Carroll Hospital Center

Citrix Remote Access

What is Citrix?

Citrix is a technology that allows you to securely access a published application remotely from any device.

Carroll Hospital Center uses this technology to allow authorized remote users to access onsite applications without needing any further software that the onsite application requires.

This document will describe how to install the standard citrix client for use with applications hosted on Carroll Hospital Center's infrastructure.

How do I use it?

In order to use Citrix you must install the Citrix Receiver. This software securely connects your device to our network and displays the application as if it was running on your local device.

Keep in mind that the application is running on our servers, so if you lose your network connection you will lose access to the application momentarily, and in some cases will have to reconnect manually.

You may have your application active on your screen indefinitely, however if you disconnect from that application, it is safe to assume that your application will run for at least a full working day(8 hours) before automatically closing to free up server resources.

Helpdesk can help troubleshoot or reset Citrix sessions if you have issues with your application, whatever the reason, at 410-871-6809.

Installation for Users:

Operating System Requirements for Installation:

* Microsoft Windows XP, 7, or 8 (No Windows 8 RT support at this time)
* .Net Framework 2.0 is required for windows
* Mac OS X (Leopard and above)
* Linux/Ubuntu will work, but is not supported by CHC
* Apple iPad or iPhone
* Android SmartPhone or tablet

Recommended Browsers for Windows:
* Internet Explorer 8,9,10
* Firefox 20
* CHROME IS NOT SUPPORTED - It works but sometimes will require additional setup on your PC.

Recommended Browsers for Mac OSX:
* Firefox

Recommended Citrix Receiver versions:

* Any version will suffice, as long as its receiver 3.0 and above.
* You may find that the "Beta" receiver works better for your ANDROID device, it varies on Droid models.
* Online Plugin 13.0 is included with Receiver 3.0 and above, superseding the Online Plugin 12 and below. Please upgrade your client to the ReceiverWeb if you are running an older client then Online Plugin 13.0.

Automatic Install for Windows and Mac Devices:

1. Download and Install from: http://receiver.citrix.com/

2. Proceed to https://citrix.carrollhospitalcenter.org/ and log in using your Carroll Hospital Windows account.
        * If asked to download and install the client, choose "I already have the client"

3. Single click your application from the Web Interface and wait for it to load. If you have no success, close your browser and try again (step 2).
        * If you continue to have issues, please report this to the Helpdesk(410-871-6809)

(If this method does not work, please try the manual install, or report your issue to Helpdesk @ 410-871-6809.)

Manual Install for Windows and Mac Users:

1. Open your web browser to https://citrix.carrollhospitalcenter.org/
       * It is recommended to add the site to your trusted zone in Internet Explorer.

2. You will see a page that is asking to Install the Citrix Receiver.
       * Check off the box "I Agree with the Citrix License Agreement" and click INSTALL button.

3. Look for an information bar on the bottom or top of your screen.
       * You will be prompted to save or run the file "CitrixReceiverWeb.exe" for windows users, or "CitrixReceiverWeb.dmg" for mac users. Choose to "Run".

4. Once you run the CitrixReceiverWeb.exe or dmg, you have one option which is "Install".
       * If you notice the install taking a long time, close your web browsers until the Citrix Receiver Setup finishes.

5. You will then proceed to a page with applications available for remote access (this is called the Web Interface).

6. Single Click on an application and wait for the session to connect.

Install for apple iPad and iPhone devices:

1. Open up the Apple Store and download the "Citrix Receiver" application.
2. Connect to our citrix @ https://citrix.carrollhospitalcenter.org with your Carroll Hospital Windows login, format using Hospital\username, and password.
       * Passwords are not saved to devices, you will have to re-authenticate once per citrix receiver launch.

Install for Android devices:

1. Open up the Google Play store and download the "Citrix Receiver" application.

    * If you have issues with this on your device, try the "beta" version. Some android devices behave much differently and will see better results with the latest receiver version.

2. Connect to our citrix @ https://citrix.carrollhospitalcenter.org with your Carroll Hospital Windows login, format using Hospital\username, and password.

    * Passwords are not saved to devices, you will have to re-authenticate once per citrix receiver launch.

Please call our Helpdesk @ 410-871-6809, or email the Citrix administrator @ CitrixAdmin@CarrollHospitalCenter.org for any specific questions about Receiver version, compatibility, or any other inquiries.

Trusted Site list with Carroll Hospital Center Citrix added:

Carroll Hospital Center Citrix login: (https://citrix.carrollhospitalcenter.org)
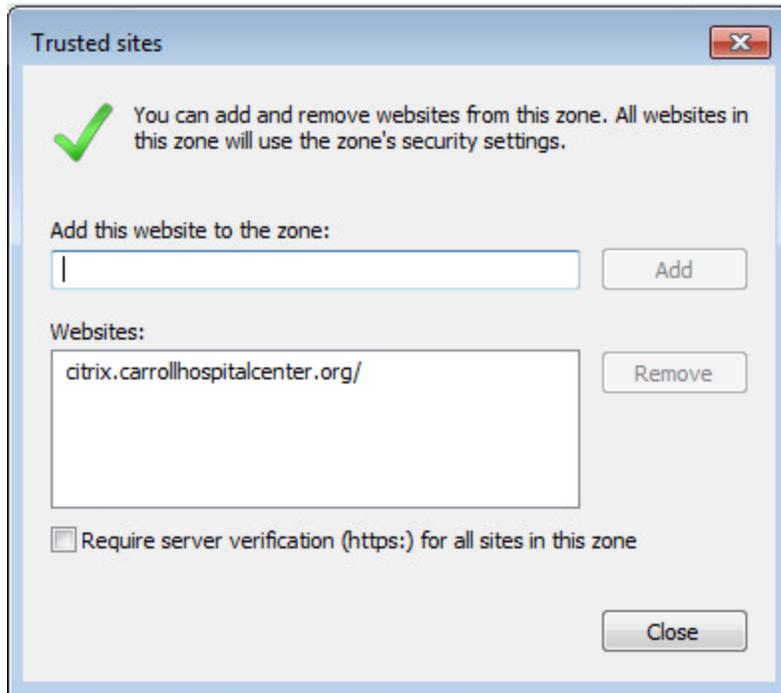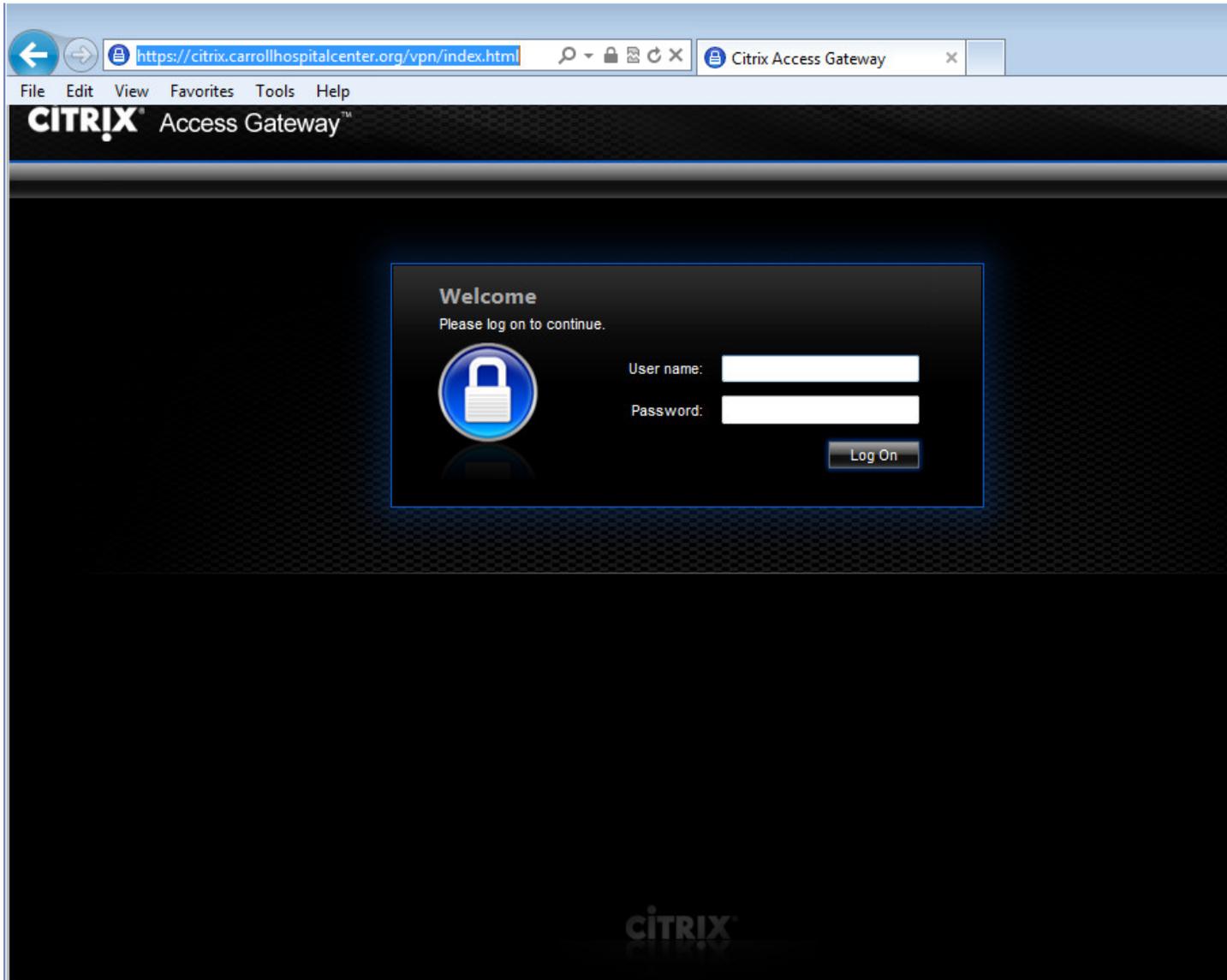
The EULA page before installing the client (Manual installation instructions)
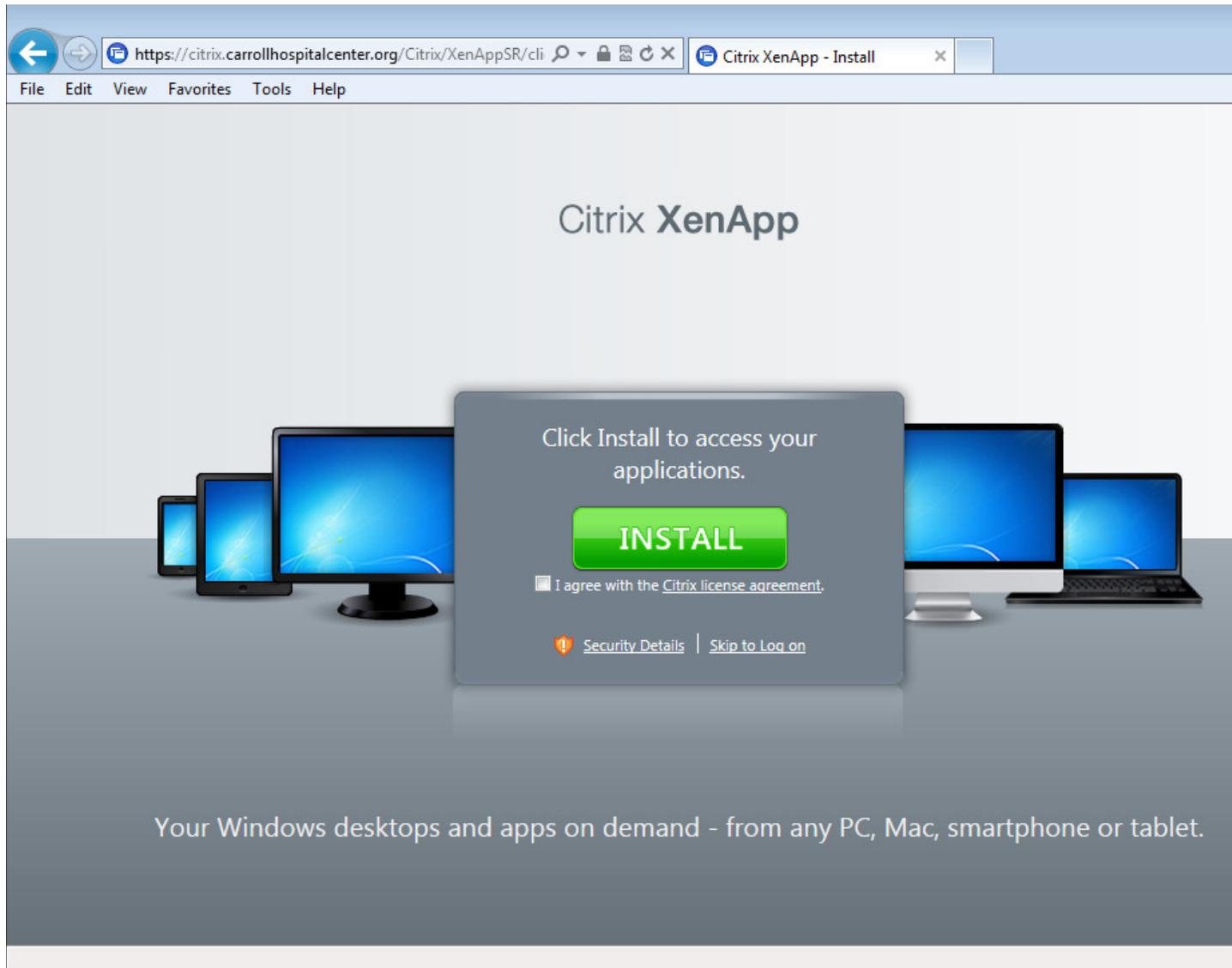
The Download bar in Internet Explorer 9 (Windows 7):
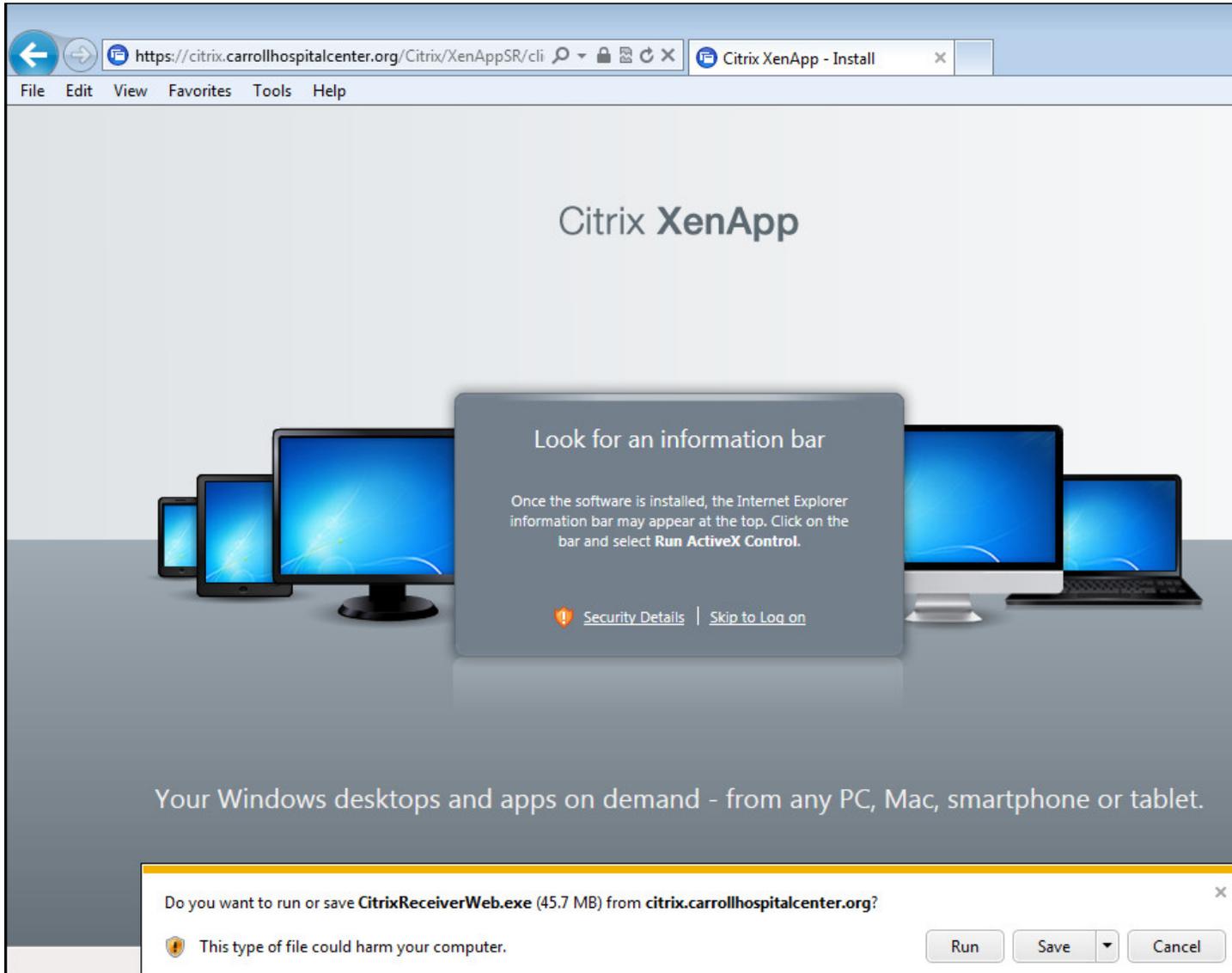
The Installer (Windows 7):

The Web Interface with published applications listed:
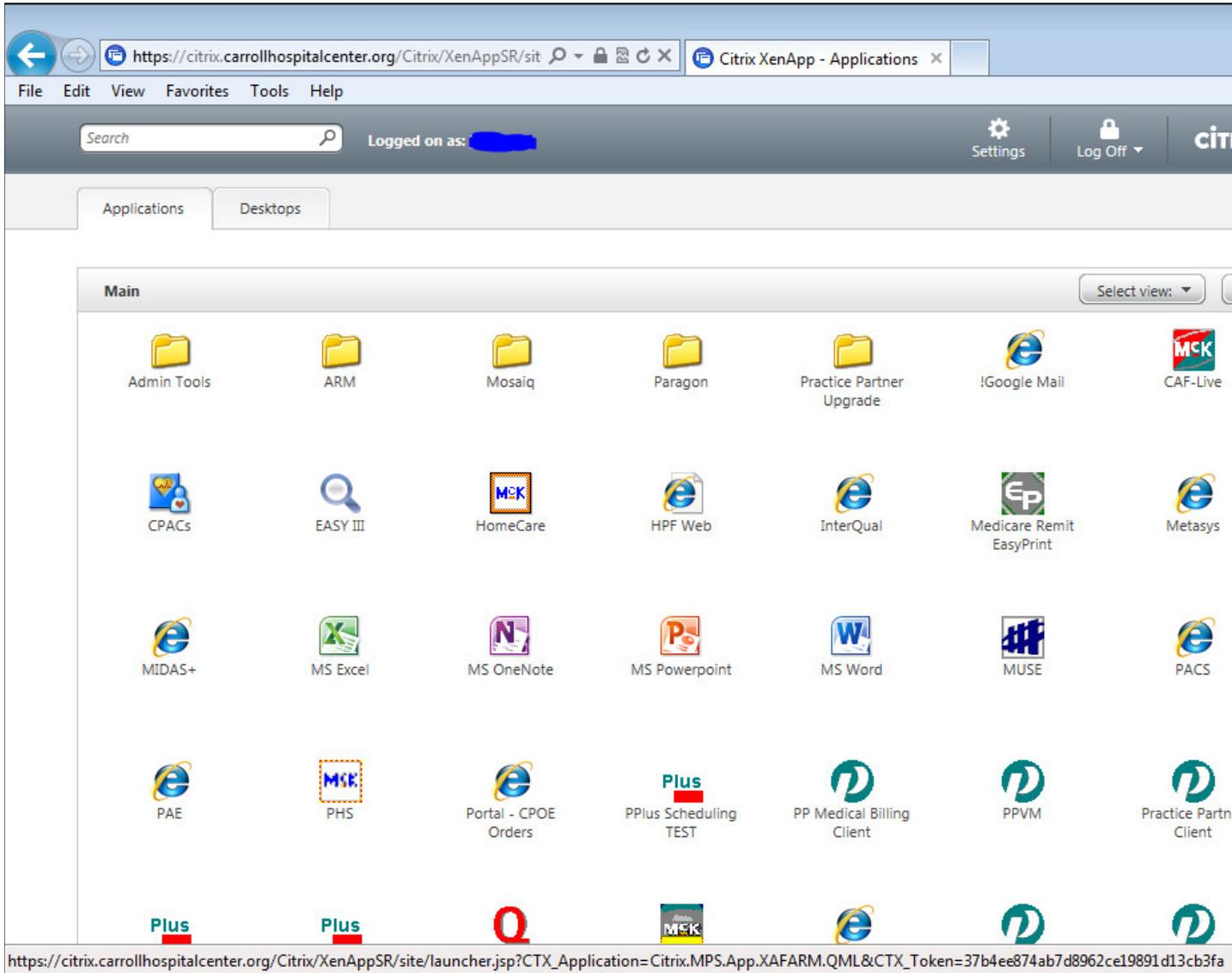
Single Click and wait for application to load:

Starting Portal - CPOE Orders

CITRIX®

Please wait for the User Profile Service...