**Accessing IT Resources Remotely**

**Citrix for HDC Users**

Citrix (Citrix Storefront)

* Citrix is useful for accessing network resources while off campus and on campus. Any data saved to the user’s Citrix environment for over 24 hours is automatically backed up during the nightly backup schedule. Citrix provides access to resources like Remote Desktop and Microsoft Office for all users along with more advanced PeopleSoft resources for specific users.
* Windows and Mac devices not including Macs running Catalina
  + Open a web browser like Internet Explorer or Firefox
  + Go to [www.lsuhsc.edu](http://www.lsuhsc.edu)
  + At the top right of the window, click the “Quicklinks” drop down menu
  + Select “Citrix Storefront”
  + For first time users, follow the installation instructions from the webpage. For other users, click “Detect Receiver” if prompted.
  + Log into Citrix using your LSUHSC credentials
  + Select the “Desktop-New” or “PS Desktop-New” that you use, most users only have one choice.
* Mac users running Catalina have to install the latest version of Citrix Workspace from <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html> before following the steps above.
* If mapped drives don’t show up:
  + Click on the folder icon at the bottom toolbar
  + Click on “This PC” from the left side menu
  + Click on “Computer” and select “Map Network Drive” from the menu at the top of the window
  + A new window will popup
    - T: Drive Mapping
      * In “Drive:” select “T:”
      * In the “Folder:” field, type [\\entfilesrvr\hdcshare$](file:///\\entfilesrvr\hdcshare$)
      * It’s the same as what you see next to the T: drive from the drop down menu
      * Place the check mark in “Reconnect at sign-in”
      * Click “Finish”
      * A popup window will ask you to confirm to replace what is already connected. Click on “Yes”
    - R: Drive Mapping
      * In “Drive:” select “R:”
      * In the “Folder:” field, type [\\entfilesrvr\group$](file:///\\entfilesrvr\group$)
      * It’s the same as what you see next to the R: drive from the drop down menu
      * Place the check mark in “Reconnect at sign-in”
      * Click “Finish”
      * A popup window will ask you to confirm to replace what is already connected. Click on “Yes”
  + Your R: and T: drive should show up now
* If left click doesn’t work on the bottom left Start Menu, you can right click on it and select log off to close Citrix. There’s also a desktop icon to log off of Citrix.
* Delgado is currently blocking connections to our Citrix environment. Users at Delgado must use their mobile hotspot for Citrix access.
* Other more detailed information and FAQs about Citrix Storefront can be found at:
  + <https://www.lsuhsc.edu/admin/it/helpdesk/StoreFront/>