

Remote Access Master Document

Citrix Receiver App Setup – Mac

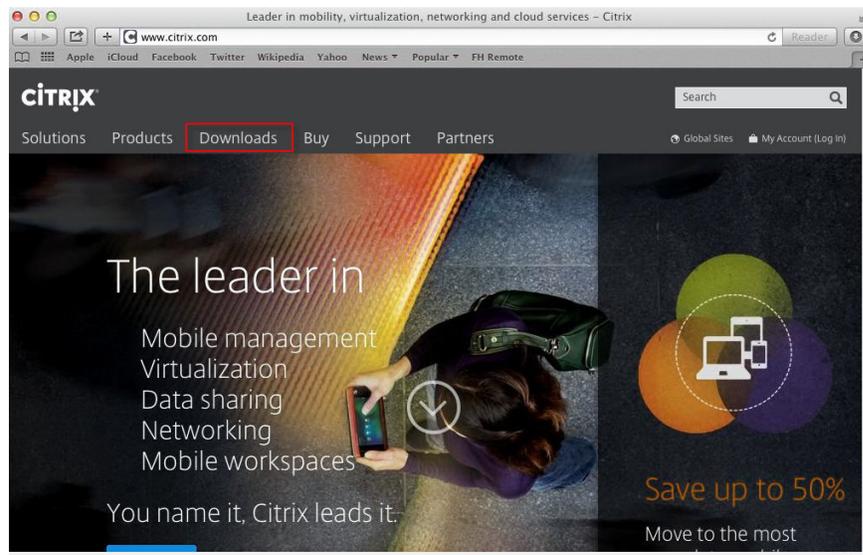
Citrix Receiver App Setup – PC (Windows 7 or 8 see below for 8.1)

Citrix Receiver App Setup – PC (Windows 8.1)

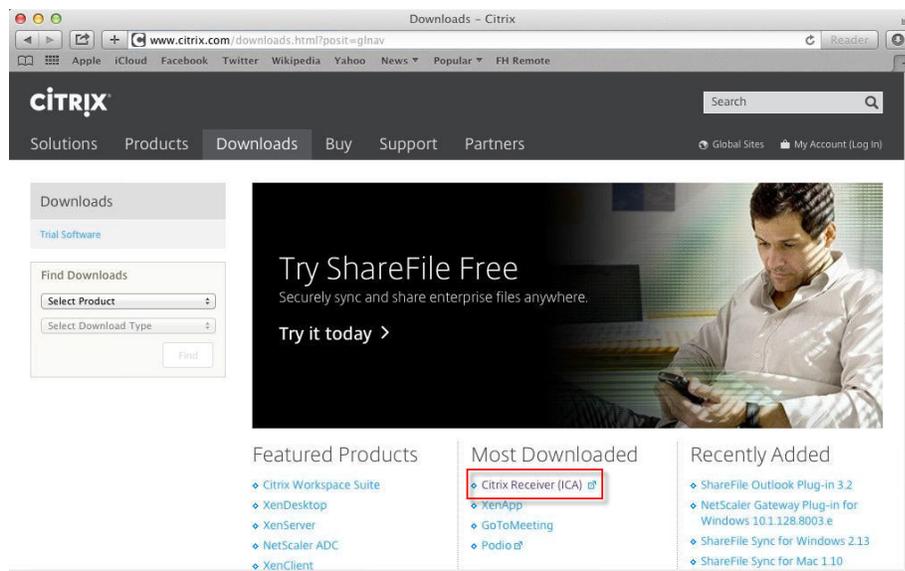
Windows PC Setup via Web Access

Citrix Receiver App Setup – Mac

1. Open a web browser and navigate to www.citrix.com
2. Click on the “Downloads” link.

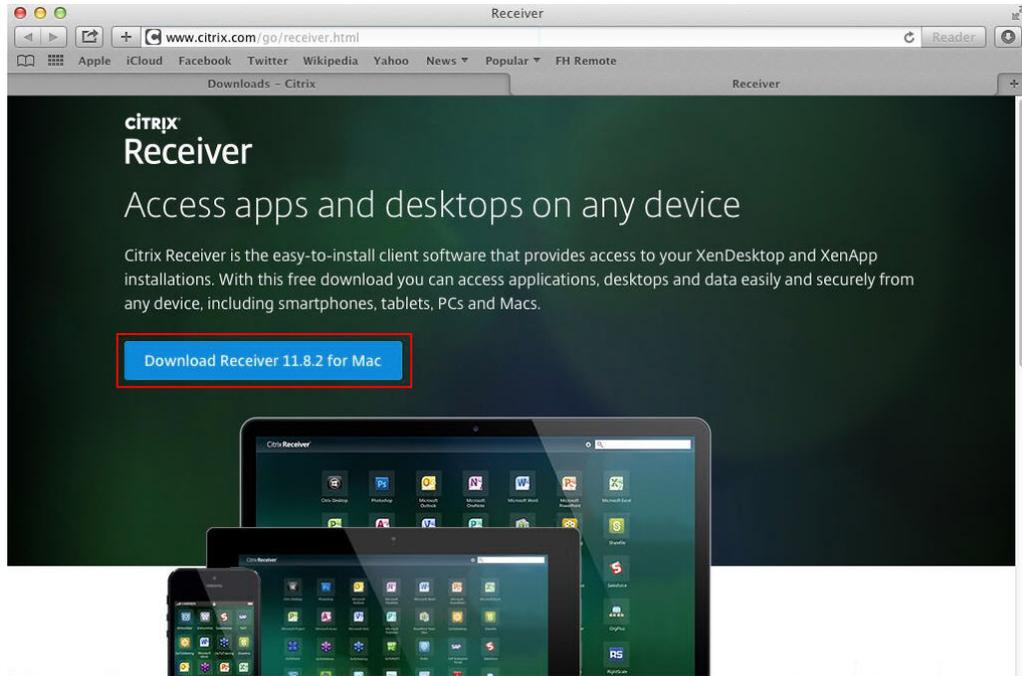


3. Click on “Citrix Receiver (ICA)” under Most Downloaded



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

4. Click “Download Receiver for Mac” button



5. The Citrix Receiver will download to your Downloads folder. Once complete, click on the Downloads folder in your dock and click on “CitrixReceiverWeb.dmg”



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

6. The Citrix Receiver image will mount and open. Click “Install Citrix Receiver” to install.

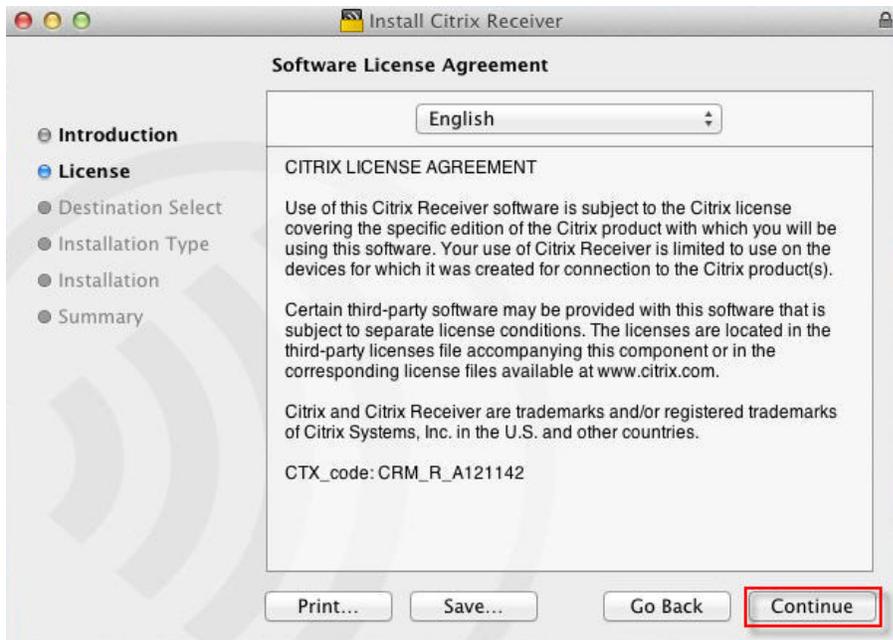


7. Setup will begin. Click “Continue”

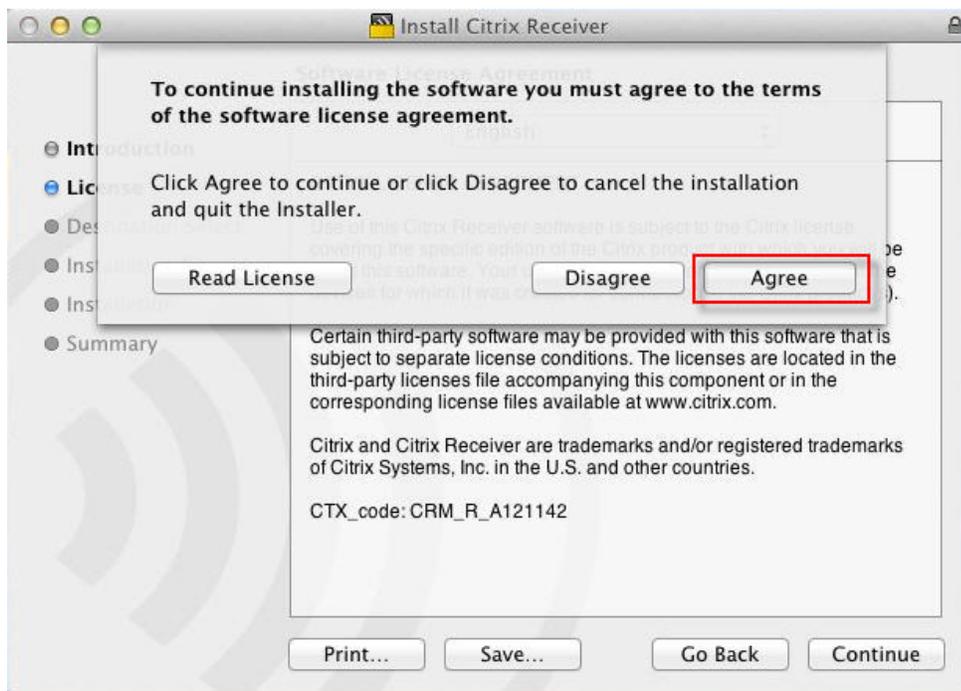


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

8. Click "Continue"



9. Click "Agree" to accept the Citrix License Agreement



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

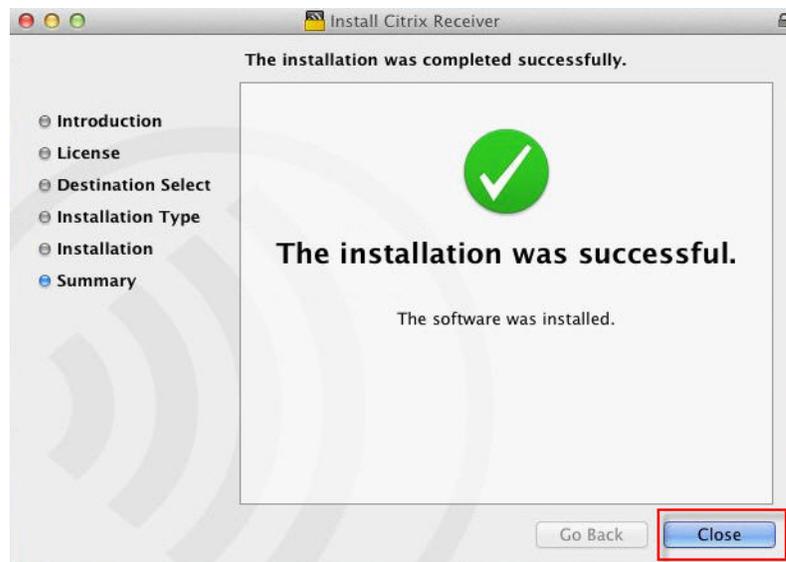
10. Click “Install” to Install the Citrix Receiver



11. The system will prompt for your computer admin password. Enter password and click “Install Software”



12. Software will install. When complete, click “Close”

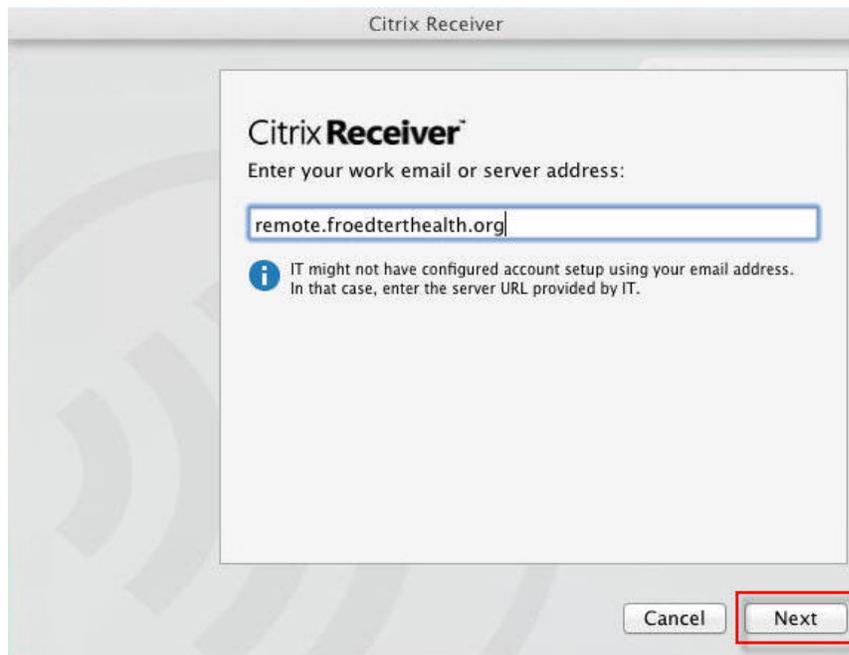


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

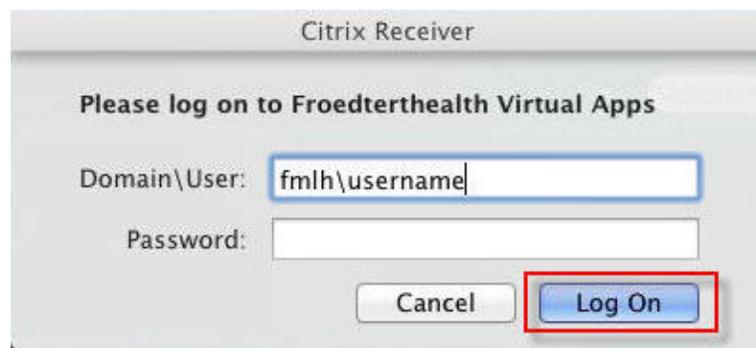
13. Click the Citrix Receiver icon in the Dock to launch



14. Enter **remote.froedterhealth.org** in the box and click “Next”

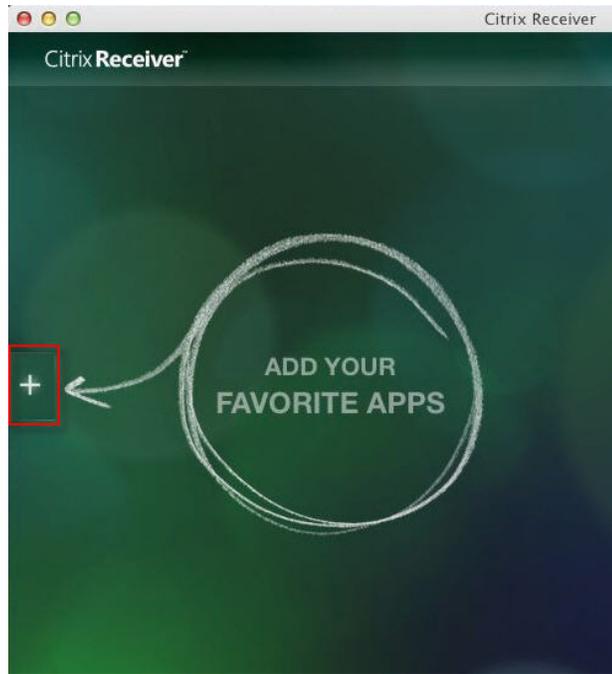


15. Enter the domain **fmlh** and your Froedtert username in the format: **fmlh\username** then enter your Froedtert network password and click “Log On”

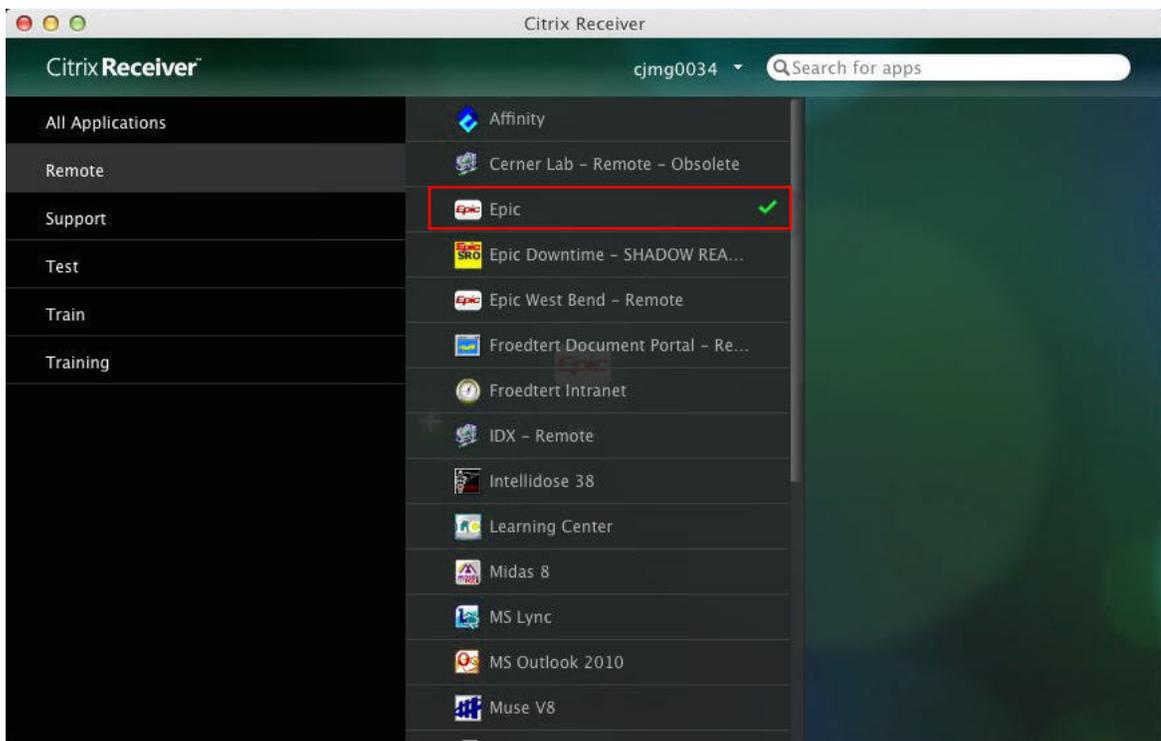


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

16. Click the + to add your applications



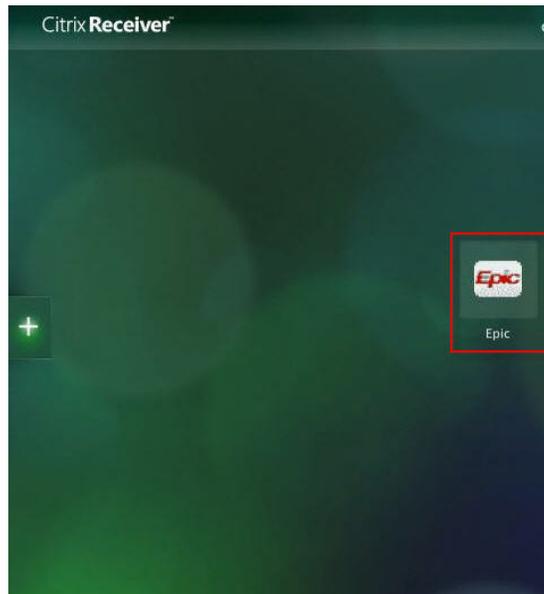
17. Click on "Remote," then click the applications you would like to add to your start page.



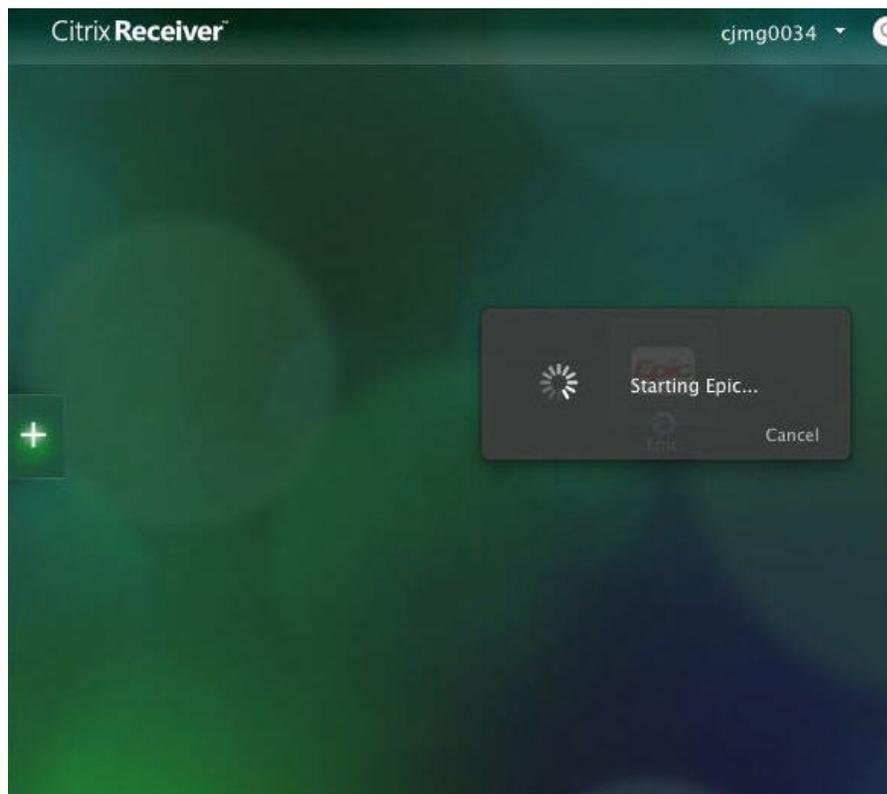
If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

18. Click back on the green background to minimize the application menu.

19. Click on the icon of the application you would like to launch.



20. Application will launch.



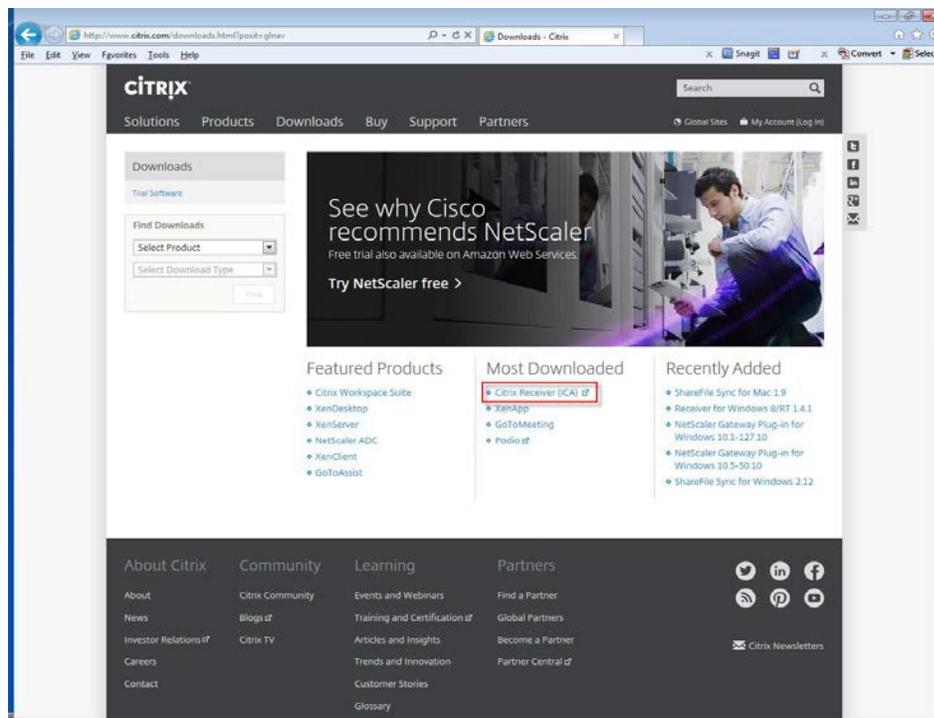
If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Citrix Receiver App Setup – PC (Windows 7 or 8)

1. Open a web browser and navigate to www.citrix.com
2. Click on the “Downloads” link.

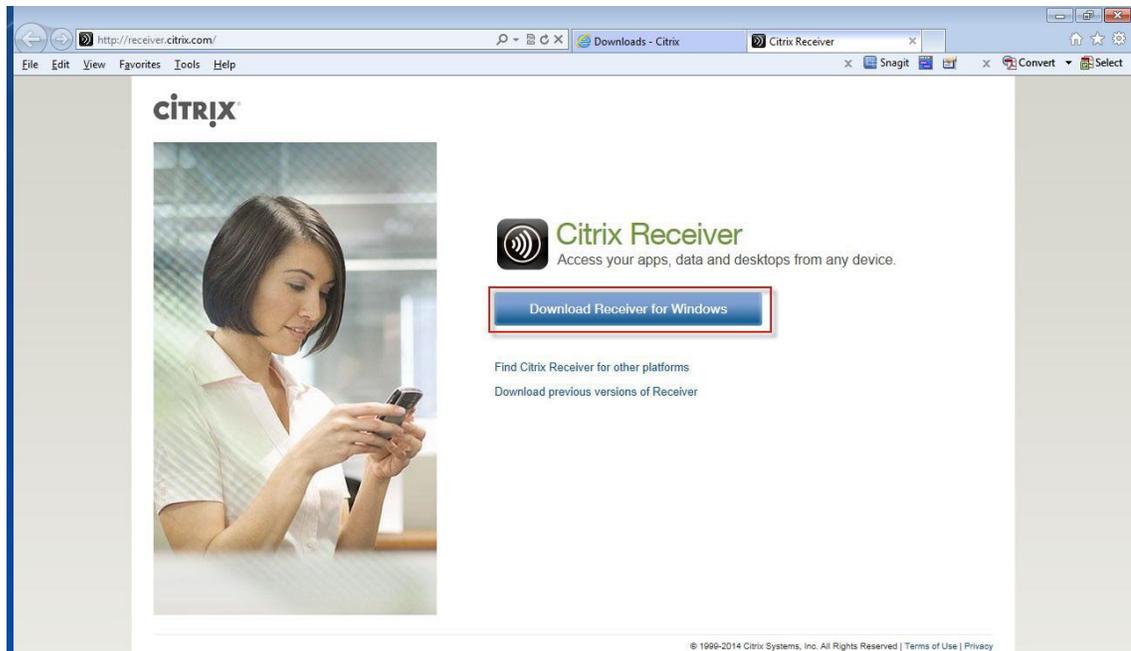


3. Click on “Citrix Receiver (ICA)” under Most Downloaded

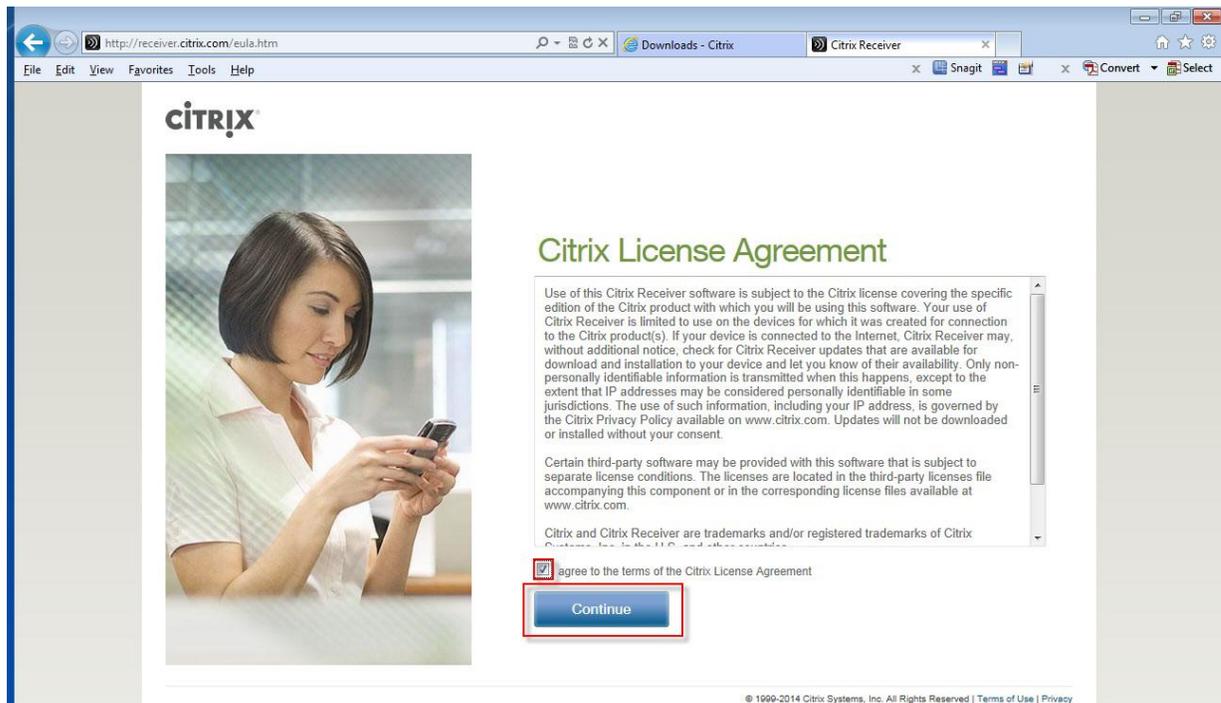


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

4. Click “Download Receiver for Windows” button

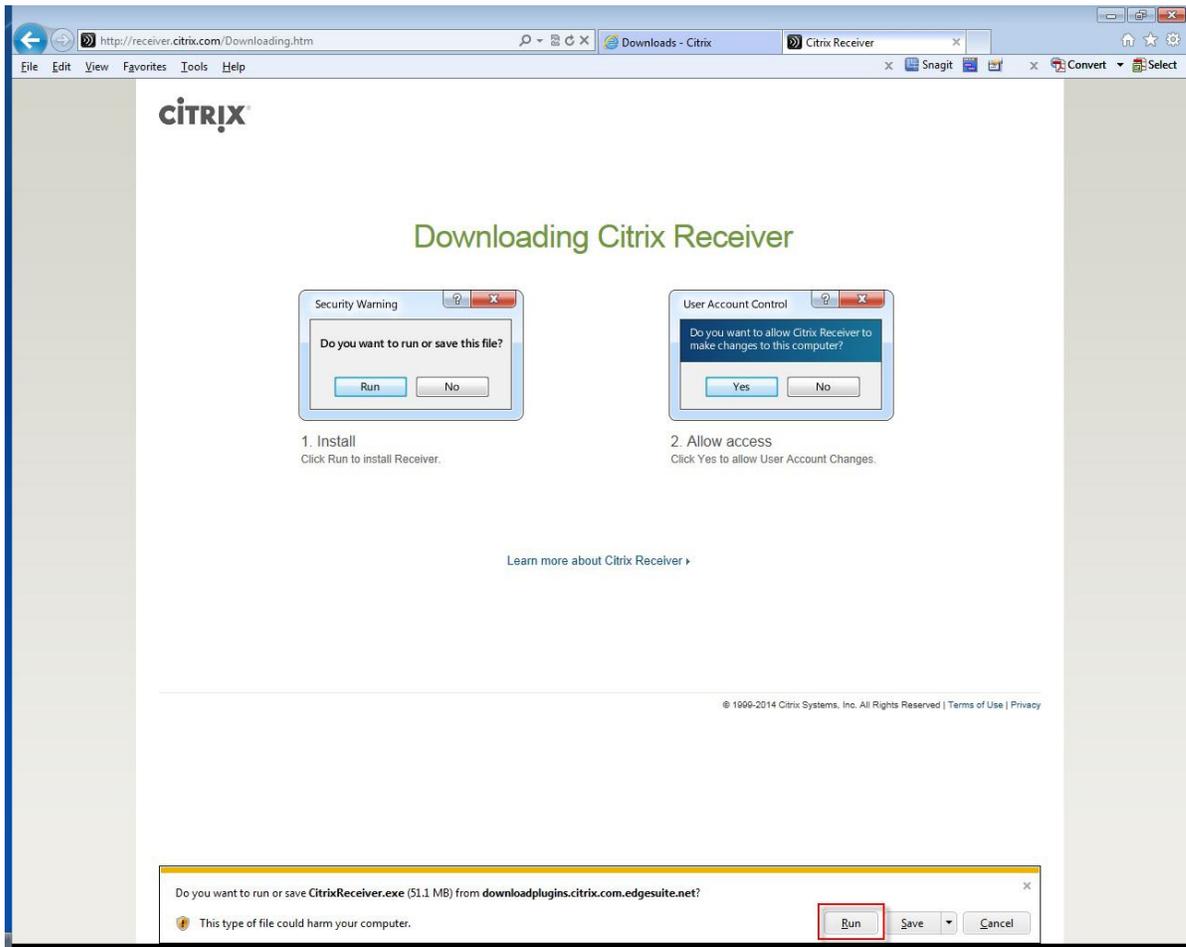


5. Check the box to agree to the license terms and then click the “Continue” box.



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

6. Click “Run” button to install the Citrix Receiver after download.



7. After download, the install will begin. Click the “Install” button to begin.

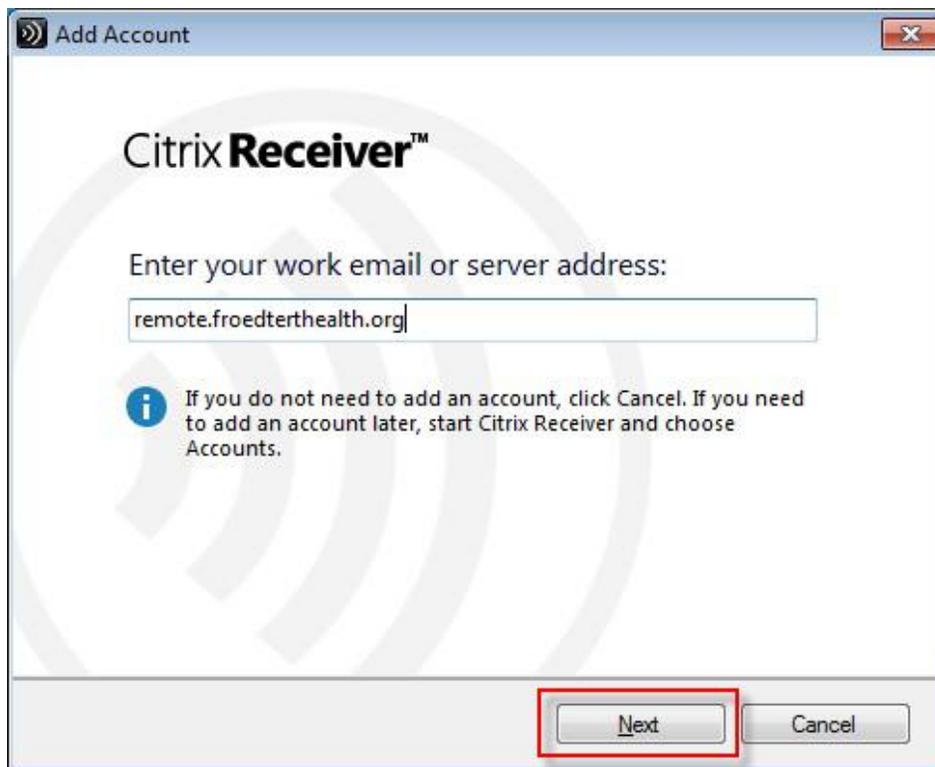


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

8. Install will complete. Click “Add Account” button to add your Froedtert Remote account.

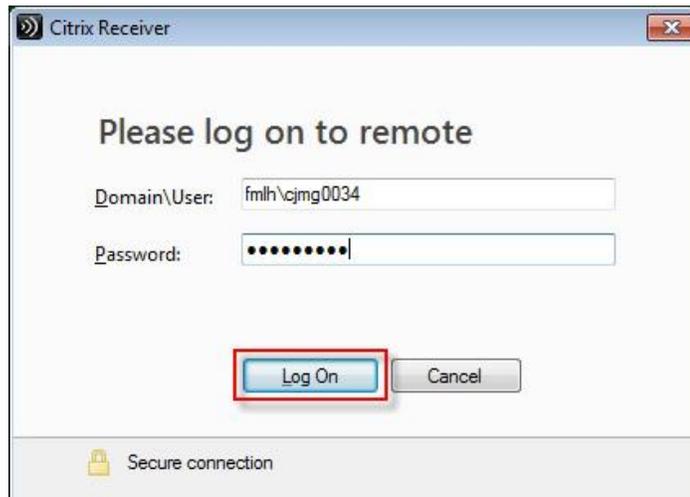


9. Enter **remote.froedterthealth.org** in the box and click “Next”

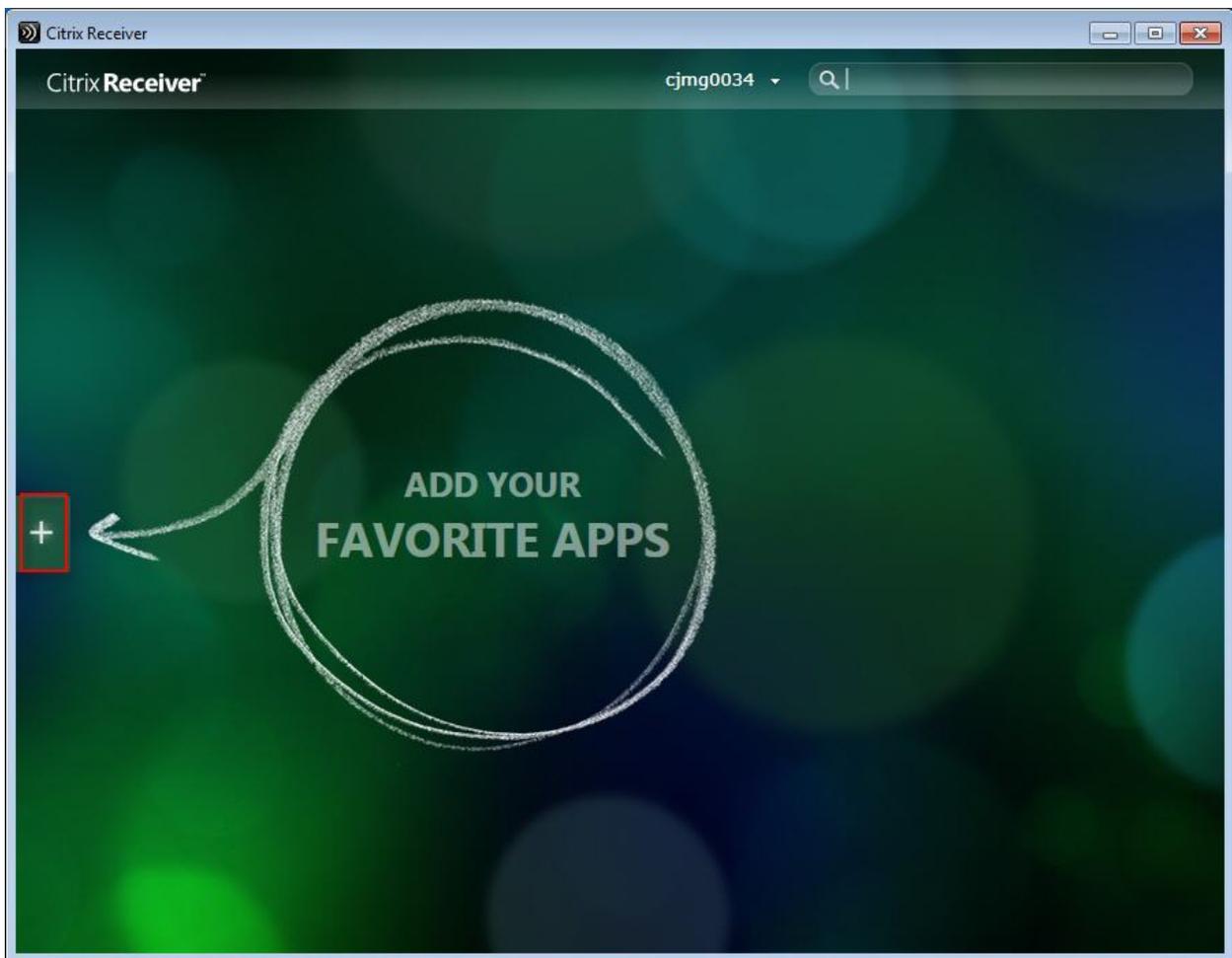


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

10. Enter the domain **fmlh** and your Froedtert username in the format: **fmlh\username** then enter your password and click “Log On”

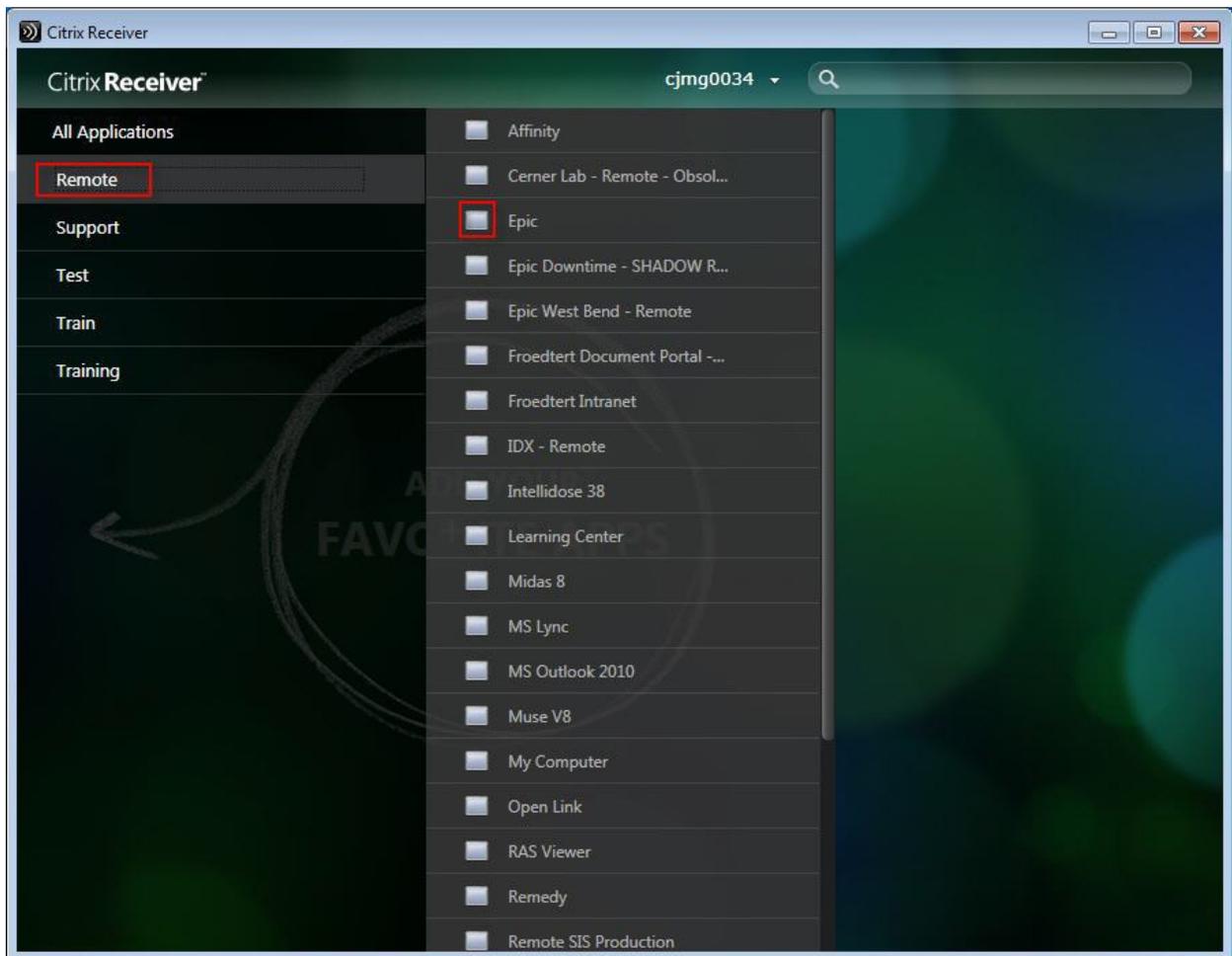


11. Click the + to add your applications



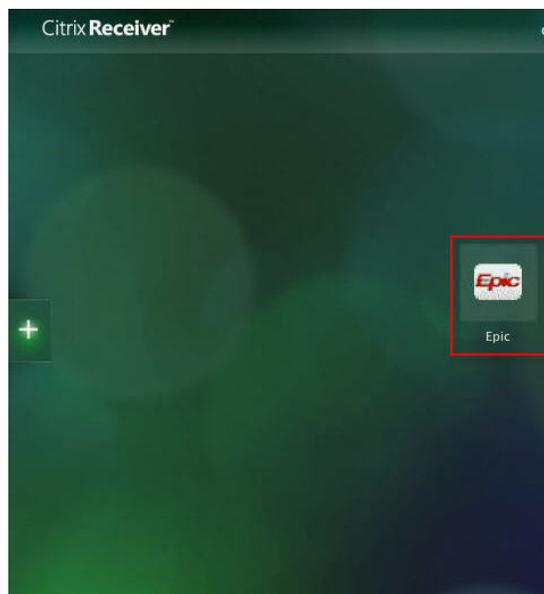
If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

12. Click on “Remote,” then click the check boxes next to the applications you would like to add to your start page.



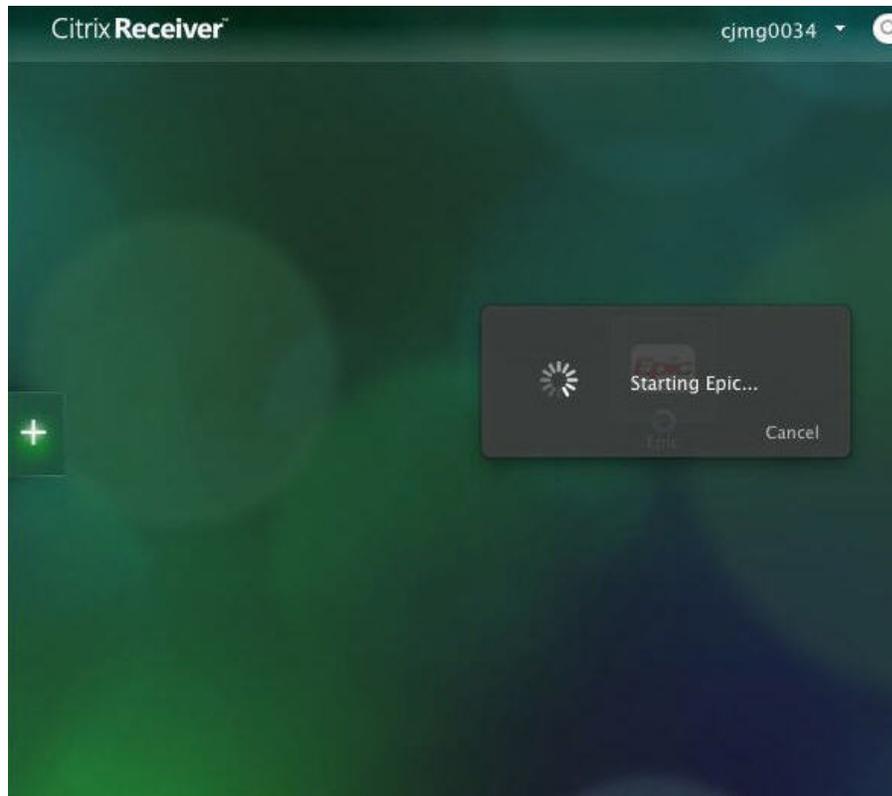
13. Click back on the green background to minimize the application menu.

14. Click on the icon of the application you would like to launch.



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

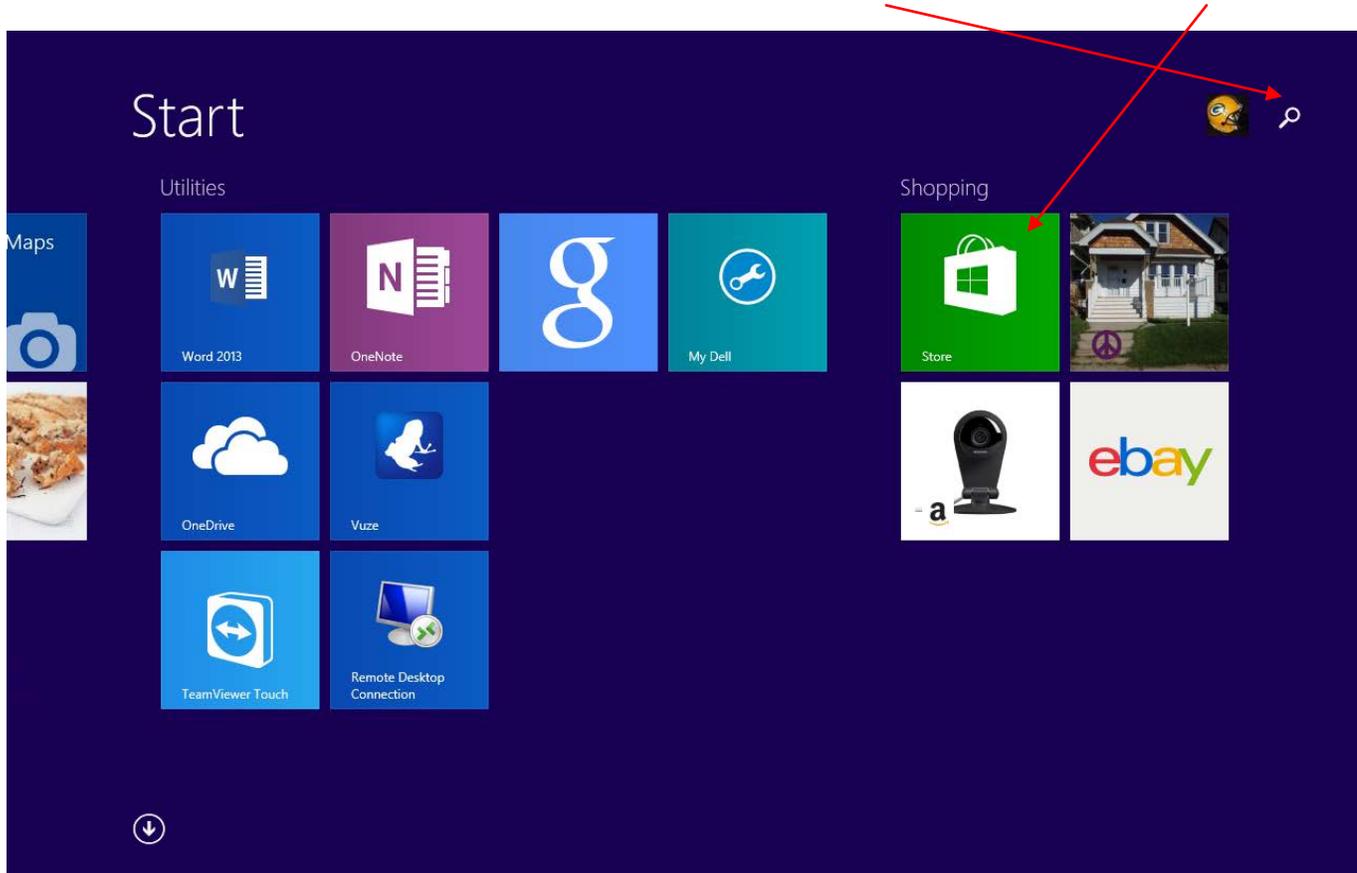
15. Application will launch.



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Citrix Receiver App Setup – PC (Windows 8.1)

In order for this to work in Windows 8.1, the end user needs to have an account with the **Microsoft Store**. People who purchased Windows 8 can get a free upgrade to Windows 8.1, but with that, they need to create that account. If they were using the browser prior to upgrading to 8.1, they will need to uninstall Citrix from the Control Panel first. The Search option can bring you to the Control Panel.



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Search for Apps and type *Citrix Receiver*. **Install**

Home Top charts Categories Collections Account Search for apps

Citrix Receiver

Install

You own this app and can install it on this PC.

When you install an app, you agree to the [Terms of Use](#) and any **additional terms**.

Apps by Citrix >

- ShareFile**
Free Business ★★★★★ 56
- GoToMeeting**
Free Business ★★★★★ 494
- XenApp Manager**
Free Business ★★★★★ 43

Related apps >

- XenApp Manager**
Free Business ★★★★★ 43

Citrix Receiver

My Apps

Windows 8 Desktop	GoToWebinar	Microsoft Word 2010	Adobe Acrobat X Pro	Evernote	Hyperion Workspace	SAP
GoToMeeting	LinkedIn	Microsoft Excel 2010	Google Chrome	Mozilla Firefox	VLC Player	Asana
Microsoft Word 2013	Microsoft PowerPoint 2010	Microsoft Outlook 2010	Yammer	Basecamp	SalesForce	

Securely deliver virtual desktops and enterprise apps

Published by Citrix
2014 Citrix Systems, Inc.

Category Business
Approximate size 8.14 MB
Age rating 12+

Click the **down arrow** to get to All Applications.

Start

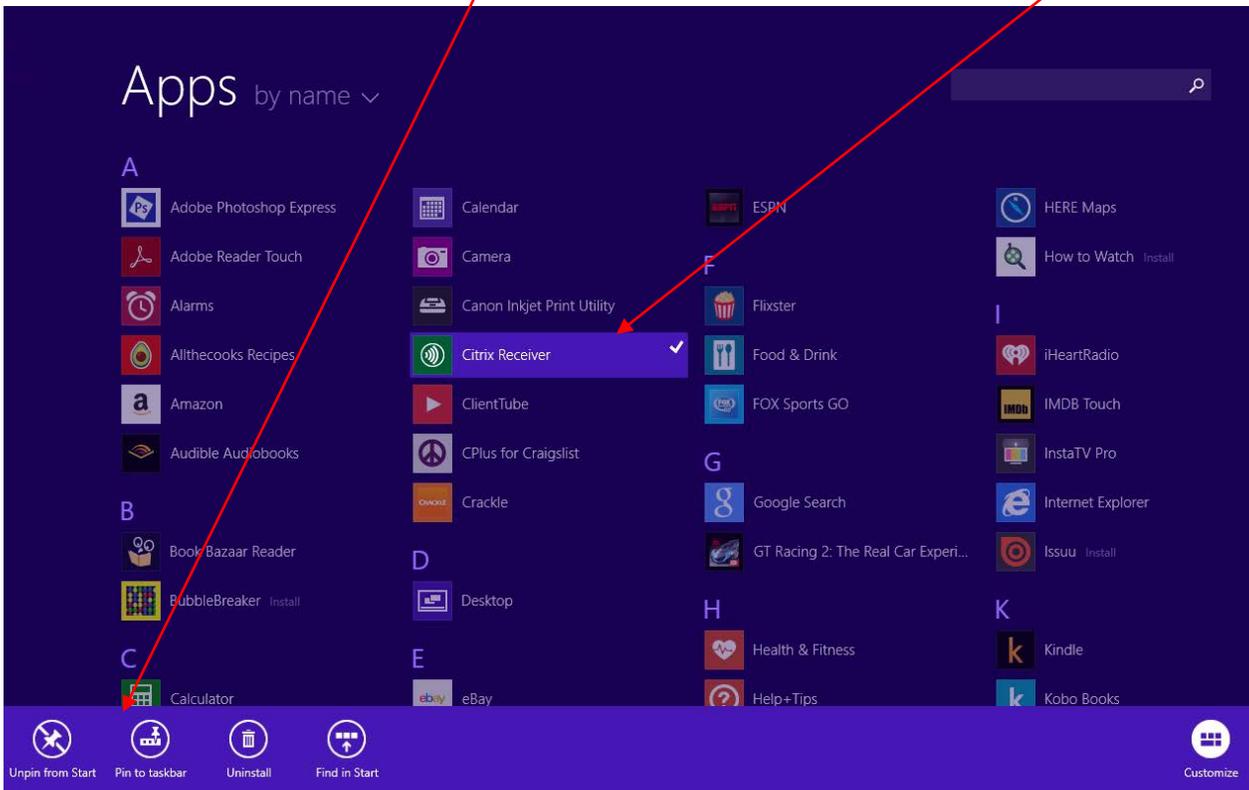
Utilities Shopping

Word 2013	OneNote	Citrix Receiver	g
OneDrive	Vuze	My Dell	Store
TeamViewer Touch	Remote Desktop Connection		ebay

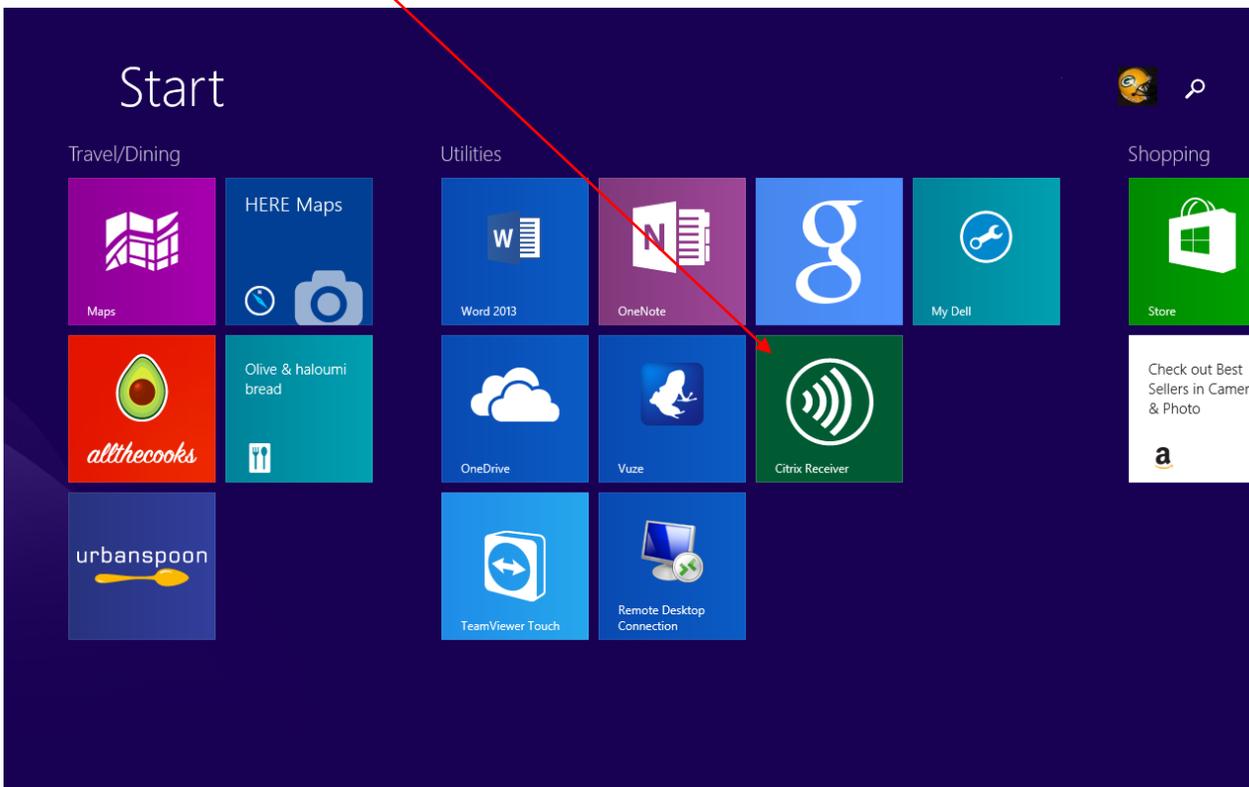
↓

If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

If you are using a *mouse*, **right click** or if you are on a *tablet*, **press and hold** Citrix Receiver. This will bring up the option to Pin to the *Start Menu* or to Pin to the *Taskbar*.

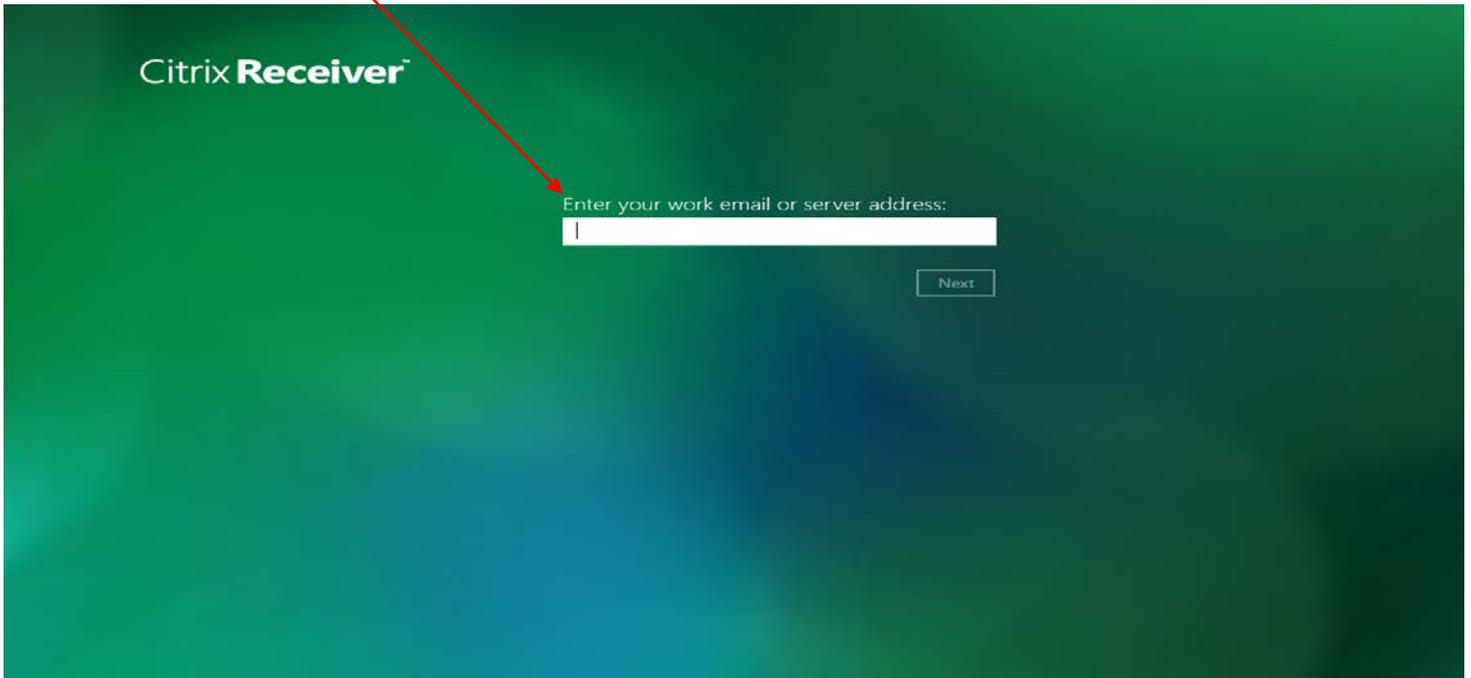


Click to launch Citrix Receiver.

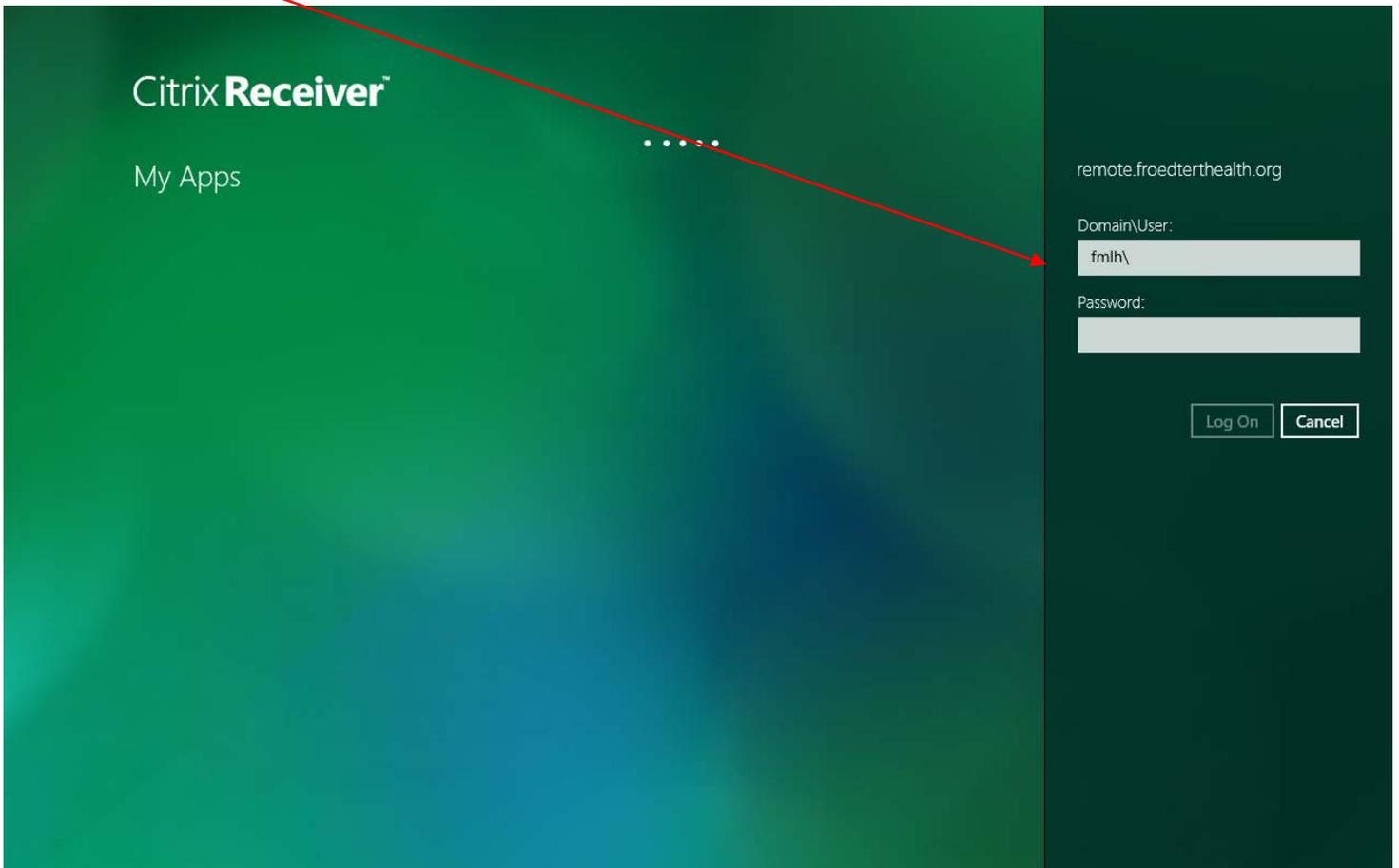


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Enter: *remote.froedterthealth.org*

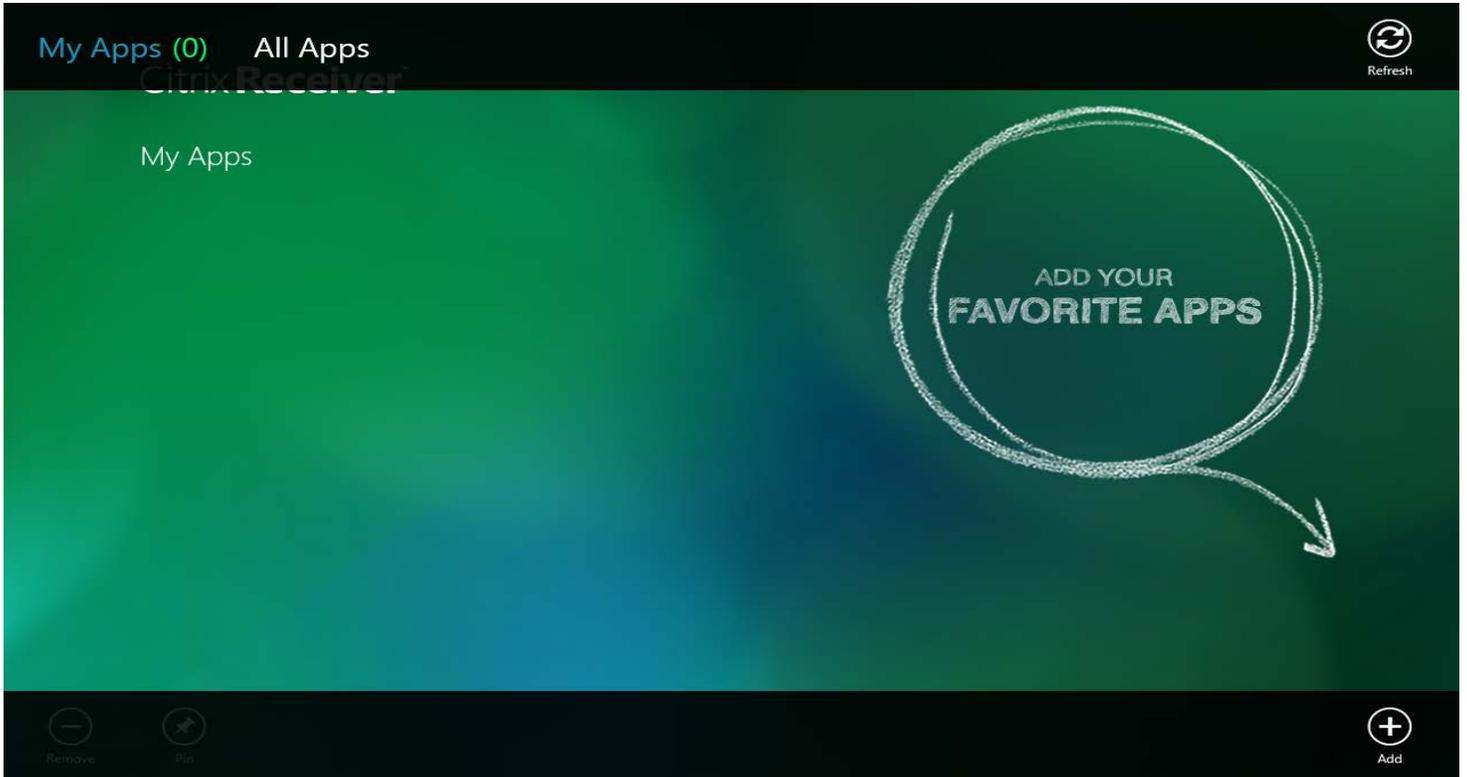


Enter: *domain\userID*, then password

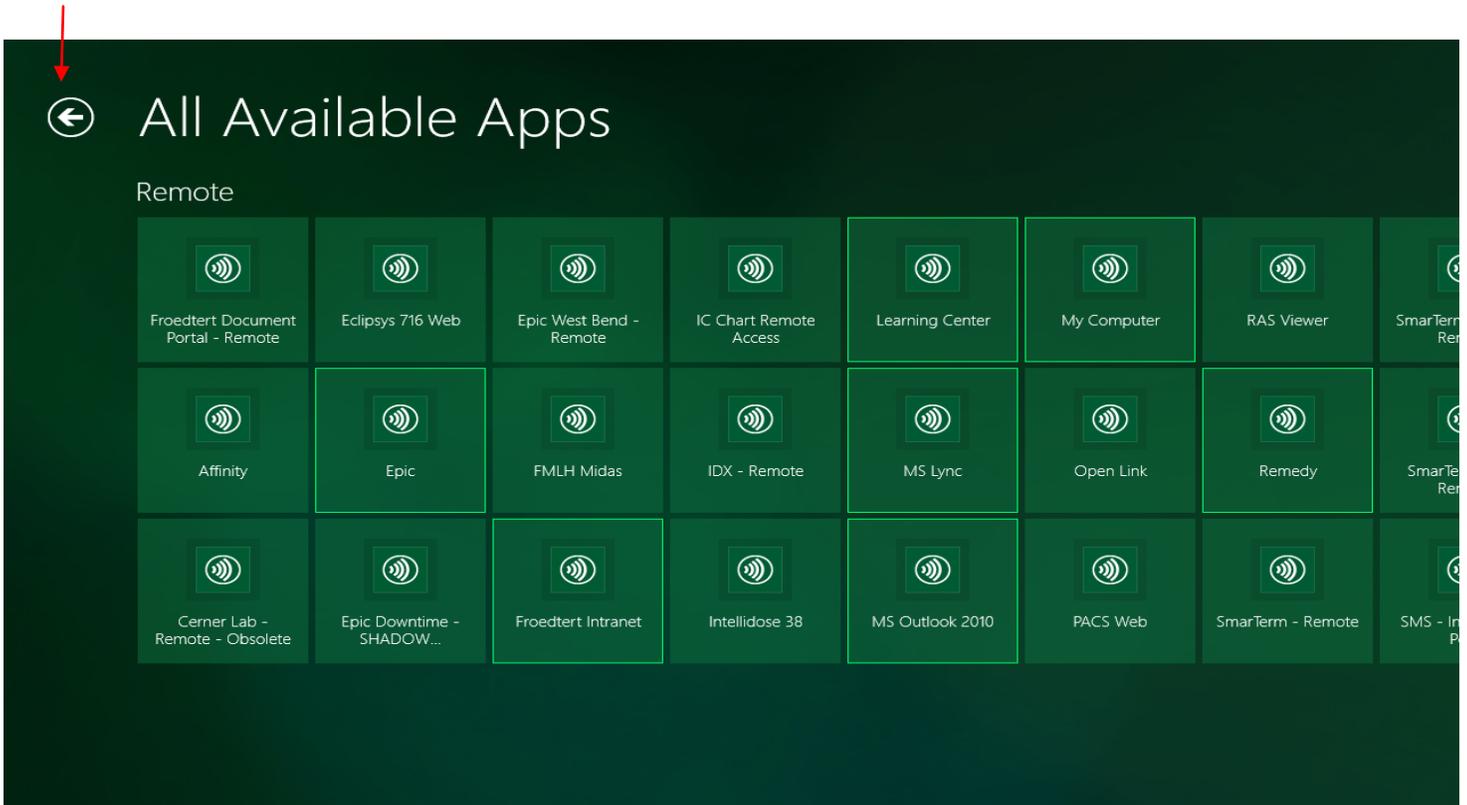


If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

The top and bottom black bars are hidden which contain the Add/Refresh menu options. With a mouse, right click anywhere to get the menu. On a touch screen, swipe up from the bottom or down from the top then Click the + to add your applications.

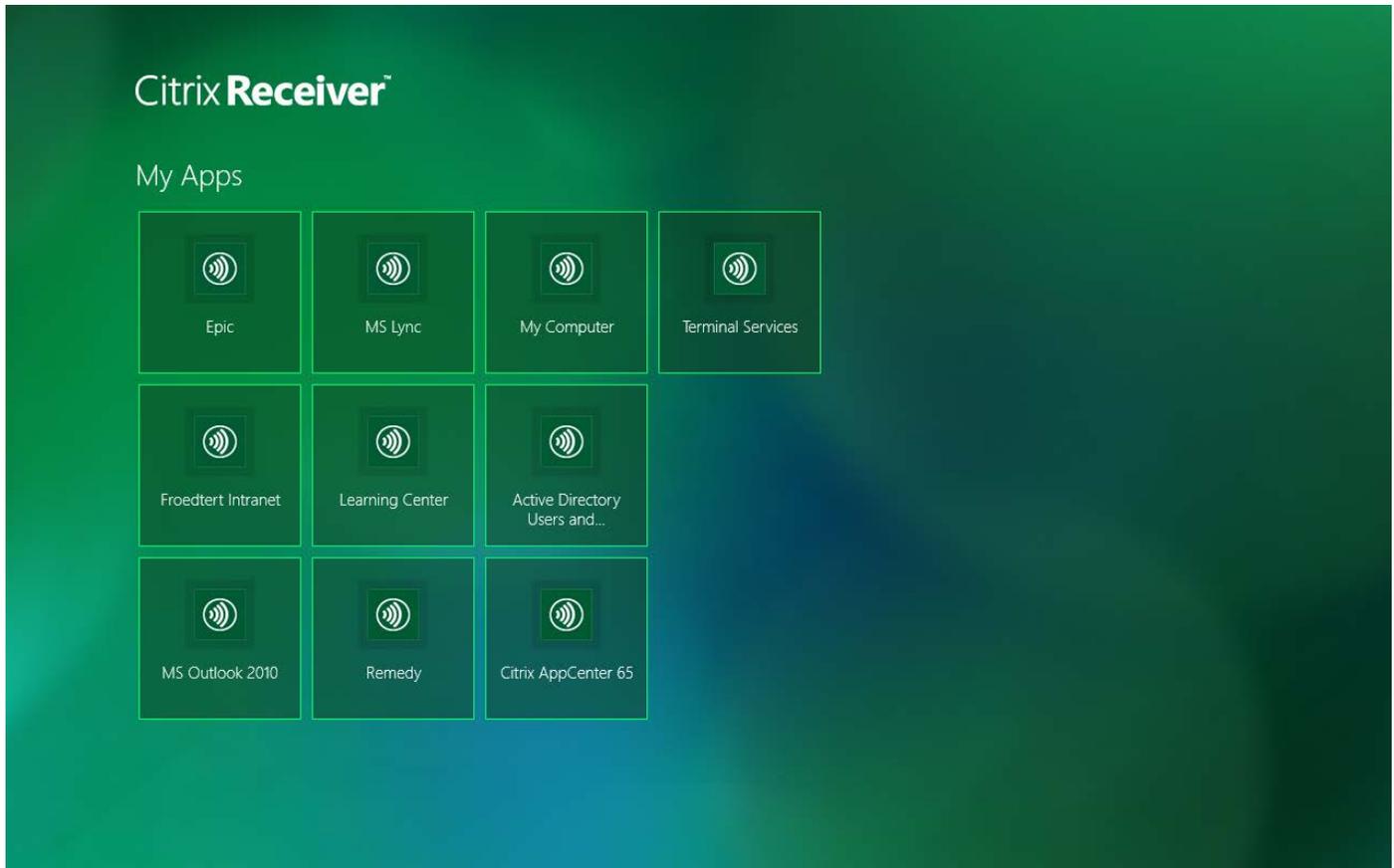


Click on whatever apps you want to select. They will appear with the highlighted order. Then click back arrow.



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Launch the apps from this screen.



If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Setup Instructions for Windows Computers via Web Access

Before accessing applications through the Froedtert Health remote portal, you will need to have your computer setup with a **Citrix plug-in**. This will enable you to properly launch our applications from any computer you have security to install applications. It is a requirement to have access granted for “remote access” before accessing applications through the Froedtert Health remote portal. If you do not have access to the Remote Portal, please fill out a CAR (Computer Access Request) form and request “Remote Access.”

1. Navigate to www.citrix.com



2. Click on the **Downloads** button



3. Click on the **Citrix Receiver**

Most Downloaded

- ◆ [Citrix Receiver](#)
- ◆ XenApp Citrix Receiver
- ◆ GoToMeeting
- ◆ Podio

4. If you are on a Windows based workstation, proceed to *click* on **Download Receiver for Windows**. If you are on another OS then *click* on **View other devices** and select the appropriate device.



5. Click on the **Download Receiver for Windows** button

***Note: In Internet Explorer you might have the following popup. Make sure that you click on it and proceed with the download.**



6. Make sure to agree to the Citrix License Agreement.

agree to the terms of the Citrix License Agreement



7. Follow the instructions on the screen.

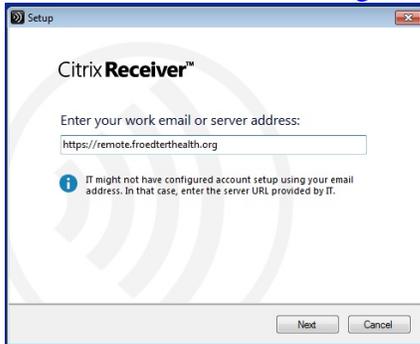
If you find that you are still experiencing issues with connecting to applications within the Froedtert Health remote portal, please contact the Service Desk at 414-805-2101 or E-Mail us at ishelpdesk@froedterthealth.org

Downloading Citrix Receiver



8. When prompted enter in the server address:

<https://remote.froedterhealth.org>



a. Now that the Receiver is done installing you will need to close all of your browser windows (**Internet Explorer** or **Firefox** are the two browsers that work for our portal)

9. *Open* a new browser window (**Internet Explorer** or **Firefox**)

10. Navigate to the Froedtert remote page <https://remote.froedterhealth.org>



11. Login utilizing your network username and password

User name:
Password:
Domain:

12. Depending on the access that has been granted to you, you may have multiple folders with icons to launch applications, at this time you should be able to launch any of the applications available to you.