

# Title: Install Citrix Client on Personal Devices

## The New website

- 1) To install Citrix on a personal device, navigate directly to <http://support.hshs.org/>
  - a. or navigate to <https://citrix.hshs.org> and click (A) “Download Supported Citrix Clients”

The screenshot shows a web browser window with the address bar displaying <https://citrix.hshs.org/vpn/index.html>. The page header includes the Hospital Sisters Health System logo and the text "Authorized Users Only". Below the header is a navigation bar with five images: a stethoscope, hands being held, a wooden cross, hands holding a medical device, and a hospital building. A login form is centered on the page, featuring a padlock icon, input fields for "User name" and "Password", and a "Log On" button. Below the login form is a red notice titled "Notice To All Hourly Colleagues" with text regarding access authorization. At the bottom, the text "HSHS HELP DESK: 1-877-403-4357" is displayed. A yellow button labeled "Download Supported Citrix Clients" with a circled letter 'A' is highlighted, and a black arrow points from the 'a.' step in the instructions to this button.

- 2) From the Support Portal (<http://support.hshs.org/>)
  - a. **See screenshot below - (2)** For detailed installation instructions, click on appropriate version of the operating system for the device receiving installation of Citrix (Windows/Mac/Smartphone or Tablet)

To ensure that the best user experience accessing HSHS Applications from your personal device, please ensure that your system meets the following **required specifications**. For your convenience, please download and install the following Citrix Client.

**Support Information and Links**

**HSHS Resources**

[Active Directory Password Reset](#)

**Team Viewer Application**

[HSHS Team Viewer](#)

**Citrix Client Information**

Windows	Mac OS X	Mobile Devices
<p>2</p> <p><a href="#">Installation instructions for Windows</a></p>	<p><a href="#">Installation instructions for Mac OS X</a></p>	<p><a href="#">Installation instructions for iOS devices</a></p> <p><a href="#">Installation instructions for Android devices</a></p>
<p>3</p> <p><a href="#">Client Download for Windows</a></p>	<p><a href="#">Client Download for Mac OS X</a></p> <p><a href="#">Additional Install for Skype Compatibility</a></p>	<p>Download from the App Store for iOS or the Play Store for Android</p>

- 3) Click on desired operation system version of Citrix Receiver Client to install (PC/Mac/Mobile)
- 4) Once installed, log into Citrix with the same user ID and password for accessing HSHS networks
- 5) Citrix should log you in and the screen should display Epic launch options (amongst other applications too) for you to get started.

**NOTE:** Should you have any questions or problems connecting to Citrix or retrieving files that are not addressed in the (2) installation guides, please call the IT Helpdesk at 1-877-403-4357