

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: <u>citrix.com/downloads/workspace-</u> <u>app/windows/workspace-app-for-windows-</u> <u>latest.html</u>
- 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.

o o jou		
	Name:	ers\evan.martens\Downloads\CitrixWorkspaceApp.exe
	Publisher:	Citrix Systems, Inc.
	Type:	Application
	From:	C:\Users\evan.martens\Downloads\CitrixWorkspaceAp
🗹 Alwa	ys ask before o	Run Cancel
۲	While files fr harm your co What's the ri	om the Internet can be useful, this file type can potentially omputer. Only run software from publishers you trust. st?

5 Click Start.

	Welcome to Citrix Workspace
	Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
Workspace	- Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your company. - Save your credential to sign in automatically.
	Click Start to set up and install Citrix Workspace app on your computer.
citrix	

6 Accept the license agreement.



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





Troubleshooting

ICA file downloads but fails to launch ANP

Add Account Finish

- 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.

QUhTXON	JWF9QUkF	HUOEuQV	/xiZXJ0Y	SBOZXRJYXJIIFBvc	>
General 🥒	Encryption	Security	Details	Previous Versions	
	Jk RFU0E	uQWxiZXJ	OYSBOZ	XRJYXJIIFBvcnRhbA	
Type of file:	Citrtx ICA	Client (ica)	6		
Opens with:	Ctrx	Connectio	n Manaç	Change	

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

How do you want on?	to open .ica files from now
Keep using this app	
Citrix Connec	
Other options	
More apps 🜵	
	ОК

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.

Look for another	app on this PC
	ОК
	1.000

4 Try launching ANP portal again.

Provincial Service Desk

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