



VDI Quick Start Guide

You can connect to VDI using both government furnished and personally owned devices. You will need a Windows PC or Mac, your PIV card, and a PIV card reader to login. The first time you connect will take a couple of minutes while your account is being provisioned. If you need a PIV card reader, contact your supervisor or administrative support professional.

If you need assistance logging in contact the Enterprise Support Desk at (800) 520-2433.

To login, go to remoteaccess.fws.gov and click the green “VDI Login” button. When prompted, select your certificate for client authentication and enter your PIV PIN. Next, open your Standard Desktop and enter your PIV PIN to login.

Prerequisites

Citrix Workspace

- **Installing Citrix Workspace on government furnished devices**
 - The Citrix Workspace App should already be installed.
 - If it's not, please install IFW-Citrix Workspace 2105 using FWS Apps-to-Go.
- **Installing Citrix Workspace on personal or non-government devices**
 - Please note, the Citrix Workspace App from the Windows 10 store will NOT work.
 - Please download and install the latest version of the Citrix Workspace App directly from Citrix using the links provided below.
 - **Windows:** [Current Citrix Workspace App](#)
 - **Mac:** [Current Citrix Workspace App for Mac](#)

Browser Support

Windows 10

- Edge version 91+, Internet Explorer 11+, and Google Chrome 70+

MacOS

- MacOS 10.13+ with Safari 10.1+

Smartcard Reader

Both Windows and MacOS have built-in smartcard support.

- Ensure you have a PIV reader attached to your Mac or PC.
- Ensure your smartcard is inserted into the PIV reader prior to accessing remoteaccess.fws.gov.

Login Errors

If you are receiving an access denied/incorrect credential message upon login, try the following:

- Ensure you're using the correct PIV PIN using a certificate that supports client authentication.
- If you're having trouble connecting, try selecting different certificates to find the correct one.
- Please ensure you're using Edge, Chrome, or IE on Windows & Safari or Chrome on macOS.
- If still receiving an error, please close out of the browser completely, navigate to <https://remoteaccess.fws.gov>, and click *Login* again.
- For additional support please contact the Enterprise Service Desk at (800) 520-2433.