citrix.uwhealth.org

Using the UWHC Citrix Access Gateway

Open your client’s internet browser (note: Google Chrome is currently not supported) and go to https://citrix.uwhealth.org.

Enter your userid and password.
Userid or Password error

If you mistype your credentials, you will receive an error message on the login screen:
Web Interface Main Screen

The web interface screen now separates applications and desktops into tabs. The default view is Applications; to log into desktops (ex: Remote Access Desktop) make sure that you have selected the Desktops tab.
Search Feature

If you can’t find an application or desktop, there is an available search feature. Type a full or partial name into the field and click the magnifying glass.

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The web interface will return a list of clickable results and also show their location for future reference.
Web Interface Time Expiration

The web interface window has a 30-minute time limit. You will receive a five-minute warning with an opportunity to extend the web session, just below the tabs on the main screen.

When the 30-minute timer expires, the web interface will close and display the logged-off screen but open applications or desktops will not be affected and remain open.
The logoff page (whether by time expiration or explicit logoff) carries this appearance:

![Logoff Page](Image)

The message indicates that the window (or tab) must be closed. This is a security feature similar to that found on many financial websites.