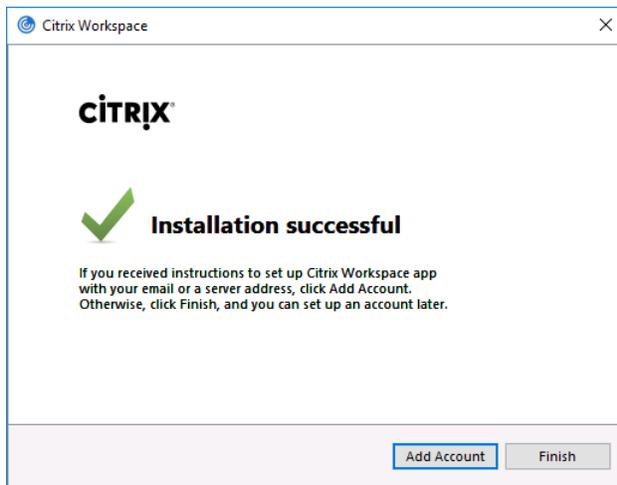


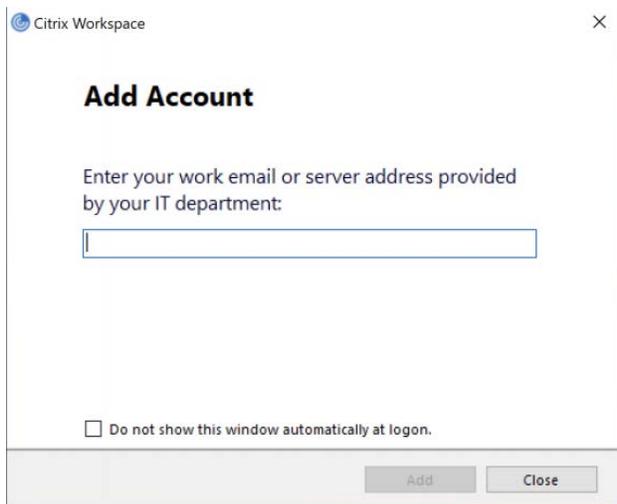
Citrix Workspace Installation and First-Time Login

The first time you use any computer for remote access it will be required that you first download and install the Citrix Workspace application. You can find the installers for both Windows and Mac via the following URL: <https://www.citrix.com/downloads/workspace-app/>.

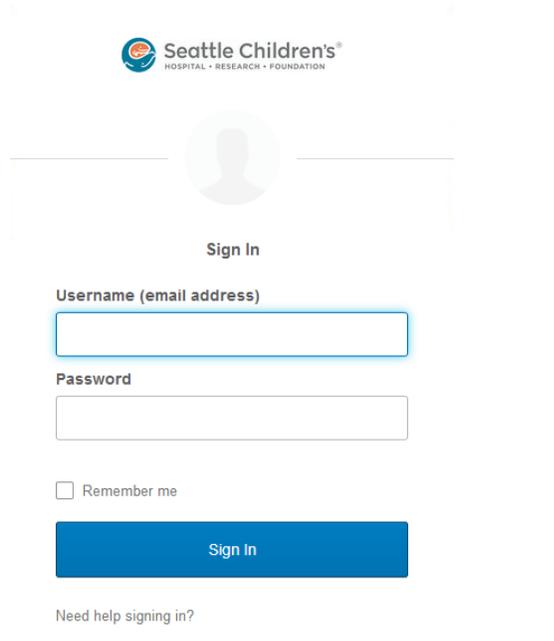
Download and run the installer then progress through the on-screen prompts until it asks you if you'd like to add an account. At this point you can close out of the installer as the installation has finished and does not require that an account be added. You would do this by clicking "Finish".



If you're ever presented with a message that looks like the screenshot below, make sure to tick the box that says "Do not show this window automatically at logon" and close it out.

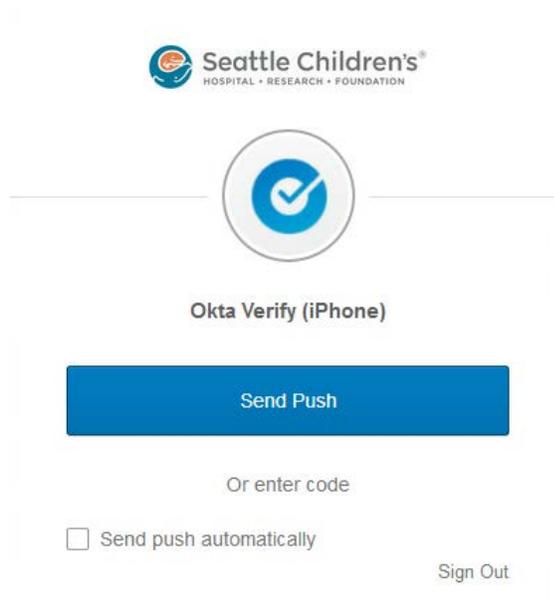


Proceed to log into the remote portal (remoteaccess.seattlechildrens.org). You will be prompted to enter your username (email address) and regular network password to log into Okta.



The screenshot shows the login interface for Seattle Children's. At the top is the Seattle Children's logo with the text "HOSPITAL • RESEARCH • FOUNDATION". Below the logo is a placeholder for a user profile picture. Underneath is the text "Sign In". There are two input fields: "Username (email address)" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?"

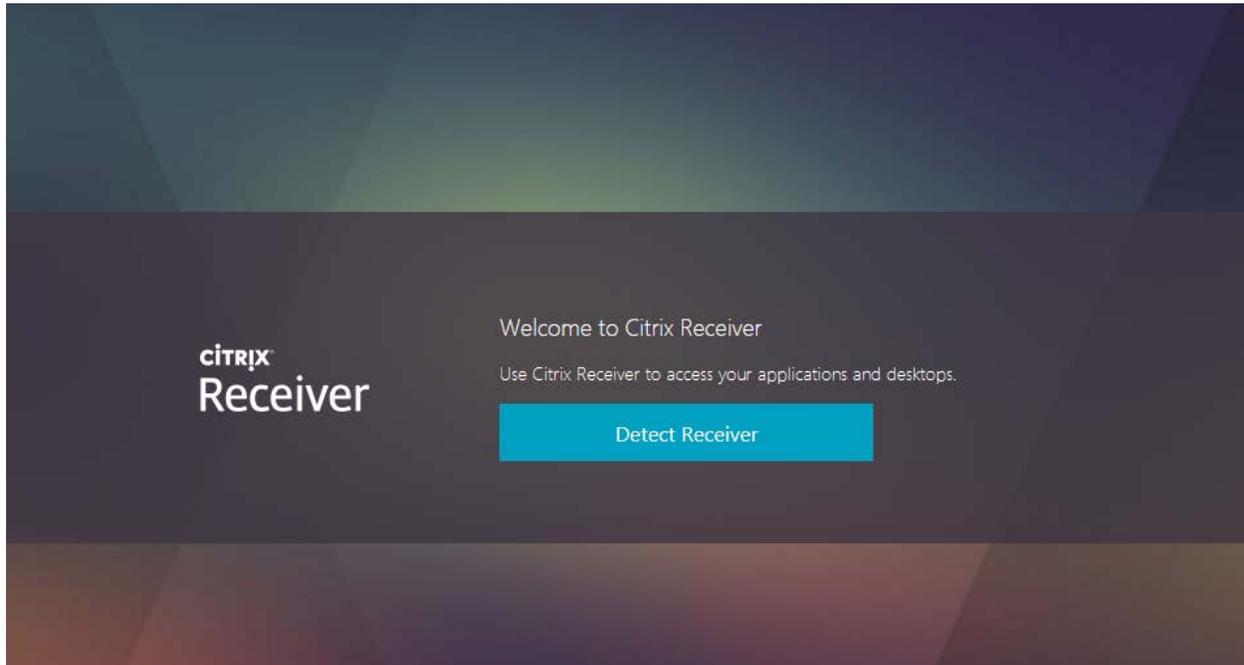
After entering the login information, you will be asked to send a push notification to your phone as shown below.



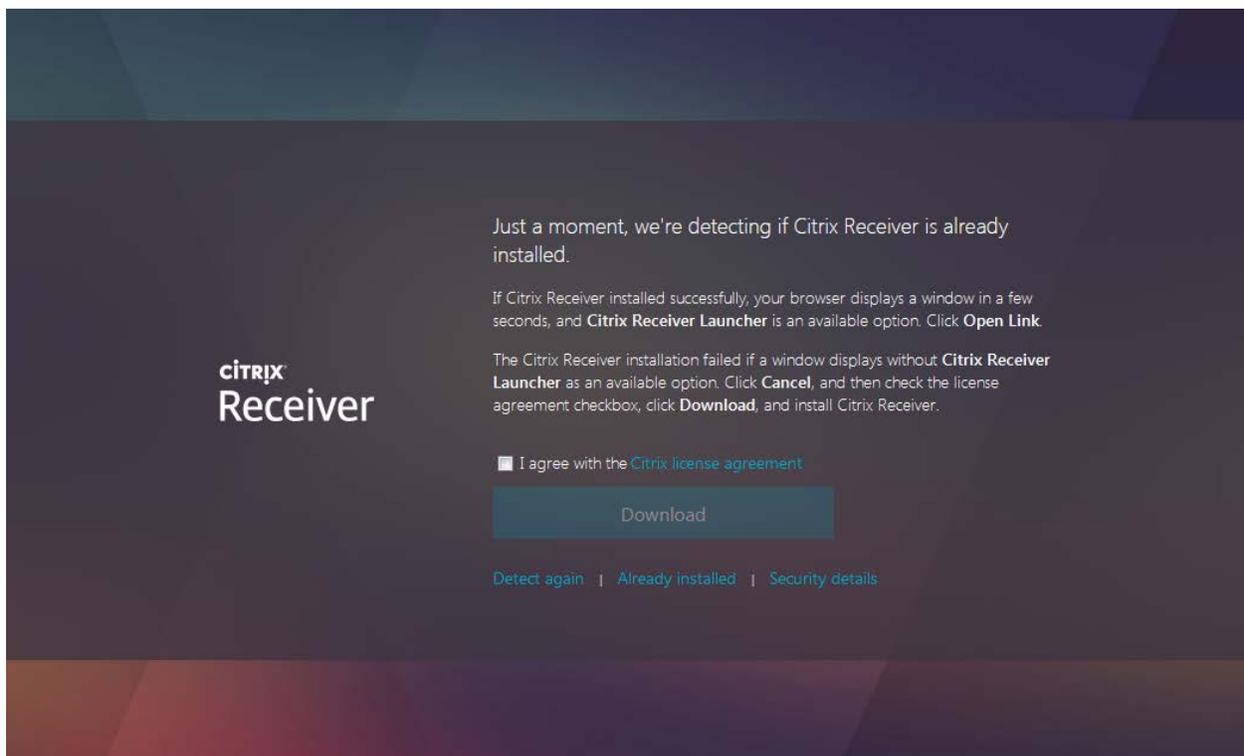
The screenshot shows the Okta Verify (iPhone) screen. At the top is the Seattle Children's logo with the text "HOSPITAL • RESEARCH • FOUNDATION". Below the logo is a circular icon containing a blue checkmark. Underneath is the text "Okta Verify (iPhone)". A large blue "Send Push" button is centered on the screen. Below the button is the text "Or enter code". At the bottom left, there is a checkbox labeled "Send push automatically". At the bottom right, there is a "Sign Out" link.

Click the "Send Push" button, and then tap to "accept" when prompted on your phone.

Since this is the first time you've logged in after the Citrix installation, you'll be presented with a button labeled "Detect Receiver", click on it.



It will be followed by the screen below. If it stays on this screen for longer than a minute or so, click on the link that says "Already installed" and it will take you through to your Citrix remote access options.



From here you can click on the monitor icon and it will attempt to open a remote session for you. If it's your first time doing so it might also ask for your permission; if it does, go ahead and approve it.

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SCH Windows 7x64-VDI