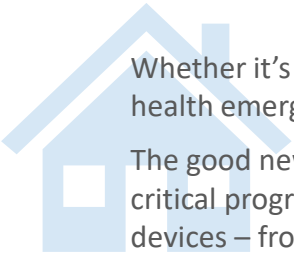




FROM YOUR WORK LAPTOP OR
YOUR OWN PERSONAL DEVICE



Whether it's the common cold, a snowstorm, or a public health emergency, sometimes we need to work from home. The good news is that anyone can access their files and other critical programs from their personal computers or other devices – from anywhere!

Part 1: DUO

Before you can access the Citrix remote desktop, you need to install a free app called **DUO Mobile** on your smartphone.

1. iPhone? Access the App Store
2. Android? Access the Google Play Store

Look for this icon:



No smartphone?

Email Stephen at sglodt@associated.org to set up DUO another way.

You can also access the free DUO Mobile app via these websites:

iPhone: <http://itunes.apple.com/us/app/duo-mobile/id422663827>

Android: <http://market.android.com/details?id=com.duosecurity.duomobile>

Windows Phone:
<http://windowsphone.com/s?appid=c4ccf0c8-afc6-4cb0-a66c-92febe084d81>

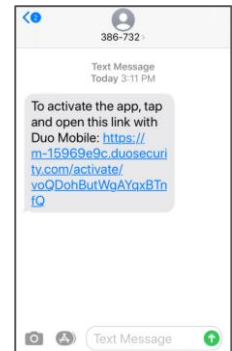
BlackBerry: <http://appworld.blackberry.com/webstore/content/76023/>

BlackBerry 10: <http://appworld.blackberry.com/webstore/content/28708895/>

Next

Once the free app is installed, it needs to be registered. This is a MANUAL process handled by our IT HelpDesk.

1. Send an email to helpdesk@associated.org with the subject line **“DUO set up request”** and include **your mobile phone number** in the body of the message
2. The Help Desk will push a text message from the server to your phone to establish the connection and register your device
3. Open the text message and click the link to activate DUO



How to Access Files & Programs from Home

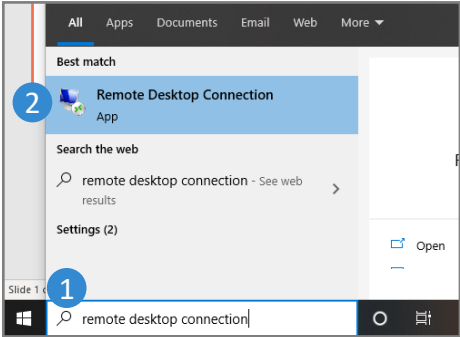


FROM YOUR WORK LAPTOP OR
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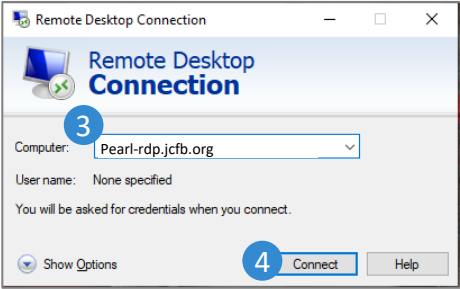
Part 2 for Windows Devices: Connect to Citrix

1. In the Search Box at the bottom left of your screen, type in **Remote Desktop Connection**
2. Click the link

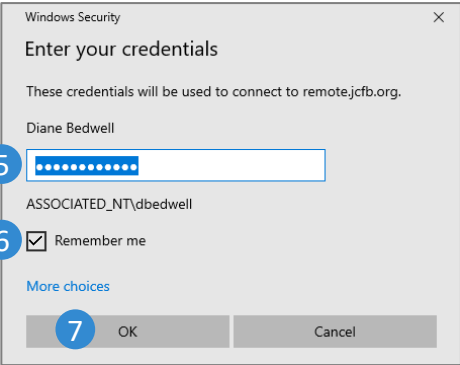


A popup box appears

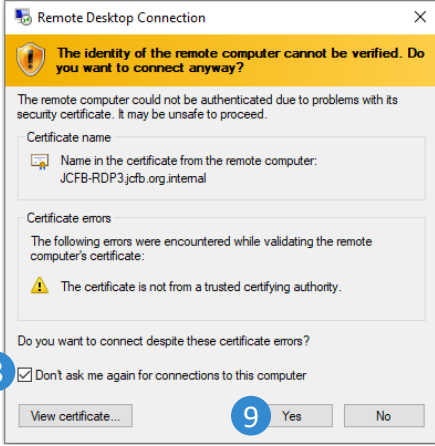
3. Type in the server name: **pearl-rdp.jcfb.org**
4. Click **Connect**



5. Login with your network password (aka your Windows password)
6. Click **Remember me**
7. Click **OK**



8. If you see a security warning like this, simply check the box **Don't ask me again for connections to this computer**
9. Click **Yes**



10. If you see this screen, enter your full email address and password again – using the **associated_nt\username** format (ex., associated_nt\dbedwell)



11. A popup message indicates that a login request has been sent to your mobile phone



12. Your phone will receive a DUO notification
13. Open the notification or the DUO app on your phone
14. Click Approve



No smartphone?
Instead of using the DUO app, you will receive a text message with a code to enter to complete your login.



Part 2 for Mac & iPad Devices: Connect to the Remote Server

You need to complete one extra step when using an Apple device: you need to download the latest Microsoft Remote Desktop app.

1. Type this link into your URL:
<https://itunes.apple.com/us/app/microsoft-remote-desktop/id714464092?mt=8>
2. You will see this icon:
3. Download the app



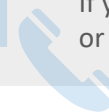
Microsoft Remote Desktop
Work from anywhere
Microsoft Corporation
★★★★★ 3.6 (42 Ratings)
Free



Next

Follow these steps to connect to the remote server.

1. Open the **Microsoft Remote Desktop** app that you just downloaded
2. Click **New**
3. For **Connection Name**, enter **pearl-rdp.jcfb.org**
4. For **PC Name**, enter **pearl-rdp.jcfb.org**
5. For **User Name**, enter your full email address (Ex., skatz@pearlstonecenter.org)
6. For **Password**, enter your network (Windows) password
7. Close this window to save the settings
8. To open a remote desktop session, double click on **pearl-rdp.jcfb.org**
9. If you are asked to verify the remote computer certificate, click **Continue**
10. If User Name and Password fields appear again, please be sure to use your **full email address**



If you have any trouble, please email helpdesk@associated.org or call **410-369-9225**.