



<https://access.albertanetcare.ca>



Take Note

- ✓ Citrix Receiver **detection** will be **enabled** until the **week of July 11th 2016**
- ✓ Once Citrix Receiver detection is **disabled**, these messages will **no longer be in effect**.



Meet the Minimum Requirements

If Community / Remote / External users can no longer log in to **Alberta Netcare Portal** using Citrix as of July 8th, they will need to update their systems to meet the following **minimum requirements** to support SHA2 Certificates.

Operating System

Windows		7, Vista, 8, RT, 8.1, RT 8.1 or 10
Mac OS X		10.9+
Apple iOS		3.0+
Android		2.3+

Internet Browser

Internet Explorer		6+
Google Chrome		26+
Firefox		1.5+
Safari		3+

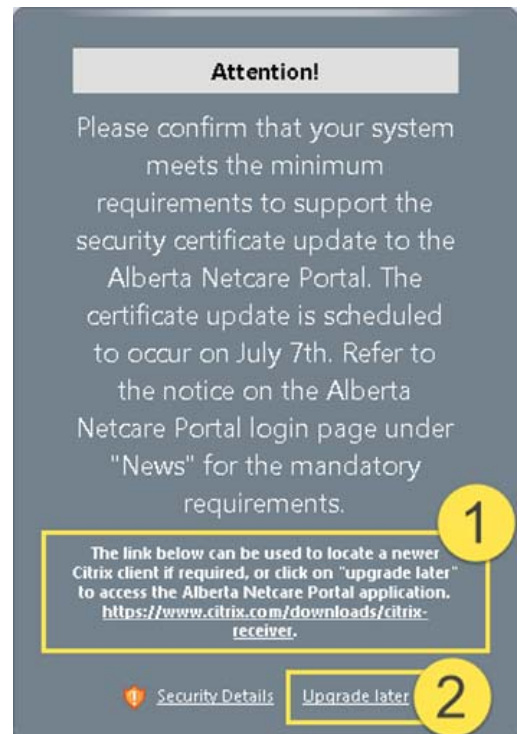
Citrix Receiver

Citrix Receiver for Windows	13.3+ (also known as Receiver 3.3)
Citrix Receiver for Mac OS	11.7+
Citrix Receiver for iOS	5.9+
Citrix Receiver for Android	3.5+



Old Citrix Receiver Detected!

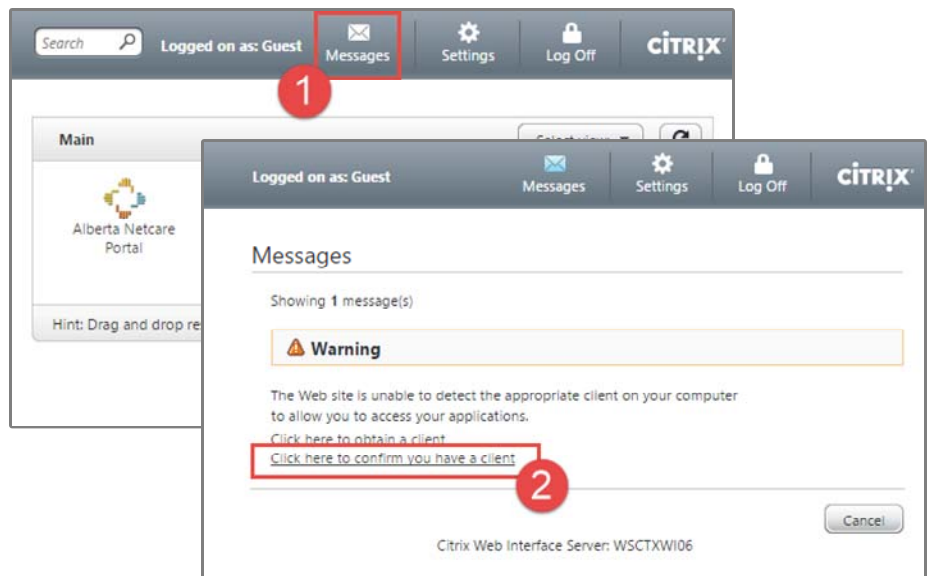
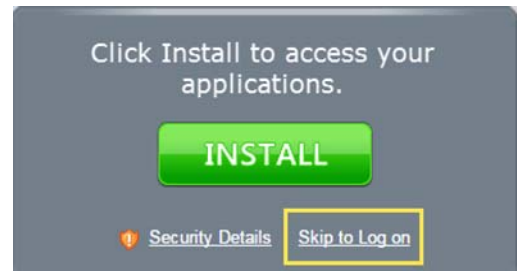
- ✓ When you connect to the **Alberta Netcare Portal** you may receive the message to the right. This could be an indication that you do not meet the **minimum requirements** for the Citrix Receiver.
- ✓ Please **verify** the minimum requirements as stated above for your computer system.
- ✓ If a new Citrix Receiver is required, click on the **link (1)** to **download** and **install** the Citrix Receiver for your Operating System.
- ✓ If a new Citrix Receiver client is **not required**, click on link (2): **Upgrade later**.



Why do I receive this Message?

- ✓ In **some cases** you will receive a message telling you that you **do not** have a Citrix Receiver installed.
- ✓ If you **meet the minimum requirements** click on the link, **Skip to Log on**, at the bottom of the message.
- ✓ You will be taken to your available applications.
- ✓ If you **have an updated Citrix Receiver**, you may be able to **prevent this message** from re-occurring by following these steps:

1. Click on the **Messages** icon
2. Click on the link:
Click here to confirm you have a client



Service Desk Contact Details

Community Alberta Netcare users (outside AHS) can contact the **Provincial Helpdesk** at 1-877-931-1638
 AHS employees please contact the applicable **AHS Service Desk** for your zone.

