

Complete Patient Record. Complete Patient Care.



Detailed steps to install and connect to Hyperspace Via the Citrix Client on a Windows PC.

NOTE: You must have Microsoft Multifactor Authenticator installed on your mobile device before accessing this website. Please see article KB0011391 or <u>watch this</u> <u>helpful video</u> for installing Microsoft MFA.

How to Install the Citrix Workspace Application

- 1. In a web browser go to https://www.citrix.com
- 2. Click the Magnifying Glass.

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3. In the search area type Workspace and select the Magnifying Glass.

citrix 1	workspace	2 -> Q X
Citrix is now part of Cloud Software Group, the mission-crit	ical enterprise sof	tware company. Learn more 🛽

4. Click on the link for **Download Citrix Workspace App for Windows, Mac and Chrome.**

Search	X workspace Search							
	Search Results							
	Download Citrix Workspace App for Windows, Mac and Chrome Citrix Workspace app is the easy-to-install client software that provides seamless, secure access to everything you need to get work done. With this free							
	Citrix Workspace app 2302 for Windows Citrix Workspace app can be used on domain and non-domain joined PCs, tablets, and thin clients. Provides high performance use of virtualized Skype for Business							
	Workspace Solutions for the Future of Work Citrix Workspace is the future of work — it's a single, secure intelligent workspace solution that organizes, guides, and automates the most important							

5. Click on the **Download** Button



- 6. Expand Workspace app for Windows by Clicking the down arrow and then Click on the <u>down arrow for Workspace app for Windows Long Term Release</u>.
- Workspace app for Windows
 - Workspace app for Windows Current Release

Citrix Workspace app 2302 for Windows Feb 14, 2023 NEW

2 Workspace app for Windows Long Term Service Release

Earlier Versions of Workspace app for Windows - LTSR

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7. Click on the Citrix Workspace app.[latest version] for Windows, LTSR Cumulative Update[release number].

Workspace app for Windows Long Term Service Release

Citrix Workspace app	for Windows, LTSR	Cumulative Update
Nov 29, 2022		

8. Click on the Download Citrix Workspace app for Windows.



9. Your download will begin.
Downloads
□ Q ···· ☆ ×
CitrixWorkspaceApp.exe

6.1 MB/s - 30.6 MB of 91.4 MB, 9 secs left

10. Click on the **Open file** link for CitrixWorkspaceApp.exe in your downloads.



11. Click the Run Button

Ē	Name:	C:\Users\rd78984\Downloads\CitrixWorkspaceApp.exe
	Publisher:	Citrix Systems, Inc.
	Туре:	Application
	From:	$C:\Users\rd78984\Downloads\CitrixWorkspaceApp.exe$
		Run Cancel
🔽 Alway	/s ask before o	pening this file

12. Click Yes to allow Citrix Workspace App to make changes to your computer



13. Click the Start Button

Citrix Workspace	X
	Welcome to Citrix Workspace
	Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
Workspace	 Allow applications access to your webcam and microphone. Allow applications to use your location. Allow access to local applications authorized by your company. Save your credential to sign in automatically.
	Click Start to set up and install Citrix Workspace app on your computer.
citrix	
	Start Cancel

14. Accept the License Agreement, and click the **Next** button.

٢	Citrix Workspace	×
	License Agreement	
	You must accept the license agreement below to proceed.	
	CITRIX LICENSE AGREEMENT	
	Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s).	
	CTX_code EP_R_A10352779	
1→	I : ccept the license agreement	
		Cancel

15. Leave the **Enable Single Sign on** clear when installing on a personal device.

Enable Single Sign-on	
When enabled, single sign-on remembers your credentials for this device, so that you can connect to other Citrix applications without having to sign in each time. You should do this only if your IT administrator has instructed you to. This will take effect the next time you log on to this device.	
Enable single sign-on Leave this box unchecked	
For more information on configuring single sign-on, please see article CTX133982 at citrix.com/support.	

click the Install Button. 16.

Install

Cancel

Citrix W	orkspace	>
	App protection	
	Enable this option to prevent screen ca protect it from keylogging malware.	ptures of the app, and to
	Enable app protection	ave this box unchecked
	Warning: You cannot disable this featu disable it, you must uninstall Citrix Wo For more information, contact your syst	re after you enable it. To rkspace app. tem administrator.

17. Wait for the installation to complete.

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18. Click the **Finish** Button to complete the installation.



How to Connect to secure.trihealth.com

This document details how to connect to our External Citrix environment.

- 1. This website must be accessed from an external network. (not a TriHealth network).
- 2. You must have the Citrix Workspace application installed on a personal computer.
- 3. You must have the Microsoft Authenticator Application on your cell phone.

How to Connect

- 1. In a web browser go to the following website. https://secure.trihealth.com
 - C

 secure.trihealth.com
- 2. Enter TriHealth UPN (User Principal Name) and then click **Next.** This looks like your TriHealth email address.





3. Enter you TriHealth password, then click the **Sign in** Button.



Sign in with your TriHealth Credentials

firstname_lastname@trihealth.com
1. Enter Password here



Sign-in using your Trihealth credentials in the domain\userid(nt_trihealth\JS99999) or your Trihealth Email Address (john_smith@trihealth.com)

Password Trouble? Click for TriHealth Password Reset*

* Pre-enrollment is required to use this service. Please click the above link and take a moment to enroll 4. You will be prompted to approve your MFA authentication. Enter the number displayed on your computer in the Authenticator application on your mobile device.

	Mobile Device Authenticator	App (*
Microsoft	vioroly Vishnu@vii_onmicrosoft.com	
vishnu@\onmicrosoft.com	Enter number snown to sign in.	
Approve sign in request		
Open your Authenticator app, and enter the number shown to sign in.	NO, IT'S NO	YES
30	I CAN'T SEE THE NUM	IBER
	Authenticator locked	
No numbers in your app? Make sure to upgrade to the latest version.		3
can't use my Microsoft Authenticator and right now	1 2 ABC 3	DEF
More information	4 GHI 5 JKL 6	MNG
	7 PQRS 8 TUV 9	WXY
	☑ 0 D	one

5. You will (by default) land on the **APPS** (Applications) page. From here you can access Hyperspace.

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🔁 TriHealth				APPS	DESKTOPS			۵ 🗢	
Apps All (10)									
GE Viewpoint	PRD Hyperspace	Hyperspace Playground	Hyperspace POC	Hyperspace Only	Read Hyperspace REL2	SUP Hyperspace SUP	Epic TST Hyperspace TST	Epic Hyperspace UPG	

6. If you need to access a desktop click on the **DESKTOPS** link in the dark banner at the top of the screen.



7. To launch the application or a desktop, simply click on the icon.



8. If the application does not open, it will download a file. Check you downloads folder for a document with the Citrix icon on it. It will end with .ica (this is a one time use launcher for the application that you clicked on).

Microsoft Edge:

If you want to always open this file without having to double-click on the icon in the downloads folder, right click on the icon and select Always open files of this type.



Google Chrome: Right click the downloaded file and select Always Open Files of This Type and the file will automatically open each time you access Citrix.



9. After clicking on the launcher icon you will see a progress bar of Hyperspace opening.



10. You will now be logged into Hyperspace.



11. To quit out of the application simply click the X in the top right corner



- 12. To Quit out of the Virtual Desktop, go to the Start Menu, and select either Log Off, shutdown, or Restart
 - a. To Log off, click the Start Menu, then select your name, then click Sign Out.



b. To Shutdown the workstation, click on the Start Menu, Click on **Power**, then select **Shutdown**, or **Restart**, Do Not click Disconnect.

