

Citrix Workspace App for Android

V 20.2.0

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Summary

Citrix Workspace App for Android (formerly Citrix Receiver) is the application required to use Launchpad.humana.com on an Android device. Launchpad.humana.com is used to access Humana applications and desktops securely and remotely on your personal or Humana provided devices. The following document outlines the steps to install and configure Citrix Workspace App for Android.

Requirements

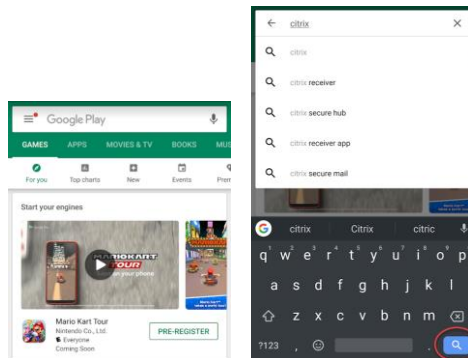
- Citrix Workspace app for Android supports Android 7.x (Nougat) or higher
- For best results, update Android devices to the latest Android software.
- Internet connection. A strong WiFi connection is recommended for best performance. Drops in Internet connection can cause disconnects and slow response in applications and desktops.

Installation

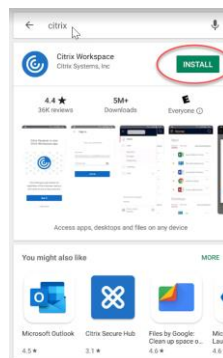
1. From the Android device, open the Google Play Store app



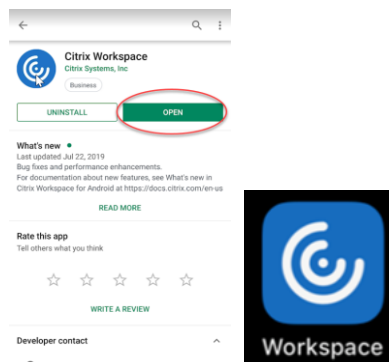
2. Tap the search box at the top of the screen and type “Citrix” then tap the Search button



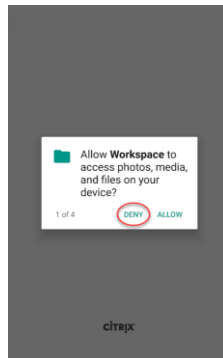
3. Locate “Citrix Workspace” in the list and tap the Install button



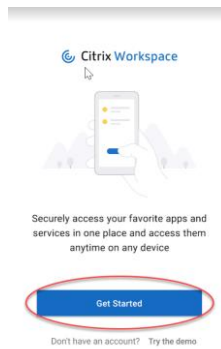
4. Once installed, tap the “Open” button to open the app. You can also open the app from the device home screen by tapping the Workspace App icon.



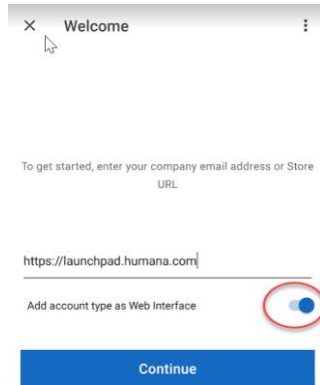
5. The first time opening the app, you will see multiple device access prompts. The app will be fully functional with or without any of these permissions. Tap DENY for each prompt if you wish to prevent the app from having this access.



6. Tap the "Get Started" button



7. Enter <https://launchpad.humana.com> for the URL.
8. **IMPORTANT NOTE: Ensure the “Add account type as Web Interface” is selected (The switch is Blue when selected)**



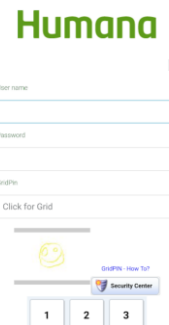
The screenshot shows a web browser window with a title bar that says "Welcome". Below the title bar, there is a text input field containing the URL "https://launchpad.humana.com". Below the input field, there is a toggle switch labeled "Add account type as Web Interface". The toggle switch is currently turned on, and its blue knob is circled in red. At the bottom of the form, there is a blue button labeled "Continue".

Using Launchpad

1. From the Android device, locate and tap the Workspace App icon.



2. Enter your username, password, and GridPin then tap the “Log On” button.



3. Tap an application icon to start that application. To access available desktops, tap the 3 lines in the upper left of the screen, then tap “Desktops.” Tap a desktop icon to start that desktop.

