

Citrix Workspace App for Mac

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Summary

Citrix Workspace App is the application required to use Launchpad.humana.com to access Humana applications and desktops. The following document outlines the steps to install, configure, and troubleshoot the Citrix Workspace App for macOS.

Workspace App is installed and configured automatically on Humana provided laptops and PCs.

Requirements

- **Operating System:** macOS 10.13 (High Sierra) or newer
- **Browser:** Safari, Chrome (latest version), Firefox (latest version)
- Administrator access

Internet Connection

For the best experience, Internet connection speeds should be at least 10Mbps download and 1Mbps upload or higher.

Equally as important as the connection speed is the reliability of the connection. A business class connection is not required but recommended for work at home associates that rely on Launchpad. An unreliable Internet connection can cause disconnections and slow response in applications and desktops accessed through Launchpad. If you continually experience slowness or disconnections through Launchpad, it's recommended that you contact your Internet Service Provider to verify the connection.

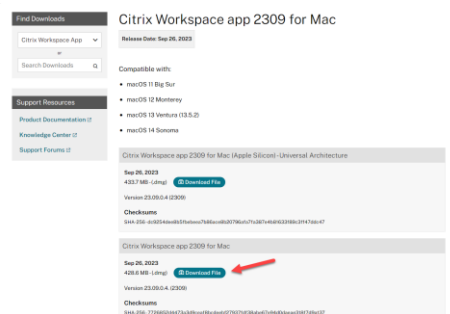
Cellular internet connections, such as cell phones or personal hotspots, are not recommended for critical or long working sessions. While the connection speed may meet the minimum requirements, these connections are often less reliable

Satellite Internet connections are not supported.

For workstations and laptops, a wired connection will typically provide a more reliable connection than Wifi.

Installation

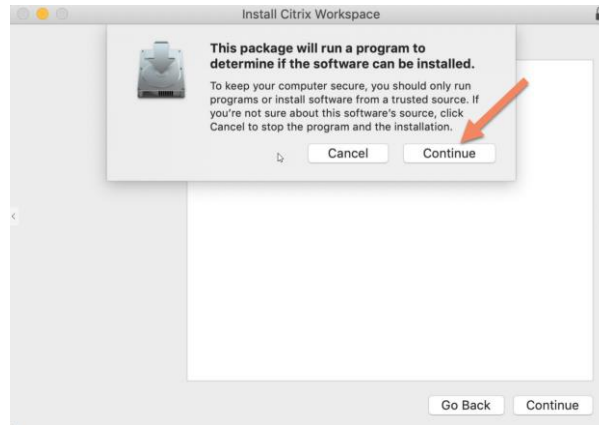
1. Browse to <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
2. Click the “Download file” button for your Mac type. If unsure, click the second link.



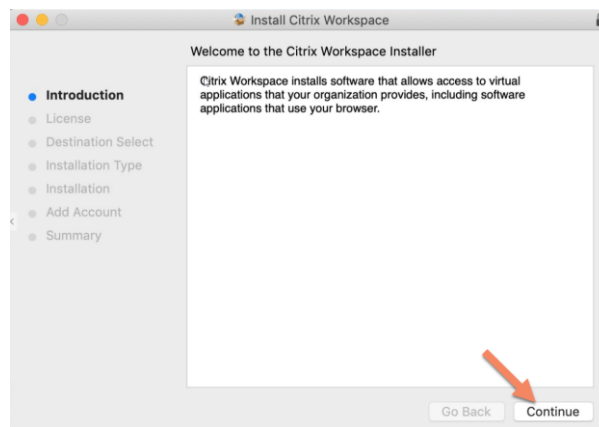
3. When the download is complete, open Finder and browse to the Downloads folder. Double-click “CitrixWorkspaceApp.dmg” to start the installation.
4. At the the Citrix Workspace window, double-click “Install Citrix Workspace”



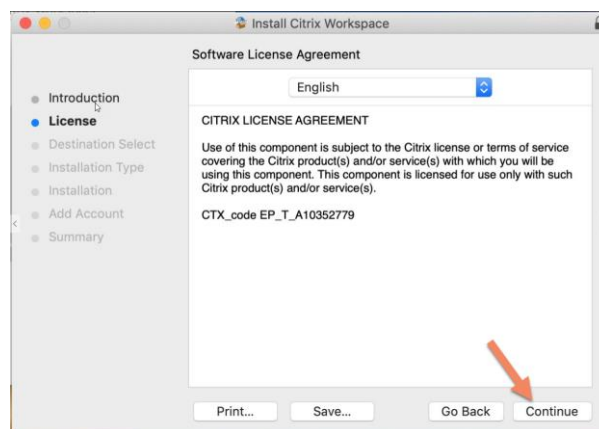
5. Click Continue at the “This package will run a program...” prompt



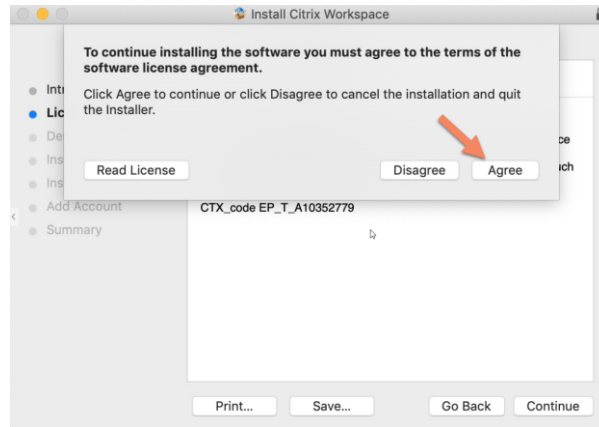
6. Click Continue at the Introduction screen



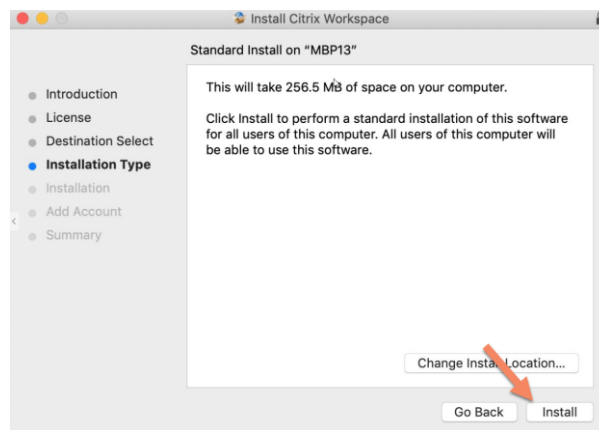
7. Click Continue at the License screen



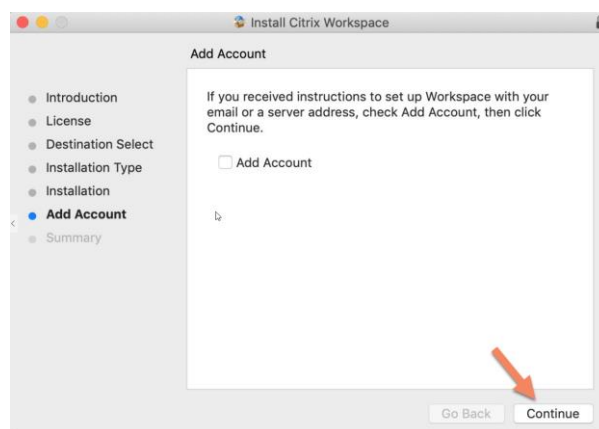
8. Click Agree at the License Agreement prompt



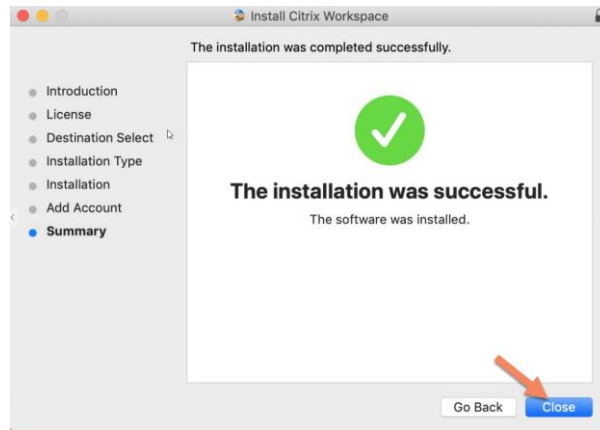
9. Click Install at the Installation Type screen



10. Ensure that Add Account is UNCHECKED and click Continue



11. If prompted, enter your computer account password
12. Click Close at the Installation Successful screen

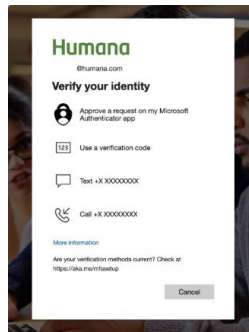


Using Launchpad

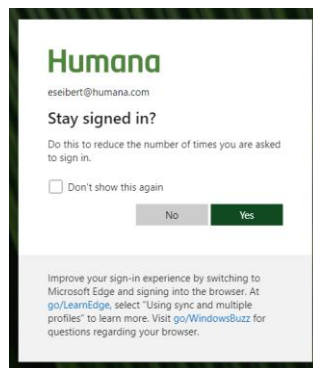
1. Open your browser and enter <https://launchpad.humana.com> in the address bar. When prompted, enter your Humana email address and password.



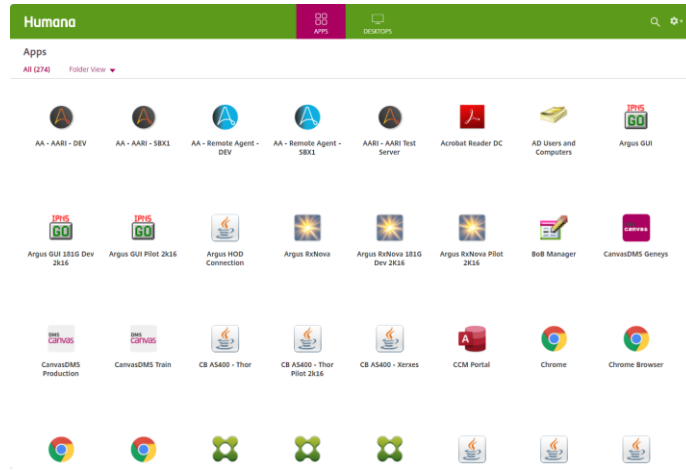
2. If this is your first time logging on with your Humana account, follow the onscreen prompts to set up your second factor authentication.
3. When prompted, enter your second factor authentication code.



4. When prompted, click "Yes" to stay signed in.



5. Click an application icon to start that application. To access available desktops, click the “Desktops” tab at the top of the screen. Click a desktop icon to start that desktop.



Troubleshooting

Add Account Prompt

If you receive the following prompt to Add an Account, you may ignore this and click Close. You do not need to add an account to use Launchpad.humana.com. Open your browser, enter <https://Launchpad.humana.com> in the address bar and follow the steps above for using Launchpad.

