Remote Access Connecting to Juilliard Remotely

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I. Connecting to the Juilliard Network Remotely

A. Introduction

- + If you are a Juilliard faculty member or a member of staff, you may need to access the Juilliard IT network from home or while traveling. Juilliard uses Citrix to provide secure remote connections to Juilliard IT resources when outside the office and it requires software to be installed on your remote device.
- + Citrix isolates your applications and resources, which are hosted on a central server. Remote users send keystrokes and mouse clicks to the server, which responds by sending screenshots of the requested information.

B. Windows Computer

- + Open a web browser (we recommend Google Chrome)
- + Navigate to https://juilliard.okta.com
- + Email Address: Enter your Juilliard username
- + Password: Enter your Juilliard password
- + Click Sign In



CITRI

NetScaler Citrix Remote Office

+ Log In with your configured **Multi-Factor Authentication (MFA) factor**. We are using Okta Verify here.



Click Citrix Remote chicklet on Okta page

+ Click on Detect Receiver	citrix: Receiver Welcome to Citrix Receiver Use Citrix Receiver to access your applications and desktops. Detect Receiver
 + Check the "I agree" box + Click on Download 	Just a moment, we're detecting if Citrix Receiver is already installed. If Citrix Receiver is detected, you will see a window in a few seconds. Please choose Launch Application. If no window appears, proceed to download. If agree with the Citrix license agreement Download Detect again Already installed Security details
+ Launch the downloaded file	CitrixReceiver.exe
+ Click Yes	User Account Control × Do you want to allow this app to make changes to your device? • Image: Citrix Receiver • Verified publisher: Citrix Systems, Inc. • File origin: Hard drive on this computer • Show more details • Yes No
 Follow Citrix Installation instructions Click Finish when done 	Citrix Receiver × Welcome to Citrix Receiver Welcome to Citrix Receiver Strapt Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser. Allow applications to use your velocation. Allow applications authorized by your Strupping. Swe your credential to log on automatically. Citrix Start to set up and install Citrix Receiver on your Computer.

Start Cancel

+ After + Click	nstallation suc Continue	cessful, go	back to the	e Citrix page Plea	Confirm ins ase wait while er Citrix Receiv	stallation is cor the download pro rer is installed, click Continue	mplete cess begins. : Continue .
+ Click	Open Citrix R	eceiver La	uncher	Open Citrix F	Receiver Launch	ier? n Citrix Receiver Launche	er Cancel
Juillia	d		FAVORITES	DESKTOPS APPS		Q Search	Favorites
Google Chrome	Details	Outlook 2016	Details	Remote Desktop	Details	Secure Desktop	Details
0 G 0 C 0 R	oogle Chrome utlook: access emote Deskto • For first access • Your Ju • You wil		ny internal ard mailbo ly connect t <u>nection, yc</u> Juilliard IT nputer will nter your	web application and any shar to your machin our account m Service Desk need to be tu Juilliard's cor	ons (i.e. Co ed mailbox e in the off <u>wst be per</u> د) <u>rned on</u> nputer nar	lleague UI) res (if applicab rice rmissioned fo me.	ile) <mark>or remote</mark>
• S c	ecure Desktop omputer, where specially usefu	p: secure v ∋ you can a I when you	irtual deskte access all ap r office mac	op environmer pplications and chine is turned	nt, which er d internal re off or you l	mulates using esources. This have a laptop	your regula option is that you us

+ **<u>Apps Tab</u>**: A full list of available applications

Juilliard			FAVORITES				•
All Categories						Q Sear	rch All Apps
All Apps	Details	Firefox	Details	Google Chrome	Details	Notepad	Details
Outlook 2016	Details	Remote Desktop	Details	WebAdvisor	Details	Word 2016	Details

- 1. Secure Desktop:
 - Secure virtual desktop environment, which emulates using your regular computer, where you can access all applications and internal resources. This option is especially useful when your Juilliard Computer is turned off or you have a laptop that you use inside and outside of the office.

+ Click Secure Desktop	Secure Desktop
+ Secure Desktop Connecting message	E kun bilag has
	Secure Desktop
	Converting

- + Presented with a desktop
- + Click on Start menu
- + Launch desired application

	Mossoft Office			
Acron 2016	0	P 2	Ward 2016	
K Berri 2016	×I	S Skype for		
 Evenus Econgie Orsame 	Excel 2016	harred 2016		
a Microsoft Office 2016 Tools -	Fields	Google Orsers		
CreDite for Business				
01 Ovelovek 2016				
Rosenfloord 2016				

0	Remotely connect to your machine in the	e office (<u>your Juilliard computer must be tur</u>
+	Click Remote Desktop	Remote Deskto
 +	Starting Application message	Remote Desktop - Starting
 +++	Enter your Juilliard's computer name Click Connect	Remote Desktop Connection
 		Windows Security X
++	Enter your Juilliard password Click Ok	Enter your credentials These credentials will be used to connect to
 +	Click Ok	The Juilliard School - Computer Use Policy This computer system is the property of The Juilliard School and is for the use of Juilliard-authorized users only. Users should have no expectation of privacy in the use of this system and are subject to monitoring or other checks by the School. By clicking "OK" below users acknowledge the above and agree

+ You will be connected to your Juilliard computer



C. Mac Computer

- + Open a web browser (we recommend Google Chrome)
- + Navigate to https://juilliard.okta.com
- + Email Address: Enter your Juilliard username
- + Password: Enter your Juilliard password
- + Click Sign In



+ Log In with your configured **Multi-Factor Authentication (MFA) factor**. We are using Okta Verify here.





- + Follow Citrix Installation instructions
- + Click Close when done

0	🕸 Install Citrix Receiver 🔒
	Welcome to the Citrix Receiver Installer
Introduction	Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software applications that use the provides of the software applications of the software applications are software applications.
License	your browser.
Destination Select	
Installation Type	
Installation	
Add Account	
Summary	
	Go Back Continue

Show Application

Cancel

Open

+ After installation successful, go back to the Citrix page

+ Click Continue	Confirm installation is complete Please wait while the download process begins. After Citrix Receiver is installed, click Continue .
	Continue
+ Click Open Citrix Receiver Launcher	Open Citrix Receiver Launcher?
+ Click Onen	
	You are opening the application "Citrix Receiver

Juilliard	ł	(FAVORITES	DESKTOPS	APPS			٠
							Q Search Fa	worites
Google Chrome	Details	Outlook 2016	Details	Remote De	[esktop	Details	Secure Desktop	Details

- **Google Chrome:** access any internal web applications (i.e. Colleague UI)
- o **Outlook:** access your Juilliard mailbox and any shared mailboxes (if applicable)
- **Remote Desktop:** remotely connect to your machine in the office
 - For first time connection, your account must be permissioned for remote access – contact Juilliard IT Service Desk)
 - Your Juilliard computer will need to be turned on
 - You will need to enter your Juilliard's computer name.
- Secure Desktop: secure virtual desktop environment, which emulates using your regular computer, where you can access all applications and internal resources. This option is especially useful when your office machine is turned off or you have a laptop that you use inside and outside of the office.
- + Apps Tab: A full list of available applications

] 🔠 OPS APPS	
All Categories			Q Şearch All Apps
All Apps			
کے Details	Details	Details	Details
Acrobat Reader DC Fin	efox	Google Chrome	Notepad
Outlook 2016 Re	Details mote Desktop	Details	Word 2016

- 1. Secure Desktop:
 - Secure virtual desktop environment, which emulates using your regular computer, where you can access all applications and internal resources. This option is especially useful when your Juilliard computer is turned off or you have a laptop that you use inside and outside of the office.

+ Click Secure Desktop



+ Secure Desktop Connecting message



- + Presented with a desktop
- + Click on Start menu
- + Launch desired application



- 2. Remote Desktop:
 - Remotely connect to your machine in the office (your Juilliard computer must be turned on and configured for remote access in order for you to remotely connect to it)



X

- + Click Remote Desktop
- + Starting Application message



- + Enter your Juilliard's computer name
- + Click Connect



Remote Desktop

Starting...



+ You will be connected to your Juilliard computer

