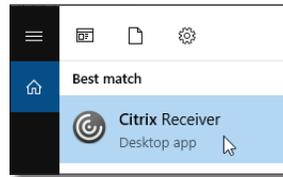


Overview

Citrix, short for *Citrix Receiver*, enables you to access from a remote location many DCRI-standard applications, the DCRI Intranet, protected web applications, Windows Virtual Machines, and network drives. This pre-installed 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 a *DCRI-issued* laptop running Microsoft Windows 10.

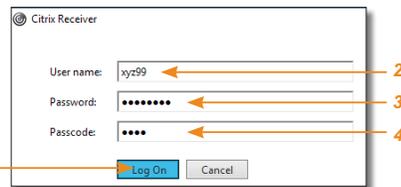
Opening Citrix

- 1 Look in the Start menu or conduct a search to find and open the **Citrix Receiver** Desktop application.



The logon dialog appears.

- 2 In **User name**, enter your NetID.
- 3 Enter your network **Password**.



- 4 In the **Passcode** field, enter your choice of Multi-Factor Authentication:

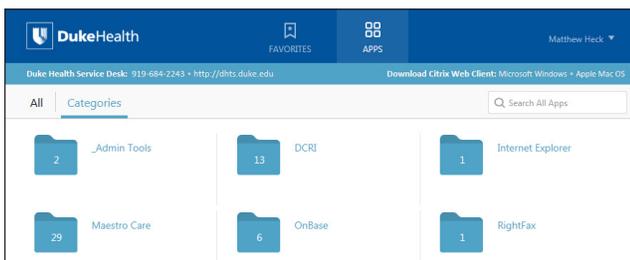


Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- 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 receive 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.

The Citrix Receiver loading screen appears briefly, and then the Home page opens with categories of applications.



Accessing Applications

All folder and application icons are hyperlinks that require a single click.

- 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 with a progress bar 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 Files on DCRI Network Drives”).

A few of the more common destinations include:

DCRI Intranet
Home Page

<https://dcrihome.dcri.org>

EPM Timecard	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).
- **RightFax**: Desktop faxing software.
- **Xwin32**: Convenient access to DCRI statistical servers.

Accessing Files on DCRI Network Drives

Access to folders on shared network drives is by permission. If you are denied access to a network folder required for your work, contact the DCRI Service Desk (see “Getting Help”).

- 1 In the **DCRI Test** folder, click **Windows Internet Explorer 11**.

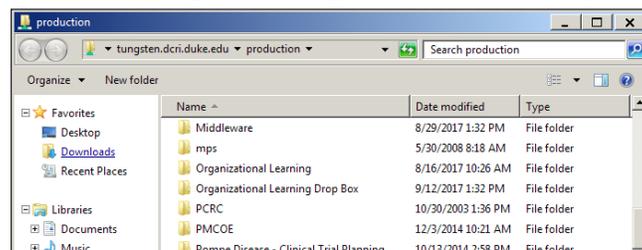


In time, the browser opens.

- 2 Enter one of the following into the address bar.

K:	\\coal.dcri.duke.edu\public
P:	\\plutonium.dcri.duke.net\outcomes
T:	\\tungsten.dcri.duke.edu\production
U:	\\duhsnas-pri.dhe.duke.edu\home\ <i><your NetID></i>

A new window opens, showing folders in that directory.

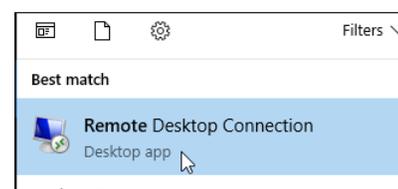


- 3 Navigate down, as needed, to the specific directory and file(s) you need (and have permission to access).

Accessing a Virtual Machine

If you have access to a Windows Virtual Machine (VM), you can access its Desktop using **Remote Desktop Connection**. You must have its address available in Step 2.

- 1 Find and open the **Remote Desktop Connection** application on your laptop or use the one provided in Citrix.



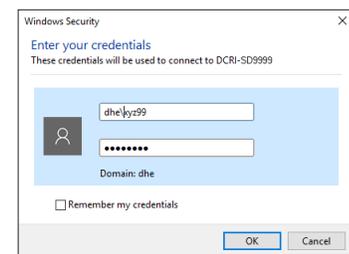
The initial dialog opens.

- 2 In the **Computer** field, enter the address of a VM, and then click **Connect**.



The Windows Security dialog opens.

- 3 Enter your network password, and then click **OK**.
- 4 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.



- 5 On the full-page blue screen, click **OK** in the window. You are now accessing the Desktop of the Windows VM.

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

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

- 7 To minimize, click  on the blue toolbar.

The window minimizes while the icon to the right appears in the Taskbar. (Click this icon to maximize the window.) 

- 8 To end the Remote Desktop session:

- a On the blue toolbar, click .

A confirmation message appears.

- b Click **OK**.

Both the window to the remote computer and the Remote Desktop Connection application close.

Using Favorites

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

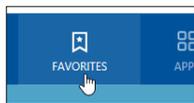
To mark an application as a Favorite:

- 1 To the right of the icon of the application, click **Details**.
A page appears with two buttons for that application.



- 2 Click **Add to Favorites**.

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



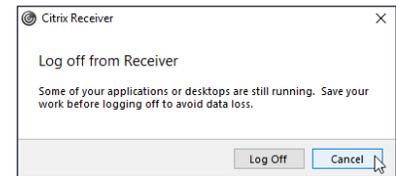
Logging Off

- 1 Close all application windows.
- 2 In the upper right corner of the page, click your name.
A drop-down menu appears.



- 3 Click **Log Off**.
When your name is replaced by the word *Menu*, you can close the application.

- 4 If the **Log off from Receiver** message appears, you have one or more applications open. 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 \[dcrittrain@dm.duke.edu\]](mailto:dcrittrain@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.