



# Clinical IS FAQs



**Topic:** Works Web  
**Facility:** IU Health, IU School of Medicine, and Union Health  
**Audience:** Staff Who Use IU Health Applications

**Effective Date**  
 July 17, 2019  
**Contact**  
 IU Health Help Desk  
 helpdesk@iuhealth.org

**Overview:** Works Web is the new IU Health web interface used for launching streamed applications via Citrix and Horizon. It is accessible both on-site and remotely through <https://works.iuhealth.org>.

## Questions and Answers

- 1** **Q: Why is IU Health transitioning to a new web interface for Citrix applications?**  
**A:** After years of accessing applications on-site and remotely through Citrix, NetScaler at <https://nsgate.iuhealth.org> and Storefront at <https://iuhealthportal.iuhealth.org>, these web interfaces are being retired. A new common interface that works with both Citrix and the newer VMware Horizon technology has been implemented across IU Health.
- 2** **Q: Who is affected by this change?**  
**A:** Anybody who uses NetScaler <https://nsgate.iuhealth.org> or StoreFront <https://iuhealthportal.iuhealth.org> to access Citrix-published apps or desktops will now access these apps through the Works Web interface at <https://works.iuhealth.org>. NetScaler and StoreFront will be unaffected until late August, at which point users will be redirected to the new Works Web interface.
- 3** **Q: What software is required to launch applications from Works Web and where do I locate the software?**  
**A:** All required software should already be installed on IU Health owned assets. If you are having issues with your IUH-owned device, please call Service Desk at 317.962.2828.

For BYOD (bring your own devices), ensure the following software is installed:

### Citrix Receiver - Required Software (1 of 2)

Device Type	Citrix Receiver Version	Where to Get
Windows	Citrix Receiver 4.9 CU6	<a href="https://www.citrix.com/downloads/citrix-receiver/windows-ltsr/receiver-for-windows-ltsr-latest.html">https://www.citrix.com/downloads/citrix-receiver/windows-ltsr/receiver-for-windows-ltsr-latest.html</a>
MacOS	Citrix Receiver 12.9.1	<a href="https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html">https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html</a>
iOS	Citrix Workspace App	iOS App Store
Android	Citrix Workspace App	Play Store

*Continued on next page*



## Questions and Answers (continued)

### 3

(continued)

#### Horizon Client – Required Software (2 of 2)

Device Type	Citrix Receiver Version	Where to Get
Windows	<b>VMware Horizon Client for Windows 4.10</b>	<a href="https://my.vmware.com/web/vmware/details?downloadGroup=CART19FQ4_WIN_410&amp;productId=578&amp;rPid=29501">https://my.vmware.com/web/vmware/details?downloadGroup=CART19FQ4_WIN_410&amp;productId=578&amp;rPid=29501</a>
MacOS	<b>VMware Horizon Client for MacOS version 4.10</b>	<a href="https://my.vmware.com/web/vmware/details?downloadGroup=CART19FQ4_MAC_410&amp;productId=578&amp;rPid=29502">https://my.vmware.com/web/vmware/details?downloadGroup=CART19FQ4_MAC_410&amp;productId=578&amp;rPid=29502</a>
iOS	<b>VMware Horizon Client</b>	<b>iOS App Store</b>
Android	<b>VMware Horizon Client</b>	<b>Play Store</b>

### 4

**Q: How do I access Works Web?**

**A:** Works Web can be accessed via a web browser of your choice (i.e. Internet Explorer, Chrome, Firefox, etc.) at <https://works.iuhealth.org>.

### 5

**Q: Can I access Works Web remotely?**

**A:** Works Web can be accessed remotely through <https://works.iuhealth.org> if you are enrolled in Duo for 2-factor authentication. If you are not enrolled in Duo, you may enroll at <https://2fa.iuhealth.org>.

### 6

**Q: How do I access these resources from my mobile device?**

**A:** The entire Works Web application catalog is accessible on mobile devices enrolled in **Workspace ONE** via the **Workspace** app.



**Note:** See enrollment documentation located on the EUC team page: <https://team.myihealth.org/work-toolbox/technology/end-user-compute> under **EUC Resources > Device Management Platform - Workspace ONE**.

*Continued on next page*



## Questions and Answers (continued)

6

(continued)

### Direct link to Workspace ONE Enrollment Guides:

**Company-Owned Android Device** <https://team.myihealth.org/-/media/Team-Member-Portal/Media/End-User-Compute/Device-Management-Platform/Android-Company-Owned-Enrollment.pdf>

**Company-Owned iOS Device** <https://team.myihealth.org/-/media/Team-Member-Portal/Media/End-User-Compute/Device-Management-Platform/Apple-iOS-Company-Owned-Enrollment.pdf>

**Employee-Owned Android Device** <https://team.myihealth.org/-/media/Team-Member-Portal/Media/End-User-Compute/Device-Management-Platform/Android-Employee-Owned-Enroll-and-Unenroll.pdf>

**Employee-Owned iOS Device** <https://team.myihealth.org/-/media/Team-Member-Portal/Media/End-User-Compute/Device-Management-Platform/Apple-iOS-Employee-Owned-Enrollment.pdf>

7

**Q: How do I save my favorite applications?**

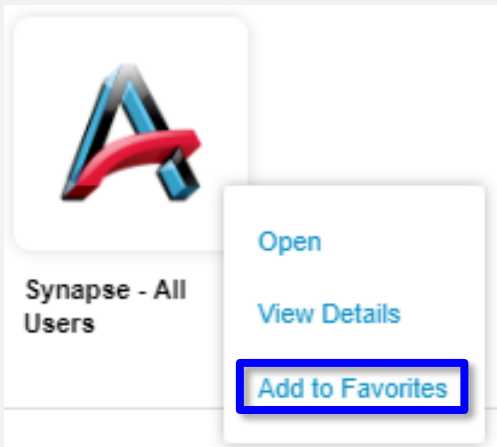
**A:** Applications can be favorited either by

**Option 1:** Click the **Star icon** next to the app (in List view).



**OR**

**Option 2:** Click **Add to Favorites** (in Tile view).



Once selected, apps appear in the **Favorites** section under the **Apps** tab.

*Continued on next page*



## Questions and Answers (continued)

8

**Q: What can I access via Works Web?**

**A:** Horizon-published applications and desktops, Citrix-published applications and desktops, and Web links.

9

**Q: Where do I go if I need help?**

**A:** End-user documentation can be found at <https://team.myiuhhealth.org/work-toolbox/technology/end-user-compute>.

For issues requiring assistance, Service Desk can be reached by phone at 317.962.2828. A ticket may be submitted online at <https://iuhservicemanager.iuhhealth.org/CherwellPortal/>.