# Citrix Workspace App for Windows

Long-Term Service Release (LTSR)

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### **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 <a href="https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-LTSR-Latest.html">https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-LTSR-Latest.html</a> and click the "Download Citrix Workspace app for Windows" button.



2. If prompted, click the "Run" button to begin the installation.

ſ		0 04700( 004
lei	Do you want to run or save CitrixWorkspaceApp.exe (129 MB) from downloads.citrix.com?	×
	This type of file could harm your computer.	Run Save  Cancel

a. Alternatively, you can start the install by opening Windows Explorer and browsing to the Downloads folder. Double-click "CitrixReceiver.exe".

↓     ↓     ↓     Appl       File     Home     Share     View	ication Tools Downloads Manage			
Pin to Quick access Copy Paste Copy Paste Paste shortcut	Move Copy to v to v Organize	New item • The Basy access • Folder	Trties Open •	Select all Select none
			Server	
Ouick access	Name	Date modified	Туре	Size
	CitrixWorkspaceApp.exe	5/22/2019 10:37 AN	Application	120,656 KB
Downloads				
🖆 Documents 🛛 🖈				

3. At the Welcome to Citrix Workspace window, click "Start".

litrix Workspace	×
Workspace	Welcome to Citrix Workspace Citrix Workspace app installs software that allows access to virtual applications that your organization provides, 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
CITRIX	∑your computer.
	<u>Start</u> <u>Cancel</u>

4. At the License Agreement screen, check "I accept the license agreement" and click Install

log Citrix Workspace	×
License Agreement	
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	<i>a</i>
hð install	Cancel

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

Citrix	: Workspace X
	App protection
	Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.
	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.
	Install Cancel

7. The installation will begin



8. When the installation is complete, click Finish.



# **Using Launchpad**

1. Open your browser and enter <u>https://launchpad.humana.com</u> 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

0	Programs and Features			- 0	$\times$
÷	- · · T 🖸 · Control #	Panel > Programs + Programs and Features	~ ×	Search Programs and Feature	res "P
	Control Panel Home	Uninstall or change a program			
	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Char	nge, or Repair.	
•	Turn Windows features on or off	Organize Uninstall		11	- 0
	Install a program from the network	Name	Publisher	Installed Or	n Size A
		1E Shopping Agent	1E	1/22/2020	
		Adobe Acrobat Reader DC (2015) MUI	Adobe Systems In	corporated 2/24/2020	
		Adobe PDF iFilter 11 for 64-bit platforms	Adobe	1/3/2020	
		Array SSL VPN	Array Networks	1/22/2020	
		BeyondTrust Certificate Installer	BeyondTrust	1/22/2020	
		BeyondTrust PowerBroker Desktops Client for Windo	BeyondTrust Softy	ware, Inc. 1/22/2020	
		CISCO WebEx Metting Center	Cisco WebEx LLC	1/3/2020	
	(	Citrix Workspace	Citrix Systems, Inc	1/3/2020	
		DocumentDirect	Allen Systems Gro	up, Inc. 1/22/2020	
		FireEye Endpoint Agent	FireEye	1/22/2020	
		Fontsmith Condensed FS Me or Humana Sans for PC 3	Humana	1/3/2020	
		Hitachi ID Password Manager Local Reset Extension	Hitachi ID System	s, Inc. 1/22/2020	

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 <a href="https://Launchpad.humana.com">https://Launchpad.humana.com</a> in the address bar and follow the steps above for using Launchpad.

