

How to Telework Using Your Home Computer & a Virtual Desktop

Version 1.4

Introduction

This document describes how to access the Citrix® environment from your Windows-based home computer.

NOTE: These instructions are specific to the *Windows*® platform. They do not apply to iOS (Apple) devices.

Citrix provides a [virtual desktop environment](#). It allows access to a wide array of USDA-approved apps without those apps having to be installed on your local computer. After accessing the Citrix environment and loading the Windows 10® Virtual Desktop, you'll be able to access all the apps you're accustomed to seeing from your USDA-assigned computer: Outlook®, Word®, Excel®, Teams®, SharePoint®, etc.

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Requirements

- Smart card reader: Accessing Virtual Desktop from your Windows (version 10 or higher) computer requires the use of your LincPass and a smart card reader. If you don't have a smart card reader, try your local help desk. Smart card readers are also available from [amazon.com](https://www.amazon.com) and most computer supply stores. (The [SCR3310](#) is a tried-and-true model.)
- You'll also need an internet connection. Note that a satellite internet connection is not supported.
- *Internet Explorer*® is no longer supported by Microsoft. Use its replacement, *Edge*®, instead. *Chrome*® and *Firefox*® work as well.



Step by Step

1. Turn on your computer and wait for it to fully start.
2. Plug your smart-card reader into any available USB port, then wait for the device to be recognized and the driver to be installed.
3. [Go here](#) to download and install the Citrix Workspace® app on your computer. Uncheck the box when prompt for "Enable single sign-on and Uncheck the box when prompt for "Start App Protection after installation"
4. [Go here](#) to download the cert for vdi zip file. Unzip and import the certificates into your computer corresponding certificate stores.

(Please contact the local TSD agent to download it for you if cannot access to it.)

5. Open Edge on your Windows 10 computer and go here: <https://workspace.usda.gov>.
6. In the *Select a certificate* dialog box, click on the certificate you use to access your work computer, click OK, then enter your PIN at the prompt.
7. When Citrix workspace banner prompt, click detect Citrix workspace app. Check the box “I agree for the license file.” And Select “Already Installed”.
8. Click on the Office Desktop icon. When the blue *Authorized Use* screen is displayed, click OK.
9. Wait for the Sign-In Option to appear and then click on it.
10. Select the correct certificate that matches your fedidcard number and then enter your PIN.
11. If you receive a *Citrix Workspace® Warning* dialog, select *Permit use* (this will allow access to resources on your computer).
12. The Windows Desktop is then displayed. In the lower left corner, click the *Start* button and launch Microsoft Outlook®. You can also launch any other available application.

Using the Session Control Menu

Along the top of the screen you’ll see this:



If you click on it, a menu drops down from the top of the screen—

Home: Provides access to your local Desktop/system (not the work environment).

Office Desktop: Returns you to your work environment.

[Ctrl]+[Alt]+[Del]: Boots (resets) your work environment (not your local Desktop/system).

Preferences: Displays a dialog box that lets you set preferences for the Display, File Access, Flash, and Microphone and Webcam.

Window: Unmaximizes the browser window. Clicking it a second time again sets the browser window to full screen.

Disconnect: Leave your VDI connection environment, returning you to your local environment.

Ending Your Session

When you’re ready to call it a day, don’t just close your browser window and leave it at that. Instead, do this: Click on the *Start* icon in the lower left corner of the Desktop, hover over the arrow alongside the *Log off* button, then select “Sign out.”

Next Time You Log On

Your first log-on is a bit more involved because a certificate needs to be installed and other parameters need to be set. Future log-ins will be very simple; just select the LincPass log-on credential, enter your PIN, and you're in!

Revision History

Version	Date	By	Notes
1.0	5/10/17	Keith Sessions	Initial version.
1.1	3/17/21	Keith Sessions	Modified by POC for accuracy. Reformatted to standard, edited for clarity.
1.2	March 2021	508 team	508-compliant version published.
1.3	12/10/21	Keith Sessions	Minor updates.
1.4	1/6/2023	Simon Fung	Minor updates.