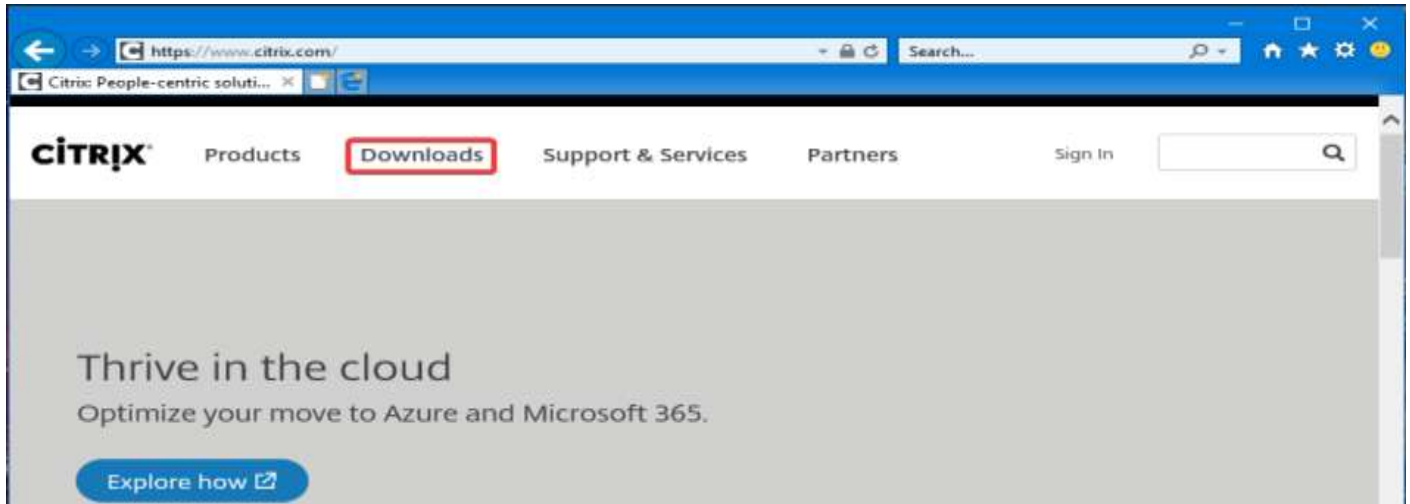


# Accessing the Evergreen Portal

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

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



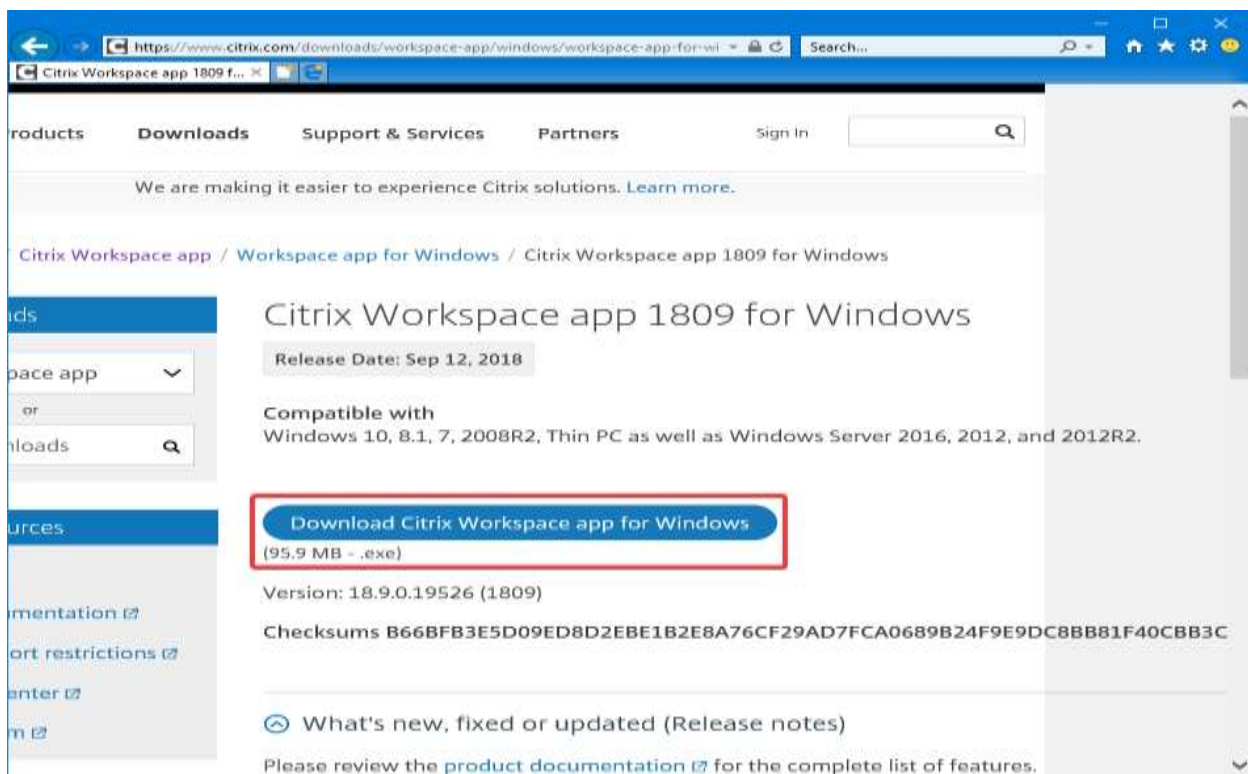
3. Below Featured downloads you will see “Citrix Workspace App, click on the *white down arrow in the blue circle*:



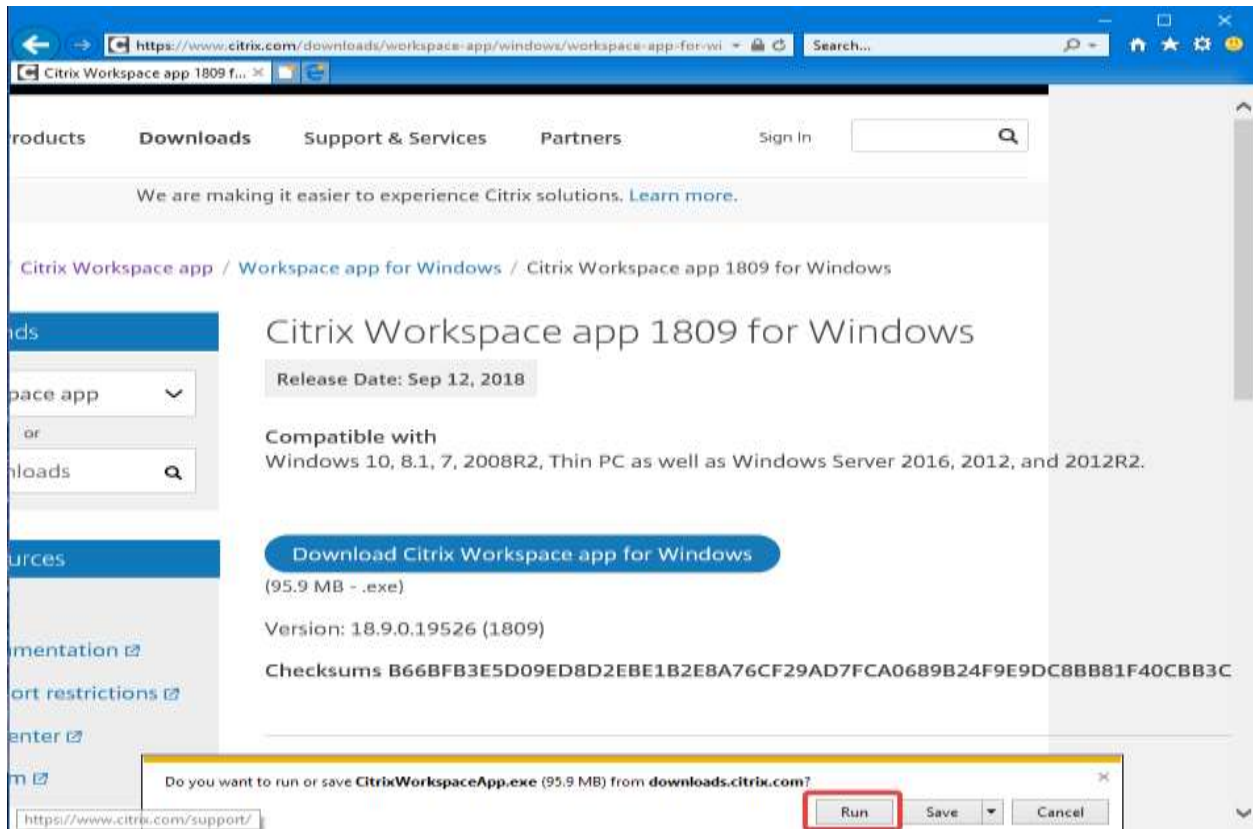
4. Click to expand the *blue down arrow* and you will see “Workspace app for Windows”, Click on the *blue down arrow* again to expand. Next click on *Citrix Workspace app 1809 for Windows* (version number may change):



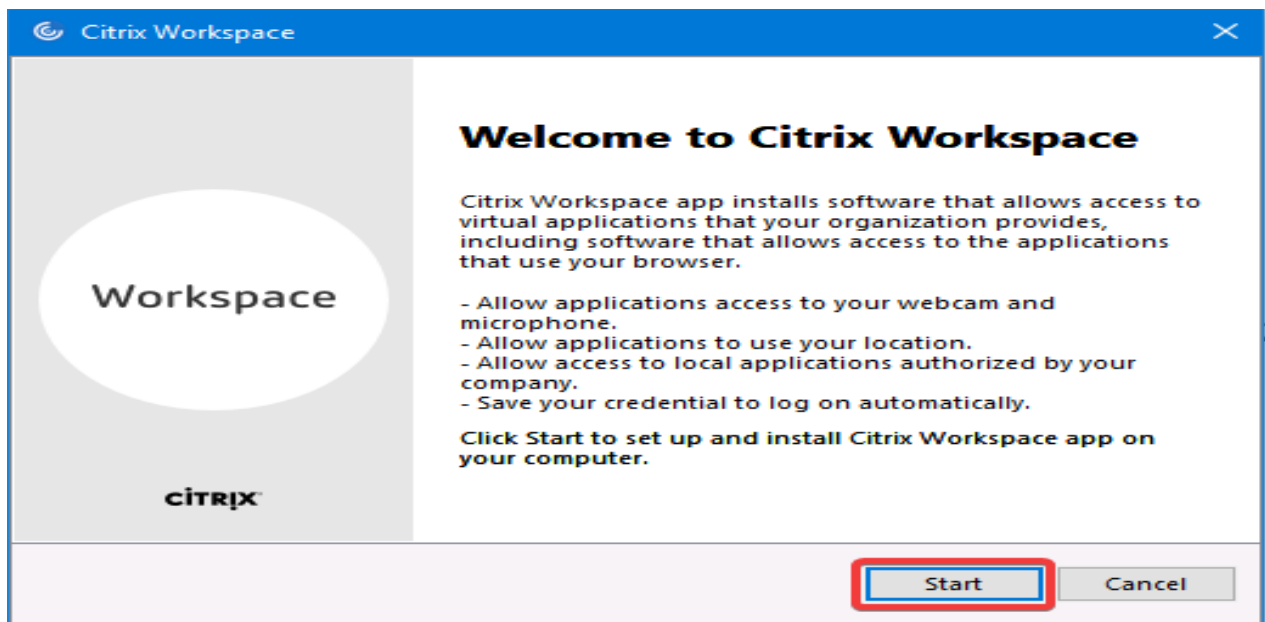
5. You will be taken to another window where you will Click a blue button that says *Download Citrix Workspace app for Windows*:



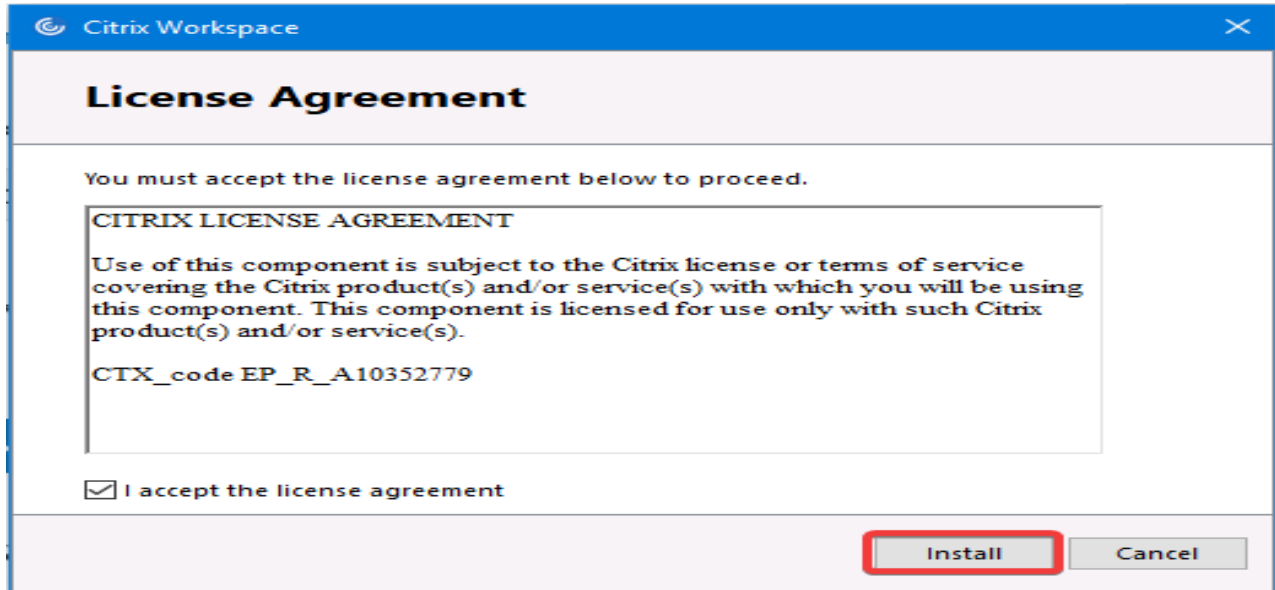
6. Next you will get a prompt at the bottom of the screen that says “Do you want to run or save CitrixWorkspaceApp.exe”, click *run*:



7. A window will open that says “Welcome to Citrix Workspace”, click *Start*:



8. Place a *check* in the *Accept the license agreement* box and click *Install*:



9. Go through several prompts and then you will see "Installation Successful", there is no need to "Add Account", press *Finish*.

10. Close any open internet browsers, re-open Internet Explorer and return to the portal website:

<http://md.evrgrn.org> – For Physicians

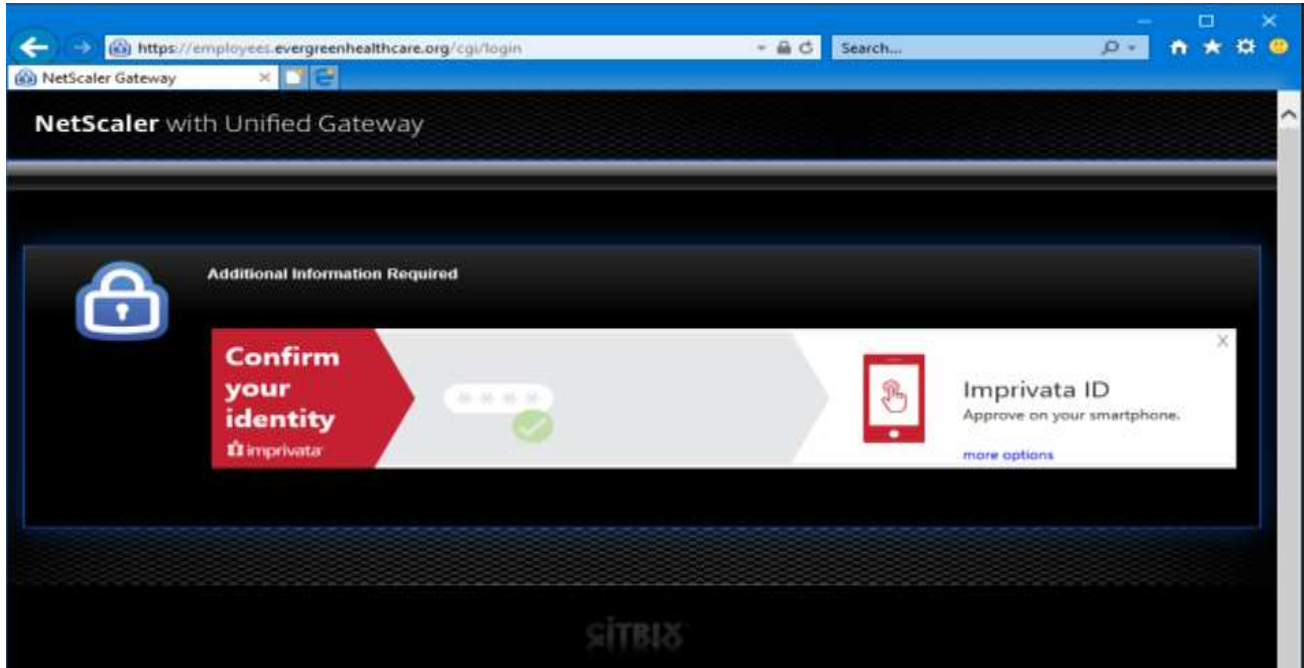
<http://employees.evergreenhealthcare.org> – For Employees

<https://partners.evergreenhealthcare.org> – Partners Portal

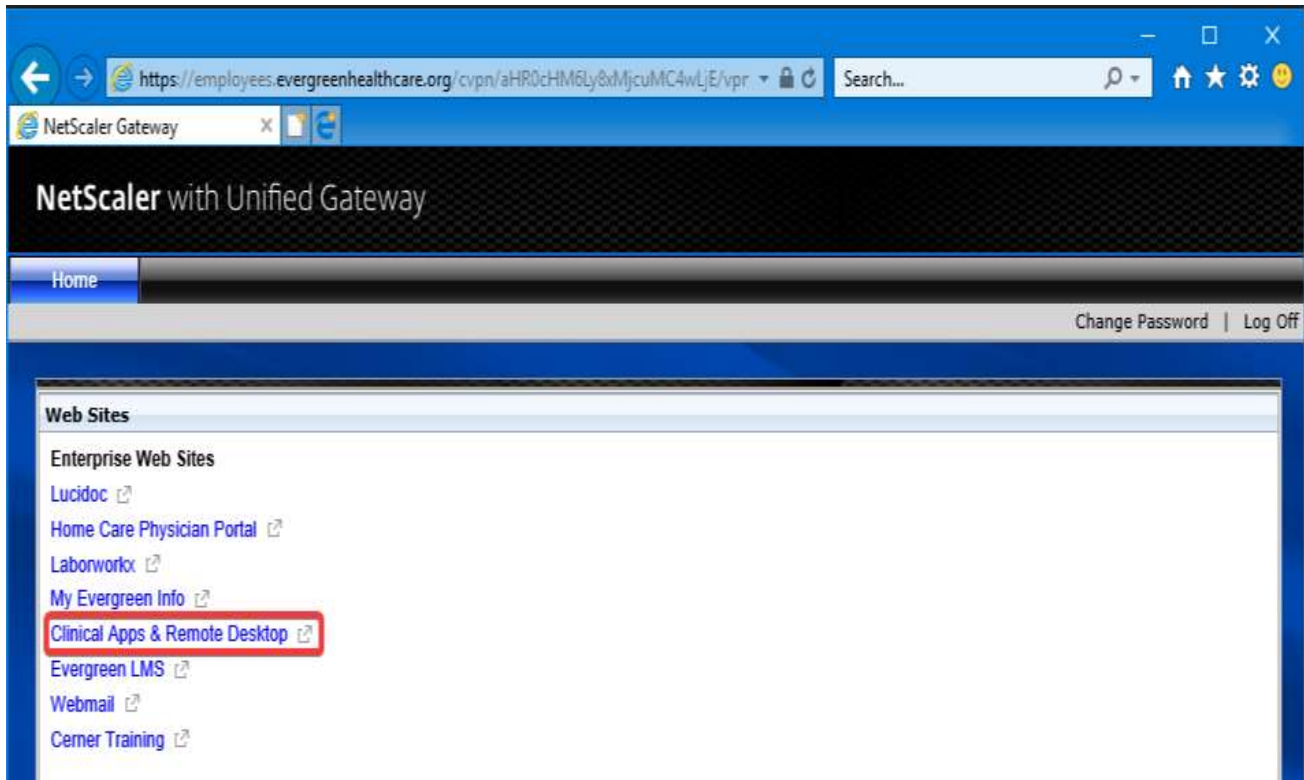
11. Login to the Portal using your network ID and password:



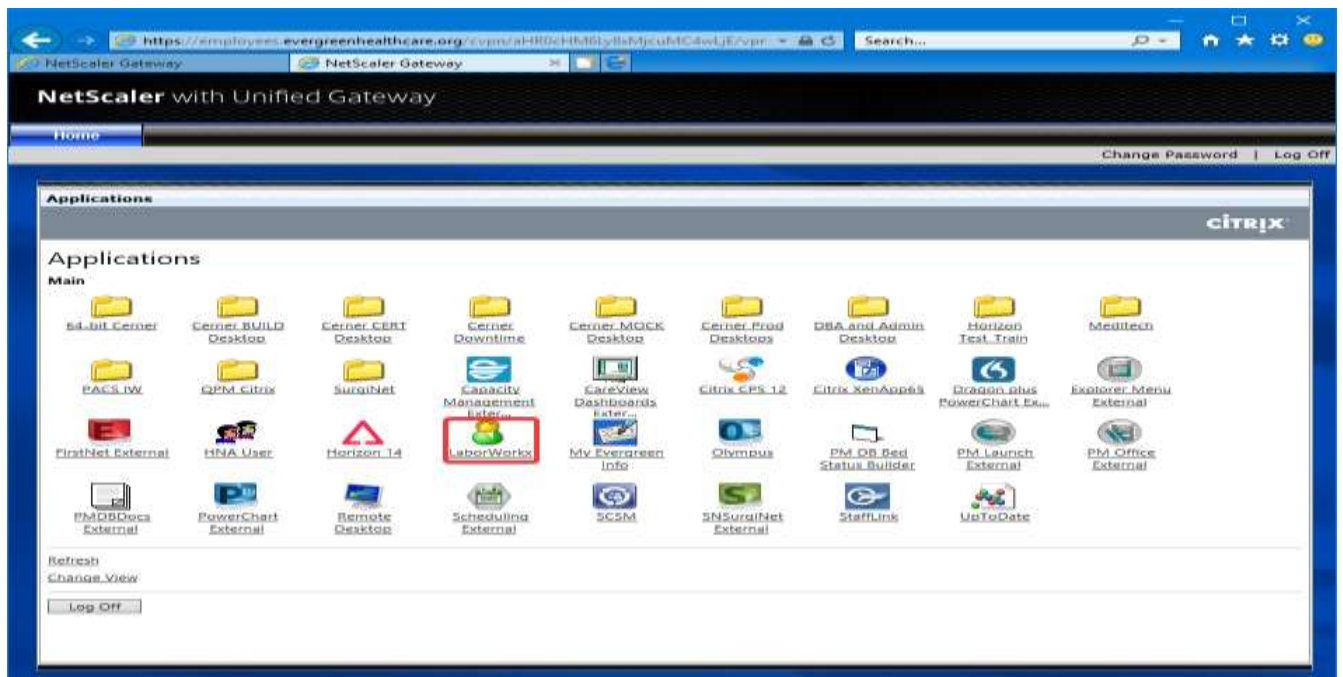
12. Verify your identity with Evergreen's Two Factor Authentication:



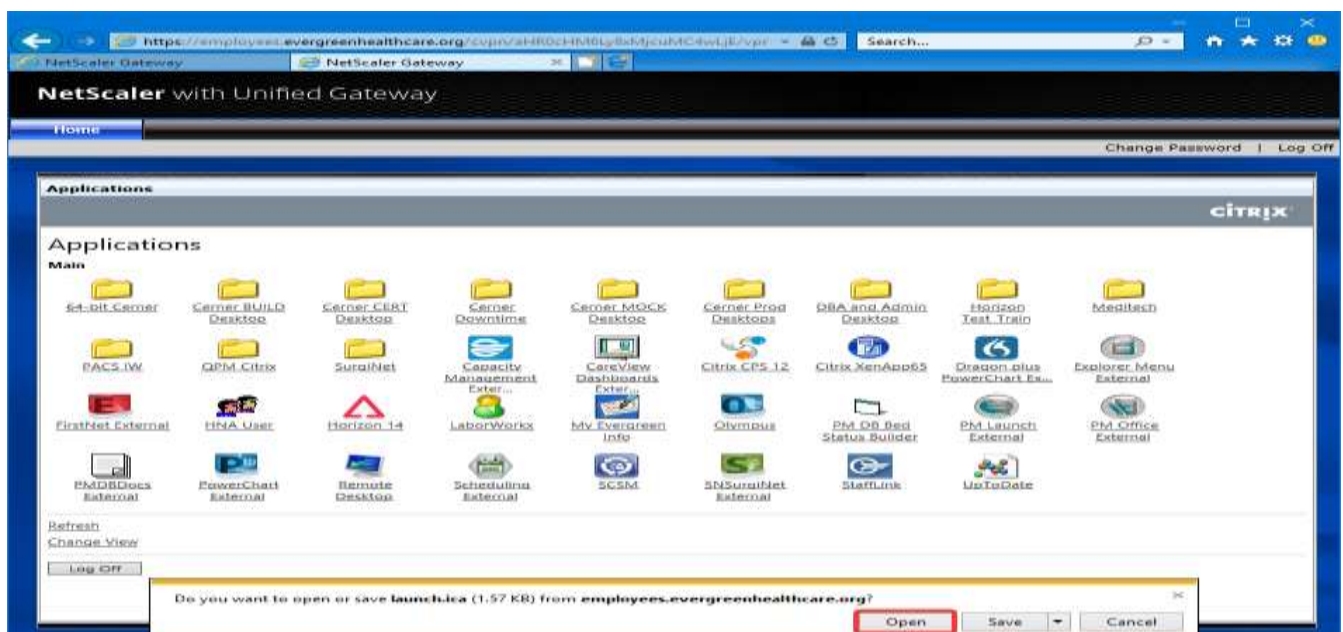
13. You will see Netscaler with Unified Gateway, Click on *Clinical Apps & Remote Desktop*:



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



15. Click on any program and you will get a prompt at the bottom of the page to open or save launch.ica. Click *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.