Morristown Medical Center
Overlook Medical Center
Newton Medical Center
Chilton Medical Center
Hackettstown Medical Center
Goryeb Children's Hospital
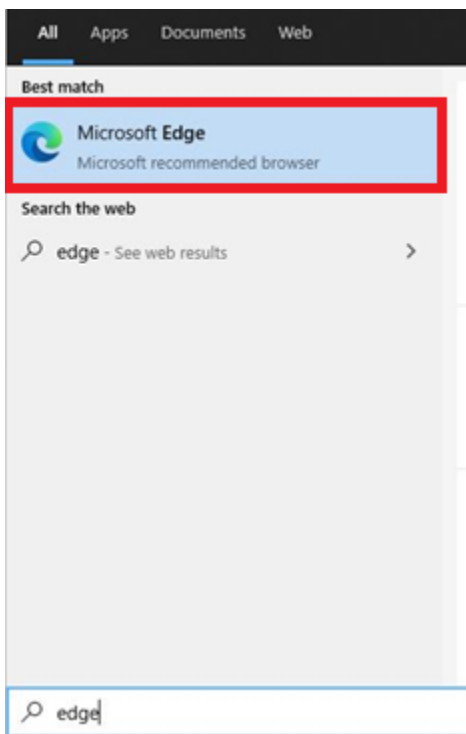Atlantic Rehabilitation

Atlantic Health System

AHS Citrix Remote Access Client Install for Windows 10

Atlantic Health System has implemented new functionality for remote access to your Citrix Portal applications. This new solution was created for 'Remote' access only. It can be used on Atlantic and non-Atlantic devices. This document provides information about how to use Citrix Workspace App to access AHS Citrix Apps.

Multifactor Authentication (MFA) is required to access Citrix from an external location. If you have not already enrolled in MFA, you must register first. Instructions can be found here > MFA will prompt you to authenticate each time.

If you are accessing AHS Citrix from a machine where you are logged into a different personal/business Office 365 account, you may prefer to configure a Citrix account instead of using the web portal. Instructions to configure an account are located here.

1. On the Search bar located at the bottom left, type "**Edge**" and click on Microsoft Edge as shown below.

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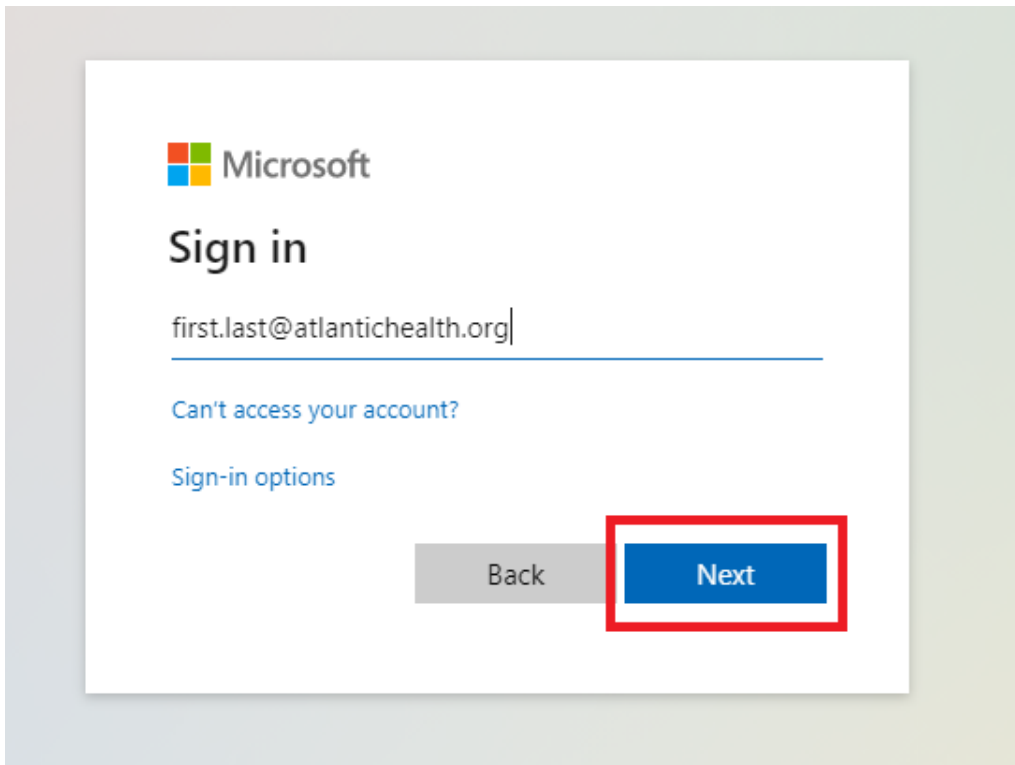Atlantic Rehabilitation

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2. Once Edge is open go to the following URL: apps.atlantichealth.org
   A website will appear, requesting you to click **"Log On"** to proceed as shown below.
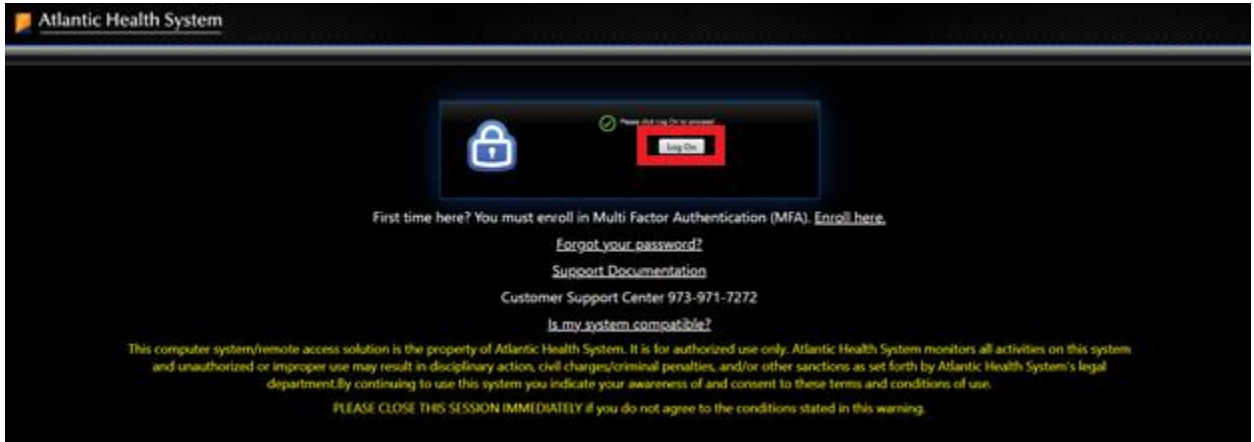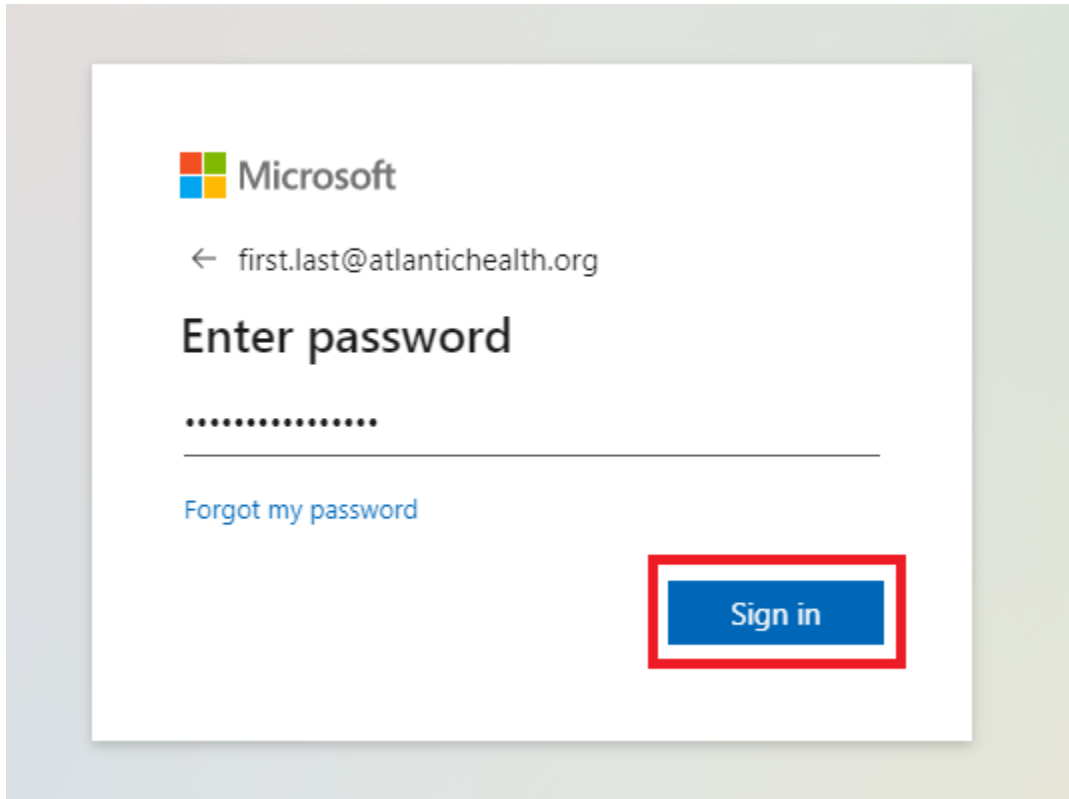

3. After clicking "**Log On**" you will be prompted to sign in. Enter your **AHS email address** and click **Next** as seen below.

NOTE: If the workstation used to access AHS Citrix is also used to access a different personal/business Office365 account you may receive a logon error. Refer to steps here for additional instructions.
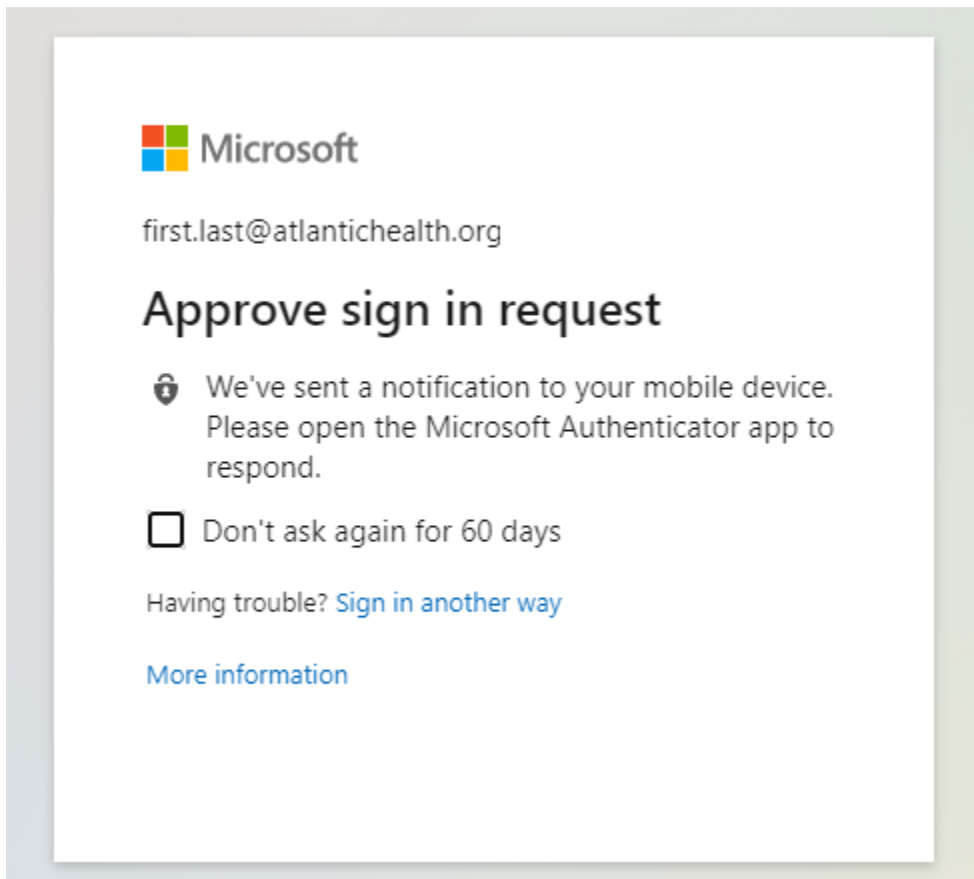
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4. On the next page enter your **AHS Domain Password** and click on **Sign In** as seen below:

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Goryeb Children's Hospital
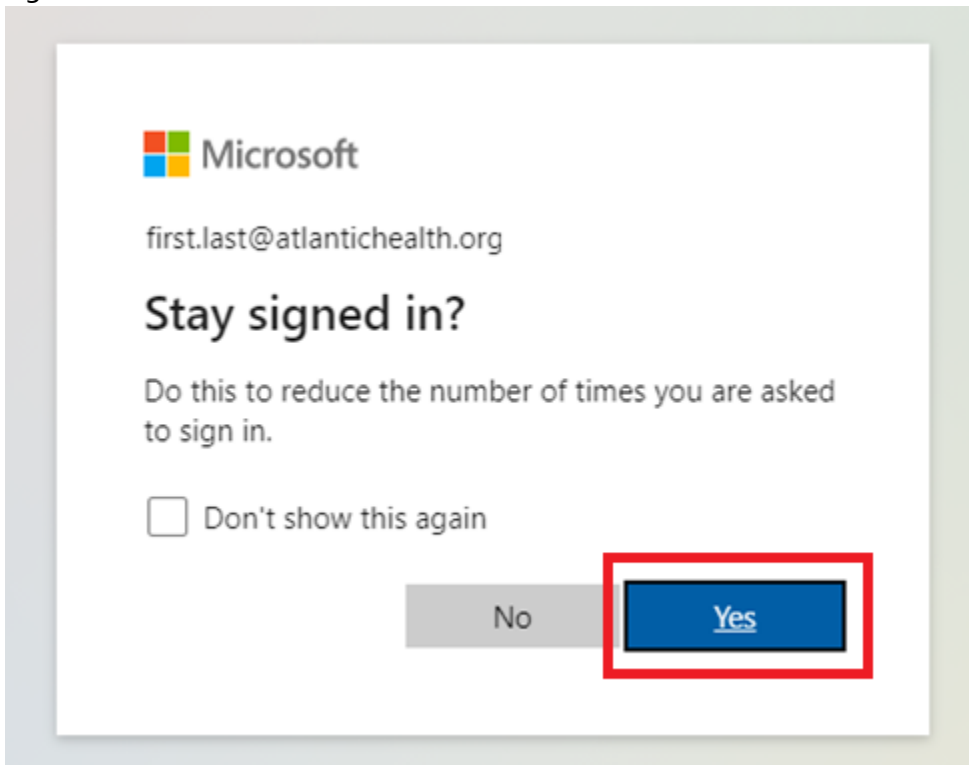Atlantic Rehabilitation

5. If prompted for **MFA Authentication** respond to the MFA request to proceed beyond the next screen shown below

NOTE: If MFA is configured for a phone call, you will receive a phone call. This phone call may come from 973-971-7462 or "NO CALLER ID"

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6. On the next screen you will be prompted to stay signed in. If you would like to remain signed in on this device click **Yes** as seen below

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Hackettstown Medical Center
Goryeb Children's Hospital
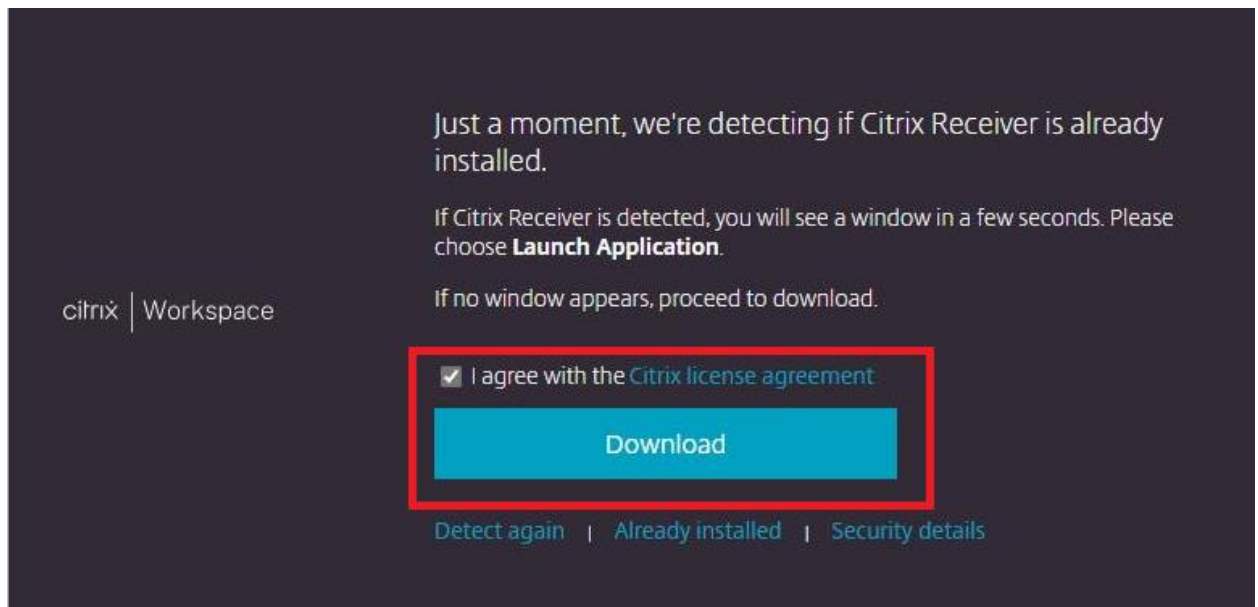Atlantic Rehabilitation

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7. If this is your first time logging in you may be prompted to **Detect Receiver**. Click on the button as seen below to proceed
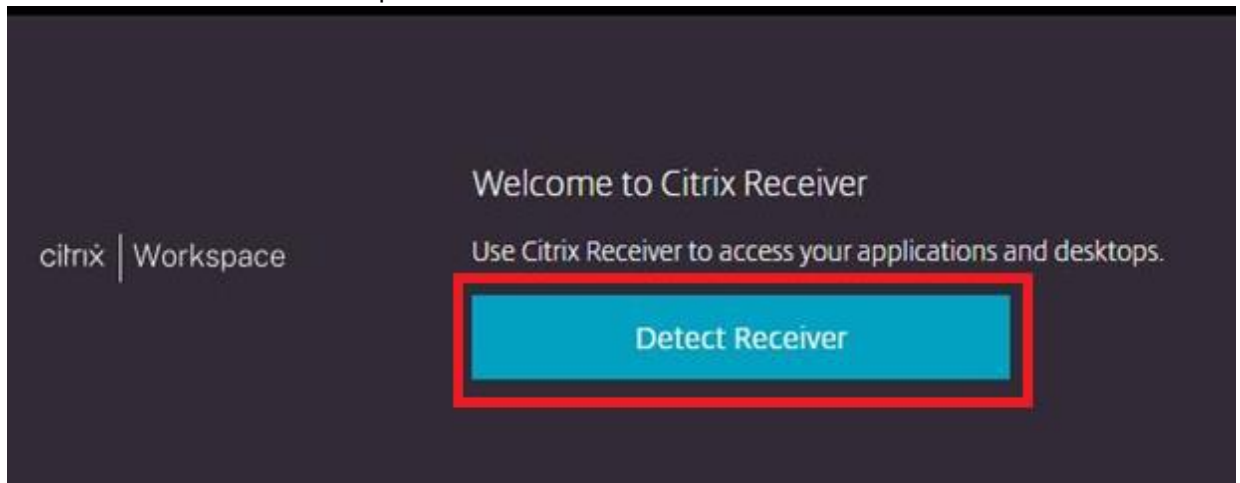
8. On the Agreement Window, check the "**I accept the License agreement**" then click "**Download**"


NOTE: If you already have Citrix Workspace App / Receiver installed, you may click on "Already Installed" to proceed without downloading the client

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9. The download will begin and appear in the bottom left of the window. Wait for the download to complete then click on **"Open File"** as seen below
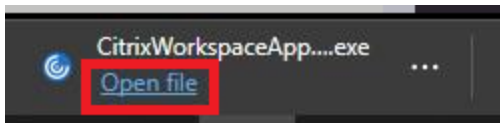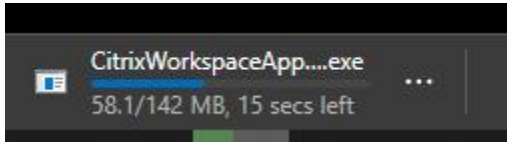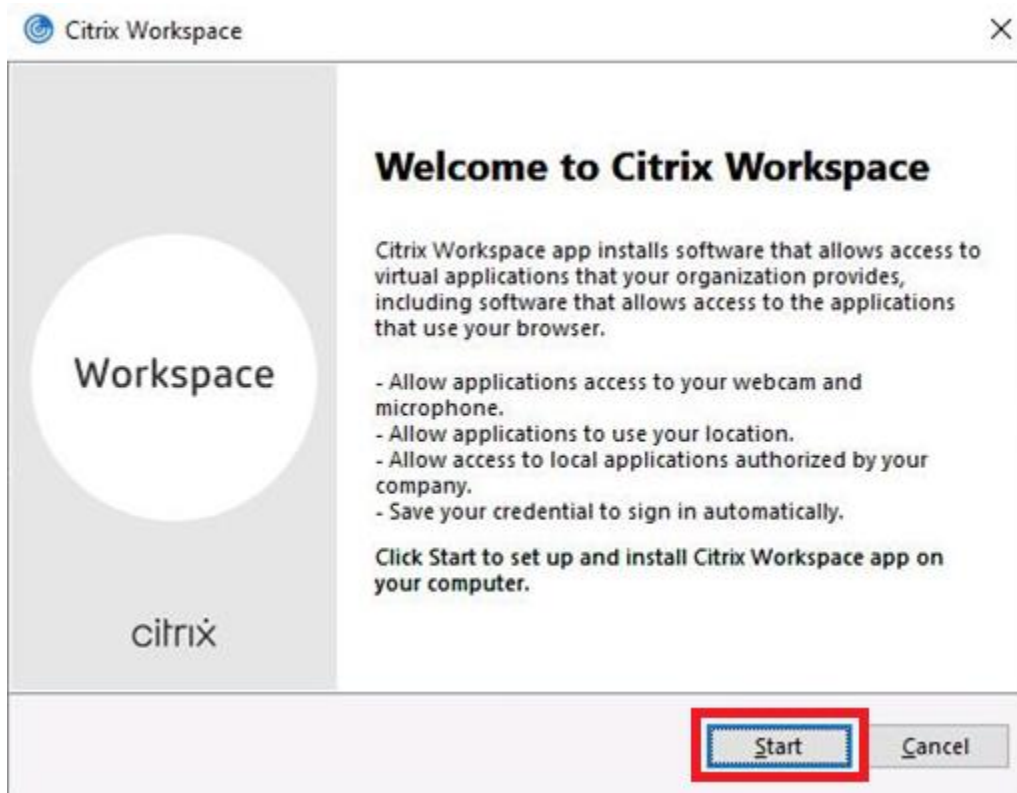

10. Depending on your workstation settings, you may be prompted to accept User Account Control. If prompted, click on **"Yes"** as seen below to proceed
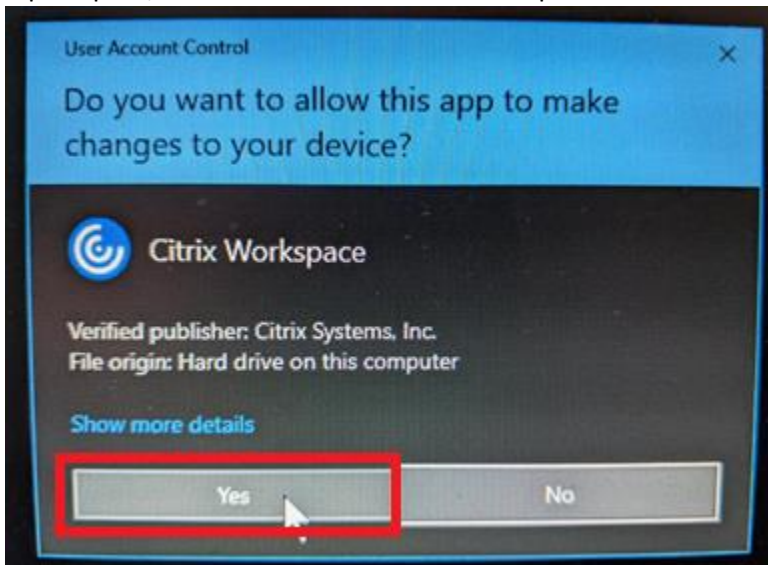
NOTE: This step requires administrative rights on the computer. If you do not have administrative rights you will need to request them from the owner of the machine you are using, or work with them to perform the install for you.

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11. The installation will begin, click on **"Start"** as seen below to proceed through install

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12. On the next screen check the box for **"I accept the license agreement"** then click on **"Next"** to proceed

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13. On the next screen simply click **"Install"** to proceed

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Atlantic Rehabilitation
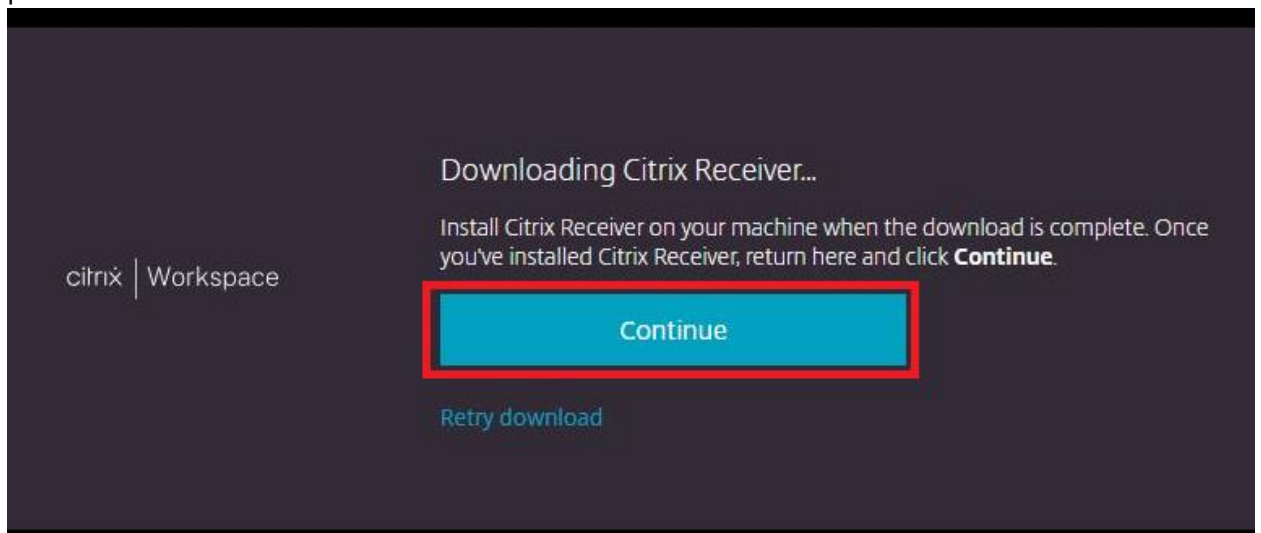
Atlantic Health System

14. The install will proceed, and you will be prompted to click **"Finish"** as seen below once completed.

15. Once install is finished, go back to the Edge browser on the apps.atlantichealth.org portal and click on **"Continue"** as seen below

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Hackettstown Medical Center
Goryeb Children's Hospital
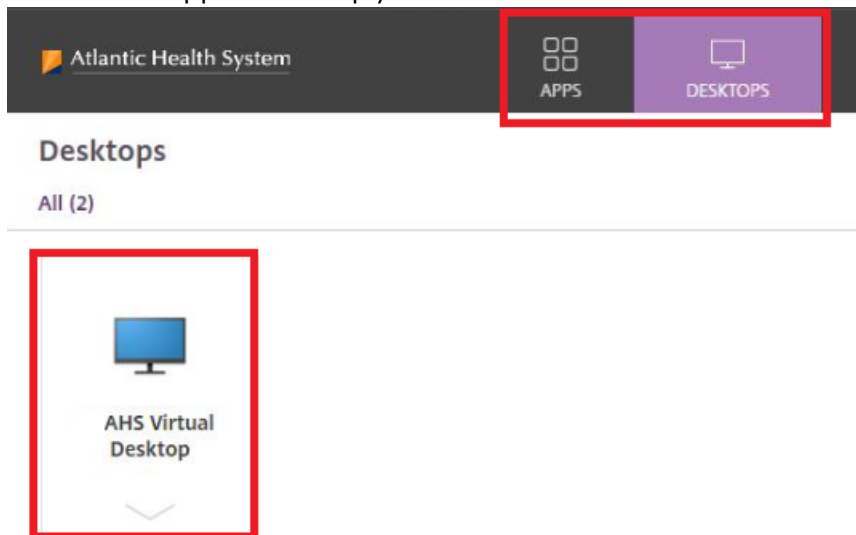Atlantic Rehabilitation

16. Upon continuing you may be asked to confirm that Citrix was installed. If prompted with the screen below click on **"Already installed"** as seen below
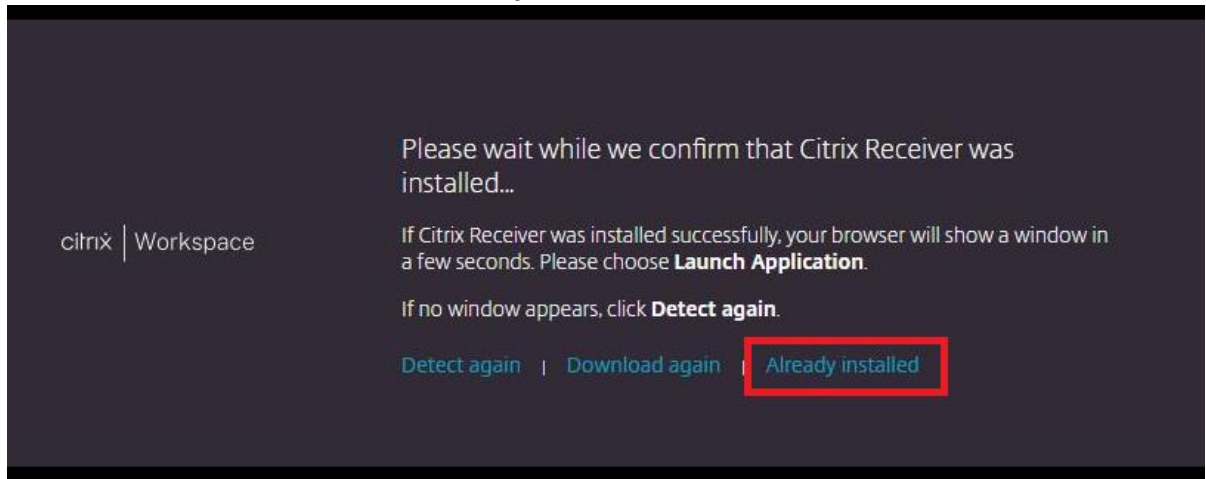

17. You will now be presented with your list of applications and desktops. Click on the **"Apps / Desktops"** heading at the top of the screen to selects Apps or Desktops, then click on the App or Desktop you would like to launch

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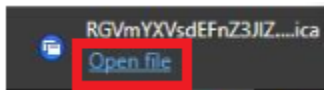
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18. The first time you launch an app or desktop you may be prompted to **"Open File"** in the bottom left corner of your screen. To prevent this from occurring each time you launch an app or desktop, click on the **"3 dots"** then choose **"Always open files of this type"** as seen below
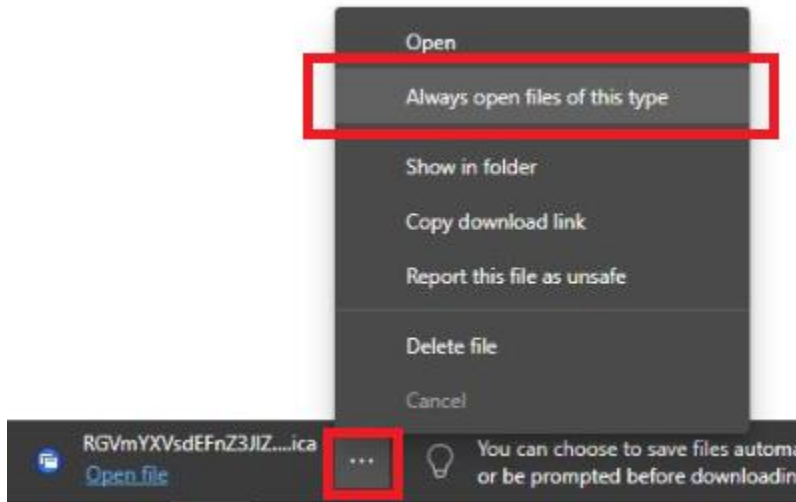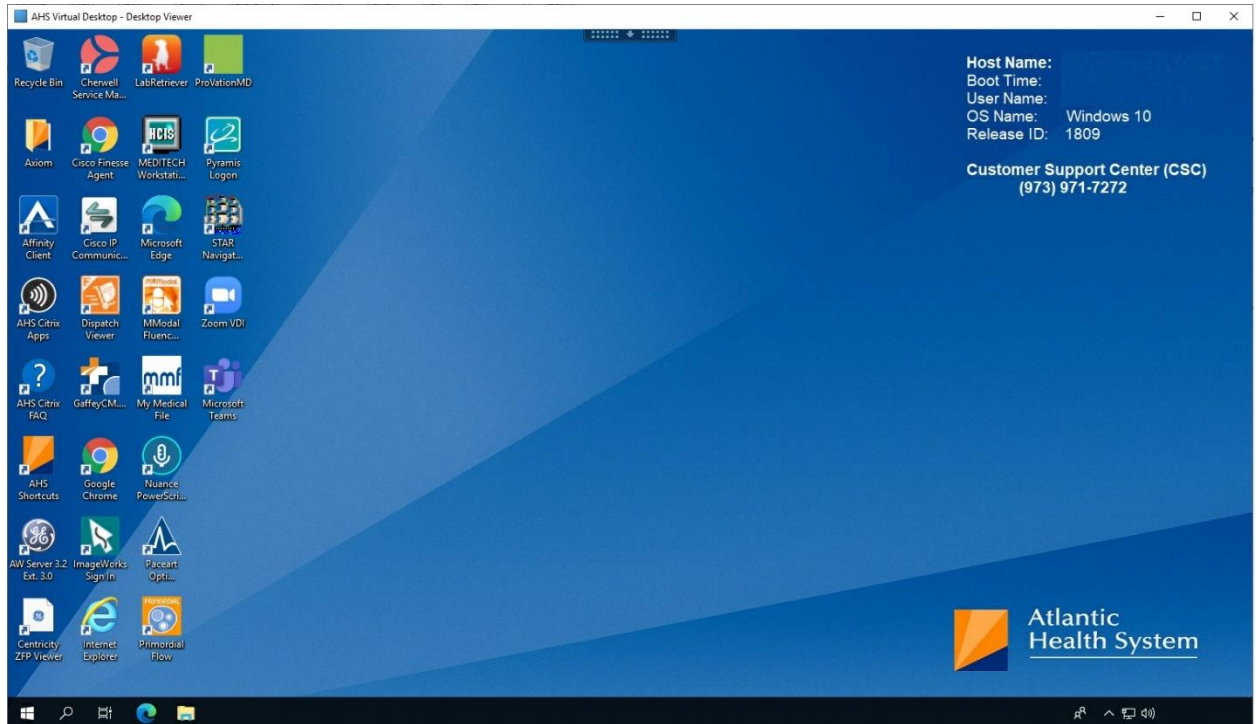

19. Once always open files of this type is selected, click on **"Open File"** or click on the app / desktop again to launch a session.

Please note that going forward this prompt will not appear and files will open automatically.

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20. Your application or desktop will launch. You have now completed the Citrix setup.

Note: If you don't see the application or Desktop you want to access, please contact

CSC at 973-971-7272.

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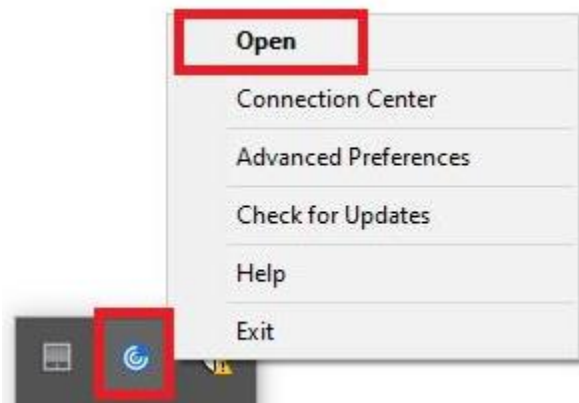
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How to configure a Citrix account for AHS Citrix Apps

If the workstation you use to access AHS Citrix is also used to access another Office 365 account, you may find it easier to configure a Citrix account and access directly via the application instead of the web portal. The instructions below will outline how to setup the account for Citrix.

If you see an error similar to the below when attempting to logon to the web portal, follow the instructions below:
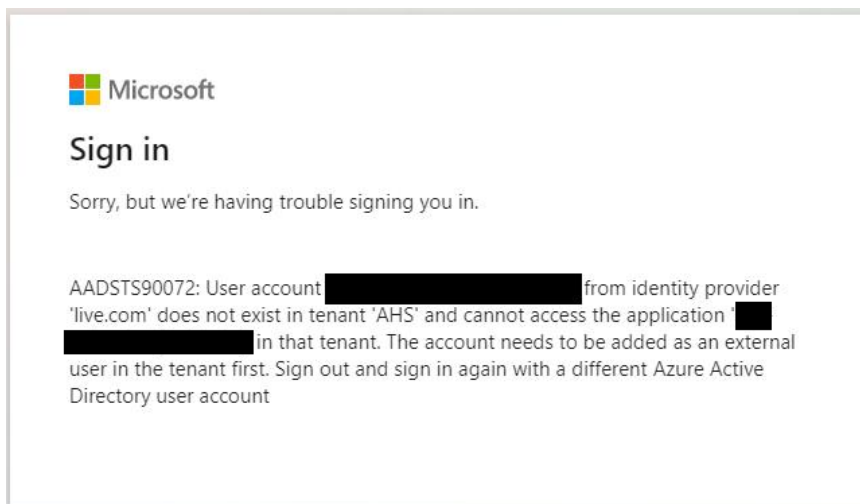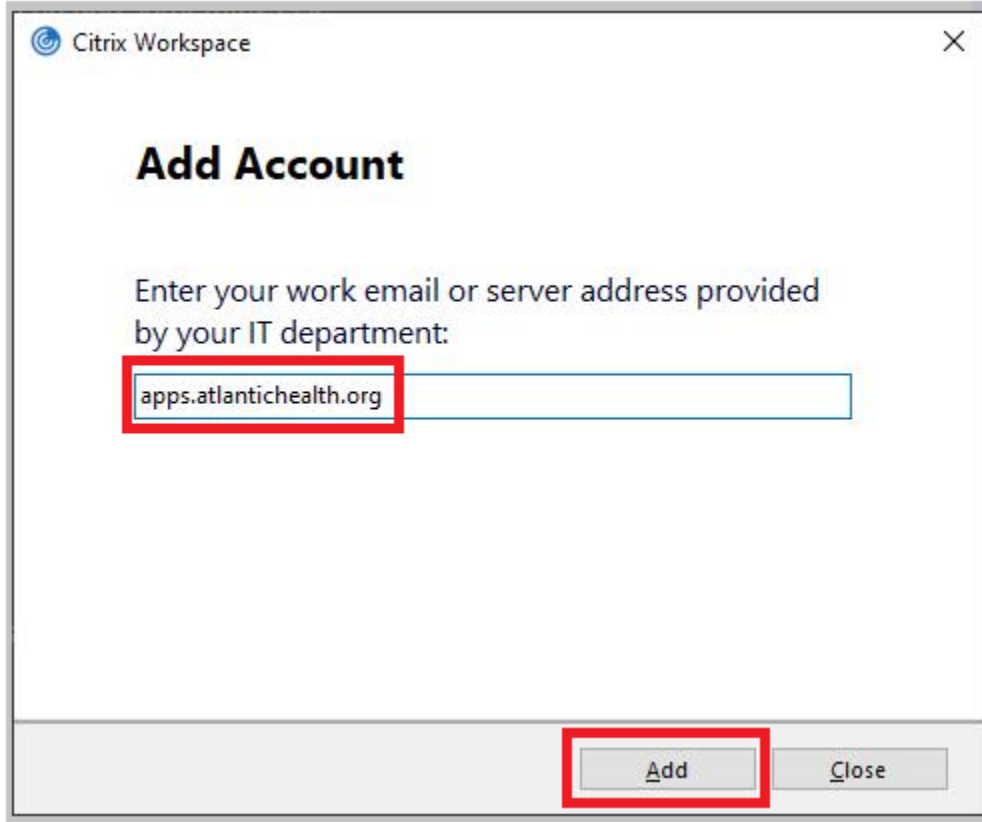

1. Right click on the **"blue marble"** Citrix Workspace app in the bottom right corner of your screen and select **"Open"** as seen below.

    NOTE: if you do not have the icon in the bottom right corner of your screen, download and install from <u>here</u>. This will only be required once.

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2. Enter **"apps.atlantichealth.org"** into the text field and click on **"Add"**

3. Click on **"Log On"** on the next screen

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Atlantic
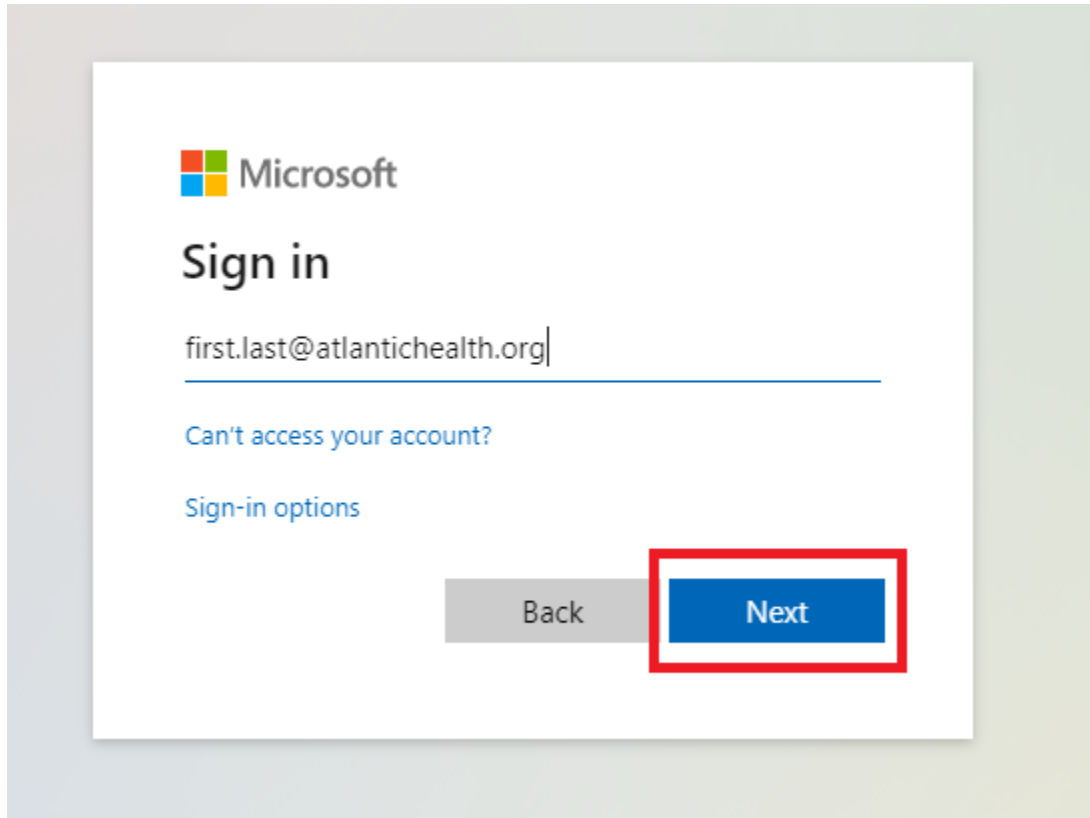Health System
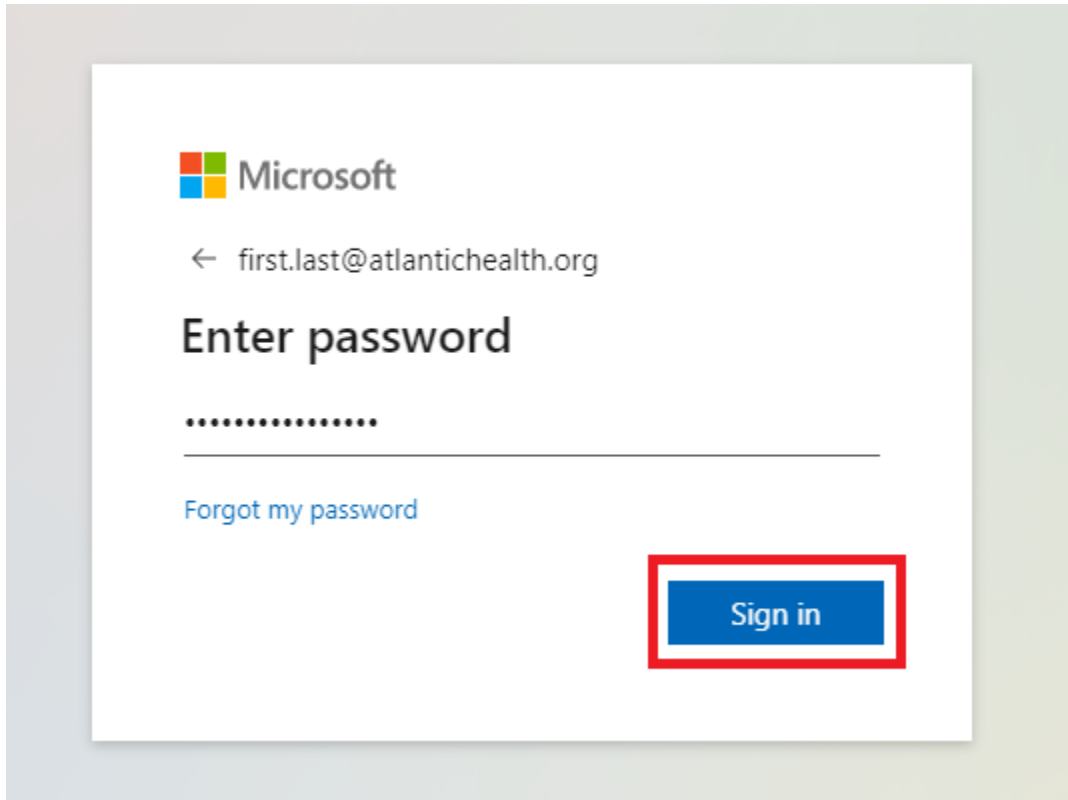
4. After clicking "**Log On**" you will be prompted to sign in. Enter your **AHS email address** and click **Next** as seen below.

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5. On the next page enter your **AHS Domain Password** and click on **Sign In** as seen below:

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Chilton Medical Center
Hackettstown Medical Center
Goryeb Children's Hospital
Atlantic Rehabilitation
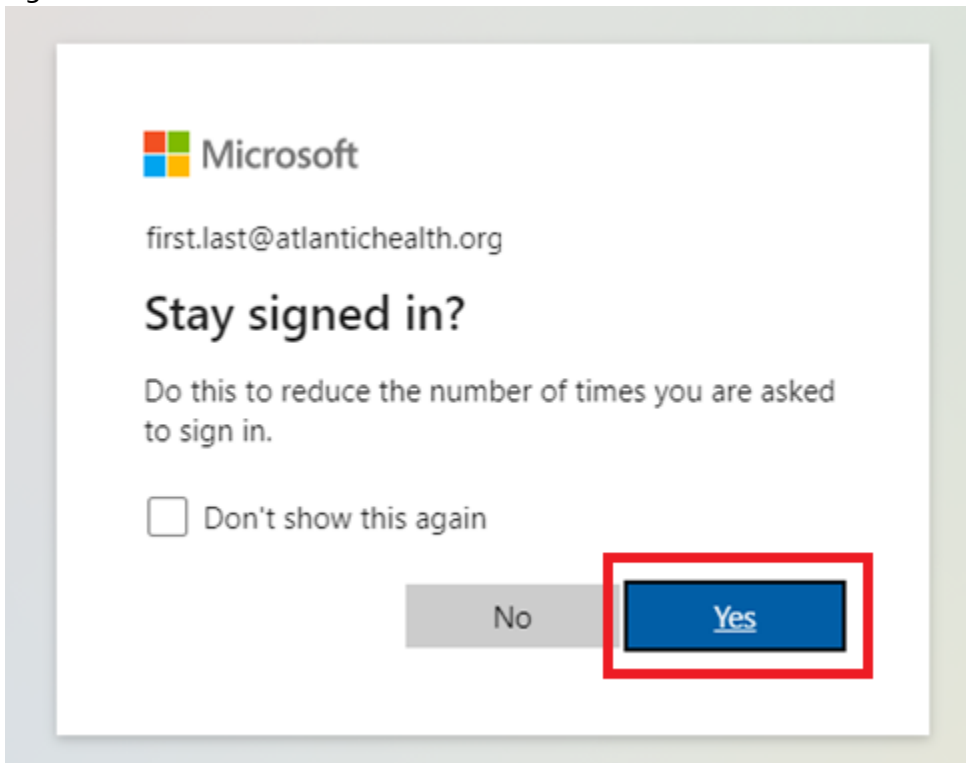
Atlantic Health System

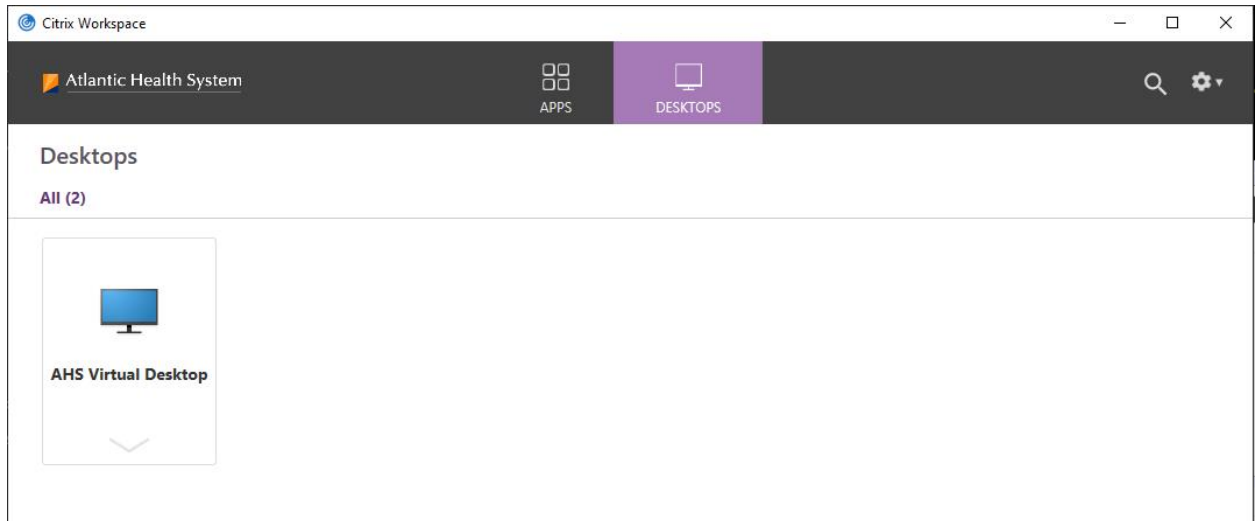6. If prompted for **MFA Authentication** respond to the MFA request to proceed beyond the next screen shown below

NOTE: If MFA is configured for a phone call, you will receive a phone call. This phone call may come from 973-971-7462 or "NO CALLER ID"

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7. On the next screen you will be prompted to stay signed in. If you would like to remain signed in on this device click **Yes** as seen below

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Your AHS applications and desktops will now be available to launch. Click an icon to start your session

Note: If you don't see the application or Desktop you want to access, please contact CSC at 973-971-7272.

The next time you would like to logon to AHS Citrix, just right click on the Citrix Workspace icon in the bottom right of your screen and select **"Open".**