



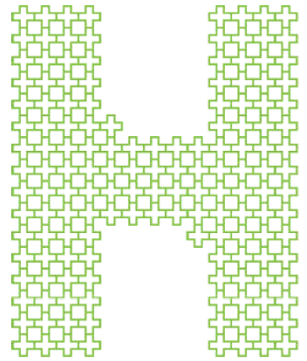
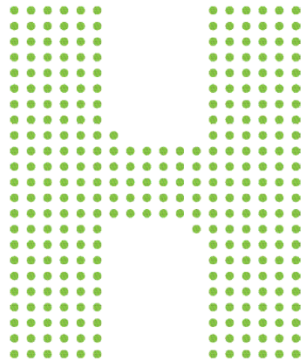
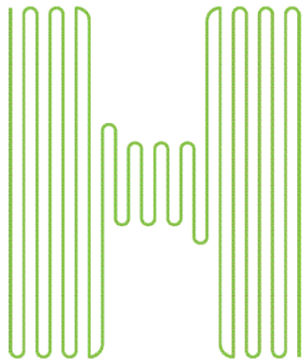
Humana.

ZOOM VDI Plugin:

Improving the Meeting Experience

ITLS

March 2022



Humana®

VDI Experience in Zoom Meetings Improvements

When access Humana through **Launchpad.Humana.com – Desktop** (VDI), your Zoom meeting experience may be improved if you install a plugin on your non-Humana machine. While this is a suggested step to take, Humana cannot support technical issues on non-Humana machines.

Improvements include:

- Using computer audio (VOIP)
- Camera usage
- Using Virtual backgrounds and filters

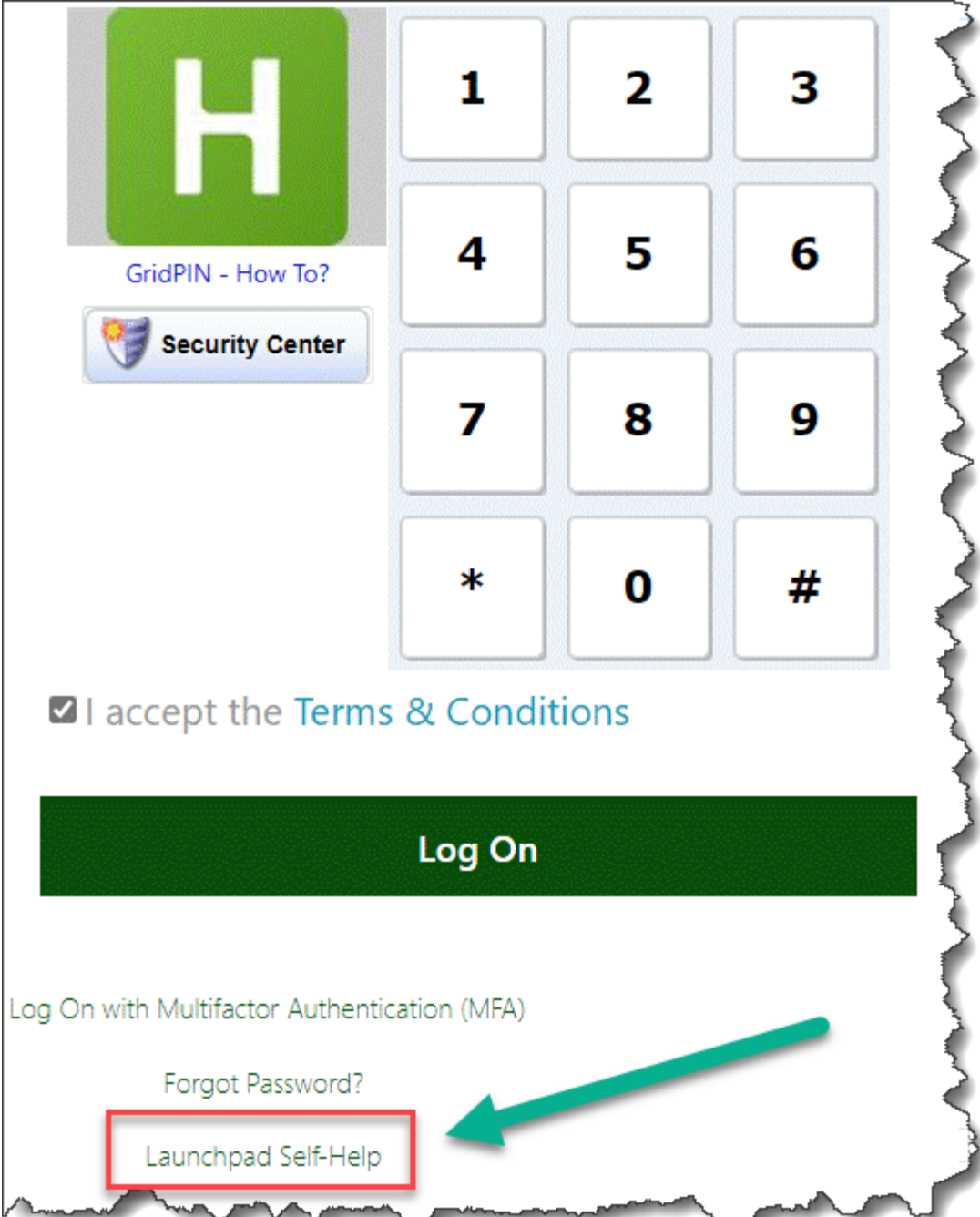
Action for Users

- [Install Plugin](#) “Zoom Plugin for Citrix Receiver”
- [Confirm the Installation](#)
- [Improved Features](#)
- [Self-Troubleshooting](#) Installation Errors

Install Plugin

Find the installation link by:

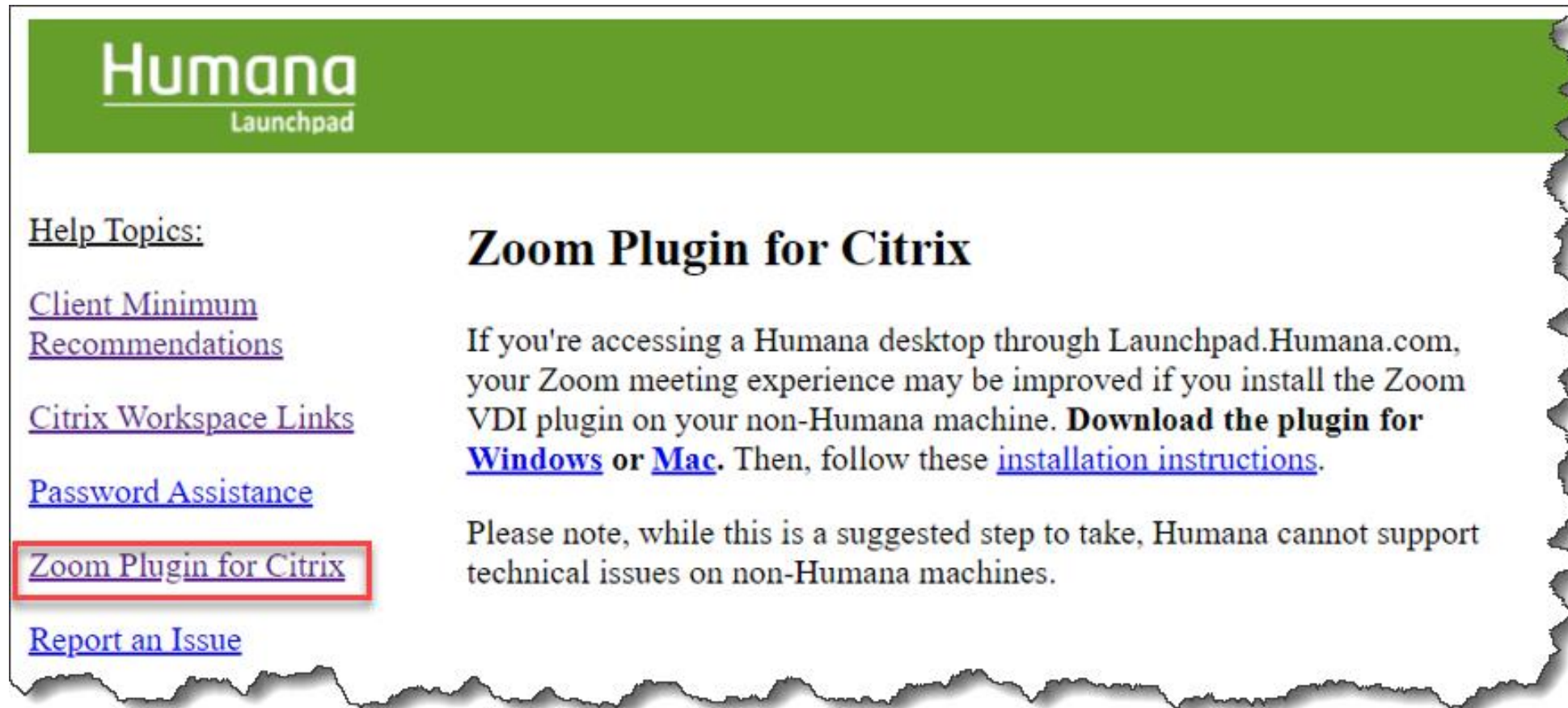
- Accessing Launchpad.Humana.com and selecting Desktop.
- On the security grid screen, click on 'Launchpad Self-Help' link. This will open another tab in your browser. Return to the Launchpad.humana.com when installation is complete.



The screenshot shows the Humana Security Center login interface. At the top left is a green square logo with a white 'H'. Below it is a link that says 'GridPIN - How To?'. To the right of the logo is a numeric keypad with buttons for digits 1-9, 0, *, and #. Below the keypad is a checkbox labeled 'I accept the Terms & Conditions'. A large green button labeled 'Log On' is positioned below the checkbox. At the bottom, there is a section titled 'Log On with Multifactor Authentication (MFA)'. Within this section, the link 'Launchpad Self-Help' is highlighted with a red rectangular box. A green arrow points from the right side of the image towards this box. Above the 'Launchpad Self-Help' link is the text 'Forgot Password?'.

Install Plugin, continued:

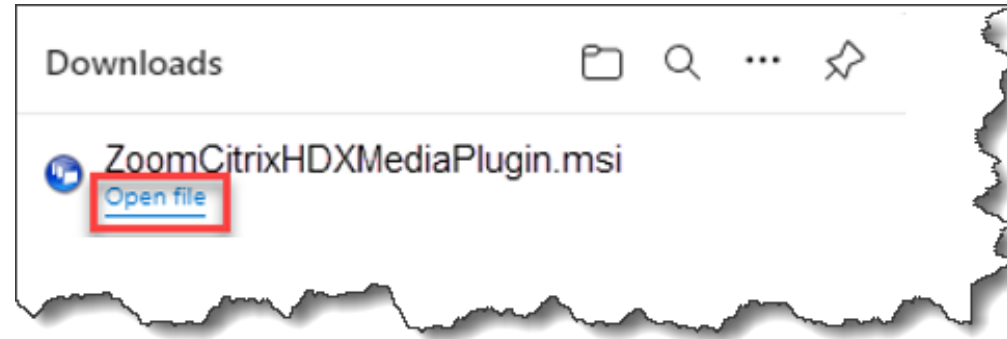
- Select 'Zoom Plugin for Citrix' on the left and then select the appropriate download for Windows or Mac.



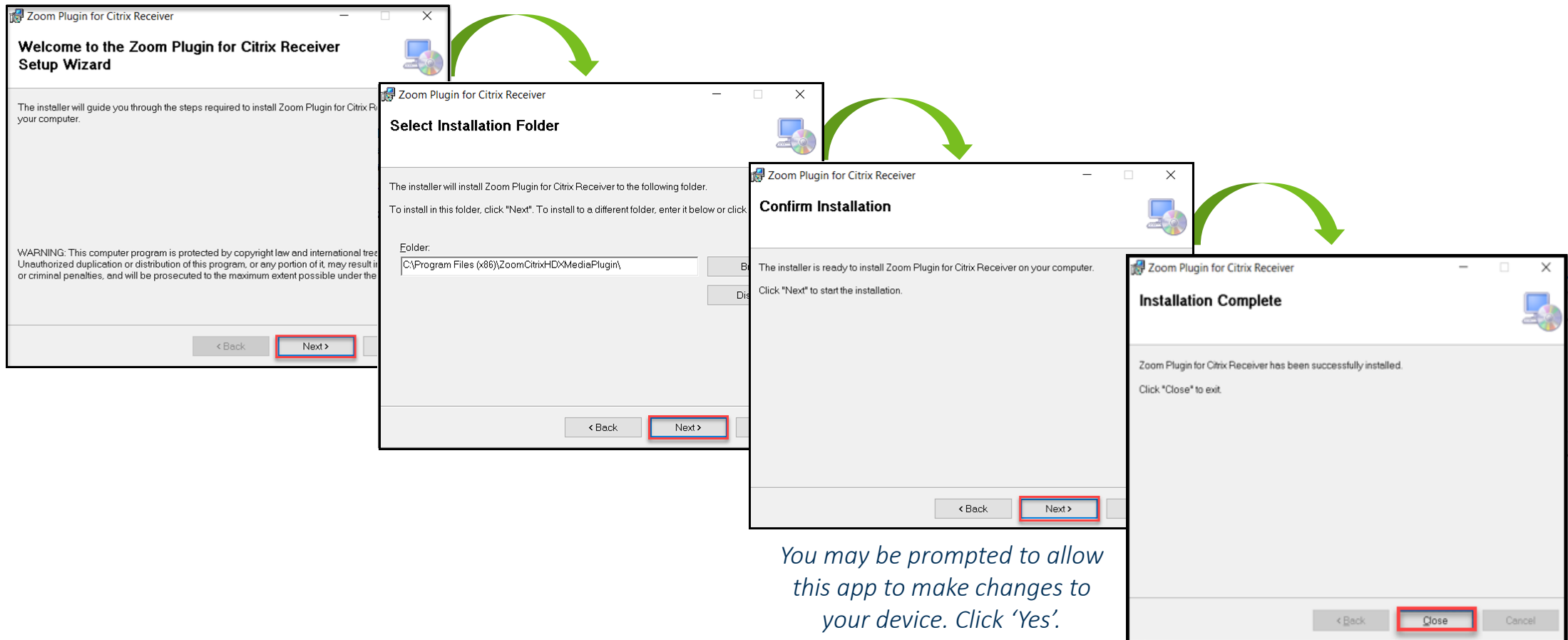
The screenshot shows the Humana Launchpad interface. At the top is a green header with the 'Humana Launchpad' logo. Below the header, on the left, is a list of 'Help Topics' with links: 'Client Minimum Recommendations', 'Citrix Workspace Links', 'Password Assistance', 'Zoom Plugin for Citrix' (highlighted with a red box), and 'Report an Issue'. The main content area is titled 'Zoom Plugin for Citrix' and contains the following text: 'If you're accessing a Humana desktop through Launchpad.Humana.com, your Zoom meeting experience may be improved if you install the Zoom VDI plugin on your non-Humana machine. **Download the plugin for Windows or Mac.** Then, follow these [installation instructions](#).' Below this, a note states: 'Please note, while this is a suggested step to take, Humana cannot support technical issues on non-Humana machines.'

Install Plugin, continued:

In the upper right, click 'Open file' underneath the downloaded file:



Follow the instructions displayed in the Setup Wizard. When complete, return to Launchpad.Humana.com:



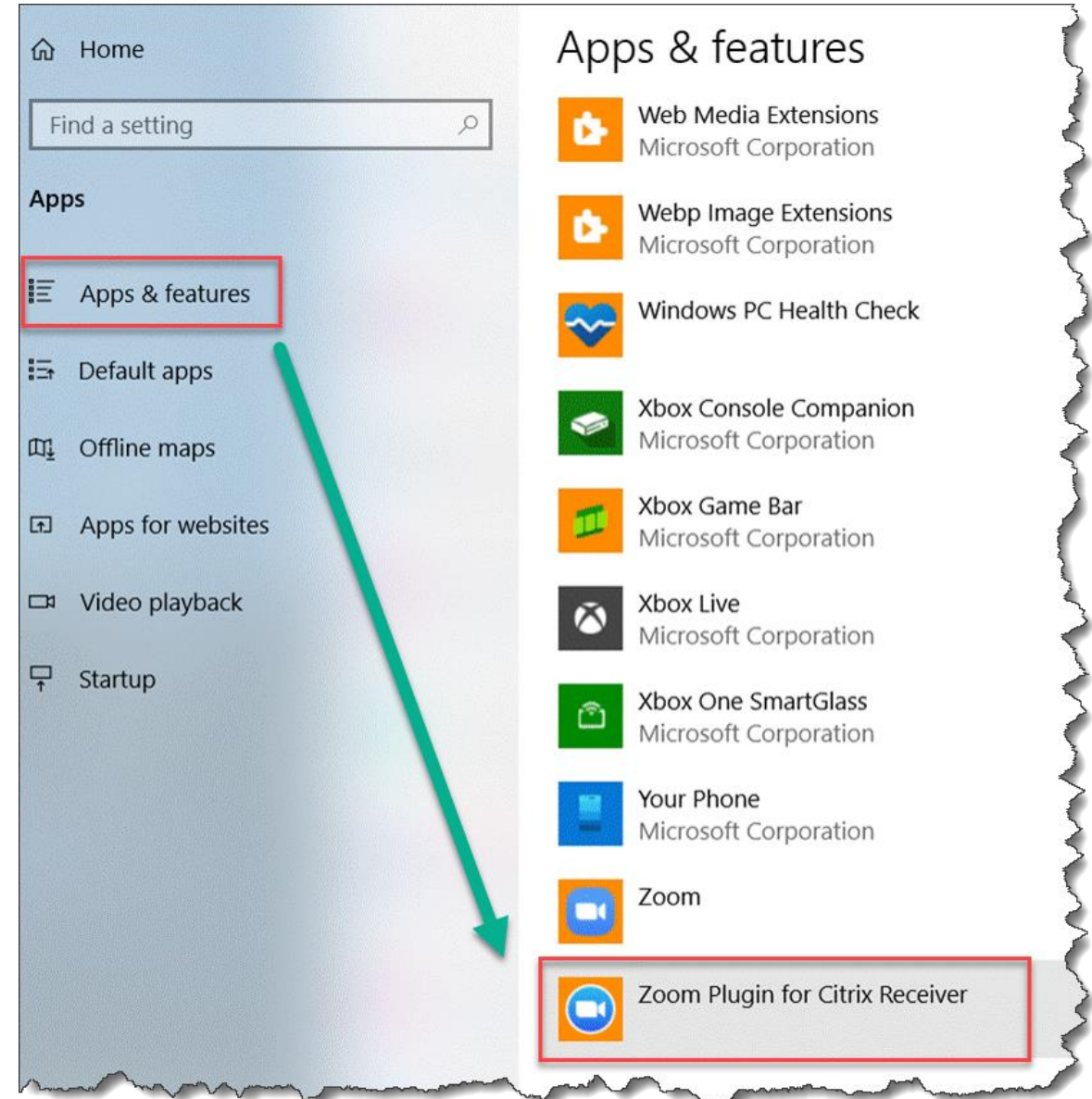
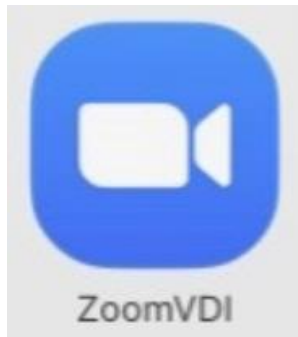
Confirm Plugin Installation:

For a Windows machine:

- Search for 'Add or remove programs'.
- In 'Apps & features' scroll to find 'Zoom Plugin for Citrix Receiver' (see screen shot).

For iMac/Macbook:

- Upon successful installation you will see the ZoomVDI in the Applications folder



Confirm Plugin Installation, continued:

Plugin in System Tray

After successful plugin installation, ① go to your System tray and ② confirm you have a round Zoom displayed.

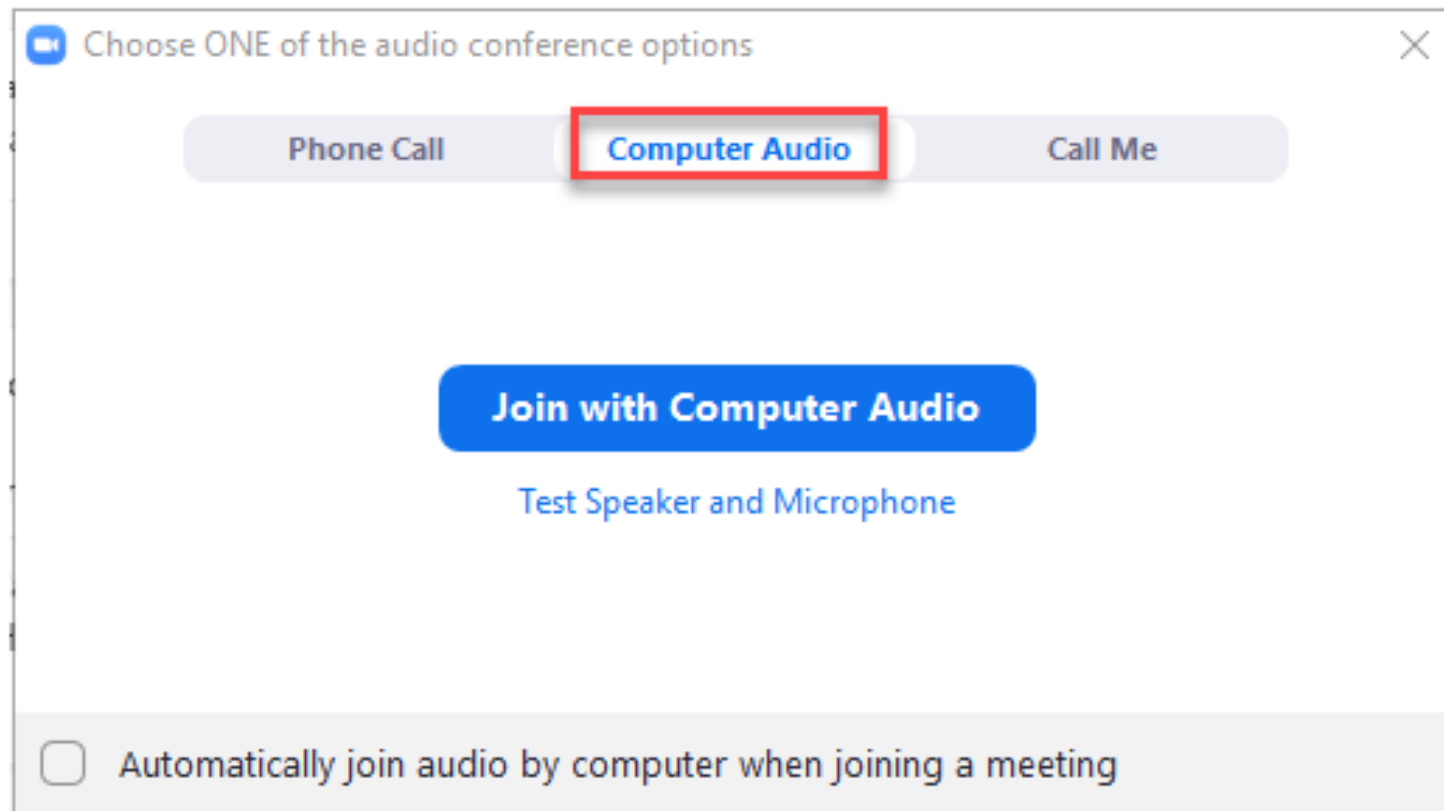
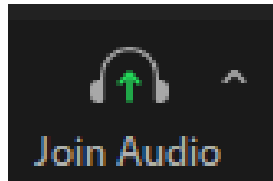
When you hover on the icon, 'Zoom is not connected' will be displayed. This is normal until you join a Zoom meeting.

The new features will be available when you sign in to your VDI (i.e., past grid pin) and join a Zoom meeting.



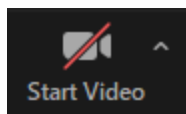
Improved Features

Select 'Computer Audio' (VOIP), or 'Phone Call' or 'Call Me'

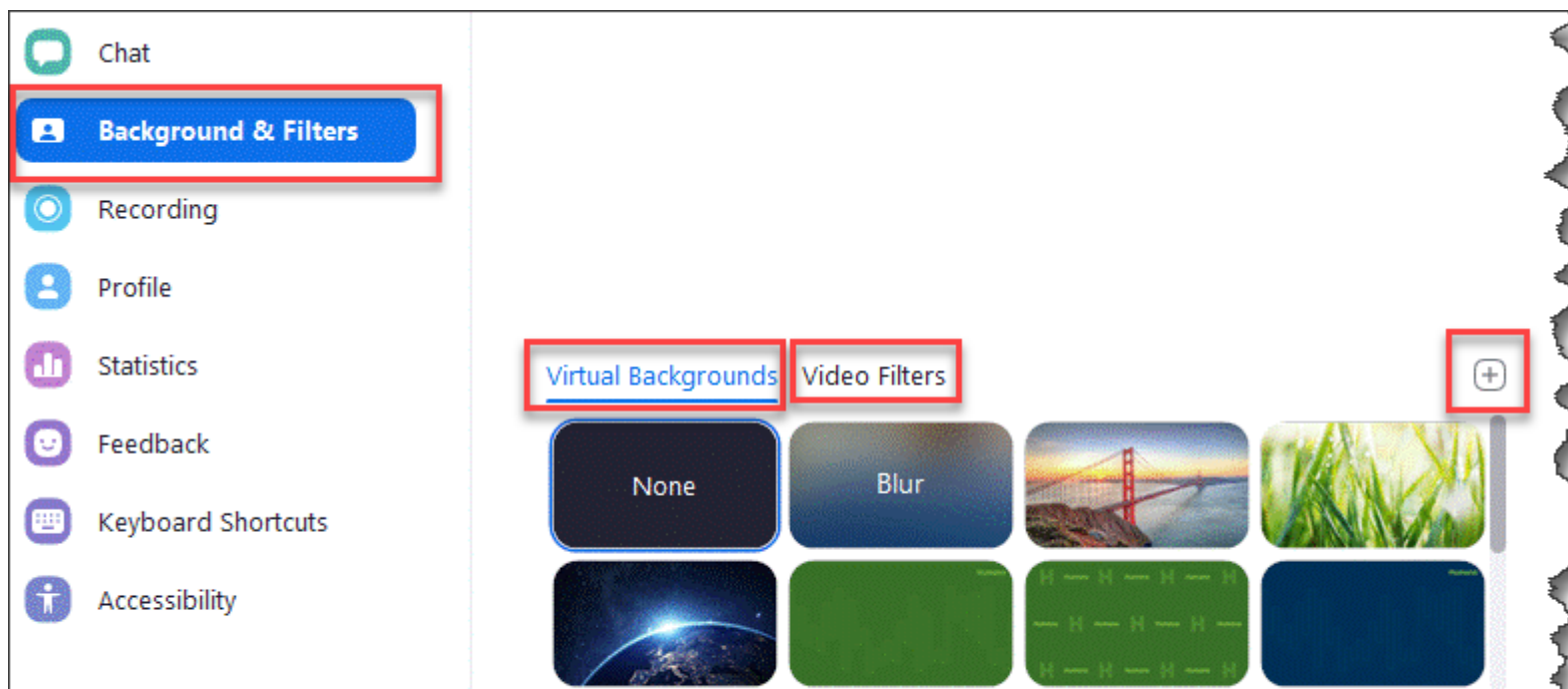
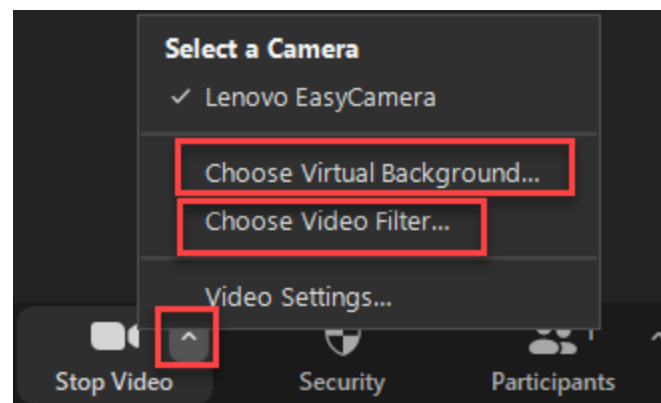


Improved Features, continued

'Start Video' is now available!



When your camera is on, you can
'Choose Virtual Background...' or
'Choose Video Filter...'



Even add your
own photo!

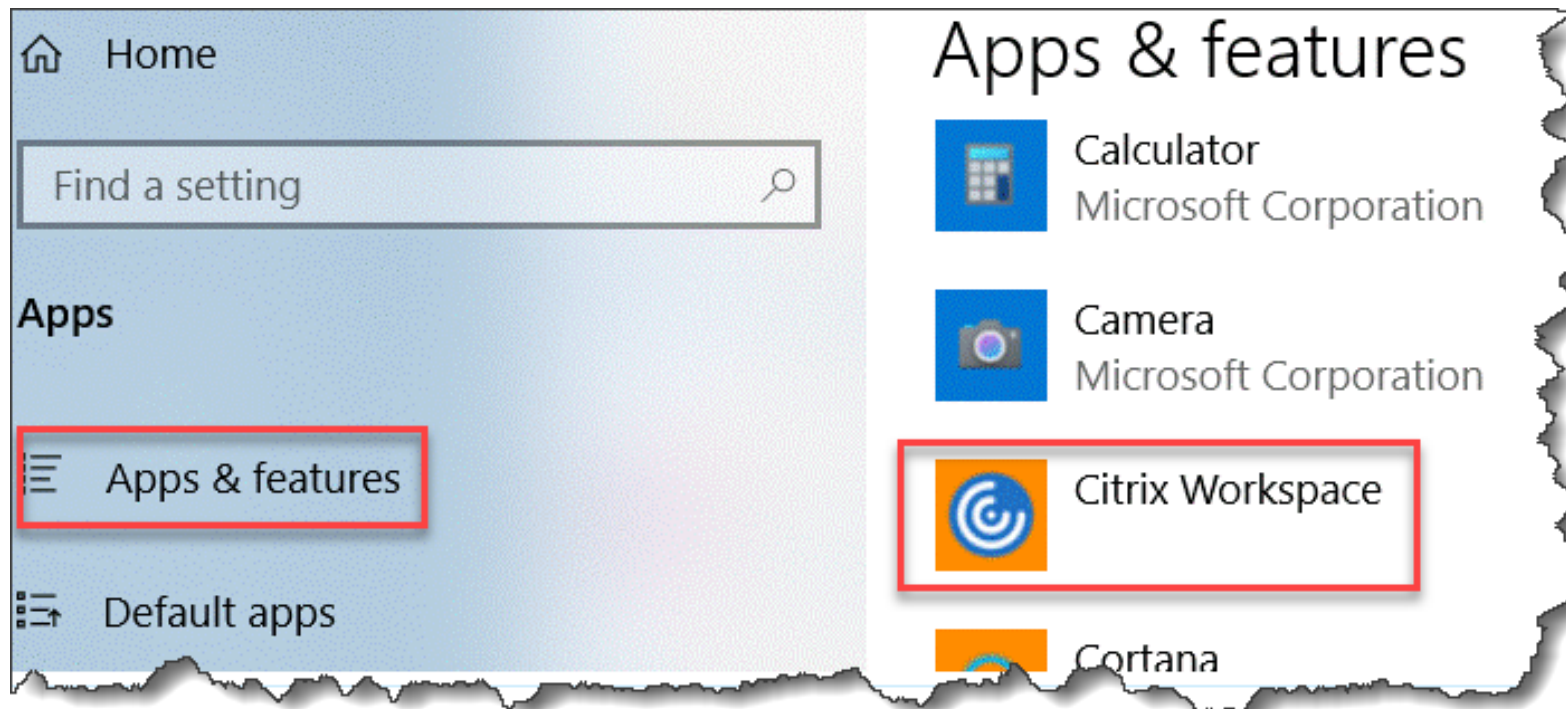
Self-Troubleshooting

If you received errors when installing the plugin on your non-Humana machine, it could be related to your Citrix receiver version. Refer to the Launchpad Self-Help section for guidance on 'Client Minimum Recommendations'.



Self-Troubleshooting, continued

- 1) On your physical PC (not VDI) go to 'Add or remove programs' – 'Apps & features' and look for 'Citrix Workspace'.



Self-Troubleshooting, continued

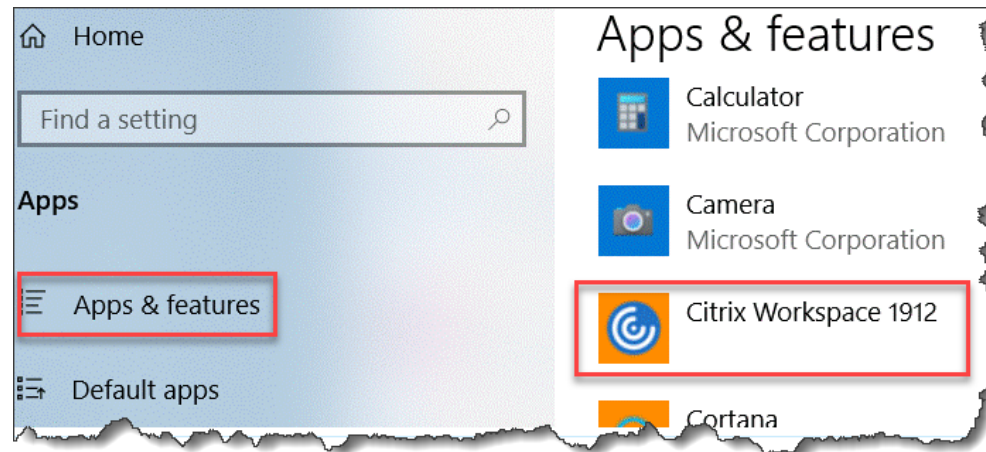
- 2) If you see 'Citrix Workspace' with NO version number after it, please upgrade to a non "Microsoft Store" version. You will find a link provided in the 'Launchpad Self-Help' page (accessed from the bottom of the grid-pin page prior to entering your grid-pin code).
- 3) Select 'Citrix Workspace Links' on the left and then click the Windows 'LTSR' link to the right (as of Q1 2022, '1912 LTSR' is the current version).



Self-Troubleshooting, continued

4) Click 'Download Citrix Workspace app for Windows' and follow installation instructions.

5) To confirm you have the correct version on your physical PC, return to the 'Add or remove Programs' – 'Apps & features' list and find 'Citrix Workspace' again. If you have 2 listed (one of them being the version you just installed), select the 'Citrix Workspace' with NO version number after it and click 'Uninstall' to end up with just one entry.



6) Return to the 'Launchpad Self-Help' page and attempt the installation of the plugin again.