Request RDP Access 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. If you need access to specialized systems that are not available through Citrix Remote Access, use the Enterprise Service Center Service Catalog to request RDP access.
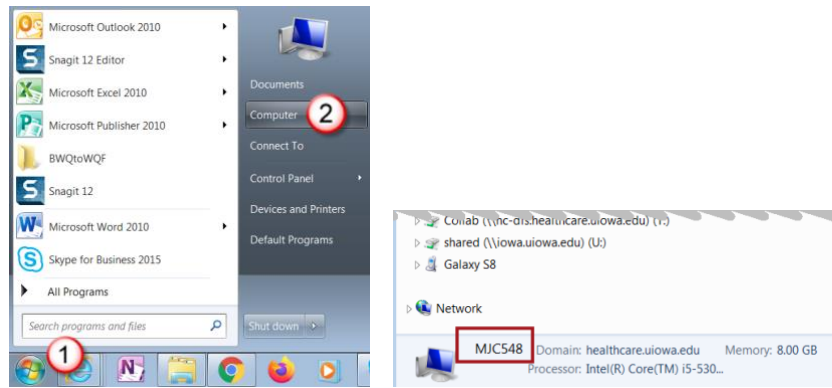
You must have the UIHC workstation ID to request RDP access.

This tip sheet assumes you have completed the steps outlined in the Access UIHC Information Systems Remotely tip sheet, "CitrixRemoteAccess.docx".
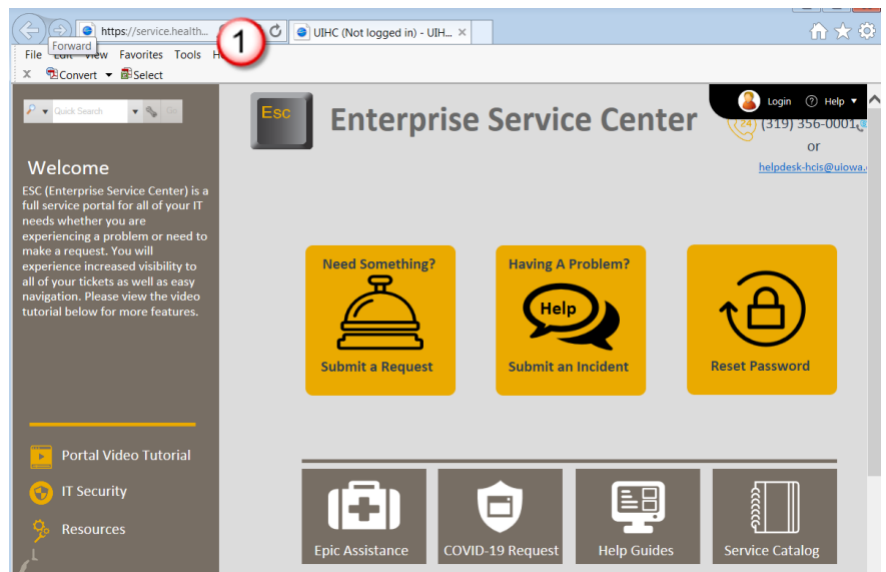
Find the UIHC Workstation ID

1. Find the UIHC Workstation ID.

   a. This is physically stamped on the computer, or

   b. Click *Start | Computer*.
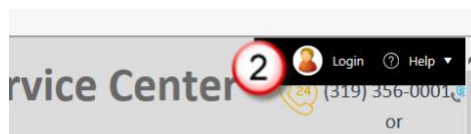
   The ID is in the bottom left corner of the screen.

Request RDP Access

1. Using a browser (Internet Explorer, Chrome, etc.) navigate to the Enterprise Service Center: https://service.healthcare.uiowa.edu

2. Click **Login**.

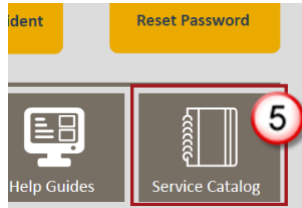The *Login* screen displays.

3. Enter your credentials.

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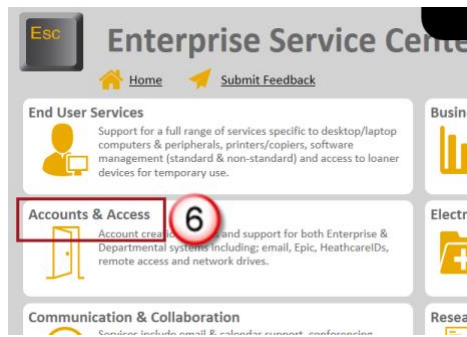
4. Click **Login**.

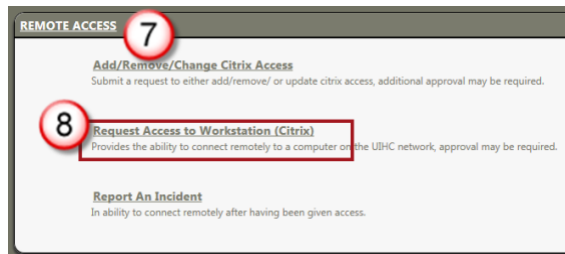
5. Click the **Service Catalog** button.

The *Service Catalog* displays.

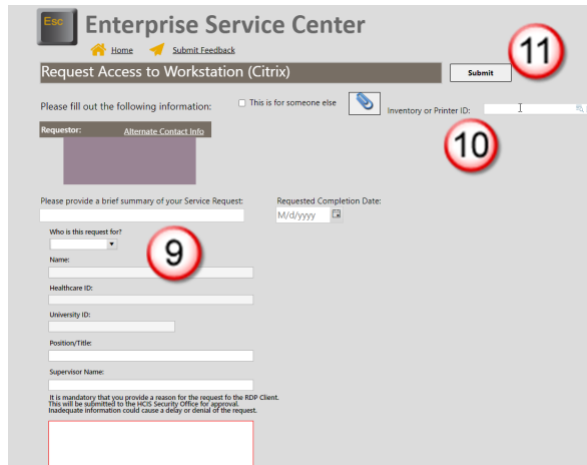6. Select **Accounts & Access**.

The *Accounts & Access* menu displays.

7. Scroll down to the **Remote Access** section.

8. Select **Request Access to Workstation (Citrix)**.

The *Request Access to Workstation (Citrix)* form displays.

9. Fill out the form.

10. Enter the UIHC Workstation ID in the **Inventory or Printer ID** field.

11. Click **Submit**.

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