



FWS CloudDesktop Remote Access Quick Start Guide

You will need a smartcard reader to login and the first time you connect will take a couple of minutes while your account is being provisioned.

Prerequisites

Citrix Workspace

Please ensure you have the full Citrix Workspace (formerly known as Citrix Receiver) installed on your computer. If using an FWS laptop, the Workspace App can be found in FWS Apps-to-Go (Citrix Workspace 2002). If using a personal laptop, please download and install from Citrix.

- **Windows:** <https://www.citrix.com/downloads/workspace-app/windows/>
- **Mac:** <https://www.citrix.com/downloads/workspace-app/mac/>

Please note, Citrix Workspace downloaded from the Windows 10 store will NOT work. Please install only from FWS Apps-to-Go or directly from the Citrix website.

Browser Support

Windows 10

Internet Explorer 11+ and Google Chrome 70+ are the supported browsers for computers running Windows 10.

MacOS

MacOS 10.13+ & Safari 10.1+ required for macOS.

Card & Card Reader

- Ensure you have a PIV reader attached to your Mac or PC.
- Ensure your smartcard is inserted into the PIV reader prior to accessing the PIV Login page.
- Windows and MacOS have built-in support for smartcard.

Login Errors

If you are receiving an access denied/incorrect credentials upon login, it can be one of the following:

- Please ensure you're entering the correct PIV PIN.
- Please ensure the certificate you're selecting supports client authentication.
- Please ensure you're using IE or Chrome on Windows & Safari or Chrome on Mac OS X.
- If still receiving an error, please close out of the browser completely. Navigate to <https://remoteaccess.fws.gov> and click *Login* again.
- Should you experience any technical issues please email ifw-citrixsupport@fws.gov.