UCHealth MyApps (Citrix Access Gateway)

This document describes the UCHealth MyApps Citrix Portal. As new functionality for additional features is made available this document will be updated to reflect changes.

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Opening MyApps

In your web browser, navigate to https://myapps.uchealth.org

Login with your username and password. **You must select your domain from the drop-down menu.**

If your computer does not have a suitable Citrix client installed, you may see this message appear in your browser.

Some web browsers may display this message even when Citrix Receiver is installed. If this is the case, click the “Detect Receiver” button, then click “Already Installed” to continue.
Once logged in, you will be presented with your list of Citrix applications. To launch an application, simply click on the icon.
Using MyApps

MyApps includes a Favorites functionality, which enables quick access to your most frequently used Citrix applications. To add an application as a Favorite, click the Details link next to the icon:

Next, click the Add to Favorites button:

On the main MyApps page, click Favorites to access your favorite applications.
To **remove** a favorite, click the Details link next to the icon:

Click the **Remove** button to remove the application from your favorites.
Client upgrade instructions:
If you are running an older version of the Citrix client, you will need to upgrade to a newer version of Citrix Receiver in order to access your applications. As of October 2016 a new security requirement will cause the following versions to no longer function:

<table>
<thead>
<tr>
<th>Windows unsupported versions</th>
<th>Mac unsupported versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Online Plugin 12.1 and older</td>
<td>Citrix Online Plugin – all versions</td>
</tr>
<tr>
<td>Citrix Receiver 3.1 and older</td>
<td>Citrix Receiver 1.6 and older</td>
</tr>
</tbody>
</table>

Please upgrade your client as soon as possible to avoid interruptions. Refer to Page 7 for Citrix Receiver upgrade instructions.

Support Information and Helpdesk Phone Numbers

- Please contact the UCH Helpdesk if you have issues connecting.
  North: (970) 495-7000
  Central: (720) 848-0000
  South: (719) 365-5000

If you are on-campus, you can also contact the UCH helpdesk via the web at https://uchealth.saasit.com/

- Systems running Windows 7 / 8 / 10 and/or Internet Explorer 9/10/11 may benefit from adding the site to the “Trusted Sites” list if difficulties are encountered. To do so, go to your Internet Explorer browser and select: Tools menu/Internet Options/Security/Trusted Sites. Click “Sites” button and add https://myapps.uchealth.org as a trusted site

- **IE11 users** who have issues seeing a black screen will need to add “uchealth.org” to the Compatibility View settings, which can be accessed from the “Settings button (gear icon) > Compatibility View Settings”
Occasionally when uninstalling an older version of the Citrix client, some components will be left behind and cause issues with newer versions of Citrix Receiver. If you experience any problems uninstalling the old client or if you experience issues launching applications after upgrading, please download the Citrix Receiver Clean-up Utility and follow the instructions below.

1. Download the Receiver Cleanup Utility from [http://support.citrix.com/article/CTX137494](http://support.citrix.com/article/CTX137494)
2. Once downloaded, double click on “ReceiverCleanupUtility.exe”.
   If prompted, click “Run” at both prompts.
3. The utility will launch. **Press any key to continue.**
4. Once completed, the utility will prompt you to send data to Citrix. Press “N” and hit “Enter”. Then **Press any key** to exit.
1. In your web browser, navigate to http://www.citrix.com/go/receiver.html and click on the blue “Download Receiver for Windows” button. You may see a prompt to download the CitrixReceiver.exe file. Click “Run”.

2. Once downloaded, the Citrix Receiver installation will launch. Click “Start”, check “I accept the License Agreement”, and click “Next”.

   At the next screen, click “Next” and make sure the “Enable single sign-on” checkbox is checked. On the final screen, check “No, Thanks”, and click “Install”.

3. When the installation is complete, click on the “Finish” button. Your Citrix client is now upgraded!
*If you see this prompt asking for work email or server address, you can click Cancel and simply use your web browser to access [https://myapps.uchealth.org](https://myapps.uchealth.org)

![Add Account](image)

Optionally, you can enter myapps.uchealth.org as the server address to use native Citrix Receiver functionality.
If you experience issues with Windows 10 not launching Citrix applications correctly, there may be an issue with file association that can be fixed by following these steps:

1. Click the Start button and click on **Settings**. From settings, click on **System**.

2. On the left, click on **Default apps**. Then select **Choose default apps by file type**.

3. Scroll down to .ica (Citrix ICA Client).

4. If you **do not** see Citrix Connection Manager associated with .ica (Citrix ICA Client), click **Choose a default**.
5. Next, click **Citrix Connection Manager**. This will make the file association enabling you to launch Citrix applications successfully.

![Choose an app](image)

**Windows 7 .ICA File Association**

If you experience issues with Windows 7 not launching Citrix applications correctly, there may be an issue with file association that can be fixed by following these steps:

1. Click the Start button and type **Default Programs** in the search box. Click on **Default Programs**.

![Default Programs](image)

2. Click **Associate a file type or protocol with a program**

![Associate a file type or protocol with a program](image)
3. Scroll down to \*.ica (Citrix ICA Client) – if the Current Default is not set to Citrix Connection Manager, click on the Change Program button.

4. Select Citrix Connection Manager from the list of programs, and click OK. This will make the file association enabling you to launch Citrix applications successfully.
Citrix Receiver Upgrade Instructions for Mac Clients

1. In your web browser, navigate to http://www.citrix.com/go/receiver.html and click on the blue “Download Receiver for Mac” button.

2. Find the CitrixReceiverWeb.dmg file that is downloaded, and double click on it to launch the installation. Double click “Install Citrix Receiver”

3. At the following prompts, click “Continue”, “Continue”, and “Agree” to accept the license agreement. Click “Continue” again to proceed.
4. Click “Install” to begin the installation. If prompted for your credentials, enter your Mac password and then click “Install Software”.

5. When the installation is complete, click “Continue” and then “Close” to exit the installation. Your Citrix client is now updated.

*NOTE* The first time you connect to a Citrix application after upgrading your client or making changes to your Mac security preferences, you may be prompted with a screen asking you to trust the connection. Please click on the “Trust” button to proceed. If you do not trust the connection, you will be unable to launch applications.
Mac Troubleshooting

Mac users with Citrix Receiver for Mac version 12.0.x should upgrade to latest release (currently 12.2). Problems related to sessions frequently disconnecting and a “Bad Mac” error are resolved by doing so.

Mac users with Safari browser: When logged into ctxapps and clicking an app icon nothing seems to happen.

1. With Safari open, go to Safari drop down menu in top left of menu bar and select Preferences
2. Go to Privacy tab and click “Remove All Website Data” button.
3. Next time you try to login and launch an app in ctxapps you should be re-prompted to trust the site. Be sure to select the affirmative response. You should now be able to launch an application.