Dear CSE ONESolution User: The following are instructions for logging in to ONESolution using an additional login step for enhanced information security. The new login process utilizes Azure Virtual Desktop (AVD).

Attachment A: Logging on to Citrix and ONESolution via AVD:

1. Type **'Remote Desktop'** in the search area at the bottom left of your screen then select **'Pin to taskbar'** then **'Open'** up **'Remote Desktop'** and log in using the same credentials as you would to sign into your PC. (*you should only have to do this once*)

Note: *If you do not have 'Remote Desktop' loaded please refer to* Attachment B*.*
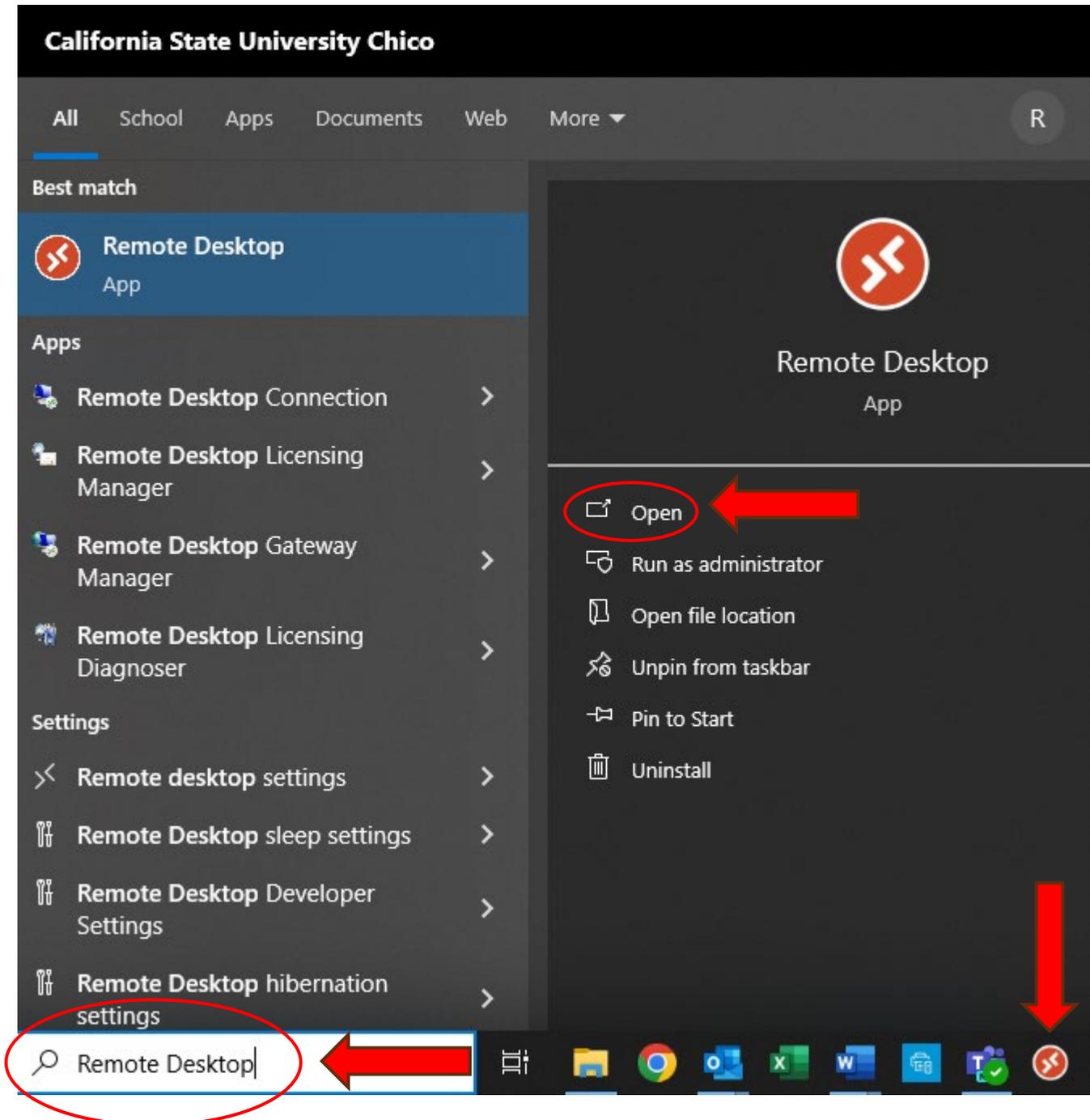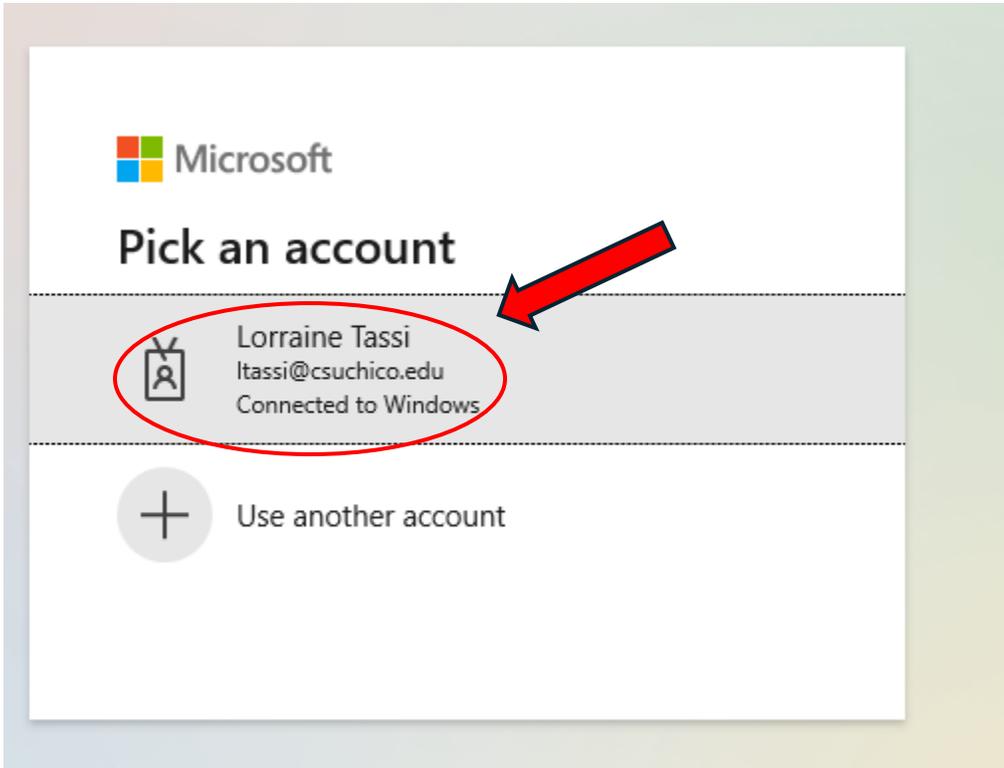
Disclaimer:

Some users may have to subscribe for initial access. If you see the following, simply click on '**Subscribe,**' and then select your Microsoft account. This should auto-populate.

Let's get started

Subscribe to access managed a____ desktops provided by your organization. These resources will be available from this client and the Start Menu.

Privacy settings for ____ resources have been preset by your organization. Learn more

Subscribe   Subscribe with URL

■■ Microsoft

Pick an account

Lorraine Tassi
ltassi@csuchico.edu
Connected to Windows

+ Use another account

Note: *It will only require you to subscribe during the initial access.*

2. Hover over **'CSE desktop'** and right click, then select **'Settings.'** This will pull up a sidebar menu to change the default options. Unselect **'Use default settings'** so that it shows **'Off.'** Under **'Display settings,'** select **'Single display'** from the **'Display configuration'** drop down. (*you should only have to do this once*)
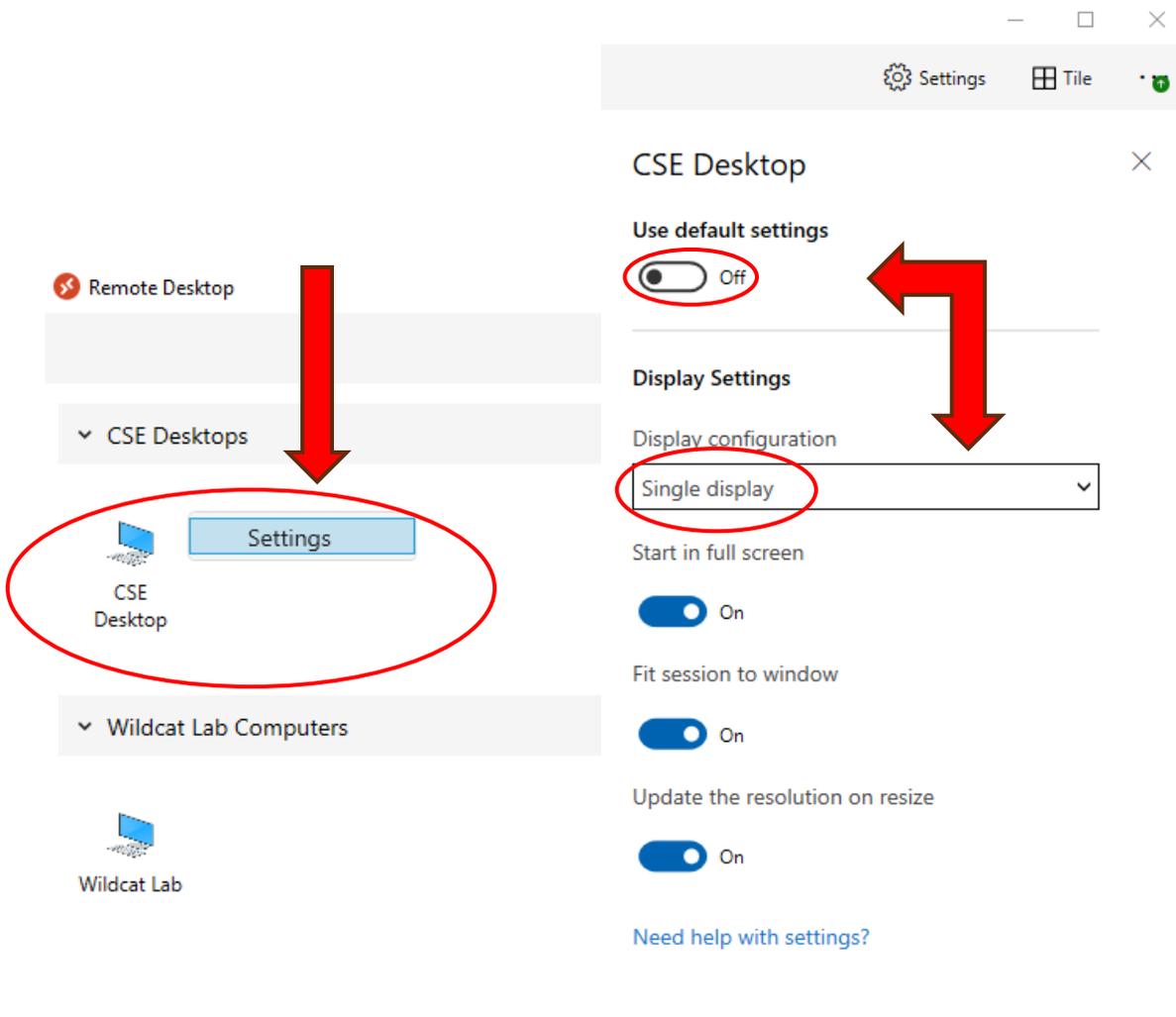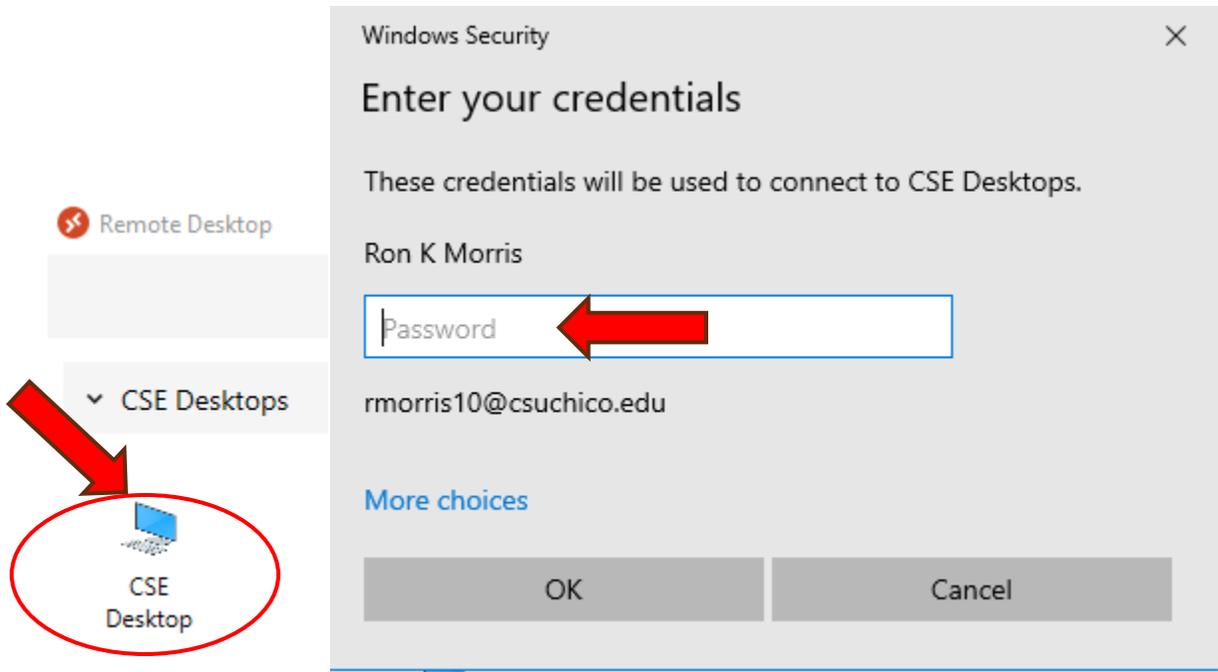

Side note:

** Depending on your monitor set up, the initial access to CSE Desktop may utilize all native desktop screens. If so, you will have to minimize the remote desktop window and drag/move it to the desired display.
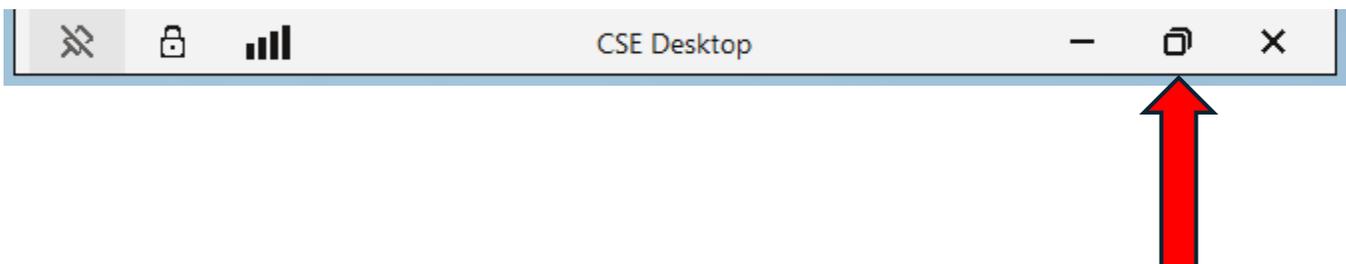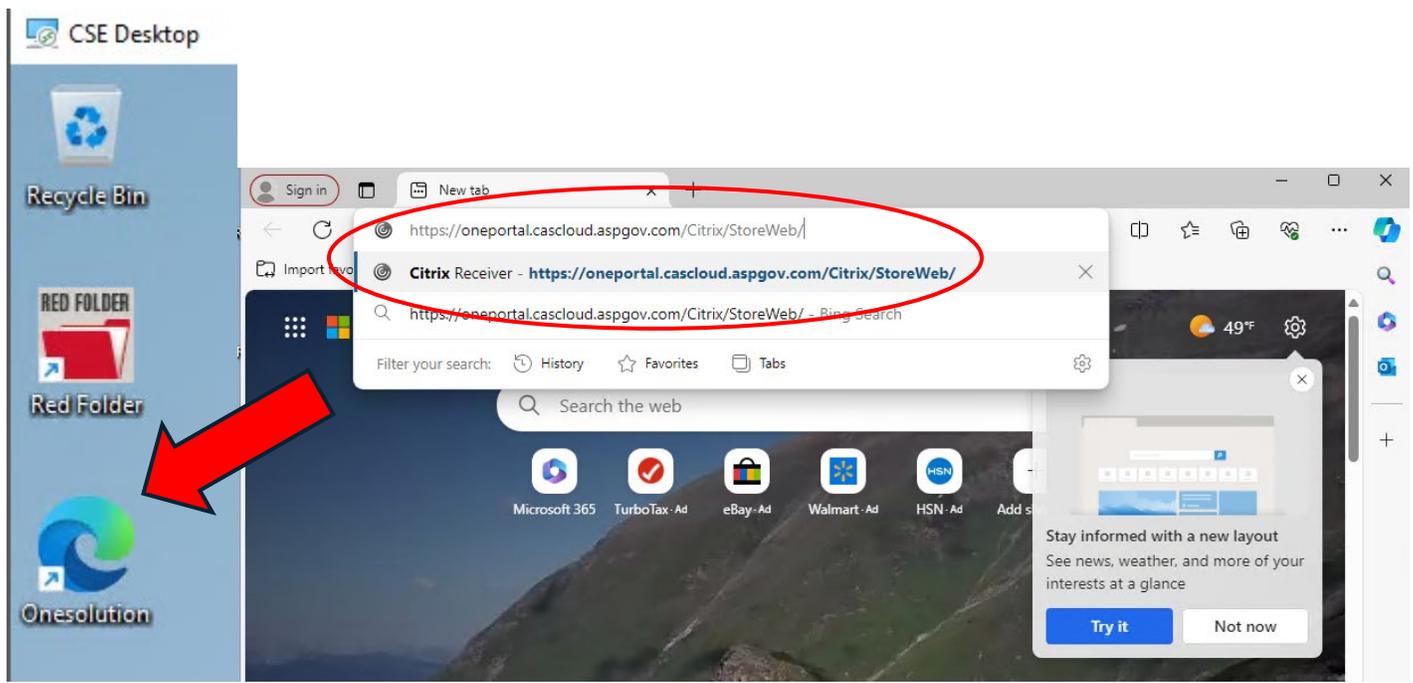
3. Double click on **'CSE Desktops.'** This will prompt you to sign in to your Azure virtual desktop. Use the same password as you would to access your PC.

4. Click on the **'Microsoft Edge'** icon labeled **'Onesolution'** on the desktop. This should default to Citrix StoreFront. If not enter the following url:
https://oneportal.cascloud.aspgov.com/Citrix/StoreWeb/

Note: *You may be prompted to sync data but this is purely by preference. If you do not want the desktop to sync your personal Edge settings, then you can simply click through the prompts.*
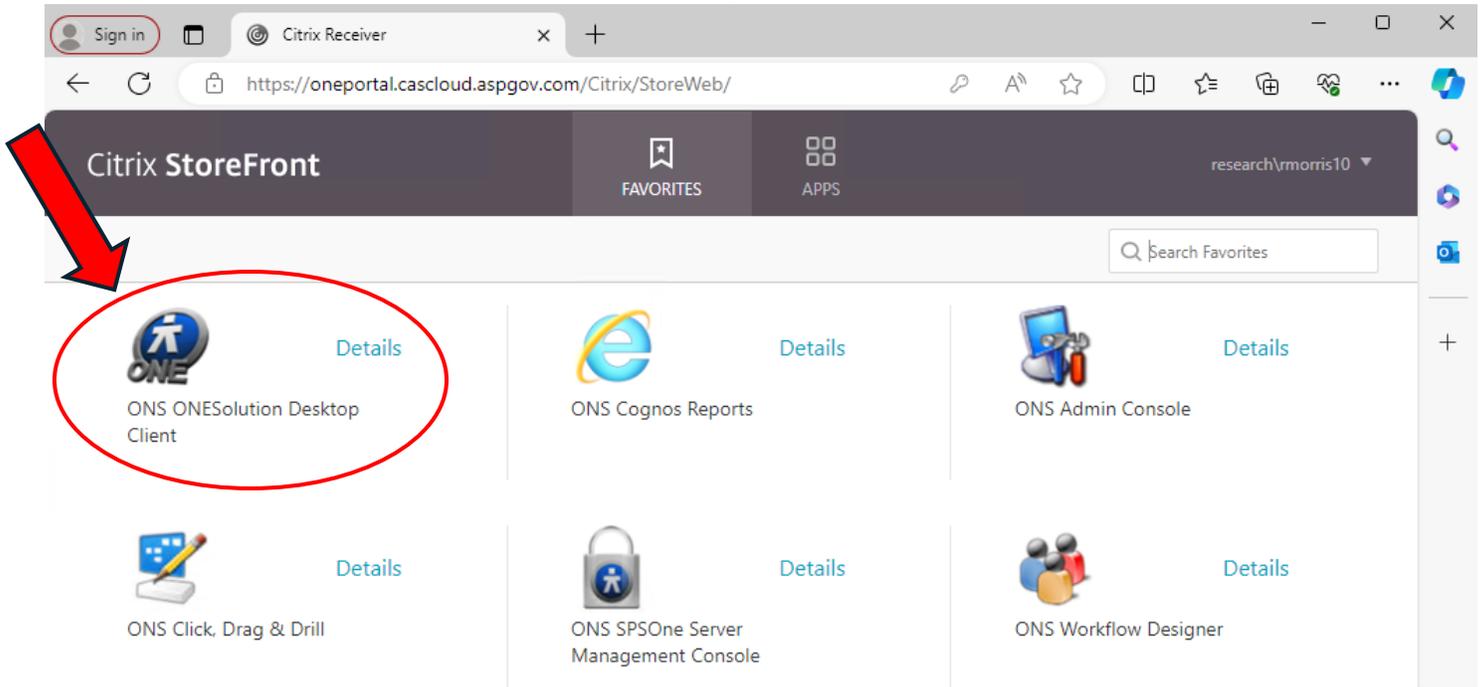
5. Enter your **'User Name'** and **'Password'** just as you typically would when opening a Citrix StoreFront session. You may need to click **'Detect receiver.'** (*This should save so that you don't need to enter it next time*)
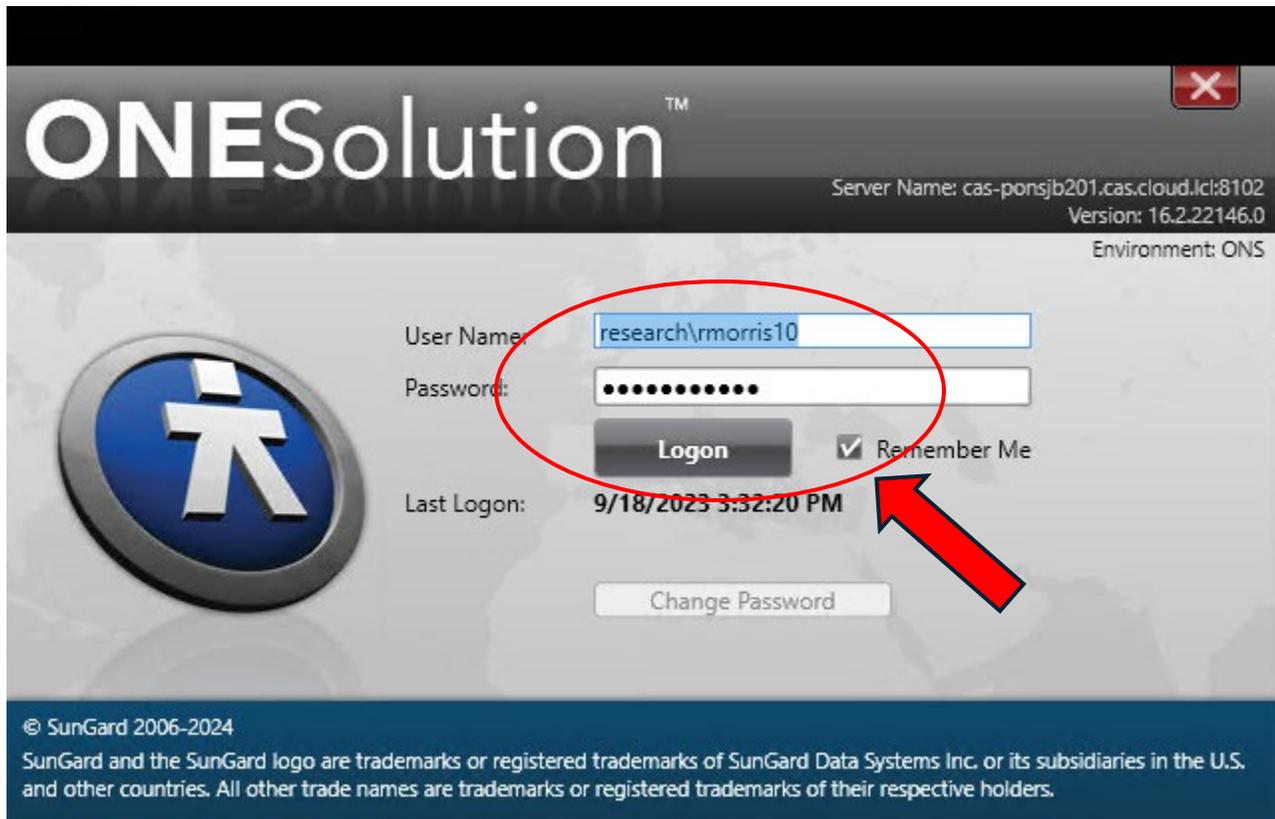
User name: research*********

Password: *********
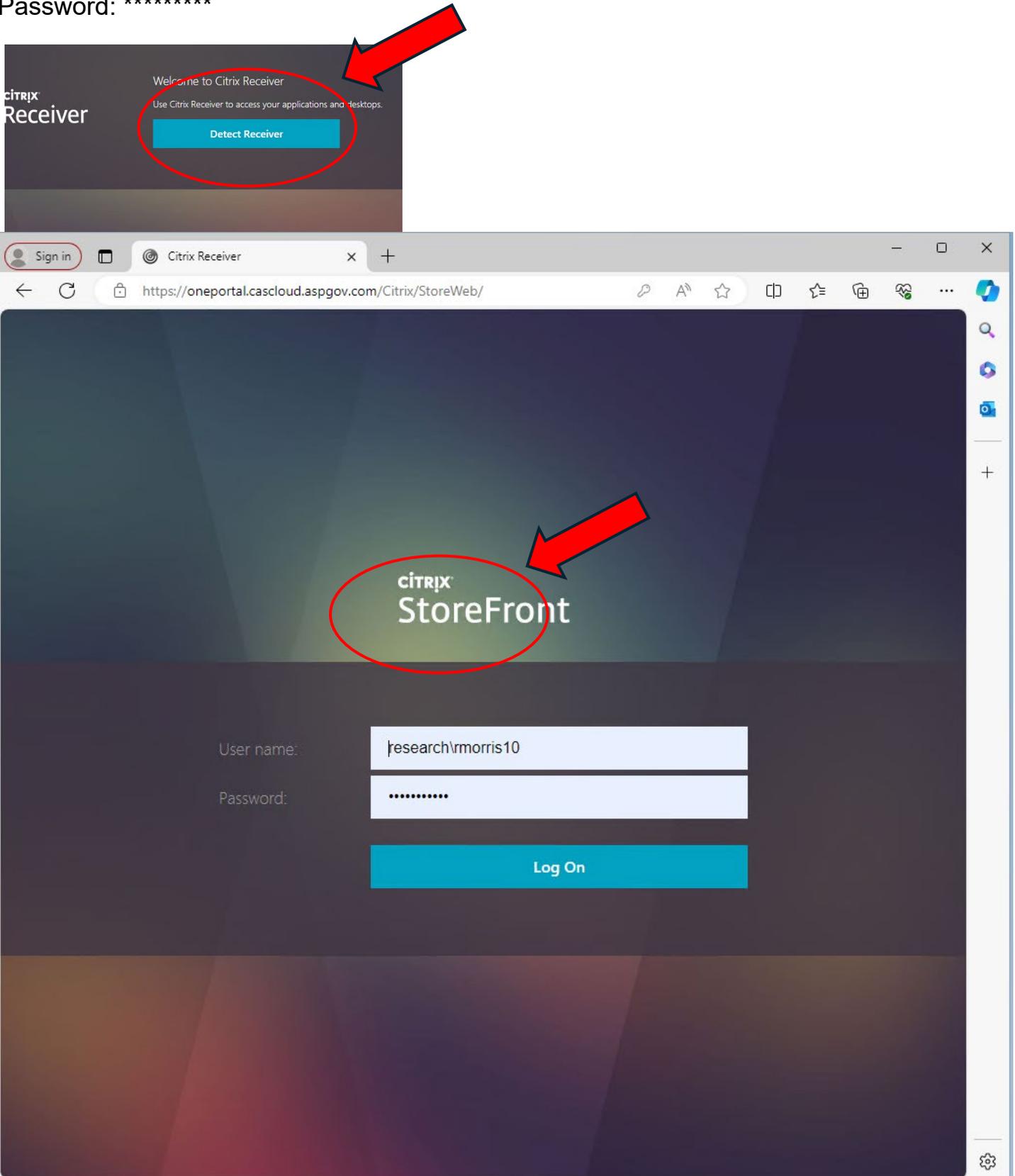
6. Click on the **'ONS ONESolution Desktop.'**

7. Enter your **'User Name'** and **'Password'** just as before. Be sure to check **'Remember me'** so that you will not have to enter your UN and PW next time.
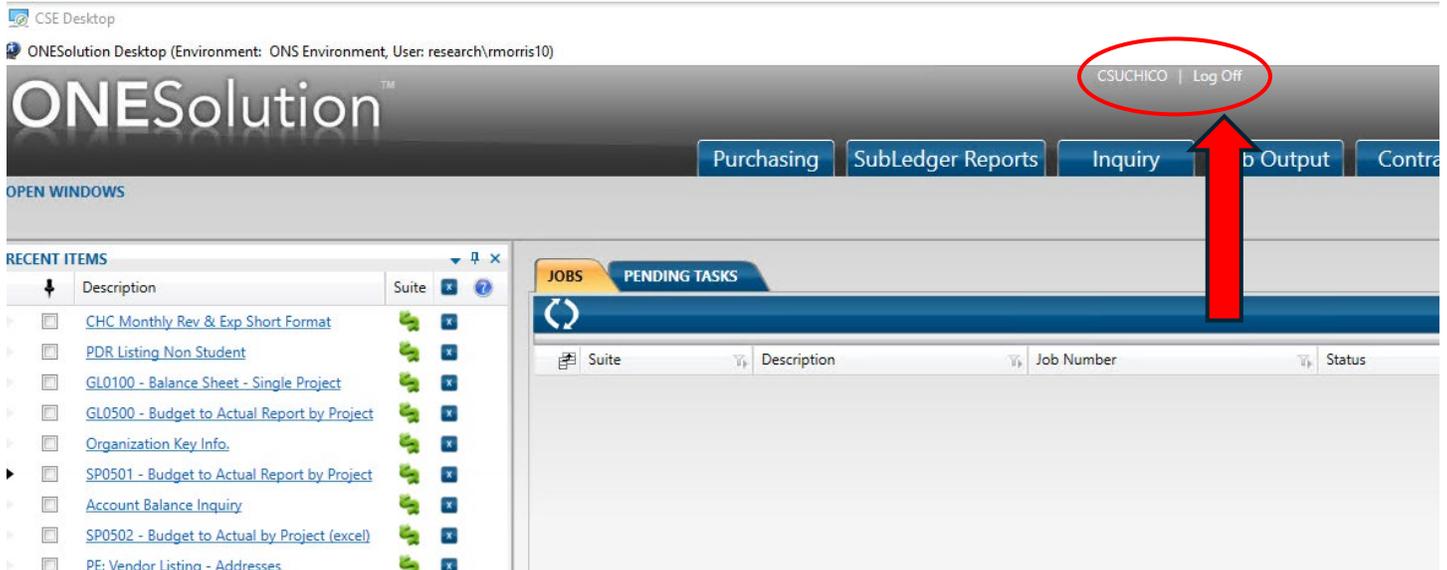
Logging off ONESolution, Citrix, and CSE Desktop:

Once you have completed your activities be sure to take log off all apps using the appropriate process.
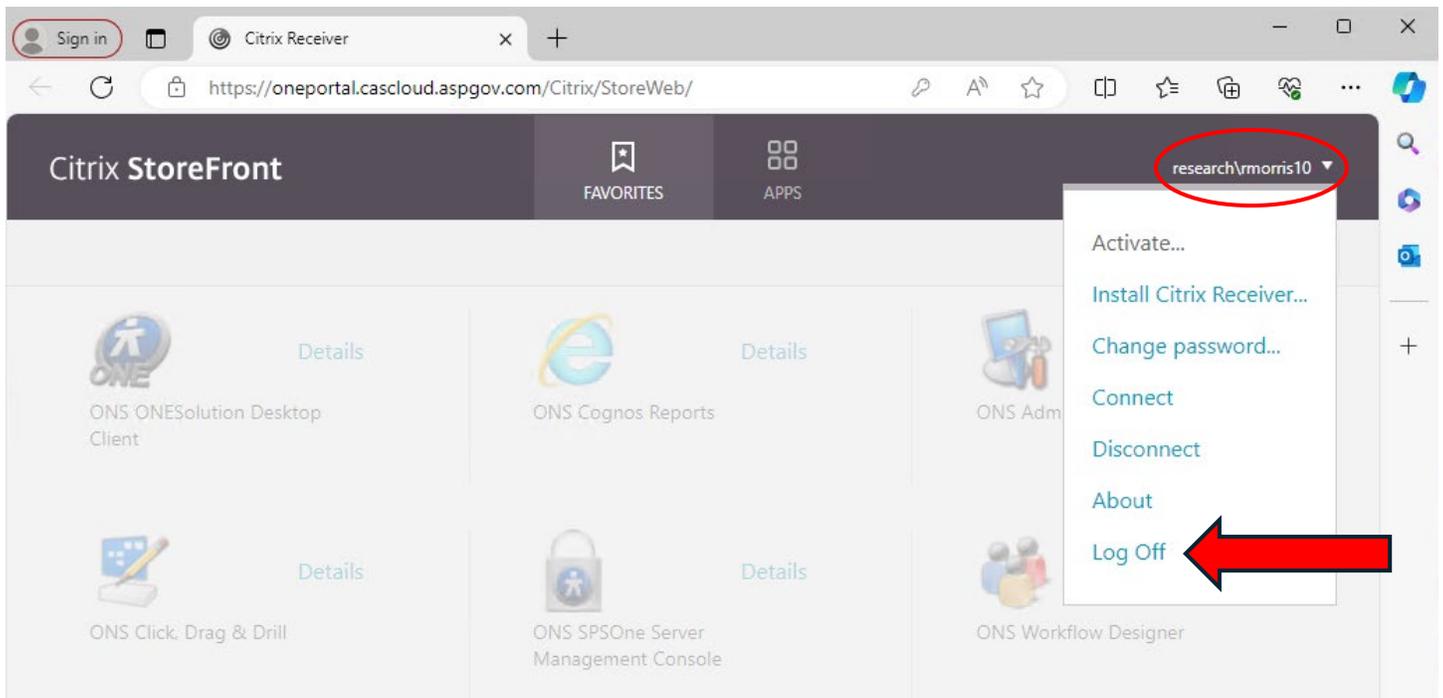
ONESolution

At the top center of your ONESolution window, click **'Log Off.'**

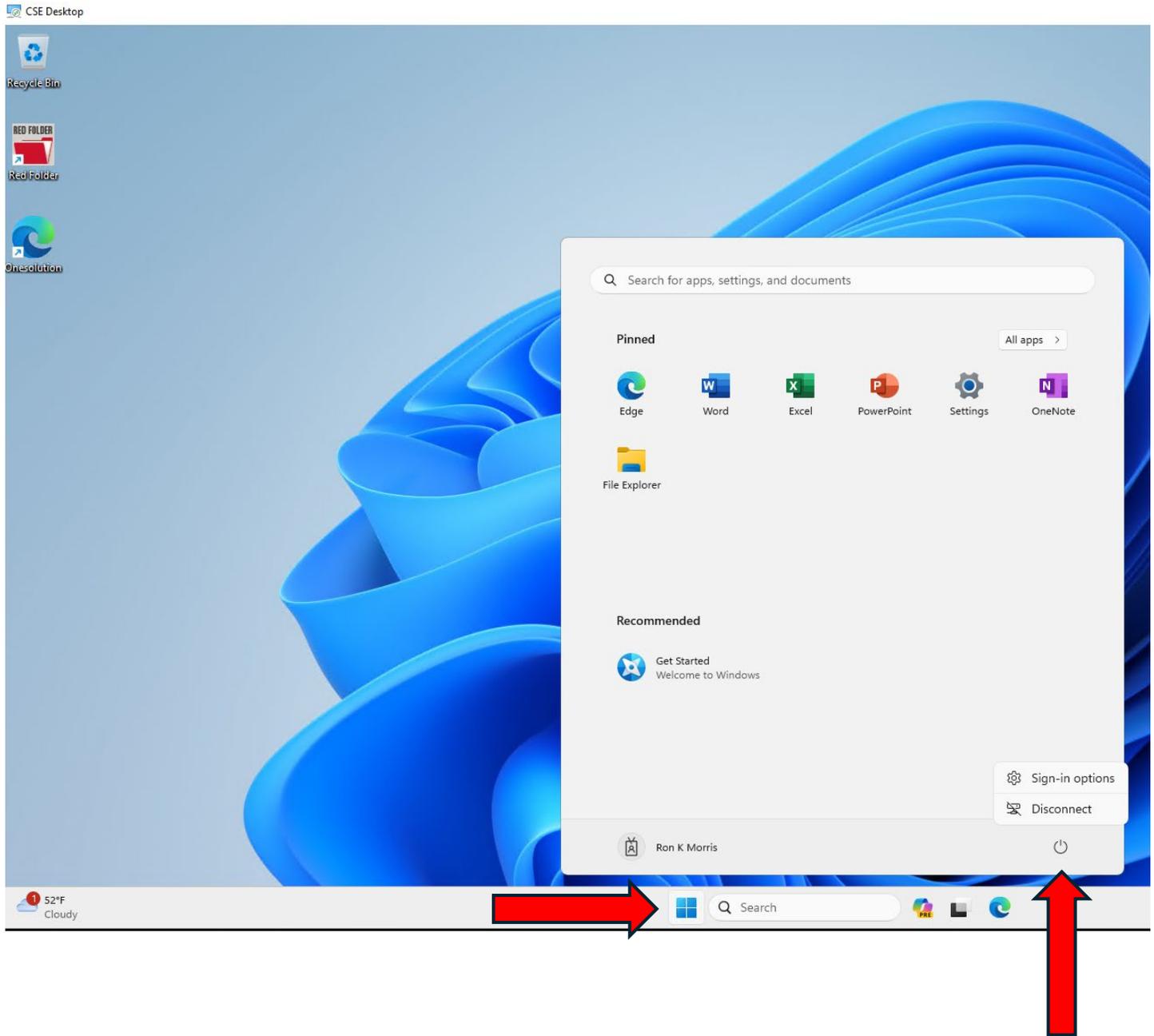**Note:** ** *You may have a few popup windows that you can X out of.*

Citrix

Click on your username at the top right of the screen and select **'Log Off.'**

Note: *You may have a few popup windows that you can X out of.*

CSE Desktop

Click on the Windows button at the bottom task bar, then click the power icon and select **'Disconnect.'**

Note: *You may have a few popup windows that you can X out of.*

Remote Desktop

You can simply 'X' out at the top right corner.