

Legacy Health

Accessing Legacy Applications Remotely Using <https://legacyportal.lhs.org>

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Legacy Standard Browser

Legacy’s current standard browser is **Internet Explorer 11**. Launching Citrix applications by using Internet Explorer via <https://legacyportal.lhs.org> will provide the most streamlined user experience.

When using other browsers such as Firefox, Safari or Chrome, the updated Citrix receiver may need to be downloaded and installed on the end user’s computer before <https://legacyportal.lhs.org> will work.

Note: *To follow the additional instructions below you will need administrator rights to your computer (i.e. the ability to install software)*

Citrix Clean Up Utility- Windows Computers

Note: This installation process is intended for remote access to Legacy on non-Legacy owned computers. Do not use these instructions if you are connecting from a Legacy owned computer without consulting IS first.

Citrix recommends removing older Receiver versions prior to installing the latest Citrix Receiver version. To streamline the clean-up process Citrix created a Clean-up Utility. To download this utility click on this link: <http://support.citrix.com/article/CTX137494>

Additional information about the Clean-Up Utility and how to run the application can be found on this page.

Downloading the Citrix Receiver –Windows

These instructions provide basic information for installing the Citrix receiver on computers running a Windows operating system.

Important notes for Windows 7 & 8 operating systems:

Installation instructions may vary depending upon your operating system and browser of choice but should generally follow a similar pattern regardless of version.

You must be logged into the computer using an account with administrative (install) privileges in order to install the Citrix software.

Important notes for Windows XP operating systems:

Citrix and Microsoft have dropped all support for Windows XP. It is recommended that you upgrade to a newer operating system since the new Citrix client will not work on XP.

How to install the Citrix Receiver

Before installing the Citrix Receiver, use the Add/Remove Programs under the Control Panel to uninstall any versions of the Citrix client software that are currently installed on the PC.

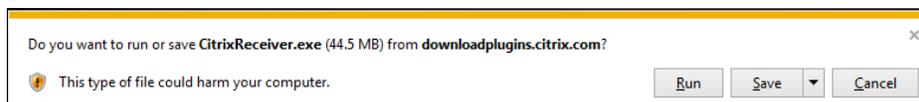
Warning: Failure to remove any previously installed versions of the Citrix client could result in system instability.

1. Launch Internet Explorer and click on the Citrix Receiver link below:
<https://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-latest.html>

2. Press the **Download Receiver for Windows** button.



3. Press the **Run** button that appears in a bar at the bottom of your browser window.



ATTENTION WINDOWS 8 USERS:

There are two versions of Internet Explorer available on Windows 8 PCs.

In the "Metro" interface, the Internet Explorer icon opens a version that **DOES NOT** work with LHRemote. (It opens a stripped-down version that has been optimized for use with tablet computers.)



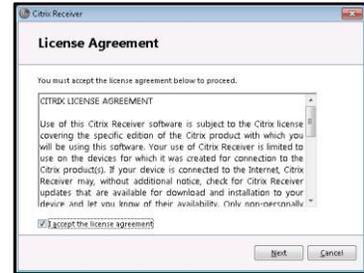
The Internet Explorer icon in the task bar **DOES** work with LHRemote. Use this one to both install the Citrix receiver and to access LHRemote.



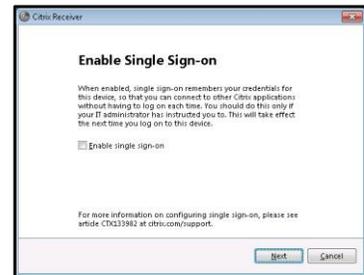
4. The Citrix Receiver window will open. Click **Start** to continue.



5. The next window that will appear is the License Agreement. Click the **I accept the license agreement** box and press **Next**.



6. Do not check the box at the *Enable Single Sign-on* screen. Press the **Next** button.



7. The final screen asks about participating in the Customer Experience program. Choose an option (your preference), then press **Install**. A progress bar will appear while the software installs.



8. Click **Finish** at the Installation complete screen. If you happen to see the following screen, do not click the *Add Account* button, instead click **Finish**.



You may now return to the <https://legacyportal.lhs.org> website and log into the system using your Legacy network login and password to reach your Citrix applications.

Downloading Citrix Receiver- MAC

These instructions provide basic information for installing the Citrix receiver on computers running a Macintosh operating system.

Important notes:

You must be running the Mac operating system 10.8, Mountain Lion, or newer to be able to install the Citrix Receiver. Installation instructions may vary depending upon your browser of choice, but should generally follow a similar pattern.

The information contained in this documentation is subject to change by Citrix without warning, so these exact instructions may vary, but should also generally follow a similar pattern.

You must have access to install software on the computer that you are attempting to connect from.

How to install the Citrix receiver

1. To get started, browse to the Citrix website: <https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html>

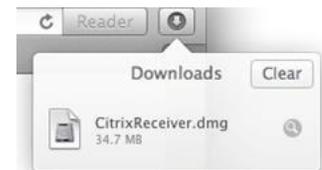
2. The website should automatically detect what type of computer you are on and offer the correct version for download. Press the **Download Receiver for Mac** button that appears in the middle of the screen to start downloading the file. You should see a progress bar as the file downloads.

Compatible with

For Mac OS X 10.9, 10.10, 10.11, 10.12

Download Receiver for Mac
(50.3 MB - .dmg)

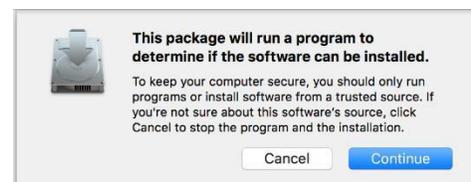
3. After the download is complete, you may need to click on the **Downloads** arrow button in the upper right-hand corner to display the file. Double click the **CitrixReceiver.dmg** file.



Install Citrix Receiver

4. Click the **Install Citrix Receiver** icon that appears.

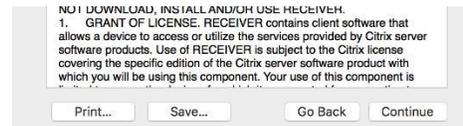
5. Press the **Continue** button to verify the software can be installed. The *Welcome to the Citrix Receiver Installer* screen will appear.



6. Click **Continue** to bring up the *Software License Agreement* screen.



7. Click **Continue**



8. and then **Agree** to accept the license agreement.



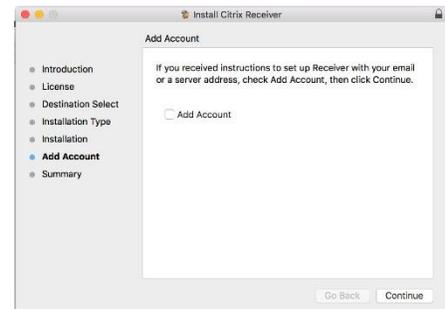
9. At the *Standard Install on "Macintosh HD"* screen, click **Install**.



10. When prompted, enter the username and password for the Mac that you are currently using (not your Legacy login and password) and then click the **Install Software** button. An installation progress bar will appear. After it is finished installing, the *Add Account* screen will appear.



11. Click **Continue** at the *Add Account* screen. We do not want to add an account.



12. Click **Close** at the "installation was successful screen".



13. You will now be prompted to keep or delete the installation files. Click the **Move to Trash** button as these files should no longer be needed.

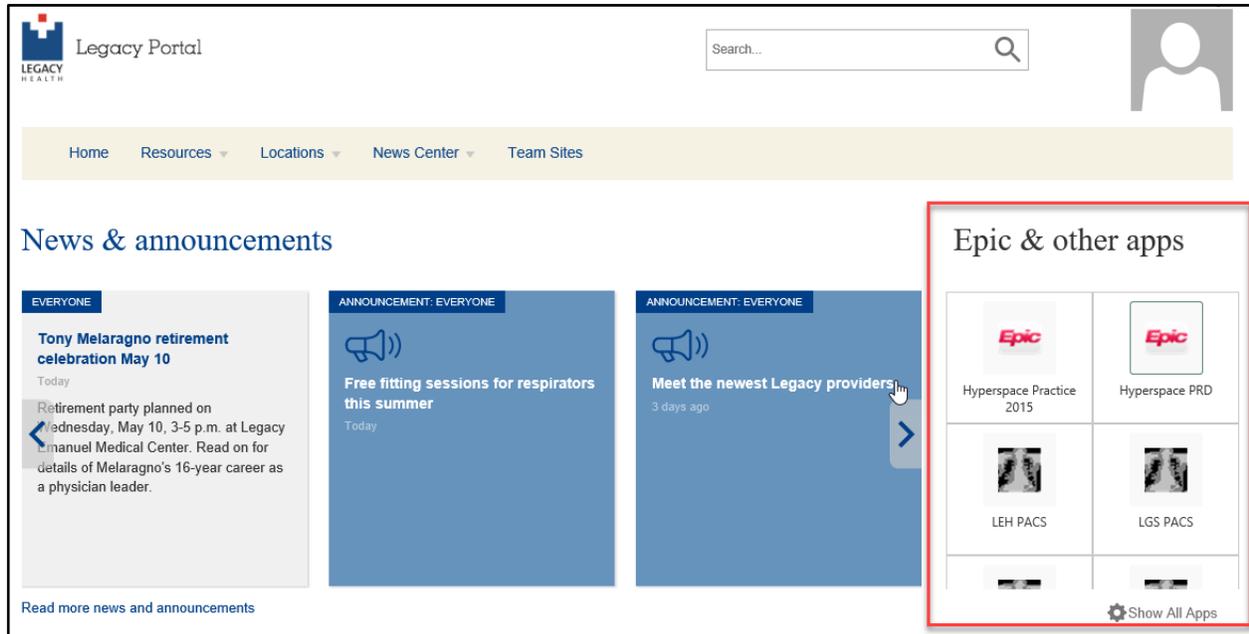


You may now return to the <https://legacyportal.lhs.org> website and log into the system using your Legacy network login and password to reach your Citrix applications.

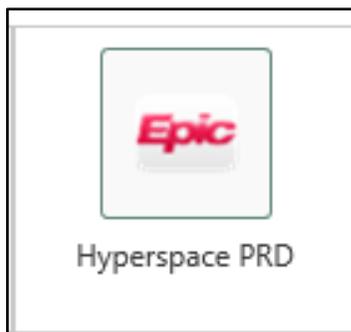
IE11: Opening <https://legacyportal.lhs.org>

In many cases clearing the browser history may correct most lhremote.lh.org login issues. To clear the IE11 browser history follow the instructions posted at: <http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11-win-7>

1. Launch your Internet browser. (Internet Explorer is recommended. Do not use Chrome or Firefox)
2. Enter the web address **https://legacyportal.lhs.org**
3. When the login screen opens enter your Legacy **user name** and **password** then click Log On
4. You will find your application icons on the right side of the screen, next to the Legacy Portal news & announcements carousel



5. Click the **Epic Hyperspace PRD** icon



6. Use your Legacy **Username** and **Password** to log into Epic Hyperspace