Instructions to install Citrix Workspace for Oracle Health Access.

IMPORTANT!
You need to have Multi-Factor Authentication (MFA) setup with Duo on your mobile device to access Oracle Health off campus. If you do not have this step completed, please complete the install below, then call the HCH IT Department at 812-734-3700.

1. Download Citrix Workspace –

   Windows Client – **Citrix Workspace LTSR 2402 CU1 is the newest supported version**
      Download Link: https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-LTSR-Latest.html

   MacOS – **Not supported by HCH**
      Download Link: https://www.citrix.com/downloads/workspace-pp/mac/

Supported MacOS Releases

Cerner recommends running the latest Citrix Workspace app that coincides with the supported MAC OS version.

Workspace app Version	Workspace app Release date	Compatible MAC OS Version	Notes
Workspace app 2402	May	• macOS 14.4.1 Sonoma • macOS 13 Ventura • macOS 12 Monterey • macOS 11 Big Sur	Citrix Workspace for Mac 2402.01 is the latest supported version. Workspace app 2402 was tested on mac OS Sonoma 14.3
Workspace app 2304	April 13, 2023	• macOS 10.15 Catalina • macOS 11 Big Sur • macOS 12 Monterey • macOS 13 Ventura (13.3.1)	Citrix Workspace for Mac 2304 is the latest supported version. Workspace app 2304 was tested on macOS 13 Ventura and functioned as expected.
Workspace app 2203.1	April 27, 2022	• macOS 10.15 Catalina • macOS 11 Big Sur • macOS 12 Monterey (up to 12.3.1)	Citrix Workspace for Mac 2203.1 is supported. Workspace app 2203.1 was tested on this release and functioned as expected.

Using a newer or unsupported version of Citrix Workspace could result in negative performance issues or prevent Oracle Health from opening. HCH will not troubleshoot unsupported versions.
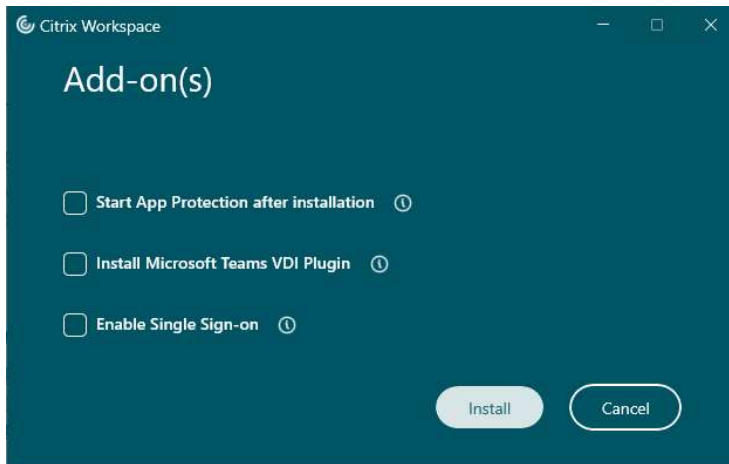
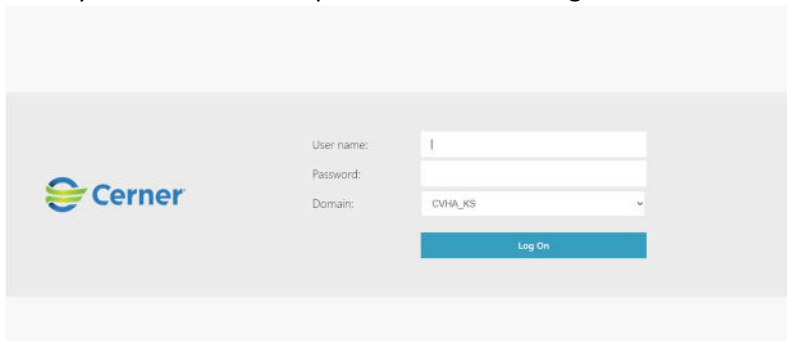2. Open the file downloaded from above
3. Click Continue

4. Select I agree and click Continue

5. Do not select any add-ons, click Install

6. After the install completes, Workspace will open. You can close it and open a browser and go to https://cvhaks-ext.cernerworks.com
Enter your username and password and click login

7. Click Submit to receive a Duo Push Notification to approve (you can leave Passcode field blank)
Approve the notification on your mobile device and you will now have access to Oracle Health.