

# How to reset the Citrix Receiver/Workspace App

### What's new

The HITS team is improving services to users and its Citrix remote access. The system's upgrade might mean that some users will encounter an error message when trying to log on from home after 6 p.m. on January 26, 2021.

See the simple instructions below to resolve the issue.

## How to reset Citrix Receiver/Workspace App

If you encounter a message like this it is recommended to reset the Citrix Workspace App (Citrix Receiver is the old name)



### In Windows

1. In the bottom right corner of your screen look for a blue/white or black/white circle as pictured and right click on this. Choose Advanced Preferences





2. When the Advanced Preferences window appears click on Reset Citrix Workspace (or Reset Citrix Receiver if using Receiver)

		—		$\times$
ed Prefere	nces			
center nd Reconnect ion Workspace	High DPI Keyboard and Language bar Configuration checker Delete passwords Citrix Casting Log Collection			
20.12.1.42(2012) © 2020 Citrix Sy Third Party Not	) vstems, Inc. All Rights Reserved. tices			
	20.12.1.42(2012) © 2020 Citrix Sy Third Party Not	20.12.1.42(2012) © 2020 Citrix Systems, Inc. All Rights Reserved. Third Party Notices	center       High DPI         nd Reconnect       Keyboard and Language bar         ion       Configuration checker         Workspace       Delete passwords         Citrix Casting       Log Collection         20.12.1.42(2012)       © 2020 Citrix Systems, Inc. All Rights Reserved.         Third Party Notices       Delete passwords	20.12.1.42(2012) © 2020 Citrix Systems, Inc. All Rights Reserved. Third Party Notices

3. It will ask you to confirm if you want to reset. Click Yes, reset Citrix Workspace

itrix W	orkspace	×
<b></b>	Are you sure you want to reset Citrix Workspace?	
	Resetting will delete all apps, desktops, accounts, and configurations, and return Citrix Workspace to default settings. It will also close all active sessions.	
	Warning: You should reset Citrix Workspace only to resolve serious problems.	
	Yes, reset Citrix Workspace Cancel	

4. A confirmation message will appear in a few seconds confirming it has been reset.



5. Seconds later a prompt like this should appear. You can enter your email address or "securehhs.hhsc.ca" into the field. Click Add when done.

Ø Add Account	×
Add Account	
Enter your work email or server address provided by your IT department:	
yourusernamehame@hhsc.ca	
Add Close	

### For Mac Users

There is no reset Citrix option on the Mac Client. You will need to remove the account and add it back again.

#### 1. Remove Account:

#### Open Citrix Workspace

Click Citrix Workspace -> Preferences from the top of the screen (or keyboard shortcut: Command , )

#### Click the accounts Tab.

			Accour	nts			
		¥	6		0	Ĩ	
Accounts	File Access	Devices	Mic & Webcam	Keyboard	Security & Privacy	Advanced	
Accounts							
Descrip	tion						
(Prima	ry) HHSExte	ernal					
- *~							
	Accounts Accounts Descrip (Primar	Accounts Description (Primary) HHSExte	Accounts Description (Primary) HHSExternal	Accourt Accounts Accounts Description (Primary) HHSExternal	Accounts Accounts File Access Devices Mic & Webcam Keyboard Accounts Description (Primary) HHSExternal	Accounts Accounts File Access Devices Mic & Webcam Keyboard Security & Privacy Accounts Description (Primary) HHSExternal	Accounts   Accounts     Accounts     Accounts     Accounts     Description     (Primary) HHSExternal

Remove with the – (minus) button at the bottom of the screen.

#### 2. Add the account back

				Accour	nts			
٥		www.= mm	4			0	ů.	
General	Accounts	File Access	Devices	Mic & Webcam	Keyboard	Security & Privacy	Advanced	
Edit A	CCOUNTS	tion						
								_
(+)	<b>*</b> ~							

### Click the + (plus) button to setup an account

General	Accounts
Edit , On	Add Account Enter your work email or server address provided by your IT department:
	emailaddress@hhsc.ca
+	Cancel Add

### Type in your email address

#### Click Add

•••	(	Citrix Workspace — NetScaler AAA	
Hamilton Health Sciences	Please log on Username: Password: Domain: Passcode:	HHSC \$	
		Submit	

You will be prompted to login.

All done!

# Contact the HITS helpdesk

If you experience problems with this suggested process to resolve the issue, please contact the helpdesk at:

Helpd@hhsc.ca or via phone at ext. 43000.