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**
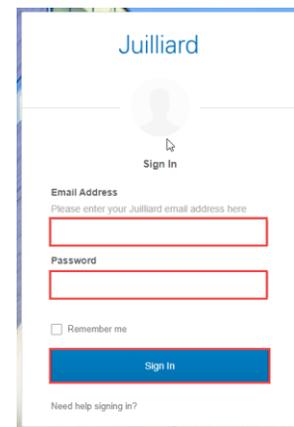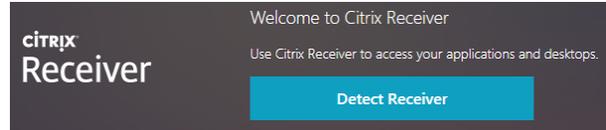
+ Log In with your configured **Multi-Factor Authentication (MFA) factor**.
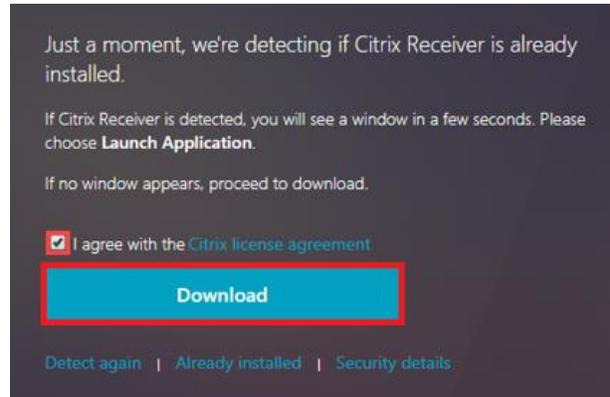 We are using Okta Verify here.
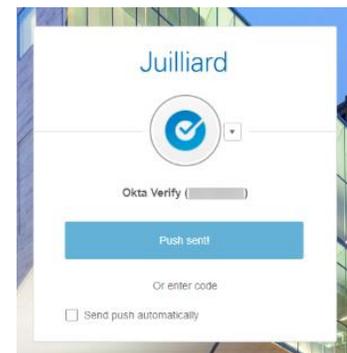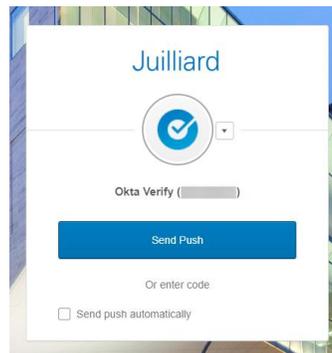
+ Click Citrix Remote chicklet on Okta page

+ Click on **Detect Receiver**
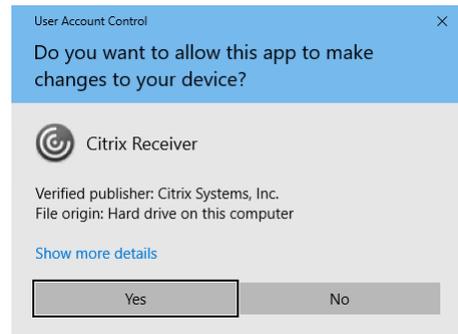

+ Check the **"I agree"** box
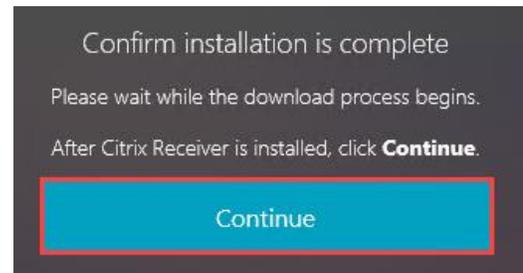+ Click on **Download**

+ Launch the **downloaded file**

+ Click **Yes**
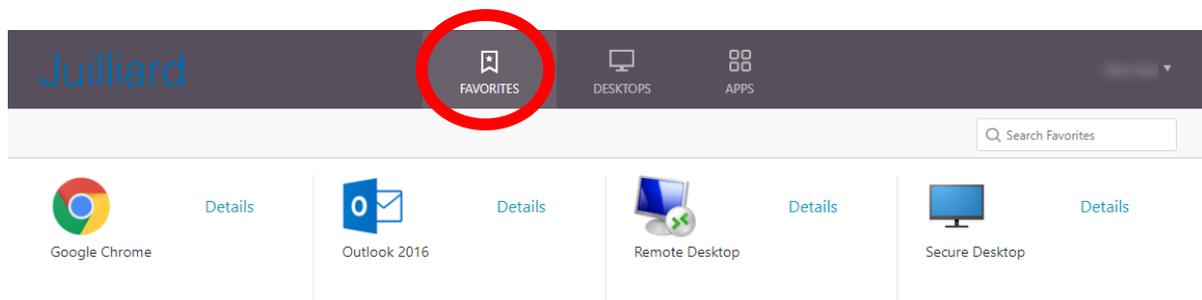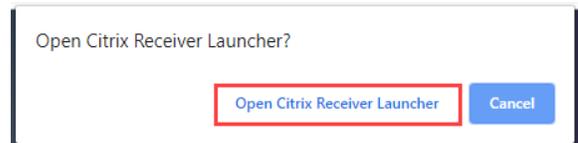

+ Follow Citrix Installation instructions
+ Click **Finish** when done

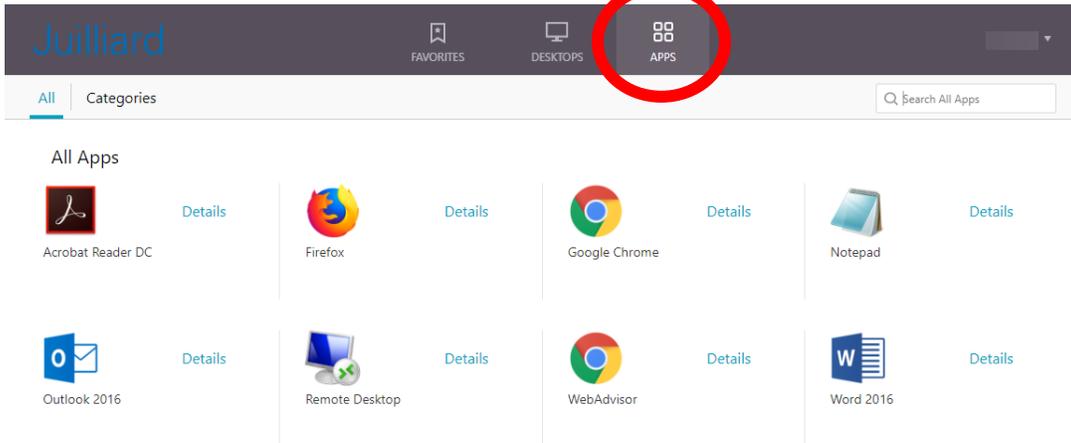+ After installation successful, go back to the Citrix page
+ Click **Continue**

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?

Open Citrix Receiver Launcher   Cancel

Juilliard   FAVORITES   DESKTOPS   APPS

Q Search Favorites

Google Chrome   Details   Outlook 2016   Details   Remote Desktop   Details   Secure Desktop   Details

- o **Google Chrome:** access any internal web applications (i.e. Colleague UI)

- o **Outlook:** access your Juilliard mailbox and any shared mailboxes (if applicable)

- o **Remote Desktop:** remotely connect to your machine in the office
    - ▪ <mark>**For first time connection, your account must be permissioned for remote access – contact Juilliard IT Service Desk)**</mark>
    - ▪ **Your Juilliard computer will need to be turned on**
    - ▪ **You will need to enter your Juilliard's computer name.**

- o **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.

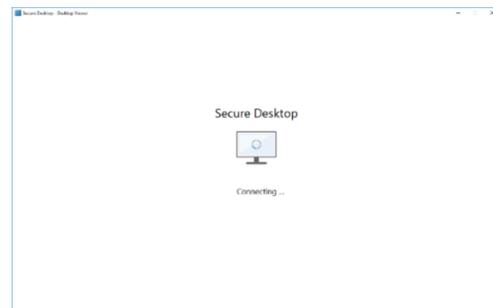+ **Apps Tab**: A full list of available applications

1. Secure Desktop:

   o 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.
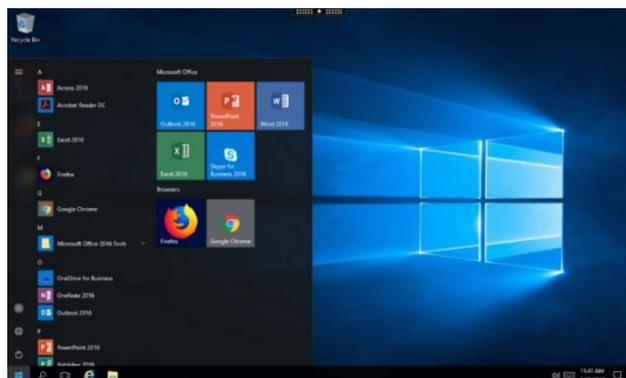
   + Click **Secure Desktop**

   + **Secure Desktop Connecting** message

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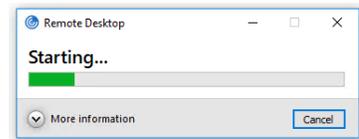   + Click on **Start menu**
   + Launch **desired application**

2. Remote Desktop:

   o 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)**
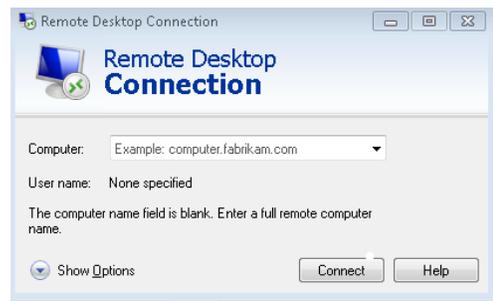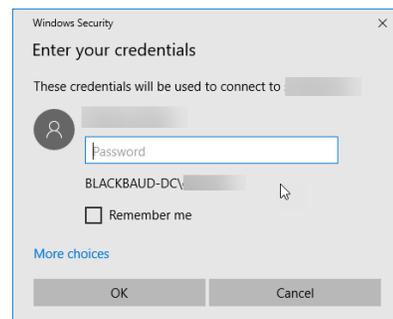
   + Click **Remote Desktop**

   + Starting **Application message**

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

   + Enter your **Juilliard password**
   + Click **Ok**

   + Click **Ok**

+ You will be connected to your Juilliard computer
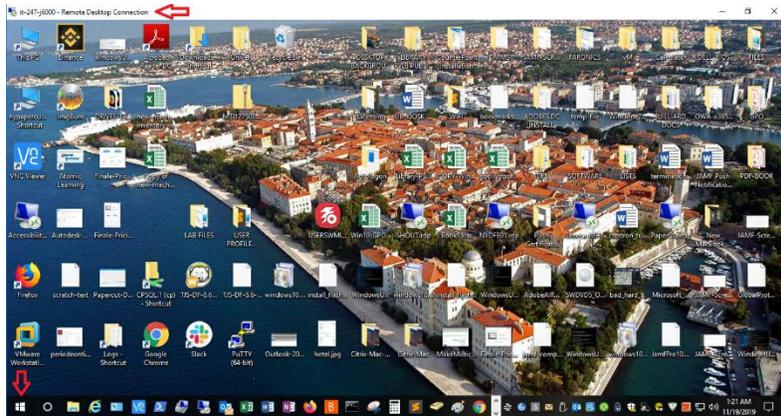
C. Mac Computer

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+ Log In with your configured **Multi-Factor Authentication (MFA) factor**.
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CITRIX
NetScaler
Citrix Remote Office -

+ Click on **Detect Receiver**
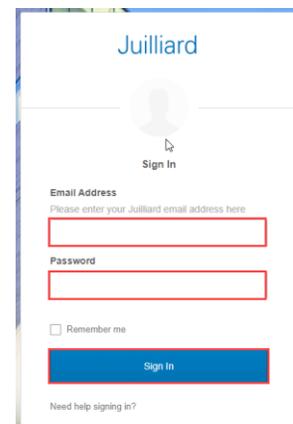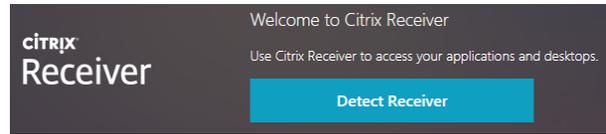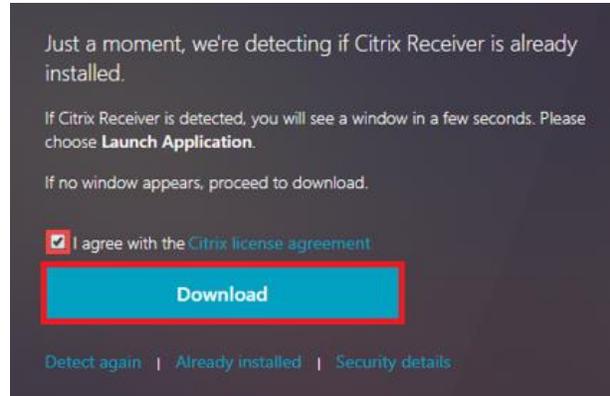
CITRIX
Receiver

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.

☑ I agree with the Citrix license agreement

Download

Detect again | Already installed | Security details
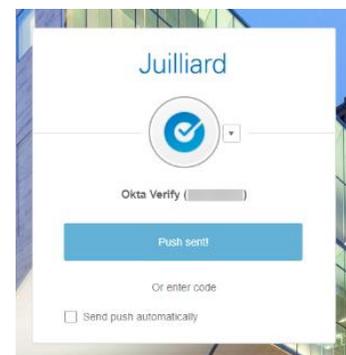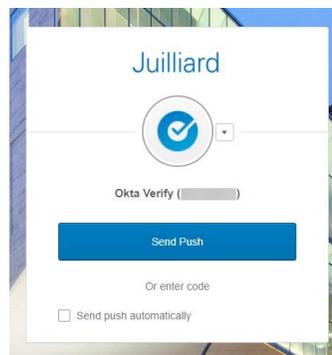
+ Launch the **downloaded file**

🔒 CitrixReceiver....dmg   ∧

+ Double click **Install**

Install Citrix Receiver.pkg

+ Click **Continue**

Install Citrix Receiver

This package will run a program to determine if the software can be installed.

To keep your computer secure, you should only run programs or install software from a trusted source. If you're not sure about this software's source, click Cancel to stop the program and the installation.
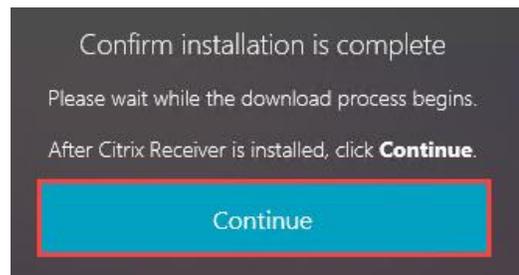
Cancel   Continue
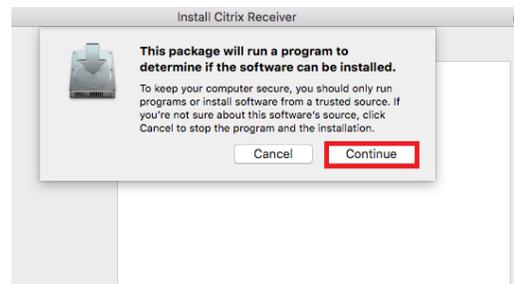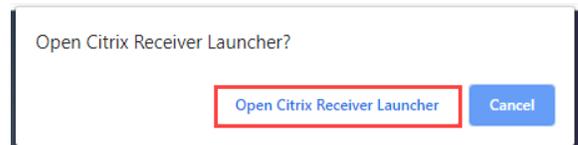
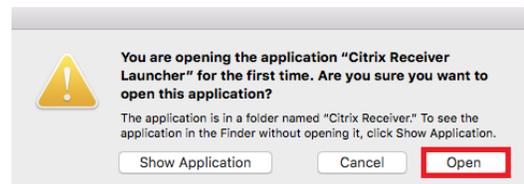+ Follow Citrix Installation instructions
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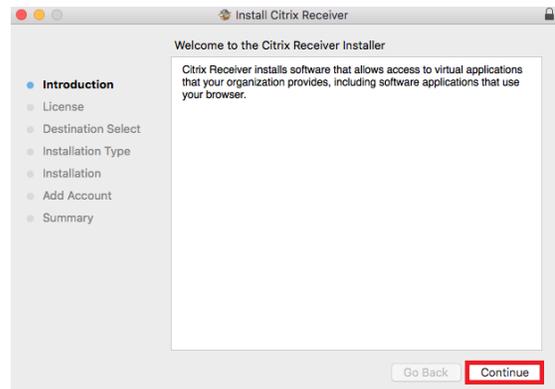
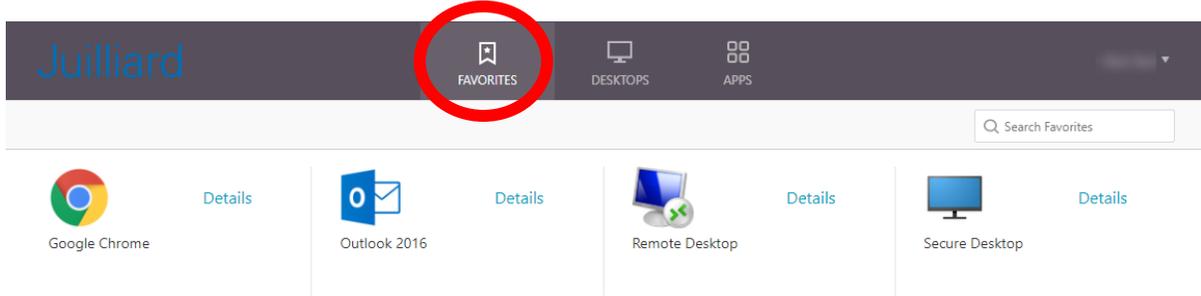+ After installation successful, go back to the Citrix page
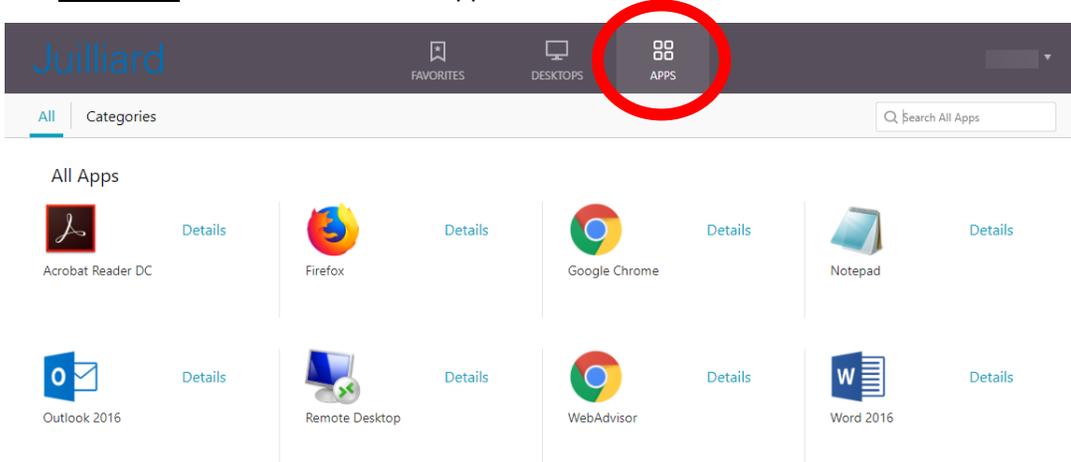+ Click **Continue**

+ Click **Open Citrix Receiver Launcher**

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Secure Desktop

+ **Secure Desktop Connecting** message

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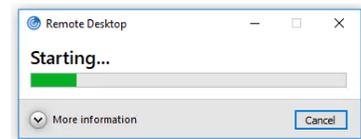+ Launch **desired application**

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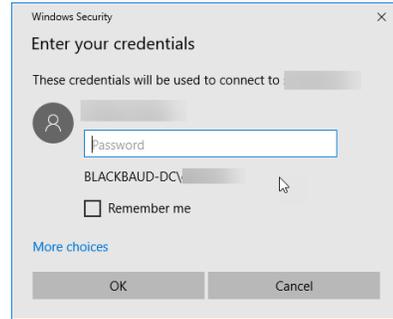
  + Click **Remote Desktop**

  Remote Desktop

  + Starting **Application message**

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

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+ Enter your **Juilliard password**
+ Click **Ok**

+ 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 to abide by all Juilliard policies governing the use of this system.

+ You will be connected to your Juilliard computer