

Citrix Remote access on personal computers

(Works on Both PC's & MAC's)

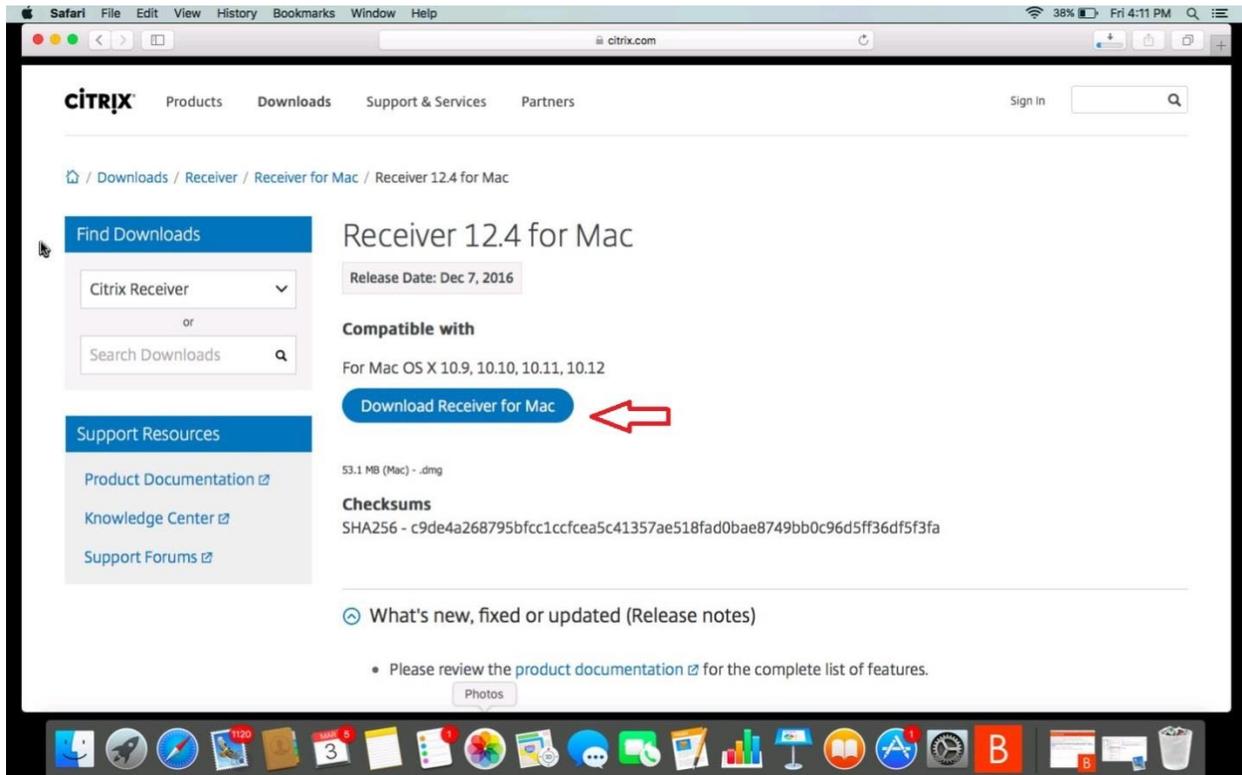
Problem: A user who is logged into **apps.wakemed.org** the **Epic** icon is viewable but not able to be launched. To reach a resolution, the following is recommended:

Note: For your Windows pc, please follow steps 1-12
For your Macbook, please follow steps 1-17

- 1) On their personal PC/MAC navigate the user to **WWW.CITRIX.COM**
- 2) Click on **DOWNLOADS**
- 3) Click on **CITRIX RECEIVER**
- 4) Once the user clicks the "**CITRIX RECEIVER**" link, whether it is PC or MAC, the OS will be recognized on that Citrix Receiver page.

Follow the steps below to get the user configured.

- 5.) If it is a **PC**, Click on "**Download Receiver for PC**"
- 5.) If it is a **MAC**, Click on "**Download Receiver for MAC**"



The screenshot shows a Safari browser window displaying the Citrix website. The page is titled "Receiver 12.4 for Mac" and includes a navigation menu with "Products", "Downloads", "Support & Services", and "Partners". The breadcrumb trail indicates the path: "Downloads / Receiver / Receiver for Mac / Receiver 12.4 for Mac". On the left side, there is a "Find Downloads" section with a dropdown menu set to "Citrix Receiver" and a "Search Downloads" input field. Below that is a "Support Resources" section with links for "Product Documentation", "Knowledge Center", and "Support Forums". The main content area displays the product name "Receiver 12.4 for Mac", the release date "Dec 7, 2016", and compatibility information: "Compatible with For Mac OS X 10.9, 10.10, 10.11, 10.12". A prominent blue button labeled "Download Receiver for Mac" is highlighted with a red arrow. Below the button, the file size "53.1 MB (Mac) - .dmg" and the SHA256 checksum "SHA256 - c9de4a268795bfcc1ccfcea5c41357ae518fad0bae8749bb0c96d5ff36df5f3fa" are listed. At the bottom, there is a section for "What's new, fixed or updated (Release notes)" with a link to "Please review the product documentation for the complete list of features."

Once you've click on **"Download Receiver for PC/MAC"**

6.) The Download notification would appear at the bottom and then click **"RUN"**

7.) **"Do you want to allow this app to make changes to your device?"** Click **"Yes"**

8.) You should see a box that says **"Welcome to Citrix Receiver"** Continue the **"License Agreement"** and then accept the agreement followed by clicking **"finish"**.

9.) Now that the Citrix receiver is successfully downloaded, navigate back to **Internet Explorer**

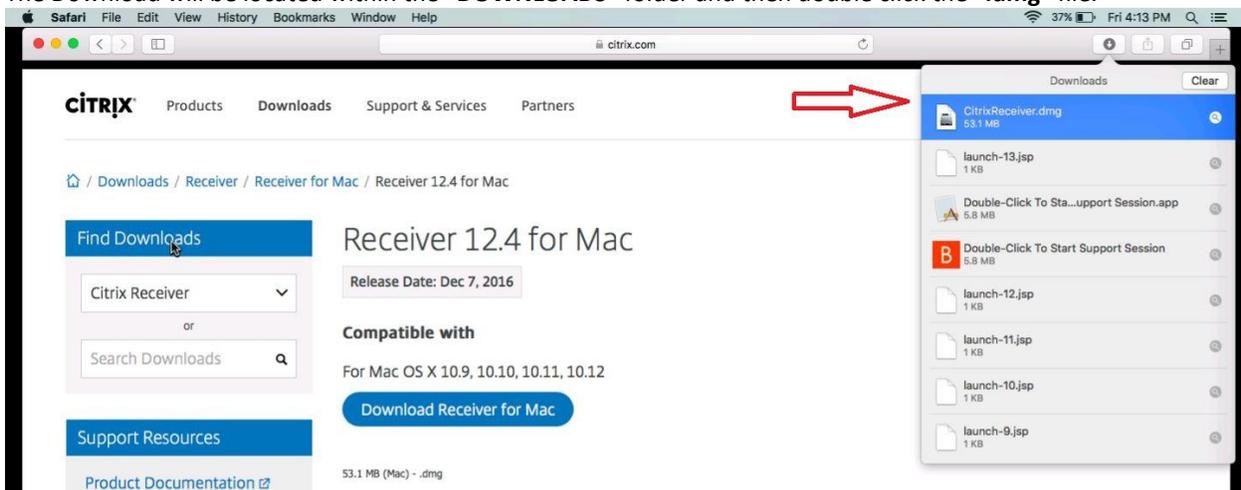
10.) In the address bar, type in **apps.wakemed.org** and then press **enter**

11.) Log in with your **username and password** and authenticate yourself with **Duo Security**

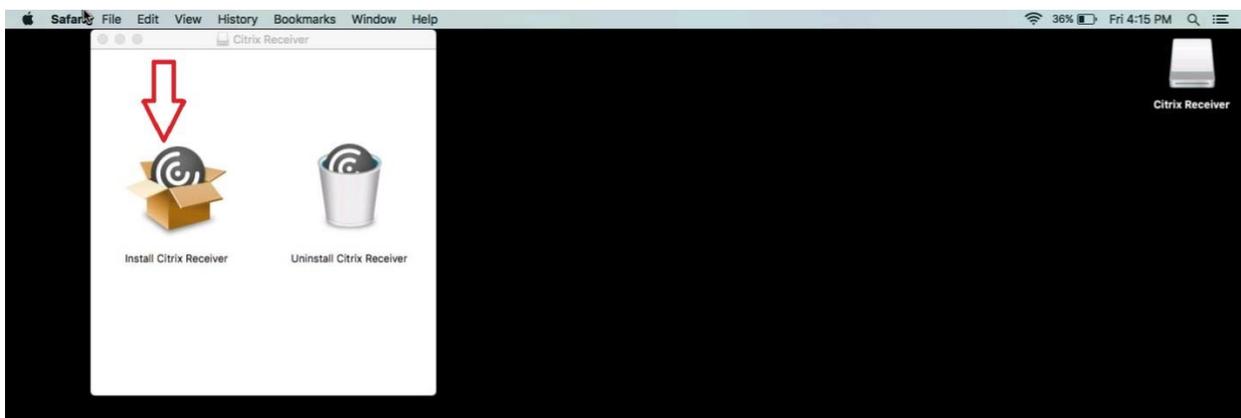
12.) Epic or the desired application should now be able to be launched

6.) For **MAC's** the following is recommended

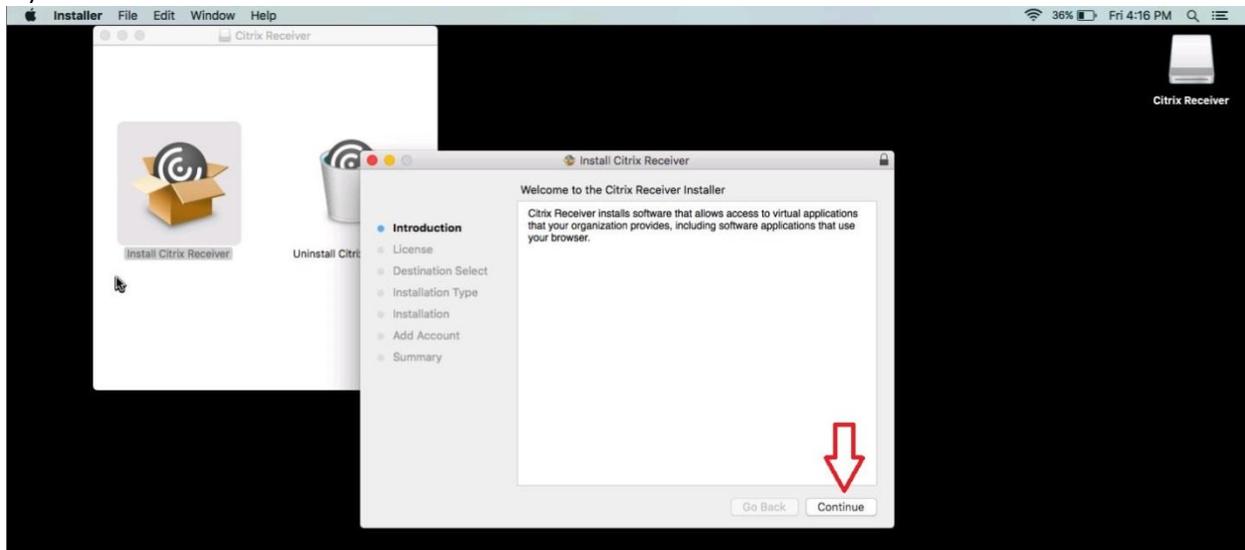
The Download will be located within the **"DOWNLOADS"** folder and then double click the **".dmg"** file.



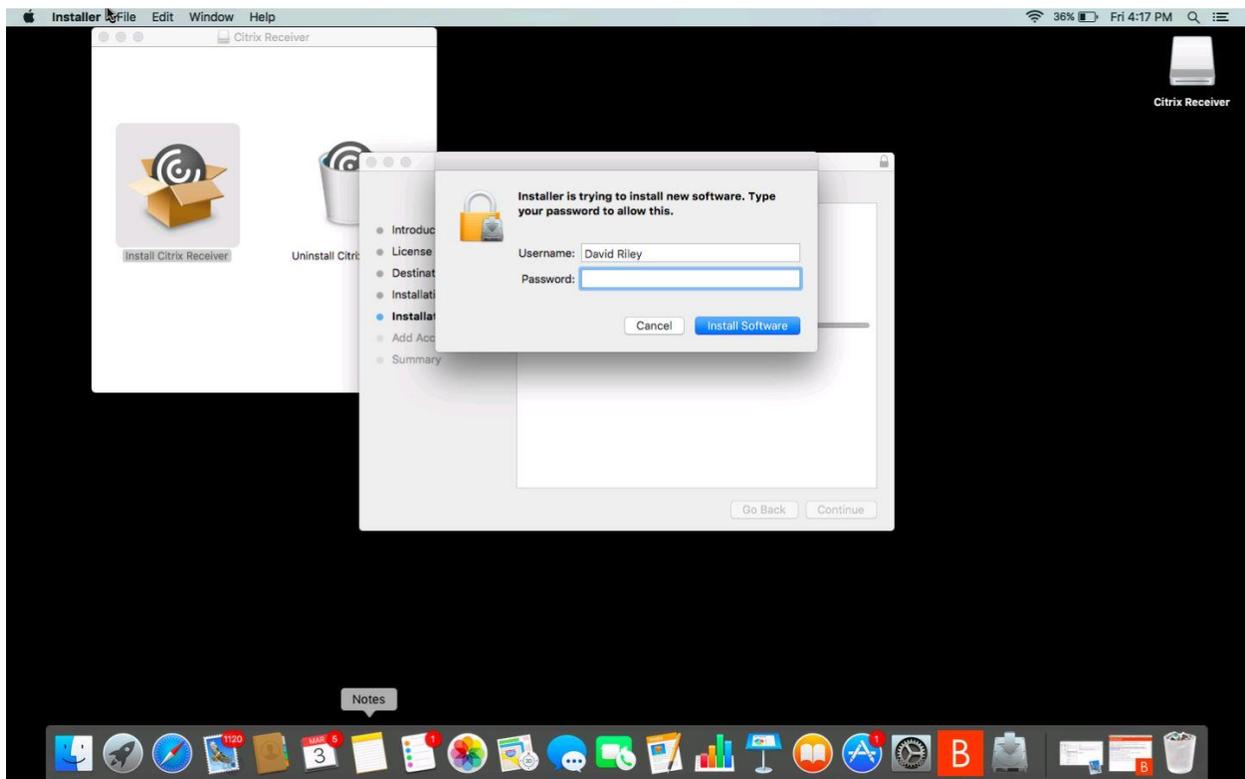
7.) Double click on the box to start the **"INSTALL CITRIX RECEIVER"**



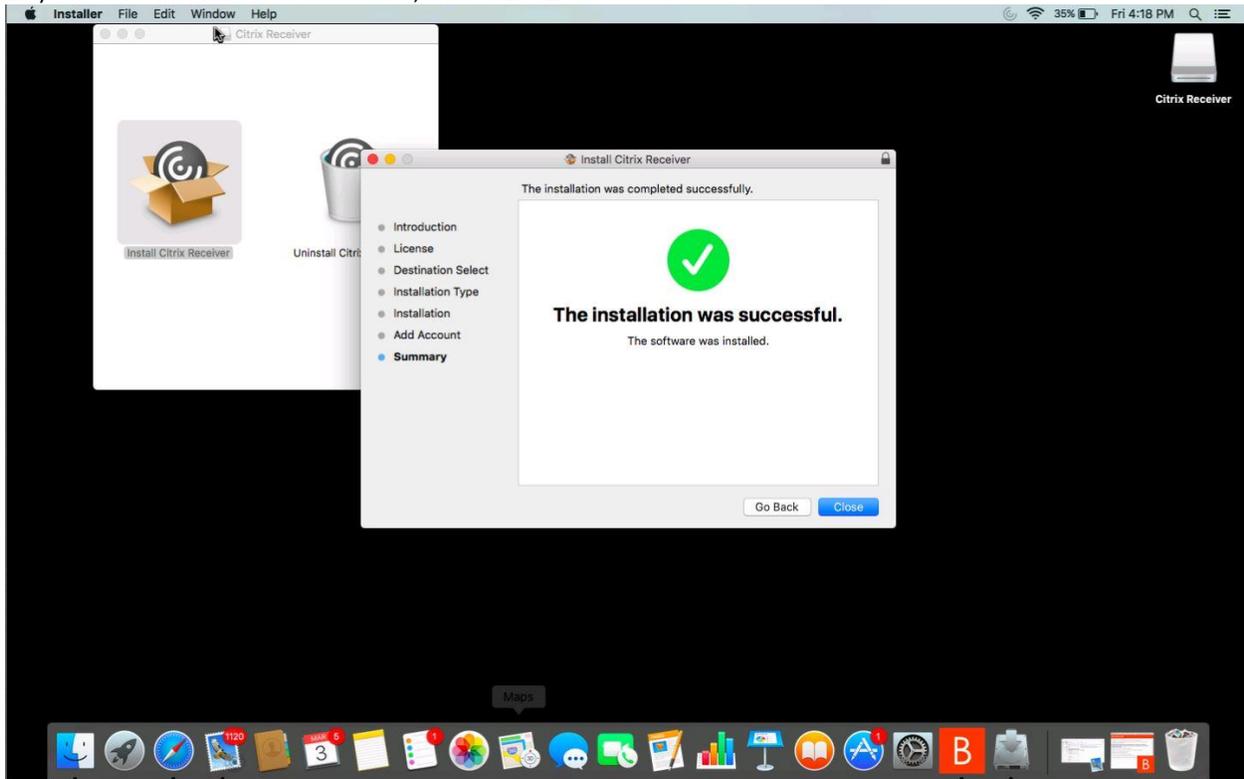
8.) Click on "CONTINUE"



9.) Type in your apple credentials, user name and password to allow the install to take place.



10.) Once the installation is successful, click **"CLOSE"**



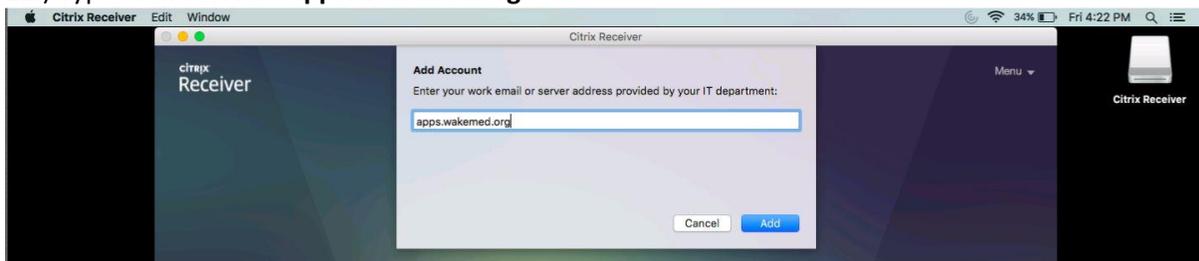
11.) Double click on the **Citrix** icon

The Citrix icon would appear in different location depending on the number of programs and apps installed on the device.

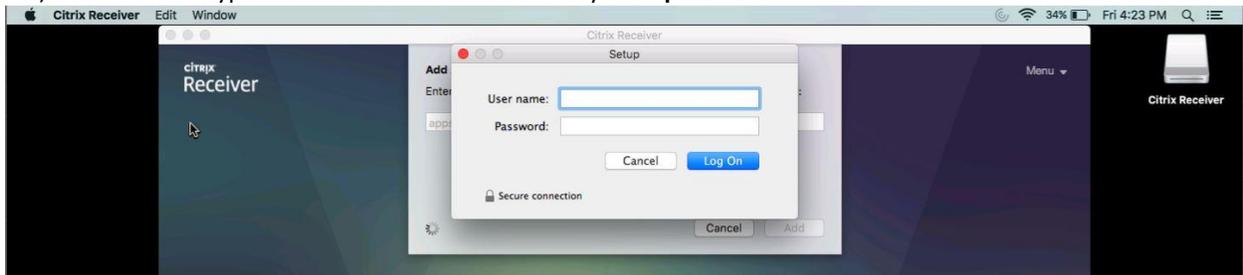
The Citrix icon looks like:



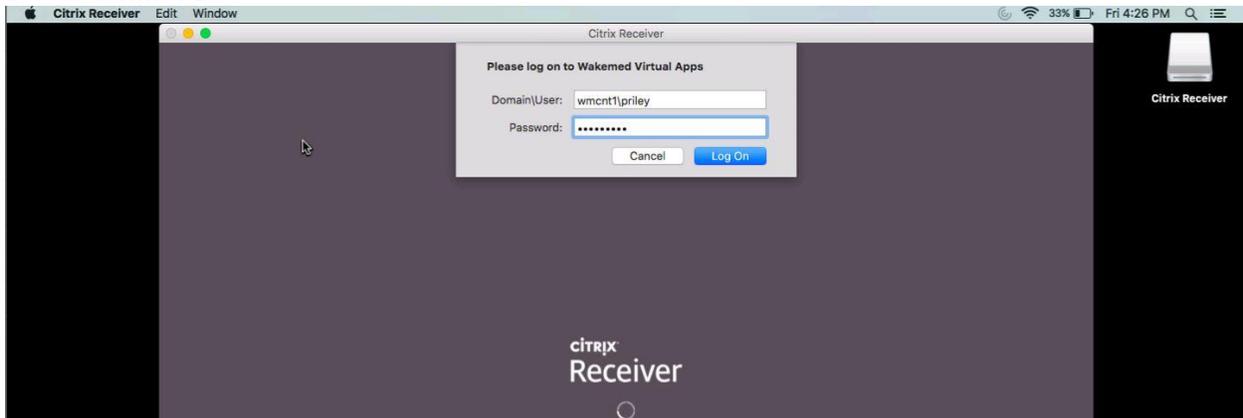
12.) Type in the server **"apps.wakemed.org"**



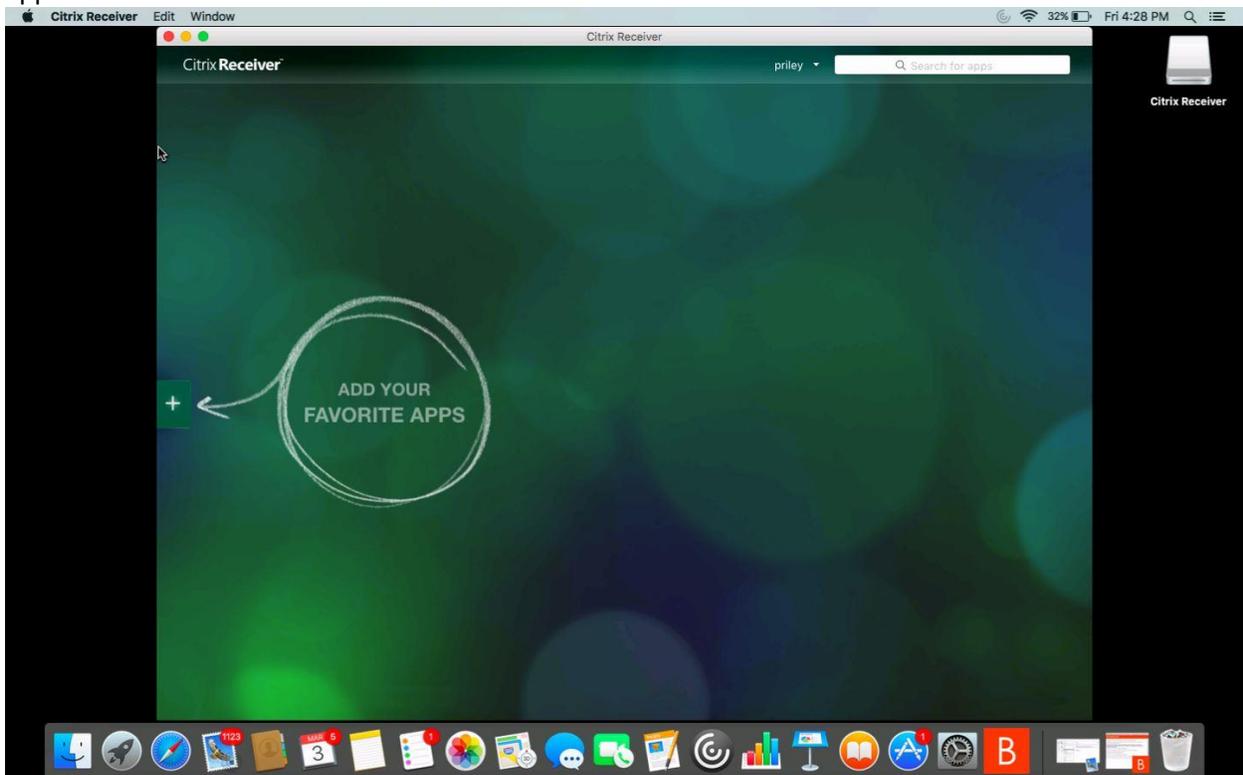
13.) Have the user type in their **user name** followed by their **password**.



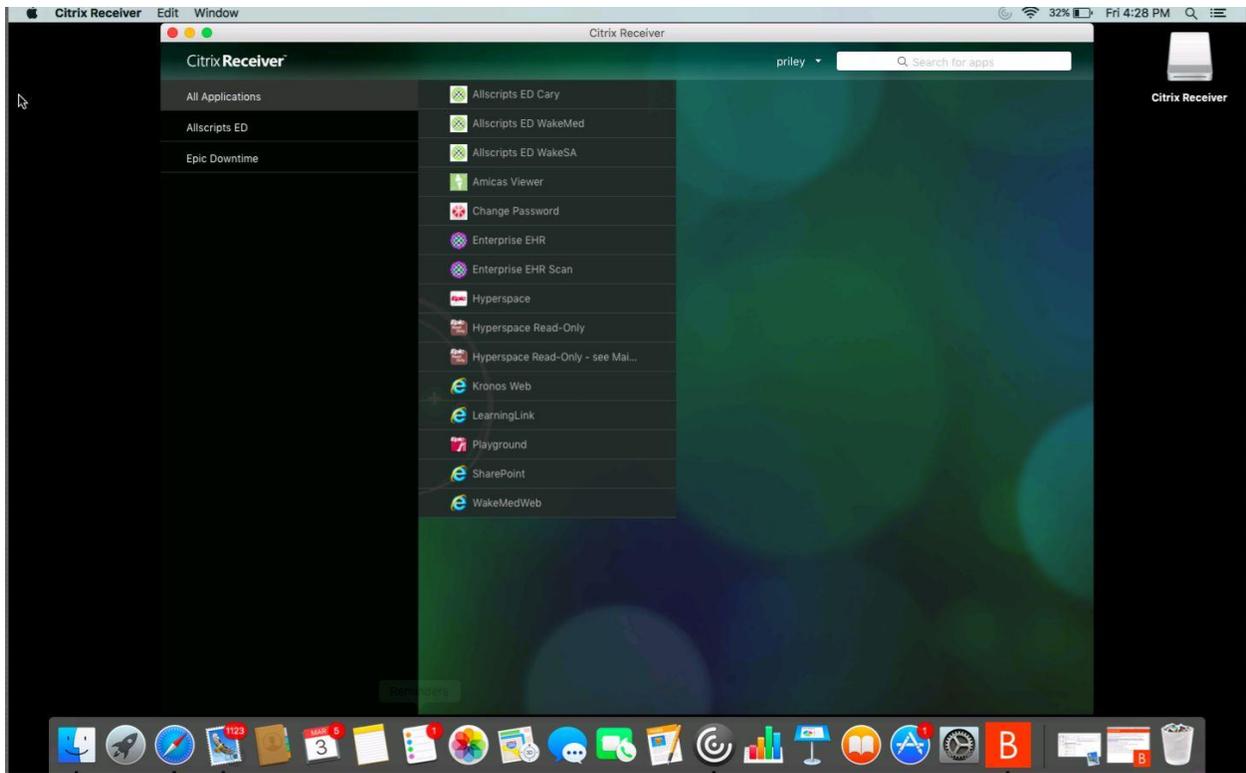
14.) Type in the **"Domain\username"** in the **"Domain\User"** field. Followed by the **password**. **Note:** The Domain is **wmcnt1**



15.) Click on the **"PLUS"** sign to add the applications you'll utilize followed by adding frequently used applications.



16.) Click on the **"all applications"** menu and select the application that is relevant for you.



17.) Once the icons are seen like the picture shown below. The application of your choice is ready to be launched!

