

PLEASE READ CAREFULLY:

When accessing Sinai Health systems remotely, you must comply with *Privacy, Cybersecurity and Technical Requirements* to protect patient, staff and corporate information from unauthorized access and disclosure to help keep the Sinai Health network secure.

As per the Sinai Health *Confidentiality Agreement* that you have signed, you acknowledge and agree to comply with all policies and procedures (e.g. *Privacy Policy, Appropriate Use of Information and Information Technology*) issued by Sinai Health that relate to the protection of Sinai Health corporate confidential and proprietary information and personal health information relating to Sinai Health patients.

Below are step-by-step instructions to download, install and use Citrix to remotely access the Sinai Health network and systems.

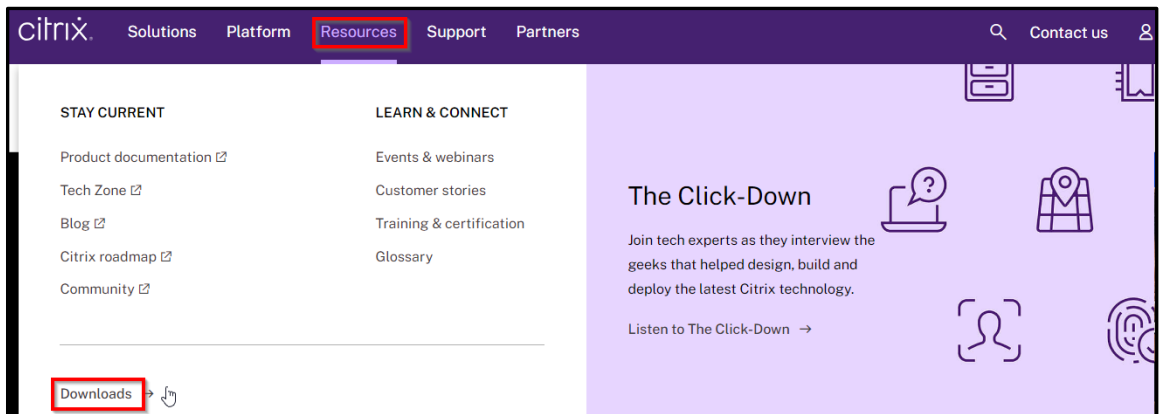
Citrix Workspace (Receiver) App – Install

Note: Citrix Workspace (Receiver) is already installed on all Sinai Health laptops/PCs.

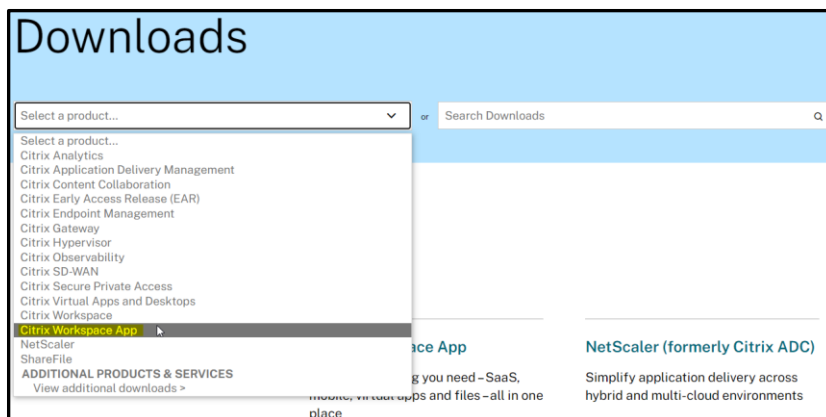
Follow the instructions below to complete the **download and install on your personal laptop/PC:**

1.0 Open a browser and launch <https://www.citrix.com>

Under **Resources**, click on **Downloads**.

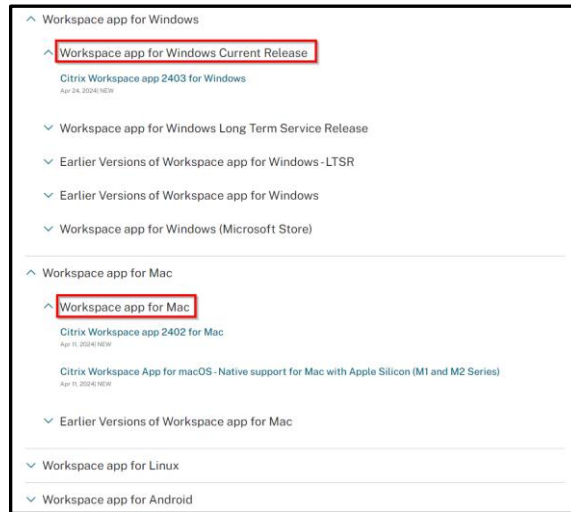


2.0 From the Downloads page, select **Citrix Workspace App** from the product dropdown list.



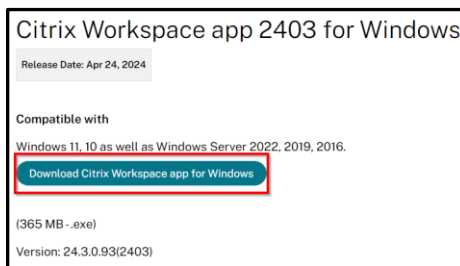
3.0 Select the appropriate Citrix Workspace app for your device. Click on the most recent version release.

Workspace app for Windows → Workspace app for Windows Current Release
Workspace app for Mac

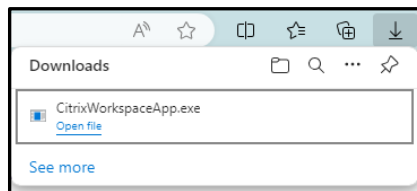


4.0 Click to download.

Note You may be prompted with the following message, *“This type of file can harm your computer. Do you want to keep anyways?”* – Click **Keep**



5.0 The CitrixWorkspaceApp.exe will install on your device.

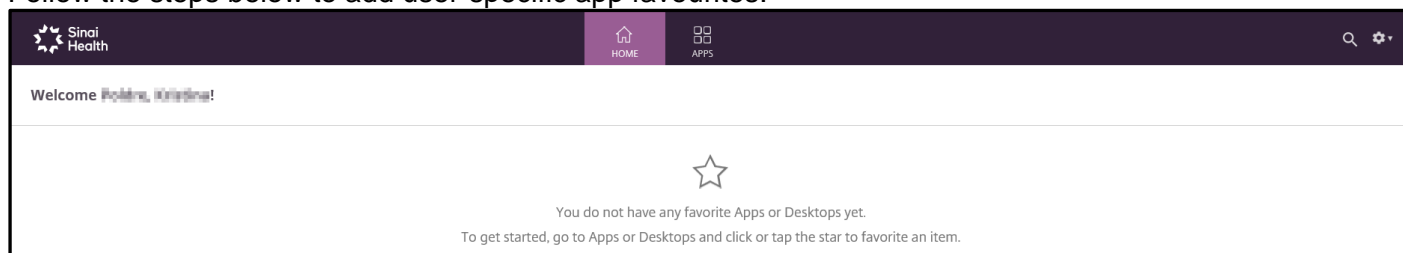


Citrix Workspace (also known as Citrix Receiver) is now installed on your laptop/PC.

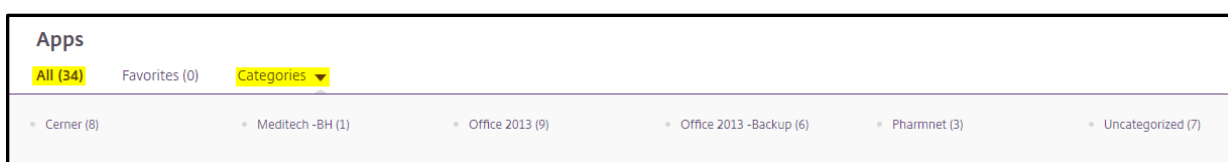
User-Specific Favourites

The first time you log in to Citrix, the landing page (**HOME**) will be blank.

Follow the steps below to add user-specific app favourites:



- 1.0 Click on the **APPS** tab. You can then view the apps available to you by **All** (alphabetical) or **Categories**.



- 2.0 Beside the app you want to add to your Favorites, click on the star to highlight it.

To remove a favourite, unclick the start.



- 3.0 For all subsequent logins, your personal favourites will appear on the main landing page.

