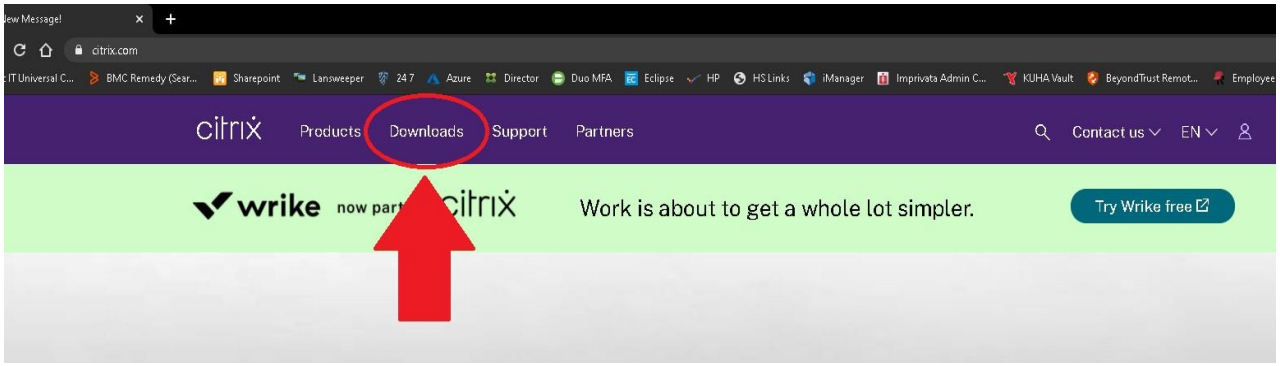
TABLE OF CONTENTS

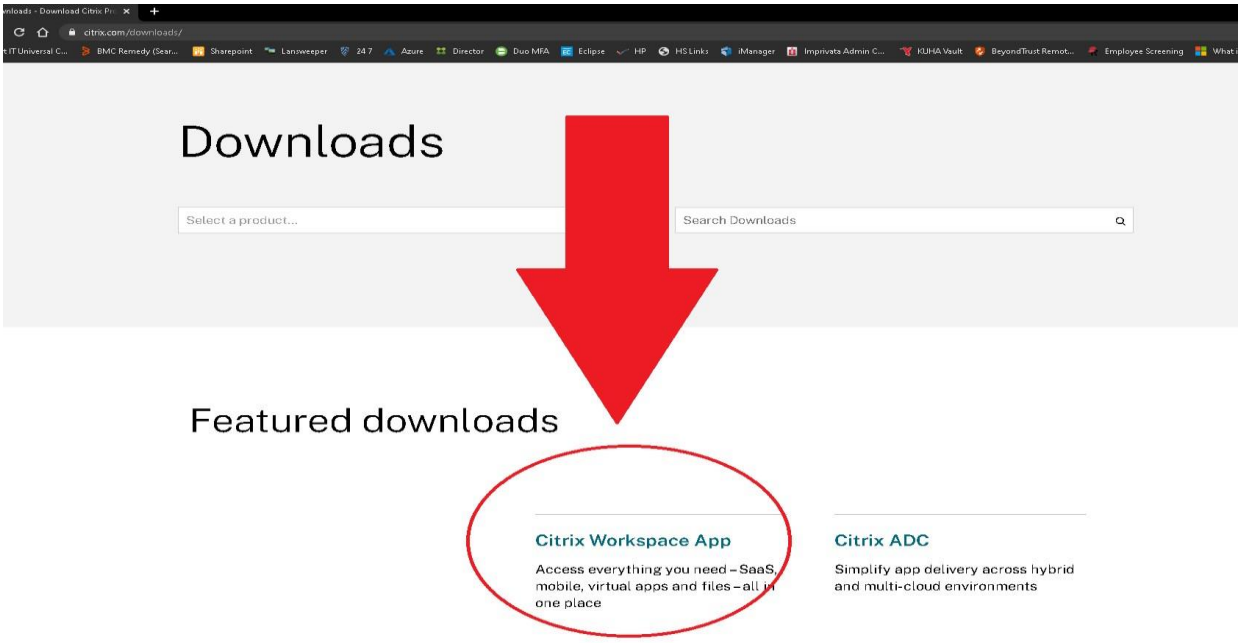
- How to Setup Citrix Workspace for Windows (page 2)
- How to Setup Citrix Workspace for Mac (page 6)
- How to Setup Multi-Factor Authentication (page 10)
- How to Access Remote Desktop via Citrix (page 13)
- How to Access KU Email via the Web (page17)
- How to Submit Hardware Requests via MyIT (page 18)

How to Setup Citrix Workspace for Windows

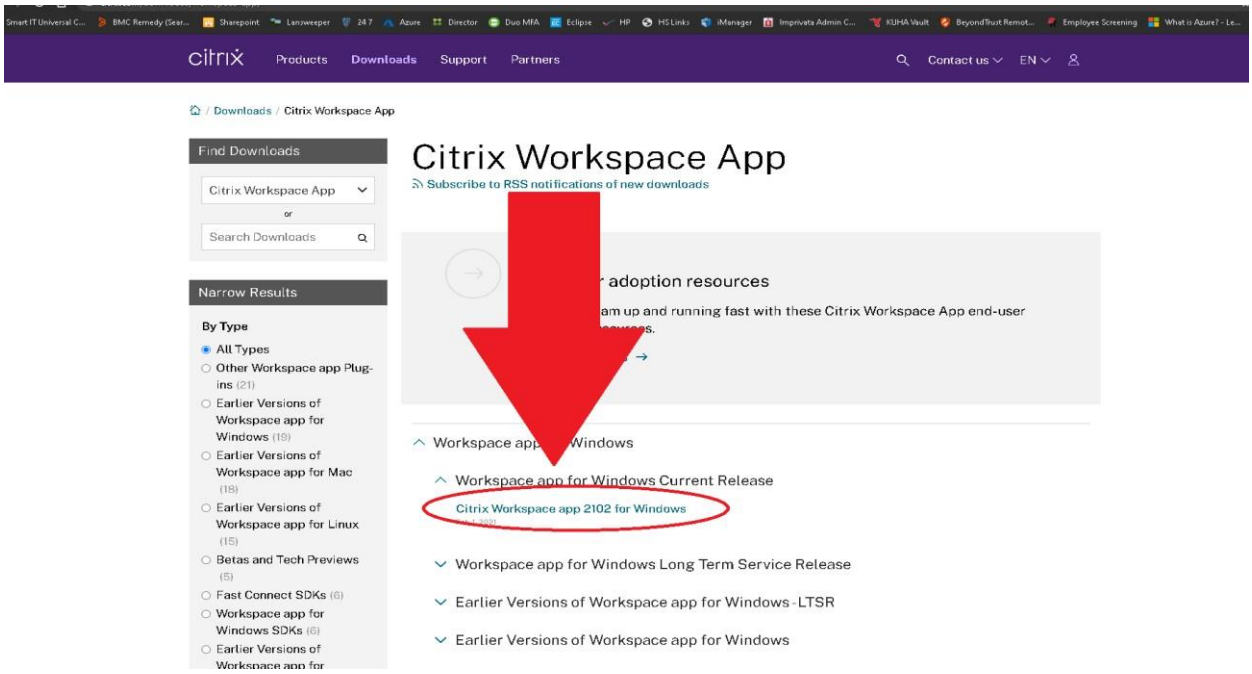
1. Go to citrix.com and select Downloads at the top of the page.



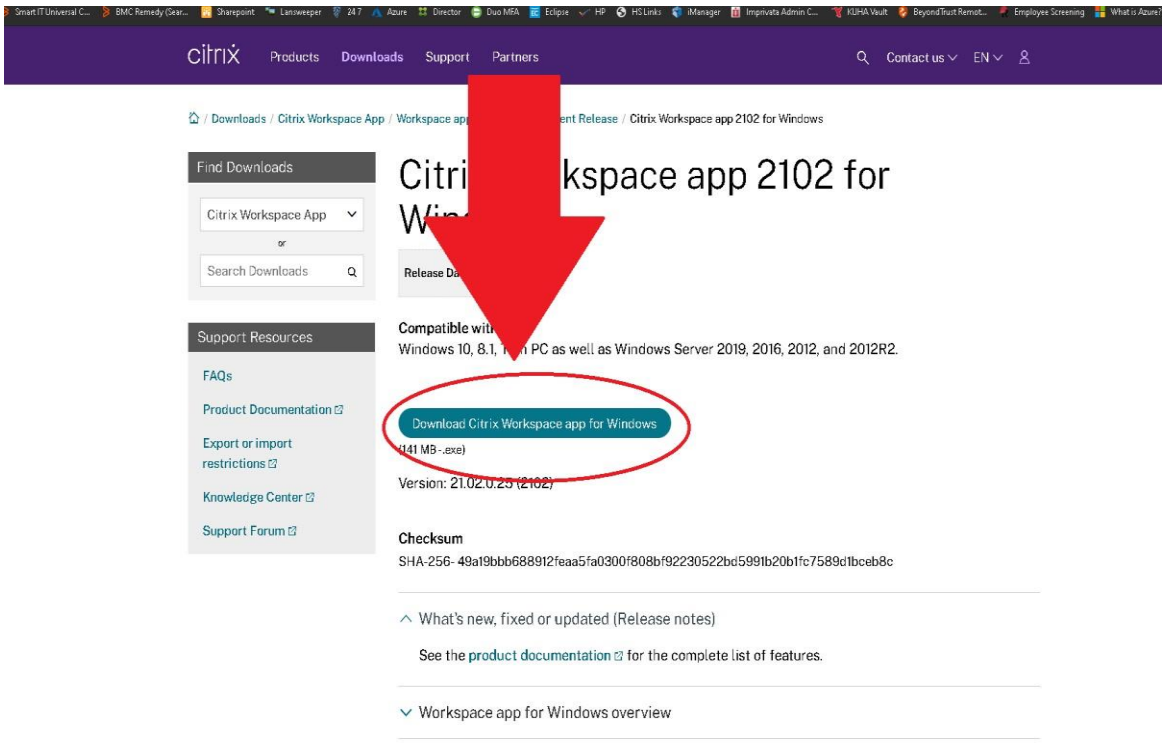
2. Click the Citrix Workspace App link on the left side of the page.



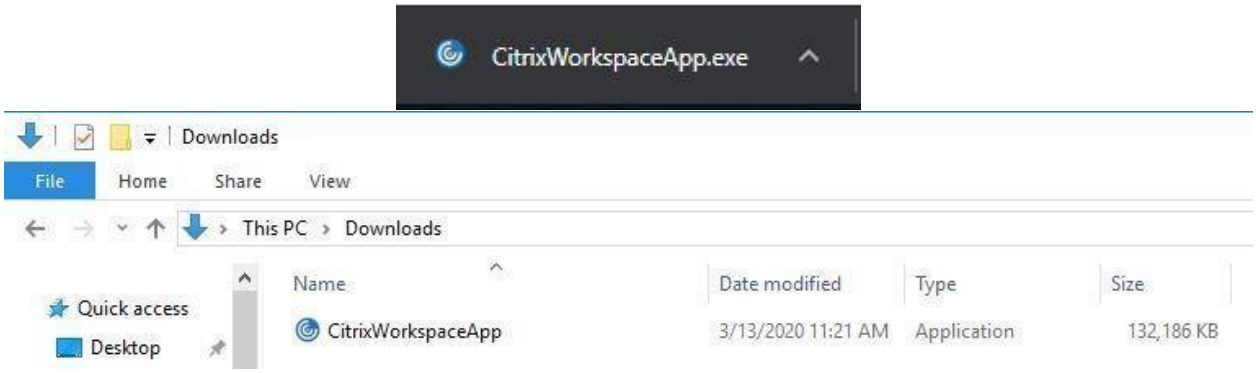
3. Click the Citrix Workspace app for Windows link.



4. Select “Download Citrix Workspace app for Windows” and confirm the download has started.

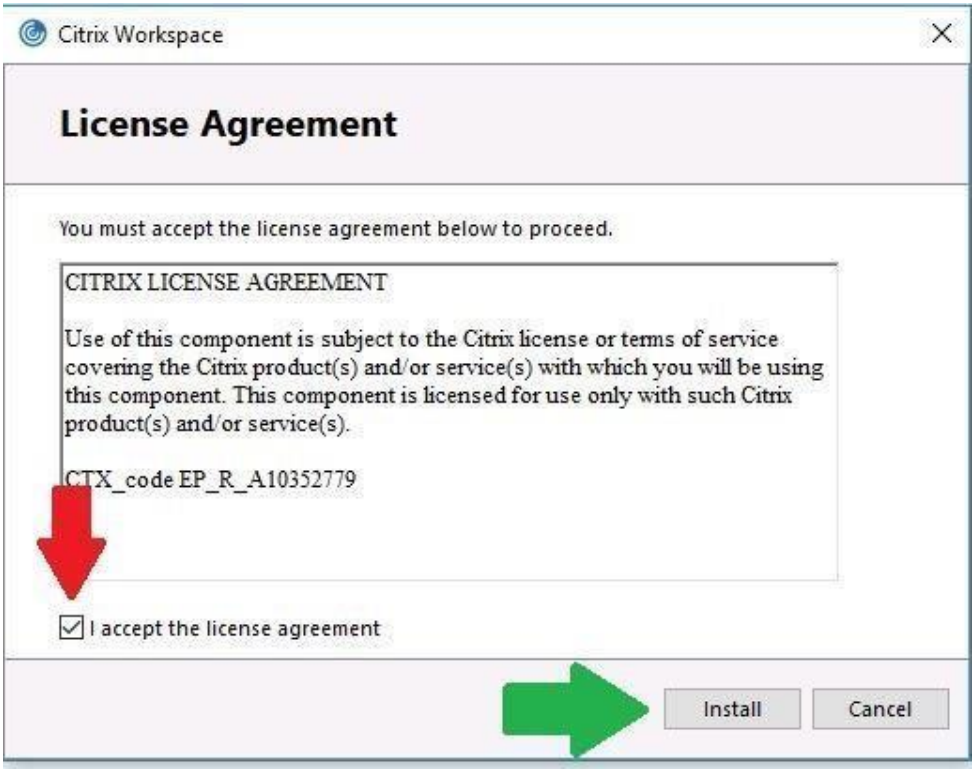


5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.

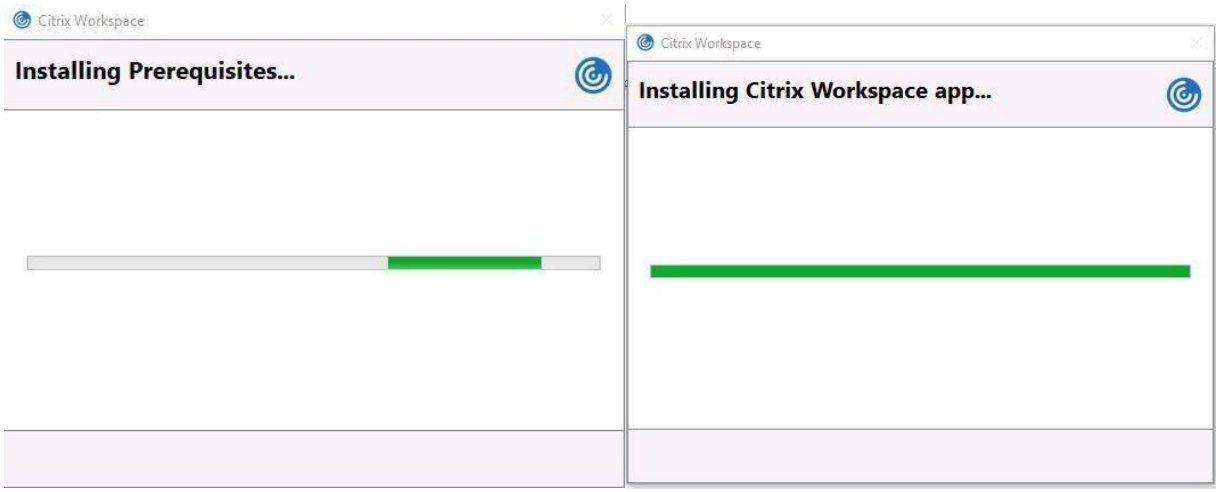


6. Launch the installation file called CitrixWorkspaceApp.exe and click Start.

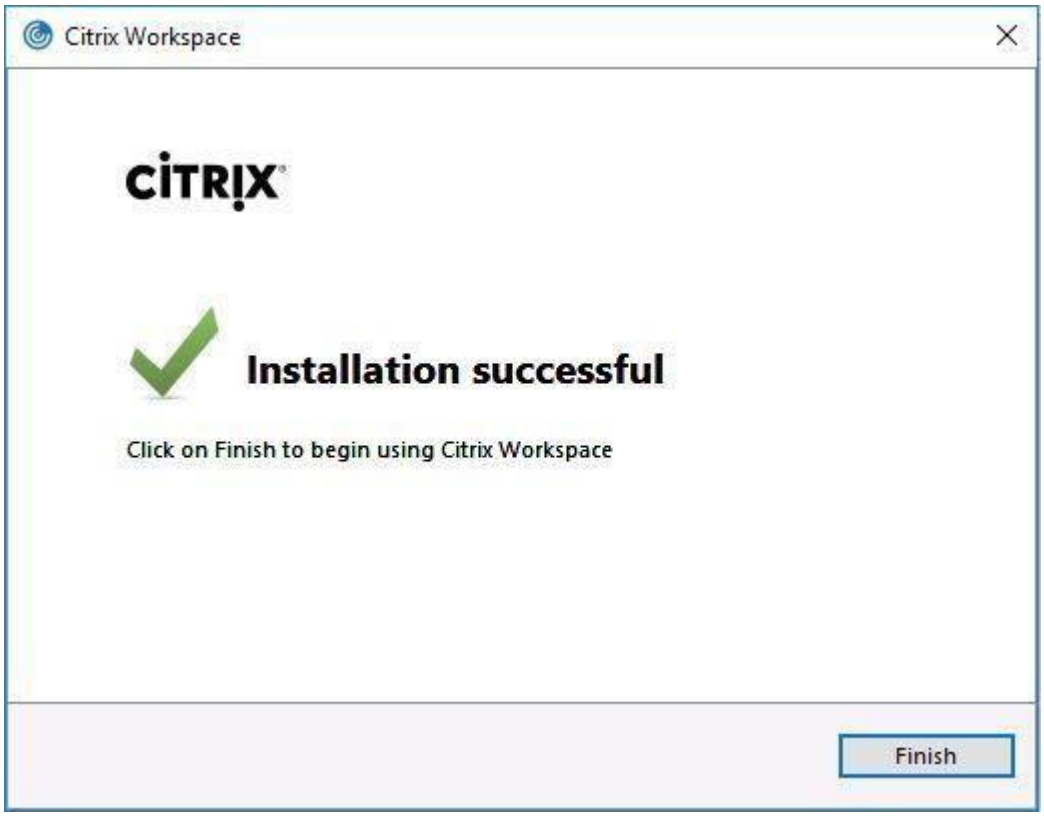
7. Check-mark the box next to “I accept the license agreement” and click Install.



8. The installation should begin. During the install, the following screens may appear.

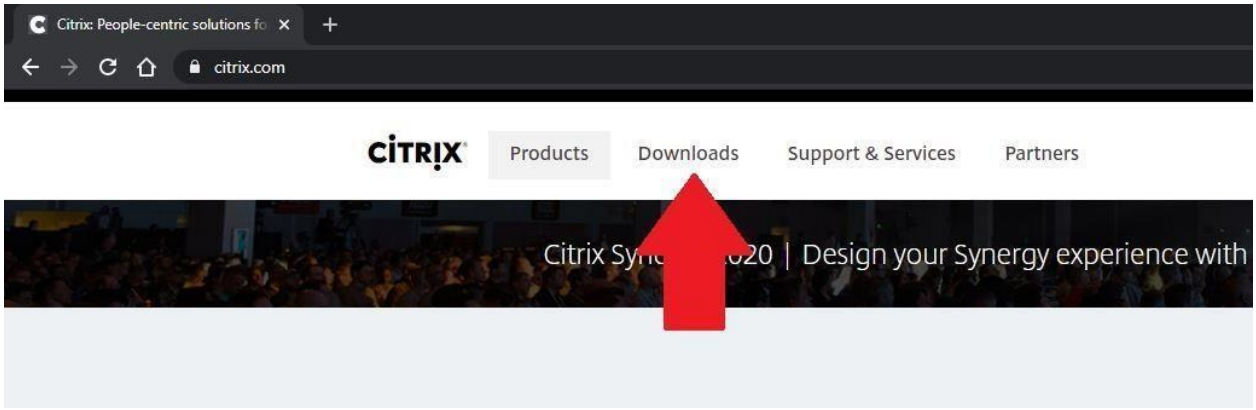


9. When completed, the successful installation screen appears.

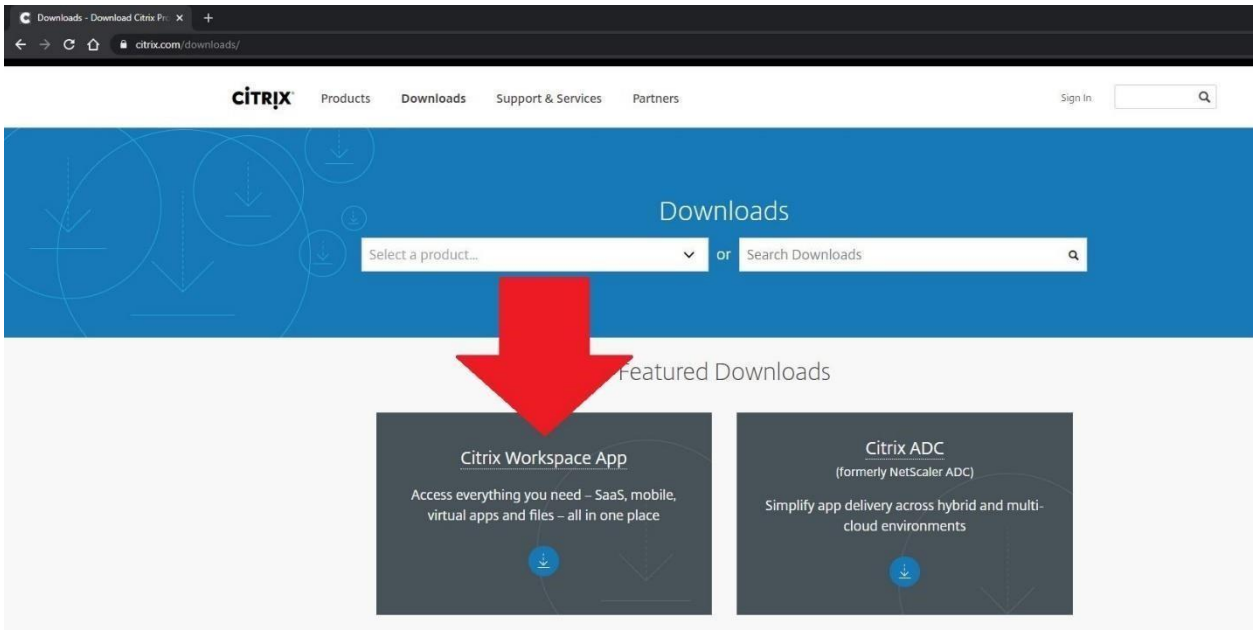


How to Setup Citrix Workspace for Mac

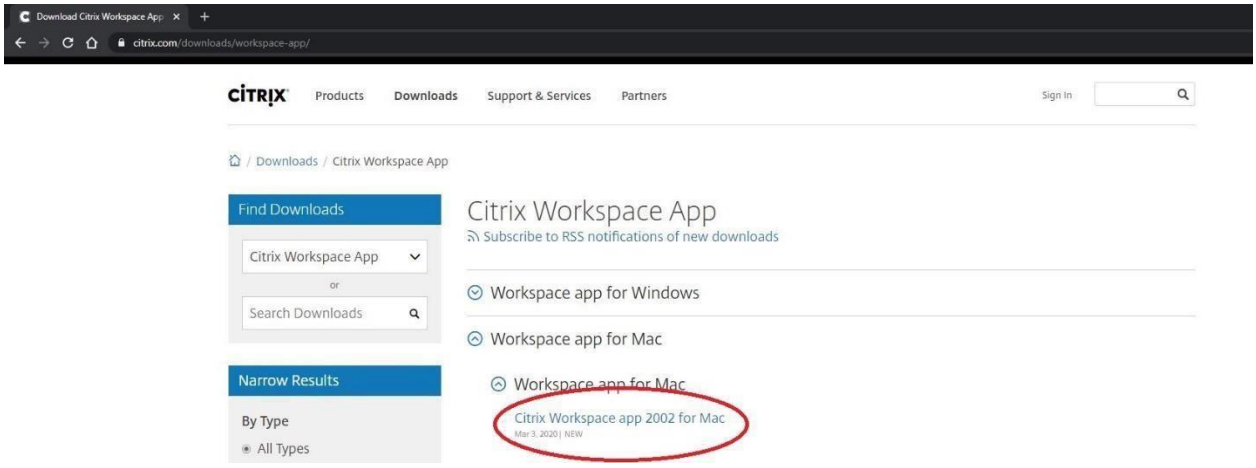
1. Go to citrix.com and select Downloads at the top of the page.



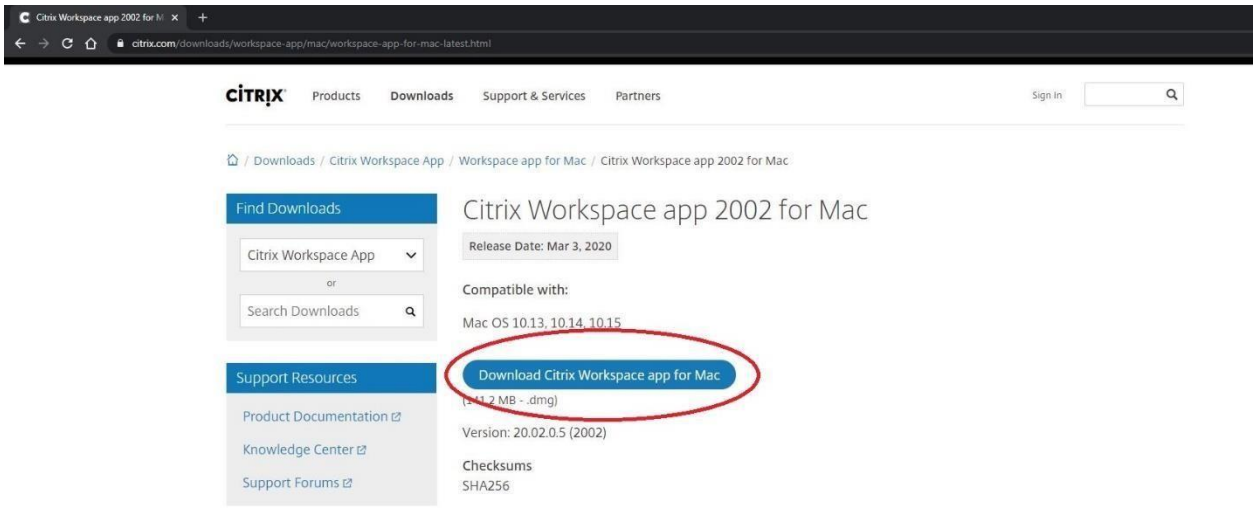
2. Click the Citrix Workspace App link on the left side of the page.



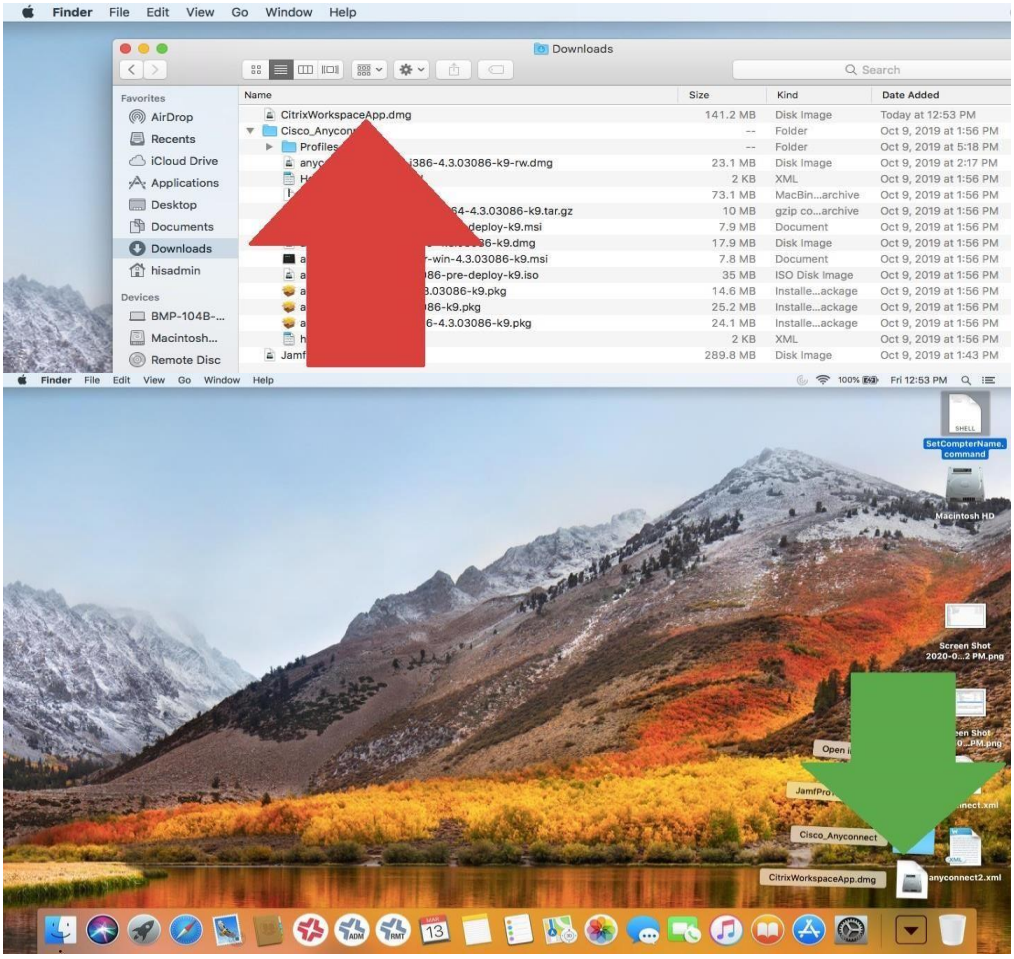
3. Click the Citrix Workspace app for Mac link.



4. Select “Download Citrix Workspace app for Mac” and confirm the download has started.

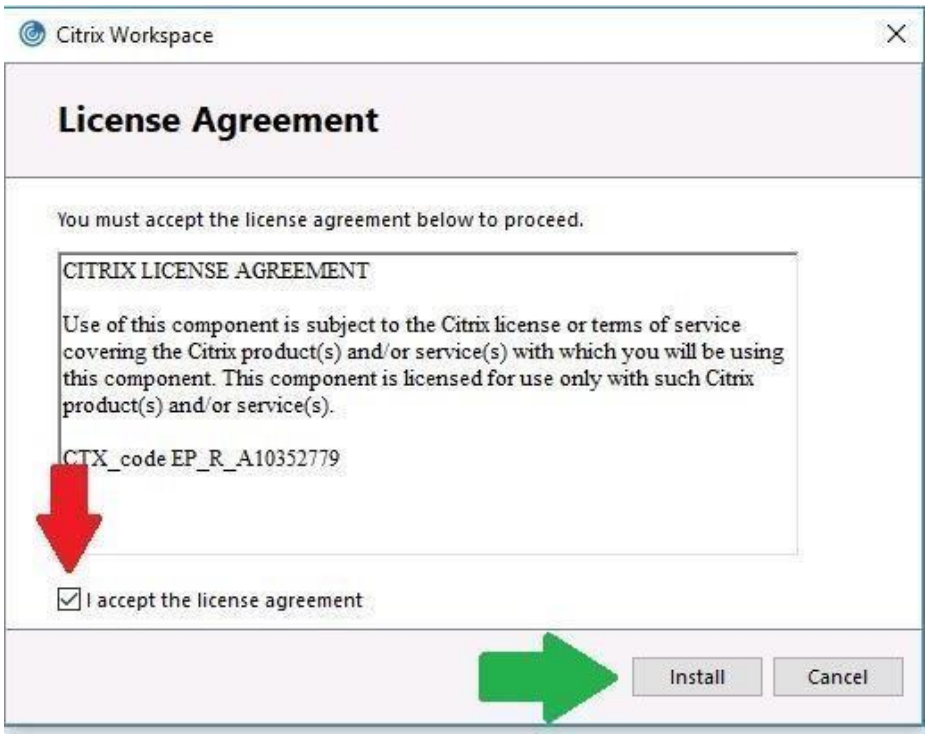


5. Confirm the Workspace program is downloaded successfully. The file should show up either at the bottom of the browser, or in the Downloads folder.

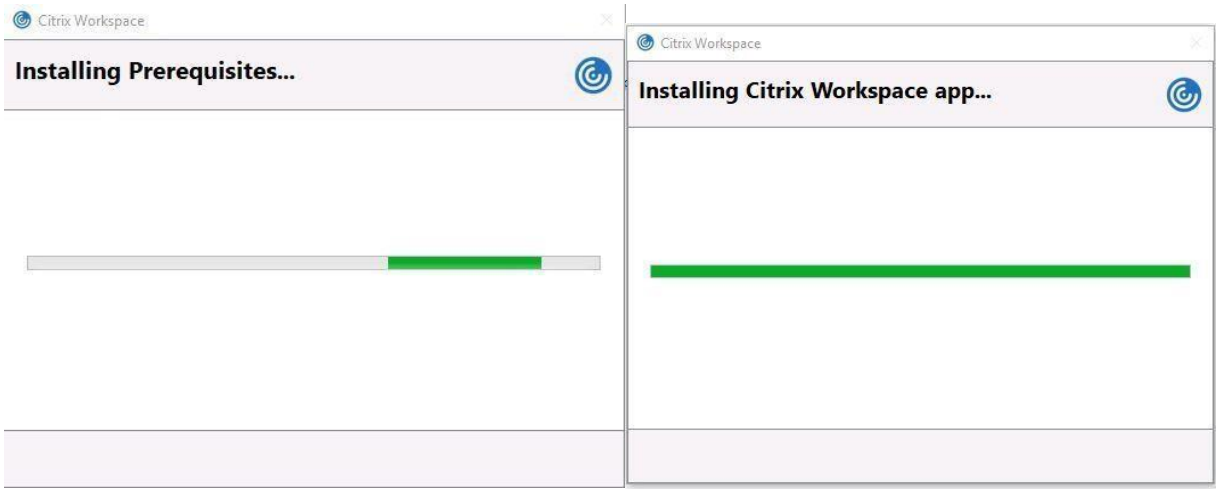


6. Launch the installation file called CitrixWorkspaceApp.dmg and click Start.

7. Check-mark the box next to “I accept the license agreement” and click Install.



8. The installation should begin. During the install, the following screens may appear.



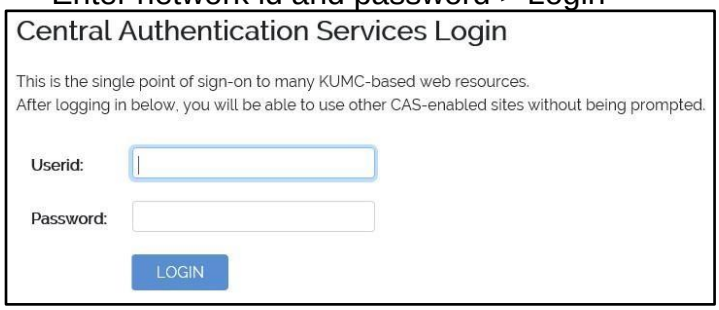
9. When completed, the successful installation screen appears.

How to Setup Multi-Factor Authentication for UKHS

Duo enhances your account security with two-factor authentication.

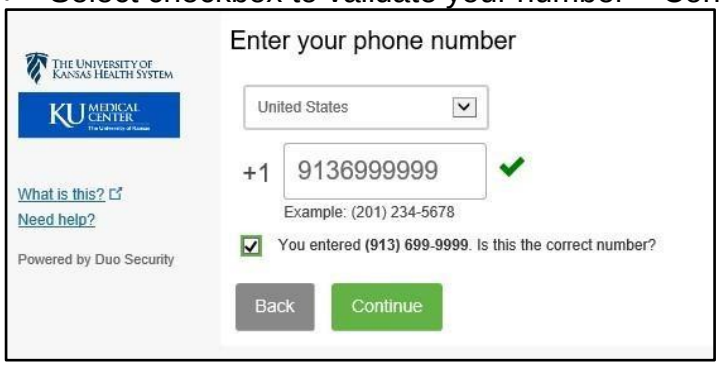
- Open a web browser and navigate to https://cas.kumc.edu/mfaselfservice/ to register your device

Enter network id and password > Login

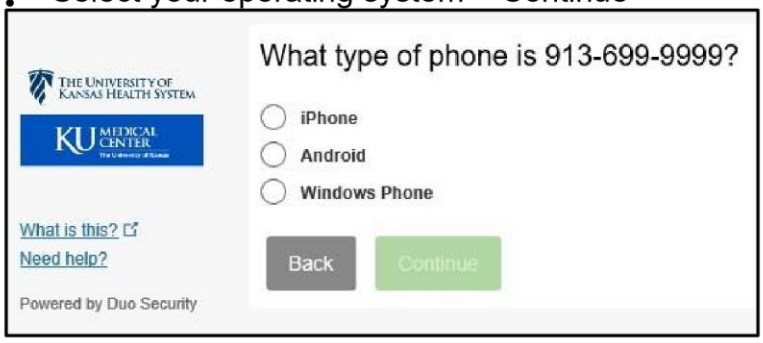


- Click Start Setup
- Select Mobile phone > Continue

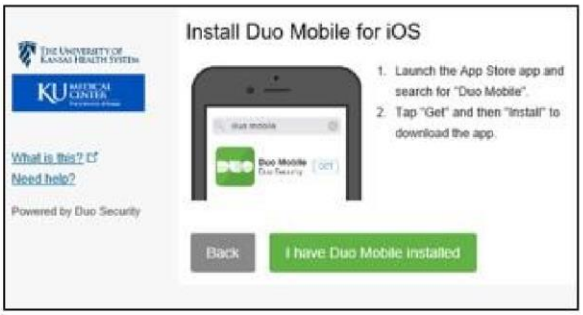
- Enter your phone number with area code
- Select checkbox to validate your number > Continue



- Select your operating system > Continue



- Go to the Apple or Google Play Store to install Duo Mobile



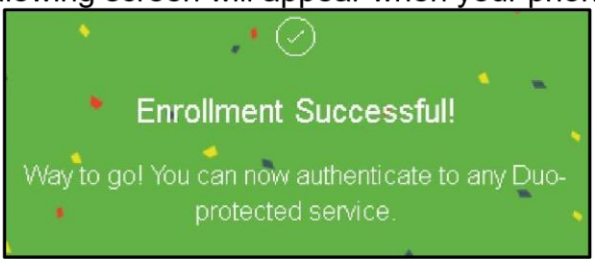
- Open the Duo Mobile app > Click the + sign in upper right-hand corner

- Scan the QR code you are provided from your web browser

A green checkmark will appear

- Click Continue

The following screen will appear when your phone has been properly registered:

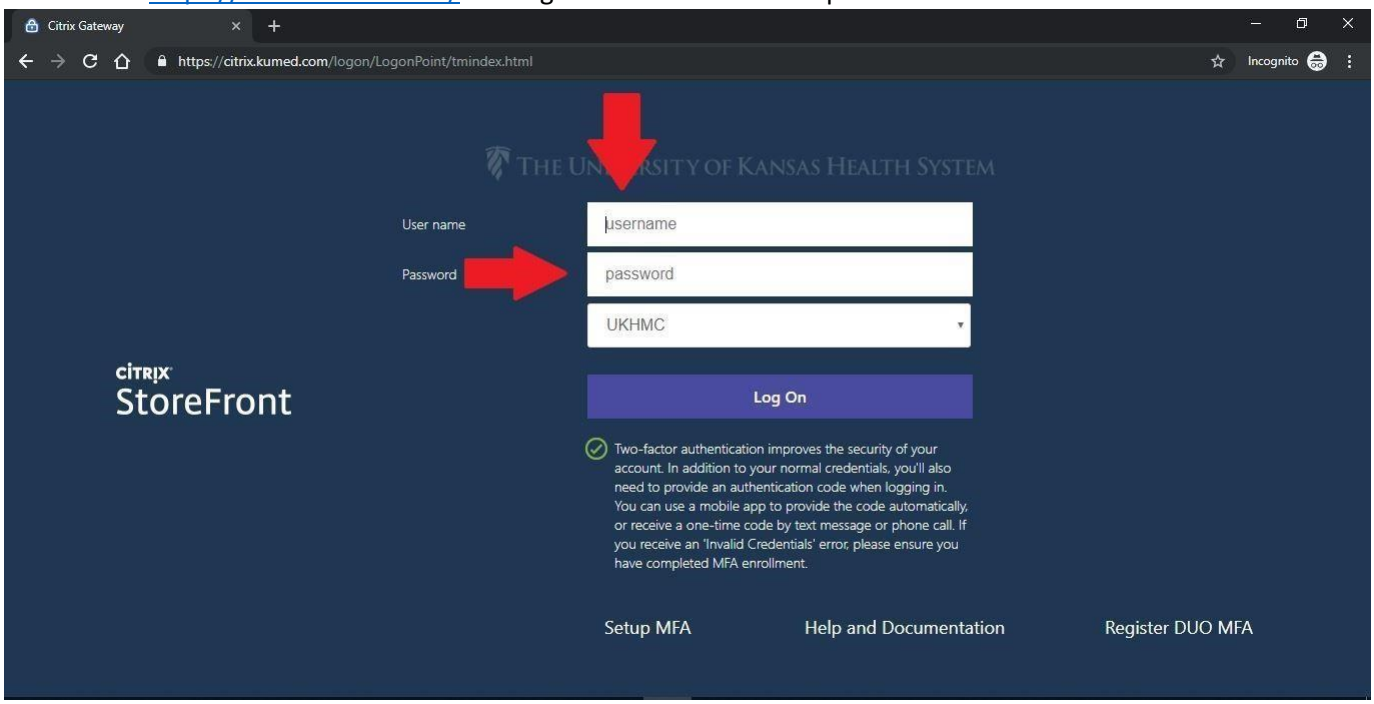


FOR MORE INFORMATION CONTACT:

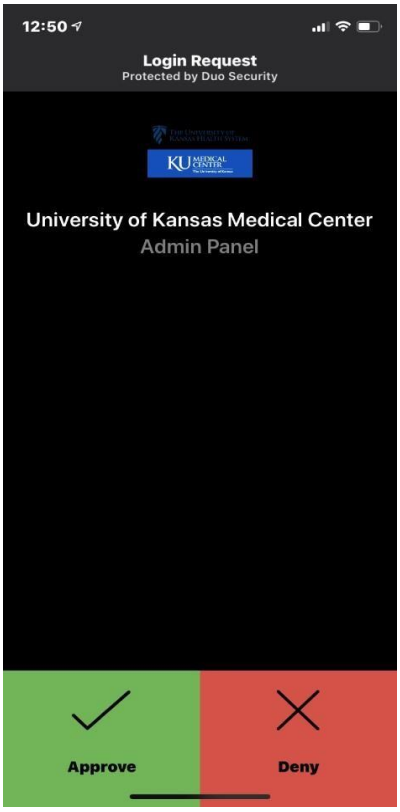
- Health System Help Desk | HITS_ServiceDesk@kumc.edu | Phone 913-945-9999

How to Access Remote Desktop via Citrix

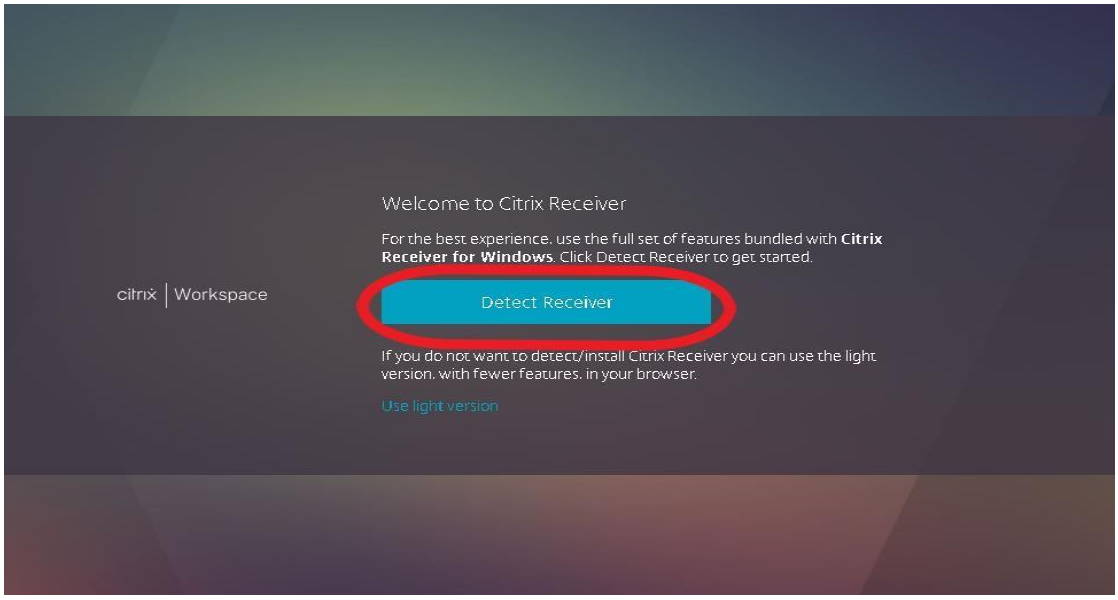
1. Go to https://citrix.kumed.com/ and log in with username and password.



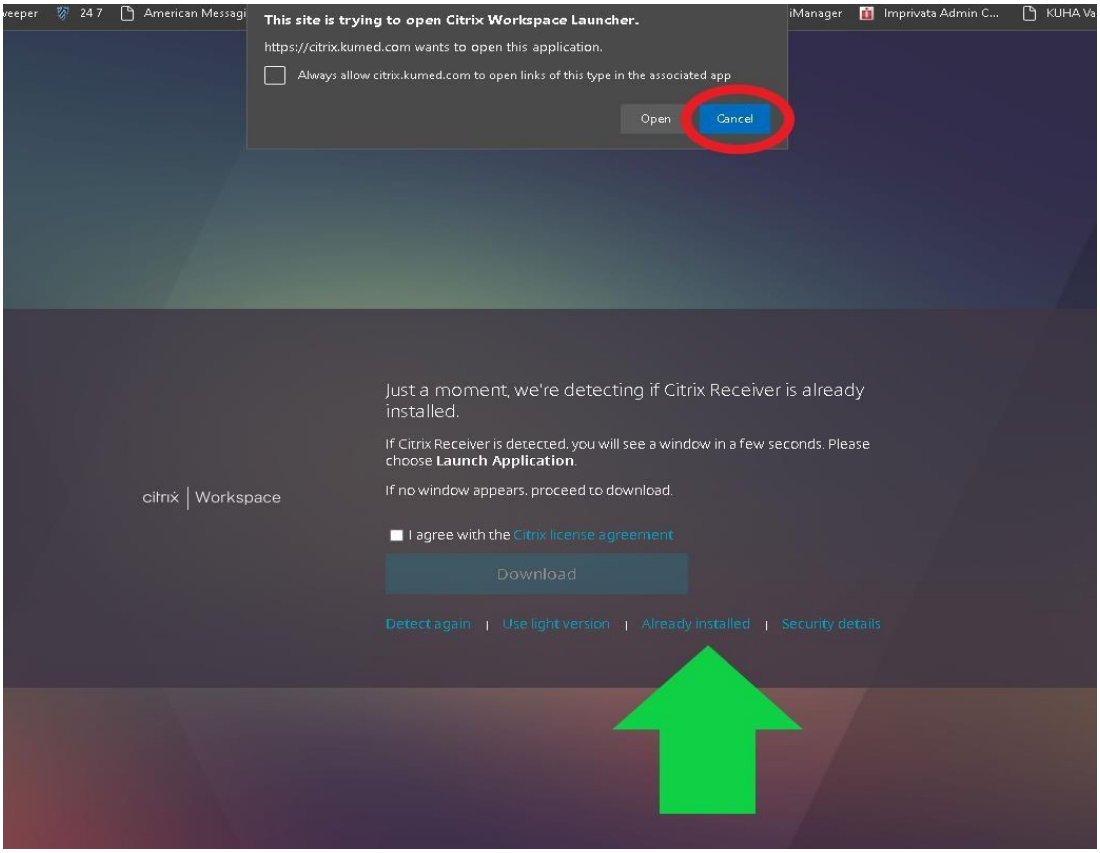
2. Authenticate with DUO Multi-Factor Authentication (MFA).



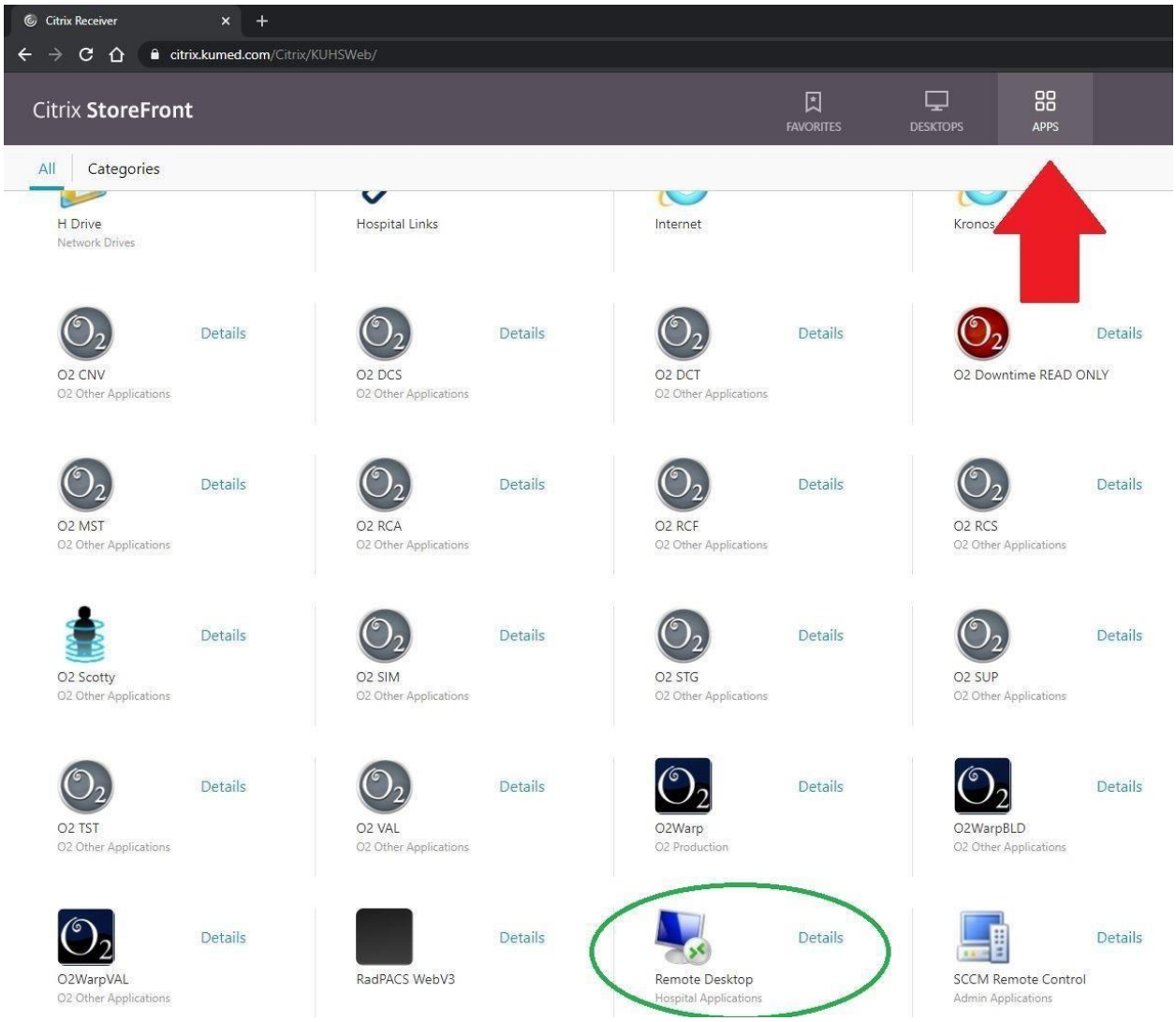
3. If the following screen comes up, select “Detect Receiver.”



4. If there is a white pop-up box, select Cancel. Then select “Already Installed.”

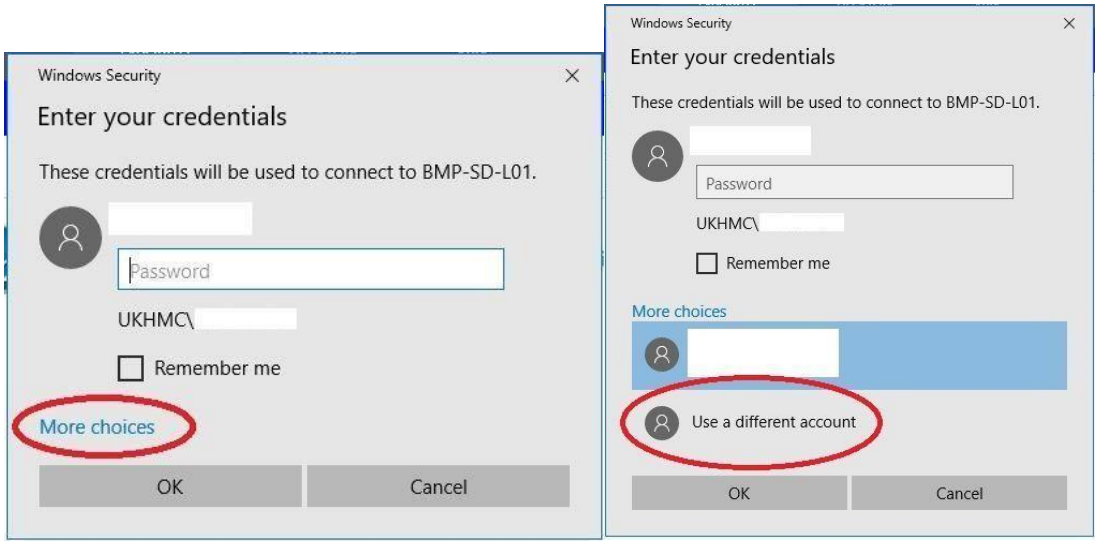


5. The Citrix Storefront dashboard loads. Select Apps at the top, then choose Remote Desktop.



6. When the Remote Desktop screen loads, type the hostname of the computer and click connect.

7. Select “Use another account” and type KUHA\username (for KUMC users, type KUMC\username). Then type password and click OK.

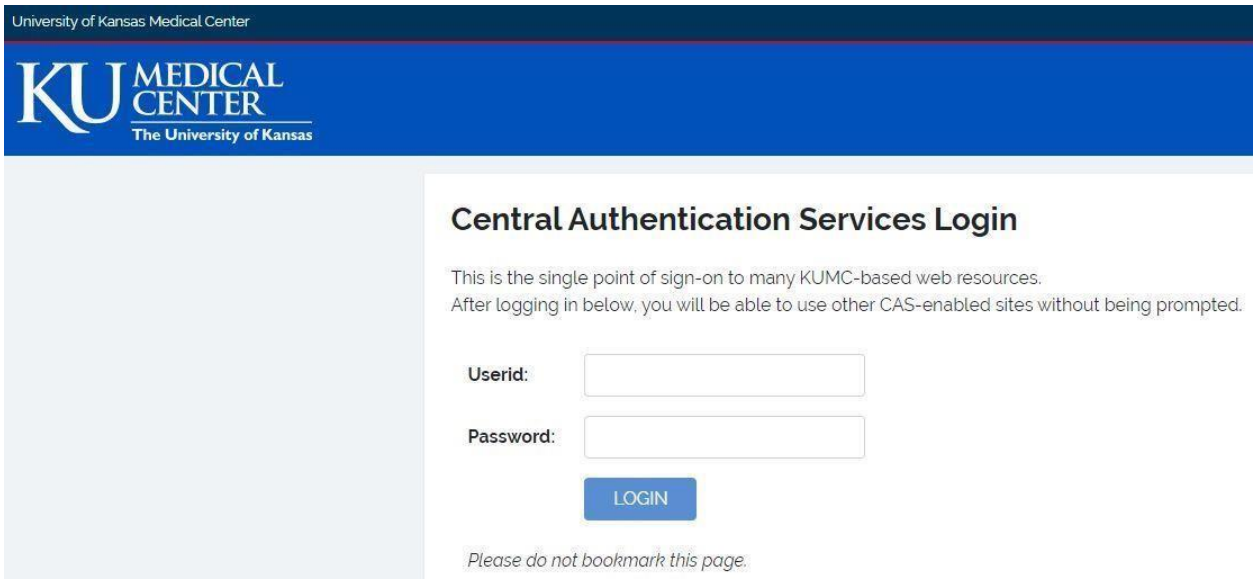


8. The remote session should begin and your screen should appear as though you are sitting at your desktop.

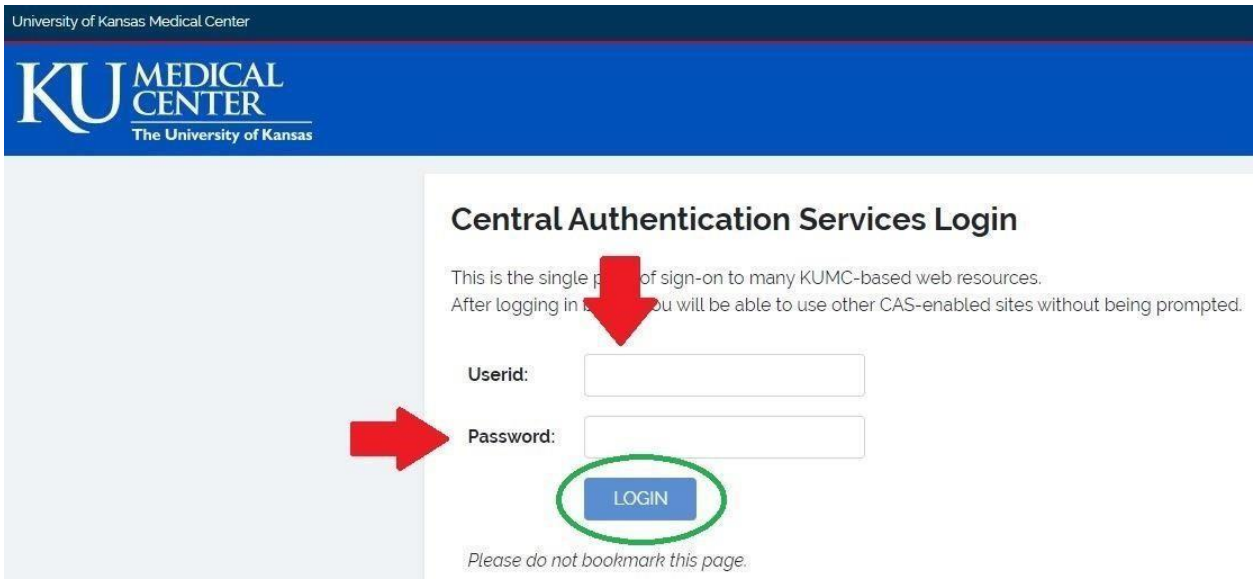
How to Access KU Email via the Web

*****KU email can be accessed via any web-enabled device (computer, phone, tablet, etc).*****

1. Go to https://mail365.kumc.edu/ which will bring up the blue & white Central Authentication Site.



2. Type Userid and Password, then click Login.



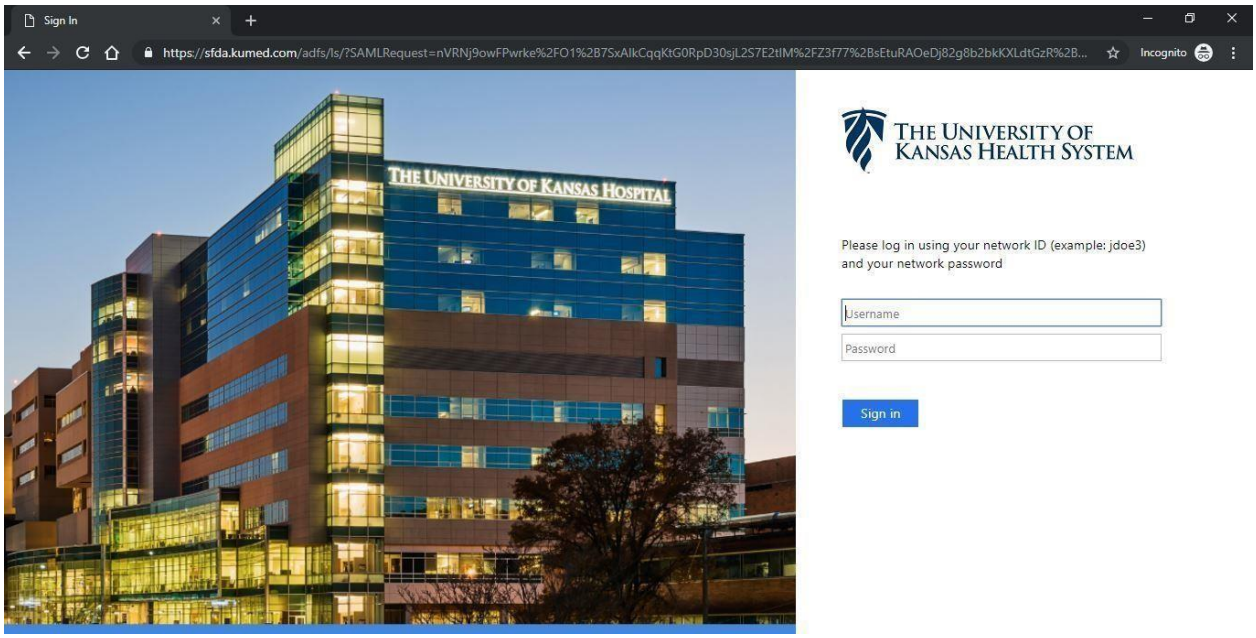
3. When prompted to “Stay signed in” select No.

4. The webmail inbox loads and email is accessible.

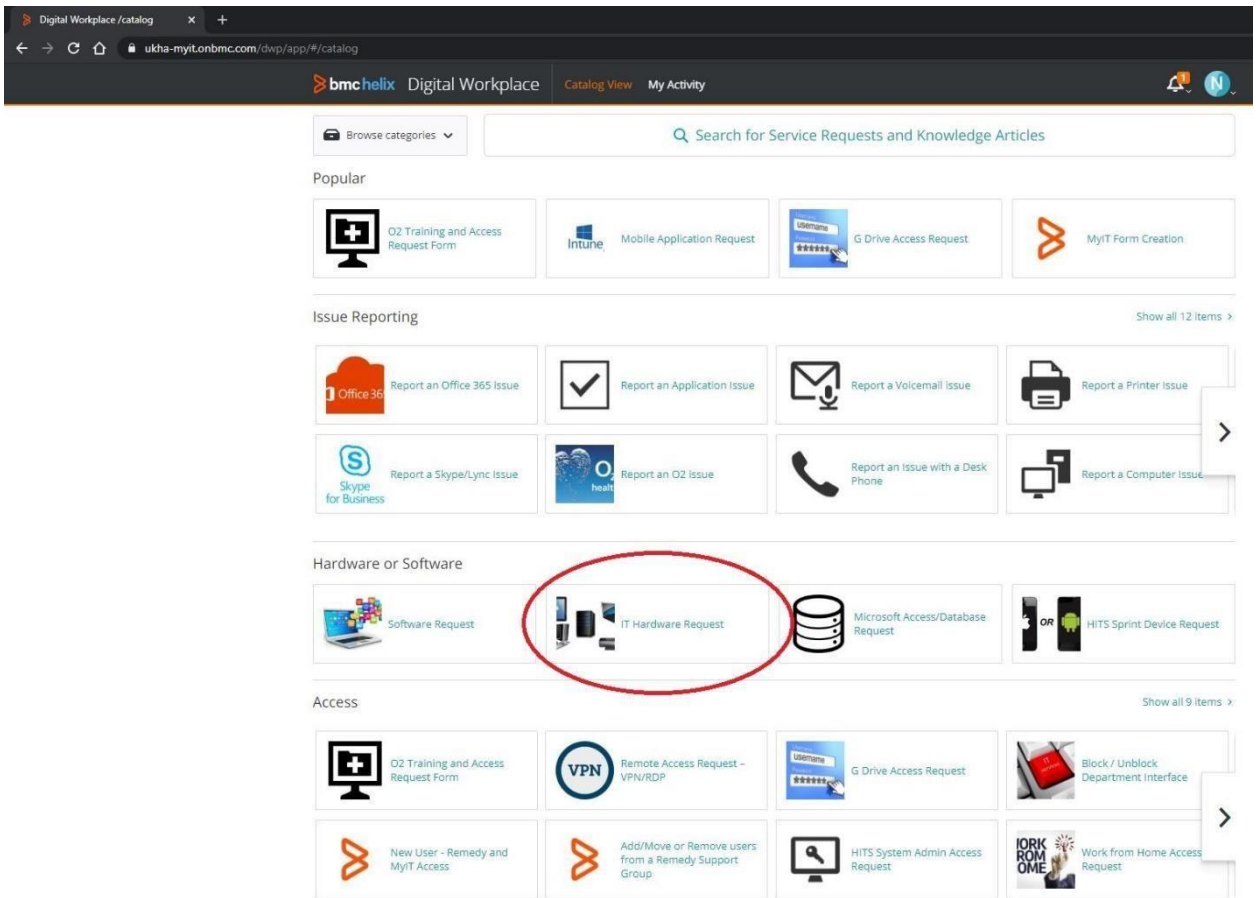
How to Submit Hardware Requests via MyIT

*****KU email can be accessed via any web-enabled device (computer, phone, tablet, etc).*****

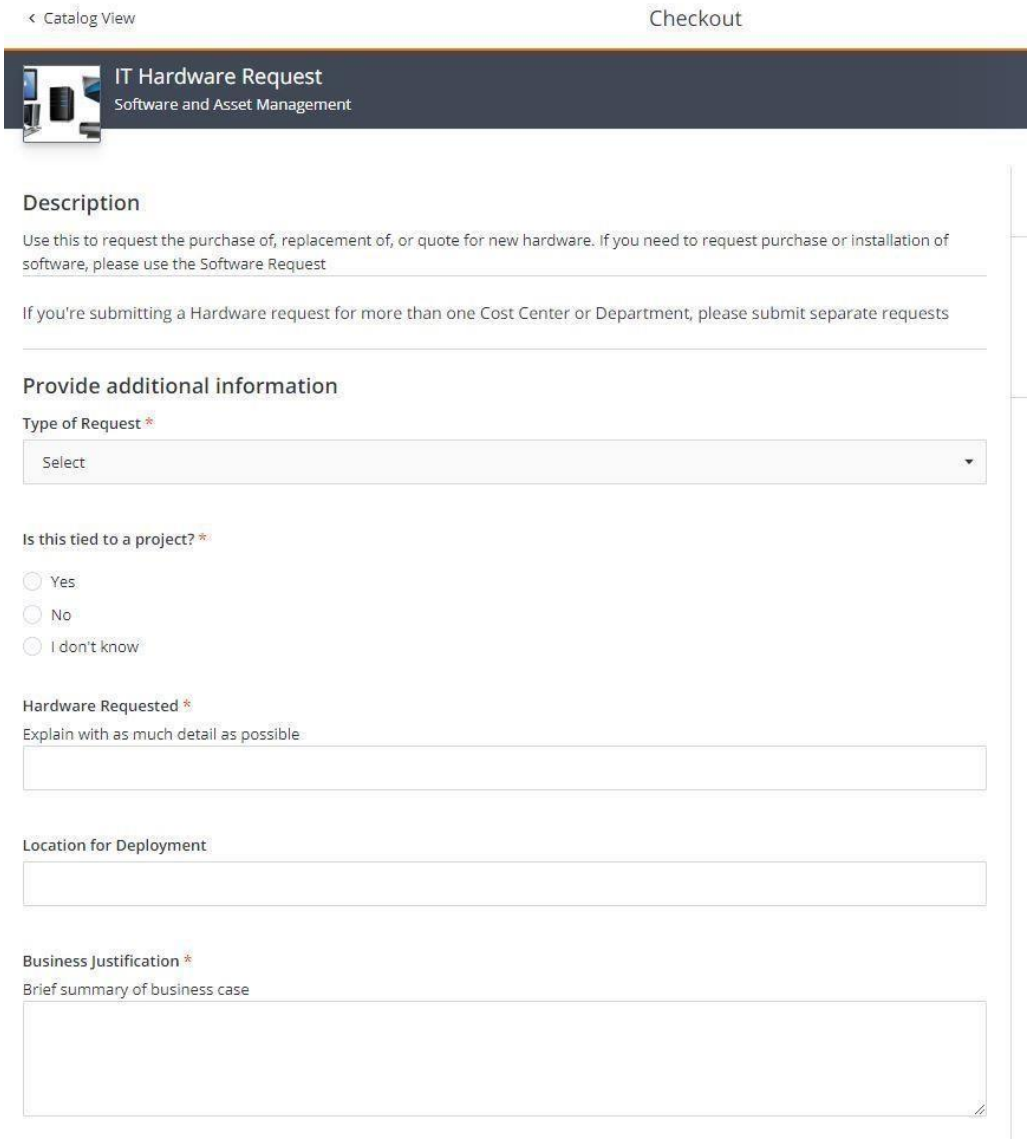
1. Contact your manager and confirm verbal authorization for any hardware requested.
2. Go to https://ukha-myit.onbmc.com/ which will bring up the KUHA login page.



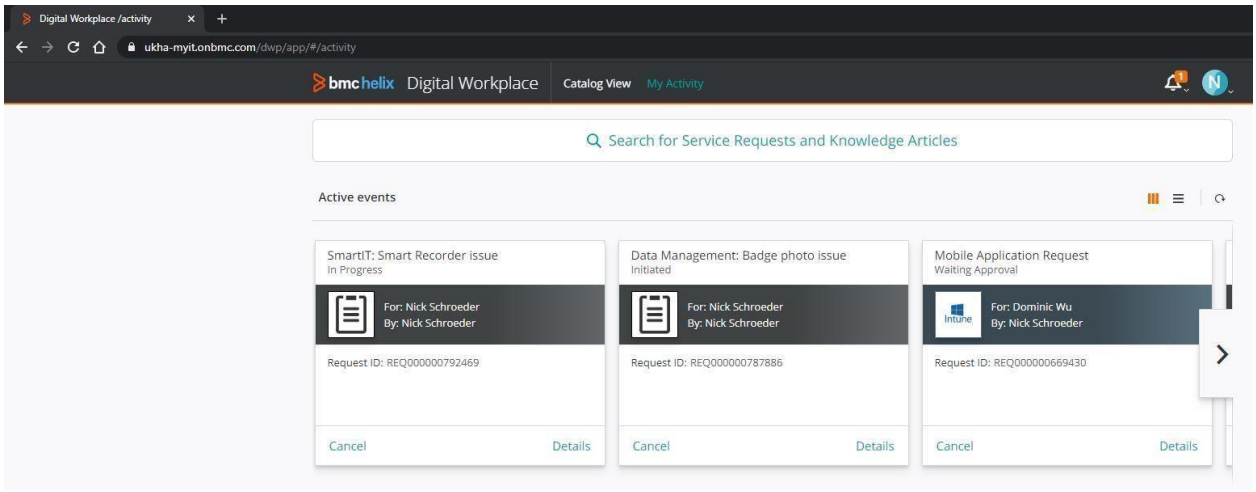
3. Login using KU username and password, then the MyIT page will load. Select the “IT Hardware Request” icon toward the left middle of the page.



4. Fill out the IT Hardware Request fields and click “Submit Request” at the top right of the page. (If it is unavailable, review the form again for missing required fields.)



5. Once completed, the Activity Dashboard will display the REQ number and a confirmation email should arrive too.


Digital Workplace /activity
ukha-myit.onbmc.com/dwp/app/#/activity
bmc helix Digital Workplace
Catalog View
My Activity
Search for Service Requests and Knowledge Articles
Active events
SmartIT: Smart Recorder issue
In Progress
For: Nick Schroeder
By: Nick Schroeder
Request ID: REQ000000792469
Cancel
Details
Data Management: Badge photo issue
Initiated
For: Nick Schroeder
By: Nick Schroeder
Request ID: REQ000000787886
Cancel
Details
Mobile Application Request
Waiting Approval
For: Dominic Wu
By: Nick Schroeder
Request ID: REQ000000669430
Cancel
Details