Intermountain Healthcare iDesktop (Citrix VDI) Installation & Access - iPhone/iPad

Note: iDesktop (Citrix VDI) access must be authorized and configured by your Regional Support Person before you can successfully log in. This tutorial assumes that you have a certain level of iOS installation knowledge and also virtual desktop usage.

1a. Go to the App Store and search for Citrix Workspace, then tap Get, authenticate (if needed) then Open:



1b. If you do not already have *Google Chrome* installed, you will need to also download and install it from the App store using the same process as shown above. It is required because Citrix apps do not consistently launch from iOS Safari.

2. Open Google Chrome and go to https://idesktop.intermountain.net then step through the login process:



More information about Ping ID 2-Factor Authentication (shown above) is available at the Affiliated Support Services site under the 2-Factor Auth / Portal / Email Resources header.

3a. Once logged in, press Accept on the Security Banner, which will then show the Affiliated Physician Win10 virtual desktop environment. Press Affiliated Physician:

Security Banner

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3b. This will download a Citrix .ica file, which shows at the bottom of the screen. Press Open in... Scroll right until you see Copy to Workspace, then press it to open the Windows Virtual Desktop in Citrix Workspace.