

Lexington Medical Center

Citrix Workspace App Installation Guide

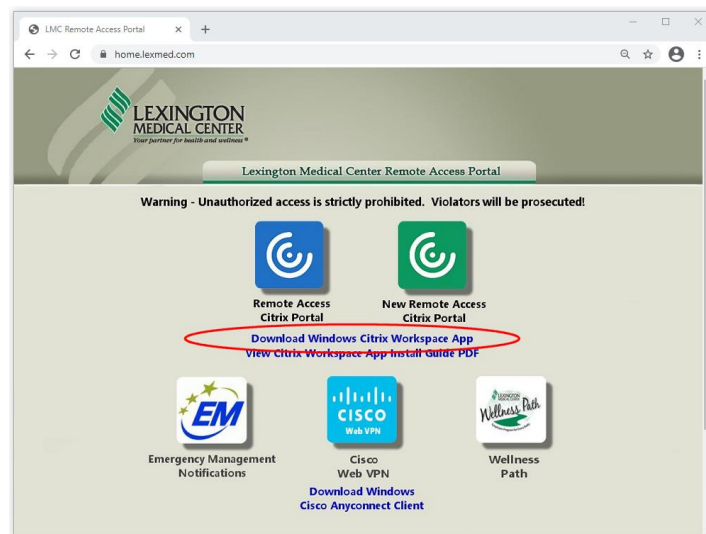
System Requirements: Microsoft Windows 10 Home or Professional (32-bit or 64-Bit editions)

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.

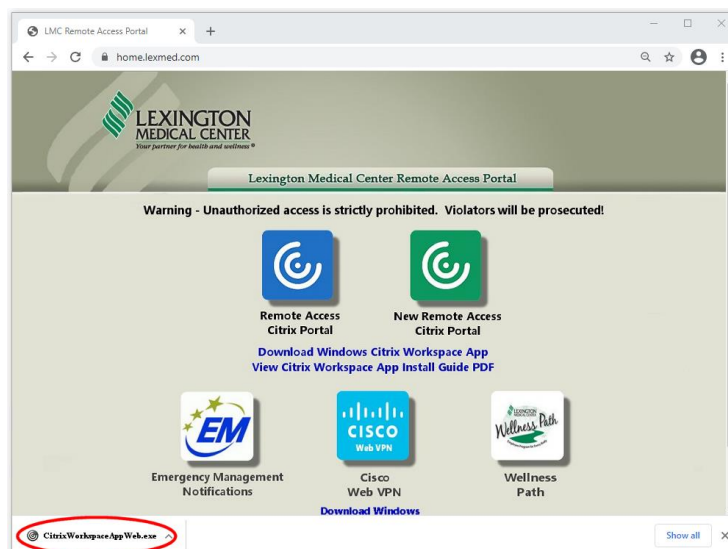
This guide has general instructions on how to install Citrix Workspace App on a Microsoft Windows 10-based PC using Google Chrome as your web browser. There are other web browsers including Mozilla Firefox and Microsoft Edge that should work as well, but the screens may look slightly different.

Installation

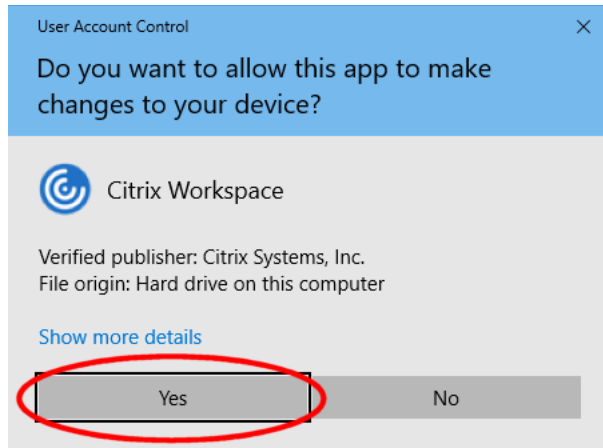
Open your web browser of choice and enter <https://home.lexmed.com> in the address bar at the top. Click **“Download Windows Citrix Workspace App”**:



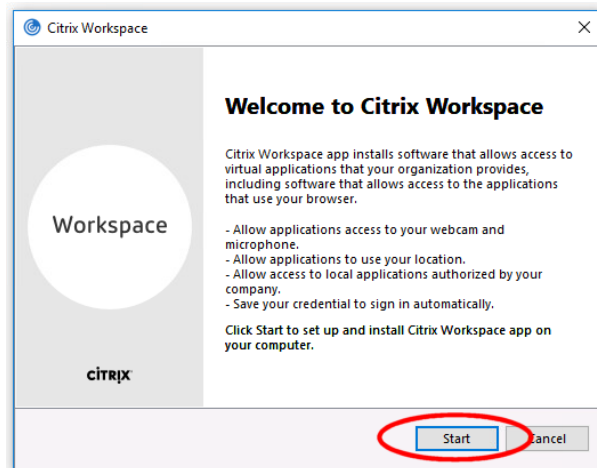
Click on **“CitrixWorkspaceAppWeb.exe”** after it downloads:



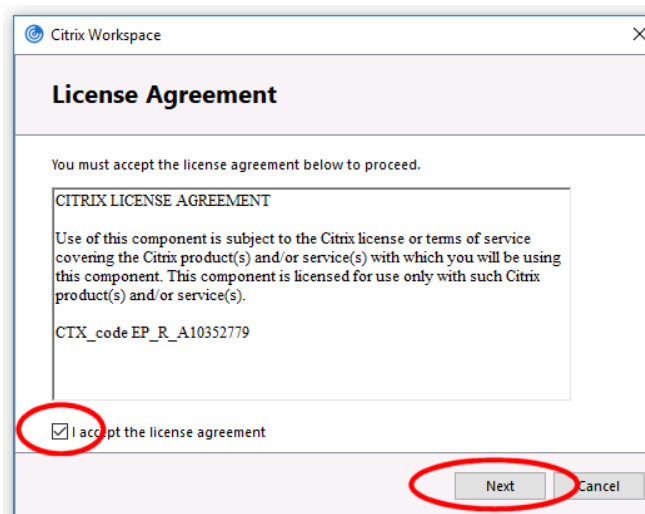
If you receive a User Account Control prompt, click “Yes”:



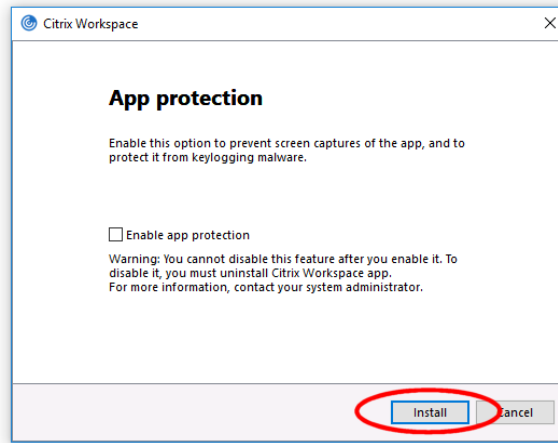
On the Welcome screen, click “Start”:



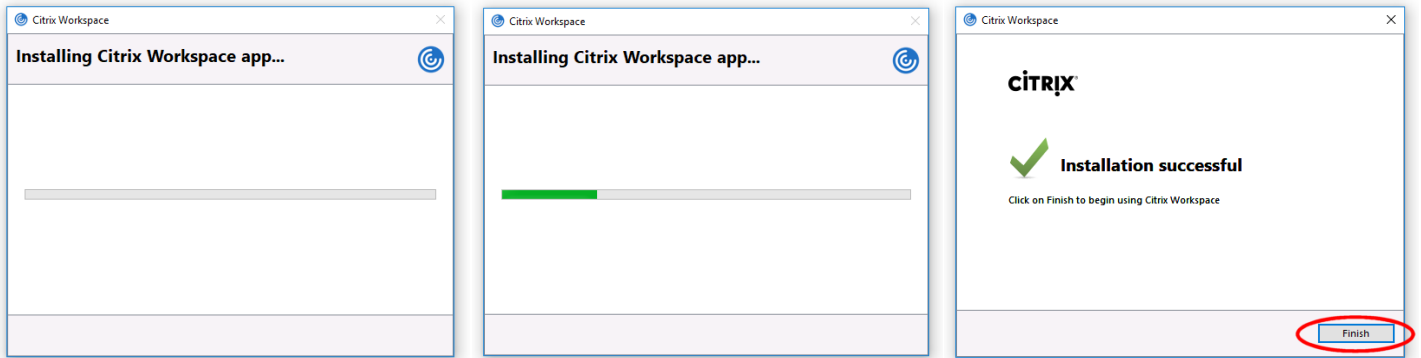
On the License Agreement screen, review the license agreement, check the box next to “I accept the license agreement” and click “Next”:



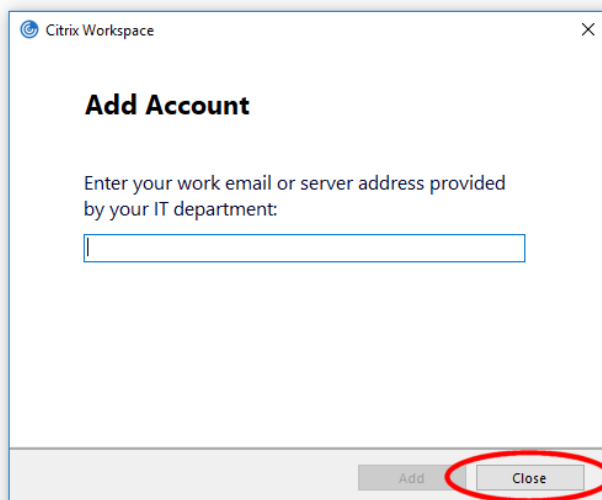
On the App protection screen, leave the box unchecked and click “Install”:



Wait for the Installation Successful Screen, then click “Finish”:

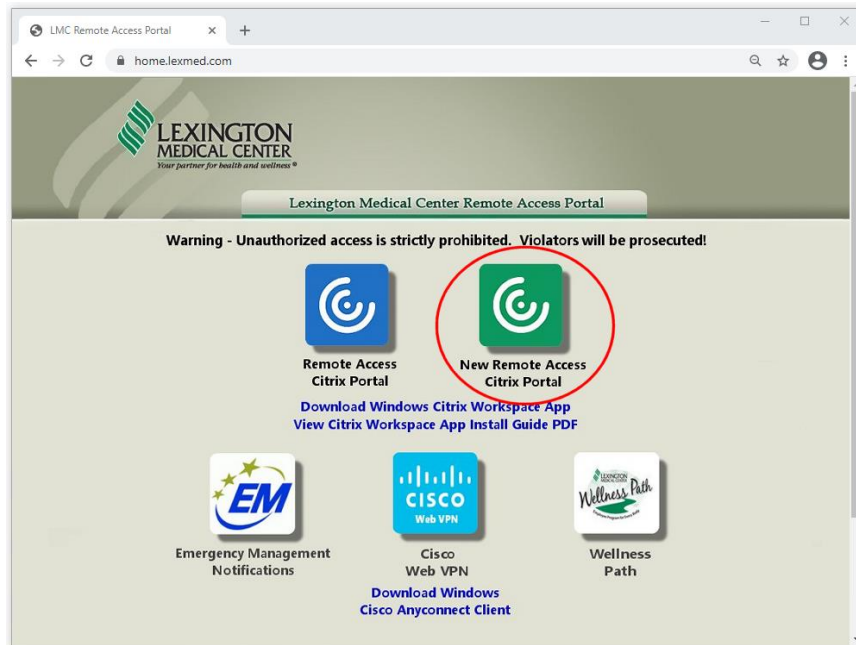


If at any time you see an Add Account Screen, click “Close” or “Cancel”:



Logging In

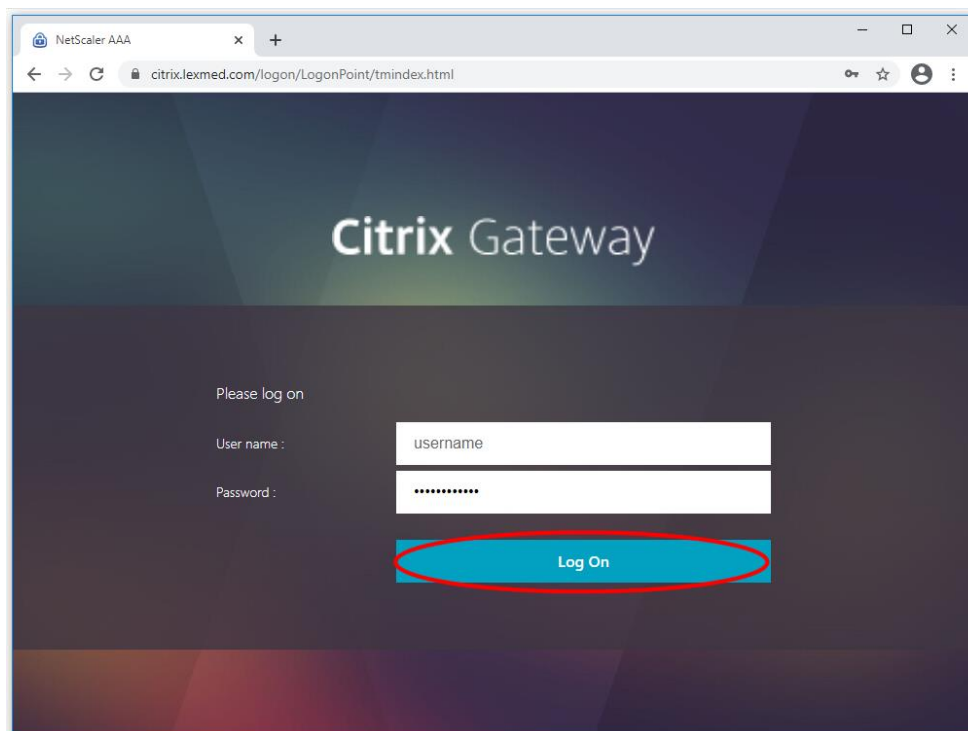
Return to <https://home.lexmed.com> in your web browser and click on the green Remote Access Citrix Portal:



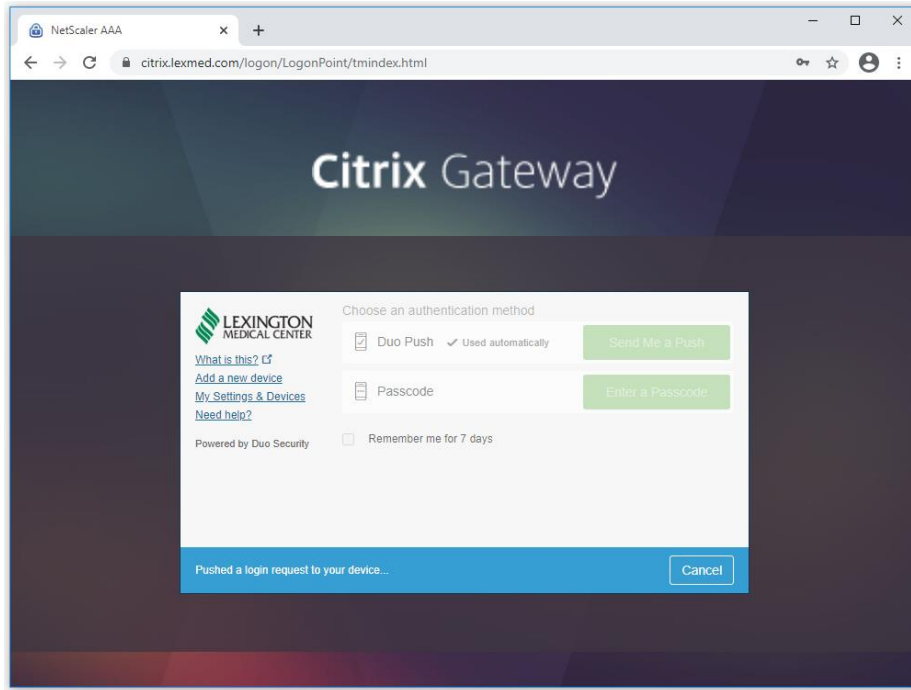
Type in your username and password and click “Log On.”

****If your browser asks you if you want to save your password, click NO.****

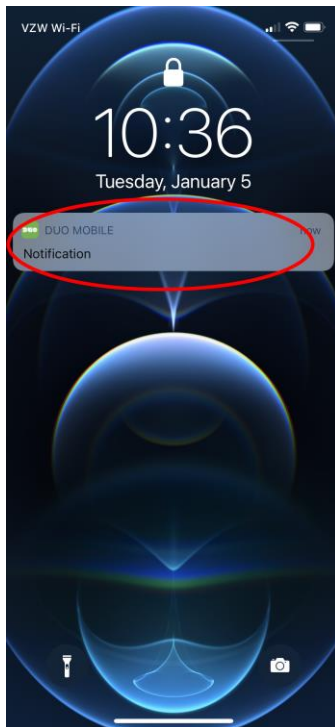
****LMC Security Policy Prohibits saving passwords, violating this could result in termination of your access.****



If you entered your username and password correctly, you will see a Duo Security window. If you configured Duo to automatically send you a push, then look for a notification on your cell phone. If not, select "Send Me a Push," then look for the notification on your cell phone. ****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.**

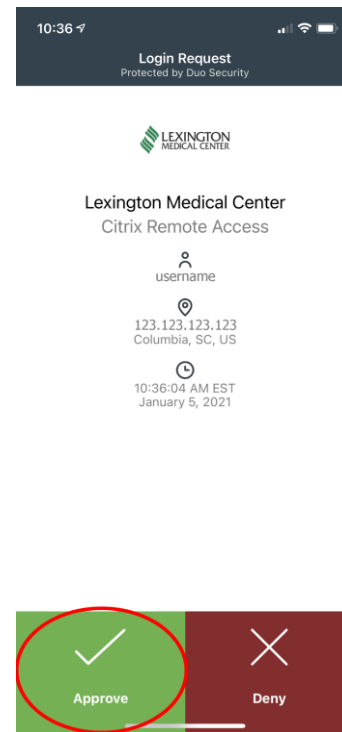


Tap the Duo Mobile Notification on your Cell Phone



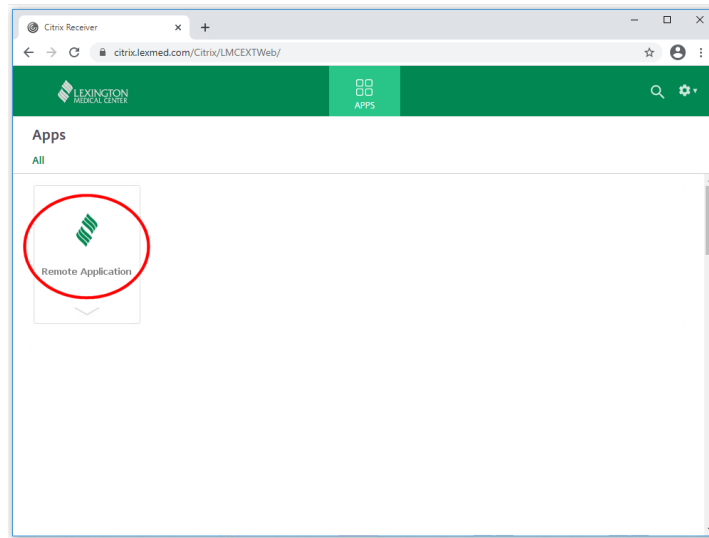
Screenshot is from an iPhone, Android will look similar.

Then Tap Approve in the Duo Mobile App.



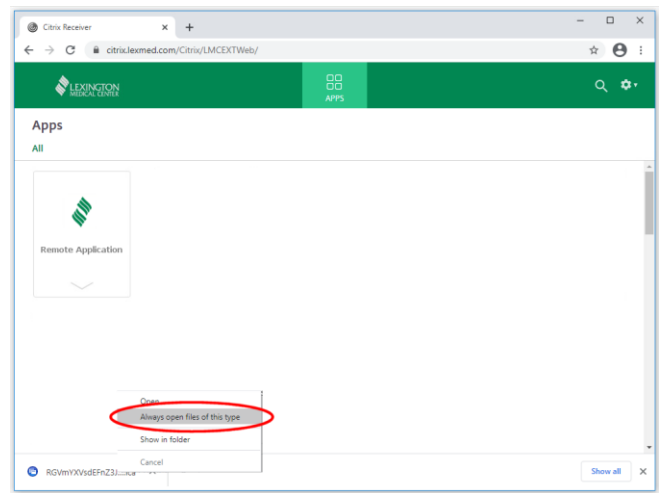
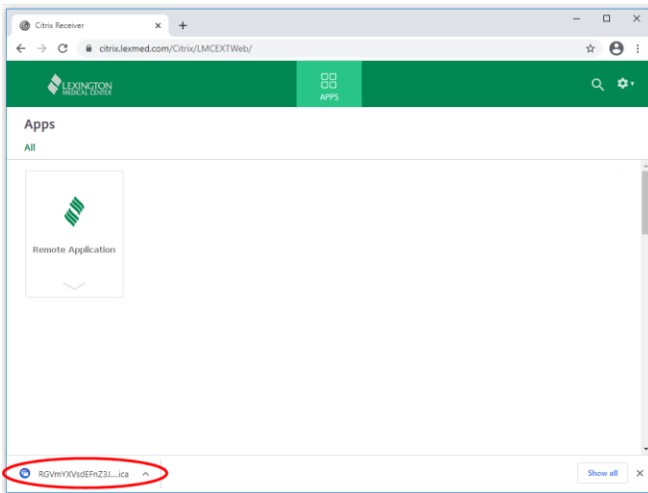
Screenshot is from an iPhone, Android will look similar.

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.

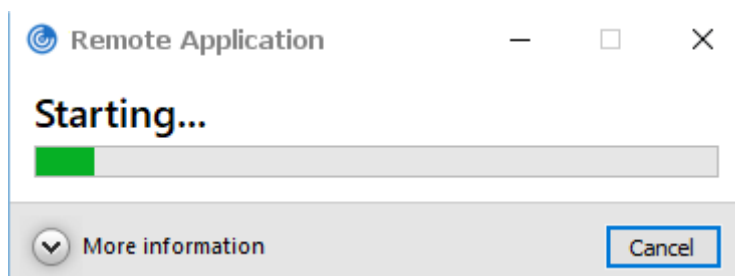


*Alternatively, to skip this step in the future, right click The ICA file and choose "Always Open Files of This Type," Then click the ICA File that downloaded.

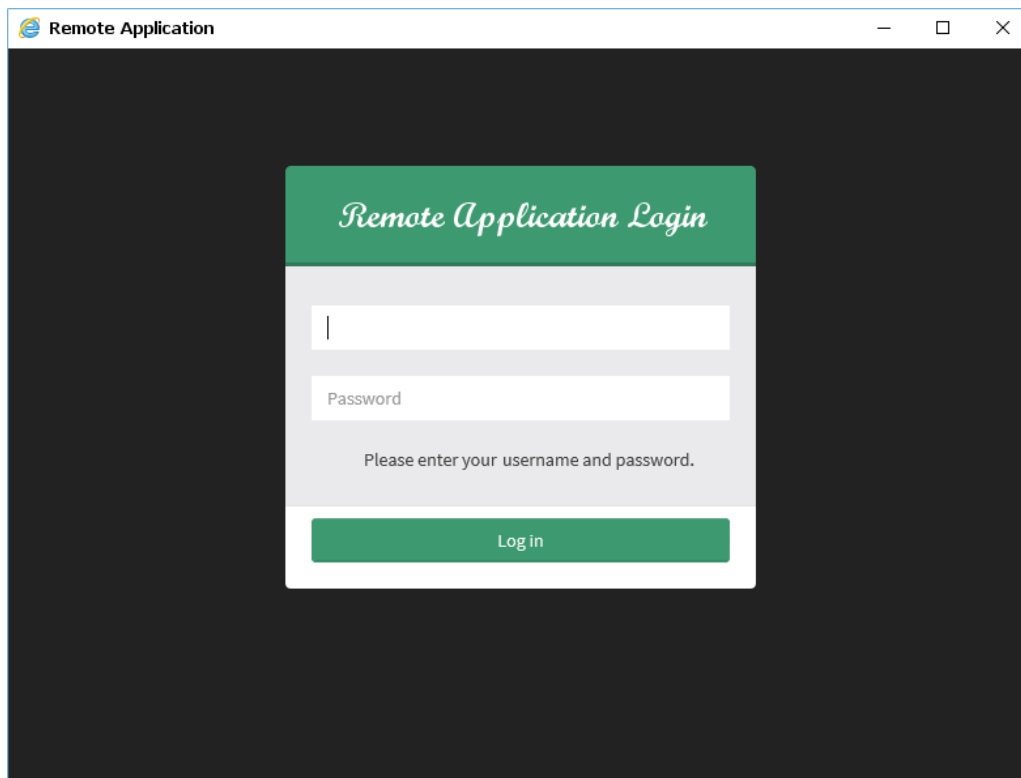
Click the ICA File that downloads.



After a few seconds, your application should begin launching.



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 in 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.