Log in to Citrix Remotely from a PC or Mac

Find out how to connect to a regional Citrix Desktop while working remotely from a PC or Mac.

Items Needed for Setup

- One of the following RSA SecurID authentication mechanisms:
    - RSA Authenticate MFA soft token
    - RSA traditional soft token
    - RSA SecurID key fob
- A version of Citrix Workspace compatible with your computer's operating system

1   Access Skadlink and Install Citrix Workspace

Launch a browser (e.g., Chrome), navigate to https://skadlink.skadden.com, and select **Citrix Workspace for Windows & macOS**. On the Citrix Workspace App downloads page, scroll down and click on the version of the application compatible with your computer's operating system, then click the **Download** button. Complete the installation process and do <u>not</u> add an account to the Citrix Workspace application.

## 2   Return to Skadlink and Install VDI Plug-ins

If you have not done so already, download and install Webex and Zoom VDI plug-ins on your computer so you can use these video conferencing applications *within* the 2023 Citrix Desktop:

- Log out of any active Citrix sessions and then, on your local desktop, navigate to https://skadlink.skadden.com and select the Webex and Zoom VDI plug-ins for your operating system (e.g., Windows or macOS). Complete the installation process for each plug-in.
- If installing the VDI plug-ins on a Mac, further action is required once you reach Step 9.

3   Return to Skadlink and Select the MFA Link for Your Region

Go to https://skadlink.skadden.com and click on your region's **Citrix Remote Desktop (MFA Token Only)** link.

Note: If you typically access the Citrix Desktop using a traditional soft token or FOB, click on your region's **Citrix Remote Desktop** link to proceed.
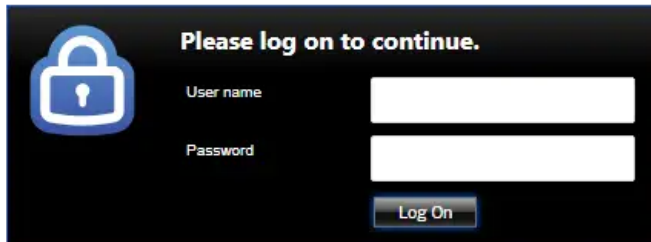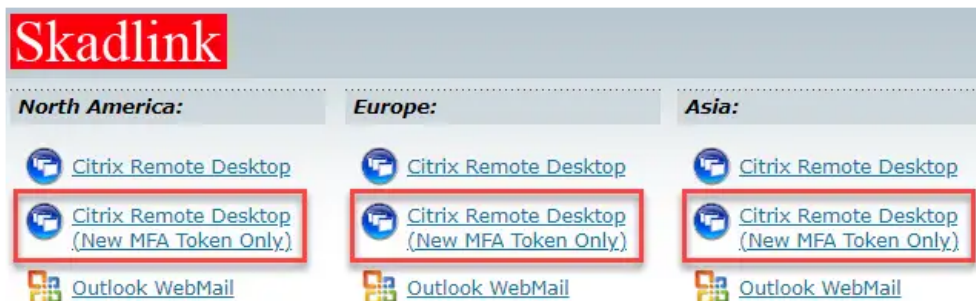
4

Sign in to Citrix Workspace

In the *User name* field, enter your Skadden network username. In the *Password* field, enter your Skadden network password and click **Log On**. If prompted, do <u>not</u> allow your browser to save your network password.

Note: If you typically access the Citrix Desktop using a traditional soft token or FOB:
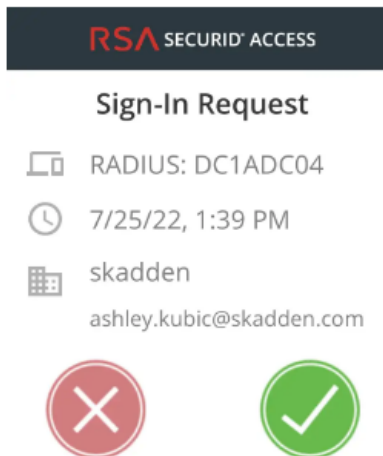
- **Traditional Soft Token** (i.e., not RSA MFA): Enter your Skadden network username, password, and the tokencode generated by your RSA SecureID app once you enter your 8-digit PIN. Click **Log On** and skip to Step 5.

- **FOB**: Enter your Skadden network username, password, and then, in the *RSA Passcode* field, enter your 8-digit alphanumeric PIN and the Tokencode generated by your FOB. Click **Log On** and skip to Step 5.
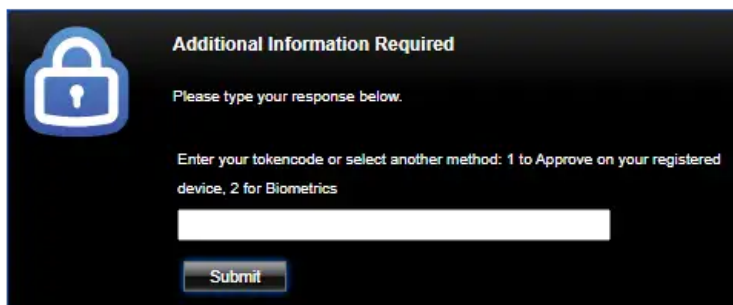
Please log on to continue.

User name	
Password	

Log On

5

Approve the Sign-in Request

From a mobile device that is registered with the RSA Authenticate app, tap the **green checkmark** to approve the sign-in request.

RSA SECURID® ACCESS

Sign-In Request

RADIUS: DC1ADC04

7/25/22, 1:39 PM

skadden

ashley.kubic@skadden.com

❌   ✅

Note: If you do not approve the sign-in request within 20 seconds or do not see the sign-in request at all, you will receive a prompt on your computer similar to the below image. Type a **1** into the blank field and click **Submit**, then, on your mobile device, tap the **green checkmark** to approve the sign-in request.

Additional Information Required

Please type your response below.

Enter your tokencode or select another method: 1 to Approve on your registered device, 2 for Biometrics

Submit

6 Detect Citrix Workspace or Receiver

If prompted, click the **Detect Citrix Workspace app** or **Detect Citrix Receiver** button.
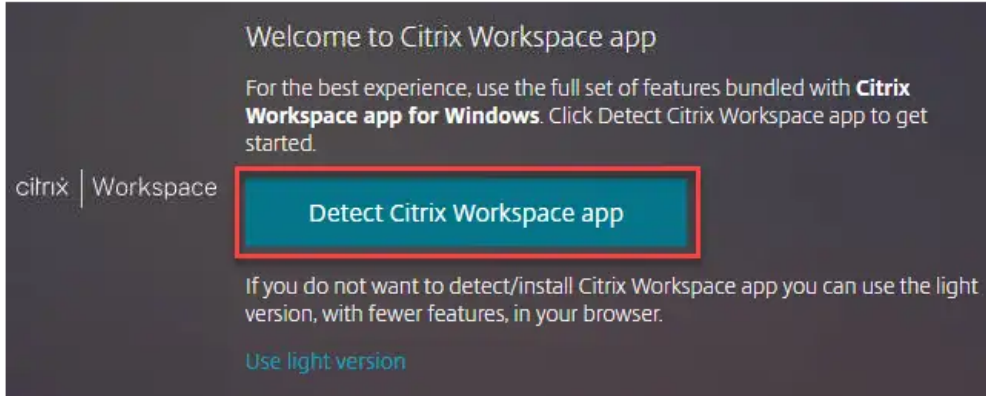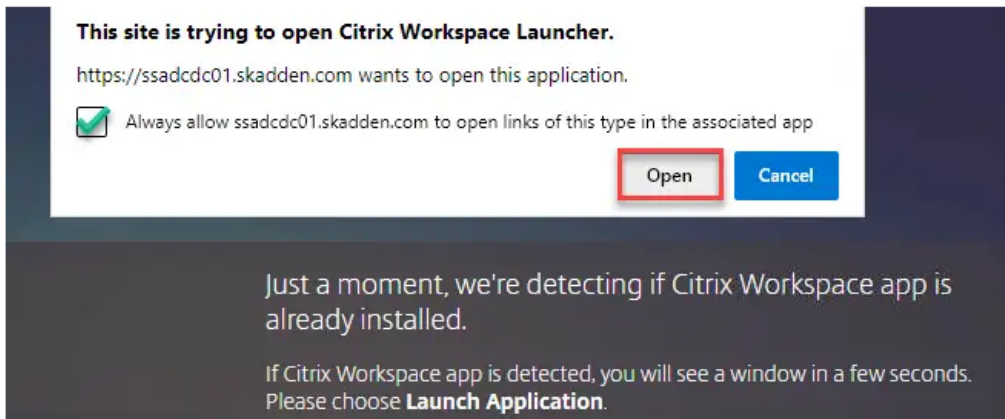

7 Open Citrix Workspace Launcher

If the Citrix application is not detected, respond to the following onscreen prompts:
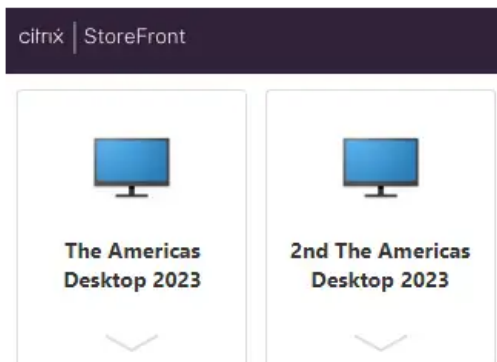
- Click the **Always allow ssadcdc01.skadden.com to open links of this type in the associated app** checkbox, then select **Open**.
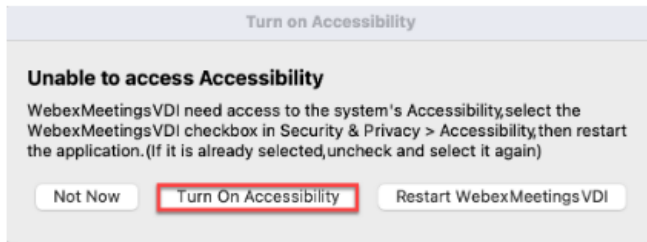

8 Select a Desktop

From the Citrix StoreFront window, launch your regional desktop. The Citrix Desktop opens via the Citrix Workspace application.

9 Complete VDI Plug-in Steps (macOS only)

If using a Mac, additional steps are required to use Webex and Zoom in Citrix.

- At the *Unable to access Accessibility* prompt, click **Turn On Accessibility** (if you do not see this prompt, go to **Apple menu > System Settings > Privacy & Security > Accessibility**) and enable **Citrix Viewer**
  - Enable **WebexMeetingsVDI** and enter your Mac password to confirm changes.
  - Return to the *Unable to access Accessibility* prompt and click **Restart WebexMeetingsVDI**.
  - Launch Webex on the Citrix Desktop and sign in using your Skadden account.
  - If prompted to use your microphone and webcam, click **Yes** or **OK**.
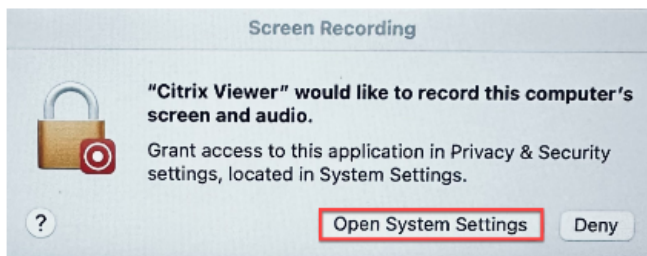
- At the *Screen Recording* prompt, click **Open System Settings** (if you do not see this prompt, go to **Apple menu > System Settings > Privacy & Security > Screen Recording**) and enable **Citrix Viewer**. *You are prompted to quit and reopen Citrix.* Disconnect from Citrix and then reconnect.
  - Launch **Zoom VDI** on the Citrix Desktop, click **SSO**, enter **skadden** in the *Company Domain* field, then click **Continue**.
  - Start a Zoom Personal Meeting and, when prompted, click **OK** to allow access to your microphone and webcam.