

iPad Citrix Receiver – Configure for new site

Note: Before modifying your Citrix Receiver account, you must be enrolled in DUO. For more information on DUO, please refer to <https://duo.emory.edu/>.

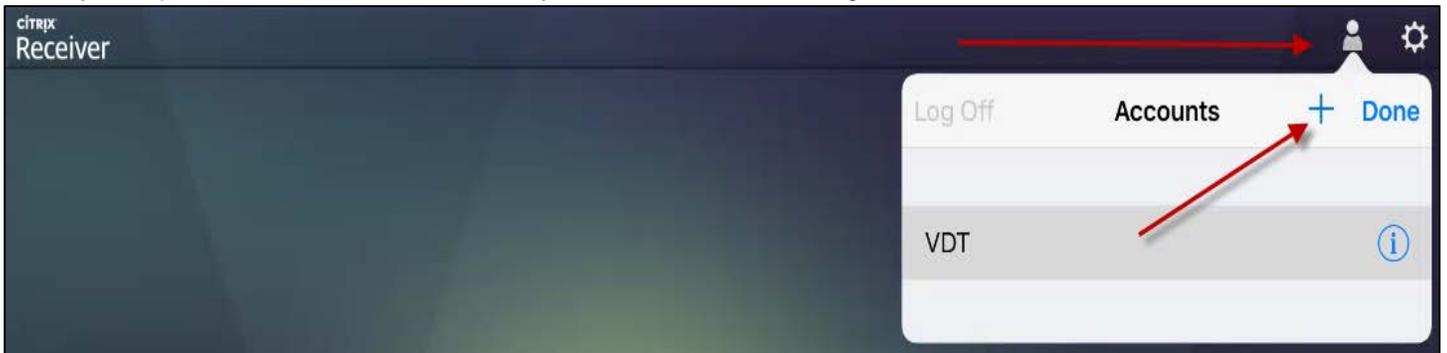
Note: If you are currently connected to either EHC wireless or Emory Unplugged, you will not receive a call or push notification from DUO.

Begin by tapping on the Citrix Receiver icon.

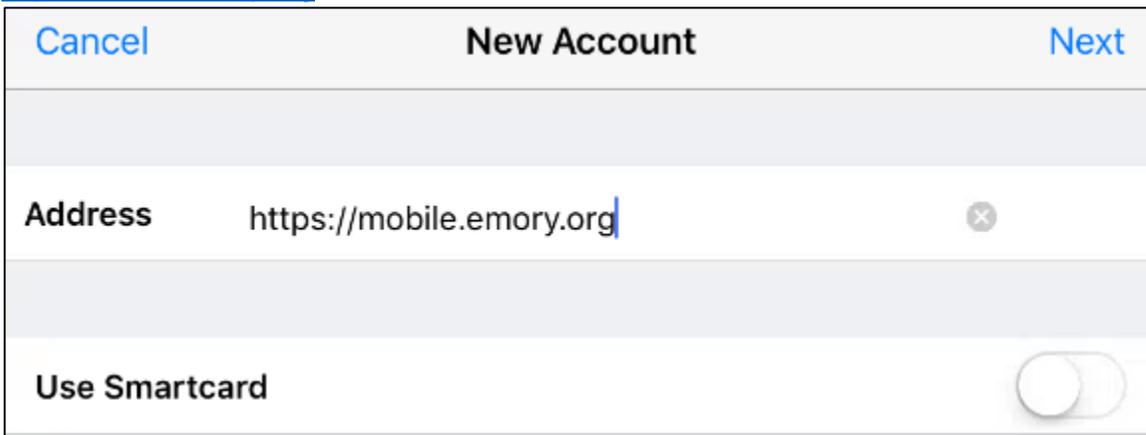


Note: If you do not see this icon, please go to <http://www.ourehc.org/departments/is/pda/index.html> and refer to the Citrix Receiver new setup and look for your device (iPad, iPhone or Android).

Once you tap on the Citrix Receiver icon, you will see the following:



Tap on the person icon seen above. Then, tap on the plus symbol and add the address <https://mobile.emory.org> and click next.

The image shows the "New Account" setup screen in the Citrix Receiver app. At the top, there are three buttons: "Cancel", "New Account", and "Next". Below these buttons is a text input field labeled "Address" containing the URL "https://mobile.emory.org". To the right of the text is a small "x" icon. At the bottom of the screen, there is a toggle switch labeled "Use Smartcard", which is currently turned off.

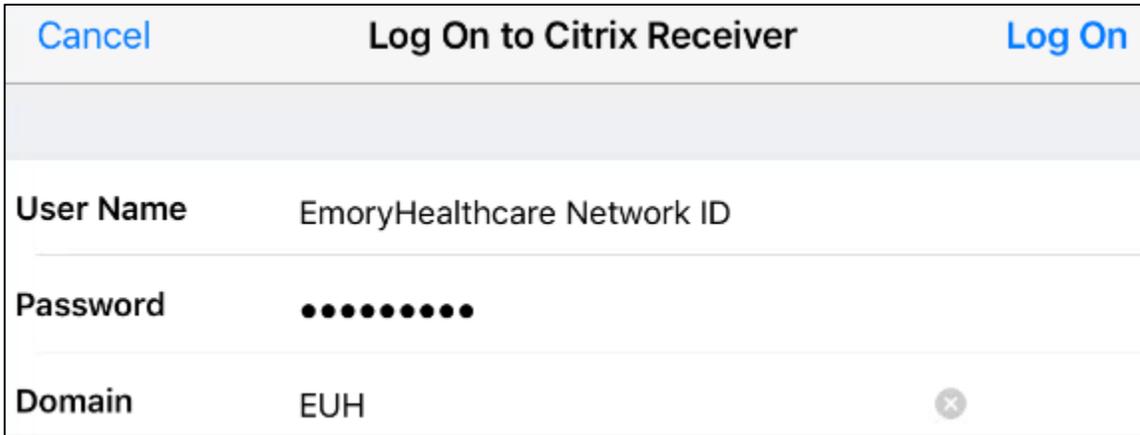
Note: Before you tap logon, please have your smart phone unlocked and ready to approve the login request. Click Log On.

Enter the following:

Username: Emory Healthcare Network ID

Password: Emory Healthcare Login password.

Domain: EUH



Note: Depending on your chosen method, during the initial DUO setup, you will either receive a phone call or a push notification to your smart phone (please see an example of a push notification below).

If you are using the DUO application, you will be prompted by DUO to approve or deny the login request. Choose approve, then quickly switch back to the Citrix Receiver application. If you are unable to switch back quickly, the session may timeout. If the session times out, you may need to re-enter your account information again.

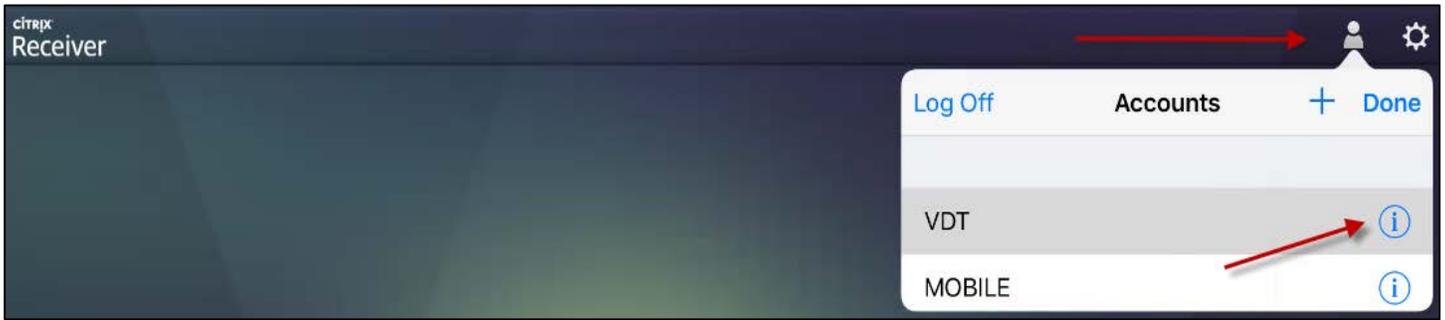
Note: If you have enrolled in DUO and do not have a smart phone, you will receive a phone call. Listen to the prompts for information needed to logon. If you have a smart phone and have chosen to receive a push notification via the DUO application, approve or deny the login request.



At this point, you should be logged into the Citrix Receiver and have the ability to access your applications in the VDT.

Removing the old Receiver account:

If you would like to remove your old account tap on the person icon and then tap on the “i” icon shown below.



Then tap on “Delete Account.”

