

**Overview**

Citrix, short for *Citrix Receiver*, enables you to access from a remote location many DCRI-standard applications, the DCRI Intranet, protected web applications, and shared network drives. This remote access 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 Windows computer *not* issued by the DCRI.



**Technical Requirements**

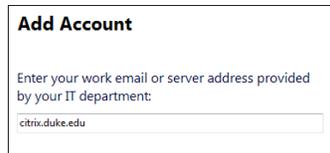
This QRC assumes you have completed installing the Citrix Receiver client software according to the *Citrix: Installing on a Non-DCRI Windows Computer* QRC. Ensure you have addressed all the *Technical Requirements* in that QRC.

**Opening Citrix**

1 Go to the system tray. Right-click the Citrix icon, and then select **Open** in the menu that appears.



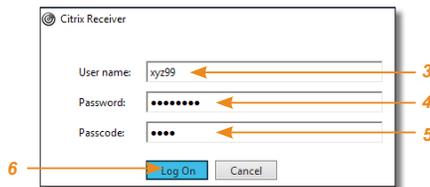
2 The *first time* you use Citrix, the system prompts you for an account. Enter **citrix.duke.edu**, and then click **Add**.



The logon dialog appears.

3 In **User name**, enter your NetID.

4 Enter your network **Password**.



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

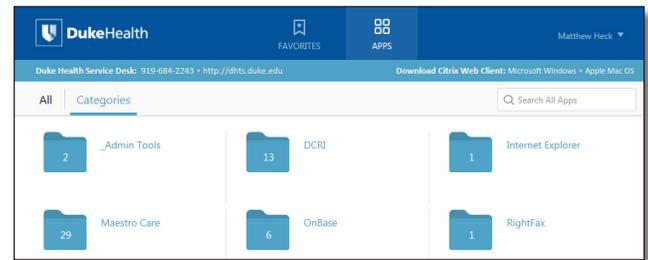


Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- 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.

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

The screen might disappear for a few seconds. The Citrix Receiver loading screen appears briefly, and then the Home page opens with categories of applications.

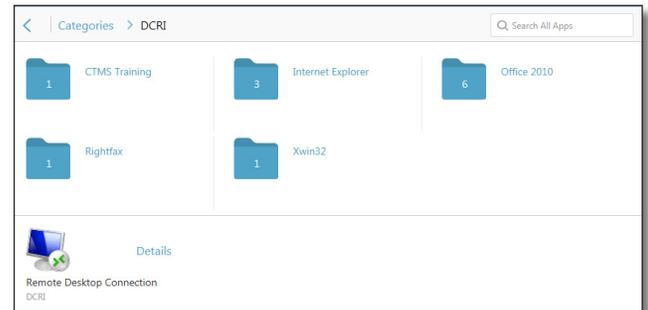


**Accessing Applications**

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	<a href="https://dcrihome.dcri.org">https://dcrihome.dcri.org</a>
EPM Timecard	<a href="http://timecard.dcri.duke.edu">timecard.dcri.duke.edu</a>
Duke LMS (Learning Management System)	<a href="https://lms.duhs.duke.edu/Saba/Web/Cloud">https://lms.duhs.duke.edu/Saba/Web/Cloud</a>
Duke@Work Portal	<a href="http://hr.duke.edu/selfservice">hr.duke.edu/selfservice</a>
DCRI Service Desk (FootPrints)	<a href="http://servicedesk.dcri.duke.edu">servicedesk.dcri.duke.edu</a>
DCRI phone directory	<a href="https://directory.duke.edu/directory/search">https://directory.duke.edu/directory/search</a>

- **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 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.

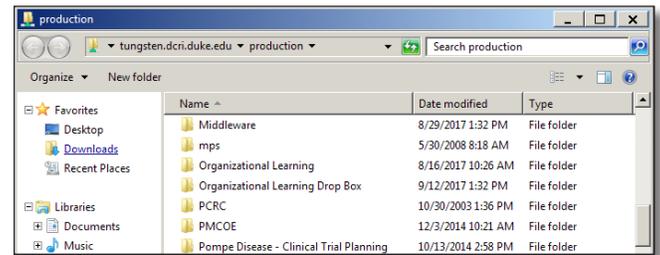
K: \\coal.dcri.duke.edu\public

P: \\plutonium.dcri.duke.net\outcomes

T: \\tungsten.dcri.duke.edu\production

U: \\duhnsnas-pri.dhe.duke.edu\home\*<your NetID>*

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 or the Desktop of a DCRI-issued Windows computer

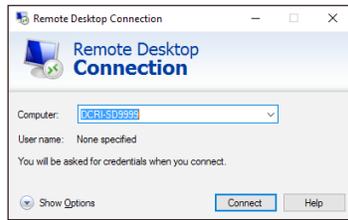
If you have access to a Windows Virtual Machine (VM) [or one of the few individuals that use a second *DCRI-issued* Windows computer at your desk at a DCRI workplace], you can access its Desktop using **Remote Desktop Connection**.

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*.)

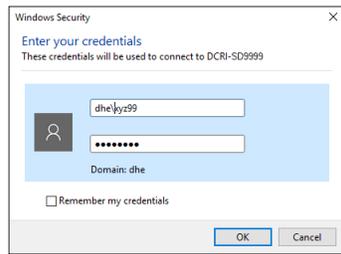
- 1 Open the **Remote Desktop Connection** application in Citrix.

The initial dialog opens.



- 2 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.



- 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 blue screen, click **OK** in the window. You are now accessing the Desktop of the Windows computer as if you were seated in front of that computer.

- 6 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).

- 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.

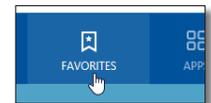
To mark an application as a Favorite:

- 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 Citrix

- 1 Close all application windows.

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

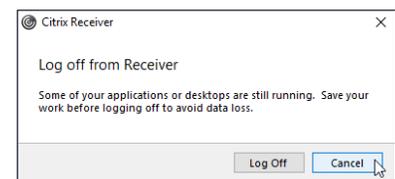
- 3 Click **Log Off**.

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 \[dcritrain@dm.duke.edu\]](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.