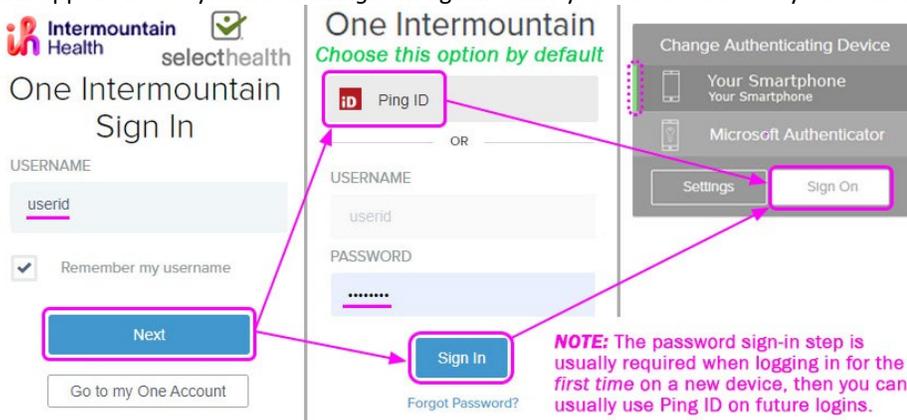


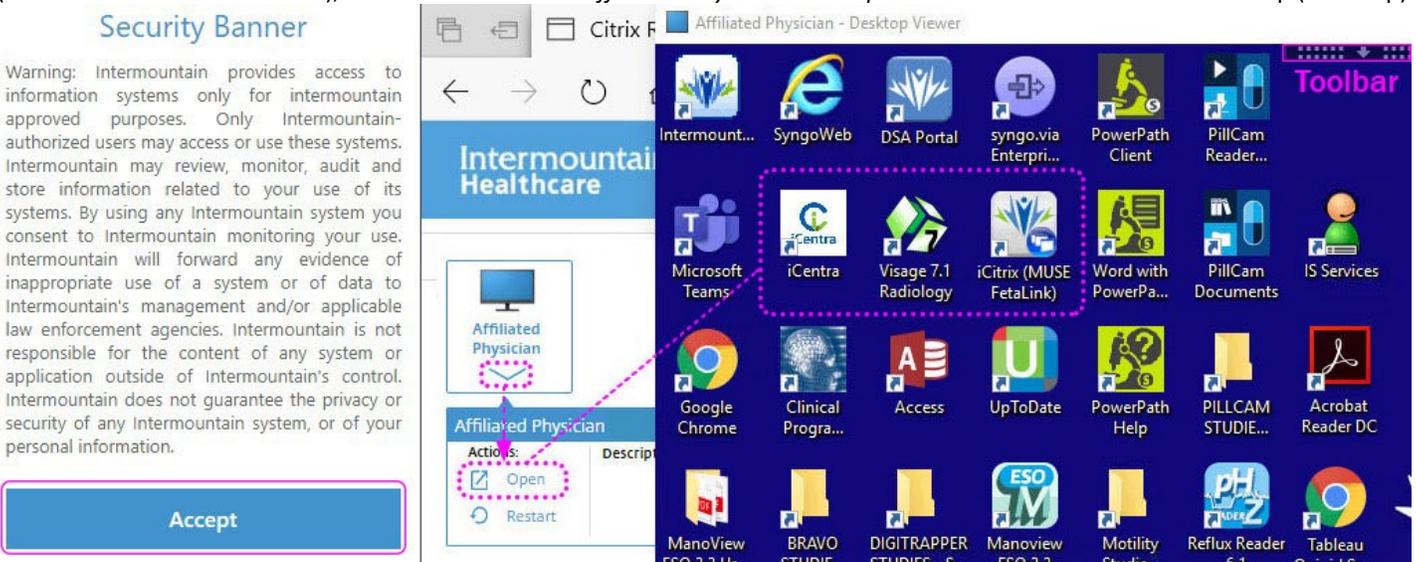
Intermountain Healthcare iDesktop Citrix Virtual Desktop (VDI) Installation & First Use Guide

Note: Your access to Citrix VDI must be authorized and configured on your account by your Regional Support Person (RSP) before you can successfully log in. Please contact Affiliated Support at hco@intermountain.co.ihc.com if your access to iDesktop isn't working.

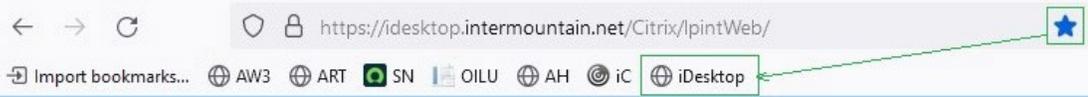
- 2-Factor Authentication for your Intermountain account is required and, if you don't have it, go to the [Affiliated Support Services](#) site -> **2-Factor Auth / Portal / Email Resources** and follow the *Ping ID 2-Factor Auth Setup Guide*.
- Also, assure that a current version of Citrix Workspace (formerly Citrix Receiver) is installed. If not, or if you are unsure, go the applicable Citrix Workspace download page linked at the right then download/install it: [Windows 10/11](#) [Windows 7](#) [Mac OS](#)
- IMPORTANT:** Attempting to access iDesktop from a device that already has a secure network connection to Intermountain e.g. Hardware VPN, Firewall or Software VPN (SecureAccess) will often have problems during login. While there isn't a good workaround for using it on devices at Hardware VPN/Firewall connection locations, **if you use SecureAccess (Clinic) or (Remote) to access iCentra and other apps, please make sure Pulse Secure is NOT connected while using iDesktop. Once you have verified NO secure connection is running**, go to the iDesktop Storefront site by opening a web browser e.g., Edge, Chrome, Firefox or Safari (but NOT Internet Explorer) to <https://idesktop.intermountain.net> (See **OPTIONAL** at the top of Page 2 for additional ways to launch iDesktop)
- Enter your Intermountain userid (username) and, *if this is your personal device*, check the *Remember my username* box then click *Next*. If this is your first time logging in on the device, enter your password then click *Sign In*. The *Ping ID* authentication window will appear where you will click *Sign On* again. Once you authenticate on your smartphone, it will log into iDesktop.



5a. Once logged in, click *Accept* on the Security Banner, which will appear on all future logins. Once you get to the *Desktops* window (as shown below in the middle), click the arrow below *Affiliated Physician* then *Open* to launch the Citrix Virtual Desktop (iDesktop):



5b. While at this page, you will probably want to save it to the Bookmarks/Favorites Bar for future ease of access:



6. After a short wait, the Virtual Windows Desktop will load and can be maximized to full screen using the Toolbar controls in the black tab at the top of the screen, circled above to the right. All applications on the left side of the desktop, as circled above.

User Tip: Clicking *Disconnect* in the toolbar signals iDesktop to shut down and close all open applications. However, if you toggle full screen mode and click the *Close (X)* button in the upper right corner of the Citrix Workplace window, it will leave applications open so that you can pick up where you left off when entering iDesktop again (barring occasional iDesktop maintenance restarts).

OPTIONAL

7a. iDesktop Windows Desktop Shortcut

At the [Affiliated Support Services](#) site under **Windows User Resources** -> **Option 3**, there is a link to download/install an *iDesktop (Citrix VDI)* desktop shortcut. This shortcut will simply launch the Windows default browser to <https://idesktop.intermountain.net>
Always Launch in Chrome Browser: If you would prefer to always have *iDesktop (Citrix VDI)* launch in Chrome browser regardless of the default browser, there is a link to download/install an *iDesktop (Citrix VDI)* for *Chrome* desktop shortcut under **Option 5**.

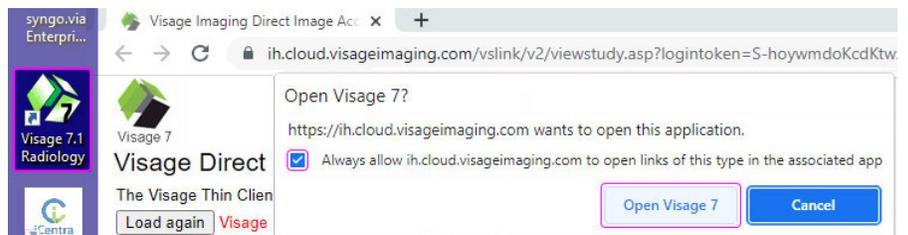
7b. iDesktop Mac OS Desktop Shortcut

At the [Affiliated Support Services](#) site under **Mac OS / iOS User Resources** -> **Option 3**, you can download an *iDesktop (Citrix VDI)* Desktop Shortcut. The diagram to the right shows how to locate it in the Downloads folder, extract it and drag it to the desktop. This desktop shortcut is simply a *.webloc* (bookmark) file with an embedded icon file, which ALWAYS opens the *default* Internet browser to the URL <https://idesktop.intermountain.net>



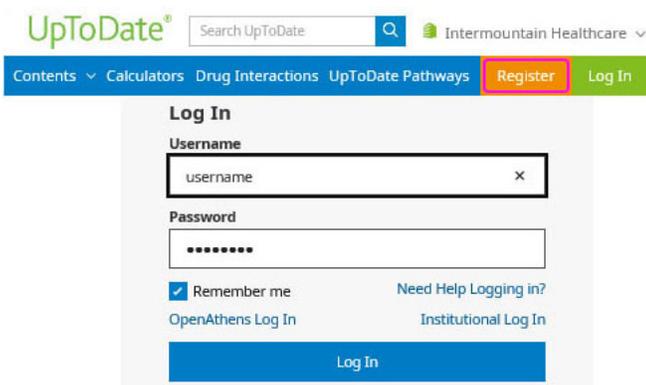
Visage Radiology Viewer

1. Once in iDesktop, double-click the *Visage 7.1 Radiology* desktop shortcut, which opens a browser to login/authenticate. On the first launch, a browser window like the one at the right will appear. Check the *Always allow* box as circled and then click *Open Visage 7*.
2. After that, Visage will open without issue.



UpToDate Access

1. Once in iDesktop, double-click the UpToDate desktop shortcut, which will take you to the Log In page, below and to the left. If no desktop shortcut is visible, open the Edge browser and enter the URL <https://www.uptodate.com/login>



2. If you have never used UpToDate with your own account, click *Register* and step through account registration, as shown to the right. *You are not required to use your Intermountain username, although it may be easier to remember in this context.*
3. Once you click *Submit Registration*, it will return you to the Log In page. Enter the username and password you just created, check *Remember me* and click *Log In*.
4. You then see a *Subscription and License Agreement* window and, once you click *Accept*, you will be logged into UpToDate.

