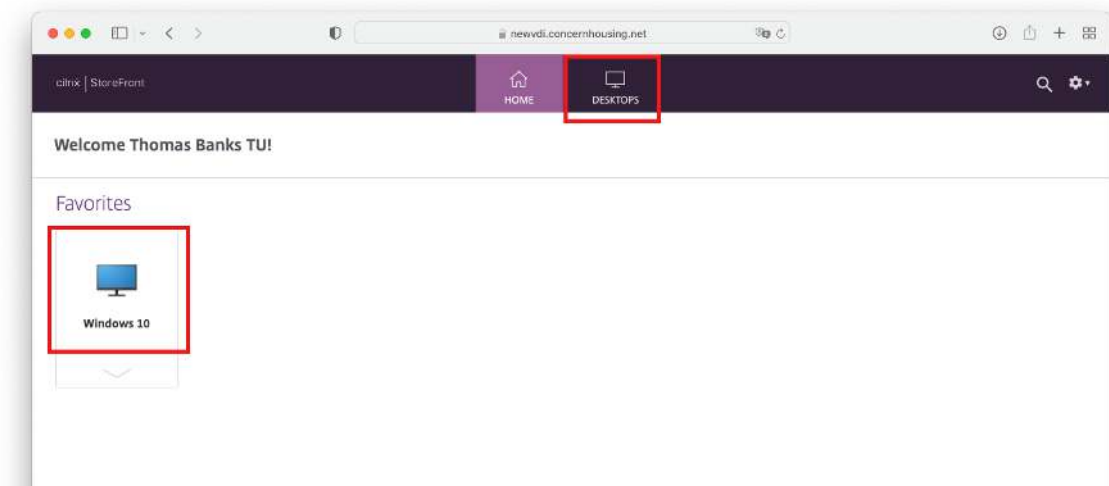
12. Back in the Safari window, click “Continue”.



13. When this message below appears, please click “Allow”.



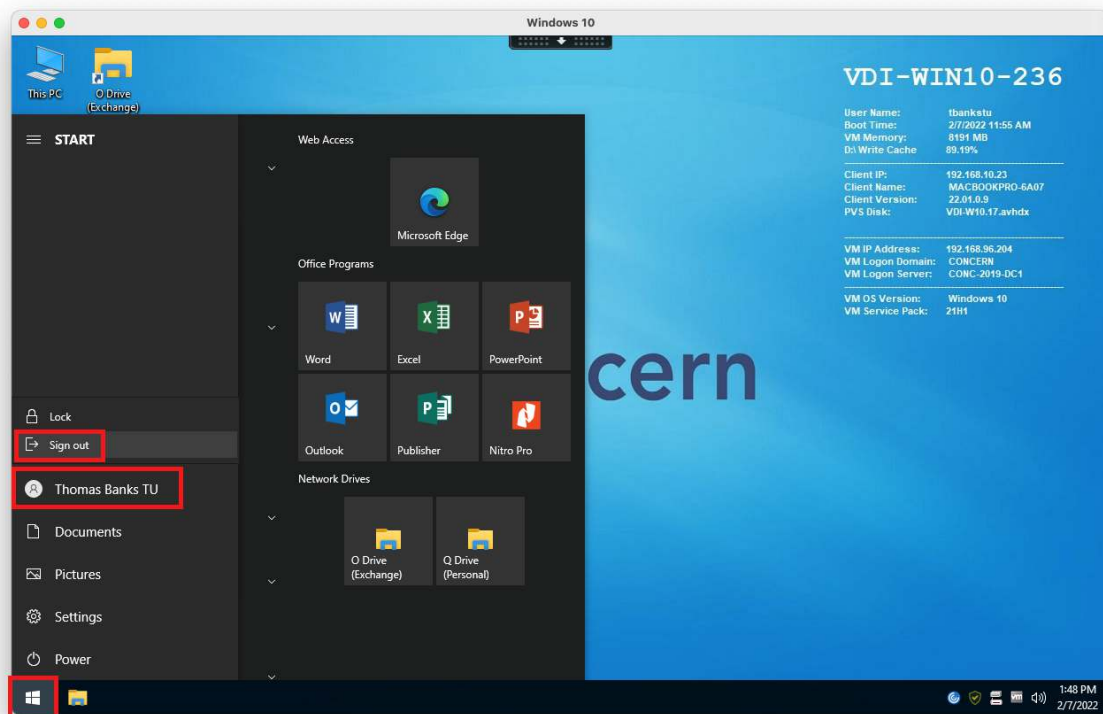
14. You will now be greeted with this window as shown below. If you do NOT get the screen below, then something is wrong with your computer's configuration and in order to assist, please e-mail a picture of the error you receive to supportticket@concernhousing.org with your contact information. Click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



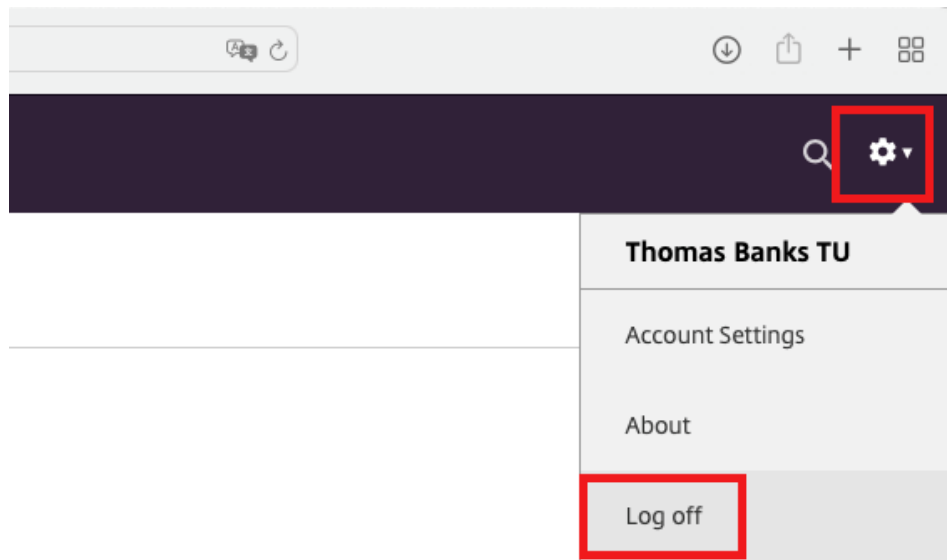
15. The session will now start. Once started, you will be greeted with this window which looks like a normal Windows 10 desktop. Treat this window as a normal Windows machine. (Please note that HIPAA regulations are still in effect so please be sure to secure any client data).



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”.

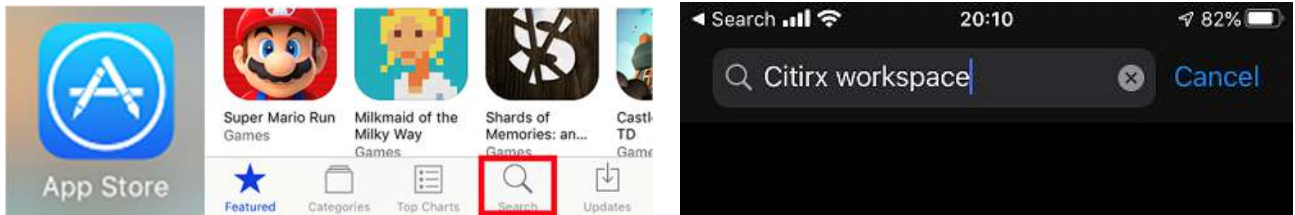


18. You will want to either bookmark the site or drag the web address from the browser to the desktop so you have an easy way to connect next time.

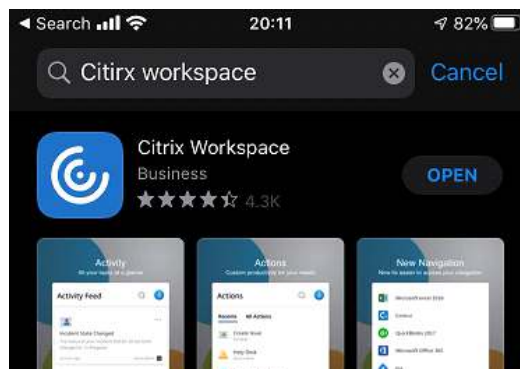
iOS (iPad and iPhone):

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

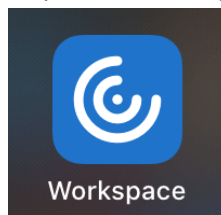
1. In order to access Concerns system, you will be required to download an application from the app store. In order to do this, open the App Store by tapping on the icon from your home screen. Then, on the bottom of the screen, tap on Search and, within the search field, type in “citrix workspace”.



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 <https://newvdi.concernhousing.net> and tap “Continue”. Fill in the requested login information and tap “Sign In”.

The image displays two screenshots of a mobile application interface for logging in.

Left Screenshot (Welcome screen):

- Header: "Welcome"
- Text: "To get started, enter your company email address or Store URL"
- Input field: Contains the URL `https://newvdi.concernhousing.net`.
- Toggle: "Use smart card" (disabled).
- Button: "Continue"
- Link: "Request demo access"

Right Screenshot (Sign in screen):

- Header: "Sign in"
- Text: "Enter your credentials"
- Input field (Username): Contains "tbankstu".
- Input field (Password): Contains "XXXXXXXX".
- Button: "Sign in"

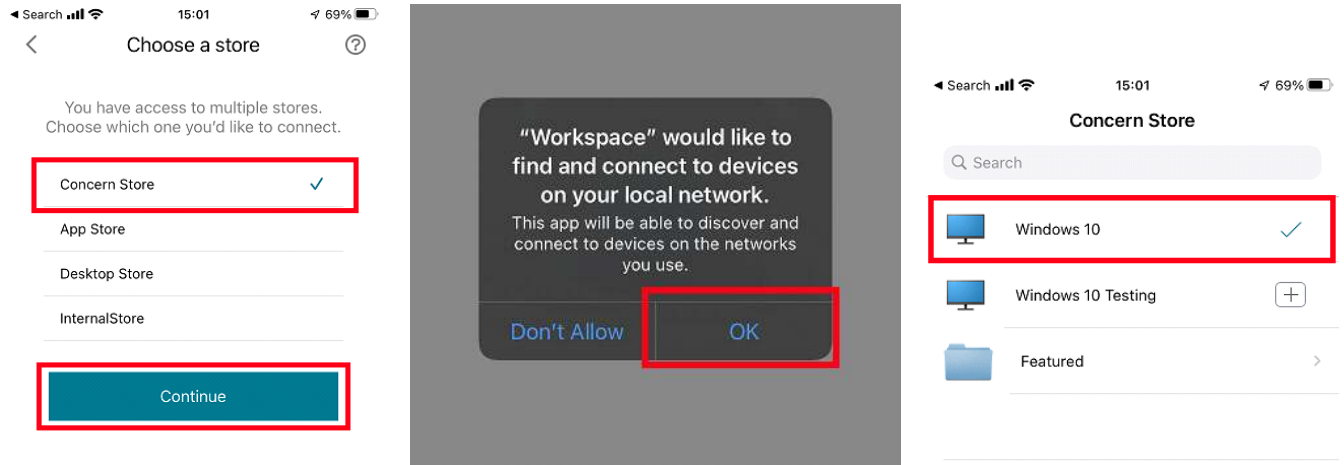
A virtual keyboard is shown at the bottom of the left screenshot.

6. Tap “Not Now” for the question for enabling Touch ID.

The image shows a screen titled "Enable Login with Touch ID".

- Header: "Enable Login with Touch ID"
- Text: "Use your Touch ID for faster, easier access to your account."
- Buttons: "Use Touch ID" and "Not now"

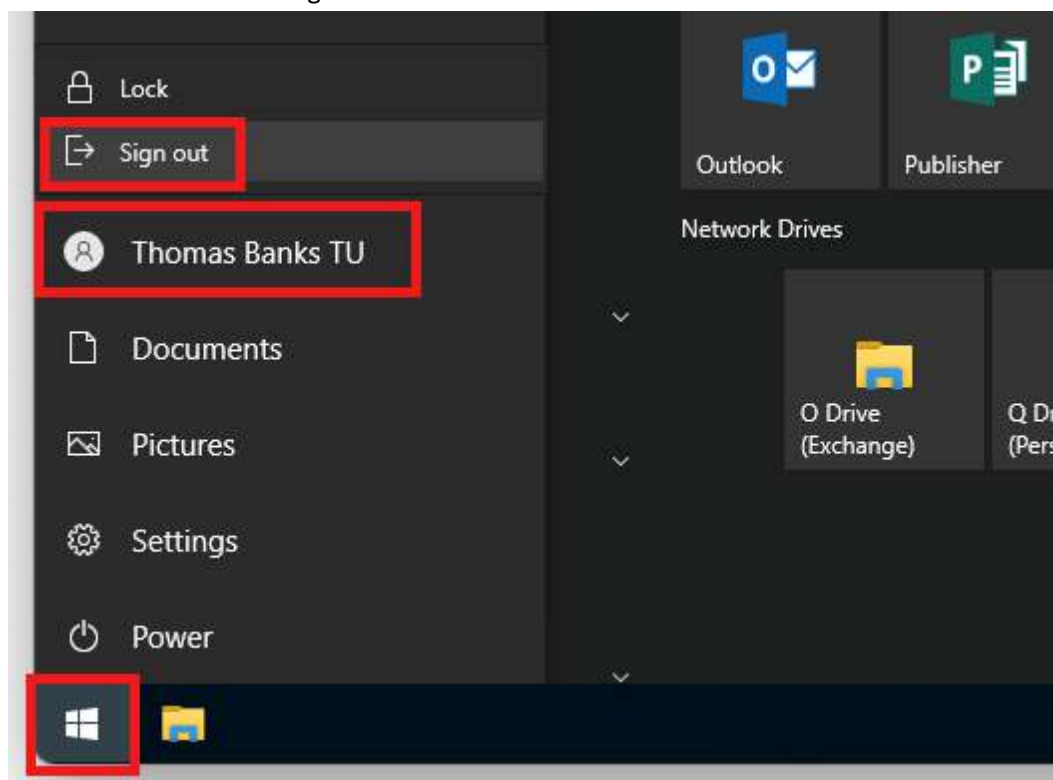
7. Make sure you select “Concern Store” if it is not selected already and tap “Continue” on the bottom. If asked about allowing Workspace to find devices, tap on “Allow”. You are now logged in. Tap on the “Windows 10” icon to start a session.



8. 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).



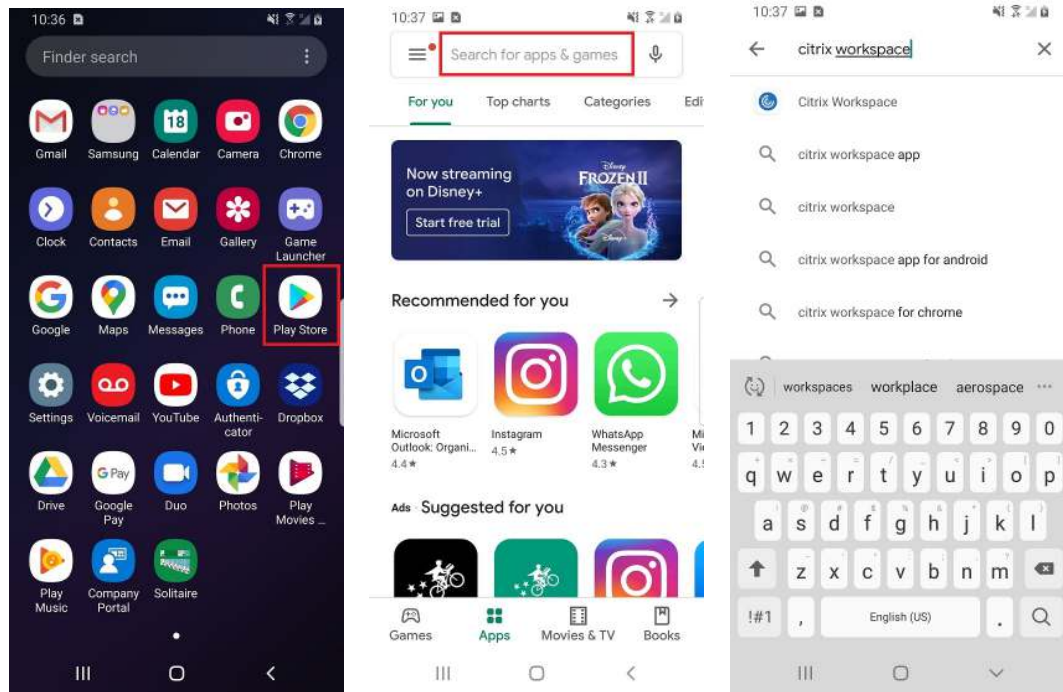
9. Then, click the “Start Button” and “Log Off”. This window will close.



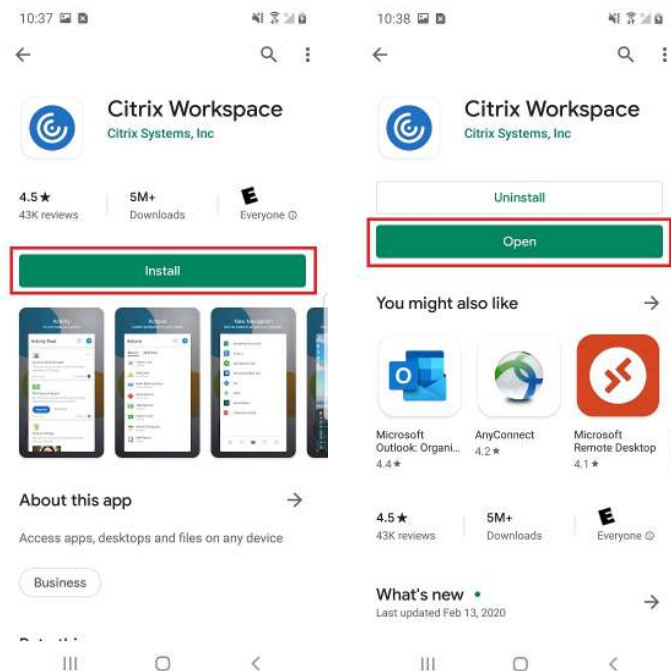
Android Phone/Tablets:

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

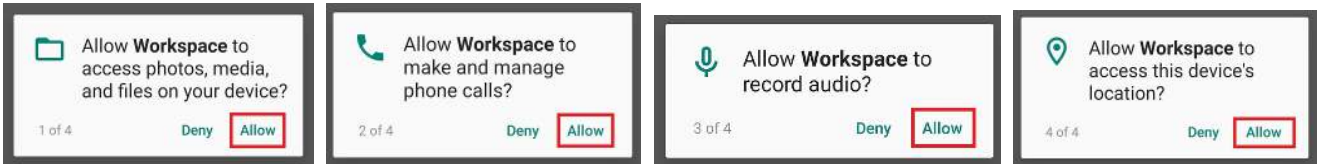
1. In order to access Concerns system, you will be required to download an application from the app store. In order to do this, open the Play Store by tapping on the icon from your home screen. Then, on the top of the screen, tap on Search and, within the search field, type in “Citrix Workspace”.



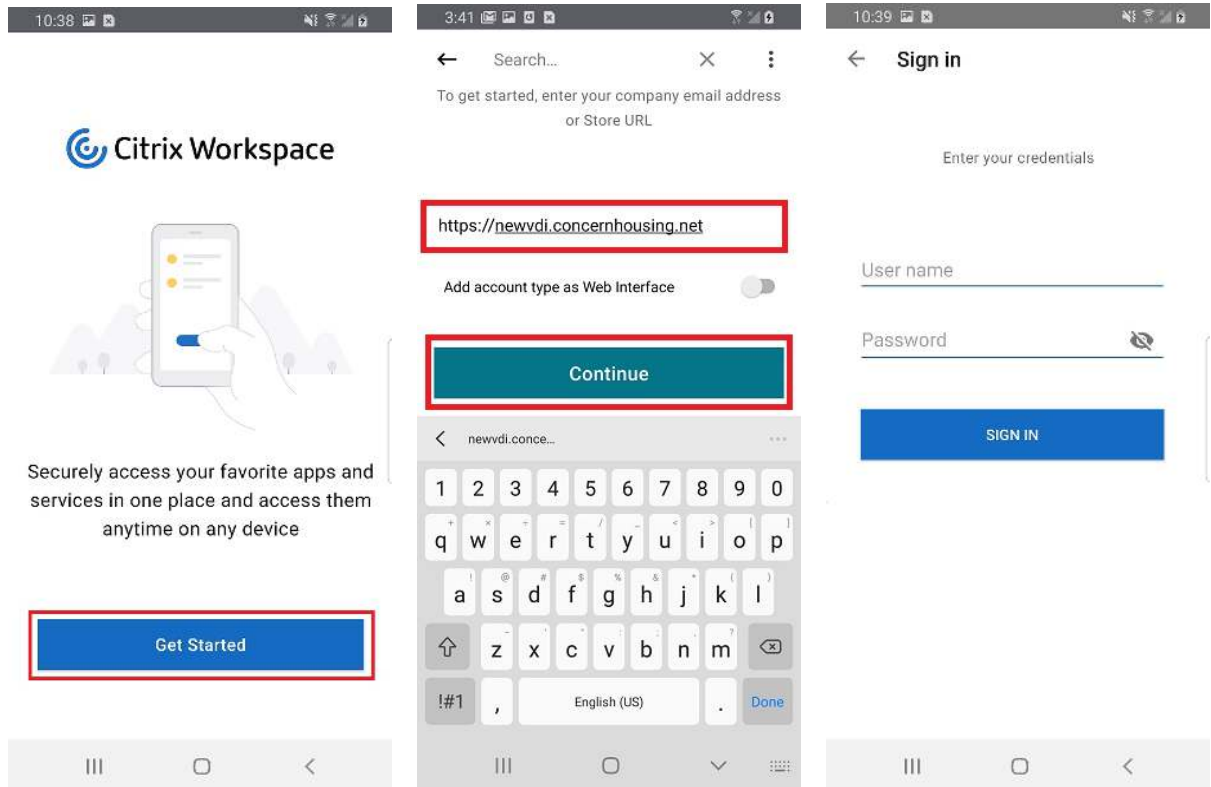
2. Tap on install and, once installed, tap on “Open”.



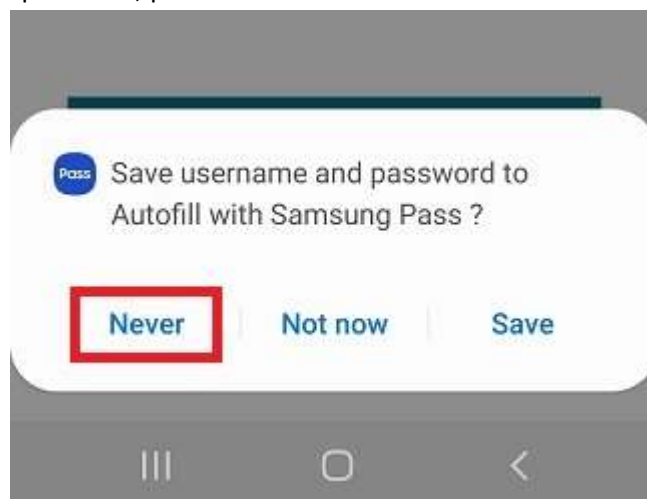
3. Tap on allow for all popups like shown below.



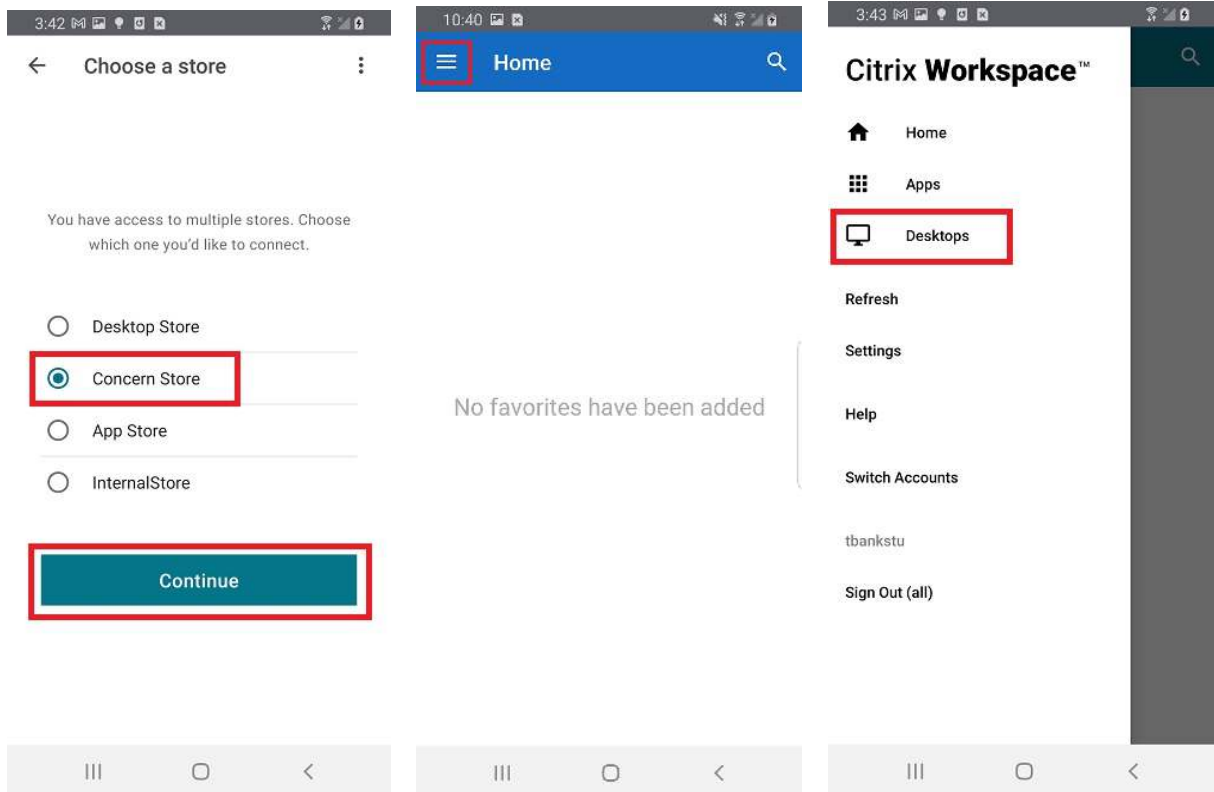
4. Now, tap on “Get started”. You will now see a prompt to enter a server address. Enter <https://newvdi.concernhousing.net> and tap on “Continue”. You should now see a username and password and tap on “Sign In”.



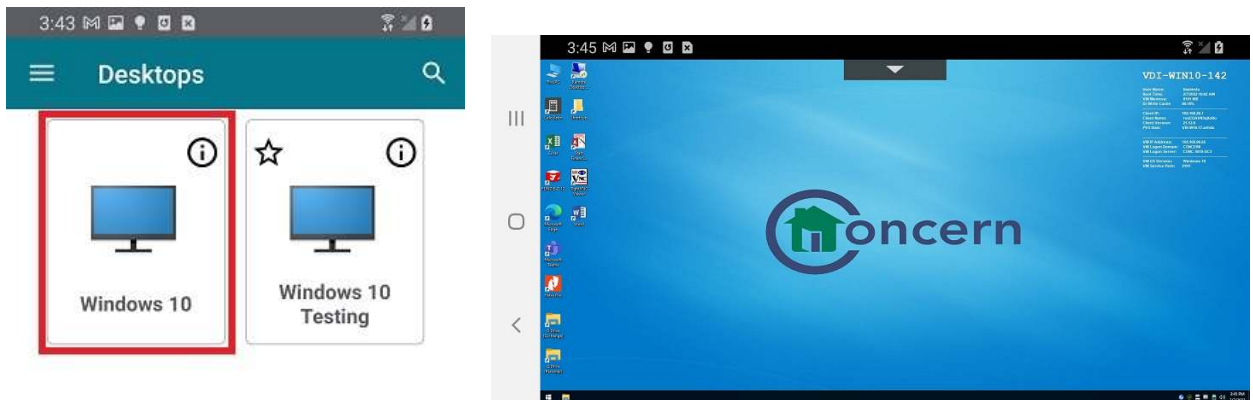
5. When asked about saving the password, please select never.



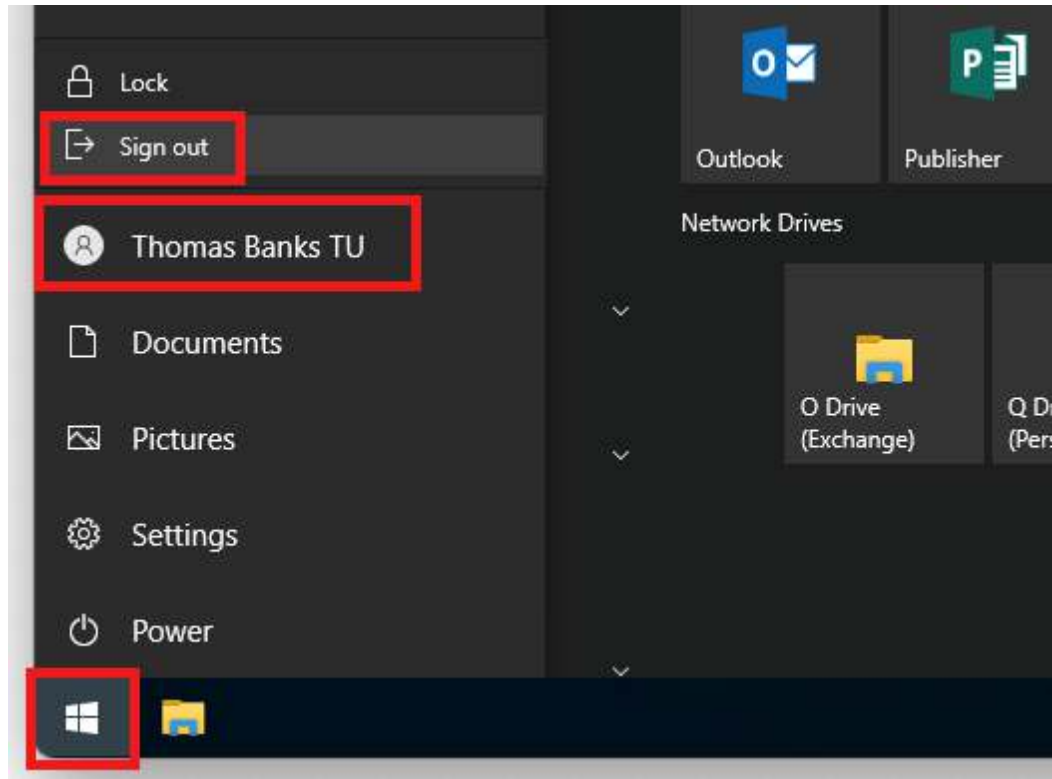
6. Choose “Concern Store” when provided the option. Now, tap on the menu button in the top left corner and tap on “Desktops”.



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 supportticket@concernhousing.org or open a support ticket from an internal PC. If you require immediate assistance, call +1 (631) 353-0077.