# CITGO Disconnecting Guide

Table – Approval Chart

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| --- | --- | --- |
| Approving Official | Branch/Office | Date |
| Dave Ausefski | SSO | 8/17/17 |
|  |  |  |
|  |  |  |

Table 2 – Revision History Chart

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| --- | --- | --- | --- |
| Revision Date | Version # | Author/Editor | Reason for Revision |
| 8/17/17 | 1.0 | Suzanne Mabee | Released as final |

**Personnel Concerned:**

All CDC Employees and Non-Employees using remote access via CITGO. All ITSO employees and non-employees involved in maintaining and supporting CITGO, including AHB, BSO, CSB, CTO, DTO, GA, IEP, NTB, OD, SSO, and TS.

**CITGO Disconnect and Logoff Guidance**

**Introduction**

The ‘virtual desktop’ window where you perform your work in CITGO is actually a secure private ‘session’ running on a multi-user Windows server in the CDC data center. If the network connection between your laptop (e.g. at home) to the CDC data center is interrupted due to a network issue, a reboot of your laptop, or certain actions performed by you, your CITGO session will continue to run on the server but in a ‘disconnected’ state. The next time you login through citgo.cdc.gov, within the 2 hour session timeout period, your Windows session on the server should automatically ‘reconnect’ and present your private virtual desktop ‘session’ to you in the exact state you left it (e.g. partially written Outlook email message or Word document still on the screen).

The sections below describe the differences between disconnecting from a session, logging off a session, and closing the virtual desktop window with the X in the upper right corner of the window.

## CITGO Web-Interface

## Using the Web-Interface Disconnect and Log Off Buttons

After logging into citgo.cdc.gov, you will see a drop-down menu in the upper right area next to your name.



**Connect –** Reconnects CITGO sessions that are in a ‘disconnected’ state or an ’active’ state. A session must be in the disconnected state for one minute or more before it will reconnect automatically. So if your network connection is interrupted causing your CITGO virtual desktop to close, you should wait at least one minute before attempting to log back in through citgo.cdc.gov. After this wait period, your session should automatically reconnect upon login – and you will not need to click this Connect item in the menu.

**Disconnect –** Disconnects all CITGO sessions. The CITGO virtual desktop window disappears but the session continues to run on the server and is available for reconnect for up to 2 hours.

**Log Off –** Closes all CITGO virtual desktop windows and sessions.When you select **Log Off,** the session will not continue to run on the server for reconnection.

## Using the Web-Interface Window Controls



Clicking **X** closes the web-interface browser window, but **not** the CITGO virtual desktop session. The web interface automatically logs off and displays a ‘logged off’ message after 30 minutes of inactivity.

## Virtual Desktop Buttons and Controls

## Using Sign Out Button

Within the virtual desktop, on the left side of the Windows start menu there is a small icon of a person. Click this icon to reveal the menu below.



**Sign out** – Closes and logs off the current CITGO session only.

## Using Disconnect Button

Within the virtual desktop, at the top of the window there is a large rectangular icon. Click this icon to reveal the menu that contains this icon.



**Disconnect** – Disconnects your session and allows you to later reconnect to your disconnected session and continue to work within a two-hour period. If your virtual desktop is in Window mode, this has the same effect as clicking the X in the upper right window corner.

## Supporting Documents/Links

For CITGO guidance for personally-owned computers, use of Skype within CITGO, and FAQs, visit <http://citgohelp.cdc.gov>.