

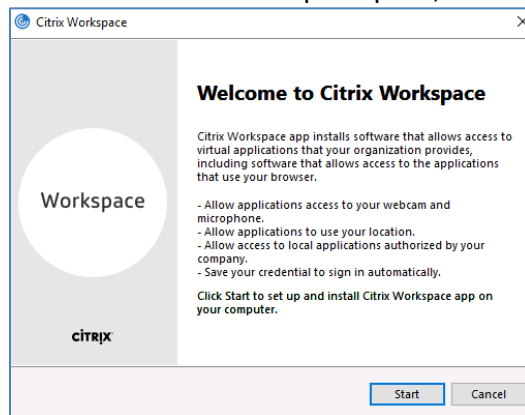
Connecting to a St. Luke's Virtual Desktop from a Windows 10 personal computer

Background

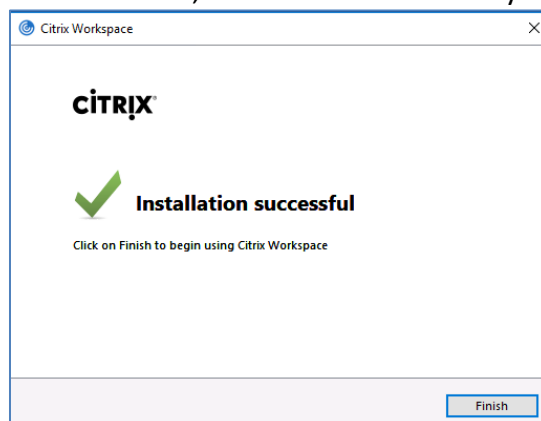
How to configure a Windows 10 personal to connect to the St. Luke's Citrix environment for application and virtual desktop access.

Steps

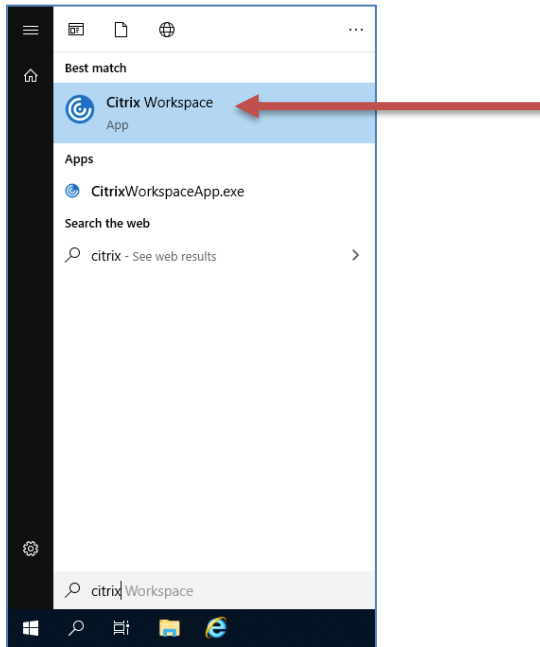
1. Download the latest Citrix Workspace App from <https://www.citrix.com/downloads/workspace-app/>
2. Install Citrix Workspace App and follow the on-screen instructions to complete the installation. When prompted, do NOT enable single sign-on.



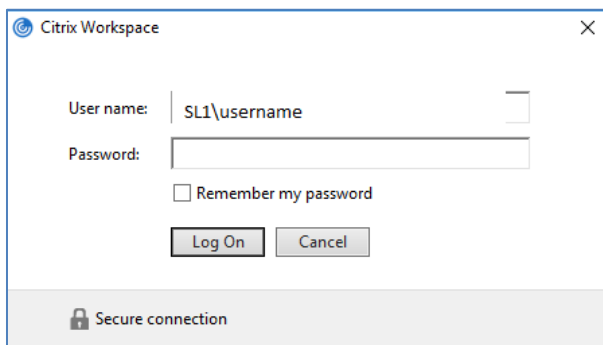
3. Once installed, click Finish and restart your computer.



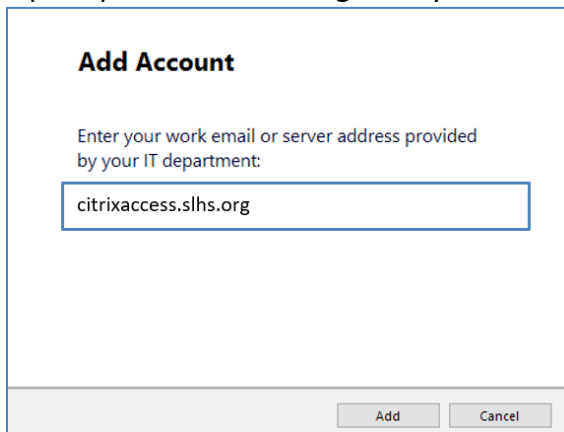
4. Locate the **Citrix Workspace App**



5. Enter your credentials using the *SL1\username* format and click **Log On**.

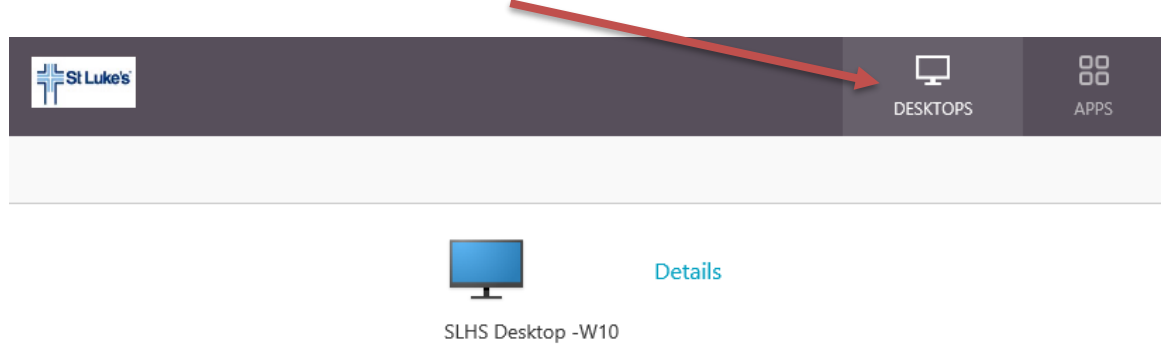


6. If prompted for server or gateway information, enter:



Important Note: Access to Citrix when off the St. Luke’s corporate network, requires Multi Factor Authentication (MFA). To setup MFA, please contact the Service Desk at (208) 381-4357.

7. Once connected use the “DESKTOPS” tab to access your virtual desktop.



Important Note:

Printing: Printing to a personal printer from a virtual desktop is **NOT** available.

Copy/Paste: Copy and paste to a personal computer from a virtual desktop is **NOT** available.

Support

For general support, please contact the St. Luke’s Service Desk at (208) 381-4357.
