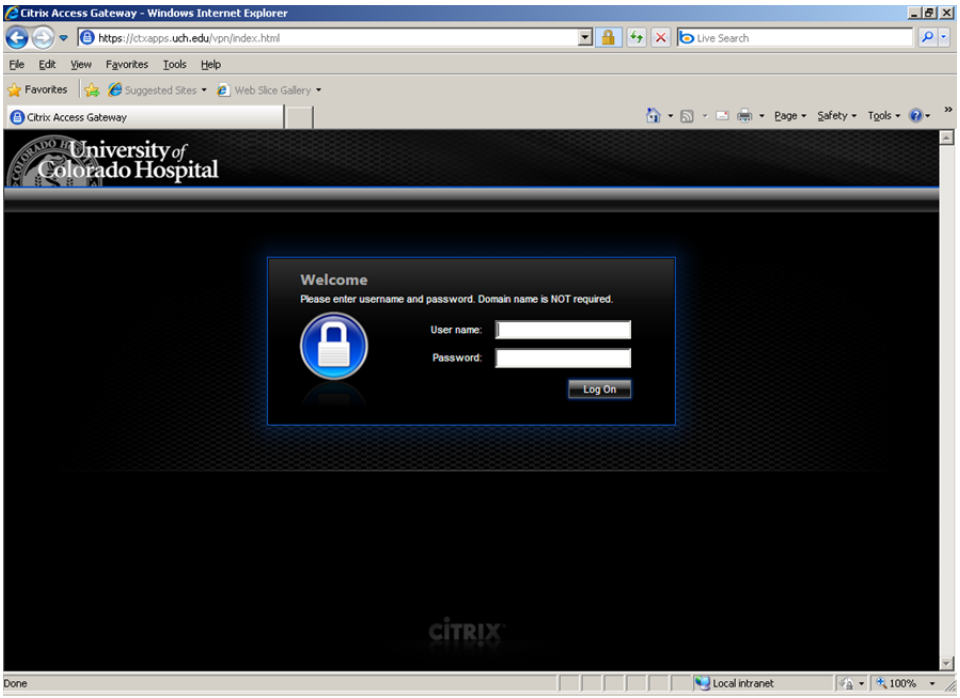
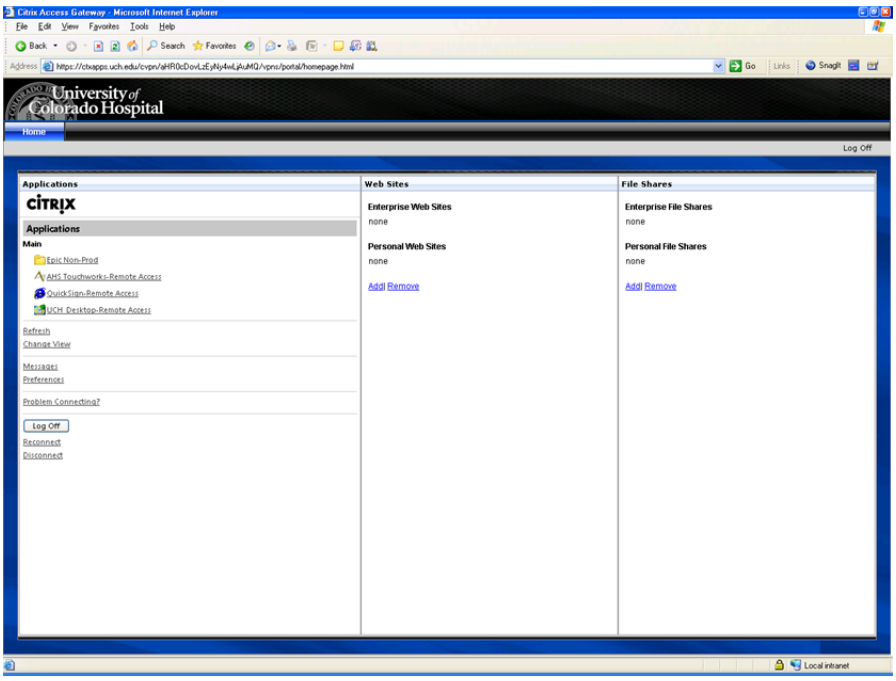
UCH Citrix Access Gateway (CAG)

This document describes the UCH Citrix Access Gateway. As new functionality for additional features is made available this document will be updated to reflect changes.

The logon point uses the web address (https://ctxapps.uch.edu). Per the screenshot, note the functional change in the logon process—you are not required to enter your "Domain" (such as UCH, or University).



Login as directed with your username and password and you will see the following screen. The left-hand pane in the new web page contains the links most users utilize to access UCH applications and/or desktops. The center and right-hand panes offer some additional functionality that is not available at the current time.



If your PC or Mac does not have a suitable Citrix client installed, the left-hand pane will display a message and offer you the ability to Download the appropriate client install. Simply follow the prompts to run the install. Additional Citrix client downloads are also available at http://www.uch.edu/for-employees/index.aspx.

Additional information and known issues:

- Please contact the UCH Helpdesk at 8-4000 (720.848.4000) should you have issues connecting. If you are on-campus, you can also contact the UCH helpdesk via the web at http://www4.uch.edu/helpdesk/.
- At the current time, it is not possible for affiliate users to change their windows login password with the CAG. This may be possible in the future, however if you have an expired windows password you will need to contact your respective helpdesk (UCD, UPI, etc.) to have your password reset.
- As additional functionality and features of the new Citrix Access Gateway are implemented some screens presented may change. This document will be updated accordingly as these changes are made.
- For security reasons, most users do not have functionality to print/copy/cut/paste through the Citrix Access Gateway.
- Newer systems running Windows 7 and/or Internet Explorer 8 may benefit from adding the site to the "trusted site" list if difficulties are encountered. To do so, go to your Internet Explorer browser and select:
  - tools menu/internet options/security /trusted sites
  - then click sites button and add https://ctxapps.uch.edu as a trusted site
- **Mac users**: Some earlier documented issues have been fixed at this time. Mac users should download and install the 11.1.1 client available for download from the http://www.uch.edu/for-employees/index.aspx web page or accept the download from the Citrix Access Gateway if you are prompted. This new hotfix addresses issues where users may be prompted at every login to download a new client and fixes an issue where Clinical Workstation users were previously unable to type the username and password into the login window when the application launched.
- **Preferences**: Users who modify preferences such as display settings are currently unable to save these settings and must select them at every login. This has been identified as a bug with our vendor and we are working to resolve it ASAP.
- **Slow launch of Epic Hyperspace and possibly other applications on newer Windows 7 PCs**: A known issue related to audio functionality is now documented. Please *click this link for instructions to resolve*.