JPS Citrix Portal – Setup and Access

Authorized members of the JPS workforce may access files, folders, and applications through our Citrix remote access portal using a web browser or the Citrix Workspace App.

The Workspace App is pre-installed on computer workstations supported by the JPS IT Department; users may contact the IT Help Desk at ext. 26222 (817-702-6222) for technical assistance. **The Help Desk will not provide technical support for non-JPS computers.**

Prerequisites

The following are required before accessing the JPS Citrix portal:

- An active JPS network logon account (your current JPS network password will be used to access the Citrix portal).

- Authorization to access the Citrix portal. If you are not currently authorized, please submit a JPS IT Generic Request through the @YourService portal.

- Installation of the Citrix Workspace App, as outlined below.

Workspace App Setup (non-JPS computers)

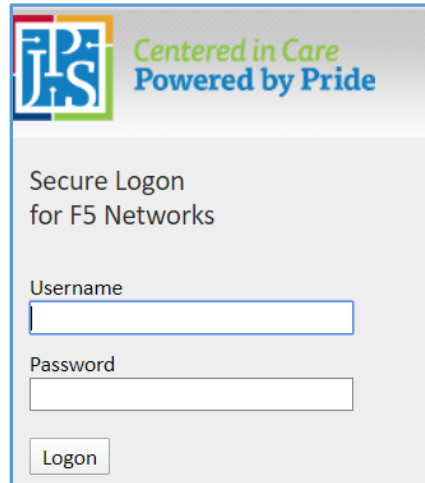Use the following steps to find and download the Workspace App on computers not supported by JPS:

- Go to https://www.citrix.com/downloads/workspace-app/ and select the appropriate Workspace App for your computer.

    o Windows users should select the most current Workspace App supported by their computer.

    o Apple (Mac/iOS), Linux, and other users should select the appropriate Workspace App for their operating system.

- Follow the instructions to download and install the Workspace App.

- Consult the Citrix customer support site (https://www.citrix.com/support/) for technical assistance, if needed.

Access to JPS Citrix Portal

There are two options for accessing the JPS Citrix portal – as a Web Interface from a browser, or within the Citrix Workspace App. Both options require a JPS network logon account, and the Citrix Workspace App must be installed per the above instructions.

Option 1 - Web Interface

- Open a web browser and enter https://xenportal.jpshealth.org in the address window.

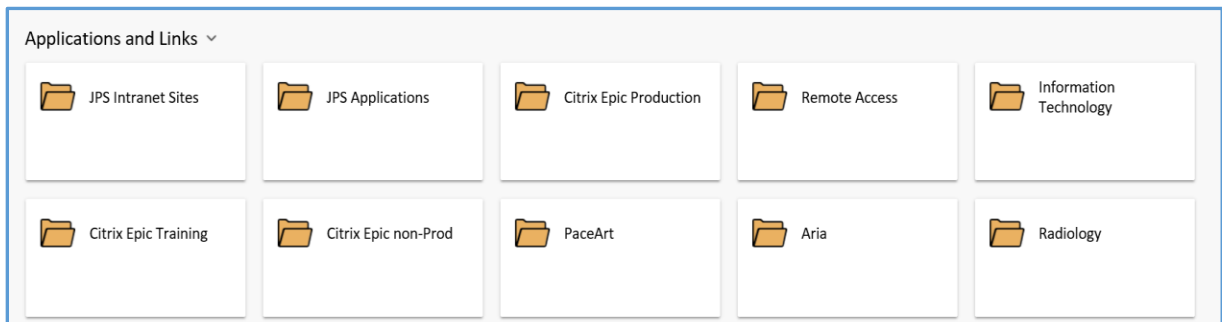- The following login window will appear. Login with your JPS Network credentials (username and password).
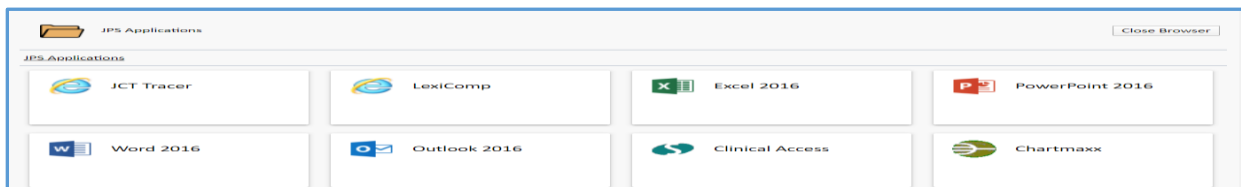

- The *Applications and Links* window will display several folders, similar to the following:


Note: Folder visibility depends on the permissions assigned to your JPS network logon account. Your view may differ from the above.

- Click on an application folder to view a list of applications. Open the desired application by clicking its icon. There will be a slight pause before the application will launch.

- Close all applications and click the *Logout* button when finished. The *Logout* button is located in the upper right corner of the Applications and Links window.
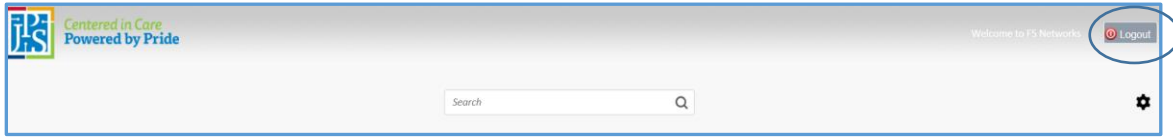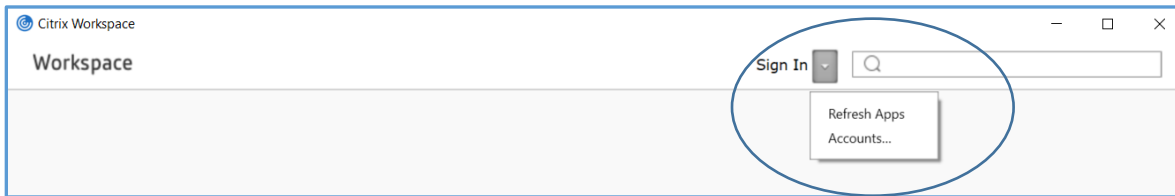

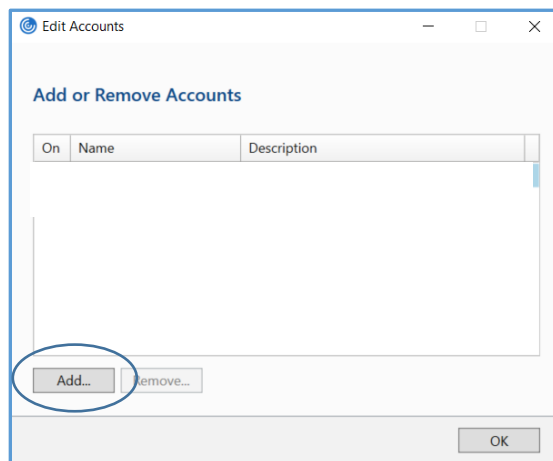**Option 2 - Citrix Workspace App**

- Launch the Citrix Workspace App from your computer's list of applications.

- Click the drop-down menu next to *Sign In* and select *Accounts*.

- The *Add or Remove Accounts* window will appear. Click on *Add*.

- An *Add Account* window will appear. Type https://xenportal.jpshealth.org in the *Add Account* window. Click *Add*.

Note: This step is only completed one time per account, during initial setup.

- A login window will appear. Log in as follows:
  - User name: Enter *JPS\your JPS network account username*
  - Password: Enter your JPS network account password
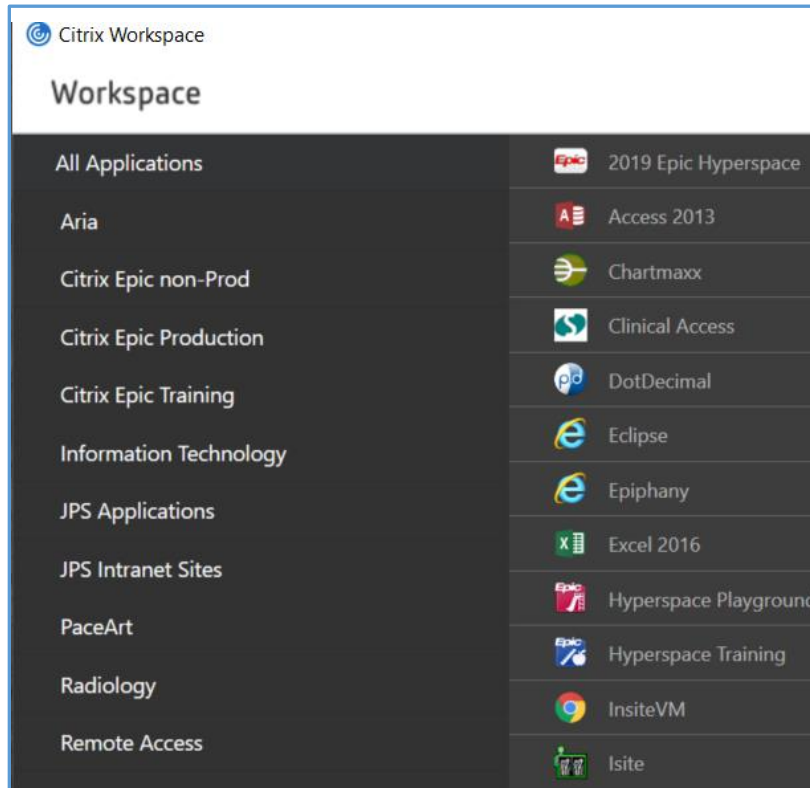 - Click the *Sign In* button

- After logging in, click the **+ sign** located on the left side of your screen to open the Workspace application menu. A list of groups and applications will appear, similar to the following:

Note: Application visibility depends on the permissions assigned to your JPS network logon account. Your view may differ from the above.

- Add applications to your workspace by clicking on each desired application. <u>You will be prompted for your JPS network username and password when adding applications for the first time</u>. The following example shows how application icons are displayed in the Workspace area:
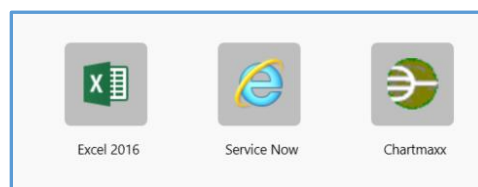
- Your JPS network logon account will appear in the upper-right corner of the Workspace. Click the drop-down menu and select *Sign Out* to log off the application.