

CCH Citrix Workspace documentation

[**Installing Citrix Workspace app for Windows**](#)

[**Installing Citrix Workspace app for MAC OS**](#)

[**Installing Citrix Workspace for IOS**](#)

[**Installing Citrix Workspace for Chromebook**](#)

[**Installing Citrix Workspace for Android**](#)

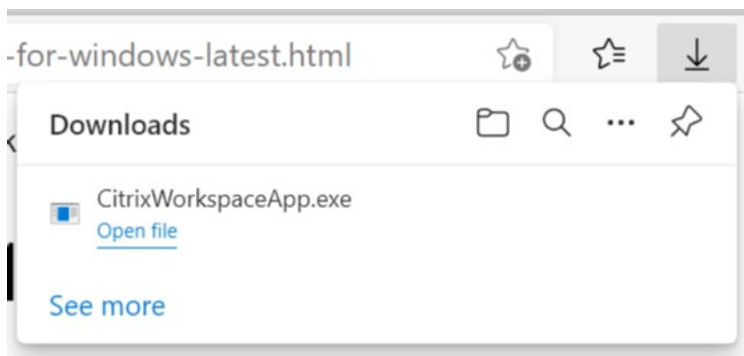
Installing Citrix Workspace app for Windows

Download the latest Workspace app from <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>

Click Download Citrix Workspace app for Windows

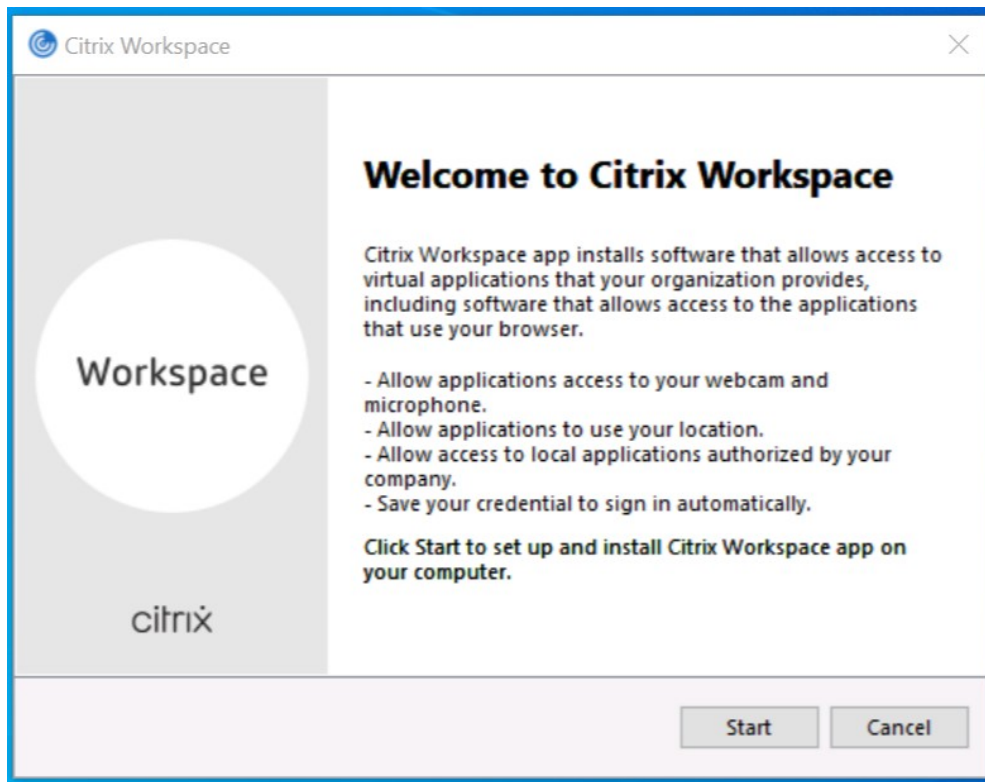
The screenshot shows the Citrix website's download page for the Workspace app 2103.1 for Windows. The page has a dark header with the title 'Citrix Workspace app 2103.1 for Windows'. Below the header, there's a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search bar. To the right, the 'Release Date' is 'Mar 23, 2021'. Below that, it says 'Compatible with Windows 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.' A large blue button labeled 'Download Citrix Workspace app for Windows' is prominent. Below the button, it specifies '(142 MB - .exe)' and 'Version: 21.3.1.25 (2103.1)'. At the bottom, a 'Checksum' section shows the SHA-256 hash: 'SHA-256-627a0c0e4bb366f239aea4f0a3b1c2fd79d65b46758a9034acd6cc34f2a91d5a'. On the left side, there's a 'Support Resources' section with links for 'FAQs', 'Product Documentation', and 'Export or import restrictions'.

If browser prompts, select “Save File”. When download is complete, click on open file:

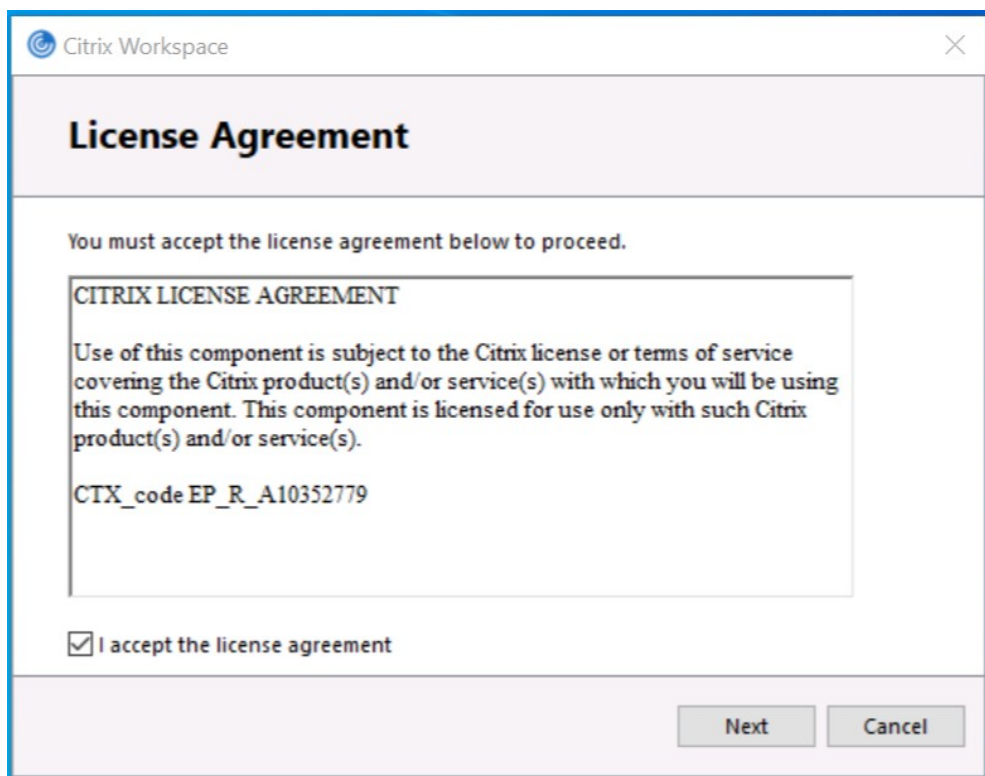


Device may prompt for administrator rights for the installation. Click Yes to accept.

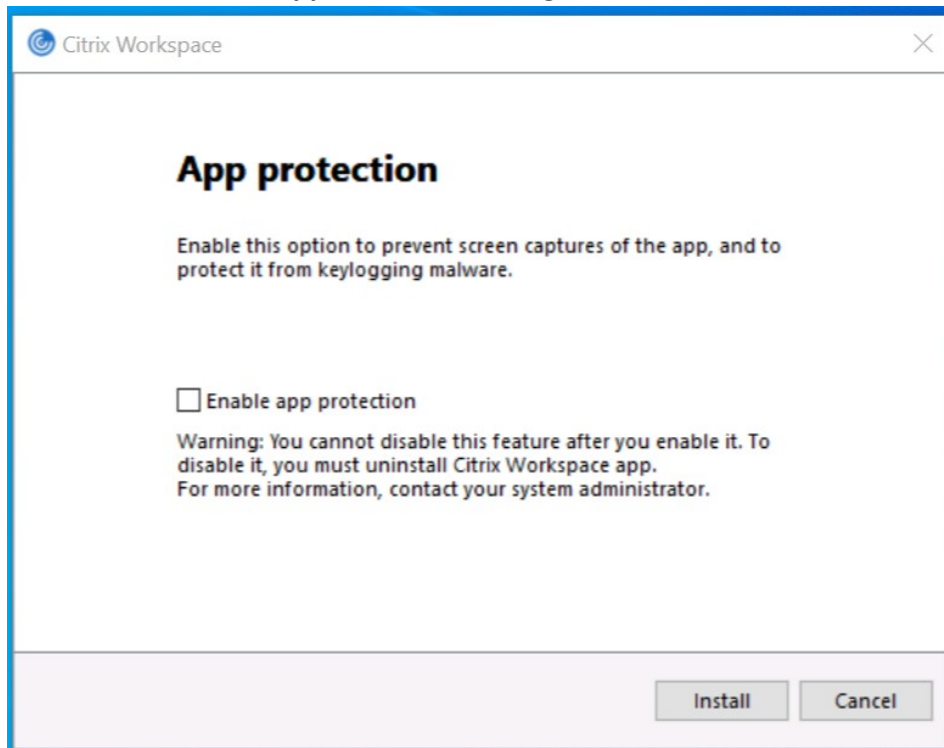
Click Start in the “Welcome to Citrix Workspace” dialog:



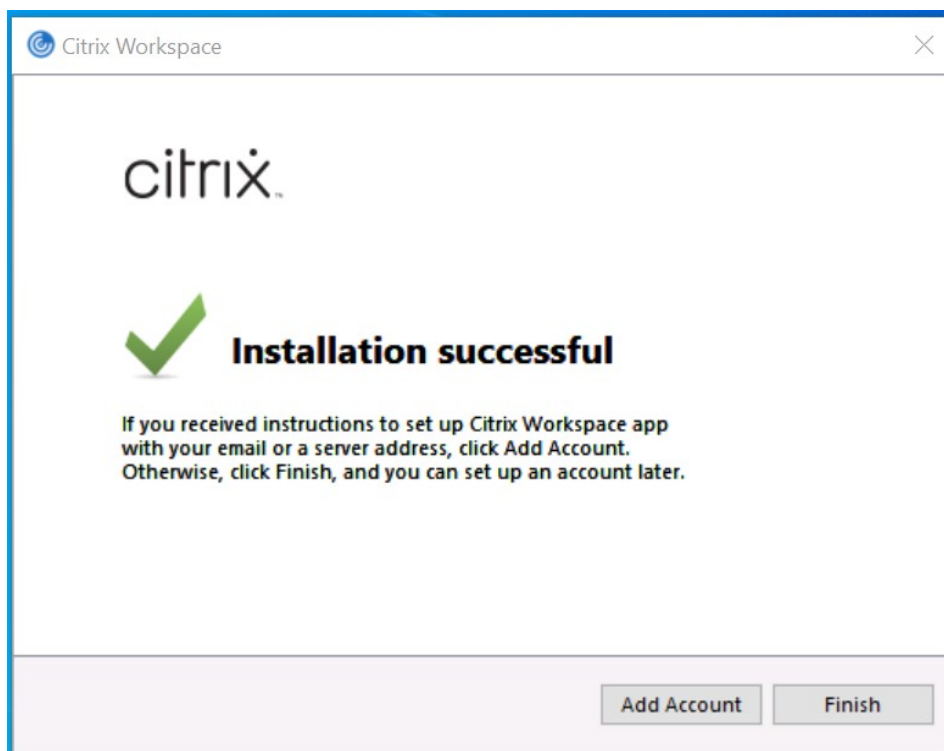
Check the “I accept the license agreement” box and click “Next” on the “License Agreement” dialog:



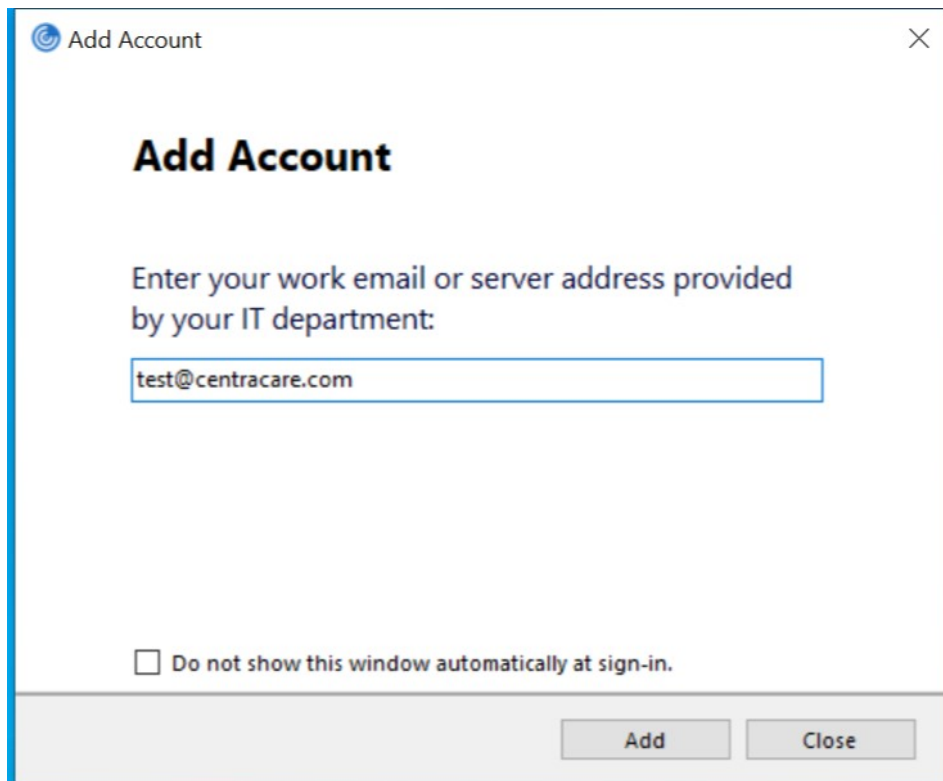
Click “Install” on the “App Protection” dialog:



Click “Add Account” on the Installation successful” dialog:

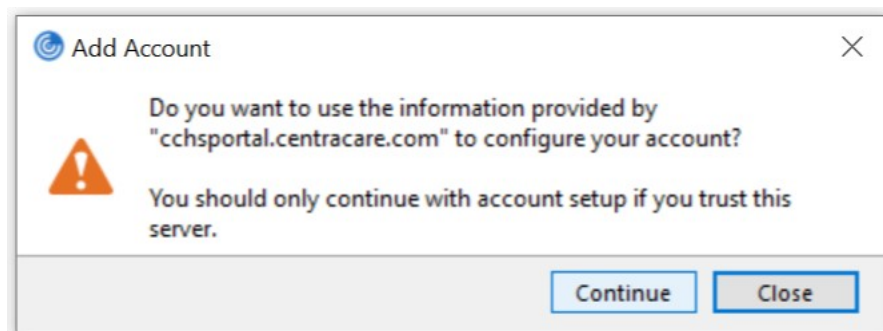


Enter your work provided email address in the "Add Account" dialog:



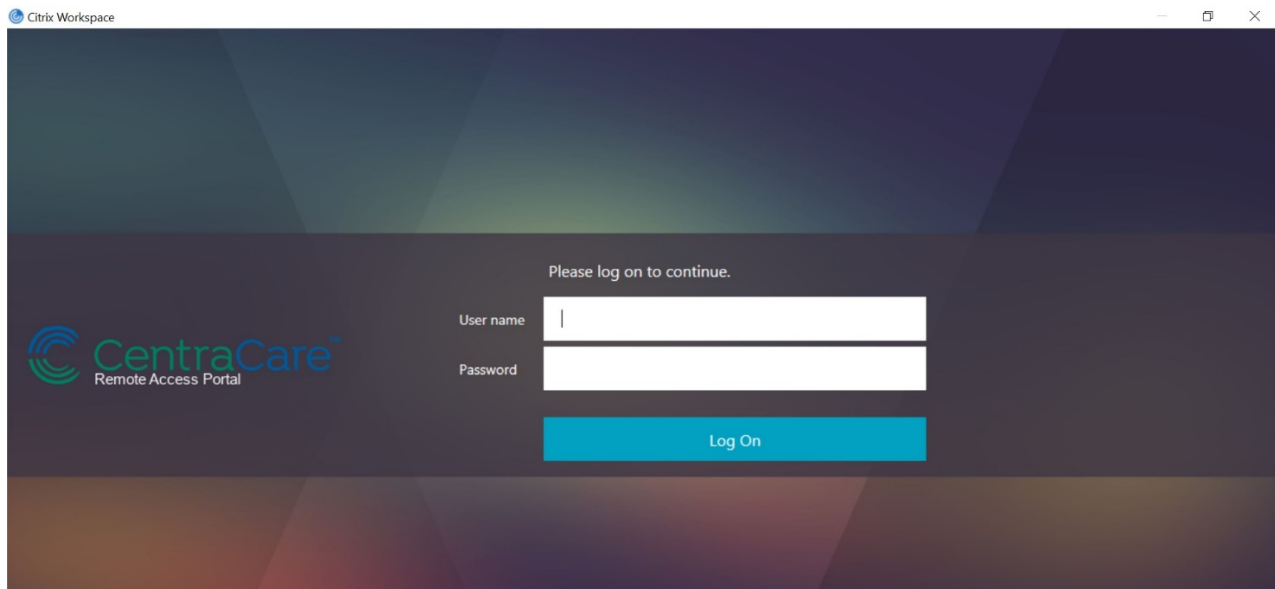
The "Add Account" dialog box features a blue header bar with the title "Add Account" and a close button (X) in the top right corner. The main content area has a bold heading "Add Account" followed by the instruction "Enter your work email or server address provided by your IT department:". Below this is a text input field containing the email address "test@centracare.com". At the bottom left, there is a checkbox labeled "Do not show this window automatically at sign-in.". The bottom right corner contains two buttons: "Add" and "Close".

Click "Continue" on the "Add Account" confirmation dialog:



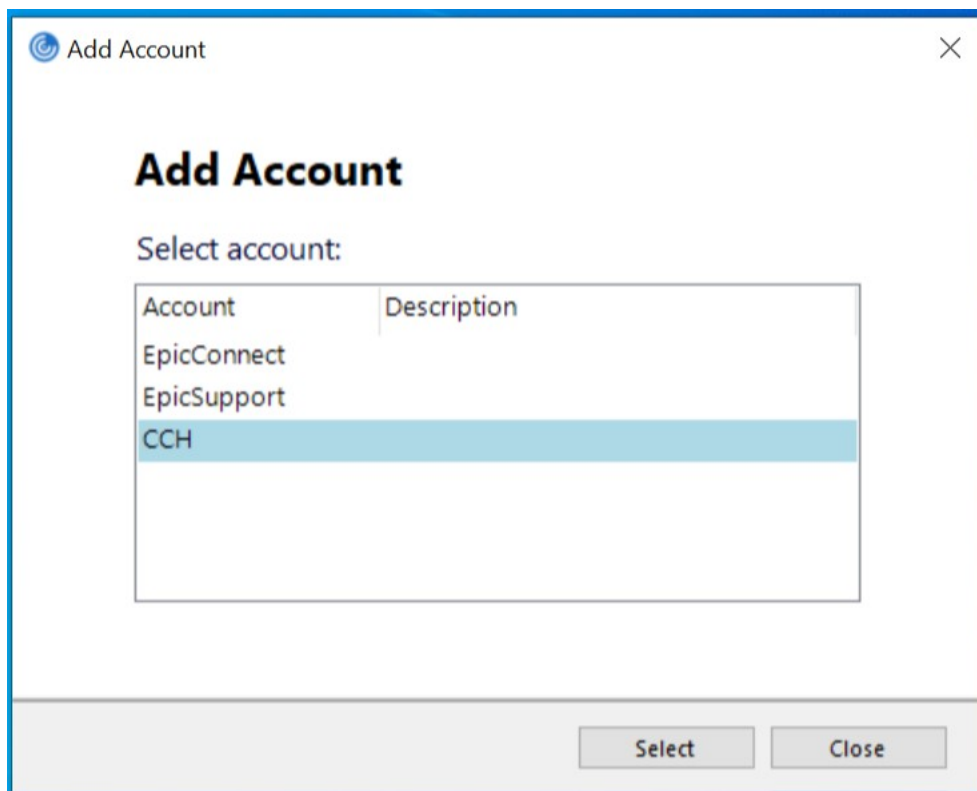
The "Add Account" confirmation dialog box has a light gray header bar with the title "Add Account" and a close button (X) in the top right corner. The main content area displays a warning icon (an orange triangle with a white exclamation mark) on the left. To the right of the icon, the text reads: "Do you want to use the information provided by 'cchsportal.centracare.com' to configure your account?" followed by "You should only continue with account setup if you trust this server.". The bottom right corner contains two buttons: "Continue" and "Close".

Sign in using your work credentials (same as OWA, etc). Use your preferred method of MFA to complete sign in:



The image shows a Citrix Workspace login window. The title bar says "Citrix Workspace". The main content area has a dark background with the CentraCare Remote Access Portal logo on the left. On the right, there is a login form with the text "Please log on to continue." above two input fields: "User name" and "Password". Below these fields is a blue "Log On" button.

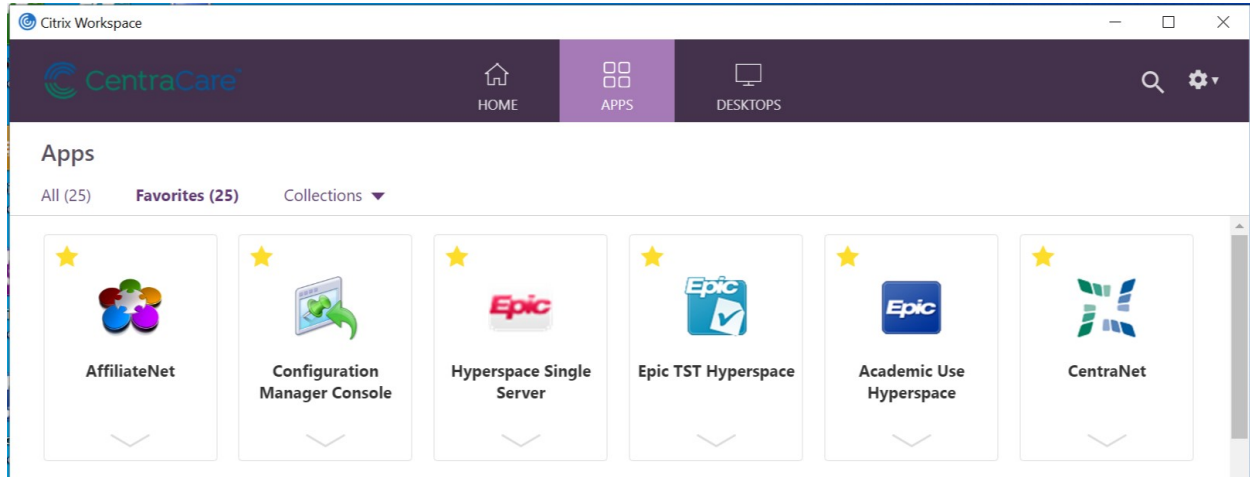
Highlight "CCH" in the "Select account" dialog, then click "Select":



The image shows an "Add Account" dialog box. The title bar says "Add Account". The main content area has a white background with the text "Add Account" in bold. Below this is the text "Select account:". Underneath is a table with two columns: "Account" and "Description". The table contains three rows: "EpicConnect", "EpicSupport", and "CCH". The "CCH" row is highlighted with a blue background. At the bottom of the dialog are two buttons: "Select" and "Close".

Account	Description
EpicConnect	
EpicSupport	
CCH	

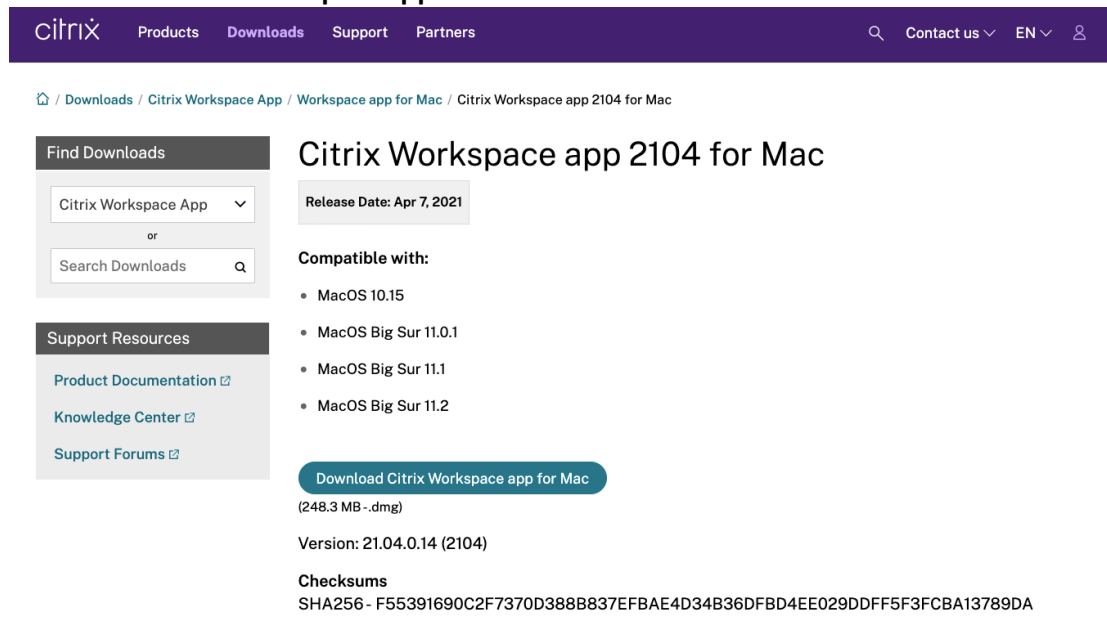
Some applications will create desktop icons. If you prefer to remove these, you can open workspace and click the star in each application to remove it as a favorite. This will remove the desktop icon if one has been created:



Installing Citrix Workspace for MAC OS

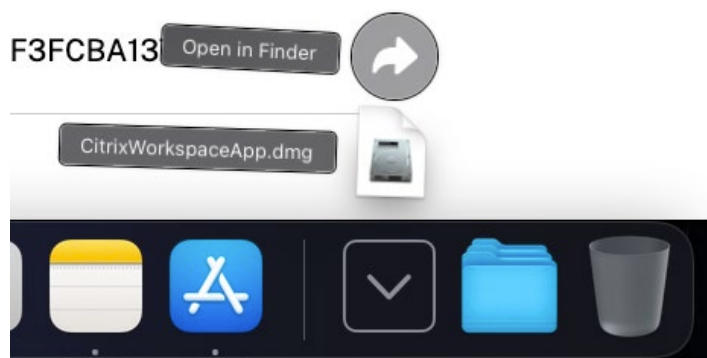
Open web browser and navigate to <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

Click “Download Citrix Workspace app for Mac”



The screenshot shows the Citrix website's download page for the Citrix Workspace app 2104 for Mac. The page has a purple header with the Citrix logo and navigation links: Products, Downloads, Support, and Partners. A search bar and links for 'Contact us', 'EN', and a user profile are on the right. Below the header, a breadcrumb trail reads: / Downloads / Citrix Workspace App / Workspace app for Mac / Citrix Workspace app 2104 for Mac. On the left, there's a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search bar. Below that is a 'Support Resources' section with links to 'Product Documentation', 'Knowledge Center', and 'Support Forums'. The main content area is titled 'Citrix Workspace app 2104 for Mac'. It shows the 'Release Date: Apr 7, 2021' and a list of compatible macOS versions: 10.15, Big Sur 11.0.1, Big Sur 11.1, and Big Sur 11.2. A large blue button says 'Download Citrix Workspace app for Mac' with '(248.3 MB - .dmg)' below it. Underneath, it states 'Version: 21.04.0.14 (2104)' and provides a 'Checksums' section with the SHA256 hash: F55391690C2F7370D388B837EFBAE4D34B36DFBD4EE029DDFF5F3FCBA13789DA.

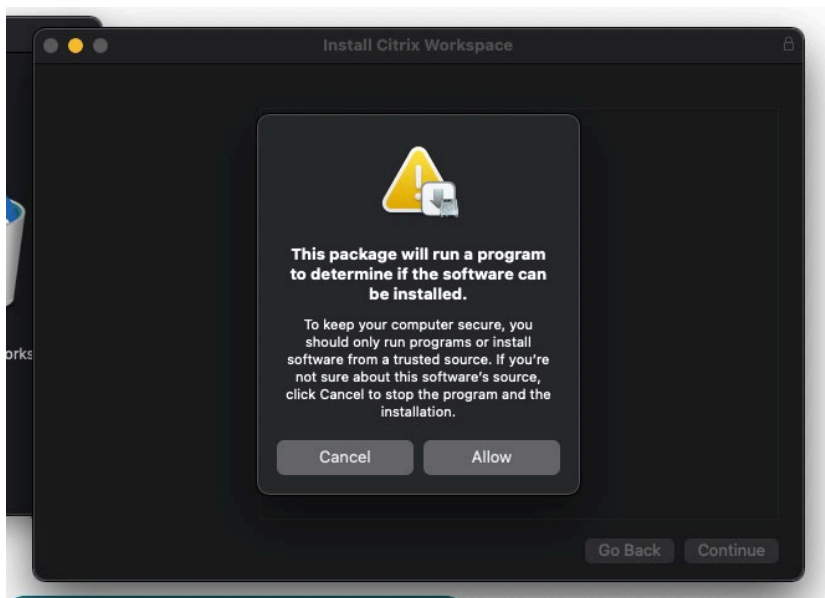
Once the download has completed, locate the downloads section of your dock, click on “CitrixWorkspaceApp.dmg”



Double click on “Install Citrix Workspace”



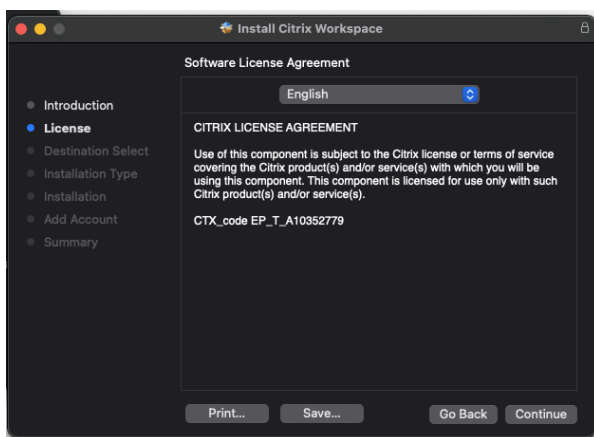
A notification will pop up stating that a program will run to determine if the software can be installed. Click "Allow"



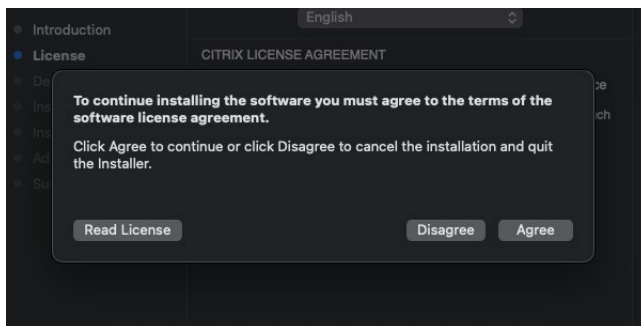
The install Citrix Workspace dialog will appear on the introduction section, click continue.



Click “Continue” on the Software License Agreement section

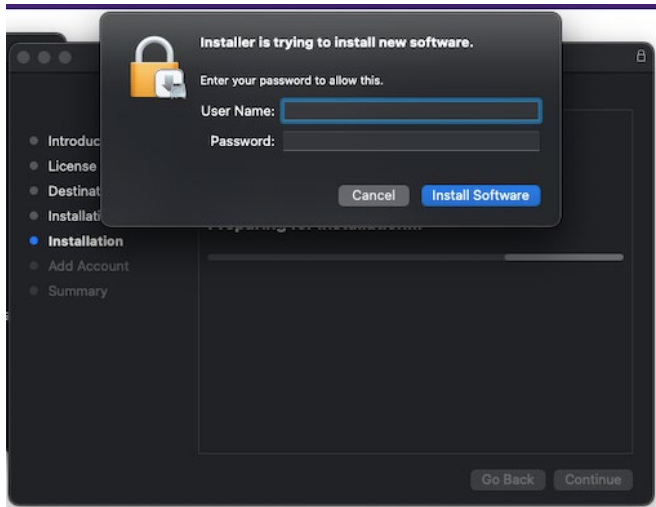


Click “Agree” on the terms of the software license agreement



Leave the default installation location and click “Install”

Enter in Admin mac user credentials, if prompted

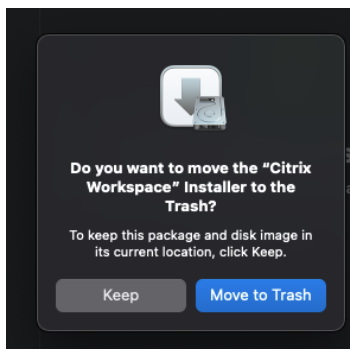


Check the box in “Add Account”

Click “Continue”

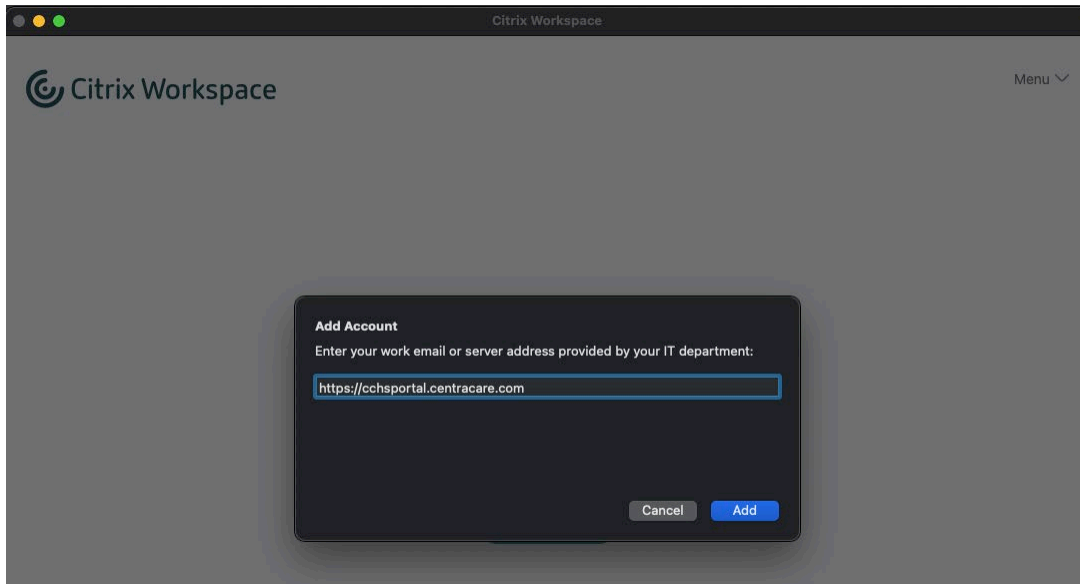
Click “Close”

Click “Move to trash”



Citrix Workspace will open, a popup will ask you to add an account.

In the popup to add an account enter the following URL: <https://cchspportal.centracare.com>



Click "Add"

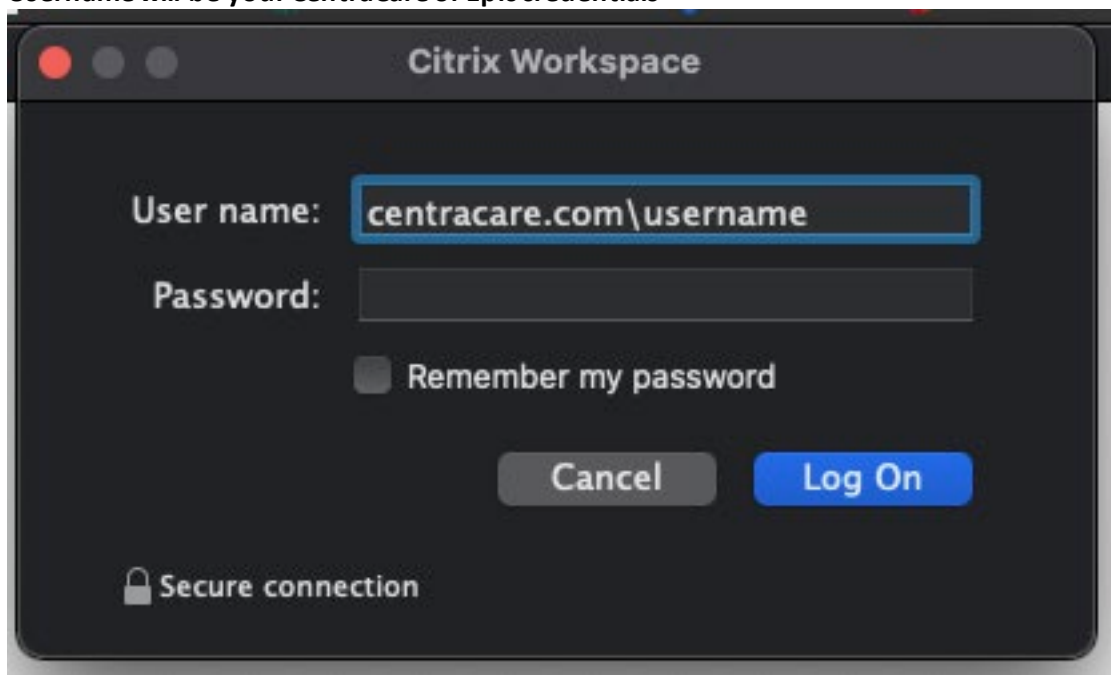
This will bring up the Netscaler login window

Login using your multi-factor authentication method and submit your login

If prompted to select an account, choose "CCH"

Login utilizing the following example: centracare.com\username

a) Username will be your CentraCare or Epic credentials



This should complete the configuration and Citrix Workspace should open with your available connections/applications.

When you open the application in the future, you should only be prompted with the multi-factor Netscaler login. Once you log in and confirm using your multi-factor authentication, it will open with all connections/applications available to your username.

Installing Citrix Workspace for IOS

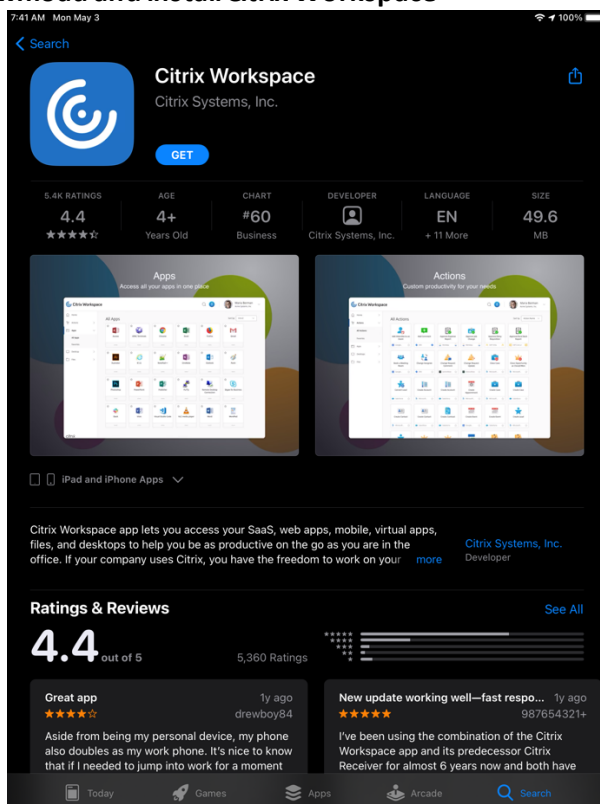
Device requirements:

- Citrix Workspace app version 2102 or later for iOS does not support iOS 10.x.
- Citrix Workspace app version 2009 or later for iOS supports iOS 14 and iPadOS 14.
- Citrix Workspace app version 1909 or later for iOS supports iOS 13 and iPadOS.
- Citrix Workspace app version 1808 or later for iOS supports iOS 12.
- This software update has been validated on the following devices:
 - iPhone 7x models, iPhone 8x models, and only iPhone X model.
 - All iPad models (including iPad Pro) except for iPad 1 and iPad 2 which are not supported.
- External display support
 - iPhone - as supported by iOS.
 - iPad - as supported by iOS (does not use the whole screen).

Open App Store

Search for “Citrix Workspace”

Download and install Citrix Workspace



Open Citrix Workspace



Citrix Workspace

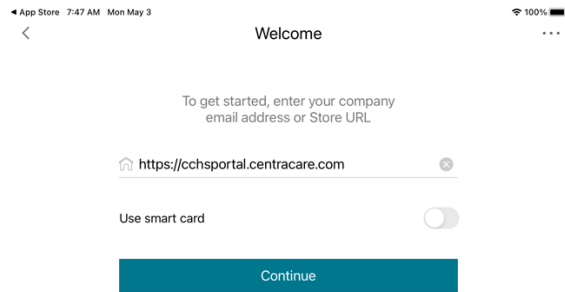


Securely access your favorite apps and services in one place and access them anytime on any device

Get Started

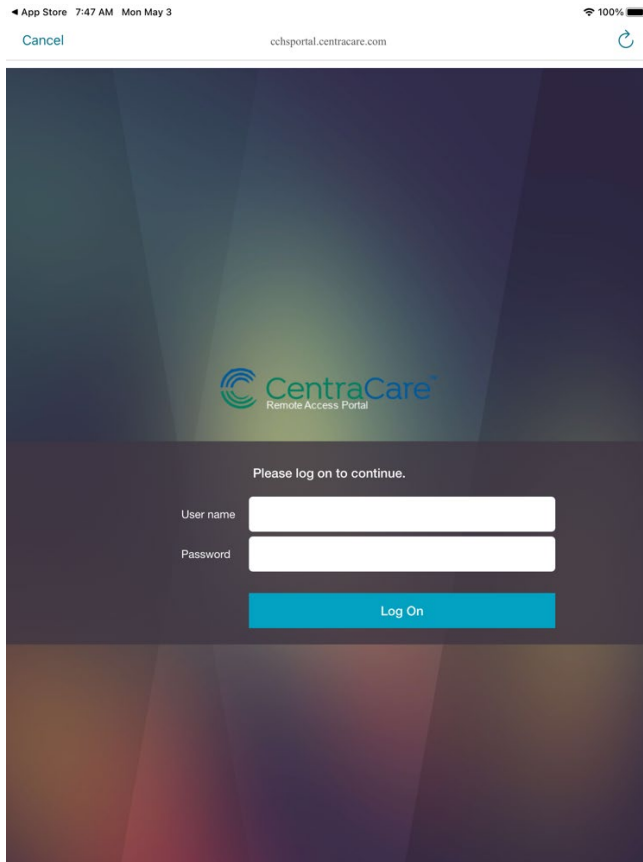
Click "Get Started"

On the Welcome page, enter in the following company URL: <https://cchsportal.centracare.com>

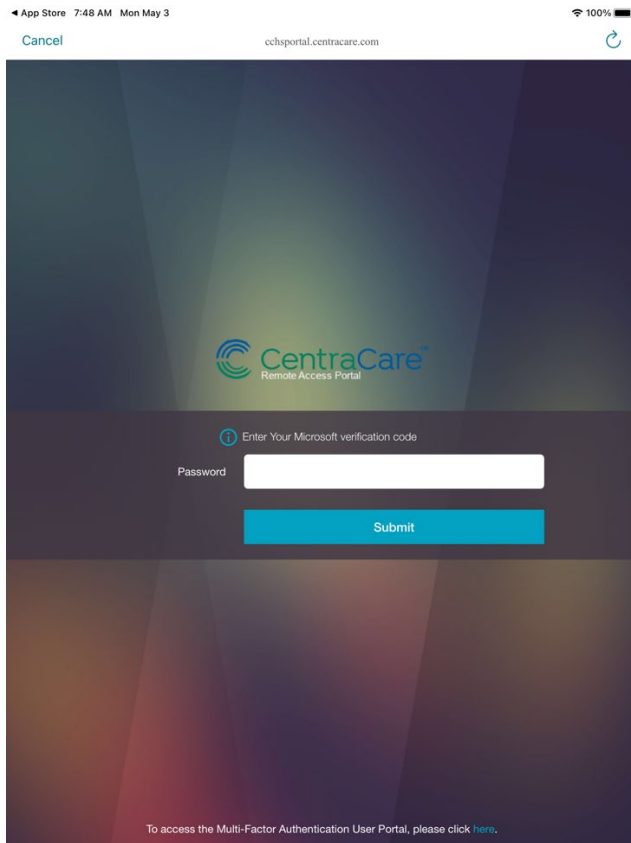


Click “Continue”

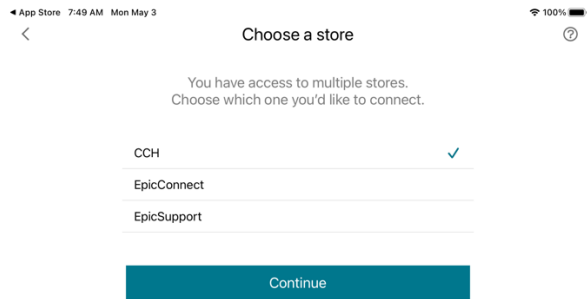
You will be redirected to the CentraCare Remote Access Portal Multi-Factor Authentication page. Log in using your credentials.



Once you enter your credentials, you will be prompted for your Multi-Factor Authentication. Enter in the code, or answer the call and accept to continue.



Once authenticated, you will be brought to a page to select your store, choose CCH and select “Continue”

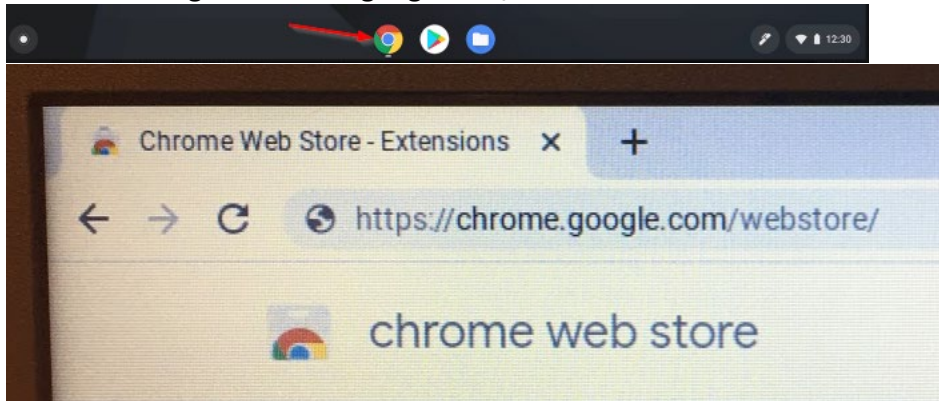


Once a store is selected, you will be brought to your application page and are now able to utilize the Citrix applications assigned to you.

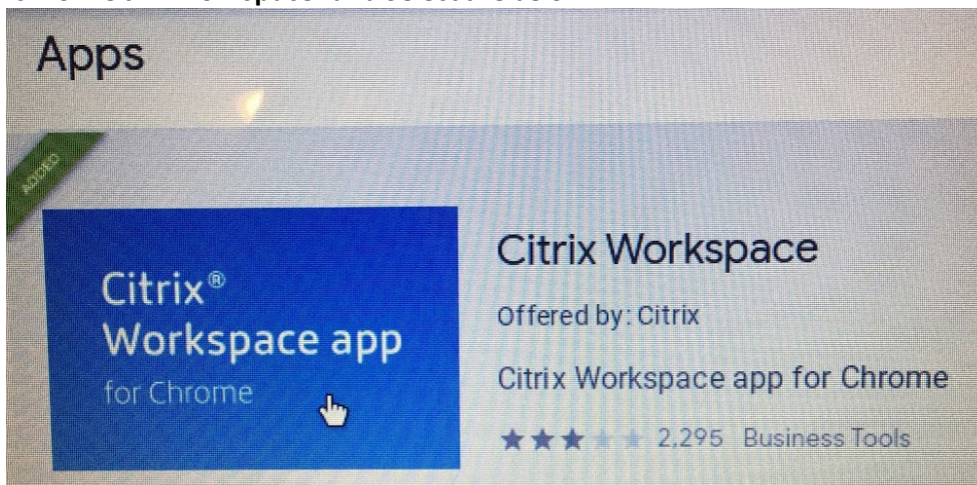
Installing Citrix Workspace for ChromeOS\Chromebook

Connect your home Chromebook to Wi-Fi internet and sign in with personal google account
Accept terms and conditions

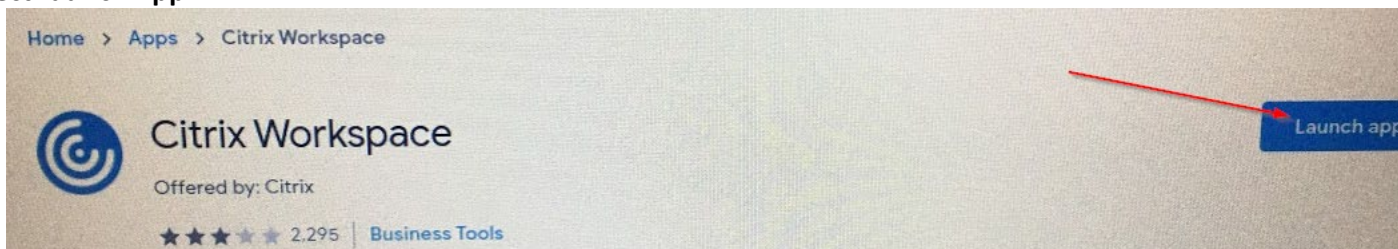
Open Chrome and go to chrome.google.com/webstore



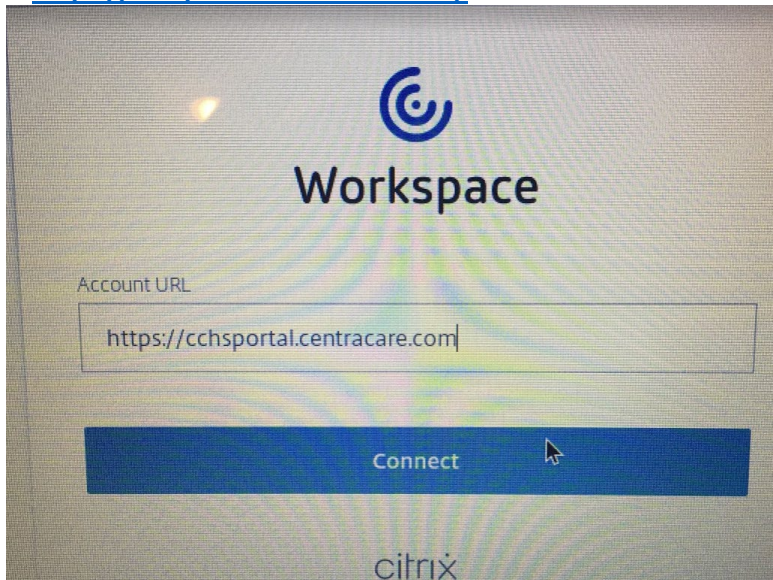
Search for "Citrix Workspace" and Select the below



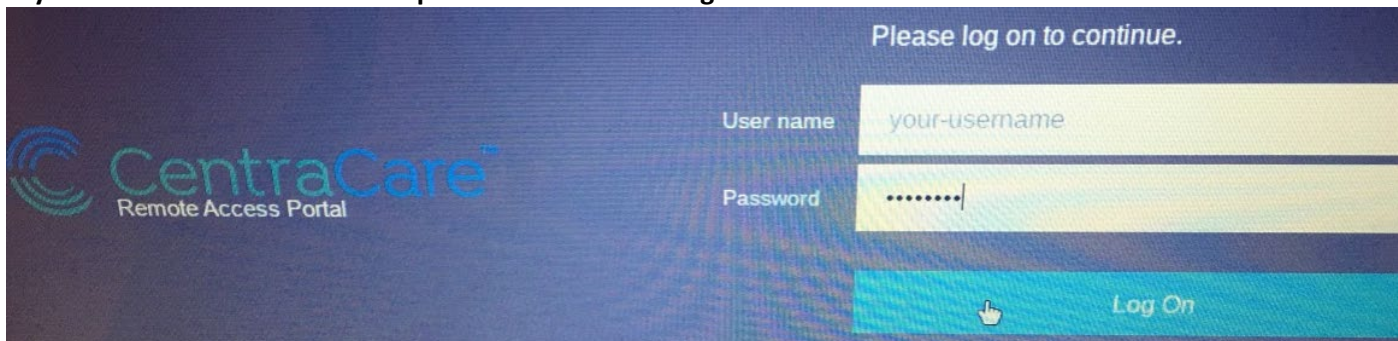
Select Launch App



Input <https://cchportal.centracare.com/> for Account URL and select Connect



Input your Centracare username and password and select Log On



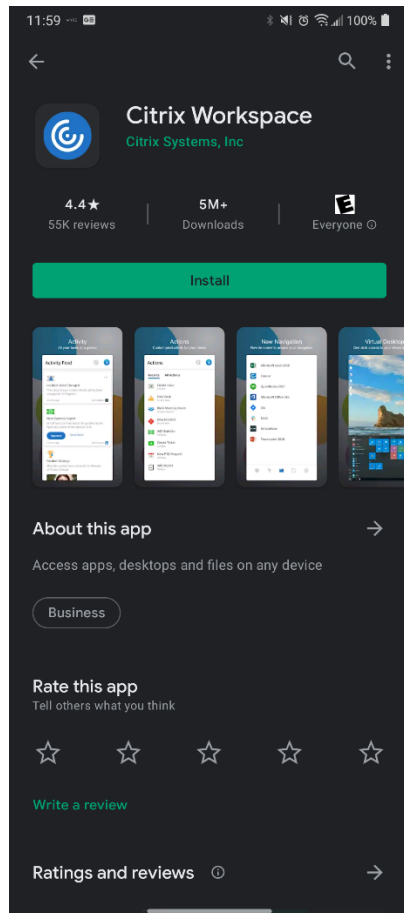
Verify your dual factor authentication and select Submit

Installing Citrix Workspace for Android

Navigate to devices app store (Google Play Store)

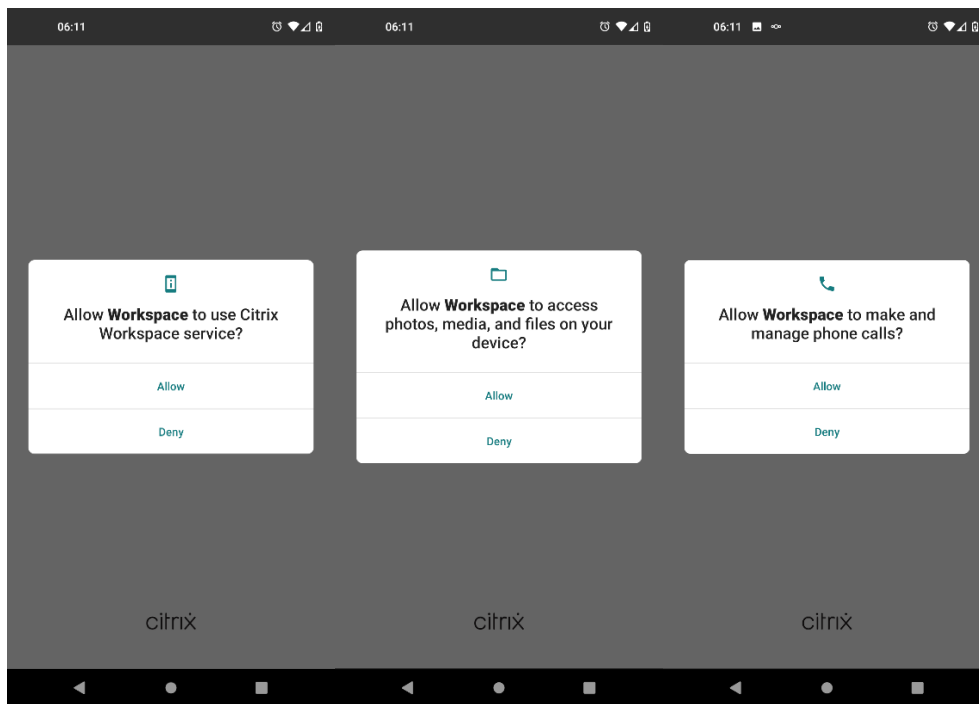
Search for “Citrix Workspace”

Click “Install”

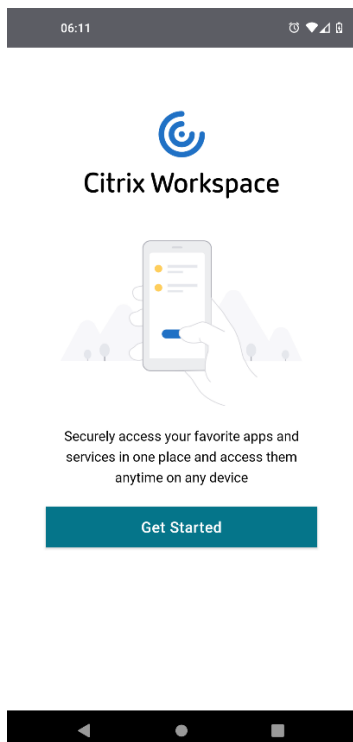


Open the **“Workspace”** app on your device

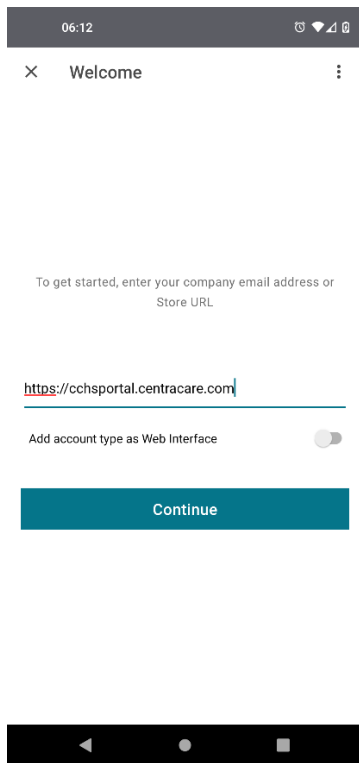
On first launch, Workspace will request some permissions. Click **Allow** on each permission:



Click **“Get Started”**

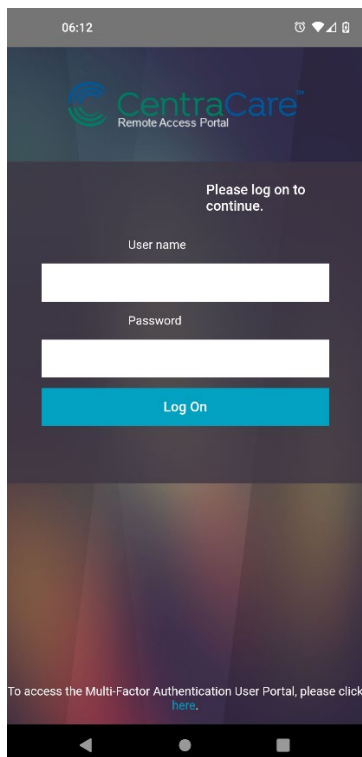


Enter the **store url** (or email address), click **continue**:



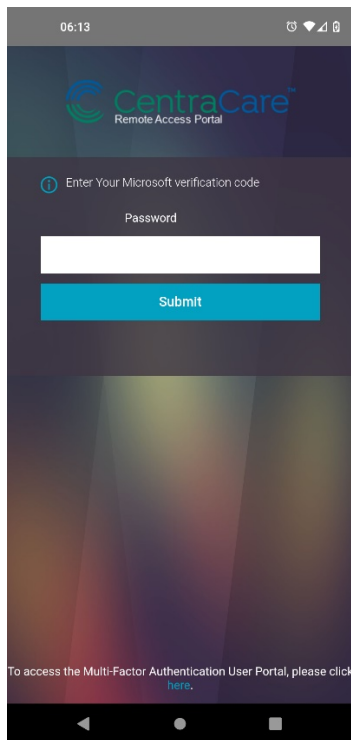
A screenshot of a mobile application interface for the CentraCare Remote Access Portal. At the top, a status bar shows the time 06:12 and various icons. Below it, a header bar contains a close button (X), the word "Welcome", and a menu icon (three dots). The main content area has the text "To get started, enter your company email address or Store URL" followed by a text input field containing the URL "https://cchsportal.centracare.com". Below the input field is a toggle switch labeled "Add account type as Web Interface", which is currently turned off. A large blue "Continue" button is at the bottom of the form. At the very bottom of the screen is an Android navigation bar with back, home, and recent apps buttons.

Enter your username and password:



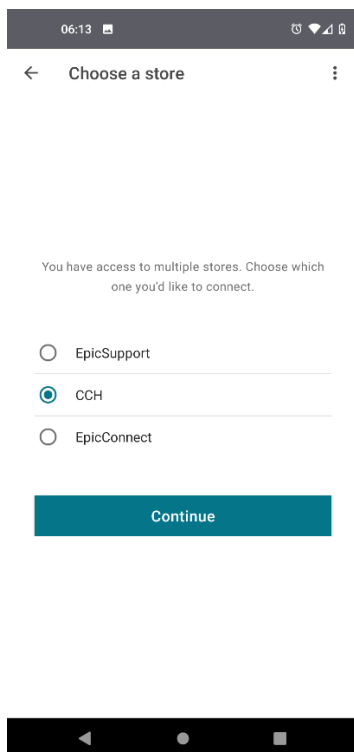
A screenshot of the login screen of the CentraCare Remote Access Portal. The status bar at the top shows 06:12 and system icons. The header features the CentraCare logo and the text "Remote Access Portal". The main section is titled "Please log on to continue." and contains two input fields: "User name" and "Password". Below these fields is a blue "Log On" button. At the bottom of the screen, there is a link that says "To access the Multi-Factor Authentication User Portal, please click [here](#)." and an Android navigation bar.

Enter your Microsoft Verification code (SMS, App Generated, or click accept from Authenticator app):



A screenshot of a mobile application interface for the CentraCare Remote Access Portal. The status bar at the top shows the time 06:13 and various icons. The app header features the CentraCare logo and the text 'Remote Access Portal'. Below the header, there is a section titled 'Enter Your Microsoft verification code' with an information icon. Underneath, there is a 'Password' label and a white text input field. A blue 'Submit' button is positioned below the input field. At the bottom of the screen, a message reads: 'To access the Multi-Factor Authentication User Portal, please click [here](#).' The Android navigation bar is visible at the very bottom.

Select CCH as your store, and click **“Continue”**



A screenshot of the 'Choose a store' screen in the CentraCare app. The status bar at the top shows the time 06:13. The screen has a back arrow and the title 'Choose a store' at the top. Below the title, a message states: 'You have access to multiple stores. Choose which one you'd like to connect.' There are three radio button options: 'EpicSupport', 'CCH' (which is selected), and 'EpicConnect'. A blue 'Continue' button is located at the bottom of the screen. The Android navigation bar is visible at the very bottom.