



Install Citrix Workspace Software Instructions

Please read and follow this guide to download and install the program before telecommuting.

For Windows users: pages 3-17

For Mac users: page 19

For Chromebook users: page 20-22

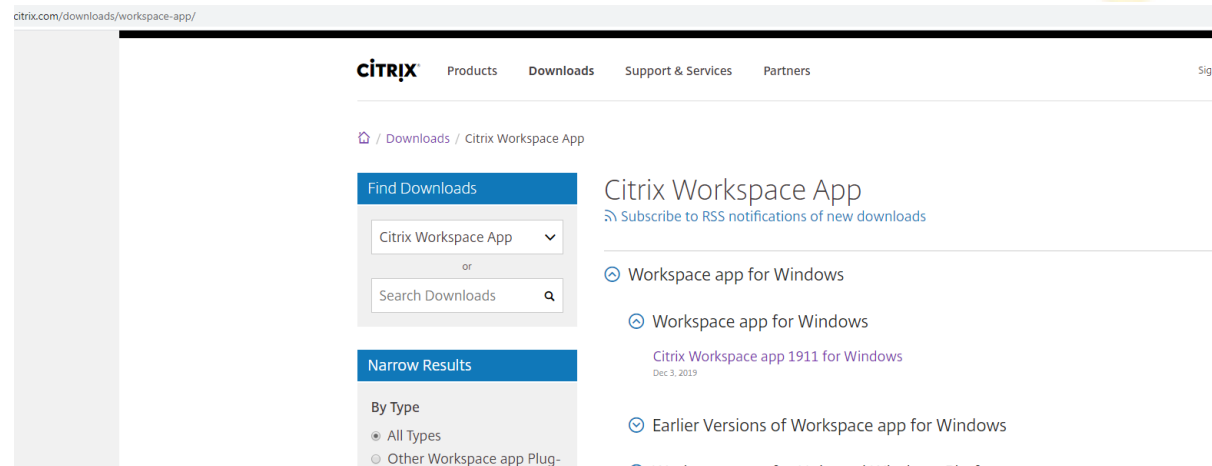
PLEASE NOTE: If you already have Citrix Receiver installed and you are unable to access Citrix, prior to installing the Citrix software you will need to update the Citrix Receiver to latest version of Citrix Workspace by removing the old Citrix and install the cleanup tool. Please follow the steps on pages 21-29 and then come back to page 2 for installation of the latest version of Citrix.

Introduction

- These instructions will guide you in connecting to AHCCCS Desktop or your AHCCCS PC remotely.
- You must have permission to telework, which is granted to your account after reading and agreeing to:
 - AHCCCS Admin Policy 822,
 - the State of Arizona Telework Policies,
 - the AHCCCS Telework Agreement and External Access Request Form being completed by you and your supervisor.

To begin:

- 1. Open your browser –Google Chrome**
- 2. Click or tap the address bar or search box – It located at the top**
 - type in <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html> to go directly to the site.

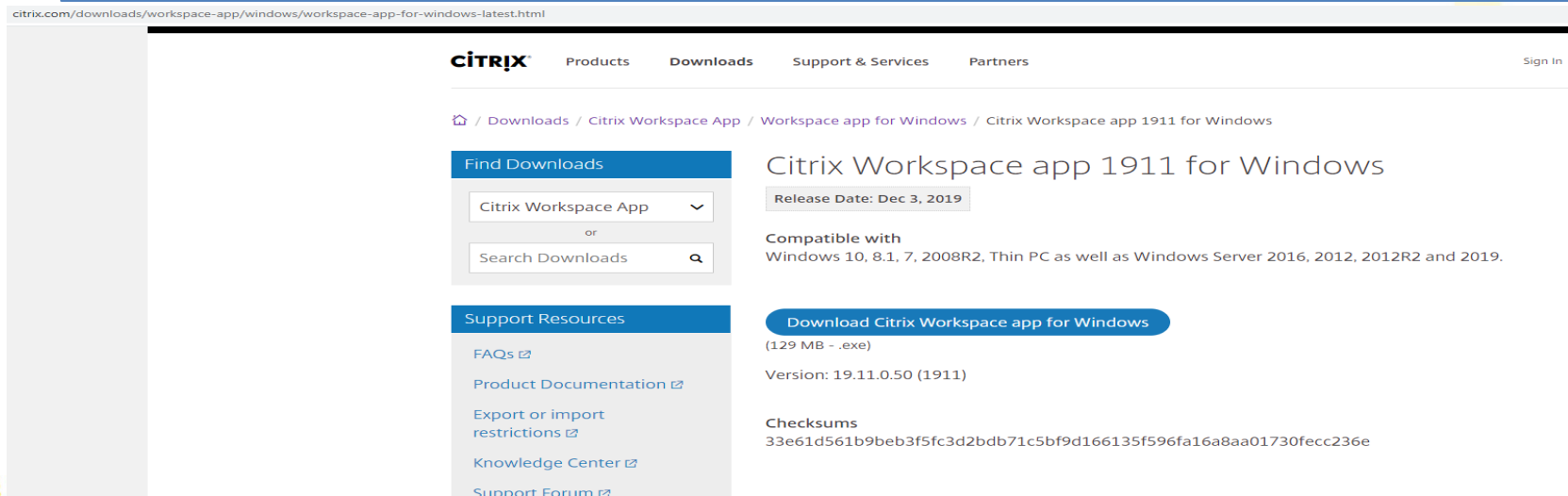


Download Citrix Workspace

3. Click the **Download** button –

*Please note that you need to download the most current version. It could be different than the picture

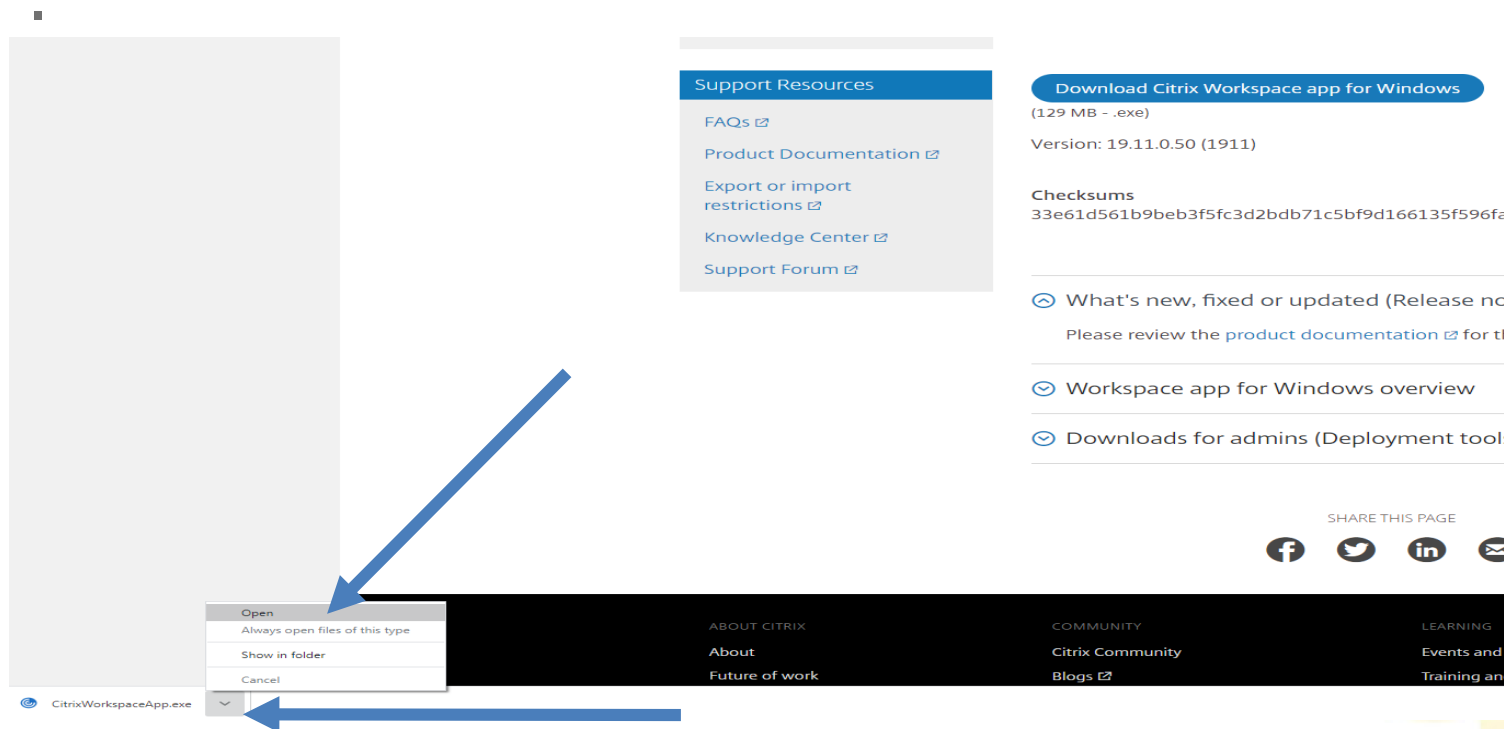
- It may take a minute or two for it to finish, depending on your internet speeds.



The screenshot shows the Citrix website's download page for the Citrix Workspace app for Windows. The URL in the address bar is citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html. The page features a navigation bar with links to Products, Downloads, Support & Services, and Partners, along with a Sign In button. The breadcrumb trail indicates the path: Home / Downloads / Citrix Workspace App / Workspace app for Windows / Citrix Workspace app 1911 for Windows. On the left, there is a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search bar. Below this is a 'Support Resources' section with links to FAQs, Product Documentation, Export or import restrictions, Knowledge Center, and Support Forum. The main content area displays 'Citrix Workspace app 1911 for Windows' with a release date of Dec 3, 2019. It specifies compatibility with Windows 10, 8.1, 7, 2008R2, Thin PC, and Windows Server 2016, 2012, 2012R2, and 2019. A prominent blue button labeled 'Download Citrix Workspace app for Windows' is shown, with details indicating a file size of 129 MB and an .exe format. Below the button, the version is listed as 19.11.0.50 (1911). Checksums are provided for verification: 33e61d561b9beb3f5fc3d2bdb71c5bf9d166135f596fa16a8aa01730fecc236e.

Run the installer

- 4. Click **Arrow** – select open to run the install.

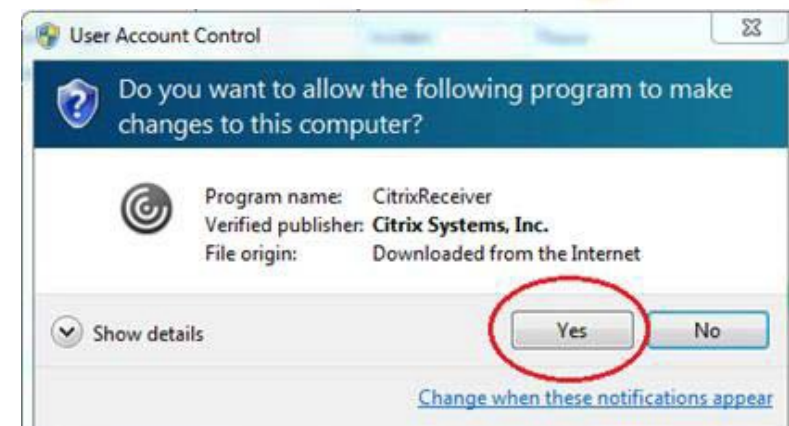
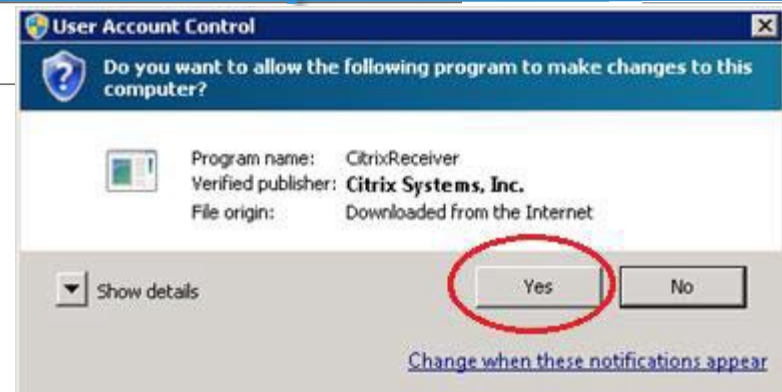


- This will open an install window to walk through install.

Make changes to this computer

5. You may be prompted to allow changes to take place.

- Click **Yes** or **Allow**.
- The prompts may look different depending on what Operating System you have



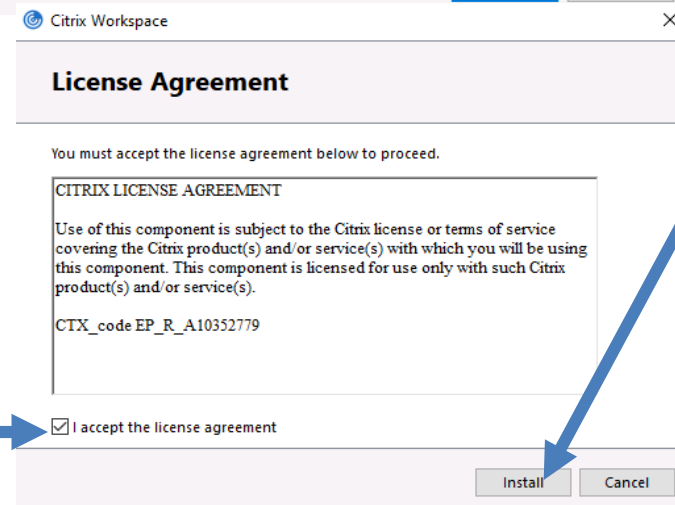
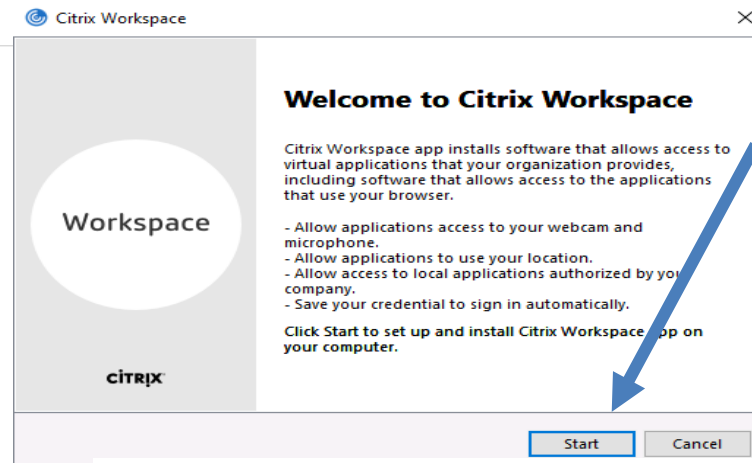
Read and follow the rest of the prompts

6. Click **Start**.

7. Read the license agreement.

8. Click checkbox to **accept** it.

9. Click **Install**.

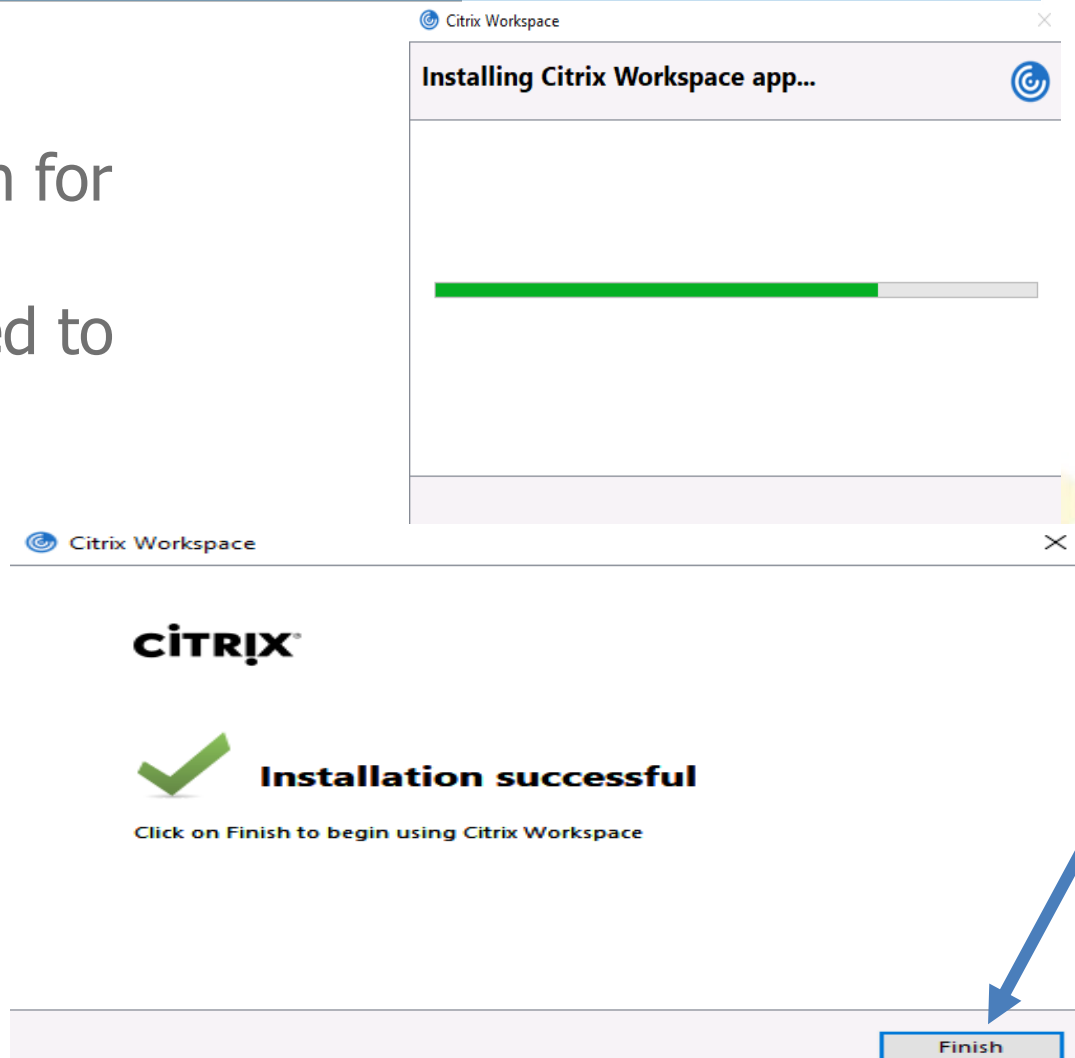


Installation successful – Finish!

10. click **Finish**.

11. No further action for install is needed

12. There is no need to Restart your computer



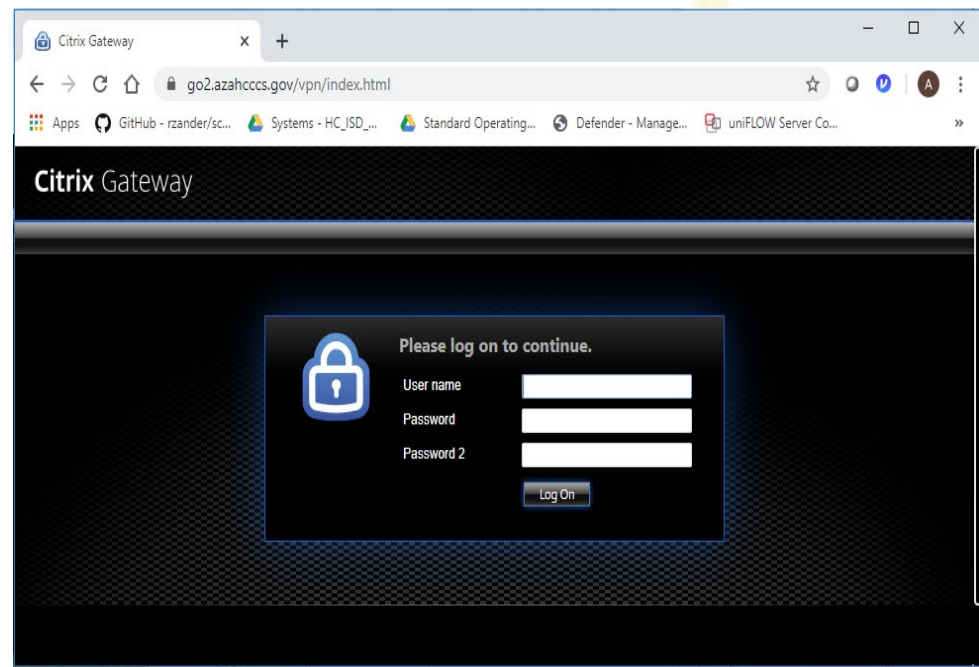
Using Receiver

13. Each time you telecommute, begin by opening a browser just like step 1.

14. In the address bar, type in <https://go.azahcccs.gov> and hit Enter or Go.

- Select [go2.azahcccs.gov](https://go.azahcccs.gov)

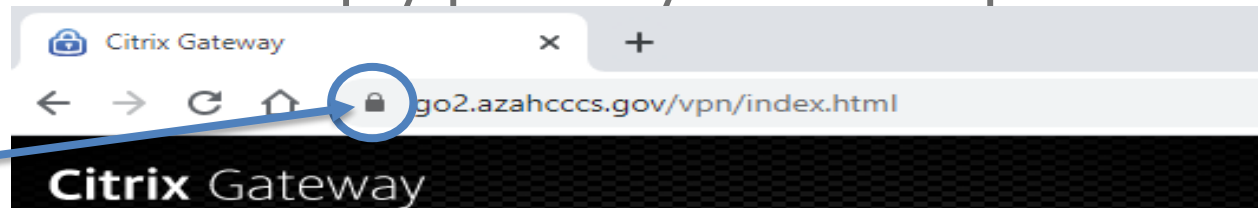
Tech Tip: Add it to your Favorites or Bookmarks for easier access later!



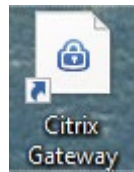
Optional Tech tip:

15. To create a shortcut on your desktop to the Citrix login webpage, do the following:

- **Click** and **drag** the icon on the left side of the address bar to an empty part of your desktop.



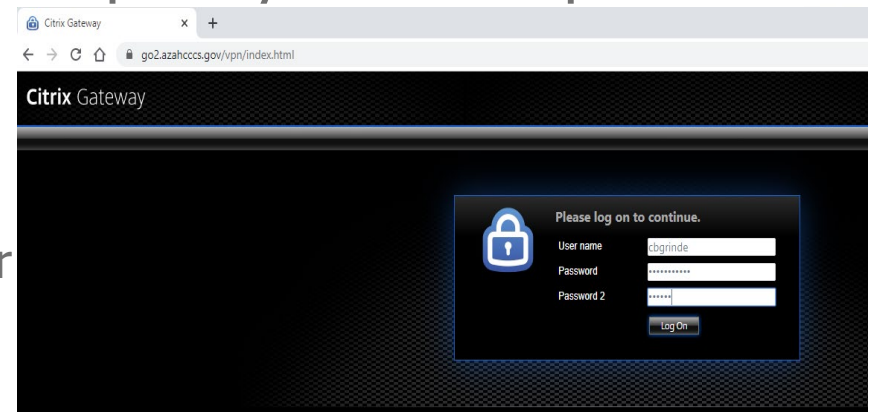
- If done correctly, an icon appears on the desktop



Enter your credentials

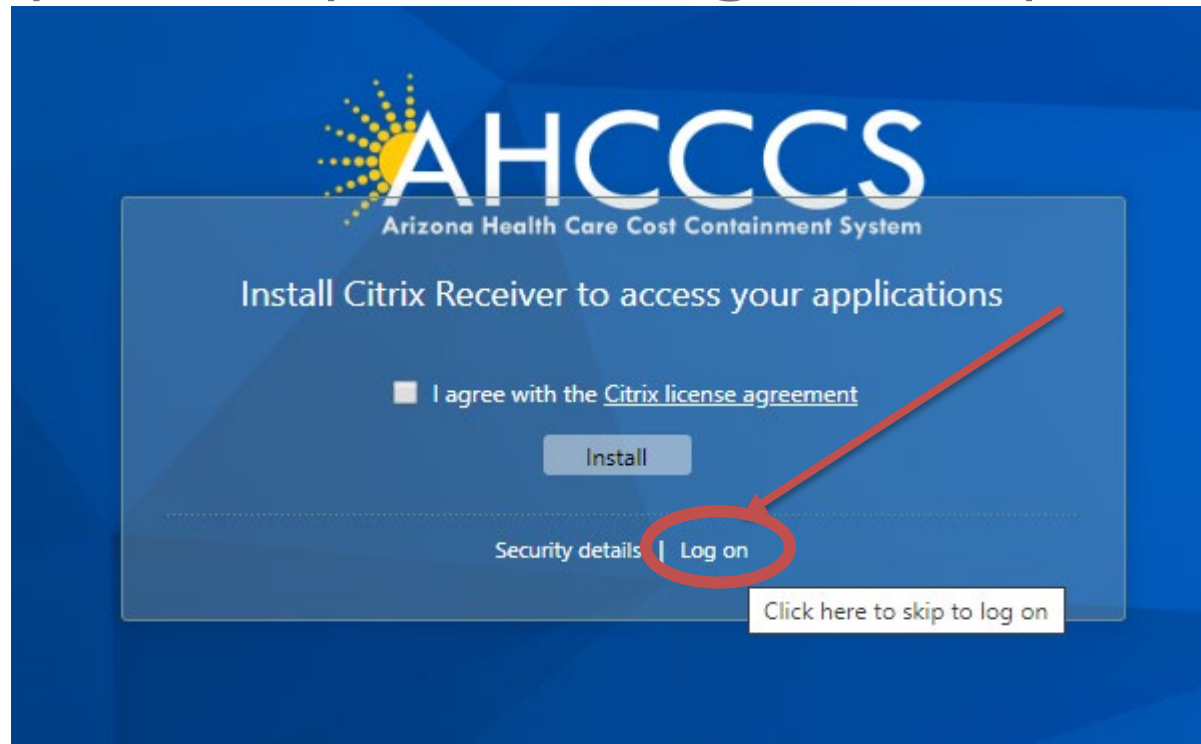
16. At the "Citrix Netscaler Gateway" Welcome screen, type your User name, password, and temporary token response in the text fields and click .

- Make sure NUM Lock is on!
- Make sure CAPS Lock is off!
- When changing your password, refer to the Data Security Password Parameters document.
- You will get locked out after 3 incorrect attempts. To have your account unlocked or password reset, call Customer Support at (602)417-4451, otherwise it will unlock automatically after 15 minutes.



Click Log on

17. You may be prompted each time to install Citrix Receiver.
- Since you already did, click **Log on** to skip this.



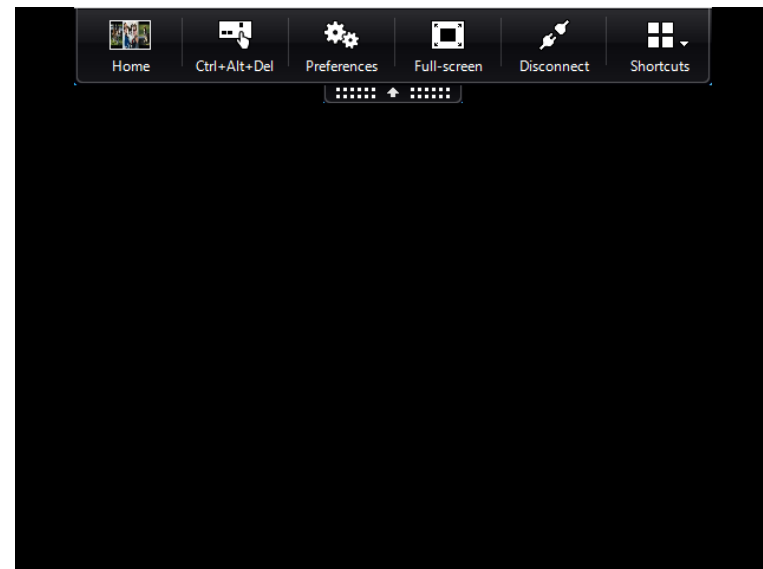
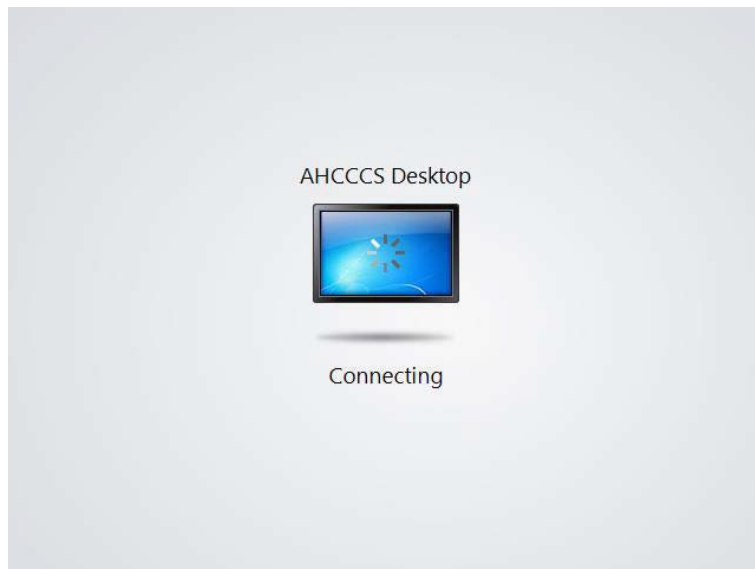
Choose your session

18. Most people should click AHCCCS Desktop.
- If you have a work PC for working with non-standard programs, click MyPC.

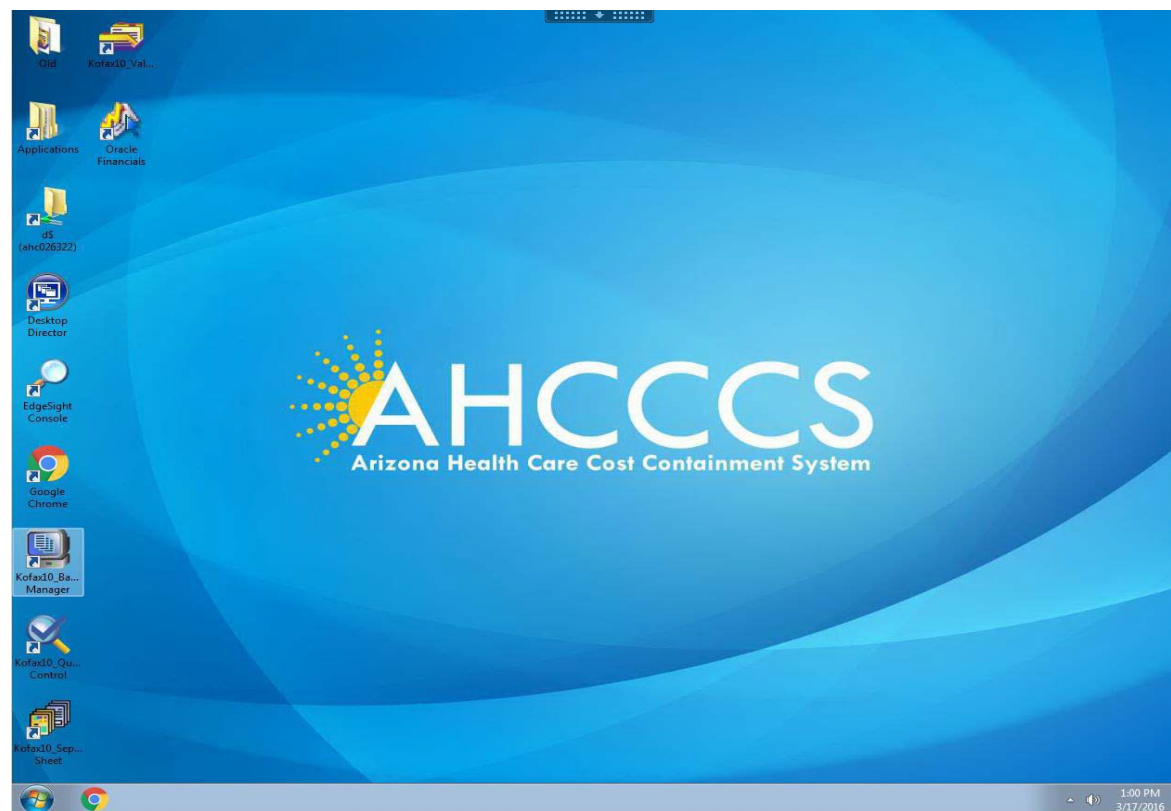


Connecting...

- It may take over a minute to connect, depending on your Internet speeds.
- You will see a white, then a black screen.



You're in!



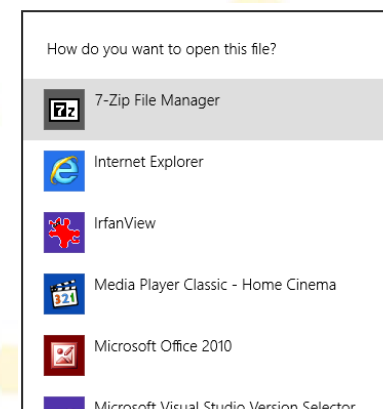
Reaching across Arizona to provide comprehensive
quality health care for those in need

Troubleshooting -

- If you are prompted to **Save** or **Open** a file that looks like *gibberish5468i0rbhszer.ICA*, select **Open** or right-click to select "Always open files of this type" then **Open**.



- If you see a box asking "How do you want to open this file?", please call Customer Support and ask for help changing your Default Programs.



Proper use -

- If your AHCCCS Desktop session locks, it will look like this:



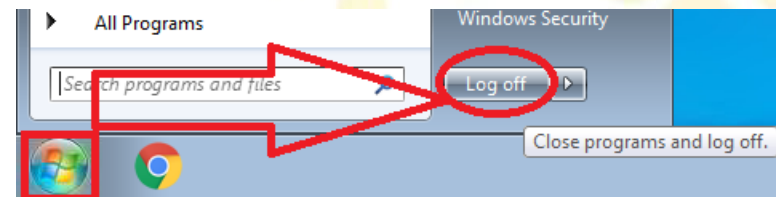
If your home computer locks, you will see its normal background, not the AHCCCS login. Unlock your personal PC first, then your remote session.

- To go from your session to your home computer, click the Citrix Toolbar and click Home.



Proper use continued -

- To make your session smaller, click Window (which becomes the Full Screen button) and resize the window as you want. Repeat this to go back to Full Screen mode.
- Exiting a remote session should be done by going to the start menu and selecting "**Log off**" in MyPC or AHCCCS Desktop.



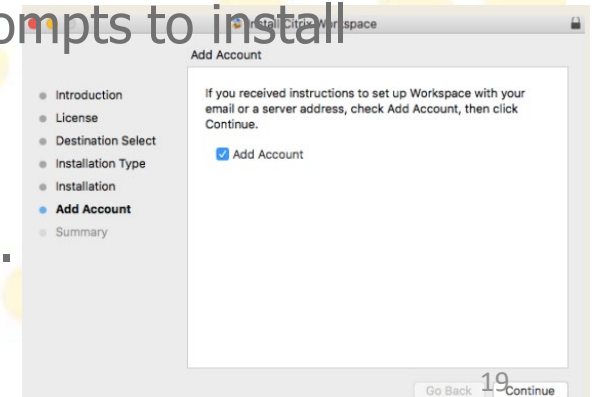
To begin for Mac users:

1. Open your browser –Google Chrome

2. Click or tap the address bar or search box –

It located at the top

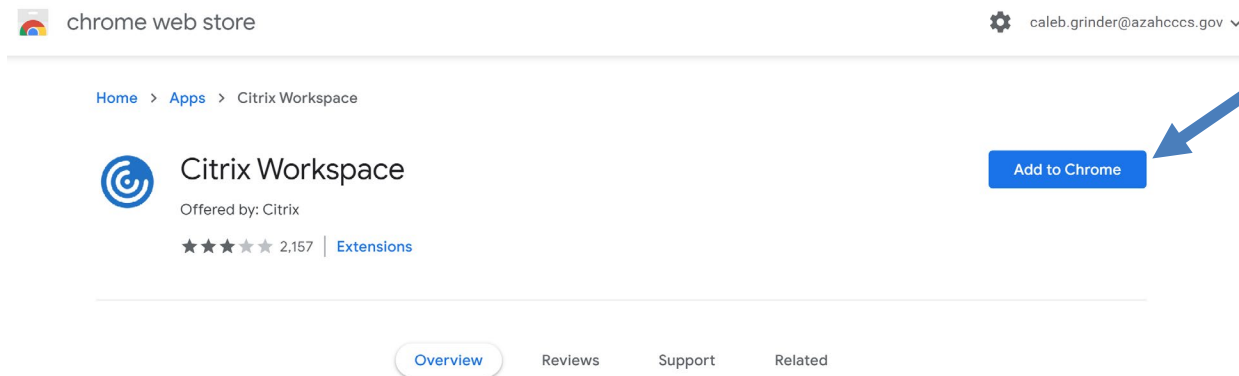
- type in <https://www.citrix.com/downloads/workspace-app/> to go directly to the site.
- Workspace App for Mac
- Download the most current version of Citrix Workspace app for Mac. (A file called CitrixWorkspaceApp.dmg will download to your computer)
- Open CitrixWorkspaceApp.dmg & follow the prompts to install it.
- Do not try to “Add Account”, click **Continue**.
- If a prompt to add one appears, click **Cancel**.



To begin:

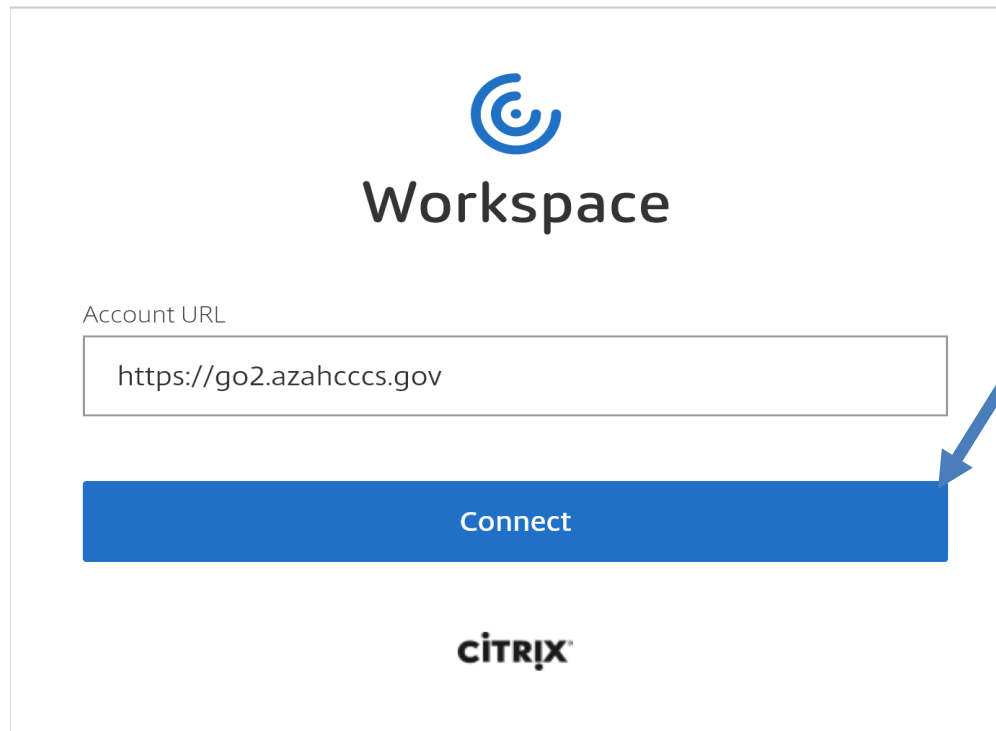
1. Chromebook users

- Chromebook users will need to install Citrix from "Chrome Store"
- Link to add-in
<https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadaglijoggckpgfnoeiflnem>
- Click on "Add to Chrome"



AHCCCS URL

- insert the URL in the Citrix application <https://go2.azahcccs.gov>
- Click Connect



Workspace

Account URL

<https://go2.azahcccs.gov>


Connect

CITRIX

Login

- Login with network credentials
- Password2 is for Dell Token input

Citrix Gateway



Please log on to continue.

User name

Password

Password 2



Citrix Update Issue

- **Users who use their personal laptops or PCs and have issues logging into Citrix** (i.e., user clicks on my PC, does not open, takes user back to the Citrix page) – This means the Citrix workspace receiver is out of date

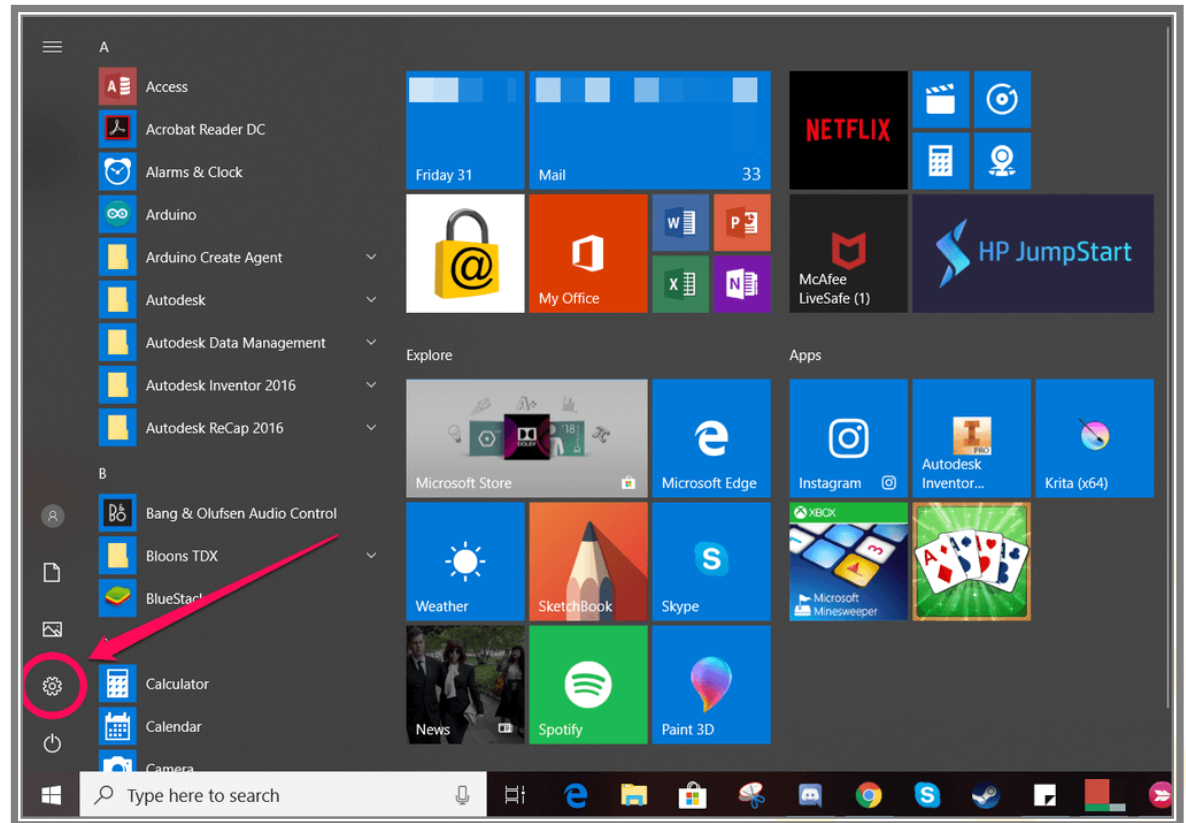
To Resolve follow steps:

- Uninstall the old version of Citrix in user's computer
- Install a Citrix clean up tool
- Install the latest version of Citrix Workspace

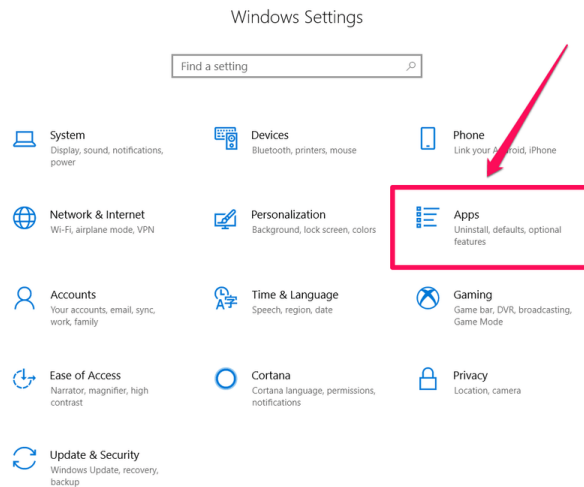


How to Uninstall the Old Version of Citrix

1. Open the settings Menu by pressing the Start icon and then the gear in the left



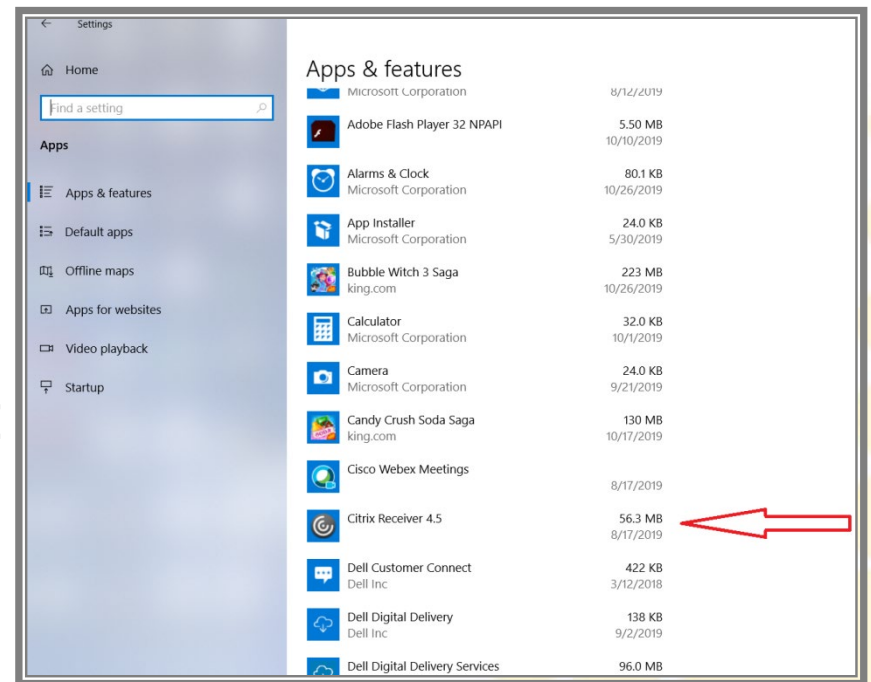
Select Apps

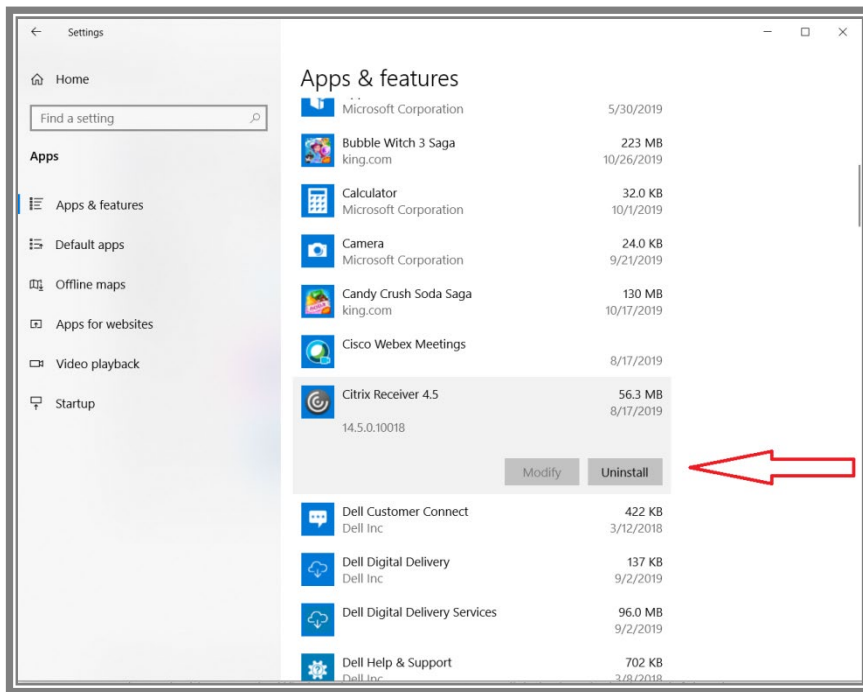


2. Select Apps

3. Click on Citrix Receiver

- Note: You might have a different version of Citrix than the picture



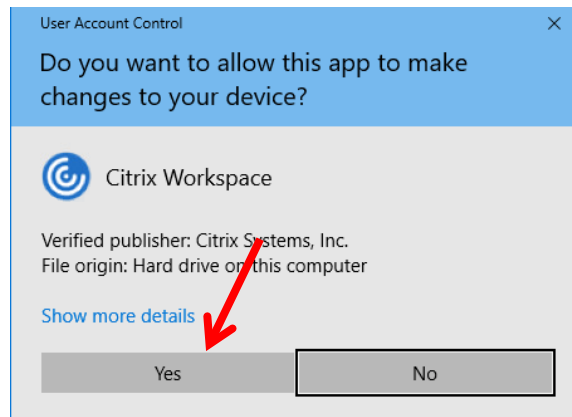


3. Select Uninstall on the Citrix icon

4. Click Uninstall

This app and its related info will be uninstalled.

Uninstall




5. If you receive this message, Select "Yes"






How to install Citrix Clean Up

Go to <https://support.citrix.com/article/CTX137494>

1. Click Download

 Support Knowledge Center

Describe Your Issue    Log In

Customers who viewed this article also viewed

Article

How to Remove Client Files Remaining on System after Uninstalling Receiver for Windows

Tools

Citrix Receiver desktop clean-up utility

Article

How to Remove Files Remaining on System after Uninstalling Receiver for Mac

Citrix product names are changing to unify solutions for a more secure and flexible experience.

View the Citrix Product Name Guide

CTX137494

Receiver Clean-Up Utility

Tools | Install, Cleanup | 6222 found this helpful | Created: 02 Jul 2013 | Modified: 27 May 2019


Language English


Download

ReceiverCleanupUtility.zip

Applicable Products

Receiver for Windows

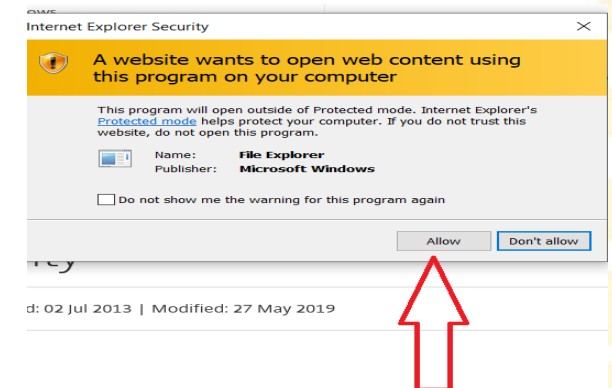
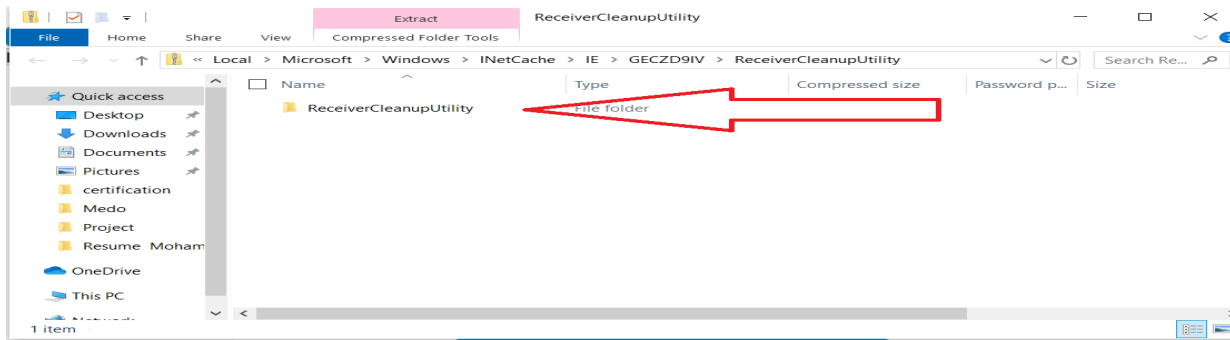


 Call or Chat

2. Click Open



3. Click Allow

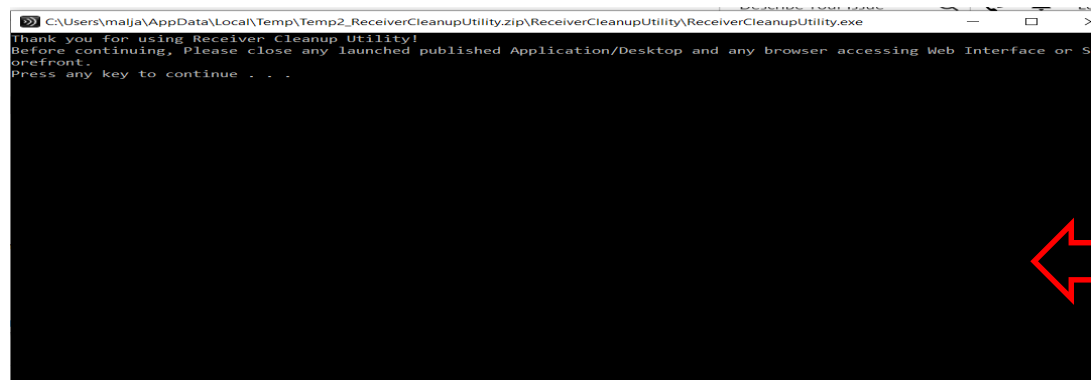
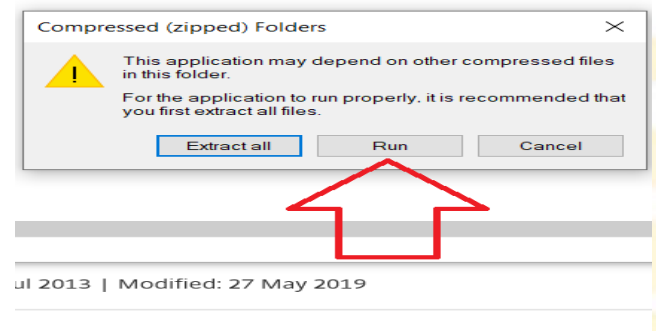


4. Click on "Receiver Cleanup Utility" file



5. Click on "Receiver Clean up Utility" file

6. Click Run



7. Click any key on your keyboard