I. Confirm you are using the latest version of Internet Explorer with all updates applied

II. Open a new Internet Explorer browser window

III. From the tools menu, click on **Compatibility View Settings**

   a. *Note* - alt + T can be used as a keyboard shortcut

IV. Add **lghealth.org** to the Compatibility View Settings list and click **Close** in the bottom right corner:
V. From the same **Tools** menu that you utilized earlier, click on **Internet Options**:
VI. Click on **Trusted Sites**, then **Sites** under the **Security** tab:
VII. Add https://access.lghealth.org as a trusted site, then click Close in the lower right corner:

VIII. Click OK:
IX. Navigate to https://access.lghealth.org via your Internet Explorer browser and sign in with your LGH credentials:
X. After signing in, you will be presented with a following prompt. This will send a notification to the option of your choice allowing you to log in:
XI. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click Install:

a. *Note* - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation

XII. Click Run from the client installation prompt at the bottom of your screen:
XIII. This will guide you through the installation process, click **Start:**

![Citrix Receiver Welcome Screen](Image)

**Welcome to Citrix Receiver**

Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.

- Allow applications to access to your webcam and microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your company.
- Save your credentials to log you on automatically.

**Click Start to set up and install Receiver on your computer**

XIV. Accept the license agreement and Click **Next:**
XV. Click “No, Thanks”, then **Install:**

---

**Help make our products better by joining the Citrix Customer Experience Improvement Program.**

- I agree to send anonymous data and usage statistics to Citrix for the purposes of product analysis and improvement.

- No, Thanks.

[Learn More](#)
XVI. Click **Finish**.
XVII. You should then be directed to your list of available applications:

![List of available applications]

XVIII. Launch the application of your choosing:

![LG Starnet Starting]

Remote Access using Google Chrome

I. Confirm you are using the latest version of Google Chrome with all updates applied

II. Open a new Chrome browser window

III. Navigate to https://access.lghealth.org and log in with your LGH credentials:
IV. After signing in, you will be presented with the following prompt. This will send a notification to the option of your choice allowing you to log in:
V. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:  

a. *Note* - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine; please proceed to step XIII in the documentation below

VI. After clicking **Install**, you will notice a “Citrix Receiver.exe” popup in the bottom left corner of your screen:
VII. Once the download is complete, click on the down arrow, then **Open**:

![Image of a menu with options for Open, Always open files of this type, Show in folder, and Cancel]

VIII. This will guide you through the installation process, click **Start**:

![Image of the Citrix Receiver welcome screen with instructions]

IX. Accept the license agreement and Click **Next**:
X. Click “No, Thanks”, then **Install**:

---

Help make our products better by joining the Citrix Customer Experience Improvement Program.

- I agree to send anonymous data and usage statistics to Citrix for the purposes of product analysis and improvement.
- No, Thanks.

[Learn More]
XI. Click **Finish**:
XII. If you aren’t directed to your list of available applications, click Continue on the following screen:
XIII. Upon clicking on an application, you will be presented with a “launch.ica” prompt in the bottom left corner of the screen. Click the down arrow to the right of this prompt and click “Always open files of this type:”

XIV. Click “Open:”

XV. The application should launch as expected:

XVI. If presented with the following prompt, click “Permit Use:”
Remote Access using Mozilla Firefox

I. Confirm you are using the latest version of Mozilla Firefox with all updates applied
II. Open a new Firefox browser window
III. Navigate to https://access.lghealth.org:
IV. Before logging in, right-click anywhere in the blue area of the screen and click “View Page Info:”

V. Under the Permissions -> Install Add-ons section, uncheck “Use Default” and click the “Allow” radio button:
VI. Close the “Page Info” window and log in with your LGH credentials

VII. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:
VIII. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:

a. *Note* - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation.

IX. After clicking **Install**, you will notice a “Citrix Receiver.exe” popup; click “Save File:”
X. Once the download is complete, right-click on the executable in this window, then **Open:**

![Citrix Receiver](image)

XI. This will guide you through the installation process, click **Start:**

![Welcome to Citrix Receiver](image)

XII. Accept the license agreement and Click **Next:**
XIII. Click “No, Thanks”, then **Install**:

**Help make our products better by joining the Citrix Customer Experience Improvement Program.**

- [ ] I agree to send anonymous data and usage statistics to Citrix for the purposes of product analysis and improvement.

- [ ] No, Thanks.

[Learn More](#)
XIV. Click **Finish**:  

![Citrix Receiver installation complete](image)
XV. If you aren’t directed to your list of available applications, click **Continue** on the following screen:

![Confirm installation is complete](image)

XVI. Launch the application of your choosing:
XVII. If presented with the following prompt, click “Permit Use:”

The Citrix Receiver - Security Warning dialog box appears with two options:
- **Block access**: Do not permit the application to use these devices.
- **Permit use**: Permit the application to use these devices.

**Remote Access using Safari**

I. Open a new Safari browser window
II. Navigate to [https://access.lghealth.org](https://access.lghealth.org) and log in:
III. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:
IV. You will then be given the option to trust this website to use the Citrix plug-in; click “Trust:”

V. After trusting the site, you will be redirected to an install page; click **Install:**
   a. **Note** - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation

VI. The receiver client will download:
VII. Click **Install Citrix Receiver.pkg**: 

VIII. Click **Continue**: 
IX. Click Continue:
X. Click Continue:
XI. Click Agree:

To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the Installer.

XII. Click Install:
XIII. Click **Continue**: 
XIV. Click **Close**:
XV. Click Continue:

XVI. Launch an application of your choosing: