CMS Employees and Contractors How-to Guide

# Connecting to the CMS Virtual Desktop





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# **OVERVIEW**

CMS Citrix Virtual Apps and Desktops portal (<u>https://vdi.cms.gov</u>) is an application store that provides an interface for users to access virtual applications and desktops remotely using any endpoint including personal laptops, desktops, tablets, and mobile devices. It allows users to access virtual environment both internally and externally by utilizing Citrix NetScaler Gateway. It also provides multiple authentication methods such as Okta (Verify/Google Authenticator/SMS Authentication, E-mail Authentication, Voice Authentication) and Smart Card. It interacts with the Citrix Workspace App (Receiver) to support access to virtual applications and desktops from multiple platforms such as PC Windows, Mac OS X, Apple iOS, Google Android, Linux, and HTML5 endpoints.

This guide provides instructions on how to access and navigate Citrix Virtual Apps and Desktops portal, as well as basic troubleshooting tips.



# **USER ACCESS REQUEST**

To gain access to the CMS VDI you must request EUA Job Codes. The Job Codes can be requested from the CMS IT Service desk. Once the access has been requested, approved, and granted, you should be able to log on to <a href="https://vdi.cms.gov">https://vdi.cms.gov</a> and access virtual apps and desktops that you have available.



# SYSTEM REQUIREMENTS AND CONFIGURATION

#### **System Requirements**

- 1. Active CMS EUA account (four-character User ID)
- 2. Citrix Workspace App installed on a device used to access the portal.
  - a. PC if it is installed, the following icon should be visible in the Task Bar at the lower right side of your desktop.



b. Mac – if it is installed, the following icon should be visible in the Menu Bar at the top right of your desktop.



- **3.** If accessing using PIV card, an approved and supported Smart Card Reader. (Please note that users will be responsible for purchasing a PIV card reader for use with their Bring your own device (BYOD) device as well as installing the necessary drivers for it).
- 4. If accessing using Okta, smart phone for registration with Okta.
- **5.** Internet connection
- 6. Zoom VDI Plugin if Zoom will be used within VDI session.

Once above requirements are met, virtual apps and desktops can be accessed with a browser via <u>https://vdi.cms.gov</u>. Supported browsers to access the portal are Microsoft Edge, Google Chrome, Firefox, and Safari.



#### **Citrix Workspace App Download and Installation Steps**

Using the table below, download the client from the appropriate location point based upon the type of device you are using.

Device Type	Installation Point
CMS-issued PC A CMS-issued PC is joined to a CMS domain and has the required security components installed (McAfee Anti-virus, etc.).	Citrix Workspace App should be requested via the CMS IT Service Desk at 410-786- 2580 or 1-800-562-1963
All other non-CMS-issued PCs	https://www.citrix.com/downloads/workspace- app/windows/
CMS-issued Mac A CMS-issued Mac is joined to a CMS domain and has the required security components installed (McAfee Anti-virus, etc.).	Citrix Workspace App is preinstalled on CMS managed Mac computers.
All other non-CMS-issued Macs	https://www.citrix.com/downloads/workspace- app/mac/ Follow steps in section 'Non-CMS-issued Mac' to install it

Table. Device type and corresponding Citrix Receiver installation point

#### PC

- 1. If you are running Windows, click on Citrix Workspace app (current version) for Windows link.
- 2. On the popup Run the CitrixWorkspaceApp and install. Select Continue





3. Accept License Agreement and click Continue.





4. Select Enable single sign-on then Install.



5. Workspace is now installing.





6. Click Finish.



#### Mac – CMS-Issued Device

1. Open the Self-Service app on your Mac and search for Citrix.





2. Click on the Citrix Workspace Download and Update entry, then click Install. This will take a minute or two to complete.

	or Medicare caid Services	Search > Citrix Workspace Download and Update Citrix Workspace Download and Update	
Q citrix Home Browse A Notifications	•	This will install the latest version of Citrix Workspace for macOS directly from Citrix. This is needed for the CMS environment. After install, proceed to https://vdi.cms.gov to use this plugin.	VDI
④ History		Install	

**3.** Once the install is complete, you should have the Citrix Workspace app appear in the Menu Bar at the top right of your desktop. There's no need to open this yet.



#### Mac – Non-CMS-Issued Device

- 1. Download Citrix Workspace app for Mac (the .dmg file) from https://www.citrix.com/downloads/workspace-app/mac/and open it.
- 2. On the Introduction page, click **Continue**.
- **3.** On the License page, click **Continue**.
- 4. Click Agree to accept the terms of the License Agreement.
- 5. On the Installation Type page, click Install.



#### Zoom Plugin for VDI Download and Installation Steps (Windows)

To use Zoom in a VDI session, the Zoom Citrix HDX Media Plugin needs to be installed on the computer from which the VDI is being accessed Follow the instructions below to download and install it.

- 1. Download and save the installation files by clicking the following link or entering it into a web browser: <a href="https://vdildap.cms.gov/logon/ZoomCitrixHDXMediaPlugin.msi">https://vdildap.cms.gov/logon/ZoomCitrixHDXMediaPlugin.msi</a>
- 2. Double click on the downloaded file. (This will appear in the downloads folder on your computer.) On the Zoom VDI Universal Plugin window, click **Next**.

🔁 Zoom VDI Universal Plugin(64bit)		_	
Welcome to the Zoom VDI Setup Wizard	Universal P	lugin(64bit)	
The installer will guide you through th Plugin(64bit) on your computer.	e steps required	l to install Zoom VDI	Universal
WARNING: This computer program is treaties. Unauthorized duplication or d result in severe civil or criminal penalti possible under the law.	listribution of this	program, or any po	rtion of it, may
	< Back	Next >	Cancel



## 3. Leave default settings click Next.

🔁 Zoom VDI Universal Plugin(64bit)		—		$\times$
Select Installation Type				
Please select your installation choice	s			
O Default (Install all plugins possib	ole)			
⊖ Custom				
Citrix VDI Plugin (Require	es Citrix Workspace	Client)		
VMware VDI Plugin (Req	uires VMware Horiz	on Client)		
AVD VDI Plugin				
AWS VDI Plugin (Require	es Amazon WorkSpa	aces Client)		
HP Anyware VDI Plugin (	Requires HP Anywa	are Client)		
	< Back	Next >	Canc	el

4. Uncheck the "Install Zoom VDI Plugin Management" Click Next.

Zoom VDI Universal Plugin(64bit)	· –		$\times$
Install Zoom VDI Plugin Management			
Zoom VDI Plugin Management can detect when a VD release is required. This management option is config administrator and requires installing this package.			ted
Install Zoom VDI Plugin Management			
< Back	Next >	Cano	el

# **CMS How-to Guide** Connecting to the CMS Citrix Virtual Desktop



🌄 Zoom VDI Universal Plugin(64bit)		-		$\times$
Installing Zoom VDI Univer	rsal Plugin(64	4bit)		5
Zoom VDI Universal Plugin(64bit) is t	peing installed.			
Please wait				
	< Back	Next >	Ca	ncel

**5.** Zoom VDI Plugin icon should now be visible in the taskbar once the VDI session is started. If you hover your mouse over the icon, it should say Connected to Zoom Client.





#### Zoom Plugin for VDI Download and Installation Steps (Mac)

To use Zoom in a VDI session, Zoom Citrix HDX Media Plugin needs to be installed on a computer from which VDI is accessed. Follow the instructions below to download and install it.

- 1. Download and save the installation files by clicking the following link or entering it into a web browser: <a href="https://vdildap.cms.gov/logon/ZoomVDI.universal.pkg">https://vdildap.cms.gov/logon/ZoomVDI.universal.pkg</a>
- 2. Go to the Downloads folder and double click on the ZoomVDI-universal.dmg file.



#### 3. Double click ZoomVDI.pkg



#### 4. Click Install.





#### 5. Click Close.

• • •	😺 Install ZoomVDI	8
	The installation was completed successfully.	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	The process has successfully installed ZoomVDI <u>under Applications</u> . Click <b>Close</b> to exit the installer.	
	Go Back Close	

# **OKTA MULTI-FACTOR AUTHENTICATION (MFA) INITIAL SETUP**

Follow the instructions at <u>https://home.idm.cms.gov</u> to setup Okta Verify Authentication.

Note that in order to be able to sign in with PIV card, you will first need to register with Okta by using your CMS User ID and password.

# LOGIN PROCESS

There are two authentication methods available to access CMS VDI environment – Okta and Smart Card (PIV). In order to use Okta, please follow instructions in section (<u>Okta Multi-Factor Authentication (MFA)</u> Initial Setup) to set it up.

Please note the following:

- If you are logging into CMS VDI via Okta for the first time and would like to use PIV, you will need to first log on with your email address and password. Once you were able to log on with email and password, you should be able to use your PIV at any subsequent logon.
- If you are logging in from within CMS network, you will not get prompted for Okta MFA. Once you enter your CMS email address and password, it will automatically log you into the CMS VDI portal.
- The logon steps will vary depending on the browser used to access the portal.
- If you are accessing virtual desktop or virtual app for the first time it will take longer to load in order for your new user profile to be created.



• If you are accessing virtual desktop or virtual app for the first time, you may receive the following message. First, check the box next to **Do not ask me again for this site** and then click on **Permit use**. This message is asking if you will allow the virtual desktop or application to access resources that are local to your device, such as drives, printers, speakers, webcams etc.







#### **Microsoft Edge and Google Chrome**

- 1. Browse to <a href="https://vdi.cms.gov/">https://vdi.cms.gov/</a> and click on Sign In button.
- 2. If you are using Okta then type your CMS email address and password and click Sign In.

CMS	.GOV Identity Managemen
Sign In	
User ID	
Password	
	٢
Agree to o	our <u>Terms &amp; Conditions</u>
	Sign In
	OR
	CMS PIV Card Only
must first s	o activate the PIV functionality, you ign in using your EUA ID and luring your initial login.
Forgot Pass	word
Unlock Acc	ount

- **3.** Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to your mobile phone). Once authenticated, please go to step #5 below.
- 4. If you are using PIV card, click on Sign in with CAC / PIV card button at the bottom of the screen and you will be prompted with certificate information. Click OK to confirm your PIV certificate,



#### enter your PIN when prompted and click **OK**.

Select a certificate			×	ActivClient Login	?	$\times$
Select a certificate to authenticate	yourself to cms.mtls.okta.com:4	43		ActivID* ActivClient*		
Subject	Issuer	Serial				
John Doe (Affiliate)	HHS-FPKI-Intermedi	12345678				
				Please enter your PIN.		
				PIN [		
Certificate information		OK Cancel		ок	Cano	cel

5. Click on **Detect Receiver** button. (Note that you can also click on **Use light version** (HTML5) if Citrix receiver is not installed on your computer or you experiencing issues with it. In this case, applications and desktops will open within your browser).

	Welcome to Citrix Workspace app
	For the best experience, use the full set of features bundled with <b>Citrix</b> <b>Workspace app for Windows</b> . Click Detect Citrix Workspace app to get started.
citrıx   Workspace	Detect Citrix Workspace app
	If you do not want to detect/install Citrix Workspace app you can use the light version, with fewer features, in your browser.

6. Click Always allow check box then **Open Citrix Workspace Launcher** on the following popup message. If you click **Cancel** you will be presented with screen showing in the next step.

Open Citrix Workspace Launcher?

https://vdildap.cms.gov wants to open this application.

Always allow vdildap.cms.gov to open links of this type in the associated app

Open Citrix Workspace Launcher	Cance
--------------------------------	-------



 If Workspace App is already installed on your PC, select Already installed. Otherwise, you have the option use Light version (HTML5). DO NOT DOWNLOAD Workspace from this site use the Citrix site provided above.



8. Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under Desktops and Apps tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.



9. Click on Desktops (or Apps) tab and then click on Desktop (or Apps) icon to launch it.

CMS		С номе		DESKTOPS
Desktops				1
*	*		☆	
Admin Desktop	Azure Admin	Azure Contractors	Azure Employees	Azure Win10 Test
~	Desktop	Desktop	Desktop	



**10.** The .ica file will be downloaded and you should see it at the bottom left corner of the browser. Right-click on it and select **Always open files of this type** and then select **Open file**.



**11.** Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).

#### **Mozilla Firefox**

- 1. Browse to <a href="https://vdi.cms.gov/">https://vdi.cms.gov/</a> and click on Sign In button.
- 2. If you are using Okta, then type your CMS email address and password and click Sign In.

# **CMS Employee How-to Guide: PC** Connecting to the CMS Citrix Virtual Desktop



CMS.GOV Identity Manageme	'n
Sign In	
User ID	
Password	
0	,
Agree to our <u>Terms &amp; Conditions</u>	
OR	
CMS PIV Card Only	
PIV Users: To activate the PIV functionality, yo must first sign in using your EUA ID and password during your initial login.	u

Forgot Password Unlock Account



- **3.** Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to your mobile phone). Once authenticated please go to step #5 below.
- 4. If you are using PIV, you will need to configure your card reader in Firefox.

	$\bigtriangledown$
Sync and save data	Sign In
New tab	Ctrl+T
New window	Ctrl+N
New private window	Ctrl+Shift+P
Bookmarks	>
History	>
Downloads	Ctrl+J
Passwords	
Add-ons and themes	Ctrl+Shift+A
Print	Ctrl+P
Save page as	Ctrl+S
Find in page	Ctrl+F
Zoom –	100% + 🖍
Settings	
More tools	>
Help	>

a. Open Menu and select **Settings**.



b. Select **Privacy & Security**, scroll down, and click on **Security Devices** button at the bottom of the screen.

	🕄 Settings 🛛 🗙	+		-	٥	×
	$\leftarrow \ \rightarrow \ C$	Firefox aboutpreferences#privacy	☆		$\bigtriangledown$	≡
		${igodot}$ Your browser is being managed by your organization. ${igodot}$ Find in Settings				^
_	Image: Search     Image: Search	Security Deceptive Content and Dangerous Software Protection Block dangerous and deceptive content Learn more Block dangerous downloads W Warn you about unwanted and uncommon software				
	III More from Mozilla	Certificates Query OCSP responder servers to confirm the current validity of Certificates Certif				
	<ul><li>記 Extensions &amp; Themes</li><li>⑦ Firefox Support</li></ul>	HTTPS-Only Mode HTTPS provides a secure, encrypted connection between Firefox and the websites you visit. Most websites support HTTPS, and if HTTPS-Only Mode is enabled, then Firefox will upgrade all				~

#### c. In Device Manager dialog box, click Load and then Browse.





d. Browse to the location of your card reader folder, select the proper .dll (in this case acpkcs211.dll), and click **Open** (the screen below shows location of ActivClient that is part of the CMS image). If you are accessing from non-CMS laptop you will need to find out what is a proper .dll file for your card reader.



e. Type the name of the module, (in this case ActivClient), and click OK.





f. You should now see ActivClient (or whatever the name of your card reader is) in Device Manager. Click **OK**.

Security Modules and Devices	Details	Value	Log In
<ul> <li>NSS Internal PKCS #11 Module</li> </ul>			
Generic Crypto Services			Log <u>O</u> ut
Software Security Device			Change Password
<ul> <li>ActivClient</li> </ul>			Load
Broadcom Corp Contacted SmartCard 0			Load
Broadcom Corp Contactless SmartCard 0			<u>U</u> nload
<ul> <li>Builtin Roots Module</li> </ul>			Enable <u>F</u> IPS
NSS Builtin Objects			Litable Tir 5
<ul> <li>OS Client Cert Module</li> </ul>			
OS Client Cert Slot (Modern)			
OS Client Cert Slot (Legacy)			

5. On the Launch Application screen, select Citrix Workspace Launcher check option Remember my choice for receiver links. Click Open Link.



6. Make sure Citrix Connection Manager (default) is selected and the option Do this automatically for files like this from now on is checked and click OK.





7. If the Workspace App is already installed on your PC, select **Already installed**. Otherwise, you have the option use Light version (HTML5). DO NOT DOWNLOAD Workspace from this site use the Citrix site provided above.

	Just a moment, we're detecting if Citrix Workspace app is already installed.					
	If Citrix Workspace app is detected, you will see a window in a few seconds. Please choose <b>Launch Application</b> .					
citrix   Workspace	If no window appears, proceed to download.					
	I agree with the Citrix license agreement					
	Download					
	Detect again Use light version Already installed Security details					

8. Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under Desktops and Apps tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.





9. Click on Desktops (or Apps) tab and then click on Desktop (or Apps) icon to launch it.



**10.** Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).



#### Safari

- 1. Browse to https://vdi.cms.gov/ and click on Sign In button.
- 2. If you are using Okta, then type your CMS email address and password and click Sign In.

CM	S.GOV Identity Management
Sign In	
User ID	
Password	
	٥
Agree to	o our <u>Terms &amp; Conditions</u>
	Sign In
	OR
	CMS PIV Card Only
must first	: To activate the PIV functionality, you sign in using your EUA ID and I during your initial login.
Forgot Pa	ssword
Unlock Ad	count

- **3.** Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to your mobile phone). Once authenticated please go to step #5 below.
- **4.** If you are using PIV card, click on **Sign in with CAC / PIV card** button at the bottom of the screen. Enter your PIN when prompted and click **OK**.

"Safari" is trying to authenticate user.						



5. Click on **Detect Workspace** button (Note that you can also click on **Use light version** (HTML5) if Citrix receiver is not installed on your computer or you experiencing issues with it. In this case applications and desktops will open within your browser).



6. Click Allow when prompted to allow to open Citrix Workspace Launcher.

Do you want to allow this page to open "Citrix Workspace Launcher"?				
Cancel	Allow			

7. If receiver (Workspace App) is already installed on your Mac select Already installed. Otherwise, you have the option use Light version (HTML5). If you do not see the screen below, please go to step #8. DO NOT DOWNLOAD Workspace from this site use the Citrix site provided above.

	Just a moment, we're detecting if Citrix Workspace app is already installed.					
	If Citrix Workspace app is detected, you will see a window in a few seconds. Please choose <b>Launch Application</b> .					
citrıx   Workspace	If no window appears, proceed to download.					
	I agree with the Citrix license agreement					
	Download					
	Detect again Use light version Already installed Security details					



8. Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under Desktops and Apps tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.



9. Click on the gear icon at the top right corner and select Account Settings.

CMS	СС Номе	OO OO APPS	DESKTOPS	۹. 🔹 🔶
Settings				Account Settings
Log off				About
Advanced				Log off
Activate Citrix Workspace app Downloads a file that adds this workspace to your	local Citrix Workspace app.			
Change Citrix Workspace app Opens a page that checks for a local Citrix Worksp	ace app.			
Current status: Apps and desktops open in your le	ocal Citrix Workspace app.			

10. On the next screen, click Activate Receiver.

CMS	습 номе	OO OO APPS	۹	<b>*</b>
Settings			Account Settings	
Log off			About	
Advanced			Log off	
Activate Citrix Workspace app Downloads a file that adds this workspace to your local Citrix Worksp	pace app.			
Change Citrix Workspace app Opens a page that checks for a local Citrix Workspace app.				
Current status: Apps and desktops open in your local Citrix Workspa	ace app.			



11. Click on Desktops (or Apps) tab and then click on the Desktop (or Apps) icon to launch it.



**12.** Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).





## **Google Chrome for Mac**

- 1. Browse to <a href="https://vdi.cms.gov/">https://vdi.cms.gov/</a> and click on Sign In button.
- 2. If you are using Okta, then type your CMS email address and password and click Sign In.

CMS	.GOV Identity Management
Sign In	
User ID	
Password	
	0
Agree to c	our Terms & Conditions
	Sign In
	OR
	CMS PIV Card Only
must first s	o activate the PIV functionality, you ign in using your EUA ID and luring your initial login.
Forgot Pass	sword
Unlock Acc	ount

- **3.** Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to your mobile phone). Once authenticated please go to step #6 below.
- 4. If you are using PIV card, click on Sign in with CAC / PIV card button at the bottom of the screen.



5. Select your certificate and click OK. Enter your PIN when prompted and click OK.

Select a certificate Select a certificate to authentica	ate yourself to cms.mt <mark>l</mark> s.okta.com:4	43	× "Google Chrome" is trying to authenticate user.
Subject	Issuer	Serial	
John Doe (Affiliate)	HHS-FPKI-Intermedi	12345678	Enter PIN to allow this.
Certificate information		ОК Са	Cancel OK

6. Click on **Detect Receiver** button (Note that you can also click on **Use light version** (HTML5) if Citrix receiver is not installed on your computer or you experiencing issues with it. In this case applications and desktops will open within your browser).



7. Select Always allow vdildap.cms.gov to open links of this type in the associated app and click on Open Citrix Workspace Launcher.





8. Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under **Desktops and Apps** tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.



9. Click on Desktops (or Apps) tab and then click on Desktop (or Apps) icon to launch it.



**10.** Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).





# STOREFRONT NAVIGATION

This section describes how to use the StoreFront once you've logged into the <u>https://vdi.cms.gov</u> via your browser.

Click on **Desktop** tab at the top of the screen to see available virtual desktops or on Apps tab to see available applications.



To add virtual desktops or apps to your Home screen (Favorites), click on arrow below the application or desktop and select **Add to Favorites**. You should now see the icon under Home tab.





#### If you need to restart your virtual desktop, click on arrow below the desktop icon and select Restart.

CMS		СС НОМЕ	APPS DESKTOPS		
Welcome					
Admin Desktop	IHCCS Desktop	Windows 10 Test	Windows CMS VDI	ECIS Desktop	Serve
Admin Desktop					
Actions: 2 Open ★ Remove from fave O Restart		nin Desktop running Wind	ows 10 version 1909		

Clicking on gear icon at the top right corner expands drop-down menu and presents the following list of options:

(CMS	СС НОМЕ	OO OO APPS	DESKTOPS	a 🔹 🔶	
Settings					
				Account Settings	
Log off				About	
Advanced				Log off	
Activate Citrix Workspace app Downloads a file that adds this workspace to your local Citrix Work	space app.				
Change Citrix Workspace app Opens a page that checks for a local Citrix Workspace app.					
Current status: Apps and desktops open in your local Citrix Works	bace app.				
Downloads a file that adds this workspace to your local Citrix Work Change Citrix Workspace app					

- Account Settings Presents the following options:
  - Activate Citrix Receiver allows to download a file that adds the workspace to local Citrix Workspace App. This is useful for Mac users as in some cases browser such as Safari downloads Citrix .ica file instead of opening it with Citrix Workspace App. Activating it via this option remedies the issue.
  - Change Citrix Workspace only present in Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari. Clicking on it opens page that allows to detect if a local Citrix Workspace App is installed, download it, or switch to a light version (HTML5). Also, there is a current status of receiver used (local client vs light version) displayed below. See below screenshots.
- About displays link to Third Party Notices for Citrix Receiver for Web
- Log Off logs you out


CMS	값 문 도 Home apps desktops	् <b>२</b>
Settings		
		Account Settings
Log off		About
Advanced		Log off
Activate Citrix Workspace app Downloads a file that adds this workspace to	o your local Citrix Workspace app.	
Change Citrix Workspace app Opens a page that checks for a local Citrix W	orkspace app.	
Current status: Apps and desktops open in y	rour local Citrix Workspace app.	

Clicking **Detect Workspace** will display more options. You can also click on **Use light version** (HTML5) if Citrix Receiver is not installed on your computer or you are experiencing issues with it. In this case applications and desktops will open within your browser.



From the screen below, you can select **Already installed** if receiver (Workspace App) is already installed on your PC. You also have an option to download it from Citrix website or use Light version (HTML5).

	Just a moment, we're detecting if Citrix Workspace app is already installed.
	If Citrix Workspace app is detected, you will see a window in a few seconds. Please choose <b>Launch Application</b> .
citrix Workspace	If no window appears, proceed to download.
	I agree with the Citrix license agreement
	Download
	Detect again Use light version Already installed Security details



#### **NEW APPLICATION REQUEST**

If you need to add an application within your virtual desktop or you would like an application to be published under Apps on CMS Virtual Apps and Desktops portal, please contact the CMS IT Service Desk at **410-786-2580** or **1-800-562-1963**.

Please provide the following information:

- 1. Name of the application
- 2. Name of the point of contact (POC) for the application
- 3. Location of installation files and instructions for installing it in VDI
- 4. Business justification for use of the application
- 5. Licenses (if required)
- 6. List of users that are required to have access to the application

Please note that the application has to be supported by the vendor in a multi-user environment and have appropriate license model (if applied) for it to work properly.



#### **TROUBLESHOOTING TIPS and HOW TOs**

This section describes some of the common issues, basic troubleshooting steps to resolve them, and some helpful tips.

#### **PIV Certificate Update**

The PIV Cert Update icon is located on the VDI desktop.



- 1. Make sure that Citrix Workspace App is installed on computer that you are using to access CMS Virtual Apps and Desktops portal, and make sure PIV is inserted into the card reader.
- 2. Make sure you have a sound internet connection and you are not connected to any VPN.
- 3. Use Microsoft Edge to access CMS Virtual Apps and Desktops portal.
  - a. If you are accessing portal using Mac, follow instructions in section Safari or Google Chrome for Mac to make sure you are using Citrix Workspace App with your browser rather than HTML5 receiver (when VDI session opens within the browser).
- 4. Once you double-click on the icon you will be presented with the following screen within your browser.





5. Click Start. After it reads your PIV, you should be prompted for your PIV PIN. Please note that it can take some time and even look like the page is not responding before you get prompted for PIN or after you enter it and click Next. Follow the on-screen instructions to update your PIV. If you are getting prompted for user name and password, then the system was unable to recognize your PIV. You can try to re-insert PIV into the card reader or go through the above steps again to make sure all the requirements are met.

#### **Outlook Profile Configuration**

1. Open any Microsoft application, such as **Outlook** by selecting the icon from your Start menu.



2. The Sign in window will appear. Select Sign in to create account.

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3. Enter your CMS Email and EUA Password, then select Sign In.

	×
Centers for Medicare & Medicaid	
Sign in	
Password	
Sign in	
© 2018 Microsoft	

4. Select "**No Sign in to this app only**" to stay signed in to your outlook app.



Х

Stay signed in to all your apps
Windows will remember your account and automatically sign you in to your apps and websites on this device. This will reduce the number of times you are asked to login.
No, sign in to this app only
ОК

5. You will see a screen advising that your device is being registered and policies are being applied.

Connecting to the CMS Citrix Virtual Desktop





6. Once you get the **You're all set!** message, select **Done**.



7. At the Sign in to set up Office window, select Sign in.

Connecting to the CMS Citrix Virtual Desktop



	Li Li	×
Microsoft	:: ::	
Sign in to set up Office		
Use your regular email Get free cloud storage Use your account to install address Office on other devices		
Sign in with your work, school, or personal Microsoft account Sign in Create account		
I have a product key What is a Microsoft account?		

8. At the Active Office window, enter your CMS email address, then select Next.

Microsoft	
Activate Office	
No account? Create one!	
	Next
024 Microsoft Privacy statement	

Adobe Acrobat Okta Sign In for PC



#### Adobe Sign In

**1.** Open Adobe Acrobat by opening the **Start** menu and clicking **All Apps** then **Adobe Acrobat**.



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2. A Sign In window will open. Type you CMS Email address and click Continue.



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3. Select Company or School Account.



**4.** Sometimes you will be presented with the below screen (THIS IS NORMAL). Select **sign out** on both devices.



Adobe Acrobat Okta Sign In for PC



5. After both are signed out select Continue.

Click 'Continue' to	use Acrobat DC.	
Your applications, local files, and Clo about device activation limits.	oud assets were unaffected when signing	out of your remote device. Learn more
<b>I</b>	$\otimes$	<b>S</b>
This device Signed in	AZWIN10AD-003 Signed out	win10em-030 Last launched 6 minutes ago

#### **CMS IT SERVICE DESK**

If above steps did not remedy your issue or you experience a different problem accessing or using CMS Virtual Apps and Desktops portal, please contact CMS IT Service Desk.

Phone: 410-786-2580 or 1-800-562-1963

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