

Citrix Web User Guide

Step 1: Citrix Client Install

Go to <http://www.citrix.com/go/receiver>. The website will automatically detect your device and prompt you to download the Citrix Receiver. Download and install Citrix Receiver.

Important

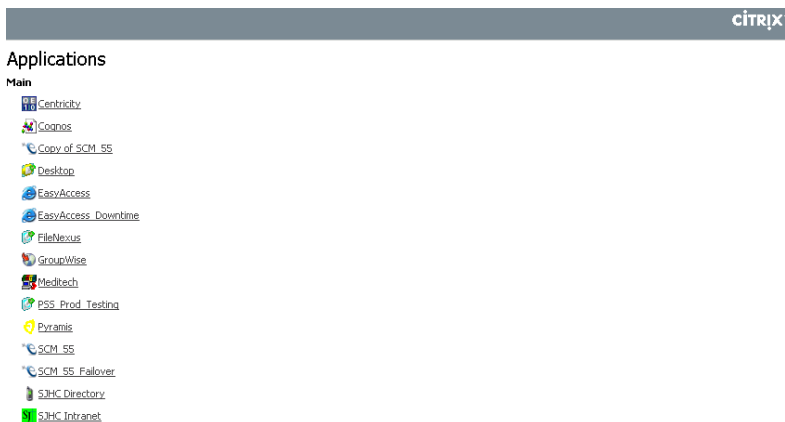
During the install accept all defaults. At the end of the install you may be prompted to enter your “Server Address”, and “Email”. Please ignore this and click cancel.

Step 2: Go to the following website: <https://remote.stjoe.on.ca>

Step 3: Logon using your SJHC Network User name and Password and the 6 digits displayed on your RSA token



Step 4: After a successful logon to Citrix with a successful client install, you will be prompted with the list of applications



These icons need a **Single** click, **Do not Double Click them**. Sometimes you may experience short delays after clicking an icon. This is normal behavior. Please be patient and allow the program to load before trying a re-click.

Application Information:

Desktop: This application launches a full desktop display similar to the one you use at the Health Centre. Using "Desktop" you can access almost all SJHC applications (excluding Sunrise, PSS, & Labs). It is the only way to access your N Drive, H Drive, etc.

Applications: Clicking any of the other icons will run that specific application. You can run multiple applications at once, and just minimize them as you would a normal window on your desktop at home. If you only want to use one or two applications, clicking the specific application rather than "Desktop" would be the preferred and faster method.

Please be sure to log off your sessions before leaving your Computer. This includes closing all running applications and logging off the Citrix Web itself. Your data and that of the Health Centre could be at risk if you do not close your sessions.