

**Overview**

Citrix, short for *Citrix Receiver*, enables you to access from a remote location many DCRI-standard applications, the DCRI Intranet, and protected web applications. This quick reference card (QRC)—intended for *non-employees* (such as associates, sponsors, partners, and vendors)—summarizes how to use Citrix on a Windows computer.



**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*.

To use Citrix, you must have:

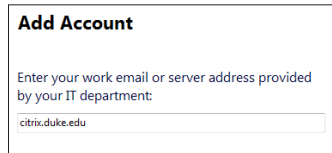
- A valid Duke NetID (called a *User name* in Citrix) and working network password.
- A high-speed Internet connection (wired or wireless).
- Duke Multi-Factor Authentication (MFA) enabled. For details, refer to: <http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf>

**Logging on to 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**.

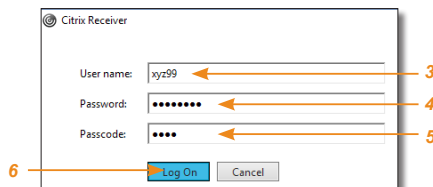



The logon dialog appears.

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

4 Enter your network **Password**.

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



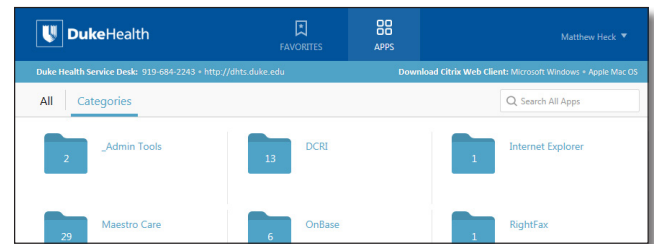
 Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- 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.

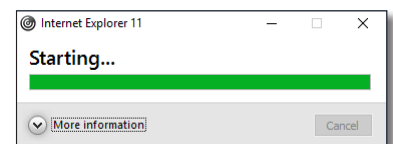
**Tip:** To return to the Home page, click **<** in the upper left.



2 Click another folder to access the application you need. 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.

## Working with Citrix

A few of the more commonly used applications include:

- **Windows Internet Explorer 11** (in the *Internet Explorer* folder). Required for access to:
  - ◊ The DCRI Intranet (DCRI Pulse) pages and content.
  - ◊ Web applications that require this browser, such as SharePoint (when you have Owner access rights).

A few frequently used URLs include:

DCRI Pulse Home page	<a href="http://dcrihome.dcri.org">dcrihome.dcri.org</a>
DCRI Service Desk	<a href="https://dcrihome-sec.dcri.org/IT/Pages/Desk.aspx">https://dcrihome-sec.dcri.org/IT/Pages/Desk.aspx</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 Phone Directory	<a href="https://directory.duke.edu/directory/search">https://directory.duke.edu/directory/search</a>

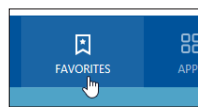
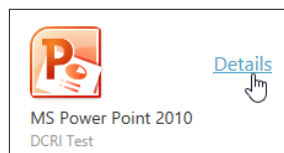
- **Microsoft Office 2010** (in the *Office 2010* folder): Full versions of Access, Excel, OneNote, PowerPoint, Project, and Word.
- **RightFax**: Desktop faxing software.

## Using Favorites

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

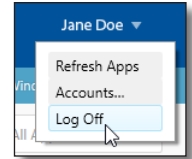
To mark an application as a Favorite:

- 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.

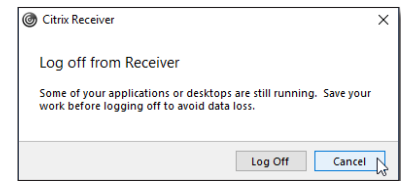


## Logging Off

- 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 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.