

# CONNECT TO CHOP USER GUIDE

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> Version 6



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### 1 Overview

The connect web site (**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** 



	Connect to CHOP	
Children's Hospital of Philadelphia	User name Password:	Please supply username
		Log On
© Citrix Workspace App for	Windows © Citrix Workspace A	App for MAC 📲 User Guide 🍸 Troubleshooting Guide 🔏 Password and Azure MFA Help yApps Portal 🛟 Service Desk: 215-590-4357

- Click the Citrix Workspace App for Windows link to download the client
  Select Download Citrix Workspace app for Windows

Download Citrix Workspace app for Windows

#### 4. Select Run





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

Citrix Workspace	×	🙆 Citrix Workspace X
	Welcome to Citrix Workspace	License Agreement
Workspace citrıx	Citrix Workspace app installs software that allows access to including software that allows access to the applications that use your browser. - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your company. - Save your credential to sign in automatically. Click Start to set up and install Citrix Workspace app on your computer.	You must accept the license agreement below to proceed. CITRIX LICENSE AGREEMENT Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s). CTX_code EP_R_A10352779 I accept the license agreement
	Start Cancel	Next Cancel

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

	Citrix Workspace X
Enable Single Sign-on	App protection
When enabled, single sign-on remembers your credentials for this device, so that you can connect to other Citrix applications without having to sign in each time. You should do this only if your IT administrator has instructed you to. This will take effect the next time you log on to this device.	Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.
☑ Enable single sign-on	Enable app protection Warning: You cannot disable this feature after you enable it. To disable it, you must uninstall Citrix Workspace app. For more information, contact your system administrator.
For more information on configuring single sign-on, please see article CTX133982 at citrix.com/support.	
Next Cancel	Install Cancel

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

Citrix Workspace X	length Add Account X
citrix.	Add Account
Installation successful If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.	Enter your work email or server address provided by your IT department:
Add Account Finish	Add 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

	Connect to CHOP		
Children's Hospital	User name Password:	Please supply username	
		Log On	
© Citrix Workspace App for	Windows © Citrix Workspace /	App for MAC 📲 User Guide 💥 Troubleshooting Guide 📌 Password and Azure MFA Help lyApps Portal 📀 Service Desk: 215-590-4357	

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

Citrix Workspace	🔍 兽 🔿 Install Citrix Workspace	
Install Citrix Workspace	This package will run a program to determine if the software can be installed.      To keep your computer secure, you should only run programs or install software from a trusted source. If you're click Cancel to stop the program and the installation.      Cancel    Allow	le
	Go Back Co	ontinu



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

••	📚 Install Citrix Workspace 🕴 🖯		Install Citrix Workspace
	Welcome to the Citrix Workspace Installer		Software License Agreement
Introduction	Citrix Workspace installs software that allows access to virtual applications that your organization provides, including software	Introduction	English
License	applications that use your browser.	License	CITRIX LICENSE AGREEMENT
Destination Select		Destination Select	Use of this component is subject to the Citrix license or terms of service
Installation Type		Installation Type	covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such
Installation		Installation	Citrix product(s) and/or service(s).
Add Account		Add Account	CTX_code EP_T_A10352779
Summary		Summary	
	Go Back Continue		Print Save Go Back Continue

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



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

$\cap$	Installer is trying to install new software.
D	Enter your password to allow this.
(manual)	User Name:
	Password:
	Cancel Install Softy





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

	Connect to CHOP		
Children's Hospital of Philadelphia	User name Password:		
		Log On	
G Citrix Workspace App for Win	dows G Citrix Workspace App MyA	r for MAC 📲 User Guide 🍼 Troubleshooting Guide 🔏 Password and Azure MFA He pps Portal 💽 Service Desk: 215-590-4357	Hp 🚻 Chop

- 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* 







## 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** 

Children's H of Philadelp	lospital bhia		APP	s			Username 🔻
Main						Q. Search A	About Log Off
BOOKMARKS	Admin Tools	Epic Downtime	Epic Training	Epic Warp Drive	Legacy Kronos	Microsoft Office	
@CHOP Intranet	Ambra VIEW ONLY	Analytics Portal	Chop Identity Analytics	CHOPIdm	CHOPane	ComPAS	

## 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: <u>https://forgotpassword.chop.edu</u>
- Service Desk: 215-590-4357