For the best experience, and access to CareConnect Applications, users are required to install Citrix Receiver on their device. In order to meet our security standards, we require a minimum of Citrix Receiver 4.3 for Windows or Citrix Receiver 12.5 for MacOS. iOS and Android devices are also supported and should be using the latest version of Receiver available in their respective App Stores.

**Windows Requirements:**

- Windows 7/8.1/10
- Internet Explorer 11 (recommended) or Chrome\(^1\)
- Citrix Receiver (4.9 LTSR Recommended), minimum version 4.3
- [https://access.pennstatehealth.net](https://access.pennstatehealth.net) added to Trusted Sites\(^2\)

**MacOS Requirements:**

- MacOS 10.10 or higher
- Safari or Chrome\(^1\)
- Citrix Receiver version 12.7 (recommended for EMR performance)

**iOS (iPad/iPhone) Requirements:**

- iOS 10 or higher
- Latest version of Citrix Receiver in Apple AppStore

**Android Requirements:**

- Android 5 or higher
- Latest version of Citrix Receiver in Google Play Store

**Note:** If you do not require direct access to CareConnect applications or advanced functionality, such as printing, you do not need to install the Citrix Receiver client. Applications will default to using the “Light Version” of Receiver and open in a new browser tab.

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\(^1\) Chrome browser may not automatically recognize a receiver install. See instructions pages 2-3

\(^2\) Trusted Site instructions pages 4-5
Penn State Health supports the use of the Google Chrome browser; Google, however, has deprecated the control used to check if you have a Citrix Receiver Client installed. The first time a user attempts to connect using the Chrome browser they will need to configure the site as not to be prompted to reinstall the client at each login.

During the initial login using Chrome you may be presented with the following screen:

Click the **Detect Receiver** button and you will be taken to a page indicating the site is detecting a Receiver install:
A window may pop-up asking if you want to Launch Application or Do Nothing. Check the box Remember my choice for all links of this type and choose Launch Application.

You will also be prompted with a similar window the first time you attempt to open an application. Again, check the Remember my choice for all links of this type and choose Launch Application.

If you do not receive either of the pop-up messages above; choose the already installed link.
TRUSTED SITE INSTRUCTIONS

Follow the instructions below in order to add the Penn State Health Remote Access Portal to your trusted sites.

1. Enter the URL https://access.pennstatehealth.net/ into the Internet Browser.

2. Click on Gear icon.

3. Select Internet options.
4. Click the **Security** tab.

5. Click the **Sites** button.

6. Type **https://access.pennstatehealth.net** to the field for Add this website to the zone. Click **Add**.

7. Click **Close**.