

Remote Access Setup

1. Enter <https://eastflorida.vdi.medcity.net> into web browser. Log in using your HCA ¾ ID and network password.



Welcome to the HCA Identity Federation Portal

User ID:	<input type="text" value="3-4 ID"/>
Password:	<input type="password" value="Password"/>

Sign In

By proceeding further I accept the following:

You are about to access an HCA - Information Technology & Services, Inc. (IT&S) computer system. This system is to be used only by authorized users. You agree not to store, send or receive on this system. By proceeding, your use of this system constitutes your consent to monitoring, retrieval, and disclosure of your data on this system. If you have any questions about what constitutes an acceptable use by you, please consult the written policies provided by IT&S and your manager.

[Forgot your password?](#)

You can reset your password remotely if you have entered your mobile phone number in your Password profile. If not, please contact your local IT support.

External Authentication Portal 4.

2. You will receive a text message with 4 digit passcode. Enter the passcode in the field below to complete 2 Step Verification.



2 Step Verification ?

A passcode was delivered to (***). Enter it below to continue.

☐ Don't ask again on this device. ?

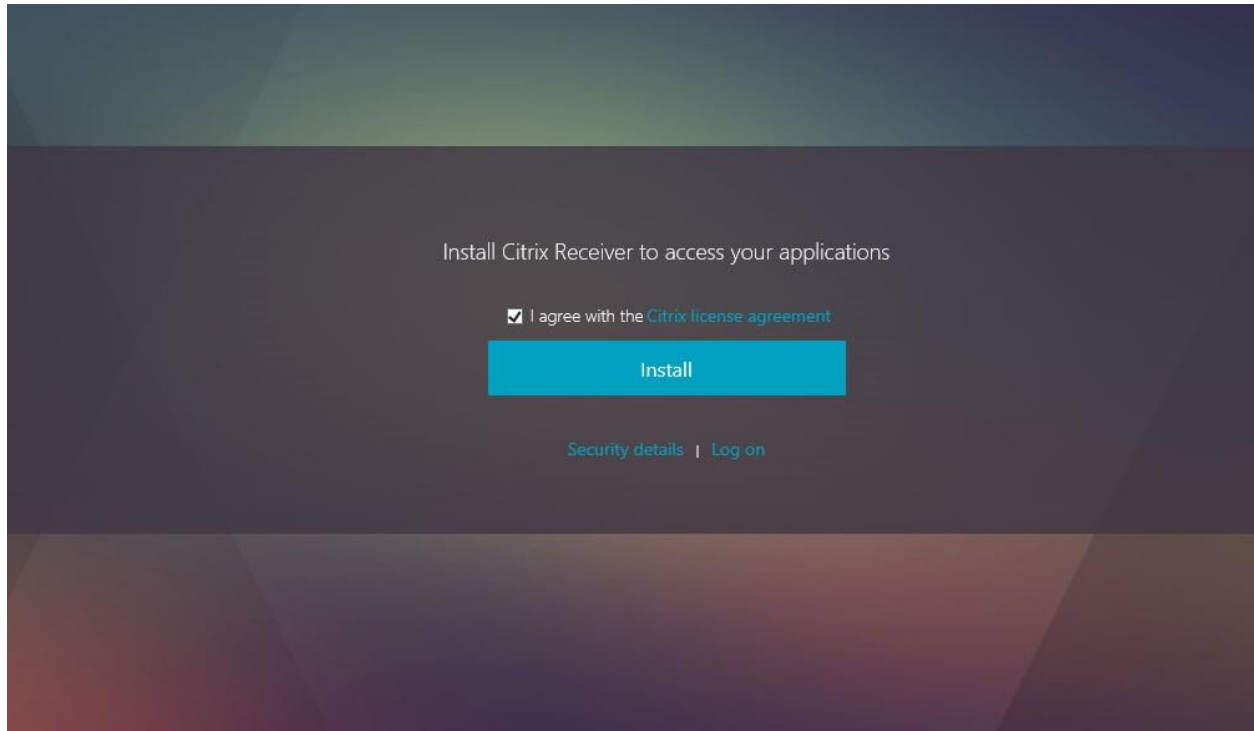
Submit

[Get a new passcode.](#) ?

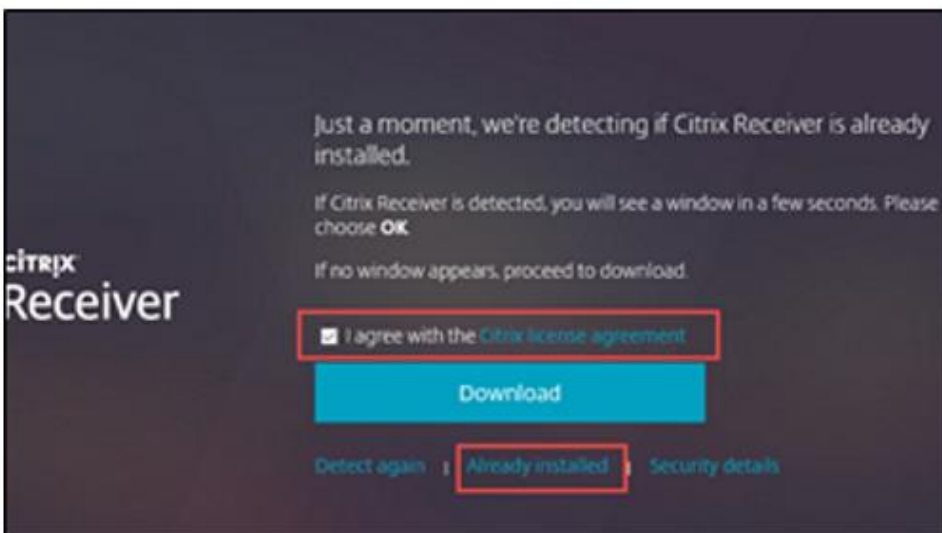
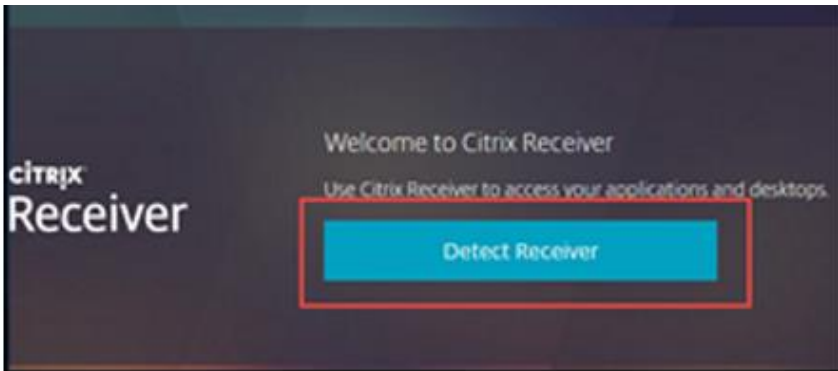
External

3. You may be required to install the Citrix Workspace the first time you access EAVE on a unique device. Below are install links as well if you do not see an option to install. Follow the steps from the Citrix website to download and install workspace.

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



3 a. After installing Citrix Workspace you may *still* see a page from your browser asking to detect workspace or receiver. If this occurs click detect receiver. This will bring you to a page where you can check the box to agree with the citrix license agreement and then click already installed. At this point Citrix will open as expected.



4. You will then be brought to the East Florida Desktop. Click the computer icon to launch the desktop. This will download an .ica file which you will open to access your remote desktop and HCA applications.

