1 Launch the Citrix Portal page by double clicking the **Citrix Desktop** icon, or visiting: *https://svmcportal.phin.org* in your web browser.

Citrix Desktop

svmcportal.phin.org
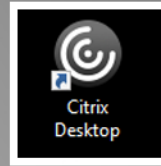
2 If this is the first time you have launched the portal you may see a **"Detect Receiver"** button. Please click and wait a few seconds, you should then see the login screen. Use your mnemonic User Name and Domain (Email, Clinical Workstation) password, to log in.
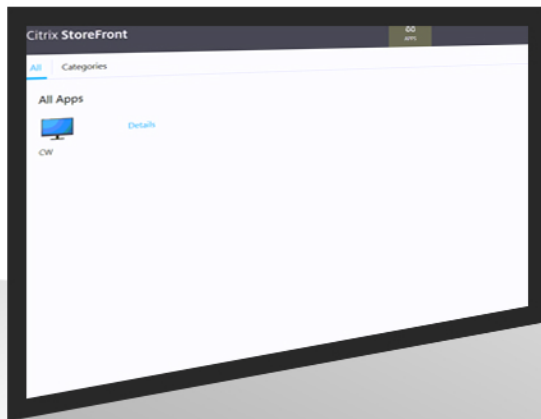
3 Click the **CW** icon to launch the App window. Once it's fully loaded you will have access to everything you need on the desktop and launch bar, including printers.

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For troubleshooting and tips please refer to the next page.

Detect Reciever is not working for me, what now?

We recommend using Google Chrome as your browser when logging into the portal page *svmcportal.phin.org*

You should see the popup pictured on the right when you click the Detect Receiver button. If this page doesn't change after waiting a while, try clicking "Detect again" at the bottom of the page highlighted in blue, or "Already installed" as Citrix should already be installed on your machine, you can confirm this by checking your system tray for the icon.
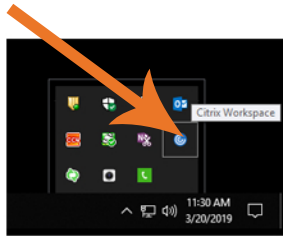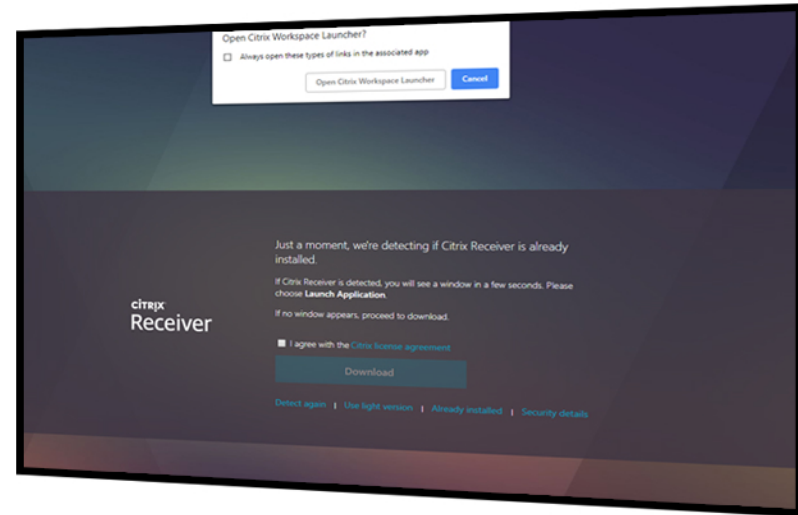

If you don't see the icon and are still unable to connect please call the Help Desk at 5411.

I made the window full screen and now I can't see my desktop.

If you resized the portal window and made it full screen, you can get back to windowed mode by clicking the black menu icon at the top of your screen.

When the menu opens select the "Window" icon pictured below to exit full screen mode. If you're currently in windowed mode, the icon will show "Full-Screen" instead.
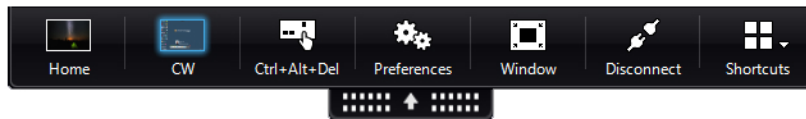
To maximize your work space while staying in windowed mode you can manually resize the window just like any other application or folder on your workstation. To do this you can drag out the corners of the window by holding down your left mouse button, your cursor should change to a double headed arrow while resizing.

My Single Sign-on Launch bar is missing.

If your launch bar is missing from the bottom you can load it again by double clicking the yellow star icon on your CW desktop.

How do I add printers?

Printer Managment is located on your Single Sign-on Launch bar, from here you can install any printer on our network by selecting it from the dropdown menu and clicking the Add button. To make a printer your Default, simply double click the printer name and a green check mark will appear on the icon. In the preview image you will see 2 printers installed, ISCOPY2 being the default.
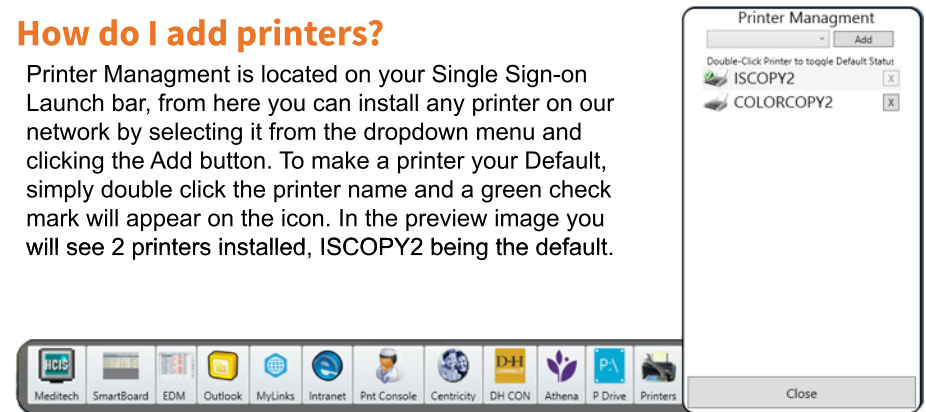
I left my workstation and now I'm logged out.
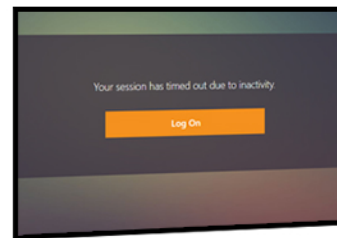
After an extended period of inactivity the CW Desktop and portal page will log you out. Click the Log On button to re-enter your credentials and resume your session. Your desktop should be just as you left it before you became idle.

If you have any other questions please call the Help Desk at #5411 or email helpdesk@svhealthcare.org