

**Children's Hospital  
of Philadelphia<sup>SM</sup>**  
Information Services

## **CONNECT TO CHOP USER GUIDE**

**DATE**  
**JUNE 3, 2021**

**VERSION**  
**6**



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## 1 Overview

The connect web site ([connect.chop.edu](https://connect.chop.edu)) is used for secure remote access into the CHOP trusted network. This guide describes how to configure and use the system to access CHOP applications and servers.

## 2 Requirements

### 2.1 Security

- Have a CHOP network login User Name and Password
- Have a CHOP network login enrolled in Microsoft Authenticator

### 2.2 Computer Requirements

#### 2.2.1 Network Connection

- Your computer needs to be able to access the Internet or be connected to the CHOP network.

### 2.3 Application Requirements

#### 2.3.1 Supported Operating Systems

- Windows 8.1, 10
- MacOS 10.15 (Catalina), 11.x (Big Sur)

#### 2.3.2 Supported Web Browsers

- Microsoft Internet Explorer 11
  - Disable pop-up blockers (IE, Safari, Google & Yahoo Toolbars, etc.)
  - Uncheck “Do not save encrypted pages to disk” under Internet Options, Advanced, Security section.
- Safari 10.1.2+

#### 2.3.3 Citrix Workspace App

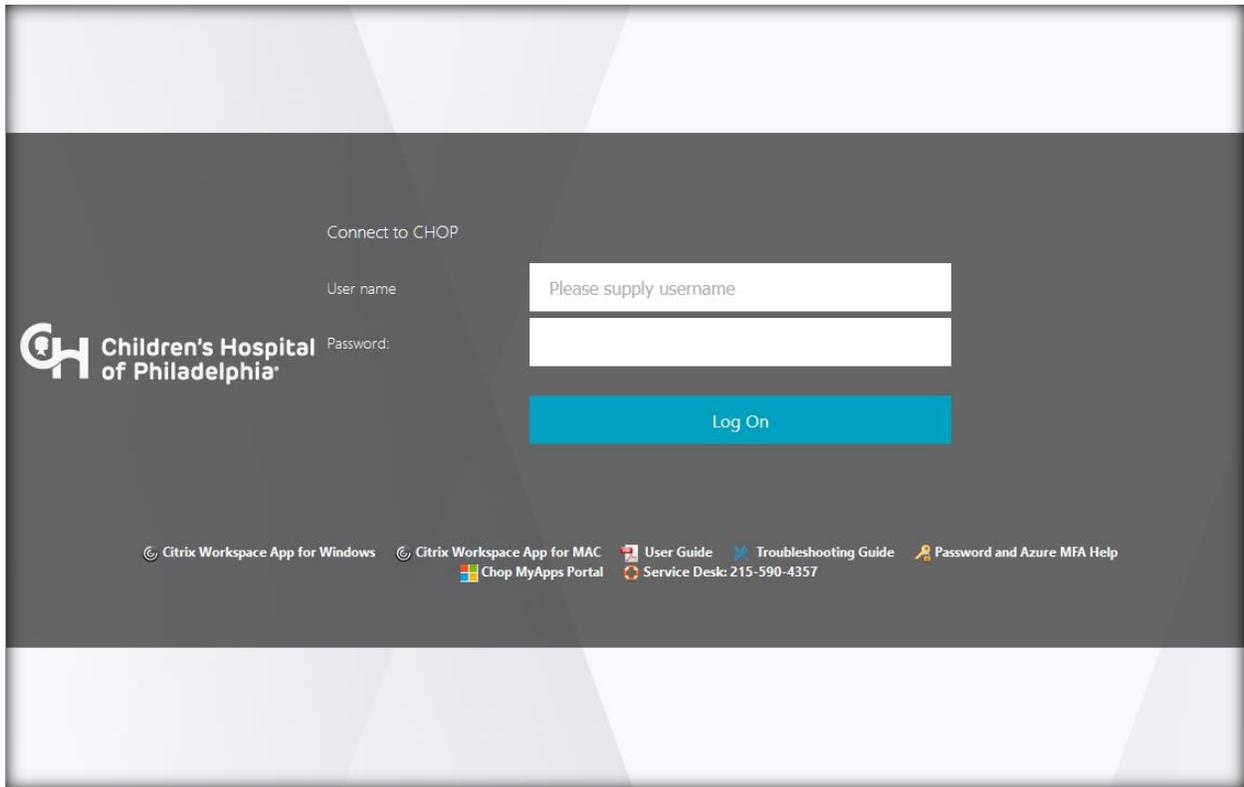
Before Connect to CHOP can be used the first time, Citrix Workspace App must be installed on the device that will be used to connect. This only needs to be done once; for subsequent use, follow the steps in section 3.

##### 2.3.3.1 Citrix Workspace App for Windows Install

1. Launch a browser session and type into the address bar: [connect.chop.edu](https://connect.chop.edu)



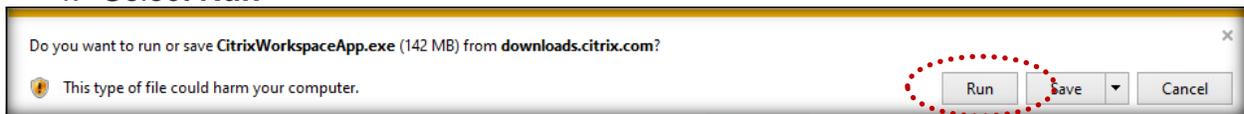
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2. Click the **Citrix Workspace App for Windows** link to download the client
3. Select **Download Citrix Workspace app for Windows**

Download Citrix Workspace app for Windows

4. Select **Run**

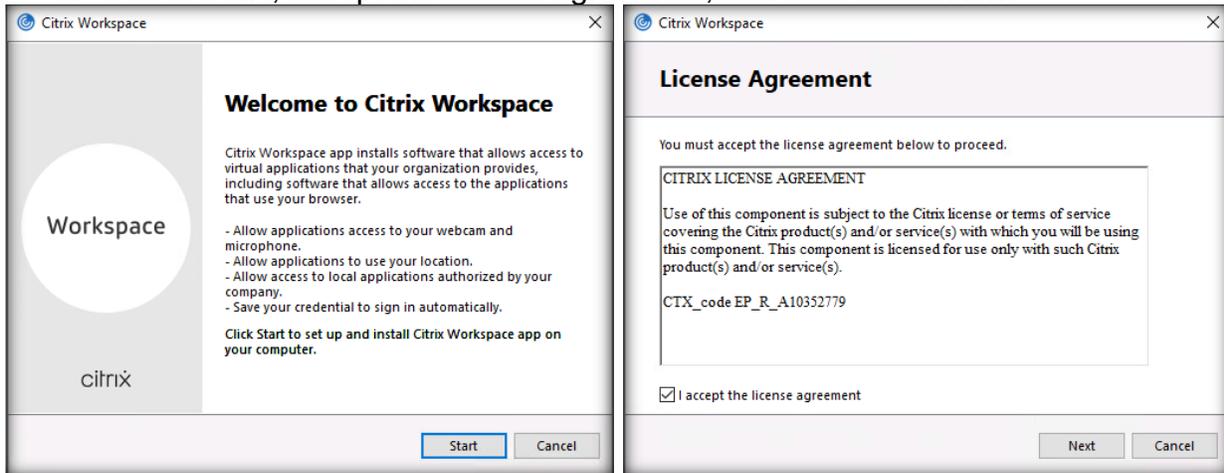




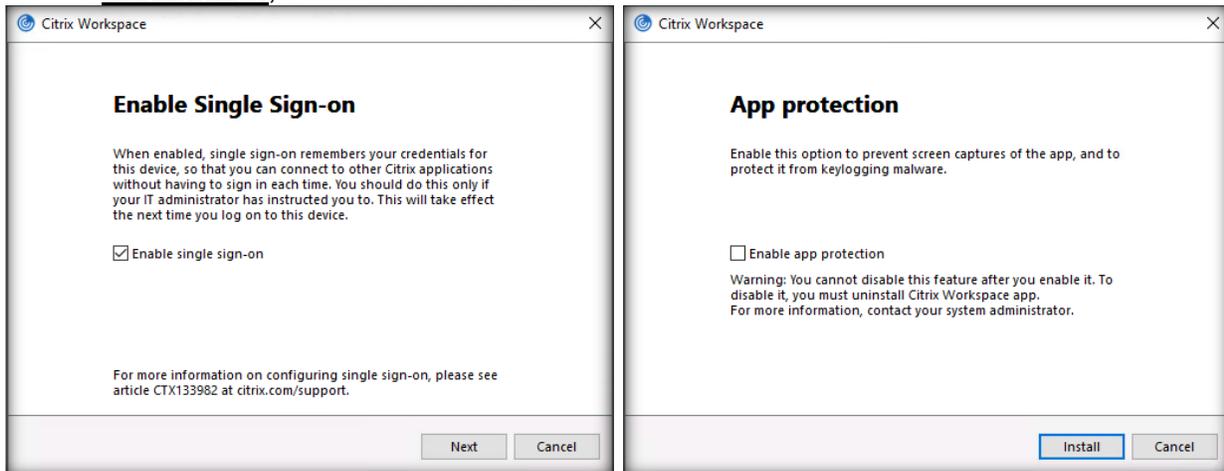
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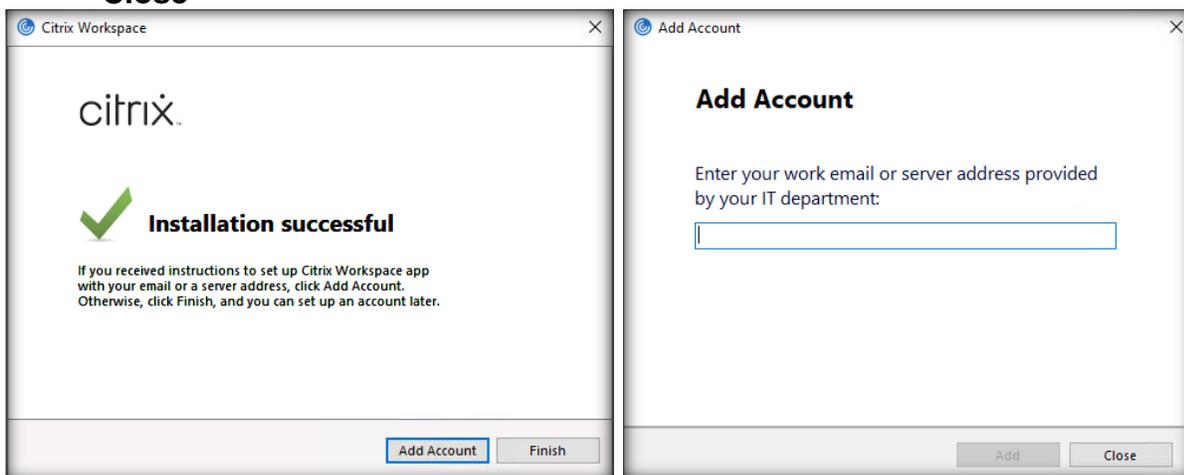
## 5. Select **Start**, accept the license agreement, and then select **Next**



## 6. Check **Enable single sign-on**, select **Next**, leave **Enable app protection** **unchecked**, and then select **Install**

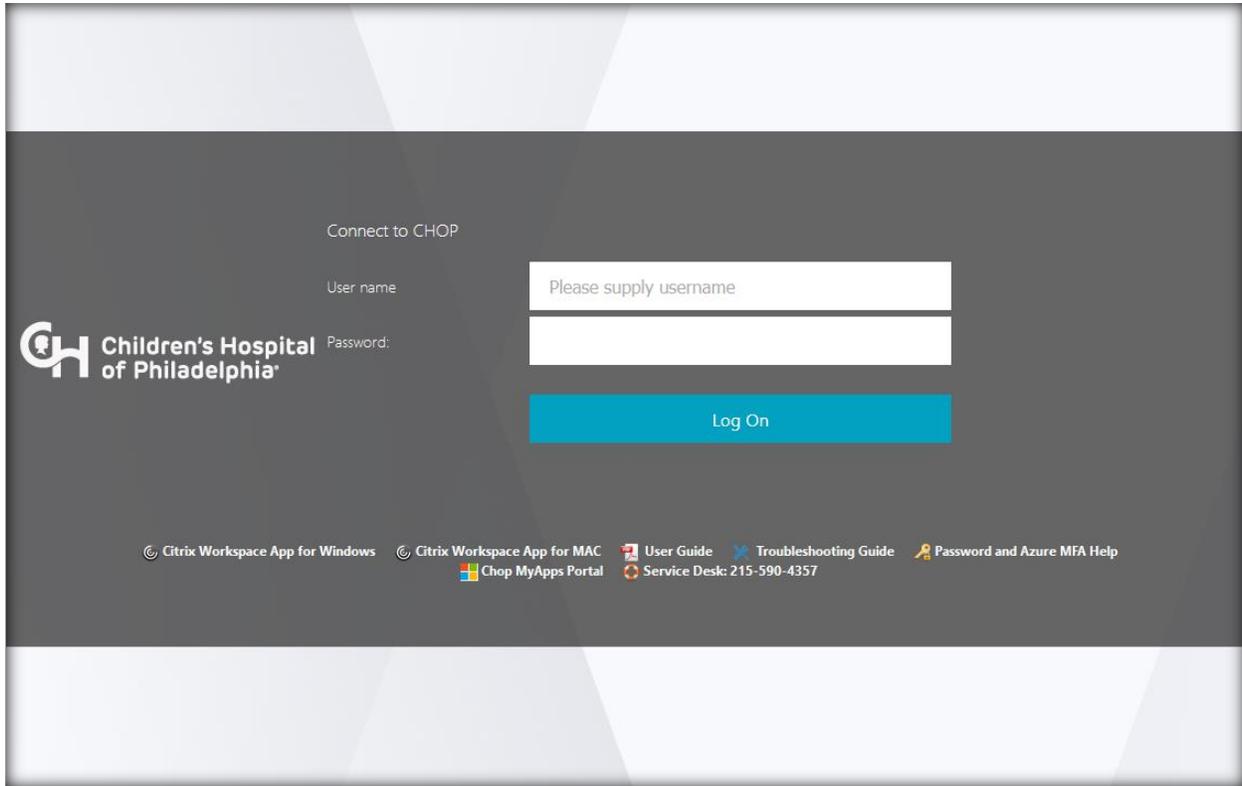


## 7. Select **Finish** and reboot your device. If you are asked to add an account, select **Close**



## 2.3.3.2 Citrix Workspace App for Mac Install

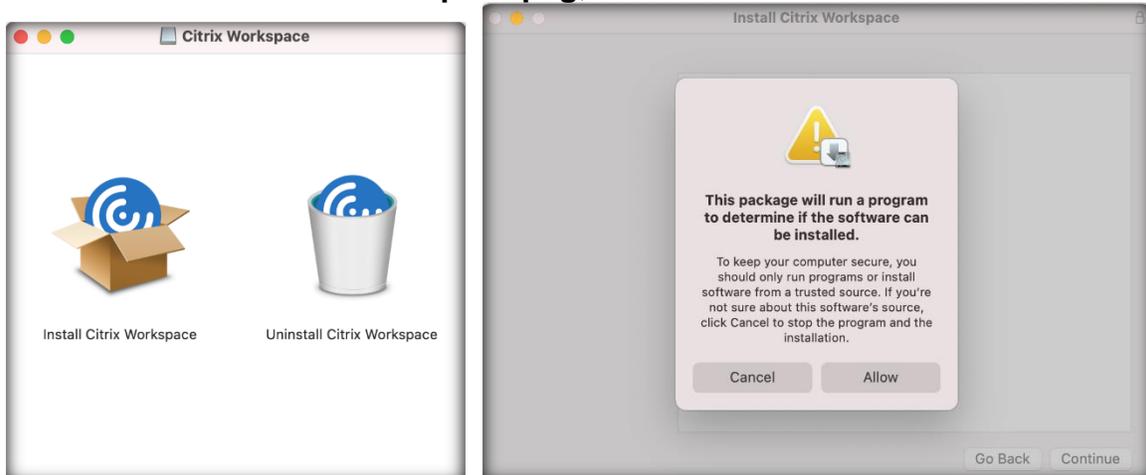
1. Launch a browser session and type into the address bar: **connect.chop.edu**



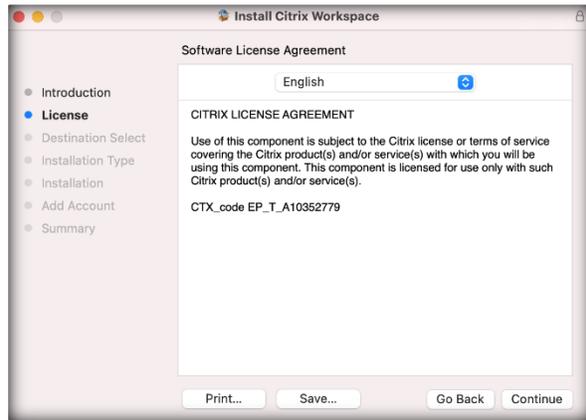
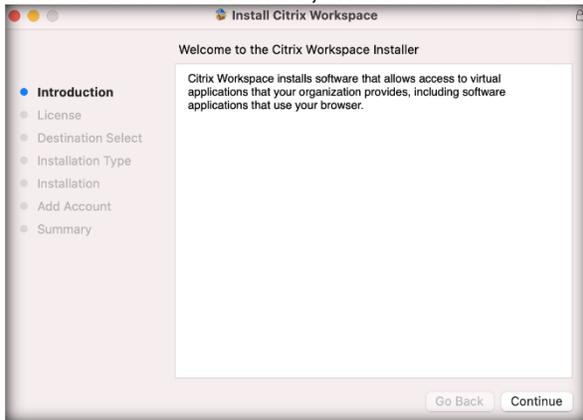
2. Click the **Citrix Workspace App for Mac** link to download the client. Citrix will automatically detect your OS. After the software is downloaded and the disk image is mounted, double click on the installer application

[Download Citrix Workspace app for Mac](#)

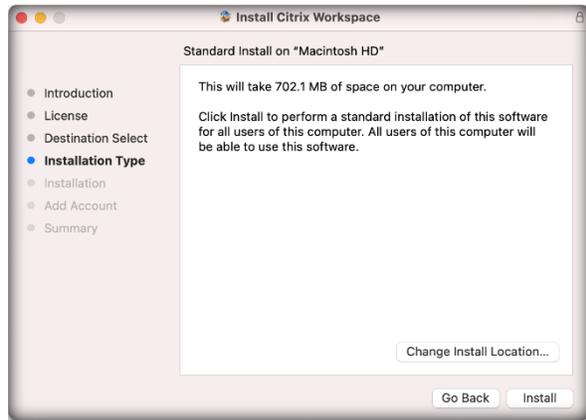
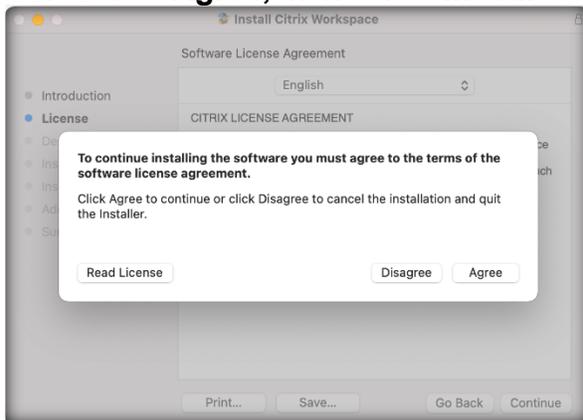
3. Select **Install Citrix Workspace.pkg**, then select **Allow**



## 4. Select **Continue**, then select **Continue**



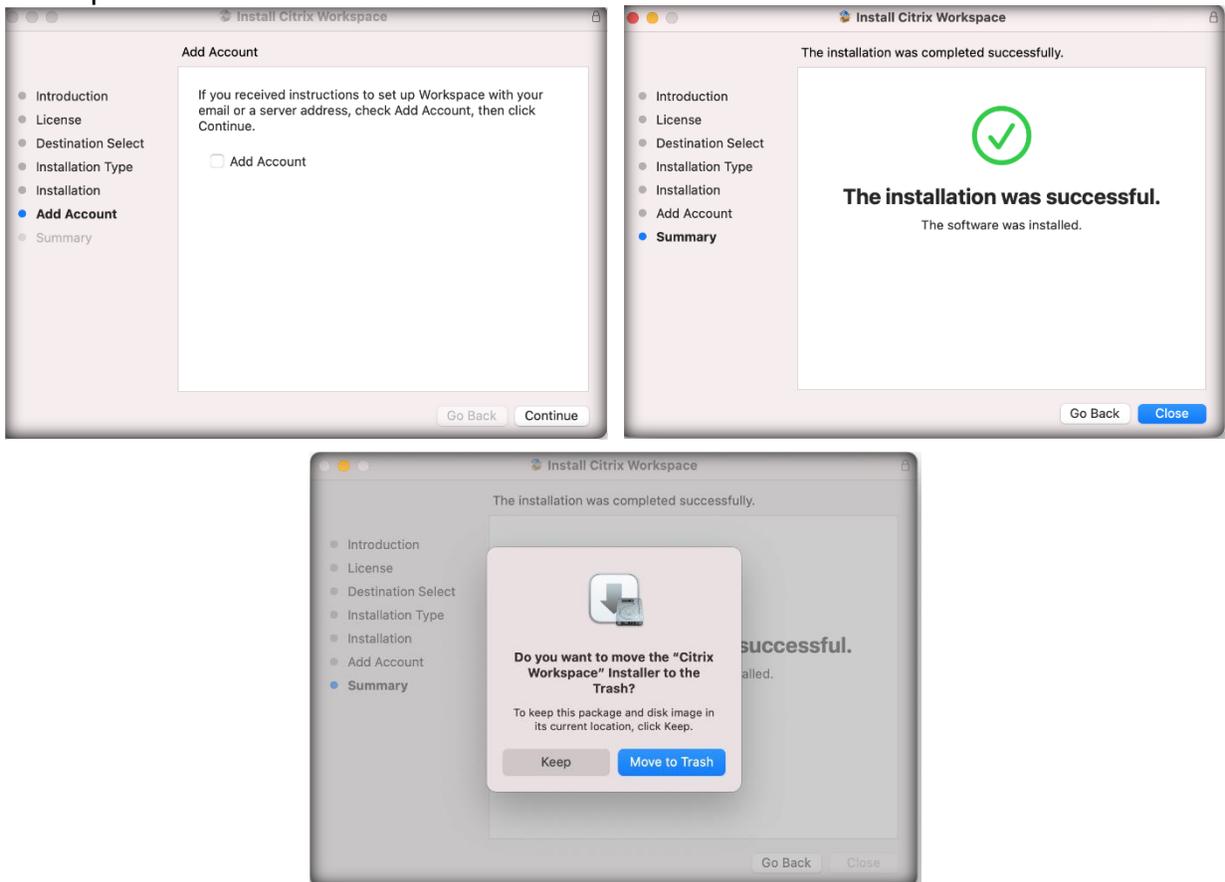
## 5. Select **Agree**, then select **Install**



## 6. You will be prompted to enter Administrator Name and Password, then select **Install Software**

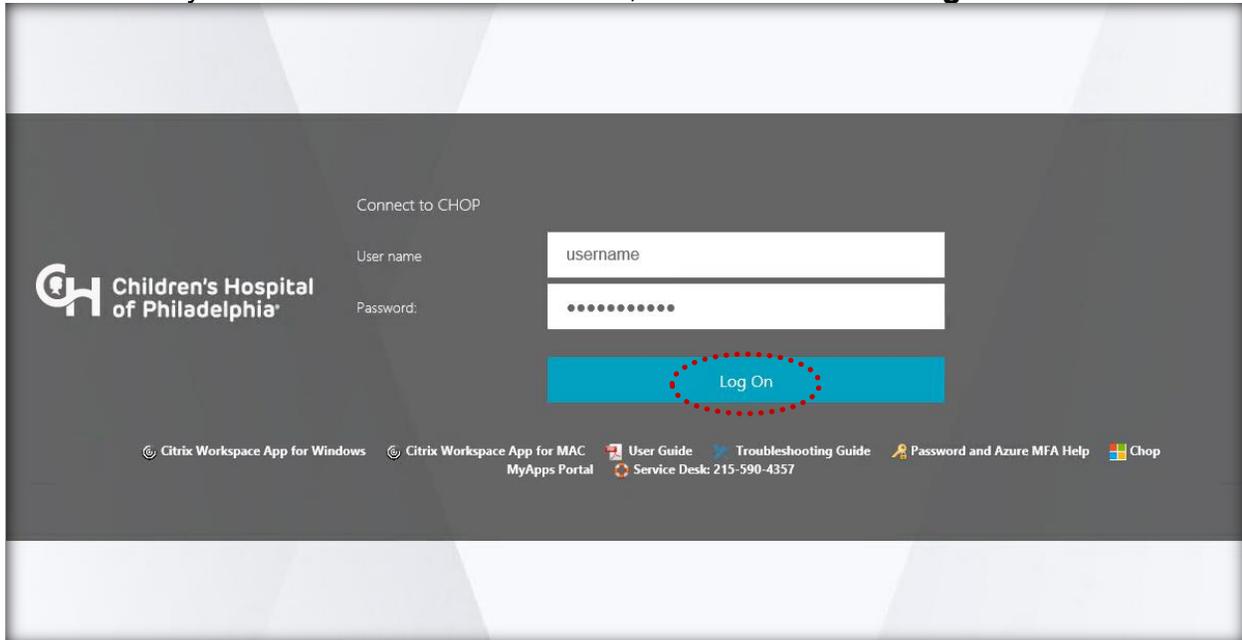


7. Select **Continue**, then select **Close**, then select **Move to Trash**, it is good practice to reboot after the install



## 3 Logon Connect

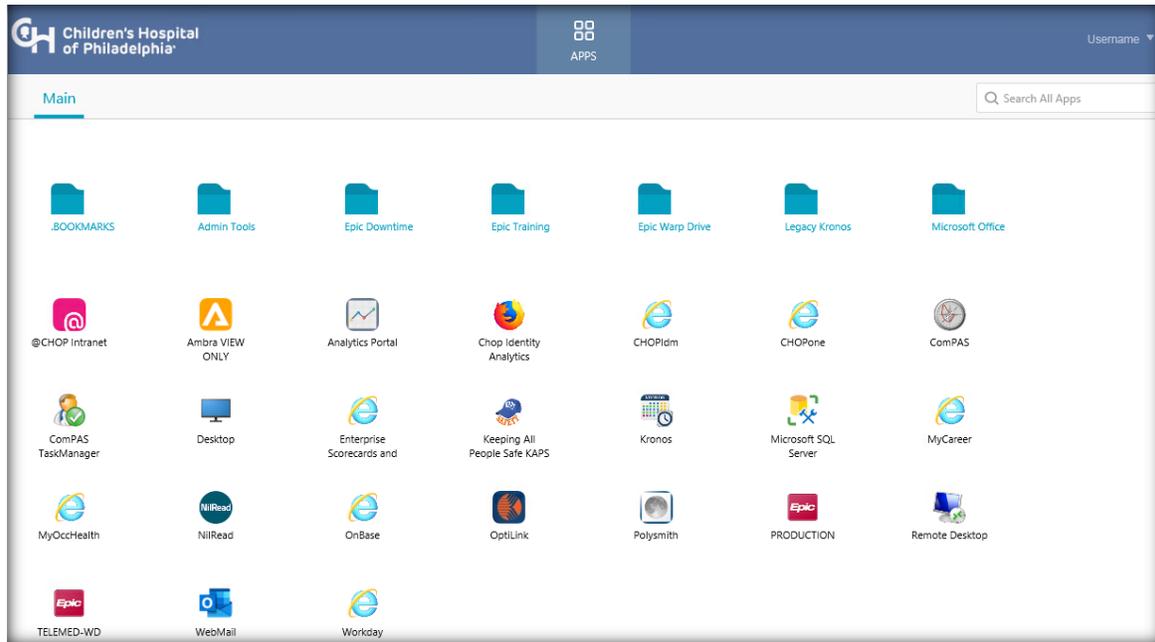
1. Launch a browser session and type into the address bar: **connect.chop.edu**
2. Enter your User Name and Password, and then click the **Log On** button



3. Approve the two-factor sign-in with your Microsoft Authenticator app
4. Once logged in, you will be able to access both published bookmarks, as well as all Citrix applications and desktops assigned to your CHOP AD account  
**Note:** *Not all CHOP applications are available through Connect to CHOP*
5. Simply click on the application/desktop you wish to launch and use as if you were on-site at CHOP  
**Note:** *if you click on an application and a file downloads ending with “.ica”, this is normal. Open or run this file with Citrix workspace which you installed earlier*

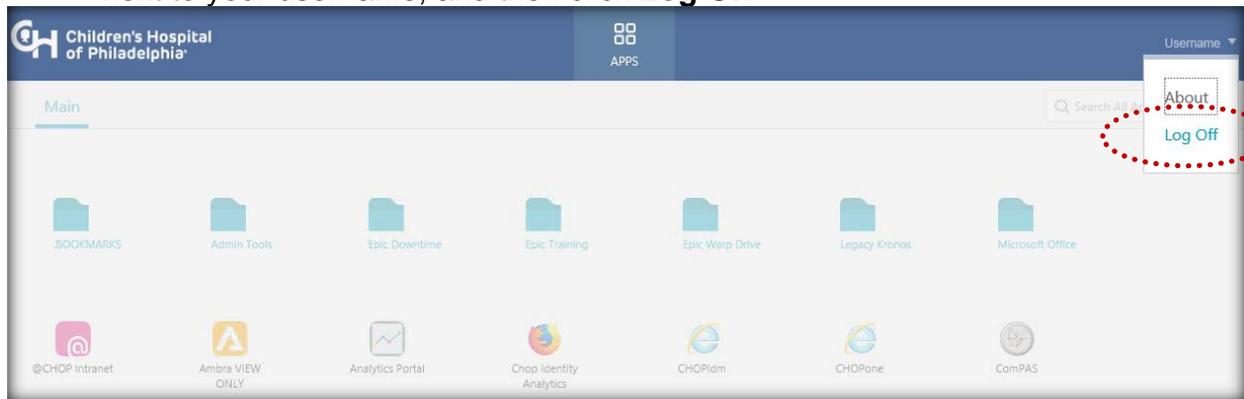


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## 4 Logoff Connect

1. To logoff, properly exit the application you were using, click on the **down arrow** next to your username, and then click **Log Off**



## 5 Support References

Can be accessed from the Connect Log On page:

- User Guide: How-To Guide for getting connected to CHOP Anywhere
- Troubleshooting Guide: Basic Citrix troubleshooting steps
- Password Help: <https://forgotpassword.chop.edu>
- Service Desk: 215-590-4357