

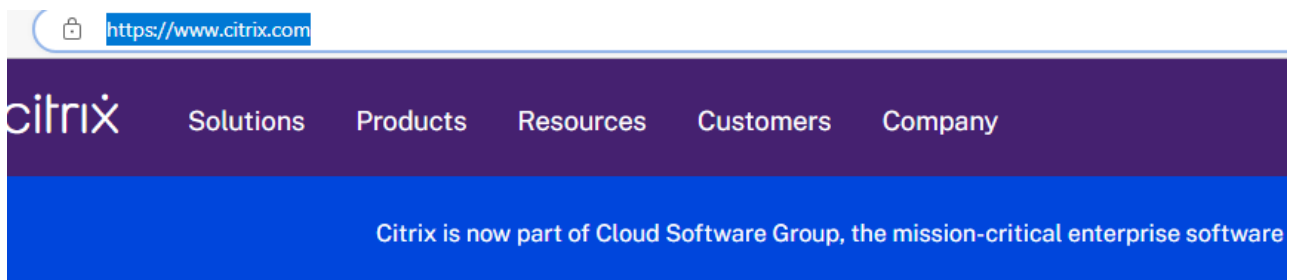
Install Citrix Workspace App

Below are requirements for using a personal PC to remotely access CHKD resources:

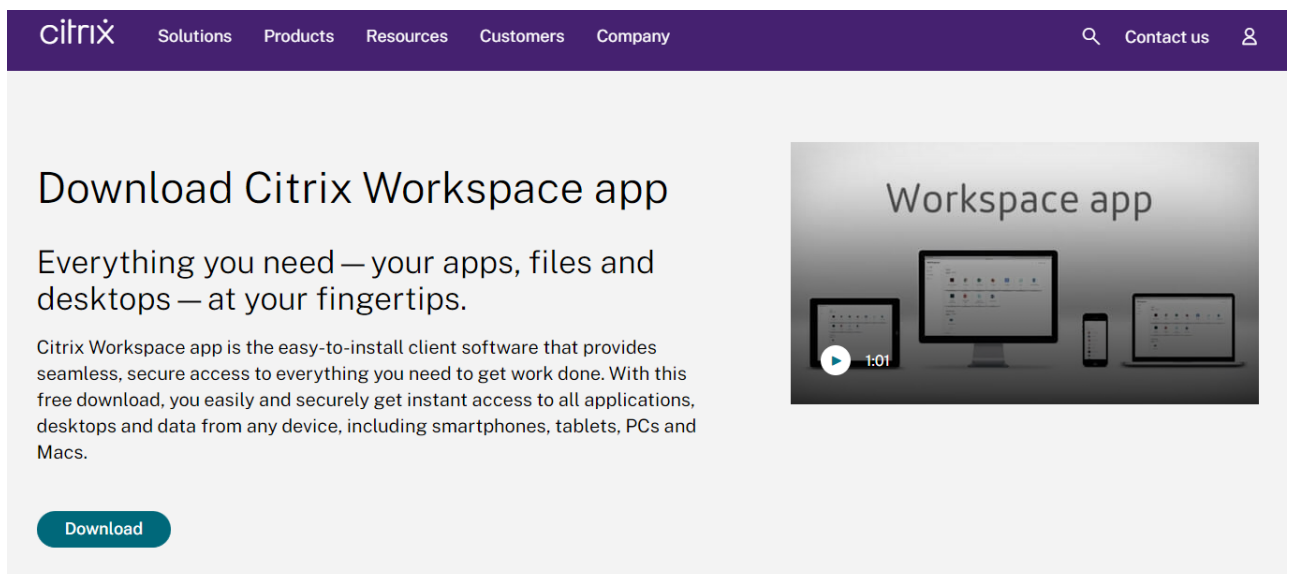
- Updated Anti-Virus
- Windows 10, Fully Patched
- MAC OS High Sierra 10.13 or higher
- Firewall Enabled on Modem/Router
- Wireless Must Be WPA/WPA2 With Password
- No Public Computers (Library Etc.)
- No Printing or Copying Files
- If you are a Windows 10 user please use the Internet Explorer Browser for this process.
- If you are an Apple Mac OS user please use the Google Chrome web browser for this process.

Citrix Workspace Download

Open web browser and enter **citrix.com**



Hoover over **Products** and click on **Download Citrix Workspace app**



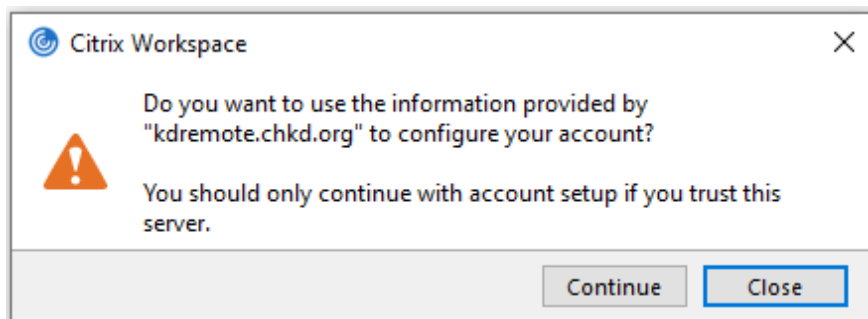
Select Download

The screenshot shows the Citrix Workspace App download page. On the left, there is a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search bar. Below it is a 'Narrow Results' section with radio buttons for 'All Types', 'Other Workspace app Plug-ins (33)', 'Earlier Versions of Workspace app for Chrome (44)', and 'Earlier Versions of Workspace app for HTML5 (38)'. The main content area features the title 'Citrix Workspace App' with an RSS feed link. Below this is a section for 'End-user adoption resources' with a 'View resources' link. A note below states: 'Note: If you are an end user/non-administrator we recommend that you contact your system administrator for the setup information required and your company may also have specific version requirements.' The results list includes 'Workspace app for Windows' and 'Workspace app for Windows Current Release', with 'Citrix Workspace app 2212 for Windows' highlighted in yellow.

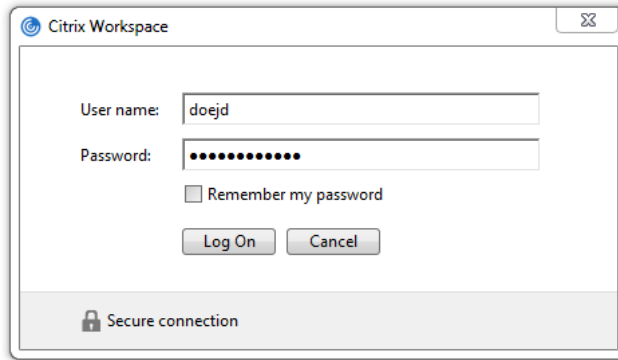
Select **Citrix workspace app 2212 for Windows** (or Current Release)

After Downloading, launch and install the application, being sure to agree to the Citrix License Agreement when asked. Reboot your PC once the installation finishes, then Proceed to next step.

Launch the Citrix Workspace App from the Start Menu or right click on the blue Citrix Icon on the taskbar and click Open, and sign into Citrix Workspace with your **CHKD Email Address** (firstname.lastname@chkd.org). Click Log On.



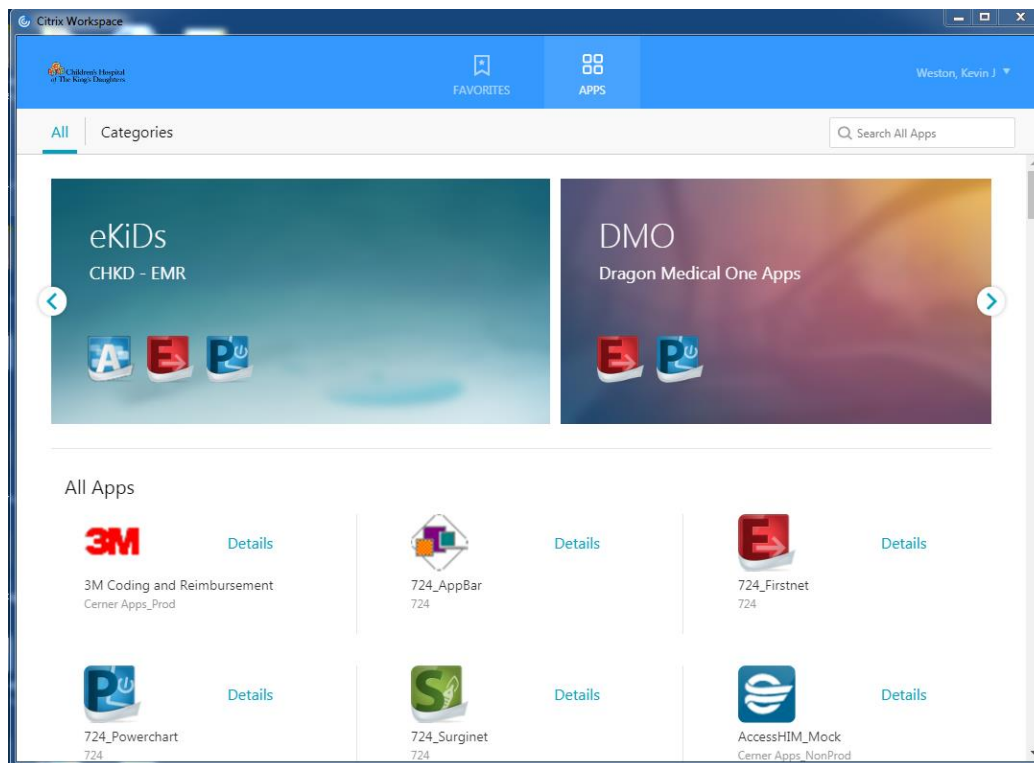
Click **Continue**



You will then be asked to log in with your **CHKD domain username and password**.

You will receive the **“Two Factor Authentication”** notification to approve.

You should now have access to the applications menus of the CHKD Citrix Storefront within the Citrix Workspace Application.



If you have any questions or need further assistance, please contact the Information Services Help Desk at 757-668-7075 Option 1.

