

CLIENTLESS REMOTE DESKTOP ACCESS

1. Link: <https://remotegate.ccny.cuny.edu/#/>
2. Enter Citymail username and password*
3. Once you login, you are require to setup a multi-factor authentication of your choice (*Authenticator, Duo Mobile, Google Dou and FreeOTP*). The follow are a list of MFA you may use to complete the enrollment process.**



Multi-factor authentication has been enabled on your account.

To complete the enrollment process, scan the barcode below with the two-factor authentication app on your phone or device.



► Details: [Show](#)

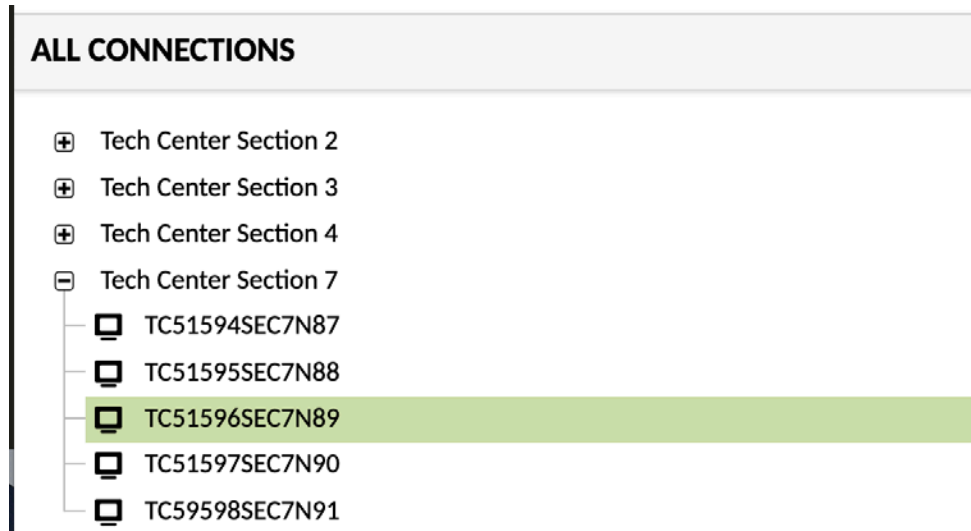
After scanning the barcode, enter the 6-digit authentication code displayed to verify that enrollment was successful.

Continue

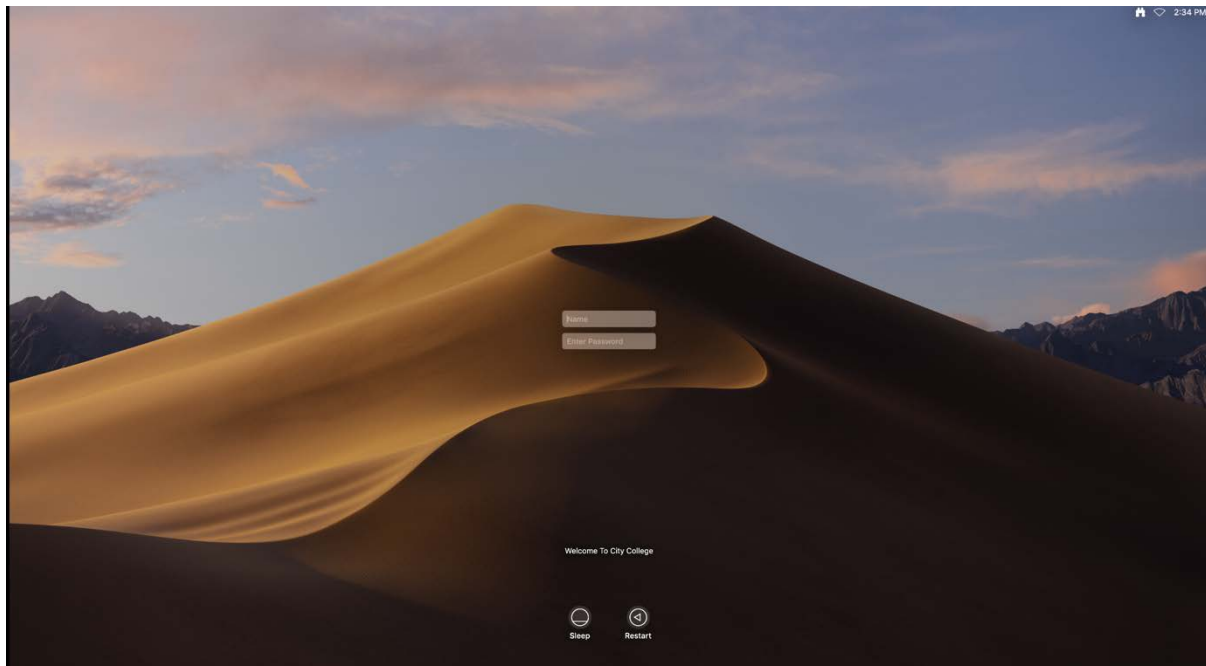
*If you do not know your Citymail Login information, use the reset link, reset.ccny.cuny.edu

**If you forget your OTP code, email the Service Desk at servicedesk@ccny.edu, to reset the account.

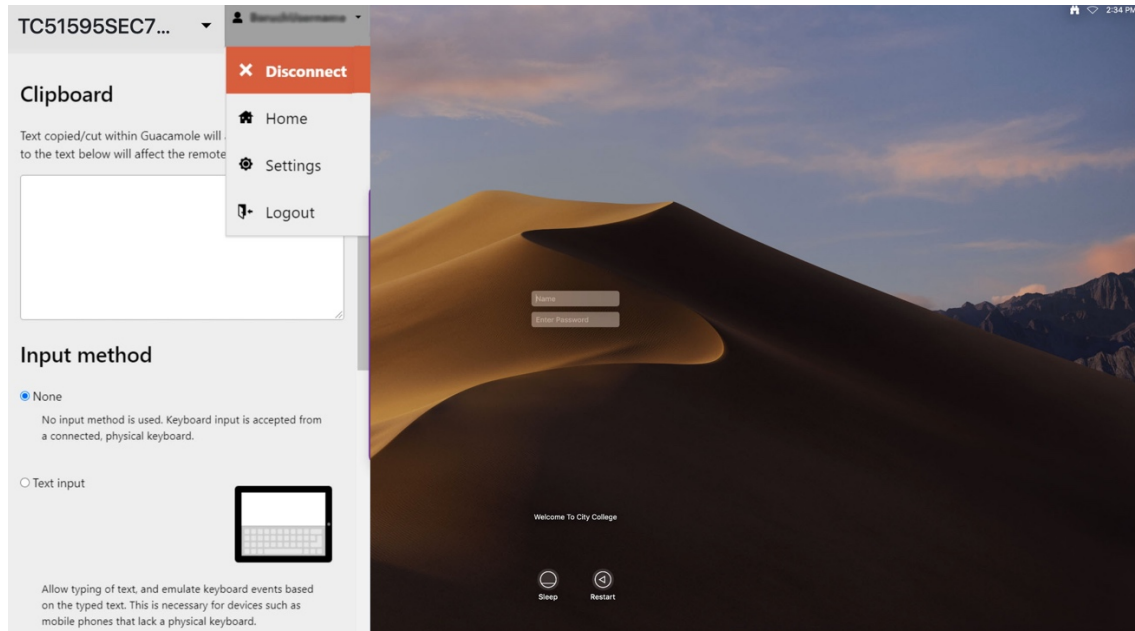
- Once logged you should see all connections available.



- Select any unit that is available to connect to and login once again to access the computer using your Citymail username and password.



- IMPORTANT!** Once you have finished your work, please log off the machine and disconnect for the next user to access the system. To disconnect from a system on a Mac press 'Control' 'Option' and 'Shift' on Windows 'CTL' 'ALT' and 'Shift'. You will see the following screen below, select the option "Disconnect" it is important to disconnect from a machine so to avoid having connection issues.



7. Once disconnected you may go back to either the home page or logout of the Clientless desktop portal.

