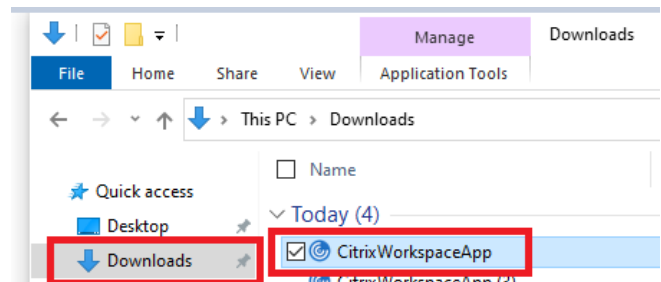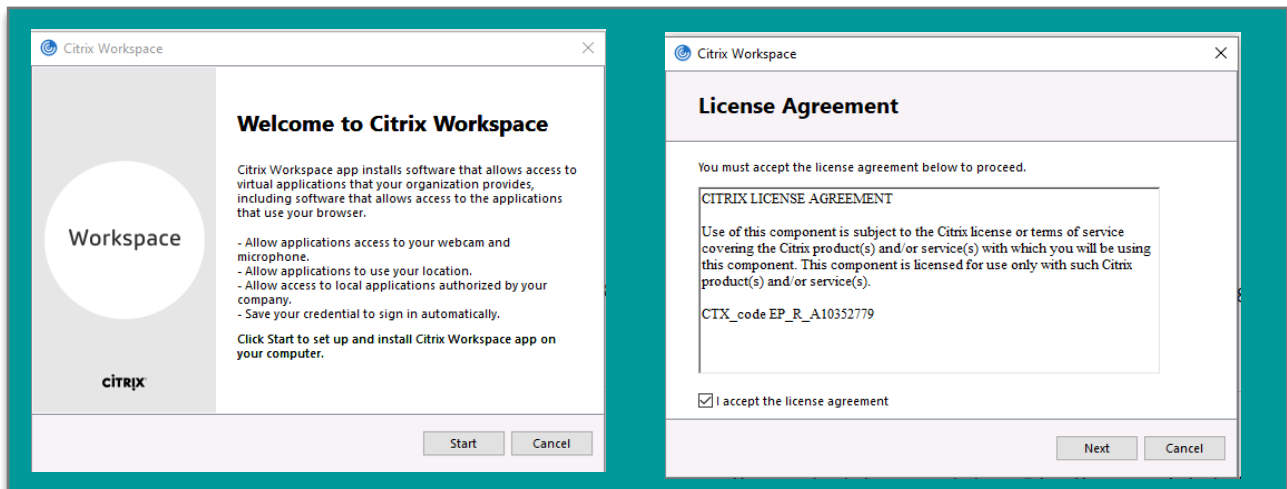# One Time setup:

Follow these one-time setup instructions if you do not have Citrix Workspace installed already. If you already have Citrix Workspace installed, continue onto Select your Access Method Section.

A. Download and run Citrix Workspace installer from the following location:
   [Citrix Workspace app 22.03.2000 for Windows, LTSR 2203.1 Cumulative Update 2](#) OR
   [Citrix Workspace app 2301.1 for Mac](#)

B. In your file explorer [folder icon], open your Downloads folder and double click on the CitrixWorkspaceApp to begin installation.
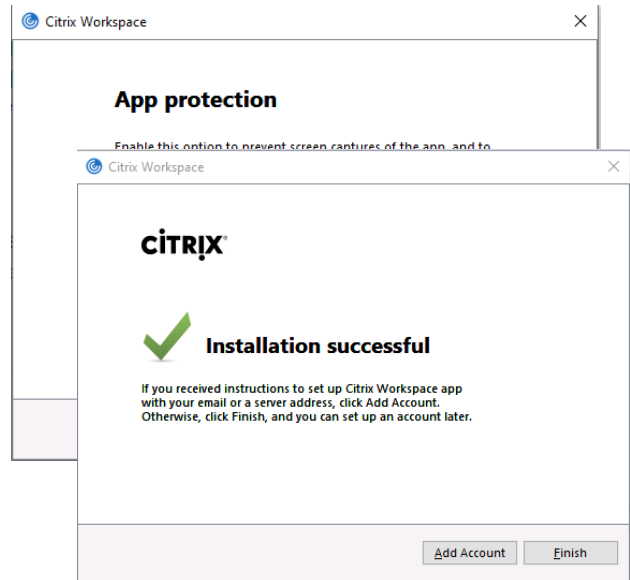
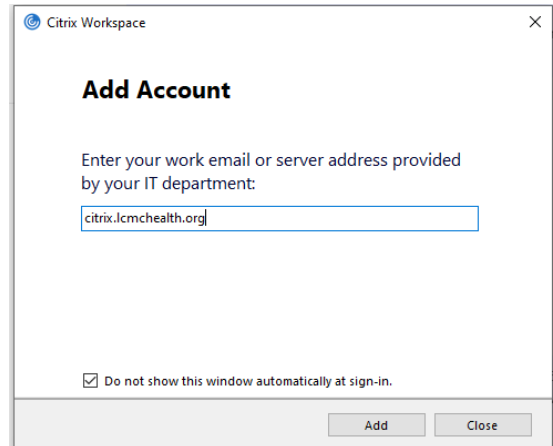C. Select Start to begin the installation and agree to the license agreement.

D. Do not select "Enable App protection". Select Install.

E. Select Add Account, when prompted after a successful installation.

App protection

~~Enable this option to prevent screen captures of the app, and to~~

CITRIX

✓ **Installation successful**

If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.
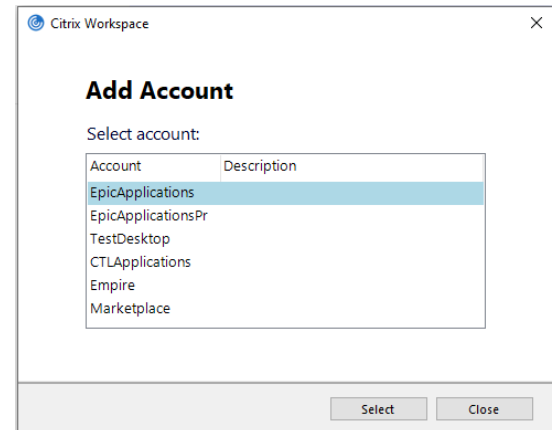
Add Account   Finish

F. When prompted to add an account, enter "citrix.lcmchealth.org" and select the box "Do not show this window automatically at sign-in." Select Add.

Add Account

Enter your work email or server address provided by your IT department:

citrix.lcmchealth.org

☑ Do not show this window automatically at sign-in.

Add   Close

G. At this point you will be prompted for your username and password, as well as dual authentication with DUO.

H. Once you've authenticated, you may by prompted to select an Account. Select "Epic Applications", then Select.

Add Account

Select account:

Account	Description
EpicApplications	
EpicApplicationsPr	
TestDesktop	
CTLApplications	
Empire	
Marketplace	

Select   Close

I. Citrix Workspace setup is now complete. The Citrix Workspace Application will be open, and you may move onto the Select your Access method section.
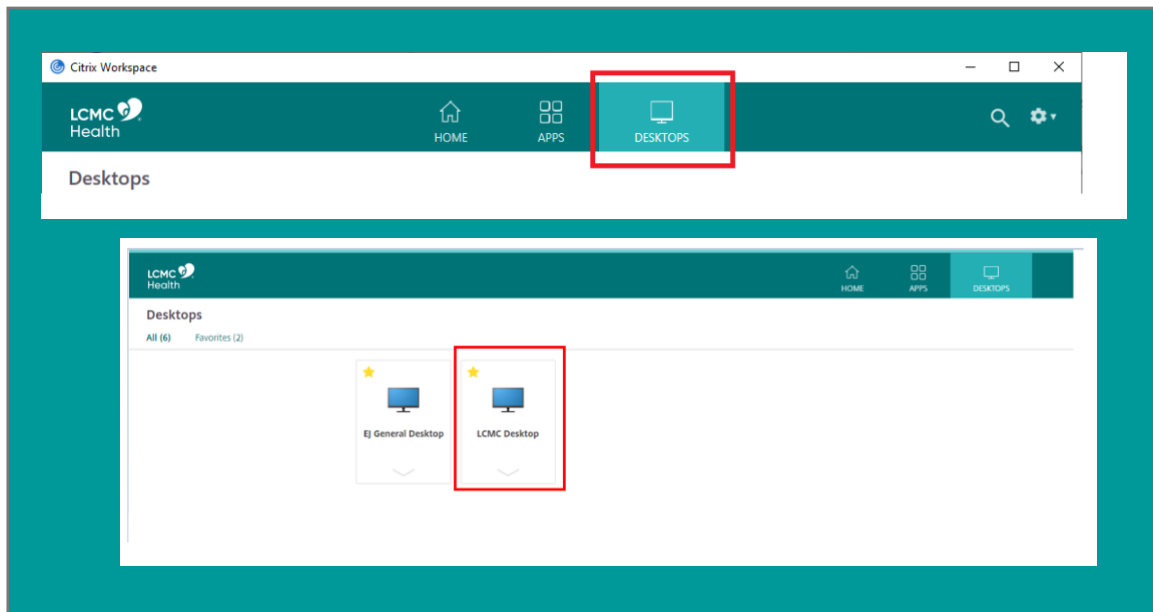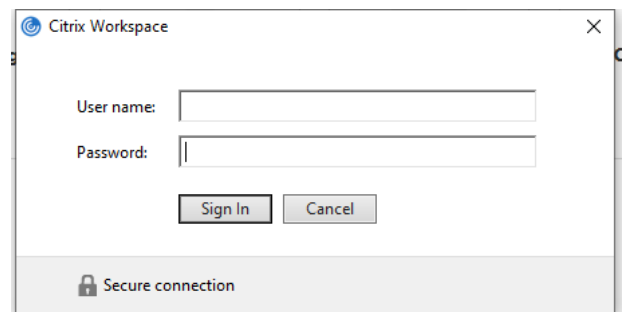
You can access the virtual desktop in a few ways and can also be interchangeable.

If you prefer to use the Citrix Workspace application on your PC:

1. Open the Citrix Workspace application from your PC.
2. Select the Desktops tab along the top, to access your new Virtual Desktop. Select the desktop available to you that you would like to use. Most commonly this will be "LCMC Desktop". You may have different options than in the screenshot below.

3. Enter your LCMC credentials, when prompted.

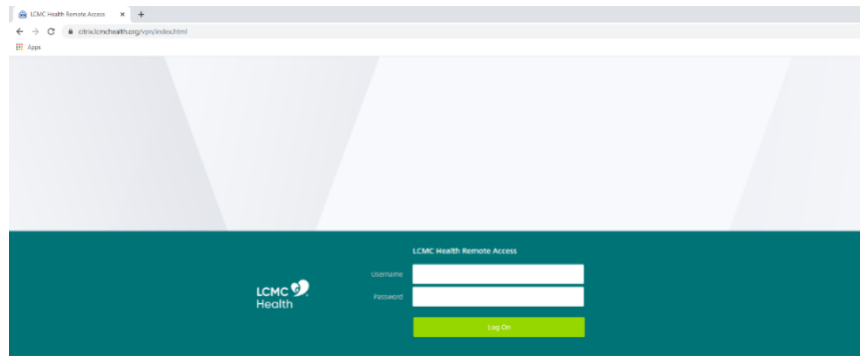4. You will be prompted to use DUO. Authenticate via your preferred method.

5. Your virtual desktop will open, and will appear along the Task bar.
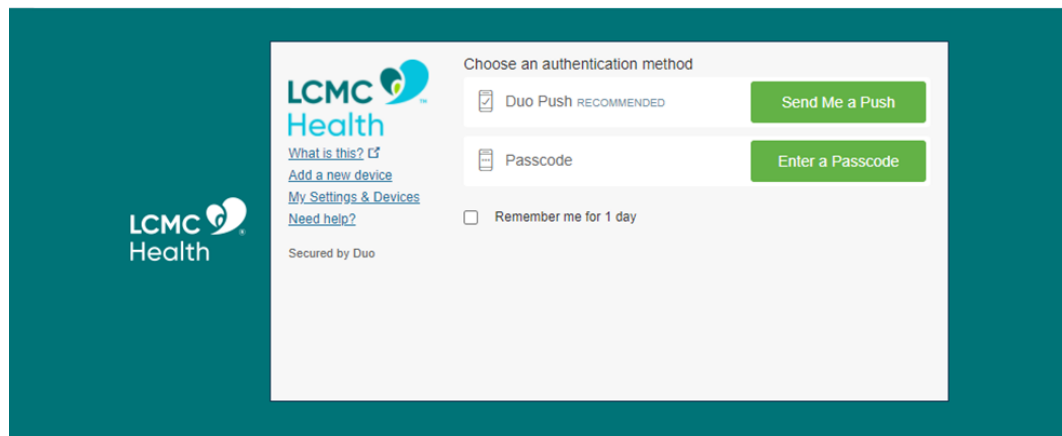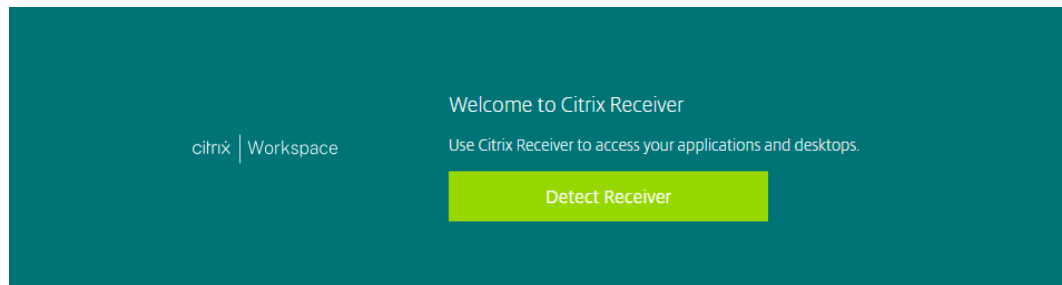
If you prefer to use a browser:

1. Navigate to citrix.lcmchealth.org in a browser. Edge is the recommended and supported browser. We recommend bookmarking citrix.lcmchealth.org for quick access. Enter your LCMC credentials.
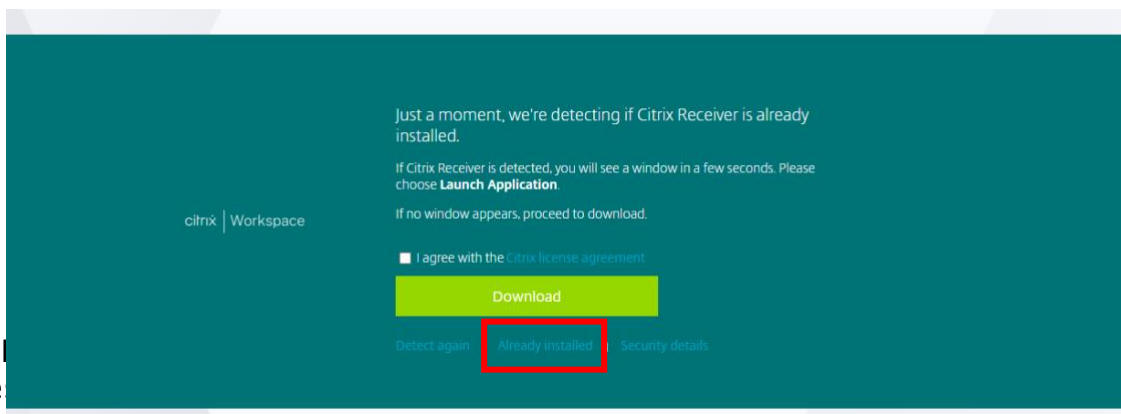
2. You will be prompted to use DUO. Authenticate via your preferred method.
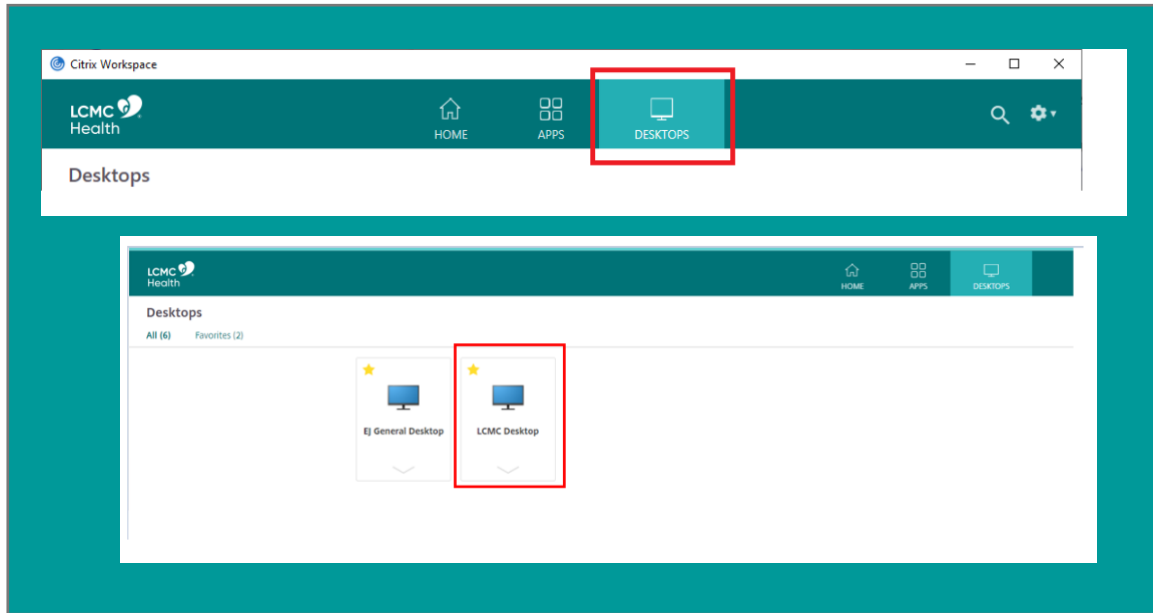
3. You will select Detect Receiver.

4. Since you've completed the one time setup instructions already, select "Already Installed".

6. Sel   the
   de   LCMC
   Desktop". You may have different options than in the screenshot below.
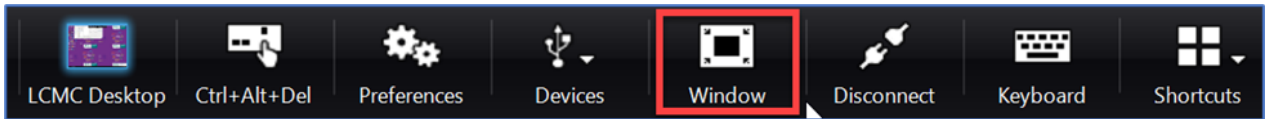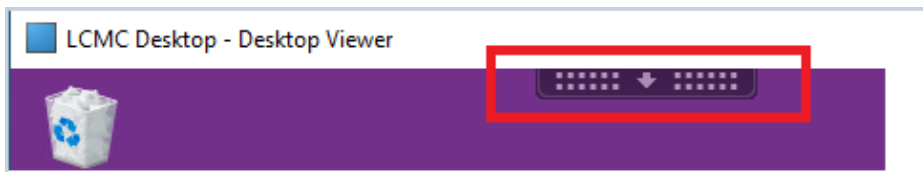
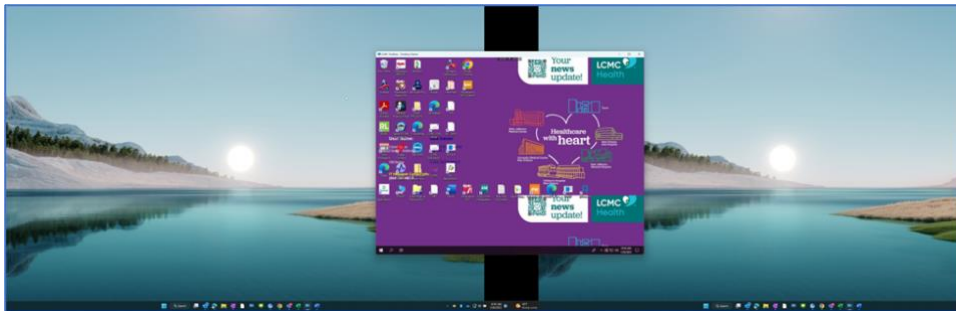7. Your virtual desktop will open and will appear along the Task bar.

 Dual Monitor Setup from a PC

If you need to use multiple monitors, please follow the instructions below.

1. From the dropdown toolbar, select the Window button
   a. The Virtual Desktop is now a moveable window

2. Drag the Virtual Desktop across your two screens

3. Select the Full-screen option from the virtual desktop dropdown toolbar
   a. The Virtual Desktop will now be functional on two monitors.