

Configuring Apple iOS Devices on Methodist Healthcare Network

All LIPs/Providers

Prerequisites for Citrix Workspace

You must have your device enrolled in DUO prior to connecting.

To enroll in DUO, contact the Help Desk at 516-3111 for DUO access.

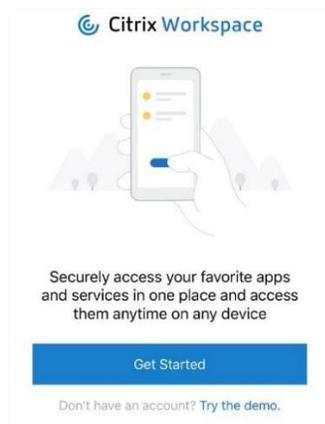
Connecting via Citrix Workspace

Install Citrix Workspace from Apple App Store

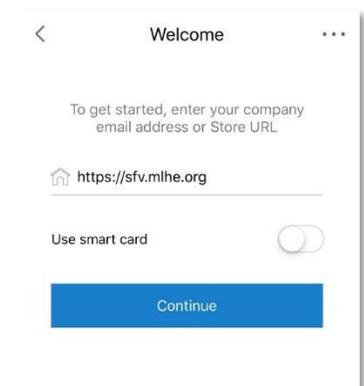
- Search for **Citrix Workspace**.
- Select the appropriate App for your type of device.
- Install Citrix Workspace.

Configure Citrix Workspace Application

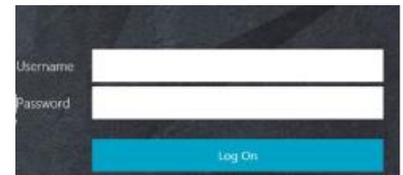
1. Launch Citrix Workspace and tap **Get Started**.



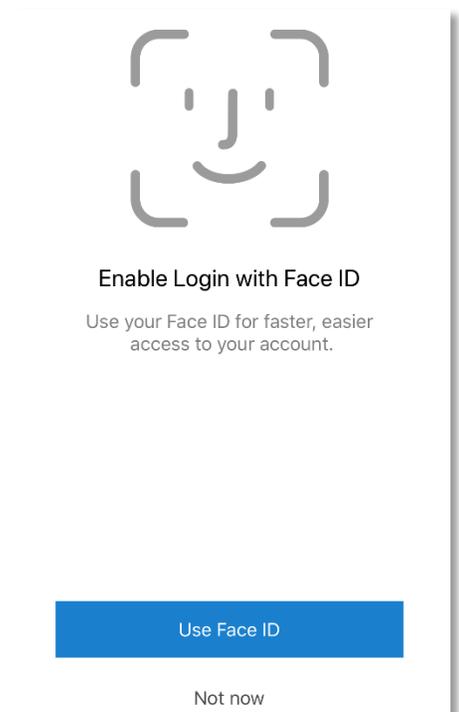
2. Type the following into the Address Box:
<https://sfv.mlhe.org>
Tap **Continue**.



3. Type in the following information:
 - A. **User Name:** Your MLH Account Name
 - B. **Password:** Your MLH Password
 - C. Click **Log on**, you will be prompted with the Duo screen with 3 options in the passcode field.



- Click **Send me a Push** and Duo will push the authentication to you. (If you have multiple devices, you would enter **Push2, Push3**, etc.)
 - Click **Call Me** and Duo will call the number you have registered in Duo. (If you have multiple devices, you would enter **Phone2, Phone3**, etc.)
 - **Enter a Passcode.** Go to the Duo App and retrieve the code. It refreshes each time.
4. After putting the appropriate information in, tap **Sign in**.
 5. Tap **Use Face ID** to enable the Face ID login option.
 6. Your assigned Citrix Applications will appear in the 'Methodisthealth Virtual Apps' Window. Tap the plus sign to add your desired apps to your Favorites tab. Tap **Favorites** at the bottom of the screen to access all saved Favorite Citrix Apps.



Existing Citrix Workspace Users

1. If you have an existing connection using Workspace, launch **Citrix Workspace** from your phone. Tap the **settings gear** manage your account.



2. Tap the **Add new account** option.
3. Follow the steps starting with **2** outlined above in **Configure Citrix Workspace Application**.

