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Virtual Desktop using Citrix Receiver for Windows

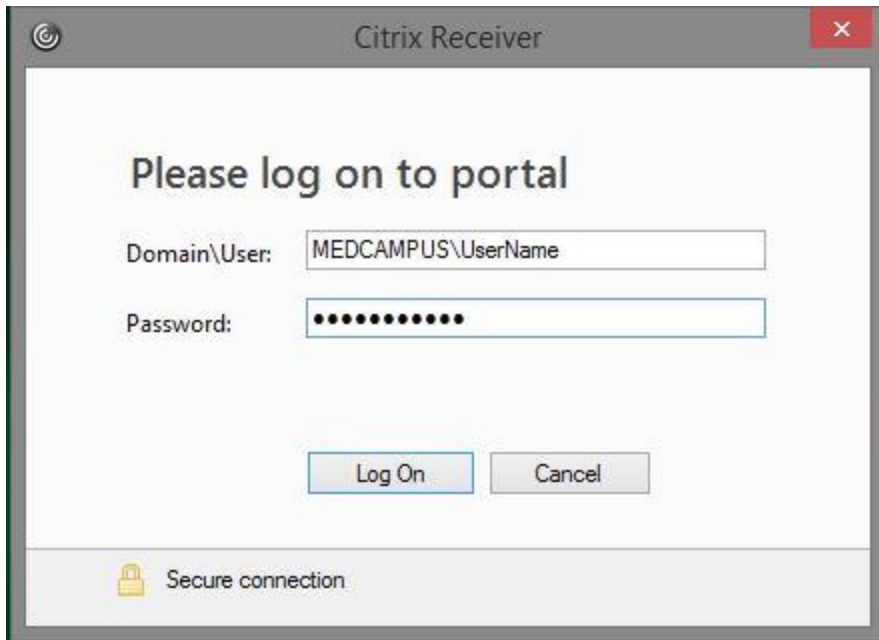
1. Download and install latest version of Citrix Receiver at <https://www.citrix.com/products/receiver/>
2. Launch Citrix Receiver and when prompted to enter a server address, enter: <https://portal.essentiahealth.org>
3. Click **Add**



4. Enter your username in this format: **MEDCAMPUS\USERNAME**

**Make sure to use a backslash \ between MEDCAMPUS and your username. Not forward slash /*

5. Enter your current password and click **Log On**
6. Approve your Log On using MFA on your phone



7. Click the + to Add your Favorite Apps.
8. Check all the applications you would like to add to your Dashboard and then click outside of the checklist to display your Dashboard Icons

Virtual Desktop using Google Chrome

1. Ensure Multi-Factor Authentication is correctly configured (if you have not yet set up your MFA account, please visit mfa.essentiahealth.org when you are at an Essentia facility, or call the IS Service Desk)
2. Ensure Google Chrome is installed. (If you do not have Google Chrome, it can be downloaded for free from Google.com/Chrome)
3. Open Google Chrome, and navigate to portal.essentiahealth.org
4. Login with your regular network username and password, and then complete the MFA challenge with your phone.
5. You will now see an array of icons, titled “Applications and Links”. Select your desired product (e.g., Windows Virtual Desktop) by clicking on it.

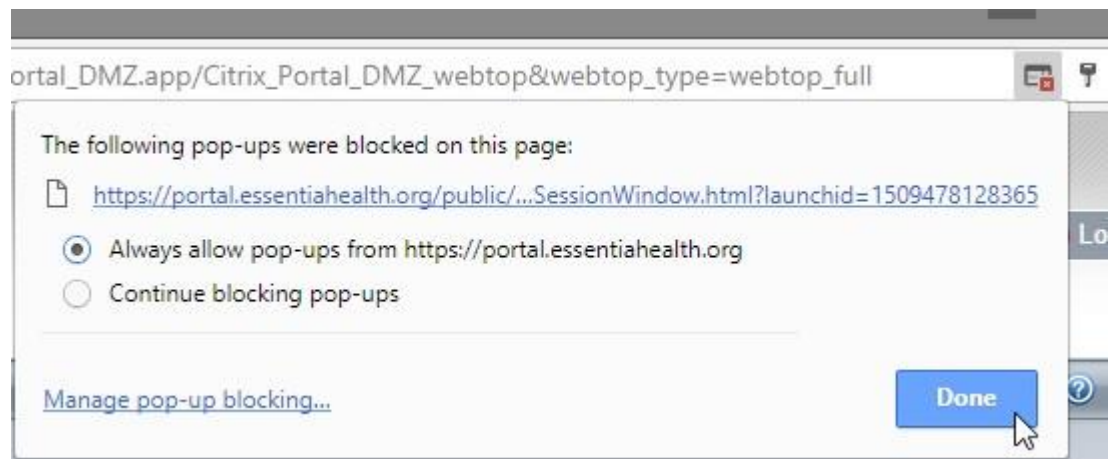
6. You will see this in the upper-right corner...



... followed by this a moment later:



Simply click on that icon, as the above screenshot demonstrates, and then you will see this:

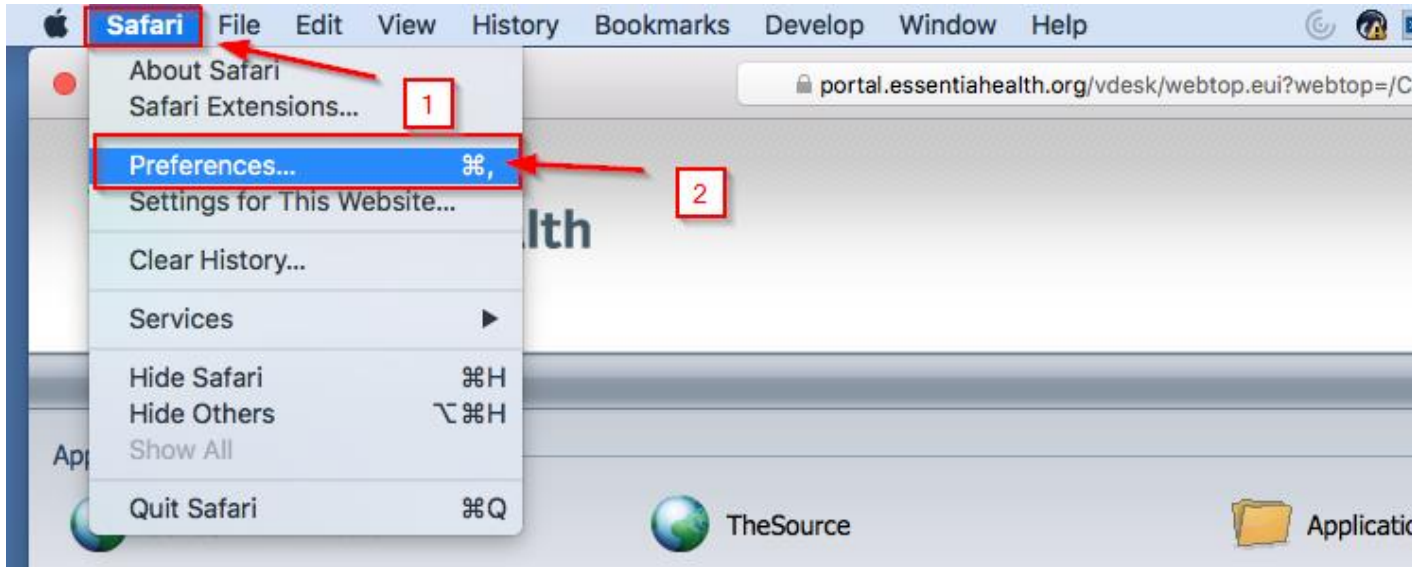


Here, select the "Always allow..." option, then click **Done**

7. Now, you should be able to click your desired product, and it will open in a new tab.

Virtual Desktop using Safari

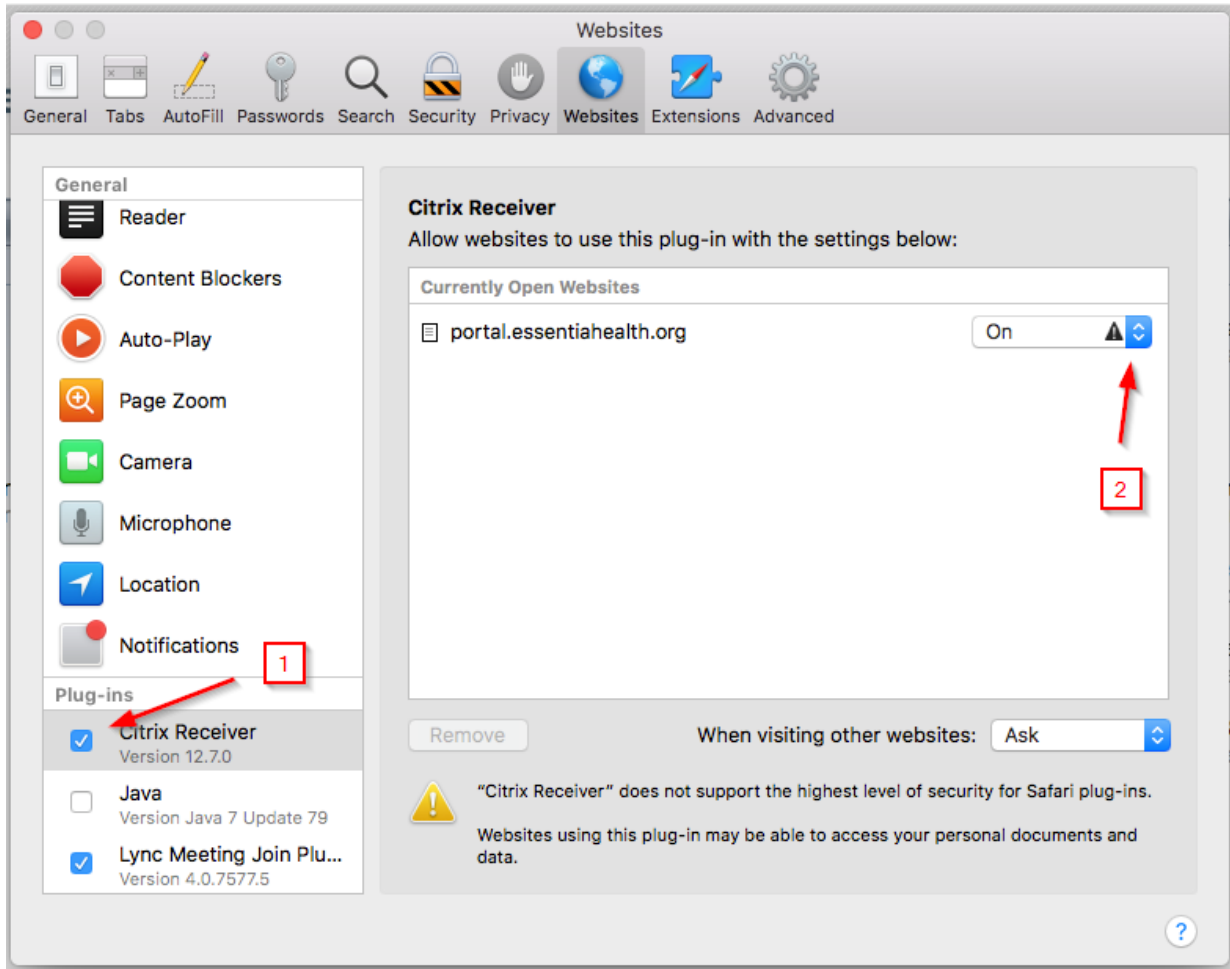
1. Log in to <https://portal.essentiahealth.org>
2. Click **Safari > Preferences...**



2. Click **Websites**
3. Check the box next to Citrix Receiver (#1 in the Screenshot below)

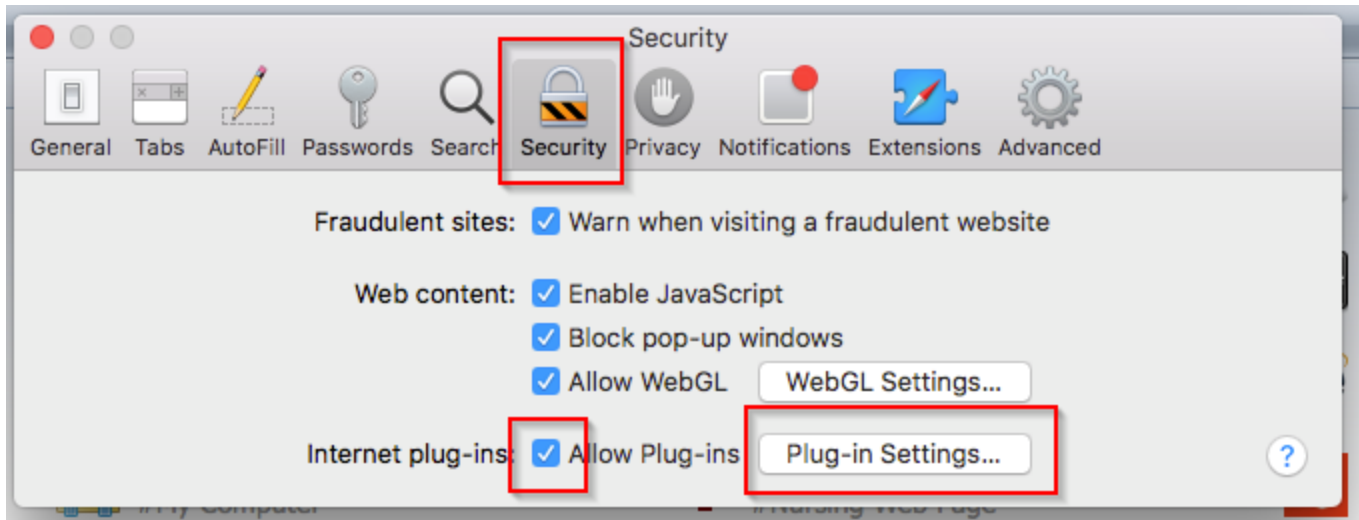
****If you are missing Citrix Receiver under Plug-ins, please follow the instructions at the bottom of this document***

4. Change the drop down for portal.essentiahealth.org (or another site) to “On” (#2 in the Screenshot below)
5. Close the Preferences window and launch desired application

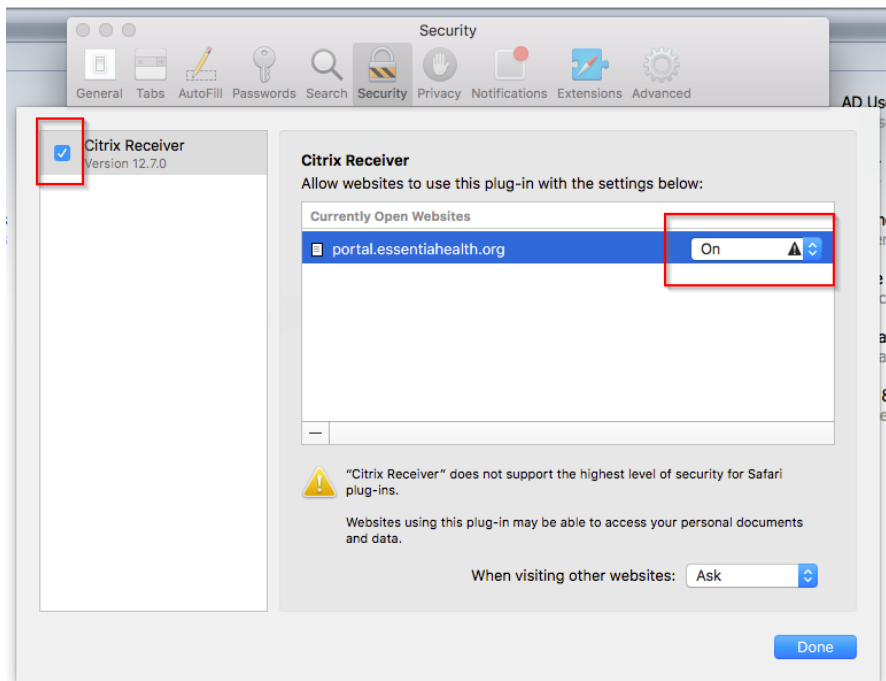


For older versions of Mac OS:

1. Log in to <https://portal.essentiahealth.org>
2. Click **Safari > Preferences...**
3. Make sure Allow Plug-ins is checked and click "Plug-in Settings..."



6. On the next window make sure Citrix Receiver is checked and change the drop down to from Ask to On.



Install Citrix Receiver for Mac (If missing the Citrix Receiver Plug-in)

1. Ensure that any Mac OS X & Safari updates have been applied
2. Download the Citrix Receiver installer from

<https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html>

3. After it has downloaded, open the CitrixReceiver.dmg file, select Uninstall Citrix Receiver, and follow the on-screen instructions.



4. After Uninstall has completed, reopen the Citrix Receiver downloaded file again and click "Install Citrix Receiver" as shown below.



For assistance, please contact the IS Service Desk

Service Desk
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Information Systems Department
East: 218-786-3788
Central: 218-828-7347
West: 701-364-8600
Service Desk Toll Free: 866-985-3555
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