

## Frequently Asked Questions

### 1. What is the difference between Citrix Receiver and Citrix Workspace App?

The Citrix Workspace App incorporates the full capabilities of Citrix Receiver. In Q3 2018, Citrix Receiver was replaced by the Citrix Workspace App.

### 2. Can I continue to use Citrix Receiver to launch Netcare Portal, or is an upgrade to the Citrix Workspace App required?

It is not necessary to upgrade to the Workspace App if the Citrix Receiver version you are using is 4.9.3000.xx (CU3) or later for Windows computers, or 12.9.1 on Mac computers. If you are currently using a Citrix Receiver version that is below 4.9.3000.xx (CU3) on Windows, or 12.9.1 on Mac, please upgrade to the latest version of the Citrix Workspace App for your operating system.

**Note:** If the current Citrix Receiver does not launch Netcare Portal, install the latest Citrix Workspace App. Users are recommended to upgrade to Citrix Workspace App as Citrix Receiver has been replaced by the Citrix Workspace App.

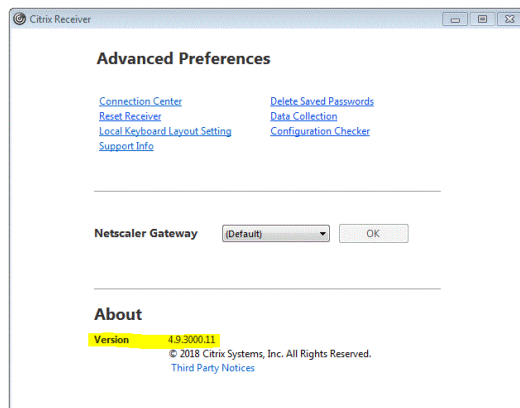
### 3. How can I determine if the Citrix Receiver needs to be upgraded on my computer?

#### WINDOWS USERS

For Windows systems, if the current Citrix Receiver version is below 4.9.3000.xx (CU3) or the Workspace App version is below 18.12, an upgrade is required.

Steps to check the Citrix Receiver version:

1. Find the Citrix Receiver icon in the windows task bar (bottom right corner of the screen).
2. Right click on the icon and select "Advanced Preferences."
3. Check the version number at the bottom of the page.



#### MAC USERS

For Mac systems, if the current Citrix Receiver version is below 12.9.1 or if the Citrix Workspace App version is below 18.12, an upgrade is required.

Steps to check the Receiver version:

1. Open the Applications or Finder tool on your Mac and search for "Citrix Receiver."
2. Click on Citrix Receiver and check the version number by selecting "Citrix Receiver" and "About Citrix Receiver" from the Menu bar.



**4. How can I upgrade the Citrix Workspace App on my computer?**

**WINDOWS USERS**

**Upgrading to Citrix Workspace App:**

1. Open <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
2. Click on “Download Citrix Workspace app for Windows” to receive the latest version.
3. Download the file and follow the instructions to install:
  - a) Select Save as and save Workspace App to the Downloads folder.
  - b) After the download is completed, click on Open folder button.
  - c) Double click the Workspace App to start installation and follow steps for license agreement.
  - d) Once installation is completed, reboot computer.

**MAC USERS**

**Upgrading to Citrix Workspace App:**

1. Open <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
2. Click on “Citrix Workspace app for Mac” to receive the latest version (versions 18.12 and above will launch Netcare Portal).
3. Download the file and follow the instructions to install:
  - a) Once downloaded, click the Workspace App in your Downloads folder to start the installation process.
  - b) Follow prompts by clicking Continue button and follow steps for license agreement.
  - c) Type in username and password once prompted.
  - d) Do not check Add Account.
  - e) Installation success screen will appear.

**5. What should I do if the Citrix Workspace App is not launching Netcare Portal after the upgrade?**

**WINDOWS USERS**

On some browsers, like Chrome, a manual download of the “launch.ica” file is required.

In these cases, click the “Alberta Netcare Portal” icon to download a “launch.ica” file.

Click the file in download bar at the top of the screen to launch Netcare Portal.

**MAC USERS**

On some browsers, like Safari and Chrome, a manual download of the “launch.ica” file is required.

In these cases, click the “Alberta Netcare Portal” icon to download a “launch.ica” file.

Click the file in the download bar at the bottom of the screen to launch Netcare Portal. On certain versions of Mac, the Citrix application may open in the background. Users are advised to check the system Dock for a “Citrix Viewer” icon to display Netcare Portal.