

This quick reference provides instructions for installing the Citrix Workspace Application on PCs.

Overview

Launching Alberta Netcare Portal (ANP) from a facility in the community is considered remote access. To access ANP remotely, you must download the Citrix application onto each PC from which you will be accessing it.

NOTE

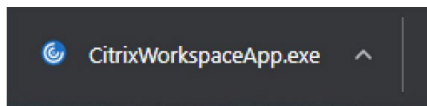
ANP supports Internet Explorer, Mozilla Firefox, Microsoft Edge and Google Chrome. Please use one of these browsers to ensure optimum performance.

Installing Citrix

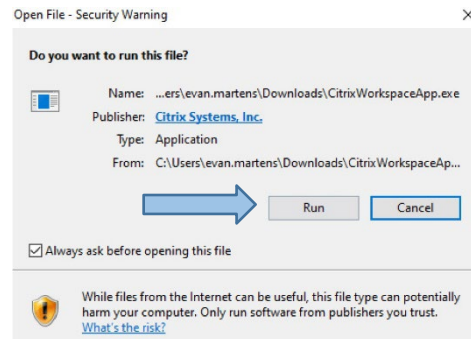
- 1 Open your web browser and paste the following URL into the address bar:
citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html
- 2 Click the **Download Citrix Workspace App for Windows** button.

Download Citrix Workspace app for Windows

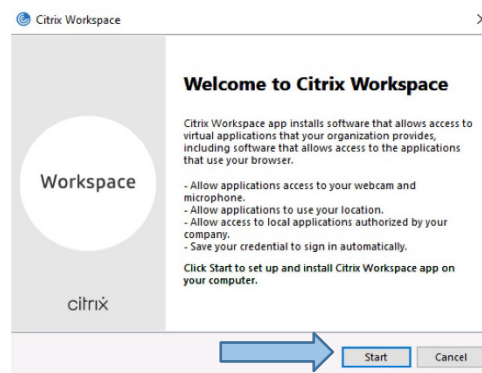
- 3 Depending on your browser settings, the following may appear. Locate the file and open it.



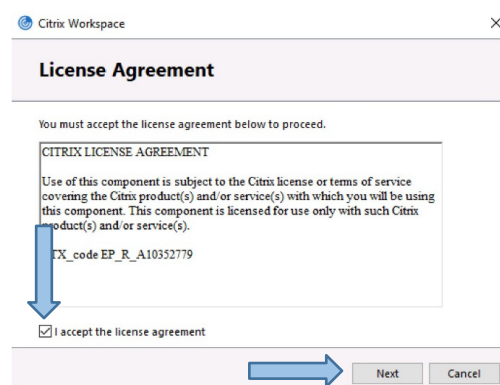
- 4 Run the file.



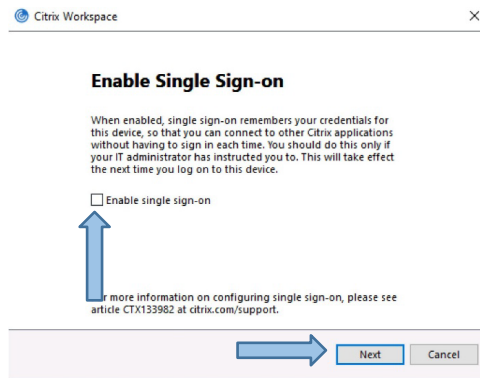
- 5 Click **Start**.



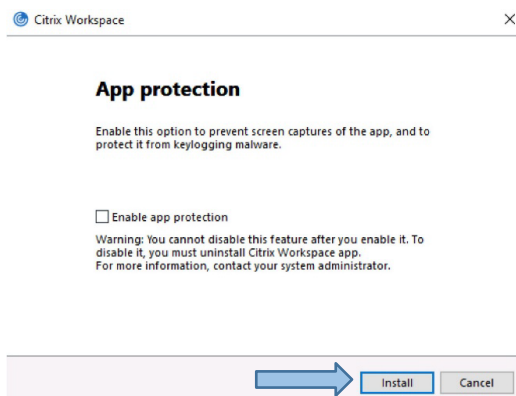
- 6 Accept the license agreement.



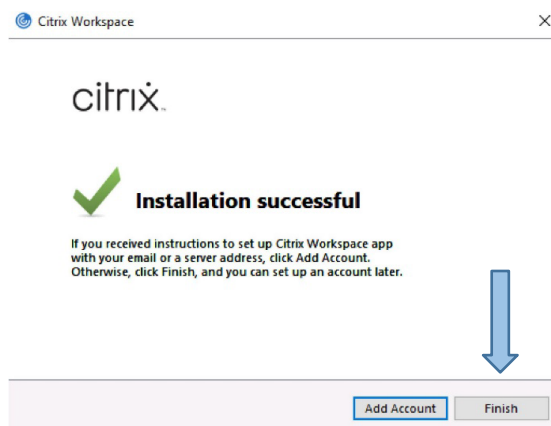
- 7 If prompted, do *not* check the “Enable single sign-on” checkbox. Click **Next**.



- 8 You may be prompted to enable App protection. Click **Install**.



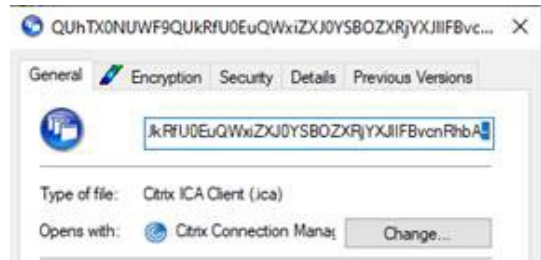
- 9 Click **Finish**. You may be prompted to restart your computer to complete the installation process.



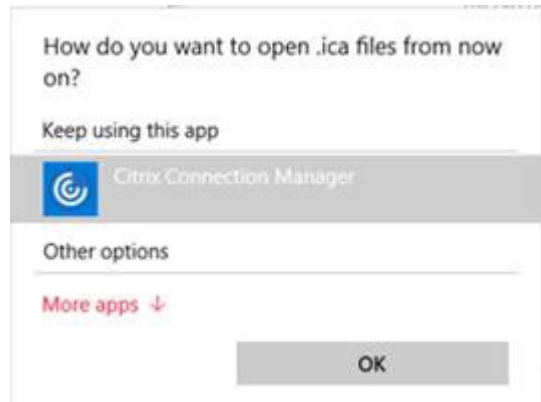
Troubleshooting

ICA file downloads but fails to launch ANP

- 1 Open the Downloads folder on your PC and locate the .ica file. Right-click the file name and select **Properties**.
- 2 Under the General tab, ensure the current default is set to Citrix Connection Manager. If not, click **Change** and choose Citrix Connection Manager from the list.



- 3 If Citrix Connection Manager is not listed, click **More Apps** and scroll to the bottom, then click



Look for another app on this pc and find the connection manager within the following file path: C:\Programs (x86)\Citrix\ICA Client\wfcrun32.exe on Windows 10.



- 4 Try launching ANP portal again.

Provincial Service Desk

For assistance with installing the Citrix Workspace call 1-877-931-1638, 24/7