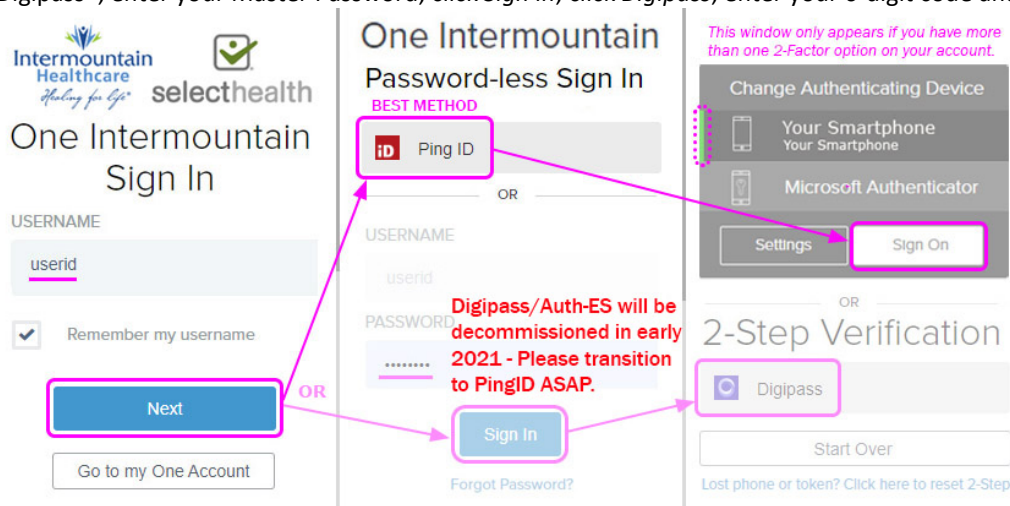


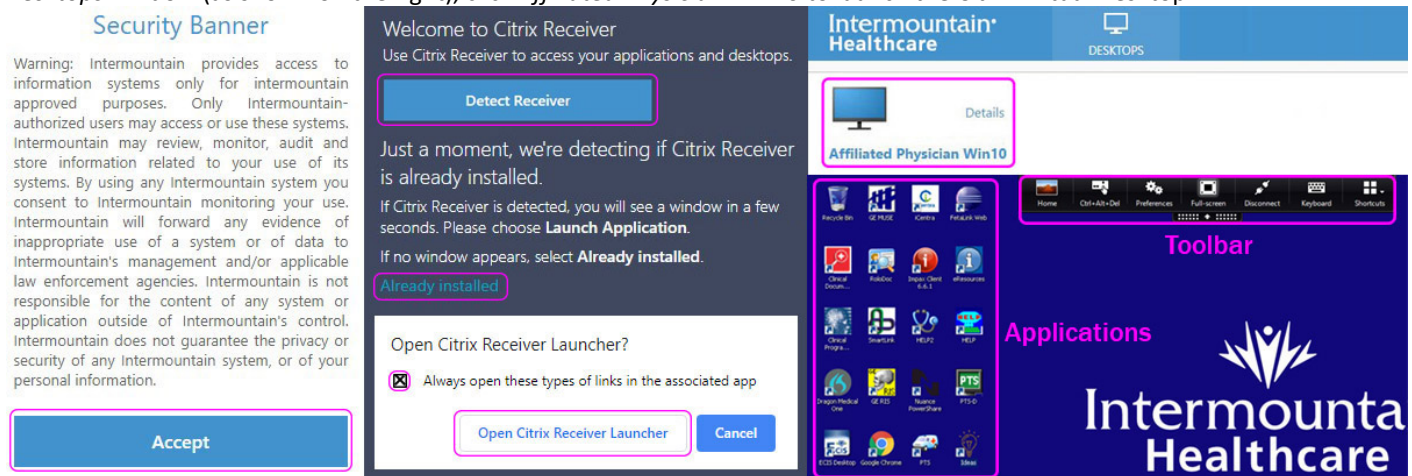
Intermountain Healthcare iDesktop Citrix Virtual Desktop (VDI) Installation & Usage Guide

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 your RSP if the access described in the information below is not working.

1. You will need a 2-Factor Authentication app installed & configured on your smartphone before you begin. If you haven't already, please go to the Affiliated Support site <https://ihchelp.info> -> **2 Factor Auth / DSA Portal / Physician Portal Resources** -> **Option 1** and step through the *PingID 2-Factor Auth Setup Guide*.
2. Make sure a current version of Citrix Workspace (formerly called Citrix Receiver) is installed – If not, or if you are unsure, go the Windows or Mac OS Citrix Workspace download page below (as applicable) then download and install it:
Windows 10: <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
Windows 7: <https://www.citrix.com/downloads/workspace-app/legacy-workspace-app-for-windows/workspace-app-for-windows-2002.html>
Mac OS: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
3. Connect to the Intermountain Citrix Storefront site by opening a modern web browser, e.g. Edge, Chrome, Safari, Firefox (Internet Explorer not recommended) to <https://idesktop.intermountain.net>
4. Enter your Intermountain userid (username) and, if this is your personal device, check the *Remember my username* box then click *Next*. If you have configured PingID or Authenticator, click *Ping ID* then *Sign On*, if that window appears. If you are still using Digipass*, enter your Master Password, click *Sign in*, click *Digipass*, enter your 6-digit code and then click *Sign On*:



5. At this point, you will need to click/accept several dialogs in various windows, covered below left and center. Once you get to the *Desktops* window (as shown on the right), click *Affiliated Physician Win10* to launch the Citrix Virtual Desktop:



6. Once logged in, the Virtual Windows Desktop will load and can be maximized to full screen. All available applications will typically be found in the upper left corner of the desktop, as circled in the small screenshot above. The Toolbar controls can be accessed by clicking the black tab at the top of the screen.

OPTIONAL

7. Desktop Shortcut for Windows

At <https://ihchelp.info> under **Windows User Resources Option 3**, there is a link to download/install an *iDesktop (Citrix VDI)* desktop shortcut. It 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**.

8. Desktop Shortcut for Mac OS

At <https://ihchelp.info> under **Mac OS 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>

