

Citrix Remote Access for Windows

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

<https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>

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**. Fig.4

Note: **Do not add an account.**

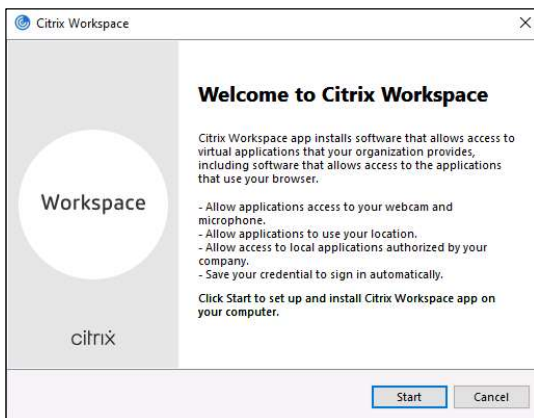


Fig.1

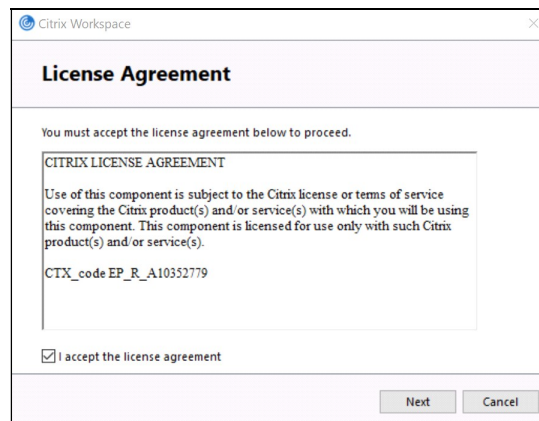


Fig.2



Fig.3

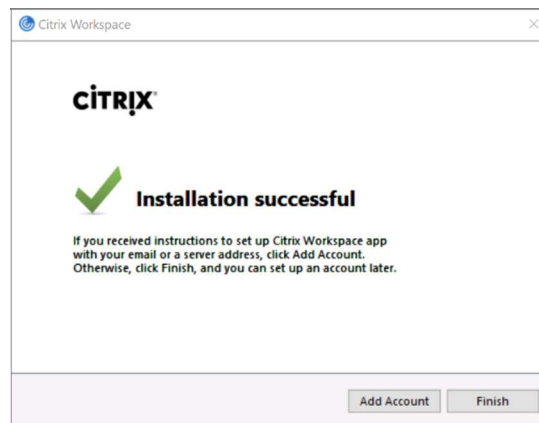






Fig.4

Internet Browsers

The following Internet browsers are supported with the Citrix client for Windows to gain access to UConn Health's Citrix applications:

Google Chrome		Supported
Microsoft Edge (Chromium)		Supported
Mozilla Firefox		Supported
Internet Explorer 11		Not Supported

You must change the settings of the Citrix client from light version to **full version**.

- Open the browser and navigate to the UConn Health Citrix Portal: <https://remote.uhc.edu>
- After logging in, click on the drop-down arrow next to the settings gear icon in the upper right and select **Account Settings** ^{Fig.1}
- Select **Change Citrix Workspace app**
- Select **Detect Citrix Workspace app -or- Use full version** ^{Fig.2}

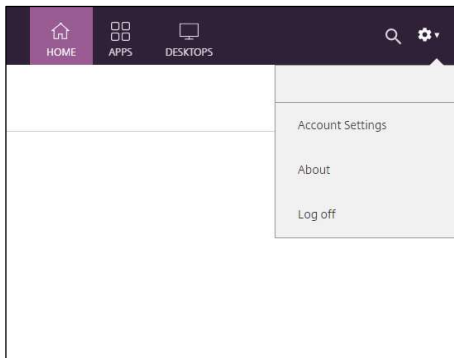


Fig.1

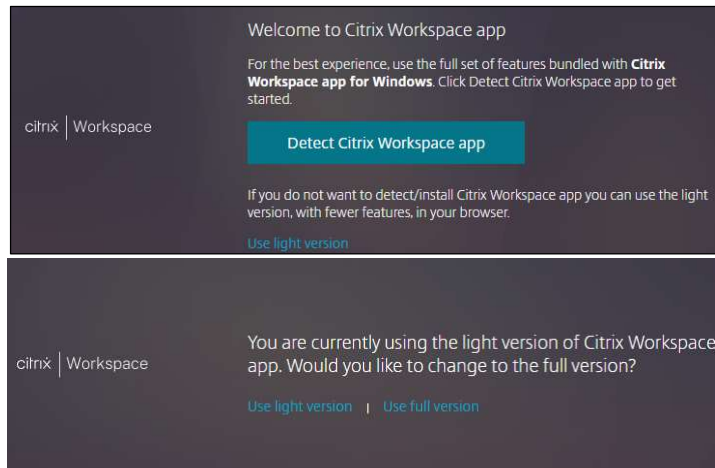


Fig.2

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 the internet browser 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.

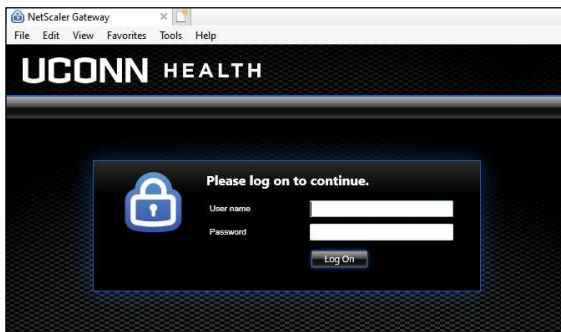


Fig.1

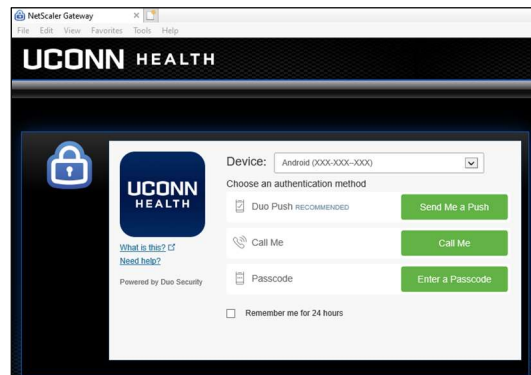


Fig.2

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 HOME page until manually added. The following are steps to add applications to the HOME page:

1. Select **APPS** at the top of the page. *Fig.1*
2. Click the **star** in the upper left of the desired application. *Fig.2*

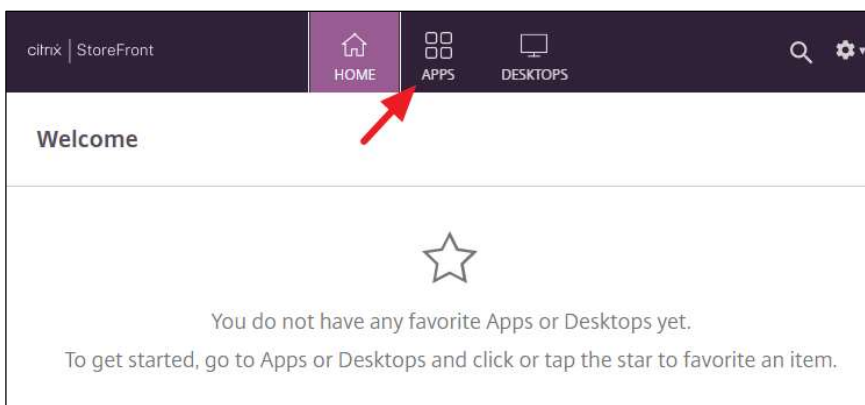


Fig.1



Fig 2

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