Connecting to Lifespan's Citrix Environment from a Macintosh Computer

Table of Contents

Introduction

This guide is designed to provide you with instructions to connect your personal or Lifespan issued Macintosh computer to Lifespan applications via Citrix.

Note: You must have an internet connection to complete installation

- A Macintosh computer running Mac OS X
- Firefox 15.0 or higher / Google Chrome 10.0 or higher / Safari 1.x or higher
- Citrix Workspace (download from Citrix website)
- Your Lifespan network username and password

Remote access via Citrix requires the Citrix Workspace applications which can be downloaded free of charge from the Citrix web site. Specific instructions for downloading and installing Citrix Workspace are outlined in this document.

Support

The Lifespan IS Service Desk, (401) 444-6381, is available to take calls regarding issues pertaining to the Citrix interface. Please be prepared to provide the following information:

- Your Lifespan username
- Specifics of the device you are attempting to connect with
- Basic network information (i.e. wired connection, wireless, etc.)
- Application name you require help accessing

Additional self-help with Citrix Workspace can also be found at http://support.citrix.com/product/rec/.

Preparing your device

Before logging into the Lifespan Citrix XenApp environment for the first time you must download and install **Citrix Workspace** from the Citrix website.

- From your browser go to https://www.citrix.com/downloads/workspace-app/
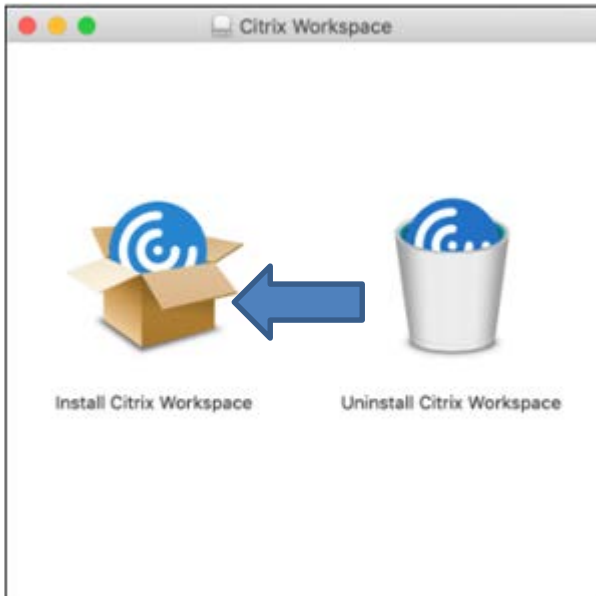- Click on Download Receiver for Mac button.

  NOTE: *The web site will automatically detect if you are on another platform and present you with the appropriate client.*
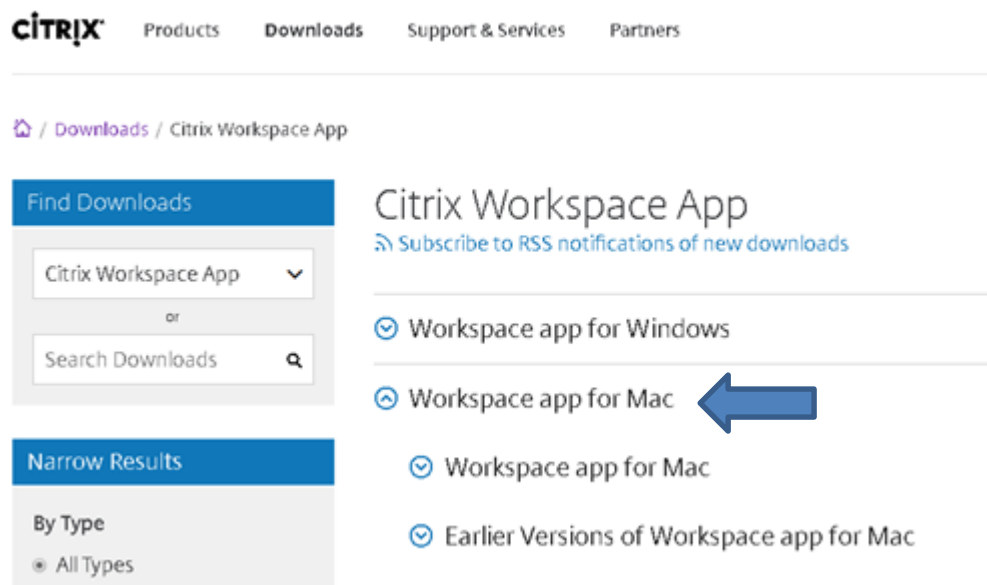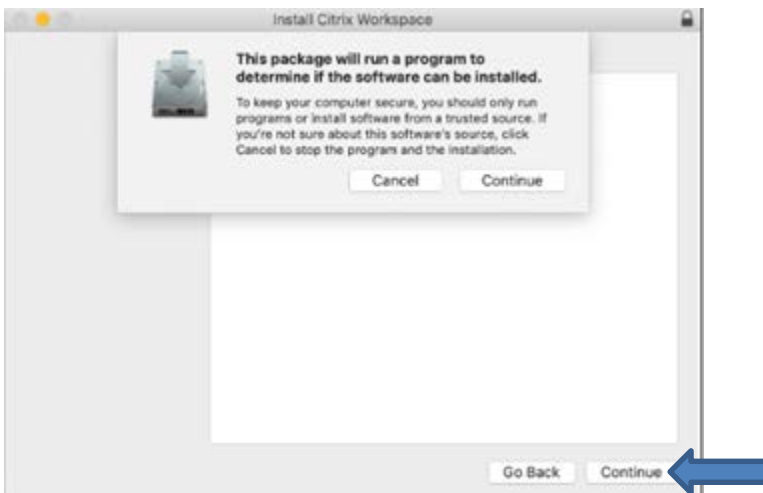

- Go to the Downloads folder, and open the download file called **CitrixWorkspaceApp.dmg** by clicking on **Save File**
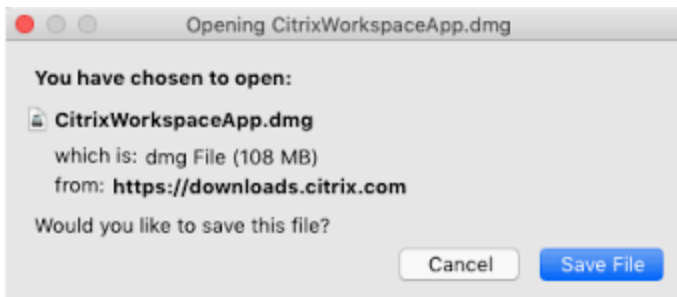
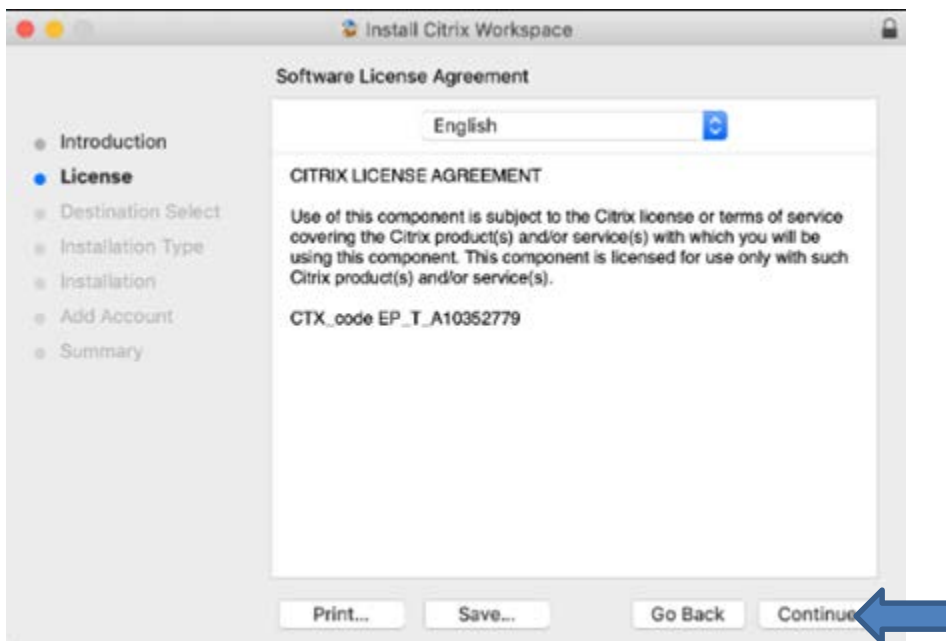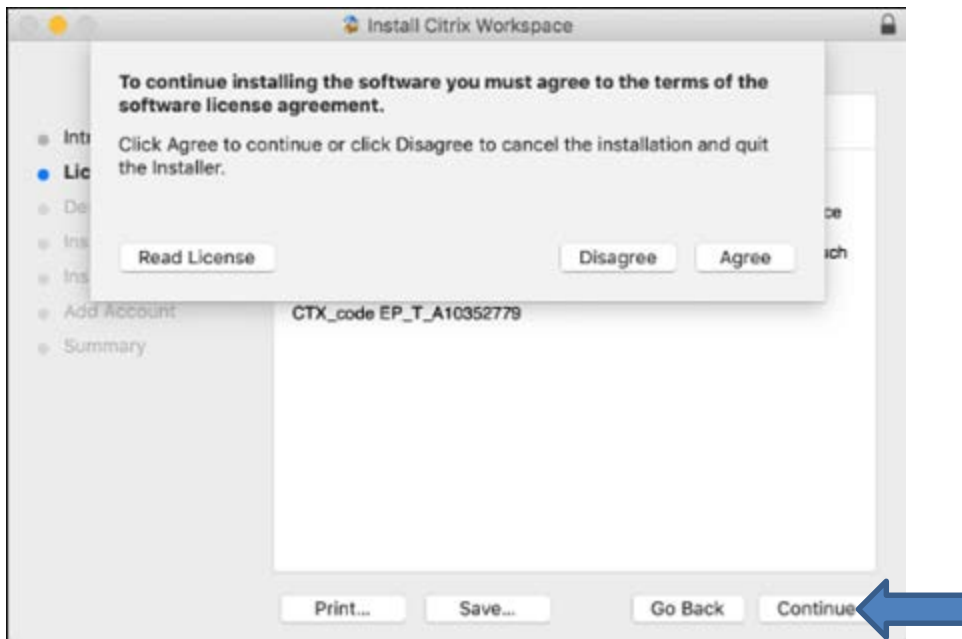- Double-click Install **Citrix Workspace**

- Click **Continue**
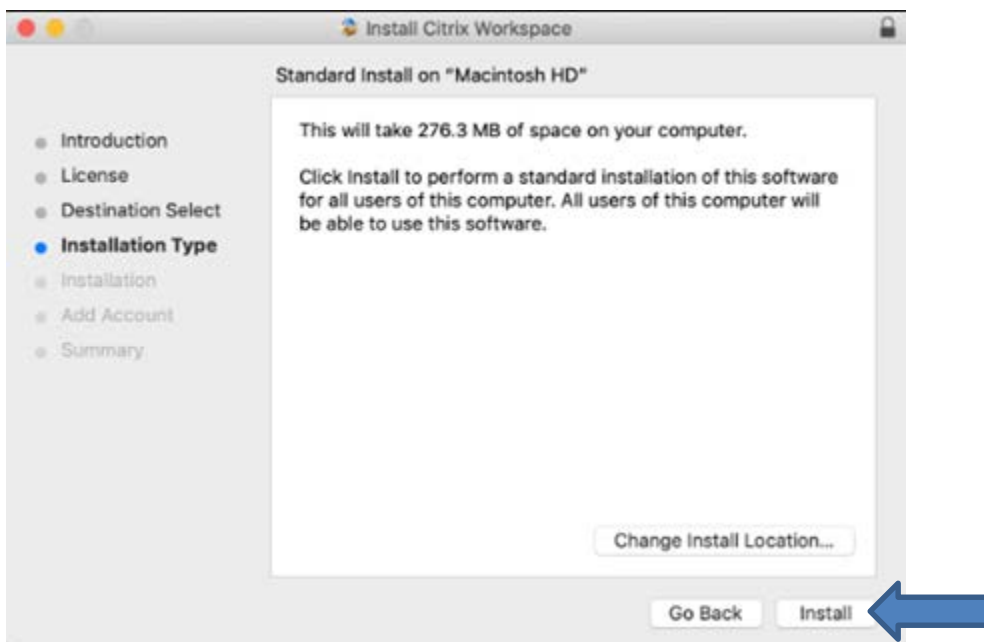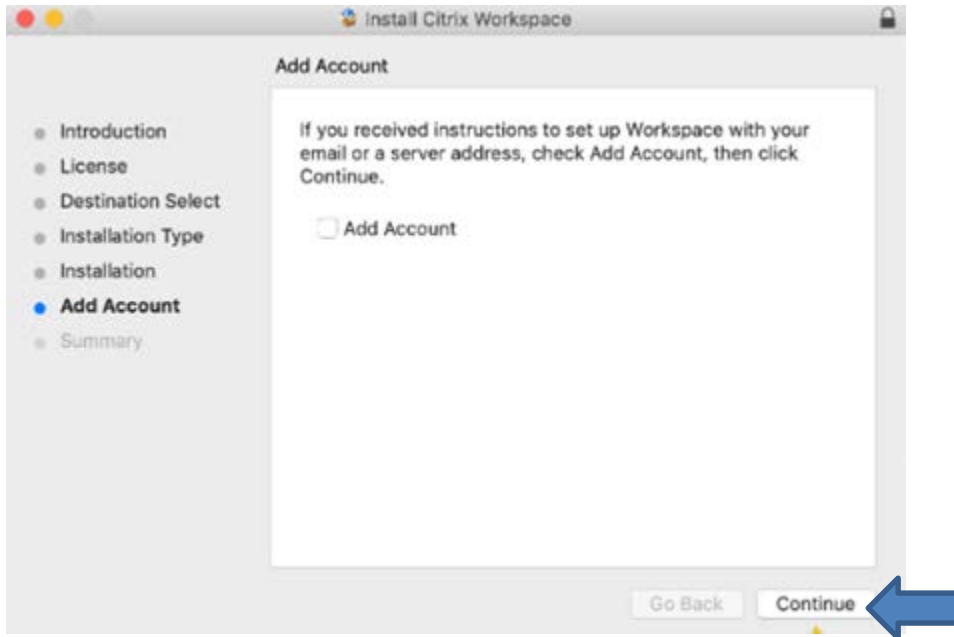
- Click **Continue:**

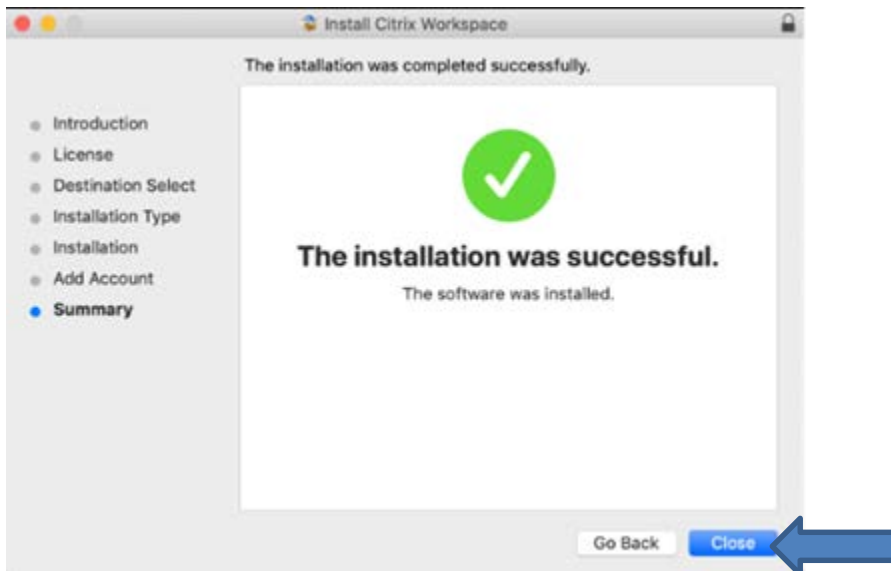- Click **Continue:**
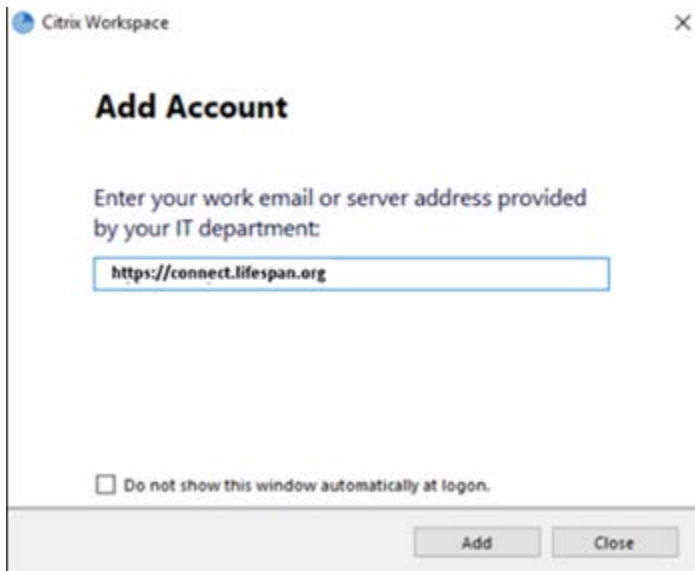
- Click **Agree**

- Click **Install**

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- Click **Continue** (Leave Add Account **unchecked**)

- Click **Close.**

- When launching the Citrix Workspace App for the first time, enter https://connect.lifespan.org in the Add Account box and click Add when complete. You are now ready to use Citrix Workspace.

Accessing your Lifespan applications

- From your browser go to
  https://connect.lifespan.org. NOTE: *Be sure to use
 https in the address.*
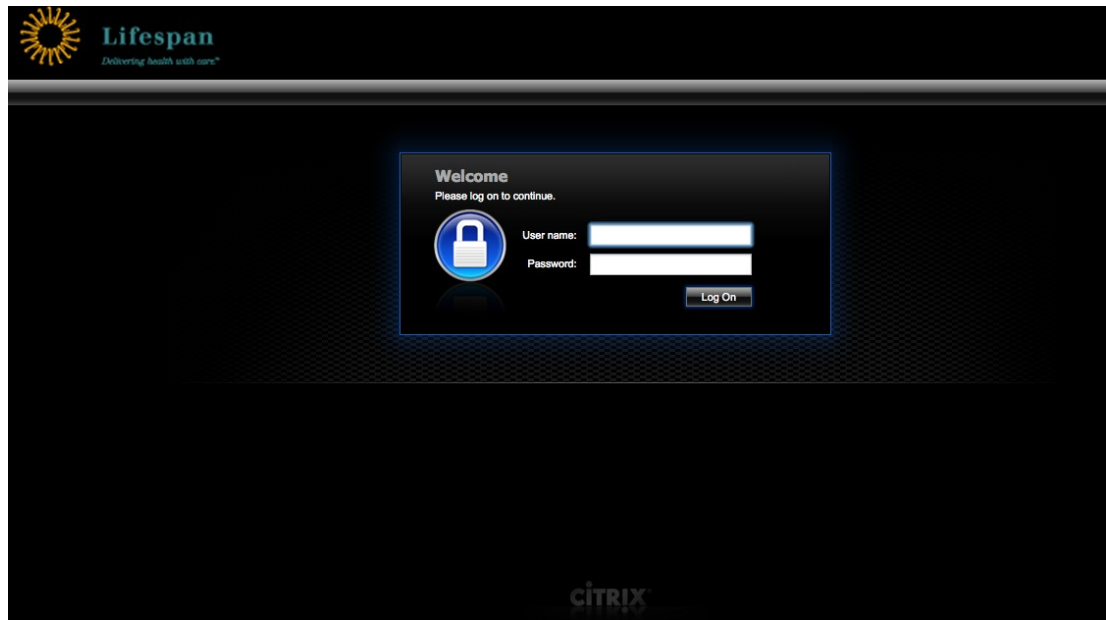
- Enter your username and password then click the Log On button.
- After you have logged on you will see the applications that you have been given access to via Citrix.
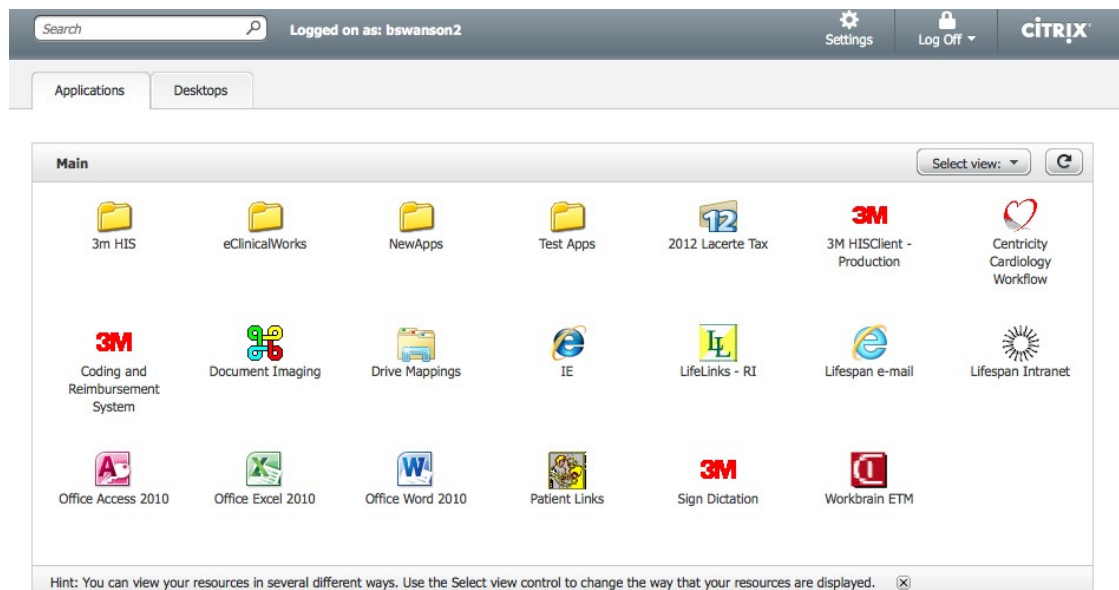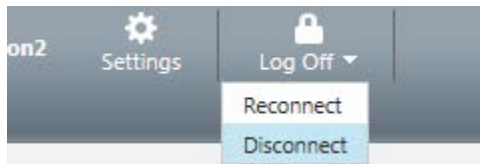

- Click the application you would like to run and log on with your application credentials.

  NOTE: *Applications which use Imprivata single sign-on will automatically sign you into the application*.

Logging OFF the Lifespan Citrix Web Interface

- Logout and close your applications as you normally would.
- On the **Web Interface Application Screen**, click **Log Off** located at the top of the screen.
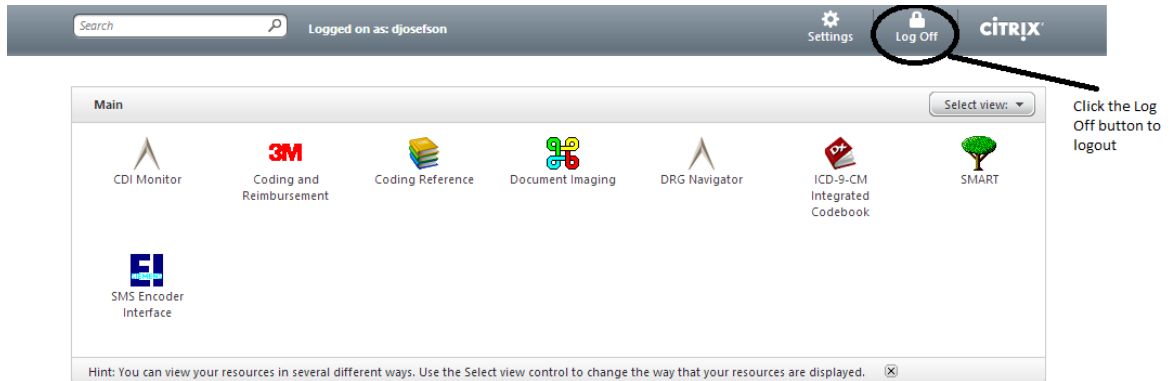
- You may also want to disconnect your current session so you can pick up where you left off on another device. To do this hover over the **Log-Off** options and select "**Disconnect**" from the menu that drops down. By logging in to Citrix from another device all of you applications will reopen right where you left off.

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Frequently Asked Questions

Question	Answer
■ Will my session close automatically if I do not use it?	In the interest of securing the Lifespan network and data contained within it Citrix hosted applications will automatically time out after a period of inactivity. ○ After **20** minutes of inactivity the session will be disconnected ○ After **2** hours of being disconnected the session will be logged off and all applications will be closed ○ All application specific timeouts will also be in effect
■ Can I run multiple applications from Citrix?	Yes, you can run multiple applications. Switching between applications works just like switching between any of your applications running locally on your device.
■ How do I leave a session on one device and reconnect on another?	You can disconnect your current session and log in from another device to pick up where you left off by selecting "Disconnect" one the web interface. When you log onto the next device any applications you left open on the first device will reopen where you left off.
■ Can I copy and paste between Citrix applications and local applications running on my device?	Yes, you can copy and paste text, images, etc. from an application running from Citrix to or from a local application. You cannot however copy entire files or folders to or from a Citrix location and a local location on your device.

Minimum Requirements

■ What version of Java is required for proper operation?	Java 2 or Standard Edition Version 1.4.2_07 or greater
■ What web browsers are supported by Citrix XenDesktop?	Firefox 15.0 or higher Google Chrome 10.0 or higher Safari 1.x with Apple JVM 1.4.x
■ What operating systems are required for proper operation?	Mac OS X 10.x or later