

Remote Access via Citrix Workspace

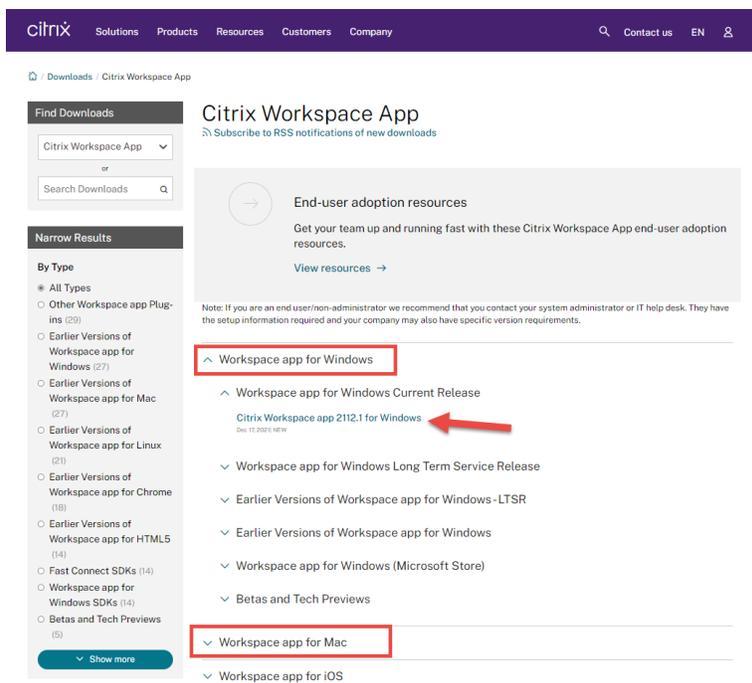
Citrix Workspace allows you to securely log into the hospital’s network and access things like your email, training material, benefits or patient records, all from home. In order to access content only available on the Lahey network, you will need to download **Citrix Workspace** desktop application. *If you have previously installed Citrix Workspace* your computer, please skip to the last page of this document.

If you need any help at any point in this process, please contact the **Help Desk** at **(781) 744-8888**.

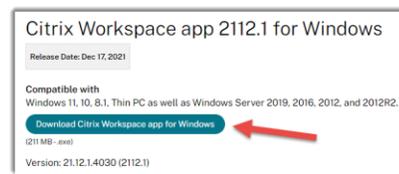
Installing Citrix Workspace

The first step in installation is to download the necessary files from Citrix’s website.

1. Go to the [Citrix Workspace download page](http://www.citrix.com/downloads/workspace-app/): www.citrix.com/downloads/workspace-app/
2. Locate the Workspace app for your operating system (Windows or Mac), expand the menu items, and click the Current Release download link.



3. On the page that appears, click the button labelled **Download for Windows** or **Download for Mac** depending on which computer you are using.



4. Follow the prompts on screen to save the file to your computer.
5. Then, follow the steps on the next page for installation instructions in Windows and Mac.

Windows Installation

Once the file has been downloaded from the Citrix website, you will need to install it on your computer.

1. Open the installer you downloaded from the Citrix website. This file will be called CitrixWorkspaceApp.exe.
2. Follow the steps provided by the installer to finish the installation.
3. You will need to *restart your computer* before you open Citrix Workspace for the first time.

Mac Installation

Once the file has been downloaded from the Citrix website, you will need to install it on your computer.

1. Open the installer you downloaded from the Citrix website. This file will be called CitrixWorkspaceApp.dmg.
2. Follow the steps provided by the installer to finish the installation.
3. You will need to *restart your computer* before you open Citrix Workspace for the first time.

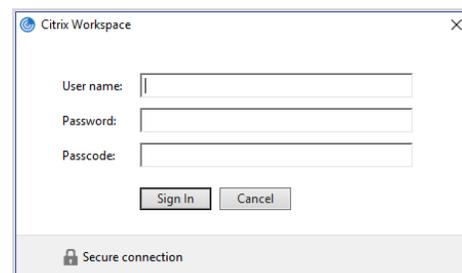
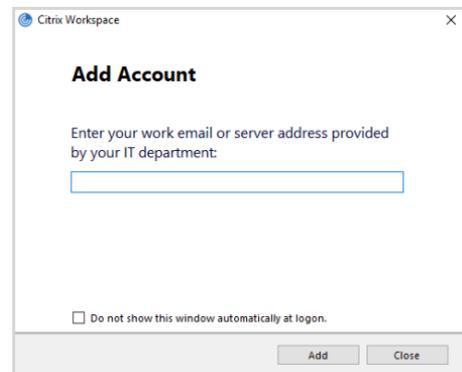
Opening Citrix Workspace

To locate **Citrix Workspace** on your computer, search for “Citrix” in the search bar (Windows) or use *Command + spacebar* (Mac).

Adding an Account

The first time you open **Citrix Workspace** you will be prompted to sign in and add your account to the program.

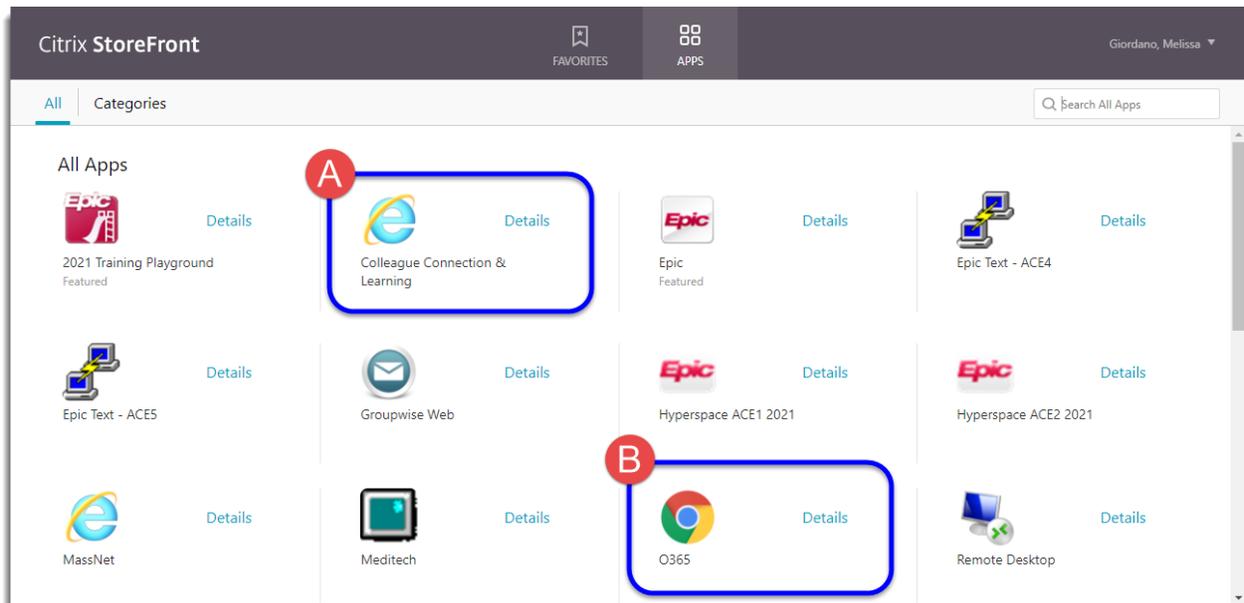
1. Open Citrix Workspace if it is not open already.
2. On the screen that appears, click **Add Account**.
3. Enter “connect.lahey.org” into the text field.
4. Log in with your username and password.
5. Enter the passcode “**push**” to receive the **Duo** push notification on your phone.
6. You should now see your **Citrix Workspace**.



Accessing Applications from the Citrix Storefront

If you do not already have **Citrix Workspace** open, locate it by searching for “Citrix” in the search bar (Windows) or use *Command + spacebar* (Mac). Upon logging in to Citrix Workspace, you’ll see your Citrix StoreFront. Your tiles may look different than the ones shown below, as each user is given access to the applications relevant to their position.

1. To launch and application click on the icon.
 - A. **Colleague Connection & Learning**: Benefits, Learning, Payroll, Personal Details
 - B. **O365**: Email and Calendar



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