

## Citrix Remote PC Access via CentraCare Portal

### Introduction

Use your personal computer to connect to the desktop on your CentraCare issued computer. **For this to operate correctly, your desktop computer at CentraCare needs to remain powered on.**

\*Note: This is a temporary solution that will be removed when the '[Telecommuting – Periodic or Temporary](#)' policy is terminated and should not be considered a long-term telecommuting solution. Link to policy is also listed at the bottom of this document.

### Prerequisites

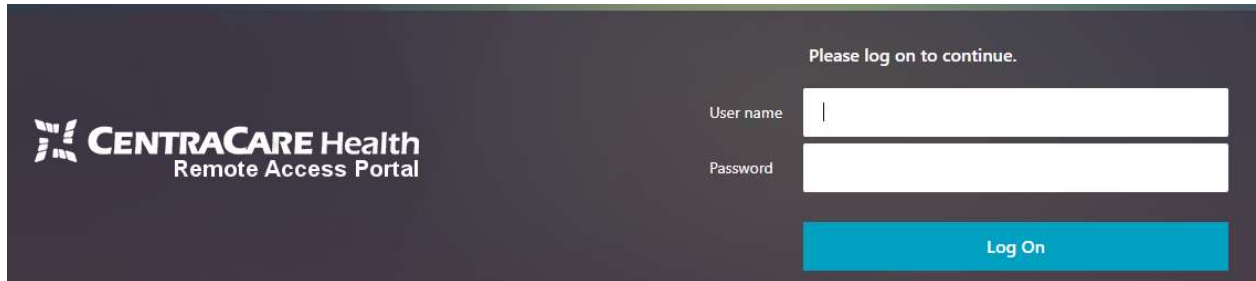
1. Approval is required. Work with your manager to submit the I.S. User Access Form requesting access to Citrix Remote PC via CentraCare Portal.
2. Two-Step Verification must be configured; most staff members have this setup. Setup instructions located at <https://www.centracare.com/documents/twostepverificationenrollmentinstructions.pdf>
3. If you do not already have Citrix receiver or workspace app installed on your device, you will need to install workspace app. Navigate to <https://receiver.citrix.com> The Citrix website will present a download button for your device. Follow any prompts to download, run and/or install workspace app.

### Instructions

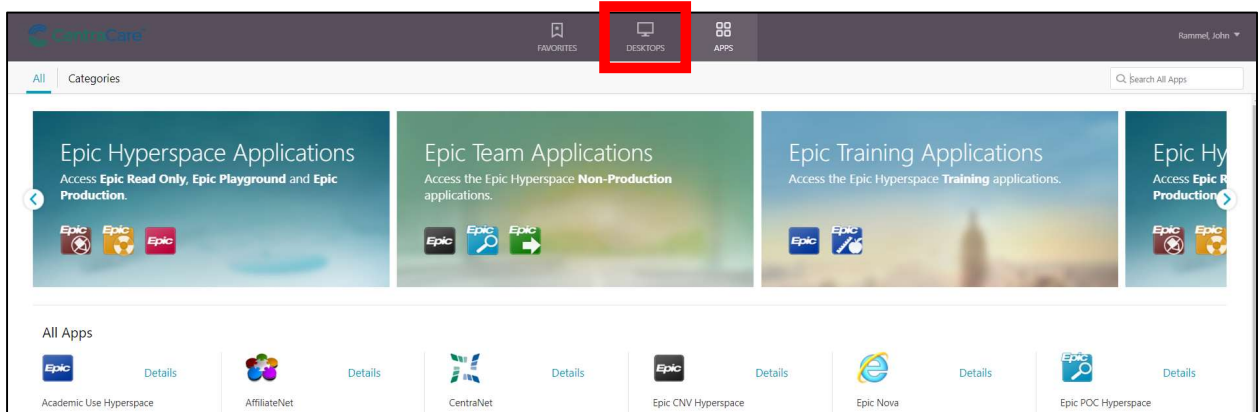
1. Using your personal device, navigate to [www.CentraCare.com](http://www.CentraCare.com). Scroll to the bottom and choose **For Professionals**.



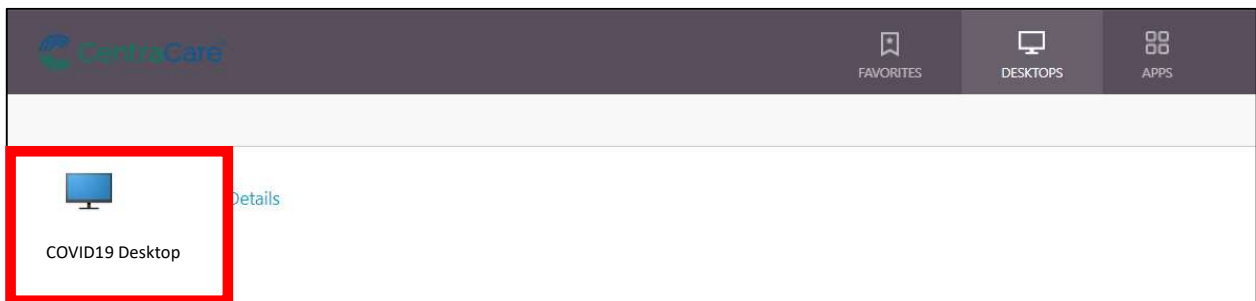
2. Select “**New**” **CentraCare Portal**.
3. Login using your **Network ID and password**. Complete two-step verification.



4. Users that have worked with I.S. and have the back-end configured appropriately will see a desktop icon at the top of their screen. Select **Desktop**.



5. Your desktop appears as a **COVID19 icon**, click the icon to open it. You will be connected to your Centracare Issued computer and should be able to function as you do when in the office.



Telecommuting - Periodic or Temporary Policy

[https://centracarehealth.policystat.com/policy/token\\_access/0a87eb7e-383b-448e-95ae-017b74a6ce97/](https://centracarehealth.policystat.com/policy/token_access/0a87eb7e-383b-448e-95ae-017b74a6ce97/)