Citrix Workspace App for Windows

Long-Term Service Release (LTSR)

Contents

Summary

Citrix Workspace App is the application required to use Launchpad.humana.com to access Humana applications and desktops. The following document outlines the steps to install, configure, and troubleshoot the Citrix Workspace App for Windows.

The instructions below will install the latest version of the Long-Term Service Release (LTSR) client. Humana recommends using the latest LTSR version for maximum stability and security. The "Current Release" versions can be used but they may introduce new features that are not fully tested or supported by Humana which could impact the use of Launchpad.

Workspace App is installed and configured automatically on Humana provided laptops and PCs. This document is only needed for devices that are not owned or maintained by Humana, such as personal computers.

Requirements

- **Operating System:** Windows 10 or later
- **Browser:** Microsoft Edge (latest version), Chrome (latest version), Firefox (latest version)
- Administrator access

Internet Connection

For the best experience, Internet connection speeds should be at least 10Mbps download and 1Mbps upload or higher.

Equally as important as the connection speed is the reliability of the connection. A business class connection is not required but recommended for work at home associates that rely on Launchpad. An unreliable Internet connection can cause disconnections and slow response in applications and desktops accessed through Launchpad. If you continually experience slowness or disconnections through Launchpad, it's recommended that you contact your Internet Service Provider to verify the connection.

Cellular internet connections, such as cell phones or personal hotspots, are not recommended for critical or long working sessions. While the connection speed may meet the minimum requirements, these connections are often less reliable.

Satellite Internet connections are not supported.

For workstations and laptops, a wired connection will typically provide a more reliable connection than Wifi.

Installation

1. Browse to https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-LTSR-Latest.html and click the "Download Citrix Workspace app for Windows" button.
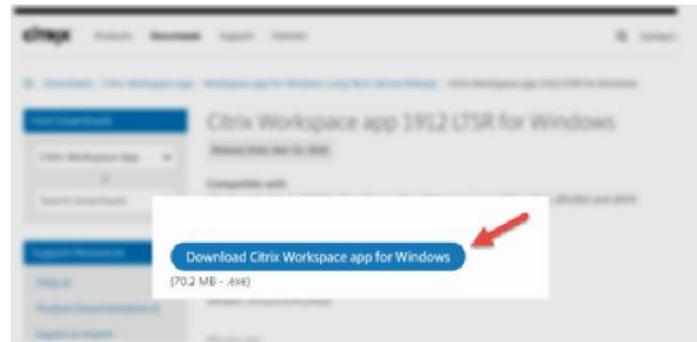
2. If prompted, click the "Run" button to begin the installation.
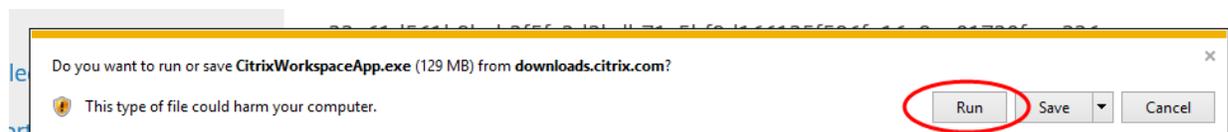
   a. Alternatively, you can start the install by opening Windows Explorer and browsing to the Downloads folder. Double-click "CitrixReceiver.exe".
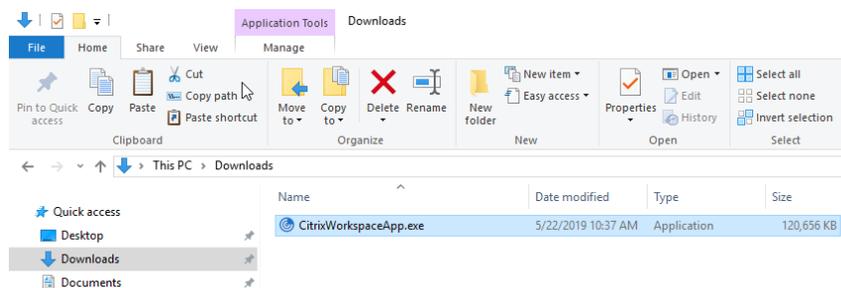
3. At the Welcome to Citrix Workspace window, click "Start".
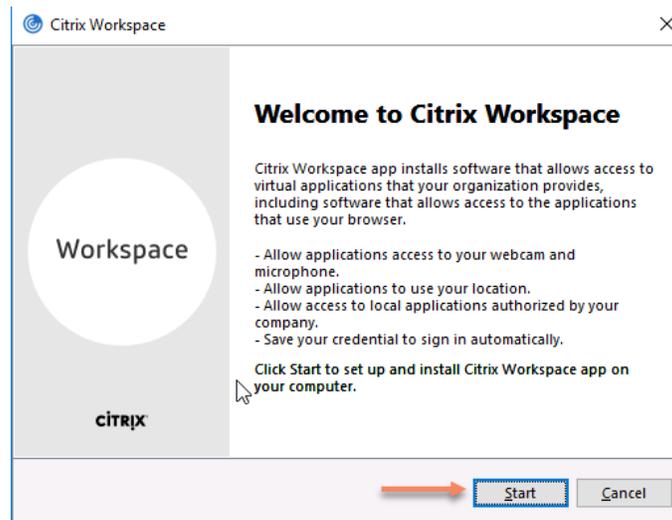
4. At the License Agreement screen, check "I accept the license agreement" and click Install
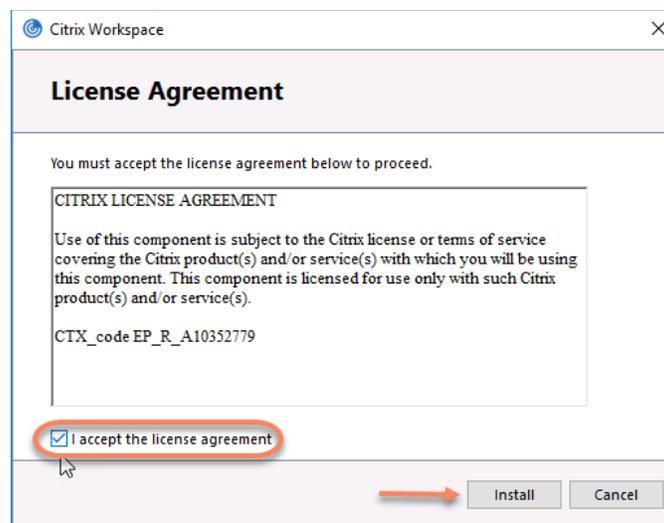
5. If prompted, ensure enable "Enable single sign-on" is UNCHECKED and click Next
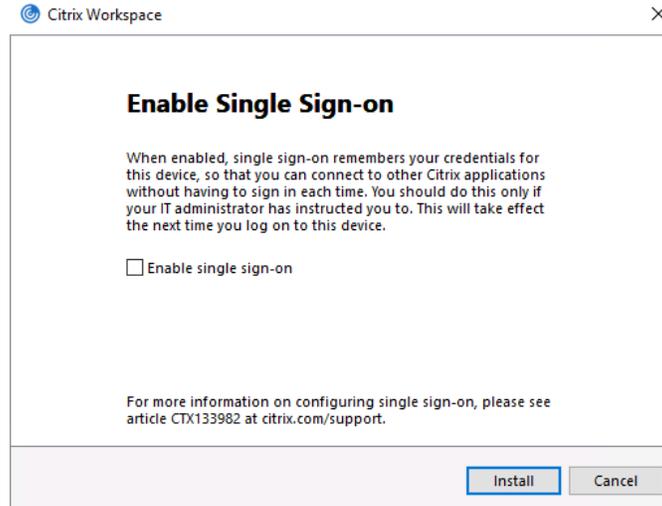
6. If prompted, ensure enable "App Protection" is UNCHECKED and click Install
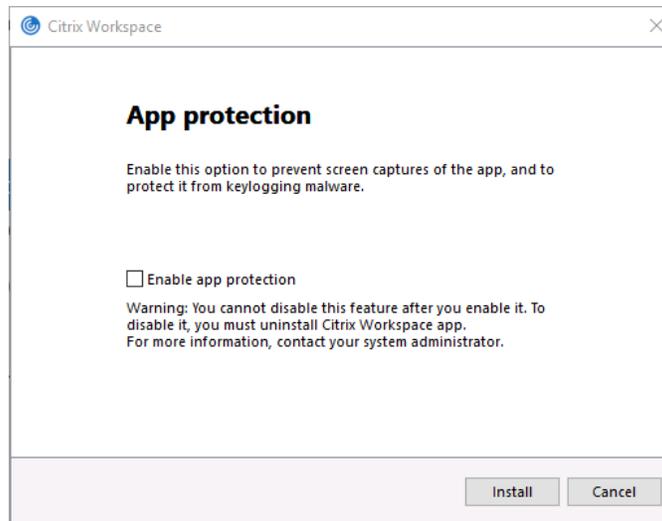
7. The installation will begin
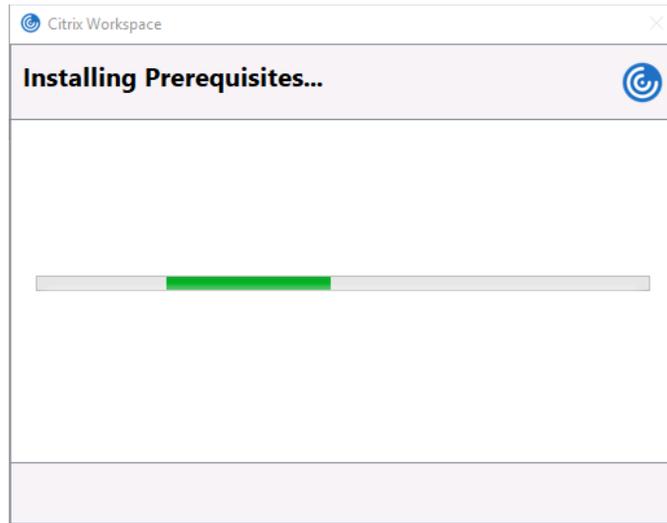
8. When the installation is complete, click Finish.
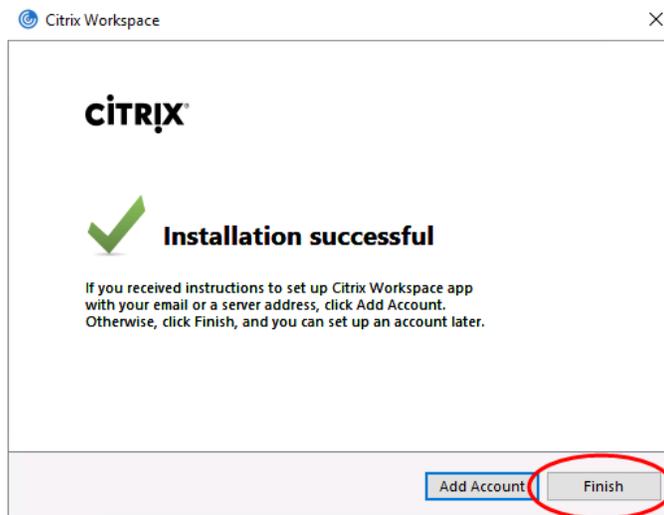
Using Launchpad

1. Open your browser and enter https://launchpad.humana.com in the address bar. When prompted, enter your Humana email address and password.
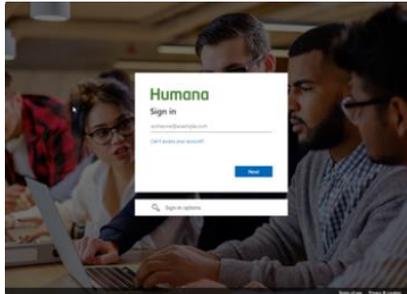
2. If this is your first time logging on with your Humana account, follow the onscreen prompts to set up your second factor authentication.
3. When prompted, enter you second factor authentication code.
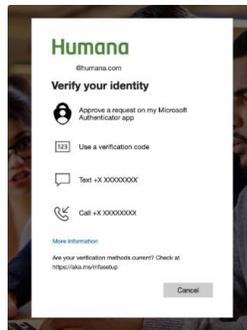
4. When prompted, click "Yes" to stay signed in.
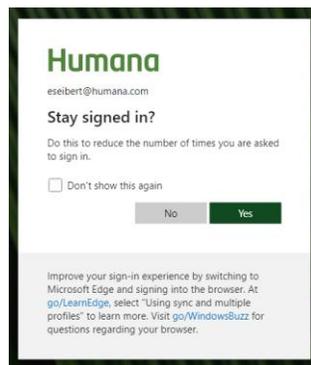
5. Click an application icon to start that application. To access available desktops, click the "Desktops" tab at the top of the screen. Click a desktop icon to start that desktop.
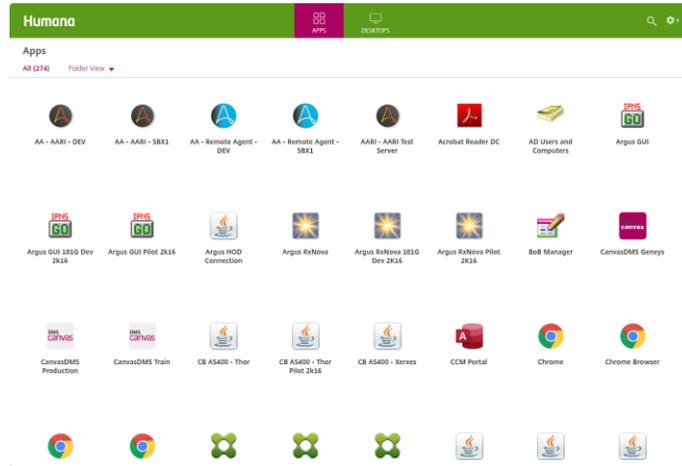
Uninstall

1. Click the Start button, then Control Panel, then Uninstall Program
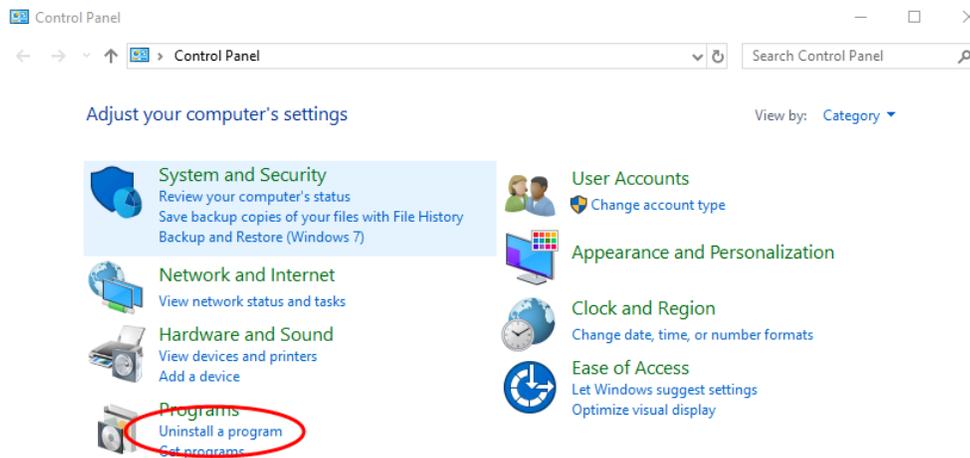
2. Locate and click "Citrix Workspace…" and click the Uninstall button
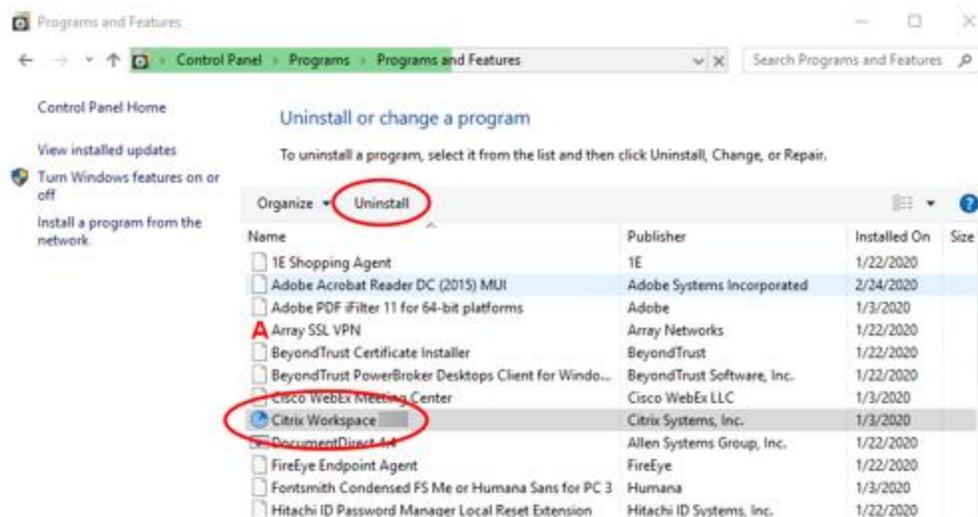
3. Click Yes to begin the uninstall
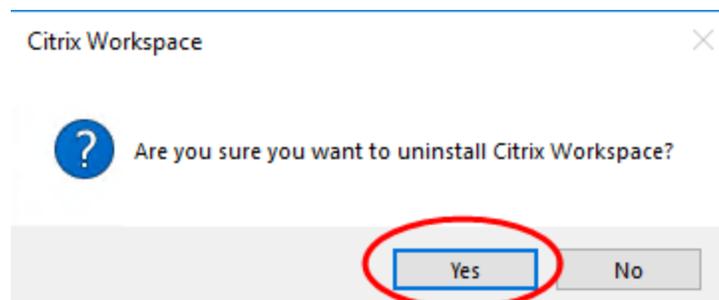
4. Workspace will be uninstalled
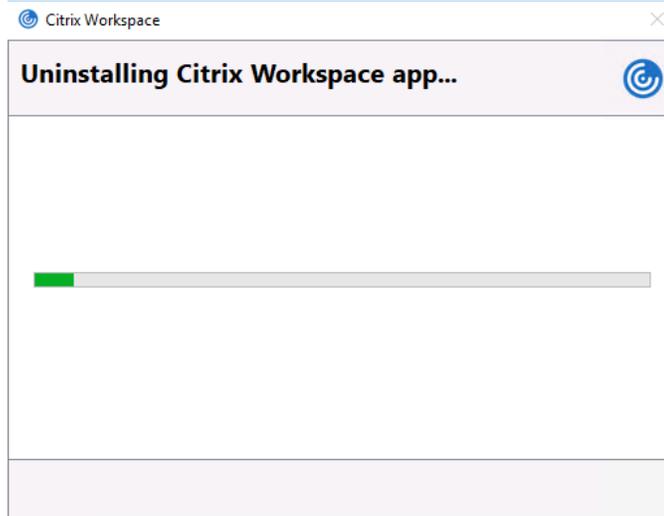
Troubleshooting

Installation errors

If you receive the following error when attempting to install Workspace App, follow the steps above to uninstall any instances of Citrix Workspace or Citrix Receiver that are currently installed.
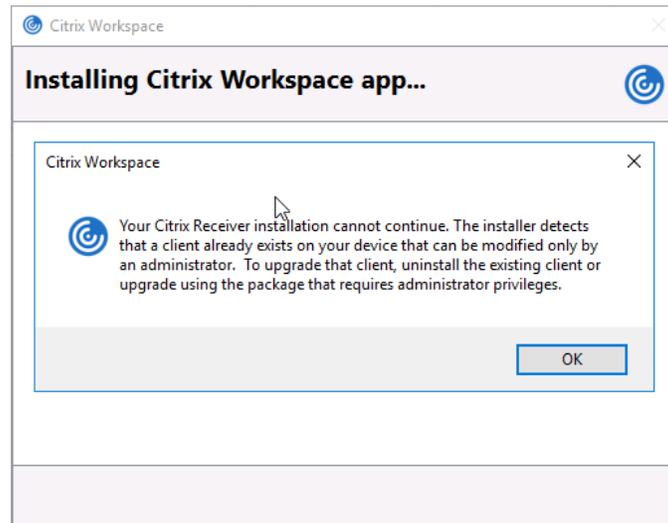
Add Account Prompt

If you receive the following prompt to Add an Account, you may ignore this and click Close. You do not need to add an account to use Launchpad.humana.com. Open your browser, enter https://Launchpad.humana.com in the address bar and follow the steps above for using Launchpad.