## Minimum System Requirements to install the Citrix plugin onto a Windows computer:

- 1. Windows 7 or higher
- 2. Microsoft Internet Explorer 9 or higher.
- 3. Citrix plug-in (See below)

Note: These instructions are taken from a Windows 7 computer running Internet Explorer 11. Your screens may differ.

\_\_\_\_\_ 1. Go to https://apps.lifebridgehealth.org

2. Enter your username and password and click Log On.

Welcome         Please log on to continue.         User name:         Password:	Log On
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You may be presented with this screen. If so, check the box and click install. If not, go to step 10. 3.

Install	Citrix Receiver to access your applications
	I agree with the <u>Citrix license agreement</u> Install
	Security details   Log on

4. You will then see this message

	Do you want to run or save CitrixReceiverWeb.exe (56.7 MB) from downloadplugins.citrix.com.edgesuite.net?	Run Save  Cancel x
5.	Click Run	
6.	You will see this screen	
	31% of CitrixReceiverWeb.exe downloaded 2 min 14 sec remaining	Pause Cancel View downloads X

7. Click next on the screen below



8. Click on the license agreement and the install button on the screen below

D Citrix Receiver	×	
License Agreement		
You must accept the license agreement below to proceed		
CITRIX LICENSE AGREEMENT	[	
Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s). If your device is connected to the Internet, Citrix Receiver may, without additional notice, check for Citrix Receiver updates that are available for download and installation to your device and let you know of their availability. Only non-personally identifiable information is transmitted when this happens, except to the extent that IP addresses may be		
Install	cel	

9. Please wait



10. Click on the "+" sign



## 11. Click on the application of choice



12. The application will be placed in your browser desktop at which point you can click on it to run it Citrix Receiver



## **Quick Troubleshooting tips:**

Please perform the following to limit connection issues that may arise

A.) Add https://apps.lifebridgehealth.org as Trusted Sites by:

- Click on Internet Options on the Tools menu.
  - 1. Select the Tools menu
  - 2. Select internet Options
  - 3. Select the Security tab.
  - 4. Select Trusted Sites.
  - 5. Select the Sites button.
  - 6. Select the Add button.
  - 7. Select the Close button to exit the Trusted Sites dialog box.
  - 8. Select OK to exit the Internet Options dialog box.

## B.) Setting compatibility view by:

- 1. Select the Tools menu
- 2. Select Compatibility View Settings
- 3. Select the Add button