



Lifespan
Delivering health with care.™



Connecting to Lifespan's Citrix Environment from an Android Device

Table of Contents

Introduction.....	2
Support.....	2
Preparing your device	3
Frequently Asked Questions	7

Introduction

This guide is designed to provide you with instructions to connect your personal or Lifespan issued Android device (Smart Phone or Tablet) to Lifespan applications via Citrix.

Note: You must have an internet connection to complete installation

The requirements are:

- An Android device (Smartphone or Tablet)
- Citrix Workspace (download from Play Store)
- Your Lifespan network username and password

Remote access via Citrix requires the Citrix Workspace application, which can be downloaded free of charge from the Google Play 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 issues 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 name 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 Play Store.

-  **Play Store** Open the Play Store on your Android device, search for Citrix Workspace, select Install and accept warnings.



- When the install completes exit the Play Store and continue onto the next step.

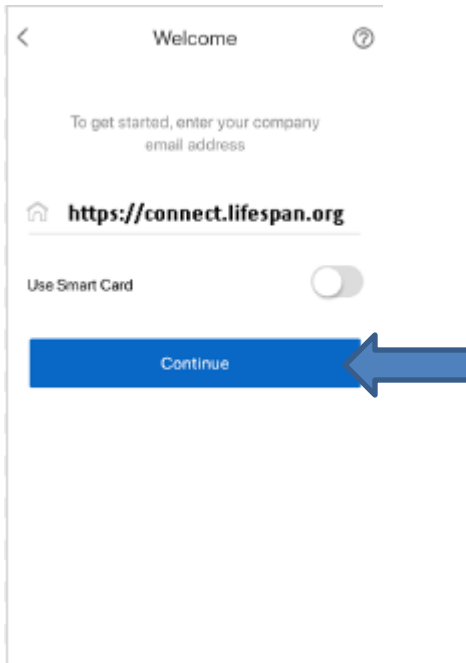
2. Answer the questions about the program's ability to access information on your device: 1) Photos, Media, and Files, 2) Location, 3) Making Phone Calls, 4) Recording Audio. These messages will only appear if the application you access requires the function.



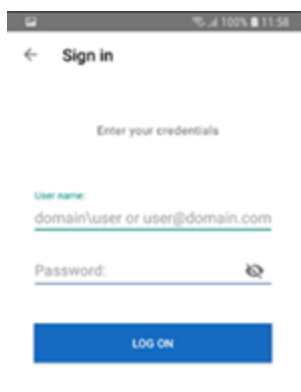
3. Click on Get Started on the next screen.



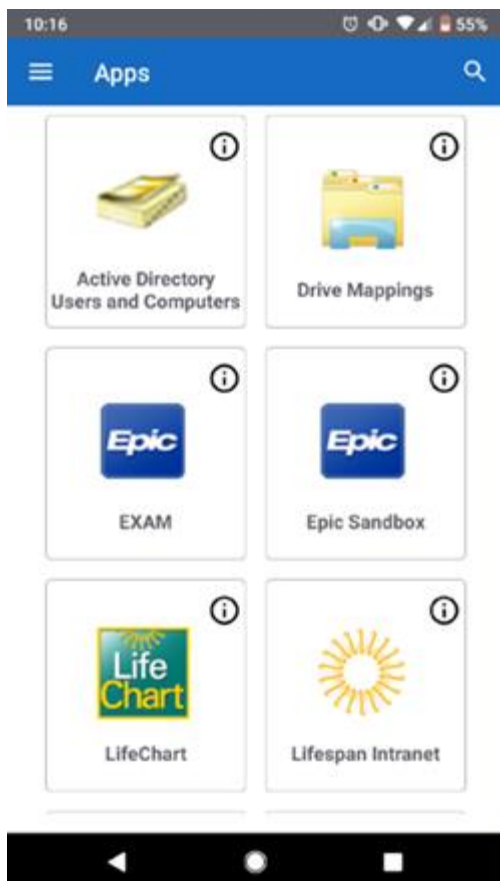
4. On the welcome screen enter <https://connect.lifespan.org> in the company email address field and click continue.



5. On the sign in screen, log in with you Lifespan username and password



6. Select the applications you want to run from your list of applications



7. After you've successfully logged in to your Citrix published application, your application session will appear on your screen. You may now use the application as you would any application from the Lifespan system.

NOTE: Applications that use Imprivata should automatically log you in.

Frequently Asked Questions

Question	Answer
<p>■ Will my session close automatically if I do not use it?</p>	<p>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.</p> <ul style="list-style-type: none"> ○ After 20 minutes of inactivity the session will be disconnected ○ After 2 hours of being disconnected the session will be logged off and all applications will be closed ○ All application specific timeouts will also be in effect
<p>■ Can I run multiple applications from Citrix?</p>	<p>Yes, you can run multiple applications. Switching between applications can be done by clicking the drop- down menu from the top center of the Android device. Select the home button to return to the Receiver desktop and select the application you would like to run.</p> <p><i>When prompted to exit select exit, app will stay active in the background.</i></p>
<p>■ How do I leave a session on one device and reconnect on another?</p>	<p>If you close receiver on your Android device you can open Citrix on any other devices (including a PC, Mac, or iOS) and the applications you had opened will reopen on the new device right where you left off.</p>
<p>■ Can I copy and paste between Citrix applications and local applications running on my device?</p>	<p>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.</p>