

How to Check for Compatibility with AHS Security Updates (Effective October 29, 2019)

Please refer to the sections below to check if the browser, Citrix version, and/or mobile device you use to access this website meet the compatibility requirements:


Contents

Microsoft Edge	2
Microsoft Internet Explorer	2
Google Chrome	3
Firefox	4
Safari	5
Mobile Devices	6
Apple iOS	6
Android	7
Citrix Receiver / Workspace	8
Windows	8
MAC OS X	11
Mobile Devices – Android and Apple iOS	12

Microsoft Edge

Microsoft Edge browser is supported.

Microsoft Internet Explorer

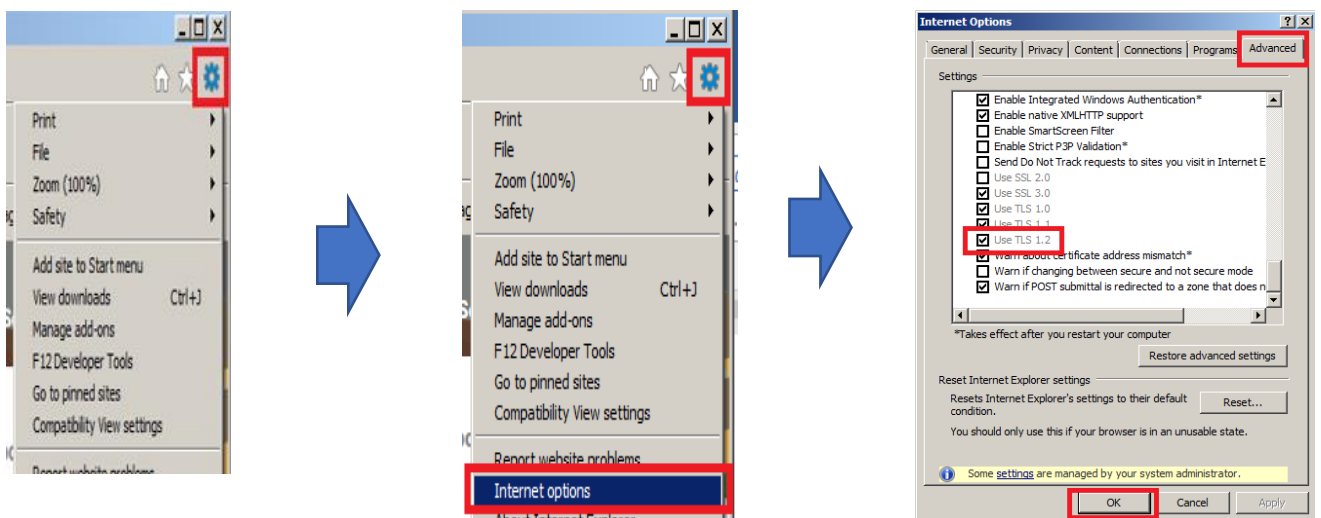
Launch Internet Explorer and click on the  icon in the top right of the window, then select About Internet Explorer.




Internet Explorer version must be 11 to be supported. Internet Explorer upgrade to version 11 may require a Microsoft Windows Operating System(OS) upgrade for computers running an OS version older than Windows 7.

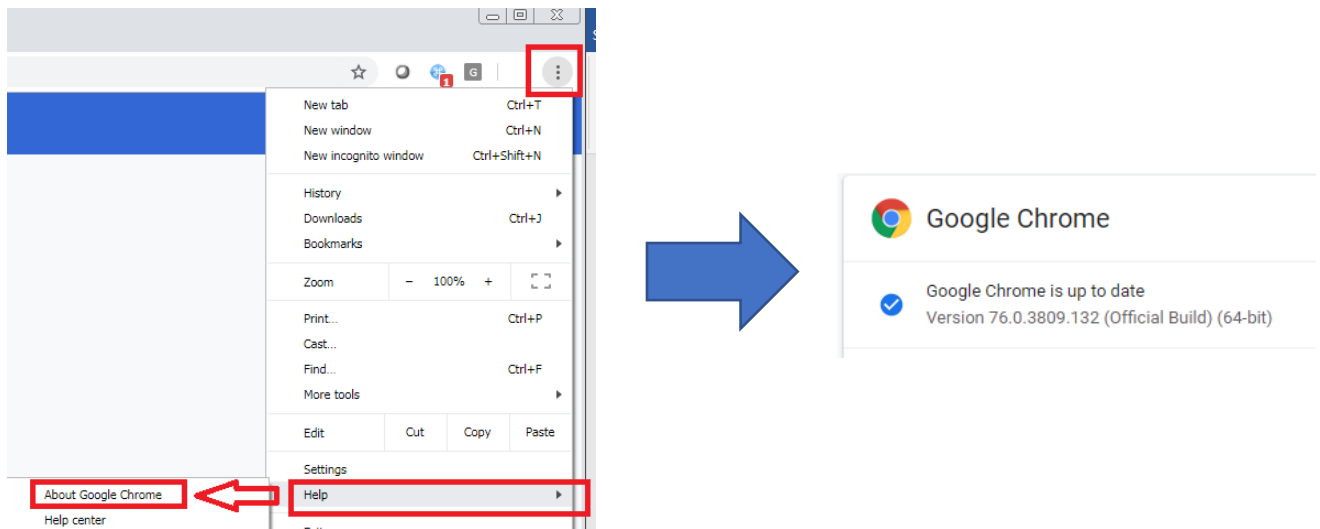
TLS security setting must be enabled for Internet Explorer 11 to be supported and work properly.

To check TLS setting, click on “gear” icon at the top right of the Internet Explorer window, then select Internet Options. Click on the Advanced tab, then scroll to the bottom of the window and check the box for TLS 1.2, then click OK.




Google Chrome

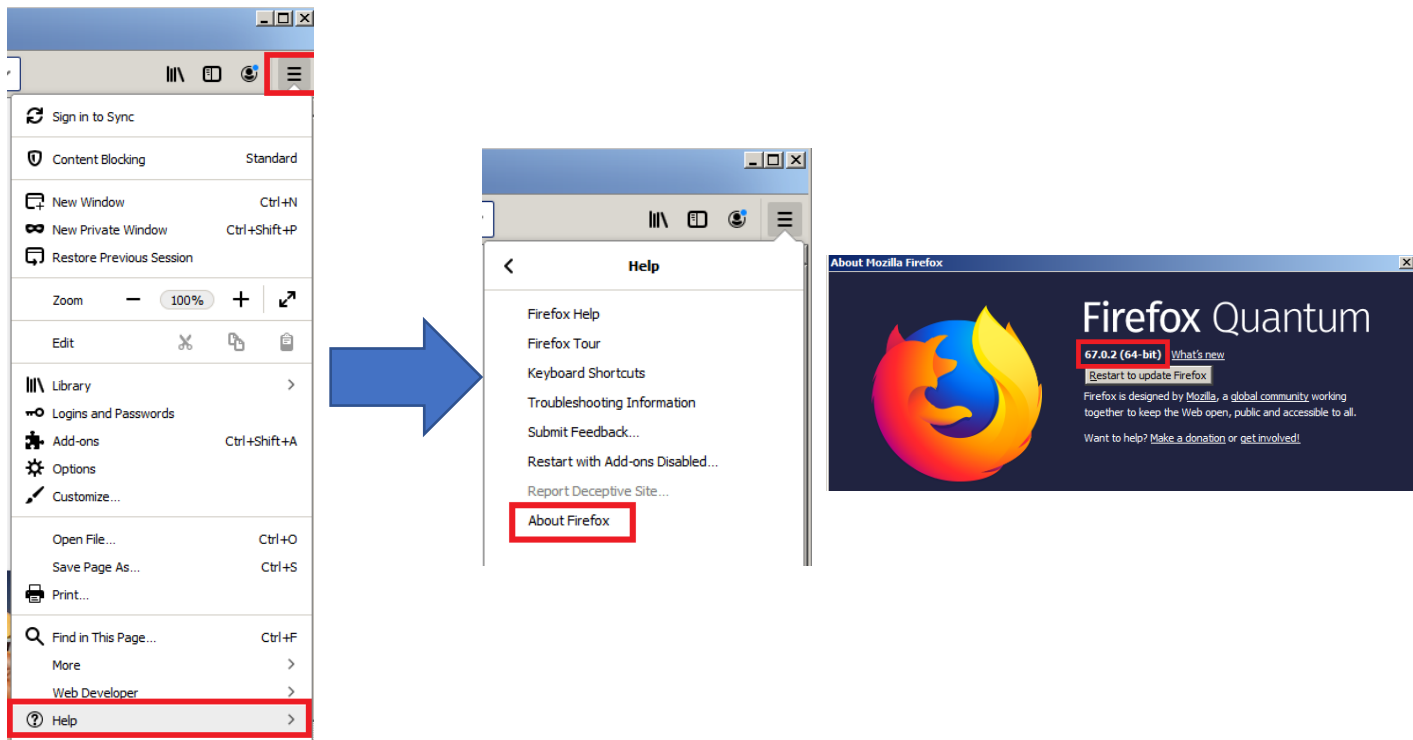
Launch Chrome and click on the  icon in the top right of the window, then select Help -> About Google Chrome.



The Google Chrome version must be 38 or higher to be supported.

Firefox

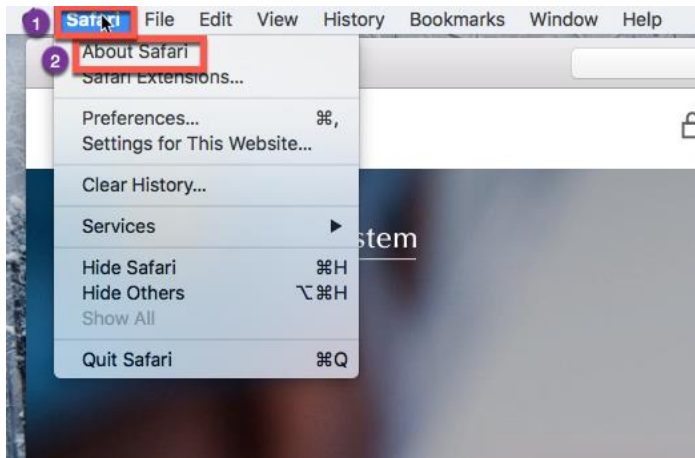
Launch FireFox and click on the  icon in the top right of the window, then select Help -> About Firefox.



Firefox browser version must be 27 or higher to be supported.

Safari

Launch Safari and click on the name "Safari" located at the top left corner. Then Click "About Safari".



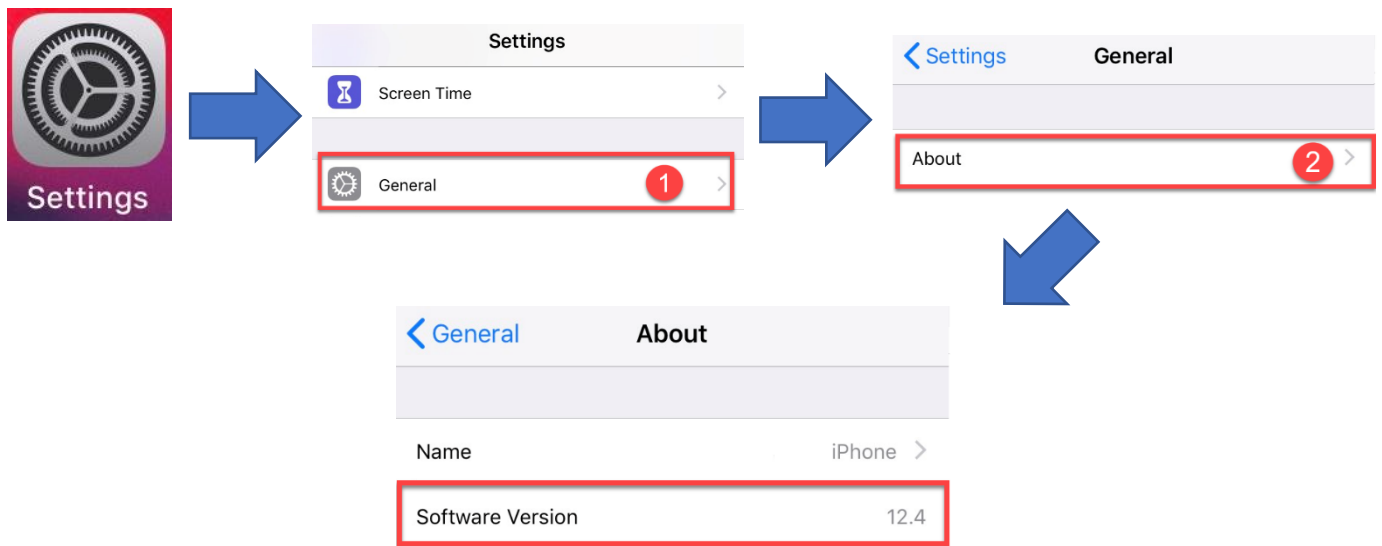
Safari browser version must be 7 or higher to be supported.

Mobile Devices

Apple iOS

Apple iOS devices must be on version 5 or higher to be supported.

To check your version open the Settings app, select General, then select About. The section that lists the "Software Version" must be version 5 or higher.

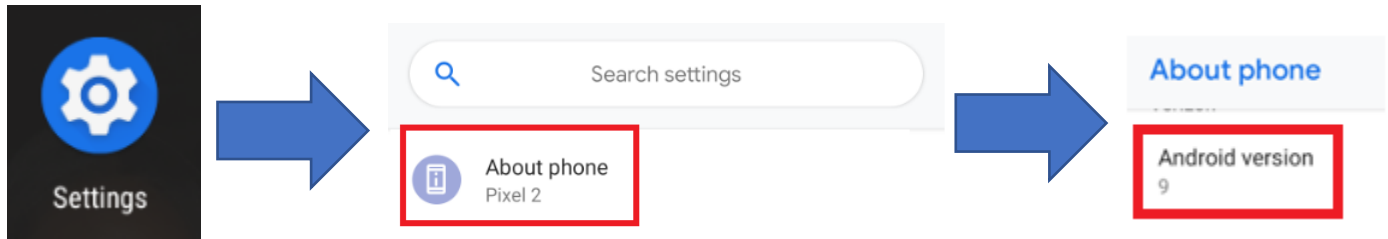


If your device is not version 5 or higher, please install an updated version. If your device is not capable of updating to version 5 or higher you may need to upgrade your device. Please contact your mobile device carrier/manufacturer for assistance with this process.

Android

Android devices must be on version 5 or higher to be supported.

To check your version open the Settings app and open the "About phone" section. The section that lists the "Android Version" must be version 5 or higher.



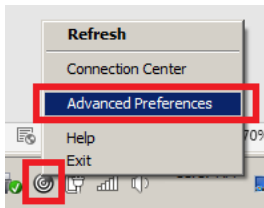
If your device is not version 5 or higher, please install an updated version. If your device is not capable of updating to version 5 or higher you may need to upgrade your device. Please contact your mobile device carrier/manufacturer for assistance with this process.

Citrix Receiver / Workspace

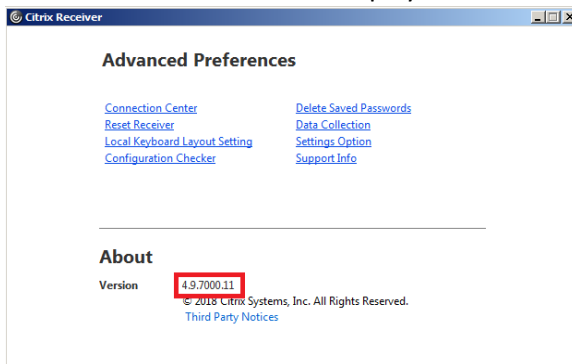
Depending on the computer system you are using, your Citrix software needs to be a specific version to be supported.

Windows

1. Right click on the Citrix Receiver icon in the bottom right corner of your screen, then left click on the Advanced Preferences option.



2. Version of Citrix Receiver is displayed.



3. If the version is 4.5 or below an upgrade will be required.
To perform the upgrade, browse to <https://receiver.citrix.com> and click on “Download for Windows”.

Download Citrix Workspace app

Everything you need—your apps, files and desktops—at your fingertips.

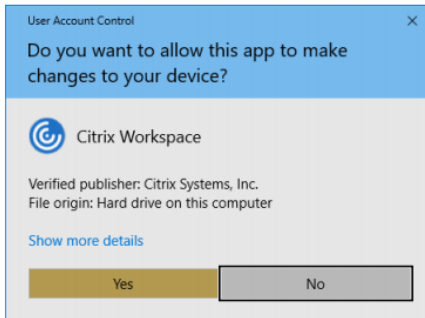
Citrix Workspace app is the easy-to-install client software that provides seamless, secure access to everything you need to get work done. With this free download, you easily and securely get instant access to all applications, desktops and data from any device, including smartphones, tablets, PCs and Macs.

[Download for Windows](#)

4. Click the “Download Citrix Workspace App for Windows” button.
Run the application when the download completes.



5. If prompted to allow changes on the device, click Yes.



6. Click "Start" on the next window.

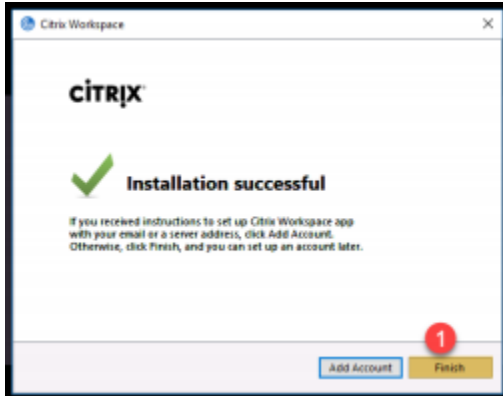


7. Check the box for "I accept the license agreement" and then click on "Install".





8. When completed, click on "Finish".



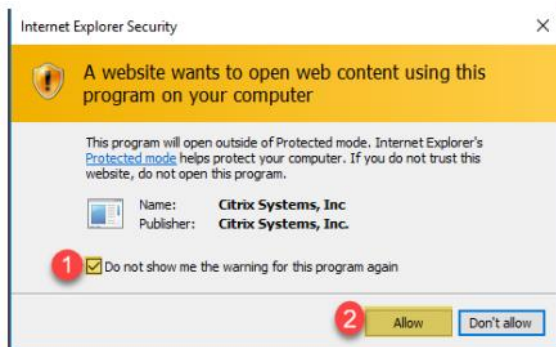
9. You have completed the upgrade!

You may now browse to <https://apps.atlantichealth.org> and log in using your AHS username and password.

NOTE: If prompted to allow a plugin, click on "Allow" at the bottom of the screen:



Check the box to not show the warning again and click "Allow" on the window that appears:



MAC OS X

1. Launch Citrix Receiver App and at the top of MAC OS X bar click Citrix Receiver.
2. Click About Citrix Receiver.



3. Version of Citrix Receiver is displayed.



4. If the version is below 12.4 you will need to install an upgrade.
For upgrade instructions, please refer to page 11 in the Mac OS documentation:
https://www.atlantichealth.org/content/dam/atlantichealth-v2/secure-access/remoteaccess/citrix/citrix_rac_ahs_mac_w_mfa.pdf



Morristown Medical Center
Overlook Medical Center
Newton Medical Center
Chilton Medical Center
Hackettstown Medical Center
Goryeb Children's Hospital
Atlantic Rehabilitation

Mobile Devices – Android and Apple iOS

To ensure compatibility, install the latest available version of Citrix Workspace App from the Google Play Store or Apple App Store. For instructions, please refer to the below documentation:

Android

<https://www.atlantichealth.org/content/dam/atlantichealth-v2/secure-access/remoteaccess/mobile/AHS%20Citrix%20Remote%20Access%20For%20Android.pdf>

Apple iOS

<https://www.atlantichealth.org/content/dam/atlantichealth-v2/secure-access/remoteaccess/mobile/AHS%20Citrix%20Remote%20Access%20For%20IOS.pdf>