

Citrix Remote Access for Windows

The latest Citrix client can be downloaded directly from Citrix's website at the following location:

https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

Citrix Client Installation

Follow the steps below to install the Citrix client for Windows:

- 1. Install the Citrix client while selecting the default options. Fig.1 Fig.2
- 2. Leave Enable app protection unchecked Fig.3
- Once the installation is complete, select Finish. ^{Fig.4} Note: *Do not add an account*.

	Welcome to Citrix Workspace
	release to entry ronspace
	Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
Workspace	Allow applications access to your webcam and microphone. Allow applications to use your location. Allow access to local applications authorized by your company.
	- Save your credential to sign in automatically.
	Click Start to set up and install Citrix Workspace app on your computer.
citrix	















Internet Browsers

The following Internet browsers are supported with the Citrix client for Windows to gain access to UConn Health's Citrix applications:

Google Chrome	0	Supported	
Microsoft Edge (Chromium)	0	Supported	
Mozilla Firefox	6	Supported	
Internet Explorer 11	\bigcirc	Not Supported	

You must change the settings of the Citrix client from light version to **full version**.

- Open the browser and navigate to the UConn Health Citrix Portal: https://remote.uchc.edu
- After logging in, click on the drop-down arrow next to the settings gear icon in the upper right and select **Account Settings**^{Fig.1}
- Select Change Citrix Workspace app
- Select Detect Citrix Workspace app -or- Use full version Fig.2

HOME APPS DESKTOPS	Q 🗢		Welcorne to Citrix Workspace app For the best experience, use the full set of features bundled with Citrix Workspace app for Windows . Click Detect Citrix Workspace app to get started.
	Account Settings	citrix Workspace	Detect Citrix Workspace app
	About Log off		If you do not want to detect/install Citrix Workspace app you can use the light version, with fewer features, in your browser. Use light version
Fig.1		citrix Workspace	You are currently using the light version of Citrix Workspace app. Would you like to change to the full version? Use light version Use full version

Fig.2

Two-Factor Authentication

UConn Health uses two-factor authentication (2FA) powered by Duo Security to verify your identity in order to provide an additional layer of protection against data breaches.

Follow the steps below to login to the UConn Health Citrix Portal:

- Open the internet browser and navigate to the UConn Health Citrix Portal: <u>https://remote.uchc.edu</u>^{Fig.1}
- 2. Select one of the Duo two-factor authentication methods: Fig.2
 - Send Me a Push
 - Call Me
 - Enter a Passcode (displayed within the Duo mobile app)
- 3. Once you have successfully verified your identity using one of the authentication methods chosen, you will be granted access to your assigned Citrix published applications.





Fig.2

UConn Health Citrix Storefront Configuration

When logging into the UConn Health Citrix Portal for the very first time, very few applications will appear on the HOME page until manually added. The following are steps to add applications to the HOME page:

- 1. Select **APPS** at the top of the page. ^{*Fig.1*}
- 2. Click the **star** in the upper left of the desired application. *Fig.2*

citrix StoreFront		APPS DESKTOPS	ې 🗢	☆◀━━
Welcome	1			
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The application(s) will now appear on the HOME page on subsequent logins unless manually removed.