



Children's Health

Applications (Citrix) Portal FAQs

How do I connect to the Applications (Citrix) Portal?

You can use any browser to connect to the Applications Portal - go.stanfordchildrens.org. Microsoft Edge is the default, and preferred, browser.

Where are my applications?

When you log into the Applications Portal, the default page is the HOME tab. This page lists applications that have been designated as Favorites. Two default applications that you will see are *Epic Hyperspace* and *Epic Read-Only*. To view the list of all applications, click the APPS tab.

How do I find an application?

To locate applications, the easiest method is to perform a search by typing all, or part, of the application in the search box at the upper right. Be sure to perform this search by viewing the APPS tab first to be sure you are search all applications. You can also use the Categories section within the APPS tab to locate applications. After you have found the application, make it a favorite so it is easier to find next time.

How do I create a favorite?

Locate the application you want to make a favorite (either by searching for it or navigating through all the applications). Click the star to the left of the application's icon. Another way to add an application as a favorite is by clicking on the application icon itself and then selecting Add to favorites. You will know that you have successfully added an application as a Favorite if the star changes from the color white to gold.

Where can I view my favorites?

You can view your favorite applications in two places: either on the HOME tab or the Favorites section within the APPS tab.

How do I remove a favorite?

In the two places you can view your favorites, you can also remove them. Once you find the application you want to delete, click the star on the left side of the icon. The other way to remove a favorite is by clicking the application's icon itself and then selecting Remove from favorites. You will know you have successfully removed the application as a favorite if the star changes from the color gold to white. Keep in mind that removing a favorite does not delete the application itself.

Where did my folders go?

To view the folder structure again, start by selecting the APPS tab. Click the Categories section.

Why are my links launching in a different browser?

Applications are launched based on configuration settings within the Citrix environment. Some applications are published on specific browsers due to application compatibility issues. This is expected behavior if you connect to the Applications Portal through Microsoft Edge, and you launch an application that starts in Chrome. Please continue to use your Microsoft Edge window for navigating applications and close the Chrome window when you are finished with the application.

Why am I not being automatically logged in?

Microsoft Edge will automatically log you into the Applications Portal. Other browsers do not allow for pass-through authentication.

Why is it when I access the Citrix Applications directly from the Citrix receiver, I am not prompted to select my authentication method for Duo (push, call or passcode)?

Unlike accessing the Applications Portal from the web address or desktop icon, the Citrix receiver logon method only allows a push to your device as the default authentication method.