Connecting to Lifespan's Citrix Environment from a iOS (iPad/iPhone)

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Introduction

This guide is designed to provide you with instructions to connect your personal or Lifespan issued iOS device (iPad or iPhone) to Lifespan applications via Citrix.

Note: You must have an internet connection to complete installation

- iOS device
- Citrix Workspace (download from App Store)
- Your Lifespan network username and password

Remote access via Citrix requires the Citrix Workspace applications which can be downloaded free of charge from the Apple App Store. Specific instructions for downloading and installing Citrix Workspace are outlined in this document.

Support

The Lifespan IS Service Desk, (401) 444-6381, is available to take calls regarding pertaining to the Citrix interface. Please be prepared to provide the following information:

- Your Lifespan username
- Specific device you are attempting to connect with
- Basic network information (i.e. wired connection, wireless, etc.)
- Application you require help accessing

Additional self-help with Citrix Workspace can also be found at http://support.citrix.com/product/rec/.
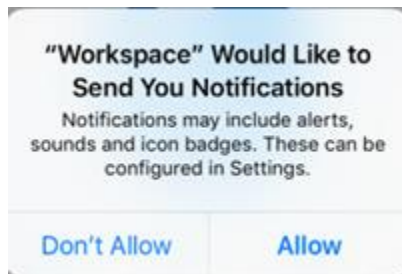
Preparing your device

1. Before logging into the Lifespan Citrix XenApp environment for the first time you must download and install **Citrix Workspace** from the App Store.
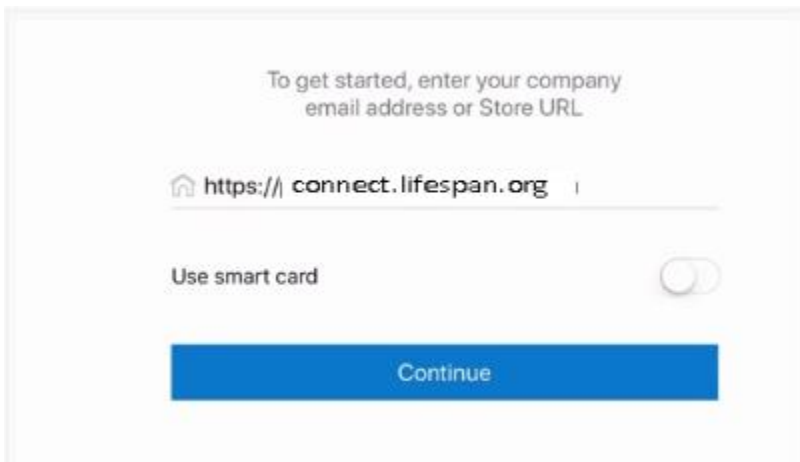
2. Configure **Citrix Workspace** on your device.

   - Once installed, launch the Citrix Workspaces app by tapping the icon

   - Accept the notifications message and click on **Get Started**

- Type in https://connect.lifespan.org and then click "Continue"

To get started, enter your company
email address or Store URL

⌂ https:// **connect.lifespan.org**

Use smart card

Continue

- Enter your Lifespan network ID
- Password (leave blank)
- Domain:lsmaster
- Click save

Cancel   Save

Address   https://connect.lifespan.org

Description   Lifespan Citrix

User Name

Password   Optional

Domain   lsmaster
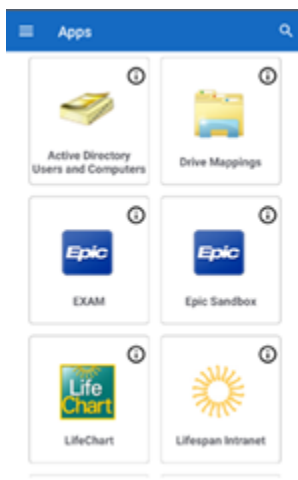
Touch ID

Ignore certificate warnings

- Enter username and password

3. Once verified   the following screen will display. Click the plus sign to add the application from the list.
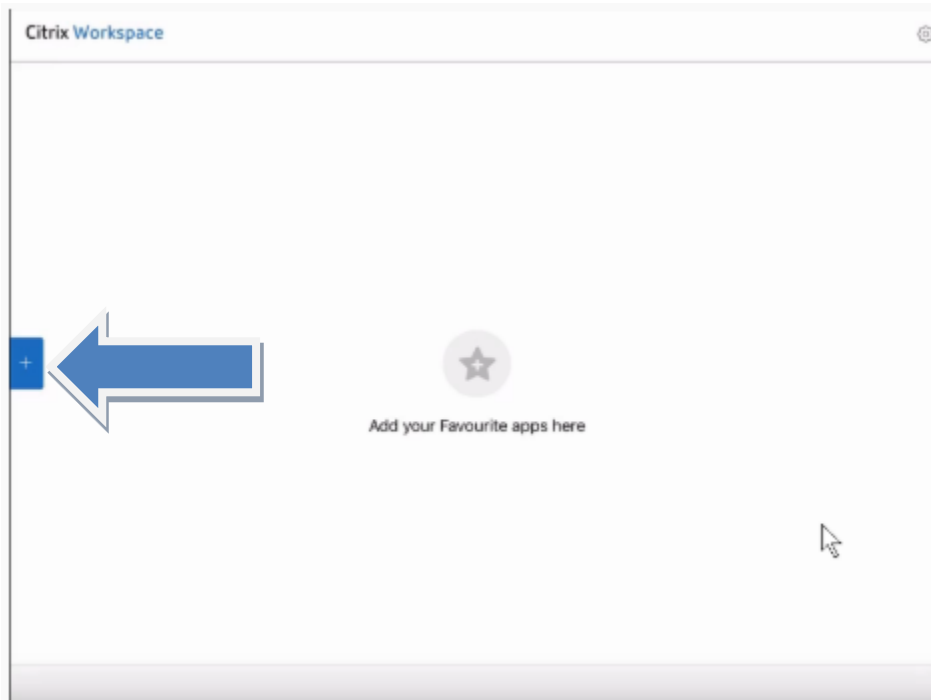
4. Once the applications are added your device should look like the example below

Frequently Asked Questions

Question	Answer

■ Will my session close automatically if I do not use it?	In the interest of securing the Lifespan network and data contained within it Citrix hosted applications will automatically time out after a period of inactivity.
	
	    o After **20** minutes of inactivity the session will be disconnected
	    o After **2** hours of being disconnected the session will be logged off and all applications will be closed
	    o All application specific timeouts will also be in effect

■ Can I run multiple applications from Citrix?	Yes, you can run multiple applications. Switching between applications can be done by clicking the drop -down menu from the top center of the iOS device. Select the home button to return to the Receiver desktop and select the application you would like to run. When prompted to exit select exit. *When prompted to exit select exit, app will stay active in the background.*
■ How do I leave a session on one device and reconnect on another?	If you close receiver on your iOS device you can open Citrix on any other devices (including a PC, Mac, or Android) and the applications you had opened will reopen on the new device right where you left off.
■ Can I copy and paste between Citrix applications and local applications running on my device?	Yes, you can copy and paste text, images, etc. from an application running from Citrix to or from a local application. You cannot however copy entire files or folders to or from a Citrix location and a local location on your device.