Citrix Access Instructions

To access Citrix from your PC or MAC follow the instructions below:

First Browse to http://rwjra.rwjuh.edu using Internet Explorer or Safari (Do not use Chrome as this will cause issues with your system. This is an issue with Chrome itself). Once there go to the Security Tab inside of your Internet Options (may be different in Safari) and add this to Trusted Sites. Hit Close and then OK to return to the Citrix page.
Login with your RWJ Network Credentials (same as you use to log into Netilla). If you did not have a Netilla account previously, then you may not have a Citrix account. In this case please send a Computer Code Request using the form located on the RWJ Intranet requesting access to Citrix, listing the specific access you require. Note*** There may be a charge for some applications such as MS Office.

Once you have logged in, if you do not already have the Citrix Receiver installed on your machine, you will be prompted to do so. If you already have the receiver, you can skip down to accessing your applications below. Receiver version 3.x is recommended, and if you call for support, the helpdesk may ask you to upgrade if you have anything lower.
You will be brought to [http://receiver.citrix.com](http://receiver.citrix.com) to begin the Citrix Receiver install. You can also go to this site manually to install, or update a version you may currently have. Click the button shown below to go to the next page.

At this next page, please tick Agree and then press the Continue Button.
Continue with the Citrix Install.

Once the Citrix Receiver install is complete you will be brought to the Citrix Application Screen. The applications shown are dependent on what applications have been assigned to you. Click (single click, double clicking here is not necessary and may cause your application to start multiple instances) on the icon of your choice to start that application.
You will see a pop up indicating your application is starting.

Shortly after this window your application will start and you can begin working.

If you have any issues, please first restart your computer (not necessary after the install, but it has been shown to help with various issues seen during first use).
If a restart does not correct the issue check the version of the Citrix Receiver you are using. This can be seen in Control Panel | Programs and Features. In here it will show you the version. If you are using a version lower than 3.x (after version 12.x the numbers started over, so 12 is lower than 3 in this case). Please update your client from http://receiver.citrix.com.

If this does not correct your issue, please call the HelpDesk at hospital extension 8921 or from outside the hospital at (732) 937-8921.

Please note, any information in this document, or troubleshooting steps from the helpdesk are being provided as is. These steps are necessary to access our system. You follow these instructions at your own discretion. Robert Wood Johnson cannot be held liable for any perceived issues that arise after following these instructions.