

Citrix – Workspace App and Web Version

We recommend using the Citrix Workspace App. *To use the Citrix Workspace App the only DUO authentication method available is the **Push**. If you do not have a smart phone you can access the web based version of Citrix at: <https://remote.uhc.edu> and have access to DUO's alternative options. Go to this website with any web browser and log in with your UConn Health credentials.*

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Citrix Workspace App - Download & Installation

Go to <https://www.citrix.com/downloads>

Within the dropdown menu choose **“Select a Product”** select **Citrix Workspace App for Mac**

Once downloaded and installed, launch Citrix Workspace.

You will be prompted to enter your full UConn Health email address: **username@uchc.edu** to configure your account, then you will then be prompted to enter your UConn Health username and password to log in.

Citrix Workspace App – Troubleshooting

When you download the Citrix Workspace app installer, there is an uninstaller file contained in that folder. Download the latest version of Citrix and run the uninstaller. Then re-install the app, log in and try again.

Citrix Workspace Applications

Once logged into Citrix workspace either through the app or a web browser, you will have access to many apps. The most commonly used ones are outlined below.

If you do not see any the following icons in your FAVORITES view click on the APPS tab in the gray bar.

If they do not appear in the APPS tab, contact the Service Desk at x4400 to ask about having it added to your Citrix application list.

Remote Desktop:

This will not allow you to remote into a Mac, only from a Mac or PC - into a PC.

When the Remote Desktop app launches you will need to enter your **PC computer name**. You will then be prompted to enter your UConn Health username and password.

Kronos - Time Reporting

You will be prompted to enter your UConn Health username and password.

Axium

You will be prompted to enter your UConn Health username and password.

EPIC

Go to the EPIC Prod icon, or you can open a VDI session to access EPIC, see the VDI section below for more details. While the EPIC Prod icon is quicker to load, it has a few limitations of functionality on the Mac platform that work properly in the VDI interface.

VDI – Virtual Desktop Interface (Windows)

Click on the DESKTOPS Tab at the top of the Citrix window and look for an icon named Win7 Type1, or Win10 Type1. This will open a Windows or Windows 10 VDI session, the start up process looks similar to swiping your ID at an imprivata badge scanner on a PC.

In most cases you cannot save files to, install applications, or save preferences to a VDI session. It will reset to the same settings every time you log in.

When closing a VDI session go to the Start menu and choose Shut Down like you would do on a PC. Simply closing the window can caused unexpected issues with your Citrix account.

Using DUO - Dual Factor Authentication for Citrix on a Mac

These instructions are based on the use of a smart phone with the DUO Mobile app installed. We strongly recommend using this method as it offers the most options for dual factor authentication. If you do not have a smart phone please contact the service desk at x4400 to have a ticket created for the Field Apple Support team. We will reach out to discuss alternative options.

How to register a smart phone with the DUO Portal

<https://health.uconn.edu/information-technology/wp-content/uploads/sites/45/2020/03/mobile-phones.pdf>

DUO Management Portal

<https://dmpportal.uhc.edu>

Accessing Citrix Workspace App:

*To use the Citrix Workspace App the only authentication method available is the **DUO Push**. If you do not have a smart phone skip to the next section.*

Open Citrix Workspace

If your password is not saved, log in. You should receive a notification on your smart phone

Open the DUO Mobile app

Click Approve

Accessing Citrix through remote.uhc.edu:

Web based Citrix works with all available DUO authentication methods.

Open your preferred web browser - *DUO has been tested with Safari, Firefox, and Chrome.*

Log in to <https://remote.uhc.edu>

You should receive a notification from the DUO Mobile app on your smart phone

Click Approve if a DUO Push was received

Or you may receive a phone call on your previously registered phone number to authenticate. Follow the instructions on the phone call to complete the authentication process.