



## How to reset the Citrix Receiver/Workspace App

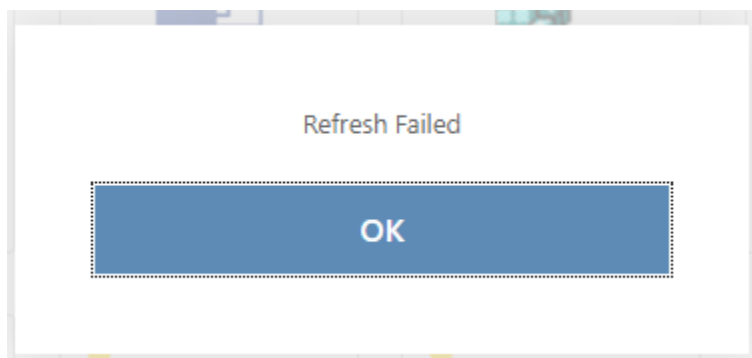
### What's new

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.

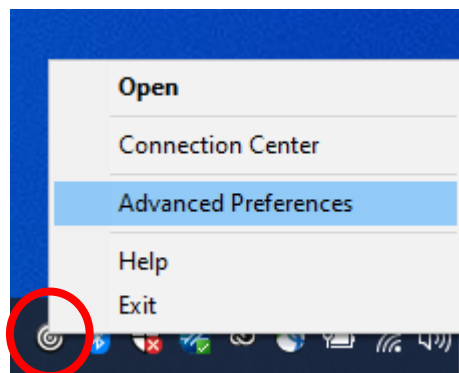
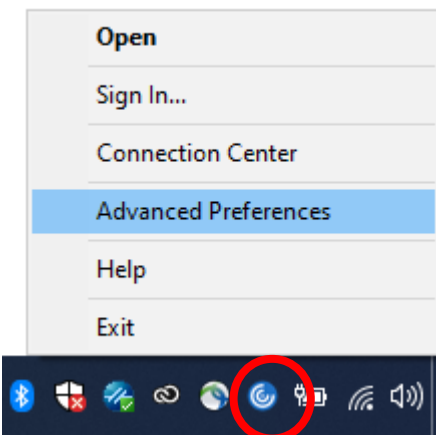
### How to reset Citrix Receiver/Workspace App

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



### In Windows

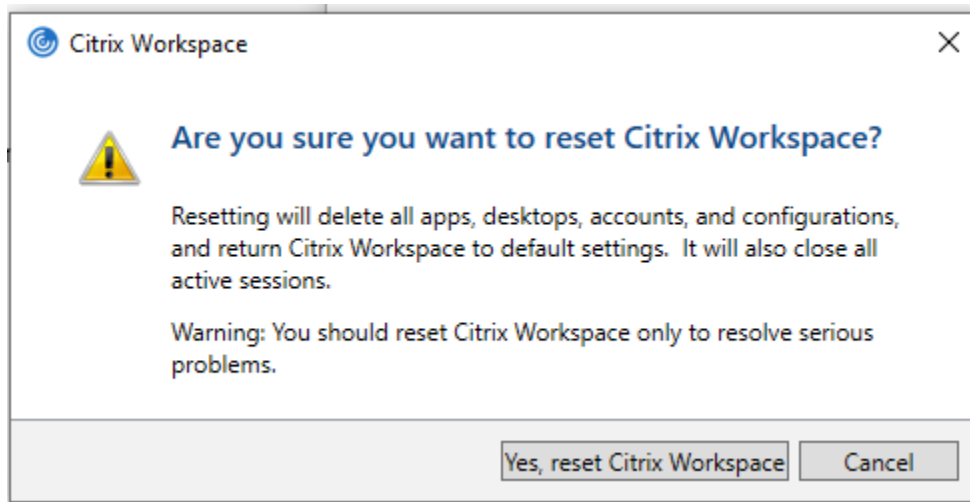
1. In the bottom right corner of your screen look for a blue/white or black/white circle as pictured and right click on this. Choose Advanced Preferences



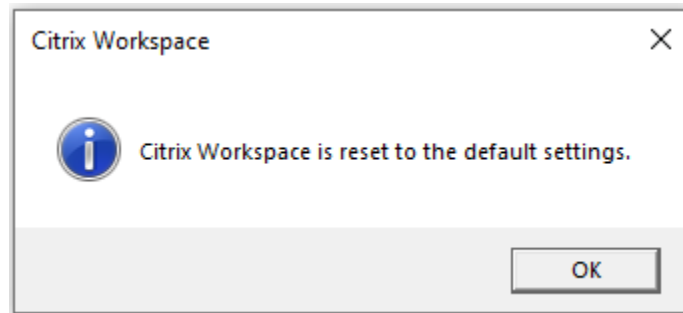
- When the Advanced Preferences window appears click on Reset Citrix Workspace (or Reset Citrix Receiver if using Receiver)



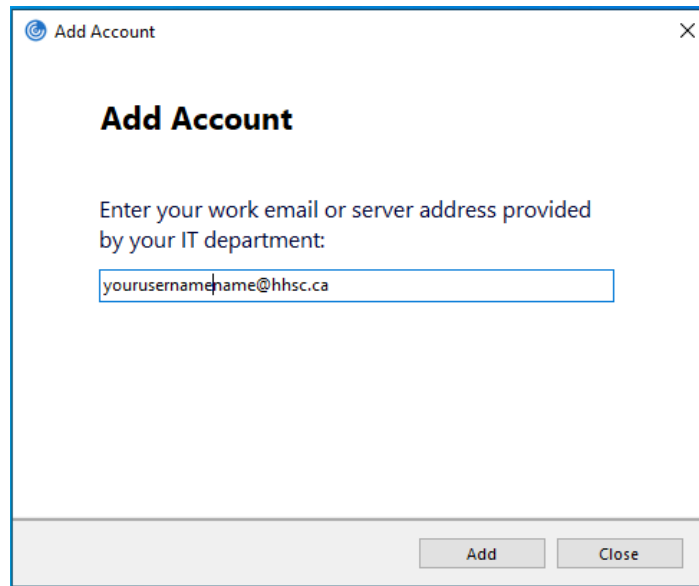
- It will ask you to confirm if you want to reset. Click Yes, reset Citrix Workspace



- 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.



## For Mac Users

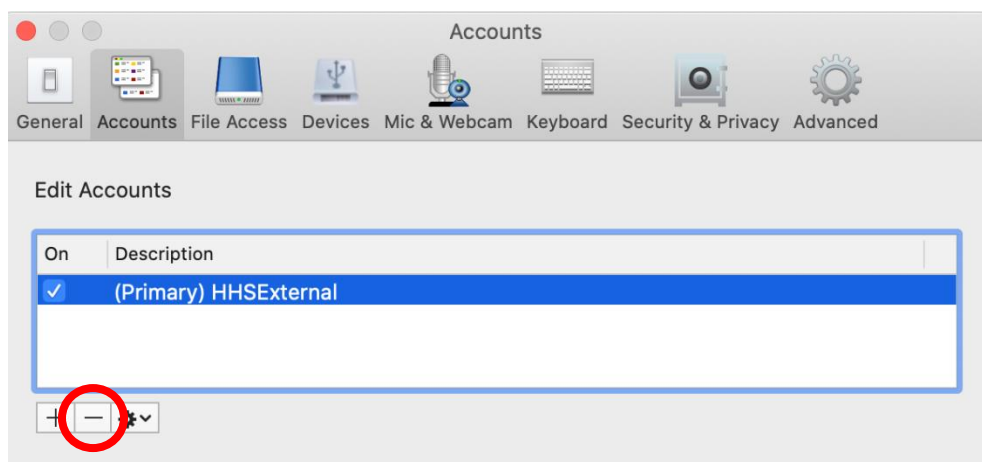
There is no reset Citrix option on the Mac Client. **You will need to remove the account and add it back again.**

### 1. Remove Account:

Open Citrix Workspace

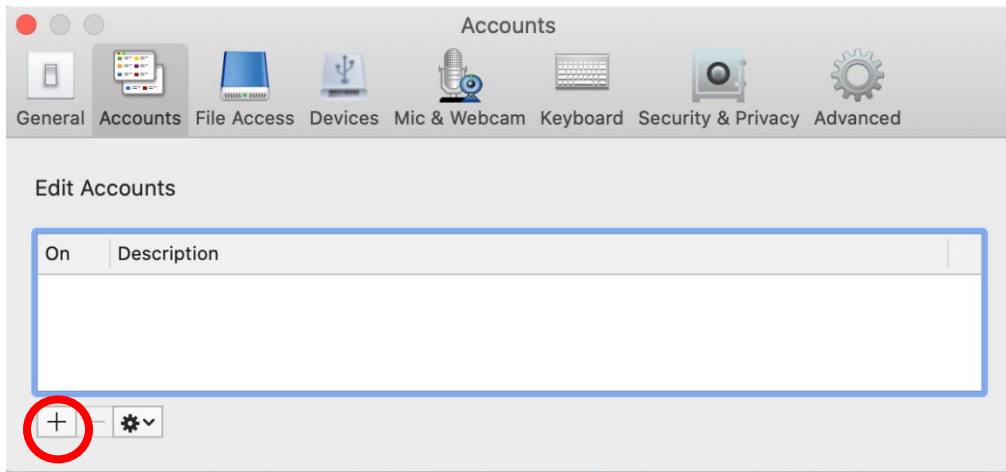
Click Citrix Workspace -> Preferences from the top of the screen (or keyboard shortcut: Command , )

Click the accounts Tab.

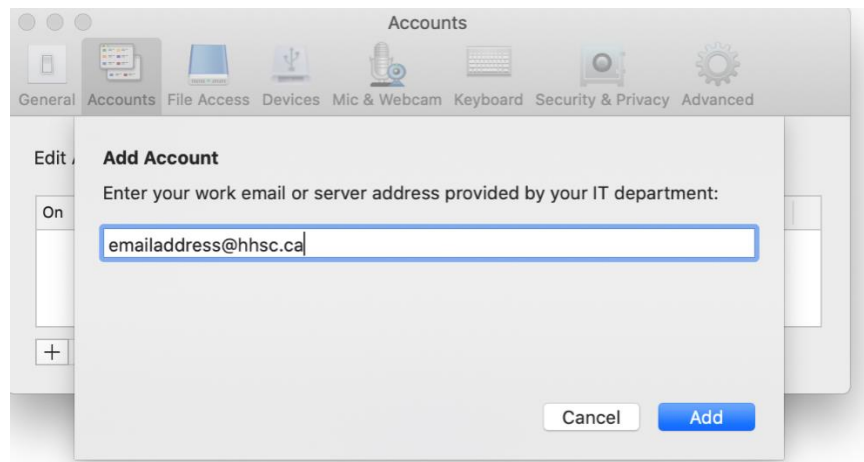


Remove with the – (minus) button at the bottom of the screen.

## 2. Add the account back

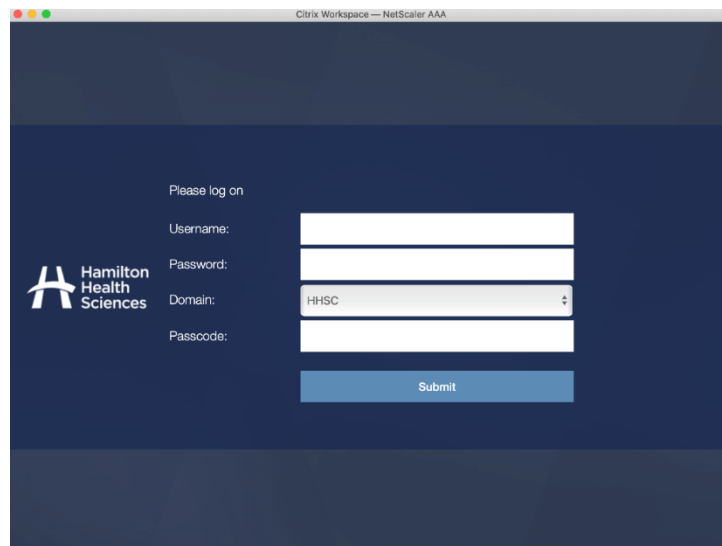


Click the + (plus) button to setup an account



Type in your email address

Click Add



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](mailto:Helpd@hhsc.ca) or via phone at ext. 43000.