How to use the F5 Portal with a Mac

Make sure you have installed Citrix receiver, these examples are from Safari 11.0

Open Safari, go to pennmedaccess.uphs.upenn.edu (https://pennmedaccess.uphs.upenn.edu)

Put in your Username and Password.

	pennmedaccess.uphs.upenn.edu
U	pennmedaccess.uphs.upenn.edu
😽 Penn Medicine	
Secure Logon for Remote Access Portal	
Username	
Password	
Logon	

You will see the duo screen, authenticate using Duo.



You should see the portal home page. (To get to PennChart, click on PennChart and Citrix Apps.)

	pennmedaccess.uphs.uper	nn.edu Č		
U	pennmedaccess.uphs.upenn.edu			
🐺 Penn Medicine				
Applications and Links				
Pennchart and CitrixApps	PennChart & CitrixApps	E-star		
2 HelVer	Os Penn Medicine Webmail	PennPoint		
Penn BioMed Library	Pennpoint Princeton	RadOnc CRS		
IS Self Service Portal	UPHS Intranet Page			

You may have to trust the Citrix plugin.

	pennmedaccess	.uphs.upenn.edu Č	0 1
pennmedaccess.uph	s.upenn.edu	Citrix Re	ceiver +
	Do you want to trust the w "pennmedaccess.uphs.up Receiver" plug-in? You can manage which website Websites preferences.	vebsite penn.edu" to use the "Citrix s you trust to use this plug-in in Safari	
?	Never for This Website	Trust Not Now	
	Click tru:	st	
	Unblock the C	Citrix plug-in	
	Allow this website to run the C	Citrix plug-in to access apps.	
	Click to us	e Plug-in 🔊	

••• 0 1 A pennmedaccess.uphs.upenn.edu Ċ U Citrix Receiver * 🐯 Penn Medicine FAVORITES Q Search Favorites Penn Chart Details Details D ST2 click on Apps to see all citrix applications PennChart nChart - TST2 SCM 61 Details Details Details PennChart - POC PennChart - TST HomeWorks

Once on the Citrix web page, click on apps to see your applications

Trouble shooting Safari for Citrix Apps:

- 1. Do not use other browsers. Chrome and Firefox do not allow Citrix applications to work.
- 2. In Safari, you may have to manually update the browser to allow Citrix receiver to work.

Click on Preferences in Safari.



Go to Websites > Highlight Citrix receiver > make sure pennmedaccess.uphs.upenn.edu is set to On.

• • •	Websites			
General Tabs AutoFill Passwords Search	h Security Privacy Websites Extensions Advanced			
1. click on Websites	Citrix Bacolyar			
Auto-Play	Allow websites to use this plug-in with the set	tings below:		
🔍 Page Zoom	Currently Open Websites			
Camera	Sknowledgelink.upenn.edu Ask			
Microphone	© pennmedaccess.uphs.upenn.edu	On 🖉		
Location				
Find Citrix receiver, highlight it	3. You should see pennmedaccess.uphs.upenn.edu Make sure citrix receiver is set to On			
Adobe Flash Playe Version 27.0.0.130				
Adobe Reader Version 17.012.20098				
Citrix Receiver Version 12.6.0	Remove When visiting ot	ther websites: Ask		
Java Version Java 8 Update 91	"Citrix Receiver" does not support the highes Websites using this plug-in may be able to ac	st level of security for Safari plug-ins.		
Juniper Networks Safa	and data.			
		2		

3: If your browser gets stuck on logout page:

Normally you can click the click here button, and the page resets and gives you the login page. In some cases, it reverts back to the same page.

🐯 Penn Medicine
Your session could not be established.
The session reference number: b2f43404 Invalid Session ID. Your session may have expired. Thank you for using BIG-IP.
To open a new session, please <u>click here.</u>

To end this loop, do a force quit with Safari (or any browser)

