UCHealth MyApps (Citrix Portal)

This document describes the UCHealth MyApps Citrix Portal. As new functionality for additional features is made available this document will be updated to reflect changes.
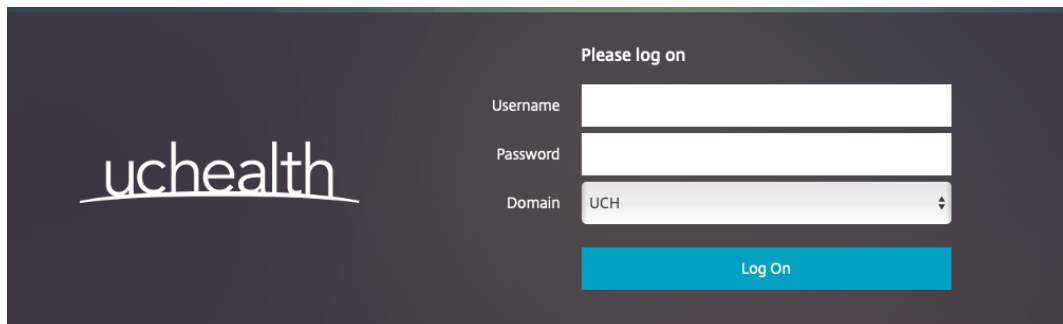
Table of Contents

Opening MyApps

In your web browser, navigate to https://myapps.uchealth.org
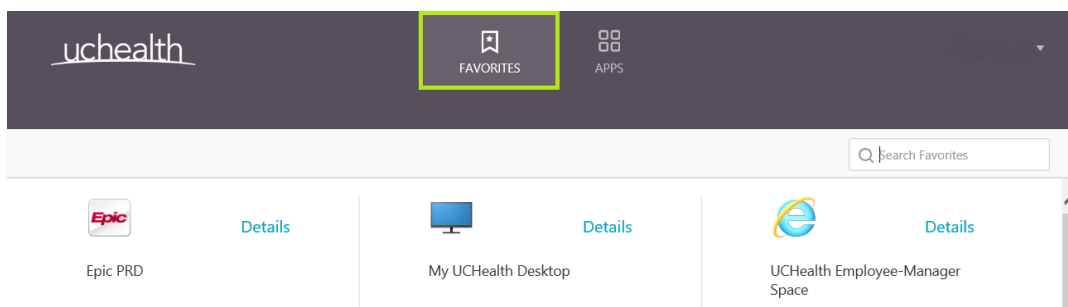
Login with your username and password. **You must select your domain from the drop-down menu.**
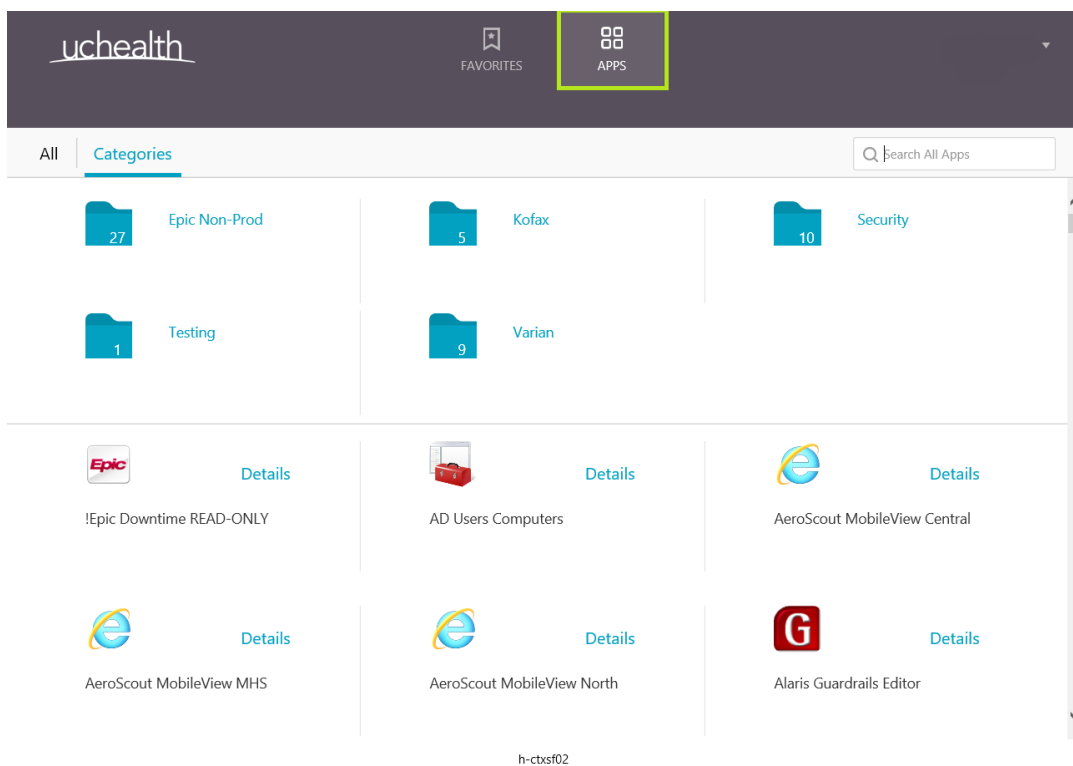

Once logged in, you are presented with the **Favorites** page. This is now the default landing page where you can access your most recently used applications.

Click on the **Apps** tab to see all of your Citrix applications. To launch an application, simply click on the icon.

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Using MyApps

MyApps includes a Favorites functionality, which enables quick access to your most frequently used Citrix applications. To add an application as a Favorite, click the **Details** link next to the icon:
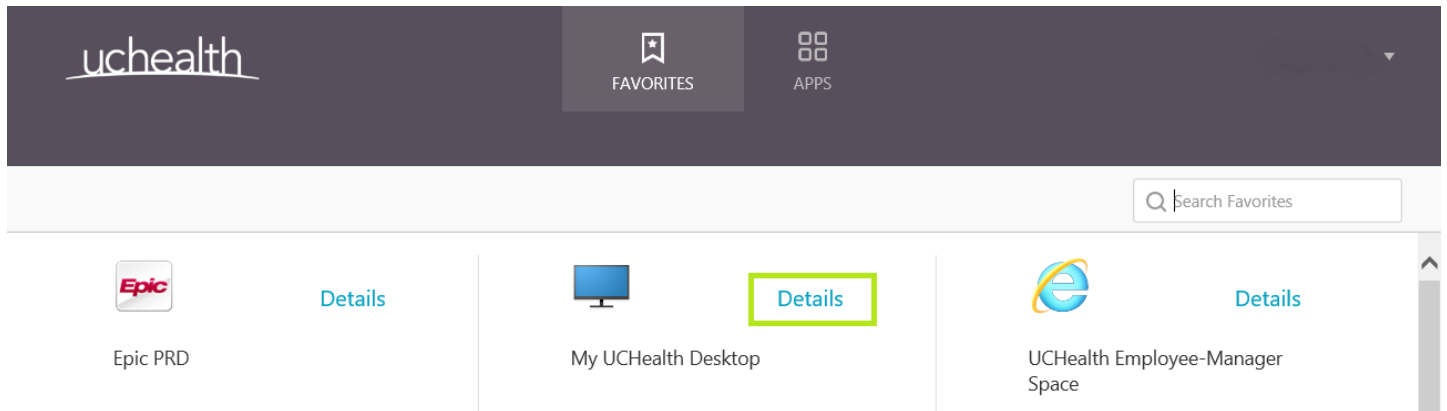
Next, click the **Add to Favorites** button:
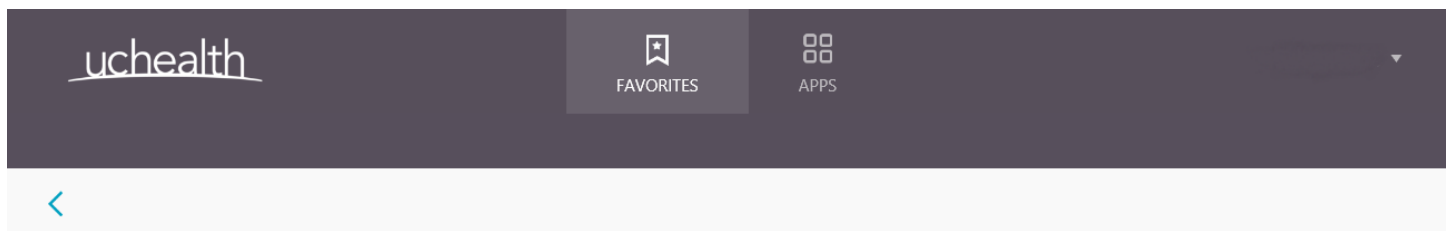
On the main MyApps page, click **Favorites** to access your favorite applications.
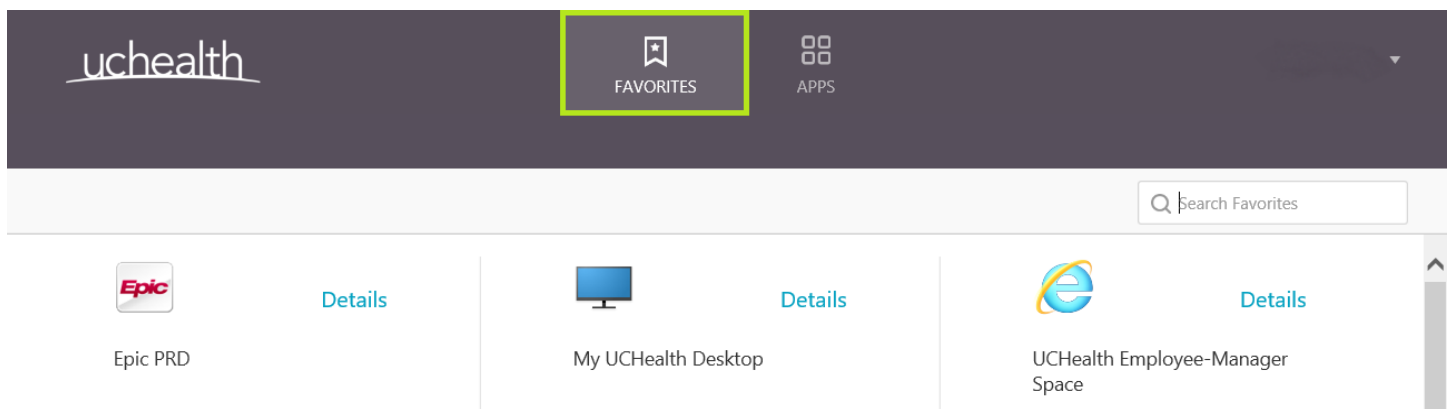
To remove a favorite, click the Details link next to the icon:

Click the **Remove** button to remove the application from your favorites.

Client upgrade instructions:

If you are running an older version of the Citrix client, you may need to upgrade to a newer version of Citrix Workspace App in order to access your applications.   The latest Workspace App clients can be downloaded from the following links:

Windows: https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html
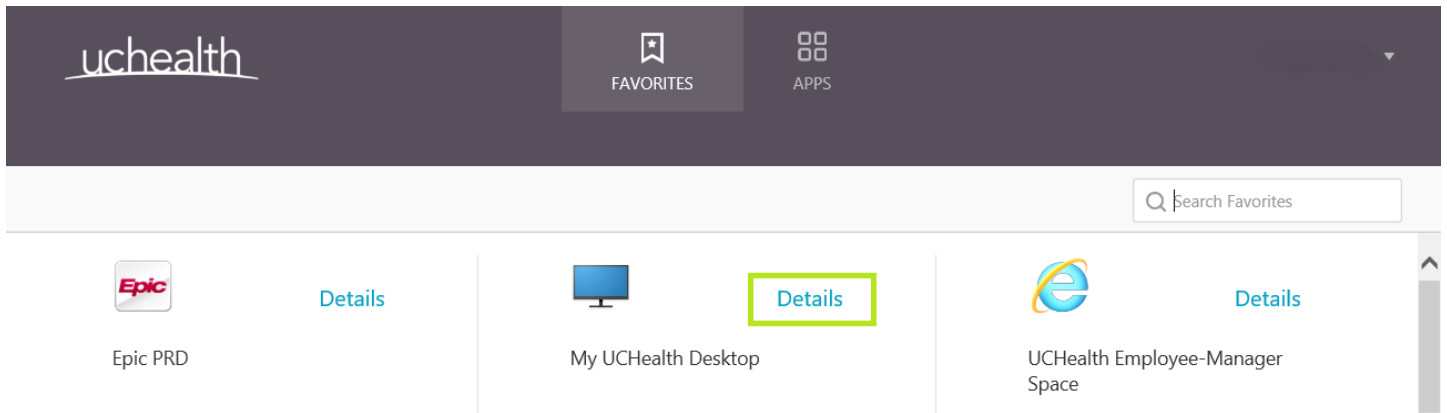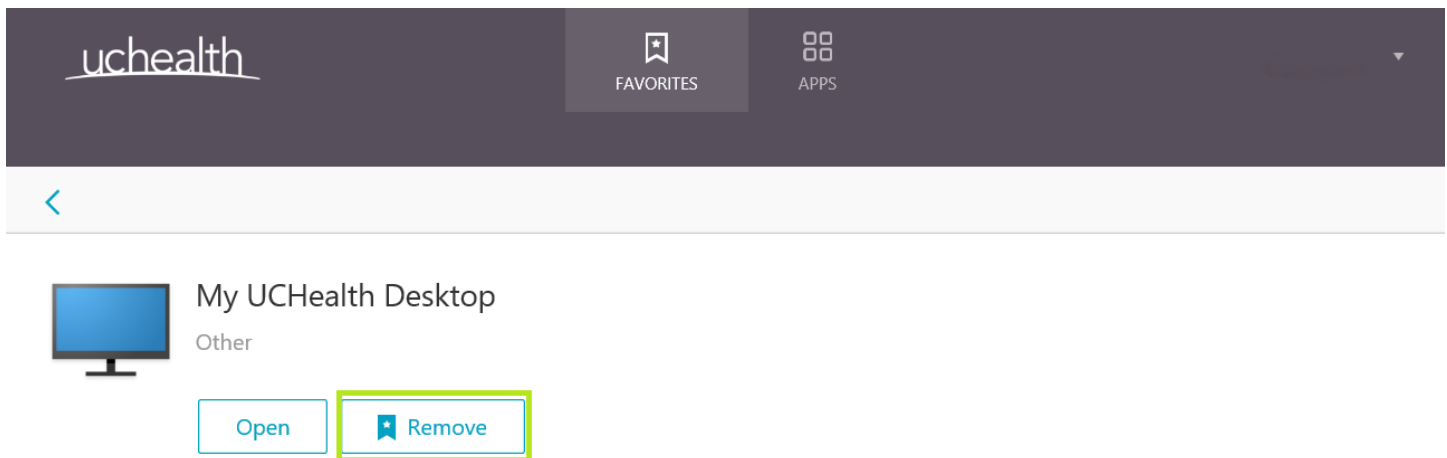
Mac: https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

Refer to for Citrix Workspace App upgrade instructions.

Support Information and Helpdesk Phone Numbers

- Please contact the UCH Helpdesk if you have issues connecting.

  North: (970) 495-7000

  Central: (720) 848-0000

  South: (719) 365-5000

 If you are on-campus, you can also contact the UCH helpdesk via the web at https://uchealth.saasit.com/

- Systems running Windows 7 / 8 / 10 and/or Internet Explorer 9/10/11 may benefit from adding the site to the "Trusted Sites" list if difficulties are encountered. To do so, go to your Internet Explorer browser and select: Tools menu/Internet Options/Security/Trusted Sites.

  Click "Sites" button and add https://myapps.uchealth.org as a trusted site

- **IE11 users** who have issues seeing a black screen will need to add "uchealth.org" to the Compatibility View settings, which can be accessed from the "Settings button (gear icon) > Compatibility View Settings"

# Citrix Workspace App Upgrade Instructions for Windows Clients

1. In your web browser, navigate to https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html and click on the blue "**Download Citrix Workspace App for Windows**" button.   You may see a prompt to download the CitrixWorkspaceApp.exe file. Click "**Run**"
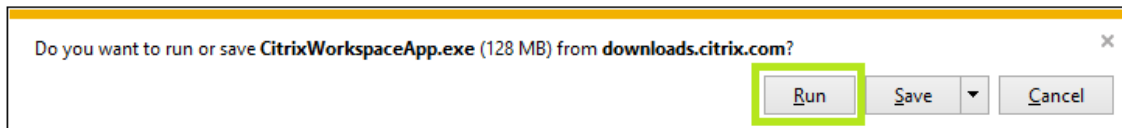
2. Once downloaded, the Citrix Workspace App installation will launch. Click "**Start**", check **"I accept the License Agreement",** and click **"Next"**.
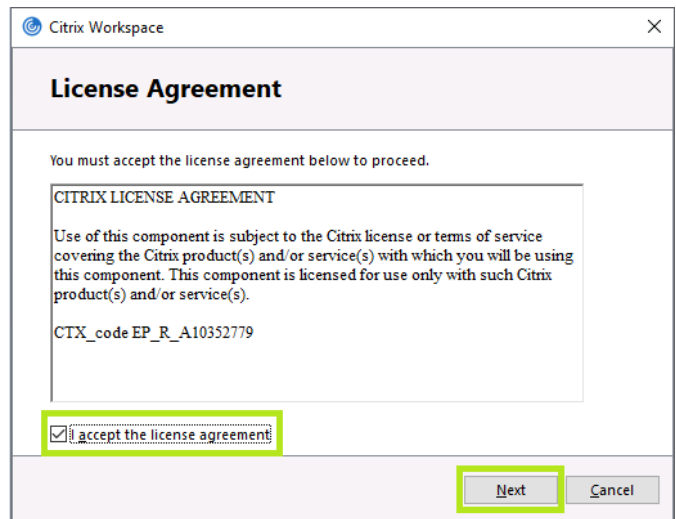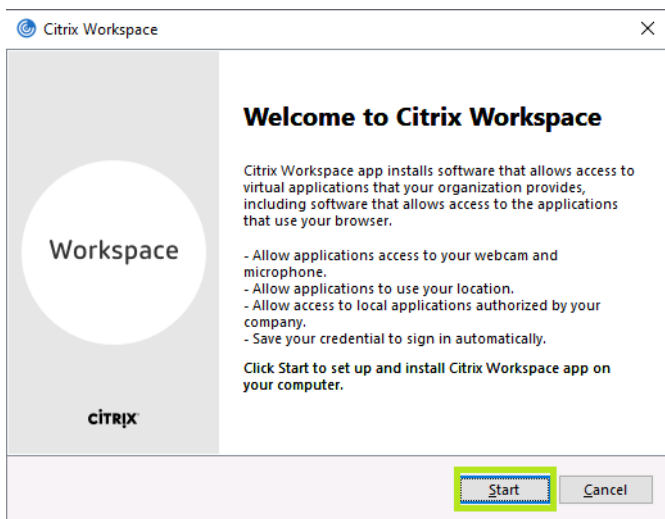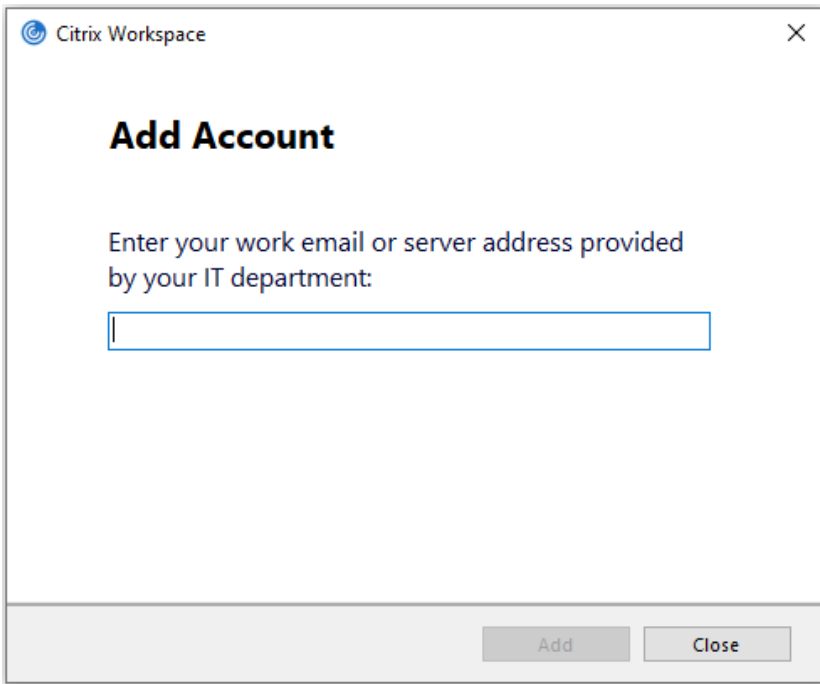

At the next screen, make sure the "**Enable single sign-on**" checkbox is checked, then click "**Next**". On the final screen, check the "**Enable app protection**" box, then click **"Install"**.
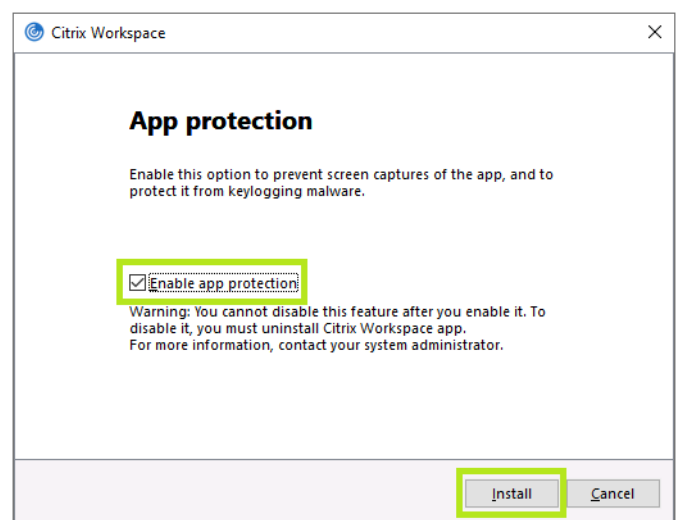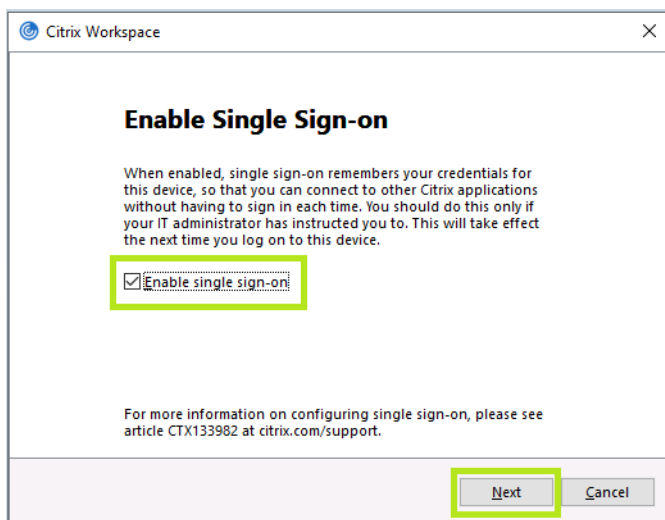
3. When the installation is complete, click on the **"Finish"** button. Your Citrix client is now upgraded!

*If you see this prompt asking for work email or server address, you can click Close and simply use your web browser to access https://myapps.uchealth.org


Optionally, you can enter myapps.uchealth.org as the server address to use native Citrix Workspace App functionality.

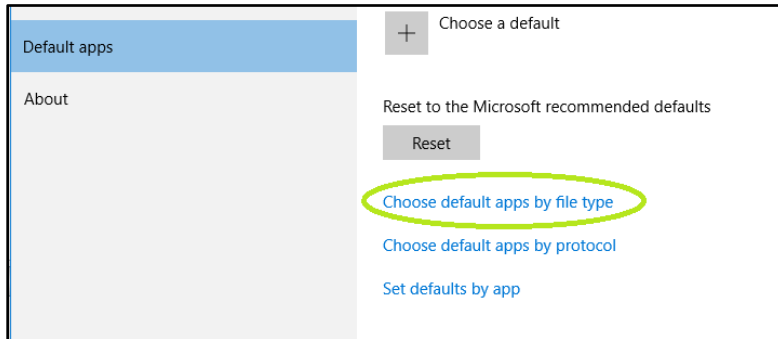If you experience issues with Windows 10 not launching Citrix applications correctly, there may be an issue with file association that can be fixed by following these steps:
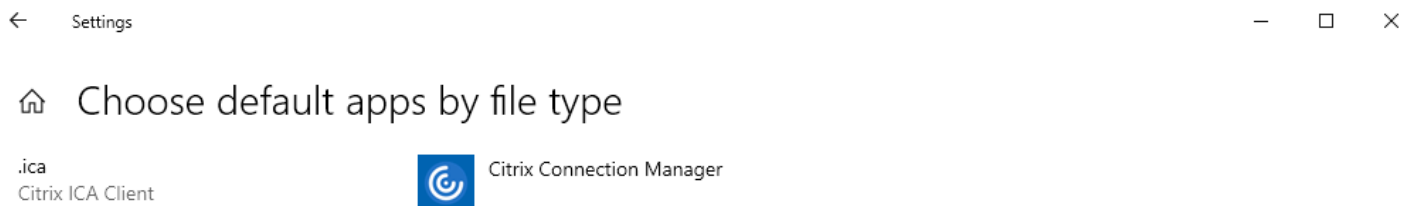
1. Click the Start button and click on **Settings.**   From settings, click on **Apps.**
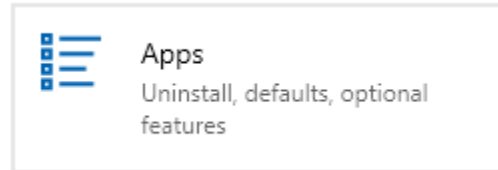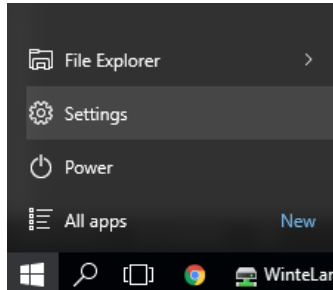
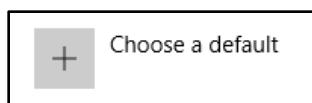2. On the left, click on **Default apps.** Scroll down, then select **Choose default apps by file type**
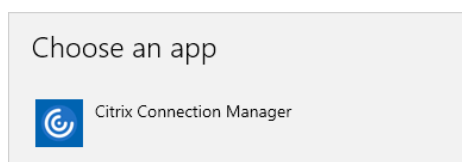

3. Scroll down to .ica (Citrix ICA Client)

4. If you **do not** see Citrix Connection Manager associated with .ica (Citrix ICA Client), click **Choose a default:**

5. Next, click **Citrix Connection Manager.** This will make the file association enabling you to launch Citrix applications successfully.

Citrix Workspace App Upgrade Instructions for Mac Clients

1. In your web browser, navigate to https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html and click on the blue "**Download Workspace App for Mac**" button.

2. Find the CitrixWorkspaceApp.dmg file that is downloaded, and double click on it to launch the installation. Double click **"Install Citrix Workspace"**

3. At the following prompts, click **"Continue"**, **"Continue"**, and **"Agree"** to accept the license agreement. Click **"Continue"** again to proceed.
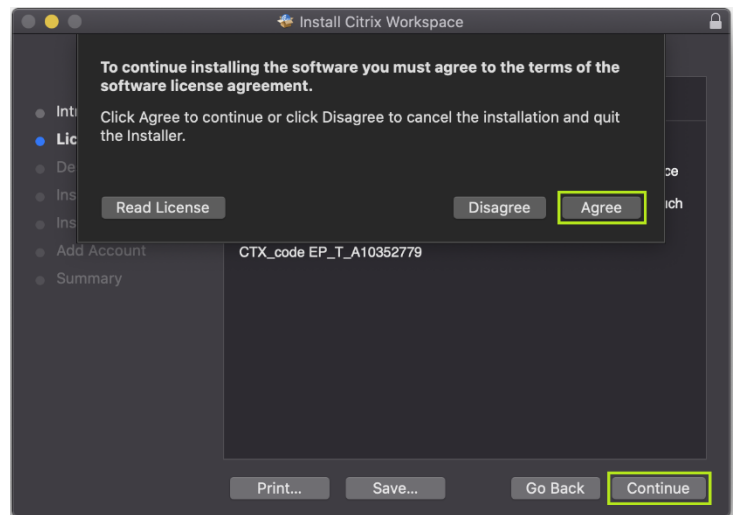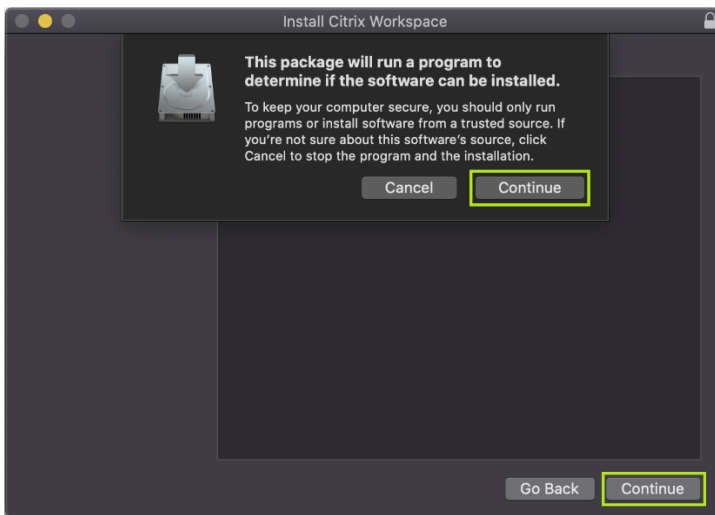
4. Click **"Install"** to begin the installation. When prompted, use Touch ID or enter your Mac password. The installation will begin.
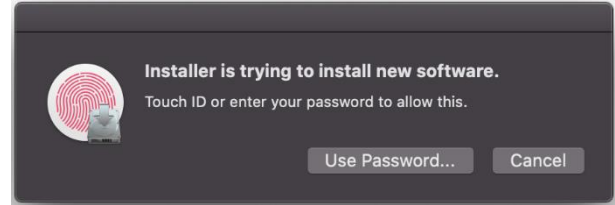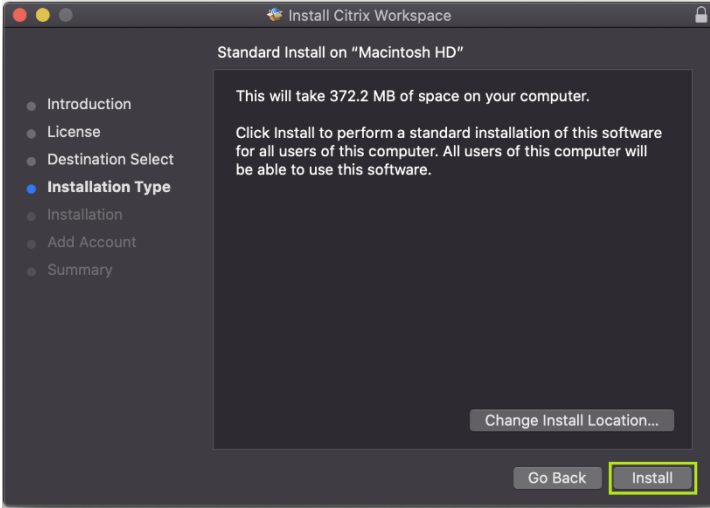
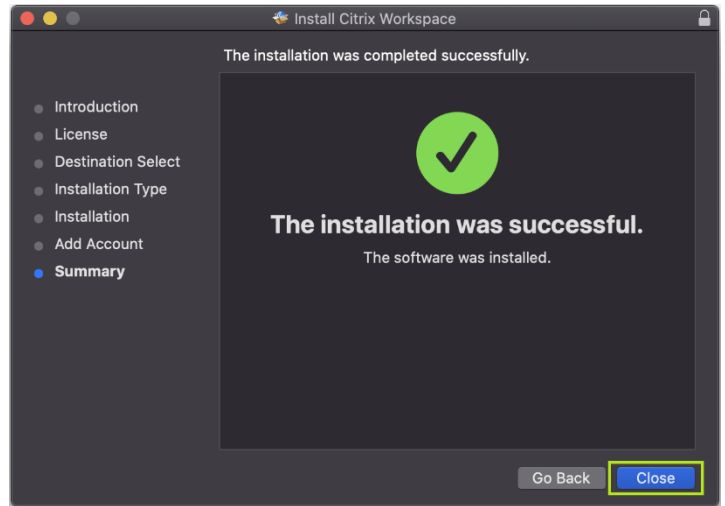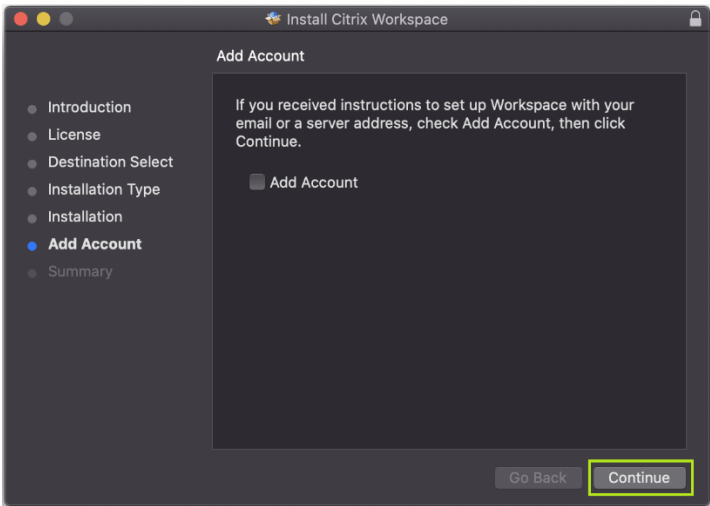5. When the installation is complete, click **"Continue"** and then **"Close"** to exit the installation. Your Citrix client is now updated.

NOTE **The first time you connect to a Citrix application after upgrading your client or making changes to your Mac security preferences, you may be prompted with a screen asking you to trust the connection. Please click on the "Trust" button to proceed. If you do not trust the connection, you will be unable to launch applications.**

Mac Troubleshooting

Mac users with Citrix Receiver for Mac version 12.0.x should upgrade to latest release of Workspace App. Problems related to sessions frequently disconnecting and a "Bad Mac" error are resolved by doing so.

Mac users with Safari browser: When logged into MyApps and clicking an app icon nothing seems to happen.

1. With Safari open, go to Safari drop down menu in top left of menu bar and select Preferences
2. Go to Privacy tab and click "Remove All Website Data" button.
3. Next time you try to login and launch an app in MyApps you should be re-prompted to trust the site. Be sure to select the affirmative response. You should now be able to launch an application.