ENERGY IT SERVICES

Remote Access: Using CloudSpace

This guide provides instructions on how to access DOE applications with a CloudSpace virtual desktop.

Instructions

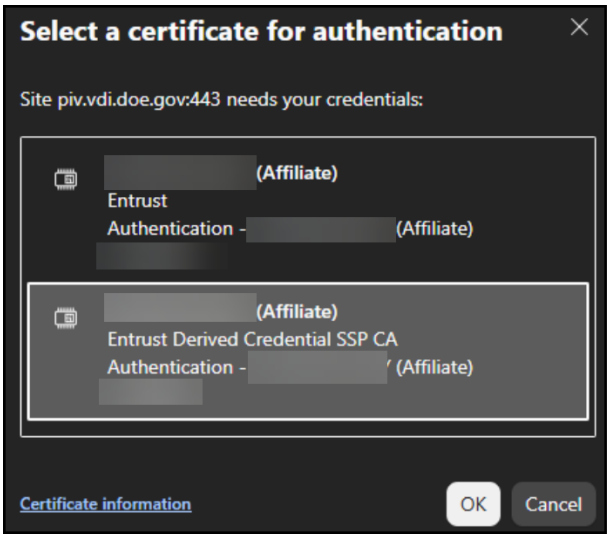
NOTE: You need to know the PIN that is associated with your PIV card to log in to CloudSpace. If you do not remember your PIN, you will need to visit your closest DOE badge office or a GSA USAccess credentialing facility to reset the PIN. This action cannot be completed remotely.

1. Ensure your PIV card is inserted into a card reader (internal or external). If you don't have a card reader, call the EITS Service Desk at **301-903-2500** or toll free at **866-834-6246**.

2. Navigate to https://Desktop.VDI.doe.gov.

3. Select **Login with PIV**. Select a certificate for authentication that includes **your name**. Click **OK**.

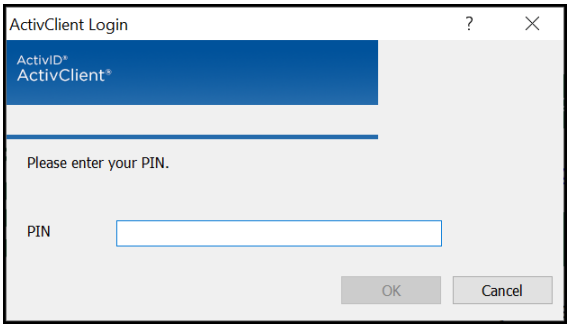
   NOTE: If logging in with OneKey, OneKey certificates appear differently in the certificate selection window. Select the appropriate authentication certificate associated with your credential.



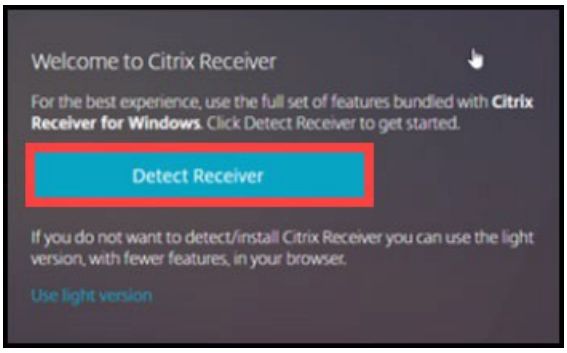
PIV Card credential example

Yubikey credential example

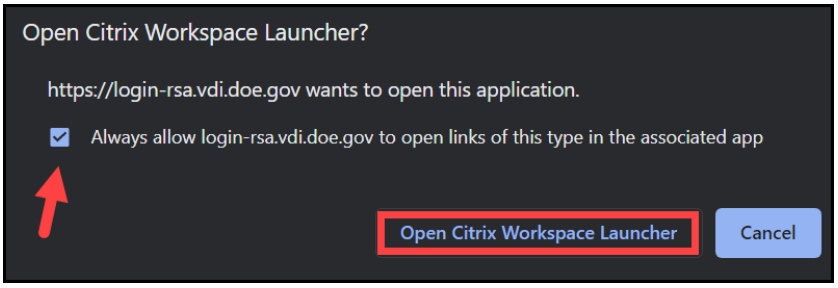
4. Enter your **PIN** and click **OK**.



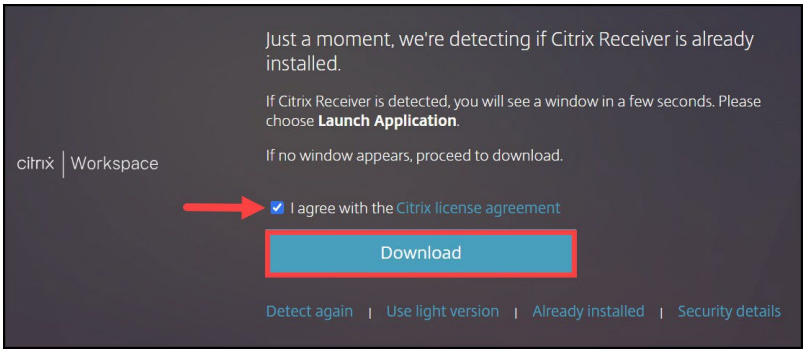
5. Select **Detect Receiver**.



   a. If Citrix Receiver is already installed: Select the **checkbox to always allow login**, and select **Open Citrix Workspace Launcher**.

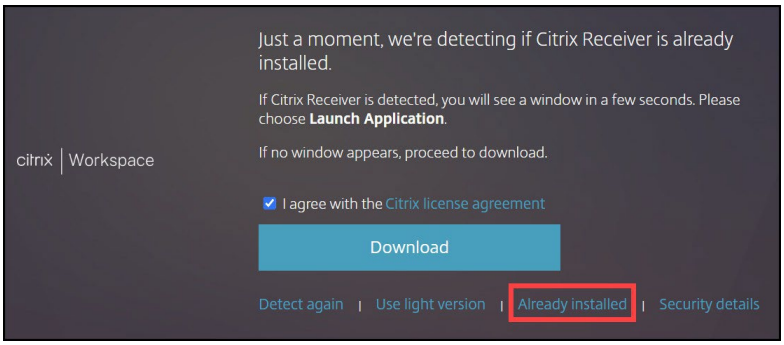


   b. If Citrix Receiver is not already installed: Select the **checkbox to agree to the Citrix license agreement**, and click **Download**. Follow the download prompts.

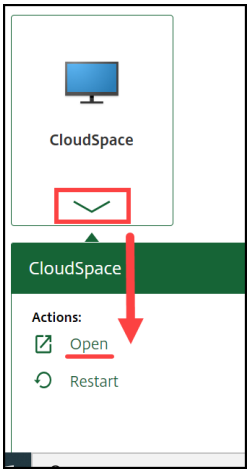


NOTE: If you are not taken to the screen illustrated in Step 6 below, repeat Step 5 and select **Already installed**.

If you need assistance, please call the EITS Service Desk at **301-903-2500** or toll free at **866-834-6246**.



6. Select **CloudSpace** and click **Open**.



Help

If you need assistance, please call the EITS Service Desk at **301-903-2500** or toll free at **866-834-6246**