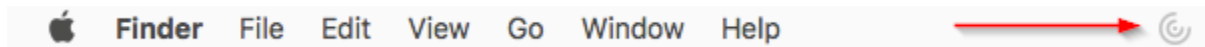


In order to access the remote access portal, Citrix Workspace must be installed. A quick way to verify whether it is installed or not is to look for the Citrix icon in the menu bar at the top of the screen.



The latest version can be downloaded from the following link:

<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

Citrix Workspace must be installed before opening the following link in a web browser:

<https://pennmedaccess.uphs.upenn.edu/>

Enter your username and password to log in.

A screenshot of a web browser displaying the Penn Medicine Secure Logon portal. The browser's address bar shows the URL 'pennmedaccess.uphs.upenn.edu/my.policy'. The page features the Penn Medicine logo and the text 'Penn Medicine'. Below this, there is a section titled 'Secure Logon for Remote Access Portal'. This section contains two input fields: 'Username' and 'Password'. Below the password field, there is a link that says 'Click here to change Password after you log in' and a small square checkbox. At the bottom of the section is a button labeled 'Logon'.


When prompted by Duo, please authenticate to continue.

pennmedaccess.ups.upenn.edu


x


+

pennmedaccess.ups.upenn.edu/my.policy



Penn Medicine



[What is this?](#) 


[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)


Powered by Duo Security

Choose an authentication method




Duo Push RECOMMENDED

Send Me a Push



Call Me

Call Me



Passcode

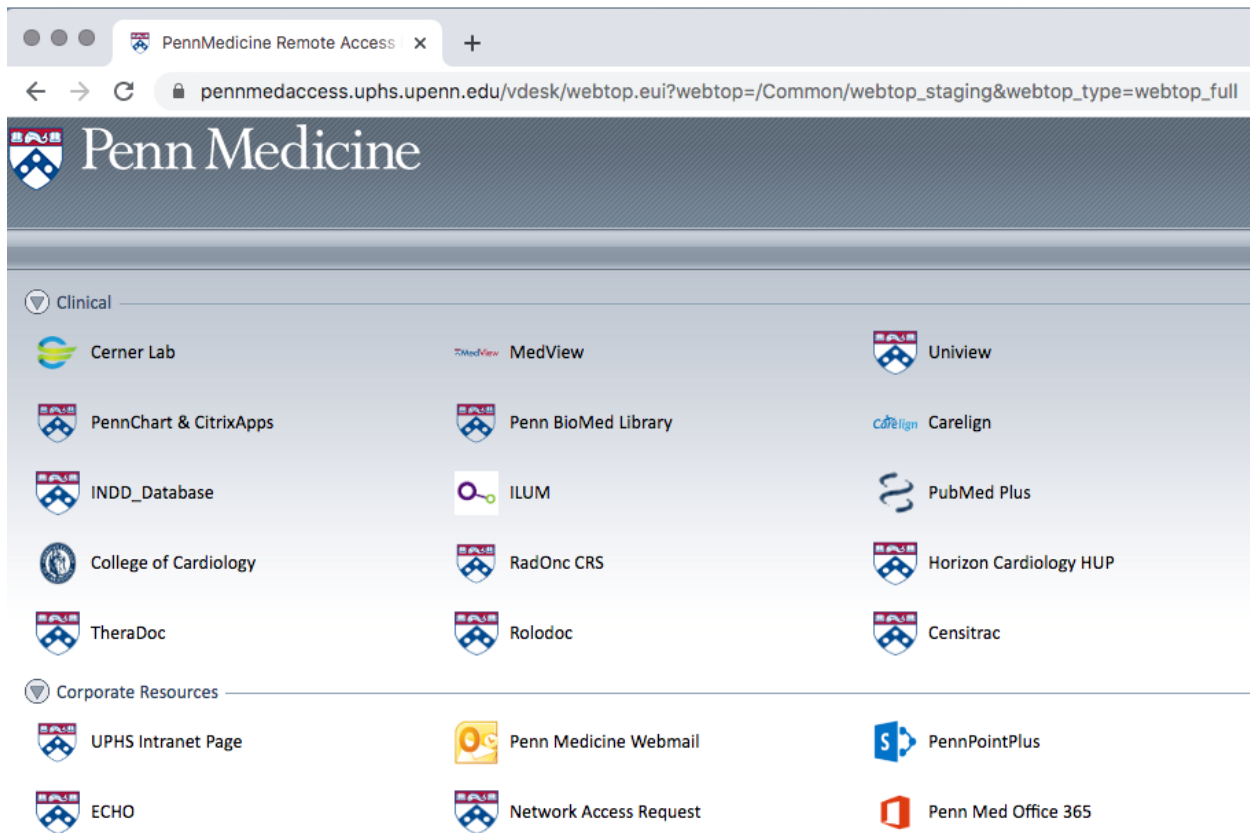
Enter a Passcode

☐

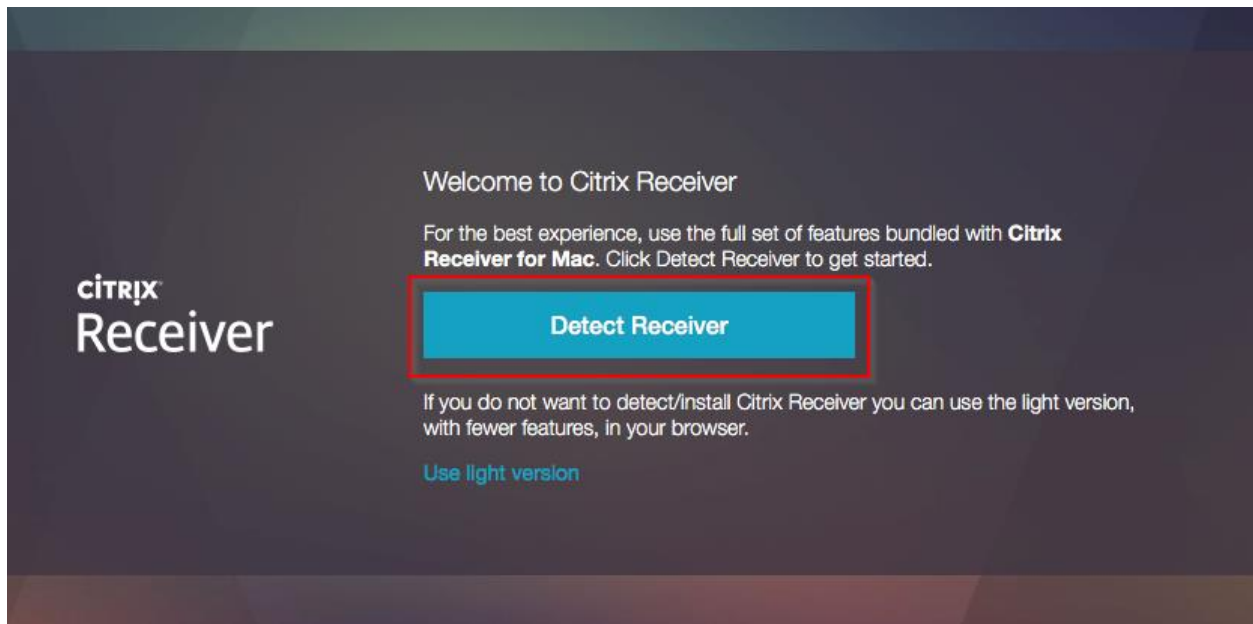
Remember me for 4 hours

After authenticating with Duo, the Remote Access Portal should appear.

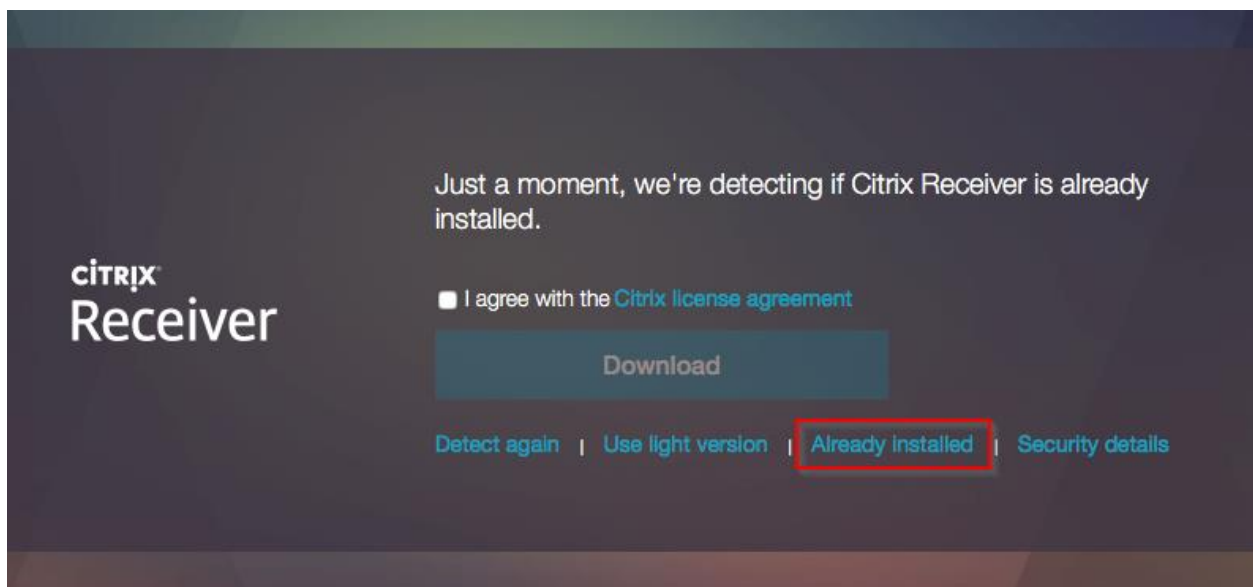
Locate and click PennChart & CitrixApps or Drives & Remote Access to open Citrix.



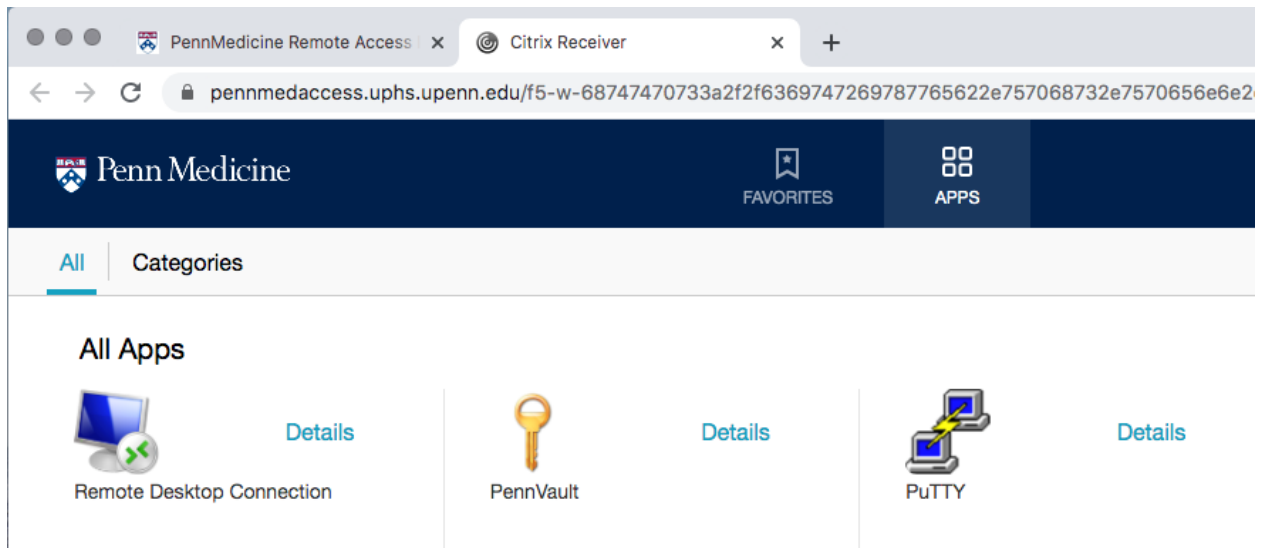
On the Welcome to Citrix Receiver page, click Detect Receiver. **Do not click Use light version.**



On the Citrix Receiver detection page, **do not click Download** if you have already installed Citrix Workspace. Instead, click Already Installed.

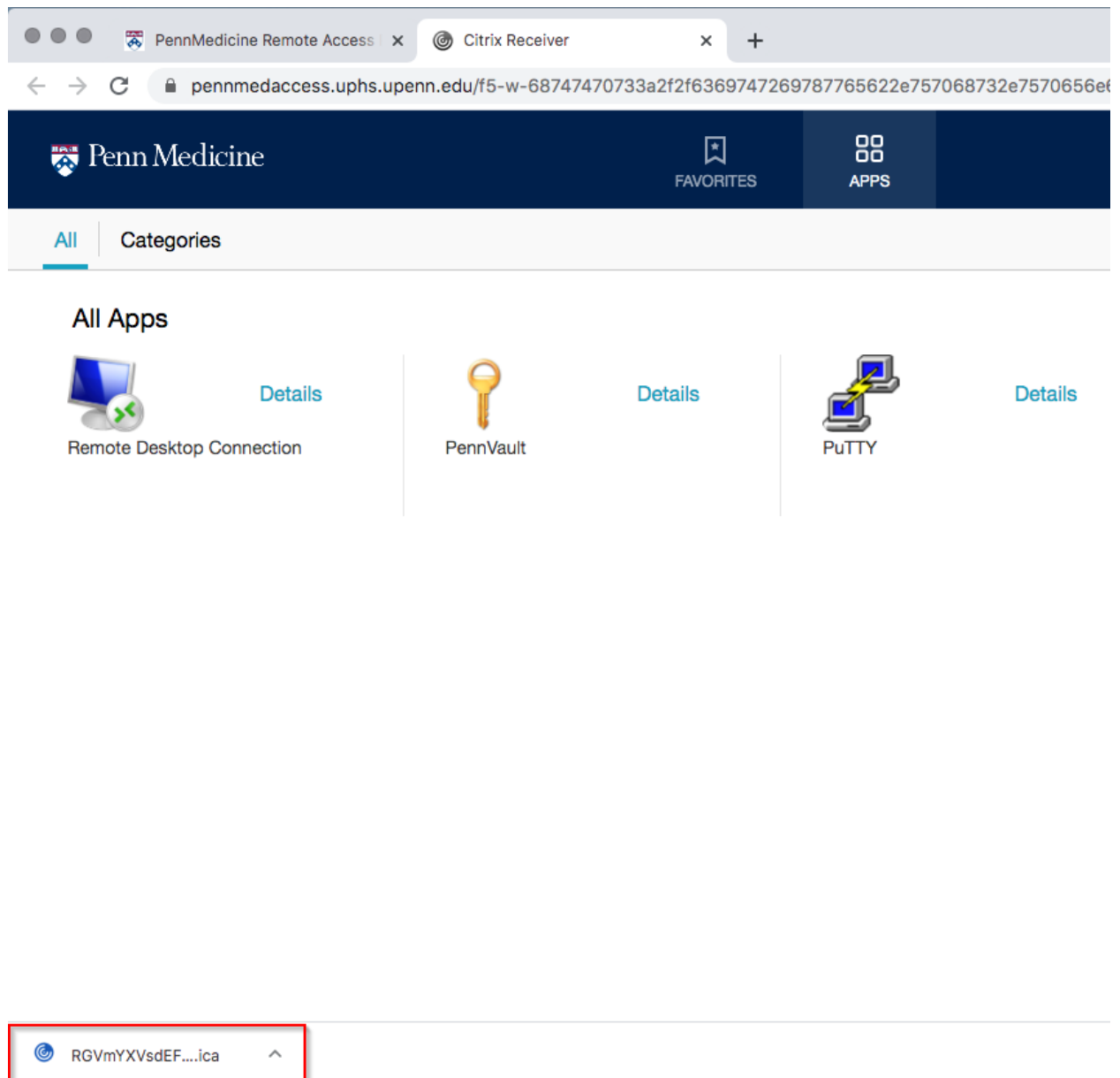


The list of available Citrix apps should now appear.

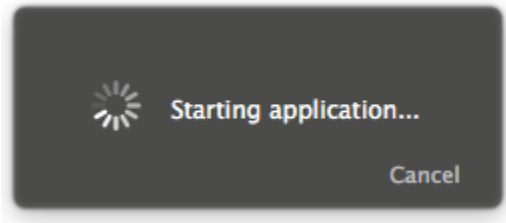


Clicking on a Citrix application will download an .ica connection file.

At the bottom of the screen, click on the downloaded .ica file to open the application in Citrix Workspace:



The 'Starting Application...' message should now appear as Citrix Workspace launches the application:

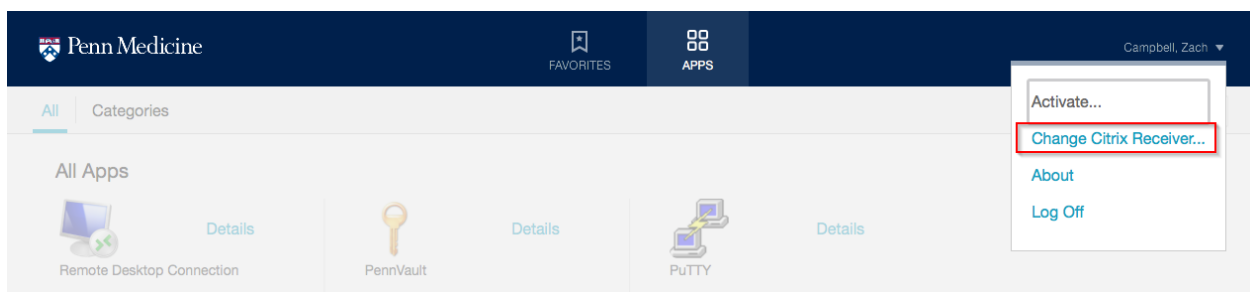


Troubleshooting:

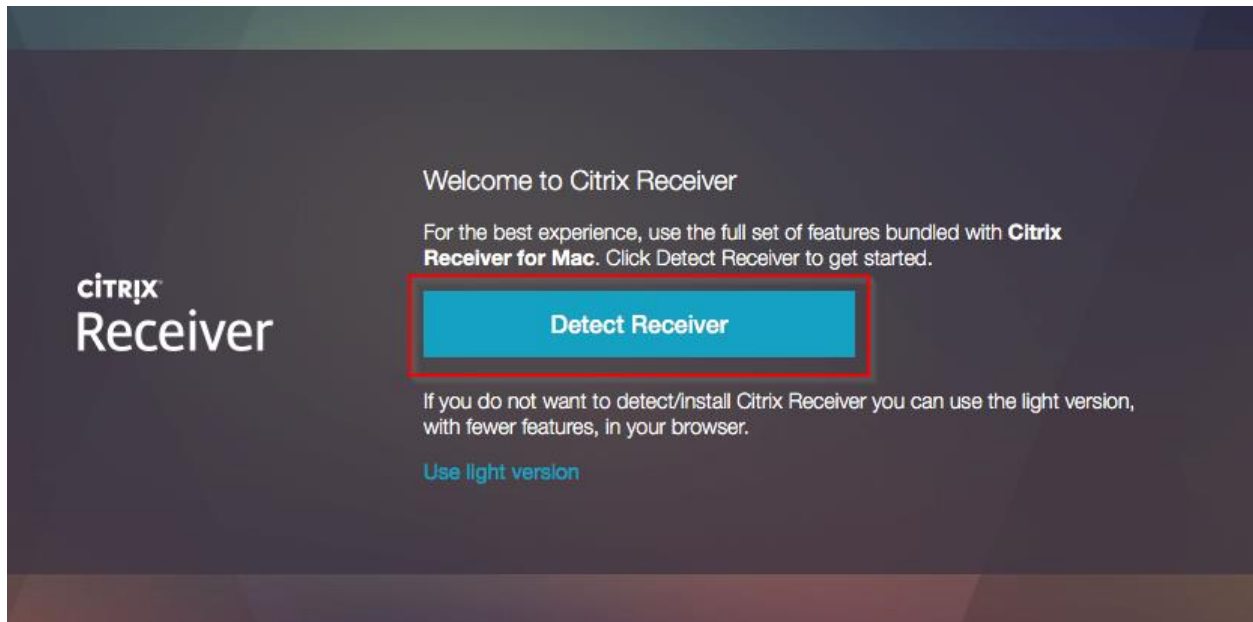
Citrix Workspace must be installed in order to use PennChart or Drives & Remote Access.

If nothing happens when you click on the downloaded .ica file or if you see an alert about a blocked plug-in, Safari may have blocked the Citrix plug-in. To correct this, click on the Safari menu and select Preferences. Click on the Websites tab. Scroll down in the left pane where it says 'Content Blockers; 'Auto-Play', etc. At the bottom, under the Plug-ins section, if a Citrix plug-in is listed, it must have the checkbox checked. Click on it to highlight it, and the right pane will change to a list of websites that Citrix is authorized to use. Make sure that all Penn-related addresses are set to On.

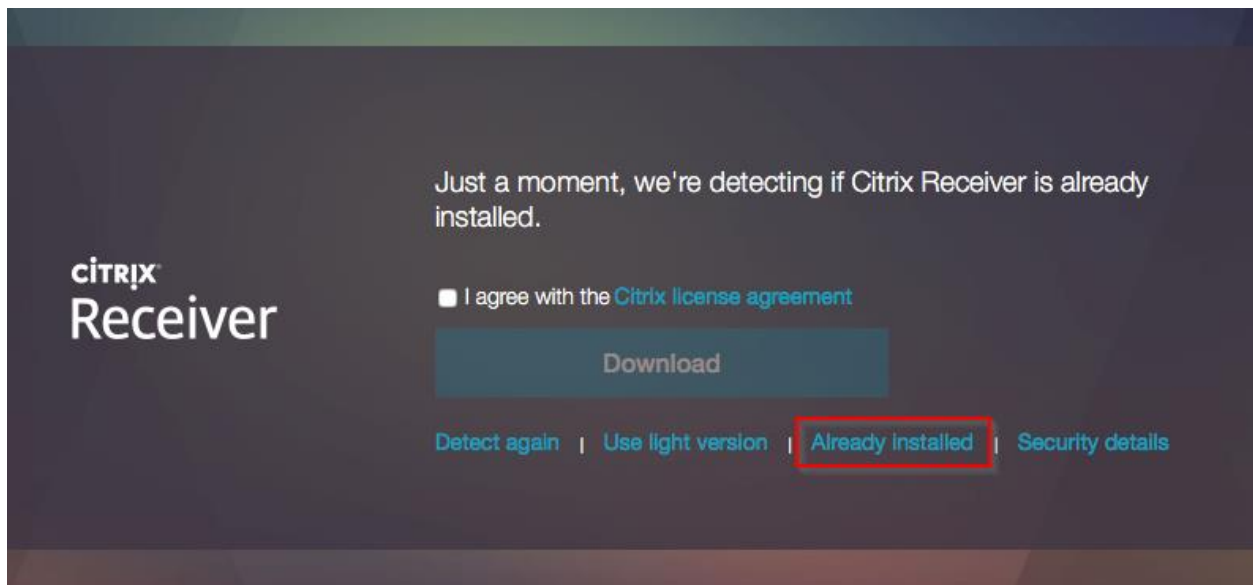
If the web browser doesn't download an .ica connection file when you click on PennChart or Remote Desktop Connection from the All Apps page, or if Safari shows an HTML5 error, Citrix is in light mode. To exit light mode, go back to the All Apps list that comes up when you click either PennChart & CitrixApps or Drives & Remote Access in the portal. In the upper right-hand corner, click on your name. In the resulting menu, click 'Change Citrix Receiver...' to exit light mode.



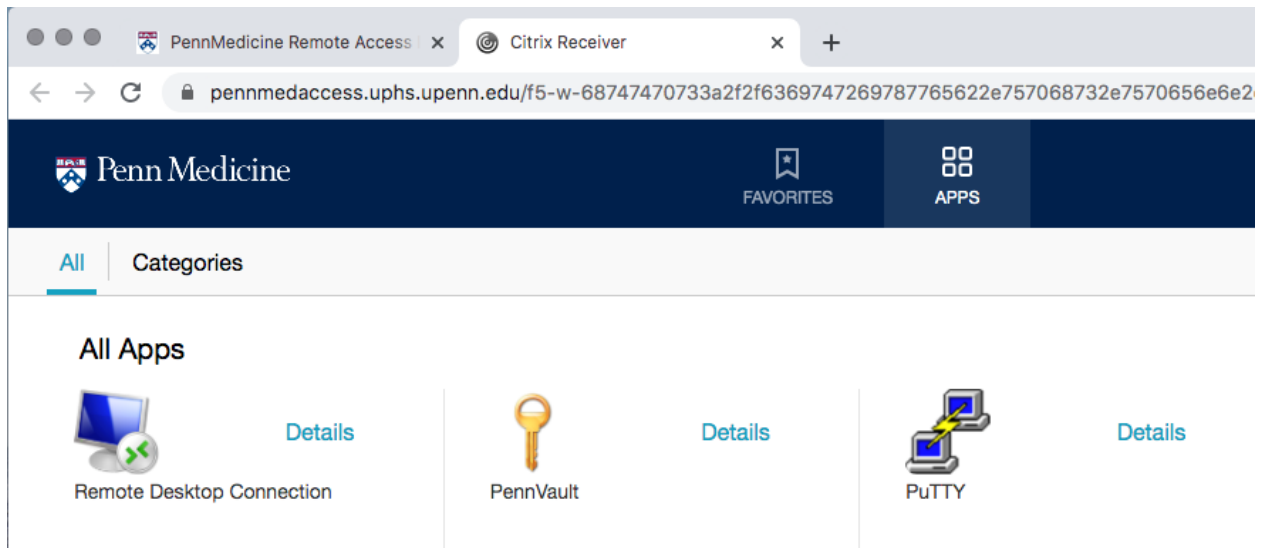
On the Welcome to Citrix Receiver page, click Detect Receiver (even if you have already done this previously).



On the Citrix Receiver detection page, do not click Download. Instead, click Already Installed.



The list of available Citrix apps should now appear.



Clicking on a Citrix application will download an .ica connection file.

At the bottom of the screen, click on the downloaded .ica file to open the application in Citrix Workspace:

The screenshot displays a web browser window with two tabs: "PennMedicine Remote Access" and "Citrix Receiver". The address bar shows the URL: `pennmedaccess.uphs.upenn.edu/f5-w-68747470733a2f2f63697472697877765622e757068732e7570656e`. The main content area features a dark blue header with the "Penn Medicine" logo, a "FAVORITES" button, and an "APPS" button. Below the header is a navigation bar with "All" (selected) and "Categories". The "All Apps" section displays three application tiles: "Remote Desktop Connection" (with a monitor icon), "PennVault" (with a key icon), and "PuTTY" (with a terminal icon). Each tile has a "Details" link. At the bottom of the browser window, a download bar shows a file named "RGVmYXVsdEF....ica" with a Citrix logo icon, which is highlighted by a red rectangular box.

The 'Starting Application...' message should now appear as Citrix Workspace launches the application:

