

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 Start App Protection after installation **unchecked** Fig.3
3. Once the installation is complete, select **Finish**.

Note: **Do not enter a Store URL or email address if prompted.** Fig.4



Fig.1



Fig.2

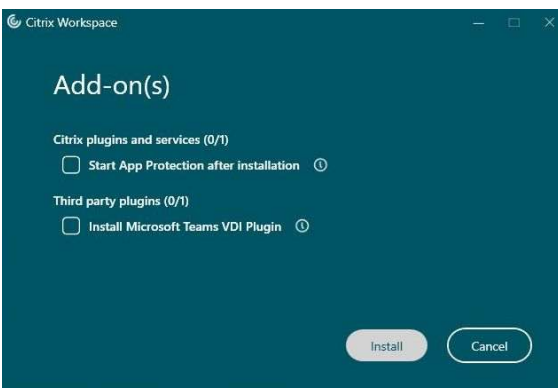


Fig.3

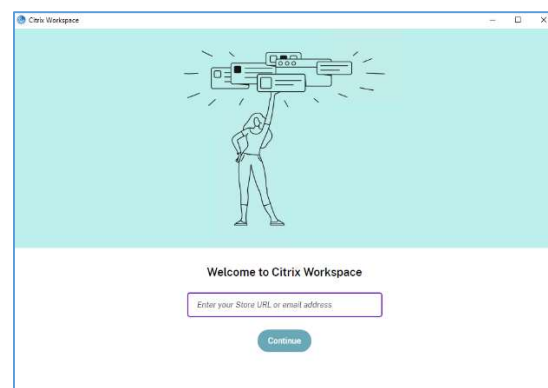




Fig.4

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.uchc.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}

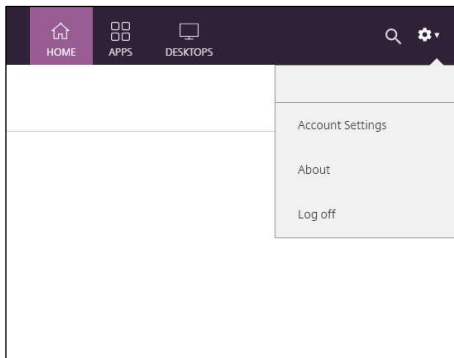


Fig.1

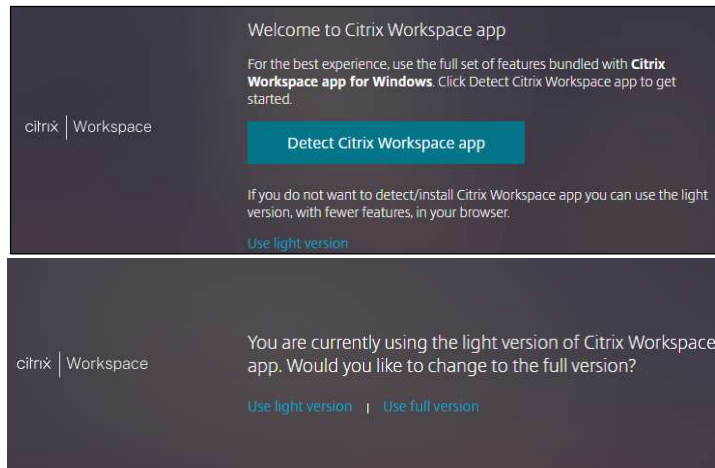


Fig.2