



Welcome to the FWS CloudDesktop service powered by CITRIX!

Your account is now configured for using the CloudDesktop service from any government furnished equipment (GFE) including PCs, Macs, iPads, iPhones, and ThinClients.

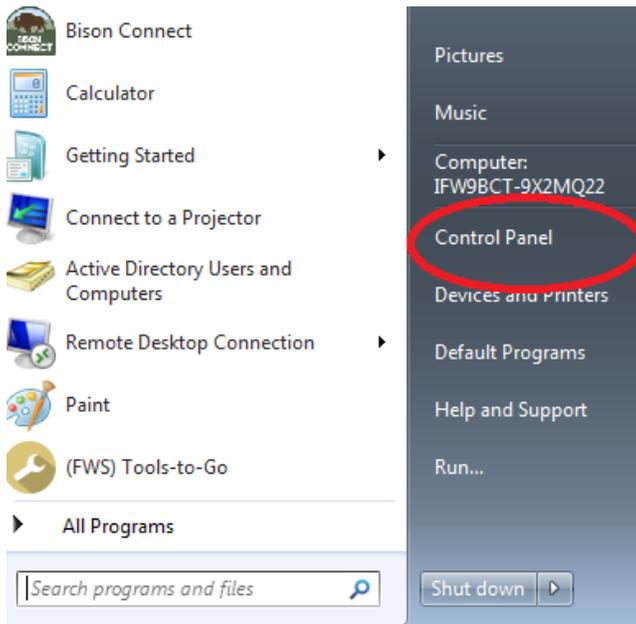
Please make sure that your device has the Citrix Receiver installed before connecting to: <https://cloud.fws.gov>. Below you will find directions on verifying the installation or installing the Citrix receiver on your device/system.

For those with Windows:

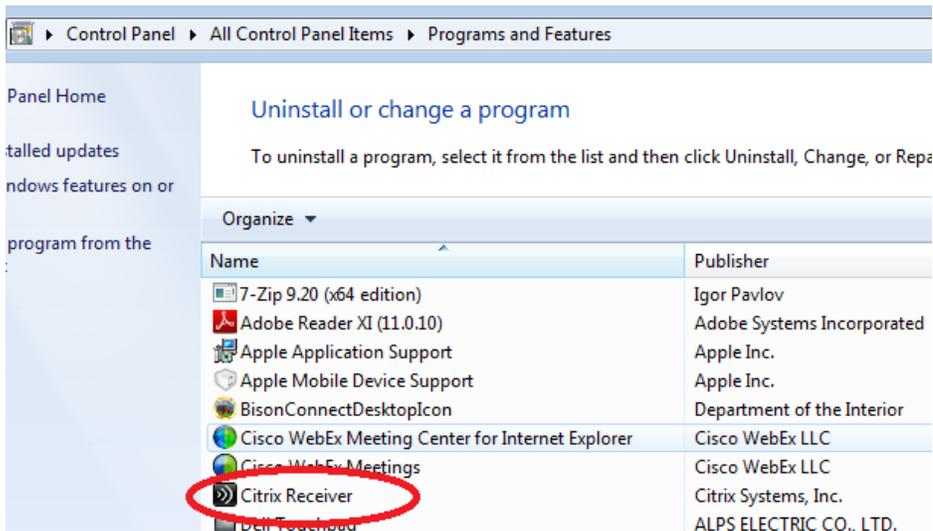
Click on "Start" in the lower left hand corner of your system.



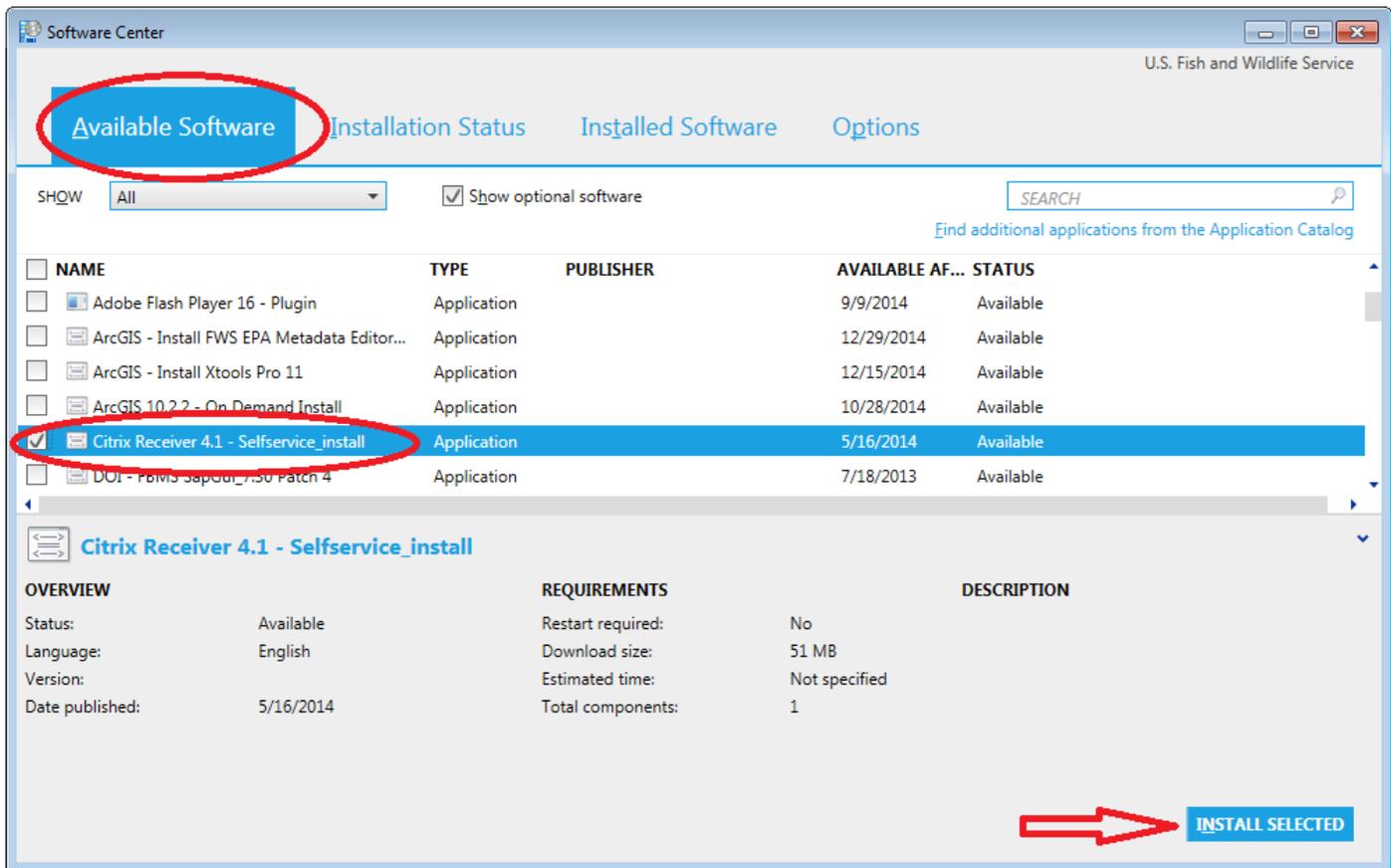
Then select "Control Panel" from the list of options.



Under "Programs, Programs and Features" of the Control Panel section you will see the Citrix Receiver listed if it is on your Windows system.



If you do not see the Citrix Receiver listed here, as shown above, please go to “Start,” “FWS Apps-to-go” and look under the Available Software tab and click the Install button in the lower right hand corner to begin the installation.

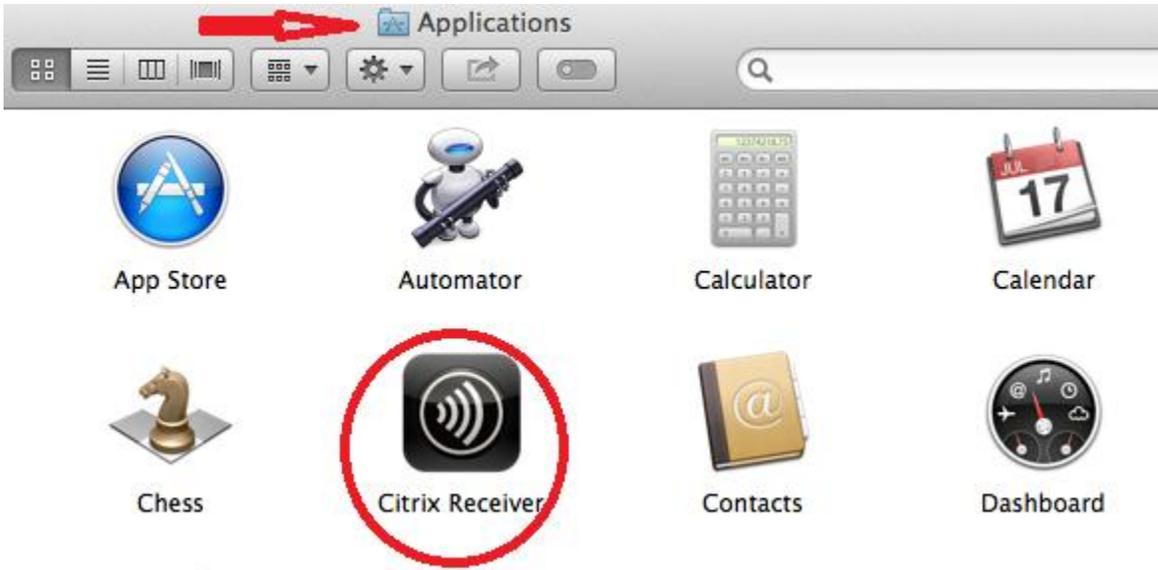


If you cannot locate the **Citrix Receiver** on FWS AppsToGo - please call the IRTM Enterprise helpdesk at 1-800-520-2433 or send an email to ITServiceDesk@fws.gov for assistance.

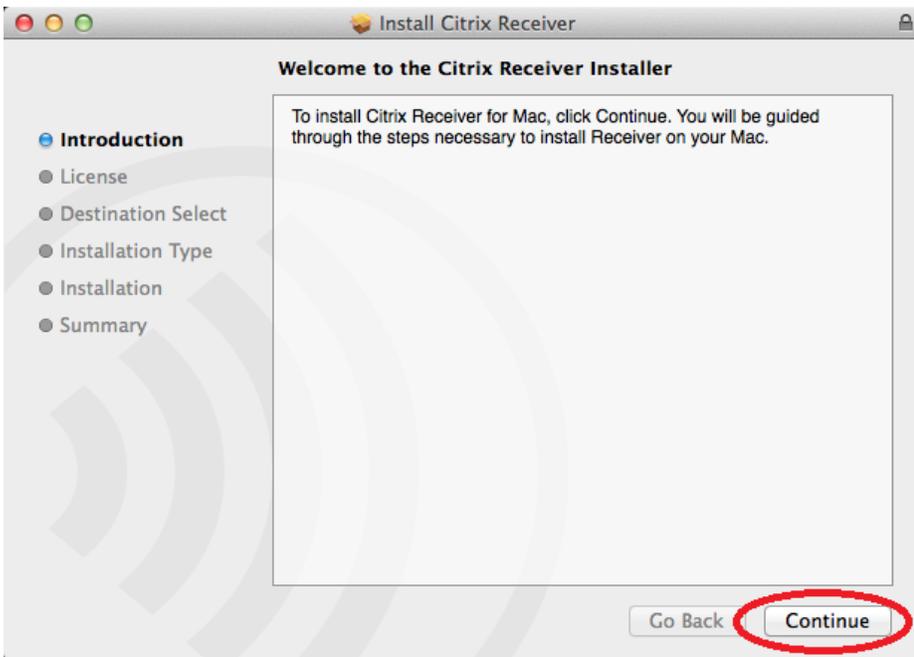
For those with Macs:

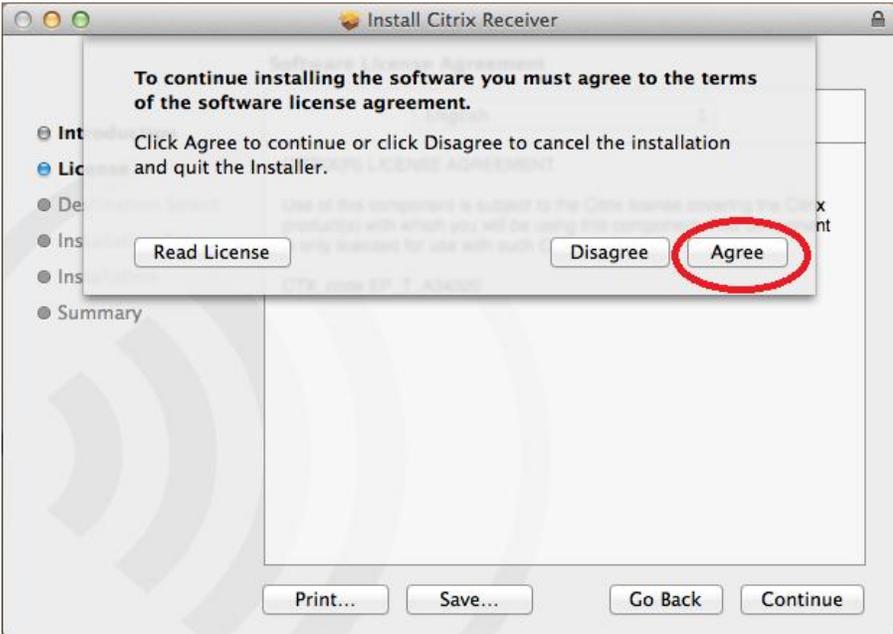
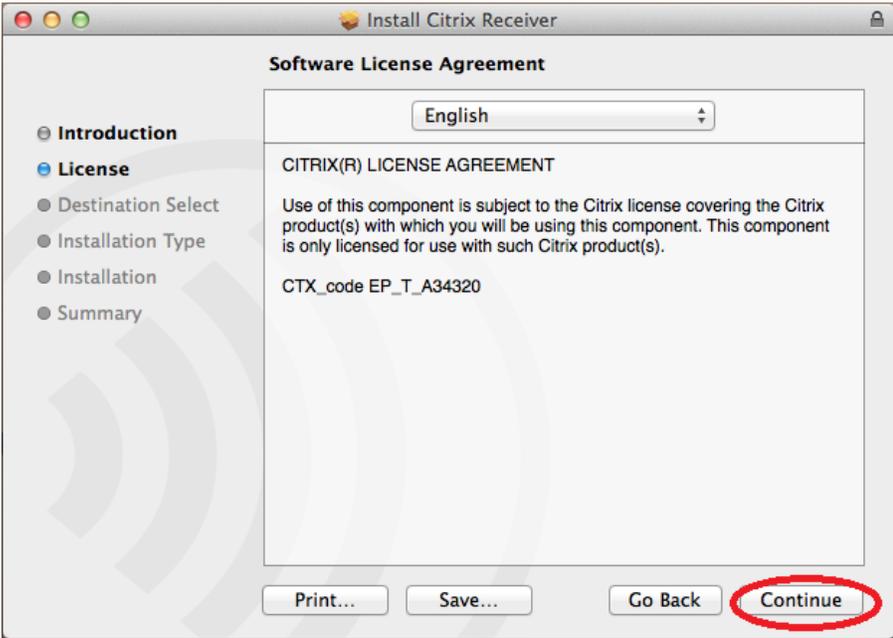
The Citrix receiver is pushed to all macs via System Center Configuration Manager (SCCM), given that the system was setup properly using the [Enterprise Installation script](#).

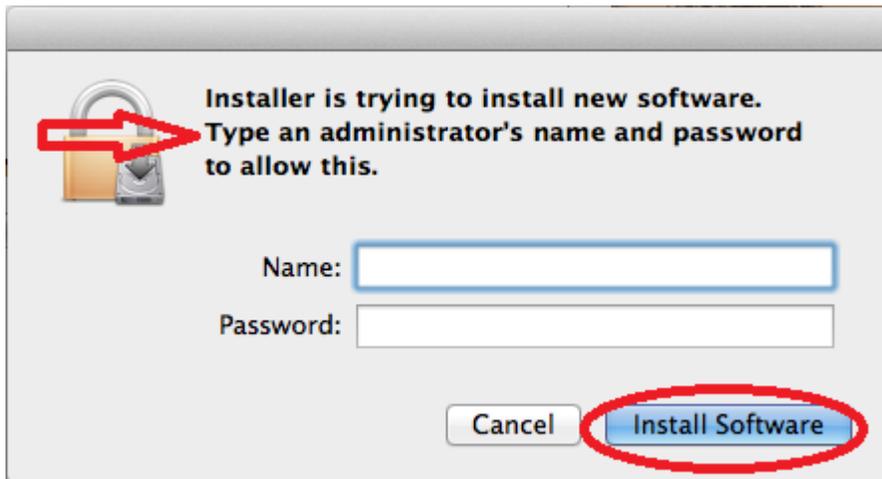
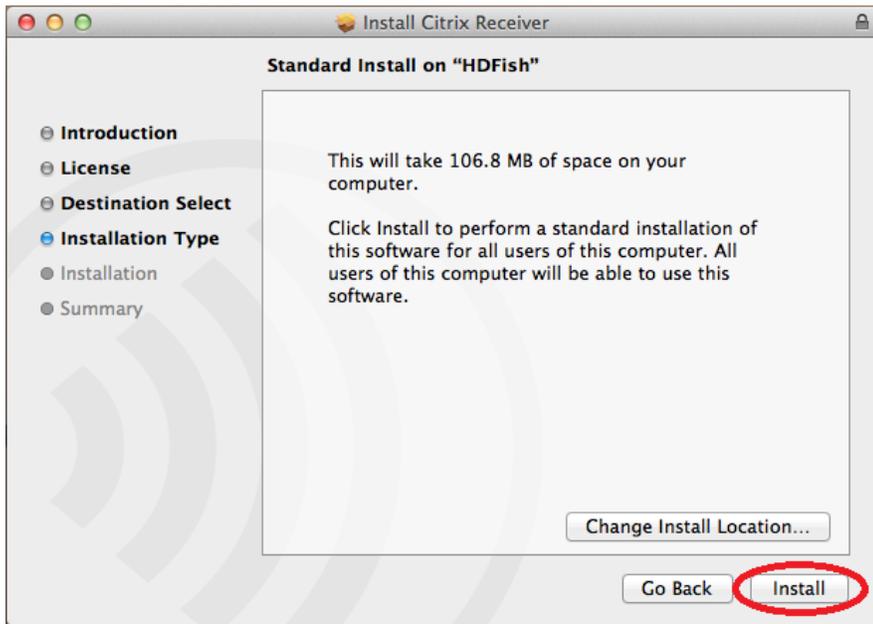
To verify that the Citrix receiver is installed on a MAC, go to the “Applications” folder and look for the “Citrix Receiver” icon. Version 11.7 is what is currently recommended for MAC computers.

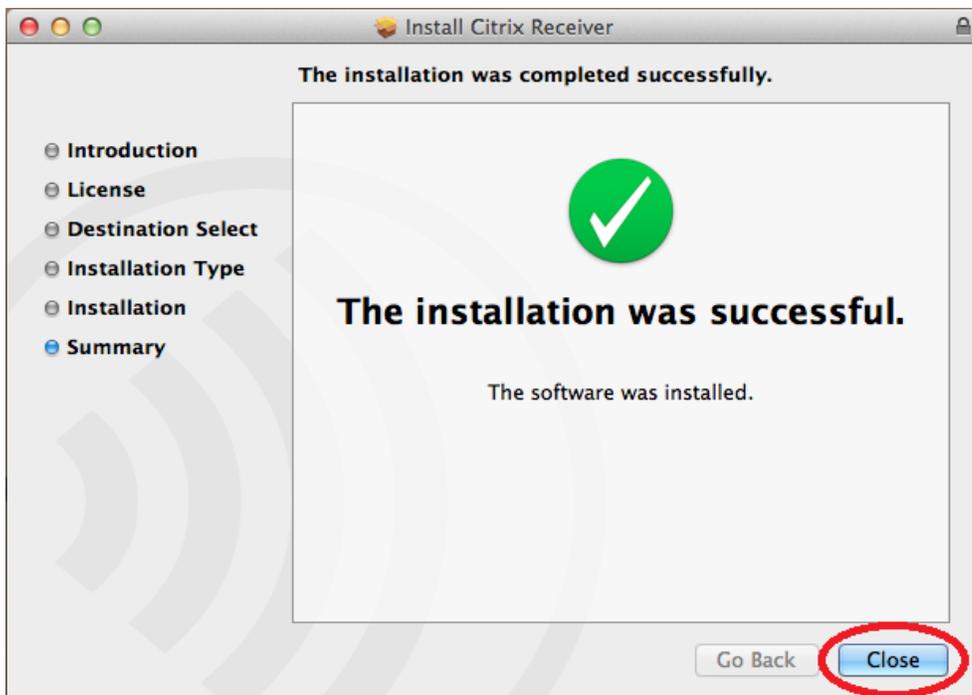


If a manual install is required the program files can be found in the [Apple Mac Management](#) SharePoint site. Double click on the file found on this site and follow the following prompts:









For those with ipad/iphone devices:

Click on the "App Store" icon on your device

Search for "Citrix" and select "Citrix Receiver"

Click the "GET" button then click "Install"

You will then have to Log on to the Apple App Store with your iTunes user name and password or create a new account. If you do not have one please create one and ensure that your apple id matches your government email address (i.e

Erich_Holan@fws.gov would have an apple id of Erich_Holan@fws.gov. For more information on apple id's or to obtain one please visit: <https://appleid.apple.com/>

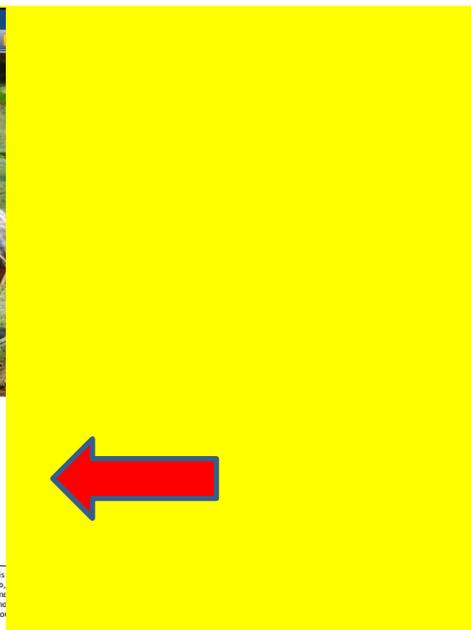
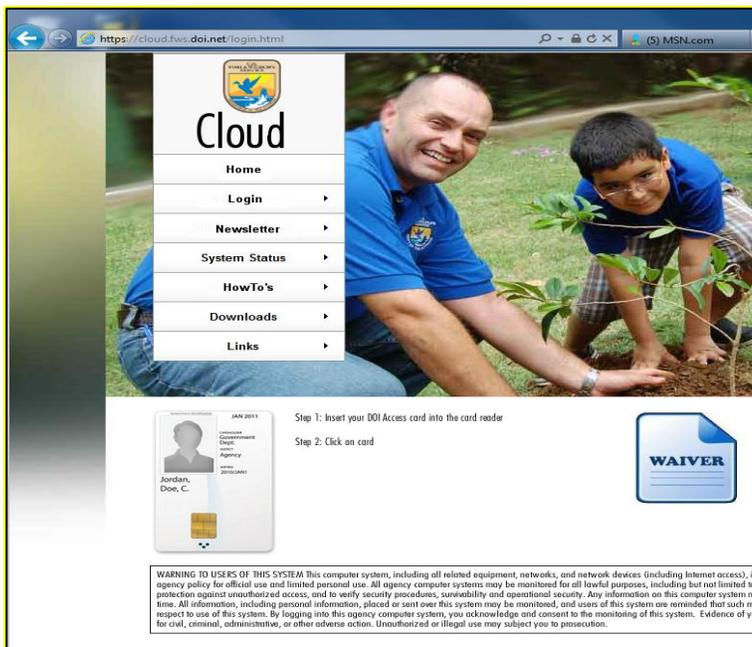
Open the receiver application on your ipad/iphone device, click on the Account icon in the upper right hand corner (ipad) or the "add account" button (iphone).

Click the plus sign (ipad) and then enter the URL. For the Address enter: **Cloud.fws.gov**. For description enter something like "FWS CloudDesktop." For user name enter your email address (someone@fws.gov) and your password. Enter fws.doi.net for the domain name.

Click on "Options" at bottom left, select "manual setup", select "web interface, set to ignore certificate warning," click "next" to verify account, make sure it's still set to web interface, enter description of "CloudDesktop," click "save." You may have to select web interface and click save again if it fails.

Logging In to the FWS Secure CloudDesktop:

Go to [Cloud.fws.gov](https://cloud.fws.gov) & click the "Login" button to access your desktop. Then click "waiver" to bypass the PIV requirement for the time being. Enter your username (someone@fws.gov) and password to log in.



After successfully log in, you will be presented with two start options: **CloudStart or CloudDesktop**

CloudDesktop - offers you a seamless Windows7 virtual desktop with the same application set as the CloudStart menu; accessible via the Windows Start menu. It also offers the FWS App store for additional applications. CloudDesktop is recommended for most users.

CloudStart - offers you a launch pad with icons listing your approved applications. It also offers the FWS App store for



additional applications. It further offers IT tools for IT personnel. Most MAC users prefer this option.

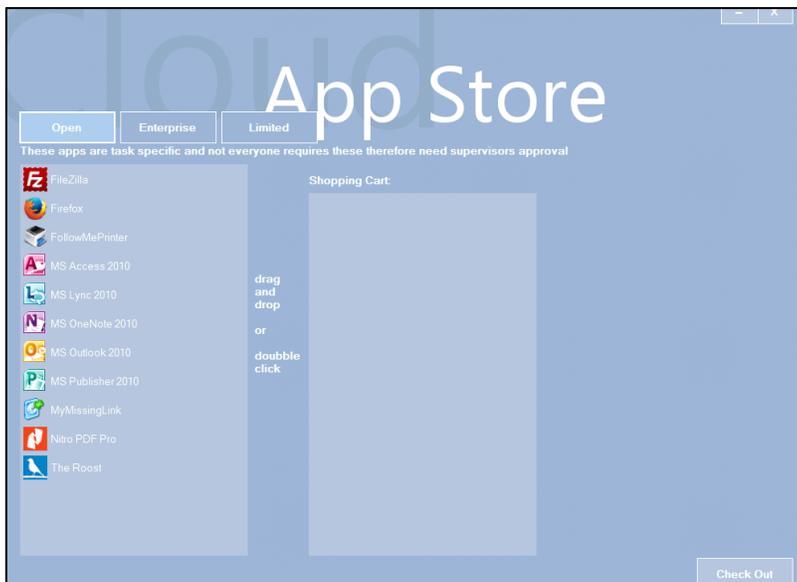
The first time you launch each application it will take 1-2 minutes to setup the application for your profile.

Adding Apps to Your Account:

The following apps are available to all users when first logging in to your CloudDesktop. Additional applications are available through the CloudDesktop app store. To add additional applications select the App Store button (click Start -> Cloud App Store in CloudDesktop) to begin adding optional applications to your account.

When you “Check Out” with enterprise or limited applications you will need to confirm that your listed supervisor is correct so they can approve these applications. Your supervisor will receive a message to approve your application request. Once approved, you will be notified via email and the selected applications will be added to your account the next time

you log-on.



Transferring/Copying Files to Citrix:

Once connected to your CloudDesktop you will have access to your usual mapped drives without needing to move any of your data. However, in cases of poor network connectivity, performance will be increased if you move your data to our data centers. In order to fully recreate your work computer environment you will need to move your needed files onto a Citrix enabled shared folder. Please be aware that large file transfers will likely cause temporary speed issues due to link saturation; the good news is the files will only need to be transferred once. Please contact the

Enterprise helpdesk listed below for assistance on moving your files to the correct location. Once completed, you will be ready to work from the Citrix environment at all times with access to the same data you've always had.

You are now ready to use the FWS CloudDesktop for all of your remote working needs! If you have any additional questions, please contact the IRTM Enterprise helpdesk at 1-800-520-2433 or send an email to ITServiceDesk@fws.gov for assistance.