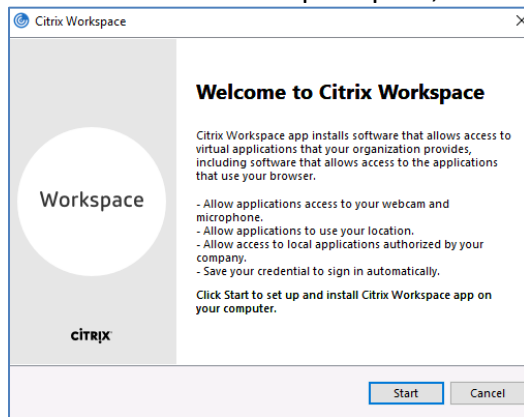


# Connecting to a St. Luke's Virtual Desktop from a Windows 10 personal computer

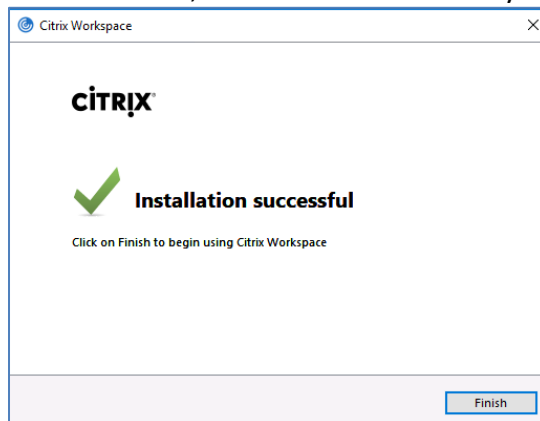
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## Steps

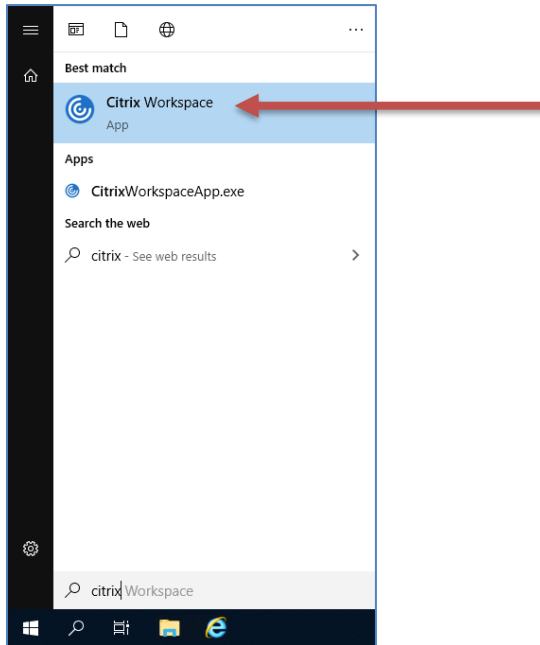
1. Download the latest Citrix Workspace App from <https://www.citrix.com/downloads/workspace-app/>
2. Install Citrix Workspace App and follow the on-screen instructions to complete the installation. When prompted, do NOT enable single sign-on.



3. Once installed, click Finish and restart your computer.



4. Locate the **Citrix Workspace App**



5. If prompted for server or gateway information, enter:

## Welcome to Citrix Workspace

citrixaccess.slhs.org

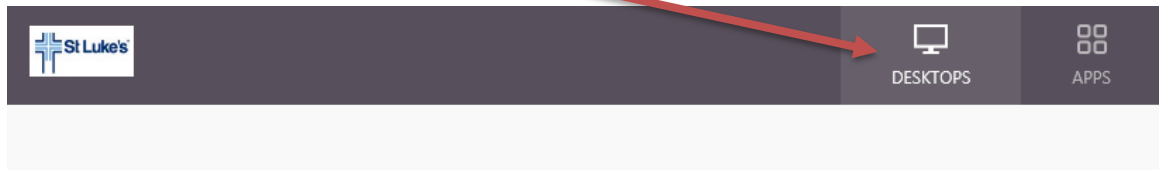
Continue

6. Enter your St. Luke's username and password:

A screenshot of the login page for Idaho's St. Luke's Health System. The page has a dark blue background. At the top, it says "Welcome to Idaho's St. Luke's Health System". Below this, there is a warning message: "MFA (multi-factor authentication) enrollment is required for login. Have your mobile phone ready to respond to a call or app notification to complete your logon. WARNING: YOU MUST BE ENROLLED WITH OKTA OR YOU WILL NOT HAVE ACCESS. Contact the IHT Service Desk at 208-381-4357 with any difficulties." There are two input fields: "User name" and "Password:". The "User name" field contains the text "Please input your domain username". Below the "Password:" field, there is a green checkmark icon and the text "Please logon with your domain credentials". At the bottom, there is a blue button labeled "Log On".

**Important Note:** Access to Citrix when off the St. Luke’s corporate network, requires Multi Factor Authentication (MFA). To setup MFA, please contact the Service Desk at (208) 381-4357.

7. Once connected use the “DESKTOPS” tab to access your virtual desktop.



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## Printing

**Important Note:** Printing to a home printer from a virtual desktop is **NOT** available.

## Support

For general support, please contact the St. Luke’s Service Desk at (208) 381-4357.

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