Remote Access Master Document

<u>Citrix Receiver App Setup – Mac</u> <u>Citrix Receiver App Setup – PC (Windows 7 or 8 see below for 8.1)</u> <u>Citrix Receiver App Setup – PC (Windows 8.1)</u> <u>Windows PC Setup via Web Access</u>

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



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"



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



7. Setup will begin. Click "Continue"



8. Click "Continue"

Software License Agreement
English ‡
CITRIX LICENSE AGREEMENT Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s). Certain third-party software may be provided with this software that is subject to separate license conditions. The licenses are located in the third-party licenses file accompanying this component or in the corresponding license files available at www.citrix.com. Citrix and Citrix Receiver are trademarks and/or registered trademarks of Citrix Systems, Inc. in the U.S. and other countries. CTX_code: CRM_R_A121142

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

00	To continue	install	l Citrix Receiv	ust agree	to the terms	
	of the softw	vare license agreei	ment.			
⊖ Inti oo	luction					-
 Lic Des 	Click Agree and quit the	to continue or click Installer.	Disagree to	cancel the i	nstallation	
• Ins	Read Lic	ense	Di	sagree	Agree) e
• Ins	Kead Lie	ense torwhich		sagree	Agree).
• Summ	ary	Certain third-party subject to separat third-party license corresponding lice Citrix and Citrix R of Citrix Systems, CTX_code: CRM_	y software may l te license condi as file accompar ense files availa receiver are trac Inc. in the U.S. _R_A121142	be provided to tions. The lic nying this cor able at www. lemarks and/ and other cor	with this software the enses are located in ponent or in the citrix.com. or registered trade untries.	nat is in the marks
		Print	Save	G	o Back Co	ontinue

10. Click "Install" to Install the Citrix Receiver



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

	Installer is trying to install new software. Ty your password to allow this.
	Name: Username
	Password:
2	Cancel Install Softwar

12. Software will install. When complete, click "Close"



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



14. Enter remote.froedterthealth.org in the box and click "Next"

 Citrix Receiver
Citrix Receiver Enter your work email or server address:
remote.froedterthealth.org
1 T might not have configured account setup using your email address. In that case, enter the server URL provided by IT.
Cancel 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"

Please log on	to Froedterthealth Virtual Apps
Oomain\User:	fmlh\username
Password:	

16. Click the + to add your applications



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

	Citrix Receiver
Citrix Receiver	cjmg0034 👻 QSearch for apps
All Applications	Affinity
Remote	🥩 Cerner Lab – Remote – Obsolete
Support	Epic 🖌
Test	Sto Epic Downtime - SHADOW REA
Train	Epic West Bend – Remote
Training	Froedtert Document Portal – Re
	🕐 Froedtert Intranet
	學 IDX - Remote
	intellidose 38
	Center
	Midas 8
	😂 MS Lync
	MS Outlook 2010
	Muse V8

- 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.



<u>Citrix Receiver App Setup - PC (Windows 7 or 8)</u>

- 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



4. Click "Download Receiver for Windows" button



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



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



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



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"



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

Please lo	g on to remote	
Domain\User:	fmlh\cjmg0034	
Password:	•••••	
<u>r</u> assword.		

11. Click the + to add your applications

D Citrix Receiver		
Citrix Receiver "	cjmg0034 🗸 🔍	
+ ADD YOUR FAVORITE APPS	s	

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.



15. Application will launch.



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.



Search for Apps and type Citrix Receiver. Install



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



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*.

Apps by name ~			Ŗ
A Adobe Photoshop Express	Calendar	ESPN	HERE Maps
Adobe Reader Touch	Camera	Ŧ	Key How to Watch Install
Alarms	Canon Inkjet Print Utility	Flixster	
Allthecooks Recipes	Citrix Receiver	Food & Drink	iHeartRadio
a Amazon	ClientTube	FOX Sports GO	IMDB Touch
Audible Audiobooks	CPlus for Craigslist	G	instaTV Pro
В	owww.Crackle	Google Search	Internet Explorer
Book Bazaar Reader	D	GT Racing 2: The Real Car Experi	Issuu Install
PubbleBreaker Install	Desktop	H	К
c/	E	Health & Fitness	Kindle
Calculator	ebay eBay	Help+Tips	k Kobo Books
Unpin from Start Pin to taskbar Uninstall Find in Start			Customize

Click to launch Citrix Receiver.



Enter: remote.froedterthealth.org



Enter: domain/userID, then password

Citrix Receiver		
My Apps		remote.froedterthealth.org Domain\User:
		fmlh\ Password:
		Log On Cancel

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.

÷	All Ava	iilable /	Apps					
	Froedtert Document Portal - Remote	() Eclipsys 716 Web	Epic West Bend - Remote	IC Chart Remote Access	() Learning Center	(My Computer	(Marcon Control of Con	Smar Terr Rer
) Affinity	())) Epic	FMLH Midas	iDX - Remote) MS Lync	Øpen Link	Remedy	SmarTe Rer
	Cerner Lab - Remote - Obsolete	Epic Downtime - SHADOW	Stroedtert Intranet) Intellidose 38	MS Outlook 2010	DACS Web	SmarTerm - Remote	SMS - In

Launch the apps from this screen.

ly Apps					
) Epic	MS Lync	My Computer	Terminal Services		
Froedtert Intranet	() Learning Center	Active Directory Users and			
MS Outlook 2010	(interview) Remedy	Citrix AppCenter 65			

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			
		w. citrix.com /lang/English/home.asp		
2.	2. <i>Click</i> on the Downloads button	Downloads		
3.	3. <i>Click</i> on the Citrix Receiver			
	Most	Downloaded		
	◆ Citrix R	eceiver 🖻		
	♦ XenApp	Citrix Receiver		
	♦ GoToM	eeting		
	◆ Podio ⊠	1		

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.

Citrix Receiver Access your apps, data and desktops from any device.				
Download Receiver for Windows				
View other devices				

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.

📥 To help protect your security, Internet Explorer blocked this site from downloading files to yo

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

I agree to the terms of the Citrix License Agreement

Continue

7. Follow the instructions on the screen.

Downloading Citrix Receiver

o you want to run or save this file?	Do you want to allow Citrix Receiver to make changes to this computer?	Citrix Receiver Do you trust this account?
Run No	Yes No	Yes Cancel

8. When prompted enter in the server address: https://remote.froedterthealth.org

Citrix R	eceiver™
Enter your	work email or server address:
https://remo	te.froedterthealth.org
IT might address	not have configured account setup using your email In that case, enter the server URL provided by IT.
	Next

- 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.froedterthealth.org

froedterthealth.org https://remote.froedterthealth.org/Citrix/XenApp/auth/login.aspx

11. Login utilizing your network username and password

User name:			
Password:			
Domain:	FMLH	-]
		Log On	

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.