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January 3, 2018

Job Aid: Citrix Receiver Upgrade

Overview

We have upgraded the Citrix infrastructure that securely delivers your Citrix applications and desktops. While your applications and desktops are the same, the way you may access them may be different. The purpose of this document is to assist you with these changes.

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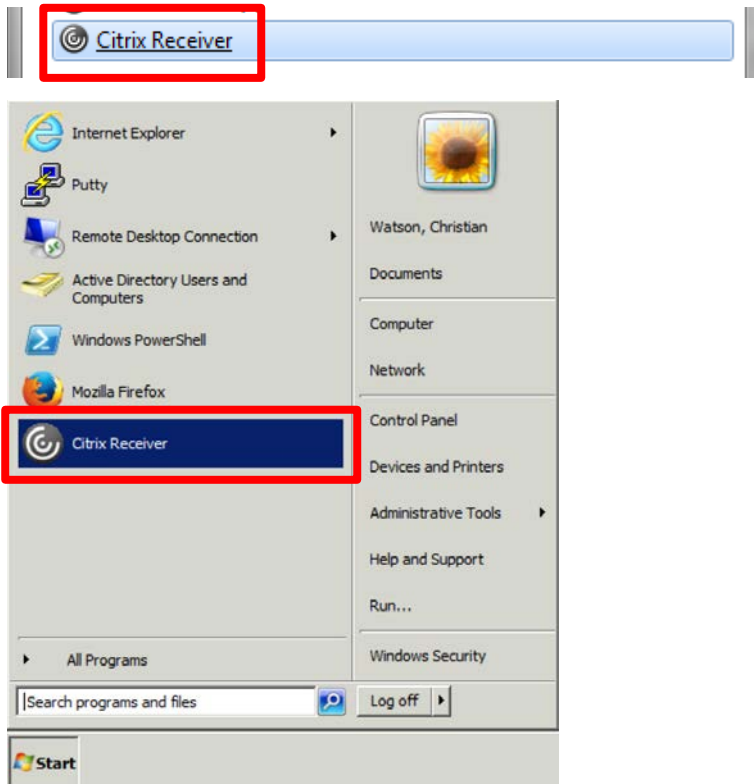
Accessing Citrix Applications

While the Citrix applications you use will remain the same, the way you access them may change.

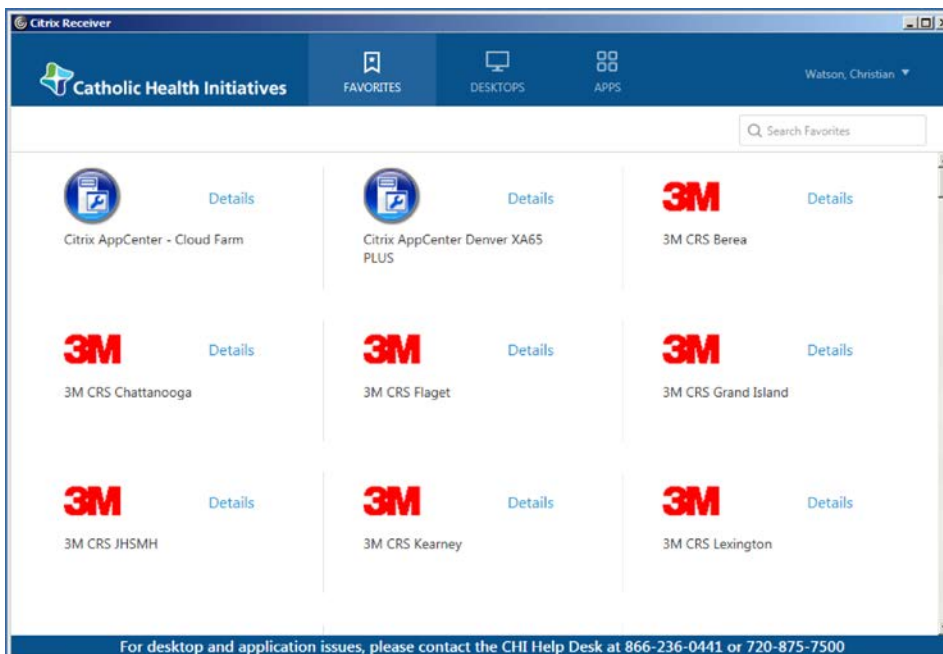
From a CHI-Owned Device Connected to a CHI Network

If you're using a CHI-issued device connected to a CHI network, log in as you usually do.

Select **Citrix Receiver** from your start menu or taskbar.

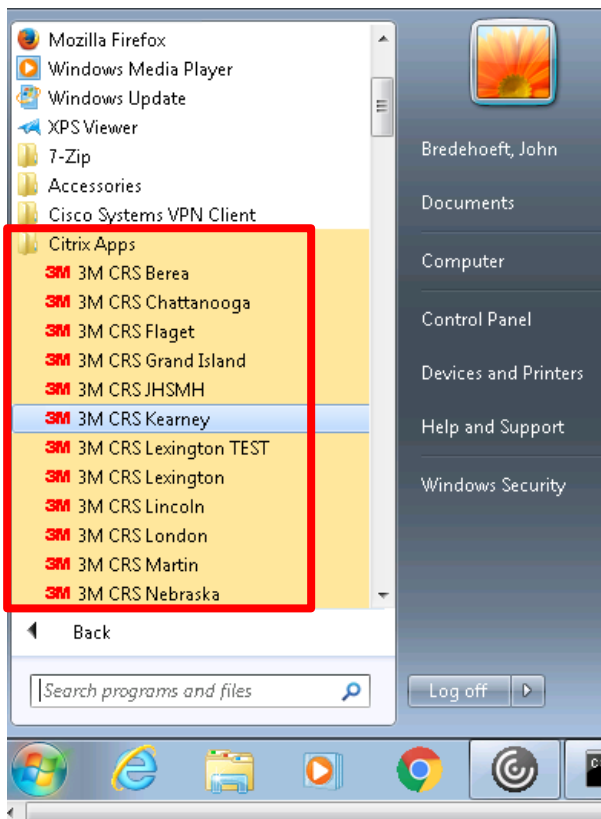


When Citrix Receiver opens you will see a group of applications. These are your Favorites, or most-used Citrix applications.



You may also see a selection of application icons on your desktop.

In addition, there is a **Citrix Apps** folder in the start menu. You can also launch the applications from here.



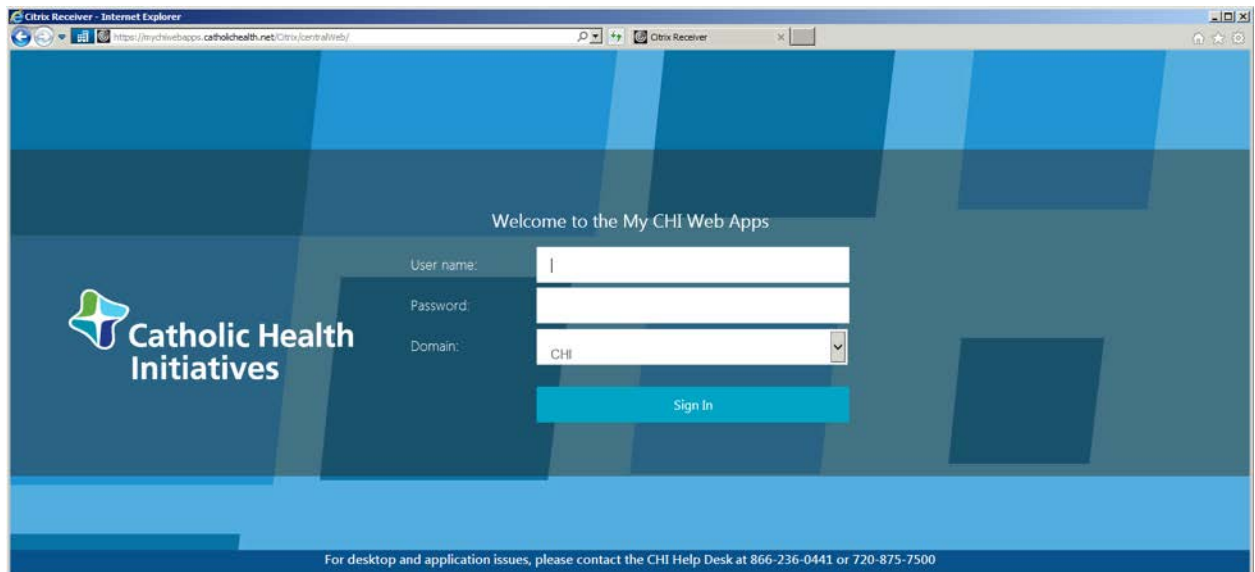
See the [My Favorites](#) section in this document.

From a Web Browser While Connected to a CHI Network

If you are connected to a CHI network and access your Citrix applications via a web browser, navigate to one of the following URLs to access your Citrix applications.

- CHI Citrix applications (**new URL**): www.mychiwebapps.org
- Allscripts applications: Continue to use <https://allscripts.catholichealth.net/>
- Cerner applications: Continue to use <https://chicoctx.cernerworkswan.com/>

For CHI Citrix applications, you will see the new login page as shown below. Enter your CHI credentials and click **Sign In**. If you use Tap & Go, swipe or tap your badge and login as you usually do.



Next you'll see your Favorites, or most-used Citrix applications. See the [My Favorites](#) section in this document.

From a Web Browser While Not Connected to a CHI Network

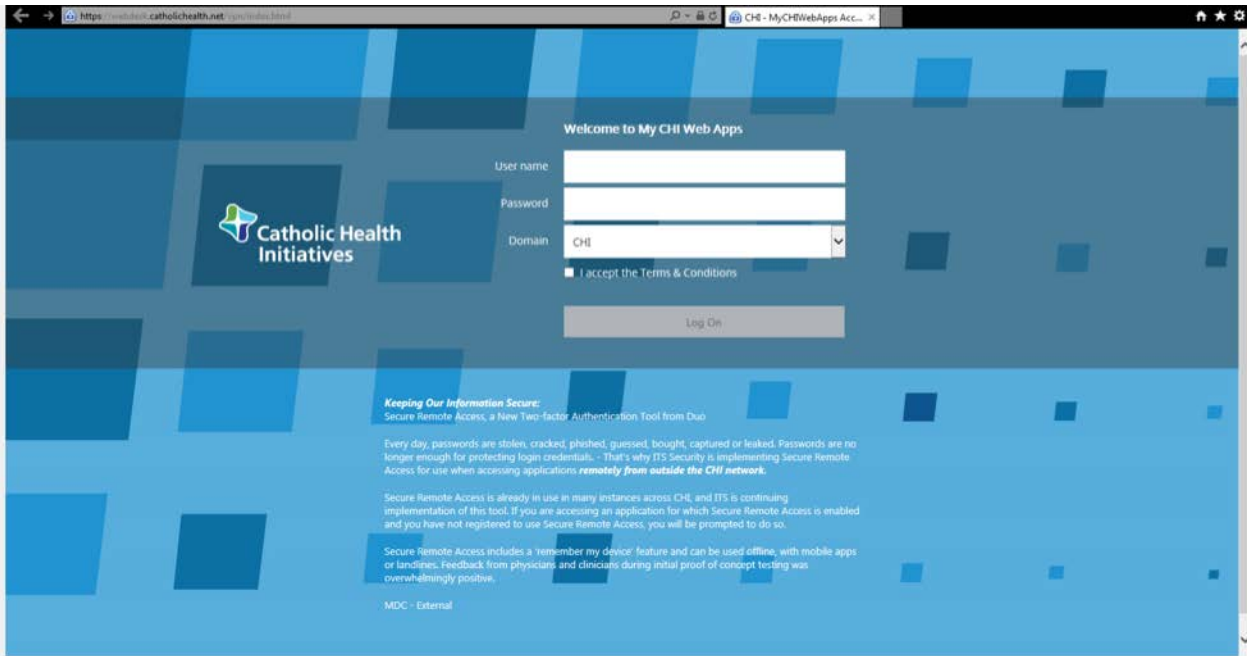
If you are logging in from home or another remote location, or you're otherwise not connected to a CHI network, follow the steps below to access your Citrix applications.

In your web browser, navigate to one of the following URLs to access your Citrix applications.

- CHI Citrix applications (**new URL**): www.mychiwebapps.org
- Allscripts applications: Continue to use <https://allscripts.catholichealth.net/>
- Cerner applications: Continue to use <https://chicoctx.cernerworkswan.com/>

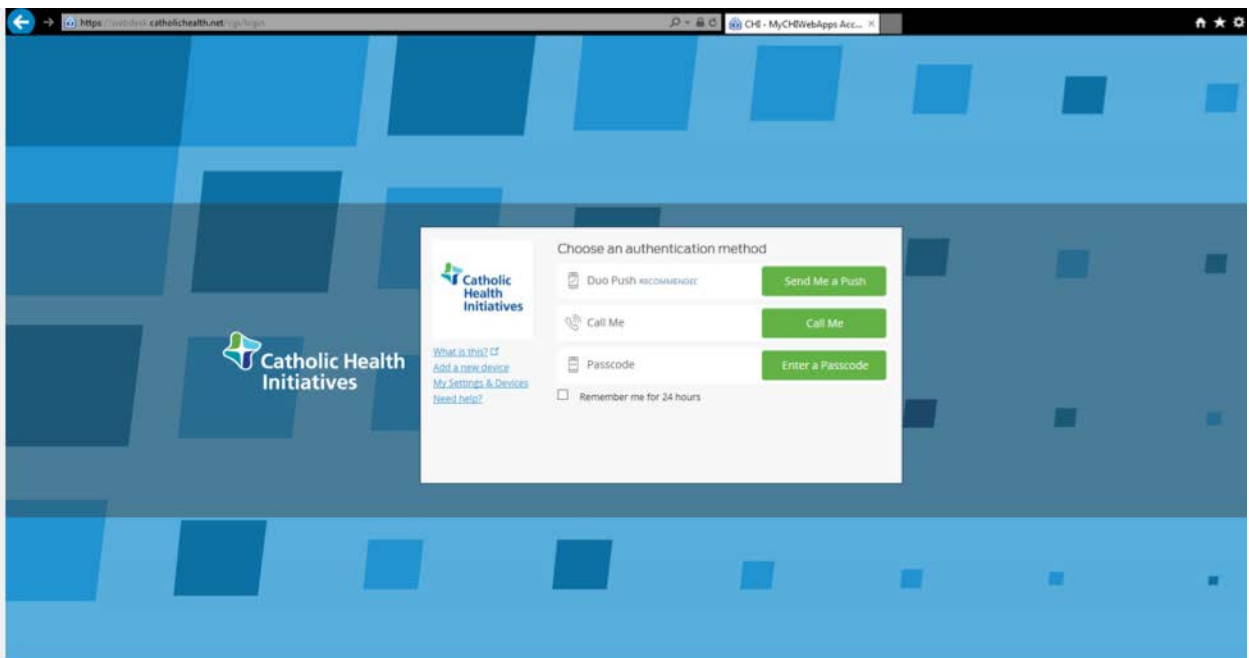
You will see the new login page as shown below.

- Enter your CHI credentials.
- Select your domain from the drop-down menu.
- Check the box to accept the Terms and Conditions.
- Click **Log On**.



If you have not completed one-time registration for Secure Remote Access, you will be prompted to do so.

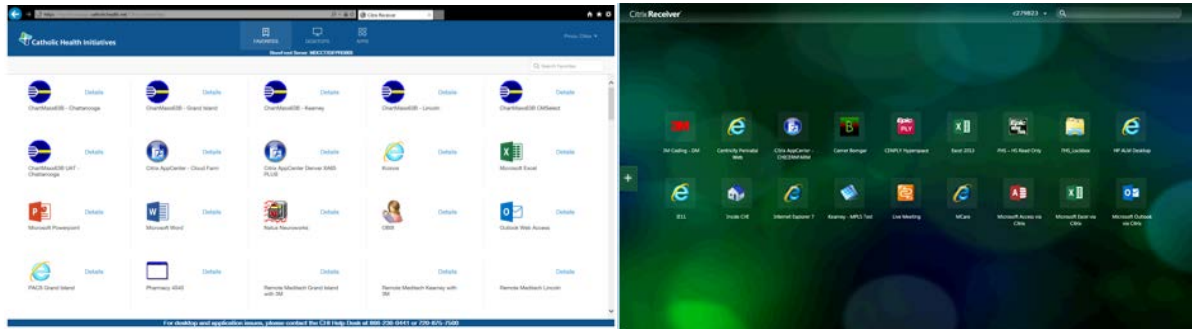
Choose a your two-factor authentication method to complete your secure login.



My Favorites

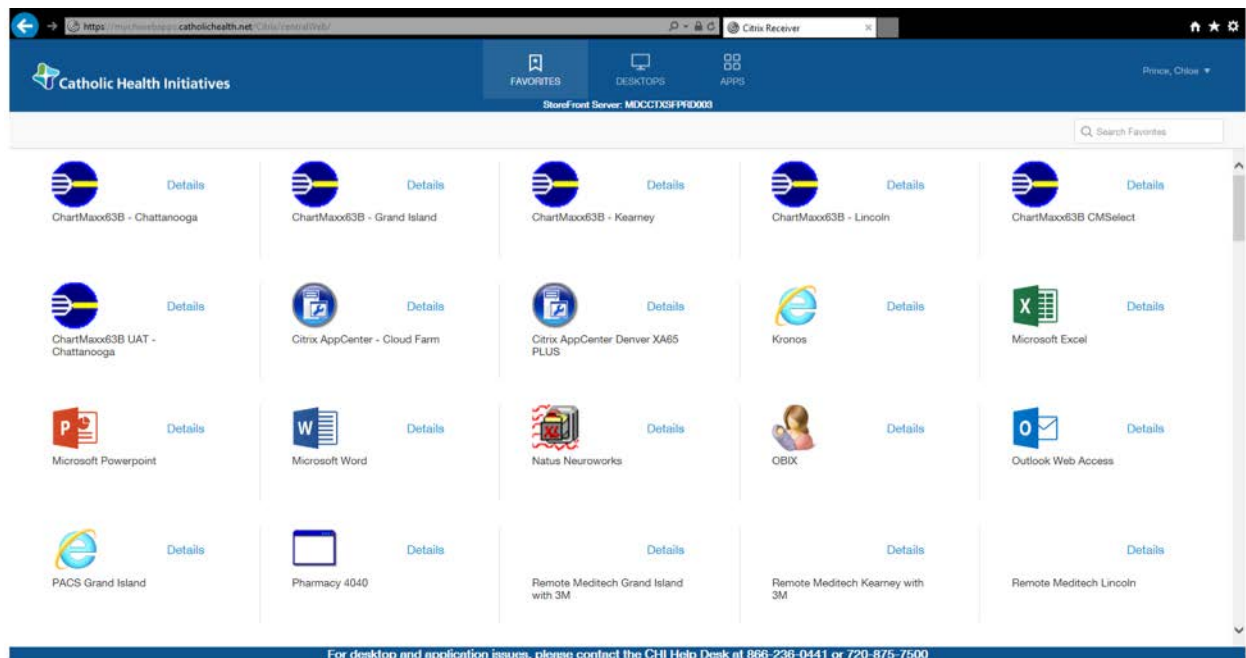
Once logged in via your desktop or browser, you will see your Favorites page. Applications you designate as Favorites will be displayed here. Favorites may have been pre-populated based on the most often used applications in your division. You may change them.

Your Favorites screen will look different based on your computer operating system, your location and the applications you use. You will see one of the themes below.



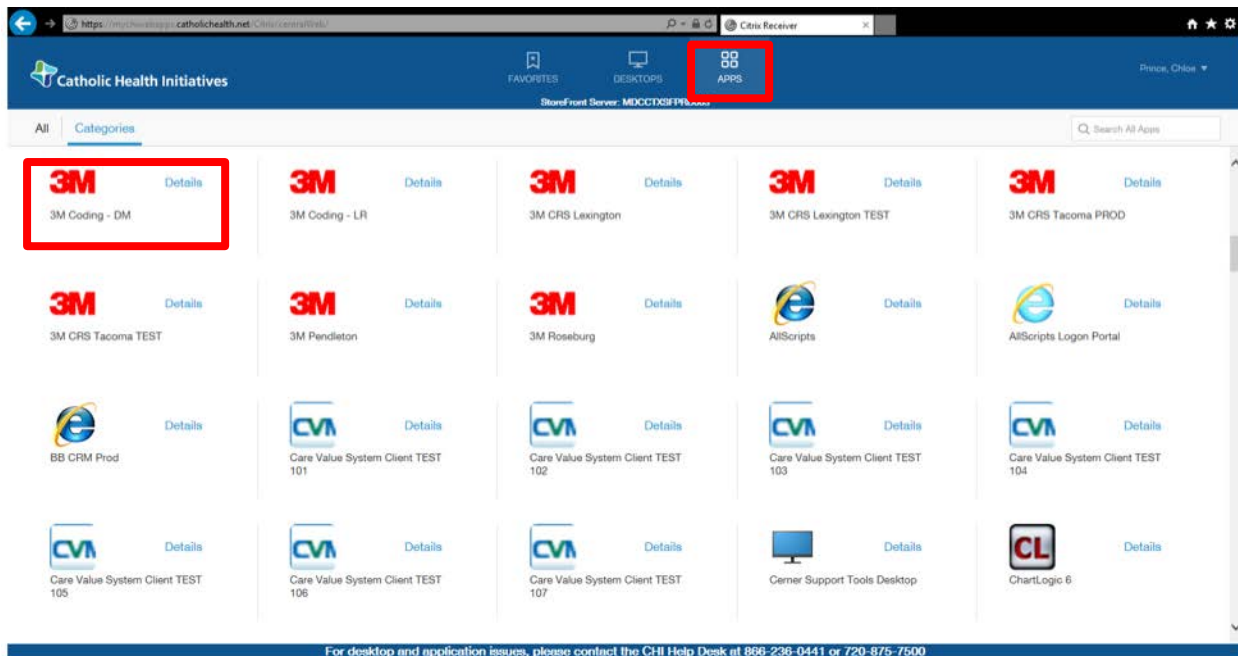
White Background Favorites Page

NOTE: The specific applications and number of applications shown will vary based on your permissions and location.

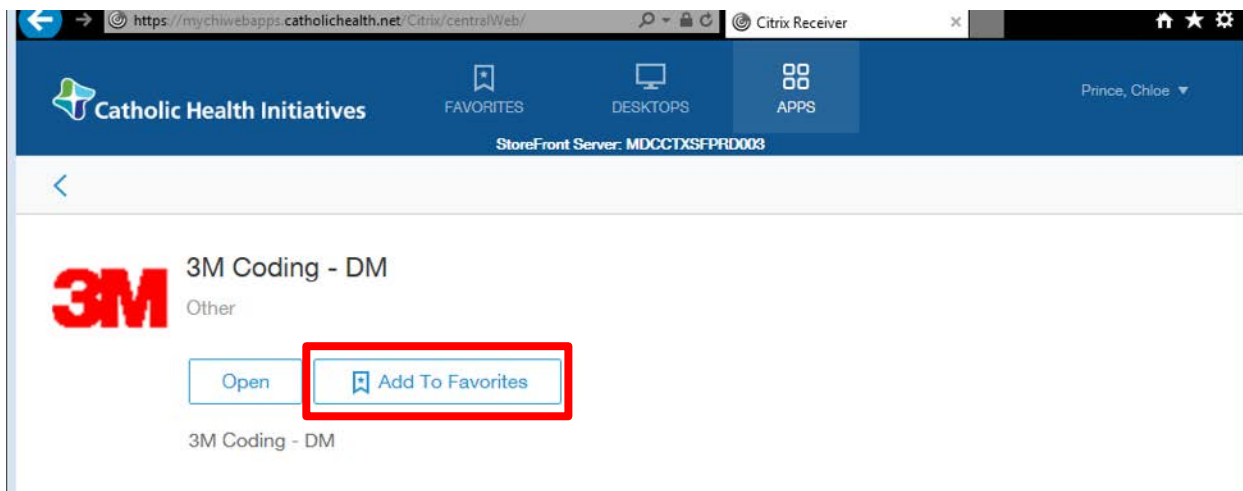


Add Favorites

To add applications to your Favorites page, click on the **APPS** tab. This will display all the applications you have permission to see.



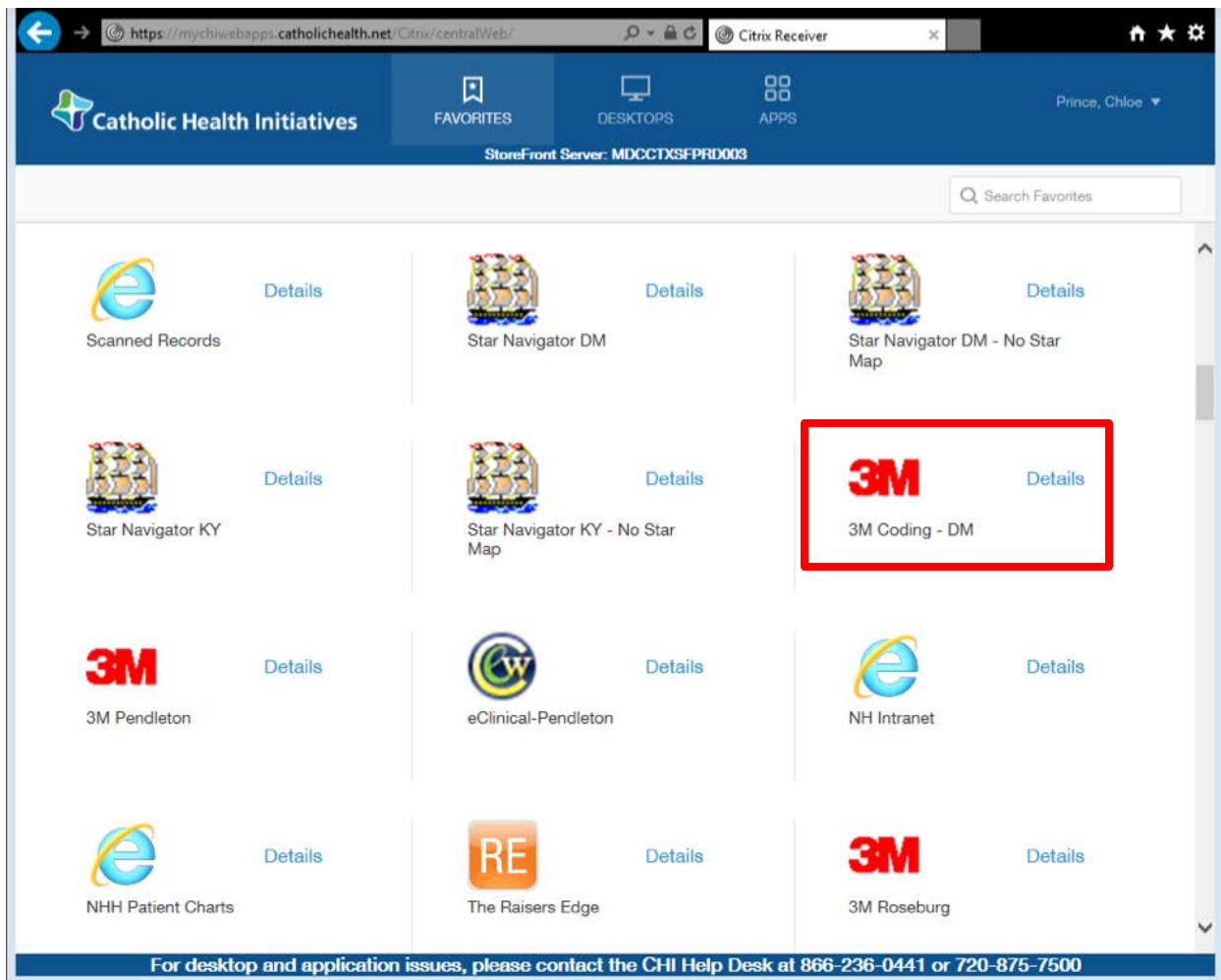
Next to the application icon you would like to add as a Favorite, click **Details**, then **Add To Favorites**. Your selected application will now appear in your Favorites.



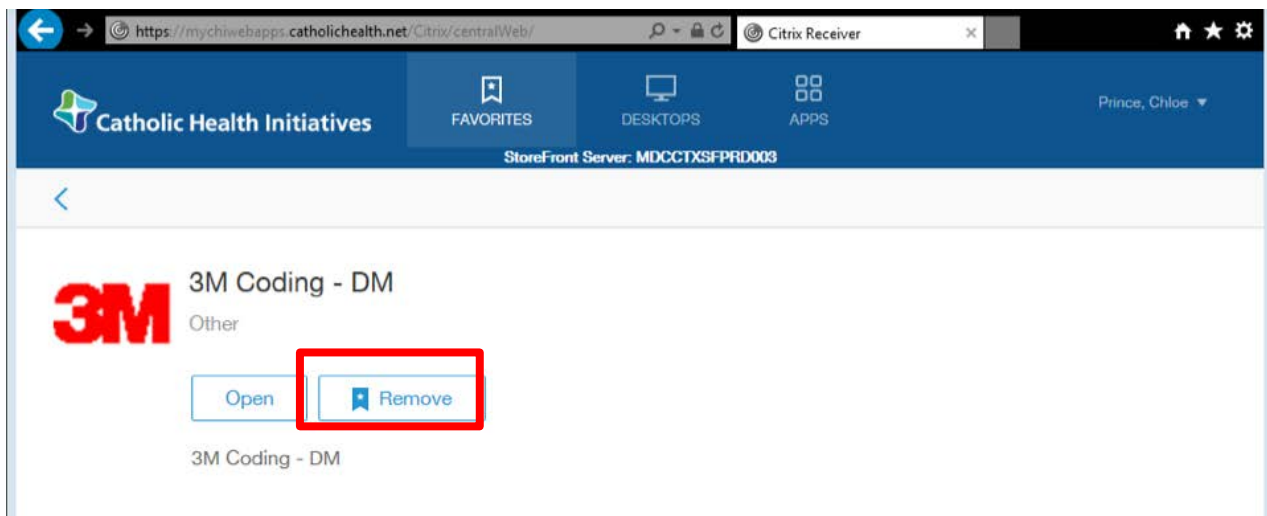
Once you've set up your Favorites, they will be available any time, anywhere.

Remove Favorites

Your Favorites page may be pre-populated with the most commonly used applications in your division.



To remove an application from Favorites, click **Details**, then **Remove**.



You can add or remove applications to suit your preferences. You will always be able to find all applications available to you through the **APPS** tab.

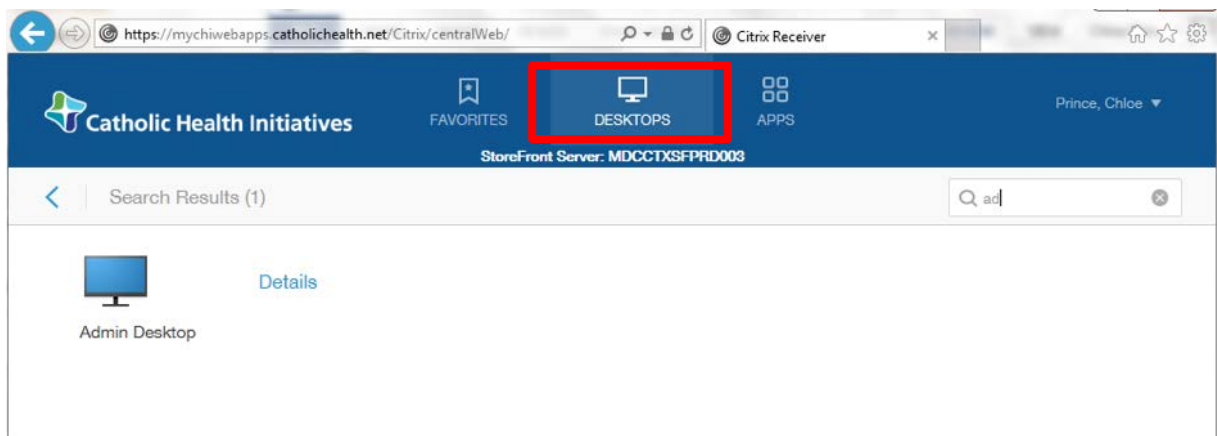
Search Bar

To find a specific application, search for it by name using the search bar.



Desktops Tab

You may also see the **DESKTOPS** tab if you have a Citrix VDI (virtual desktop) available to you. If you don't have access to any desktops, you will not see this tab. Click on the **DESKTOPS** tab to access your Citrix desktop(s).



Removing Citrix Desktop Icons

You may have icons for Citrix applications on your computer desktop. To remove a Citrix application desktop icon:

- Open Citrix Receiver.
- Find the application you are trying to remove on your Favorites page.
- Click **Details**, and then **Remove**. This will remove the application from your Favorites, and from your desktop the next time you log in. You will always be able to find all applications available to you through the APPS tab.

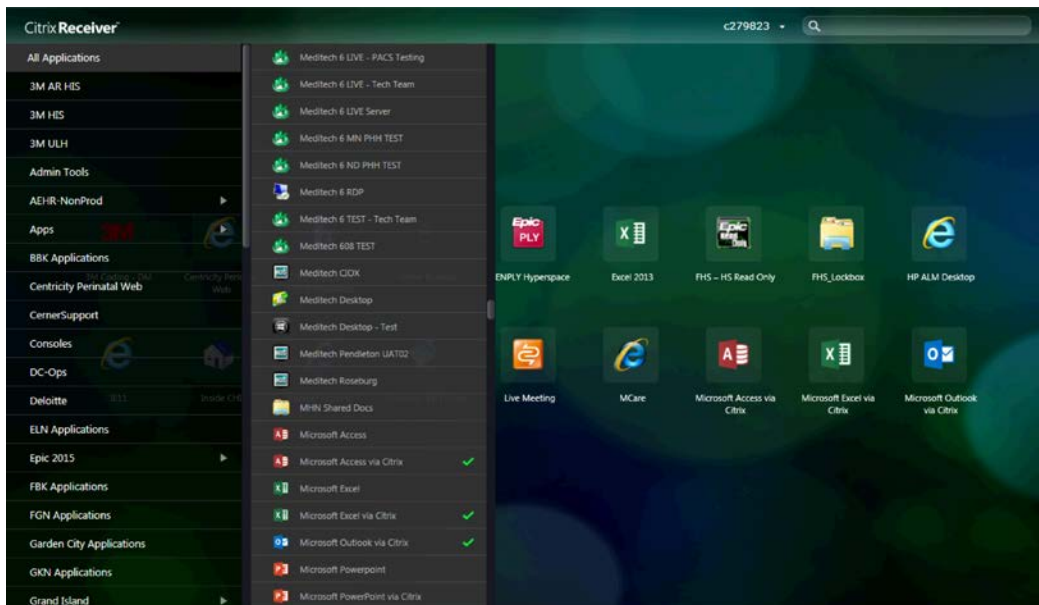
Green Background Favorites Page

NOTE: The specific applications and number of applications shown will differ based on your permissions and location.



Add Favorites

To add an application to your Favorites, click the + sign on the left side of the screen to open the App Picker. This will display the list of applications you have permission to see.



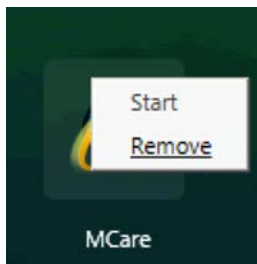
Select the desired application from the App Picker, or from the search results. The application will appear on your Favorites page, and you will see a green checkmark in the App Picker and search bar.



Remove Favorites

Your Favorites page may be pre-populated with the most commonly used applications in your division.

To remove an application from your Favorites, right-click on it and select **Remove**.

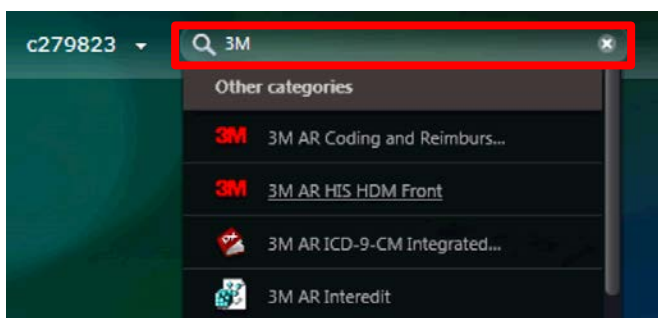


You can add or remove applications to suit your preferences, and you will always be able to find all applications available to you through the App Picker.

Once you've set up your Favorites, they will be available to you any time, anywhere.

Search Bar

To find a specific application, you can search for it by name using the search bar.

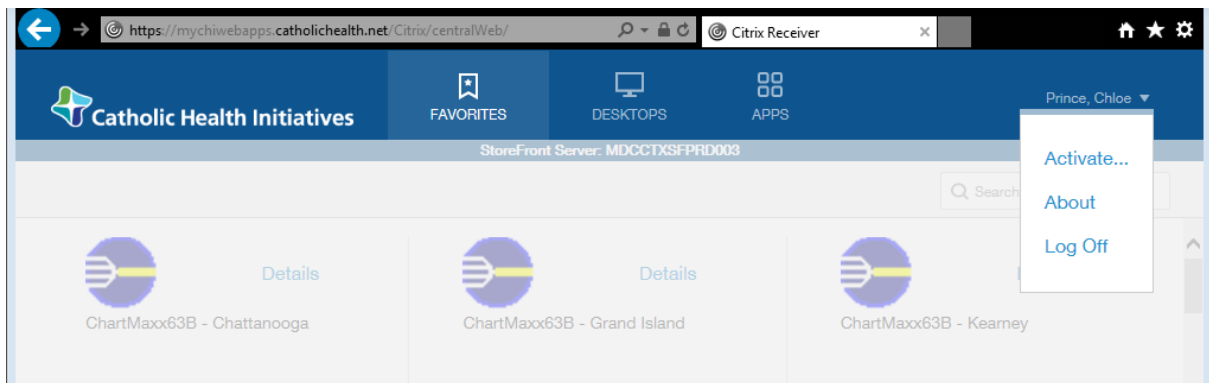


Ending My Session

At the end of your session, you can either log off or disconnect by closing the application.

Please **remember to save** your work before disconnecting or logging off.

If you log off, you will need to enter your login credentials again before launching another application.



How to Get Help

If you need help, please contact the ITS Service Desk:

- My IT Support online portal
- My IT Support mobile app
- Call 866-236-0441

FAQ

Citrix Receiver Demonstration Questions and Answers

1. What are Citrix Receiver and Citrix StoreFront?

Citrix Receiver manages the applications and desktops accessed through Citrix. With our upgrade, Citrix StoreFront is the portal that allows you to access your Citrix applications and desktops any time, anywhere.

2. Will the new URL look different?

The new web page for CHI Citrix applications will look similar. It will be aligned to CHI's brand and it will introduce new features and functionality. You will have a Favorites page that will display your most-used Citrix applications.

3. Will the icons on my desktop stay the same?

If you have desktop icons today, they will stay the same if they are for applications identified as most-used Citrix applications in your division. You may add and remove applications that appear in Favorites, which will also add or remove the desktop icons the next time you log in, if the added application has been designated to appear on a desktop.

If you do not have desktop icons today, this will stay the same after the upgrade.

CHI will not provide access to legacy applications through this new site. There will be an alternative access method for those applications.

4. Can I install Citrix Receiver on my mobile device?

Yes. Steps for configuring Citrix Receiver on Windows 10, Mac OS X 10.13, iOS 11 and Android 7 can be found in the Bring Your Own Device (BYOD) User Guide. For assistance, please contact the ITS Service Desk.

5. What will a typical user see?

When you log in, you will see your Favorites, or your most-used Citrix applications. Favorites may be pre-populated based on the most commonly used applications in your division. You may change your Favorites.

6. What should I do if an application is not in my Favorites and I don't have a desktop icon?

You may add and remove applications from your Favorites, which will also add or remove the desktop icons the next time you log in, if the added application has been designated to appear on a desktop. See the appropriate section under [My Favorites](#) in this document.

7. What should I do if an application is not on my list of available applications?

We are not changing permissions, so this scenario should not occur. If it does, please contact the ITS Service Desk and ask to be added to the security group for the application.

8. Why can't I remove all my desktop icons?

Not all the icons on your desktop are managed by Citrix Receiver. If you are unable to find the application you are trying to remove in your Favorites or in your list of available applications, the icon cannot be removed from your desktop via Citrix.

9. What is the Desktops tab for?

The Desktops tab shows all the virtual desktops currently available to you.

10. Can I add a desktop to my Favorites?

Yes. Favorites can display applications and desktops.

11. I use VMWare to access a virtual desktop. Will I see this desktop when I select the Desktops tab?

No. The Desktops tab will only show Citrix virtual desktops.

12. If I go to an old URL, what will I see?

At this time we expect that the old login page will display a message that says you'll be redirected and the old URL will eventually go away.

13. What about non-CHI-owned devices (such as a device in a doctor's office)?

We are upgrading CHI devices with Citrix Receiver 4.4.5000. There is a separate Bring Your Own Device (BYOD) user guide with instructions on how to download and configure the upgraded version of Citrix Receiver on non-CHI owned devices. Note that older versions of Citrix Receiver should still work, but they may look a little different.

14. Will Allscripts applications and Cerner be accessible from the new URL?

No, Allscripts and Cerner applications will continue to be accessed from the existing URLs used today. Remote Hosting Option (RHO)-enabled workstations will continue to be configured to access Cerner or Allscripts applications.

If you are not using an RHO-enabled workstation, you may use the following URLs to access remote-hosted applications:

- Allscripts applications: Continue to use <https://allscripts.catholichealth.net/>
- Cerner applications: Continue to use <https://chicoctx.cernerworkswan.com/>

15. Will applications be accessible via the Citrix Online Plug-in icon in the system tray?

No. The Citrix Online Plug-in will be replaced by Citrix Receiver, and icons will be accessed via an application page similar to the web URL. Icons will be added to the start menu in a folder specifically for Citrix applications called Citrix Apps.