

## AHS Citrix Remote Access Client Install for Windows 10

Atlantic Health System has implemented new functionality for remote access to your Citrix Portal applications. This new solution was created for 'Remote' access only. It can be used on Atlantic and non-Atlantic devices. This document provides information about how to use Citrix Workspace App to access AHS Citrix Apps.

Multifactor Authentication (MFA) is required to access Citrix from an external location. If you have not already enrolled in MFA, you must register first. Instructions can be found here > MFA will prompt you to authenticate each time.

If you are accessing AHS Citrix from a machine where you are logged into a different personal/business Office 365 account, you may prefer to configure a Citrix account instead of using the web portal. Instructions to configure an account are located <u>here</u>.

1. On the Search bar located at the bottom left, type "**Edge**" and click on Microsoft Edge as shown below.





2. Once Edge is open go to the following URL: <u>apps.atlantichealth.org</u> A website will appear, requesting you to click **"Log On"** to proceed as shown below.

P Atlantic Health System
Private dati tig for a property Log Con-
First time here? You must enroll in Multi Factor Authentication (MFA). Enroll here,
Forgot your password?
Support Documentation
Customer Support Center 973-971-7272
ls.my.aystem.compatible2
This computer system/nenote access solution is the property of Atlantic Health System. It is for authorized use only. Atlantic Health System moeitors all activities on this system and unauthorized or improper use may result in disciplinary action, civil charges/criminal penalties, and/or other sanctions as set forth by Atlantic Health System's legal department.By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use.
PLEASE CLOSE THIS SESSION IMMEDIATELY if you do not agree to the conditions stated in this warning.

3. After clicking "Log On" you will be prompted to sign in. Enter your AHS email address and click Next as seen below.

Microsoft			
Sign in			
first.last@atlantich	ealth.org		_
Can't access your acc	ount?		
Sign-in options			
	Back	Next	

NOTE: If the workstation used to access AHS Citrix is also used to access a different personal/business Office365 account you may receive a logon error. Refer to steps <u>here</u> for additional instructions.



4. On the next page enter your **AHS Domain Password** and click on **Sign In** as seen below:

( first last@atlantich.col	*h =
first.last@atlanticneal	th.org
Enter password	
Forgot my password	



5. If prompted for **MFA Authentication** respond to the MFA request to proceed beyond the next screen shown below

IVIICIOSOIL
first.last@atlantichealth.org
Approve sign in request
We've sent a notification to your mobile device Please open the Microsoft Authenticator app to respond.
Don't ask again for 60 days
Having trouble? Sign in another way
More information

NOTE: If MFA is configured for a phone call, you will receive a phone call. This phone call may come from 973-971-7462 or "NO CALLER ID"



6. On the next screen you will be prompted to stay signed in. If you would like to remain signed in on this device click **Yes** as seen below

Microsoft	
first.last@atlantichealt	th.org
Stay signed in	1?
Do this to reduce the r to sign in.	number of times you are asked
Don't show this ag	gain
	No <u>Yes</u>



7. If this is your first time logging in you may be prompted to **Detect Receiver**. Click on the button as seen below to proceed



8. On the Agreement Window, check the "I accept the License agreement" then click "Download"

	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 <b>Launch Application</b> .
citrix   Workspace	If no window appears, proceed to download.
	I agree with the Citrix license agreement
	Download
	Detect again   Already installed   Security details

**NOTE:** If you already have Citrix Workspace App / Receiver installed, you may click on "Already Installed" to proceed without downloading the client



9. The download will begin and appear in the bottom left of the window. Wait for the download to complete then click on **"Open File"** as seen below



10. Depending on your workstation settings, you may be prompted to accept User Account Control. If prompted, click on **"Yes"** as seen below to proceed



NOTE: This step requires administrative rights on the computer. If you do not have administrative rights you will need to request them from the owner of the machine you are using, or work with them to perform the install for you.



11. The installation will begin, click on "Start" as seen below to proceed through install





12. On the next screen check the box for **"I accept the license agreement"** then click on **"Next"** to proceed

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overing t his comp product(s)	he Citrix product(s) and onent. This component and/or service(s).	o the Clinx license of te or service(s) with which is licensed for use only	mis of service h you will be using with such Citrix	
TX_cod	EP_R_A10352779			



13. On the next screen simply click "Install" to proceed

Citr	ix Workspace
	App protection
	Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.
	Enable app protection
	Warning: You cannot disable this feature after you enable it. To disable it, you must uninstall Citrix Workspace app. For more information, contact your system administrator.
	<u>Install</u> <u>Cancel</u>



14. The install will proceed, and you will be prompted to click **"Finish"** as seen below once completed.



15. Once install is finished, go back to the Edge browser on the apps.atlantichealth.org portal and click on **"Continue"** as seen below





16. Upon continuing you may be asked to confirm that Citrix was installed. If prompted with the screen below click on **"Already installed"** as seen below



17. You will now be presented with your list of applications and desktops. Click on the **"Apps / Desktops"** heading at the top of the screen to selects Apps or Desktops, then click on the App or Desktop you would like to launch





18. The first time you launch an app or desktop you may be prompted to "Open File" in the bottom left corner of your screen. To prevent this from occurring each time you launch an app or desktop, click on the "3 dots" then choose "Always open files of this type" as seen below

		Open
		Always open files of this type
	2	Show in folder Copy download link Report this file as unsafe
		Delete file Cancel
RGVmYXVsdEFnZ3JIZica		You can choose to save files automa or be prompted before downloading

19. Once always open files of this type is selected, click on **"Open File"** or click on the app / desktop again to launch a session.



Please note that going forward this prompt will not appear and files will open automatically.



20. Your application or desktop will launch. You have now completed the Citrix setup.



 $\underline{\textbf{Note:}}$  If you don't see the application or Desktop you want to access, please contact

CSC at <u>973-971-7272.</u>



## How to configure a Citrix account for AHS Citrix Apps

If the workstation you use to access AHS Citrix is also used to access another Office 365 account, you may find it easier to configure a Citrix account and access directly via the application instead of the web portal. The instructions below will outline how to setup the account for Citrix.

If you see an error similar to the below when attempting to logon to the web portal, follow the instructions below:

Sign in	
Sorry, but we're having trouble si	gning you in.
AADSTS90072: User account 'live.com' does not exist in tenan in that tenar user in the tenant first. Sign out a Directory user account	from identity provider 'AHS' and cannot access the application ' nt. The account needs to be added as an external and sign in again with a different Azure Active

 Right click on the "blue marble" Citrix Workspace app in the bottom right corner of your screen and select "Open" as seen below.



NOTE: if you do not have the icon in the bottom right corner of your screen, download and install from <u>here</u>. This will only be required once.

## Infrastructure Services 475 South Street Morristown, NJ 07960



2. Enter "apps.atlantichealth.org" into the text field and click on "Add"

Citrix Workspace	×
Add Account	
Enter your work email or server address provided by your IT department:	
apps.atlantichealth.org	
<u>A</u> dd <u>C</u> lose	

3. Click on "Log On" on the next screen





4. After clicking "Log On" you will be prompted to sign in. Enter your AHS email address and click Next as seen below.

Sign in		
first.last@atlantiche	alth.org	
Can't access your acco	unt?	
Sign-in options		
	Back	Next



5. On the next page enter your **AHS Domain Password** and click on **Sign In** as seen below:

Enter password	first.last@atlantichealth.org	
	ter password	
	•••••	
Forgot my password	jot my password	



6. If prompted for **MFA Authentication** respond to the MFA request to proceed beyond the next screen shown below

tirst	.last@atlantichealth.org
Ap	prove sign in request
Ô	We've sent a notification to your mobile device Please open the Microsoft Authenticator app to respond.
	Don't ask again for 60 days
Havi	ing trouble? Sign in another way
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7. On the next screen you will be prompted to stay signed in. If you would like to remain signed in on this device click **Yes** as seen below

Microsoft				
first.last@atlantichealt	:h.org			
Stay signed in?				
Do this to reduce the r to sign in.	number of times you are asked			
Don't show this ag	gain			
	No <u>Yes</u>			



Your AHS applications and desktops will now be available to launch. Click an icon to

start your session		
Oitrix Workspace		– 🗆 X
Atlantic Health System	APPS DESKTO	Q 🌣
Desktops		
All (2)		
AHS Virtual Desktop		

<u>Note:</u> If you don't see the application or Desktop you want to access, please contact CSC at <u>973-971-7272.</u>

The next time you would like to logon to AHS Citrix, just right click on the Citrix

Workspace icon in the bottom right of your screen and select "Open".

