

Unity Remote Citrix Access Guide

Checklist for a successful connection:

- ☒ *Unity Username and Password.*
- ☒ *FortiToken.*
- ☒ *Computer with Citrix Workspace Installed.*

**Best practice is to use the most recent Citrix Workspace and an up-to-date Operating System.*

Steps to connect:

- 1) Install **Citrix Workspace** client by visiting:

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

***During installation, you can ignore and close the window if prompted to enter an email address or URL/site. It is not required.**

- 2) Using a web browser (preferably Chrome), go to the following site:

<https://citrix.unityhealth.to>

- 3) Logon to Citrix:

User name: **unity\username** (You must type **unity** before your username)

Password: **Your Unity Network password.**

Passcode: **The numbers on your FortiToken.**

Any logon failures are most likely related to a wrong password, misconfigured or expired FortiToken.

If support has asked you to verify the serial number of your FortiToken, you can do so by tapping on the FortiToken in the FortiToken App.

If you require further support, please reply to an open incident. For new inquiries; please call the Helpdesk at 3805.

Thank you.