

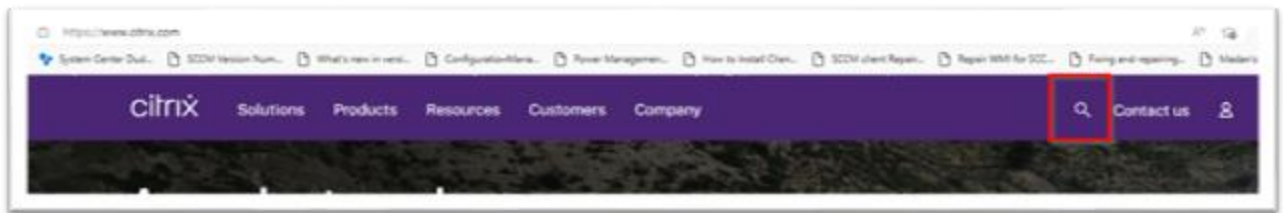


Detailed steps to install and connect to Hyperspace Via the Citrix Client on a Windows PC.

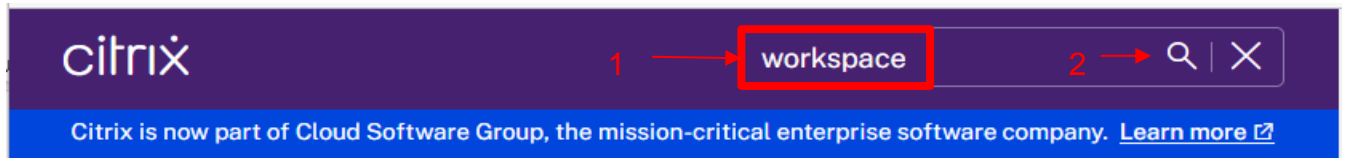
NOTE: You must have Microsoft Multifactor Authenticator installed on your mobile device before accessing this website. Please see article KB0011391 or [watch this helpful video](#) for installing Microsoft MFA.

How to Install the Citrix Workspace Application

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



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



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



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 ...

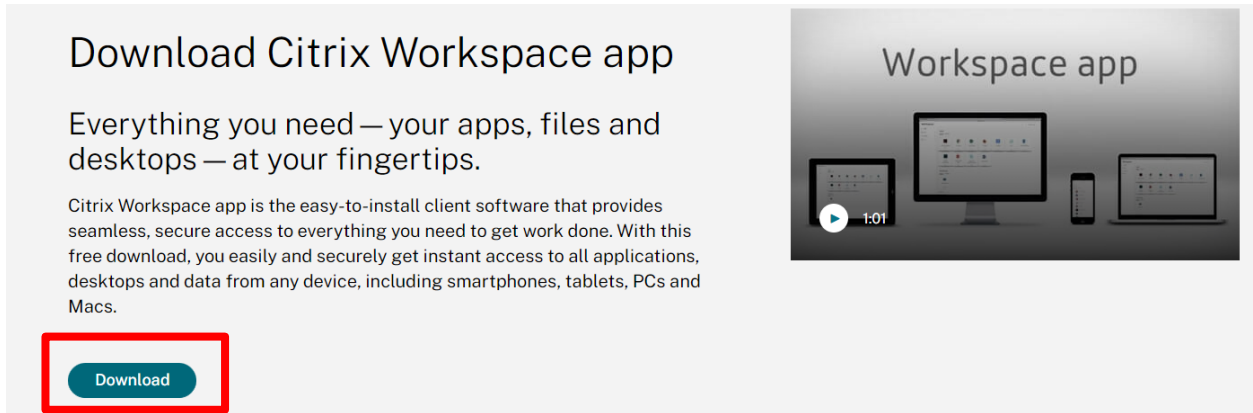
5. Click on the **Download** Button

Download Citrix Workspace app


Everything you need – your apps, files and desktops – at your fingertips.

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 download, you easily and securely get instant access to all applications, desktops and data from any device, including smartphones, tablets, PCs and Macs.

[Download](#)



6. Expand Workspace app for Windows by Clicking the down arrow and then Click on the down arrow for Workspace app for Windows Long Term Release.

1 →  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

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.**

Citrix Workspace app [redacted] for Windows, LTSR
[redacted] Cumulative Update [redacted]

Release Date: Nov 29, 2022

Compatible with

Windows 11, 10, 8.1, Thin PC as well as Windows Server 2022, 2019, 2016 and 2012R2.

Download Citrix Workspace app for Windows

(91.9 MB - .exe)

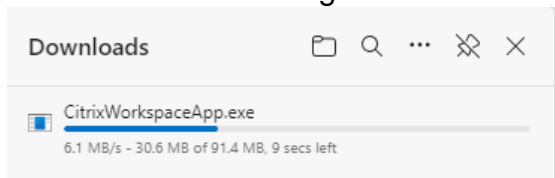
Version: [redacted]

Checksum:

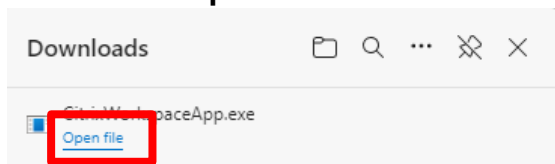
SHA-256-

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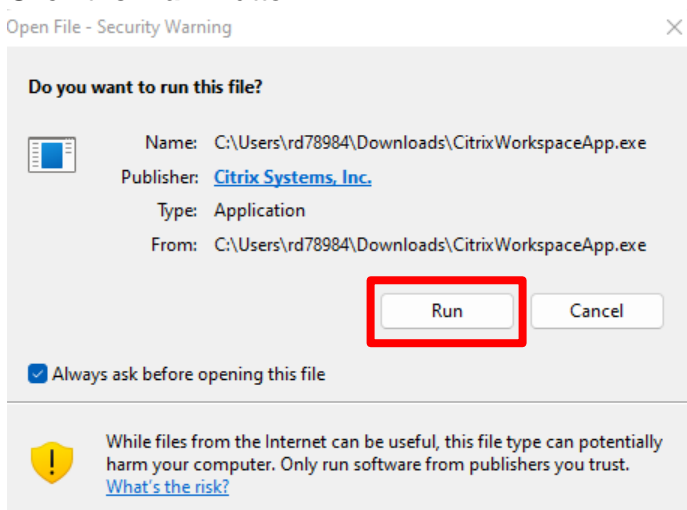
9. Your download will begin.



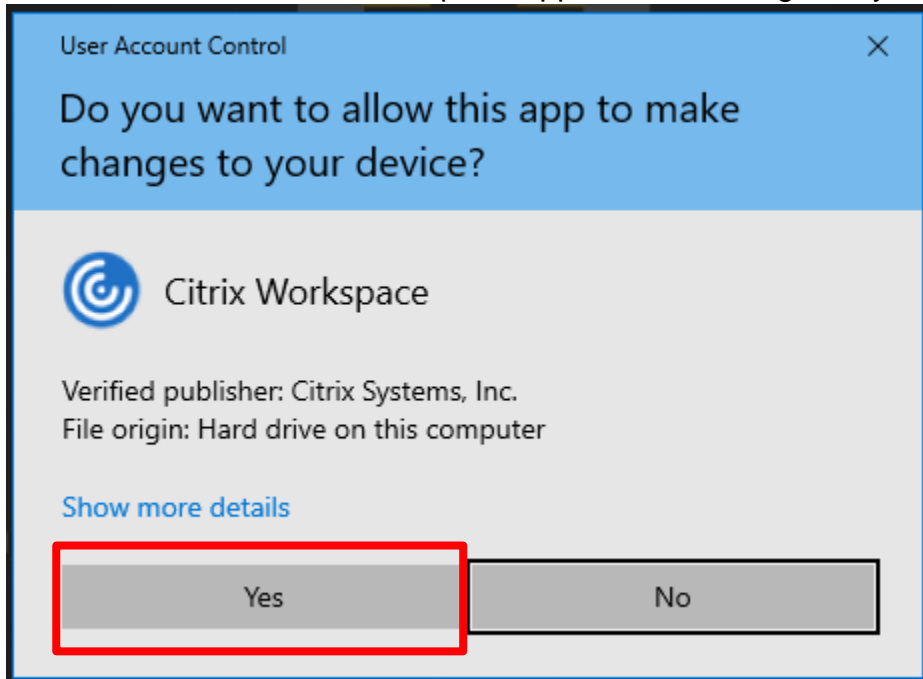
10. Click on the **Open file** link for CitrixWorkspaceApp.exe in your downloads.



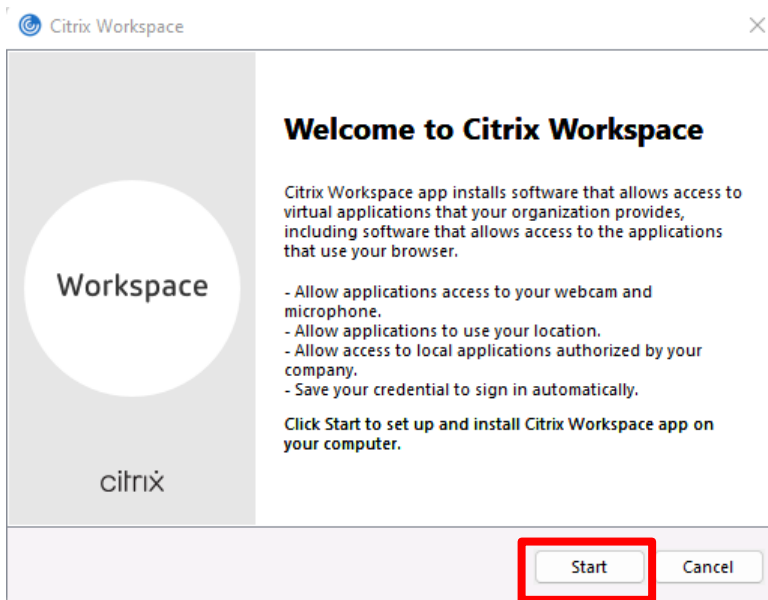
11. Click the **Run** Button



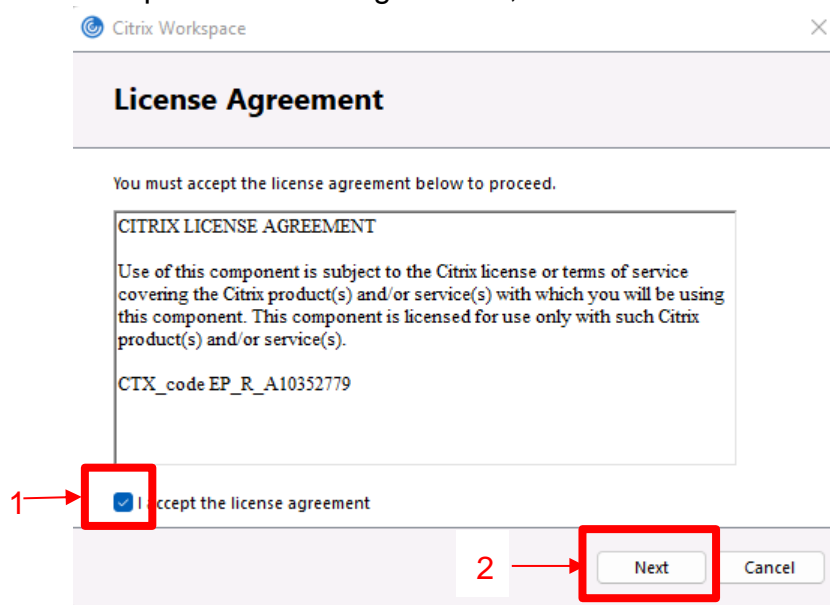
12. Click **Yes** to allow Citrix Workspace App to make changes to your computer



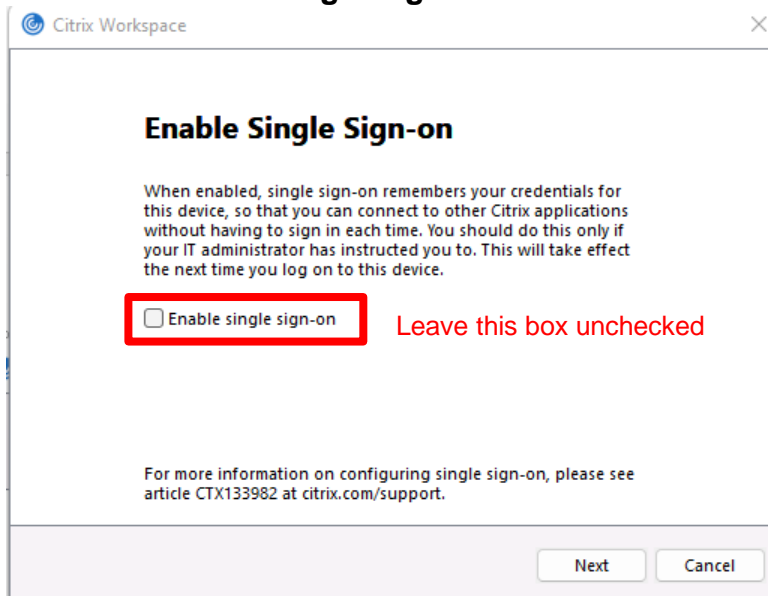
13. Click the Start Button



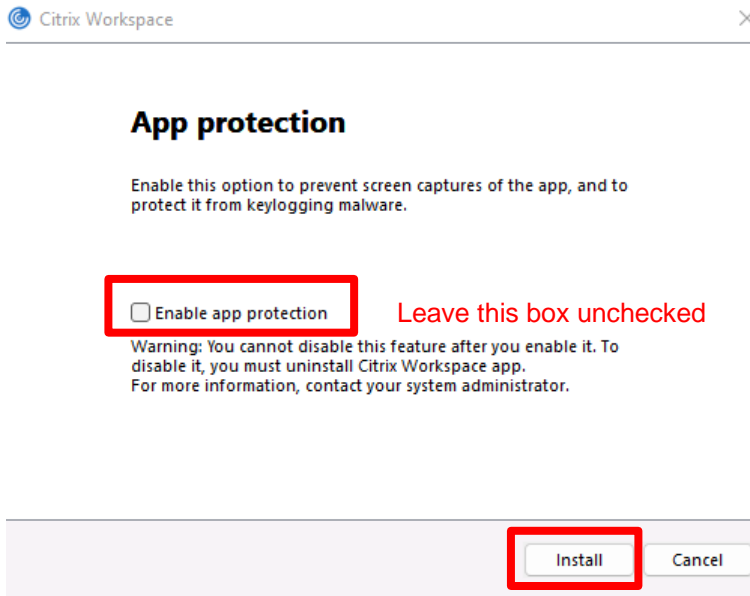
14. Accept the License Agreement, and click the **Next** button.



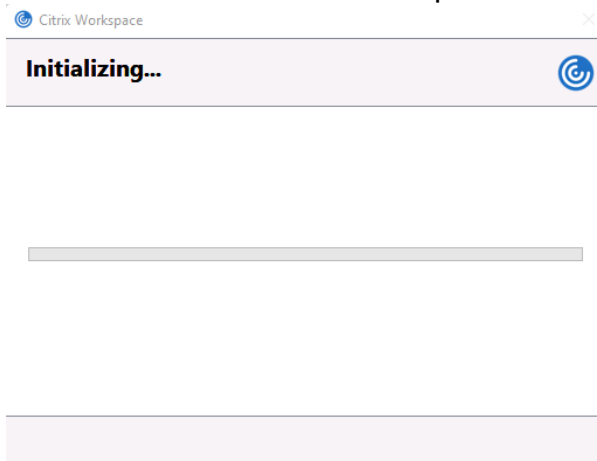
15. Leave the **Enable Single Sign on** clear when installing on a personal device.



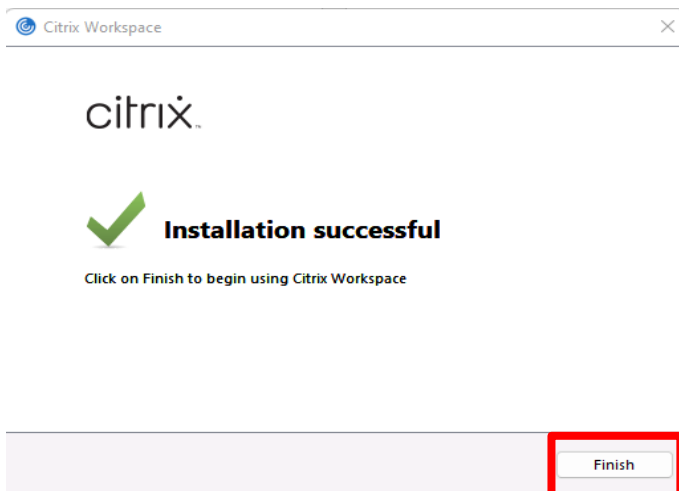
16. Leave the **Enable App protection** checkbox clear and click the **Install** Button.



17. Wait for the installation to complete.



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



How to Connect to secure.trihealth.com

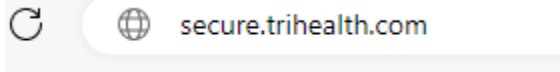
This document details how to connect to our External Citrix environment.

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>



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



Sign in

A text input field containing the placeholder text "firstname_lastname@trihealth.com". The field is outlined with a red border, and a red arrow labeled "1" points to the right side of the field.

[Can't access your account?](#)



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

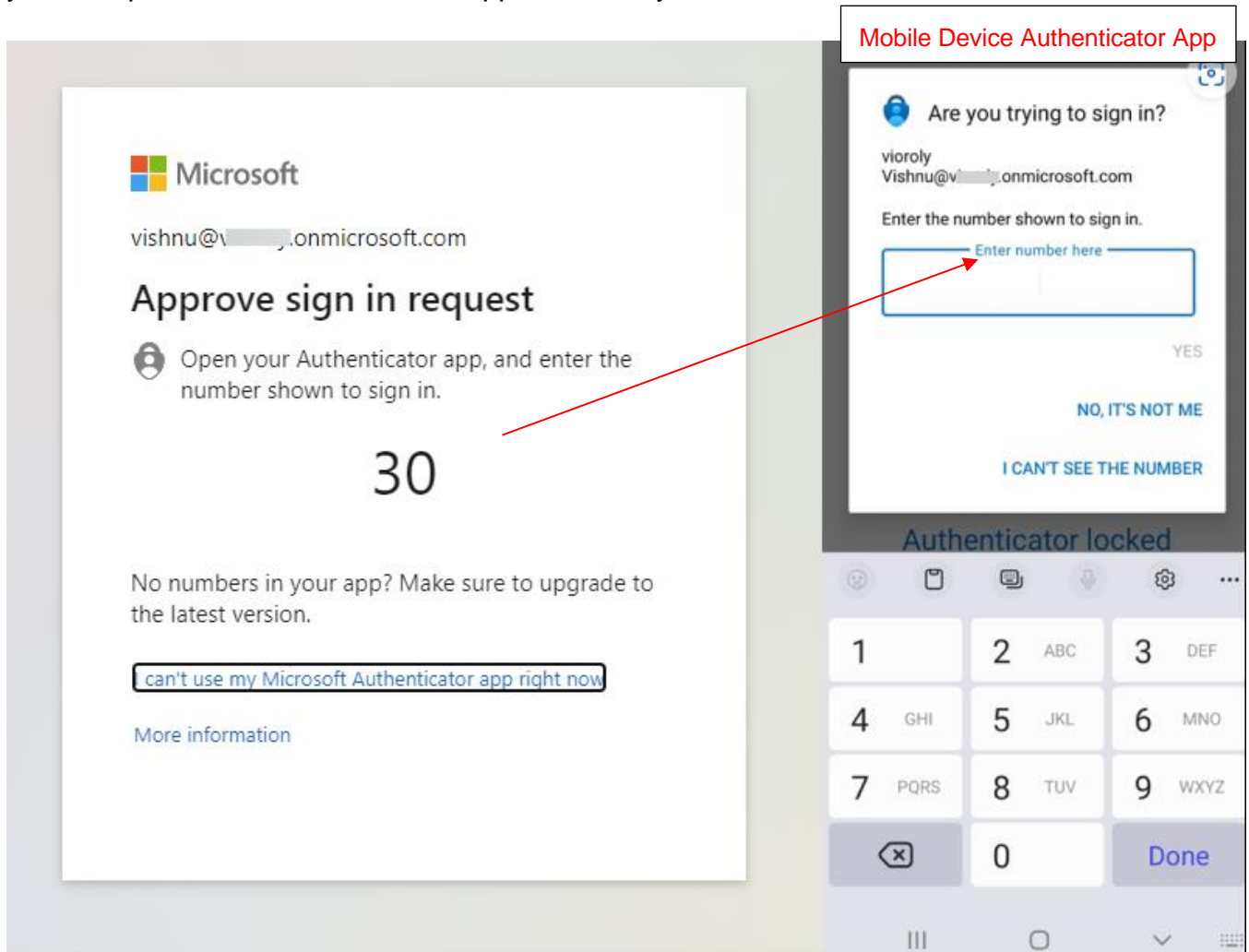
Sign in ← 2

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

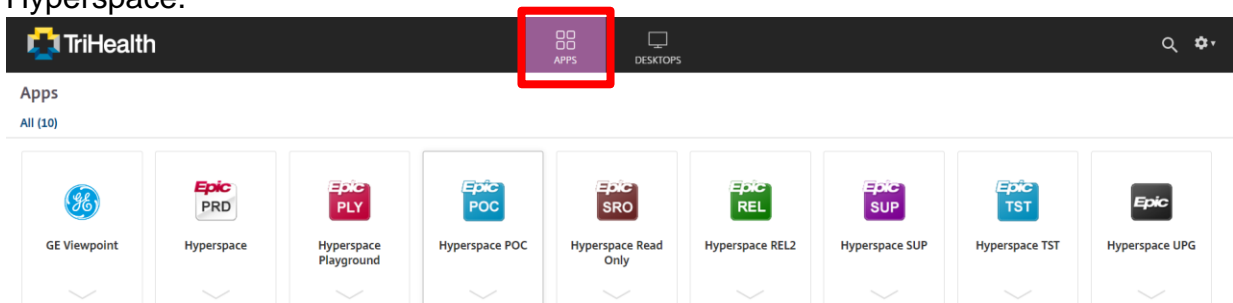
Password Trouble? Click for [TriHealth Password Reset*](#)

* Pre-enrollment is required to use this service. Please click the above link and take a moment to enroll

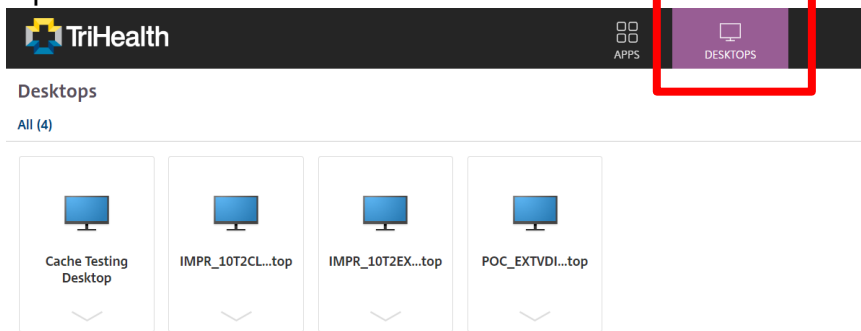
- You will be prompted to approve your MFA authentication. Enter the number displayed on your computer in the Authenticator application on your mobile device.



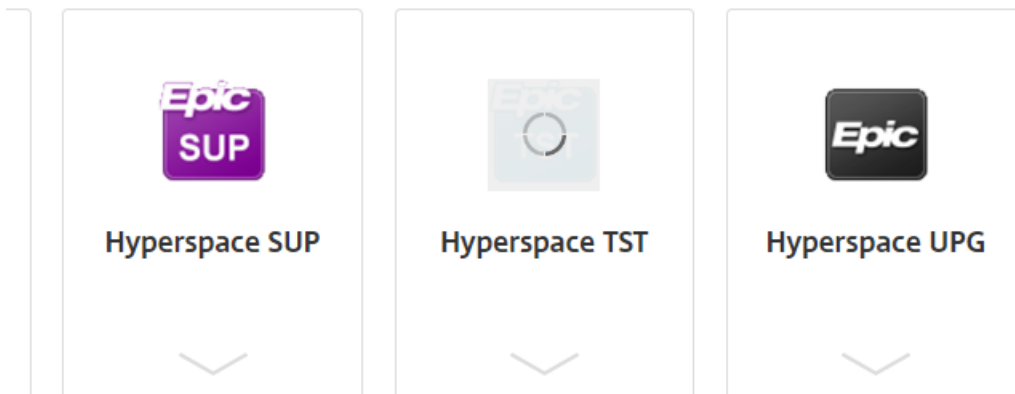
- You will (by default) land on the **APPS** (Applications) page. From here you can access Hyperspace.



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



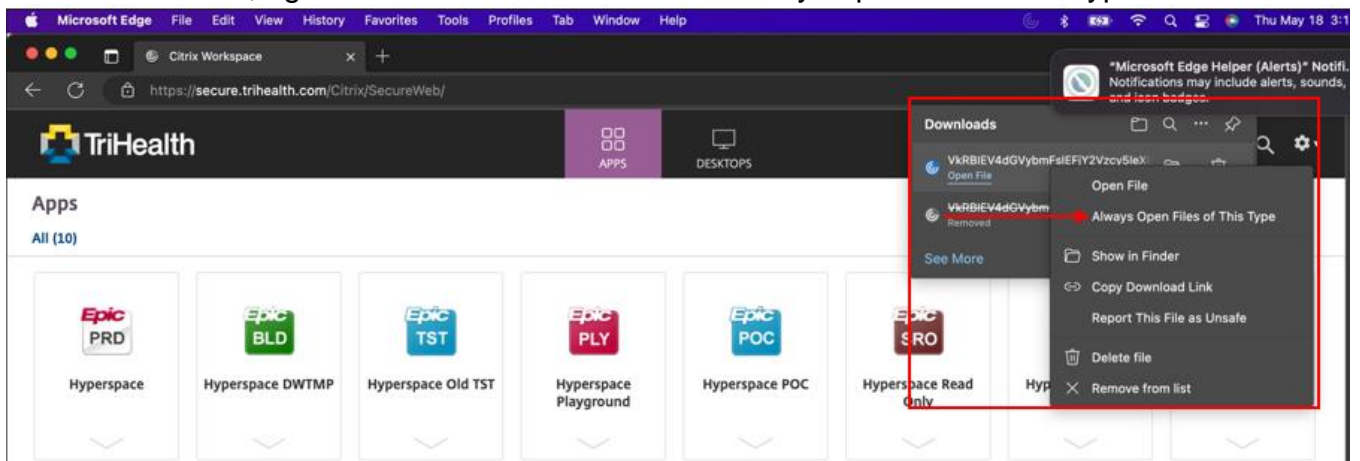
7. To launch the application or a desktop, simply click on the icon.



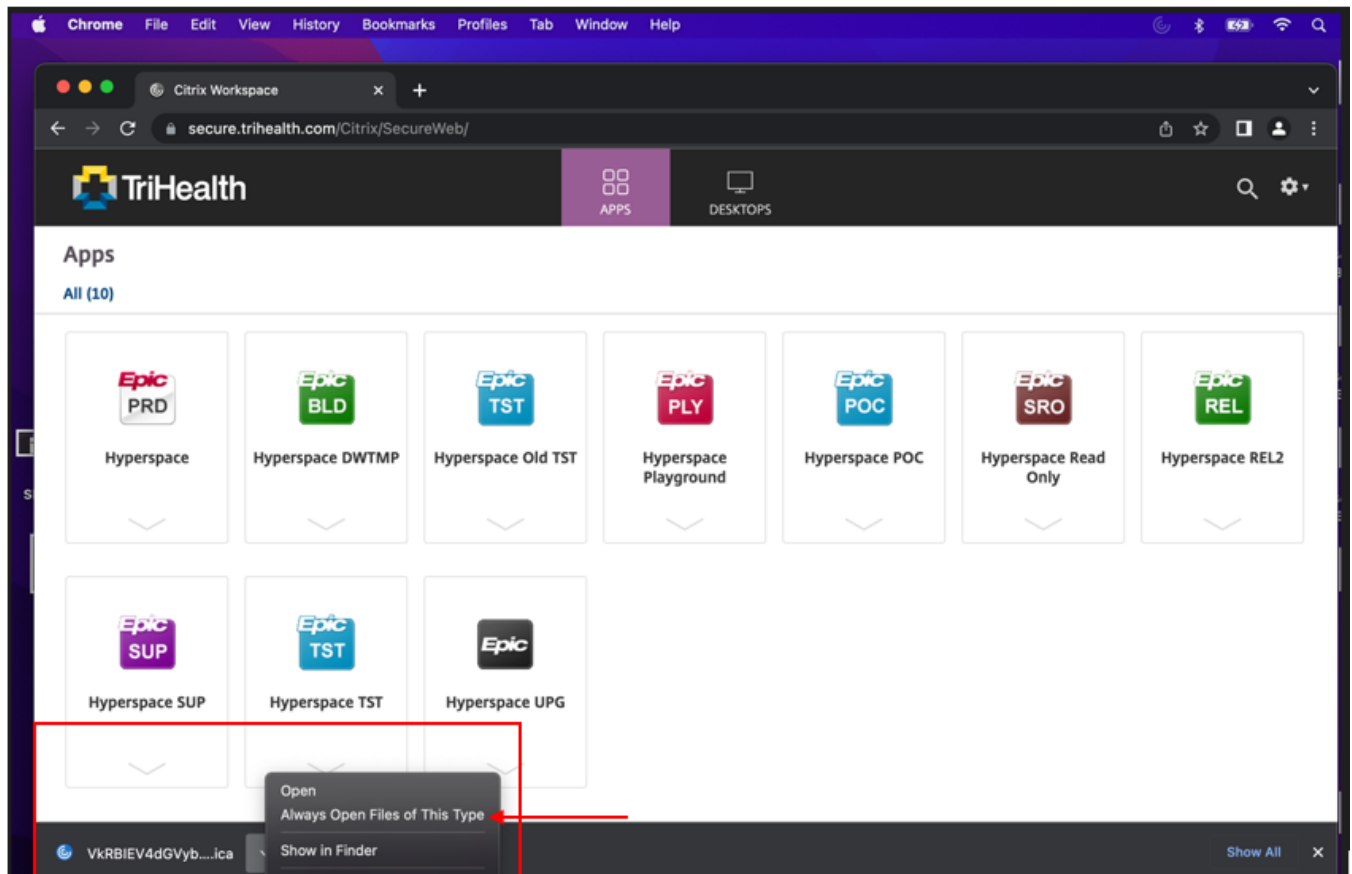
8. If the application does not open, it will download a file. Check you downloads folder for a document with the Citrix icon on it. It will end with .ica (this is a one time use launcher for the application that you clicked on).

Microsoft Edge:

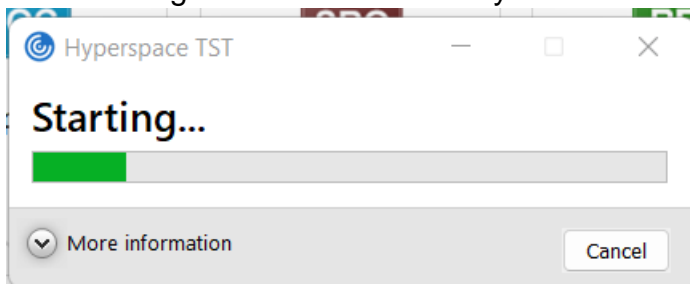
If you want to always open this file without having to double-click on the icon in the downloads folder, right click on the icon and select Always open files of this type.



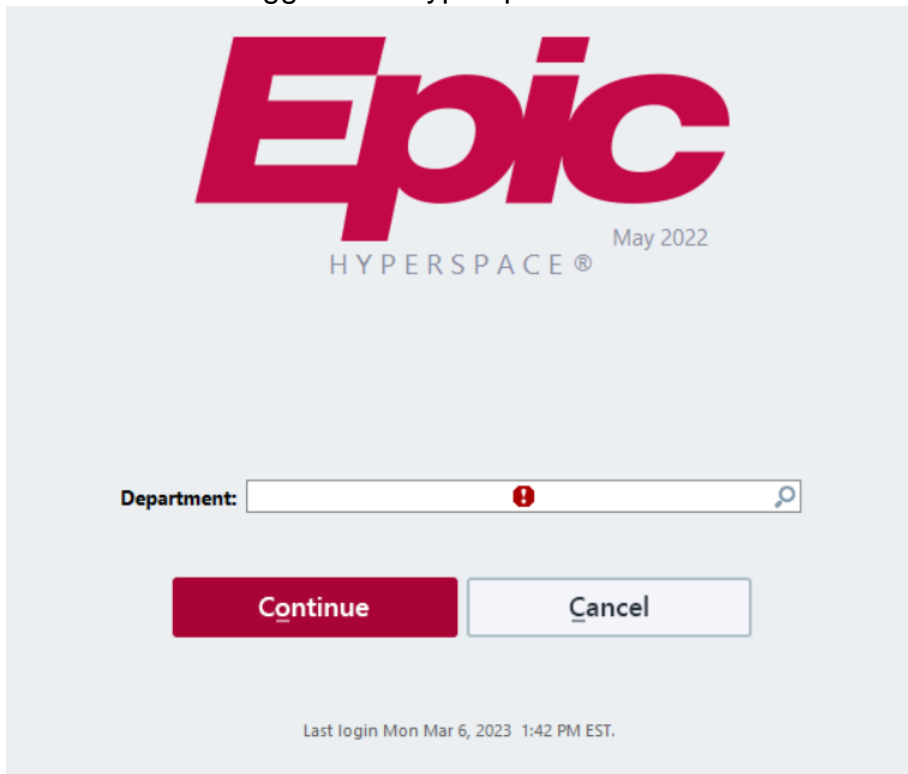
Google Chrome: Right click the downloaded file and select Always Open Files of This Type and the file will automatically open each time you access Citrix.



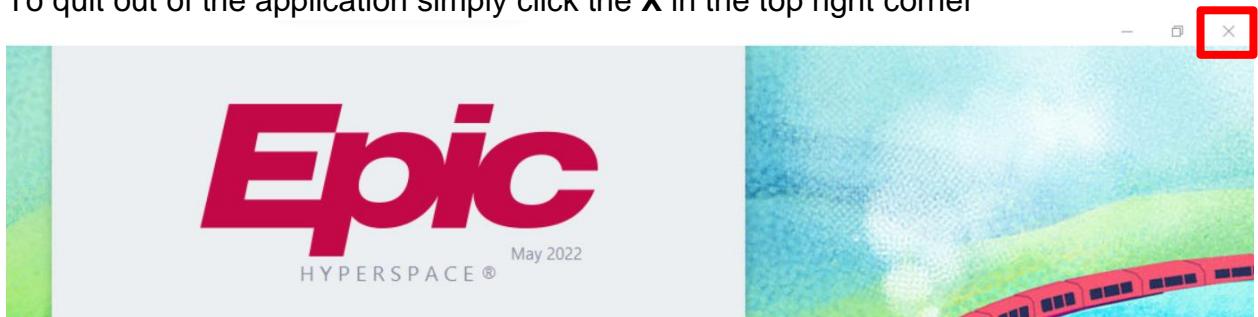
9. After clicking on the launcher icon you will see a progress bar of Hyperspace opening.



10. You will now be logged into Hyperspace.

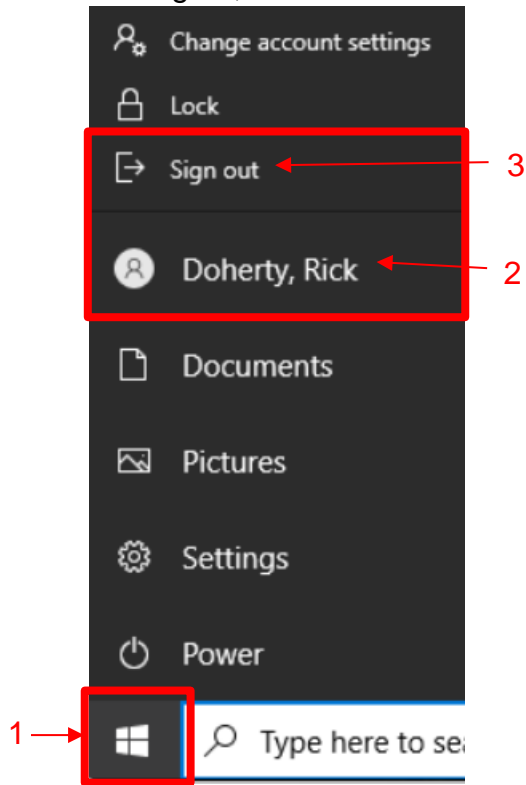


11. To quit out of the application simply click the X in the top right corner



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.

