



# SCHOOL OF PUBLIC HEALTH

## Using Citrix Web Portal (OHSU)

### Overview

The [Citrix Web Portal \(portal.ohsu.edu\)](http://portal.ohsu.edu) offers web-based, secure access to OHSU systems and applications from any computer. For example, you can use the Citrix Web Portal when you are working from home on a personally owned computer. Learn how to use the Citrix Web Portal.

### Before you start

- You must have a working OHSU network account, and your computer must be connected to the internet.
- You must have Citrix Web Portal access privileges. Staff who receive paychecks from OHSU and students already have Citrix Web Portal access.
- Two-step authentication with Duo is required to use the Citrix Web Portal from off campus. If you aren't already using Duo, you'll be guided through the steps to set up the Duo Mobile app on your mobile device (e.g., smartphone) the first time you log in from off campus.

### Personally owned computers: First-time Citrix Web Portal setup (light version – no software required)

Use the light version of the Citrix Web Portal if you do not require advanced Citrix features, or if you do not want to install additional software on your personally owned computer.

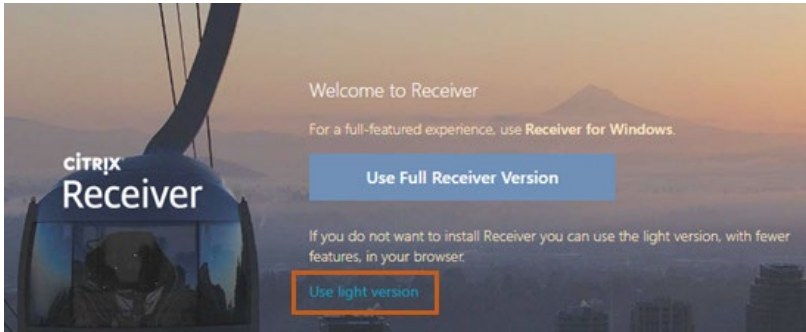
1. Open a web browser and go to the [Citrix Web Portal \(portal.ohsu.edu\)](http://portal.ohsu.edu).
2. Enter your OHSU **User name** and **Password**. Select **Log On**.

**Note:** If connecting from off campus, you will be prompted to confirm your login with Duo. If you aren't already enrolled in Duo, follow the onscreen prompts to set up the Duo Mobile app on your mobile device (e.g., smartphone).

3. The first time you successfully log in to the Citrix Web Portal from your personally owned computer, you will be prompted to choose a version of Citrix Receiver. Select **Use Light Version**.



# SCHOOL OF PUBLIC HEALTH

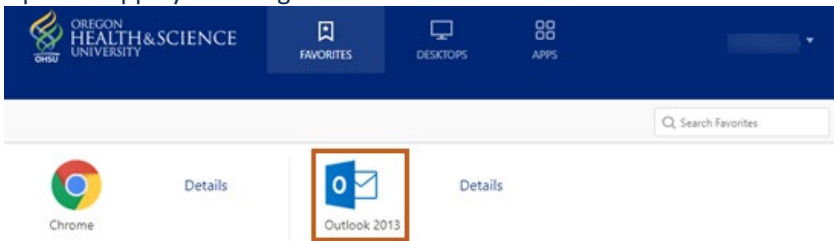


4. Select a menu (**Favorites, Desktops** or **Apps**) to display your available apps.



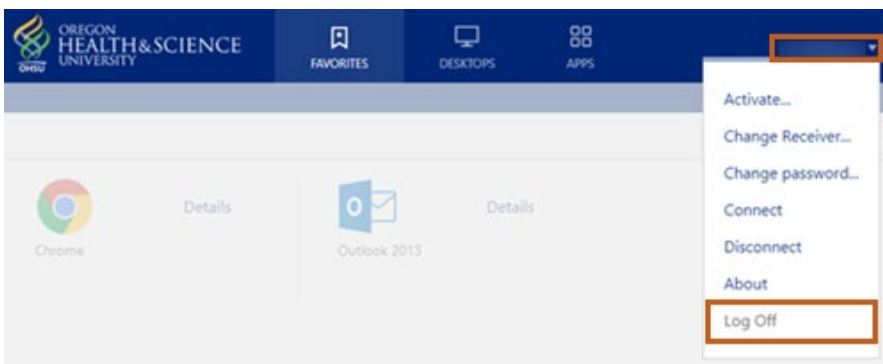
**Note:** Select **Apps** to show all of your available apps.

5. Open an app by selecting its button.



**Tip:** To add an app to your **Favorites** menu, select **Details** next to the app, and then choose **Add to Favorites**.

6. When you are done using the Citrix Web Portal, select your name (in the upper-right corner of the screen) and choose **Log Off**.



## Personally owned computers: First-time Citrix Web Portal setup (full version – software required)

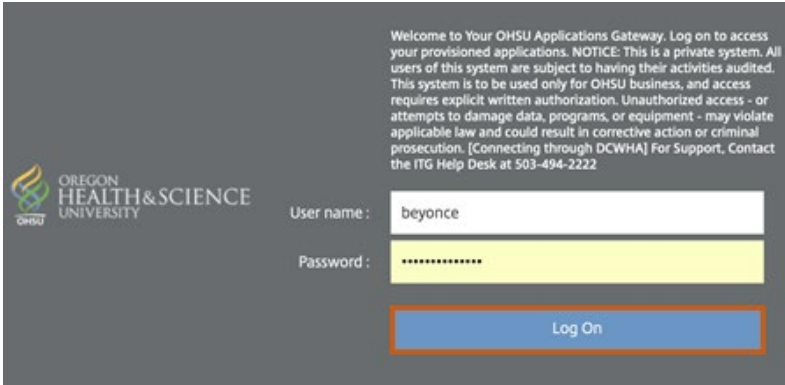
The full Receiver version is used to perform advanced functions in Citrix apps. This version requires you to install software on your personally owned computer.

**Note:** The full Receiver software is already installed on OHSU-managed computers.



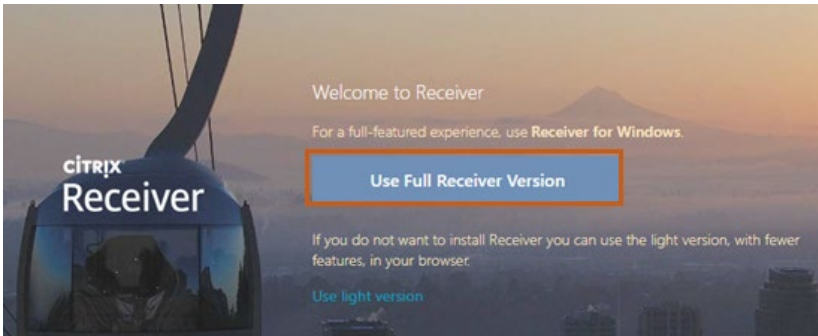
# SCHOOL OF PUBLIC HEALTH

1. Open a web browser and go to the [Citrix Web Portal \(portal.ohsu.edu\)](https://portal.ohsu.edu).
2. Enter your OHSU **Username** and **Password**. Select **Log On**.



**Note:** If connecting from off campus, you will be prompted to confirm your login with Duo. If you aren't already enrolled in Duo, follow the onscreen prompts to set up the Duo Mobile app on your mobile device (e.g., smartphone).

3. The first time you successfully log in to the Citrix Web Portal from your personally owned computer, you will be prompted to choose a version of Citrix Receiver. Select **Use Full Receiver Version**.



4. Your browser will check your computer for the Citrix software it needs to use the full version of Citrix Receiver. If an *Open Citrix Receiver Launcher?* (or *Open URL: Citrix Receiver*) prompt appears, select **Open Citrix Receiver Launcher**.

Open Citrix Receiver Launcher?

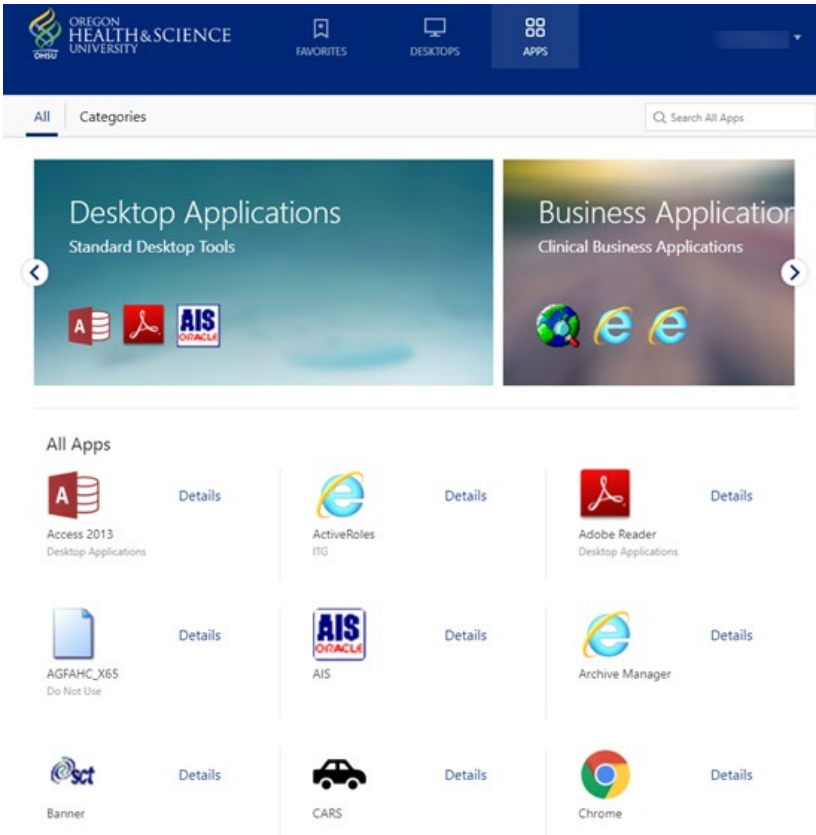
https://portal.ohsu.edu wants to open this application.



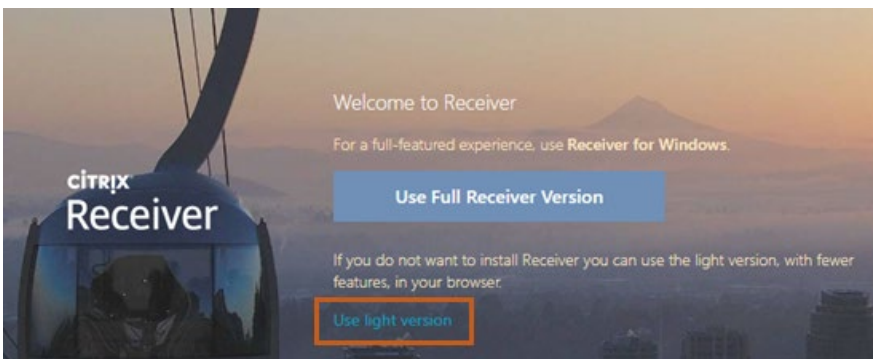


# SCHOOL OF PUBLIC HEALTH

5. If your browser detects the Citrix software it needs, the Citrix Web Portal will display your available apps. Skip to Step 11.



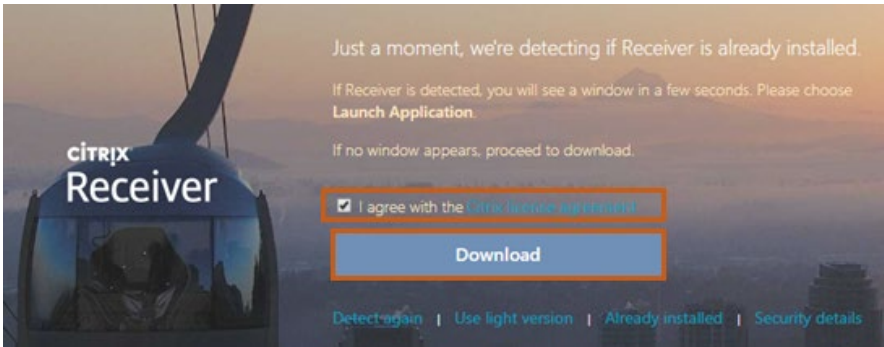
6. If your browser does not detect the Citrix software it needs to use the full version of Citrix Receiver, a screen with additional options will appear. If you think your computer already has the necessary Citrix software but it wasn't detected, select **Detect again**.



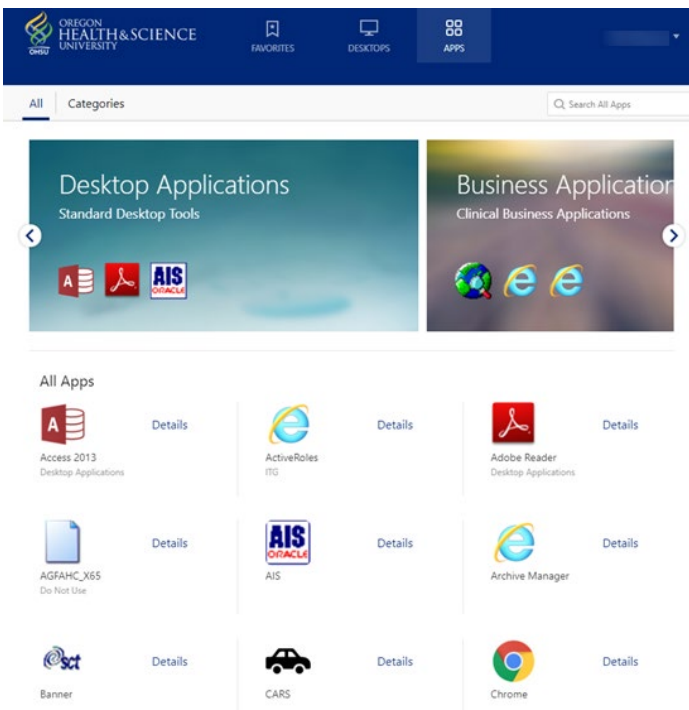


# SCHOOL OF PUBLIC HEALTH

- To install the Citrix software, check the *I agree with the Citrix license agreement* box. Select **Download**.



- While installing the Citrix software, do **not** select the **Enable single sign-on** checkbox.
- Follow the onscreen licensing agreement prompts and install the Citrix software.
- After the installation completes, the Citrix Web Portal will display your available apps.



**Note:** If no apps are displayed, reload the page to force your browser to detect Citrix software again.

- Select a menu (**Favorites**, **Desktops** or **Apps**) to display your available apps.

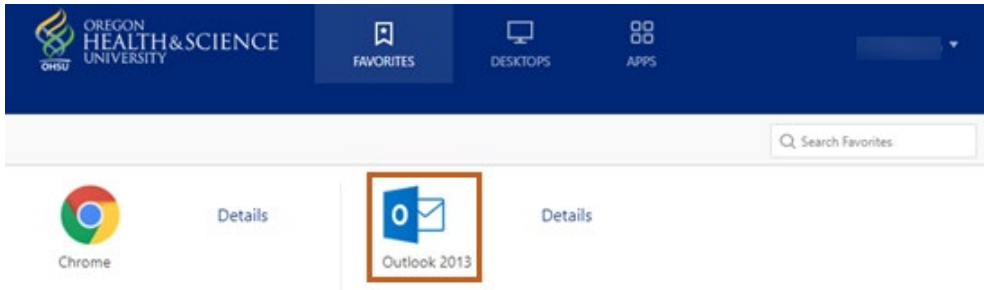


**Note:** Select **Apps** to show all of your available apps.



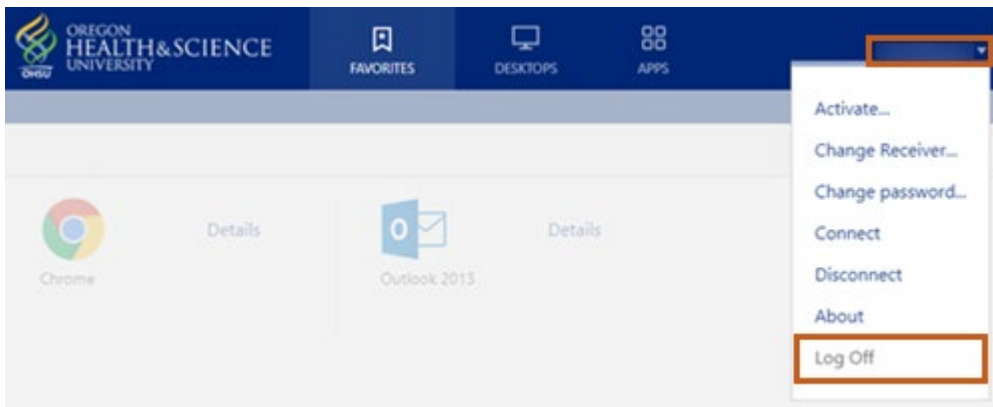
# SCHOOL OF PUBLIC HEALTH

12. Open an app by selecting its button. If an app does not open, refer to the next section of these instructions: *Troubleshoot your Citrix Web Portal setup*.



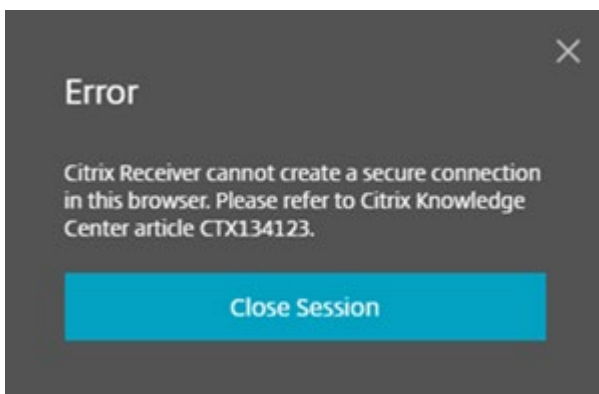
**Tip:** To add an app to your **Favorites** menu, select **Details** next to the app, and then select **Add To Favorites**.

13. When you are done using the Citrix Web Portal, select your name (in the upper-right corner of the screen) and choose **Log Off**.



## Troubleshoot your Citrix Web Portal setup

If a *Citrix Receiver cannot create a secure connection in this browser* message appears, you may be using the light version of Citrix Web Portal while connected to OHSU's secure networks.



Switch to the full Receiver version of Citrix Web Portal to resolve this.

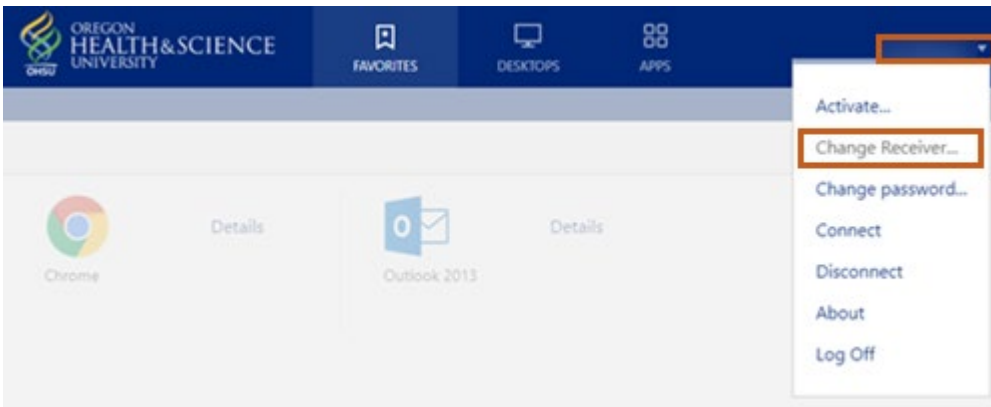


# SCHOOL OF PUBLIC HEALTH

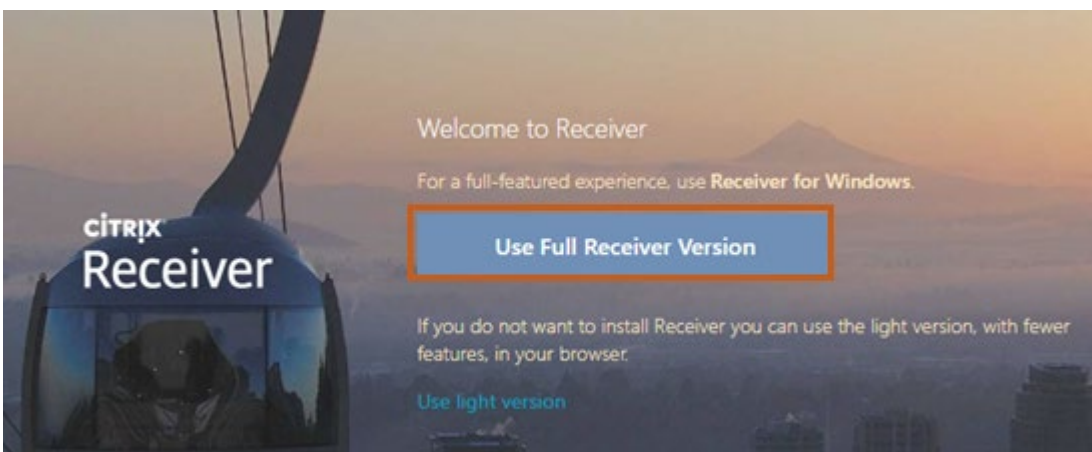
1. With a web browser, navigate to the [Citrix Web Portal \(portal.ohsu.edu\)](http://portal.ohsu.edu).
2. Enter your OHSU **Username** and **Password**. Select **Log On**.

**Note:** Access from off-campus will require you to use Duo authentication.

3. Select your name (in the upper-right corner of the screen) and choose **Change Receiver...**



4. Select **Use Full Receiver Version**.





# SCHOOL OF PUBLIC HEALTH

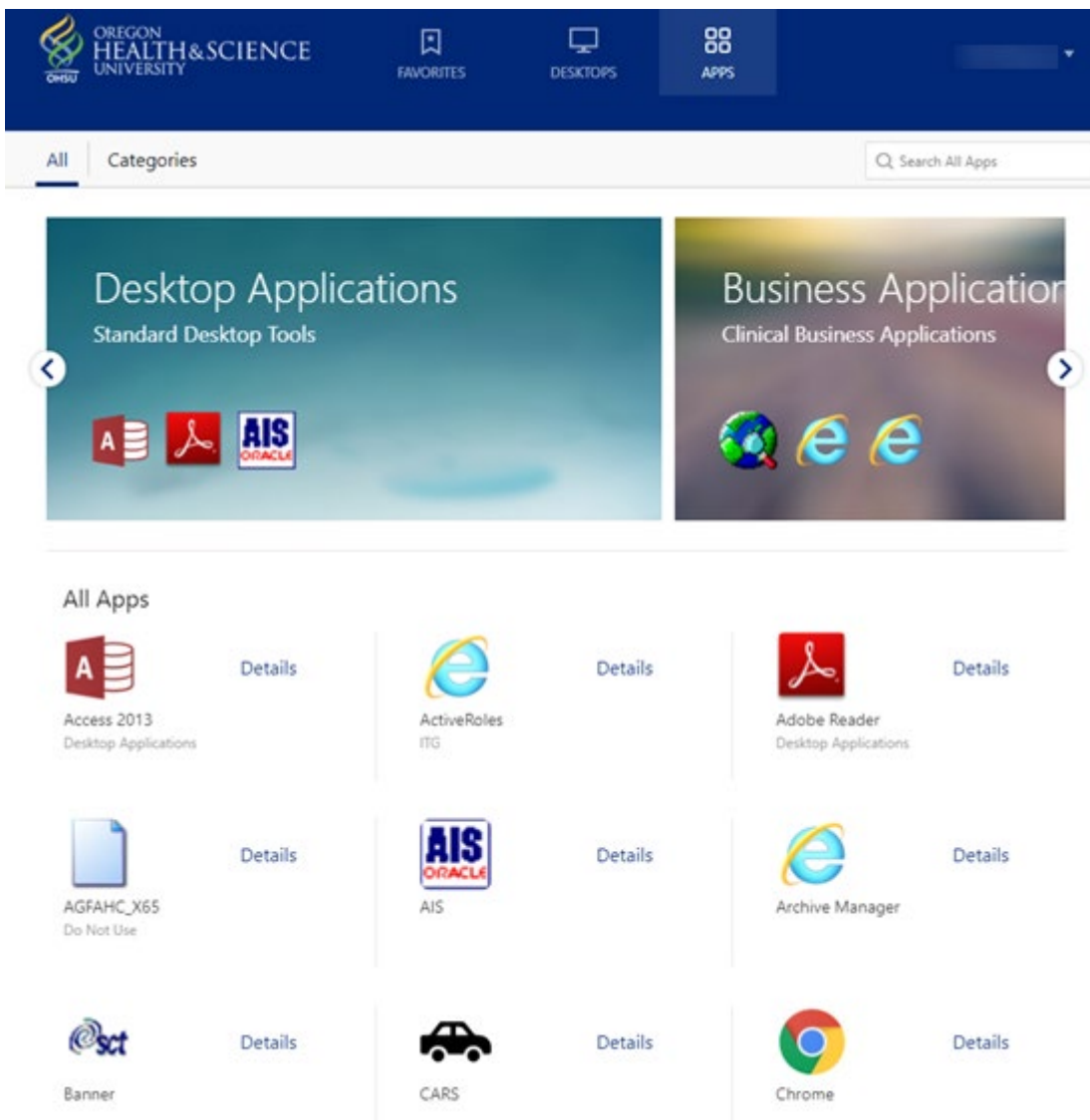
5. If an *Open Citrix Receiver Launcher?* (or *Open URL: Citrix Receiver*) prompt appears, select **Open Citrix Receiver Launcher**.

Open Citrix Receiver Launcher?

https://portal.ohsu.edu wants to open this application.



6. The Citrix Web Portal will display your available apps.



7. Open several Citrix apps and verify that they are working.