How-To Use Remote Technology

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Install Chrome

[How to install Chrome on your home computer (Mac or PC) or Android and IOS Devices](#)

How to Forward Phone and Log Into Voicemail

[Forwarding and Login Instructions](#)

Google Hangouts

Google Hangouts is a communication software product developed by Google that integrates with the City of Edmonton email to allow for text chat, group text chats and video conferencing.

[Using Google Hangouts](#)

Application Portal

The Application Portal allows you to connect to the City with a consistent look and feel from any device, anywhere, at any time. It gives you access to onecity and your network drive from anywhere in addition to access City web-based applications even when you are off-site on any secured internet connection.

[Link to Application Portal](#)

[How to use the Application Portal](#)

[Applications in Application Portal](#)

Business Area Specific Mechanisms

Jabber - City of Edmonton Soft Phone System

Cisco Jabber is an all-in-one communication tool that leverages your City of Edmonton phone number at your desk but through your computer! See your contacts' availability and instantly communicate using voice, voice messaging, and conferencing like you would at work.

[How to use Jabber - Quick Reference Guide](#)

Personal Remote Desktop via Application Portal

A Remote Desktop application provides a user with a graphical interface to connect to their computer at their desk over a network connection through the Application Portal.

[How to setup RDP](#)

Citrix

Citrix Client a program that allows secure access to cloud computers in the City of Edmonton. It is often used for cloud applications or for enabling remote desktop access to certain servers within the City of Edmonton servers to access your work applications

[Citrix User Guide](#)

Virtual Desktop (VDI)

Virtual Desktop Infrastructure, or VDI, refers to the process of running a user desktop inside a virtual machine that lives on a server in the datacenter. It delivers end-user mobility and the freedom to access virtual desktops anytime, from anywhere, on any device.

[VDI User Guide](#)