

It is imperative that you understand and will comply with the *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, you have acknowledged and agreed to comply with policies and procedures (e.g. *Appropriate Use of Information and Information Technology*) issued by Sinai Health that relate to the protection of SHS confidential and patient information.

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

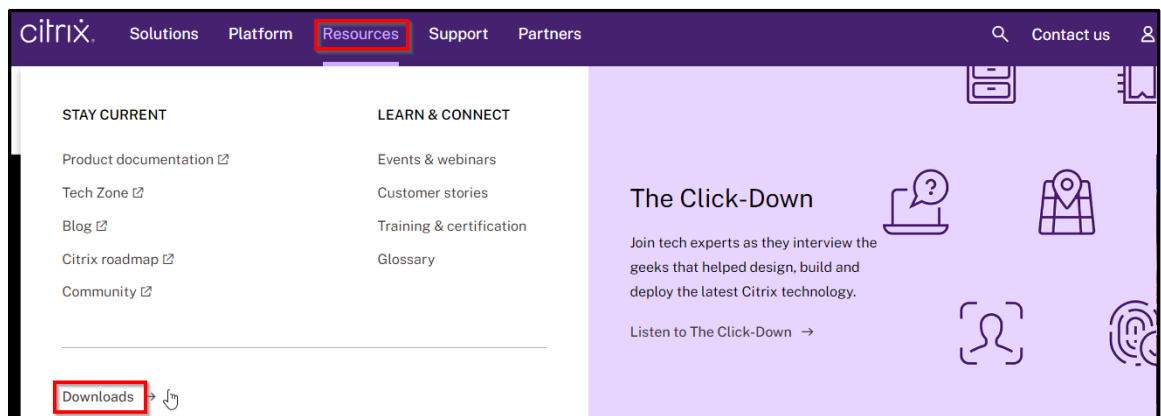
### **Citrix Workspace (Receiver) App – Install**

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

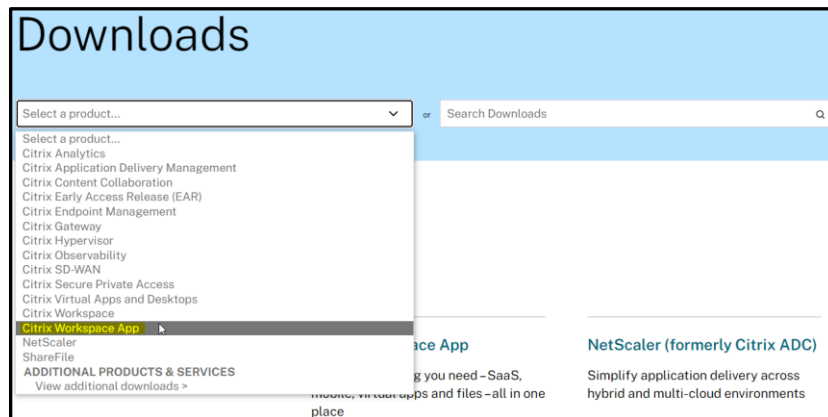
Follow the instructions below to complete the download and install on your personal laptop/PC:

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

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

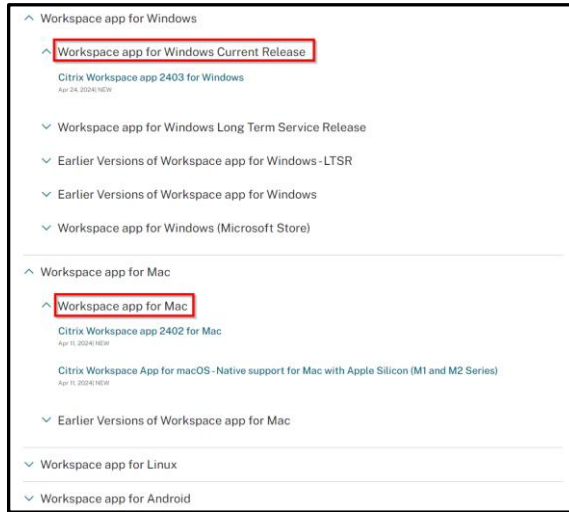


2.0 From the Downloads page, select **Citrix Workspace App** from the product dropdown list.



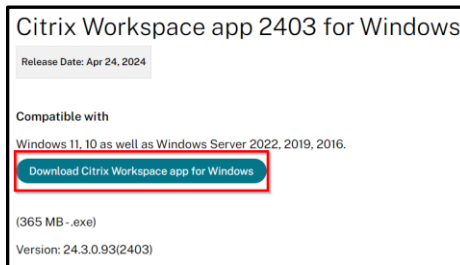
3.0 Select the appropriate Citrix Workspace app for your device. Click on the most recent version release.

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

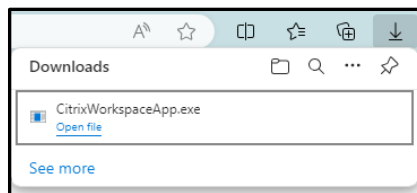


4.0 Click to download.

**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.

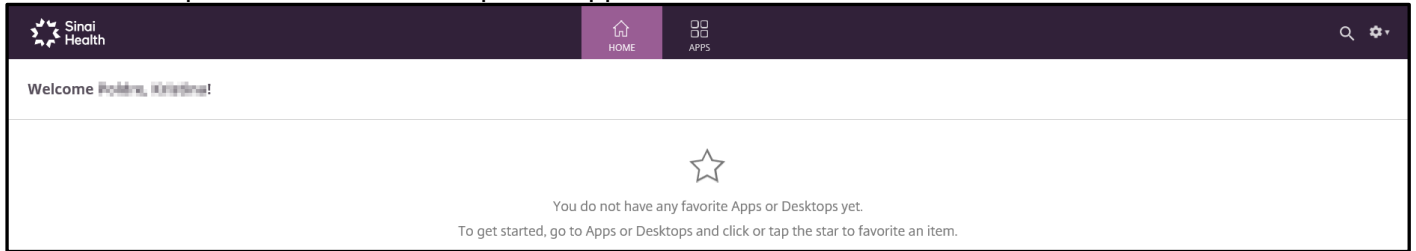


Citrix Workspace (also known as Citrix Receiver) is now installed on your laptop/PC.

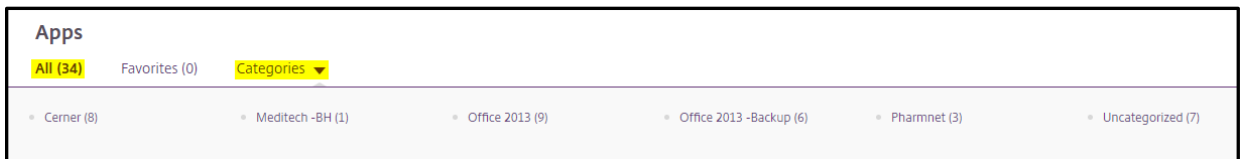
## User-Specific Favourites

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:

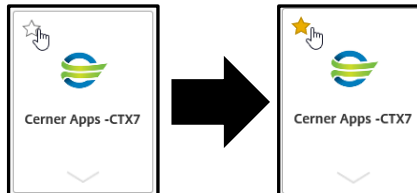


- 1.0 Click on the **APPS** tab. You can then view the apps available to you by **All** (alphabetical) or **Categories**.



- 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.

