

# Citrix VDI - Accessing Citrix Apps, Desktops and VDI

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Title

Citrix VDI - Accessing Citrix Apps, Desktops and VDI

Purpose:

Follow this procedure when a user reports issues related to accessing Citrix Apps, Desktops and VDI.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueVDI

Name:Screenshot of Issue (Full Desktop Screenshot):

Details/Scenarios/Notes

User don't know how to access the Citrix Apps, Desktops and VDI

Troubleshooting Process

1.

Open a Web Browser:

If user is not connected to the Fresenius network (or VPN) then guide users to go

to:https://fmcconnect.fmcna.comIf user is NCP user, then guide user to go

to:https://fmcconnectbcp.fmcna.comIf user is connected to the Fresenius network (or VPN) go

to:https://fmcapps.corp.ad.fmcna.com

2.

The site requests users to enter their credentials - username (employee id or ZID) & Password

Enter Fresenius issued email address and select Next -

Note: If you are logging into https://fmcconnect.fmcna.com or https://fmcconnectbcp.fmcna.com, you will need to approve your Multifactor Authentication (MFA) prompt.

3.

Enter the password associated with your Fresenius account and select Verify.

4.

Fresenius will verify your identity with Two Factor authentication by sending a code to your device, select Receive a code via SMS.

5.

Enter the 6 digit code that is sent to your device and click Verify.

6.

Find your desired application or desktop and click on the icon to start your Citrix session.

7.

The app or desktop will launch. The first logon may take a few minutes.

8.

If no applications or desktops are showing up for the user. Please have them contact their manager.

9.

If the user is reporting that they are missing desktop applications from their VDI, Include details of the applications that are needed to be installed and assign ticket to the DTI-EUX-Desktop - L1.5 team.

**\*\*The Citrix team cannot install applications on the VDI\*\***

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop /Laptop /Citrix VDI Software

Service

Citrix XenDesktop /Xenapp

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop /Laptop /Citrix VDI Software

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Escalation Group

DTI-EUX-Desktop - L1.5

Published by

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