

Use RDP (Remote Desktop Protocol) via Citrix

RDP Access – Remote Desktop – lets you connect to your UIHC workstation from a different computer, and operate it as if you were sitting right in front of it.

RDP access must be requested through the Enterprise Service Center Service Catalog. After your request is granted, follow these instructions to use RDP.

Use RDP via Citrix

Using a browser (Internet Explorer, Chrome, etc) access Remote Access with this link:

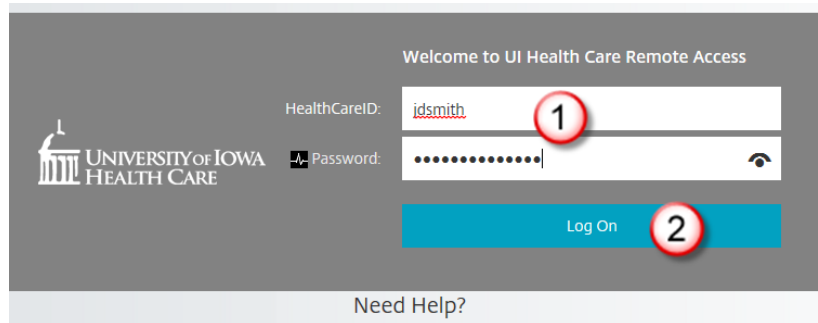
<https://desktop.healthcare.uiowa.edu>

The log in screen displays.

1. Enter your credentials.

This is the same username and password you use to log in to your computer at work.

2. Click **Log On**.



The *Welcome to Citrix Receiver* screen may display. This screen does not appear in every browser.

If you need to use the Citrix light version, use the Chrome browser.

3. Click **Detect Receiver**.

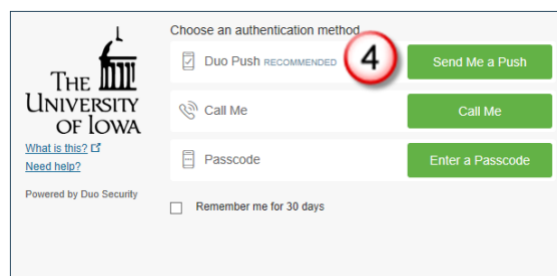
- a. If prompted, click the *Open URL:Citrix Receiver* button.



The *DUO SECURITY* screen displays.

4. Select your authentication method and follow the prompts.

Send Me a Push is the preferred method.

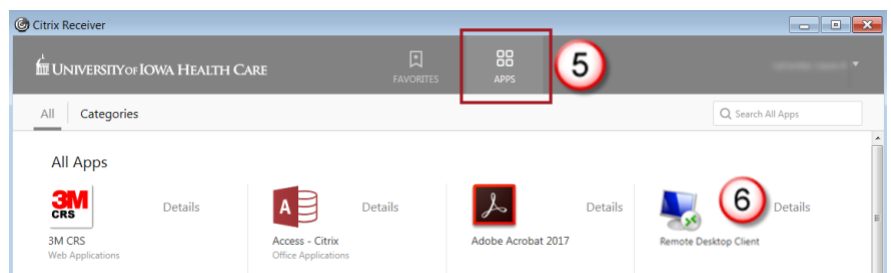


The *Citrix Receiver* launches. This may take a few moments – be patient.

5. Display the **APPS** tab.

6. Click the **Remote Desktop Client** app icon.

i There may be a delay between when you click the icon and when the app begins to load – be patient.



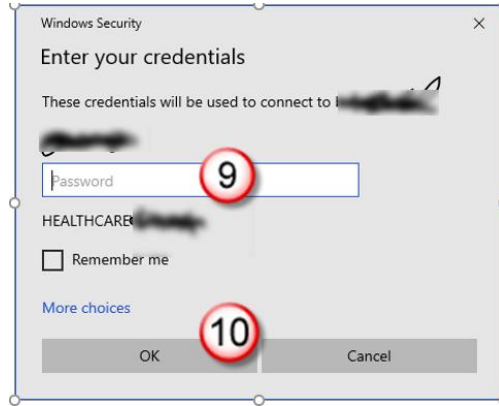
The *Remote Desktop Connection* screen displays.

7. Enter the workstation ID number for the computer you want to connect to.
8. Click **Connect**.

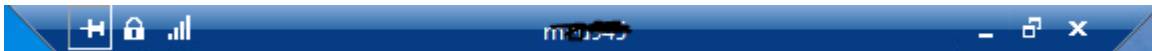


Windows prompts you to enter your credentials

9. Enter your credentials.
10. Click **OK**



RDP displays your UIHC computer in full screen. The Remote Desktop Toolbar appears at the top of the screen. Use the Remote Desktop Toolbar to adjust window size or disconnect your session.



! If you **Disconnect** your session, programs on the remote computer continue to run after you are disconnected.

You can log out your UIHC computer by clicking **Start – Sign Out** on the UIHC computer's desktop.

! **DO NOT** click **Start – Shutdown** on your UIHC computer. This will power off the computer and you will not be able to connect to it again without someone powering it back on.

Questions? Need assistance? Contact the Health Care Information Systems Help Desk at (319)356-0001.
