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
- Step 3: Open the Baptist Citrix Portal
- Step 4: Open Remote Desktop
- Step 5: Connect to Desktop

✓ **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.

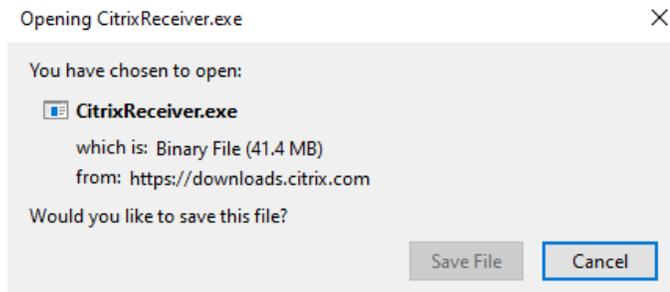"Download Receiver for Windows" or "Download Receiver for Mac"

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
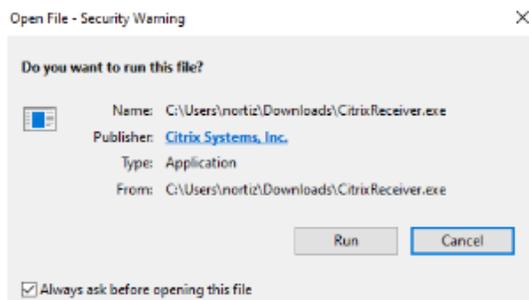
Download Receiver for Windows

(41.4 MB - .exe)

Save File:

Opening CitrixReceiver.exe   ×

You have chosen to open:

▫ **CitrixReceiver.exe**

    which is: Binary File (41.4 MB)

    from: https://downloads.citrix.com

Would you like to save this file?

Save File   Cancel

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

Run:

Open File - Security Warning   ×

Do you want to run this file?

    Name: C:\Users\nortiz\Downloads\CitrixReceiver.exe
    Publisher: Citrix Systems, Inc.
    Type: Application
    From: C:\Users\nortiz\Downloads\CitrixReceiver.exe

Run   Cancel

☑ Always ask before opening this file

Mac: https://www.citrix.com/downloads/workspace-app/mac/
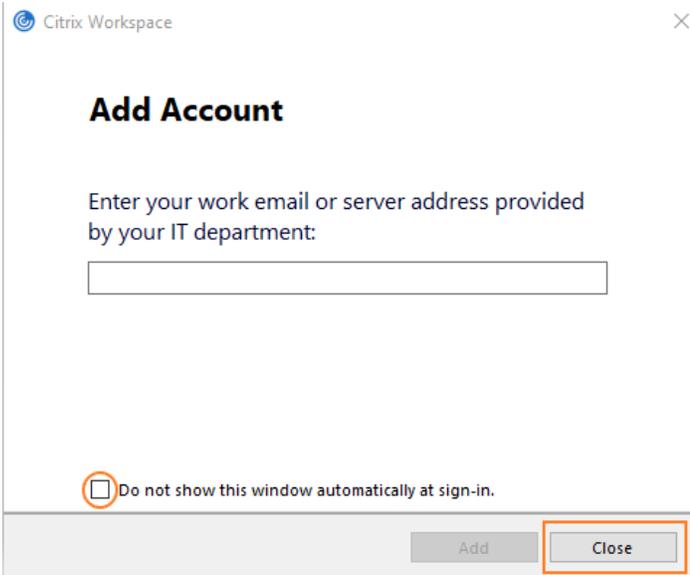
The Citrix Receiver plugin is now installed.

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

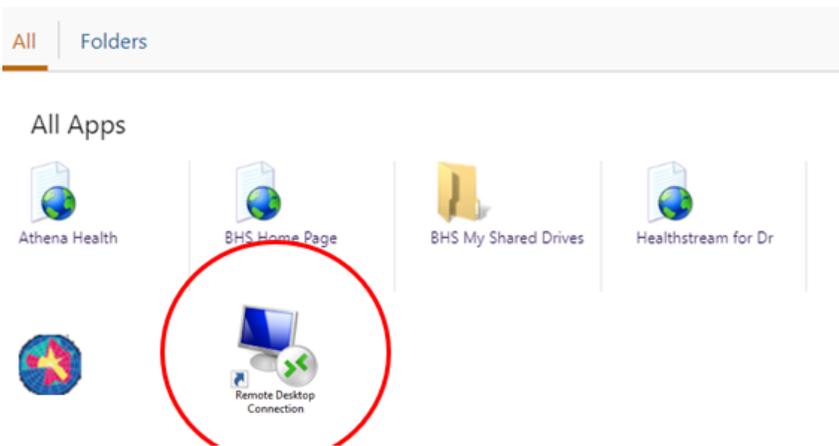Open an Internet Browser and type the following address.

https://satxcitrix.etenet.com

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.
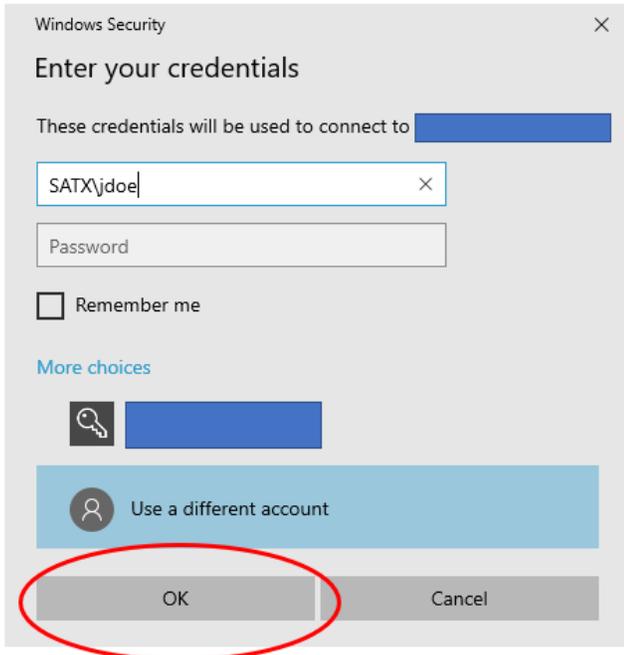
Step 5: Connect to Desktop

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