



# User Guide

NetScaler



This guide has been produced by the ITS Learning Services Team.

All reasonable precautions have been taken in the preparation of this document, including both technical and non-technical proofing.

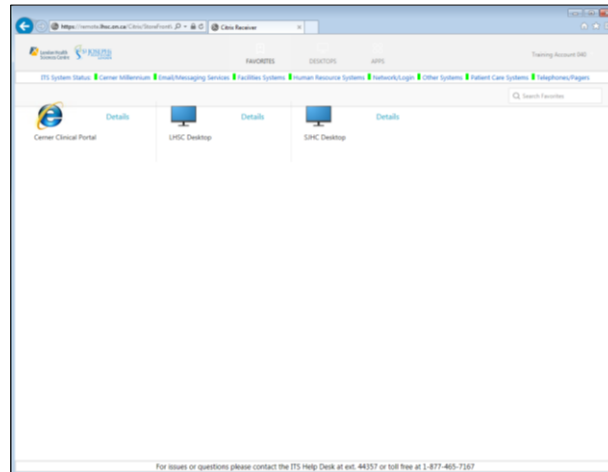
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# Working Remotely using NetScaler



NetScaler allows you to remotely access your personal Hospital Desktop and your Hospital applications using a web browser from outside the hospital.

While using NetScaler, your device is directly connected to the hospital's network and as such you are accountable to all corporate policies and standards.

## Using this NetScaler Guide

To get you up and running with NetScaler, this guide:

- introduces the concept of using a Passcode, an extra layer of security to maximize the privacy of our systems, see [Better Security](#)
- describes the four main ways you can install NetScaler; you decide which method works best for you, see [NetScaler Installation](#)
- explains how to use NetScaler once you have logged on, see [Navigating, Using and Customizing NetScaler](#)

### Note

#### Important update about Citrix Receiver and Workspace app

As of August 2018, Citrix Workspace app has replaced Citrix Receiver.

Citrix Workspace app is a new client from Citrix that works similar to Citrix Receiver and is fully backward-compatible with your organization's Citrix infrastructure. Citrix Workspace app provides the full capabilities of Citrix Receiver, as well as new capabilities based on your organization's Citrix deployment.

We recommend that you download Citrix Workspace app.

Citrix has changed the name of their **Receiver** software to **Workspace**. However, the company has not updated all of the Receiver-named products to Workspace.

When you are installing **Workspace** software, you may still see the name **Receiver** on some screens.

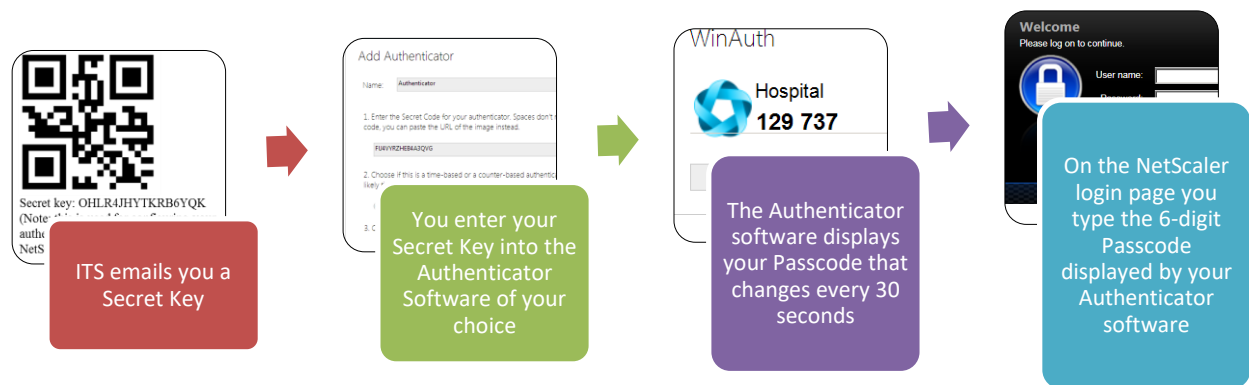
# Better Security

For enhanced security, NetScaler requires two-factor authentication for you to log in. This means that in addition to entering your Corporate Password, you now have to type in a Passcode too.

The process for logging on to NetScaler is:

1. Type your Corporate ID
2. Type your Corporate Password
3. Type the Passcode

You use authenticator software to view the Passcode. The process for setting up and viewing the Passcode is shown below:



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**Note** If the concept of authenticator software, two-factor authentication or using a Passcode is new to you, [click here](#) to read **Passcode Protection – doubling up on security** for more information on how Passcodes work.

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# NetScaler Installation – Four ways to access

Which way will you choose to access NetScaler?

There are four ways you can access NetScaler to work remotely.

Each has its advantages and you select the method that works best for you.

The method you use to access NetScaler is dependent on the decisions you make regarding the two following criteria:

- **The device you use to run NetScaler**

From Windows, Macs, mobile devices and smartphones, you select the NetScaler connection method that works for the device you are using.

As well, you have to consider if you are using a Hospital device or your own device to run NetScaler.

- **Installation of Citrix Workspace(Receiver) software**

Installing Workspace software provides two benefits:

- It allows you to run Cerner applications.
- All applications run in their own window instead of a browser tabbed window.

See below to help you decide which way you will access NetScaler to work remotely.

## 1) I'm using a Hospital PC/Laptop/Thin Client

When you're using Hospital devices, this is the recommended method for connecting to NetScaler.

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<b>Note</b>	You DO NOT install Workspace to use this method. Equivalent software is already installed on Hospital devices.
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Click [1\) Installation - Using NetScaler on Hospital Devices](#) for instructions.

## 2) I'm using a Non-Hospital PC/Laptop and I want to install Workspace software

You would use this method to access NetScaler because installing Workspace on your device allows NetScaler to run Cerner applications individually and you get the convenience of running all applications in their own window instead of running them from within a web browser tabbed window.

Click [2\) Installation - Using NetScaler with Workspace on Non-Hospital Devices](#) for instructions.

### 3) I'm using a NON-Hospital PC/Laptop and I DO NOT want to install Workspace software

You would use this method to access NetScaler because you do not want to install Workspace on your device. When you access NetScaler this way, all applications run in separate tabs within a web browser.

When NetScaler is accessed this way, you are running what is called "NetScaler Light".

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<b>Note</b>	To run Cerner Applications while using NetScaler Light, use either of the following: <ul style="list-style-type: none"><li>- Log on to SJHC Desktop or LHSC Desktop and run the Cerner Application</li><li>- Start Cerner Clinical Portal and run the Cerner Application</li></ul>
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Click [3\) Installation - Using NetScaler on Non-Hospital Devices without installing Workspace – NetScaler Light](#) for instructions.

### 4) I'm using a mobile device

This is the only way to access NetScaler on a mobile device.

Click [4\) Installation - Using NetScaler on Mobile Devices](#) for instructions.

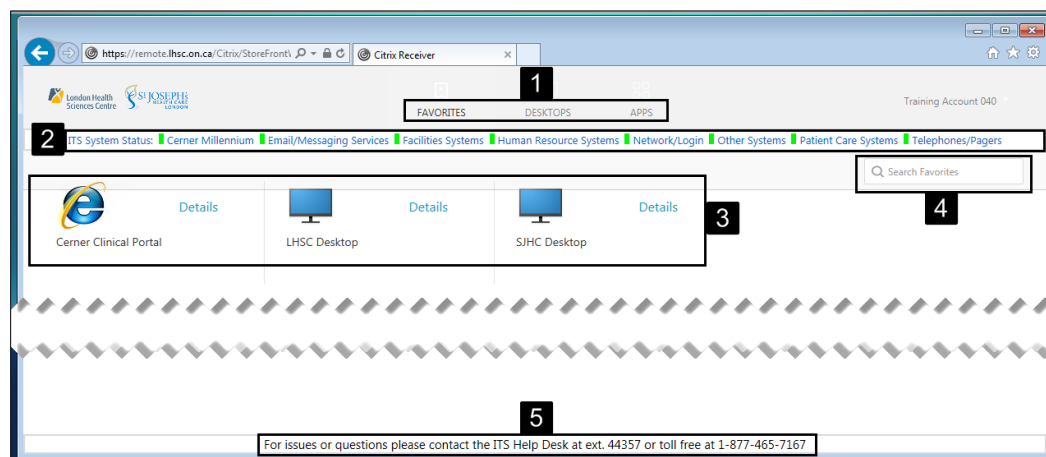
# Navigating, Using and Customizing NetScaler

NetScaler pages share many of the same elements, such as a Search field, Broadcast Message, application shortcuts and Status Bar.

When you first log into NetScaler, the FAVORITES page is displayed.

## FAVORITES page

On this page you see:



### 1 NETSCALER page links:

- FAVORITES
  - The first page you see when you log into NETSCALER. It contains shortcuts for starting programs. You can add and remove the shortcuts you see on this page.
- DESKTOPS – this page contains shortcuts to:
  - Citrix desktops
  - Cerner Clinical Portal
- APPS
  - All of the program shortcuts available to you are found on this page.

### 2 ITS Status Bar – displays system status in real time

- Click ITS System Stats: to go to the ITS Home page.
- Click other System names to go to their respective status pages.

### 3 Shortcuts – Click the shortcut to start the application.

### 4 Search field – find a shortcut on the page.

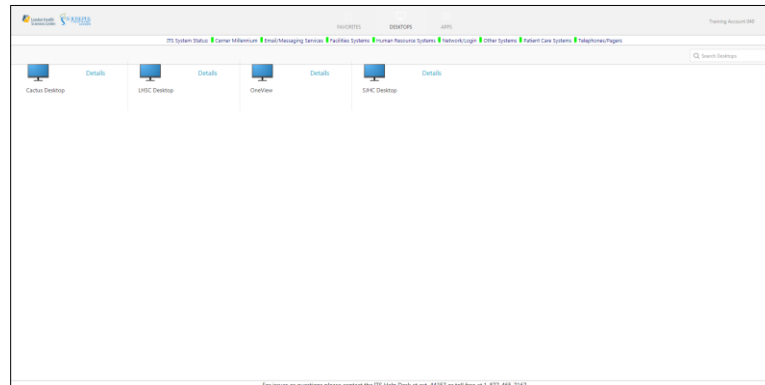
### 5 NETSCALER broadcast message

Help information and urgent broadcast messages are displayed here.



## DESKTOPS page

The DESKTOPS page contains Citrix desktop shortcuts.

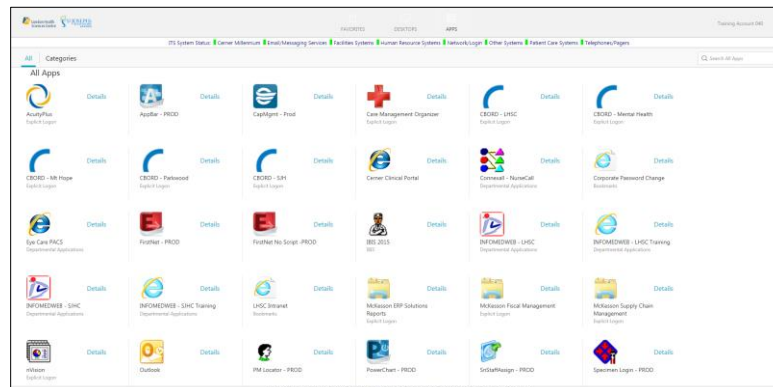


To start a desktop:

1. Click the desktop's shortcut.

## APPS page

The APPS page contains all of the shortcuts for the Citrix-provided applications that you have access to while in the hospital.



To start an application:

1. Click the application's shortcut.

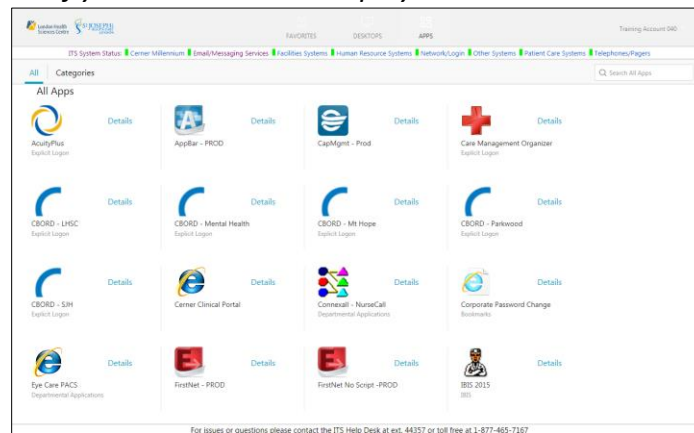
# Customizing your FAVORITES page

Use the FAVORITES page to get fast access to the shortcuts you use the most to start programs. You do this by placing those shortcuts on the FAVORITES page.

To add a shortcut to your FAVORITES page:

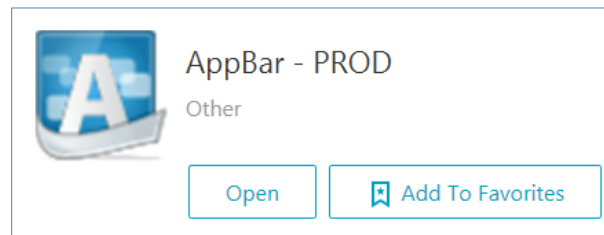
1. Click the APPS link.

*All of your shortcuts are displayed.*



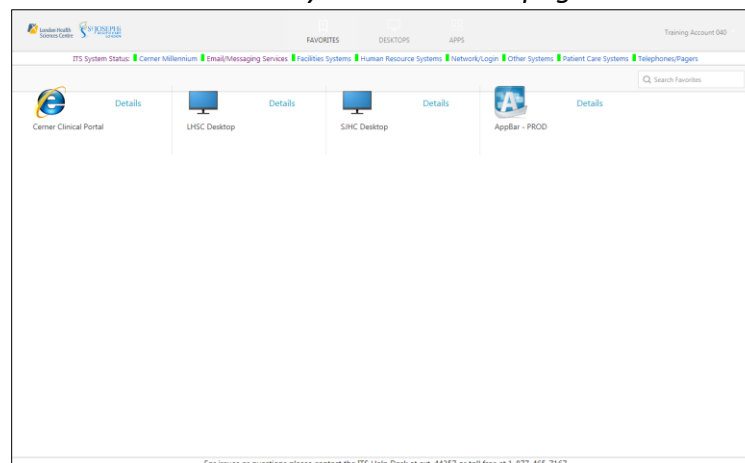
2. Click **Details**, to the right of the shortcut you wish to add to the **FAVORITES** page.

*The shortcut is displayed with two buttons; **Open** and **Add to Favorites**.*



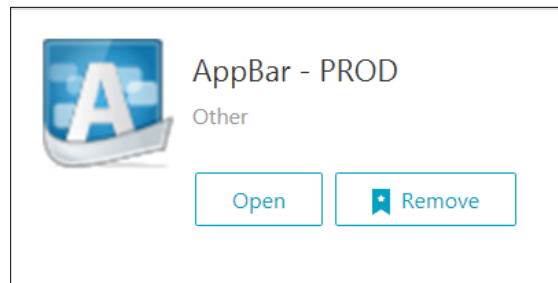
3. Click **Add to Favorites**.

*The shortcut is now on your FAVORITES page.*



To remove a shortcut from your FAVORITES page:

1. Click **Details**, to the right of the shortcut you wish to remove and click **Remove**.

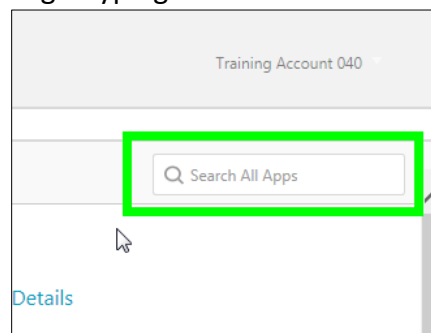


## Search All Apps

Use **Search All Apps** text box (Search) on any page to filter shortcuts to quickly find the shortcut you want.

For example, on the APPS page:

1. Click in the **Search** text box, on the upper right side of any page, and begin typing.



*As you type the name of the shortcut you want, other shortcuts disappear from view leaving the shortcuts that match the letters you type.*

# NetScaler Installation

Below are the four ways to install and use NetScaler.

## 1) Installation - Using NetScaler on Hospital Devices

When you use NetScaler on Hospital computers you DO NOT need to install Workspace because other Citrix software is already installed on hospital devices.

Using Internet Explorer or Google Chrome to access NetScaler

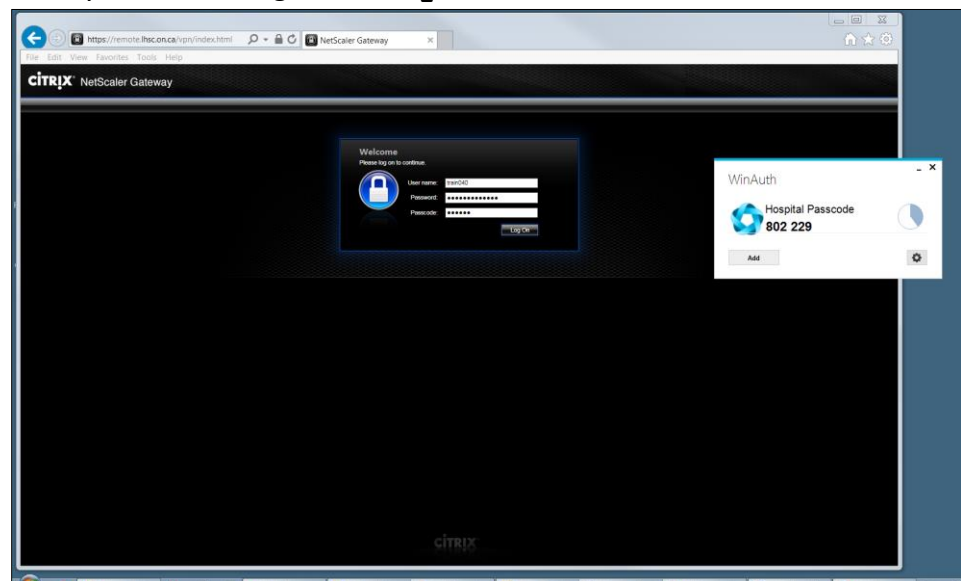
Click here for [Using NetScaler on Internet Explorer](#)

Click here for [Using NetScaler on Google Chrome](#)

Using NetScaler on Internet Explorer

To use NetScaler via Internet Explorer on Hospital Devices :

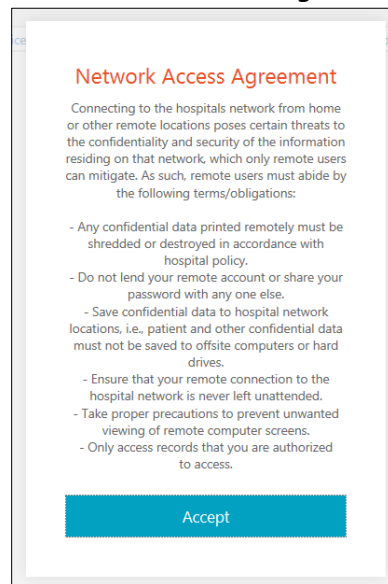
1. From your browser, go to **`https://remote.lhsc.on.ca`**



2. Type your:
  - Corporate ID
  - Password
  - Passcode (as displayed on your Authenticator software)

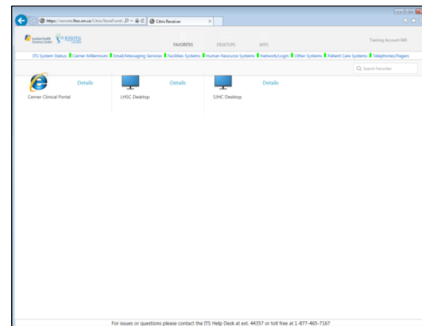
3. Click **Log On**

*The **Network Access Agreement** is displayed.*



4. Click **Accept**.

*The NetScaler **FAVORITES** page is displayed.*

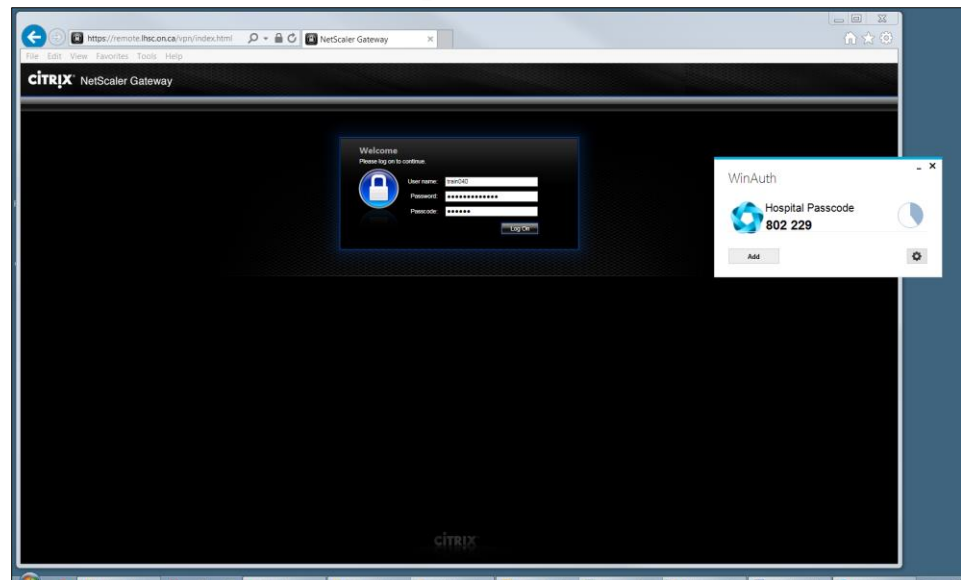


5. Go to and read the section [Navigating, Using and Customizing NetScaler](#)

## Using NetScaler on Google Chrome

To use NetScaler via Google Chrome on Hospital Devices:

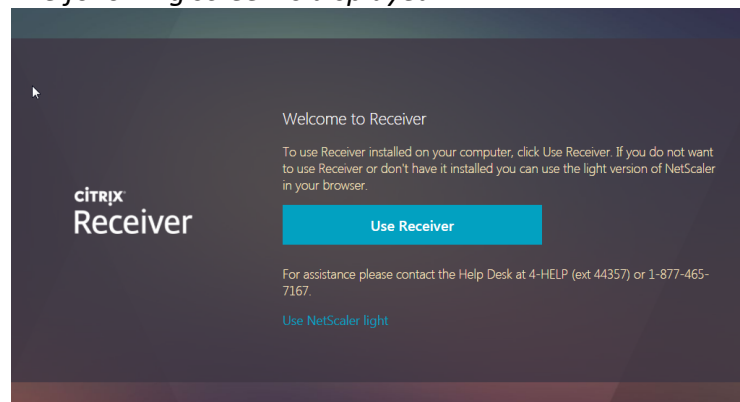
1. From your browser, go to **`https://remote.lhsc.on.ca`**



2. Enter your:
  - Corporate ID
  - Password
  - Passcode (as displayed on your Authenticator software)

3. Click **Log On**

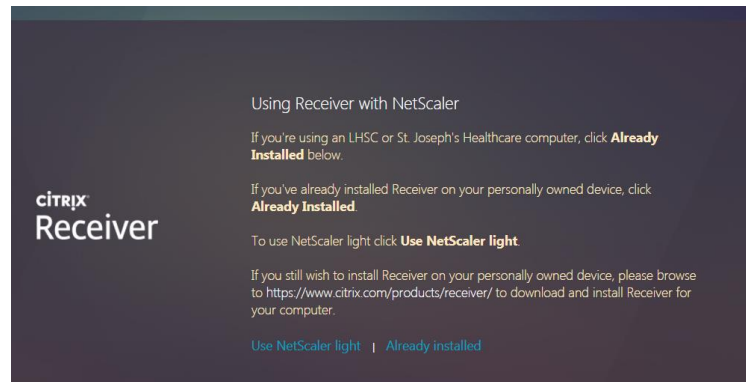
*The following screen is displayed:*



4. Since you are on a hospital device, Click **Use NetScaler light** at the bottom of the screen.

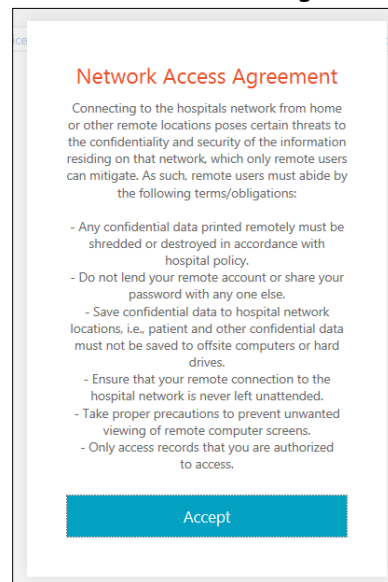
OR

*If you accidentally clicked **Use Receiver**, the following screen is displayed:*



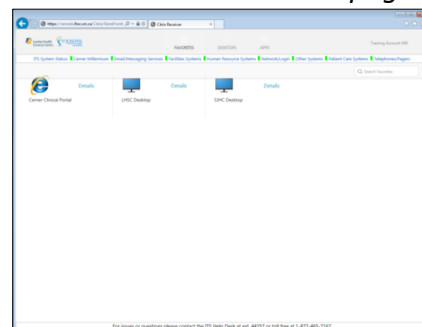
Since you are using a hospital device, click **Use NetScaler light** or **Already Installed**.

*The **Network Access Agreement** is displayed.*



5. Click **Accept**.

*The NetScaler **FAVORITES** page is displayed.*



6. Go to and read the section [Navigating, Using and Customizing NetScaler](#)

## Warning

If you accidentally installed Workspace on your hospital device, you will delete your existing Citrix shortcuts to other applications.

Please call the Help Desk, 4HELP (44357) if you accidentally install Workspace on your Hospital device and delete your Citrix shortcuts.

## 2) Installation - Using NetScaler with Workspace on Non-Hospital Devices

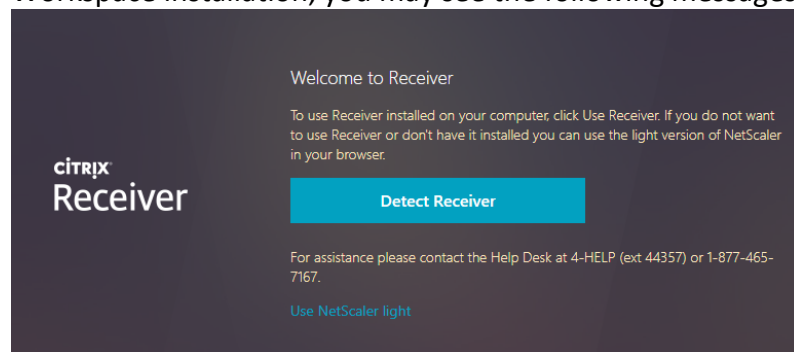
The benefit of installing Workspace on non-Hospital devices is that the applications you launch run in their own window instead of a browser tab.

To use NetScaler, you have to *first install Workspace*. This is a one-time installation.

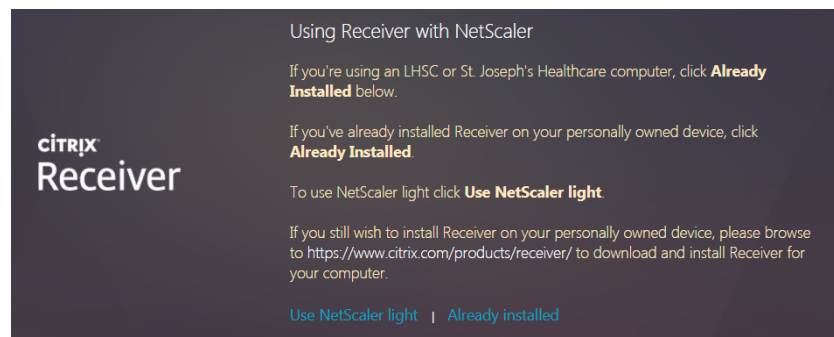
Thereafter, every time you work remotely, you launch Workspace as a windows application.

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**Google Chrome Users** When you go to the NetScaler log on page to log on, after Workspace installation, you may see the following messages.



If you see this message, click **Detect Receiver**.



If you see this message click **Already installed**.



# Install Workspace

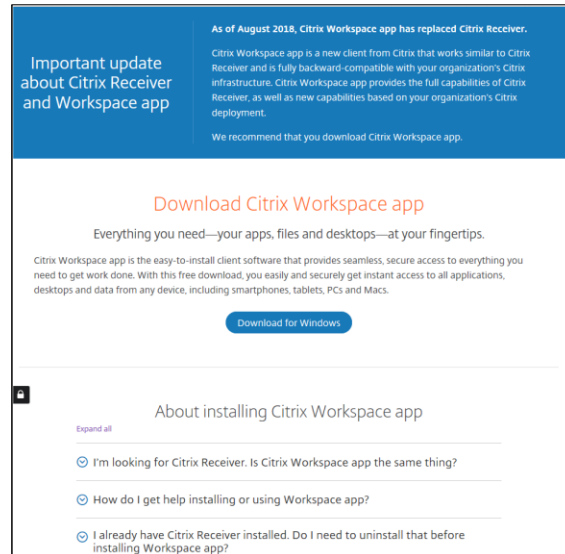
To install Workspace:

1. Go to the Citrix Receiver webpage:

<https://www.citrix.com/products/receiver/>

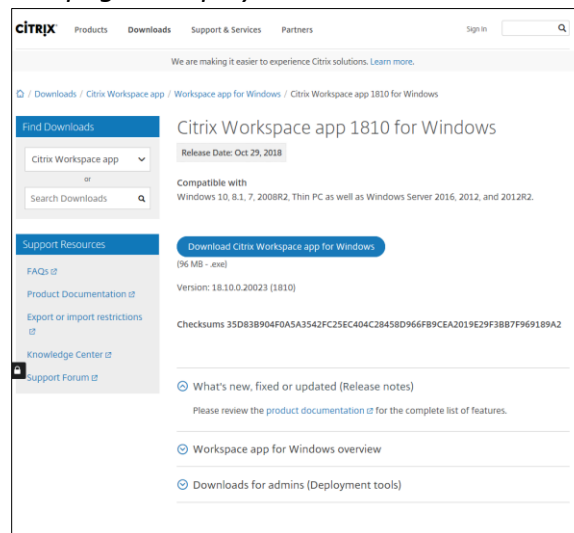
*The Citrix webpage identifies your device and displays the appropriate download page.*

*In the screenshot below, the Windows example download page is shown.*



2. Click **Download for Windows**.

*This page is displayed.*



3. Click blue button **Download Citrix Workspace app for Windows**.

*The following pop-up is displayed.*

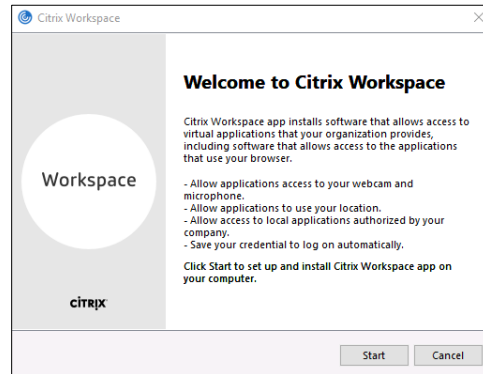


4. Click **Run**.

*A User Account Control dialog box is displayed.*

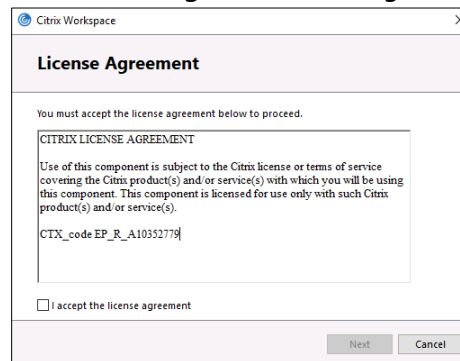
5. Click **Yes**.

*The Citrix Workspace install wizard begins.*



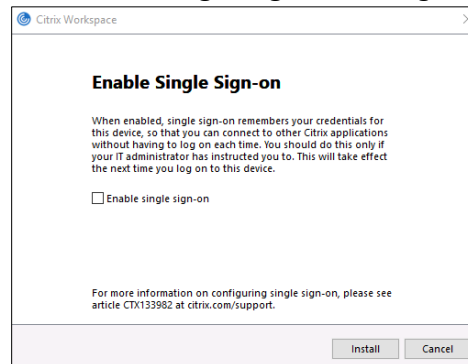
6. Click **Start**

*The **License Agreement** dialog box is displayed.*



7. Select **I accept the license agreement** and click **NEXT**.

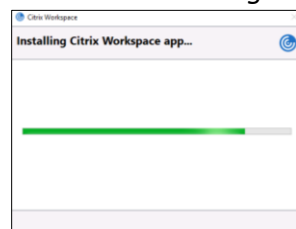
*The **Enable Single Sign-on** dialog box is displayed.*



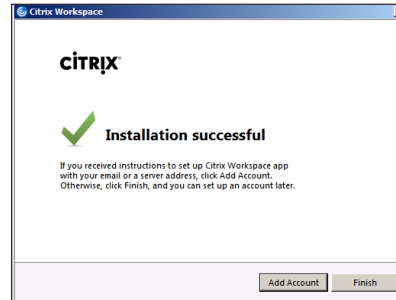
8. **DO NOT** click Enable single sign-on

9. Click **Install**

*The installation begins.*

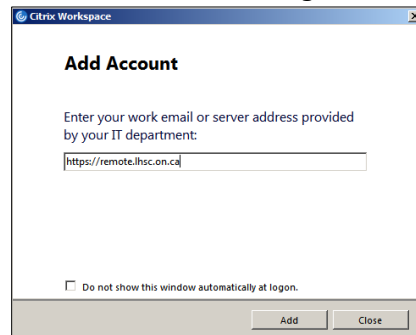


Once installed the following dialog box is displayed.



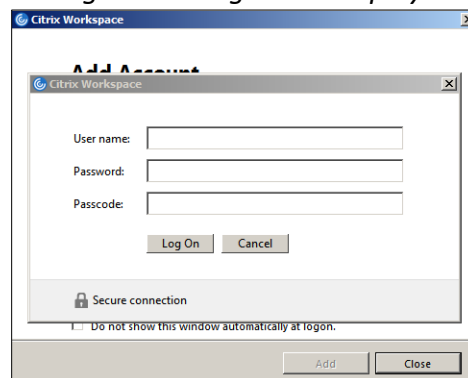
10. Click **Add Account**

The **Add Account** dialog box is displayed.



11. Type **https://remote.lhsc.on.ca**, and click **Add**.

The sign-on dialog box is displayed.



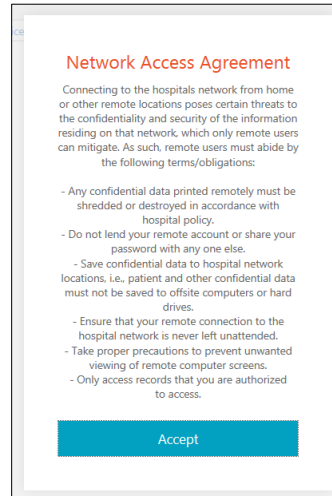
12. Type your:

- Corporate ID
- Password
- Passcode (as displayed on your Authenticator software)
- Click **Log On**

If the following screen is displayed. Click **Got It**.

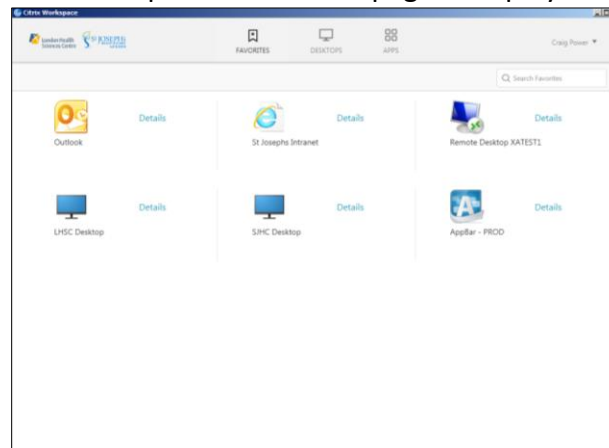


*The **Network Access Agreement** is displayed.*



13. Click **Accept**.

The Workspace **FAVORITES** page is displayed.



14. Go to and read the section [Navigating, Using and Customizing NetScaler](#)

## Launching Workspace as an application

Once installed on your device, you can quickly access Workspace without having to browse to the sign-in page.

1. From the **Start Menu** click **Citrix Workspace**.

*The **Citrix Workspace log-on** dialog box is displayed.*



2. Type your **User name**, **Password** and **Passcode** and click **Log On**.

### 3) Installation - Using NetScaler on Non-Hospital Devices without installing Workspace – NetScaler Light

#### NetScaler Light

When you run NetScaler without installing Workspace, you are running NetScaler in light mode – usually called using **NetScaler Light**.

Applications you launch from NetScaler Light run in tabs on your web browser.

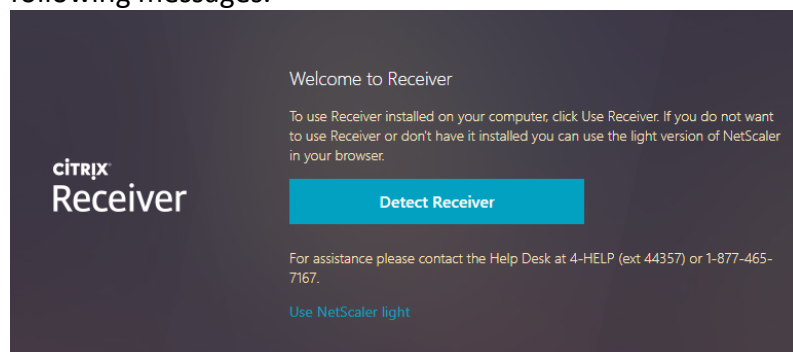
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<b>Note</b>	To run Cerner Applications while using NetScaler Light: - Log on to SJHC Desktop or LHSC Desktop and run the Cerner Application OR - Start Cerner Clinical Portal and run the Cerner Application
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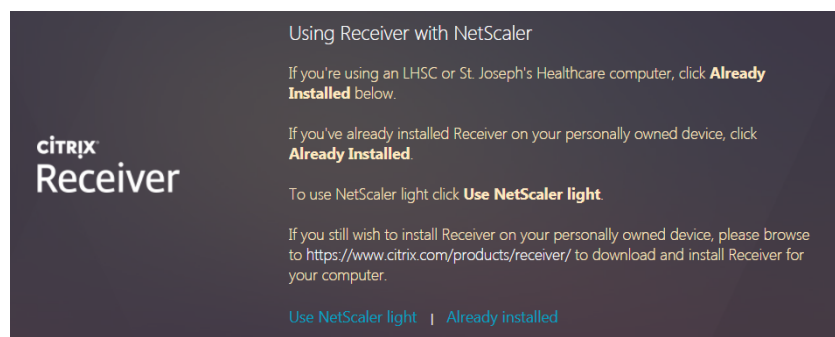
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**Google Chrome Users** After signing in to <https://remote.lhsc.on.ca> you may see the following messages.



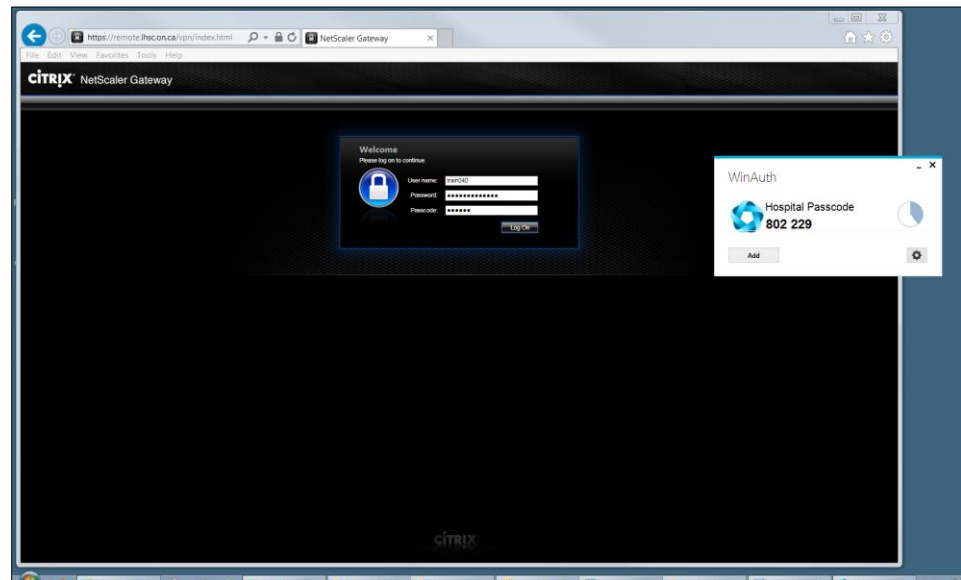
If you see this message, click **Use NetScaler light**.



If you see this message, click **Use NetScaler light**.

## To use NetScaler Light:

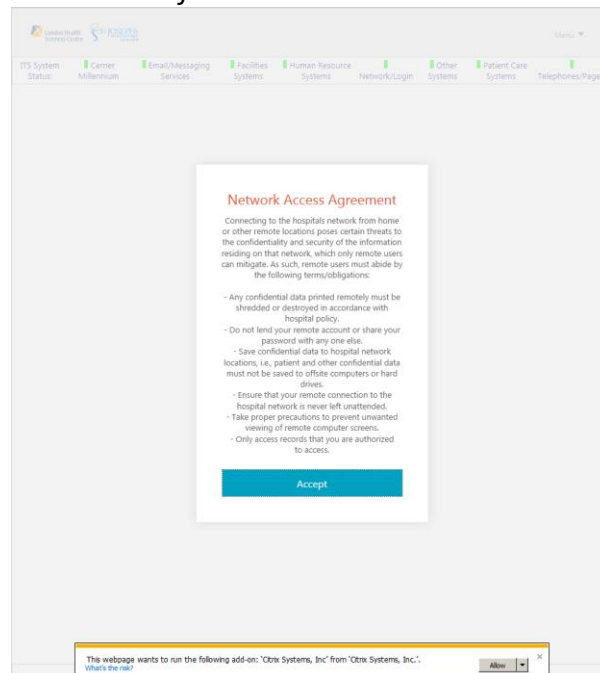
1. From your browser, go to **`https://remote.lhsc.on.ca`**



2. Enter your:
  - Corporate ID
  - Password
  - Passcode (as displayed on your Authenticator software)

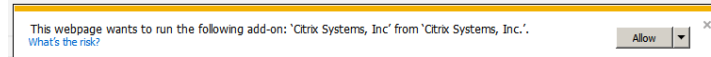
3. Click **Log On**

*The **Network Access Agreement** is displayed as well as a notification at the bottom of the browser window.*

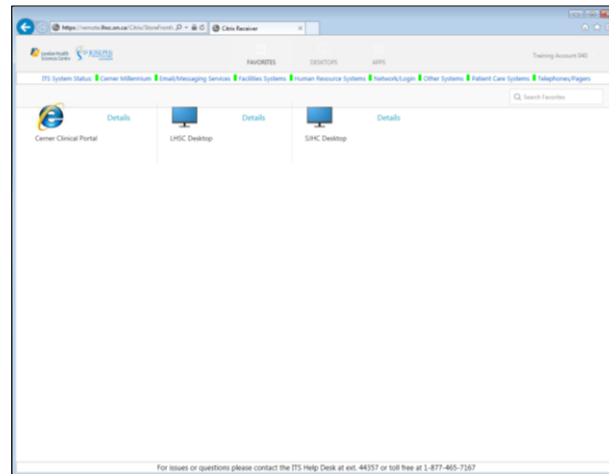


4. Close the notification at the bottom of the page by clicking the **X** in the upper right corner of the notification.  
*By closing this notification you prevent Citrix Workspace from being*

*installed on your device.*



5. On the **Network Access Agreement** click **Accept**.  
*The NetScaler **FAVORITES** page is displayed.*



6. Go to and read the section [Navigating, Using and Customizing NetScaler](#)

## 4) Installation - Using NetScaler on Mobile Devices

### Note

When using mobile devices, you do not go to the NetScaler web page to launch your applications.  
All of your applications are launched using the Workspace software you install on your mobile device.

Depending on your mobile device, the instructions for installing Authenticator software may refer to the Passcode as a Token, Security Token or other term.

Regardless of your mobile device, getting up and running with NetScaler requires that you:

- Install Workspace  
*You only do this once*
- Configure Workspace  
*You only do this once*
- Log on to Workspace using your:
  - Corporate ID
  - Corporate Password
  - Passcode
- Launch your applications from within Workspace

## Install Workspace

If you do not have Citrix Workspace installed:

1. Go to your appropriate app store for your device:
  - iOS you go to the App Store
  - Android you go to Google Play
2. Follow the instructions to install Citrix Workspace on your mobile device.

## Configuring and using NetScaler on your Mobile Device

- Go here for iOS Devices [Configuring, Logging On and using Workspace on Your iOS Device](#)
- Go here for Android Devices [Configuring, Logging On and using Workspace on Your Android Device](#)

### Configuring, Logging On and using Workspace on Your iOS Device

When you first configure Workspace you have to input the following information:

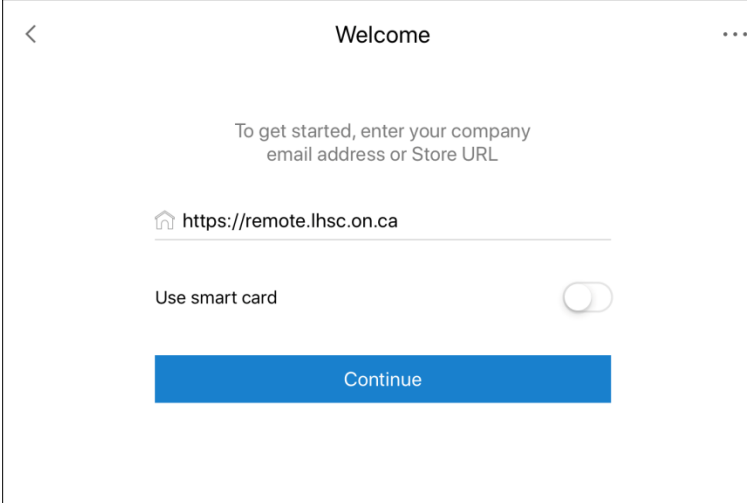
- Corporate ID
- Corporate Password
- Address (NetScaler address)

### Configure Workspace

To configure Workspace on your iOS device:

1. Open Workspace.
2. Tap **Add Account**.

*The **New Account** window is displayed.*

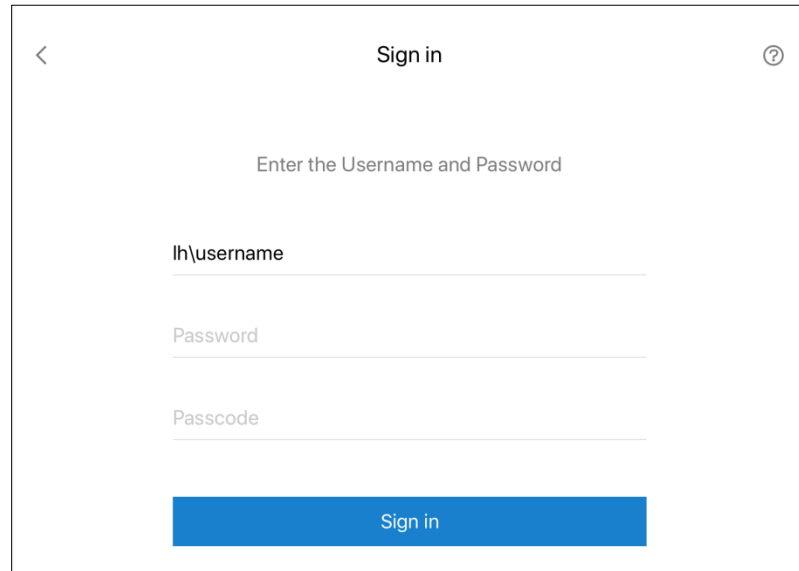


3. For the **Address**, enter: **https://remote.lhsc.on.ca**
4. Leave **Use Smartcard** turned OFF.



5. Tap **Next**.

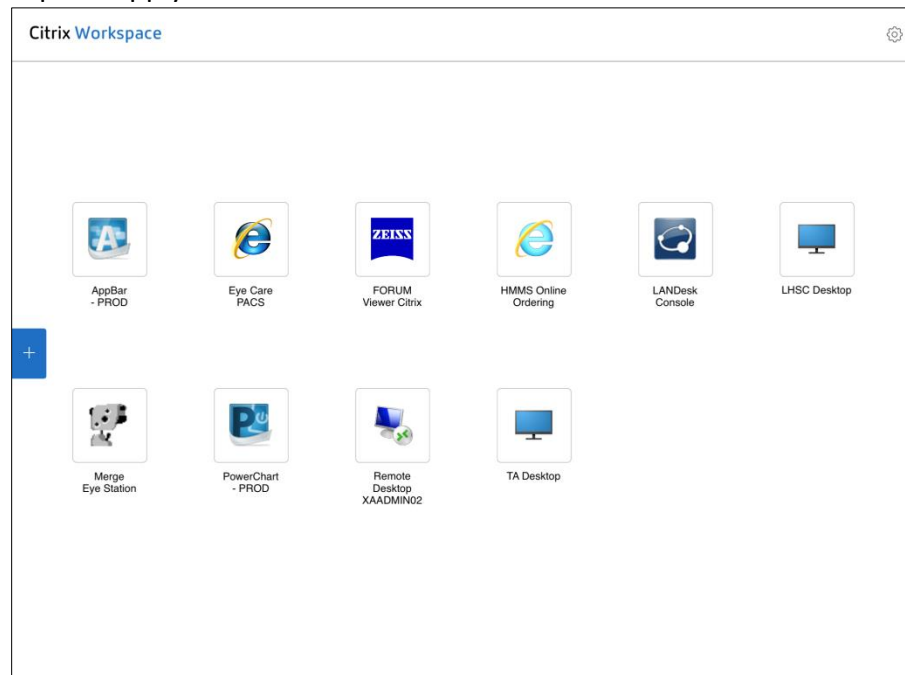
*The **Log On to Citrix Workspace** window is displayed.*

A screenshot of the Citrix Workspace 'Sign in' window. The window has a title bar with a back arrow on the left and a help icon on the right. Below the title bar, the text 'Enter the Username and Password' is centered. There are three input fields: the first is labeled 'lh\username' and contains the text 'lh\username'; the second is labeled 'Password' and is empty; the third is labeled 'Passcode' and is empty. Below the input fields is a blue button labeled 'Sign in'.

6. Enter your:
  - Corporate ID in the **User Name** field
  - Corporate Password
  - Passcode (from your authenticator software) in the **Token** field.
7. Tap **Log On** to start Workspace.  
*Workspace starts.*

When you want to start an application from Workspace in the future:

1. Tap the Workspace favourite on your Home Screen.
2. Tap the app you wish to start.

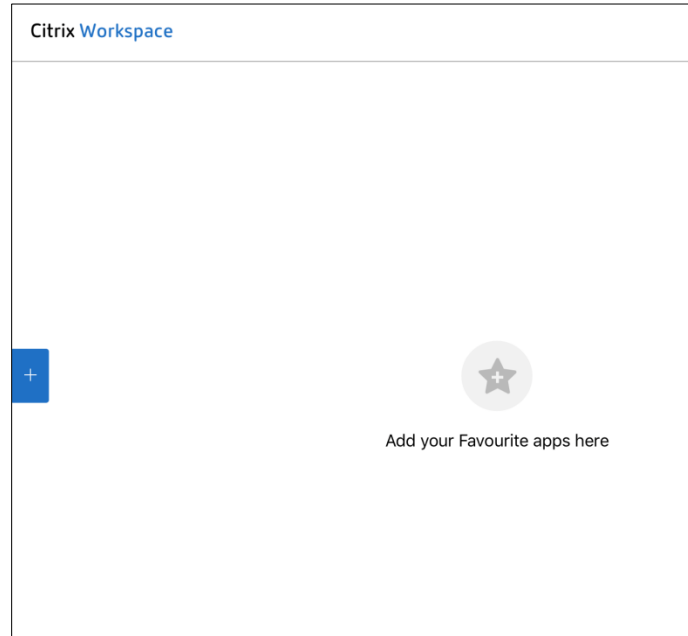


## Using Workspace and adding Favourites

To use Workspace:

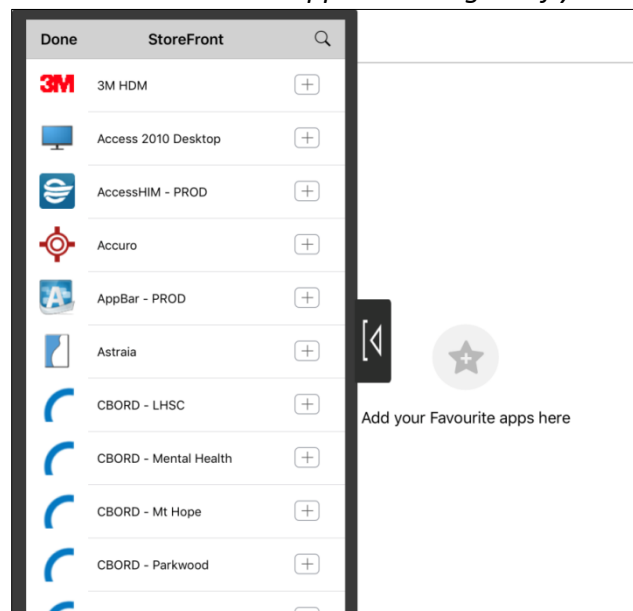
1. Click the Workspace App.
2. Enter your:
  - Corporate ID in the **User Name** field
  - Corporate Password
  - Passcode (from your authenticator software) in the **Token** field.
3. Tap **Log On** to start Workspace.

*Workspace starts*



4. To add your favourite applications to the Workspace window, tap the **+** plus sign.

*The **StoreFront** menu appears listing all of your remote applications.*



5. Tap the plus sign **+** to the right of the application that you want to add as a FAVORITE APP to the Workspace window.  
*You will now be able to launch that app directly from the Workspace window.*

## Configuring, Logging On and using Workspace on Your Android Device

When you first configure Workspace you have to input the following information:

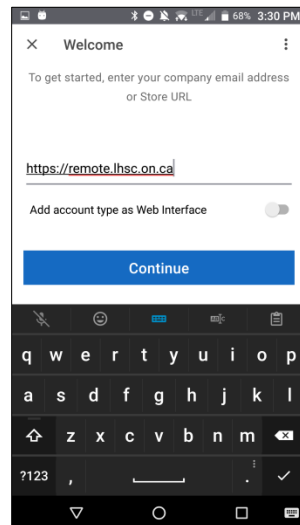
- Corporate ID
- Corporate Password
- Address (NetScaler address) **<https://remote.lhsc.on.ca>**

### Configure Workspace

To configure Workspace on your Android device:

1. Open Workspace.

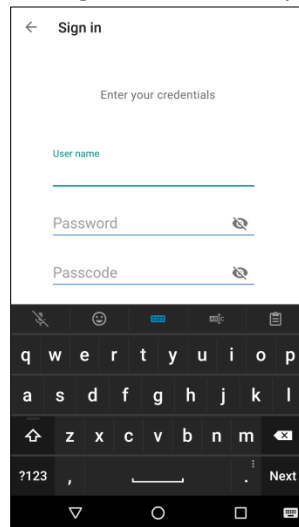
*The **Add Account** window is displayed.*



2. For the **Address**, enter: **<https://remote.lhsc.on.ca>**

3. Tap **Continue**

*The **Sign in** screen is displayed.*

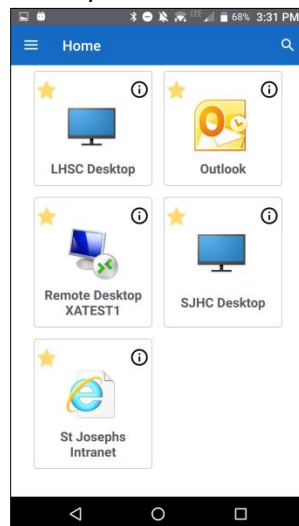


4. Enter:

- Corporate ID in the **User name** field
- Corporate Password
- Passcode (from your authenticator software)

5. Tap **Next** to start Workspace.

*Workspace starts.*



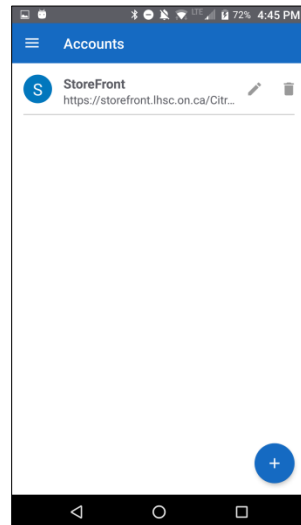
*The app shortcuts are displayed on the Workspace **Home** screen.*

6. Tap the app shortcut to open that app.

## Using Workspace and adding Favourites

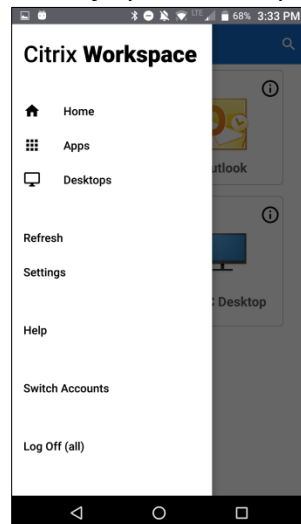
To use Workspace:

1. On your Android's screen, tap the Workspace shortcut.  
*The **Accounts** screen is displayed.*

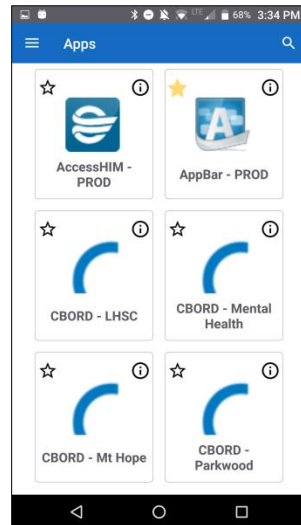


2. Tap **StoreFront** with the **lhsc.on.ca** address.
3. On the next screen, enter your:
  - Corporate ID in the **User name** field
  - Corporate Password
  - Passcode (from your authenticator software)
4. Tap **Next** to start Workspace.  
*Workspace starts*

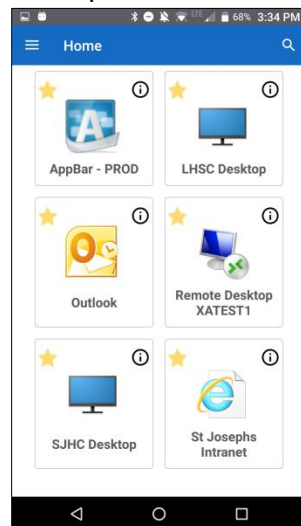
5. Tap the **options** menu ≡ at the top left.  
*A list of options is displayed.*



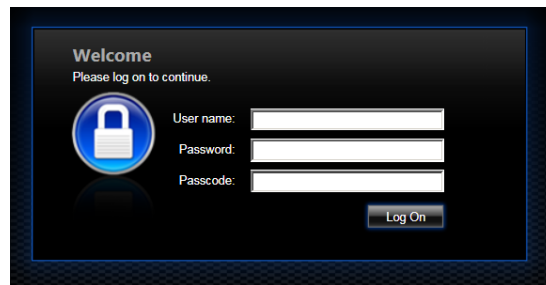
6. Tap **Apps** to view your apps.  
*The **Apps** screen is displayed.*



7. To Open an app, tap it.
8. To add an app to your Home screen, tap the star in the upper left corner of the app's shortcut.  
*The app, **AppBar-PROD** in this example, has now been added to the Workspace Home screen.*



# Passcode Protection – doubling up on security



A Passcode is a 6-digit number that you have to enter to log in to NetScaler. After entering your user name and Corporate Password, you enter a Passcode. Unlike your Corporate Password, that remains the same until you change it; the Passcode *automatically changes every 30 seconds*. When you type your Passcode it is verified, in real time, by Information Technology Services' security software. Next you'll learn about creating a Passcode and how you can view it to type it in when logging on to NetScaler.

## Using Your Secret Key to Create a Passcode

Because your Passcode changes every 30 seconds, you need a secure way to view it so you can then type it in on the log on screen.

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<b>Note:</b>	There is no reason to be alarmed if you cannot enter the Passcode in 30 seconds. The system allows you some leeway with respect to typing in an old code when it has expired. If the Passcode updates to a new one while you're still typing the old Passcode, you may still be able to log in. If not, you can wait for the next code to be displayed, knowing you have a full 30 seconds to type it.
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To view your ever-changing Passcode, you have to use Authenticator software. For your convenience, this software can be installed:

- on your PC or Mac as a stand-alone application
- as a plug-in to your browser
- as a separate app on your mobile device

It doesn't matter which Authenticator software you use. You can install all of them if you like, because they'll always display your unique Passcode at the same time.

The Authenticator software you choose is created by a third-party software provider and must be downloaded from the third-party's web site or appropriate app store.

For a list of tested Authenticator software, see [Authenticator software; you decide!](#) below.

## Using your Secret Key to Create your Passcode

When you sign up for NetScaler access you are emailed a Secret Key from Information Technology Services (ITS). The Secret Key is used by your Authenticator software to display your Passcode.

This Secret Key is in two forms in the email:

- 16-digit code, e.g. FU4VYZHEB4A3QVG



- QR code to be used for mobile Authenticator software, e.g.

When you configure the Authenticator software, you have to enter the Secret Key. From then on, the Authenticator software displays your ever-changing Passcode.

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**Note:** You do not use the Secret Key to log on to NetScaler. It is only used for configuring the Authenticator software.

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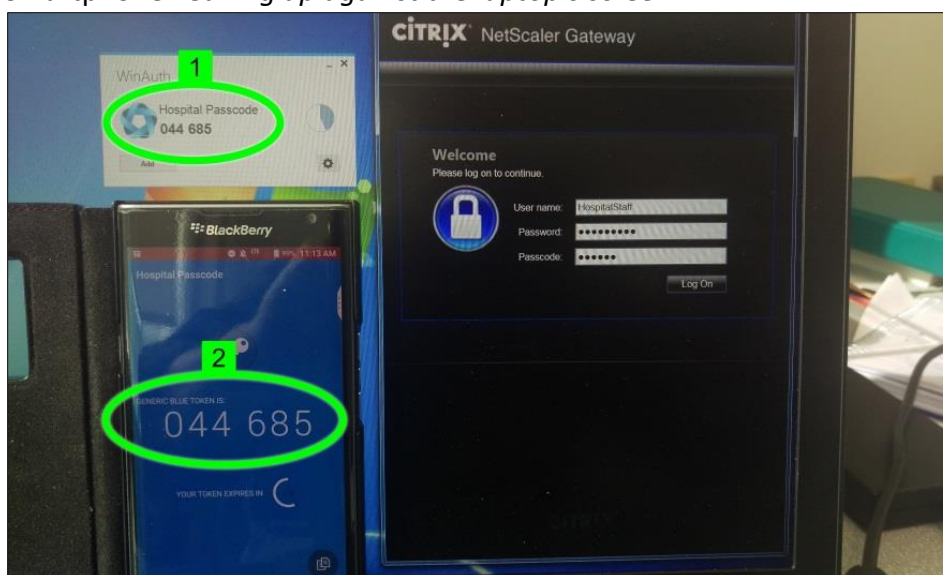
When you go to the NetScaler log in page, make sure you have are viewing your Passcode on the Authenticator software. The Authenticator software may be running on your PC, mobile device or as a browser plugin.

You can use authenticator software on multiple devices at the same time, like a laptop and a phone.

Each authenticator you set up using your Secret Key generates the same passcode at the same time.

See the image below where authenticator software shows the same passcode:

1. Windows authenticator: *running on the desktop next to the NetScaler log on page*
2. Smartphone: *leaning up against the laptop's screen*

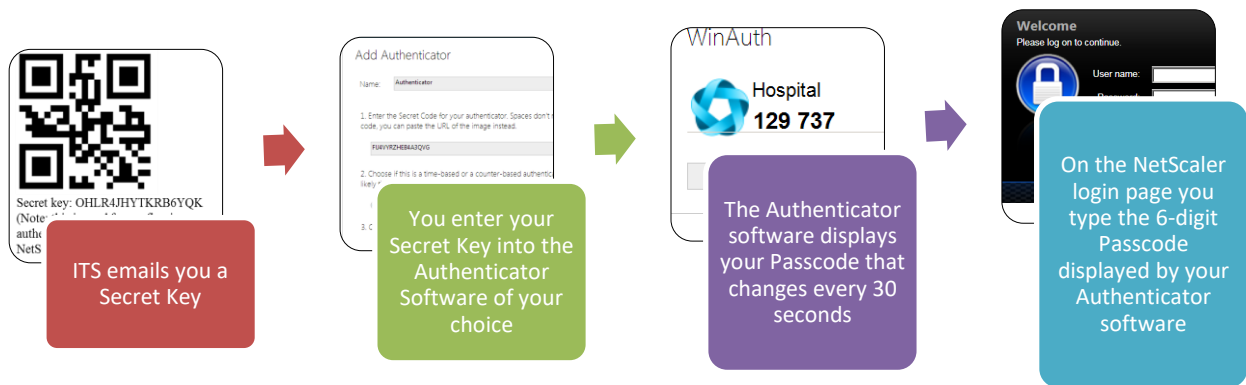




Most people find it convenient to use Authenticator software that runs on a smartphone. When they go to log on to NetScaler they have their phone handy so they can view the Passcode and enter it at the log on page.



## Authenticator software; you decide!



ITS has tested that the following third-party Authenticator programs work with NetScaler.

Choose the way you would like to view your Passcode and install the appropriate Authenticator software.

Each Authenticator software has its own configuration instructions. Follow the instructions provided by the third-party software company to configure the Authenticator software.

For Use On	Authenticator Name	Obtain From
Windows	WinAuth	<a href="https://winauth.com">https://winauth.com</a>
Mac OS X	OTP Manager	Mac App Store
Android	Google Authenticator	Google Play Store
iOS	Google Authenticator	iOS App Store
Windows Mobile	AuthenticatorG	Microsoft Store
Blackberry OS	2 Step Authenticator	Blackberry World

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<b>Important</b>	After you set up your authenticator software, verify that you can login while on the Hospital network before trying to access NetScaler remotely.
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Return to [Better Security](#)

## Troubleshooting

Before you can connect, ensure that:

- you have available the 2 Factor Authentication Notification email detailing your QR code and secret key,
- your device(s) meet the minimum requirements, see Minimum System Requirements
- you have installed authenticator software
- you have successfully registered your QR code or 16-digit secret key in your authenticator app and are receiving a generated 6-digit Passcode
- you have a working internet connection
- your passwords are current
- the authenticator software displays the correct time

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<b>Important</b>	<p>After you set up your Passcode in the authenticator software, verify that you can login while on the Hospital network before trying to access NetScaler remotely.</p> <p>If you need assistance while out of the hospital, call the hospital, 519.685.8500 and ask for the Help Desk at x44357.</p> <p>There is a <i>Canada-only</i> long distance number that you can call direct to the Help Desk, 1.877.465.7167.</p>
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## NetScaler Minimum System Requirements

The following are the minimum requirements needed to connect via the NetScaler Gateway:

- PC or laptop running Windows 7 or newer -or-
- Mac desktop or MacBook running OS X 10.8 Mountain Lion or newer -or-
- iPhone, iPad, or iPod Touch running iOS 7.1 or newer -or-
- Android phone or tablet running Android 4.1 or newer
- All appropriate operating system and software updates and patches
- Web browser supporting HTML5. The latest versions of Internet Explorer, Firefox, Chrome, or Safari are recommended.
- Working Internet connection

Note: Beta or pre-release operating system versions are not supported and should not be used for hospital remote access.

Your computer may differ from screenshots provided in this document, depending on operating system and browser installed.

Some firewall software may interfere with the installation of components required for use with Citrix NetScaler Gateway. We recommend turning off firewall software during your initial remote access setup if you encounter difficulties. Once you have successfully connected to your applications you should turn your firewall back on.