

Overview

Citrix, short for *Citrix Receiver*, enables DCRI employees and contractors to access from a remote location some key DCRI-standard applications, the DCRI Intranet, protected web applications, and shared network drives. This OS X application also serves as a backup to the preferred Cisco *Anywhere* (Duke Health VPN) application. This quick reference card (QRC) summarizes how to use Citrix Receiver on Apple macOS 10.12 (Sierra).



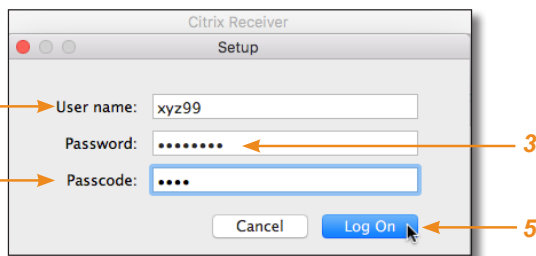
Opening Citrix

This QRC assumes you have already installed the client software according to the *Citrix: Installing on Apple OS X* QRC and have addressed all the items in its “Technical Requirements” section.

- 1 Find (in Applications or Launchpad) the **Citrix Receiver**, and then open this application.

The Citrix Receiver loading screen appears briefly, and then its Home page opens.

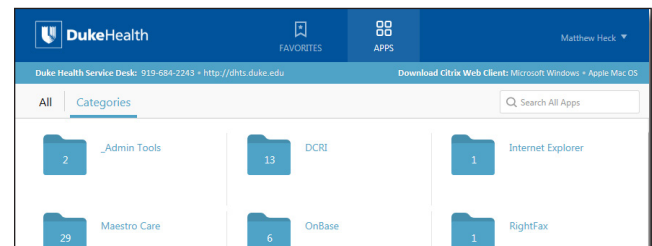
The first time you click to open an application, a drop-down **Setup** dialog appears.



- 2 Enter your NetID as the **User name**.
- 3 Enter your network **Password**.
- 4 In the **Passcode** field, enter your choice of Multi-Factor Authentication:
 - Enter **phone** to have the system call the top phone you listed on the Duke Office of Information Technology (OIT) MFA website. You can enter **phone2** or **phone3** to have the system call the second or third phone on your list.
 - Enter **push** to have the system push notification to the Duo Mobile app on the top smartphone or tablet you listed in the OIT website. You can enter **push2** or **push3** to send to the second or third device on your list.
 - Enter **sms** to have the system send you a number of passcodes. Enter one of them into this field to authenticate this session.

- 5 Click **Log On**, and then (if needed) complete your MFA verification.

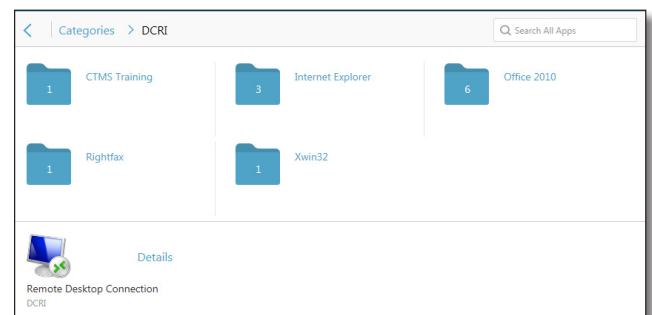
After a splash page, the home page for the Citrix Receiver opens.



Accessing Applications

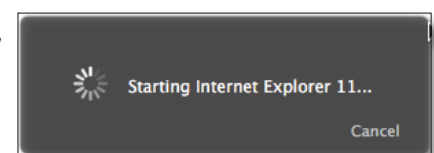
All folder and application icons are hyperlinks that require a single click. These Windows-based applications open right in your OS X environment.

- 1 Click the **DCRI** folder to view its contents.
Tip: To return to the Home page, click in the upper left.



- 2 Click another folder to access the application you need (see list after Step 3). The number on a folder icon indicates how many applications are available to you inside the folder.
- 3 To open an application, click its icon or name.

A starting dialog appears. *Be patient!* It can take *several* minutes for an application to open.



Occasionally, you might need to attempt opening an application multiple times.

Here's a summary of the applications available to you:

- **Windows Internet Explorer 11** (in the *Internet Explorer* folder). Required for access to:
 - ◊ The DCRI Intranet (DCRI Pulse) pages and content.
 - ◊ Protected web apps, such as EPM (Enterprise Project Management) Time Card.
 - ◊ Web applications that require this browser—such as InForm and for owners on SharePoint site collections.
 - ◊ Shared network drives (see “Accessing Shared Network Drives”).

A few of the more common destinations include:

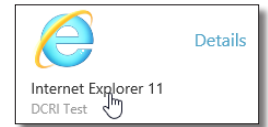
DCRI Intranet Home Page	https://dcrihome.dcri.org
EPM Time Card	timecard.dcri.duke.edu
Duke LMS (Learning Management System)	https://lms.duhs.duke.edu/Saba/Web/Cloud
Duke@Work Portal	hr.duke.edu/selfservice
DCRI Service Desk (FootPrints)	servicedesk.dcri.duke.edu
DCRI phone directory	https://directory.duke.edu/directory/search

- **Changepoint** (in the *Internet Explorer* folder): Link to the time tracking software used by Information Technology.
- **CTMS Training**: Google Chrome access to the Clinical Trial Management System training database.
- **EPM Time Card** link (in the *Internet Explorer* folder): The time card version of Enterprise Project Management (EPM) for employee time tracking. If this link does not work, use Windows Internet Explorer 11.
- **Microsoft Office 2010** (in the *Office 2010* folder): Full versions of Access, Excel, OneNote, PowerPoint, Project, and Word.
- **Remote Desktop Connection** (not in a folder): Can be used to access a Windows Virtual Machine (VM) or the Desktop of a DCRI-issued Windows computer powered on at a DCRI facility.
- **RightFax**: Desktop faxing software.
- **Xwin32**: Convenient way to access DCRI statistical servers.

Accessing Shared Network Drives

To access specific directories on shared network drives (that you have permission to access):

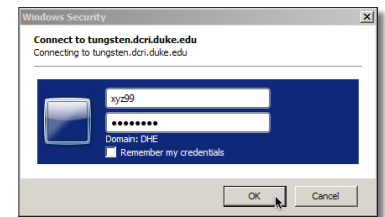
- 1 Open the **DCRI Test** folder to launch **Windows Internet Explorer 11**. In time, the browser opens.



- 2 In the browser's address bar, enter one of the following.

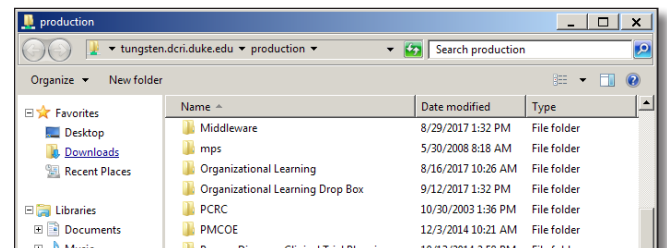
outcomes:	\\plutonium.dcri.duke.net/outcomes
personal:	\\duhsnas-pri.dhe.duke.edu/home/<NetID>
production:	\\tungsten.dcri.duke.edu/production
public:	\\coal.dcri.duke.edu/public

- 3 If a **Windows Security** dialog opens, ensure your NetID is correct, enter your password, and then click **OK**.



Important! For security, do **not** select the *Remember my credentials* checkbox.

A separate window opens, showing the folders in this directory.



- 4 Navigate down to the directory and file(s) you need.

Accessing a Virtual Machine or the Desktop of a DCRI-issued Windows computer

If you have access to a Windows Virtual Machine (VM) [or have a *DCRI-issued* Windows computer at your desk at a DCRI facility], you can access its Desktop using **Remote Desktop Connection**.

If you are:

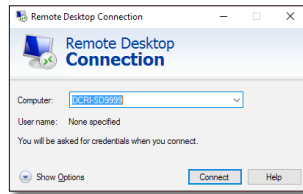
- Connecting to a VM, you must have its address available.

- Reaching the Desktop of a Windows computer in a DCRI facility, you must have its DCRI computer name (the name that begins with "DCRI-" on its asset tag). The Windows computer must be plugged into the network and powered *on*, with you logged *off*. (External monitors can be powered *off*.)

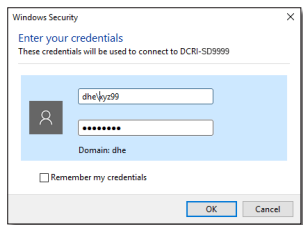
- In the **DCRI Test** folder, open the **Remote Desktop_DCRI** application.

The initial dialog opens.

- In the **Computer** field, enter either the address of a VM or the name for a DCRI-owned Windows computer, and then click **Connect**.



The Windows Security dialog opens.




- Enter your network password, and then click **OK**.

- If a **Remote Desktop Connection** warning message appears, advising that the security certificate cannot be authenticated, this is not an error condition. Click **Yes**.

A new window opens with a blue toolbar (like the one shown below) located at the top center.



- To proceed to the Desktop, click **OK** in the window. You are now accessing the Desktop of the Windows device.

- To reduce the page size (so you can cut and paste files to or from your local computer), click  on the blue toolbar.

Note: To return to full screen, double-click anywhere in the window's title bar (across the top).

- To end this session, click  on the blue toolbar, and then close the Remote Desktop Connection window.

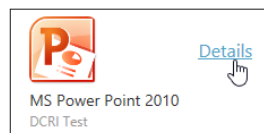
Using Favorites

For quick access to frequently used applications, you can set aside specific ones to appear under a **Favorites** section.

To mark an application as a Favorite:

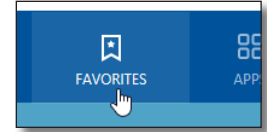
- Near the icon of the application, click **Details**.

A page appears with two buttons for that application.



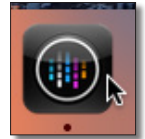
- Click **Add to Favorites**.

- To see and access Favorites, click the **Favorites** icon at the center top of the page.



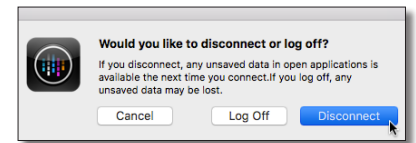
Logging Off Citrix

- Close all application windows. Each application you open has a **Citrix Viewer** icon in the Dock.

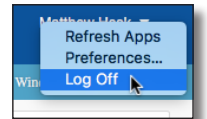


- Click a Citrix Viewer icon to select **Quit** in its popup menu.

- In the **Would you like to disconnect or log off** message, click **Disconnect**.



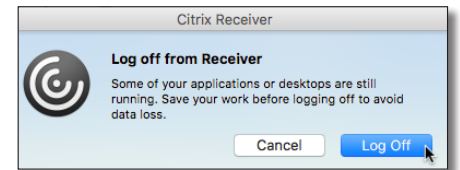
- In the upper right corner of the page, click your name. A drop-down menu appears.



- Click **Log Off**.

When your name is replaced by the word *Menu*, you can close the application.

- If a drop-down dialog appears, informing you that one or more applications are still running, then either:



- Click **Cancel** so you can close each application. Then, return to Step 2).
- Or**
- Click **Log Off** to force-close all applications (all unsaved work will be lost). Once the word *Menu* replaces your name, you can close the application.

Getting Help

If you have questions or comments about the content of this QRC, please email [IT Training \[dcritrain@dm.duke.edu\]](mailto:dcritrain@dm.duke.edu). If you experience any technical problems working with Citrix that you are unable to resolve, email the [DCRI Service Desk \[dcriservicedesk@dm.duke.edu\]](mailto:dcriservicedesk@dm.duke.edu) or, for time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.