

June 1, 2016

RE: REMOTE DESKTOP ACCESS WITH RSA TOKEN

To access a CVRD “Remote Desktop Connection” from any computer with an Internet connection please follow the following steps.

First time connecting with RSA Token

1. Open your web browser from your computer and go to the following website
<http://www.comoxvalleyrds.ca/remote>
2. Click on the Launch new Version of Citrix Connection link, then the Launch Citrix connection.
3. If you have not installed Citrix Receiver, click on the Install link from this page. If you are using an iPad you will need to download the Citrix Receiver app from Itunes. Please read the “using Citrix Receiver on an Ipad directions.
4. Select the Remote Desktop icon to You will be asked to provide your **User ID** (this is your CVRD login name). In the **Passcode** box enter the number that is displayed on the token. If the number is about to change (after 1 minute) enter the new number. (The bar on the left side gets smaller every 10 seconds)
5. You will then be required to enter a PIN number. This can be a four digit number you make up (select the **User Generated Box**) or you can have the system generate one (select the System Generated Box). Then Select OK. You will then either be asked to enter a 4 digit PIN or the system will assign you one. Select OK.
6. You will then be required to login with your **CVRD User Name** and your new **Passcode**.
Example PIN = 1234 Token number = 056738 Then Passcode = 1234056738
7. You will then be required to enter your regular CVRD network password. This will only happen once. After this point when you would like to **remotely login** you will just provide your **CVRD User Login Name** and your **Passcode** (your 4 digit PIN + the number displayed on the token).
8. At some point in your first few logins you will be asked to provide the next number from your token once you are logged in. This is a sequence check the server makes with the token to confirm the random sequence of numbers. Do not add your PIN to this number.
9. Select the Remote Desktop icon to get a complete desktop connection with the Terminal Server. In the future there will be other choices of applications that can be run from this initial page.
10. Contact Shawn Honeychurch to have Outlook configured for your email.

Regular Remote desktop use with the RSA token once initial step has been complete

1. Open Internet Explorer from your computer and go to the following website
<http://www.comoxvalleyrd.ca/remote>
2. Click on the Launch Citrix Connection link.
3. Login with your **CVRD User id** and the **Passcode** (your 4 digit PIN + the number displayed on the token)
4. Select the Remote Desktop icon to get a complete desktop connection with the Terminal Server. In the future there will be other choices of applications that can be run from this initial page.

5. If your Windows network password has changed, immediately after you login with your token you will be prompted with an Invalid password prompt and will require to re-enter your regular CVRD network password.