Introduction

This guide details how to access UAB Medicine Citrix-RDP from offsite using Citrix. You must have approval from PathIS (pathis@uab.edu) first. Currently this is only available to FACULTY only. You will need to complete the following two steps to enable this:

1. Request remote access and install RSA SecurID on your smartphone. This app generates an on-demand, one-time use token code each time you connect from home or any other external network.
2. Install the Citrix Workspace application on your desktop or laptop computer. This will let you access the suite of UAB Medicine apps that you are entitled to use.

Request Remote Access & Install RSA SecurID

From a desktop or laptop computer, open a web browser and go to the following website. https://www.oneuabmedicine.org/web/hsis/technical-support/remote-access-request. Enter all the requested information and choose Citrix-Apps for the second question. (This is best done onsite, at UAB.)
1. Install the RSA SecurID app on your smartphone. Begin by searching for and installing RSA SecurID from your phone’s App Store. This app is available for iOS (iPhones) and Android devices:

a. You will receive an email when access has been approved. Launch the RSA SecurID app on your phone, accept the license agreement, and tap the plus sign at the bottom left. Next, tap Enter Link (iPhone) or Import URL (Android). Open the enrollment email on your phone and copy and paste the link in step 3 when requested. (On many devices, just tapping the link will transfer it automatically):
b. If you're successful, you'll see an 8-digit token code on your device:

![Token 1](image)

1050 1064

56 seconds remaining

c. Next, set the PIN that you’ll need to access UAB Medicine apps. Open a browser and go to https://citrix.hs.uab.edu. Enter your UABMC username and password. Run the RSA SecurID app on your phone to display the token code and enter it into the Passcode field:

![User login](image)

Please log on
User name: messler
Password: **********
Passcode: **********
Log On

d. Create a 4-8-digit PIN that doesn’t begin with zero and isn’t repetitive (2222) or sequential (1234). Confirm your PIN when asked:

![PIN confirmation](image)

Additional Information Required
Please type your response below:

Enter a new PIN having from 4 to 8 alphanumeric characters:

****

Submit
Allow the token code on your phone to change, then enter the PIN you just created followed immediately by the new tokencode. For example, if your PIN is 3587 and the tokencode is 1234 5678, enter 358712345678. (You may see additional prompts and warningsthat depend on your operating system or browser.)

Install Citrix Workspace

1. Open a web browser and go to https://www.citrix.com/downloads/workspace-app/. Download the most recent installer for your operating system, launch it, and follow the on-screen prompts. Older Citrix clients should still work, but if you have problems, delete them and install the newest version:

Using UAB Medicine Apps Offsite

1. From a desktop or laptop computer, open a web browser and go to https://citrix.hs.uab.edu. Enter your uabmc username and password, then launch RSA SecurID on your phone and enter your PIN followed by the displayed token code:
2. You will see the Citrix StoreFront. The FAVORITES icon at the top displays your favorite apps.

![Citrix StoreFront](image)

3. The APPS icon shows all the apps you are entitled to use. Click on the MY DESKTOP icon. Login with your BLAZERID and PASSWORD to get into your DESKTOP computer screen.

![My Desktop](image)

4. When you are finished, click the arrow next to your name at the top right of the window and choose Disconnect from the dropdown menu, then close your browser.