



U.S. DEPARTMENT OF  
**ENERGY**








Office of the Chief  
Information Officer

# User Guide Remote Access to VDI/Workplace Using RSA



Innovation & Engineering (IM-64)  
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## 1 Overview

As mandated by the Homeland Security Presidential Directive 12 (HSPD-12), Office of Management and Budget (OMB) M 11-11, and Department of Energy (DOE) O 206.2, the Office of the Chief Information Office (OCIO) Energy IT Services (EITS) has deployed hardware, software, and configuration changes that enable EITS customers to log on to their computers with their HSPD-12 credentials.

The HSPD-12 directive also covers the implementation of virtual desktops. Personal identity verification (PIV) authentication is integrated in the virtual desktop infrastructure (VDI) design and implementation. VDI can also be securely accessed from external clients, such as personal computers, over the Internet, which is one of the great benefits of VDI technology. As a remote VDI user, you must also authenticate your identity with your PIV card per the HSPD-12 directive. In certain cases when you cannot use your PIV card, you can use your RSA token to log on to the desktop.

## 2 Citrix Workplace

DOE Citrix VDI/Workplace are tools within the Remote Access Services (RSA) provided by OCIO that enables customers to access approved DOE applications and data that would normally be accessible only while at DOE. You can use VDI/Workplace from anywhere in the world to access a wide variety of applications and networked storage as if you were in the office. VDI/Workplace features and benefits include the following.

- Full-featured Microsoft Outlook client
- Microsoft Word, Excel, and other Microsoft Office applications
- Network files, such as the N, O, and P drives
- Same My Documents folder as your office computer
- Ability to save, open, view, edit, and copy or move large files and large email attachments at LAN-connected speeds, even when using dial-up
- Ability to receive and send encrypted messages via Entrust
- Secure DOE web-based applications and web portal services
- Specialized applications, such as DEAR and Popkin, as well as Install Citrix Workspace for Windows

### 2.1 Citrix Workplace Requirements

You need the following to remotely access VDI and Workplace.

- Citrix Receiver LTSR (PC) or Citrix *Workspace* (MAC)
- An EITS enterprise account
- A PIV card or an RSA token supplied by the EITS Service Desk

To obtain an RSA token, contact the EITS Service Center at 301-903-2500.

- A computer with an Internet connection and a suitable web browser (Windows- or MacBook-compatible)

## 2.2 Update Citrix Receiver LTSR (PC) or Citrix Workspace (MAC)

In most cases, Receiver LTSR and Workspace automatically replaces previous versions and the Citrix online plug-ins; however, some versions must be removed manually before you can install the most recent version. In this case, a dialog box from Citrix Installation states “**Setup cannot continue because this version of Workspace is incompatible with a previously-installed version**”. This means that you must uninstall the previous version of Citrix Workspace or Receiver using the Windows Control Panel and go through the download and install process again.

## 2.3 Install Citrix Workspace

### 2.3.1 Installation Instructions for Windows

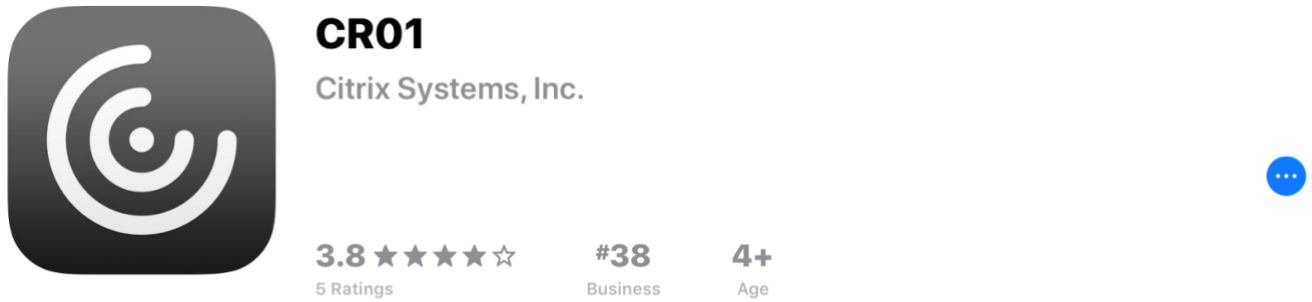
1. Open Internet Explorer.
2. In the browser URL, navigate to [https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows-ltsr/receiver-for-windows-ltsr- 4 9 4000 .html](https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows-ltsr/receiver-for-windows-ltsr-4_9_4000.html)
3. Follow the instructions to download and install the EITS supported Citrix Receiver LTSR for Windows. If you receive a dialog box stating “**Setup cannot continue because this version of Workspace is incompatible with a previously-installed version**”, follow the instructions in 2.2.
4. Close the Citrix Workspace Download window.

### 2.3.2 Installation Instructions for Apple Computers

1. Open your browser of choice.
2. In the browser URL, navigate to <https://www.citrix.com/downloads/workspace-app>
3. WHEN the download is complete, look for the downloaded file, CitrixWorkspaceApp.dmg.
4. Double-click the file until the **Installer** window appears. Select the “Install Citrix Workspace.pkg”.
5. When the **Citrix Workspace Installer** window displays, select **Continue**.
6. The **Software License Agreement** window displays. Select **Continue** and follow the prompts to agree to the terms of the installation.
7. At the prompt, type your local account password to finish the installation of Citrix Workspace.
8. Once the installation is complete, a window displays **The Installation was successful**. You are now ready to connect to your VDI/Workplace account.

### 2.3.3 Installation Instructions for Apple iPad

1. Open the **App Store** Application on your iPad and search for CR01. Once the Citrix Receiver application CR01 appears, download it to your iPad.



**CR01**  
Citrix Systems, Inc.

3.8 ★★★★★  
5 Ratings

#38  
Business

4+  
Age

#### What's New

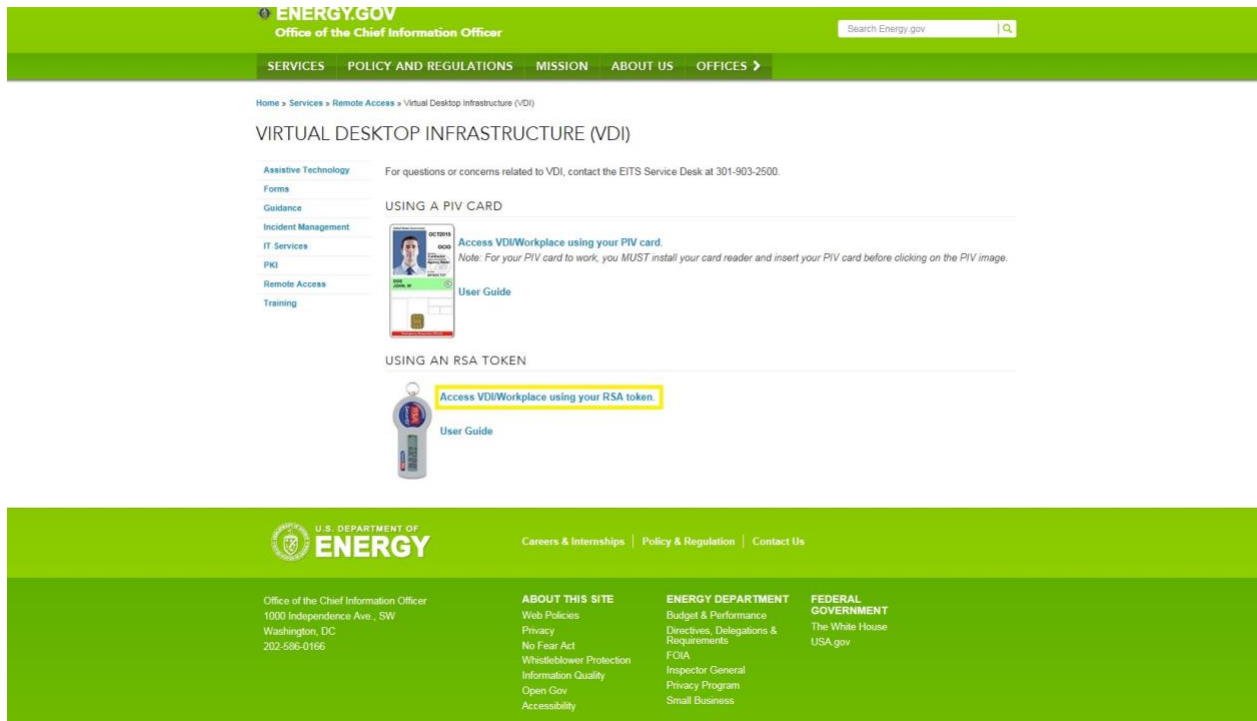
Updating to stable 7.5.6 Version of Receiver

#### [Version History](#)

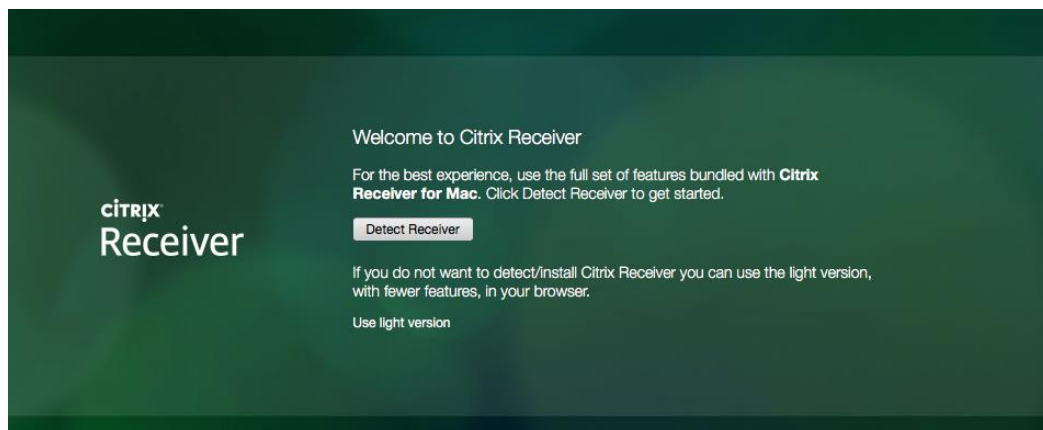
1mo ago  
Version 7.5.6

### 3 VDI/Workplace Logon instructions using RSA from PC or Mac

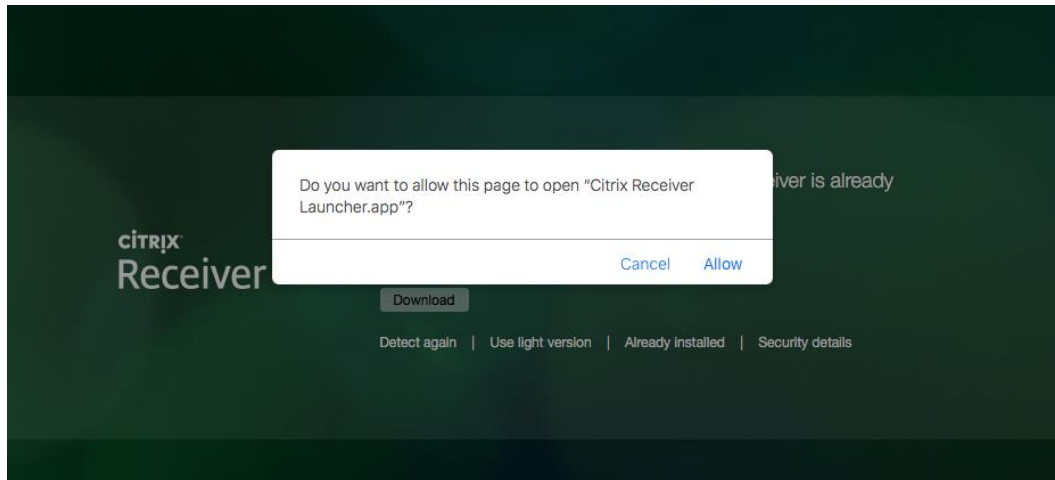
1. In the web browser, type <https://mydesktop.doe.gov/> and press **Enter**.



2. Select **Access VDI/Workplace using your RSA token** to go to the RSA logon page. Enter the following information.
  - a. **Username:** DOE desktop username
  - b. **Password:** DOE desktop password
  - c. **RSA Token:** PIN+RSA token number
3. Select **Log On**. If this is your first time connecting, you may receive a message asking if you would like for the browser to detect Citrix Workspace in order to launch it automatically. If you receive the message, click the Detect Receiver icon.



- Depending on your browser, you also may receive an additional message asking if you would like to allow the browser to open the Citrix Workspace launcher app. If you receive this message, click “Allow”.



- A list of desktops is displayed.
  - If you have one desktop, it auto-launches.
  - If you have more than one desktop, select the desktop from the list to launch it.
- Once connected, the DOE Security Banner displays. Press **OK** to continue. Your logon credentials are passed to your VDI/Workplace session.

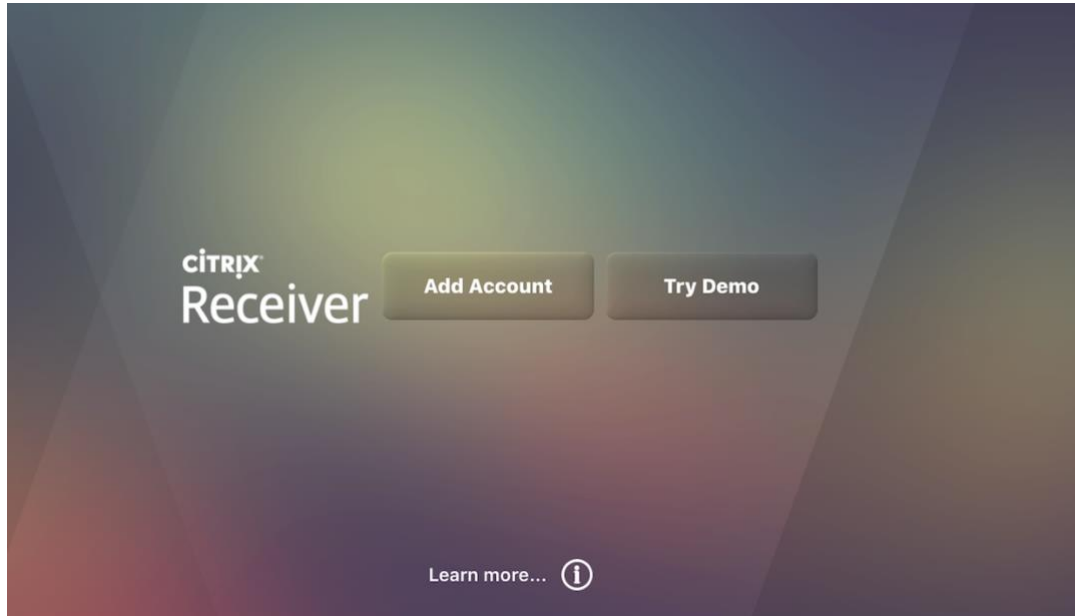
When the desktop session starts, a window may display stating that your desktop is attempting to use your microphone and webcam. Select one of the following options.

- No access:** Select this option if you do not want your desktop to permit use of these devices.
- Permit use of these devices:** Select this option if you want your desktop to use these devices.
- Check box:** If you do not want to see this message again, check the box **Do not ask again for this virtual desktop if you do not want to continue to be prompted for these settings.**

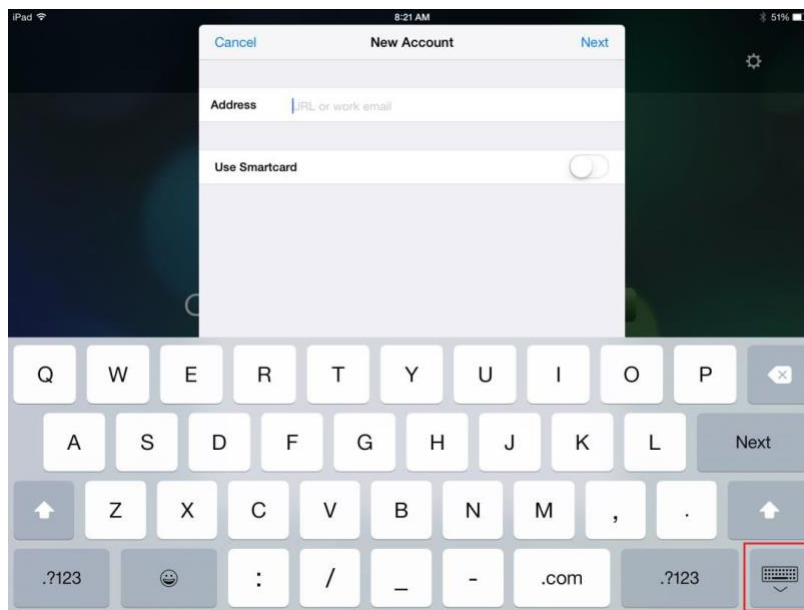
You are now be logged onto the VDI/Workplace desktop.

## 4 VDI/Workplace Logon instructions using RSA from Apple iPad

- 1) Open **Citrix Receiver CR01**
- 2) Click on **Add Account**

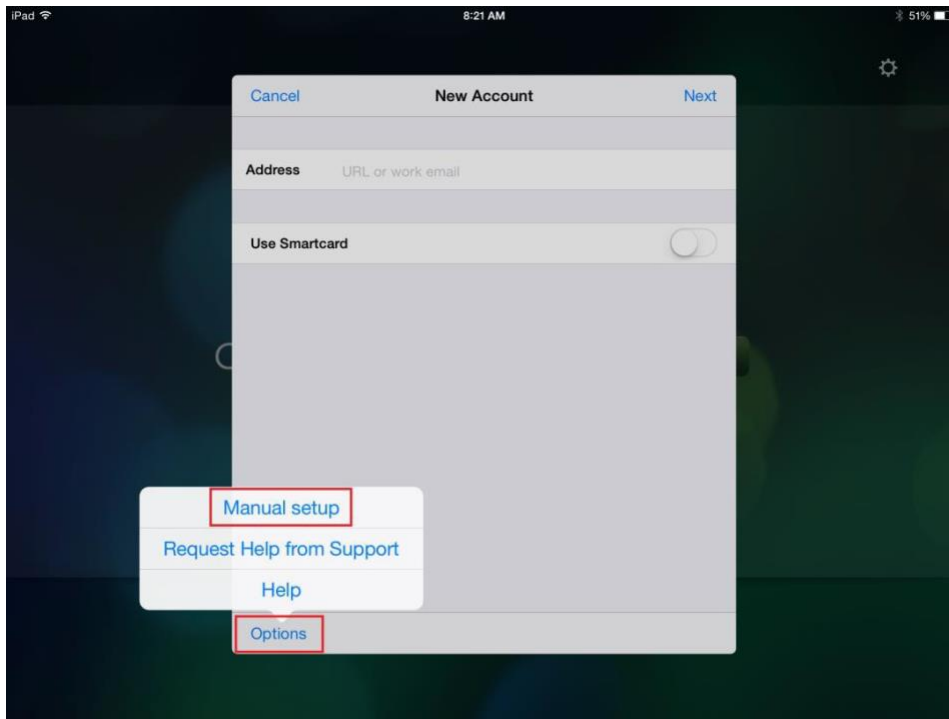


- 3) Minimize the virtual keyboard (skip this step if using a Bluetooth keyboard)



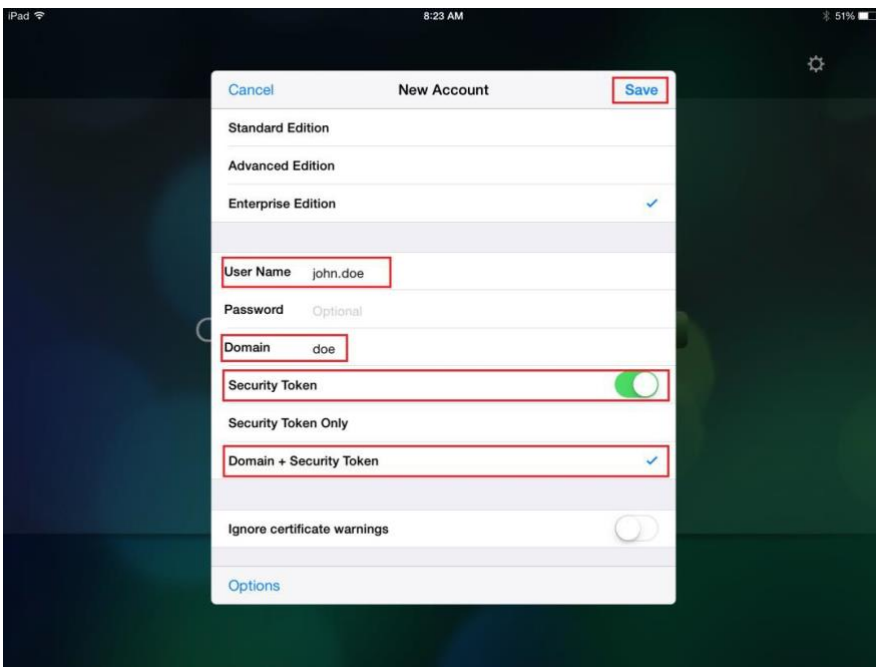
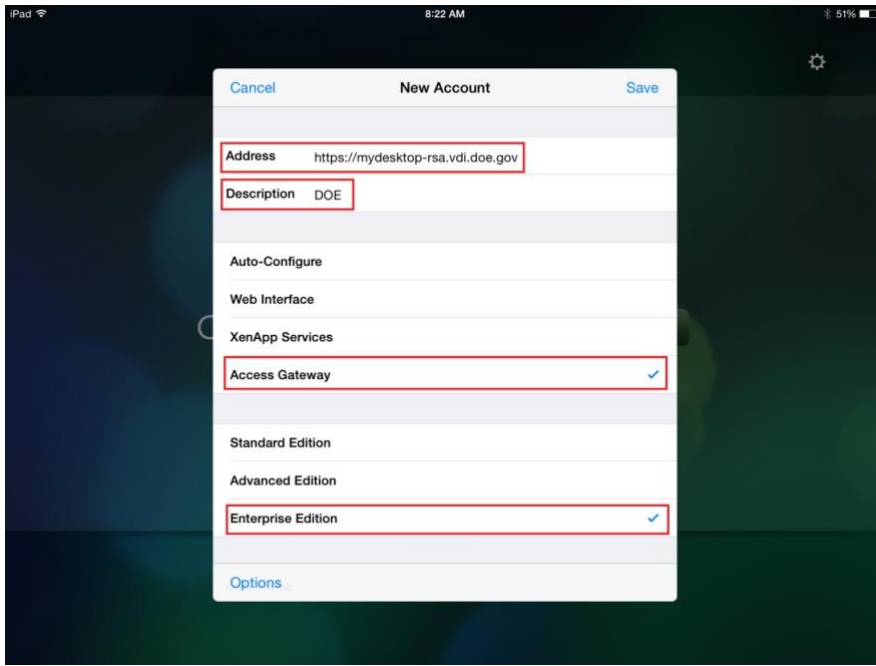


4) Click **Options** and then **Manual setup**



5) On the next screen type in the following information:

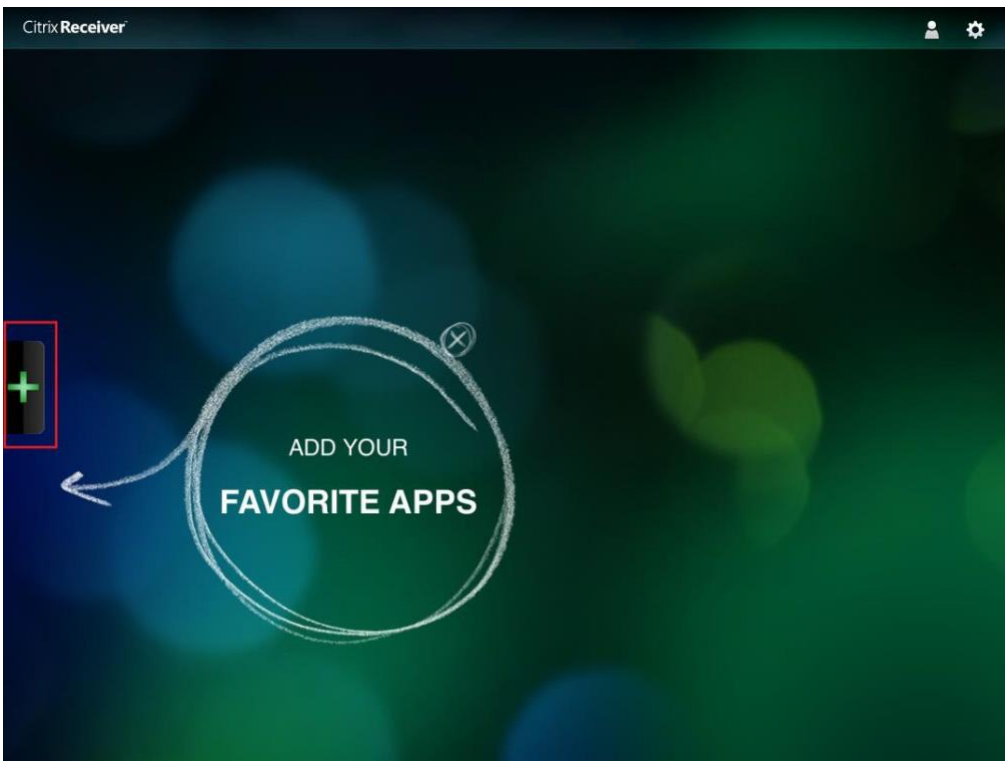
- Address: **https://mydesktop-rsa.vdi.doe.gov**
- Description: **DOE**
- Select **Access Gateway**
- Select **Enterprise Edition**
- Scroll down
- Username: **(Your Username)**
- Domain: **doe**
- Security Token: **Slide to on** (will turn green)
- Select **Domain + Security Token**
- Click **Save**



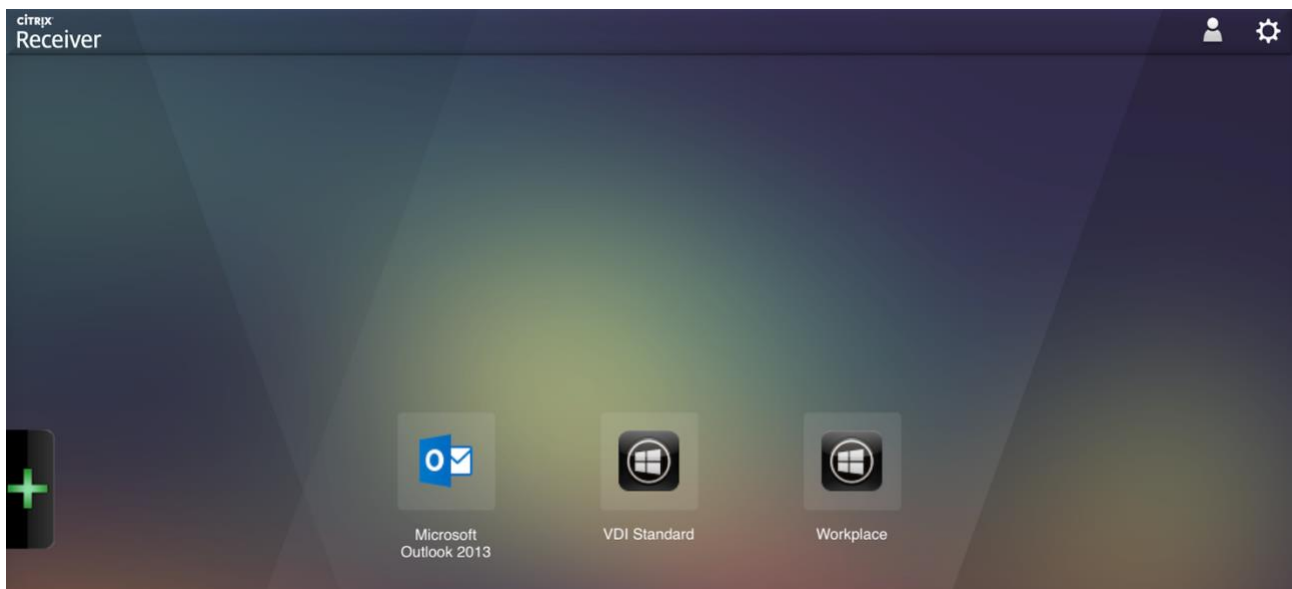
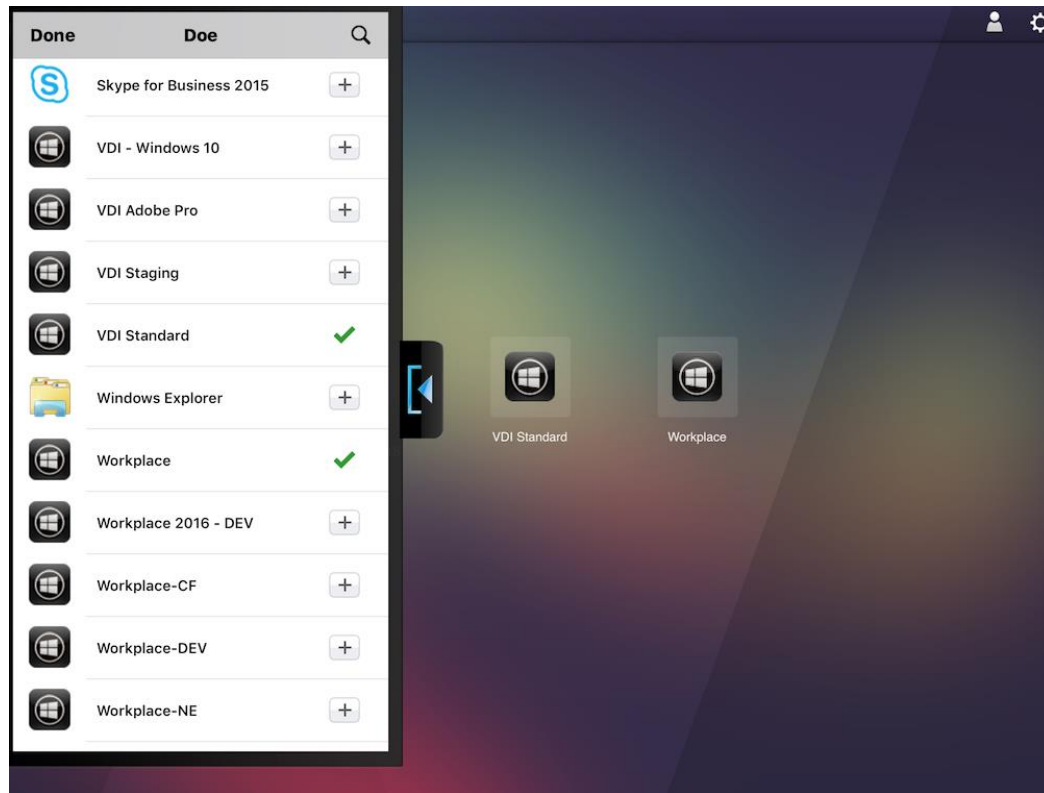
- 6) The next screen will ask for:  
Username  
Password  
Domain  
RSA PIN + Token

Once verified, you are now connected to storefront.

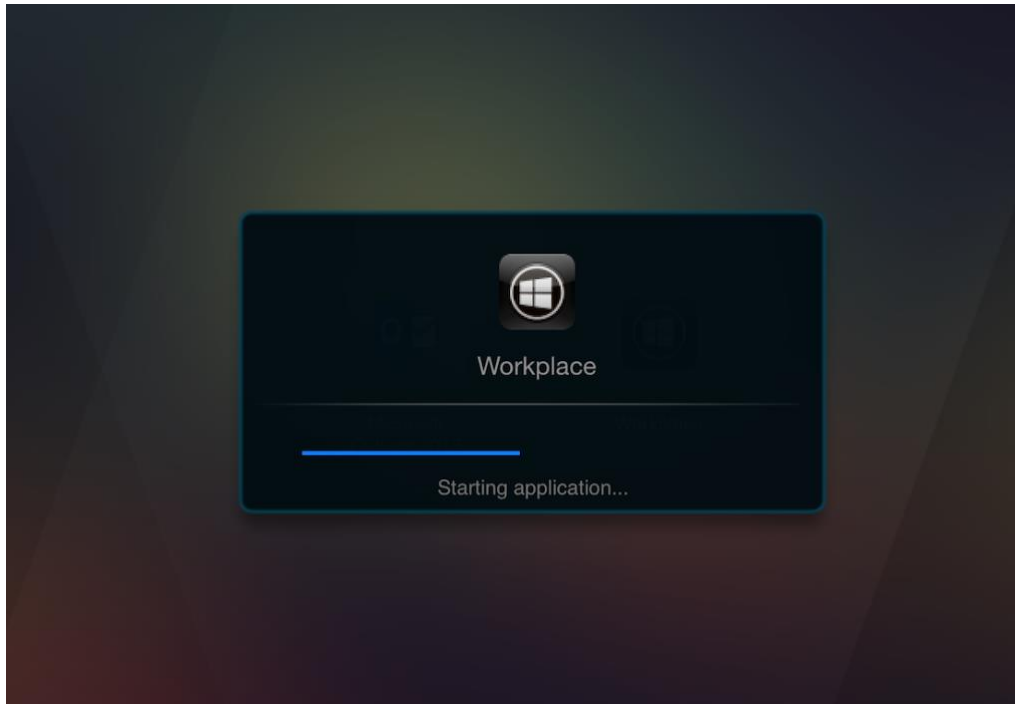
- 7) **Add Your Desktop and Apps.** Click on the **Green Plus** sign



- 1) Click on the plus sign to add the items (Desktops and Applications) you would like to show each time you connect to storefront.
- 2) The desktop icons will be placed on the main favorites screen and a green check will show next to the desktop you selected.



- 3) Once you have added all your desktop items, click on the Desktop or Application you wish to launch.



- 4) Click **OK** on the banner screen
- 5) You are now logged onto your desktop

## 5 Session Inactivity in VDI/Workplace

If your screen has been inactive in the browser, a neutral screen displays a message that states your session has been timed out due to inactivity. This does not mean that you have been logged out of the application or the desktop. Select **Log On** to return to your session.

## 6 Session Logged Out in VDI/Workplace

If the session inactivity message displays for 5 minutes, a neutral screen displays a message that states you have been inactive and will be timed out. A timer displays a countdown from 5 minutes. This does not mean that you have been logged out of the application or the desktop. Press **Refresh**. The session asks you to enter your credentials, and your session displays.