# Welcome to the
# AHS Unified Access Portal (UAP)

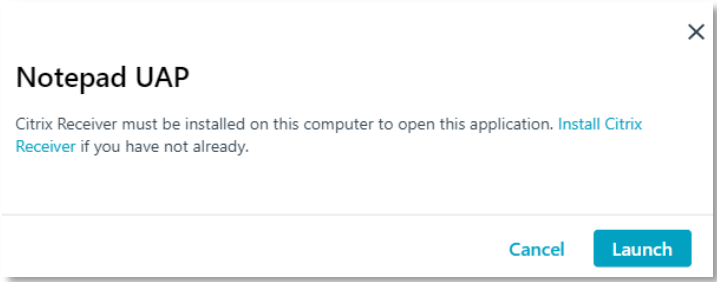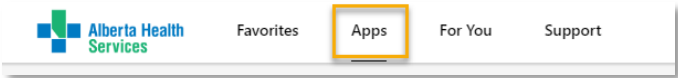## Contents

## Citrix Workspace.app Issues

Some end-users experience issues launching applications that rely on the Citrix service. This issue is caused if the Citrix Workspace.app version on your device is not the latest version.

You may see this kind of message →

OR

the app appears to launch but stalls.

This is likely because the Citrix Workspace.app version on your device is not the most current version.

CLICK Option 1 – work with the AHS IT Service Desk          See either the Windows or Apple directions.

OR

CLICK Option 2 – Self-serve to fix on your own          See either the Windows or Apple directions.

# Option 1 – work with the AHS IT Service Desk to update your Citrix Workspace.app

## For Windows Devices

DISCOVER your device's Citrix Workspace.app Version

- GO TO Windows Settings
- GO TO Apps
- CLICK Citrix
- MAKE a note of the version number
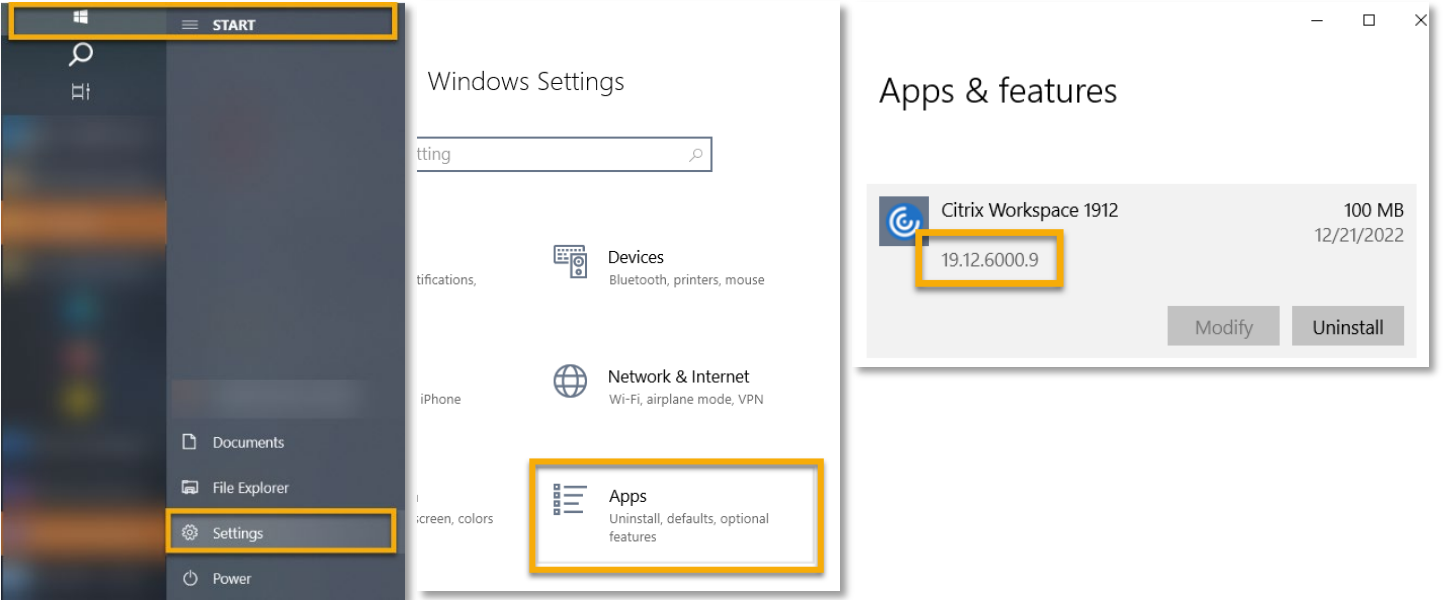


Call the AHS IT Service Desk 1 877 311 4300

- You and the Service Desk Agent will reinstall the Citrix Workspace.app on your device.
- RESTART your machine when directed to.
- Problem should be resolved.

## For Apple [Mac] Devices

DISCOVER your device's Citrix Workspace.app Version

- GO TO Finder
- GO TO Applications
- CLICK Citrix Workspace.app
- MAKE a note of the version number

Call the AHS IT Service Desk 1 877 311 4300

- You and the Service Desk Agent will reinstall the Citrix Workspace.app on your device.
- RESTART your machine when directed to.
- Problem should be resolved.

![Alberta Health Services logo]
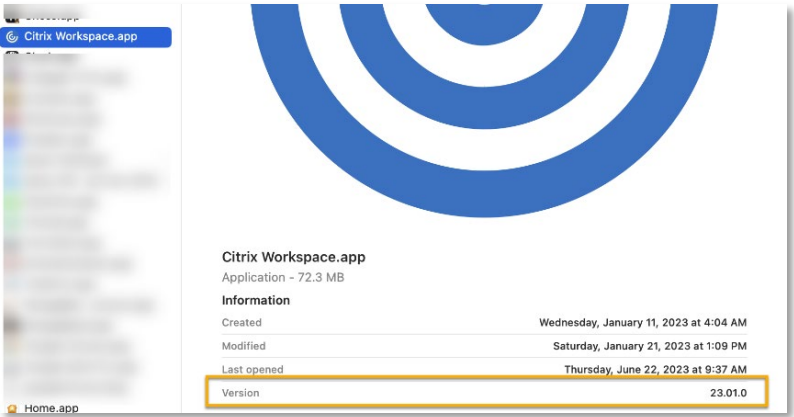
## Option 2 – Self-serve to update your Citrix Workspace.app yourself

### For Windows Devices

OPEN an internet browser

IF you are working **outside** the AHS network, use this Citrix link: https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

IF you are working **inside** the AHS network, use this insite link:
https://insite.albertahealthservices.ca/main/assets/tms/it/tms-it-installing-citrix-workspace-windows.pdf

FOLLOW the instructions. The Install function should remove the old Citrix Workspace.app version and replace it with the newest.

### For Apple [Mac] Devices

Open an internet browser

IF you are working **outside** the AHS network, use this Citrix link: https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

IF you are working **inside** the AHS network, use this insite link:
https://insite.albertahealthservices.ca/main/assets/tms/it/tms-it-installing-citrix-workspace-mac.pdf

IF you are working **inside** the AHS network and would like iPad specific instructions, use this insite link:
https://insite.albertahealthservices.ca/main/assets/tms/it/tms-it-installing-citrix-workspace-ipad.pdf

FOLLOW the instructions. The Install function should remove the old Citrix Workspace.app version and replace it with the newest.
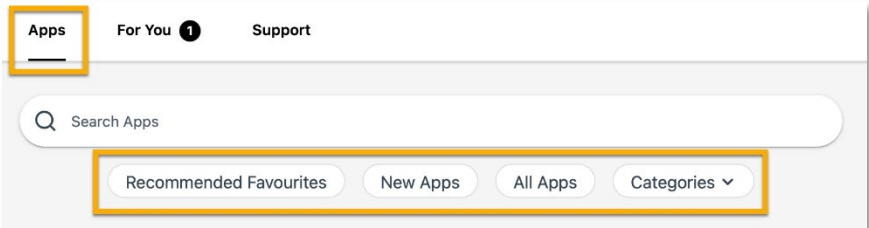
Back to Top

# How to search for an App

Find Apps using Options 1, 2 and 3

## Option 1 – CLICK on a filter

On the **Apps** page

CLICK a filter:  Recommended Favourites, New Apps, All Apps

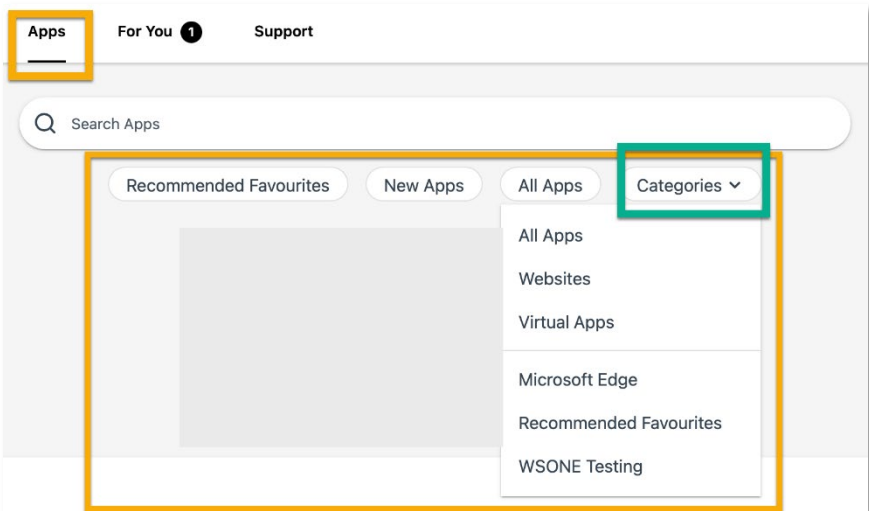The screen will jump to the pane that contains these Apps



## Option 2 – CLICK on Categories

On the **Apps** page

CLICK the Categories drop down list

SELECT one of the filters

The screen will jump to the pane that contains these Apps
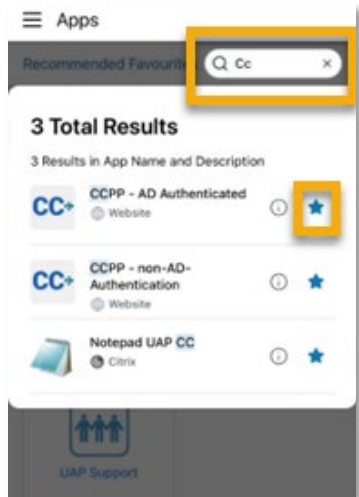


## Option 3 – Use the Search field

On the **Apps** page

In the Search field

ENTER the App name in whole or part

> In this example, the end-user entered "Cc" to find Epic (Connect Care) applications. The results included any instance of "Cc".

CLICK the ☆ to make the App appear on your Favorites screen

# How to add an app to your Favorites

- CLICK on **Apps** in the top menu ribbon

  Your UAP applications, as well as those provided for everyone in the UAP, should be displayed.

- LOCATE the App you would like to add to your **Favorites** screen

- CLICK the ☆ in the bottom right corner of the tile

- That App will now appear in your **Favorites** screen
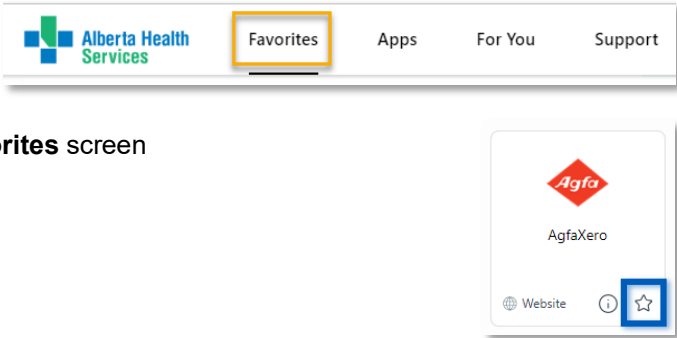
# How to Create Web Links

Launch your preferred web pages easily from UAP. If you had Web Links in the previous version of the UAP, you will have to set them up again. It was not technically possible to bring user-configured items from the old to the new UAP. This included all end-user Favorites and end-user Web Links.
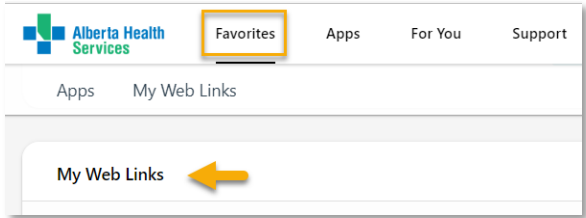
- CLICK on **Favorites** in the top menu bar

- In the **My Web Links** pane CLICK  Add ⊕  or  **Add Web Links**

- ENTER the web address (URL)

- ENTER a custom **Title** if you like

- CLICK **Add**

- The Web Link will now appear in your **Favorites** → **Web Links**

# How to Find and Favorite the Support page

We'll put messages and resources for you on the **Support** page. That tab is visible from any page in the UAP.
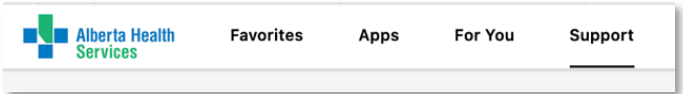
You also add the **UAP Support** page link to your **Favorites** page so it's always close.

- Click **Apps** in the top menu bar

- LOOK for the **Recommended Favorites** pane

- On the **UAP Support tile** CLICK on the ☆

  This will put the **UAP Support** tile link on both your **Apps** and **Favorites** screens.
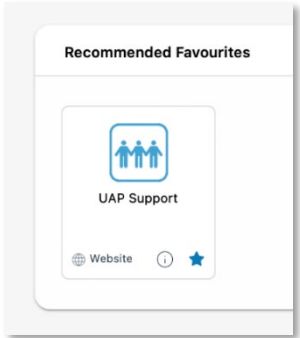
# UAP is brought to you by…

The Unified Access Portal Upgrade Project is delivered to you through the collaborative efforts of these teams:

AHS Mobility Technology & Services, Provincial Network Services, Technology Architecture Services, Technology Infrastructure Services, Identity Services-Directory Services, and the VMware Workspace ONE vendor.

We also rely on our testers who generously give us their time and expertise to ensure the quality of the UAP.

# Need Help?

Call the AHS IT Service Desk at 1 877 311 4300 and log a ticket for the Identity-Directory Services Team and the specific application team if that applies.

Please note that some clinical applications may have links to secondary systems / resources that may not work as expected despite extensive testing. If this happens to you, contact the AHS IT Service Desk.

⊕end⊕