#### Remote Access at ECMC

- This document has the instructions needed to activate your remote access and use it.
  - 1. Download the Duo Mobile app to your cell phone.
  - 2. Open the Duo welcome email on your phone.
  - 3. Complete the activation steps.
  - 4. Log in remotely.

#### **Downloading App**

- You will need to download an app on your cell phone.
  - 1. Open Google Play Store or Apple App Store and search for **Duo Mobile**
  - 2. Complete the install. (follow prompts on the phone screen)

#### **Activating Account**

1. Open the Duo Security Email on your phone NOTE: If you do not get an email, please check your junk mail folder before calling the Help Desk (898-4477)

(The email will contain links that you will need to set up your app. It is best to access your email from the device that you are going to use the app from.)

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2.	Click on the link in your email to start the set up process				
		Protect Your ECMCC Account			
3.	Click on	Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password. This process will help you set up your account with this added layer of security. Start setup			
4.	Select OMobile phone, click	<ul> <li>What type of device are you adding?</li> <li>Mobile phone RECOMMENDED</li> <li>Tablet (iPad, Nexus 7, etc.)</li> </ul>			



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Duo Security <no-reply@duosecurity.com>



5.	Enter your mobile phone number	Enter your phone number
6.	<ul> <li>Your typed number will display under the text box.</li> <li>Click on the checkbox and click Continue button will light up</li> <li>Click Continue</li> </ul>	United States +1 XXX-XXXX ex: (201) 234-5678 Back Continue
7. 8.	Select your mobile phone operating system, if prompted. Click on	What type of phone is 716-9 IPhone Androld Windows Phone Back Continue
9.	Click You may get a screen that says <b>"Finish by connecting to Duo Mobile"</b> ; click on Take me to Duo Mobile	Install Duo Mobile for iOS  I. Launch the App Store app and search for "Duo Mobile".  Tap "Get" and then "Install" to download the app. Tap "OK" when asked if Duo Mobile should be able to send push notifications.  Back I have Duo Mobile installed
10. 11. 12.	The Duo app should open and look similar to this. You have completed this set up and can close the app. Proceed to your browser on the device you want to use for remote access ( <i>ex: your computer</i> )	•••••• Verizon LTE **       8:37 AM       7 * 90%         Edit       •••••       + =         ECMCC       **•••



Logging In using Citrix Receiver on Windows

- 1. Open a web browser and go to: <u>https://cloudpc.ecmc.edu</u>
- 2. Citrix Receiver window will open. Username and password are same credentials that you would use to log into ECMC computers. Click on **Log On**.



3. Choose Duo Push to authenticate by clicking **Send Me a Push.** 

		Choose an authentication method	Send Me a Push
<b>Citrix</b> Gateway	What is this? C	Call Me	Call Me Enter a Passcode
	My Settings & Devices Need help? Powered by Duo Security		

4. A notification will be sent to your phone.

- 5. Click the push notification on your phone to open the Duo Mobile app.
  - a. If push notifications are not enabled on your phone for Duo Mobile, you will need to open the app to see the request.





6. In Duo Mobile app, tap the green banner at the top to open the request.



7. Tap **Approve** to approve the login request.



- 8. If prompted, install the Citrix Receiver on your computer.
  - a. Check the checkbox to agree with the Citrix license agreement and click on Install.

Insta	Il Citrix Receiver to access your applications	
	I agree with the Citrix license agreement	
	Install	

b. On the bottom of the screen, click **Run** to initiate the download and installation.

Do you want to run or save CitrixReceiverWeb.exe (46.3 MB) from downloadplugins.citrix.com?	<u>R</u> un	<u>S</u> ave	•	<u>C</u> ancel	×
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c. Follow the prompts to complete the setup of the Citrix Receiver.



- 9. After installing and opening Citrix and approving the Duo mobile push notification, you will be brought into the Citrix StoreFront landing page. This screen displays your VDI desktop.
  - a. If there is no favorites, select **Desktops** to display available desktops.

Citrix StoreFront	СС НОМЕ	DESKTOPS	
Desktops			
All (1) Favorites (0)			
VPRDE3			

10. Double click on a VDI desktop to launch.



a. Click the VDI toolbar to expand the dropdown where you can set preference, expand to full-screen or contract to window view, and disconnect from VDI.





Logging In using Citrix Receiver on a MAC

- 1. Open a web browser and go to: <u>https://www.citrix.com/products/receiver.html</u>
  - a. This step is only needed if Citrix Workspace needs to be installed on your machine.
- 2. Open a web browser and go to: https://cloudpc.ecmc.edu
- 3. Citrix Receiver window will open. Username and password are same credentials that you would use to log into ECMC computers. Click on **Log On**.

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<b>Citrix</b> Gateway	User name Password	Please log on	

4. Choose Duo Push to authenticate by clicking Send Me a Push.

Citrix Gateway       Poweed by Duo Security         Poweed by Duo Security       Poweed by Duo Security				
Citrix Gateway       What is this: 0       What is this: 0       Add a new dould Mr. Setting & Devices Need helps?       Powered by Duo Security			Choose an authentication method	Send Me a Push
Citrix Gateway Mr Settings & Devices Need heig: Pewered by Duo Security			Call Me	Call Me
	<b>Citrix</b> Gateway	What is this? Cf Add a new device My Settings & Devices Need help? Powered by Duo Security	Passcode	Enter a Passcode

5. A notification will be sent to your phone.

Choose an authentication method  Duo Push RECOMMENDED  Send Me a Push  Call Me  Call Me  Call Me  Call Me
Call Me Call Me
Citrix Gateway
Mv Settings & Devices Need helic2
Powerd by Duo Security Picture a locin moused to your device. Cancel

- 6. Click the push notification on your phone to open the Duo Mobile app.
  - a. If push notifications are not enabled on your phone for Duo Mobile, you will need to open the app to see the request.





7. In Duo Mobile app, tap the green banner at the top to open the request.



8. Tap **Approve** to approve the login request.



- 9. After approving the Duo mobile push notification, you will be brought into the Citrix StoreFront landing page. This screen displays your VDI desktop.
  - a. If there is no favorites, select **Desktops** to display available desktops.

Citrix StoreFront	Сі номе	
Desktops All (1) Favorites (0)		
☆		
VPRDE3		

10. Double click on a VDI desktop to launch.



- 11. The desktop will download to your Downloads folder.
  - a. Open the Downloads folder and click on the downloaded file (filename will be similar to the screenshot below):



#### 12. Your virtual desktop will launch!

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Cancer Alexandre Cancer Alexandre Cancer		
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Maniferti Anilizza, Lezona, Niza		
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a. Click the VDI toolbar to expand the dropdown where you can set preference, expand to full-screen or contract to window view, and disconnect from VDI.

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Home	Ctrl+Alt+Del	Preferences	Full-screen	Disconnect	Shortcut

#### Please contact the ECMC Help Desk at 716-898-4477 with any issues