

Instructions for installing Citrix Receiver



Remote Access End User Reference Guide for Access to SJLinked

Version 1.0
4/21/2014

Contents

Introduction	2
Installing Citrix Receiver for Windows	3
Before You Begin.....	3
System Requirements	3
Install Citrix Receiver.....	4
To access your applications	8
Installing Citrix Receiver for Mac	9
Before You Begin.....	9
System Requirements	9
Install Citrix Receiver.....	9
To access your applications	15
Troubleshooting.....	16
Support Information	16

Introduction

St. Joseph's remote access apps are a group of programs including **SJLinked Hyperspace** residing on a central server that are available to selected individuals. You do not need to have these applications installed on your computer to use them. Instead, you just need to download and install a free client called Citrix Receiver. This document provides guidance for installing the receiver and launching SJLinked Hyperspace.

This document is meant as a guide. Individual personal devices will vary based on specific environments and settings.



Installing Citrix Receiver for Windows

Before You Begin

- To perform these steps, you must have the ability to install software on your computer. Local administrator permissions are required.
- These steps assume you are using Internet Explorer. The steps may vary slightly if you are using a different web browser.
- Access to SJLinked applications assumes that you have attended the required system training and know your associated IDs and passwords.

System Requirements

Operating Systems: Windows XP SP3, Windows 7, Windows 8

Hardware: At least 256MB RAM | 80MB free disk space | a working network or Internet connection

Supported Browsers: Internet Explorer 7 or higher

Install Citrix Receiver

1. Open a web browser and go to <http://receiver.citrix.com>. Then click **Download Receiver for Windows**.



2. Read the license agreement. Then click the box next to *I agree to the terms of the Citrix License Agreement* and click **Continue**.



3. In the yellow bar near the top of the window, select **Click here for options**.



4. Click **Download File**.



- When prompted to run or save the CitrixReceiverWeb.exe file, click **Run**. The Citrix Receiver software will download to your computer.

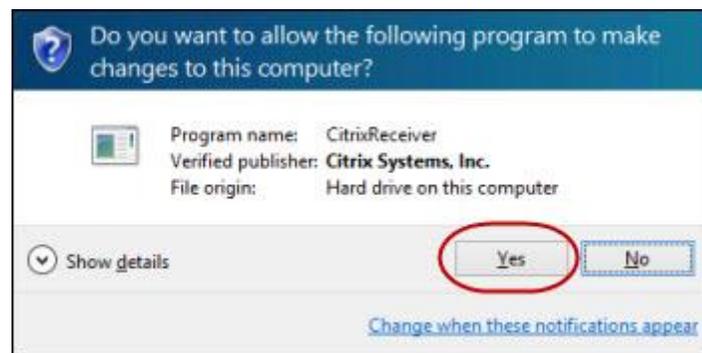
Download Prompt Windows 8



Download Prompt Windows 7/Vista/XP



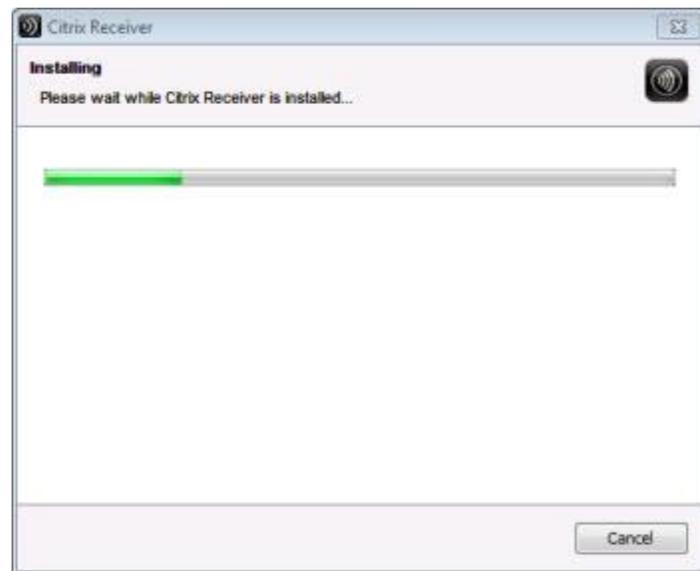
- A verification message appears. The message can vary slightly, depending on the version of Windows. In the case of Windows 8 or Windows 7, click **Yes**.



7. At the Welcome to Citrix Receiver Setup window, click **Install**.



A status bar indicates the progress of the installation.



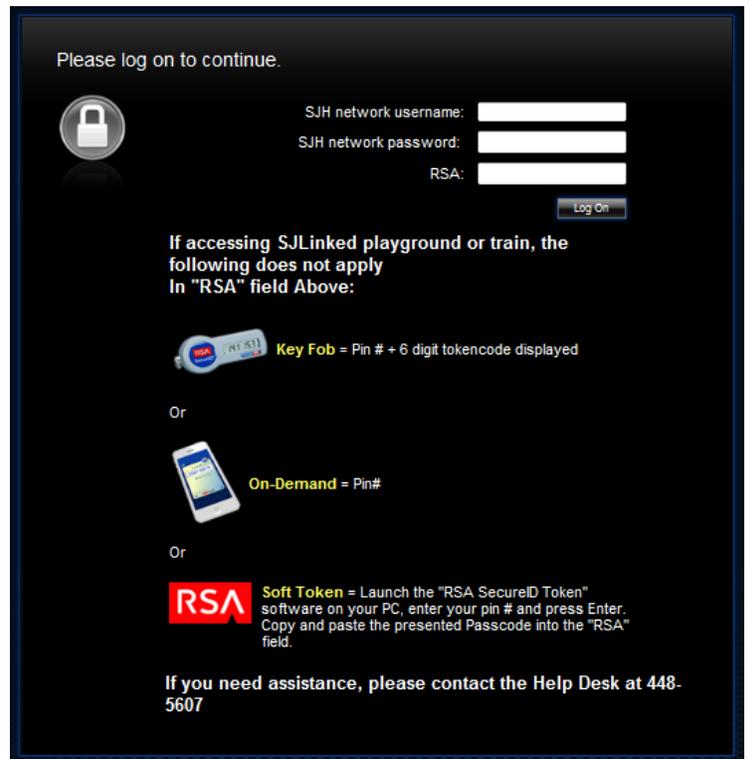
8. When the installation is complete, the installation window closes automatically and the Citrix Receiver icon appears. In Windows 8, it appears as a tile on the Desktop. In previous versions of Windows, it appears on the



task bar, located on the lower-right portion of the screen.

To access your applications

9. Browse to <https://citrix.sjhsyr.org>
1. Type your network username and password and RSA information. (Your network ID the same as your Epic and email account)



10. Click on the published application that you have access to (either EpicCare Link or SJLinked Production)



Installing Citrix Receiver for Mac

Before You Begin

- To perform these steps, you must have the ability to install software on your computer
- These steps assume you are using Safari. The steps may vary slightly if you are using a different web browser
- Access to SJLinked assumes that you have attended the required system training and know your ID and password

System Requirements

Operating Systems: Mac OS X 10.6 – 10.9

Hardware: At least 256MB RAM | 80MB free disk space | a working network or Internet connection

Supported Browsers: Safari 7.0 and 6.x

Install Citrix Receiver

2. Open a web browser and go to <http://receiver.citrix.com>. Then click **Download Receiver for Mac**.
-

3. Click the *Show downloads* icon on the upper-right portion of the window.

When the **CitrixReceiverWeb.dmg** file is finished downloading, double-click it.



4. Close the Safari window by clicking the red close button on the upper left corner.



5. Double-click the **Install Citrix Receiver.pkg** icon.



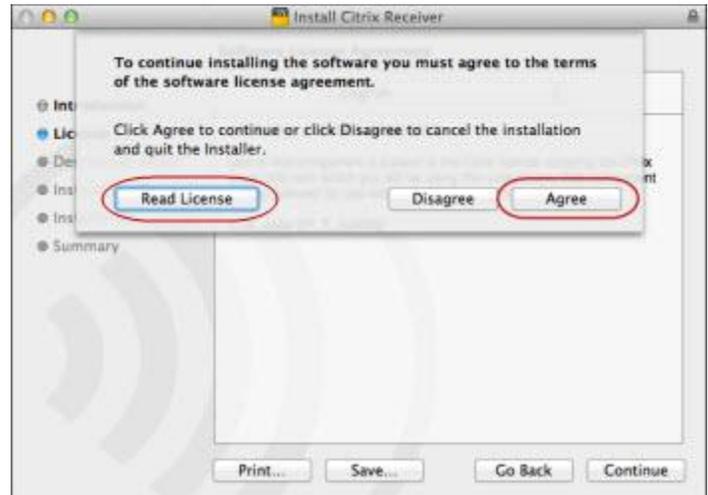
6. Click **Continue**.



7. Click **Continue**.



8. If you wish to read the software license agreement, click **Read License**. Then click **Agree**.



9. Click **Install**.



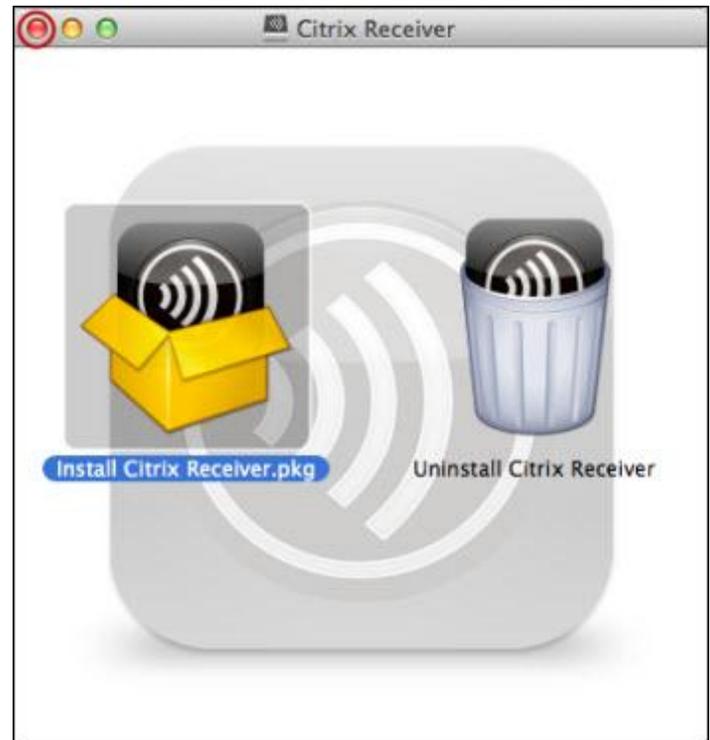
10. Type your Mac username and password. Then click **Install Software**.



11. When notified the installation is complete, click **Close**.



12. Close the Citrix Receiver window.



To access your applications

13. Browse to <https://citrix.sjhsyr.org>
14. Type your network username and password and RSA information. (Your network ID the same as your Epic and email account)

Please log on to continue.

 SJH network username:
SJH network password:
RSA:

If accessing SJLinked playground or train, the following does not apply
In "RSA" field Above:

 **Key Fob** = Pin # + 6 digit tokencode displayed

Or

 **On-Demand** = Pin#

Or

 **Soft Token** = Launch the "RSA SecureID Token" software on your PC, enter your pin # and press Enter. Copy and paste the presented Passcode into the "RSA" field.

If you need assistance, please contact the Help Desk at 448-5607

15. Click on the published application that you have access to (either EpicCare Link or SJLinked Production)



Troubleshooting

This section lists potential problems and solutions to assist users in resolving common Citrix related problems that may occur.

Please ensure that you have reviewed the following topics before contacting your IT support services or the St. Joseph's Hospital Health Center IT Help Desk.

1. When I try to install the Citrix Receiver my computer says that I do not have the correct permissions.
 - a. To install Citrix Receiver you must have administrator rights on your computer.
2. I do not have Citrix Receiver
 - a. Browse to <http://receiver.citrix.com>
3. I already have Citrix Receiver installed on my computer but I keep being asked to install it.
 - a. Click "Skip to Log on" to skip the auto-detect and install process and go directly to the Citrix login screen.
4. The auto-detect did not work and I still do not have Citrix Receiver on my computer.
 - a. Got to <http://www.citrix.com/downloads/citrix-receiver.html> to locate your Operating System from the list and manually install Citrix Receiver to your computer.
5. I'm being asked to open, run or save a launch.ica file.
 - a. If you already have the Citrix receiver installed, find the launch.ica file, right click on it and select "Open file with..." or "Always open file with..." and locate the Citrix Receiver application. You may need to browse for this file under Applications (Max OS) or under C:\Program Files (x86)\Citrix\Receiver (Windows). In future the Citrix Receiver should automatically open this file.
 - b. Add <https://citrix.sjhsyr.org> as a Trusted Site within IE

Support Information

If you need assistance please contact your IT support services or the St. Joseph's Hospital Health Center IT Help Desk at **315.448.5607**