



Audience: All caregivers

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Application(s): Remote Access Portal

This guide outlines how to access and use UMass Memorial Health's new remote access portal that replaces FollowMe Desktop (FMD) in May of 2026 and Virtual Private Network (VPN) later in 2026. You can use the links below to move to certain parts of the guide.

[Accessing the Remote Accessing Portal](#)

[Modifying the Shortcuts on the Home Tab](#)

[Adding/Removing Applications from the Home Tab](#)

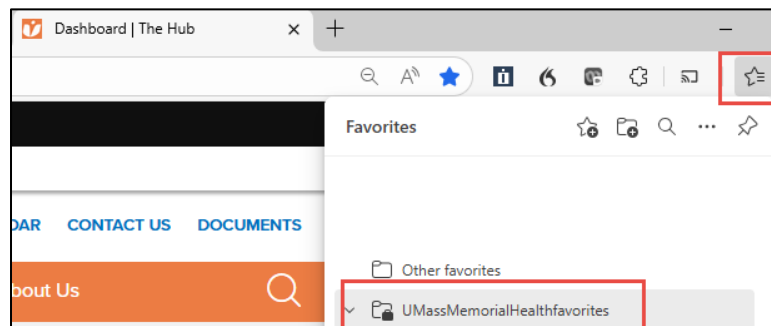
[Launching Virtual Applications](#)

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[Exiting a Desktop Session](#)

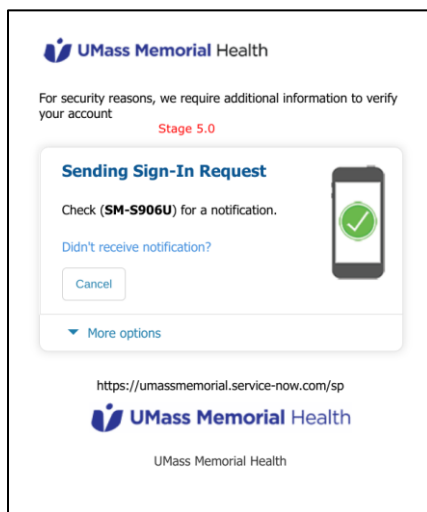
Accessing the Remote Access Portal

1. Open an internet web browser.
 - a. On a UMass Memorial owned device, launch "Remote Access Portal" from 'UMassMemorialHealthFavorites' by clicking the star icon in the upper right corner of the browser screen.

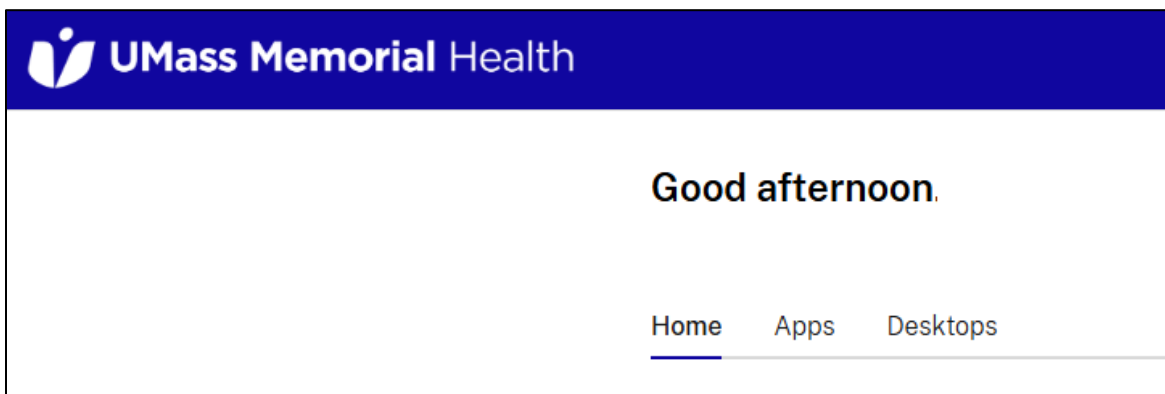


- b. On a personal device, click or copy and paste the following link: <https://connect.umassmemorial.org>
2. If you are working remotely:
 - a. You will be prompted to sign in using your UMass Memorial network username and password.

- b. After entering your network credentials, you will be prompted to complete multifactor authentication via RSA.



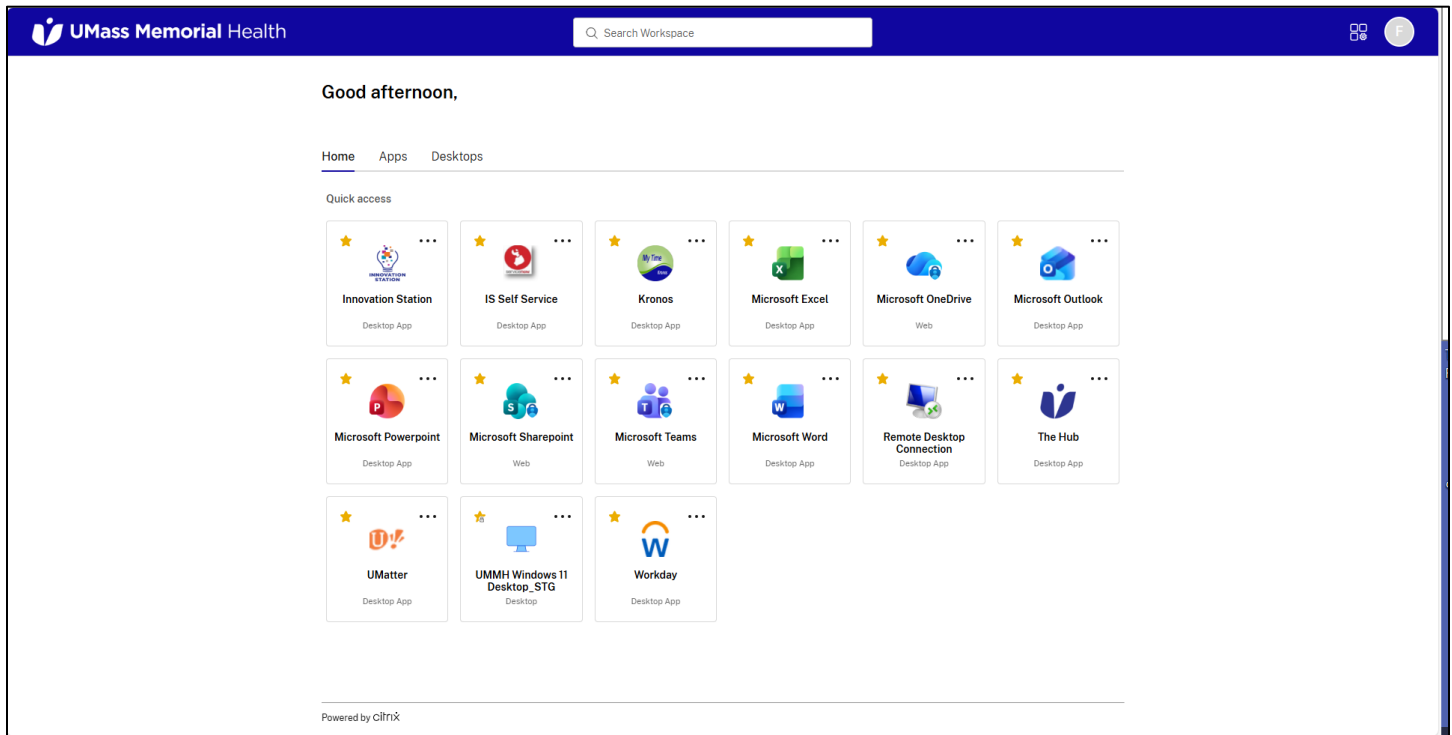
3. Once logged in, you will see the following tabs. Each tab is outlined in the subsequent sections.
 - a. **Home** (favorites and recent items)
 - b. **Apps** (available applications)
 - c. **Desktops** (virtual desktops)





Modifying the Shortcuts on the Home Tab

The home tab acts as the homepage that lists your recently launched and favorited applications. Information Services has provided an initial list of favorited applications and desktops for ease of use; you can customize this list of applications to your personal liking (see instructions below). Applications under the home tab are organized alphabetically and cannot be reordered.



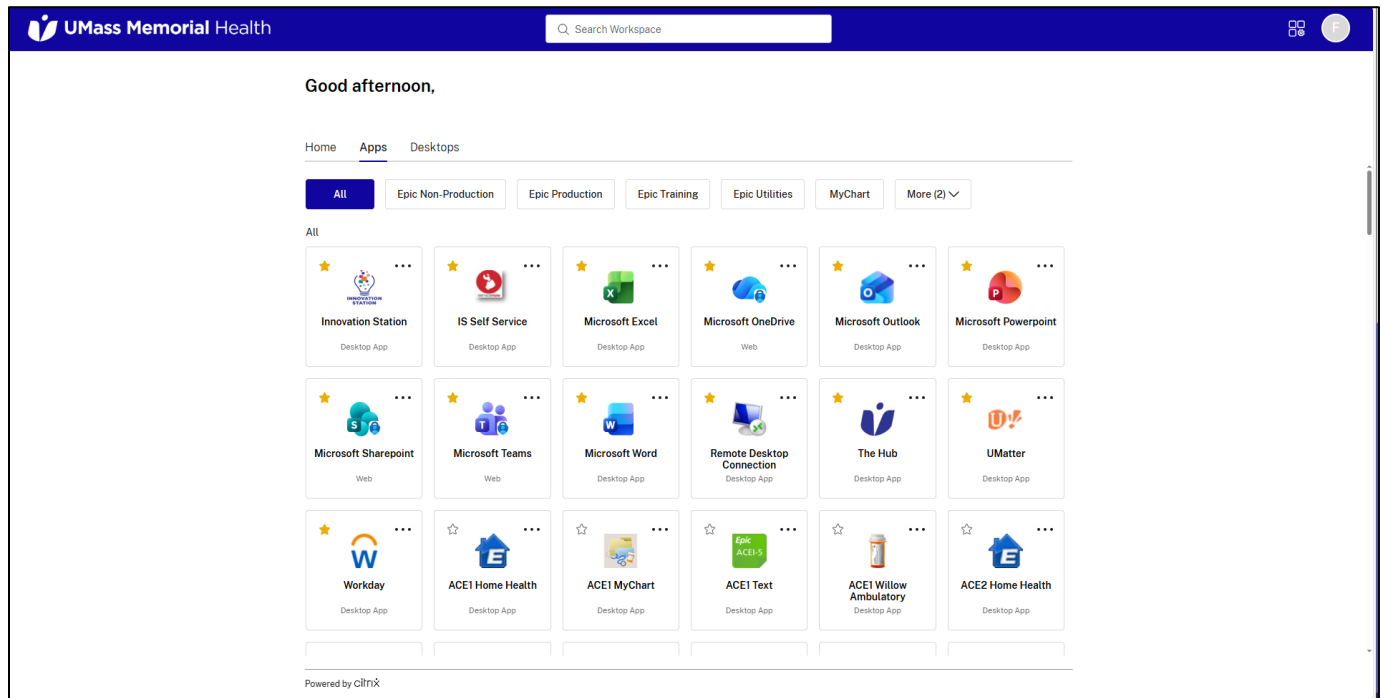
Adding/Removing Applications from the Home Tab:

- Click on the Apps tab.
- Locate an application; the list is sorted alphabetically.
- Click the  icon next to the application/desktop you want to display on your home screen.
- Favorited items will now automatically appear on the home tab. Click the star again to remove them from the home tab.



Launching Virtual Applications

1. If an application is not on the home tab, use the search bar at the top of the screen or click on the apps tab to view the list of available applications (listed in alphabetical order).



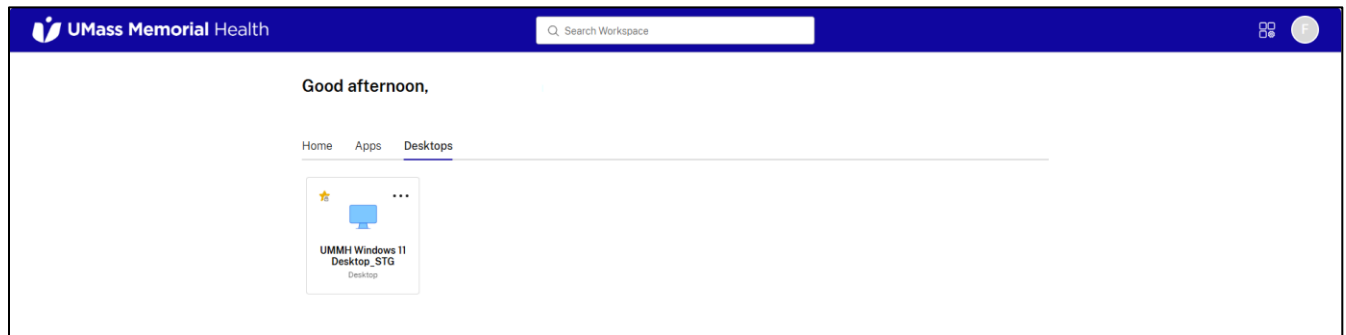
2. Single click on the application. This process may take a few moments as it prepares your secure session. If prompted, allow the browser to open Citrix Workspace and approve any access prompts (e.g., file access, microphone, etc.)



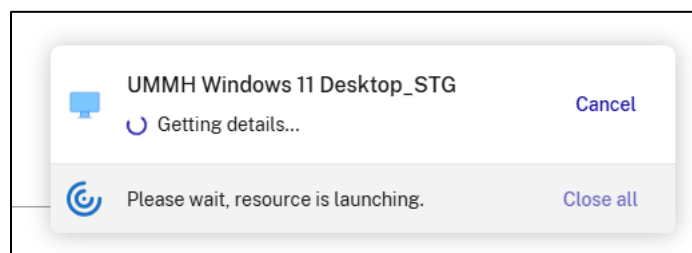
NOTE: Applications will automatically close when the application state has been idle for 15 minutes. This will only disconnect the application session, allowing you to relaunch and continue where you left off within 18 hours. After 18 hours, the application session will be logged out completely.

Launching Virtual Desktops

1. Click UMMH Windows 11 Desktop from either the home tab or the desktops tab.

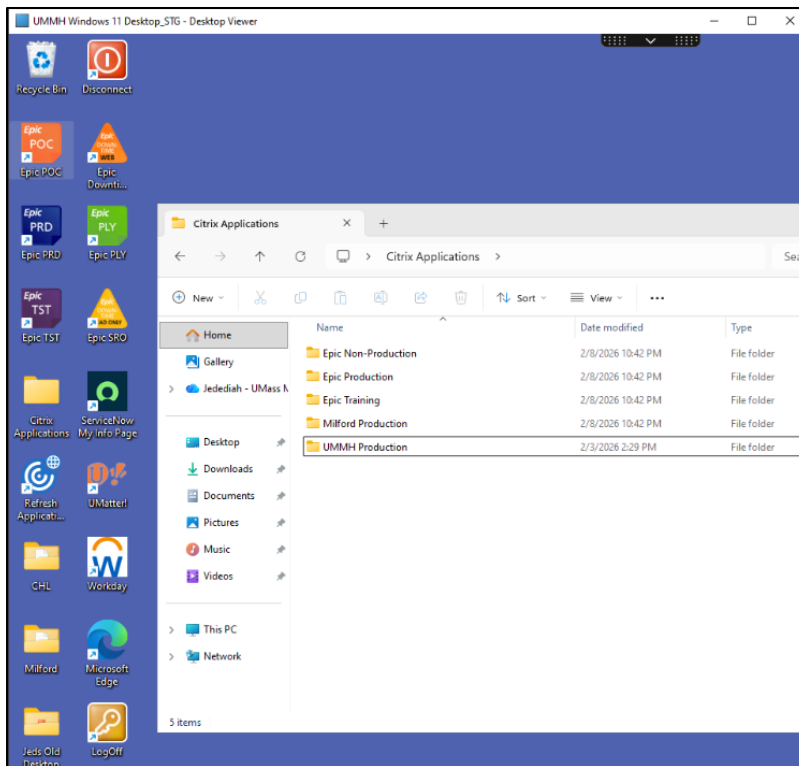


2. The desktop session will load. The first login to this desktop may take additional time to load your new profile.



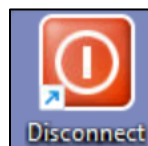


- When the desktop session loads, commonly utilized shortcuts are located on the taskbar and on the desktop. All other applications have been placed inside the 'Citrix Applications' folder on the desktop and are also searchable by utilizing the Windows Start Menu. Milford and Epic Shortcuts are located in their respective folders. All other applications are located under UMMH Production.



Exiting a Desktop Session

- Disconnect:** The session state of the desktop will be saved for up to 18 hours allowing you to come back and pick up where you left off. After being disconnected for 18 hours, the virtual desktop will be logged out. To disconnect your desktop session close out of Citrix Workspace or double-click the "Disconnect" shortcut on the desktop.



- Logoff:** This logs off the desktop completely, closing out any open applications. To log completely out of your desktop session, double click the "LogOff" shortcut on the desktop.





Useful Windows Citrix Workspace Keystrokes:

Action	Keystroke
Open Citrix Toolbar	Ctrl + Alt
Send Ctrl+Alt+Del to Remote session	Ctrl + F1 (or toolbar button)
Toggle full screen	Shift + F2
Release mouse back to local PC	Ctrl + Alt

Installing Citrix Workspace on Personal Devices

You may need to install Citrix Workspace on your personal devices in order to use the new remote access portal. Links and steps provided below for both Windows and macOS devices. This has already been installed on all UMass Memorial owned workstations.

Windows – Citrix Workspace App 2507.1 LTSR

1. Go to the official [Citrix download page](#)
2. Locate **Workspace App 2507.1 LTSR for Windows**.
3. Download and run the installer.
4. Follow the on-screen prompts and complete installation.
5. Restart your computer if requested.

macOS – Citrix Workspace App 2508.10

1. Go to the official [Citrix download page](#)
2. Locate **Workspace App 2508.10 for Mac**.
3. Download the .dmg installer.
4. Open the installer and drag the Workspace App into Applications.
5. Reboot your computer if requested.