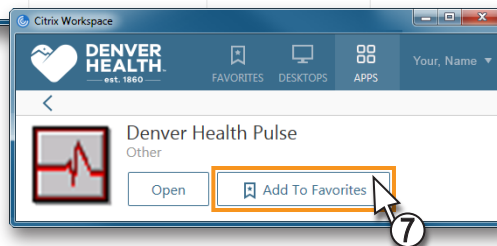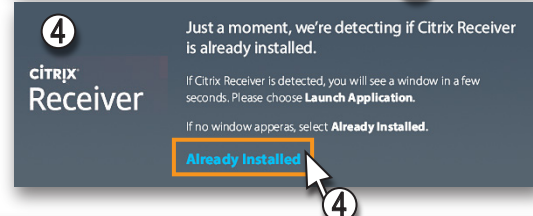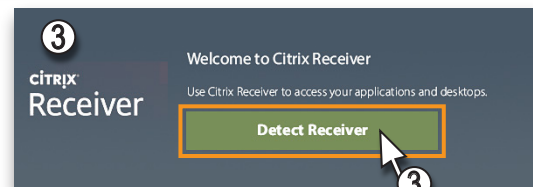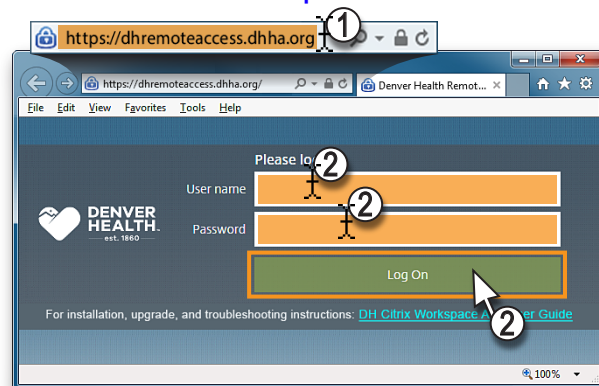# Citrix® Remote Apps/Dasboard Access
for a non-DH device to remote access Denver Health's virtual portal

Citrix Receiver/Workspace App allows staff to work off-site from your own personal device by connecting to the Denver Health network and virtually use many standard applications, just as though you were using an all-in-one machine on campus. The only application required to be downloaded and installed, is the Citrix Remote client associated with your device's web browser. This access does require pre-authorization and permission from DH IT.

① For your web browser address, enter – **https://dhremoteaccess.dhha.org**.

② **Log On** using your Denver Health Active Directory (AD) credentials – '**User Name**' and '**Password**'.

③ YOU MAY get this message if your computer doesn't have a suitable Citrix client installed, select '**Detect Receiver**'.

④ SOME BROWSERS may display this message even when the Citrix client is present. In this case, after selecting '**Detect Receiver**', click '**Already Installed**' to continue.

⑤ ONCE LOGGED ON, you will be shown the total list of the available Citrix '**APPS**' (applications) you can use remotely.

⑥ To **ADD** any APP to your FAVORITES tab, click its '**Details**' link by the icon.

⑦ Select '**Add To Favorites**' to enable quicker access to your most frequently used Citrix APPS.

You have the capability to simultaneously '**Open**' multiple APPS and/or multiple files from a single APP, with each opened in a separate browser window. Work files will be saved to our network H:\ home drive only. You will not be able to '**Save**' to to your local drive.

Remote Access to Citrix Receiver/Workspace . 1*

Windows 10 and 7 Troubleshooting 3*

Windows Upgrade Clean-up Utility 4*

Citrix Client Download Workspace App 5*

Apple/Mac Upgrade Troubleshooting 6*

Please log...
User name
Password
Log On
For installation, upgrade, and troubleshooting instructions: DH Citrix Workspace App User Guide
🔍 100% ▼

Welcome to Citrix Receiver
Use Citrix Receiver to access your applications and desktops.
Detect Receiver

Just a moment, we're detecting if Citrix Receiver is already installed.
If Citrix Receiver is detected, you will see a window in a few seconds. Please choose **Launch Application**.
If no window apperas, select **Already Installed**.
Already Installed

Citrix Workspace
DENVER HEALTH. est. 1860   FAVORITES   DESKTOPS   APPS   Your, Name ▼
All   Categories   🔍 Search All Apps

All Apps
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Denver Health Pulse — Details
Excel 2013 - Remote Office 2013 — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Microsoft Powerpoint - Remote Microsoft Office - (Lync) — Details
Microsoft Publisher - Remote Microsoft Office - (Lync) — Details
Microsoft Word - Remote Microsoft Office - (Lync) — Details
Outlook 2013 - Remote Office 2013 — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Publisher 2013 - Remote Office 2013 — Details
Application-Remote — Details
Application-Remote — Details
Remote Internet Explorer — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Word 2013 - Remote Office 2013 — Details

Citrix Workspace
DENVER HEALTH. est. 1860   FAVORITES   DESKTOPS   APPS   Your, Name ▼
Denver Health Pulse
Other
Open   🔖 Add To Favorites

© 2020 Denver Health.
Prepared by the PMO Instructional Design team.

▼ *Continued on next page – page 1 of 6*

Citrix® Remote Apps/Dasboard Access
for a non-DH device to remote access Denver Health's virtual portal

Citrix Receiver/Workspace App allows staff to work off-site from your own personal device by connecting to the Denver Health network and virtually use many standard applications, just as though you were using an all-in-one machine on campus. The only application required to be downloaded and installed, is the Citrix Remote client associated with your device's web browser. This access does require pre-authorization and permission from DH IT.

① For your web browser address, enter – **https://dhremoteaccess.dhha.org**.

② **Log On** using your Denver Health Active Directory (AD) credentials – '**User Name**' and '**Password**'.

③ YOU MAY get this message if your computer doesn't have a suitable Citrix client installed, select '**Detect Receiver**'.

④ SOME BROWSERS may display this message even when the Citrix client is present. In this case, after selecting '**Detect Receiver**', click '**Already Installed**' to continue.

⑤ ONCE LOGGED ON, you will be shown the total list of the available Citrix '**APPS**' (applications) you can use remotely.

⑥ To **ADD** any APP to your FAVORITES tab, click its '**Details**' link by the icon.

⑦ Select '**Add To Favorites**' to enable quicker access to your most frequently used Citrix APPS.

You have the capability to simultaneously '**Open**' multiple APPS and/or multiple files from a single APP, with each opened in a separate browser window. Work files will be saved to our network H:\ home drive only. You will not be able to '**Save**' to to your local drive.

Remote Access to Citrix Receiver/Workspace . 1*

Windows 10 and 7 Troubleshooting 3*

Windows Upgrade Clean-up Utility 4*

Citrix Client Download Workspace App 5*

Apple/Mac Upgrade Troubleshooting 6*

---

https://dhremoteaccess.dhha.org ①
File Edit View Favorites Tools Help

Please lo... ②
User name ②
Password ②
Log On ②
For installation, upgrade, and troubleshooting instructions: DH Citrix Workspace App User Guide
🔍 100% ▼

③ **Welcome to Citrix Receiver**
Use Citrix Receiver to access your applications and desktops.
Detect Receiver ③

④ **Just a moment, we're detecting if Citrix Receiver is already installed.**
If Citrix Receiver is detected, you will see a window in a few seconds. Please choose **Launch Application**.
If no window apperas, select **Already Installed**.
Already Installed ④

⑤ **Citrix Workspace**
DENVER HEALTH. est. 1860   FAVORITES   DESKTOPS   APPS   Your, Name ▼
All   Categories   🔍 Search All Apps

All Apps
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Denver Health Pulse — Details ⑥
Excel 2013 - Remote Office 2013 — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Microsoft Powerpoint - Remote Microsoft Office - (Lync) — Details
Microsoft Publisher - Remote Microsoft Office - (Lync) — Details
Microsoft Word - Remote Microsoft Office - (Lync) — Details
Outlook 2013 - Remote Office 2013 — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Publisher 2013 - Remote Office 2013 — Details
Application-Remote — Details
Application-Remote — Details
Remote Internet Explorer — Details
Application-Remote — Details
Application-Remote — Details
Application-Remote — Details
Word 2013 - Remote Office 2013 — Details

Citrix Workspace
DENVER HEALTH. est. 1860   FAVORITES   DESKTOPS   APPS   Your, Name ▼
Denver Health Pulse
Other
Open   🔖 Add To Favorites ⑦

DENVER HEALTH™ est. 1860

© 2020 Denver Health.
Prepared by the PMO Instructional Design team.

▼ *Continued on next page – page 1 of 6*

Citrix® Receiver/Workspace

⑧ Click the '**FAVORITES**' tab to view its functionality.

⑨ To **REMOVE** any APP on your FAVORITES tab, click its **Details** link by the icon.

Select **Remove** to make the interface more efficient by eliminating APPS not used.

Note: ONLY APPS you added to the FAVORITES tab can be **Removed**, the original default APPS are not able to be removed.

To make your FAVORITES tab more effective, you can rearrange the APPS icons by drag and dropping them in a more efficient display.

'**Remote Desktop**' requires an approved IT request to be installed/active. It allows the user to remotely access their on-site active DH laptop/PC. The experience is the same as being in the office—you are virtually using your work computer with all its applications and connections.

⑩ Click the '**DESKTOPS**' tab to view its functionality. A remote accessed DESKTOP will have the same rights and permissions as if at a network work station.

⑪ To **ADD** a DESKTOP to your FAVORITES tab, click its **Details** link by the icon.

⑪ You can also **Restart** your Citrix session on the Clinical Desktop, which will log you out and log you back in. Unsaved/current data may be lost.

Note: ONLY a DESKTOP you add to the FAVORITES tab can be **Removed**, the same way as APPS.

© 2020 Denver Health.
Prepared by the PMO Instructional Design team.

Citrix® Receiver/Workspace
Troubleshooting

If after successfully connecting to the Citrix Receiver/Workspace App landing page, you have problems launching an application, here are some solutions you can try depending on your devices operating system (OS):

Windows Troubleshooting
Windows 10 .ICA File Association

If experiencing issues with Windows 10 not launching Citrix APPS correctly, there may be an issue with file association that can be fixed by these steps:

① Click '**Start**' > '**Settings**' > '**System**'.

② On the left, select '**Default apps**', then in the main pane select '**Choose default apps by file type**'.

③ Scroll down to '**.ica**' (Citrix ICA Client)

④ If you don't see '**Citrix Connection Manager**' associated with .ica, click '**Choose a default**'.

⑤ Next, select '**Citrix Connection Manager**'. This makes the file association enabling you to launch Citrix APPS successfully.
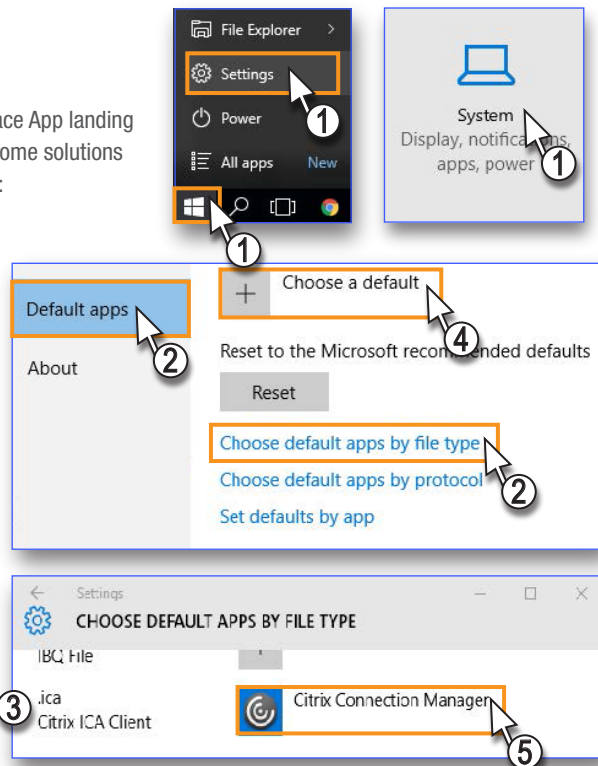
Windows Troubleshooting
Windows 7 .ICA File Association

If experiencing issues with Windows 7 not launching Citrix APPS correctly, there may be an issue with file association that can be fixed by following these steps:

① Click '**Start**' > '**Default Programs**'.

② Select '**Associate a file type or protocol with a program**'.

③ Scroll down to '**.ica**' (Citrix ICA Client).

④ IF the Current Default is not set to '**Citrix Connection Manager**', select '**Change `Program**'.

⑤ Select '**Citrix Connection Manager**' from the list of programs, click '**OK**'. This makes the file association enabling you to launch (**Open with**) Citrix Receiver successfully.
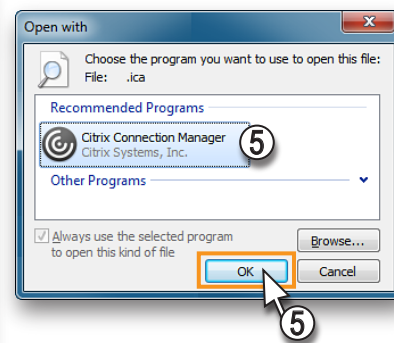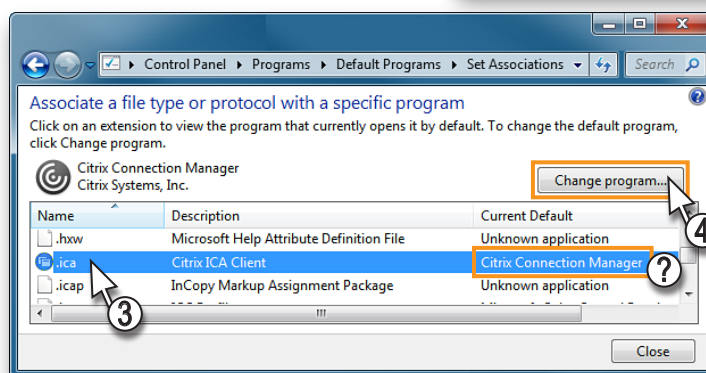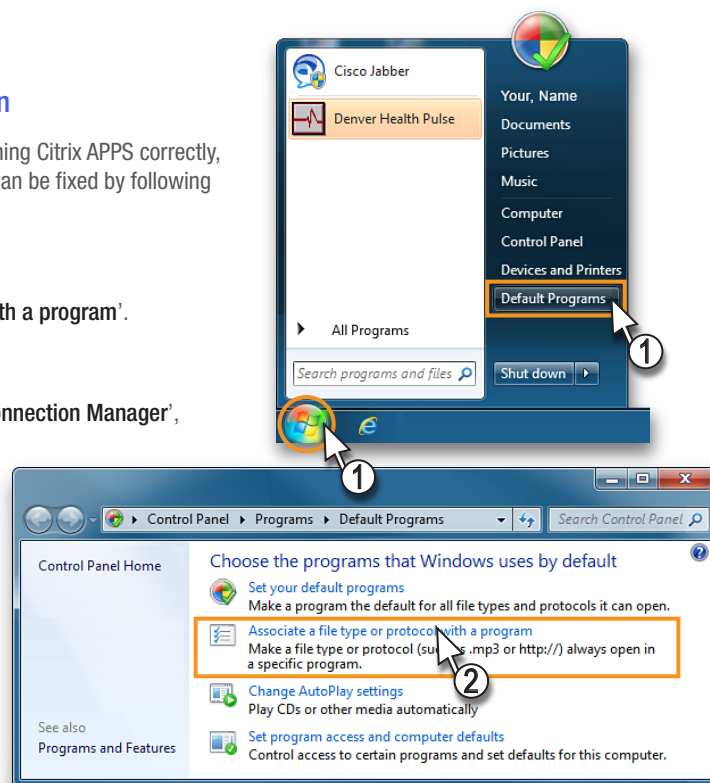
© 2020 Denver Health.
Prepared by the PMO Instructional Design team.

Citrix® Receiver/Workspace
Troubleshooting

Windows
Upgrade Clean-up Utility

If issues launching APPS persist, occasionally uninstalling an older version of the Citrix client (Control Panel > Programs > Uninstall a program > Citrix Receiver), leaves some components behind and they may cause issues with the newer version. If you experience any problems uninstalling the old client or if you experience issues launching APPS after upgrading, download the 'Citrix Receiver Clean-up Utility' and follow these instructions:

① 'Download' the Receiver Cleanup Utility from:
http://support.citrix.com/article/CTX137494.
IF prompted, select 'Open'.

② After downloading, double-click 'ReceiverCleanupUtility.exe'.
IF prompted, select 'Run' at prompt(s).

③ The utility launches and narrates its progress:
  Ⓐ Press any key to continue...
  Ⓑ Press any key to exit...

To download/upgrade the Workspace APP, go to:
https://www.citrix.com/downloads/workspace-app
and select the app associated with your device's operating system.

④ You may get a prompt to Run/Save the CitrixWorkspaceApp.exe file, select 'Run'.

⑤ The Citrix Workspace installation will launch, click 'Start'.

⑥ Check 'I accept the License Agreement', click 'Install'.

⑦ When the install is complete, click 'Finish'.
Your Citrix client is now up-to-date!

Contact the DH **Help Desk** if you continue having issues launching Citrix Receiver/Workspace App APPS, **303.436.3777**.

© 2020 Denver Health.
Prepared by the PMO Instructional Design team.
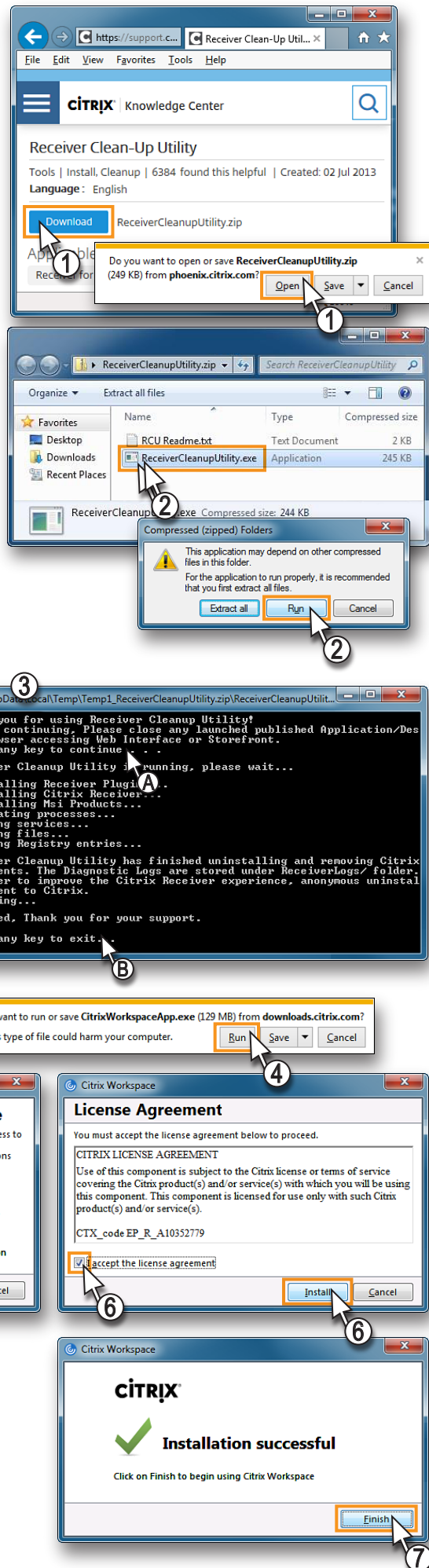
Citrix® Receiver/Workspace

Citrix Client download/upgrade/issues –

If running an older version (shown below) of the Citrix client on your personal device, then you need to upgrade to a newer version of the Citrix Workspace App for remote access.

| Unsupported Windows versions	Unsupported Apple versions
Citrix Online Plugin 12.1 and older	Citrix Online Plugin – all versions
Citrix Receiver 3.1 and older	Citrix Receiver 1.6 and older

To download/upgrade the Workspace App, go to:
https://www.citrix.com/downloads/workspace-app
and select the app associated to your devise's operating system (OS).

Other possible issues:

▶ Systems running **Windows 7/8/10** and/or **Internet Explorer 9/10/11** (IE) may benefit from adding the site to the '**Trusted Sites**' list if issues persist. To do this go to your IE browser and select: Tools > Internet Options > Trusted Sites. Click '**Sites**' and add '**https:dhha.org**' as a Trusted Site.

▶ **IE11** users having issues seeing a black screen, need to add "https:dhha.org" to their 'Compatibility View' settings. This is accessed from: '⚙' Settings > Compatibility View Settings.

▶ Contact the DH **Help Desk** if you have issues connecting, **303.436.3777**.
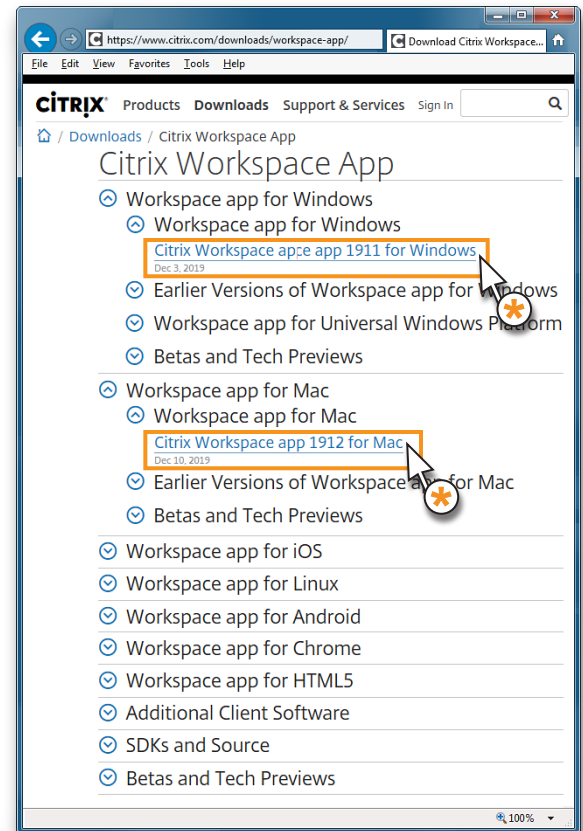
DENVER HEALTH™
est. 1860

© 2020 Denver Health.
Prepared by the PMO Instructional Design team.

Citrix® Receiver/Workspace
Troubleshooting

Apple/Mac Upgrade Troubleshooting

① Find the downloaded 'CitrixReceiverWeb.dmg' file, and double-click it to launch the installation.
Double-click '**Install Citrix Receiver**'.

② When prompted, click '**Continue**', '**Continue**', and '**Agree**' to accept the license agreement. To proceed, again click '**Continue**'.

③ To begin the installation, select '**Install**'. IF prompted, enter your Mac credentials to be able to click '**Install Software**'.

④ When the installation is complete, click '**Continue**' and '**Close**' to exit. Restart the computer and your Citrix client is now up-to-date.

NOTE: The first time you connect to a Citrix application after upgrading your client or making changes to your Mac security preferences, you may receive a prompt asking to trust the connection. Click '**Trust**' to proceed, otherwise you will not be able to launch applications.

Troubleshooting

Users with Mac Citrix Receiver version 12.0.x should upgrade to latest release. Issues related to sessions frequently disconnecting and a '**Bad Mac**' error are resolved by doing so.
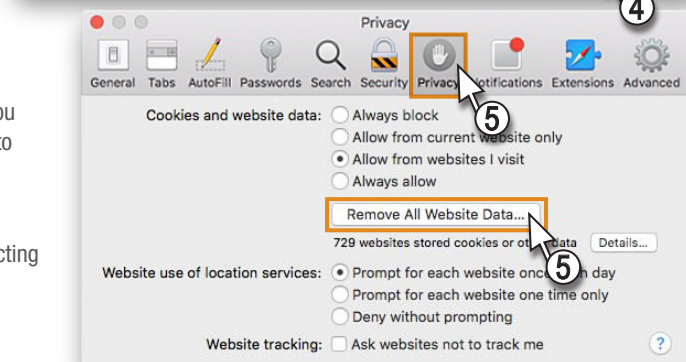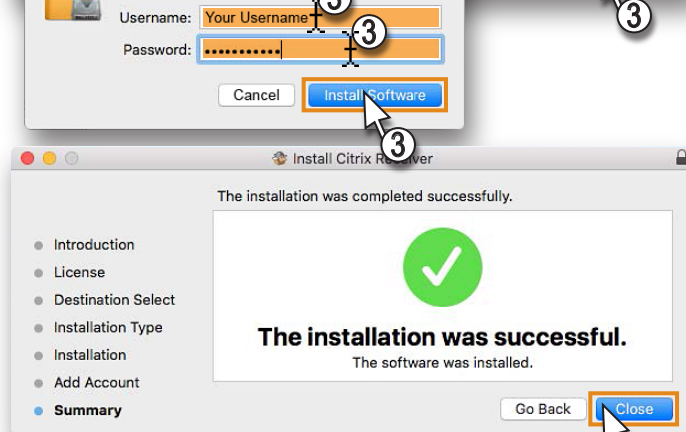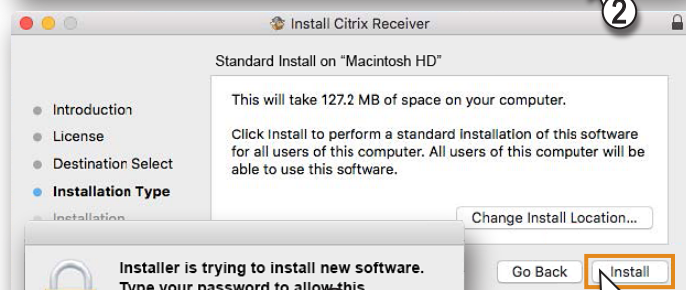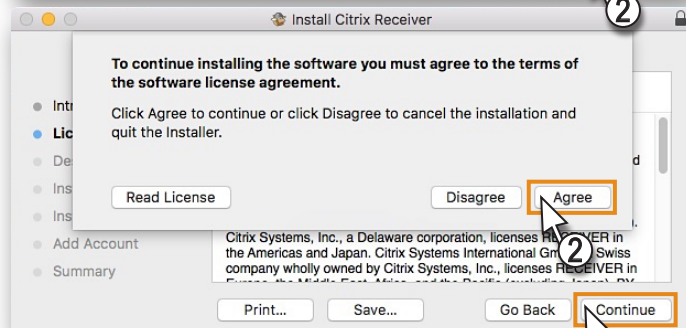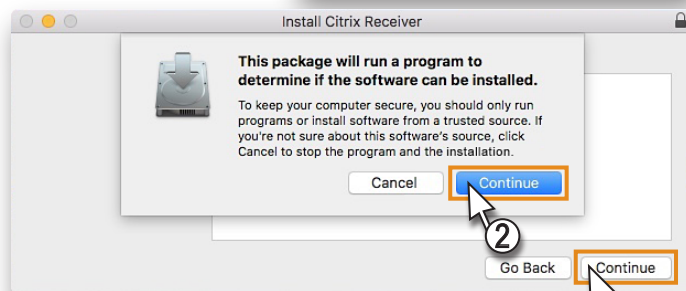
Safari browser users, when logged into ctxapps and clicking an APP icon, nothing seems to happen.

With Safari open, go to the Safari drop down menu in top left of menu bar and select '**Preferences**'.

⑤ Select the '**Privacy**' tab and click '**Remove All Website Data**'.

Next time you login and launch an APP in ctxapps you should be prompted to again trust the site. Be sure to select to '**Trust**' to proceed. Now you should be able to launch APPS.

Contact the DH **Help Desk** if you have issues connecting or launching Citrix Receiver/Workspace App APPS, **303.436.3777**.

Citrix Receiver

Install Citrix Receiver ①   Uninstall Citrix Receiver

Install Citrix Receiver

This package will run a program to determine if the software can be installed.

To keep your computer secure, you should only run programs or install software from a trusted source. If you're not sure about this software's source, click Cancel to stop the program and the installation.

Cancel   Continue ②

Go Back   Continue ②

Install Citrix Receiver

To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the Installer.

Read License   Disagree   Agree ②

- Introduction
- License
- Destination Select
- Installation
- Installation
- Add Account
- Summary

Citrix Systems, Inc., a Delaware corporation, licenses RECEIVER in the Americas and Japan. Citrix Systems International GmbH, a Swiss company wholly owned by Citrix Systems, Inc., licenses RECEIVER in Europe, the Middle East, Africa, and the Pacific (excluding Japan). BY

Print...   Save...   Go Back   Continue ②

Install Citrix Receiver

Standard Install on "Macintosh HD"

- Introduction
- License
- Destination Select
- **Installation Type**
- Installation

This will take 127.2 MB of space on your computer.

Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.

Change Install Location...

Go Back   Install ③

Installer is trying to install new software. Type your password to allow this.

Username: Your Username ③
Password: ●●●●●●●●●●● ③

Cancel   Install Software ③

Install Citrix Receiver

The installation was completed successfully.

- Introduction
- License
- Destination Select
- Installation Type
- Installation
- Add Account
- **Summary**

✓

The installation was successful.
The software was installed.

Go Back   Close ④

Privacy

General | Tabs | AutoFill | Passwords | Search | Security | Privacy | Notifications | Extensions | Advanced

Cookies and website data:
- ○ Always block
- ○ Allow from current website only
- ● Allow from websites I visit
- ○ Always allow

Remove All Website Data... ⑤

729 websites stored cookies or other data   Details...

Website use of location services:
- ● Prompt for each website once each day
- ○ Prompt for each website one time only
- ○ Deny without prompting

Website tracking: ☐ Ask websites not to track me ⑤