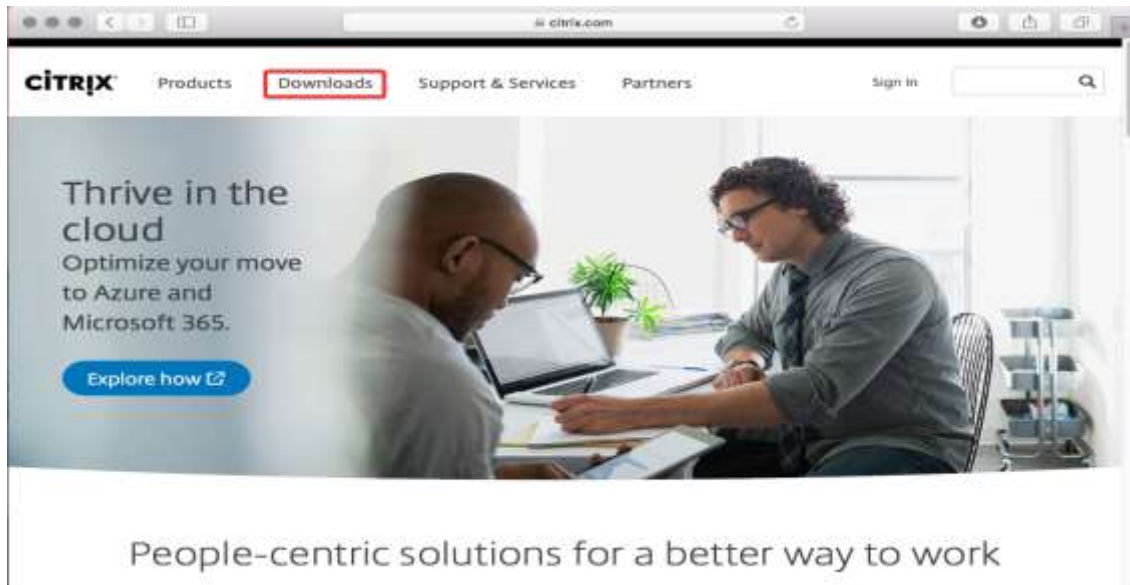


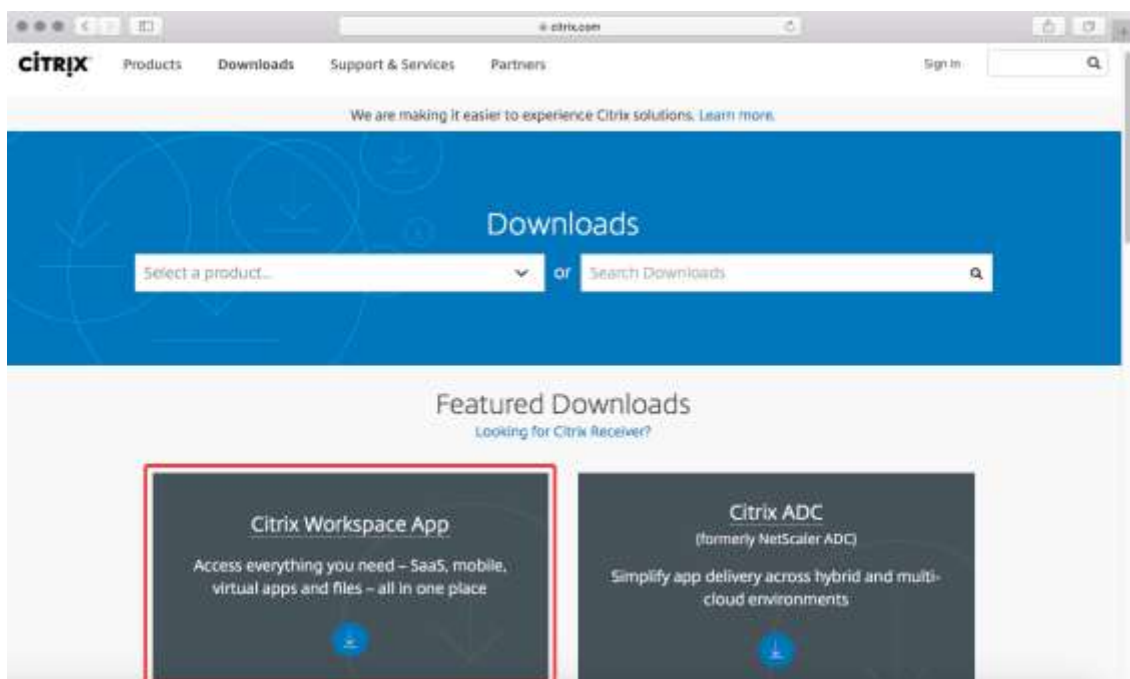
Accessing the Evergreen Portals

To download the Citrix Workspace App for MAC, follow these steps:

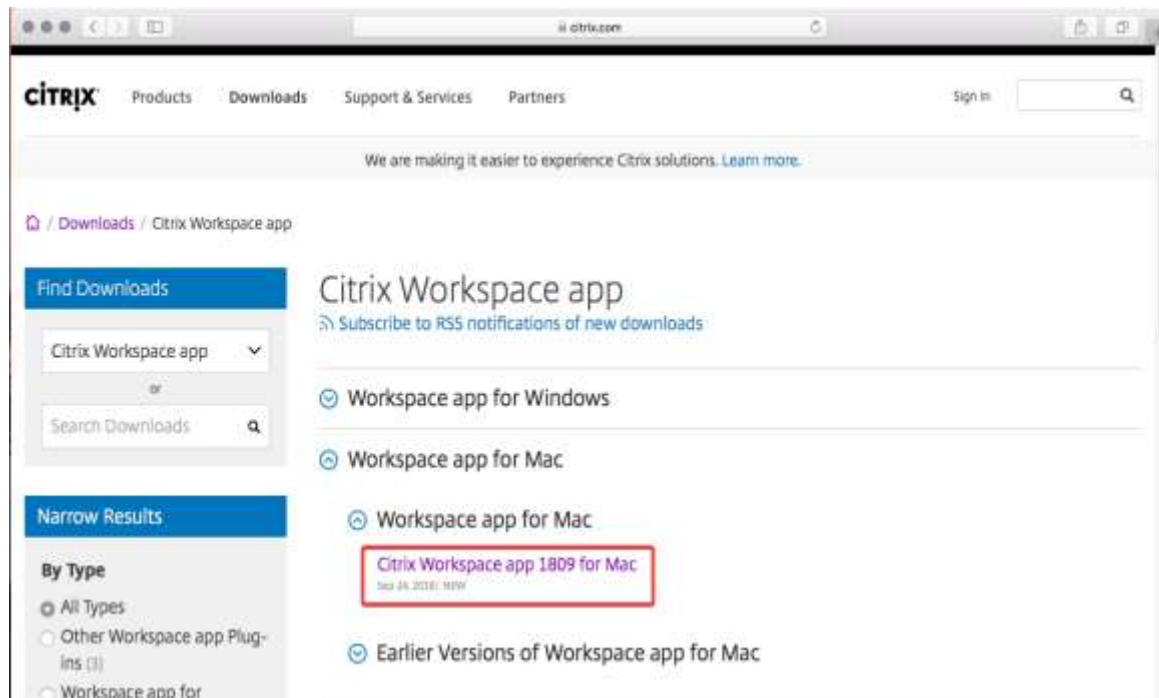
1. Direct your Safari or Google Chrome browser to <http://www.citrix.com>
2. Click the *Downloads* option at the top of the screen:



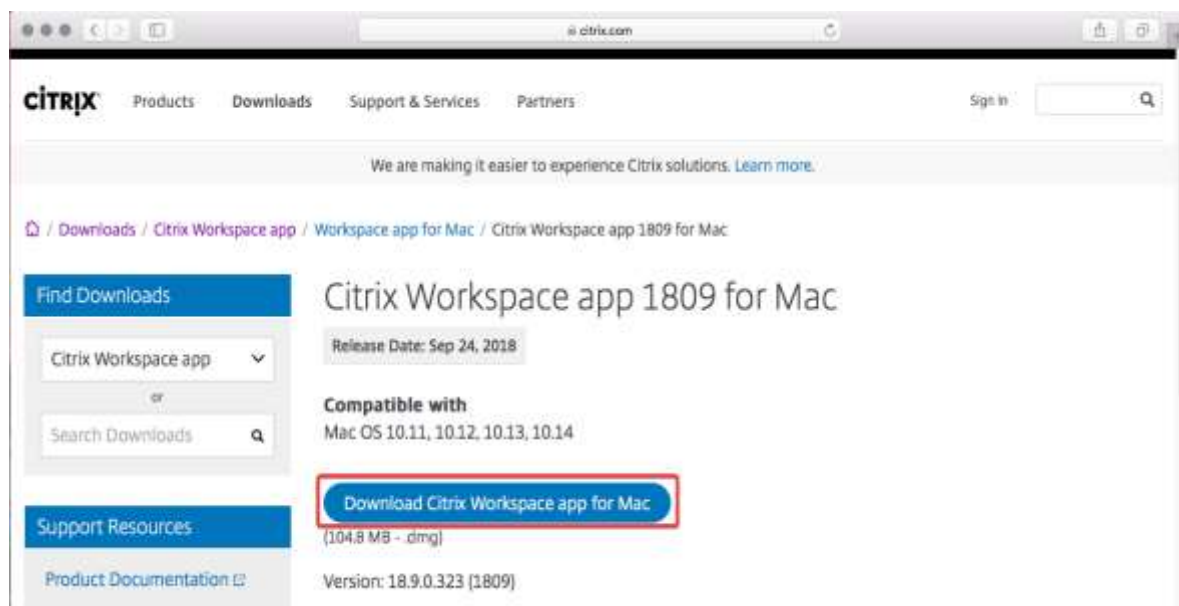
3. Below Featured downloads you Will See “Citrix Workspace App, click on the *white down arrow inside the blue circle*:



4. Click to *expand the blue down arrow* and you will see “Workspace app for MAC”, Click on the *blue down arrow* again to expand. Next click on *Citrix Workspace app 1809 for Mac (Version number is subject to change)*:



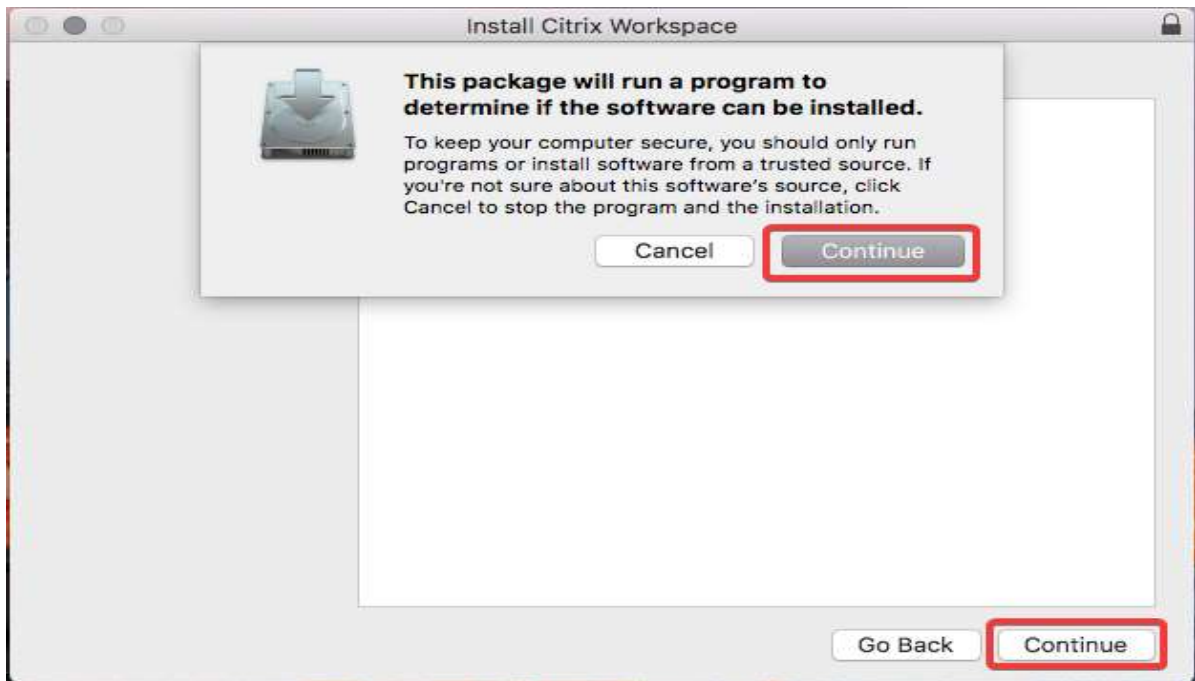
5. You will be taken to another window where you will Click a blue button that says *Download Citrix Workspace app for MAC*:



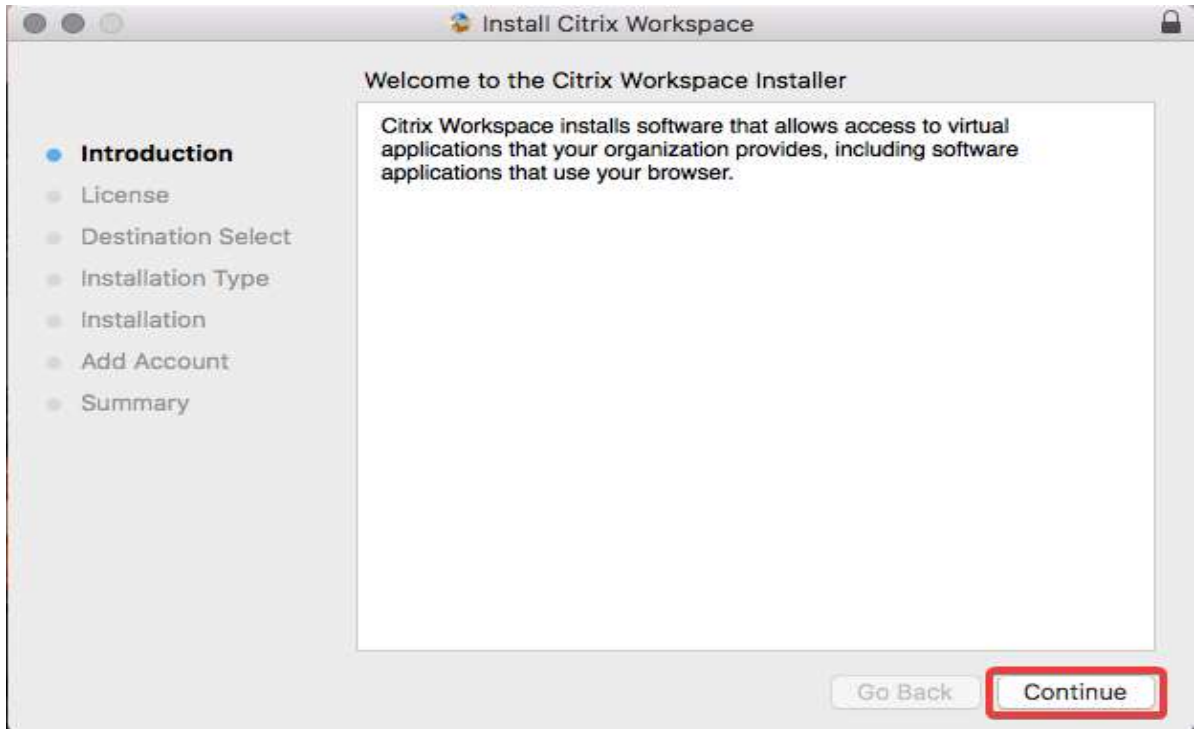
6. The download will start and a timed bar will show on your download folder. When it is complete you will Click on *CitrixWorkspaceApp.dmg*. A box will pop up and you will click *Install Citrix Workspace*:



7. An installation window will open and you will press, *Continue, Continue*:



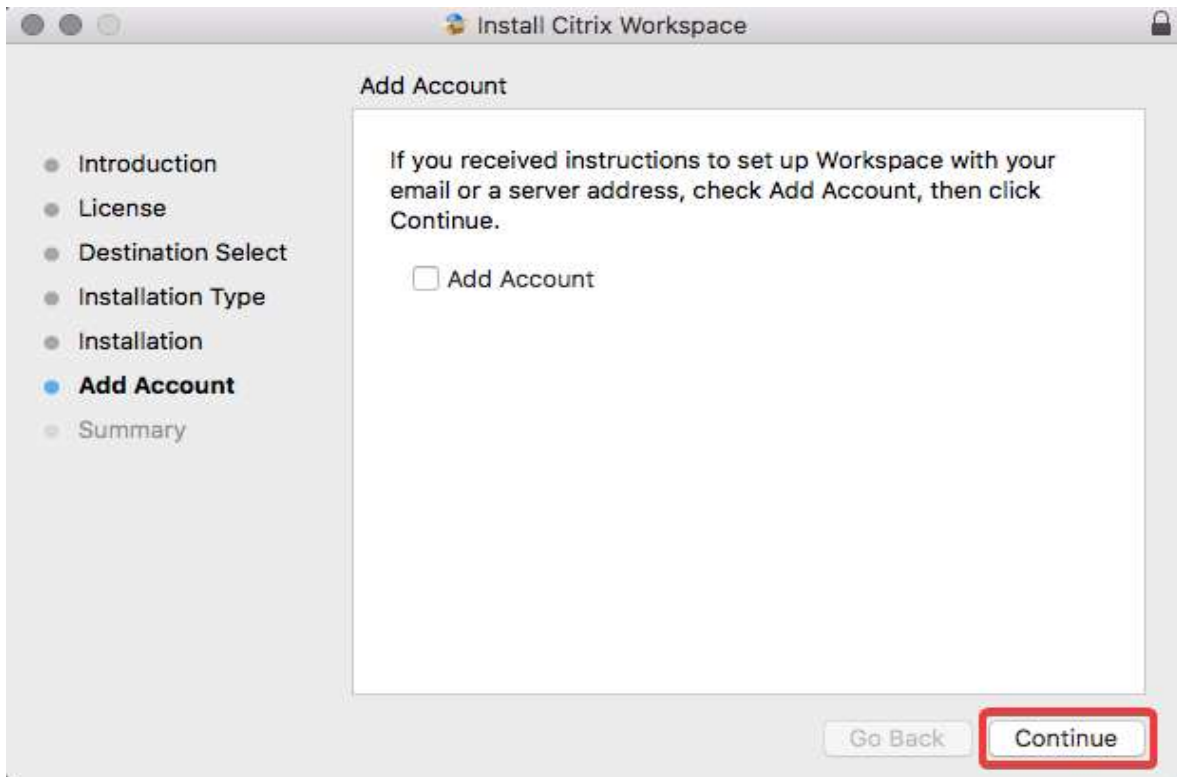
Press *Continue* again:



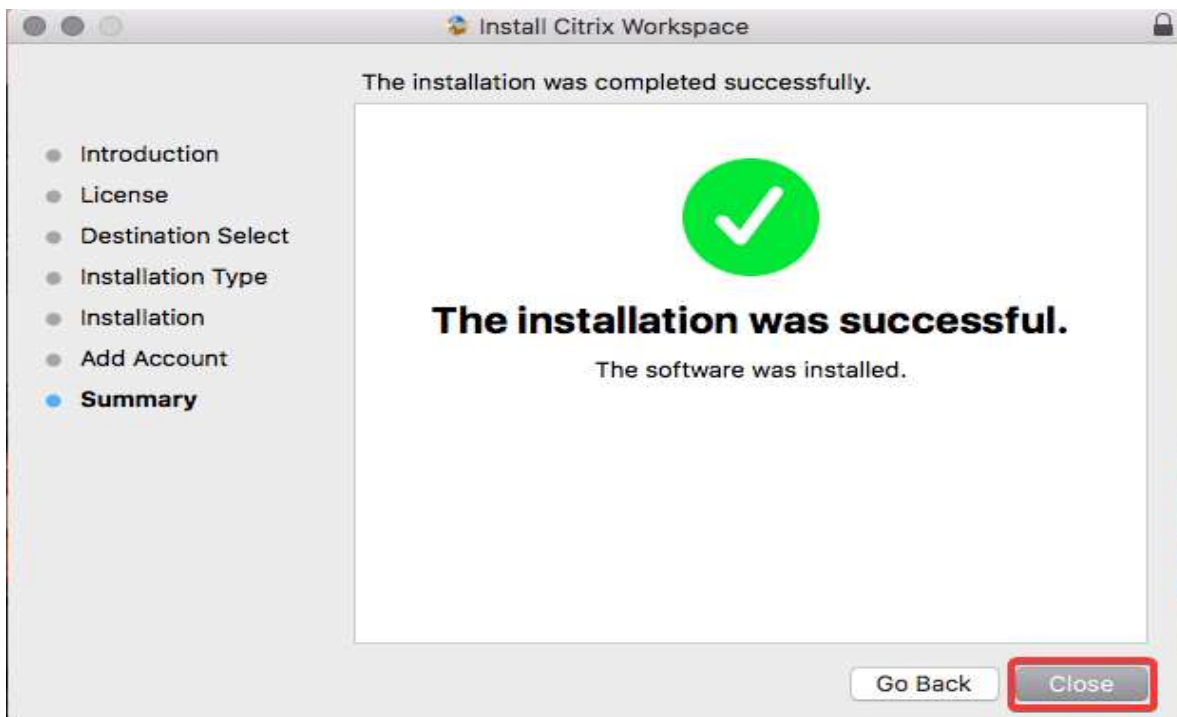
Enter your *personal MAC password* to allow the application to install:



It is not necessary to “Add Account”, press *Continue*:



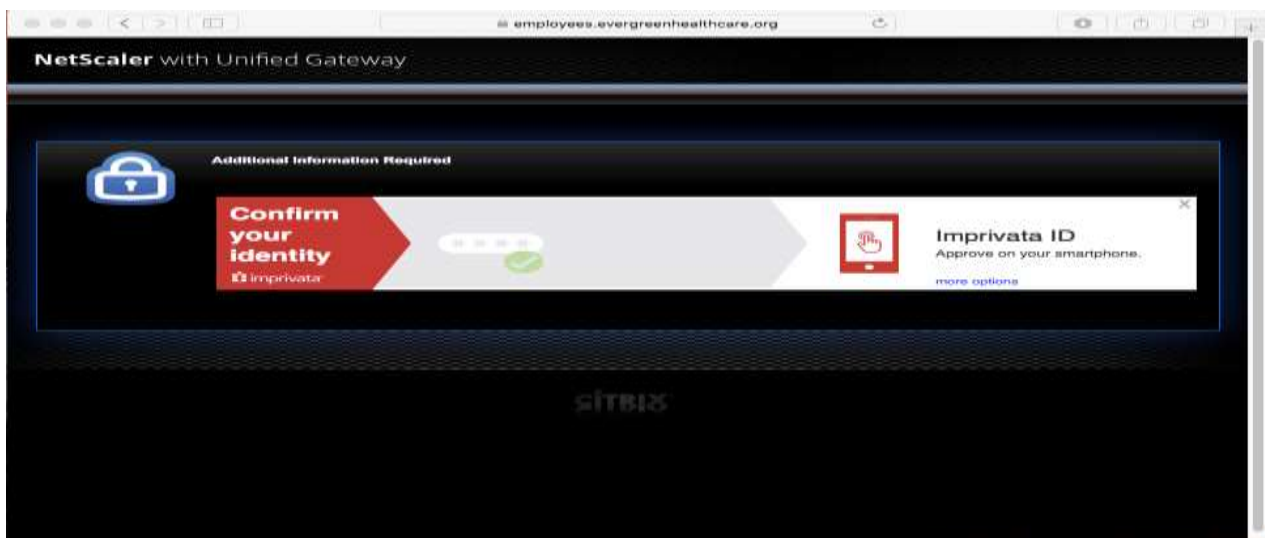
Press *Close*:



8. Close any open internet browsers, re-open Safari and return to the portal website:
9. <http://md.evrgrn.org> – For Physicians
<http://employees.evergreenhealthcare.org> – For Employees
<https://partners.evergreenhealthcare.org> – For Partners
10. Login to the Portal using your network ID and password:



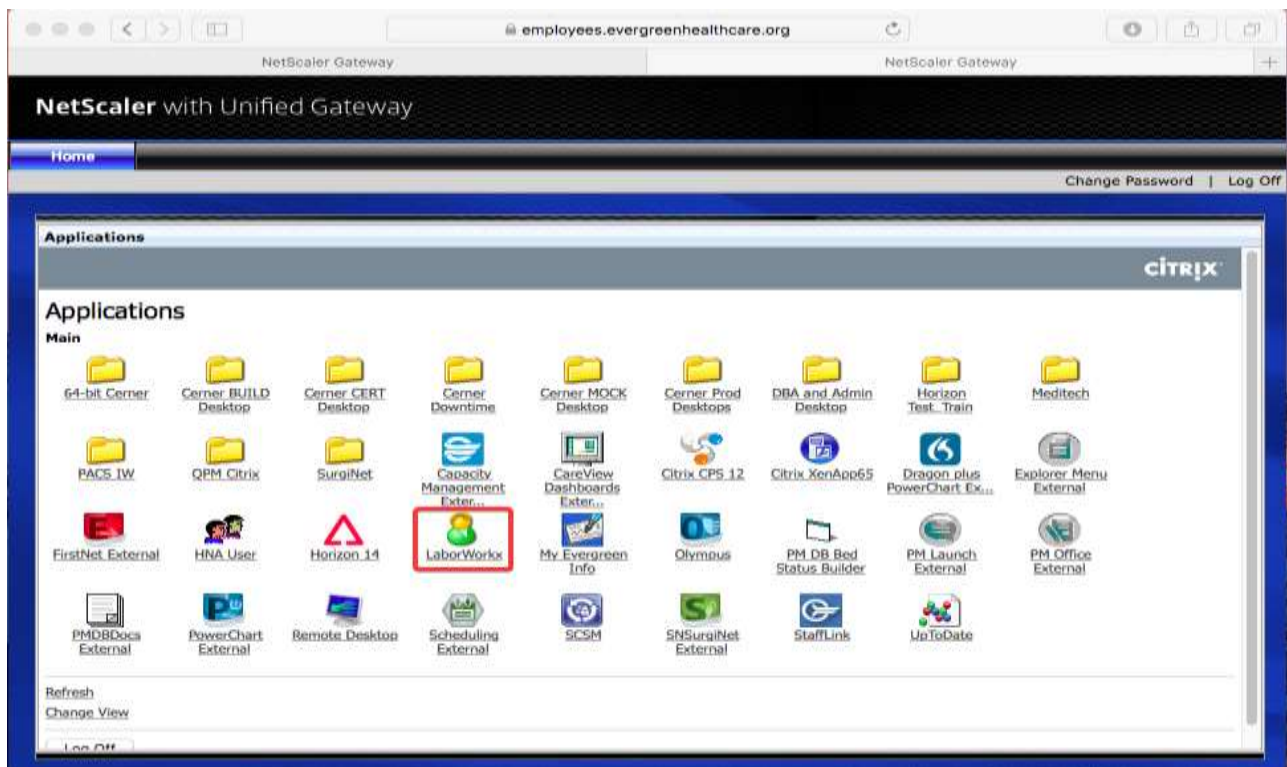
Verify your identity with Evergreen's Two Factor Authentication:



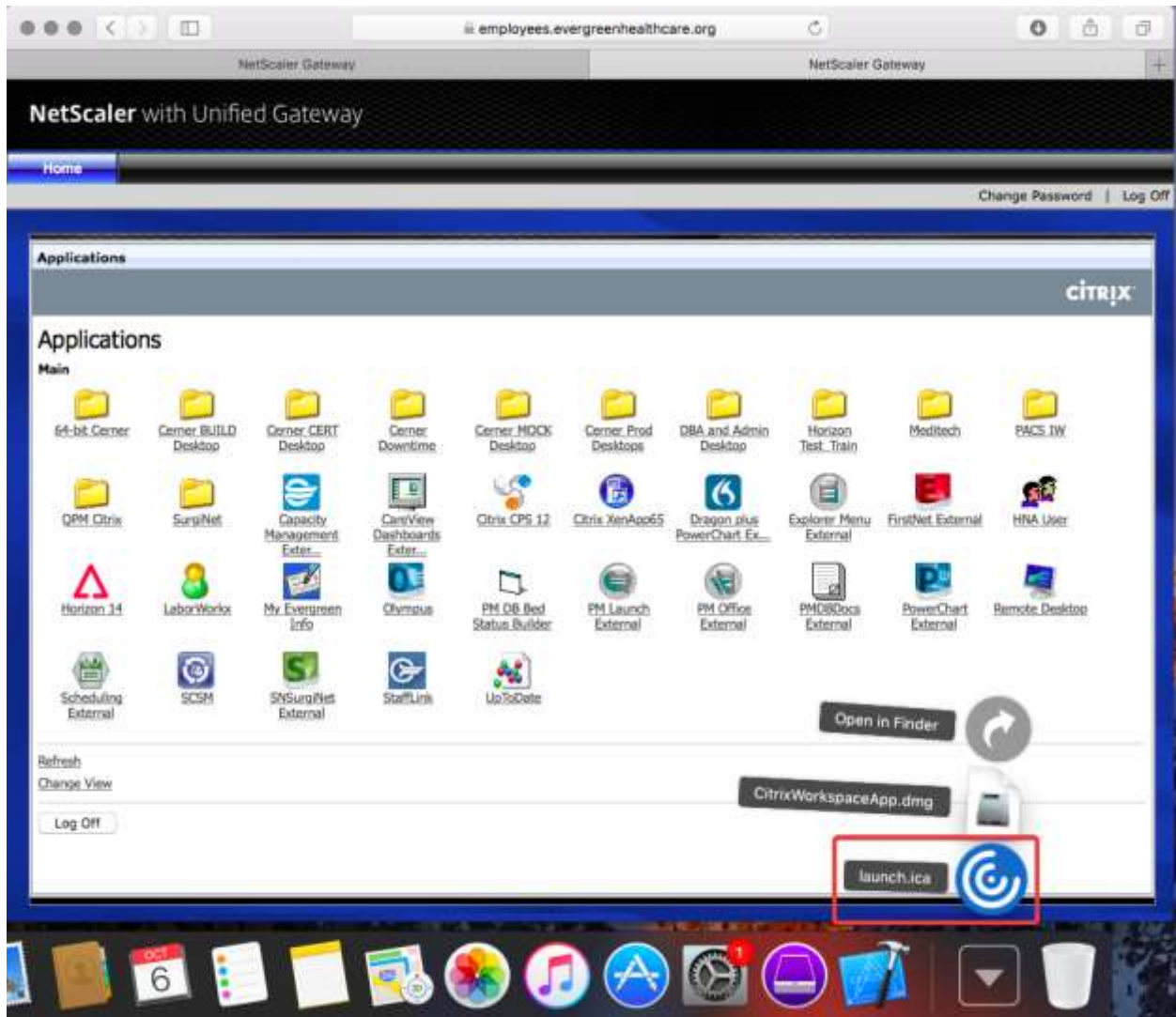
You will see Netscaler with Unified Gateway, Click on *Clinical Apps & Remote Desktop*:



Next you will see all of your available Evergreen Applications, click on the *desired application*. I am using Laborworkx for example:



When you click on the application the Blue Citrix icon will go into the Download folder and you will have to click on the program which is called *Launch.ica* and then after a moment your program will open:



If you have followed all documentation and are still experiencing issues, please contact the Help Desk at 425-899-1740. Primary hours are 7am – 7pm Monday – Friday. Limited support is offered all other hours.