WakeMed Citrix Remote Access Instructions

1. Open Internet Explorer (other browsers may work, but only Internet Explorer is supported by WakeMed).

2. Add *.wakemed.org to the Trusted Sites.

Select the “gear” at the top right and choose Internet Options.

Next select the Security tab, Trusted Sites and then click the Sites button:
Next enter *.wakemed.org and click Add:

Click Close and then click OK:

3. Open Internet Explorer and browse to https://apps.wakemed.org
4. This will take you to the Citrix Remote Access logon page where you will enter your network *username* and *password* and click the **Log On** button:

5. You will then get prompted for Duo two-factor authentication. Select the desired authentication method (Send Me a Push, Call Me or Passcode).

    ****If you are not currently enrolled in Duo Security, please contact the IS Service Desk at 919-350-8700****
6. If you do not already have the Citrix client installed, the screen below will display. Check the license agreement box and click **Install**

***If you already have the Citrix client installed, you will be automatically redirected to the web page in the final step.
7. After clicking **Install**, you will be redirected to the web page below. Click on **Run** to start the Citrix Receiver install.
8. Click **Yes** if the User Account Control window prompts for permission:
9. Click **Start** to begin the Install:

![Citrix Receiver welcome screen]

**Welcome to Citrix Receiver**

Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.

- Allow applications access to your webcam and microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your company.
- Save your credential to log on automatically.

**Click Start to set up and install Citrix Receiver on your computer.**

10. **Check** “I accept the license agreement” and click **Next**: 
11. Do not enable single sign on and click Install

12. Click Finish
13. Citrix StoreFront will now load. Click on any icon to launch that application. (below is a sample as you will only see the applications that you have permission to access):