

CMS Employees and Contractors How-to Guide

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# Connecting to the CMS Virtual Desktop



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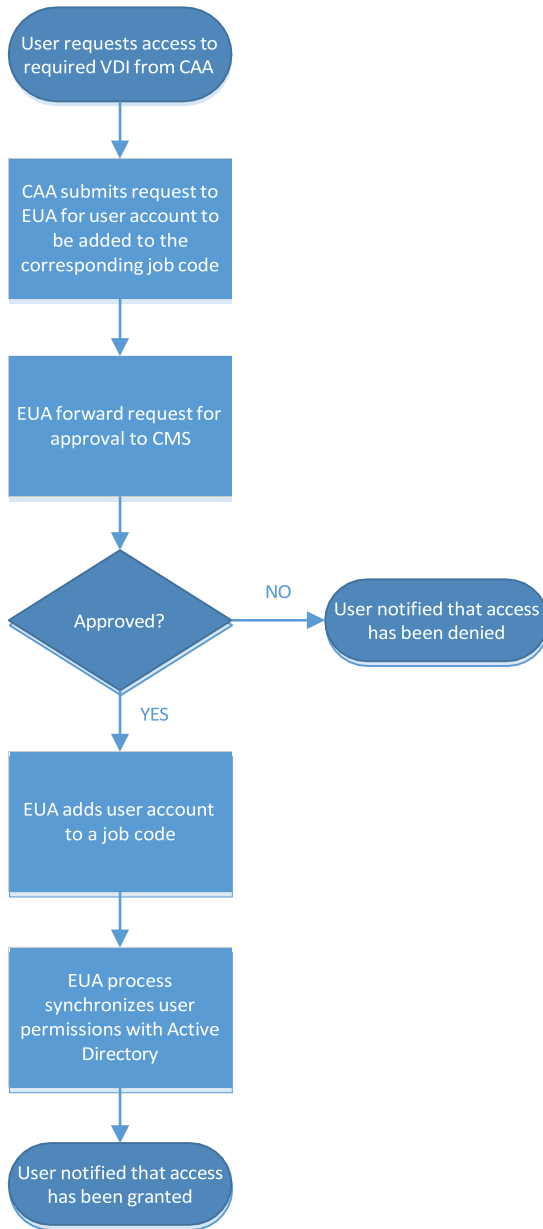
### OVERVIEW

CMS Citrix Virtual Apps and Desktops portal (<https://vdi.cms.gov>) 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 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. Any issues or suggestions related to the guide should be sent to [LeidosWintelCitrixTeam@cms.hhs.gov](mailto:LeidosWintelCitrixTeam@cms.hhs.gov).

### USER ACCESS REQUEST

The flowchart below shows the process of requesting access to the VDI environment. Once the access has been requested, approved, and granted, you should be able to logon to <https://vdi.cms.gov> and access virtual apps and desktops that you have available. **Please note that for LEIDOS IHCCS and ECIS, send all requests to Citrix team via email [LeidosWintelCitrixTeam@cms.hhs.gov](mailto:LeidosWintelCitrixTeam@cms.hhs.gov).**



### SYSTEM REQUIREMENTS AND CONFIGURATION

#### System Requirements

1. Active CMS account (four-character User ID)
2. Citrix Workspace App (the old name was Citrix Receiver) installed on a device used to access the portal.
  - a. Windows platform – 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 <https://vdi.cms.gov>. Supported browsers to access the portal are Microsoft Edge, Google Chrome, Firefox, and Safari.

### Citrix Workspace App Download and Installation Steps

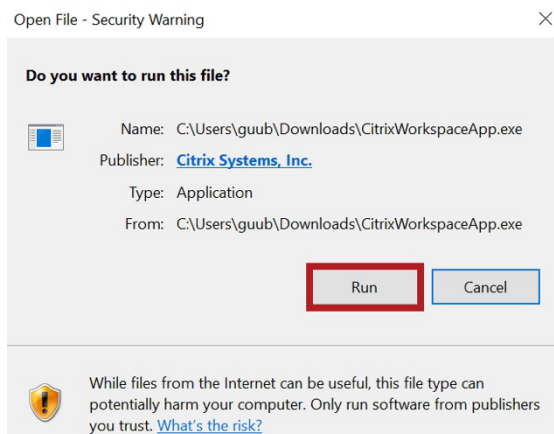
Using the table below, download the client from the appropriate location point based upon the type of device you are using.

Device Type	Installation Point
CMS managed Windows device <i>A managed Windows device is joined to a CMS domain and has the required security components installed (McAfee Anti-virus, etc.).</i>	Citrix Workspace App (Receiver) should be requested via the CMS IT Service Desk at 410-786-2580 or 1-800-562-1963
All other non-managed Windows devices	<a href="https://www.citrix.com/downloads/workspace-app/windows/">https://www.citrix.com/downloads/workspace-app/windows/</a>
CMS managed MAC <i>A managed MAC is joined to a CMS domain and has the required security components installed (McAfee Anti-virus, etc.).</i>	Citrix Workspace App (Receiver) Please follow steps in section ' <a href="#">CMS Managed MAC</a> ' to install it via Self Service app.
Non-managed MAC	<a href="https://www.citrix.com/downloads/workspace-app/mac/">https://www.citrix.com/downloads/workspace-app/mac/</a> Follow steps in section ' <a href="#">Non-CMS MAC</a> ' to install it

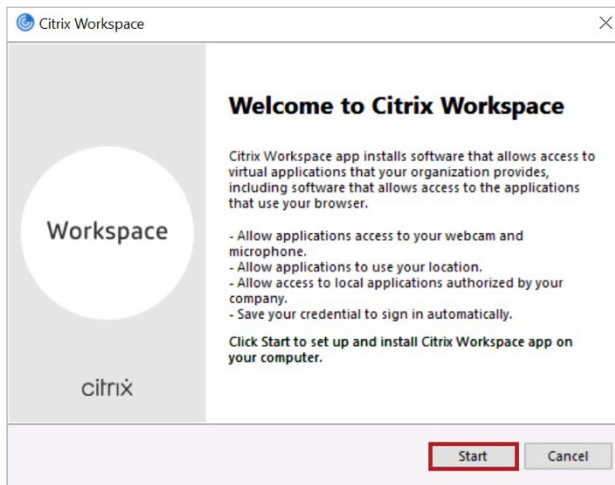
Table. Device type and corresponding Citrix Receiver installation point

### Windows Device

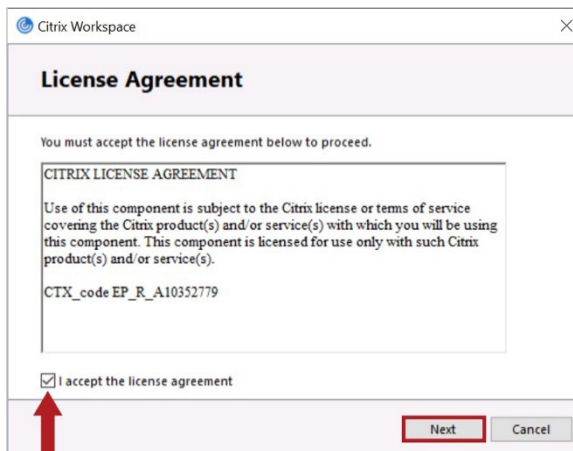
1. If you are running Windows, click on **Citrix Workspace app (current version) for Windows** link.
2. On the popup asking to Run or Save CitrixWorkspaceApp.exe, select **Run**.



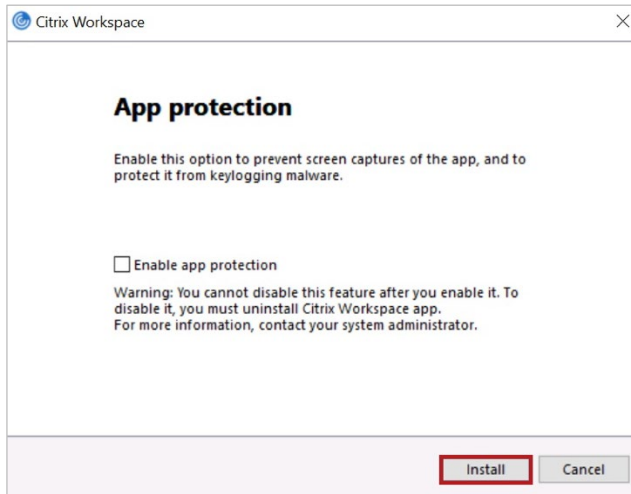
### 3. Click **Start**.



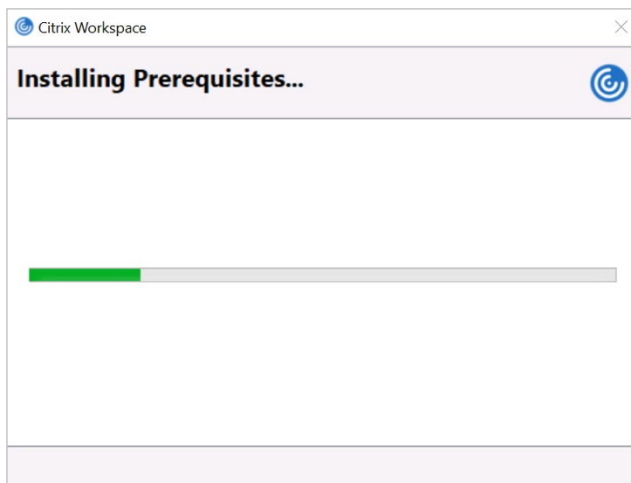
### 4. Accept License Agreement and click **Next**.



5. Click **Install**.

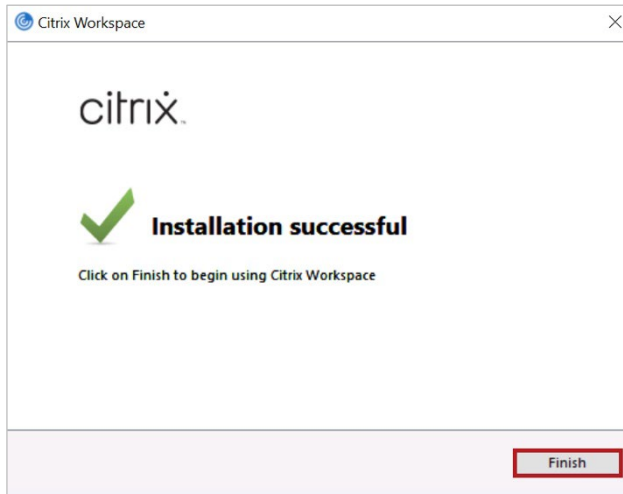


6. Receiver is now installing.

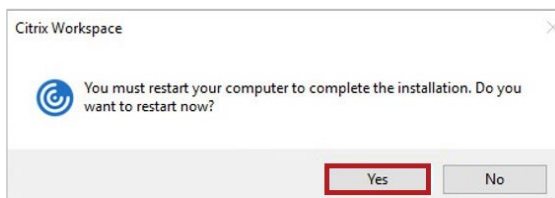




7. Click **Finish**.

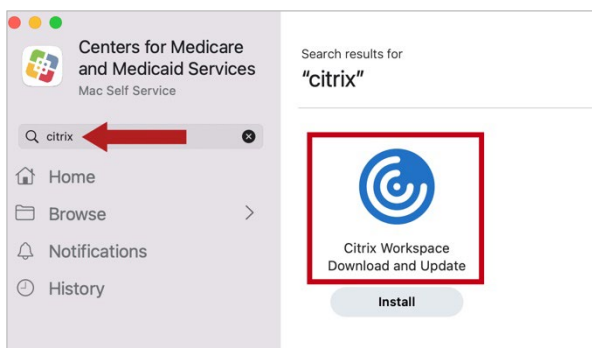


8. Click **Yes** to restart your computer.

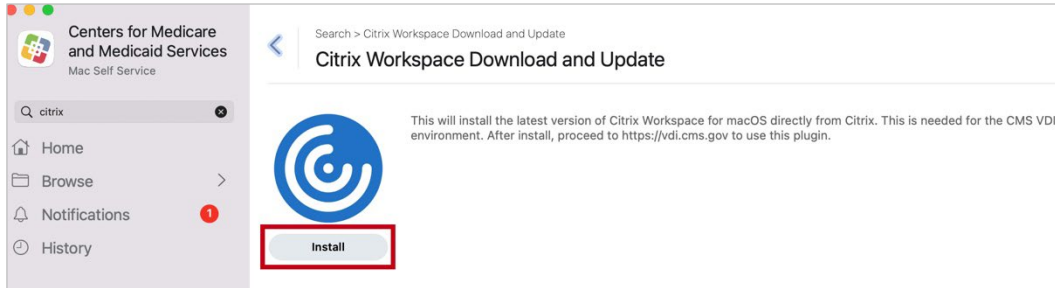


### MAC – CMS Managed

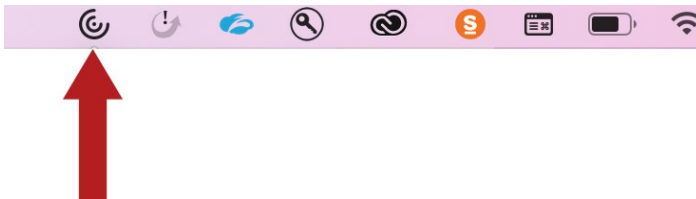
1. Open the Self-Service app on your Mac and search for **Citrix**.



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



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.



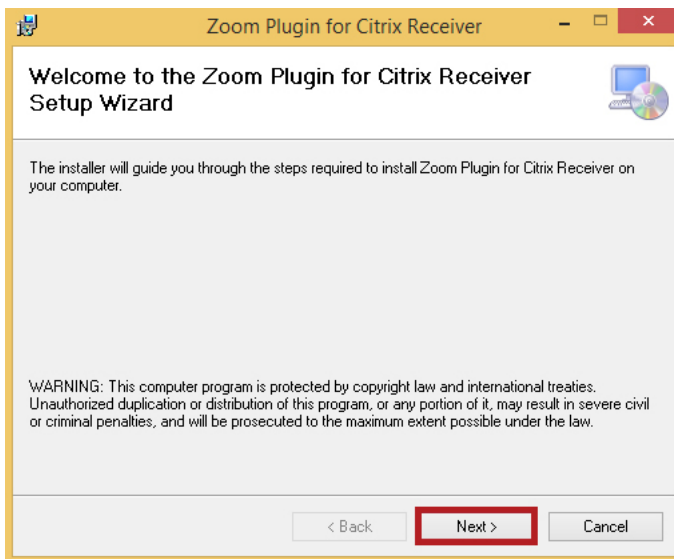
### MAC – Non-CMS Managed

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**.

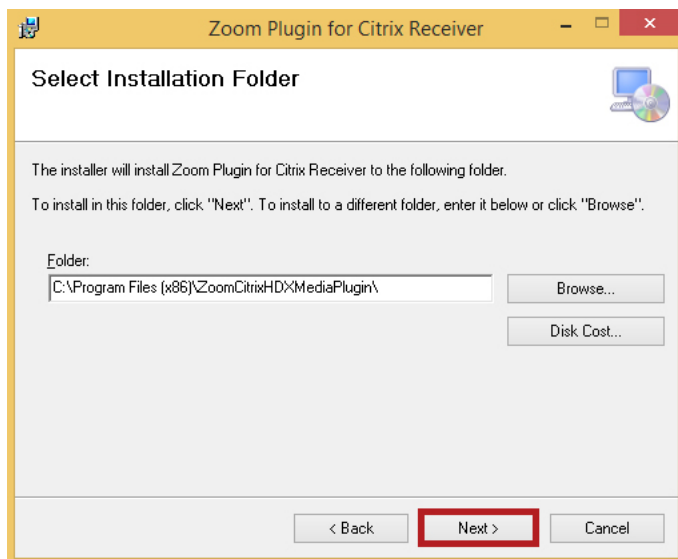
### Zoom Plugin for VDI Download and Installation Steps (Windows)

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.

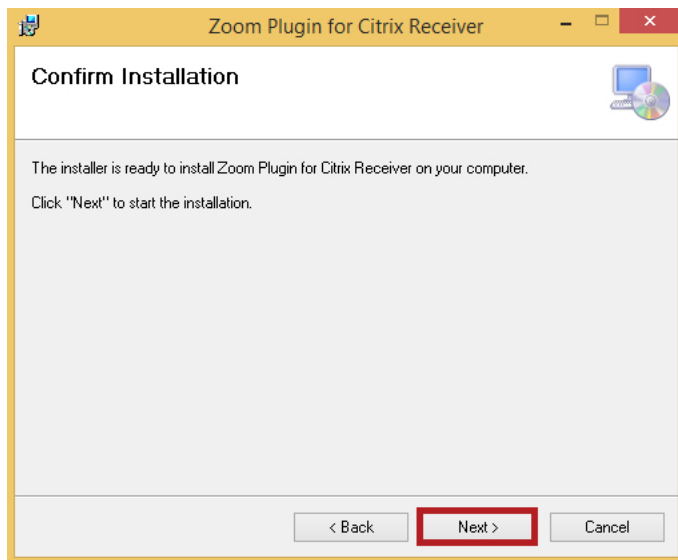
1. Download and save the installation files by clicking the following link or entering it into a web browser: <https://vdildap.cms.gov/logon/ZoomCitrixHDXMediaPlugin.msi>
2. Click on the downloaded file. (This will appear in the lower left area of the web browser.) On the Zoom Plugin for Citrix Receiver window, click **Next**.

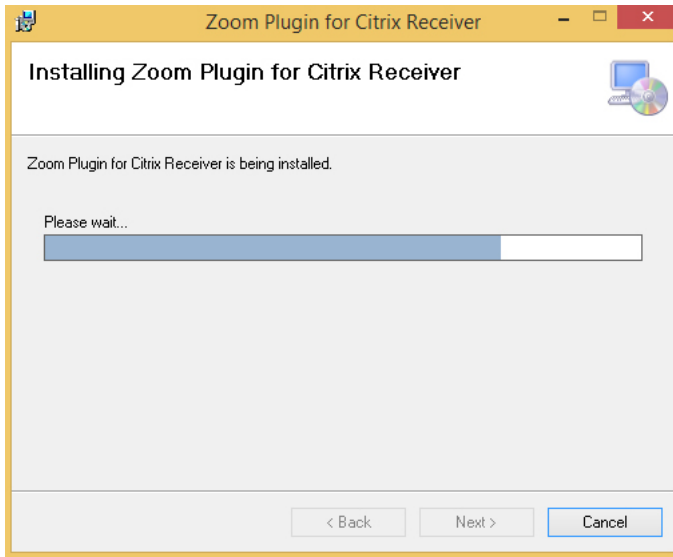


3. Click **Next**.

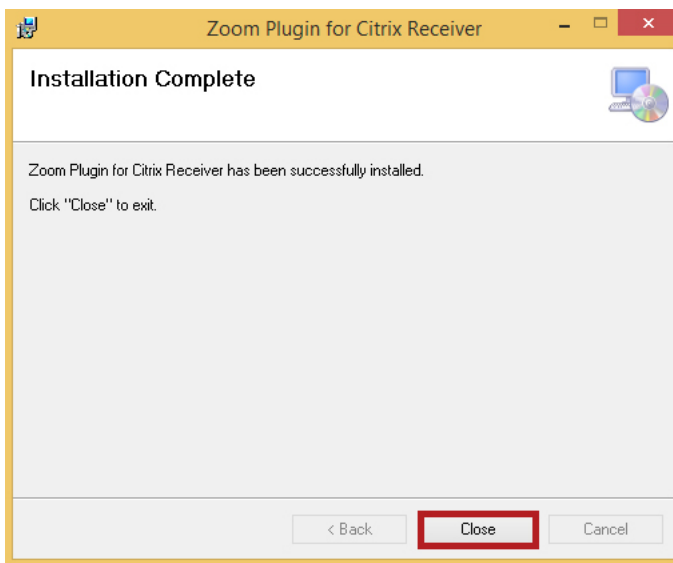


4. Click **Next**. The Zoom installation process will begin and may take a few moments to complete.

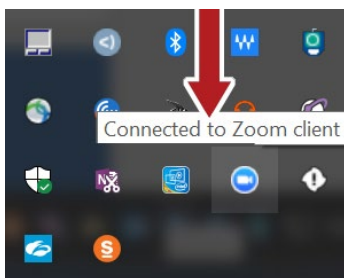




5. Click **Close**.



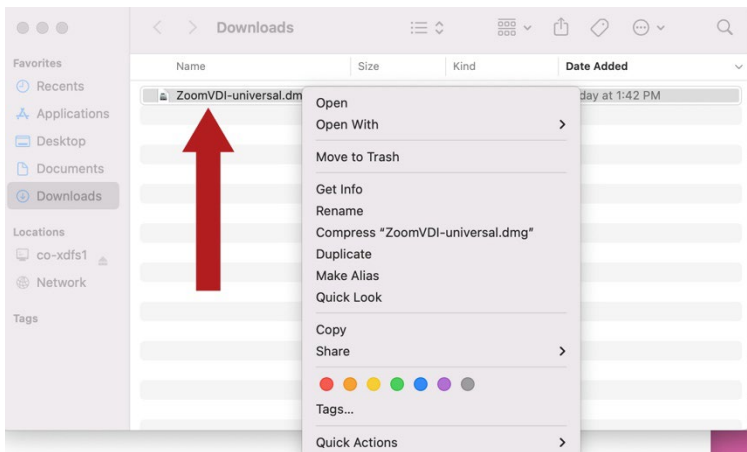
6. Zoom VDI Plugin icon should now be visible in the taskbar once the VDI session is started and WebEx Teams opened within it. If you hover your mouse over the icon, it should say Connected to Zoom Client.



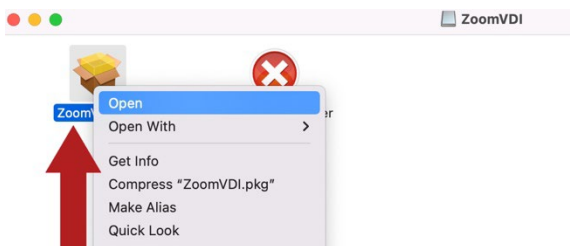
### Zoom Plugin for VDI Download and Installation Steps (MAC)

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.

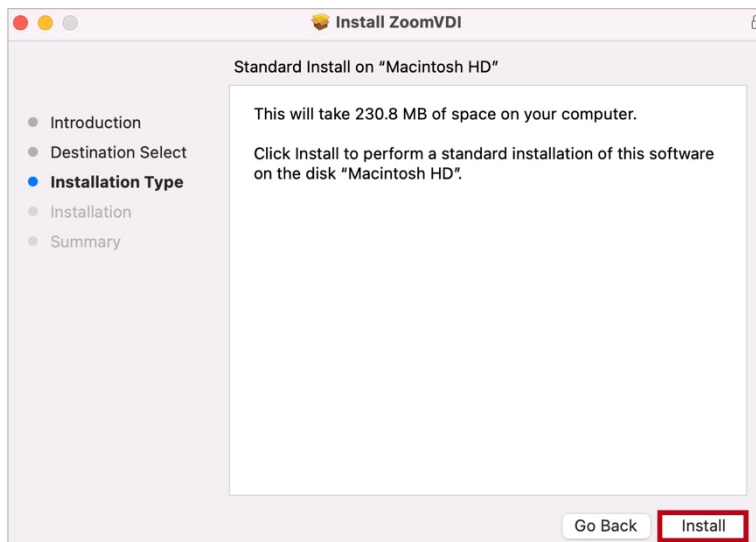
1. Download and save the installation files by clicking the following link or entering it into a web browser: <https://vdildap.cms.gov/logon/ZoomVDI.universal.pkg>
2. Go to the **Downloads** folder and double click on the **ZoomVDI-universal.dmg** file.



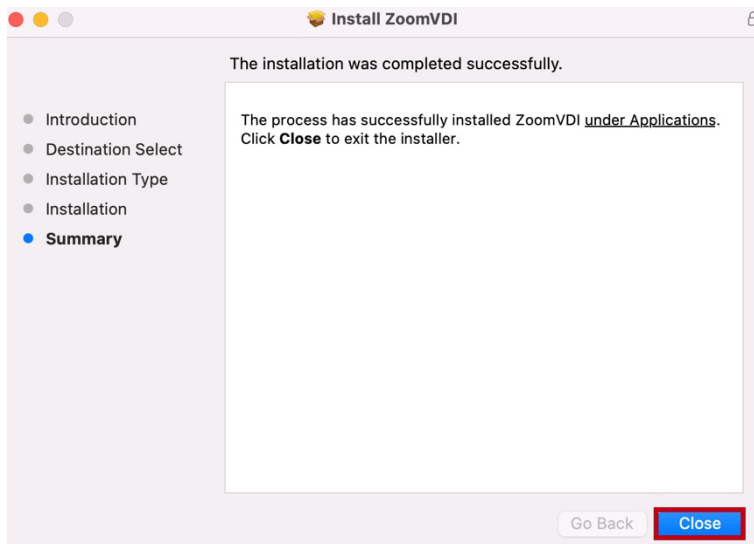
3. Double click **ZoomVDI.pkg**



4. Click **Install**.



### 5. Click Close.



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

Follow the instructions below to setup Okta Verify/Google Authenticator/SMS Authentication. You will need a mobile device for 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.**

Navigate to <https://vdi.cms.gov> and click **Sign In**. Note that once Okta sign in page opens, you should see Citrix NetScaler banner at the top of the page.

Connecting to 

Sign-in with your Centers for Medicare and Medicaid Services  
account to access CMS VDILDAP

# CMS Employee How-to Guide: PC

## Connecting to the CMS Citrix Virtual Desktop



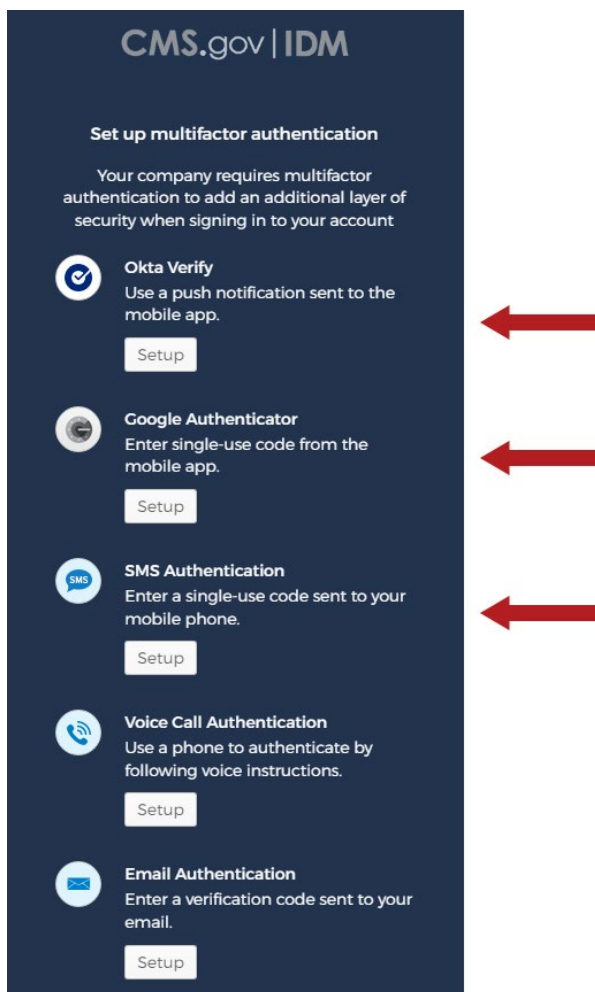
Log in using your four-character CMS EUA user ID and password. CMS **PIV Card Only** authentication may not work for first-time users. After your initial account setup is complete, you can use the **CMS PIV Card Only** button.

The screenshot shows the CMS.gov | IDM Sign In page. It features a dark blue background with white text. At the top, it says "CMS.gov | IDM". Below that is the "Sign In" heading. There are two input fields: "Username" and "Password", both with red arrows pointing to them. Below the password field is a checkbox labeled "Agree to our Terms & Conditions" with a red arrow pointing to it. Underneath is a green "Sign In" button with a red arrow pointing to it. Below the button is a white "OR" separator. At the bottom of the form is a white button labeled "CMS PIV Card Only" with a red arrow pointing to it. At the very bottom, there is a note: "Attention CMS PIV card users: The CMS PIV Card button will be active after initial login using your 4 character CMS EUA ID." and a link: "Forgot your Password or Unlock your account?"



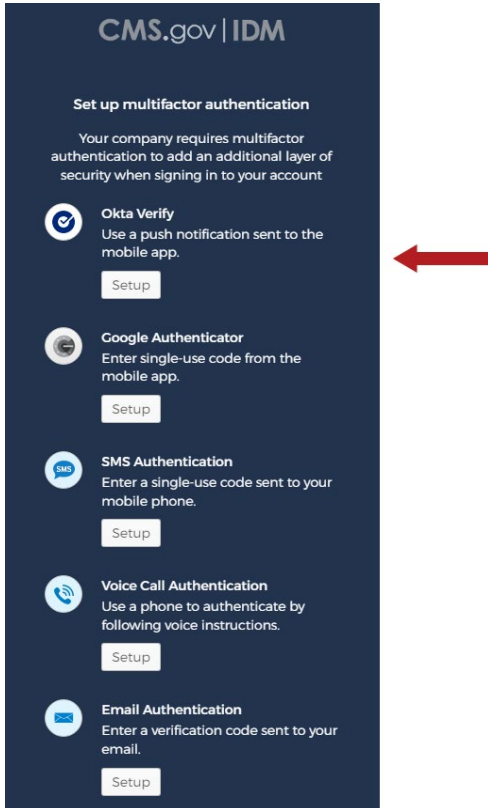
Set up the multifactor authentication. You can choose from **Okta Verify** (use a push notification sent to the mobile app), **Google Authenticator** (enter single-use code from the mobile app), **SMS Authentication** (enter a single-use code sent to your mobile phone), **Voice Call Authentication** (use a phone to authenticate by following voice instructions), or **Email Authentication** (enter a verification code sent to your email).

We recommend you to set up at least two factors. Okta Verify and SMS Authentication, for example. You may change your mobile device in the future and keep the same phone number, then you will have at least SMS authentication as an alternate option to access your applications and sign in to <https://vdi.cms.gov>. Below are instructions on how to set up Okta Verify, Google Authenticator, and SMS Authentication.

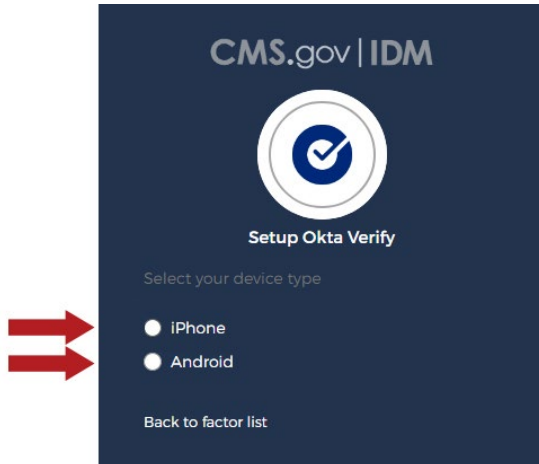


### Okta Verify Initial Setup

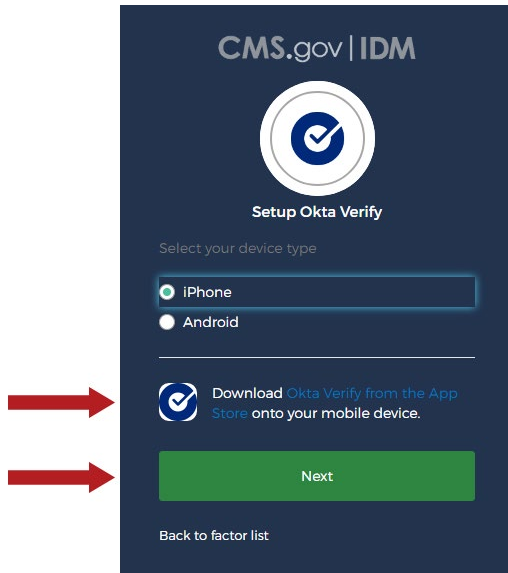
1. Select Setup under the **Okta Verify** option.



2. Select your device type: **iPhone** or **Android**.



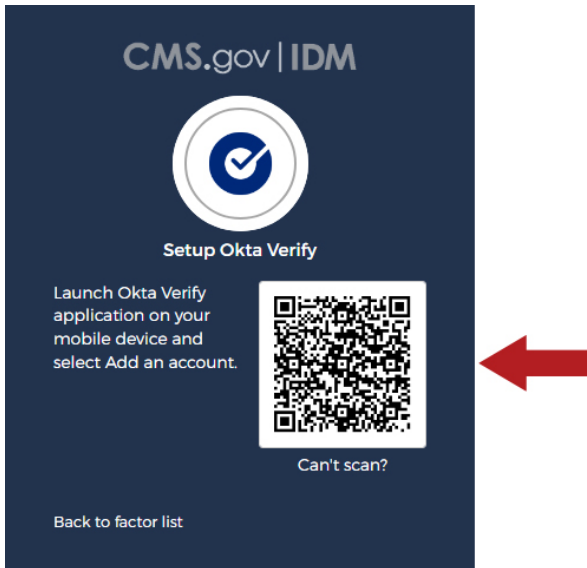
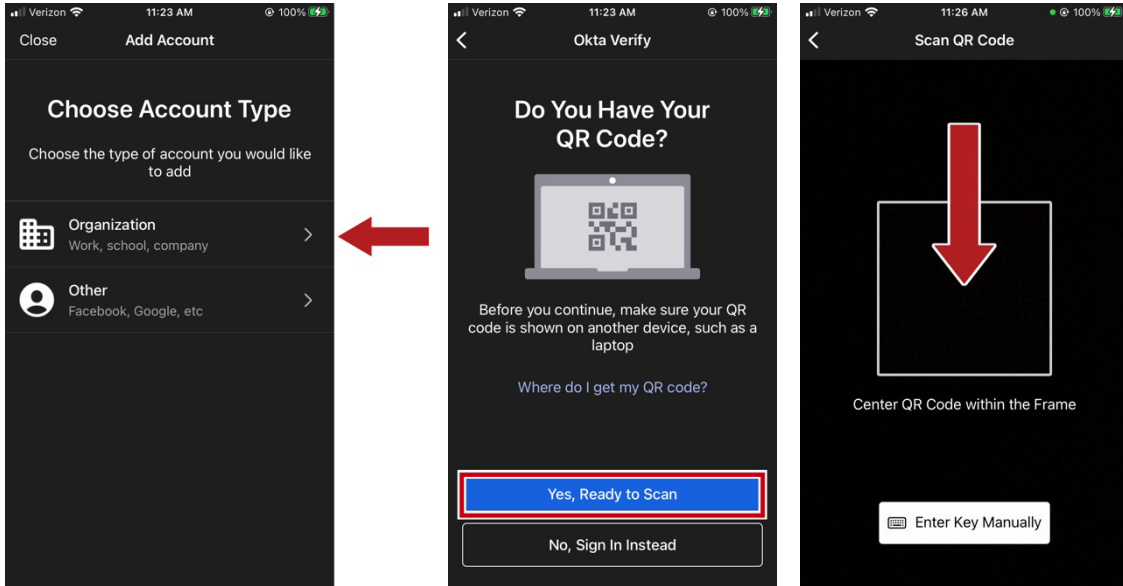
3. After selecting your device, download Okta Verify from App Store or Google Play store. This example displays the iPhone download option. Once completed downloading the app, select **Next**.



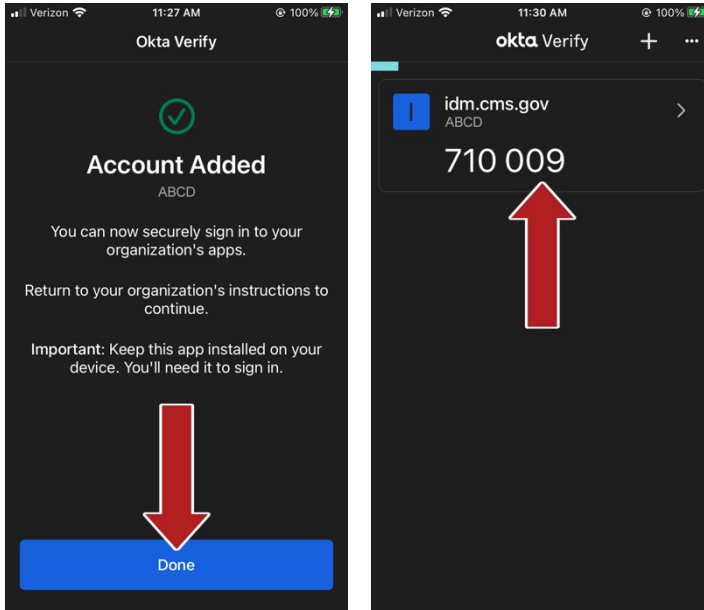
4. Launch the Okta Verify application from your mobile device and select the plus (+) icon to add an account.



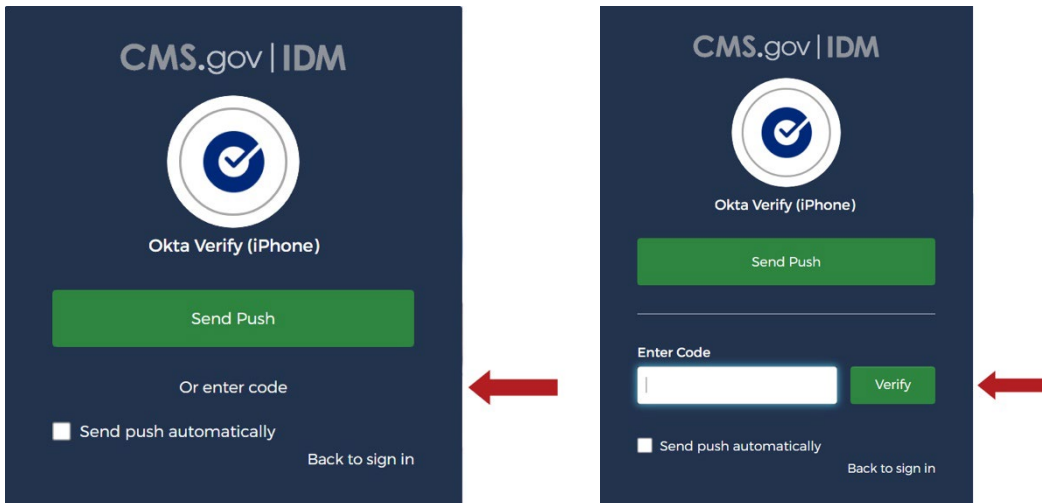
5. Select **Organization** and then select **Scan a QR Code**. After selecting Scan a QR Code, the app opens the camera on the mobile device. Scan the barcode displayed on the Setup Okta Verify application.



6. A new account is added to your Okta Verify account (can have multiple).



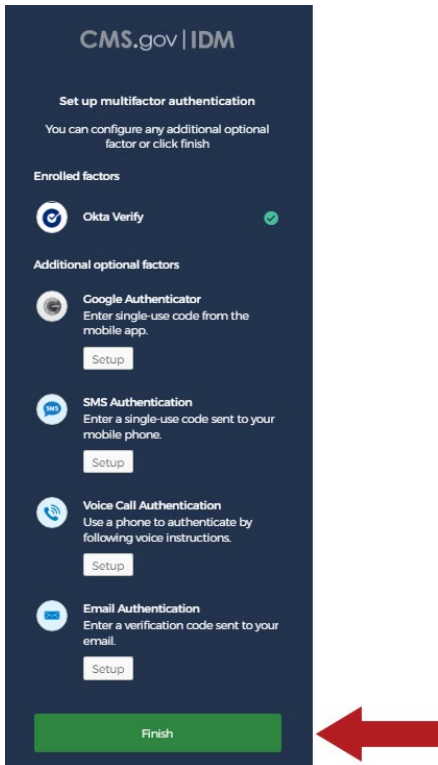
7. The code cycles/updates every 30 seconds. Select **Or enter code** if you want to the code to log in to the application you are attempting to access.



8. Recommended when using Okta Verify is to select **Send Push** and confirm on your Okta Verify configured on your mobile device by selecting **Yes, It's Me**.

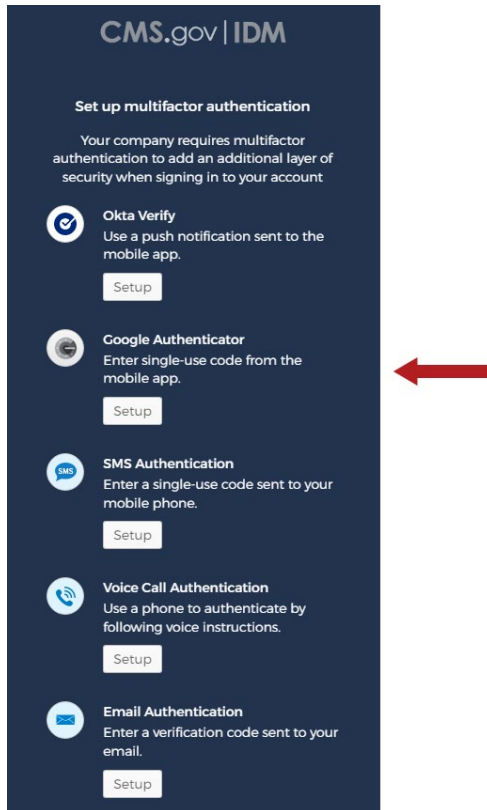


9. Setup is now complete. Click **Finish** or choose another authentication option.

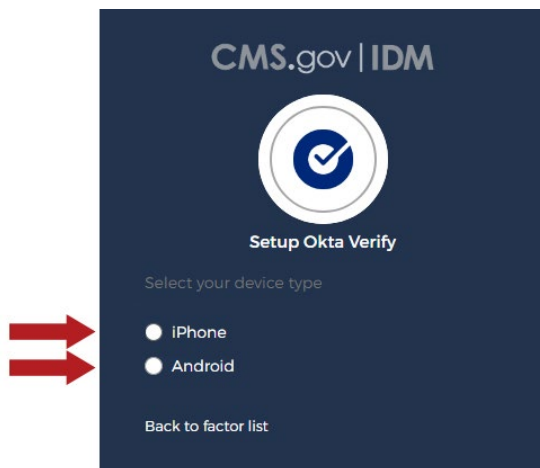


### Google Authenticator Initial Setup

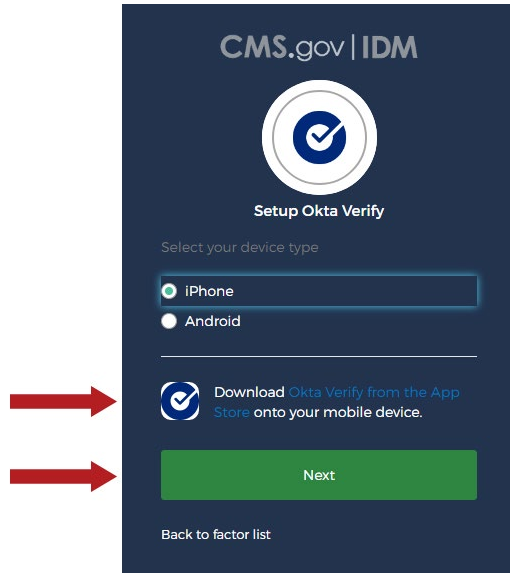
1. Select **Setup** under the **Google Authenticator** option.



2. Select your device type: **iPhone** or **Android**.



3. If not already installed on your mobile phone, download Google Authenticator from the Google Play Store and select **Next**.

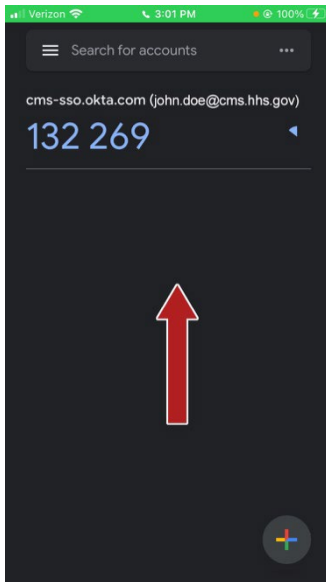


4. Open Google Authenticator on your mobile phone, scan the barcode, and select **Next**.

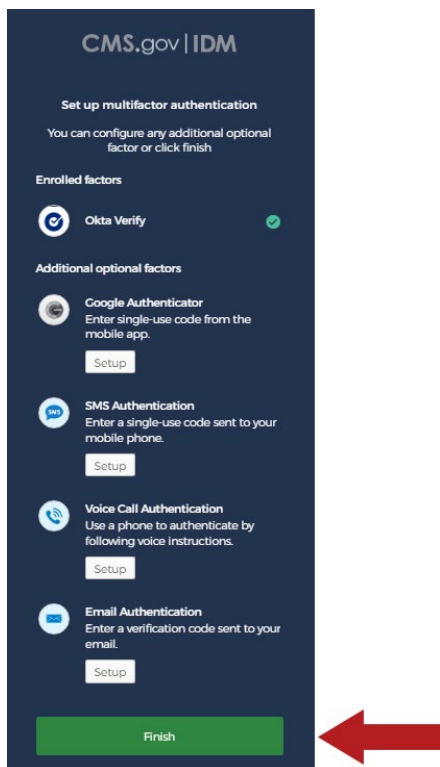




5. A new account is added to your Google Authenticator account (can have multiple). The code cycles/updates every 30 seconds. Use the code to log in to the application you are attempting to access.

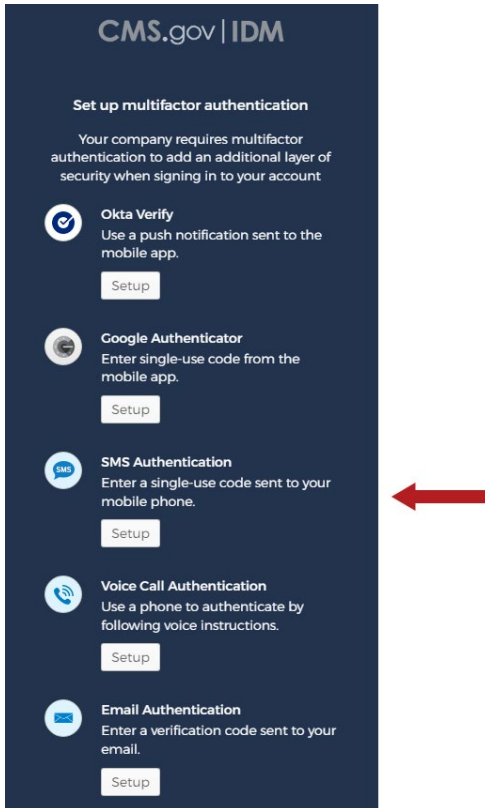


6. Once you set up one authentication method, you can choose another option if you choose. Click **Finish** once complete.

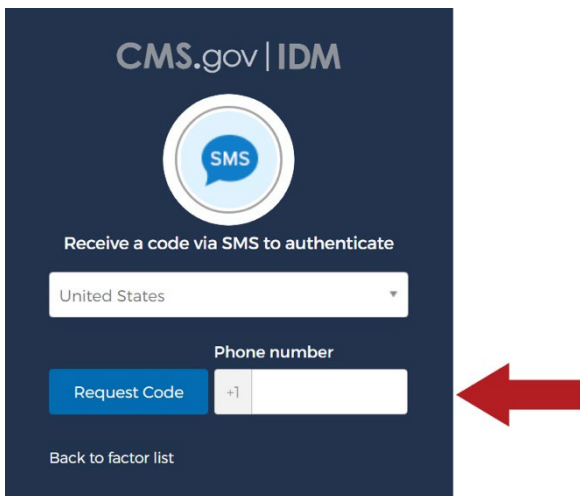


### SMS Authentication Initial Setup

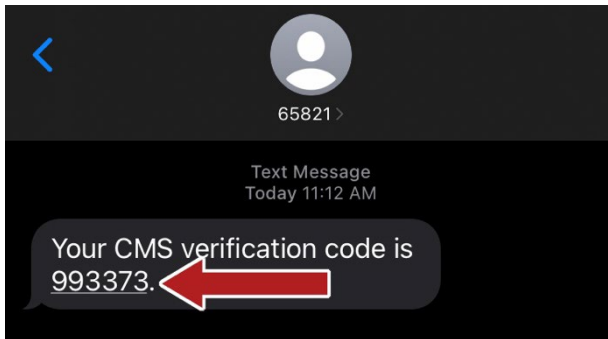
1. Select **Setup** under the **SMS Authentication** option.



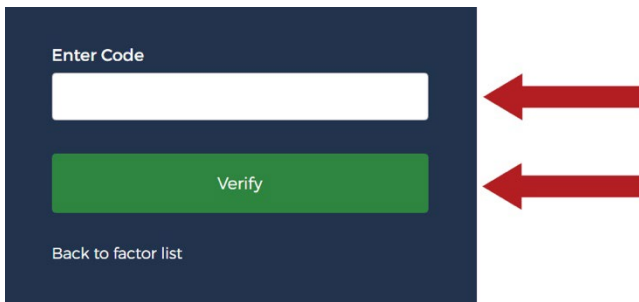
2. The Receive a code via SMS to authenticate window displays. Enter your phone number and select Request Code.



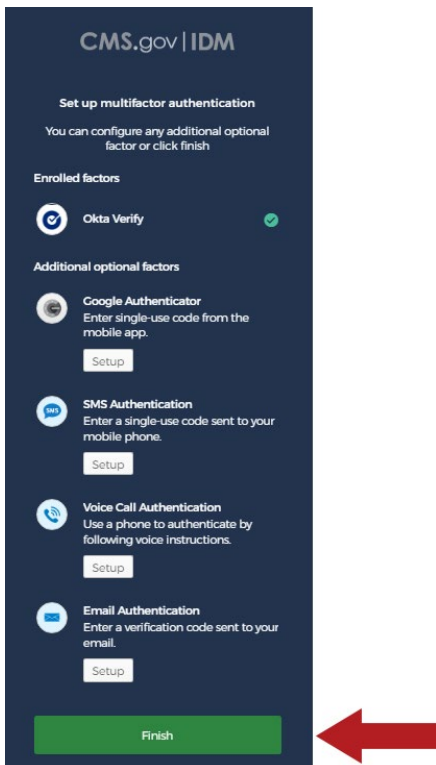
3. You will receive a one-time verification code via SMS.



4. Enter the one-time verification code received via SMS and select **Verify**.

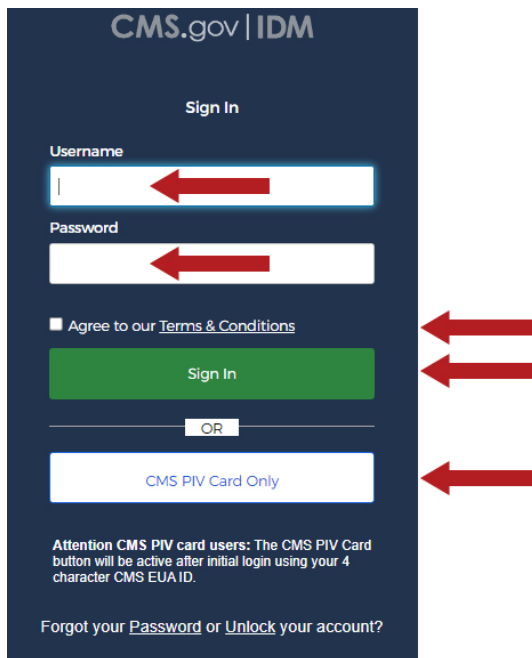


5. Setup is now complete. Click **Finish** or choose another authentication option.



### LOGIN PROCESS

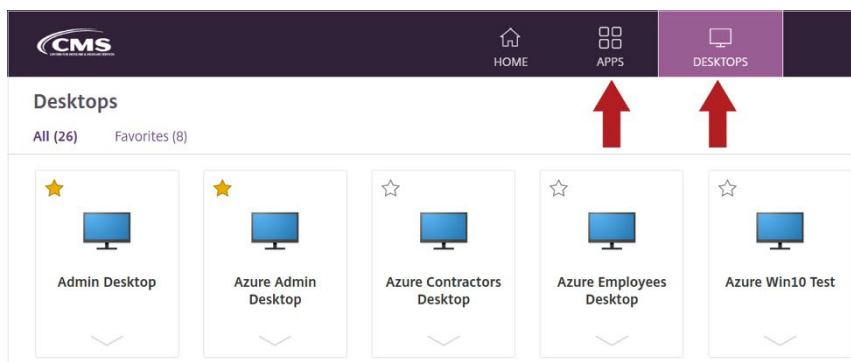
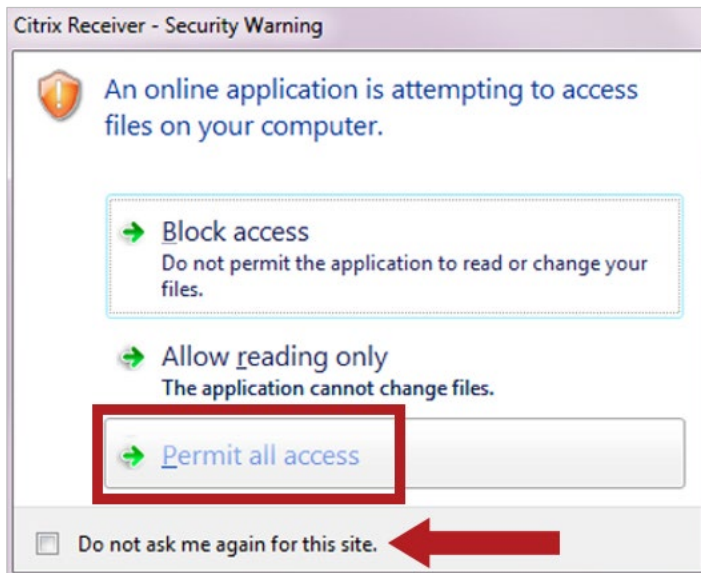
There are two authentication methods available to access CMS VDI environment – Okta and Smart Card (PIV). In order to use Okta, please follow instructions in section ([Okta Multi-Factor Authentication \(MFA\) Initial Setup](#)) to set it up.



Please note the following:

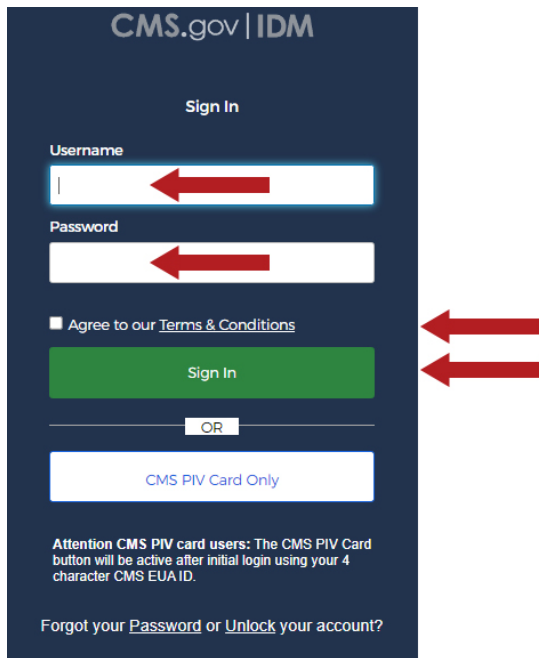
- **If you are logging into CMS VDI via Okta for the first time and would like to use PIV, you will need to first log on with your email address and password. Once you were able to log on with email and password, you should be able to use your PIV at any subsequent logon.**
- If you are logging in from 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.



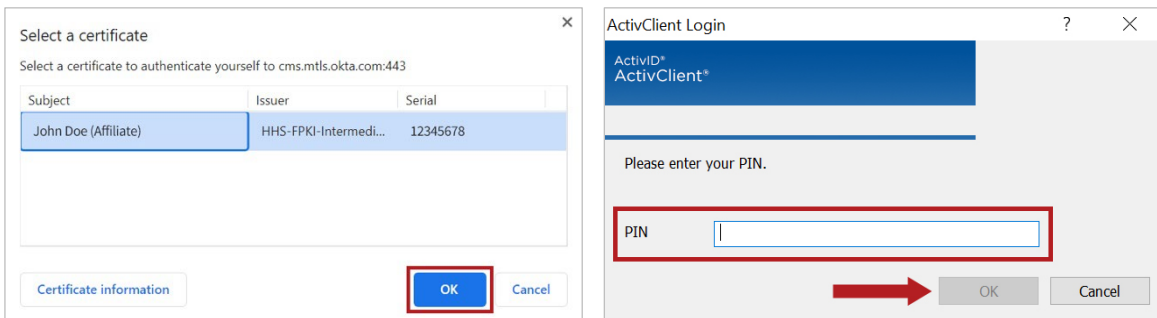
### Microsoft Edge and Google Chrome

1. Browse to <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**.

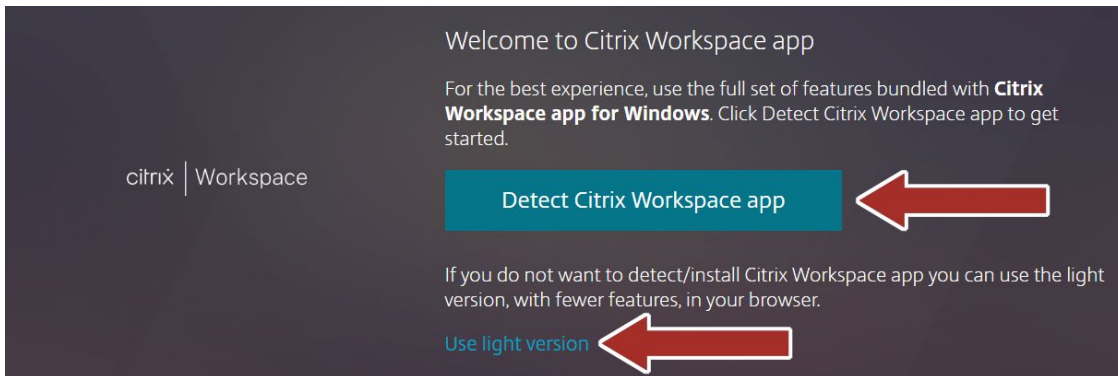


3. Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to 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**.



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).

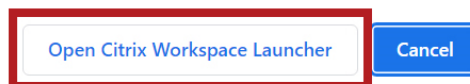


6. Click **Open Citrix Workspace Launcher** on the following popup message. If you click **Cancel** you will be presented with screen showing in the next step.

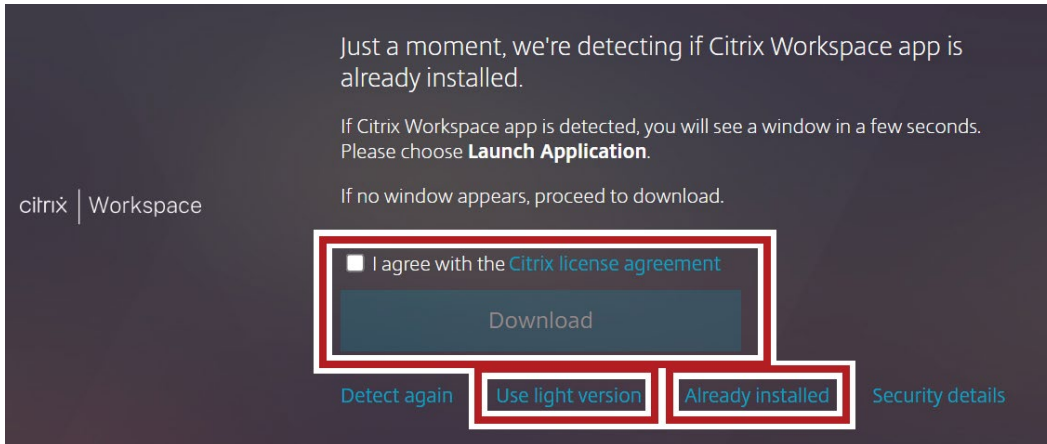
Open Citrix Workspace Launcher?

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

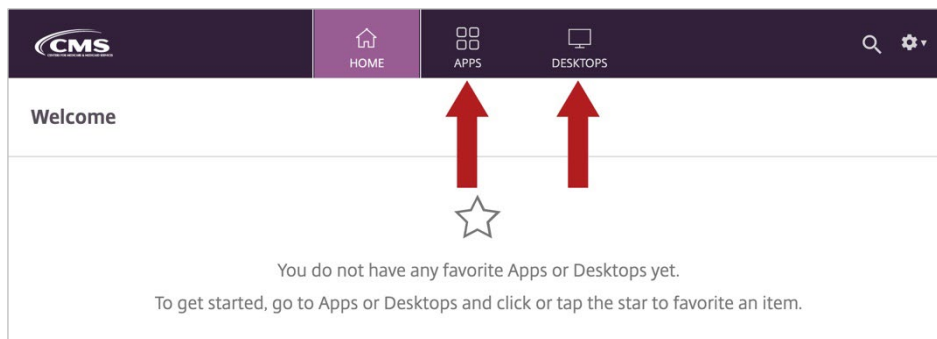
Always allow vdildap.cms.gov to open links of this type in the associated app



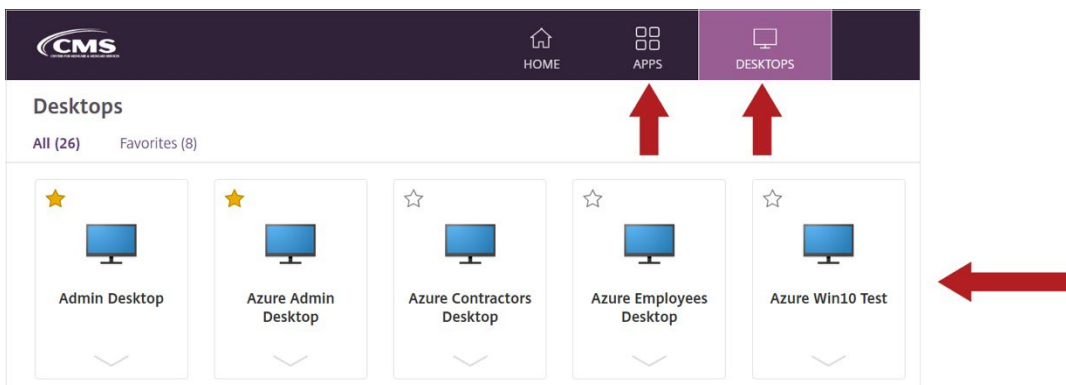
7. If receiver (Workspace App) is already installed on your PC, select **Already installed**. Otherwise, you have the option to Download it or use Light version (HTML5).



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.

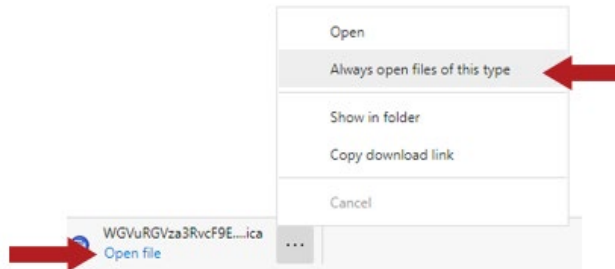


9. Click on **Desktops (or Apps)** tab and then click on **Desktop (or Apps)** icon to launch it.

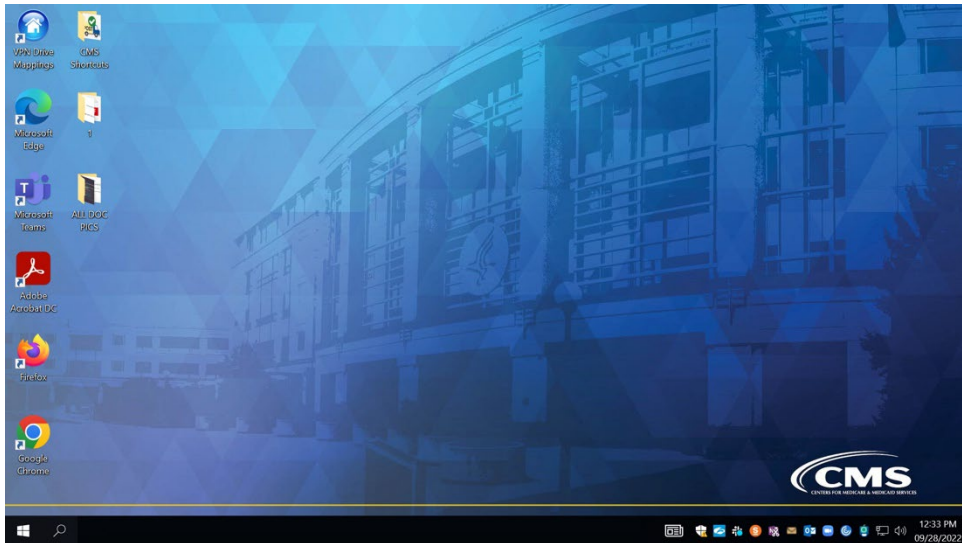




10. The .ica file will be downloaded and you should see it at the bottom left corner of the browser. Right-click on it and select **Always open files of this type** and then select **Open file**.



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 <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**.

# CMS Employee How-to Guide: PC

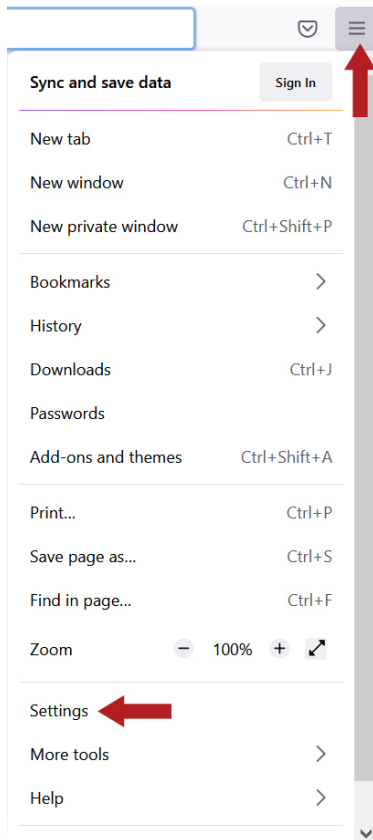
## Connecting to the CMS Citrix Virtual Desktop



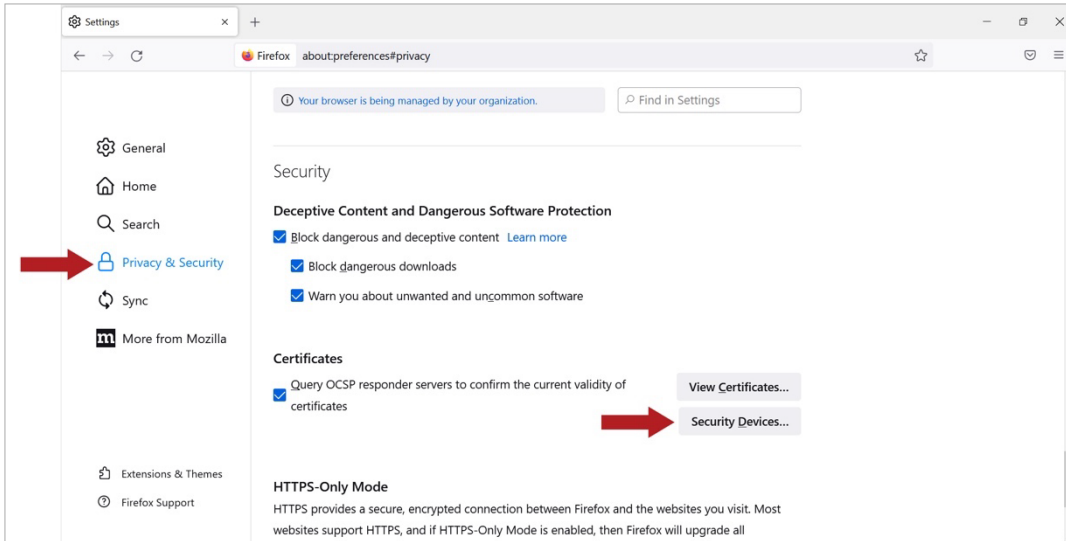
The screenshot shows the CMS.gov | IDM Sign In page. It features a dark blue background with white text. At the top, it says "CMS.gov | IDM". Below that is the "Sign In" heading. There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Agree to our Terms & Conditions". A green "Sign In" button is positioned below the checkbox. Below the button is a horizontal line with "OR" in the center. Underneath is a white button labeled "CMS PIV Card Only". At the bottom, there is a note for PIV card users and a link for "Forgot your Password or Unlock your account?".

Red arrows point to the Username field, the Password field, and the Sign In button.

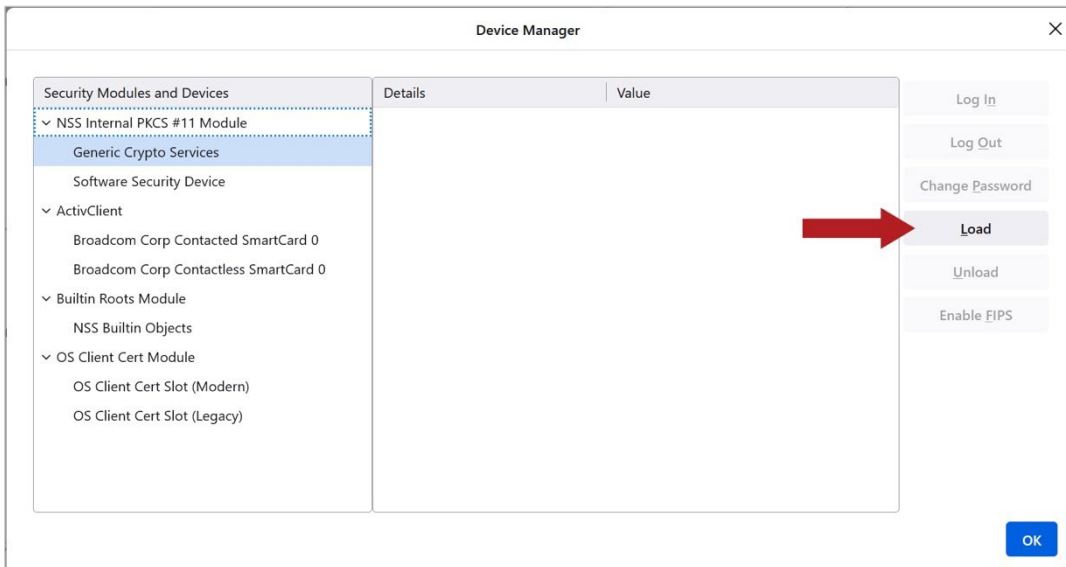
3. Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to 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.
  - a. Open Menu and select **Settings**.



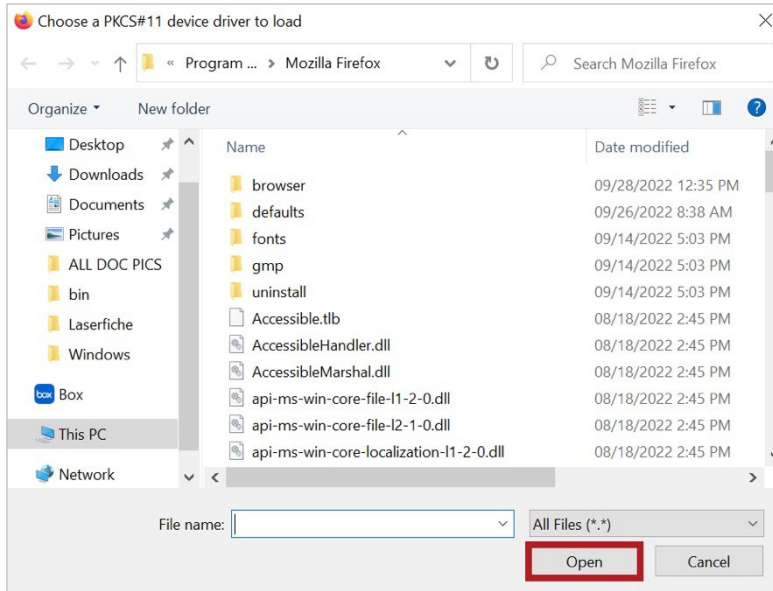
- b. Select **Privacy & Security**, scroll down, and click on **Security Devices** button at the bottom of the screen.



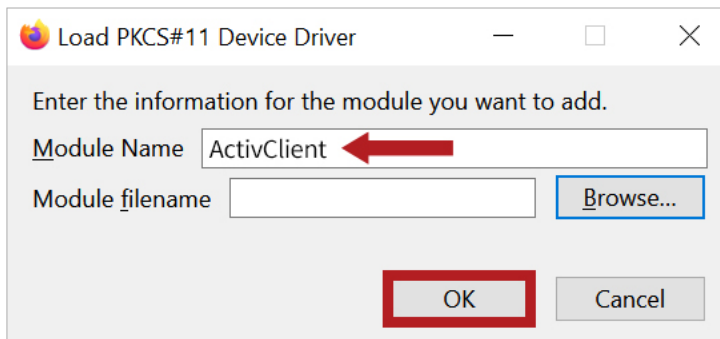
- c. In Device Manager dialog box, click **Load** and then **Browse**.



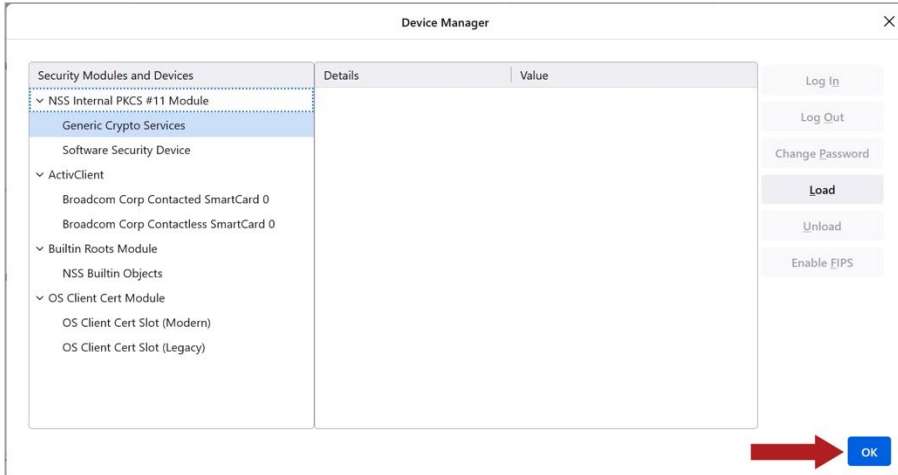
- d. Browse to the location of your card reader folder, select the proper .dll (in this case acpkcs211.dll), and click **Open** (the screen below shows location of ActivClient that is part of the CMS image). If you are accessing from non-CMS laptop you will need to find out what is a proper .dll file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



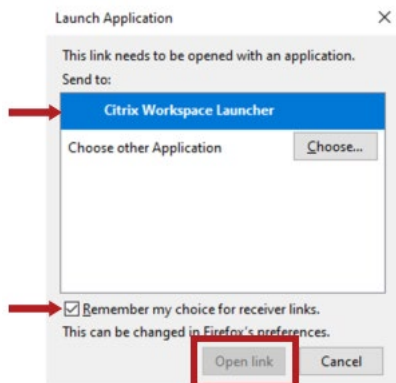
- e. Type the name of the module, (in this case ActivClient), and click **OK**.



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



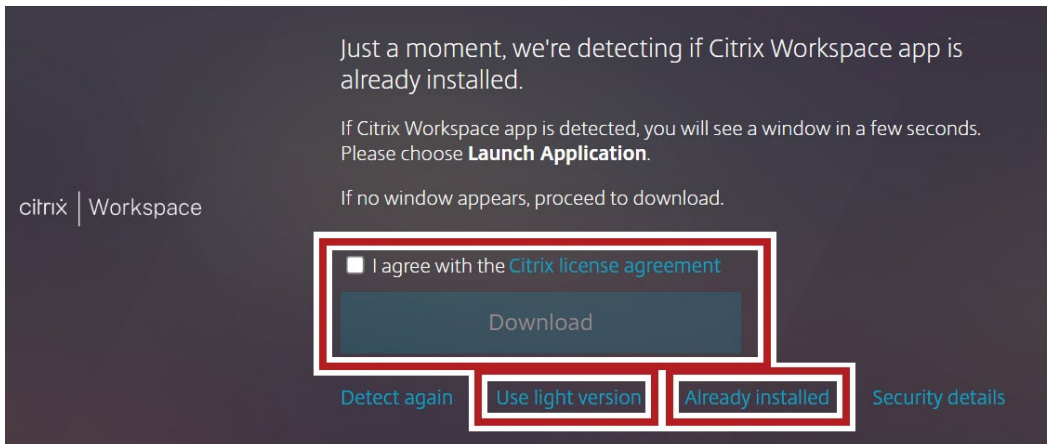
5. On the Launch Application screen, select **Citrix Workspace Launcher** check option **Remember my choice for receiver links**. Click **Open Link**.



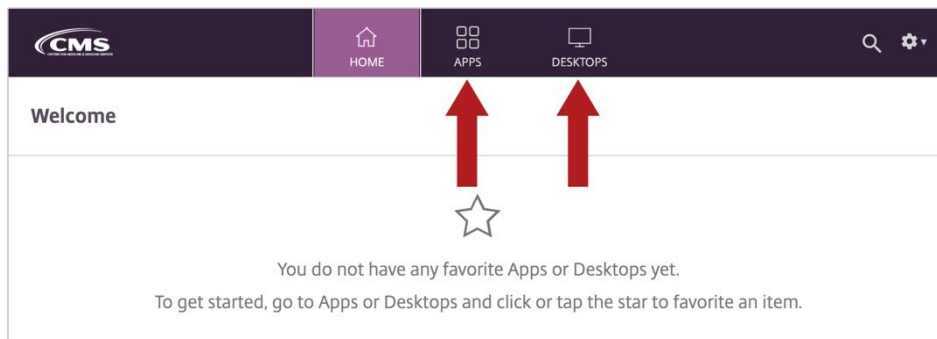
6. Make sure **Citrix Connection Manager (default)** is selected and the option **Do this automatically for files like this from now on** is checked and click **OK**.



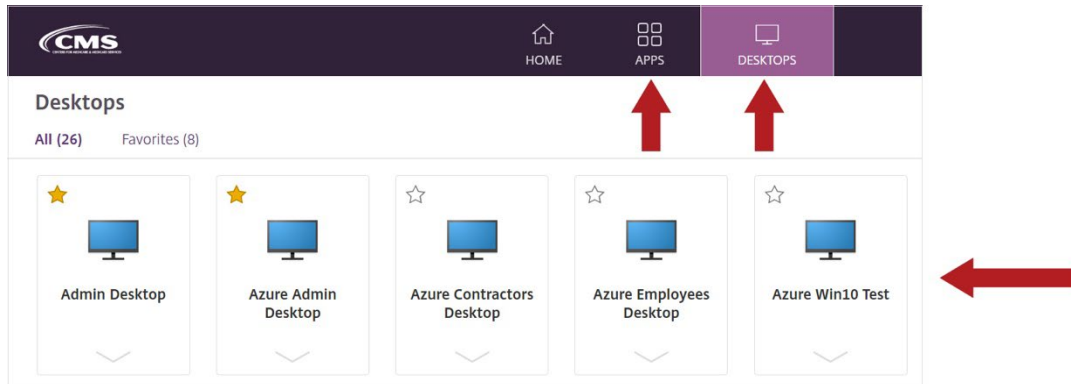
7. If receiver (Workspace App) is already installed on your PC, select **Already installed**. Otherwise, you have the option to Download it or use Light version (HTML5).



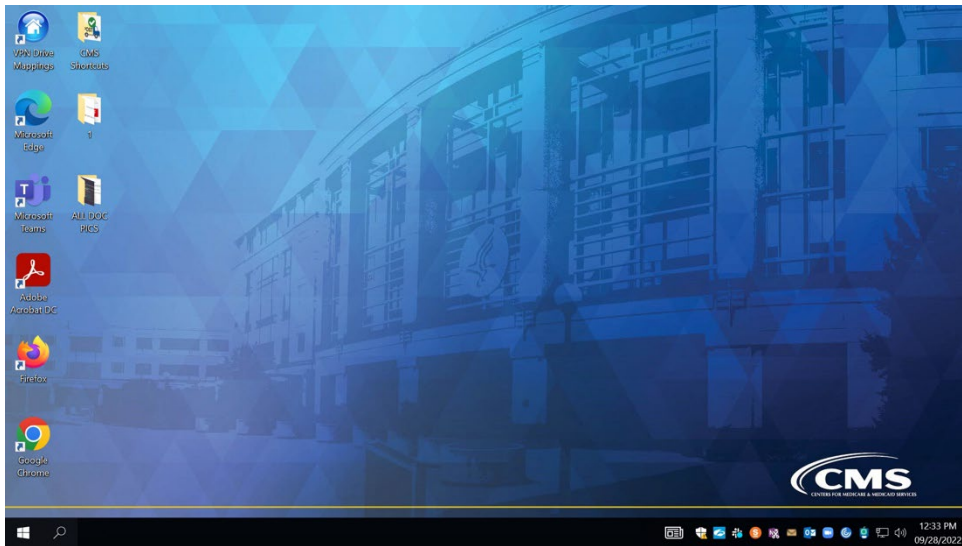
8. Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under Desktops and Apps tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.



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



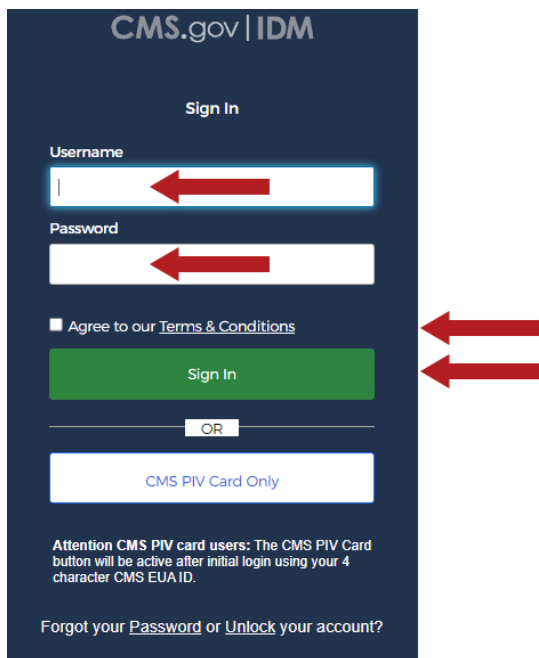
10. Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).



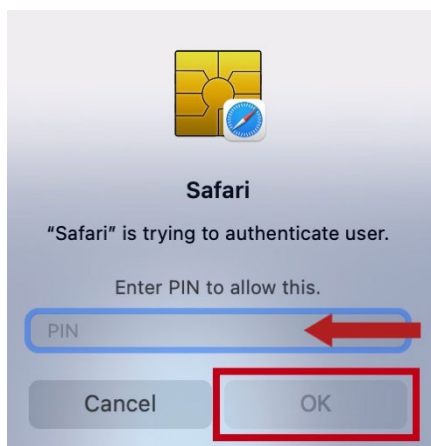


### Safari

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**.



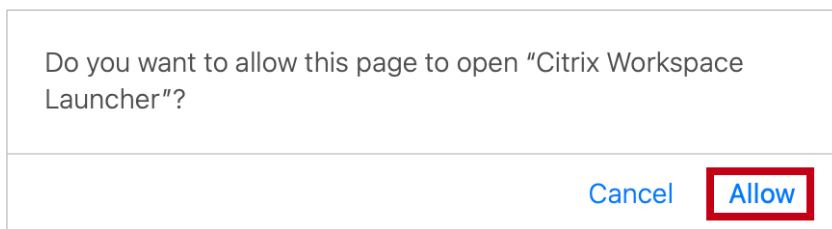
3. Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to 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**.



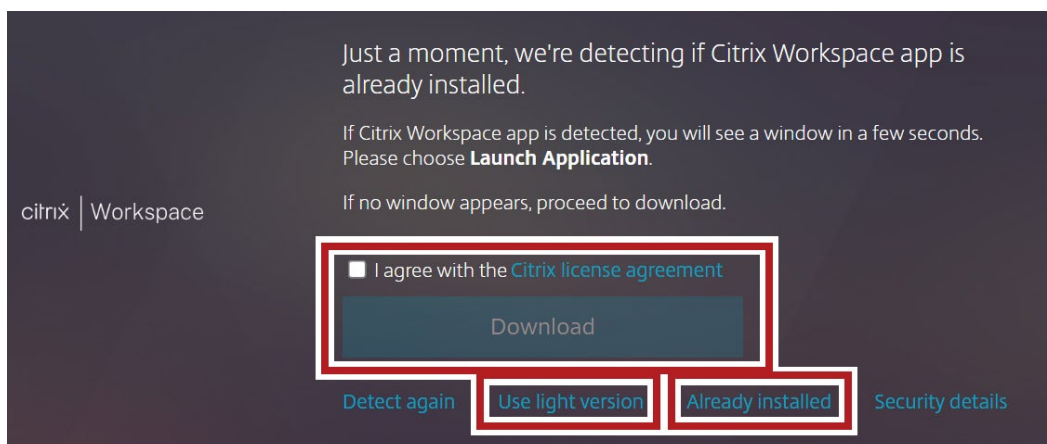
5. Click on **Detect Receiver** button (Note that you can also click on **Use light version (HTML5)** if Citrix receiver is not installed on your computer or you experiencing issues with it. In this case applications and desktops will open within your browser).



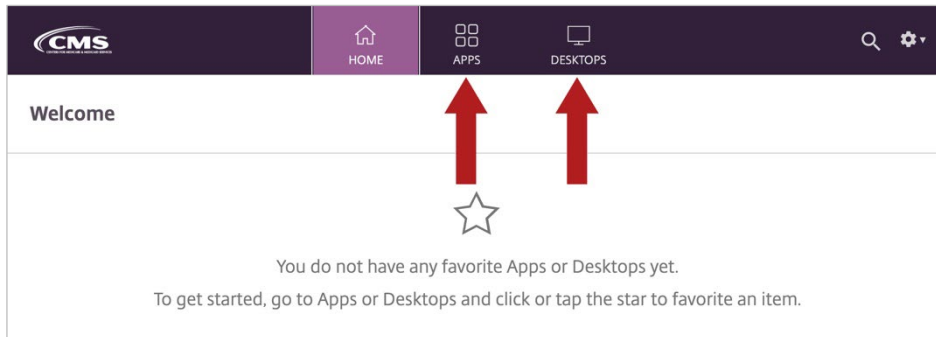
6. Click **Allow** when prompted to allow to open Citrix Workspace Launcher.



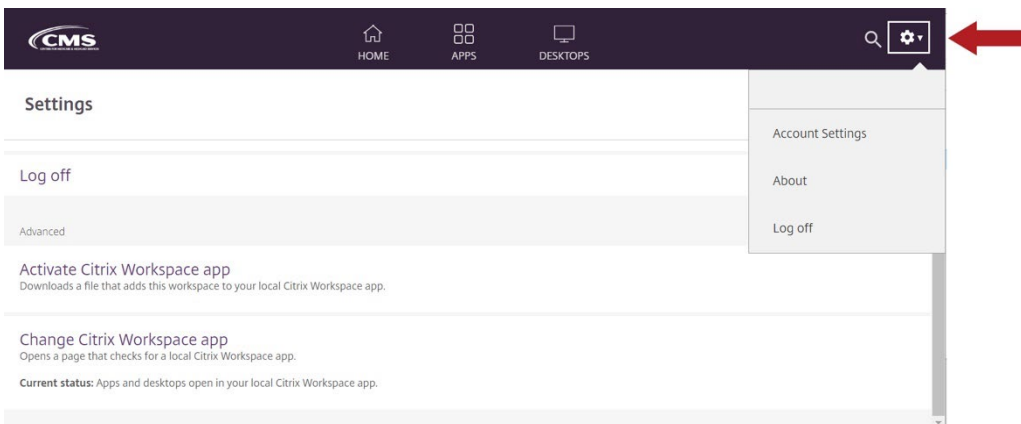
7. If receiver (Workspace App) is already installed on your MAC select **Already installed**. Otherwise, you have the option to download it or Use Light version (HTML5). If you do not see the screen below, please go to step #8.



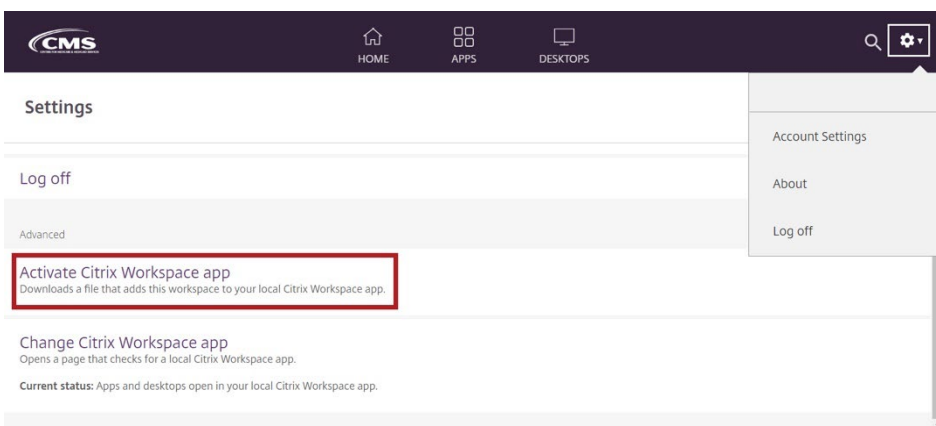
- Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under Desktops and Apps tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.



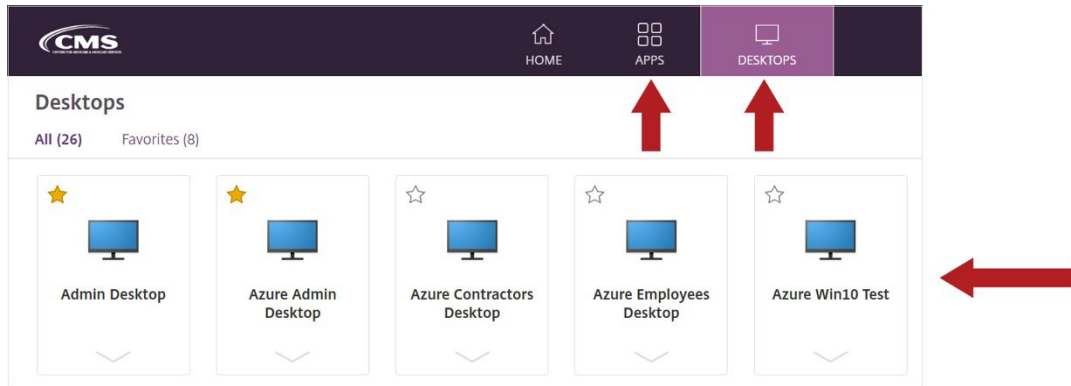
- Click on the gear icon at the top right corner and select **Account Settings**.



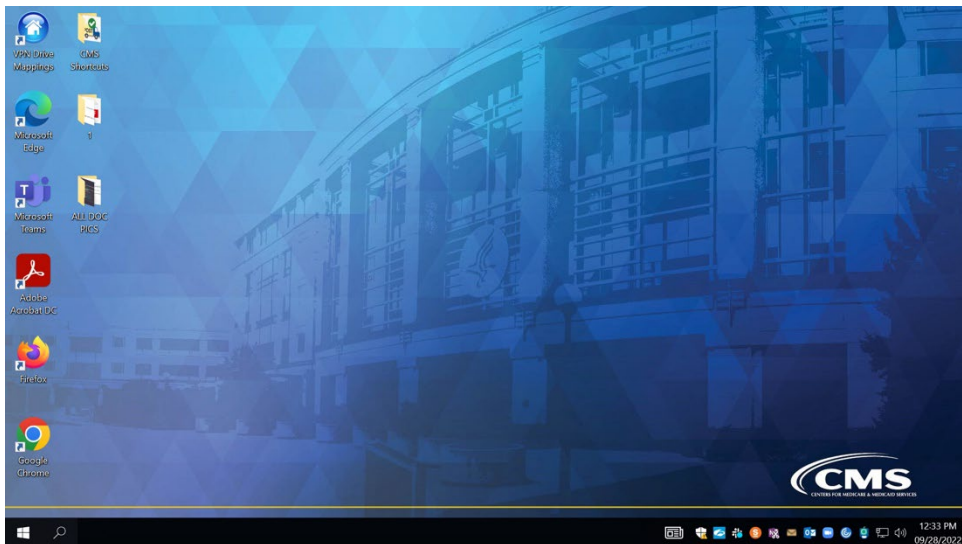
- On the next screen, click **Activate Receiver**.



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

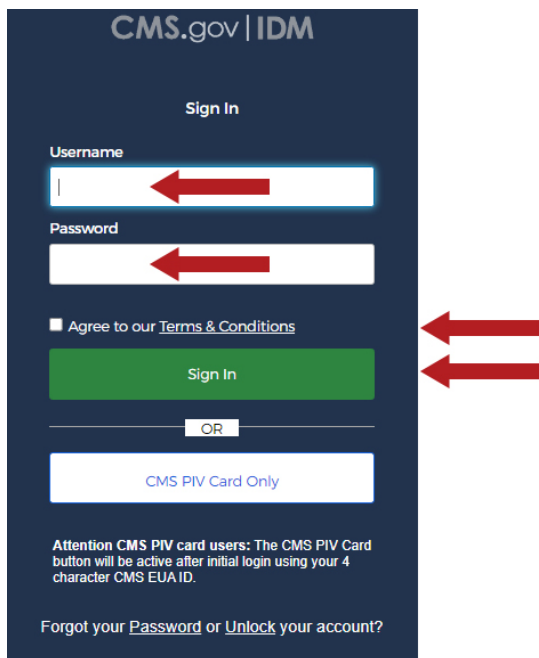


12. Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).



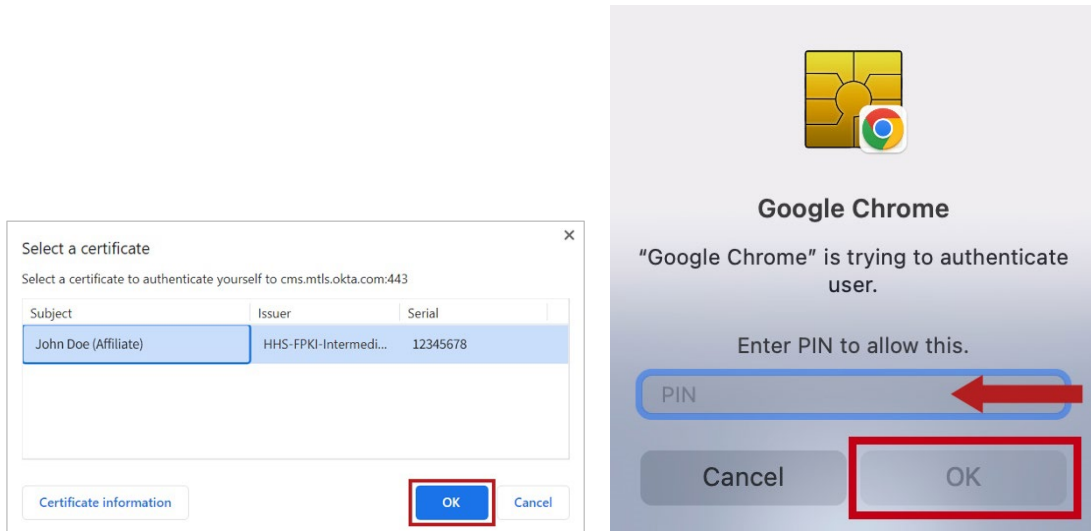
### Google Chrome for MAC

1. Browse to <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**.

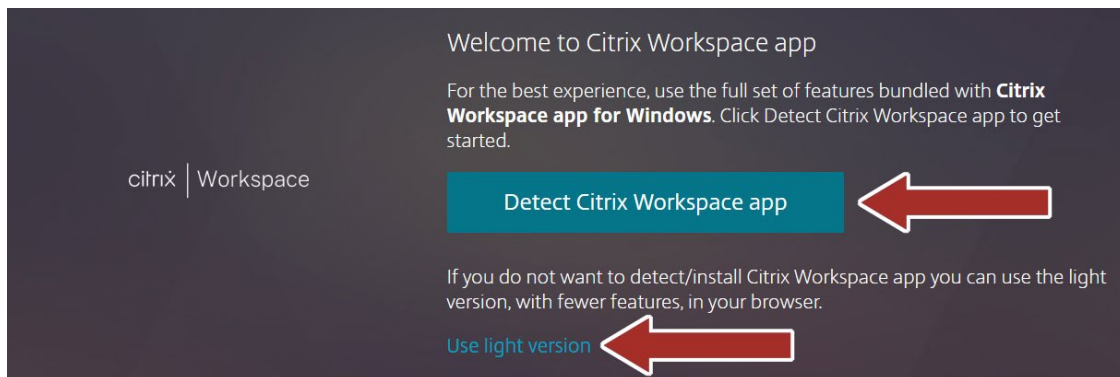


3. Depending on what authentication method you have configured in Okta, you will need to respond accordingly on the next screen: Verify (use a push notification sent to the mobile app), Google Authenticator (enter single-use code from mobile app), or SMS Authentication (enter a single-use code sent to 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.

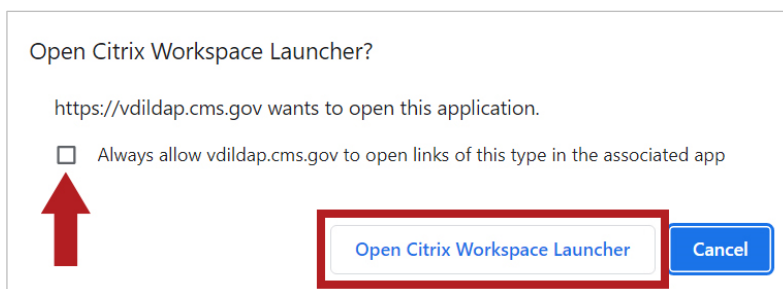
5. Select your certificate and click **OK**. Enter your PIN when prompted and click **OK**.



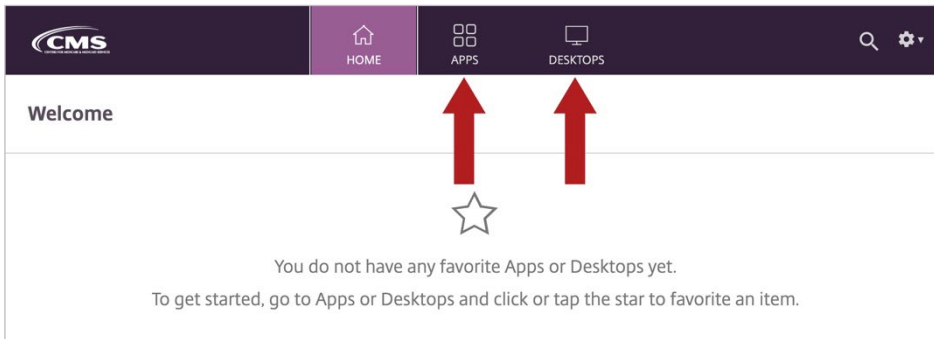
6. Click on **Detect Receiver** button (Note that you can also click on **Use light version (HTML5)** if Citrix receiver is not installed on your computer or you experiencing issues with it. In this case applications and desktops will open within your browser).



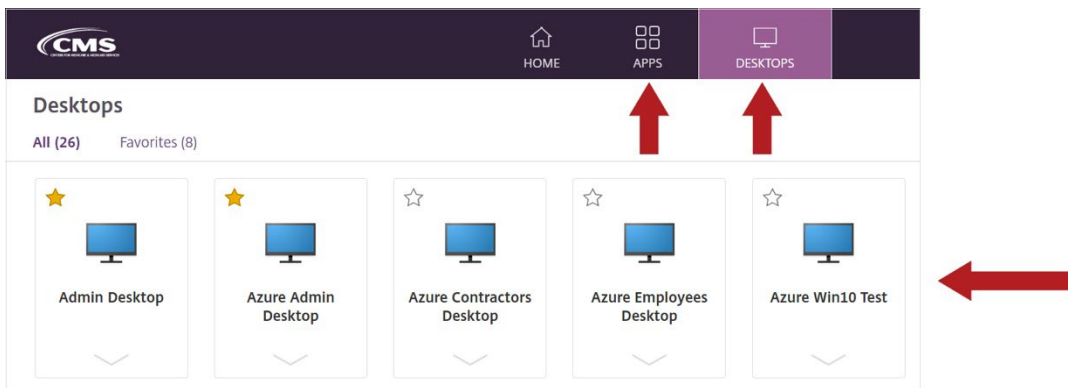
7. Select **Always allow vdildap.cms.gov** to open links of this type in the associated app and click on **Open Citrix Workspace Launcher**.



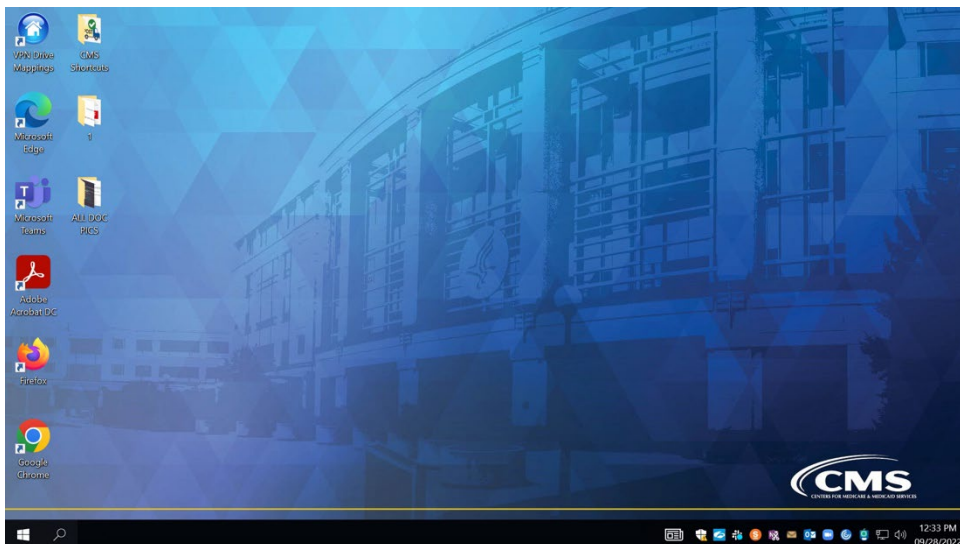
8. Once logged in you will be presented with the following Storefront screen. You can find desktops and apps that you have access to under **Desktops and Apps** tabs. Please note that if you do not have access to any desktops or apps you will not see their corresponding tabs.



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



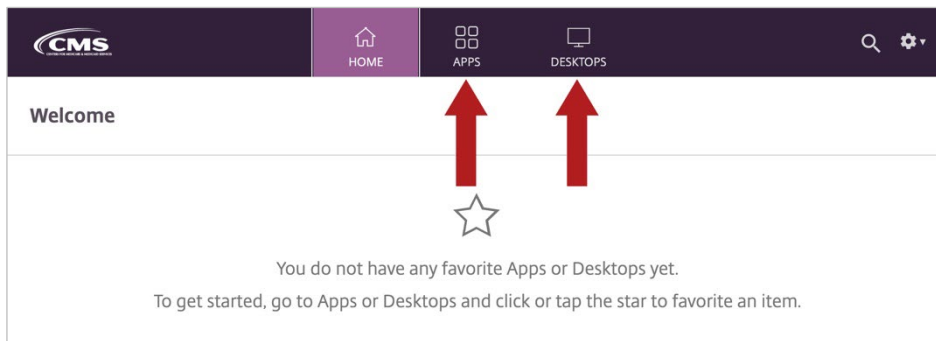
10. Click **OK** to the disclaimer when prompted and once the logon process completes, you should see your virtual desktop (or application).



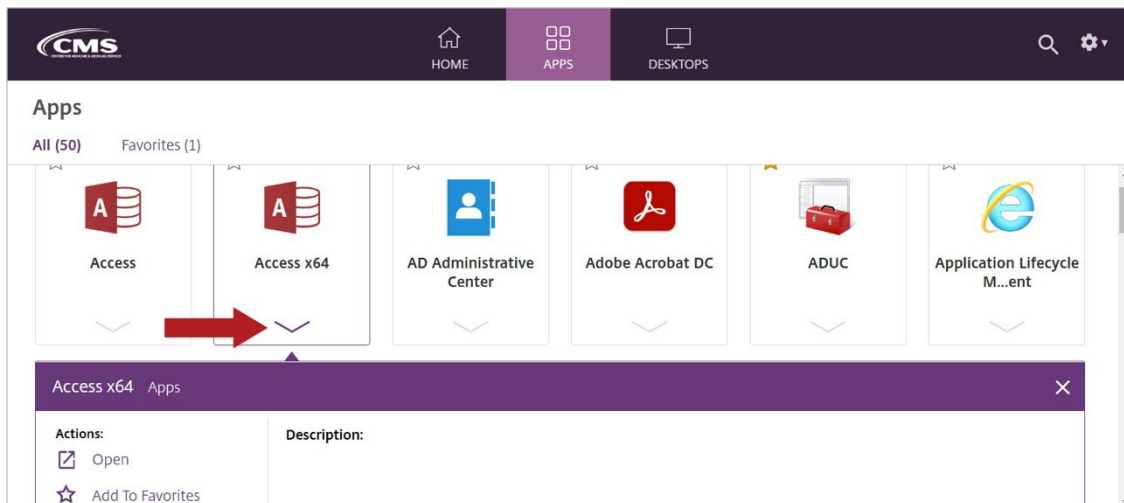
### STOREFRONT NAVIGATION

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

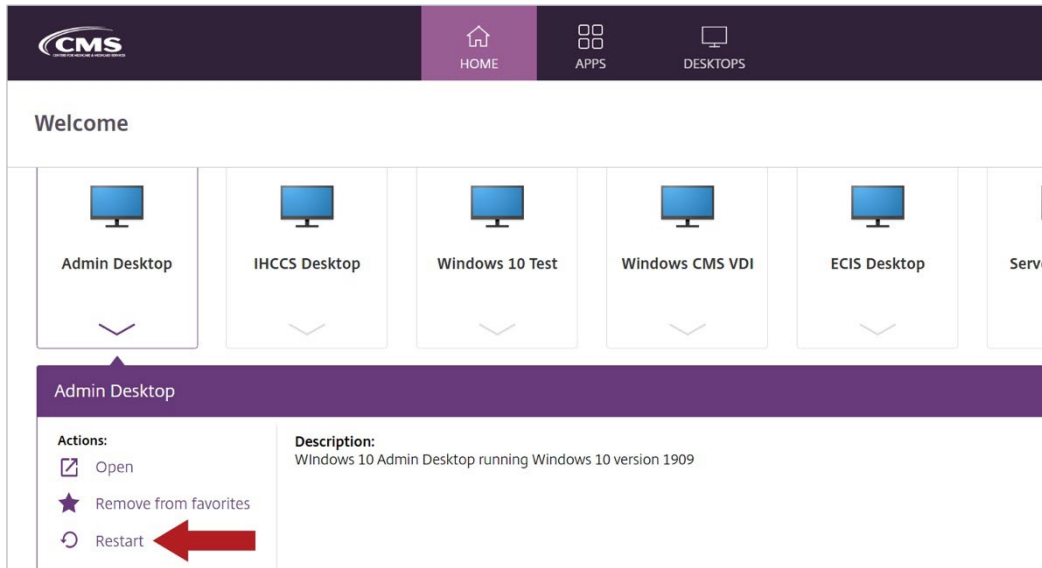


To add virtual desktops or apps to your Home screen (Favorites), click on arrow below the application or desktop and select **Add to Favorites**. You should now see the icon under Home tab.

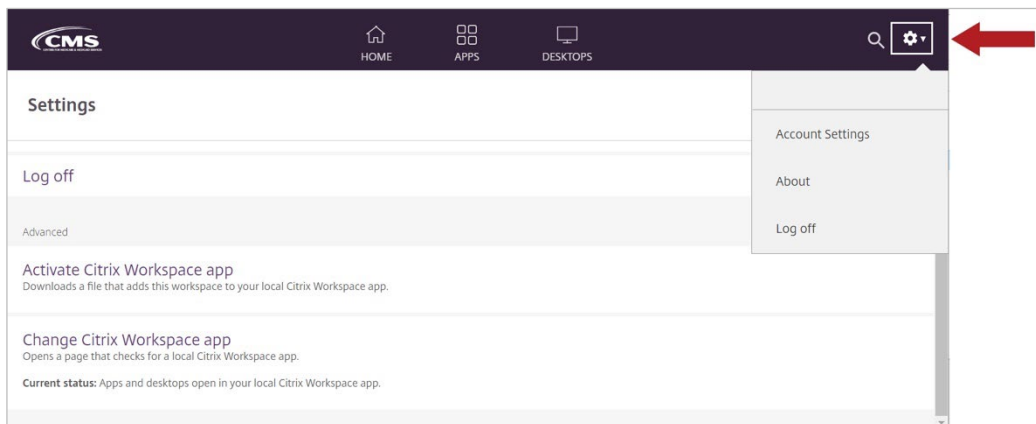




If you need to restart your virtual desktop, click on arrow below the desktop icon and select **Restart**.



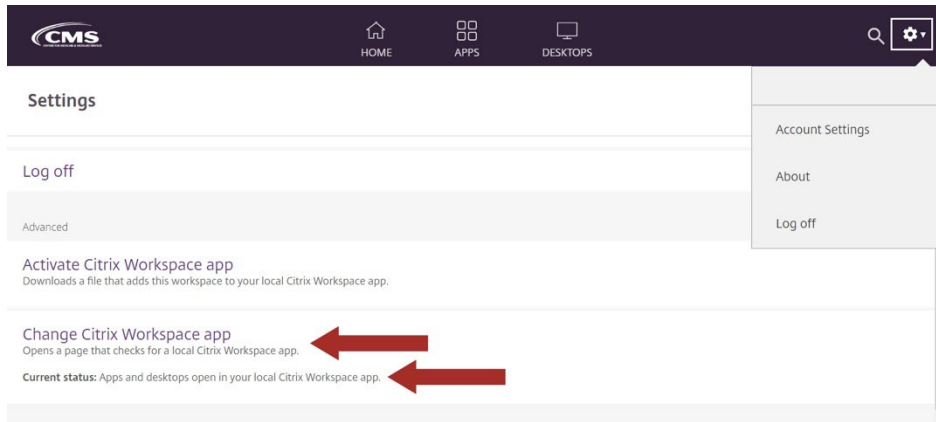
Clicking on gear icon at the top right corner expands drop-down menu and presents the following list of options:



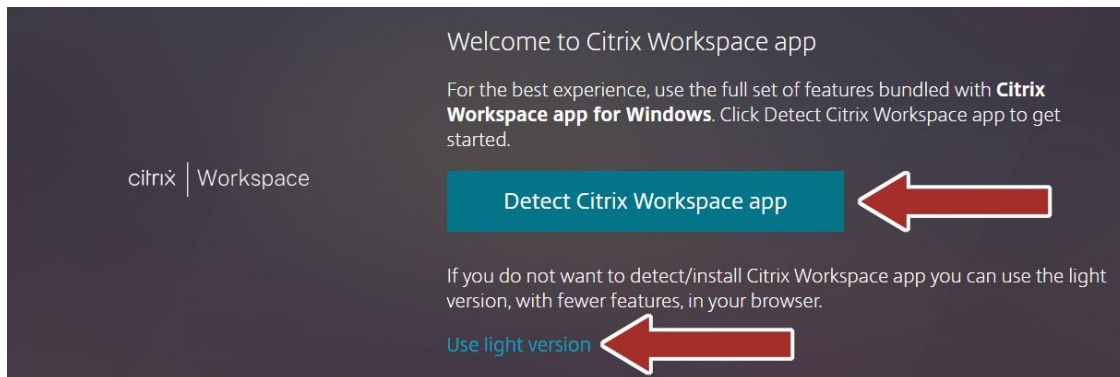
- **Account Settings** – Presents the following options:
  - **Activate Citrix Receiver** – allows to download a file that adds the workspace to local Citrix Workspace App. This is useful for MAC users as in some cases browser such as Safari downloads Citrix .ica file instead of opening it with Citrix Workspace App. Activating it via this option remedies the issue.
  - **Change Citrix Receiver** – 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 (Receiver) 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 Employee How-to Guide: PC

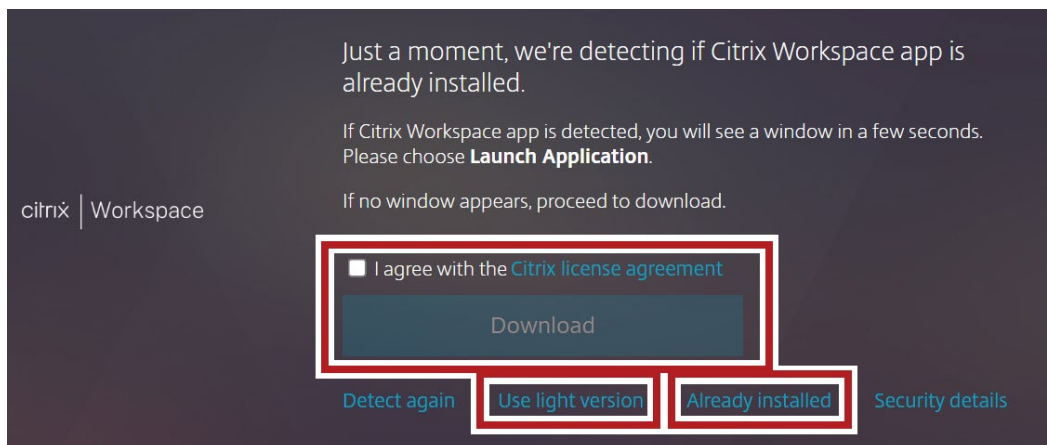
## Connecting to the CMS Citrix Virtual Desktop



Clicking **Detect Receiver** 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).



### 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

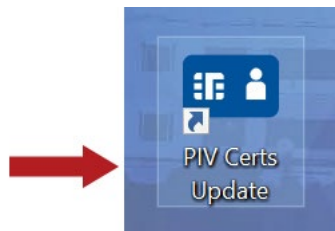
Please note that the application has to be supported by the vendor in a multi-user environment and have appropriate license model (if applied) for it to work properly.

### TROUBLESHOOTING TIPS and HOW TOs

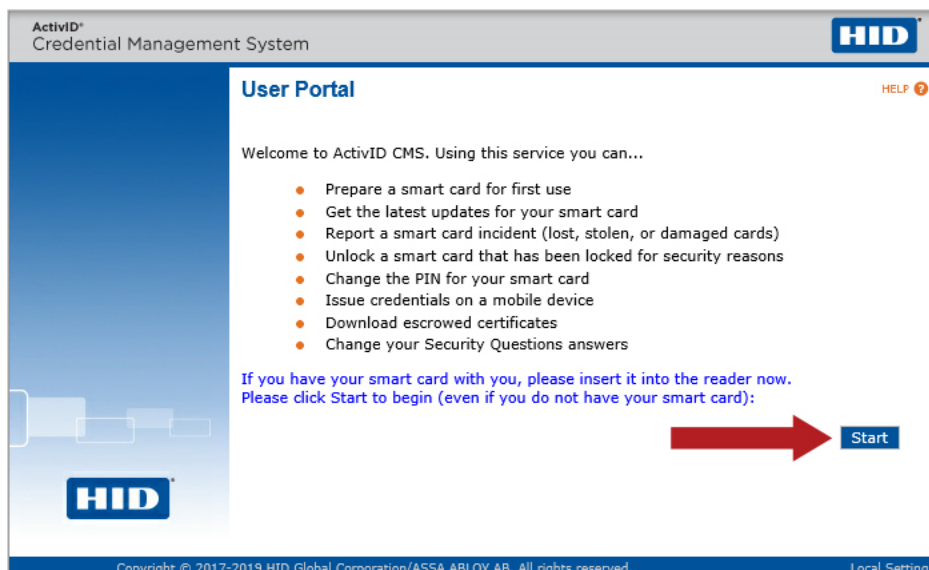
This section describes some of the common issues, basic troubleshooting steps to resolve them, and some helpful tips.

#### PIV Certificate Update

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



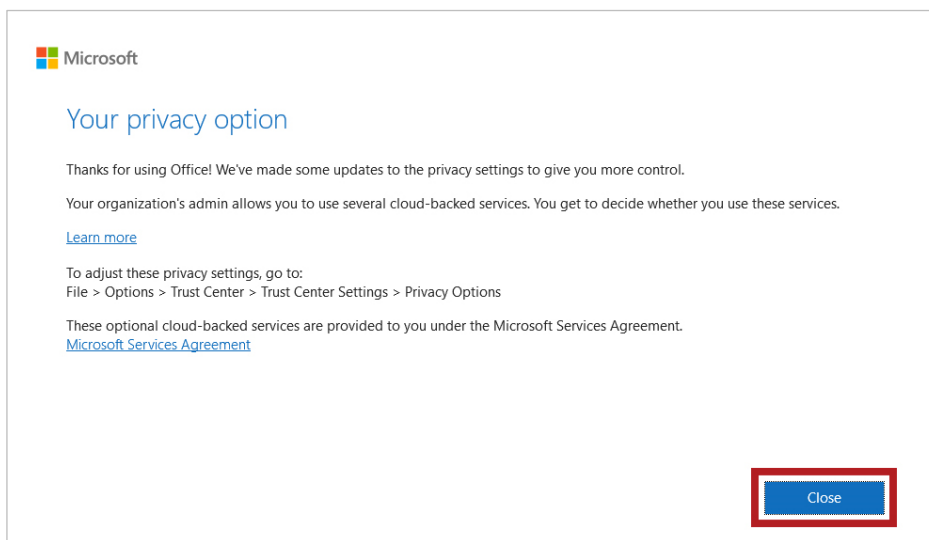
1. Make sure that Citrix Workspace App is installed on computer that you are using to access CMS Virtual Apps and Desktops portal, and make sure PIV is inserted into the card reader.
2. Make sure you have a sound internet connection and you are not connected to any VPN.
3. Use Microsoft Edge to access 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.



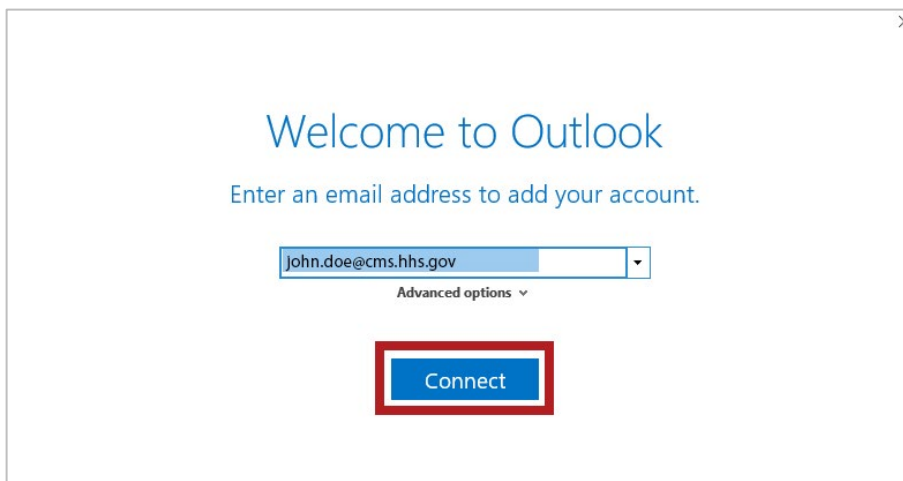
5. Click **Start**. After it reads your PIV, you should be prompted for your PIV PIN. Please note that it can take some time and even look like the page is not responding before you get prompted for PIN or after you enter it and click **Next**. Follow the on-screen instructions to update your PIV. If 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

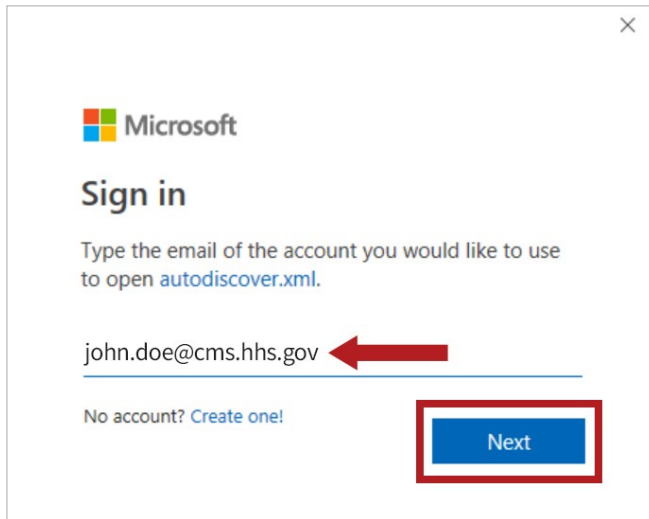
1. Click on the Outlook icon and the following screen will appear. Click **Close**.



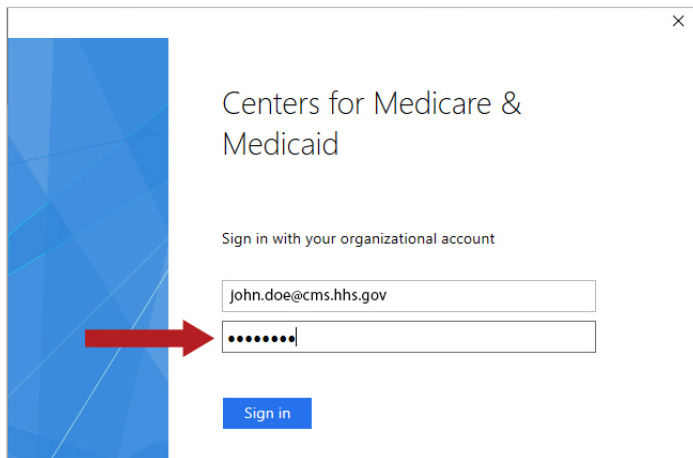
2. Your CMS email address should be automatically populated. Type it manually if it does not. Click **Connect**.



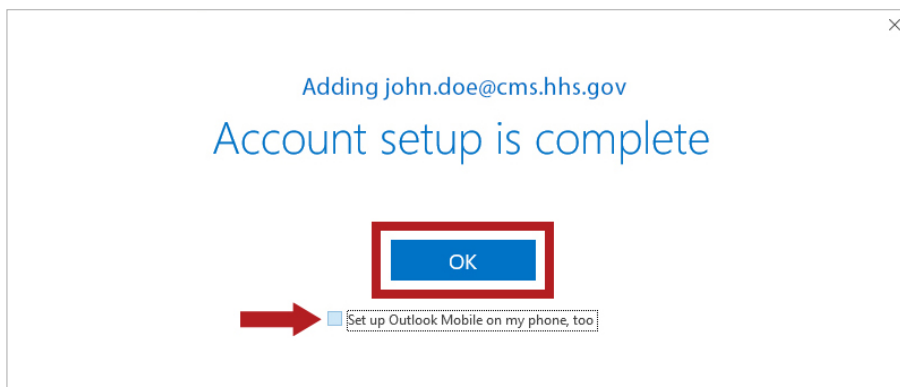
3. Clear the Sign in field and enter your CMS email address. Click **Next**.



4. Type your EUA password. Click **Sign in**.

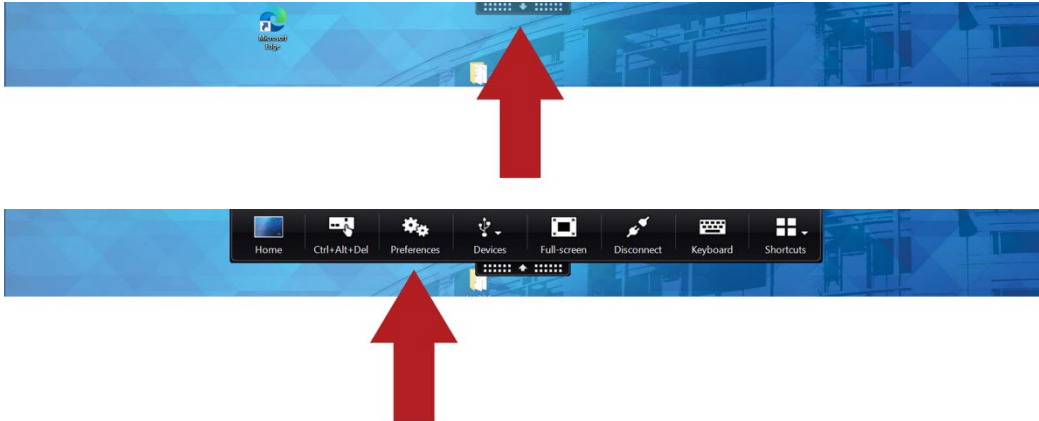


5. Uncheck the **Set up Outlook Mobile on my phone too** option. Click **OK**.

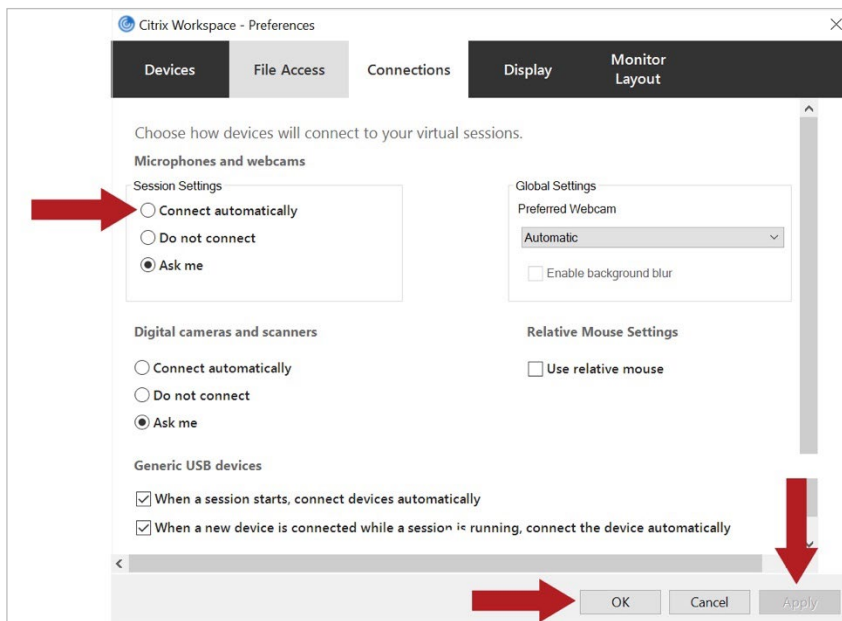


### Enabling Microphone and Webcam

1. Click at the arrow at the top of your VDI session to expand Citrix Workspace App (Receiver) menu and click **Preferences**.



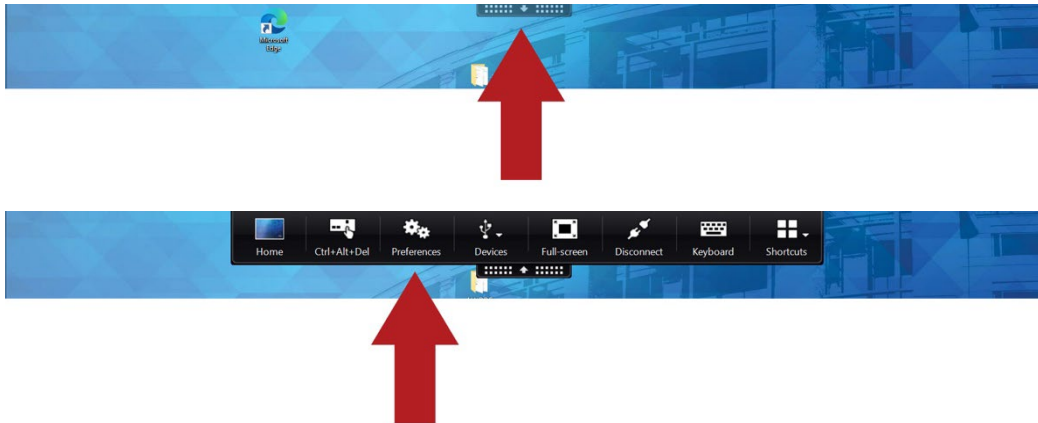
2. Click on Connections tab and select **Connect Automatically** under Microphones and Webcams. Click **Apply** and **OK**.



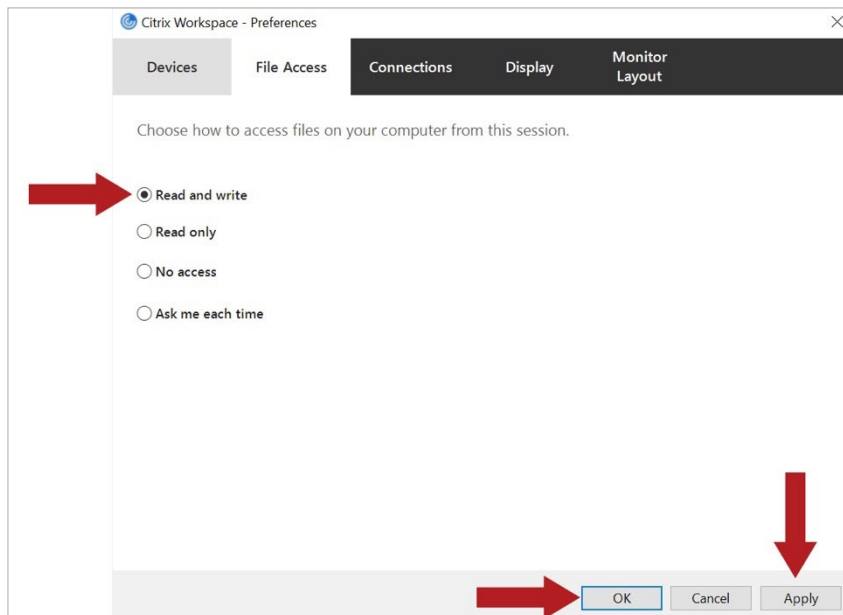
### Enabling Printing

If you cannot access your local or network printers from virtual desktop, you need to permit Citrix Workspace App (receiver) to access your local resources. Follow below steps:

1. Click at the arrow at the top of your VDI session to expand Citrix Workspace App (Receiver) menu and click **Preferences**.



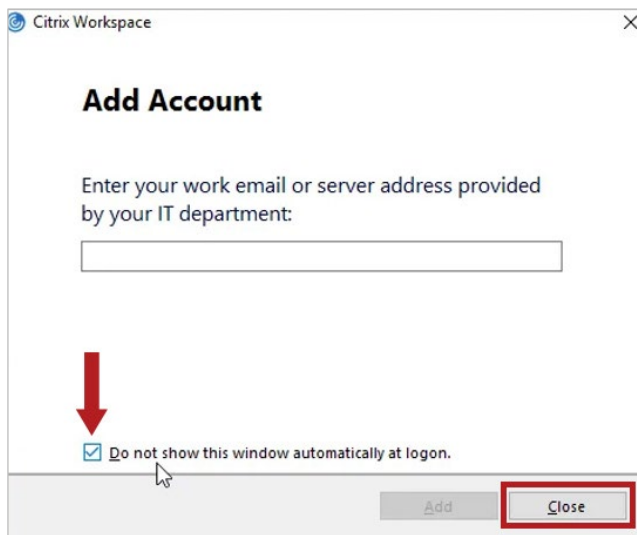
2. Click on **File Access** tab and select **Read and Write**. Click **Apply** and **OK**.



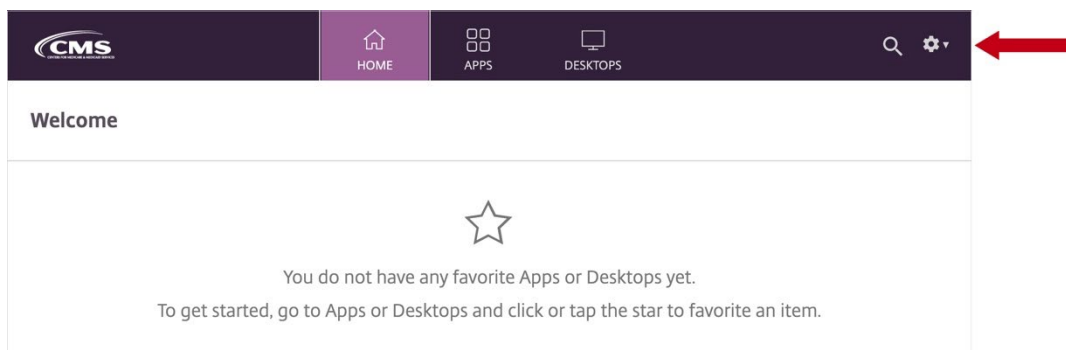


### Workspace App (Receiver) Issues

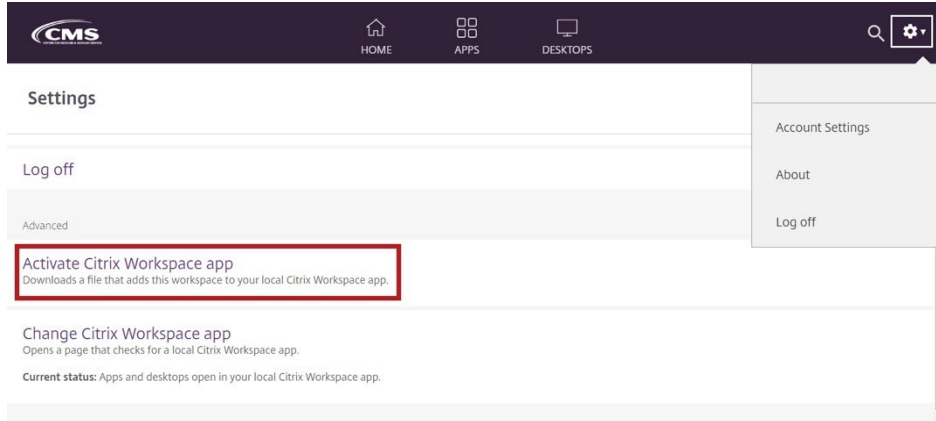
1. If you installed/reinstalled/upgraded Citrix Workspace App (Receiver) on your computer, after installation, it will launch and ask you to add an account. Select **Do not show this window automatically at logon** and click **Close**.



2. If you receive a message about an .ica file being an unknown type and it asks you to save the file when you try to open application or desktop, the Citrix Workspace App (receiver) is not installed or is corrupted and needs to be reinstalled or it needs to be activated and changed how the app opens the apps and desktops. Please refer to [Workspace App \(Receiver\) Installation](#) section of this guide to reinstall Workspace App. Below shows how to activate and/or change the browser to open with the Citrix Workspace App.
3. Click on gear icon at the top right corner and select **Account Settings**.

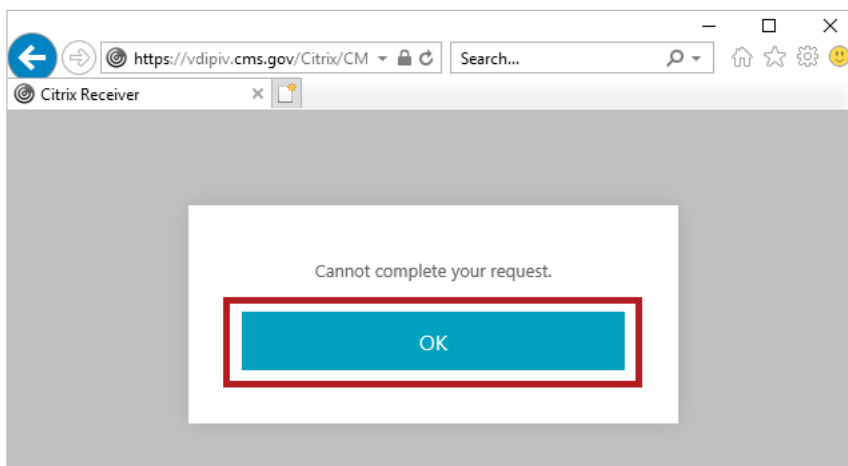


4. On the next screen click **Activate Receiver** to activate the Citrix Receiver application. Click **Change Citrix Receiver** to change the method that the browser uses.

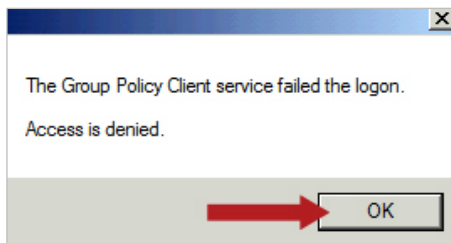


### Logon and Access Issues

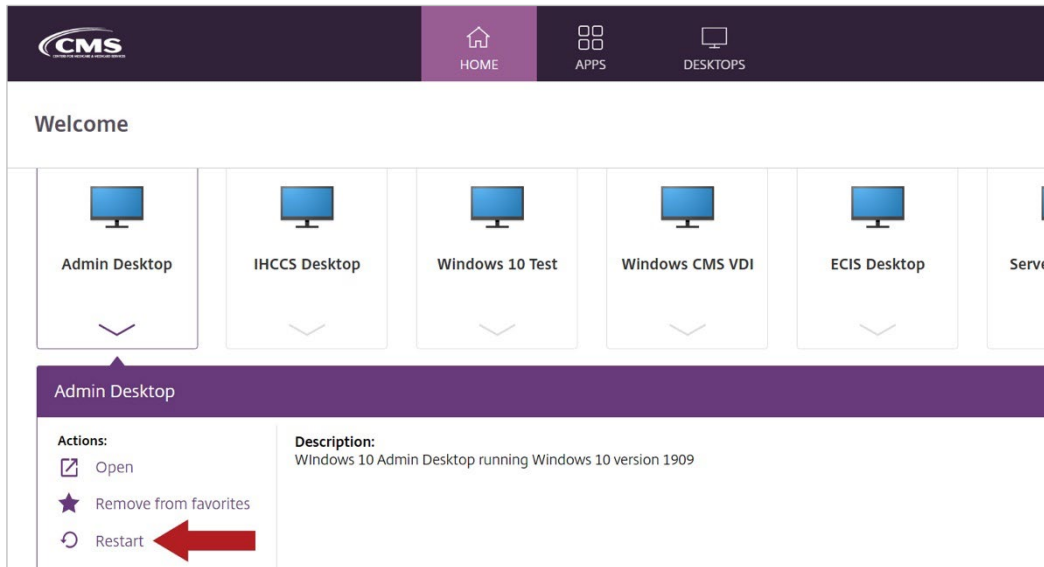
1. If you cannot login, verify that your credentials are correct and try again.
2. If you recently changed your password and now cannot login it is possible that your new password did not synchronize properly and needs to be re-synchronized by EUA. Please contact [Service Desk](#).
3. If you get the following error while login in the issue, it could be related to your account. It could be locked or disabled. Please contact [Service Desk](#) and have them check it. Also, make sure that you **DO NOT** type domain name (CMS) in front of your User ID when you logon.



4. If you are able to login to <https://vdi.cms.gov> but do not see any virtual desktop or application icons (also there are no Desktops or Apps tabs) you need to request access. Please contact your CAA to request access (Please reference [User Access Request](#) section of this guide).
5. If you get the following error message while opening VDI you Citrix profile maybe corrupted and needs to be reset. Please contact Citrix Team via email [LeidosWintelCitrixTeam@cms.hhs.gov](mailto:LeidosWintelCitrixTeam@cms.hhs.gov).



6. If you get stuck on black or grey screen during logon and cannot get out of it, please try to go back to the storefront and select **the drop down** under the desktop icon and then click on **Restart**.

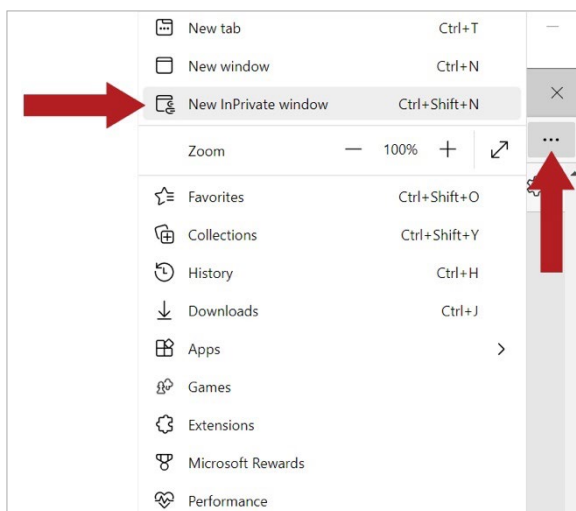


Please note that this will work only if you are accessing Windows 10 VDI. If you are accessing shared hosted desktop this option will not work.

### Browser Issues

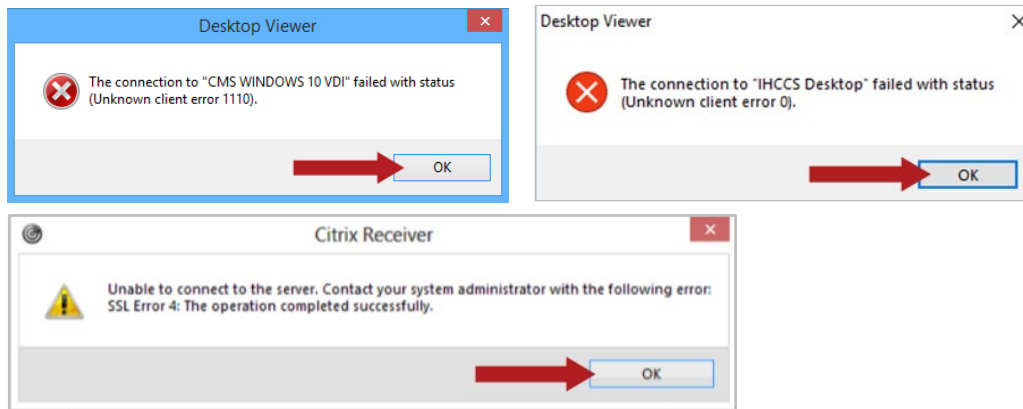
Cannot access <https://vdi.cms.gov>

If you have Windows 10 and you cannot get to <https://vdi.cms.gov> via your Internet browser, you will need to switch to InPrivate Browsing. To do so, select the settings icon (3 dots in Microsoft Edge), then **New InPrivate window**.



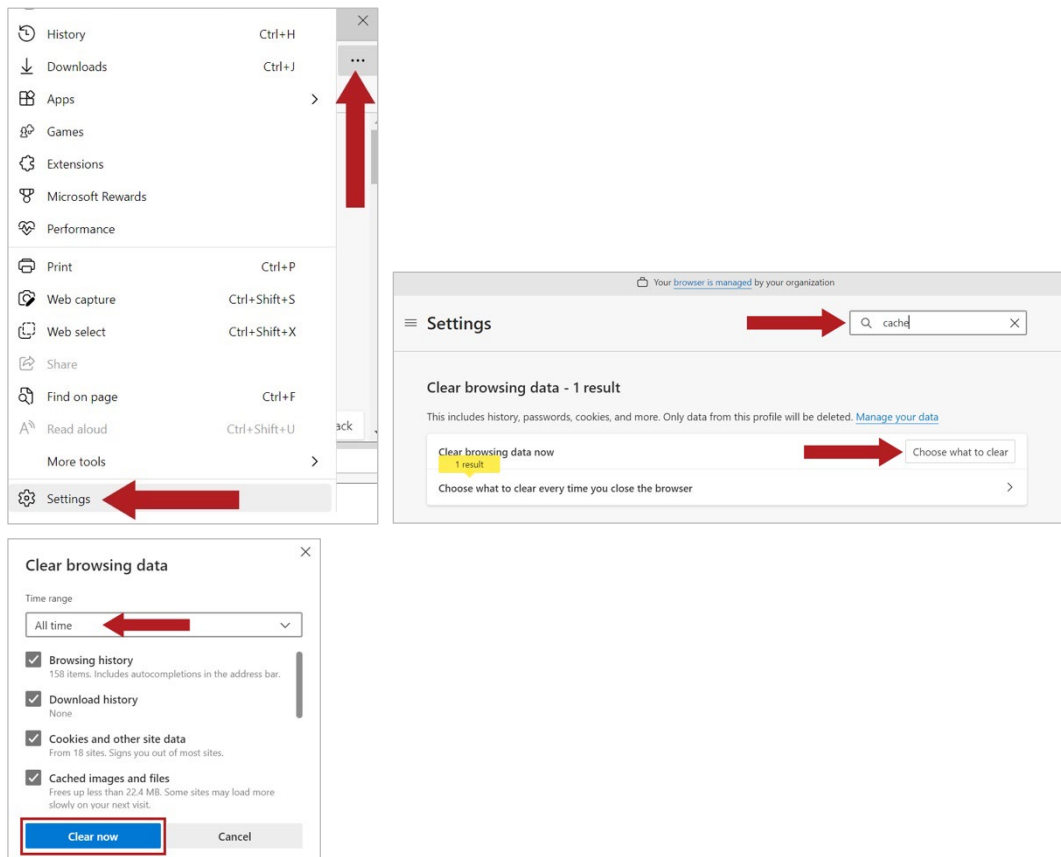
### Desktop Viewer and Citrix Workspace (Receiver) errors

Desktop Viewer or Citrix Receiver errors may appear while opening the virtual desktop:

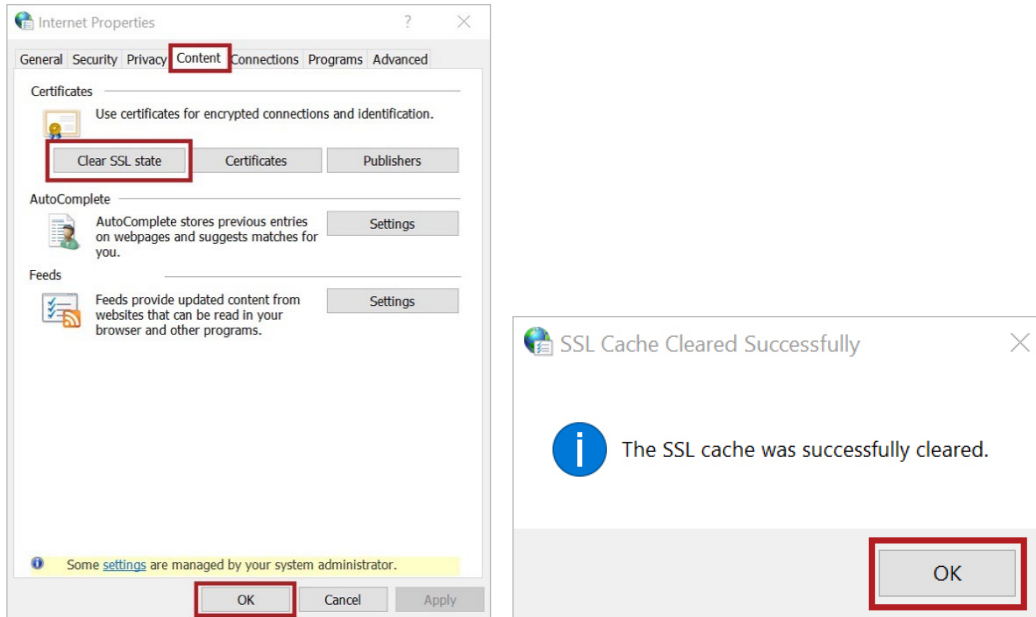


If you encounter these errors, follow these steps:

1. Select the **3 Dots** icon, then **Settings** and Type **Cache** in the search box, select **Choose what to clear**, change time option to **“All Time”** select all options and click **Clear now**.



2. Go to your windows search and type **Internet Options** click **Content** and click on **Clear SSL state**. Click **OK** once it is done and then **OK** again to close Internet Options dialog box.



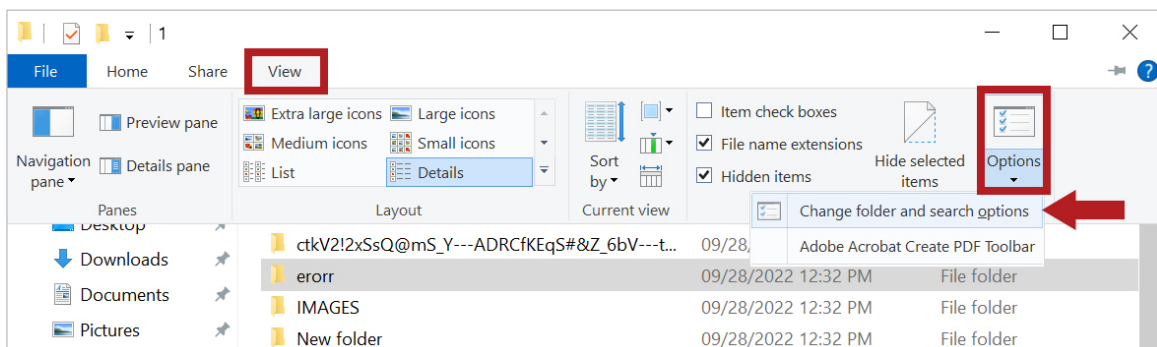
3. Delete ICA files from the following folders
  - C:\Users\\AppData\Local\Temp
  - C:\Users\\AppData\Local\Microsoft\Windows\INetCache

If the above steps did not resolve the issue and you continue to receive errors, please reinstall your Citrix Workspace App (Receiver) by following steps outlined in [Workspace App \(Receiver\) Installation](#) section of this guide.

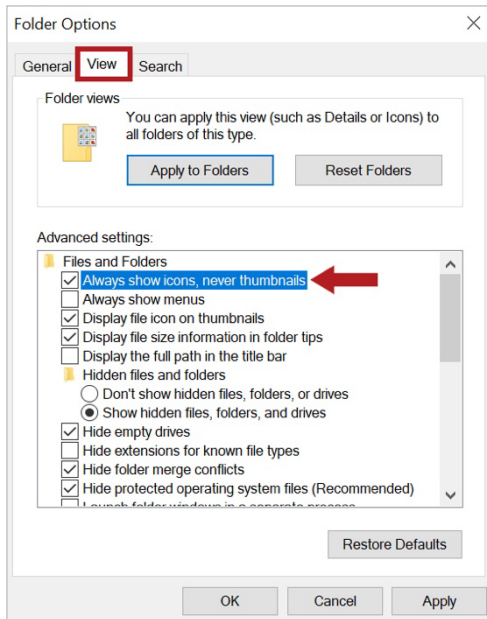
### Flickering Icons on VDI Desktop

If icons on your VDI desktop are flickering, please follow these steps:

1. In File Explorer go to **View**, click **Options**, and then **Change folder and search option**.



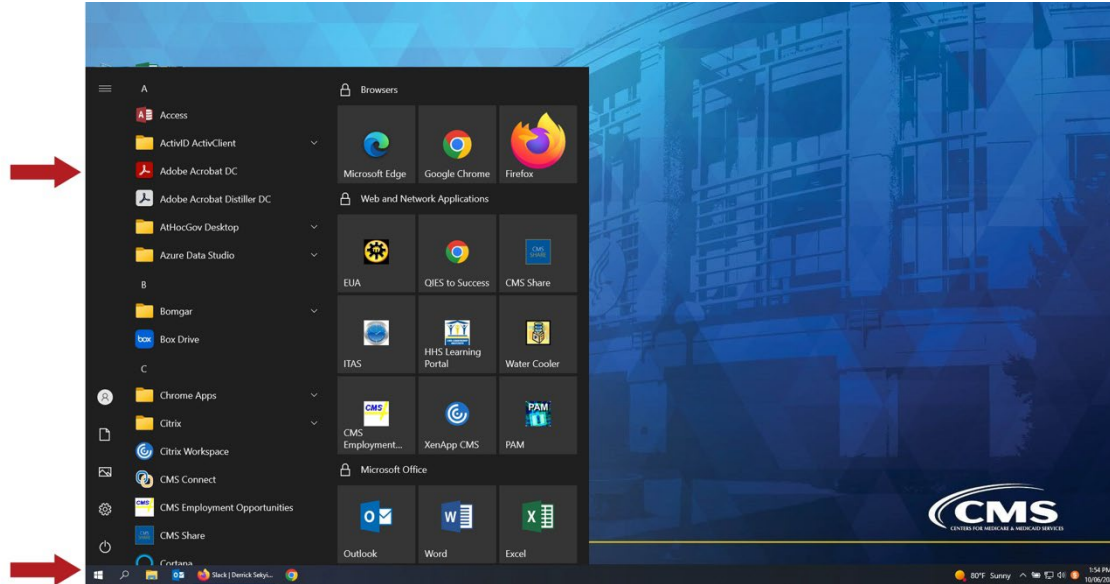
2. Under View tab, select **Always show icons, never thumbnails.**



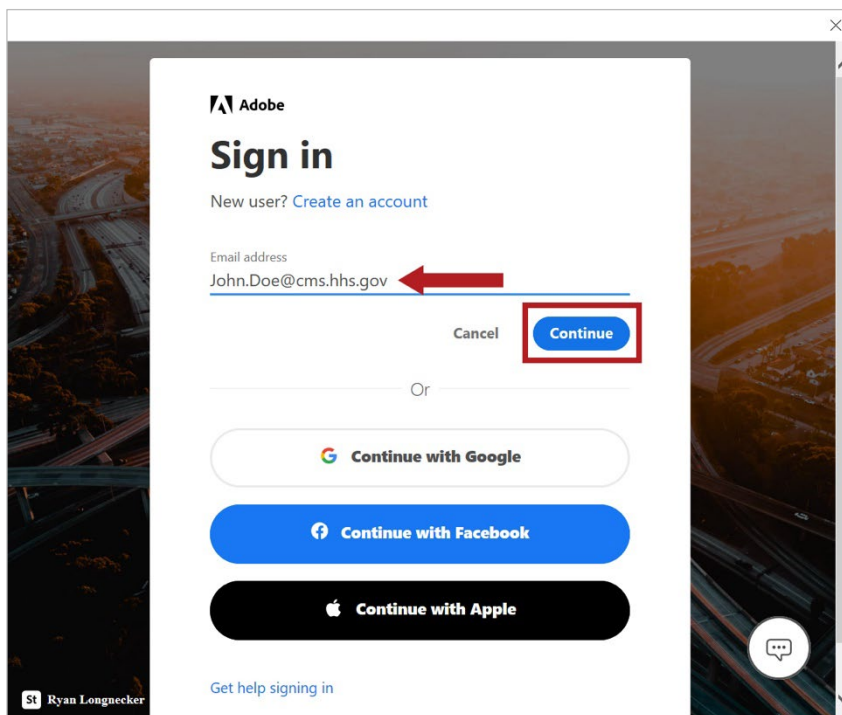
Another option is not to have too many icons on the desktop or organize them in folder, so you just have a few folders instead of many icons.

### Adobe Sign In

1. Open Adobe Acrobat by opening the **Start** menu and clicking **Adobe Acrobat DC**.

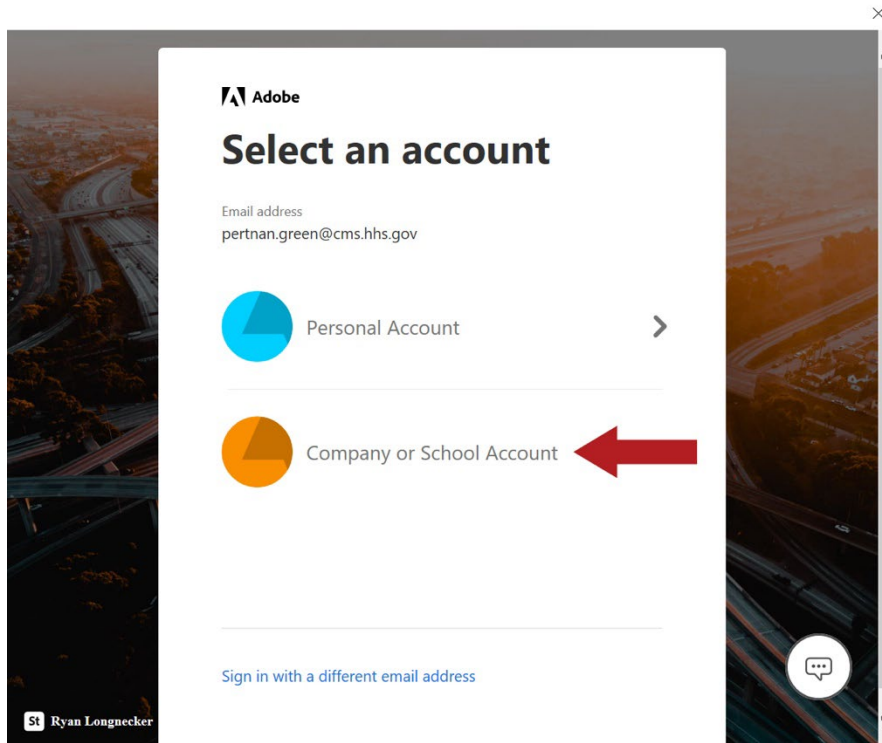


2. A **Sign In** window will open. Type your CMS Email address and click **Continue**.

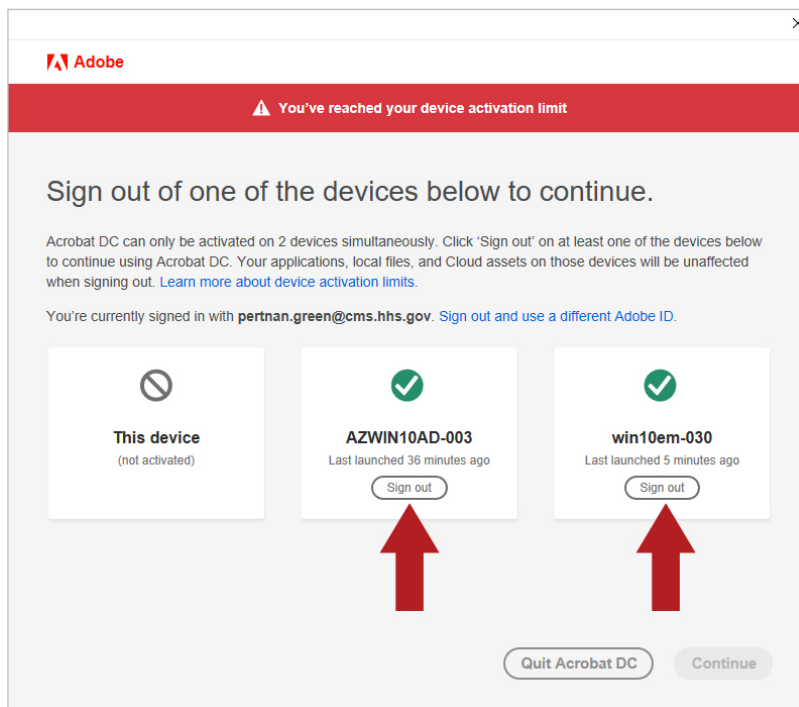




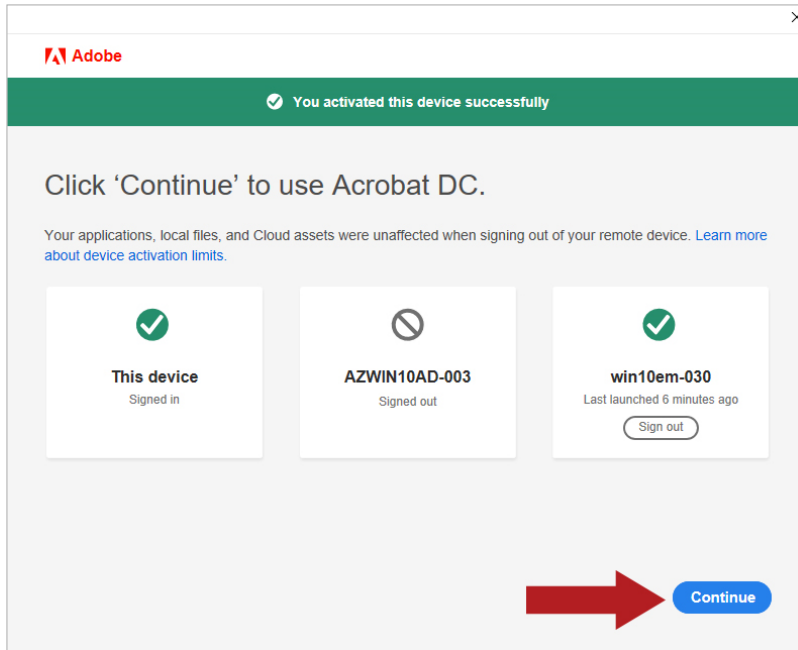
### 3. Select Company or School Account.



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



5. After both are signed out select **Continue**.



## 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 Service Desk.

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

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