

This quick reference provides information on the Citrix Workspace application upgrade.

What is the difference between Citrix Receiver and Citrix Workspace App?

The Citrix Workspace App incorporates the full capabilities of Citrix Receiver. In 2018, Citrix Receiver was replaced by the Citrix Workspace App.

Can I continue to use Citrix Receiver to launch Alberta Netcare Portal (ANP), or is an upgrade to the Citrix Workspace App required?

It is not necessary to upgrade to the Workspace App if the Citrix Receiver version you are using is 4.9.3000.xx (CU3) or later on Windows computers, or 12.9.1 on Mac computers.

NOTE If the current Citrix Receiver does not launch ANP, install the latest Citrix Workspace App.

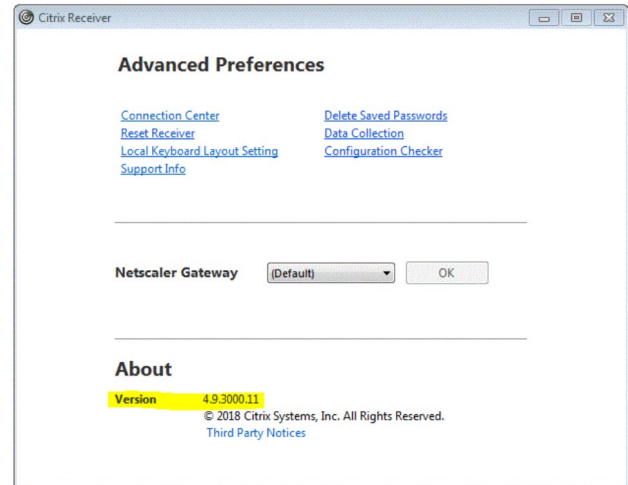
How can I determine if the Citrix Receiver needs to be upgraded on my computer?

Windows users

For Windows systems, if the current Citrix Receiver version is below 4.9.3000.xx (CU3) or the Workspace App version is below 18.12, an upgrade is required.

How to check the Citrix Receiver version:

- 1 Find the Citrix Receiver icon in the Windows task bar (bottom right corner of the screen).
- 2 Right-click on the icon and select **“Advanced Preferences.”**
- 3 Check the version number at the bottom of the page.



Mac Users

For Mac systems, if the current Citrix Receiver version is below 12.9.1 or if the Citrix Workspace App version is below 18.12, an upgrade is required.

How to check the Citrix Receiver version:

- 1 Open the Applications or Finder tool on your Mac and search for **“Citrix Receiver.”**
- 2 Click **“Citrix Receiver”** and check the version number by selecting **“Citrix Receiver”** and **“About Citrix Receiver”** in the menu bar.



How can I upgrade the Citrix Workspace App on my computer?

Upgrading to Citrix Workspace App

Windows Users

- 1 Open citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html.
- 2 Click “**Download Citrix Workspace app for Windows**” to get the latest version.
- 3 Download the file and follow the instructions to install:
 - a Select “**Save as**” and save Workspace App to the Downloads folder
 - b After the download is completed, click “**Open folder**” button
 - c Double-click the Workspace App to begin installation and follow steps for license agreement
 - d Once installation is completed, reboot computer

Mac Users

- 1 Open www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html
- 2 Click “**Citrix Workspace app for Mac**” to receive the latest version (versions 18.12 and above will launch ANP).
- 3 Download the file and follow the instructions to install:
 - a Once downloaded, click the Workspace App in your Downloads folder to start the installation process
 - b Follow prompts by clicking **Continue** button and follow steps for license agreement
 - c Type in username and password once prompted
 - d Do *not* check “Add Account.”
 - e Installation success screen will appear

What should I do if the Citrix Workspace App is not launching ANP after the upgrade?

Windows Users

On some browsers, like Chrome, a manual download of the “launch.ica” file is required.

Click the **Alberta Netcare Portal** icon to download a “launch.ica” file.

Click the file in download bar at the top of the screen to launch ANP.

Mac Users

On some browsers, like Safari and Chrome, a manual download of the “launch.ica” file is required.

Click the **Alberta Netcare Portal** icon to download a “launch.ica” file.

Click the file in the download bar at the bottom of the screen to launch ANP.

On certain versions of Mac, the Citrix application may open in the background.

Users are advised to check the system Dock for a “**Citrix Viewer**” icon to display ANP.