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:

  - Windows users should select the most current Workspace App supported by their computer.
  - 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/](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).

![Login Window](image)

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

![Applications and Links](image)

**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.

![Logout button](image)

**Option 2 - Citrix Workspace App**

• Launch the Citrix Workspace App from your computer’s list of applications.

![Citrix Workspace App](image)

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

![Drop-down menu](image)

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

![Add or Remove Accounts](image)
- An *Add Account* window will appear. Type [https://xenportal.jpshealth.org](https://xenportal.jpshealth.org) in the *Add Account* window. Click *Add*.

![Add Account Window](image.png)

**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

![Login Window](image.png)
• 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:

![Citrix Workspace](image)

**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. You will be prompted for your JPS network username and password when adding applications for the first time. The following example shows how application icons are displayed in the Workspace area:

![Application Icons](image)

• 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.