

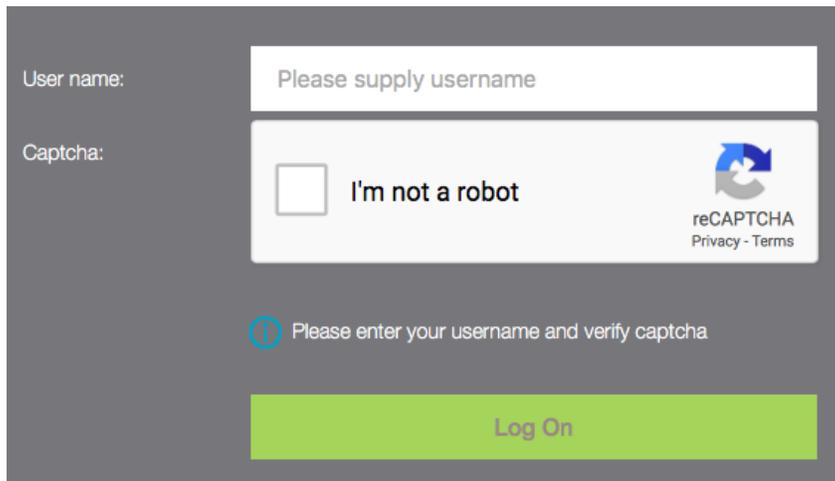
Citrix Receiver Guide

Before You Begin:

- This guide is only for Citrix Receiver on a **Computer**. For Citrix on a **Phone** or **Tablet**, please see the [“Citrix on Phone or Tablet”](#) section.

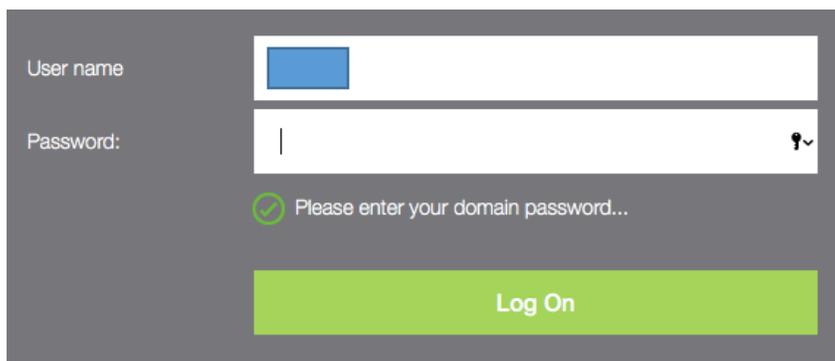
Installing Citrix Receiver on a Computer

- Click on the following link: portal.hawaiipacifichealth.org
 - When it loads, enter your **HPH Username**. This may also be your Windows or EPIC username.
 - Check **“I’m not a robot”** and click **“Log On”**



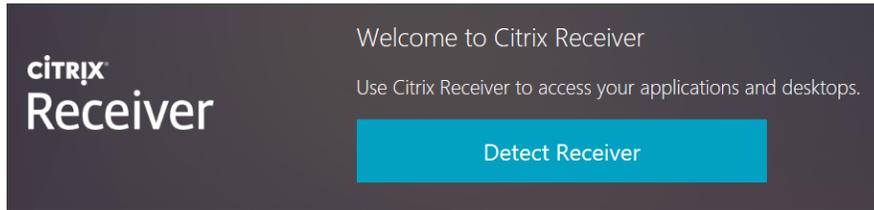
The screenshot shows a login form with a grey background. On the left, there are labels for 'User name:' and 'Captcha:'. The 'User name:' field is a white input box containing the placeholder text 'Please supply username'. Below it, the 'Captcha:' section includes a white box with a blue square icon and the text 'I'm not a robot', followed by the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. A green message icon with an exclamation mark is followed by the text 'Please enter your username and verify captcha'. At the bottom, there is a large green button with the text 'Log On'.

- Next, enter your **Password** when prompted and click **Log On**. You may also be prompted to complete a **Captcha** (select all street signs, etc.).



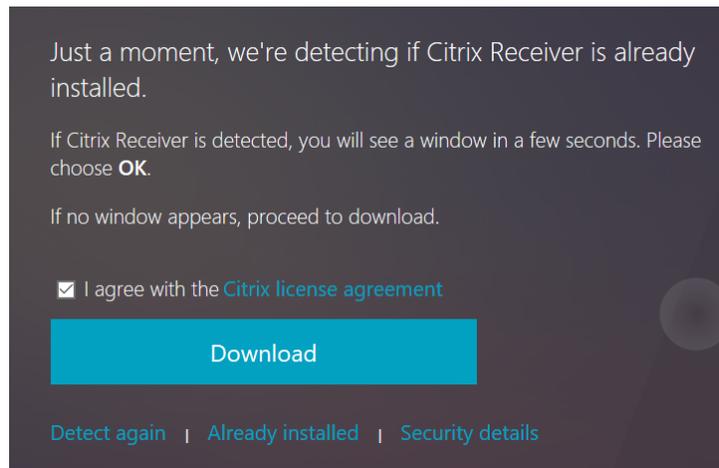
The screenshot shows the same login form as above, but now the 'User name' field is filled with a blue bar. The 'Password:' label is next to a white input box containing a vertical line and a key icon. A green checkmark icon is followed by the text 'Please enter your domain password...'. At the bottom, there is a large green button with the text 'Log On'.

- On the next screen, click on “Detect Receiver”



Proceed to the [Windows](#) or [Mac](#) section.

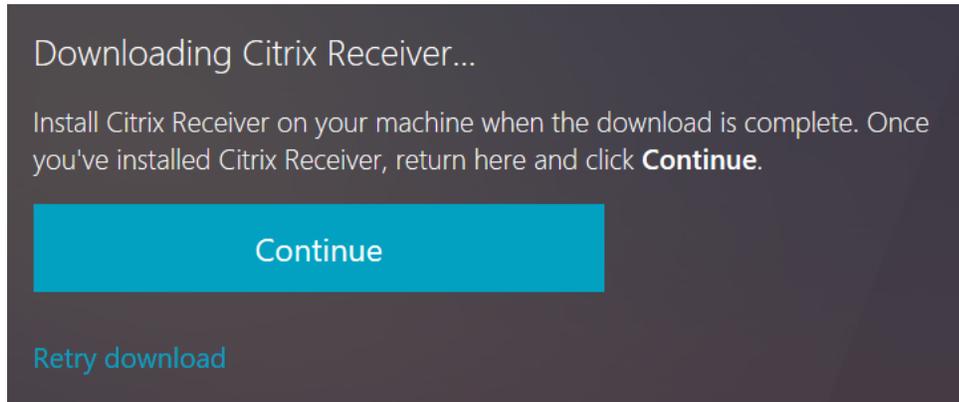
- If you are on **Windows**:
 - If you are using an Adblocker, please disable it temporarily.
 - You will be brought to the following page. **Check** the box and click **Download**.



- The following installation screen should pop up.



- Click on **Start** and proceed through the installation.
- Once it finishes, the window will close. Click **Continue** as seen below



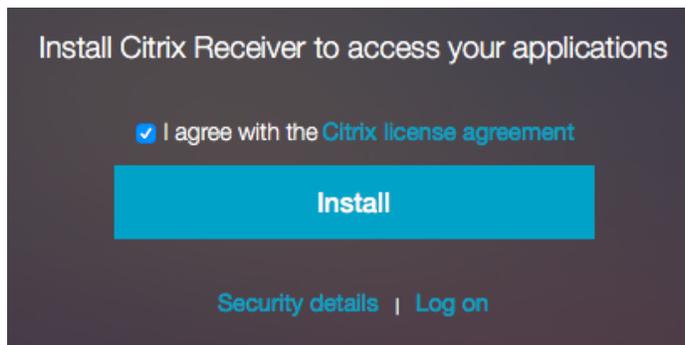
- The computer will detect that Citrix Receiver has been installed, and proceed to the portal page. Click on the **Apps** tab at the top.



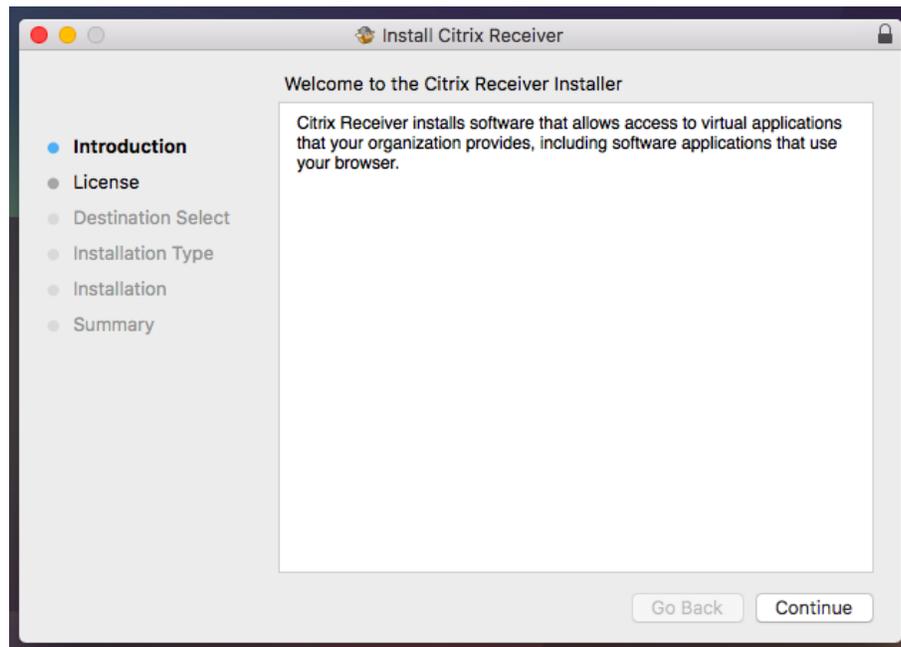
Add Favorites

Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.

- If you are on a **Mac**
 - Click on **Install** on the screen below.



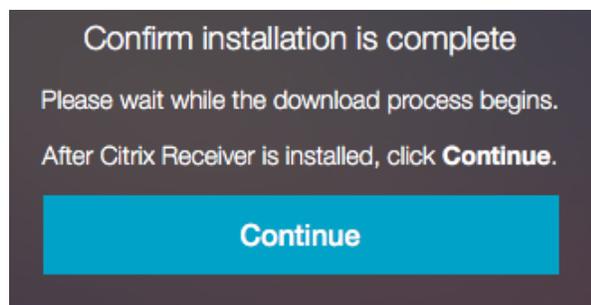
- The following installation screen will pop up



- Proceed through the installation and agree to any terms necessary.



- After Installation finishes click on **Continue**



- The Mac should now detect the receiver and go to the portal page. Click on **Apps**

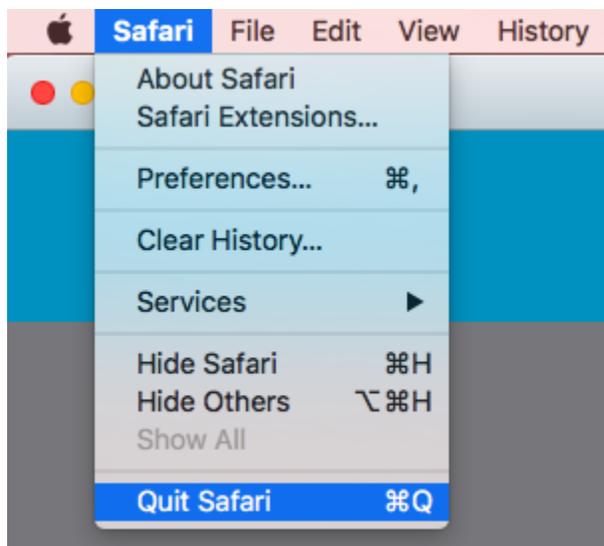
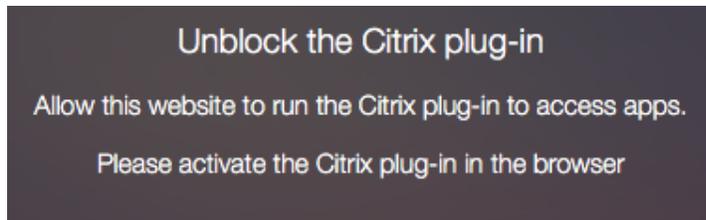


Add Favorites

Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.

Mac Troubleshooting:

- If you see the following **Unblock** error, you will need to close the Safari application and reopen it as seen in the two screenshots below:



- Once open again, you may be prompted with the following login:
 - Enter your Domain\User where the Domain is hph
 - Example: hph\ab123



Please log on to Hawaii Pacific Health Virtual Apps

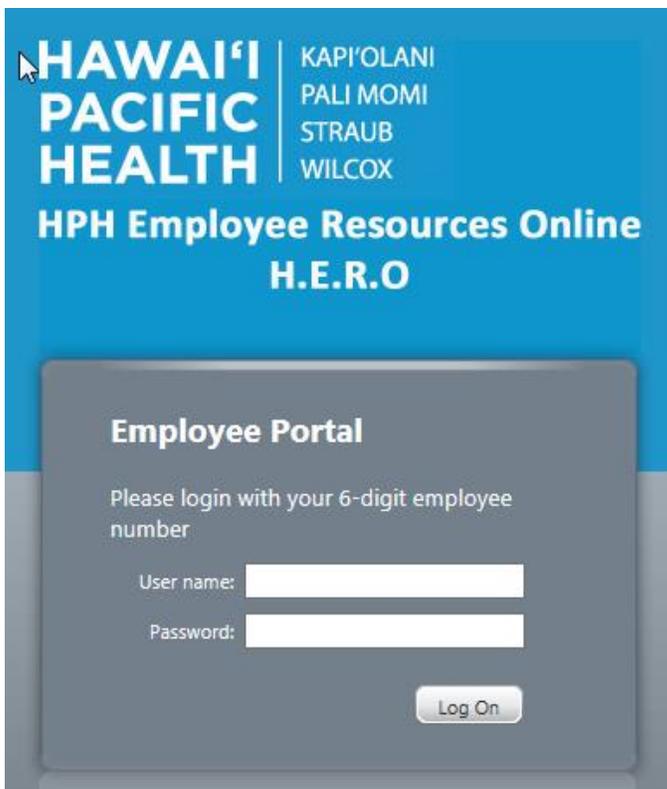
Domain\User:

Password:

- Click **Log On** and continue to the portal page.

Accessing HERO Only

- Once the Citrix Receiver finishes downloading, close the window.
- Open a web browser (if on a **Mac** you may have to use Google **Chrome**) and go to "<https://employeeshero.hawaii-pacific-health.org>"



HAWAII PACIFIC HEALTH | KAPI'OLANI
PALI MOMI
STRAUB
WILCOX

**HPH Employee Resources Online
H.E.R.O**

Employee Portal

Please login with your 6-digit employee number

User name:

Password:

- Login with your **HERO** credentials (Employee ID Number) as the User Name.
- Click on the HERO icon on the next page
 - A "**launch.ica**" file will be downloaded, click on "**open**" and it should open up to your Employee's HERO within the citrix receiver.



Once Citrix Receiver opens, it should log you directly into HERO and you will be able to use it as normal.

Citrix Receiver on Phone or Tablet

- If on an iPhone, go the **App Store**
- If on an Android/Samsung, go to the **Play Store**.
- Search for “**Citrix Receiver**”
- Download the Citrix Receiver as seen below.



- The following steps depend on whether you are trying to get use **HERO** or **Citrix Apps** (Epic, RDC, etc.)

Accessing HERO on mobile

- You do not need to add an account for HERO. Exit the Citrix Receiver if it's open.
- Open your internet browser (Safari, Chrome, etc.)
 - Go to “employeeshero.hawaiipacifichealth.org”



Logon

User name:

Password:

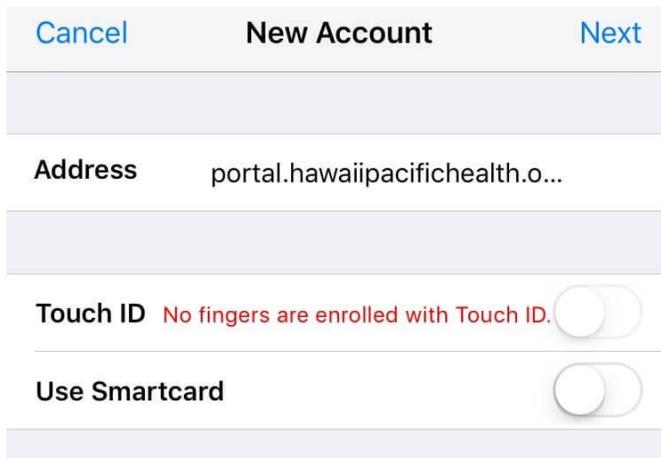
Log On

- Log in with your **HERO** credentials.
 - 6 Digit ID for username and the associated password.
- On the next page, it will automatically download a launch.ica file.
 - Tap on “Open in Receiver”



Accessing Citrix Apps on mobile (EPIC, Portal, etc.)

- Once the App finishes downloading, open the App.
 - Tap on “Add Account”
- On the next screen, it will prompt you to add a new Account.
 - Enter “portal.hawaiipacifichealth.org” in the Address/Email field.



- On the following screen, you will **verify** your account info.

Cancel	Verified	Save
Address	https://portal.hawaiiipacific...	
Description	My Virtual Apps	
User Name	XX123	
Password	●●●●●●●●●●	
Domain	hph	<input type="text"/>
Touch ID	No fingers are enrolled with Touch ID. <input type="checkbox"/>	

- Address will automatically fill with “portal.hawaiiipacifichealth.org”
 - Description can be whatever you want.
 - Username & Password are your **Windows** credentials.
 - Domain is “hph”
- On the following screen Citrix will list all of your Apps. If the app isn't listed, this means your account doesn't have access to it. Please call the IT Service Desk at 535-7010 to check your accesses.

