

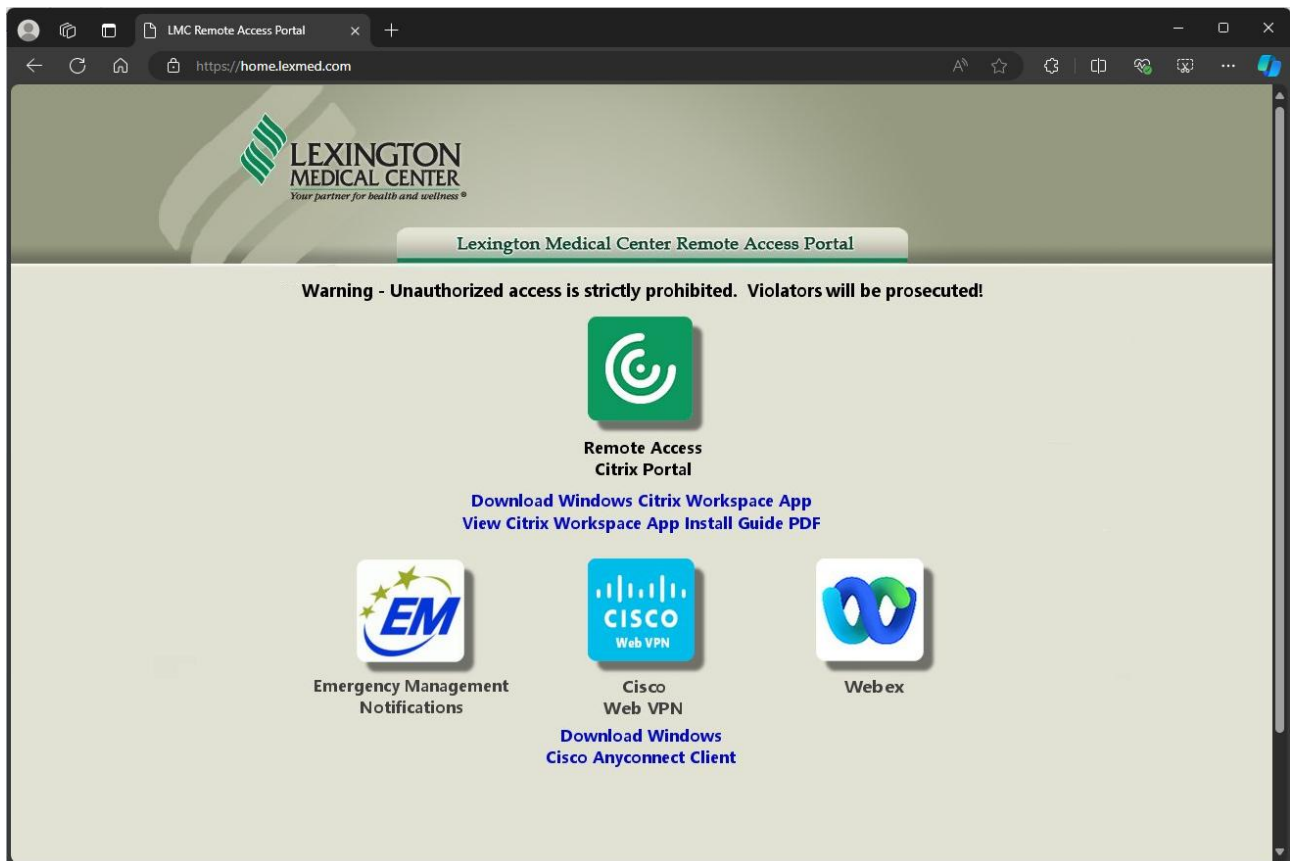
# Lexington Medical Center

## Citrix Workspace App Installation Guide

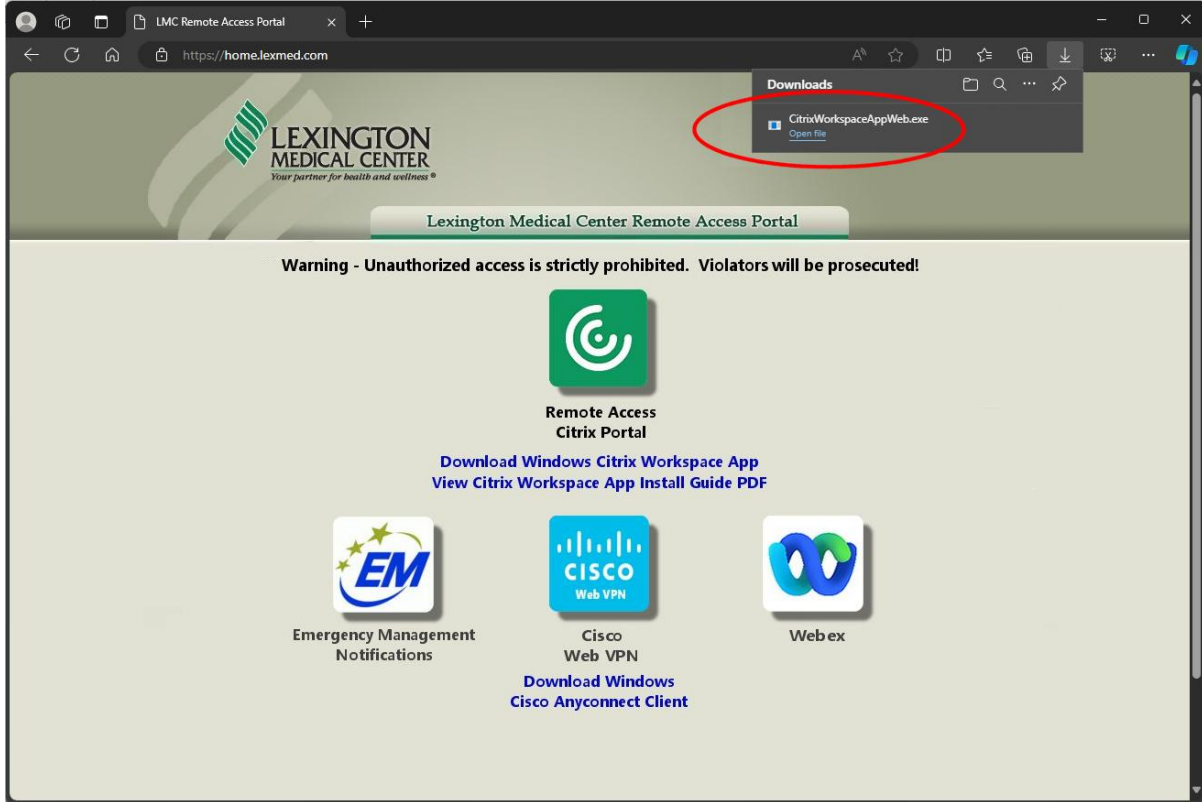
System Requirements: Microsoft Windows 10/11 Home or Professional (32-bit or 64-bit editions)  
Citrix Workspace App for other operating systems may be available directly from Citrix but is not tested with LMC's configuration and may not work or may cease working at any time.

This guide has general instructions on how to install Citrix Workspace App on a Microsoft Windows 11 based PC using Microsoft Edge as your web browser. There are other web browsers including Mozilla Firefox and Google Chrome that should work as well, but the screens may look slightly different.

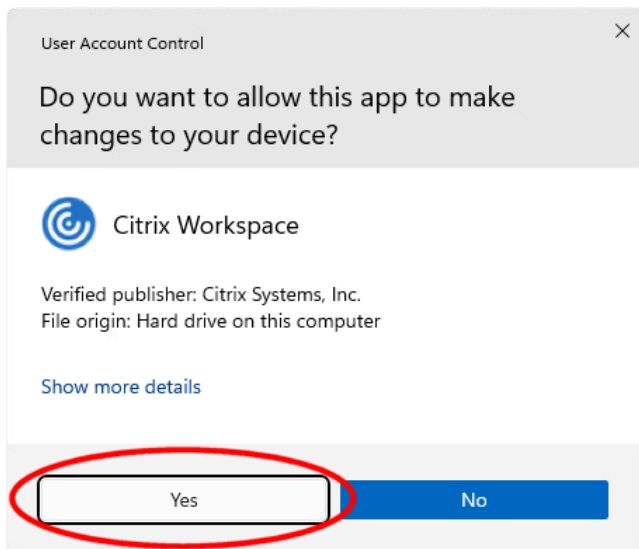
Open your Web Browser of choice and enter <https://home.lexmed.com> in the address bar at the top. Click "**Download Windows Citrix Workspace App**":



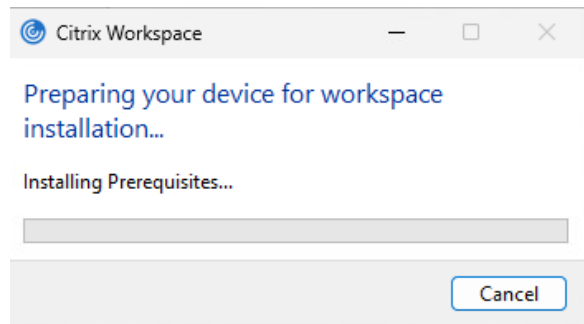
Click on "CitrixWorkspaceAppWeb.exe" after it downloads:



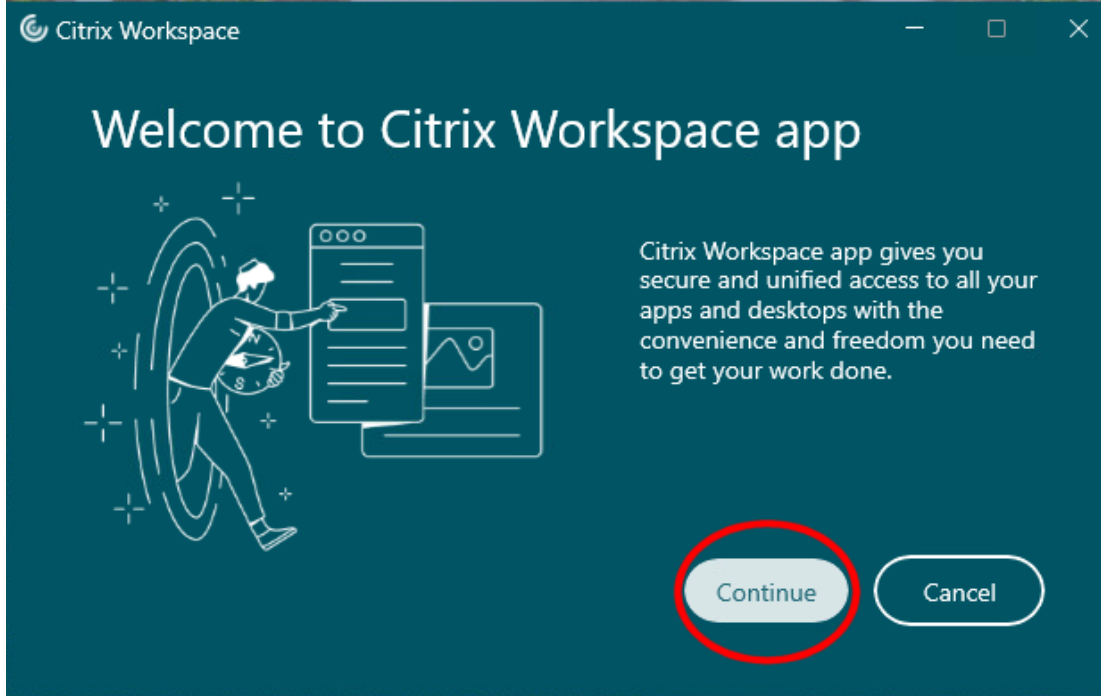
If you receive a "User Account Control" prompt, then click Yes.



Depending on your computer, you may see some Prerequisites install.



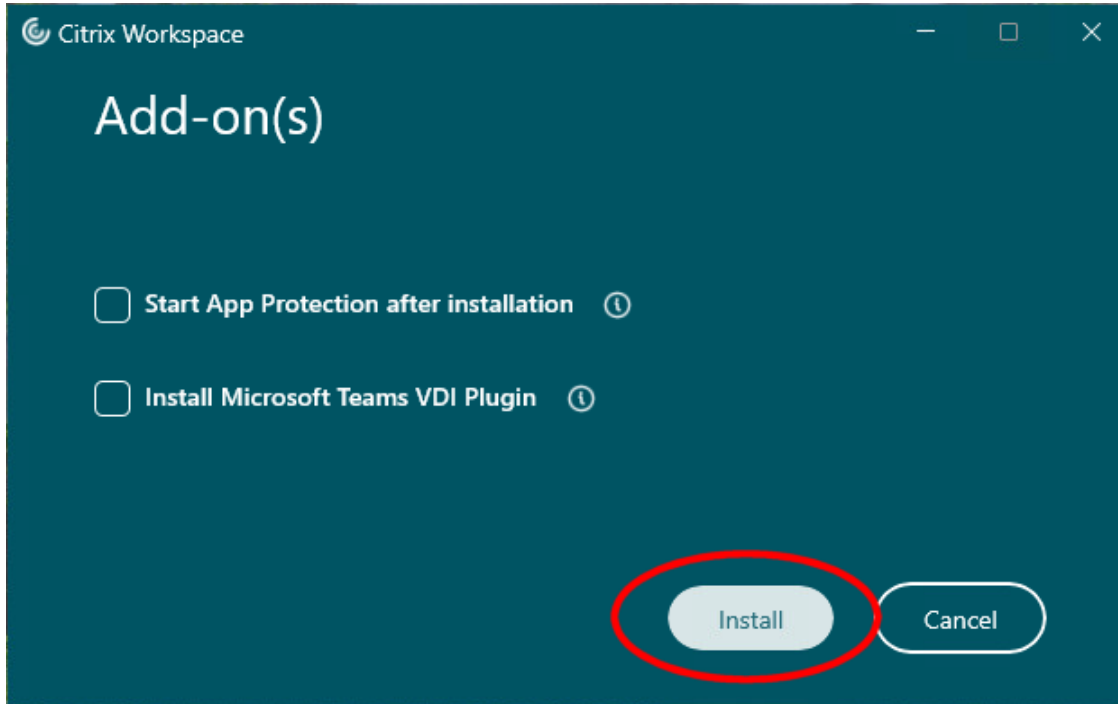
On the Welcome screen, click “Continue”:



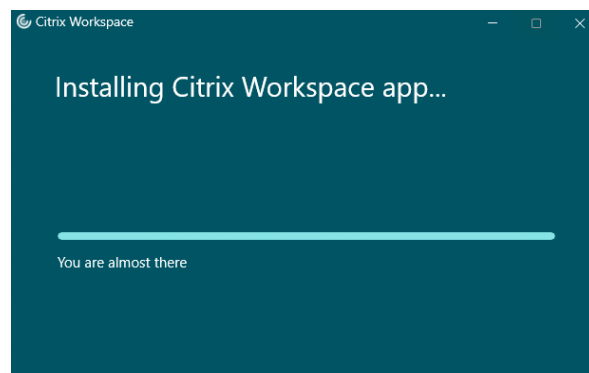
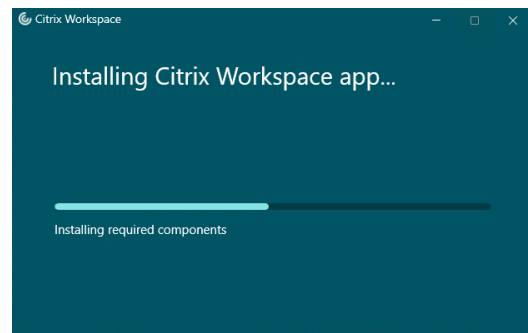
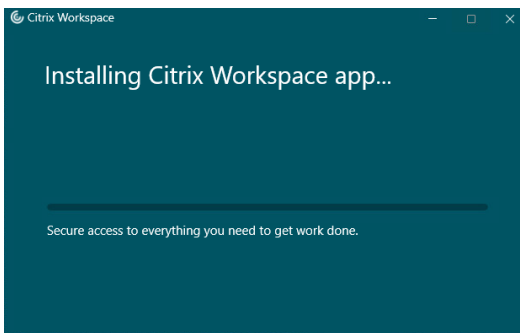
On the License Agreement screen, review the license agreement, check the box next to “I agree” and click “Continue”:



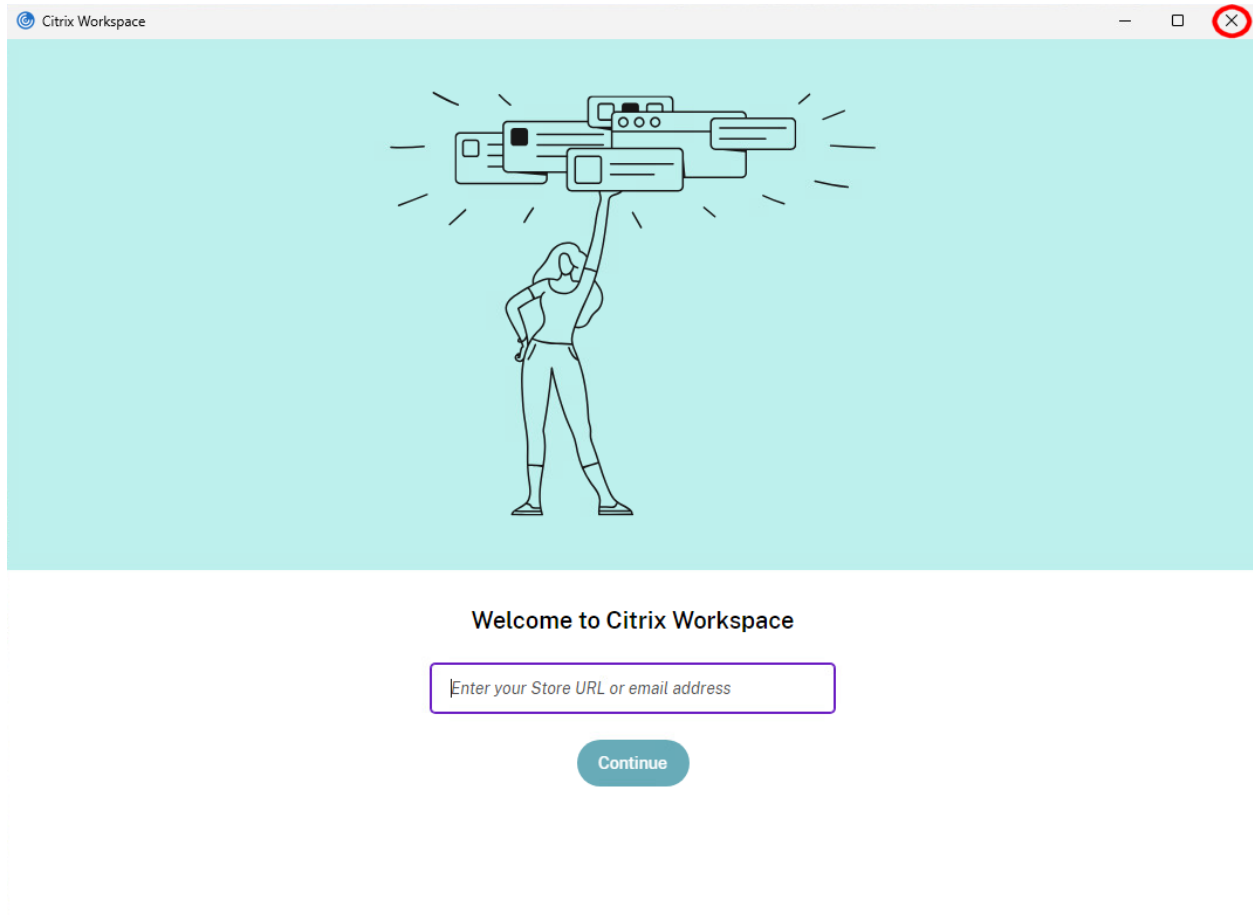
On the Add-on(s) screen, leave both boxes unchecked and click "Install":



Wait for the installation to complete:



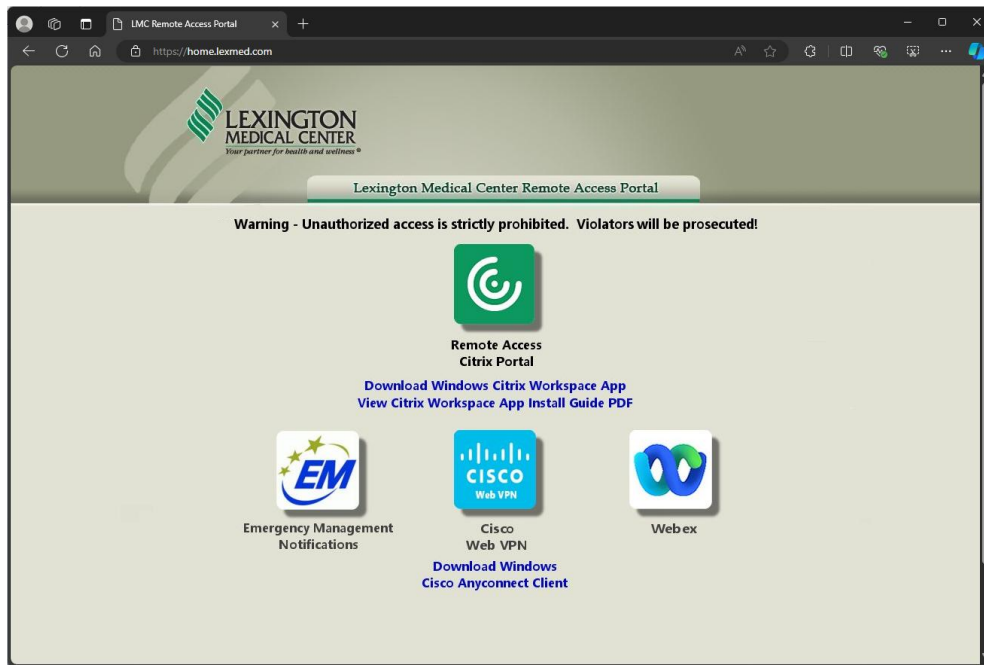
On the “Welcome to Citrix Workspace” screen, leave the “Enter your Store URL or email address” box blank, and click the “X” in the upper right hand corner.



Continue to the Login Section of this document on the next page.

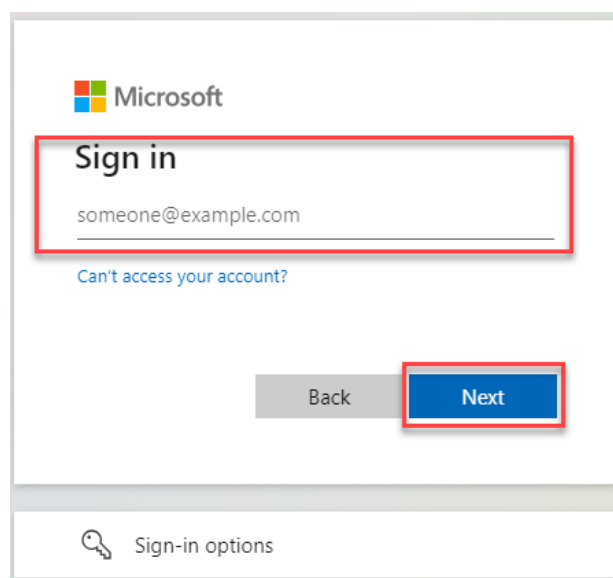
# Logging In

Return to <https://home.lexmed.com> in your web browser and click on the green Remote Access Citrix Portal icon.

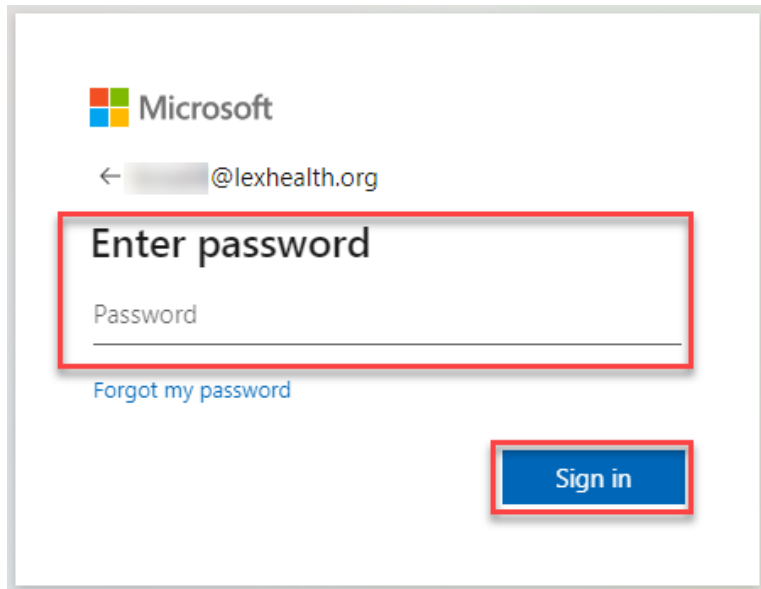


Type in your email address and click "Next." Type your password and click "Sign In". Please note this is a new portal. The previous portal required entering your username and password, the new portal requires entering your email address and password.

Enter your email address and then click "Next":

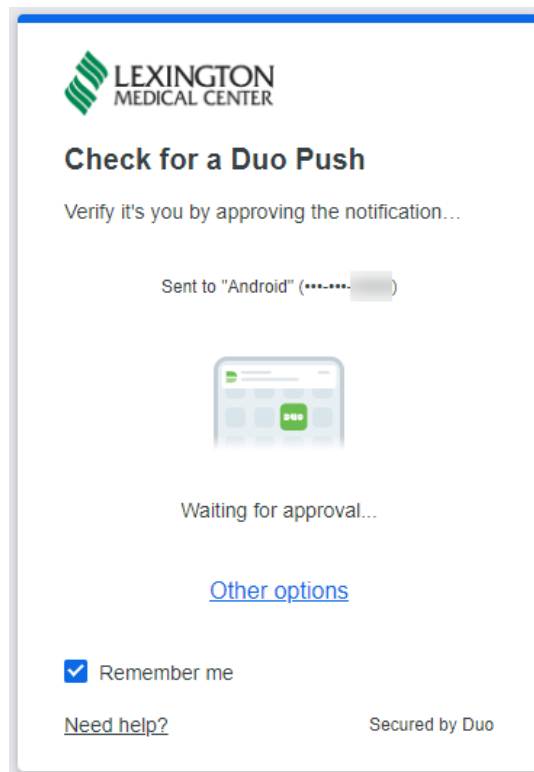


Enter your password then click "Sign In." If your browser offers to remember your password for you, select the option to not save it. LMC Policy prohibits saving your password. You are required to enter it every time you login.



The image shows a Microsoft login page. At the top left is the Microsoft logo. Below it is a back arrow and a text input field containing "@lexhealth.org". A red rectangular box highlights the "Enter password" section, which includes a "Password" label and a text input field. Below the password field is a blue link that says "Forgot my password". At the bottom right of the form is a blue button with the text "Sign in", also highlighted with a red rectangular box.

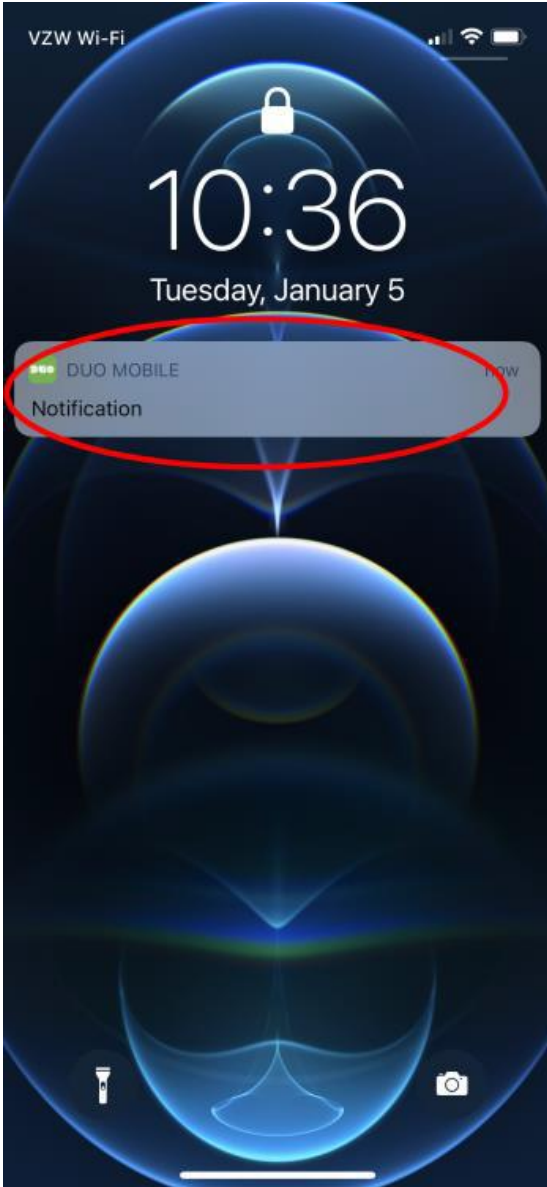
Once the initial login is successful you will see a message displayed to check your mobile device for Duo Push notification:



The image shows a Duo Push notification screen from Lexington Medical Center. At the top left is the Lexington Medical Center logo. Below it is the heading "Check for a Duo Push" and the instruction "Verify it's you by approving the notification...". The notification is addressed to "Sent to 'Android' (••••••••)". Below this is a small image of a mobile phone displaying a Duo Push notification. The text "Waiting for approval..." is centered below the phone image. At the bottom left is a checked checkbox next to the text "Remember me". At the bottom center is a blue link that says "Other options". At the bottom left is a link that says "Need help?". At the bottom right is the text "Secured by Duo".

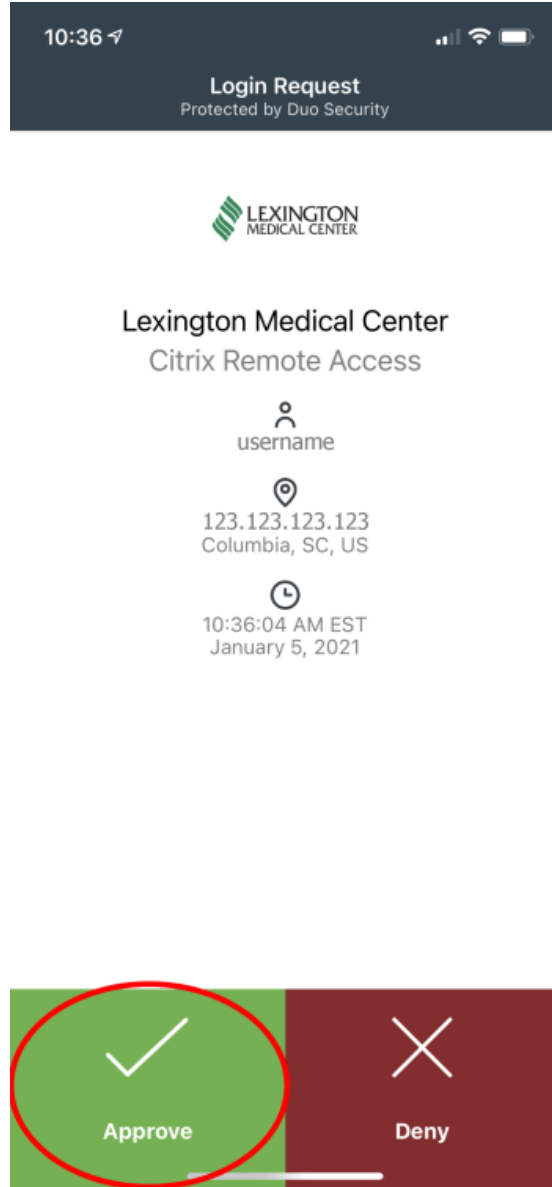
**\*\*Please Note:** Initial Duo Setup must have already been completed. If you have not already completed this, then follow the documentation provided separately by the IS Security team.

Tap the Duo Mobile Notification on your Cell Phone



*Screenshot is from an iPhone, Android will look similar.*

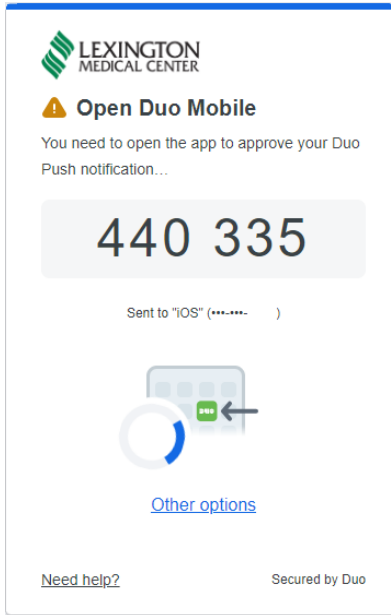
Then Tap Approve in the Duo Mobile App.



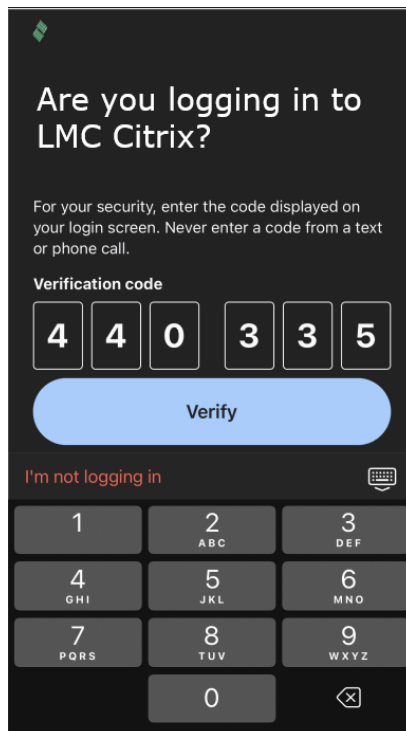
*Screenshot is from an iPhone, Android will look similar.*



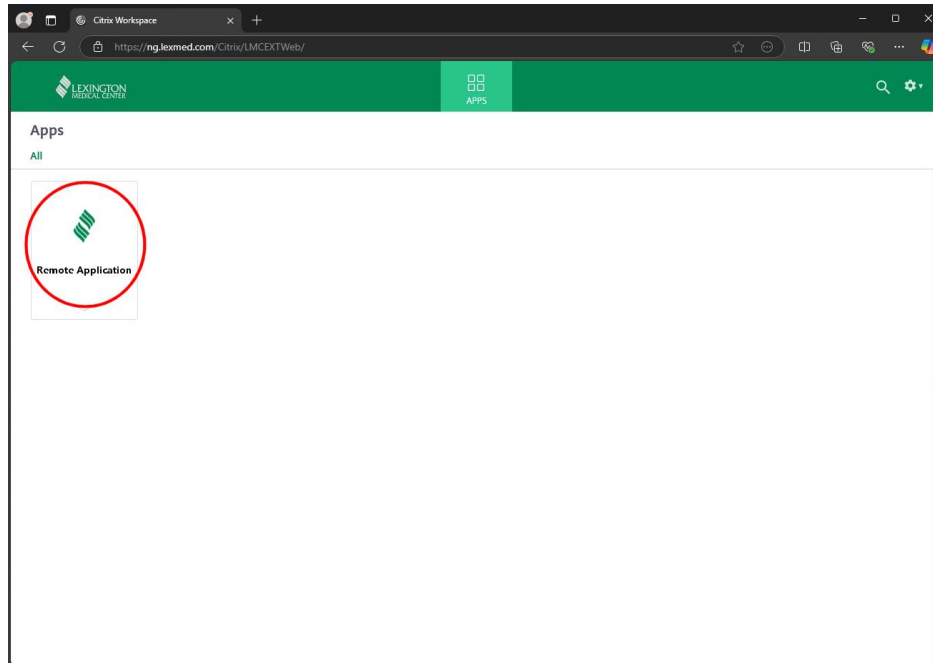
If Duo detects a difference in your typical login (eg. A new location, a new device, an unusual login time of day, etc.) you will be required to enter a 6 digit code instead of just tapping “Approve”. If this is the case, after you enter your email address and password, you will see the code on your computer.



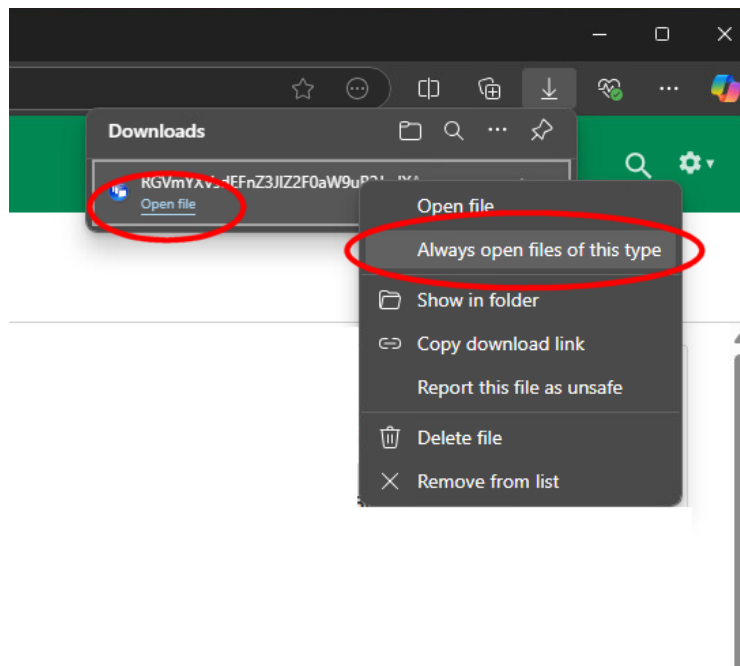
Open the Duo app on your phone, enter the 6 digit code and tap “Verify”



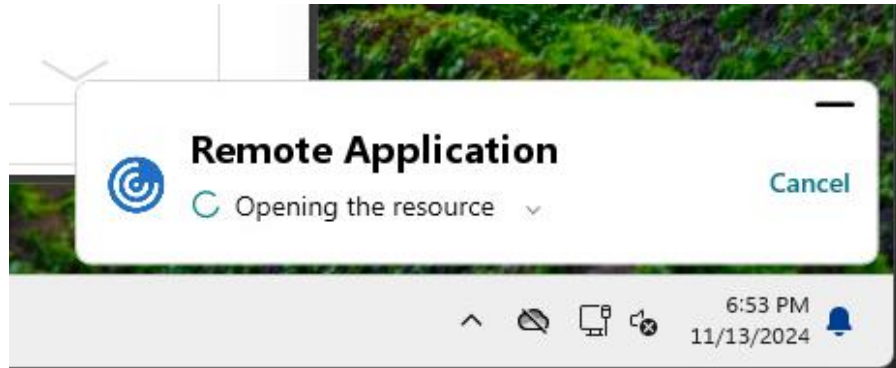
After approving the login in the Duo Mobile App, the login should complete in the web browser. You will be presented with a list of applications that you have remote access to. Single click the application that you would like to launch.



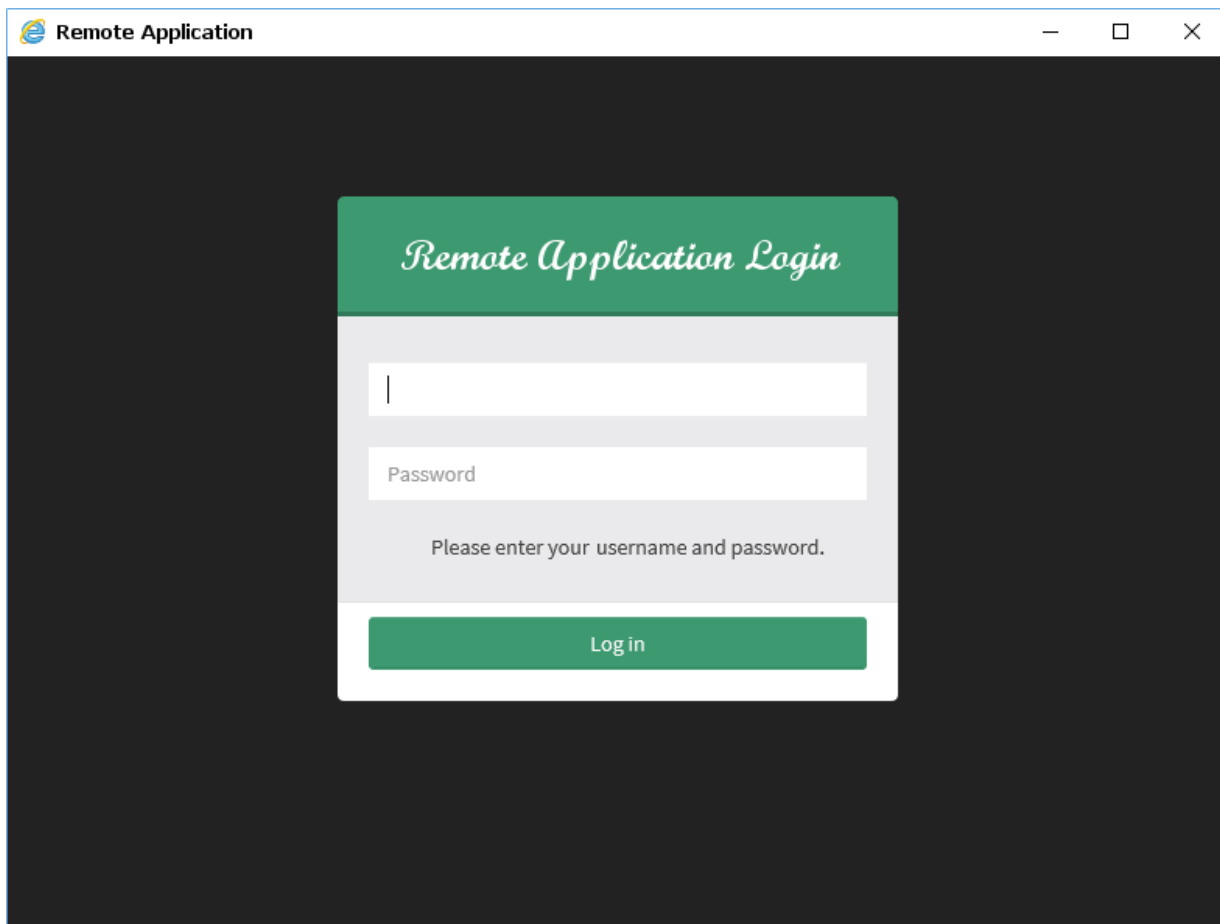
Either click "Open File" for the ICA file that downloads or to skip that step in the future, right mouse click on the ICA file and choose "Always open files of this type." Then click "Open file". Future application launches will not require you to click "Open File."



After a few seconds, your application should begin launching in the bottom right hand corner.



Once it is launched, you should be able to use the application just as you would on an LMC workstation:



If you need assistance, please feel free to contact the IS Help Desk. If you are using a PC that is not owned by Lexington Medical Center, there will be limits to what assistance can be provided. Assistance is not available for outdated versions of Windows such as Windows 7 nor is it available for Non-Microsoft Operating Systems such as Mac OS, iOS, Android, Chrome OS, and Linux.