Lifespan Guide
for installing and using
Citrix Receiver
on your
Mobile Device

About Remote Access with Citrix Receiver

When not attached to the Lifespan corporate network, the best way to access the Lifespan Intranet from your mobile device is to use the Citrix Receiver App. Below are instructions on how to install the Citrix Receiver App onto your mobile device.

Once installed, the Citrix Receiver will give you access to Lifespan 'published apps'. If you do not have an app on your Citrix Poral, you may request it by submitting a LIAM request.

Common Apps that can be requested (if you don't already have them) include:

- Lifespan Intranet
- NetLearning
- Mapped Drives (access to your network drives including your "H drive")
- LifeChart

Installation Instructions for iPhones:

1. Download the Citrix Receiver App from your App Store.
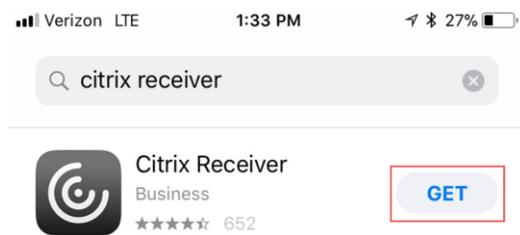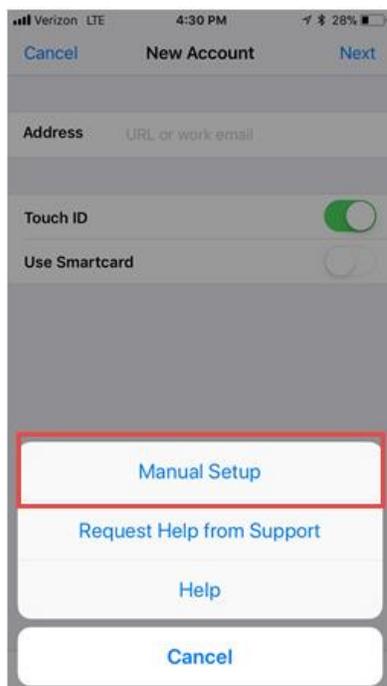

2. Tap "Add Account".

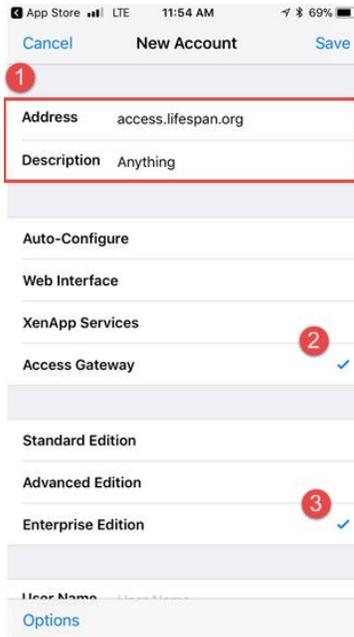3. Tap "Touch ID" or "Use Smartcard" to make the keyboard minimize.
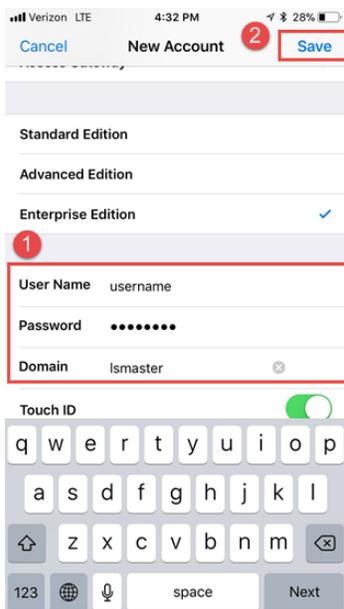

4. Tap "Options".

5. Tap "Manual Set Up".

6. Enter "access.lifespan.org" in the Address field.
7. Enter "Anything" in the description field.
8. Tap "Access Gateway".
9. Tap "Enterprise Edition".
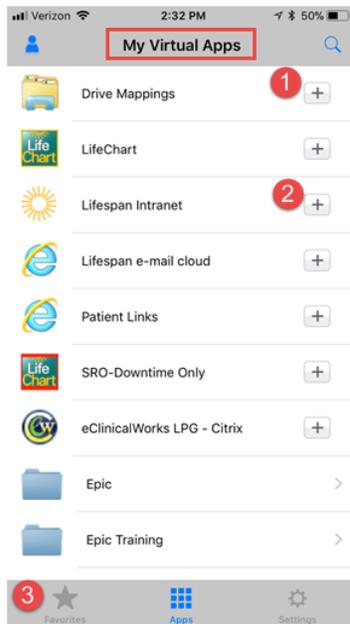
10. Enter the following:
    a. User Name
    b. Password
    c. Domain: lsmaster
11. Tap "Save".

You will be brought to the "My Virtual Apps" page.

12. Tap the + next to Drive Mappings.
13. Tap the + next to Lifespan Intranet.
14. Tap "Favorites".

15. Tap the Lifespan Intranet folder.

16. You can authenticate using Touch ID if you enabled it, or by entering your password. Then Tap OK.
17. To help navigate, touch on the box at the bottom of screen to bring up Gesture controls for tools for navigating and using a keyboard on the screen. See the Appendix for tips on using the available Gestures
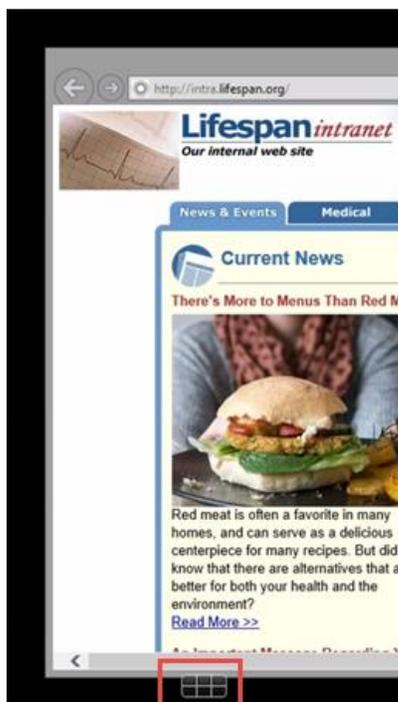
18. To close the Gestures guide, tap the screen or back arrow.

iOS - Learning Gestures

In your Receiver applications, use all the familiar iPad gestures, including the toolbar options.

From the toolbar, tap Gestures or use this guide:

To do this:	On the device, do this:
Start an app	Tap the icon. For some apps, you might have to double tap.
Start a second app	From the toolbar, tap Home and select the second app.
Right click	Touch, hold, and release.
Add an app to your Receiver home screen	From the Apps list, tap the plus sign (+) to add it to the favorites.
Refresh the list of Receiver apps	From the Apps list, drag your finger down the list and release.

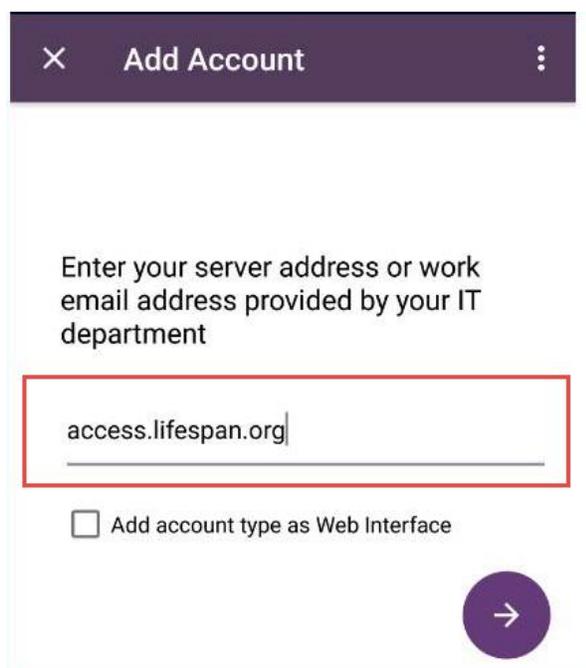| To do this:	On the device, do this:
Remove an app from your Receiver home screen	Touch and hold any icon until they all jiggle, and then tap the X. Tap the screen again to save the screen. Alternatively, use the right-click menu option.
Switch between running apps	From the toolbar, tap Switch, or use the two-finger tap. Alternatively, from your home screen, tap Connections.
Open the keyboard	From the toolbar, tap Keyboard, or use the three-finger tap.
Scroll	From the toolbar, tap Arrow Keys, or with the document size at 100% (not expanded or reduced), tap the page once and drag your finger up to scroll down. Alternatively, tap a location on the vertical scroll bar (this method is not precise). Note: Some Apple applications require 2 fingers to scroll.
Tap more precisely	From the toolbar, tap Pointer to show a mouse pointer on the screen and track it with your finger. In addition, tap Magnifier (plus Pointer) to zoom into an area of the screen as you track your finger over the surface. Tap these features again to disable them.
Exit Receiver	Close your running apps. If not on your Receiver home screen, from the toolbar, tap Home. In the Apps view, tap the plus sign (+) and tap Log Off. If apps are still running, when prompted, select Log off to force the apps to close.
Exit Receiver, but keep apps available for smooth roaming.	Leave your apps running. If not on your Receiver home page, from the toolbar, tap Home. Then tap the Apps list and tap Log Off. When prompted, select Disconnect.

Installation Instructions for Androids:

1. Download the Citrix Receiver App from your App Store.
2. Tap "Get Started".

Citrix Receiver

Your enterprise workspace with all your corporate apps and data.

Get Started

Don't have an account?   **Try the demo**
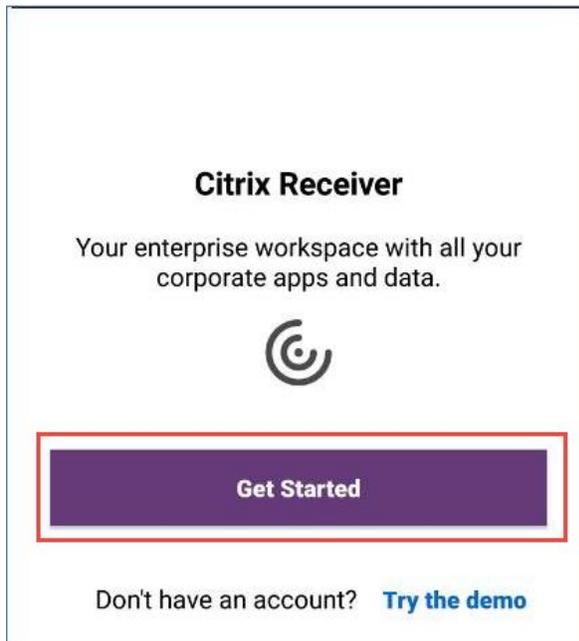
3. In the Address field, type "access.lifespan.org.".

✕   **Add Account**   ⋮

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

access.lifespan.org

☐ Add account type as Web Interface

→

4. Select the "Add account type as Web Interface" check box.
5. Tap the Right Arrow button.

☑ Add account type as Web Interface
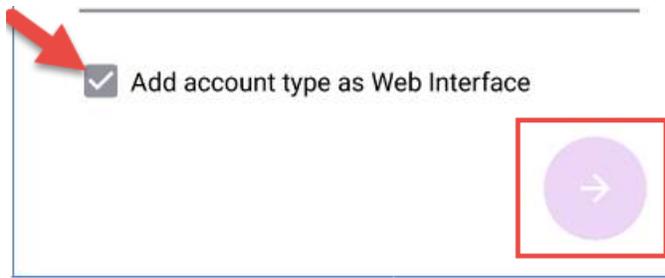
Android - Learning Gestures

In your Receiver applications, use all the familiar Android gestures, including the tap, swipe, drag, and pinch. In addition, Receiver includes multi-touch gestures for the screen.

With a Receiver application running, tap the icon, from the toolbar, tap the Android icon , and then tap Gestures:

To do this:	On the Android, do this:
Single click	One-finger tap
Right click	Touch-hold-release
Open the on-screen keyboard	Three-finger tap (or from the toolbar, tap Keyboard)
Zoom	Pinch in and out (or from the toolbar, tap Magnifier)
Drag	Touch, hold, and slide
Move the cursor	Two-finger tap