

1. What Spartanburg regional applications are currently available through the Citrix Access Gateway?

All applications that we have published for Citrix internally are available through the Citrix Access Gateway.

2. What operating systems/devices are supported?

We have tested Windows 8, Windows 7, Apple iPad and Apple Mac. While you may be able access the Citrix Access Gateway using other types of devices that have a Citrix client available we have only tested on certain systems. We will be updating the list of supported operating systems/devices periodically.

3. What do I do if I am having trouble with accessing an application or with setting up my device?

Please contact the Solution Center at 864-560-4357 to open a trouble ticket. While we will provide assistance for the setup of the Citrix client on your device and issues logging into the gateway or using the application, we cannot provide direct support for your personal device.

4. What type of connection do I need to access Citrix?

We recommend that you have a broadband connection through either DSL or a Cable modem. While you can access Citrix using a 3G mobile network it may not provide adequate performance. SRHS cannot troubleshoot your internet connection or guarantee acceptable network performance on your device.

5. Do I need to install any software on my device?

You will need the Citrix client for your type of device. A client can be downloaded by going to <http://spartanburgregional.com/access> and clicking on the link to download the Citrix client. iPad and Android users will need to download the Citrix Receiver via the App Store. We recommend that you do periodic app updates from the App Store to make sure you stay current with the latest version.

6. How do I access to the Citrix Access Gateway?

Go to www.spartanburgregional.com/access, download the Citrix software for your device, then click on the Log Me into Citrix link. Use your network or SRHS email username and password to log in. If you do not have an SRHS network or SRHS email username, please go to the Information Services link on the Hub and complete a System Access form. If you are a physician and do not have a SRHS network username or SRHS email account, please contact the medical staff office to obtain an IS System Access form for you. If you are an employee, please ask your manager or director to complete an IS System Access form for you.

7. Which browsers can I use with the Citrix Access Gateway?

We have tested Internet Explorer from versions 7 to 11 as well as Safari for IOS. While you may be able to access the Citrix Access Gateway using other browsers we have only tested on certain versions. We will be updating the list of supported browsers periodically.

8. When I click on the application icon why do I receive a message asking me if I want to open or save the launch.ica file?

This is normal if you have an iPad. Just click the "Open in Citrix" button and you should be good to go. If you receive this message on your PC or Mac, it means that your device does not have the Citrix client installed or it is not functioning correctly. Install/Reinstall the Citrix client. For Windows devices a client can be downloaded by going to <http://spartanburgregional.com/access> and clicking on the link to download the Citrix client. iPad users will need to download the Citrix Receiver via the Apple App Store.