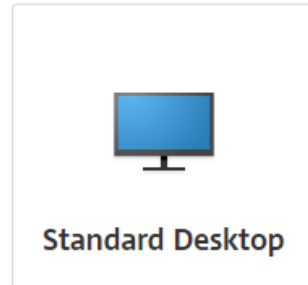


CloudDesktop Virtual Desktop Infrastructure (VDI) Quick Start Guide

All FWS user Accounts are automatically provisioned for VDI Standard Desktop:



Prerequisites

You will need a smartcard reader to login.

Citrix Workspace

Please ensure you have Citrix Workspace installed on your computer.

If using an FWS laptop, the Workspace App can be found in FWS Apps-to-Go (Citrix Workspace 2305 or newer).

If using a personal laptop, please download and install from the Citrix website.

- **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, Windows 11

Google Chrome browser version 115+ and MS Edge version 115+ are the supported browsers for login with devices running Windows 10 or 11.

MacOS

MacOS 10.13+ & Safari 10.1+ required for macOS.

As of November 1, 2023, Citrix does not fully support Mac OS 14 Sonoma. Citrix and Apple are working towards a fix.

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.
 - Federal Common Root CA G2 certificate needs to be manually added to personal or contractor owned devices)
- Please ensure you're using MS Edge or Chrome on Windows devices
- Safari or Chrome browsers on Mac OS.
- 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 contact Enterprise Support Desk: (800) 520-2433

****If connecting from a personal or non-government laptop, please read:**



This site can't provide a secure connection

vdiwest.fws.gov didn't accept your login certificate, or one may not have been provided.

Try contacting the system admin.

ERR_BAD_SSL_CLIENT_AUTH_CERT

In >90% of the error seen above (after your PIV pin is entered), the user is trying to access the VDI system via private or contractors company issued computer and are missing the Root Certificate Authority Chain on their PC.

Please follow the URL below to download and install the Federal Common Policy CA on your PC (instructions on the website below):

How do I configure my unmanaged Windows system to trust the new Federal Common Policy CA?

<https://www.idmanagement.gov/implement/trust-fcpca/#frequently-asked-questions>