

## Citrix Workspace Install Instructions for Windows operating system

The **Citrix Workspace App** is required on any device accessing the Baptist Health Network. You will not be able to access it, if Citrix workspace is not installed.

(1.) Go directly to the source - <https://www.citrix.com/downloads/workspace-app/> Copy and paste this Link or hold down the CTRL on your keyboard and click on the Link.

(2.) Select the appropriate Citrix Workspace App: [Citrix Workspace App \(latest version\) for Windows](#) or choose an earlier version that may work better with your **Windows Operating System**.

Note: To expand your searches on the Download page, by each item there is an Arrow pointing downward to the left of each item. Click one of them to see the numerous choices.

(3.) For Windows, Click on [Citrix Workspace app 2103 for Windows](#) or the **LATEST VERSION** that is presented.

(4.) Answer YES when asked if you want to install it. NOTE: be sure to answer YES to all prompts presented during the installation.

(5.) Once it finishes installing, you may be prompted to enter an **Email Address and Server Name**. **“Click Finish”** or just close the prompt out as we **DO NOT** login to Citrix.

**NOTE:** Once the install is completed, you are finished with the process. You never have to touch the plug-in again unless there is an update for it.

(6.) Open up your browser, i.e. **Internet Explorer, Fire Fox, Google Chrome, Safari** Type in the following web address in the browsers address bar or hold down the CTRL on your keyboard and click on the Link <https://myapps.baptist-health.org>

(7.) You will login here as if you were at any Baptist Health facility – username & password – enter that information.

(8.) - You are done! Your Baptist Applications will now be available just as if you were onsite at a Baptist Facility.

## **BROWSER CONFIGURATIONS and TROUBLESHOOTING TIPS**

The most common problems users have, after successfully installing this software is, it will not open the applications. You will get prompts like “What do you want to do with this file?” “Do you want to OPEN, Save or Launch, (an ICA file) etc.?”

**Recommendation:** Add the following sites to your **TRUSTED SITES** in your web browser: <https://myapps.baptist-health.org> and <https://www.baptist-health.com>

**Internet Explorer:** Go to the Gear Icon in the upper right hand corner and click on it. A menu will drop down. Click on “**Internet Options**”. Internet Options box will pop up. Click on the **Security Tab**. Click on **Trusted Sites**. To the right, Click on the **Sites button**. Either type the address or copy and pasted from the above listed. Click **ADD** and close all of the opened boxes. **Close the Browser** and open it back up. If this doesn’t work, try restarting your computer. If this doesn’t work, **you will have to Search Google for solutions**; but 98% of the time, this solution works.

### **Chrome Browser Configuration Instructions:**

**COPY & PASTE link below into the Address Bar. Do not paste in the Search box**

<https://www.tech-recipes.com/rx/64438/how-to-add-and-remove-trusted-sites-in-google-chrome/>

You can, also, go to the Link below to configure, IE, Chrome, Firefox, and Safari:  
[https://www.wikihow.tech/Add-a-Website-to-Trusted-Sites#Safari-.28Desktop.29\\_sub](https://www.wikihow.tech/Add-a-Website-to-Trusted-Sites#Safari-.28Desktop.29_sub)

**For Microsoft EDGE follow the instructions below to configure the browser:**  
**Adding sites** to your **Trusted Sites** List in **Microsoft Edge**. Click on **Settings**, scroll to the bottom and click the **Show Advanced Settings** link. Click on **Change proxy settings**. Click the **Security tab > Trusted Sites** icon, then click **Sites**. Enter the URL of your **Trusted Site**, then click **Add**. **Add** as many **sites** as you need to. Once finished, click **Close**.

**Note:** ***Baptist Health does not support personal devices. These instructions are designed to assist the user as much as possible. It is not guaranteed by following these instructions the installation of the software will succeed or function as designed. All PC’s are different with different settings and pre-installed software, Firewall settings or self – installed software with Windows constant updates could cause conflicts with the Citrix installed Software.***