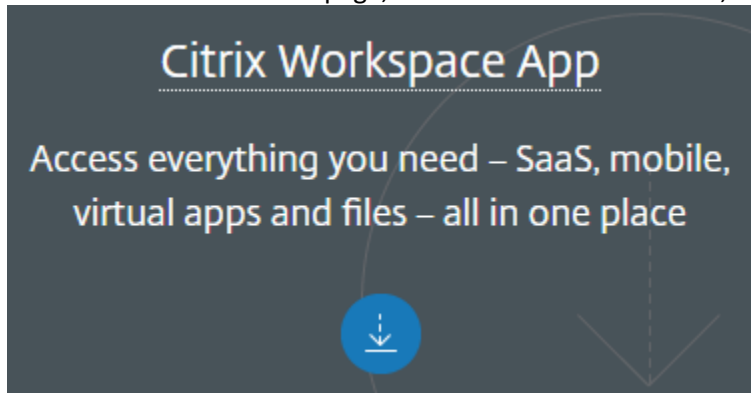


Here's how to install the Citrix Workspace app (formerly known as the Citrix Receiver) on either a Windows or Mac computer which will allow you to connect to UIHC's Remote Access Tools:

1. **Open** your favorite **Web browser** (e.g. Chrome, Edge, Firefox, Safari, etc.) and navigate to <https://www.citrix.com/downloads/> (or click this link).
2. Toward the bottom of the page, under Featured Downloads, click "**Citrix Workspace App**"



3. Depending on your operating system (i.e. Windows or Mac) you should then see sections for "Workspace app ##### for Windows" or "Workspace app ### for Mac". **Click the link that applies to your system.** *Note the app # (e.g. 1809) may differ from the screenshot below.*
 - For Windows (PC)

⤴ Workspace app for Windows

⤴ Workspace app for Windows

Citrix Workspace app 1809 for Windows

Sep 12, 2018

- For a Mac

⤴ Workspace app for Mac

⤴ Workspace app for Mac

Citrix Workspace app 1809 for Mac

Sep 24, 2018, NEW

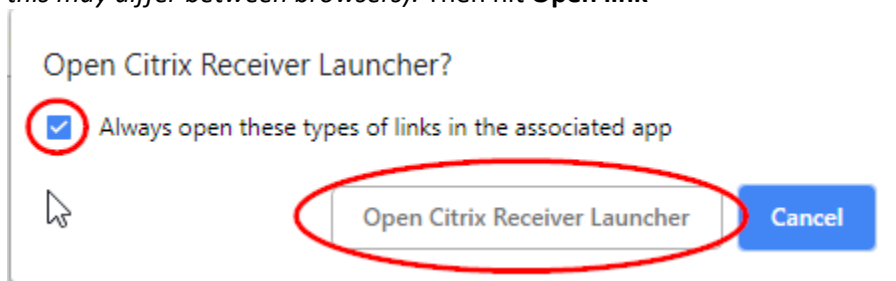
- For other OS options, scroll down this page and select the one that applies to you
4. Click the blue "**Download** Citrix Workspace app for [Windows or Mac]..." button to begin downloading the application.

Download Citrix Workspace app for Windows

5. Once finished, **Run** this file (usually found in your Downloads folder or at the bottom of your browser).
6. After the installation is complete, it may ask to add an account. You can skip this step and **close the installer** instead.
7. **Next**, back in your favorite Web browser (e.g. Chrome or Safari) enter in or click on this link: <https://desktop.healthcare.uiowa.edu/>. Please **bookmark** this site or add to Favorites.
8. **Sign in** with your **HealthcareID** username and password
9. If this is the first time signing in, you'll need to complete the Duo or Two-step setup process. More information [here](#). Follow the on-screen instructions to add a landline, cell phone, or tablet as your "second password". Call the help desk 319-356-0001 if you get stuck.
10. After enrolling in or authenticating with Duo, choose **Detect Receiver** or **Already Installed**, if prompted.

Detect Receiver

11. Next, try **launching** one of your Remote Access applications, such as Network Drives, Epic, or Outlook.
 - a. If prompted, Click the "**Open Citrix Receiver Launcher**" button. Also recommend checking the box for "Always open these types of links in the associated app" (*note the verbiage of this may differ between browsers*). Then hit **Open link**



12. Your applications should now launch as expected.
13. **Call** the HCIS Help Desk at 319-356-0001 if you need any assistance.
14. Alternatively, if you have a mobile device (such as a laptop or tablet), you can stop by the Technology Assistance Center (TAC) located in the first floor General Hospital at E128-1. They can help configure this for you. More information here: https://hcis.healthcare.uiowa.edu/documents/Tac_info.pdf