

Citrix remote access for Windows

1. Please download the Citrix receiver 4.9 by using the below given link.

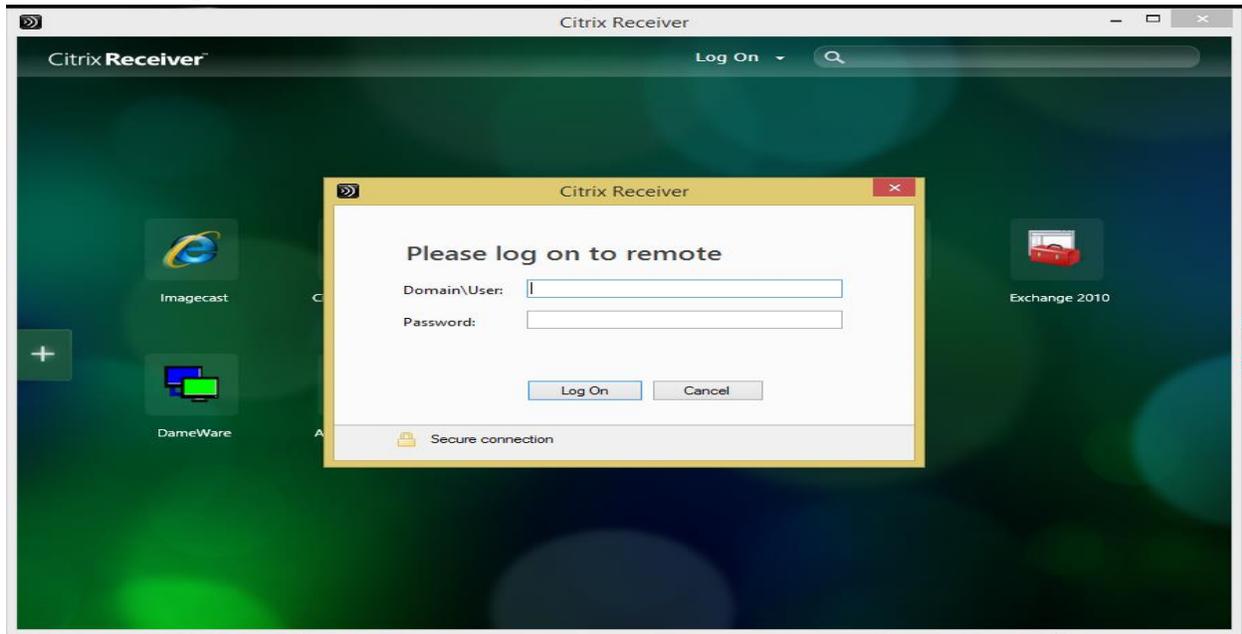
For windows: https://www.citrix.com/downloads/citrix-receiver/windows-ltsr/receiver-for-windows-ltsr_4_9_1000.html

2. Then you will get a citrix window opened select add account and will prompt to enter the organizations mail address or server address. Please type in <https://remote.bronxleb.org> then next.



3. Then it will prompt for credentials please enter your complete bronx lebanon email address (Username@bronxleb.org) or try to login with

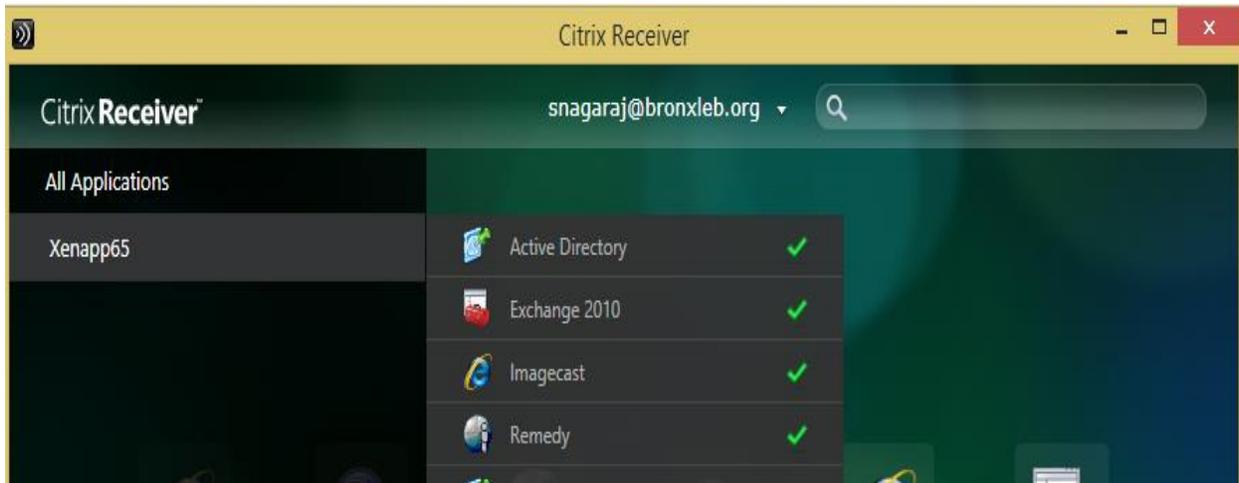
bronxleb.org\username and select logon



4. Once after the successful login your id will be reflected on top of the citrix receiver page as highlighted.



5. Then select the + button the citrix screen and you will see the window as below, just select the application which is populated under xenapp65. Selected applications will be displayed in main window. Then click on the application icon and login with the respective credentials.



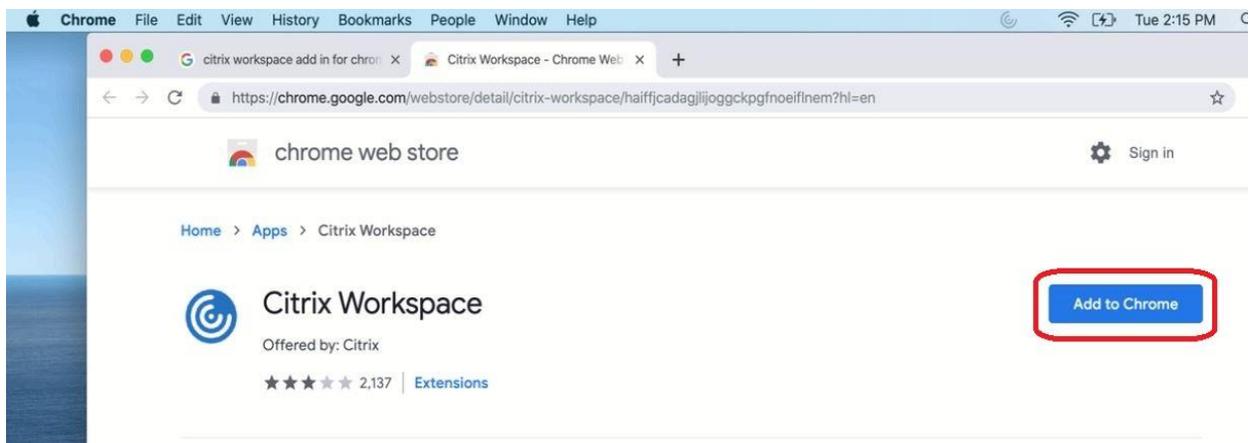
Note: Still if you experience any issues please reach IT Helpdesk @ 718-901-8855 or please Email us at blhchelpdesk@bronxleb.org with your contact number and error message we will get back to you at the earliest.

Citrix remote access for Mac OS - Catalina/Big Sur

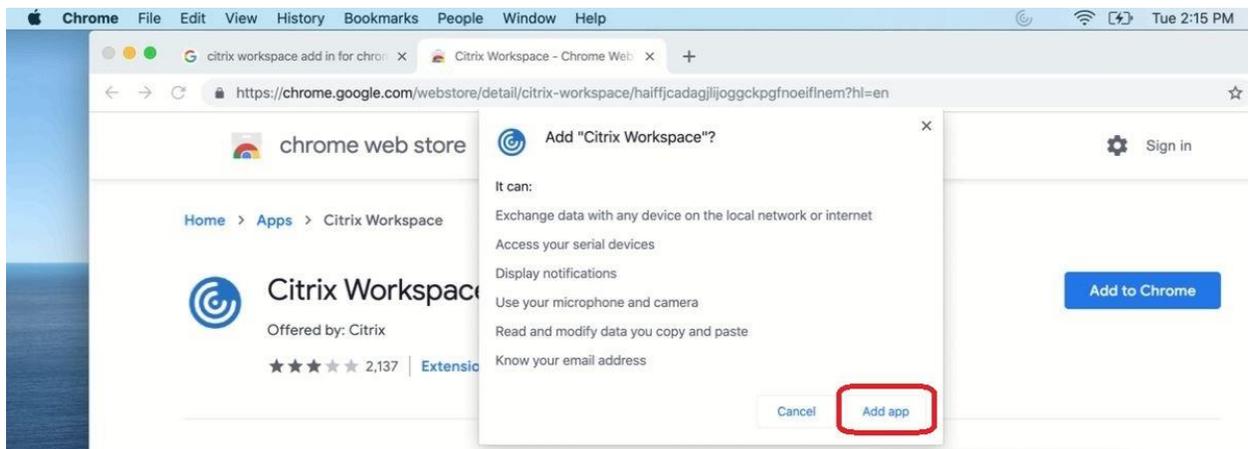
- ✓ Uninstall Google Chrome and install the below version of Google Chrome
- ✓ Chrome 81.0.4044.92 - <https://www.slimjet.com/chrome/download-chrome.php?file=files%2F81.0.4044.92%2Fgooglechrome.dmg>
- ✓ Open Google chrome browser and paste the below URL.

URL: <https://chrome.google.com/webstore/detail/citrix-workspace/haiffcadaglijjogckpgfnoeifnem?hl=en>

You should see the below page. Click “Add to Chrome”



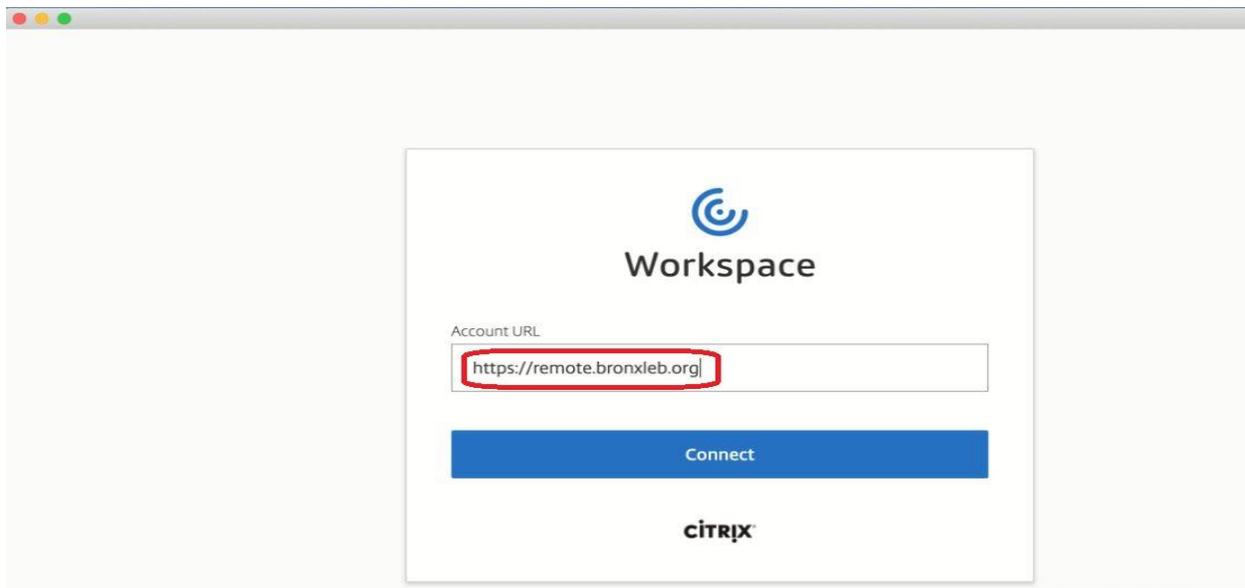
- ✓ Click on “Add app”,



- ✓ After adding you should find the **Citrix workspace** under the **apps** on the chrome browser,



- ✓ Click on the Citrix Workspace Icon and enter the URL (<https://remote.bronxleb.org>) as shown. Click on Connect. (Please note: This is an one time configuration)



- ✓ You should see the below screen click on the first link,

Application Name	Server Address	Instructions
Citrix Applications Portfolio	https://remote.bronxleb.org/Citrix/XenApp	Help
Bronx-Lebanon Web Email	https://mail.bronxleb.org	Help

- ✓ Enter your credentials on the below page and click on “Log On”.

Citrix XenApp

BRONX-LEBANON CITRIX PORTAL

User name:

Password:

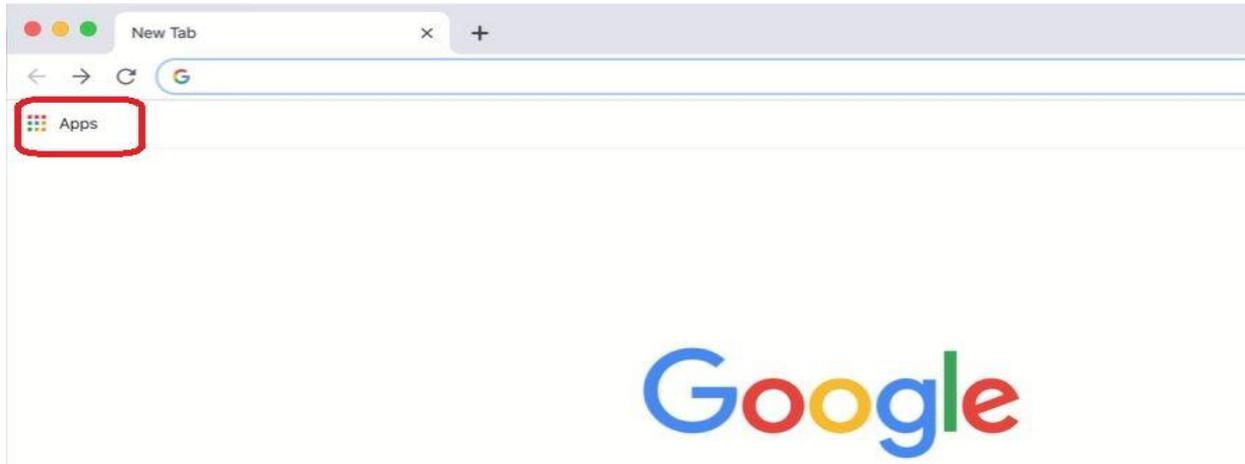
Log On

BRONX-LEBANON CITRIX PORTAL

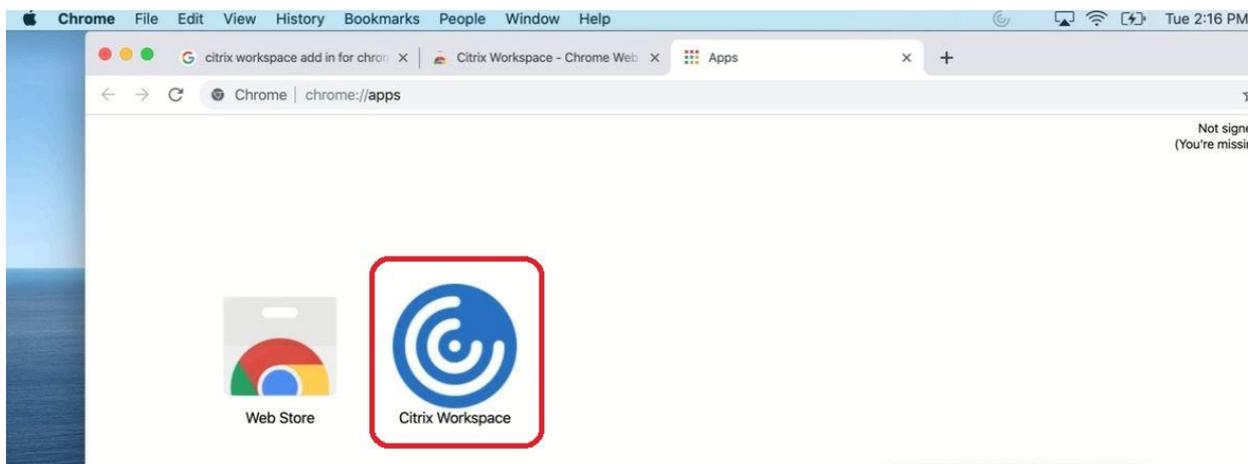
Your Windows desktops and apps on demand - from any PC, Mac, smartphone or tablet.

You should see your citrix home page. Click on the application and you should see it launching without any issues.

- ✓ To access the citrix portal again -Open google chrome browser and click on “Apps”,



- ✓ Click on “Citrix Workspace” apps,



- ✓ It should take you to the citrix login page. Enter your credentials and hit log on.

Note : This is only a temporary fix for the Citrix apps to be launch in Mac Catalina. If you close the Chrome and relaunch it, then you will not be able to launch the Allscripts. In that case, you need to follow the above steps again.