Remote Access Quick Start

Download & Install Citrix Workspace

Download & install the latest version of Citrix. You must have rights to install software on the machine. If you have issues installing Citrix or are unable to do so, work with your local IT contact to assist you.

- Windows: http://bit.ly/WinCitrix
- Apple/MAC: http://bit.ly/MacCitrix

Launch & Login to the Portal

In a web browser, visit the link below. DO NOT SAVE IT AS A FAVORITE. Instructions on how to save it to access later are outlined below.

https://westflorida.vdi.medcity.net

- Enter your HCA ¾ ID username & password
    - *You may be prompted that the password has expired & you need to set a new one. The minimum requirements are listed on screen. If the new password does not meet the requirements, the system will cycle you back to the login page.*
- The system will log you out. Log back in with your username and new password.
- Select to send the 4-digit authentication code to either text or email.
    - *If the last four digits of your phone number do not match your cell phone, do not select delivery by text or phone & choose email instead. Contact the Service Desk to update your information.*
- Enter the 4-digit code & check "**Do not ask me again**"
- The Desktop should automatically launch.
    - *If prompted, click **Trust** or **Open Workspace Launcher App**.*
    - *If it does not launch, click the monitor icon named "**West Florida Desktop**"*
    - *If an .ica file downloads to the bottom toolbar or the top right downloads icon (Google Chrome/Safari) , click the .ica file to launch the desktop or right click on the file and click "always open files of this type"*

Saving the Link

IMPORTANT: The website must manually be saved as a favorite or desktop shortcut in order to function correctly at a later date. See instructions on the back of this sheet for how to do that on your system.

Call our Service Desk at 877-772-2814 for 24/7 assistance!

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How to Properly Bookmark or Favorite the Portal Address

The HCA Portal must be manually saved as a favorite in your browser or on your desktop. If you just add the website to your favorites or save the link when you visit, you will have issues logging in. Please follow the tips below for saving the website for future access.

WINDOWS - DESKTOP SHORTCUT

- Right-click on the desktop & click New > Shortcut
- Type https://westflorida.vdi.medcity.net into the location box.
- Enter a Shortcut Name into the name field (ex. HCA Portal)
- Click Save

GOOGLE CHROME – BOOKMARK

- While in Chrome, press CTRL+D (Command+D on Apple/Mac)
- Enter a Shortcut Name into the Name field (ex. HCA Portal). Click Edit.
- Type https://westflorida.vdi.medcity.net into the URL field
- Click Save

INTERNET EXPLORER - BOOKMARK

- While in IE, press CTL+D from any website, even about:blank
- Enter a Shortcut Name into the Name field (ex. HCA Portal)
- Click OK
- Press CTRL+B
- Find the shortcut name you just created. Right-click on it & choose Properties.
- Type https://westflorida.vdi.medcity.net into the URL field.
- Click OK.

MAC – SAFARI – BOOKMARK

- In Safari, press Command+D from any website
- Enter Shortcut Name into the Name field (ex. HCA Portal)
- Click OK
- Press Alt+Command+B
- Find the shortcut name you just created. You may have to expand the Favorites folder. Long press or right click in the Address field to edit.
- Delete what's there and type https://westflorida.vdi.medcity.net into the Address / URL field.
- Click OK.

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