



Instructions on how to establish remote connection

Open your web browser and go to <https://cloud.miamidade.gov>

Enter your network User ID and Password.

For example: **MyUserName** or **e123456** and your network password.

Click on Logon On and open your device to approve the login via the Microsoft Authenticator app

MIAMI-DADE COUNTY
Miami-Dade County

Enter your credentials to sign in. For assistance, contact the Help Desk at 305-596-HELP.

User name :

Password :

Log On

Check the Authenticator application on your mobile device.

MIAMI-DADE COUNTY
Miami-Dade County

Enter your credentials to sign in. For assistance, contact the Help Desk at 305-596-HELP.

User name :

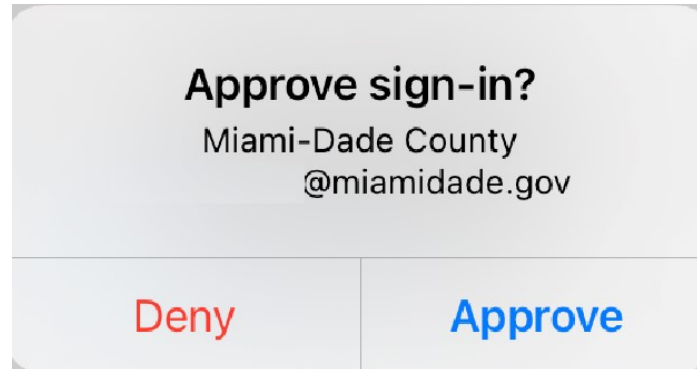
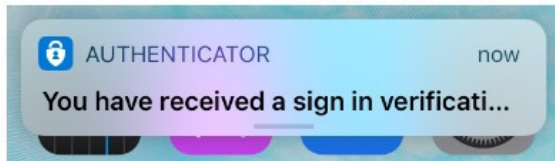
Password :

Please check your mobile device for authentication.



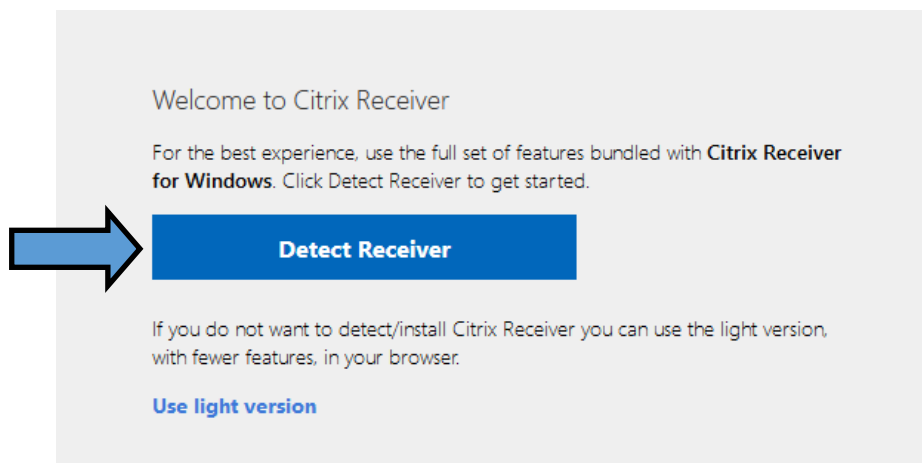
A verification message from Microsoft authenticator app will appear.

Please select **Approve**.



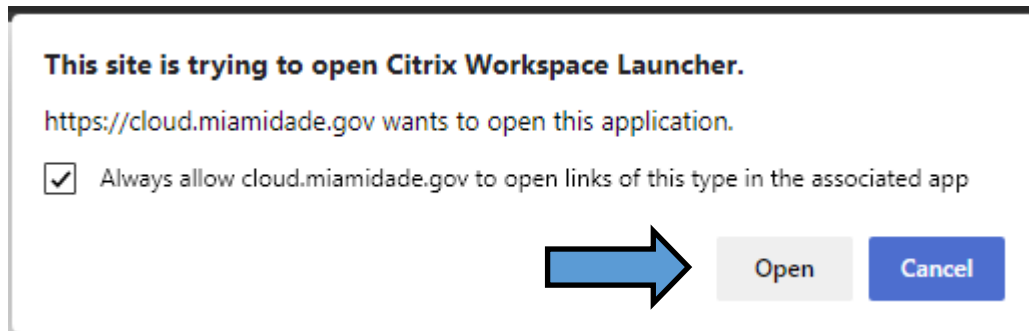
Only users who are accessing their virtual desktop or virtual application for the first time will need to continue with the remaining instructions.

Select Detect Receiver

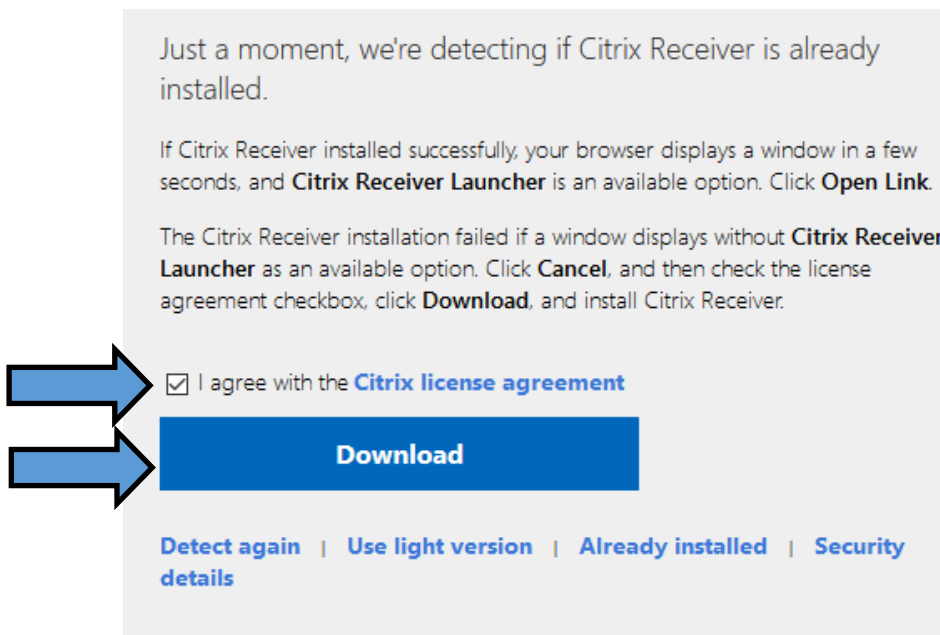




If you are prompted to open Citrix workspace launcher select Always allow cloud.miamidade.gov to open links of this type in the associated app.
Followed by open Citrix Workspace launcher

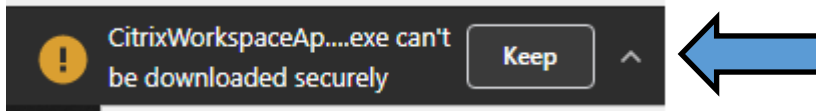


Select I agree with the Citrix License agreement and click on download

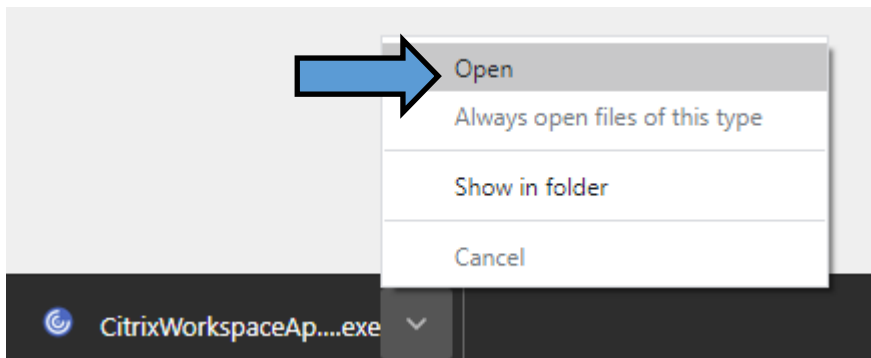




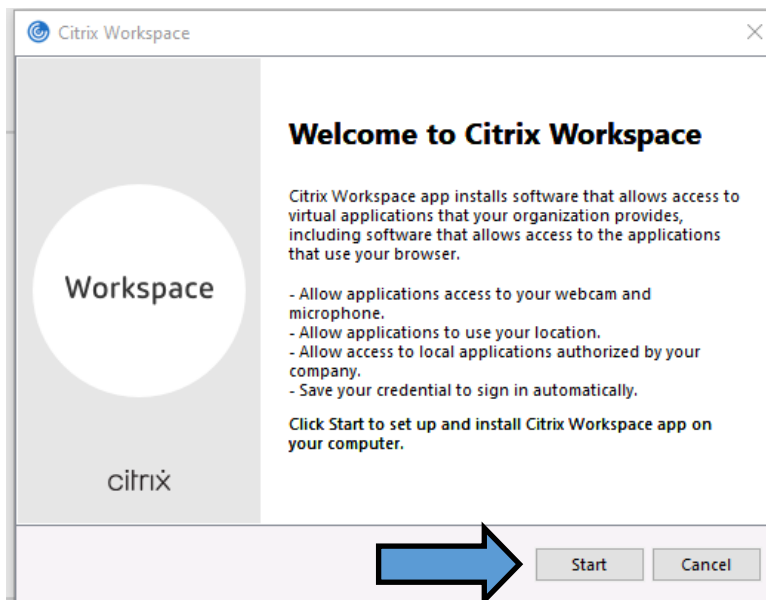
Click on Keep and on the bottom left corner of the screen.



Select the down arrow, followed by open

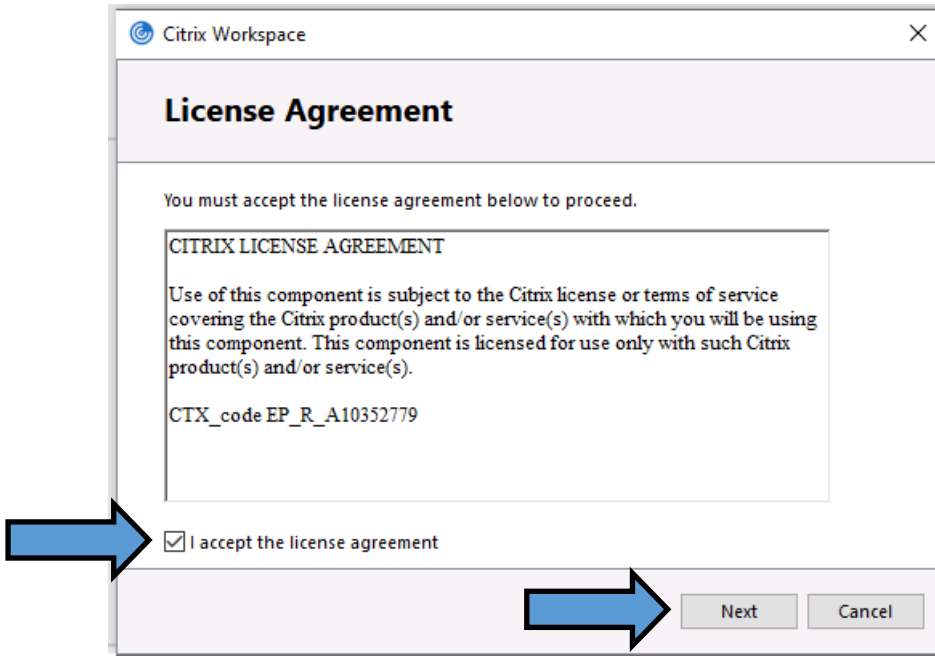


Select start

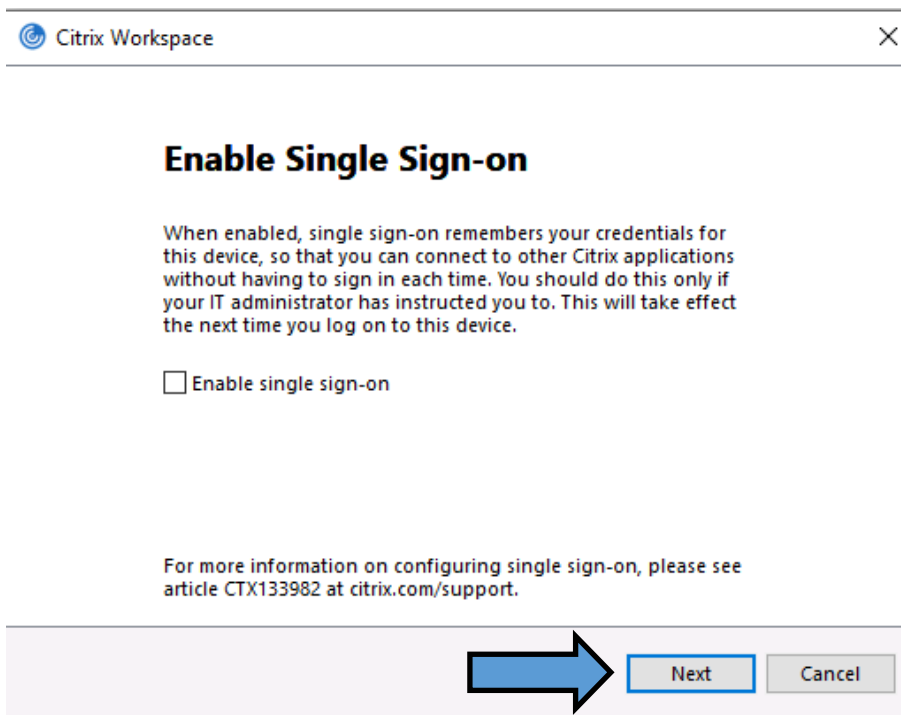




Check on I accept the license agreement and select Next.

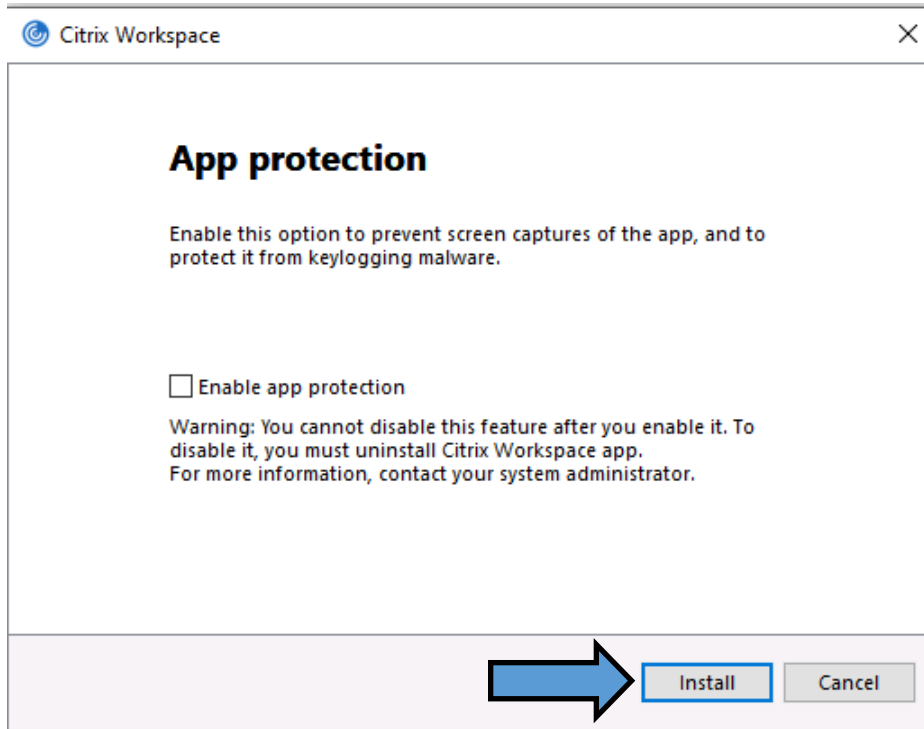


Select Next

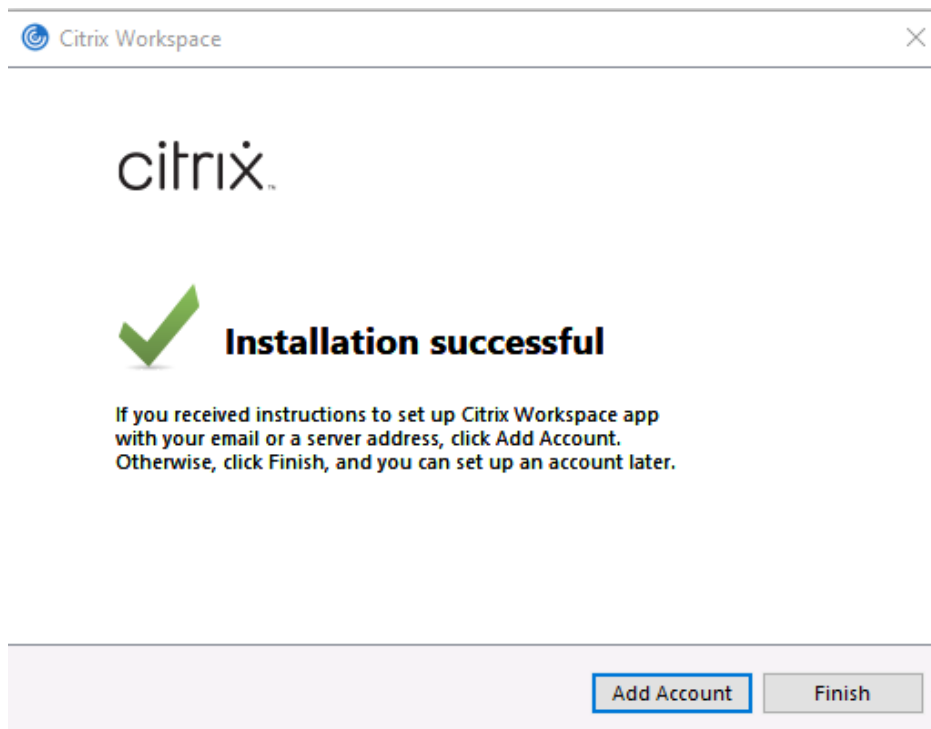




Select Install

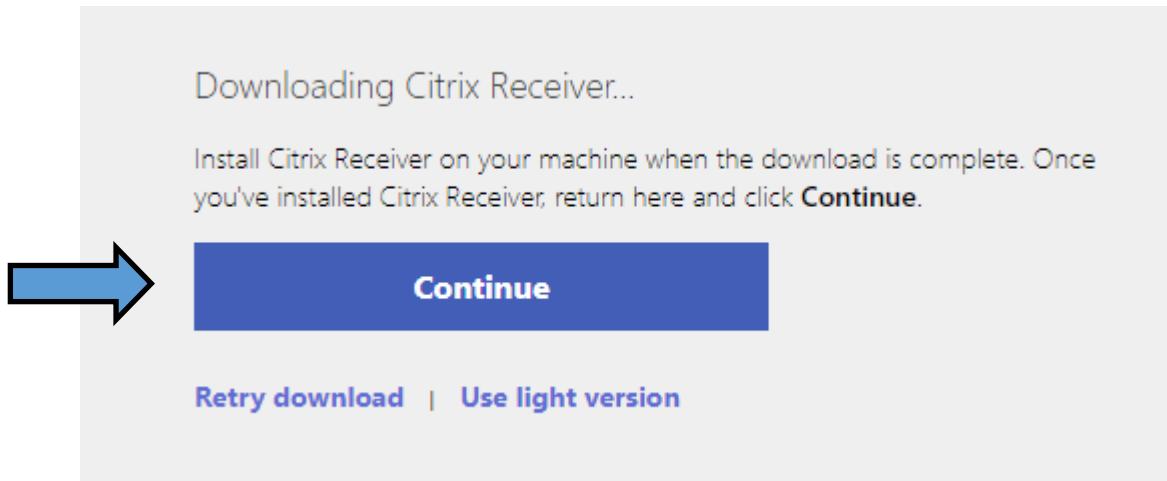


Select Finish

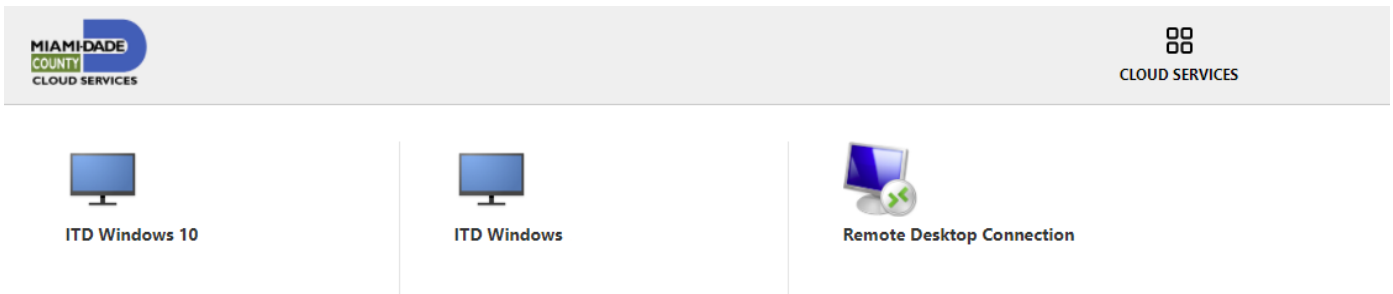




On the website select Continue



Select the resource you would like to launch



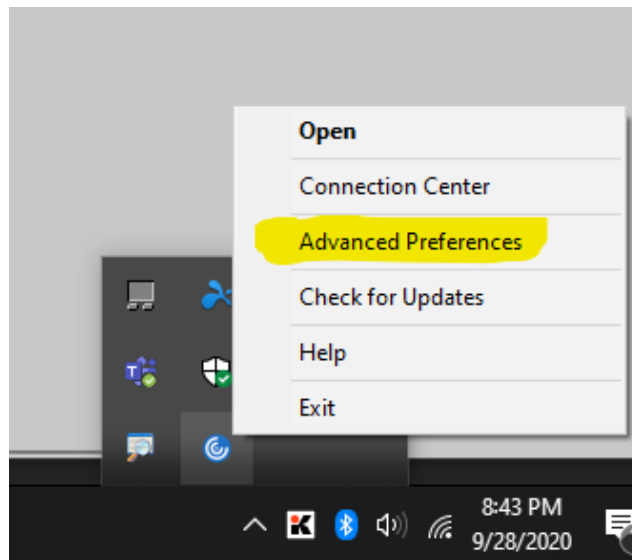


How to reset Citrix workspace

Note: only perform this step if your virtual resource did not launch from the previous step

On the bottom left click on the up arrow and look for Blue target symbol (Citrix Workspace) and right click on it.

Followed by Advanced Preferences



Select Reset Citrix Workspace

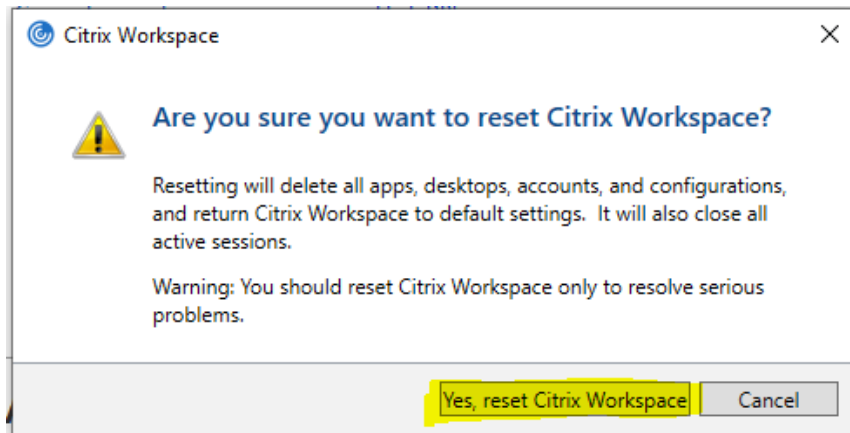
Advanced Preferences

[Connection center](#)
[Shortcuts and Reconnect](#)
[Citrix Workspace Updates](#)
[Configuration checker](#)
[Delete passwords](#)
[Citrix Casting](#)

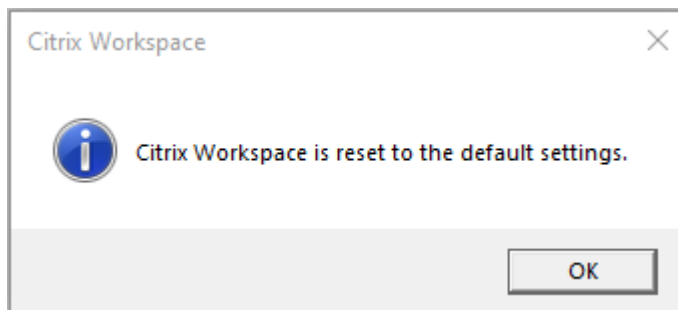
[High DPI](#)
[Keyboard and Language bar](#)
[Data collection](#)
[Reset Citrix Workspace](#)
[Support information](#)
[Citrix Files](#)



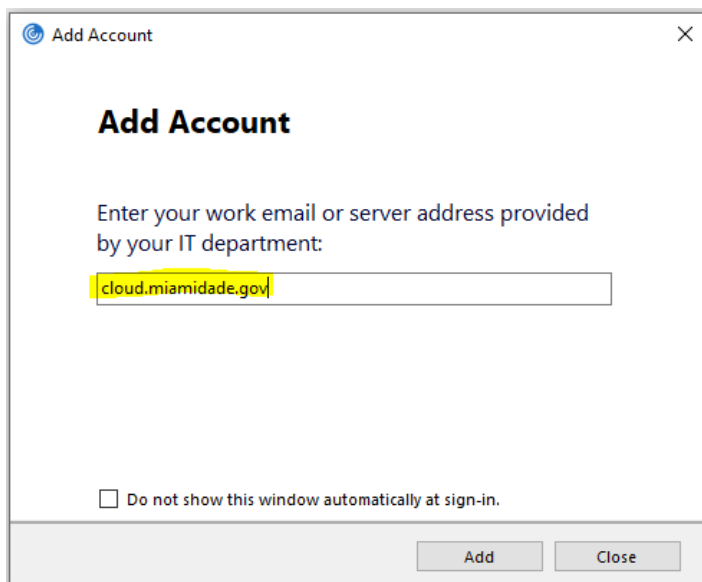
Select Yes, Reset Citrix Workspace.



Select Ok



In the add account screen enter cloud.miamidade.gov and select Add.

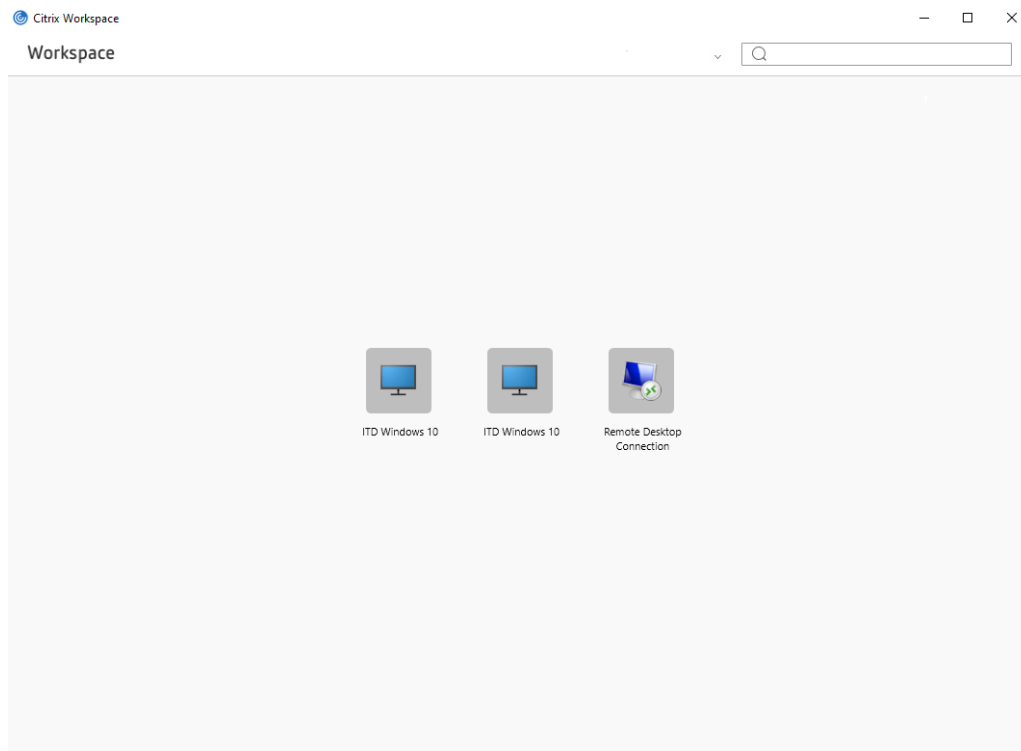




Enter your network user id and password and select Sign in
Locate your mobile device to approve the sign in.

A screenshot of the Miami-Dade County login page. At the top left is the Miami-Dade County logo. To its right, the text "Miami-Dade County" is displayed. Below this, a message reads: "Enter your credentials to sign in. For assistance, contact the Help Desk at 305-596-HELP." There are two input fields: "User name :" with the text "userid" entered, and "Password :" with a series of black dots. A "Log On" button is positioned to the right of the password field.

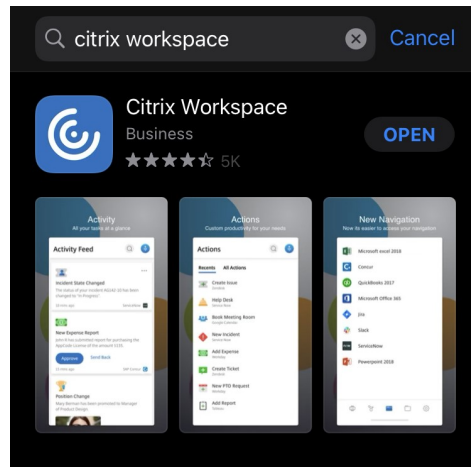
Select the virtual desktop or application you would like to launch.





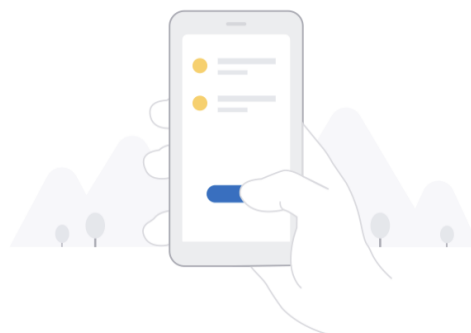
How to install Citrix workspace on a mobile device

Navigate to Apple store or Google play store and download the Citrix workspace app.



Click on Get Started.

 Citrix Workspace



Securely access your favorite apps and services in one place and access them anytime on any device


Get Started



Enter cloud.miamidade.gov as the Store URL and select continue

< Welcome ...

To get started, enter your company email address or Store URL

 cloud.miamidade.gov

Use smart card

Continue

Enter username and network password and select Sign in
Be sure to have look out for the Microsoft Authenticator approval request.

Cancel cloud.miamidade.gov 

 **Miami-Dade County**

Enter your credentials to sign in. For assistance, contact the Help Desk at 305-596-HELP.

User name :

Password :

Log On



Select Not Now.



Enable Login with Touch ID

Use your Touch ID for faster, easier access to your account.

Use Touch ID

Not now

Select the virtual application or desktop you would like to launch

Favorites



ITD Windows 10



Remote Desktop Connection



Select Not now.



Enable Login with Touch ID

Use your Touch ID for faster, easier access to your account.

Select the applicaiton

Use Touch ID

Not now

you would like to launch.

Favorites

[Edit](#)



Billing Console



ITD Windows 10 Netscaler



Remote Desktop Connection



Remote Desktop Connection - Azure



Frequently asked question.

Q: After entering my username, it says I received a call but do not know which device it is calling.


A: Contact help desk (305-596-HELP) and ask for your Azure Multifactor configuration to be reset.

Q: How do I update my phone number in the event it is lost or misplaced

A: Open a web browser (like Google Chrome or Edge), navigate to aka.ms/mfasetup. When asked to validate the signing select *Sign in another way* and select one of the other methods.

If none of the methods are accessible, please contact the help desk at 305-596-HELP.

Approve sign in request

 We've sent a notification to your mobile device.
Please open the Microsoft Authenticator app to respond.

Having trouble? [Sign in another way](#)

[More information](#)


Q: I do not want to get a phone call instead a text message

A: Open a web browser (like Google Chrome or Edge), navigate to aka.ms/mfasetup. Once authenticated search for *Default sign in method* to right of it select *Change* to modify the preferred method.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

Q: How can I add or remove a phone number from my account

A: Open a web browser and navigate to aka.ms/mfasetup. In the security info section, you will see your device, from there can remove the old device and use the *Add Method* button to add the new device.

 Add method

Q: I am no longer receiving email, what should I do?

A: Towards the bottom right of outlook select the *Need Password* button to update your credentials. (see screenshot below)





Q: The windows security dialog box (see screenshot below) continuous to appear after entering my username and password



A: Contact help desk (305-596-HELP) and ask them to create the following item in your computer
HKCU\SOFTWARE\Microsoft\Office\15.0\Common\Identity\EnableADAL REG_DWORD 1

Q: I am not able to login into Skype for Business

A: Contact help desk (305-596-HELP) and ask them to create the following item in your computer
HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\15.0\Lync\ AllowAdalForNonLyncIndependentOfLync REG_DWORD 1
HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\16.0\Lync\ AllowAdalForNonLyncIndependentOfLync REG_DWORD 1