

Citrix Workspace Installation Instructions (For Remote Users)

****NOTE: If you are using a Baptist Health computer for this, Citrix should already be installed on that device. If that is the case, please continue on to the “VDA Instructions” section of this document.****

****Please use *Internet Explorer* to install Citrix on your computer**** (If you are using Windows 10 and don't have an **Internet Explorer** icon on your Desktop, click the **Start button** and start typing “**Internet Explorer**” and the icon should appear on the menu list **OR** search in the Windows Search bar or right-click the **Start button** and click “**Search**”. In the Search bar, you will need to type in “**Internet Explorer**”.

*****Baptist Health cannot support personal computers. This tutorial was done on a personal laptop that is owned by a Baptist Health employee. Please note, when you call **202-2100**, they can only make suggestions on what can be done if it is not working. Also, check your pop-up blockers to make sure that they are not blocking any pop-ups from our websites. Consider putting the **Baptist Health** and **MyApps** websites as “**Trusted Sites**”*****

Step-by-Step Instructions:

- Click on the following link to go to the Citrix Download site for the latest version:
 - <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
- Click on the “**Download Citrix Workspace App for Windows**” button on the page:

Citrix Workspace app 2002 for Windows

Release Date: Mar 24, 2020

Compatible with

Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.

[Download Citrix Workspace app for Windows](#)

(128 MB - .exe)


Version: 20.2.0.25 (2002)

Checksums

9d7938052358f419d1fc895c227dd9c9023a727ea2e067bafee980b047599e24

- Click “**Run**”. Once you click on “**Run**”, the screen might dim and bring up another pop-up that asks if you want to “**Allow this program to make changes to your device**”. Either click **Yes** or **Allow**.

Do you want to run or save **CitrixWorkspaceApp.exe** (129 MB) from **downloads.citrix.com**? ✕

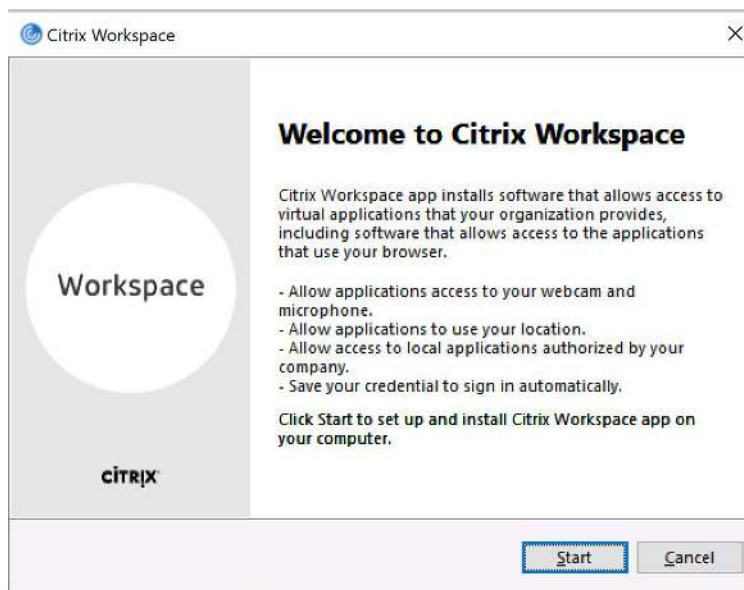
 This type of file could harm your computer.

Run

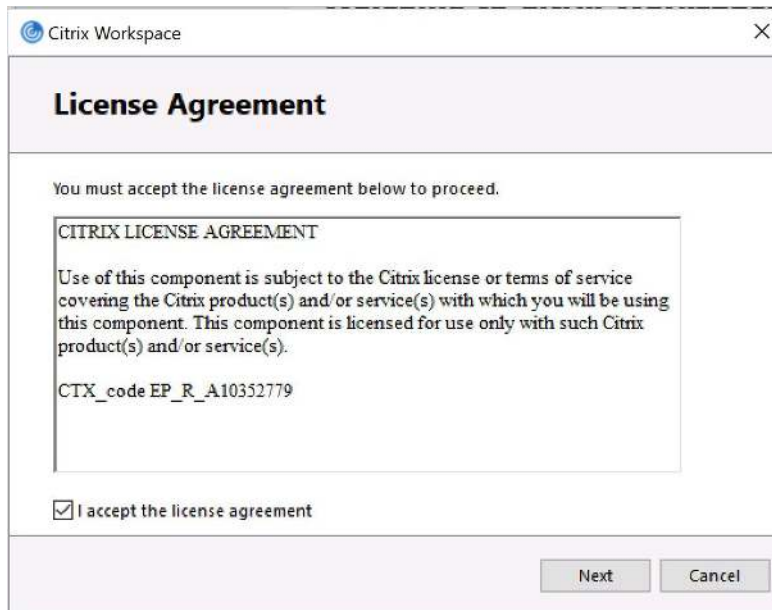
Save

Cancel

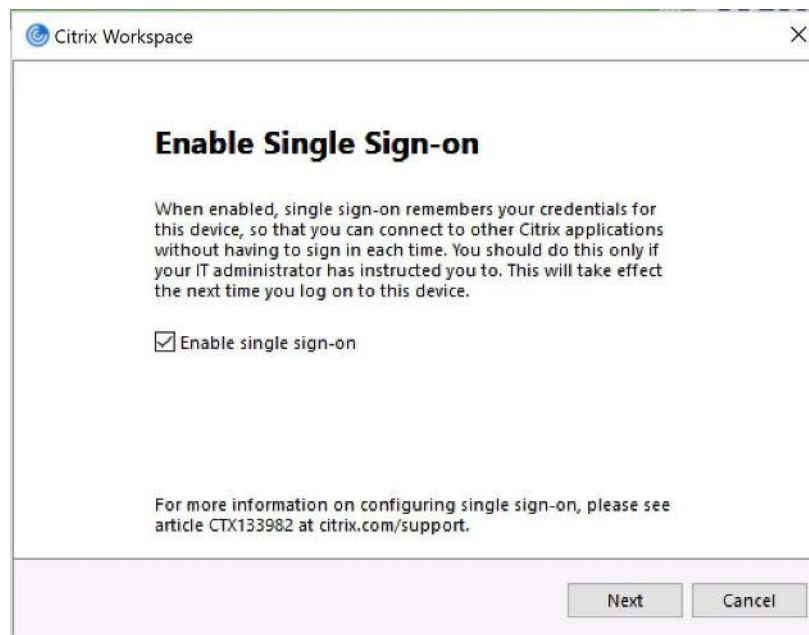
- Once the install shows this window, click “**Start**”



- On the next screen, check the box to accept the **License Agreement** and then click “**Next**”



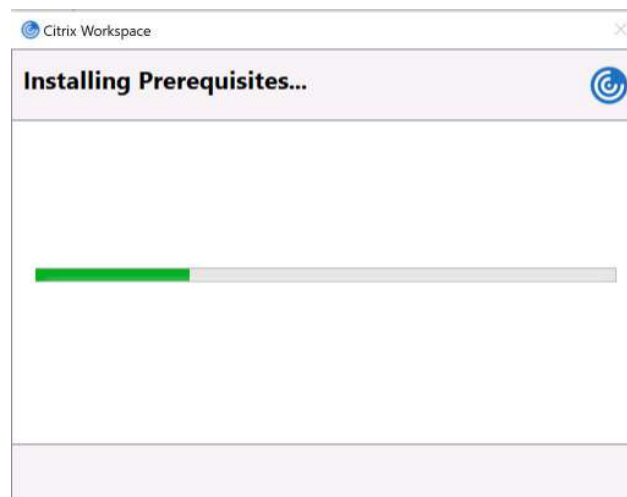
- Next, check the box to enable **Single Sign-On** and then click “**Next**”



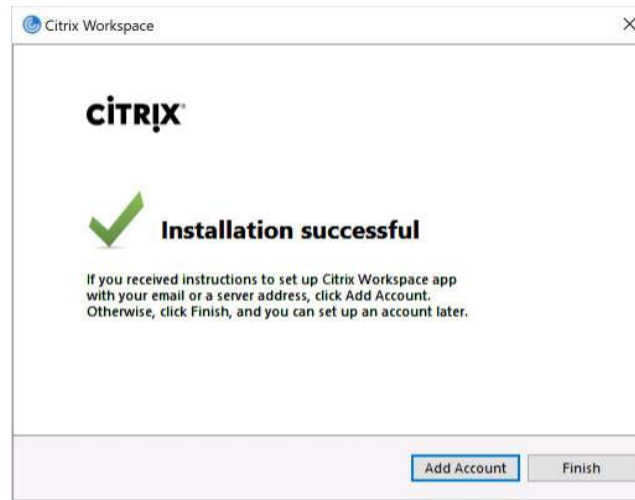
- Check the box to enable **App Protection** and then click “**Install**”



- The install will now continue



- The install should finish with the following screen. At this point, just click “**Finish**”.

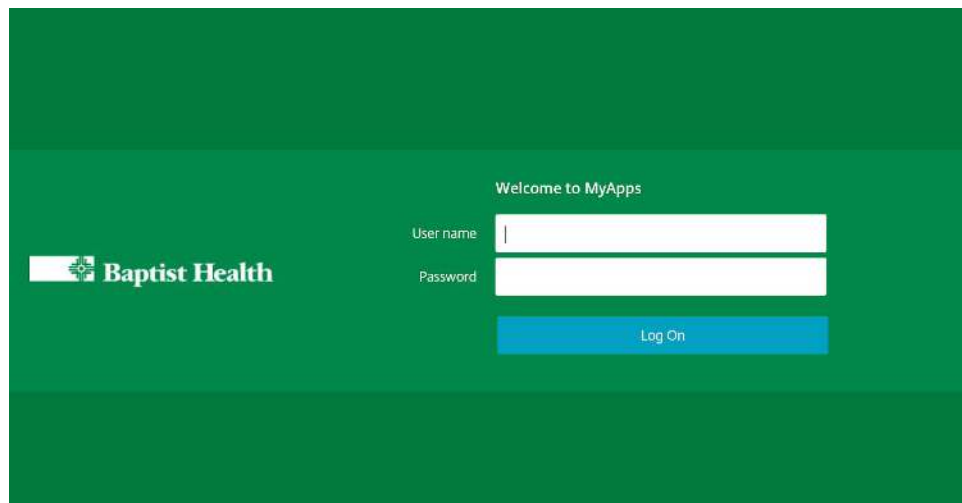


- You should now see the **blue circle icon with white swirls** inside it on your Taskbar by the clock. If you don't, please reboot your computer.



VDA Instructions

- The URL for **Offsite use** is: ***myapps.baptist-health.org***. Once you go to that address, you will see the following:



- Once there, you will need to enter your **Baptist UID and PW**, (*the same credentials you use to login to your work computer or laptop*). If you see any pop-ups that say anything about the **Citrix Enable Addon Helper** or **Citrix addon** requesting to be enabled, choose **Enable or Allow**.

This webpage wants to run the following add-on: 'Citrix ICA Client Object (ActiveX Win32)' from 'Citrix Systems, Inc.'. [What's the risk?](#) Allow ×

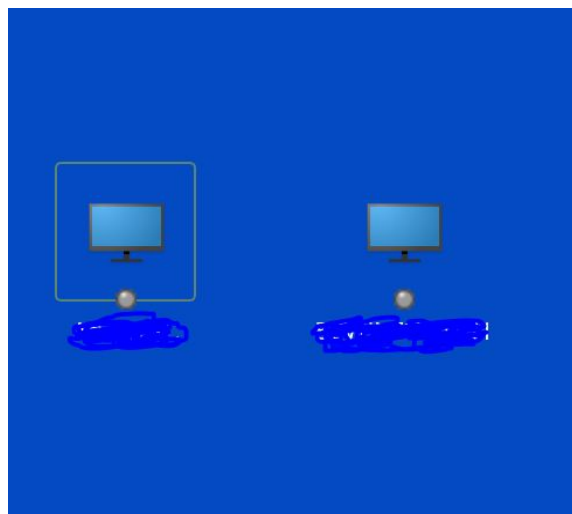
- You may get another pop up like the one below. Make sure the **check box** is clicked at the bottom of this page and click on **Permit Use**.



- Once you're logged in to the external MyApps site, click the “**Desktops**” button to access your destination PC. It will be found at the bottom center of the main MyApps screen as shown below:



- Once in the “**Desktops**” view, simply click on the computer you intend to connect to



*****If these steps are not followed, remote access WILL NOT WORK. If your connection is not working after following these steps, then please call the Helpdesk at 202-2100.*****

******NOTE: When you are at home, the Helpdesk and Field Services do **NOT** have access to your computer when you are off the network. So following these processes are imperative.******