Citrix Remote Access for Windows

Use the Citrix client for Windows with **Internet Explorer 11** to gain access to UConn Health’s Citrix applications. *Note: Microsoft Edge is currently not supported.*

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


**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
3. Once the installation is complete, select **Finish, Do not add an account**. Fig.4
4. Open Internet Explorer 11 and navigate to the UConn Health Citrix Portal: [https://remote.uchc.edu](https://remote.uchc.edu)

5. When prompted, **Allow** the Citrix plugin to run. See below:

**Internet Explorer**

![Image](image1.png)

**OPTIONAL:** If using Google Chrome, you must change the version of Citrix Receiver from light version to full version.

1. Open Google Chrome and navigate to the UConn Health Citrix Portal: [https://remote.uchc.edu](https://remote.uchc.edu)

2. After you have logged in, click on the drop down arrow next to your name in the upper right and select **Change Citrix Receiver...** [Fig.1](#)

3. Select **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:

1. Open **Internet Explorer 11** and navigate to the UConn Health Citrix Portal: https://remote.uchc.edu 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.
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 FAVORITES page until manually added. The following are steps to add applications to the FAVORITES page:

1. Select **APPS** at the top of the page.  
   ![Fig.1](image1)

2. Click **Details** next to the desired application and select **Add To Favorites**.  
   ![Fig.2](image2) ![Fig.3](image3)

The application(s) will now appear on the FAVORITES page on subsequent logins unless manually removed.