



## Overview:

In 2019, Tufts MC is changing the tools and procedures staff follow when working remotely (e.g., off campus) while using a personal device they might own or be using. Citrix, the name of the technology we are using to allow remote access, helps ensure only safe devices are connecting to our systems, to reduce the risk of patient safety and information compromise. We also believe using Citrix provides you more, better options for working remote than were available before by allowing all forms of devices to connect.

This guide describes the **only approved method** for connecting to the network and is meant to guide you through the process you would follow to get your personal or other device setup to access our network and its resources when remote.

Personal devices are only authorized to connect to Tufts MCs computer systems over Citrix (the name of the technology we use for which setup is described below). Other methods, like VPN or physically plugging in a personal device while on campus, are not supported. Any personal device may be used so long as that device can run the Citrix Receiver or Workspace App. This includes Windows, Mac, Apple iPhones or iPads, Android phones or tablets, and Linux devices. Instructions for all are captured below, with the exception of Linux, but information for this can be found online.

This guide was prepared by Tufts Medical Center Information Technology to guide Tufts MC staff and personnel in setting up remote access to Tufts MC systems using **Citrix Receiver and/or Workspace on a Windows, Mac OSX, Apple iPhone and Android.**

## Things to Know:

- ✓ **Stop! Before starting this guide:** You will need to be setup for two factor authentication using Mobile VIP Access. To get setup, browse to the [EVA](#) site, Tools, Resources & Support Services, Information Service, Mobile VIP, Mobile VIP Access Setup Guide or contact the help desk at [helpdesktuftsmc@tuftsmedicalcenter.org](mailto:helpdesktuftsmc@tuftsmedicalcenter.org)
- ✓ **Don't Use a Personal Device?** If you are using a Tufts MC provided computer, Citrix Receiver is already installed. You find instructions related to installation unhelpful, but please review sections related to configuration as they will help you get started using this.
- ✓ **What happened to VPN?** Use of Check Point Mobile VPN, or otherwise known as VPN, is no longer supported for personal devices. Those with a Tufts MC provided computer will continue to be able to use VPN. If you're at home or working remote, feel free to use VPN from your Tufts MC provisioned computer.

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**Definitions:**

- ✓ **Citrix Receiver or Workspace** = Citrix Receiver is [an application](#), produced by Citrix, Inc., which can be used to connect to Tufts Medical Center's computer network from an outside network, like your home network, library, etc. Citrix Receiver allows you to access common applications, like eCW, and network resources, like file servers, using its functionality.

Users interact with the Tufts Medical Center network and resources 'through' the Citrix Receiver application. In order to use an application through Citrix Receiver, it must be installed into Citrix (something Tufts Medical Center IT performs) and you must have access to use it (something that the Tufts MC Security Administration Team manages).

The use of Citrix Receiver to access Tufts Medical Center is restricted to users who have been granted permission by their manager. They may access Citrix from any computer they wish, Tufts MC owned or personal. Contact [helpdesktuftsmc@tuftsmedicalcenter.org](mailto:helpdesktuftsmc@tuftsmedicalcenter.org) for further instructions.

- ✓ **Check Point Mobile Virtual Private Network (VPN)** = Check Point Mobile VPN is a software program that provides a user the ability to connect his /her computer to the Tufts Medical Center network in almost the exact same way one would if he/she were working on-site at a Tufts Medical Center site. Using VPN, users are able to directly access applications and network resources and are not restricted as they would be in Citrix, where applications or resources must be installed before they can be used. Access to Check Point VPN is restricted to users and computers that have been approved and provisioned by Tufts Medical Center IT.
- ✓ **Personal Computer** = Personal Computers are computers that are owned and property of someone other than Tufts Medical Center. Accordingly Tufts Medical Center cannot and does not provide IT support for personal computers or warranty their use when accessing Tufts MC resources or for any other purpose. Outside of using Citrix, connecting a personal computer to the Tufts Medical Center network through VPN, wired, or wireless on-campus connections is expressly prohibited.

## INSTRUCTIONS FOR WINDOWS COMPUTERS

### Downloading Citrix Receiver – Windows

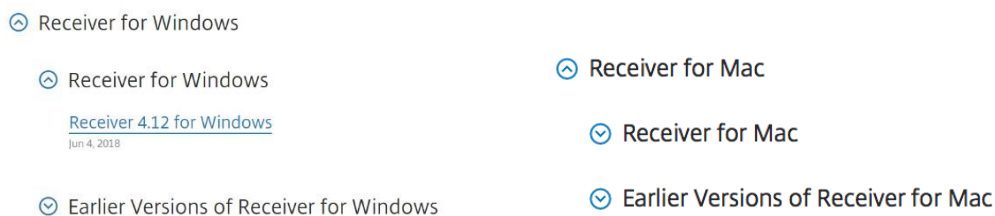
Note: You must have an active internet connection and necessary access to download software upon the computer you wish to use Citrix Receiver on. Do not install Citrix Receiver or access the Tufts Medical Center Network over Citrix from a computer you are not familiar with or those that do not deploy anti-virus software, are patched and up-to-date, and have passwords.

Notes #2: These instructions are for Windows 7 and below computers as well as most versions of Mac. For Windows 10 users, download the Citrix Workspace app from the Microsoft App Store and follow steps “Configuring and Logging into Citrix Receiver to Connect to Tufts Medical Center Citrix Servers” ” to complete setup.

#### 1. Access the Citrix Receiver Download Page.

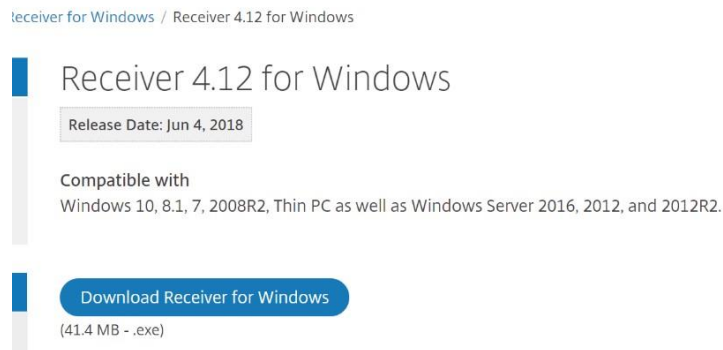
Open a web browser and navigate to <https://www.citrix.com/downloads/citrix-receiver/>.

#### 2. Scroll to the section where the “Receiver for Windows” or “Receiver for Mac” client can be accessed:

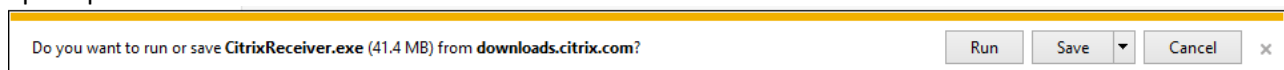


Click the link to download Receiver.

#### 3. On the next page, click “Download Receiver for Windows”



The download should automatically begin. If not, look to bottom of browser window, there may be a prompt like below.

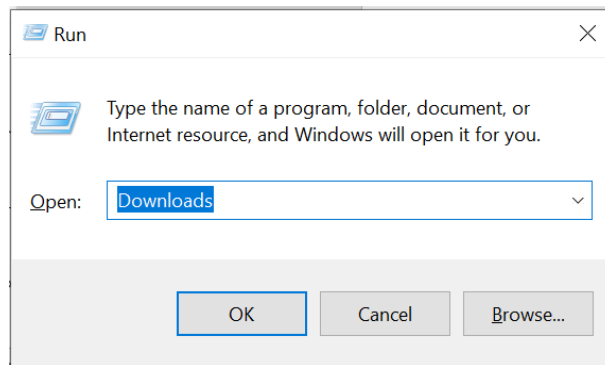


**4. Go to the directory where you direct downloaded internet content to go. Typically, downloaded material is saved directly to your 'Download' folder. To open your download folder:**

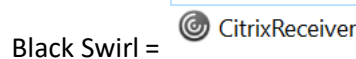
1. Hit the Windows Key + the 'R' key at the same time:



2. This should open the "Run" prompt:



Type "Downloads" and hit "OK" with your mouse or hit 'Enter' on your keyboard. A window called "Downloads" should open. Double click on the Citrix Receiver installation file.



## **Installing Citrix Receiver - Windows**

Note: You must have an active internet connection and necessary access to install software upon the computer you wish to use Citrix Receiver on. Do not install Citrix Receiver or access the Tufts Medical Center Network over Citrix from computers you are not familiar with or those that do not deploy anti-virus, are patched and up to date, and have passwords.

Note #2: You need to be enrolled have VIP Mobile Access setup on your mobile device before you can complete setup. If you are not enrolled, please see instructions here <insert link>

### **1. Open the Citrix Receiver Installation File.**

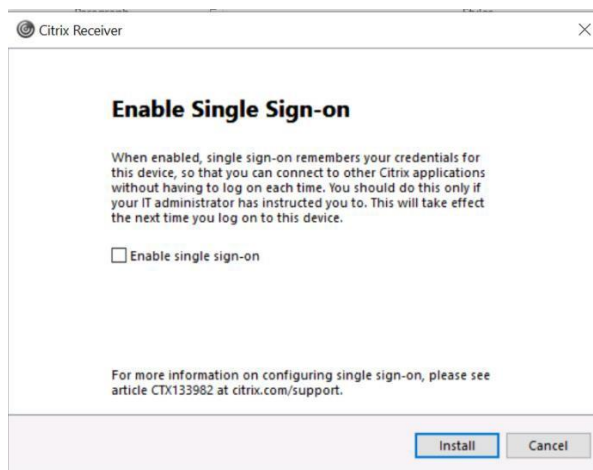
After double clicking on the file, you should see the following screen, click "Start":



2. Read and accept the license agreement. You cannot proceed without accepting the license agreement.



3. Use of single-sign on is disabled, so do not click the Enable Single Sign on box. Instead, click "Install"



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Citrix Receiver will begin installation. Wait until it is completed, it can take up to 5 minutes.

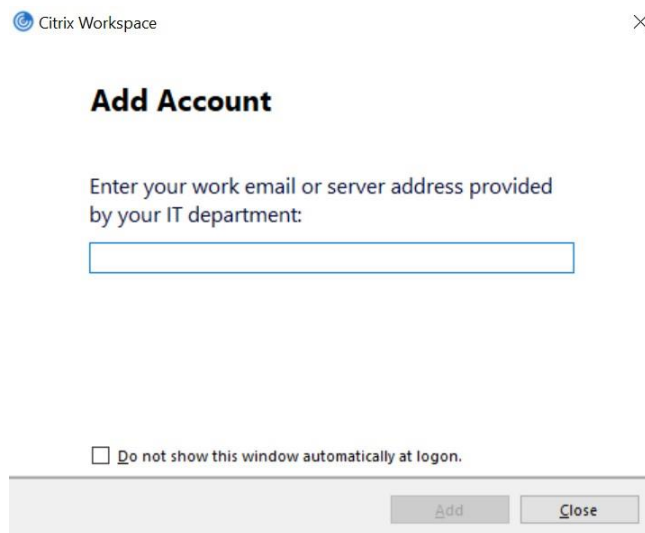
Once complete, you should have a Citrix Receiver entry in your 'Start' menu and a tray icon should appear in the lower right hand of the screen with an icon that resembles the black swirl seen in step 4 of the instructions "Downloading Citrix Receiver"

## Configuring and Logging into Citrix Workspace to Connect to Tufts Medical Center Citrix Servers

Note: To continue, you must have an active internet connection with unrestricted access to the site: [access.tuftsmedicalcenter.org](http://access.tuftsmedicalcenter.org). It is possible, but unlikely, access to this site is blocked by the network you are on. If you are unable to access this site during configuration or use, please try again from a different network.

### 1. Open Citrix Workspace.

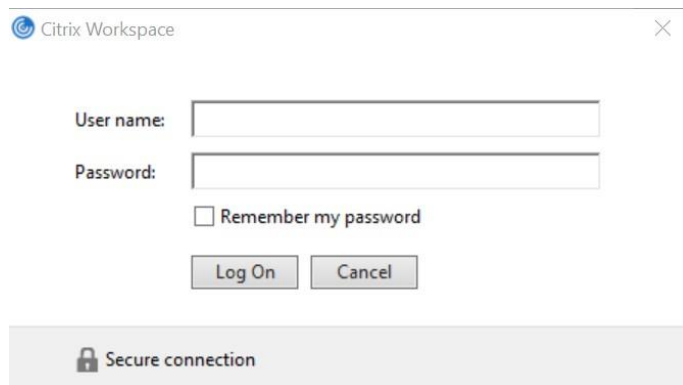
Citrix Receiver can be accessed from the Start Menu or by double clicking on the tray icon appearing in the lower right of your computer screen. Upon opening, you will be asked to Add Account:



The screenshot shows a window titled "Citrix Workspace" with a close button (X) in the top right corner. The main heading is "Add Account". Below this, there is a text prompt: "Enter your work email or server address provided by your IT department:". Underneath the prompt is a single-line text input field. At the bottom of the dialog, there is a checkbox labeled "Do not show this window automatically at logon." and two buttons: "Add" and "Close".

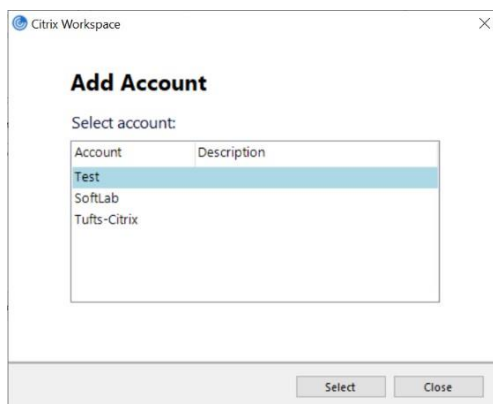
In box requesting your server address, enter: [access.tuftsmedicalcenter.org](http://access.tuftsmedicalcenter.org)

### 2. Input your Tufts MC Network ID and Password



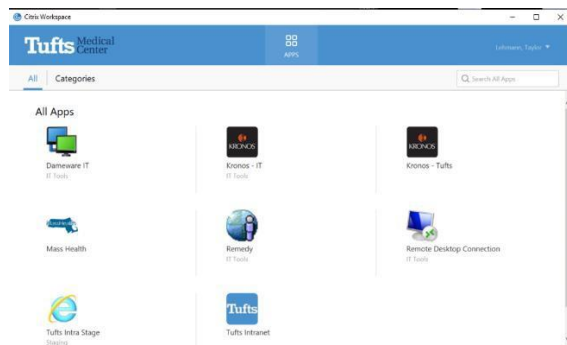
**Do not select** “Remember your Password” – doing so will force Citrix to re-attempt logons and potentially lock your account without your awareness.

**3. Select Account “Tufts-Citrix” by clicking Tufts-Citrix in the list, then the Select button.**



**Multi-Factor Access:** You will be prompted to enter a 6-digit code to complete setup. This code is generated by the VIP Access mobile application you should be registered for. Access the App on your mobile device and transpose the 6-digit number you see into the available box within Citrix. Click OK.

**4. You’re In!**



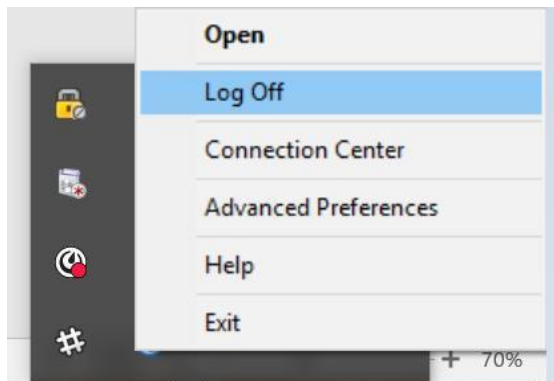
## Logging out of Citrix Receiver



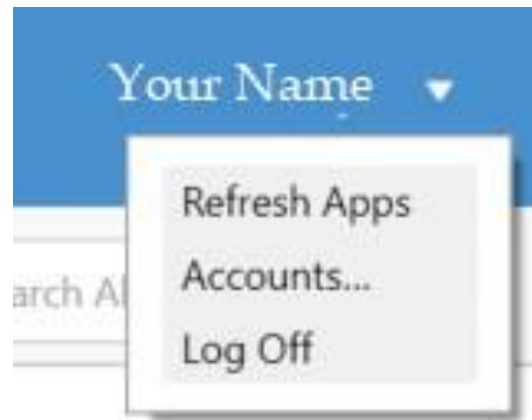
1. When your use of Citrix Receiver is complete, you may log off. To log off, you can:

- a. Right click the Citrix Receiver tray icon and select Log Off; or b
- b. Click the gear or drop down menu appearing in the upper right of your connection window and select Log Off

**a.**



**b.**



## INSTRUCTIONS FOR APPLE MAC OSX

### Downloading Citrix Receiver - Mac

Note: You must have an active internet connection and necessary access to download software upon the computer you wish to use Citrix Receiver on. Do not install Citrix Receiver or access the Tufts Medical Center Network over Citrix from a computer you are not familiar with or those that do not deploy anti-virus software, are patched and up-to-date, and have passwords.

Notes #2: These instructions are for Apple Mac OS X and below computers as well as most versions of Mac. You can also download the Citrix Workspace app from the Apple App Store and follow steps “Configuring and Logging into Citrix Receiver to Connect to Tufts Medical Center Citrix Servers” to complete setup.

#### 1. Access the Citrix Receiver Download Page.

Open a web browser and navigate to <https://www.citrix.com/downloads/citrix-receiver/>.

#### 2. Scroll to the section where the “Receiver for Mac” client can be accessed:

- Receiver for Mac
- Receiver for Mac
- Earlier Versions of Receiver for Mac

Click the link to download Receiver.

#### 3. On the next page, click “Download Receiver for Mac” button to download the client.

Download the client to your desktop or a known folder where you place downloads. Once saved, navigate to the downloaded file, double clicking it to open it.

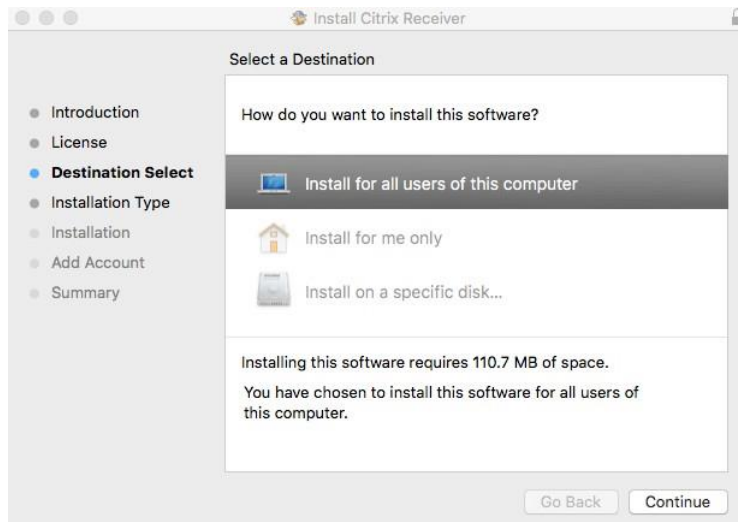
**Note #1:** You may receive a warning suggesting not to trust Apps downloaded from the internet. Bypass this dialogue after carefully reading it.

**Note #2:** You may be unable to install the application based on security permissions blocking installation of 3<sup>rd</sup> party software. Instructions on how to bypass this are beyond the scope of this manual, however, information on how to address this issue can be found on the Apple Support site:

<https://support.apple.com/> and <https://it.nmu.edu/docs/allowing-third-party-applications-install-macbook>

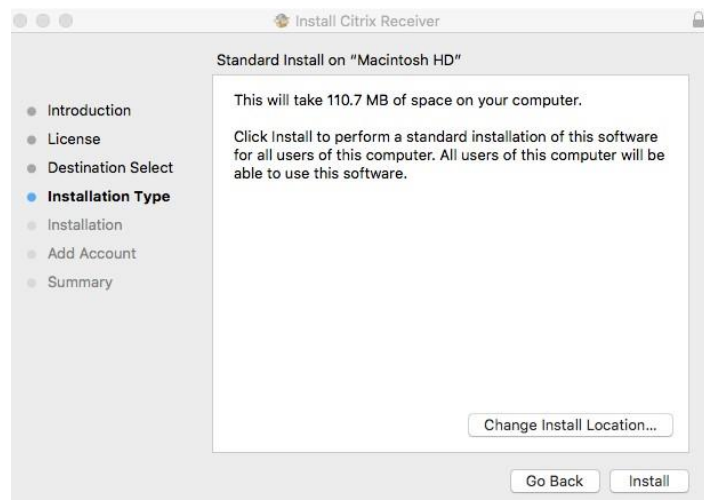
## Installing, Configuring, and Logging into Citrix Receiver – Mac

1. After downloading the App and opening it, you should see the following screen:



Choose a location to install the App, and click 'Continue'

2. Review the next page carefully, make any adjustments, and click 'Continue':

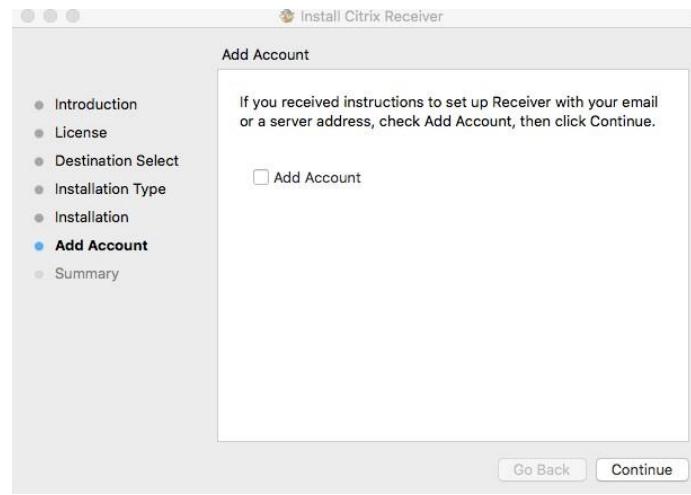


You may be asked to enter your Mac OSX Username and Password. This is **not** your Tufts MC Network User ID and password. This is the password you use to log into your Mac computer.

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### **3.Add an Account**

Check the Add Account button and click 'Continue'



Enter the server name or url: **access.tuftsmc.org**

Enter your Tufts MC User ID and Password, then your Symantec Mobile VIP Access token from your Mobile VIP Access app to complete the setup process.

### **4. You're Done!**

Notes: Citrix Receiver is now installed on your computer. It is available in your /Applications folder under your Computer. To place this on your Dock, open the App, drag it while on the Dock to the left, and place it between other Apps you might use.

You should see other apps, please attempt to access them and share questions with [helpdesktuftsmc@tuftsmc.org](mailto:helpdesktuftsmc@tuftsmc.org)

## INSTRUCTIONS FOR APPLE IPHONE AND MOBILE DEVICES

### Downloading Citrix Receiver – Mobile Device

Note: You must have an active internet connection and necessary access to download software upon the mobile device you wish to use Citrix Workspace on. Do not install Citrix Workspace or access the Tufts Medical Center Network over Citrix from a computer you are not familiar with or those that do not deploy anti-virus software, are patched and up-to-date, and have passwords.

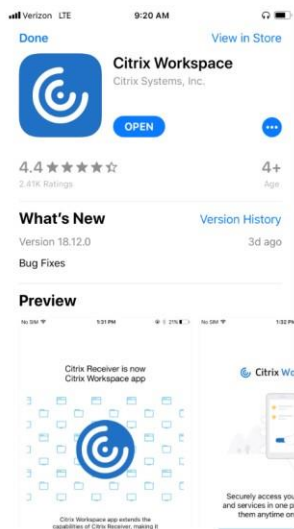
Notes #2: These instructions are for Apple iPhone. You must download the Citrix Workspace app from the Apple App Store. Instructions are included below. While these instructions are for Apple iPhone, the instructions to setup an Android based device are similar.

#### 1. Access the Apple App Store and Download Citrix Workspace

Open the Apple App Store and, using the Search dialogue box, type “Citrix Workspace”. Select Citrix Workspace, and click the cloud icon to begin downloading.

You will be prompted to enter the password that corresponds to your iTunes / iCloud account. Setting up an iCloud account is beyond the scope of these instructions; however, details may be found on <https://support.apple.com>

1. Download by clicking the ‘Cloud’ which appears where the ‘Open’ button does below:



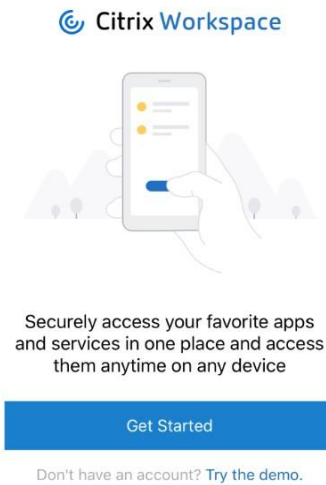
2. Once downloaded, exit from Apple App Store and find the Citrix Workspace app installed, as below:



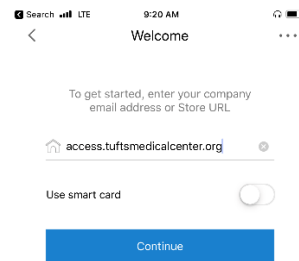
## 2. Log into Tufts Medical Center Citrix using your Apple iPhone and Citrix Workspace App.

Open the Citrix Workspace app by clicking on it. You will be asked to setup an account if this is your first time.

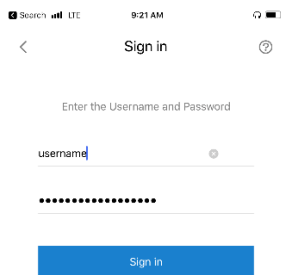
1. Click Get Started



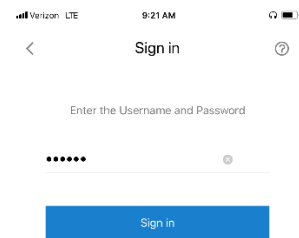
2. In the box asking for a URL, e-mail address or server, type **access.tuftsmedicalcenter.org** as below, click Continue when complete.



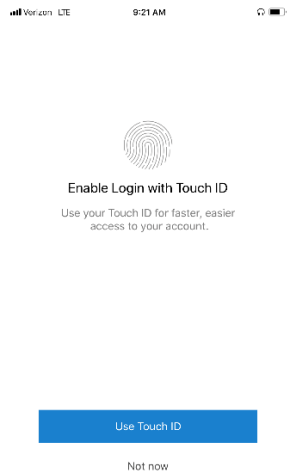
3. Enter your Tufts MC Network User ID and password



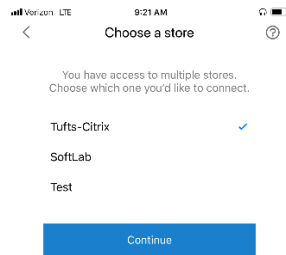
4. Enter your Symantec VIP Mobile Access credential to complete 2 Factor authentication:



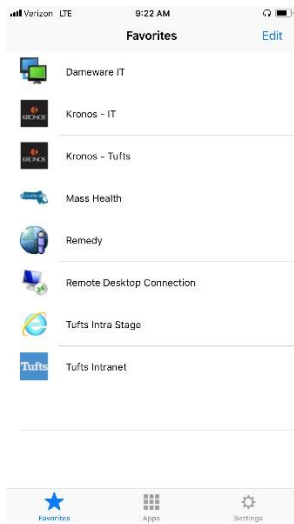
5. (Optional) Enable Touch ID to simplify the logon process;



6. Select the "Tufts-Citrix" Store if asked:



7. You're in! Select the feature you'd like to use:



8. (Optional) for Advanced users, choose settings to customize your experience



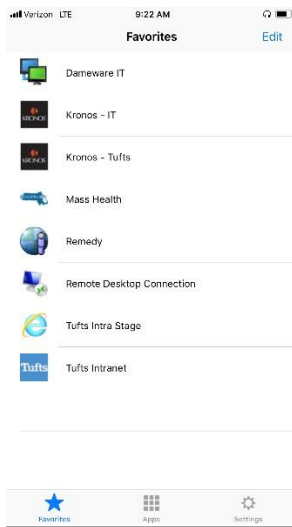
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### 3. Launch an application

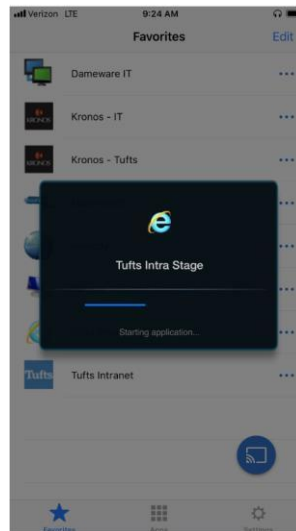
The applications that appear in your Favorites or Apps tab are based completely on what permission you have been assigned through the IT Help Desk. Basic users will see a limited Favorites list as above. Users who require specific applications should see them in their Apps tab.

If there is an App not listed but critical for your remote use, please contact [helpdesktuftsmc@tuftsmedicalcenter.org](mailto:helpdesktuftsmc@tuftsmedicalcenter.org)

1. Select 'Favorites' or 'Apps' from the bottom menu bar (Favorites pictured below)



2. Click any of the apps you see. The example in the below is clicking the Tufts Intra Stage app.



Expect a short delay while the App launches.

3. Use the App. To review a menu of options, click anywhere on the screen or find the menu bar as noted below.





#### **4. Log Out of the Citrix Workspace**

To log out of Citrix Workspace, simply open the App, navigate to the Settings button as noted in step #2.8 and click the 'Log Off' button



## INSTRUCTIONS FOR Android Phones and Tablets

### Downloading Citrix Receiver – Android Phones Device

Note: You must have an active internet connection and necessary access to download software upon the mobile device you wish to use Citrix Workspace on. Do not install Citrix Workspace or access the Tufts Medical Center Network over Citrix from a computer you are not familiar with or those that do not deploy anti-virus software, are patched and up-to-date, and have passwords.

Notes #2: These instructions are for Android Phones and Tablets. You must download the Citrix Workspace app from the Google Play App Store. Instructions are included below.

#### 1. Access the Google Play App Store and Download Citrix Workspace

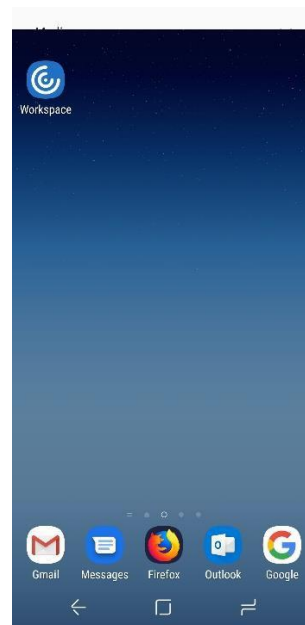
Open the Google Play App Store and, using the Search dialogue box, type “Citrix Workspace”. Select Citrix Workspace, and click the cloud icon to begin downloading.

You will be prompted to enter the password that corresponds to your Google Play account. Setting up an iCloud account is beyond the scope of these instructions; however, details may be found on <https://support.apple.com>

1. Download by clicking the ‘Install’ button:



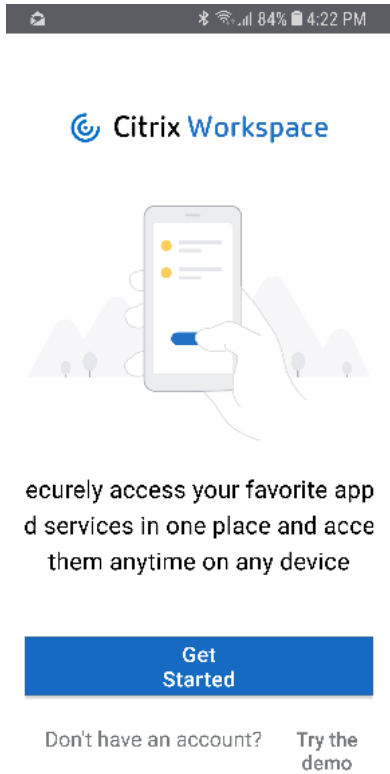
2. Once downloaded, exit from Google Play App Store and find the Citrix Workspace app installed, as below:



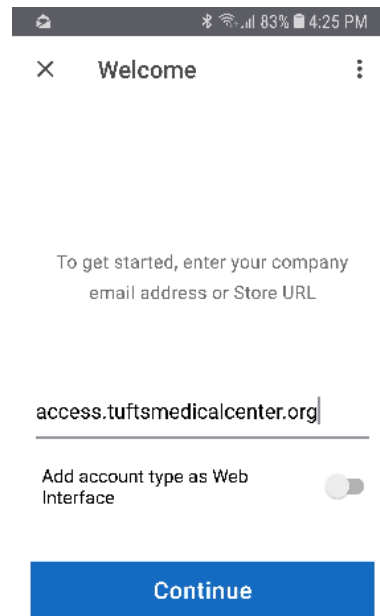
**2. Log into Tufts Medical Center Citrix using your Apple iPhone and Citrix Workspace App.**

Open the Citrix Workspace app by clicking on it. You will be asked to setup an account if this is your first time.

1. Click Get Started

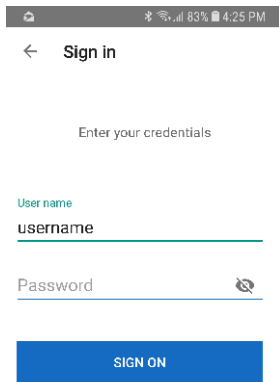


2. In the box asking for a URL, e-mail address or server, type **access.tuftsmedicalcenter.org** as below, click Continue when complete.

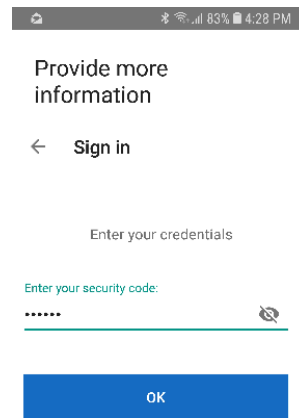


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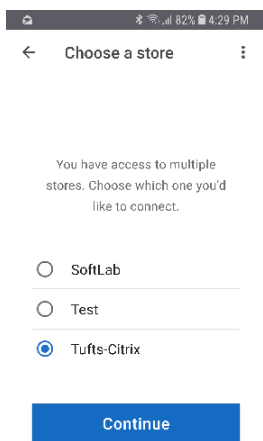
3. Enter your Tufts MC Network User ID and password



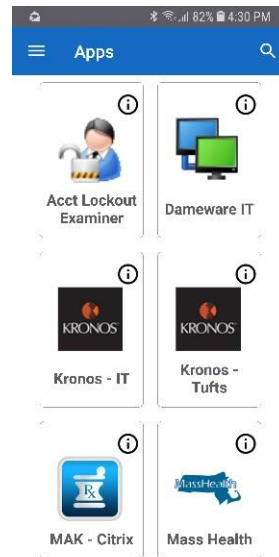
4. Enter your Symantec VIP Mobile Access credential to complete 2 Factor authentication:



5. Select the "Tufts -Citrix" Store if asked use :

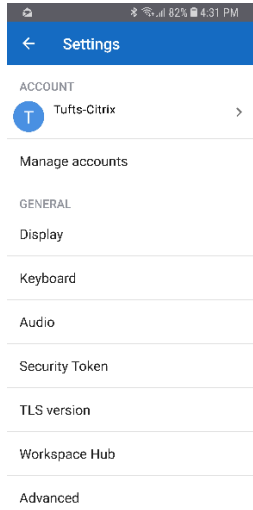


6. You're in! Select the feature you'd like to



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7. (Optional) for Advanced users, choose settings to customize your experience



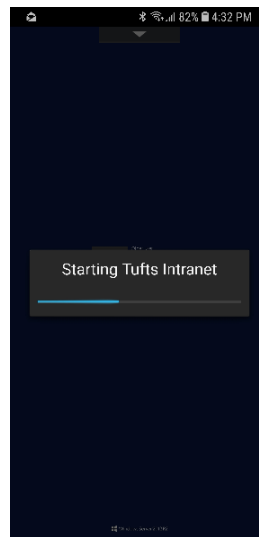
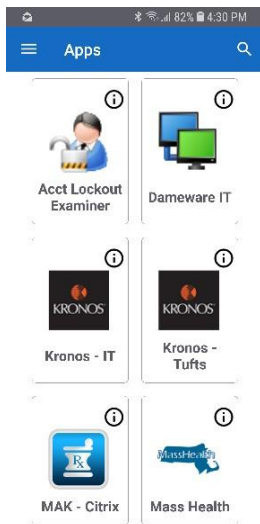
### **3. Launch an application**

The applications that appear in your Favorites or Apps tab are based completely on what permission you have been assigned through the IT Help Desk. Basic users will see a limited Favorites list as above. Users who require specific applications should see them in their Apps tab.

If there is an App not listed but critical for your remote use, please contact [helpdesktuftsmc@tuftsmedicalcenter.org](mailto:helpdesktuftsmc@tuftsmedicalcenter.org)

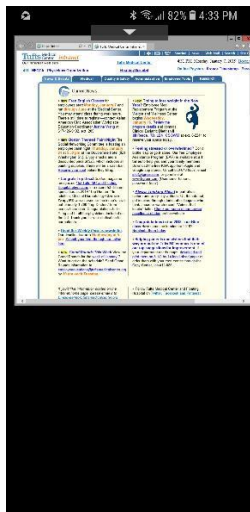
1. Select 'Favorite' or 'Apps' from the bottom menu bar (Favorites pictured below)

2. Click any of the apps you see. The example in the below is clicking the Tufts Infra Stage app.



Expect a short delay while the App launches.

3. Use the App. To review a menu of options, click anywhere on the screen or find the menu bar as noted below.



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#### **4. Log Out of the Citrix Workspace**

To log out of Citrix Workspace, simply open the App, navigate to the Settings button as noted in step #2.8 and click the 'Log Off' button

