



Minimum Requirements

Internet Connection

Operating System    

Internet Browser    

Citrix Receiver  

Anti-Virus Software

- ✓ Ensure an anti-virus solution is installed on your computer.
- ✓ Keep anti-virus definition files up-to-date.
- ✓ Scan your computer regularly.
- ✓ Do not install more than one anti-virus solution on your computer.
- ✓ Free anti-virus software is available from Microsoft and some Internet Service Providers.



Managing Citrix Receiver

- ✓ The Citrix Receiver is a **required** component and must be installed on your device.
- ✓ If you have **already installed** a Citrix Receiver, then you can **skip** this step.
- ✓ To install the Citrix Receiver click on the **Download** button and follow the screens to download and install.



For **Windows** Computers, install the Citrix Receiver by following onscreen instructions. On the Installation successful screen, **do not** Add Account, just click on the **Finish** button. **Reboot** computer. After reboot: Add Account screen > **Check** Do not show this window automatically at logon > **Close**



Open **Internet Explorer** and go:

- ✓ **Tools > Internet Options > Security tab > Trusted sites > click Sites button > Add: <https://access.albertanetcare.ca> > Close > OK**
- ✓ **Tools > Compatibility View settings > Add: [albertanetcare.ca](https://access.albertanetcare.ca) > Close**
- ✓ **Close and re-open** Internet Explorer.



For Apple **Mac** Computers, install the Citrix Receiver by following onscreen instructions. When you reach the **Add Account** screen ensure you **un-check** Add Account and then continue and finish.



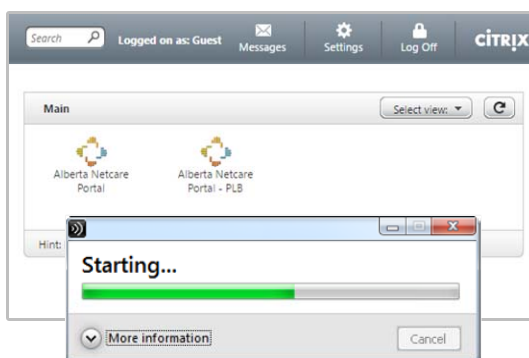
Connecting to Alberta Netcare Portal

- ✓ Navigate your Internet Browser to the URL on the right.
- ✓ Use your **Credentials** to log into the **Alberta Netcare Portal**.



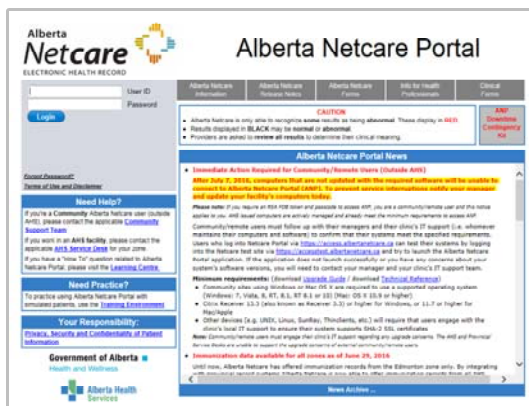
Launch your Application

- ✓ Navigate to the folder location where your application shortcut is located
- ✓ Click on the application shortcut to launch it.



Application Authentication

- ✓ Some applications will require an additional logon.
- ✓ Use the Application specific credentials and settings that was sent to you earlier by your Application Administrator to logon to the application.



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.





Download and Install the Citrix Receiver

- ✓ The Citrix Receiver is a **required** component and must be installed on your device.
- ✓ Open your browser and go to the URL listed to the right.
- ✓ Click on the **Download** link To download the Citrix Receiver.
- ✓ Once downloaded, find the file in your Downloads folder and double click to start the installation process.
- ✓ Install the Citrix Receiver by following onscreen instructions.
- ✓ **NOTE:** When you reach the **Add Account** screen ensure you **un-check** Add Account and then continue and finish.



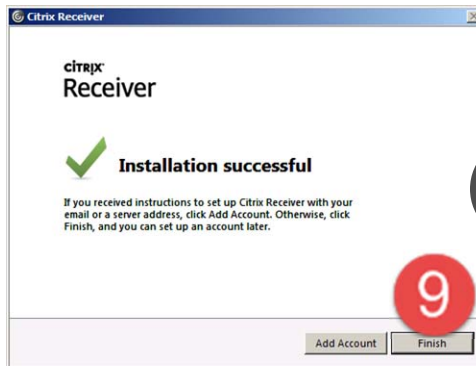
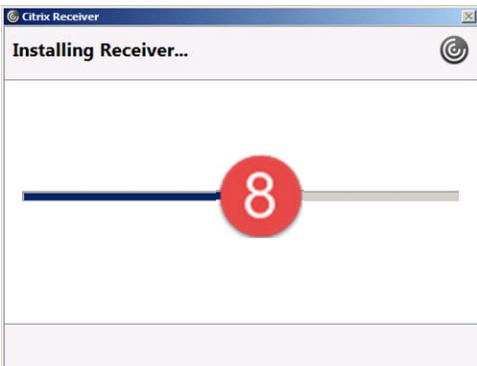
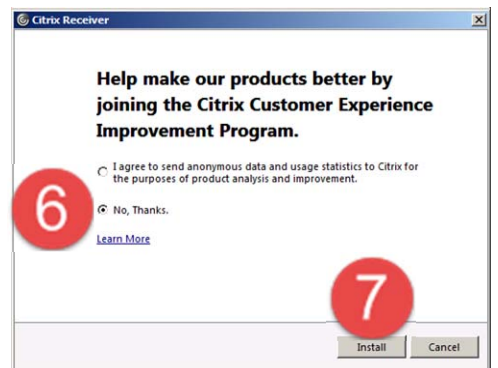
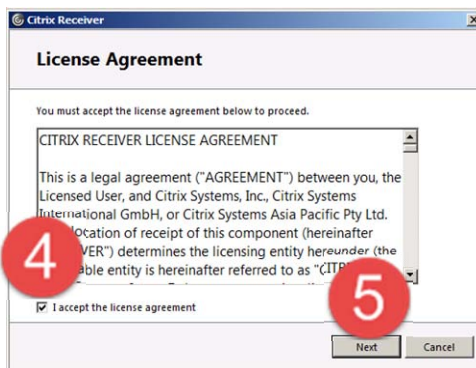
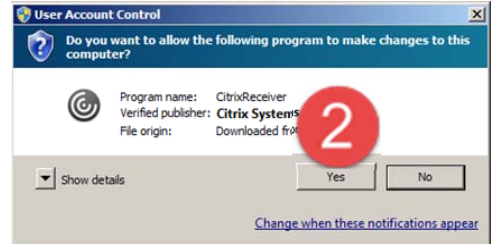
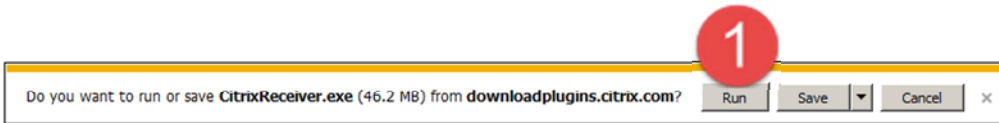
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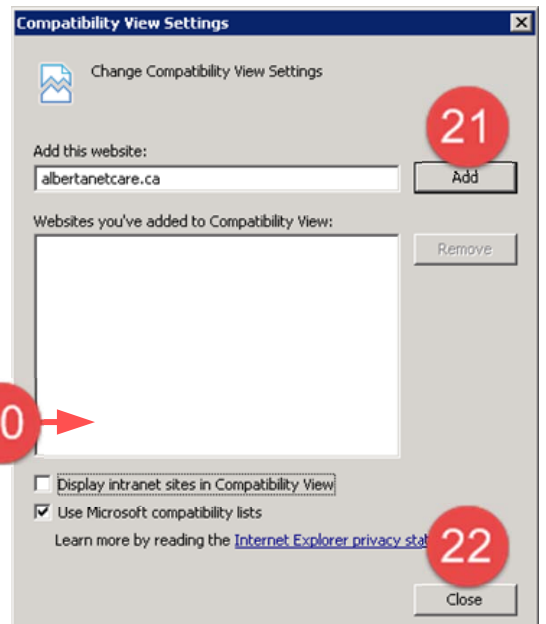
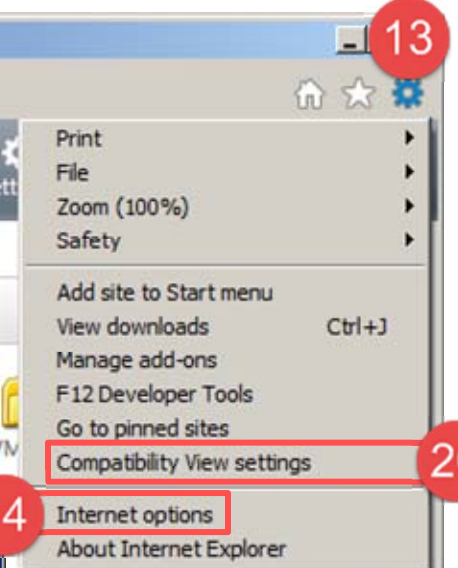
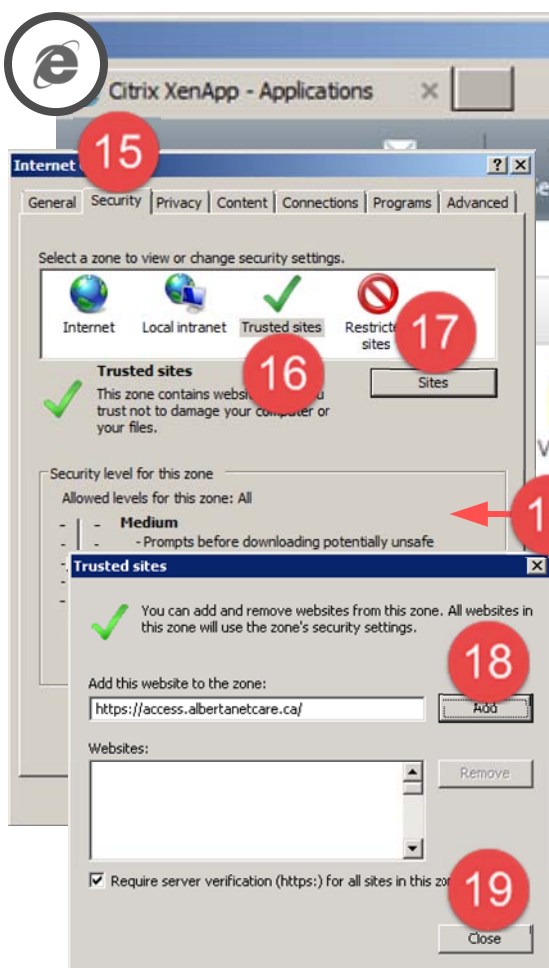


Download and Install the Citrix Receiver

- ✓ The Citrix Receiver is a **required** component and must be installed on your device.
- ✓ Navigate your Internet Browser to the URL on the right.
- ✓ Click on the **Download** link to download the Citrix Receiver.
- ✓ When prompted, **Run** downloaded executable and follow onscreen instructions.
- ✓ **NOTE:** On the Installation successful screen, **do not** Add Account, just click on the **Finish** button. **Reboot** computer.
- ✓ After rebooting: Add Account screen > **Check** Do not show this window automatically at logon > **Close**
- ✓ Complete **Internet Explorer** configurations > close and re-open.



10
reboot



Open Internet Explorer and go:

- ✓ **Tools > Internet Options > Security tab > Trusted sites > click Sites button > Add: https://access.albertanetcare.ca > Close > OK**
- ✓ **Tools > Compatibility View settings > Add: albertanetcare.ca > Close**
- ✓ **Close and re-open Internet Explorer.**

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