

Remote Access - Remote Desktop

Follow the steps for remote access.

Audience

Faculty	✓
Staff	✓
Students	✗
Others	✗

Step-by-step guide

- [Step 1: Get Your IP Address](#)
- [Step 2: Install Citrix Receiver](#)
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Login

Your login credentials will be the same login you use for your office computer when working remotely, NOT your eTenet account.

Step 1: Get Your IP Address

On the desktop lower right corner write down the IP address of the workstation. Note the label "Address" in the image below write down the entire address of 10.150.15x.xxx you will need this information for Step 5.



Step 2: Install Citrix Receiver

If you have the Citrix Receiver installed skip to Step 3.

Click the link for the type of computer you will be using to install Citrix Receiver.

Within the download page, choose the option for Windows or Mac.

"Download Receiver for Windows" or "Download Receiver for Mac"

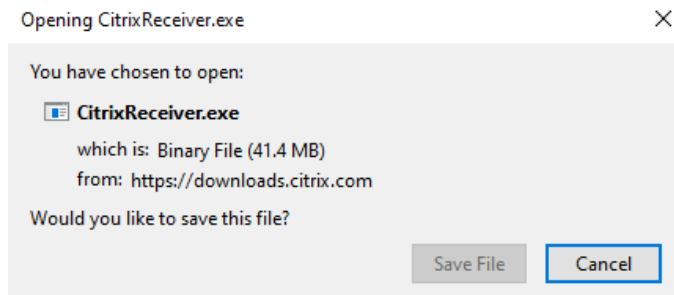
Windows: <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>

Compatible with
Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server

Download Receiver for Windows

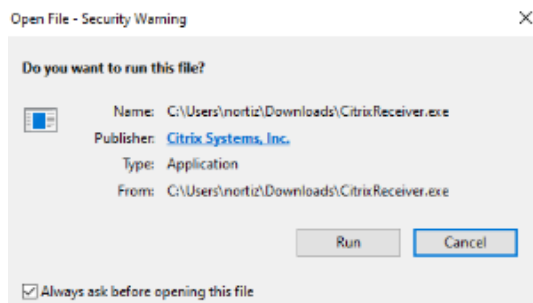
(41.4 MB - .exe)

Save File:



Install it by double-clicking the saved file and following the prompts to install.

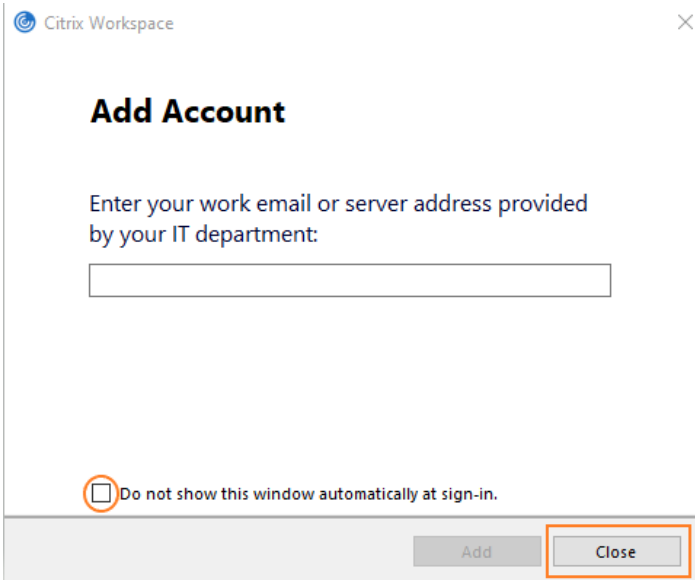
Run:



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

The Citrix Receiver plugin is now installed.

If you get this popup to 'Add Account' just click the 'Do not show this..' checkbox and then click 'Close'



Restart your computer before proceeding to Step 3

Step 3: Open the Baptist Citrix Portal

Open an Internet Browser and type the following address.

<https://satxcitrix.etenet.com>

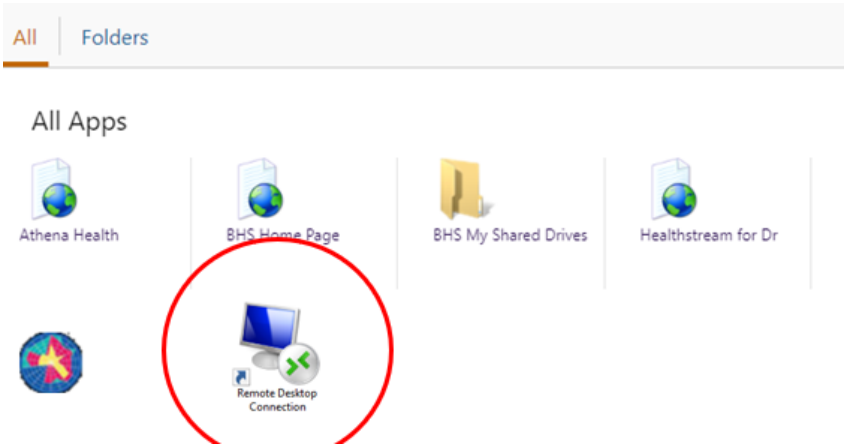
SATX External Application Portal

A screenshot of the SATX External Application Portal login form. The form has a dark blue background. It contains three input fields: "ID", "Password", and "Domain". The "ID" and "Password" fields are white with a small "..." icon on the right side. The "Domain" field is a dropdown menu with "SATX" selected. Below the input fields is an orange "Logon" button.

Note: Type in your SATX login credentials NOT eTenet. Your SATX credentials is the username and password to your office workstation.

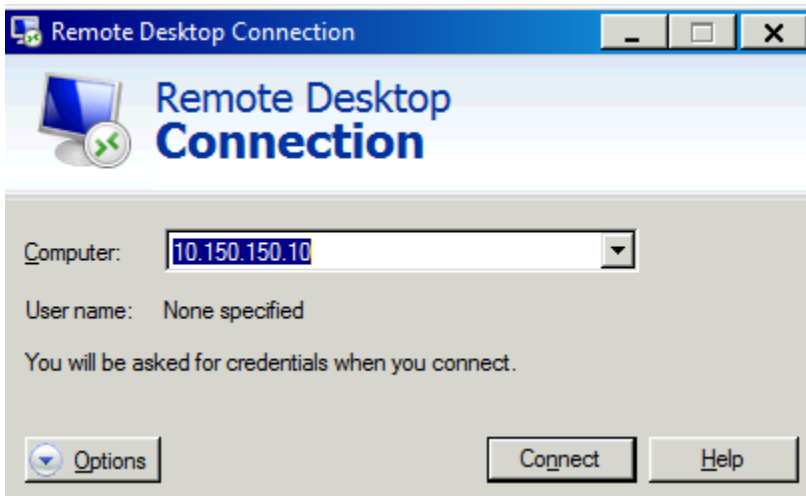
Step 4: Open Remote Desktop

The Application Portal page will display, click on the "Remote Desktop" icon.



Step 5: Connect to Desktop

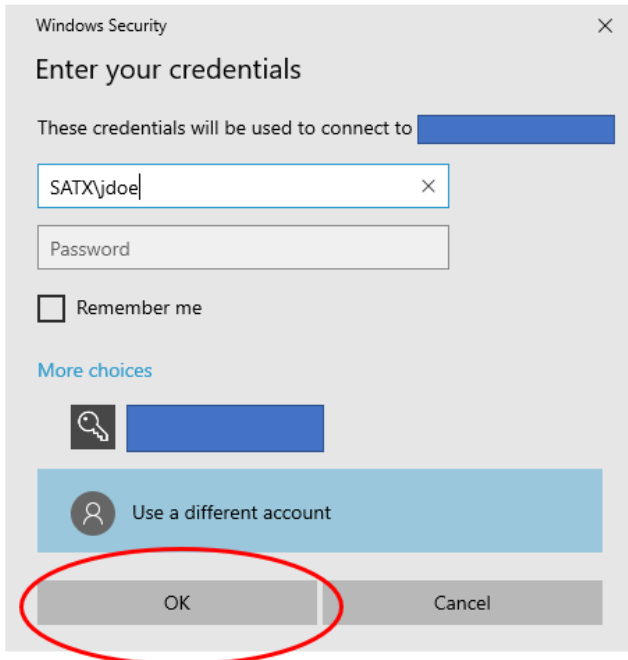
The Remote Desktop Connection box will open, type in your IP Address (from Step 1) in the field labeled 'Computer' then click on "Connect".



The 'Enter your Credentials' box will display, type in your office computer login credential with append SATX\ to your username.

Example: SATX\jdoe

After you have filled in your username and password, click "OK".



Your desktop computer will now open.

Technical Support:

Contact the Tenet Service Desk at 1-877-639-7575 (option 1) for password resets, account locks, or any Citrix issues.

Related articles

[Remote Access - Group Shares](#)