

# Senior Systems Cloud Services

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# Cloud Services User Guide

This guide offers suggestions and answers to common questions to help you work with Advantage applications in your hosted environment, whether your school has recently begun using Advantage applications, or you have used the applications before but recently moved into the Senior Systems hosted environment.

[Working In Your Hosted Environment](#) offers guidelines for basic tasks, including logging into Advantage applications in your new hosted environment, using your landing page, and working within Advantage applications.

[How To Save Files](#) explains the drive mapping system for saving files from Advantage applications.

[How To Set Up Senior Access To Local Drive\(s\)](#) shows you how to give Advantage applications access to save files on your local drive(s).

[How To Reset Your Password](#) shows you how to change your Citrix password. You can change your password at any time, but you will be required to change it at least every 90 days.

[How To Print](#) explains the basic printing process from within your Advantage applications.

[Paperless Printing Solution](#) explains how to use the Print2PDF tool (automatically available for all your hosted Advantage applications) to create PDF printouts quickly and easily.

[How To Use Citrix At Home](#) tells you what you need to do to use your <https://www.Senior-Anywhere.com> site from home.

[Windows 7: Special Instructions](#) explains a known issue that SOME Windows 7 users may experience, and offers several troubleshooting options.

[Google Chrome: Special Instructions](#) explains a known issue that SOME Chrome browser users may experience, and offers several troubleshooting options.

[How To Set Up iPad Access](#) explains how to access the Senior Systems hosted environment on your iPad.

## Working In Your Cloud Environment

The Senior Systems hosted environment allows you to use your Advantage applications through a web browser. Before you can launch applications, the Citrix Receiver client must be installed on your computer. Select your operating system for installation details:

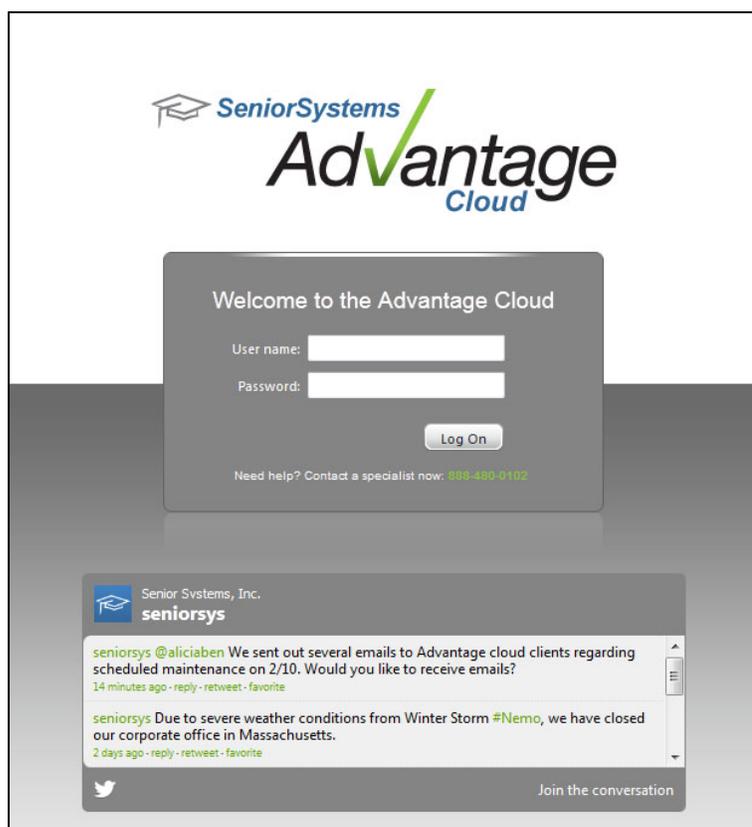
[Installing Citrix For Windows](#)

[Installing Citrix For Mac](#)

1. Navigate to <https://www.Senior-Anywhere.com>.

**Note:** If your security settings prevent the site from opening, or block the Citrix client detection software from running, you may need to add <https://www.senior-anywhere.com> to your browser's Trusted Sites or Security Exceptions list. See [Installing Citrix For Windows](#) for details.

2. Use your Citrix credentials to log in.

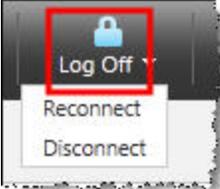


**IMPORTANT:** YOU MUST KEEP YOUR BROWSER OPEN to your hosted landing page as you work within your Advantage application(s) to maintain your database connection. You can, however, minimize the window while you work.

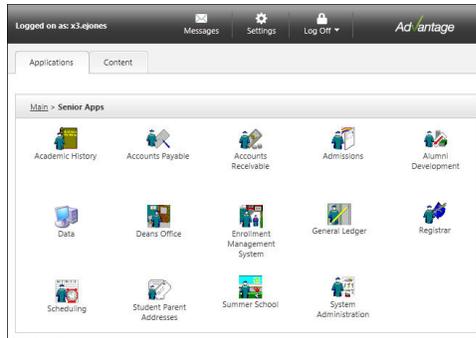
3. Your Advantage landing page appears.

**Across the top of your screen,** you will find quick links to basic functions related to your Citrix account and settings.

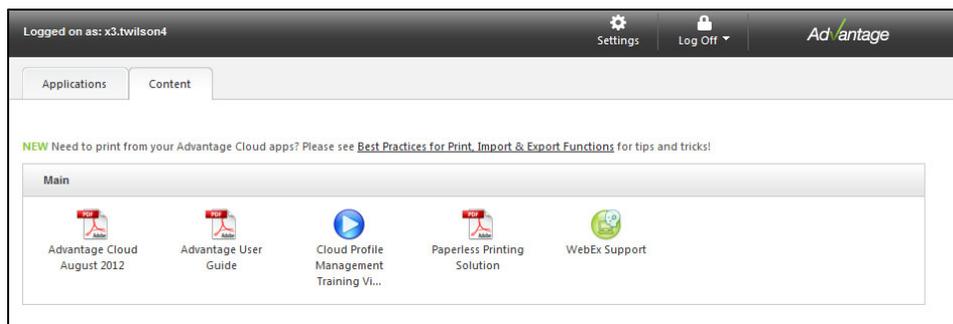


	<p>Click the <b>Messages</b> button to view important system notifications, including changes you may need to make to your settings.</p> <p><b>Note:</b> The Message icon only appears if you currently have messages from the system.</p>
	<p>Click the <b>Settings</b> button to view and/or change general settings, including your preferred client, your password, and screen settings.</p>
	<p>Click the <b>Log Off</b> button to end your session. You may see options to Reconnect or Disconnect. In most cases, you should simply click the Log Off icon to end your session.</p>  <p><b>Note:</b> After two hours of inactivity, you will automatically be logged out of the Citrix site.</p>

**On the Applications tab**, you will find all of your school's Advantage applications. Click to open an application in a new window, and enter your credentials.



**On the Content tab**, you can click to navigate to your My Backpack site, open a WebEx session with Senior Systems Product Support, open various user guides, and access training videos. Each of these options will open in a new tab or window, depending on your browser settings.



4. If you want to run more than one Advantage application simultaneously, wait until the Login screen for the first application opens before clicking to select any others.

**IMPORTANT:** The first application you select maps your local printers and drives. Failure to wait for this process to complete before opening additional Advantage applications may cause printing or saving issues.

5. When you are finished, be sure to close your Advantage applications AND

click the  **Log Off** button on your hosted landing page in the browser window.

## Cloud Profile Management Tool

The Cloud Profile Management tool controls certain preferences, including selecting a Default Schema, the Single Sign-On feature, Email Notifications and the SMS (Short Message Service) Notification, if your school chooses to use them.



- In the **General** section, you can enter your user name, first and last names, an email address and your phone number. Some of this information may already be present, depending on your school. You can also click the **?** **Help** button to access the online help.

**Best Practice:** Enter an email address here to receive important messages from the system, such as reminders to change your password or notifications that your profile has been updated.

- The **Custom Controls** area provides access to the **Default Schema** drop-down menu, the **Single Sign-On** checkbox, the **Email Notification** checkbox, and the **SMS Notification** checkbox.

<b>Default Schema</b>	If your school uses multiple schema, you can select your preferred schema via the <b>Default Schema</b> drop-down menu in the <b>Custom Controls</b> section.
<b>Single Sign-On</b>	<p>Check the <b>Single Sign-On</b> checkbox to sign into your Senior-Anywhere site using your credentials. Then launch any Advantage application to which you have access without being required to log into each application individually.</p> <p><b>Note:</b> If you select the <b>Single Sign-On</b> checkbox in conjunction with the <b>Default Schema</b>, you will automatically be signed into the Advantage Application that you open with the Default Schema that you have selected.</p>
<b>Email Notification</b>	Check the <b>Email Notifications</b> checkbox to receive email reminders and notifications to the email address specified above.
<b>SMS Notification</b>	To receive text messages concerning updates to your Cloud Profile, check the <b>SMS Notification</b> checkbox, select your cell phone provider from the drop-down menu, and enter your cell phone number in the <b>Phone</b> field in the General area.

- When you have finished entering all necessary information into the Cloud Profile Editor, click **UPDATE** to save any changes, or click **CLOSE** to exit without saving changes.

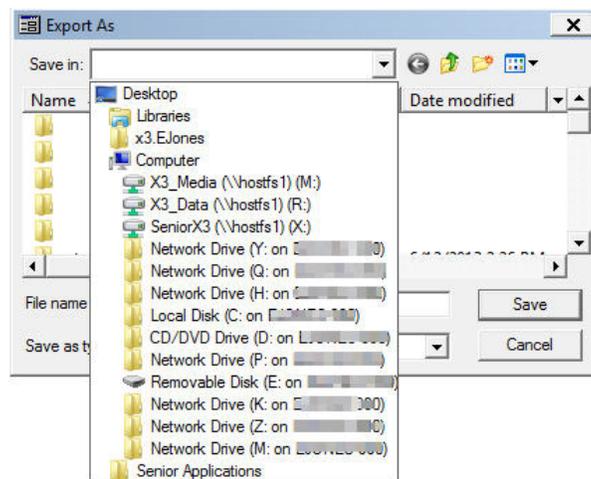
## How To Save Files

Drive mapping makes it possible to store and access documents locally (on your school's computers or network drives). It's important to understand where files are saved and how they can be retrieved when using Advantage applications in the Cloud environment, because your browser is working with applications that reside on a remote server.

**Note:** As of July 2013, there have been significant changes in this area, streamlining drive mappings and the file saving process.

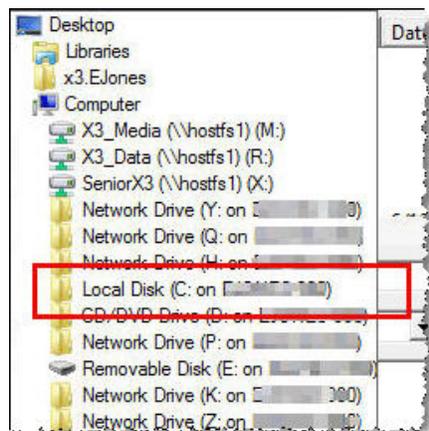
The mapping may vary for your school, but generally, the following drives are mapped for your use

Drive Letter	Mapped To...
<b>R:</b>	A shared data drive set up for your school on the Senior Systems remote server (host); only used for files that are intended to be shared by ALL users
<b>M:</b>	A media drive on the remote server containing all the database media folders for your school (host)
<b>C:</b>	The Local C: drive (root folder) on your local computer; where you will normally save files
<b>Other</b>	Other options may be network drives, secondary hard drive (such as D:) and/or CD and DVD drives on your local computer (client)



**Note:** The first time you try to save or access a file on your local machine, you may receive a security warning asking for permission to access your local files. You should select 'Permit all access' and 'Do not ask me again for this site' to properly set these permissions so that you can save files to your local machine, and avoid having to constantly respond to this message.

**Your personal files** should be saved to the C: drive, which is your local machine.



**Files that you intend to share** should be saved on the R: drive, according to your school's preference. These drives can be used to make certain files accessible across your school's network.

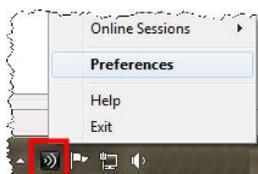
**IMPORTANT:** Archiving to the R: or M: drives is NOT possible, due to server constraints. You should save and archive **LOCALLY**, on the Local Disk C: drive. You can then upload files to a network drive for archival, depending on your school's procedure.

## How To Set Up Senior Access To Local Drive(s)

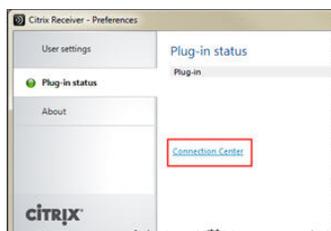
You must grant Advantage applications permission to access and save files on your local machine. In most cases, your browser will prompt you to allow application(s) to access your local machine. You can also use the Citrix Connection Center to give Advantage applications full access to files located on your mapped local drive(s).

**Note:** In order to perform this task, you must be signed into Citrix AND have an Advantage application open. If you are signed into Citrix but not into an Advantage application, the Citrix Connection Center will be blank.

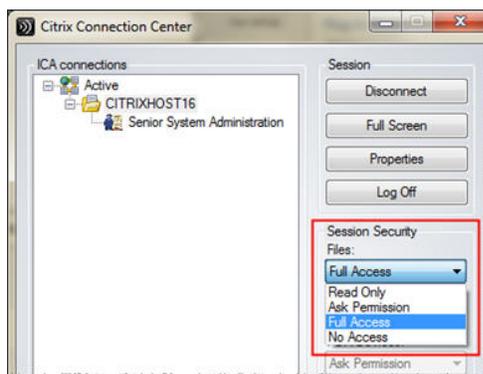
1. Right-click the Citrix Receiver icon in your task bar and select **Preferences**.



2. On the Plug-in status tab, click the **Connection Center** link.



3. Choose the appropriate Session Security options using the dropdown menus on the right. You should give your Advantage application(s) full access to files on your computer.

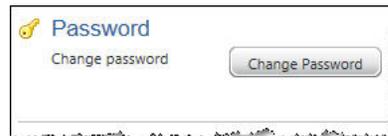


## How To Reset Your Password

Citrix passwords must be changed every 90 days. This is a system security requirement. The system will prompt you to change your password 14 days before it expires. You can change your password at any time by logging into <https://www.Senior-Anywhere.com>.

1. Use your browser to navigate to <https://www.Senior-Anywhere.com>, and log in with your Citrix credentials.

2. Select  **Settings** from the menu at the top of your screen, then click the **CHANGE PASSWORD** button.



3. Enter your old and new passwords, confirm your new password, then click **OK**.

A screenshot of a 'Change Password' form. It includes a title bar, a password requirement notice: 'The password must meet the following requirements: Must contain at least 7 characters, 1 uppercase letter, 1 lowercase letter, 1 digit, and can't repeat any of your previous 3 passwords.', and three input fields labeled 'Old password:', 'New password:', and 'Confirm password:'. At the bottom are 'OK' and 'Cancel' buttons.

**Note:** When setting (or resetting) your password for Advantage applications, all passwords must:

- Be 7 or more characters long
- Include both upper and lower case characters
- Contain at least one number
- Not repeat any of the previous three passwords

You can also refer to on-screen text for details.

4. Click **SAVE** to return to the landing page.

## How To Print

1. Build or open your report. Click **PRINT**.
2. Select your local network printer from the list.

**Note:** You may need to navigate to the desired network printer the first time you print from an Advantage application.

3. Set up your printing options as desired and click **PRINT**.

**Best Practice:** The speed of your print job depends on the connection speed between your Advantage applications and your network printer(s), as well as the size of the resulting output. If you notice significant slowness, you may want to consider splitting print jobs into batches when possible.

## Best Practices for Print, Import & Export Functions

There are a few things users should be aware of when printing, exporting, or importing files from the hosted environment.

- **Choosing a printer:** Use Printer Setup to select your printer from within the application. Note that Senior Systems offers Print2PDF, a free enterprise-level PDF printer tool.
- **Storing your files digitally:** Senior Systems provides a PDF printing tool, compatible with both PCs and Macs, that allows you to create PDF printouts quickly and easily. This tool is **automatically available** for all of your Advantage applications on your hosted site. See [Paperless Printing Solution](#) for details.
- **Exports:** The Cloud provides automatic integration with MS Word and Excel 2010. In order to take advantage of this feature, you must update the Word Processing Run Command found in your User Preferences the two command below:

C:\Program Files (x86)\Microsoft Office\Office14\WINWORD.EXE



- **Import/Export file names:** In general, avoiding the use of spaces is a best practice for naming files and folders. When using the Cloud, it is particularly important. Because of the potential differences between platforms (user's computer, school's network, and Cloud servers), users should avoid using spaces when naming files AND file folders for both import and export. Note that this applies across all Advantage applications.
- **Speed:** The speed of your print job, import, or export depends on the connection speed between your Advantage applications and your network printer(s) and drives, as well as the size of the resulting output. If you notice significant slowness, you may want to consider splitting print jobs into batches when possible.

## Troubleshooting Tips

Following are some general troubleshooting guidelines. Before contacting Senior Systems Support, please ensure that you or your local system administrator has checked these common trouble spots.

- If you are using Windows 7, Citrix recommends that the operating system be fully patched.
- Make sure that you are using the latest Citrix Receiver client. Before installing a new Citrix Receiver version, make sure that the old version is fully uninstalled. See [Installing Citrix - PC](#) or [Installing Citrix - Mac](#) for details.
- Clear your browser's cache periodically. If you notice system slowness or if you receive error messages, clear your browser history and/or cache, then restart your browser.
- If you (or your school) uses content filtering, ensure that <https://www.senior-anywhere.com> is in the exceptions list.
- Check to make sure there is no anti-virus program or firewall interfering with the flow of data.
- Check your physical connections, such as cables, routers, and port receptacles.
- Check that IP 74.201.32.126 is listed in the firewall, and that port 443 is open.

## Paperless Printing Solution

Senior Systems provides a PDF printing tool, compatible with both PCs and Macs, that allows you to create PDF printouts quickly and easily. This tool is automatically available for all of your Advantage applications in the Cloud.

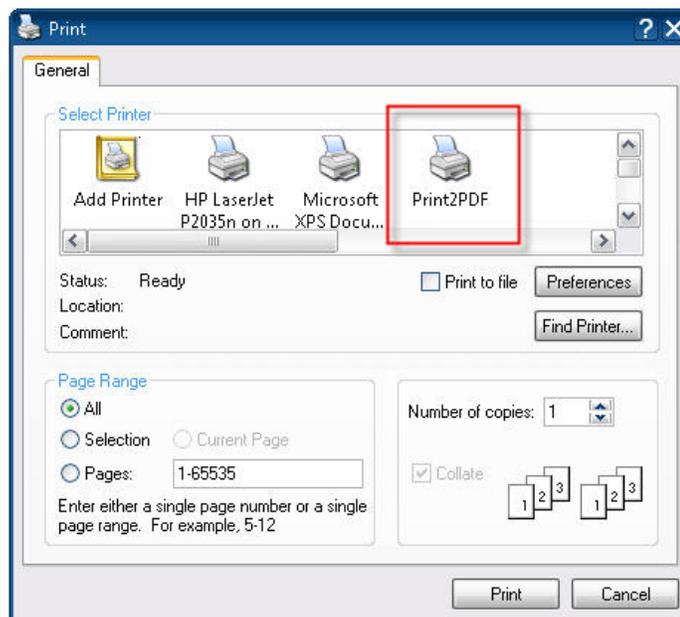
**Tip:** Go green! You can use the Print2PDF tool in all areas of the Advantage system, whether you use Mac or PC. You can save your files in digital format to maximize your ability to access and share your data, and minimize your use of paper.

## How To Use Print2PDF

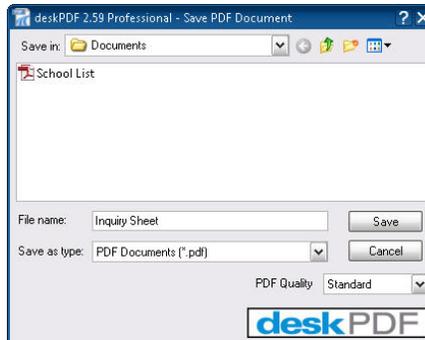
### CREATING PDF FILES:

No installation or setup is required by users to access the Print2PDF tool. When the print dialog opens, Print2PDF is available as a printer option, along with any other available printers.

1. Many types of print jobs are available in Advantage applications. From any screen, report, preview, etc., click **PRINT**.
2. In addition to your local and network printers, one of the printer options available to you will be named Print2PDF. Select **PRINT2PDF**. Specify any other print settings, if necessary.



3. The Save PDF Document screen appears. Some users will notice a deskPDF logo, which is the third party software behind the new Print2PDF tool.



**Note:** You may notice a checkbox on the Print2PDF screen to "Send via email". Even though this box is visible, the feature is not active.

4. By default, the system will save the new PDF file in the Data folder. Users can manually change the save location as needed.

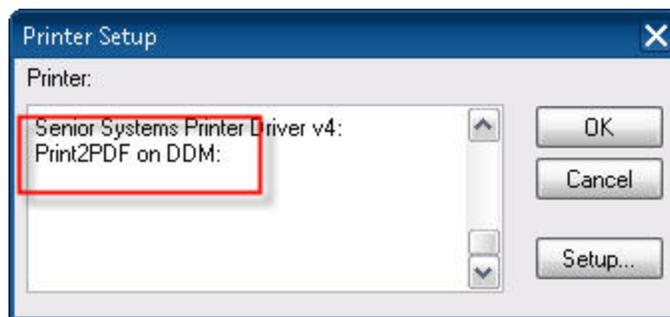
**Note:** You can contact Senior Systems to discuss changing the default save location, if desired.

5. Give the new file a name, then click **SAVE** to complete the process.

## SETTING UP PRINT2PDF AS YOUR DEFAULT PRINTER:

You can establish Print2PDF as your default printer in User Preferences.

1. In any Advantage application, navigate to **Maintenance > User Preferences**.
2. Then, navigate to **File > Printer Setup**. This opens the list of printers available to your machine (networked printers, local printers, etc.)
3. Select the option labeled **PRINT2PDF**.



4. Then click **OK** to save your printer preferences.

**Note:** Keep in mind that even if you set a default printer, because of the multiple types of print jobs the system is capable of performing, you may still be prompted to select a printer.

## How To Use Citrix At Home

To use your school's Advantage applications at home (or access the applications using a laptop that you take home), you must install the Citrix Receiver client on your computer. Remember that if you log into an Advantage application with the same username, but from two different computers, you use two Citrix licenses.

1. Install the Citrix Receiver client on the computer you intend to use. Select your operating system for installation details:

[Installing Citrix For Windows](#)

[Installing Citrix For Mac](#)

2. After installing the Citrix Receiver client, use your browser to navigate to <https://www.Senior-Anywhere.com>.
3. Log in with your Citrix credentials, then proceed as normal from your landing page.

If you have issues connecting to your Advantage applications from home, your ISP may have security settings in place that block your connection. Check with your local system administrator if you experience problems arising from local ISP policies and procedures.

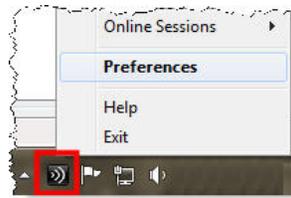
## Special Instructions: Windows 7

For Windows 7 users:

If you are using Windows 7 and the Citrix Receiver with your Advantage applications, you may experience a known issue, in which you are unable to start applications once logged into <https://www.Senior-Anywhere.com>. This issue impacts SOME (but not all) Windows 7 users.

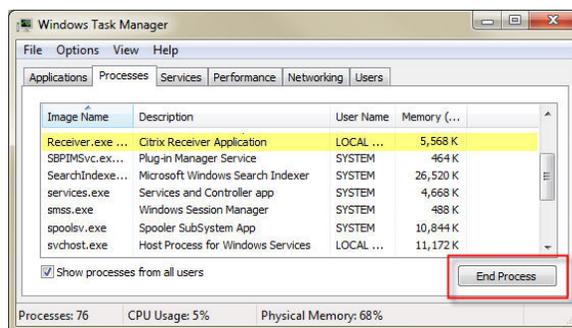
**Note:** Citrix Support is looking into this particular issue. This should be fixed in an upcoming release.

**If you think you are experiencing this issue**, right-click on the Citrix Receiver icon in your toolbar. If the context menu loads as usual, you are not experiencing this particular issue. You are experiencing this issue if you are unable to interact with the Citrix Receiver icon.



### Option 1: Restart Citrix Receiver

1. Open your task manager.
2. Locate the Citrix-related tasks in the list. Use the End Process button to end all Citrix tasks. You may see a system message asking you if you want to end the process. Confirm that you do by clicking 'End process' again.



Once you have ended all Citrix-related processes, the Receiver should start working again the next time you open an Advantage application.

## Option 2: Restart your computer

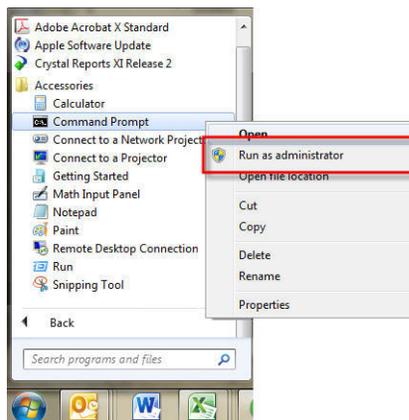
Once you have restarted your computer, the Receiver should start working again the next time you open an Advantage application.

## Option 3: Turn off DEP

**Caution:** Before attempting this option, make sure all Microsoft updates have been installed. If there are no outstanding updates, or if updates do not correct the problem, proceed with this fix.

To turn off DEP for Windows 7:

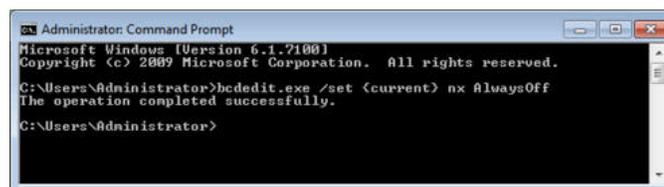
1. Click **Start > Accessories**.
2. Right-click **Command Prompt** and select 'Run As Administrator' from the context menu.



3. In the Command Prompt window, type the following:

```
bcdedit.exe /set {current} nx AlwaysOff
```

Then press 'Enter'.



4. You should see a message that "The operation completed successfully." You can then close the Command Prompt window.

**Note:** To enable DEP, follow the same procedure, but type the following in the Command Prompt window:

```
bcdedit.exe /set {current} nx AlwaysOn
```

Once you have disabled DEP, the Receiver should start working again the next time you open an Advantage application.

## Special Instructions: Google Chrome

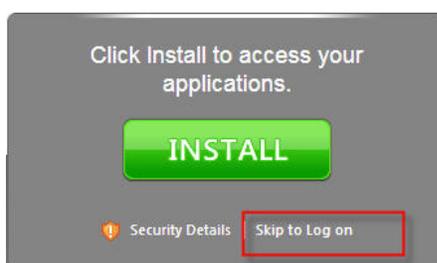
For Google Chrome users:

If you use Google Chrome to access the Cloud environment, you may see the green **INSTALL** button on your <https://www.Senior-Anywhere.com> login screen even though you already have the necessary Citrix client installed. This problem occurs because the Citrix detection plug-in does not always work correctly after you clear your browsing history.



Workaround:

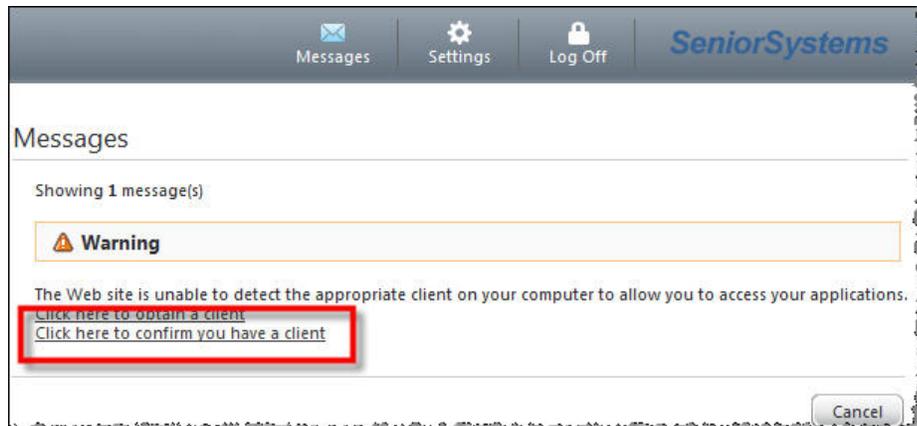
1. Click 'Skip to Log on', found just below the Install button.



2. Once you log in, click the  Messages button.

**Note:** The message button is found across the top of your screen, and only appears if you currently have messages from the system.

3. You will see a warning message, along with options to download a client or to confirm that you have already installed the required client. Click to confirm that you have already installed the required client.

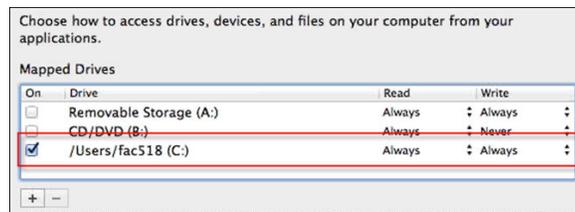


4. The system will then be able to detect that you have installed the client and you will be able to use your Advantage applications as usual.

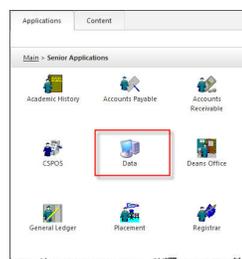
## Special Instructions: Mapped Drives (Mac)

If you are using a Mac, you may experience a known issue in which you cannot see one of your mapped drives. There is an easy way to correct this issue.

1. Log into a module.
2. Locate and select the Citrix Receiver tab in the top left corner of the screen.
3. A window with several tabs across the top appears. Click **DEVICES**.
4. You will see a list of mapped drives on the **Devices** tab. Make sure that the missing mapped drive's checkbox is "On", and that the **Read** and **Write** columns are set to "Always".



5. Close the Citrix Receiver window and log out of your Advantage Senior-Anywhere site completely.
6. Log back in. On your landing page, immediately open the Data app. You should be able to see the mapped drive, using the Data app's explorer tool.



You will then be able to access the mapped drive from any module.

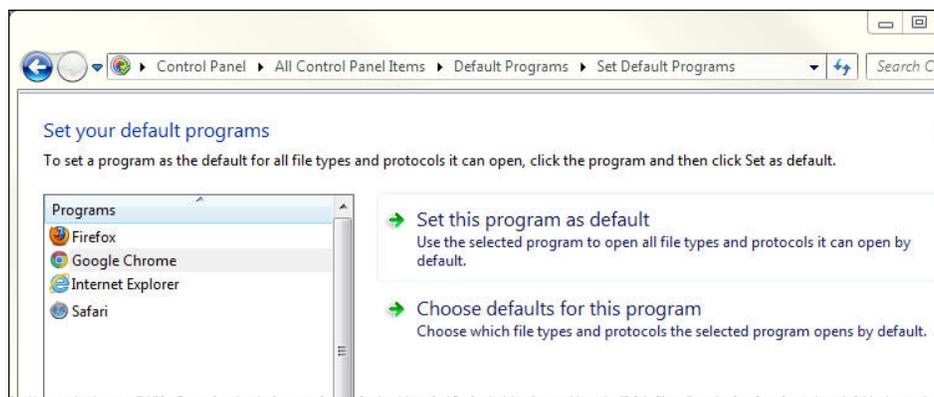
## Special Instructions: Email Links

Within your Advantage programs, you can view an address record and send an email to an individual by clicking an email address. This email hyperlink is designed to integrate seamlessly with your native email client.



In some cases, if you access <https://www.Senior-Anywhere.com> using a browser that is not set as your **preferred** browser, these email hyperlinks do not work properly. You may notice several issues, such as your email client does not open a new email, or that the system logs you out of your session.

In order to use email hyperlinks, you should use your preferred browser to access the Cloud. If you want to use a certain browser all of the time, you may need to change your local settings so that the browser you use is preferred. For Windows users, your default settings can be accessed through the Control Panel, depending on how your workstation is set up. Please contact your local system administrator for more information.



## How to Set Up iPad Access

For iPad users:

You can access your Advantage applications using an iPad. You should use the latest version of the Citrix Receiver app.

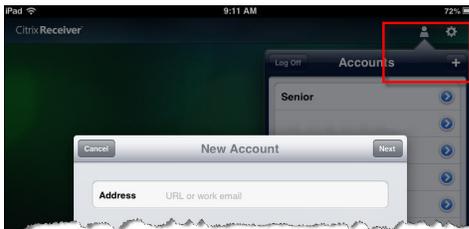
**Tip:** Once you set up your account, see iPad Tips for some suggestions about how to use the iPad with the Senior Systems Cloud.

To set up iPad Access:

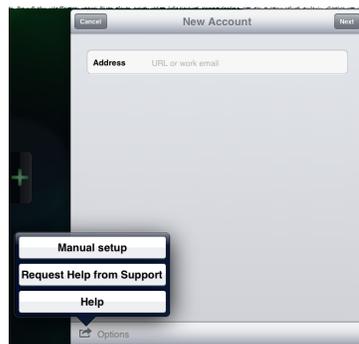
1. Download the Citrix app from the Apple store, then open the Citrix Receiver from your iPad.



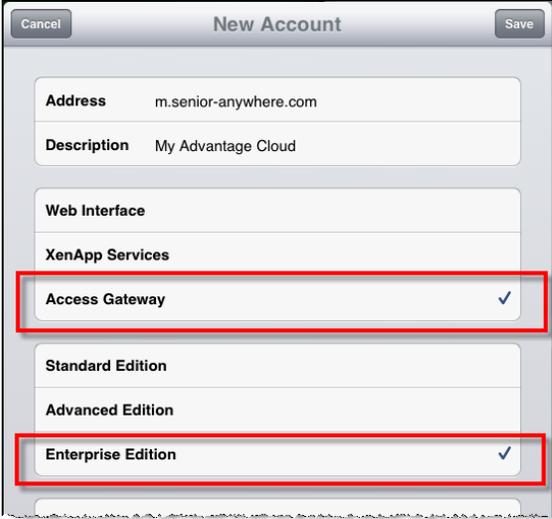
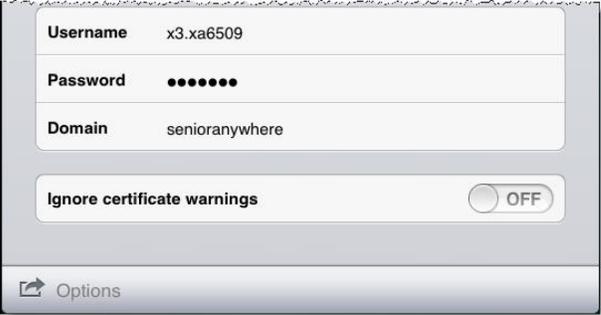
2. Tap the **ACCOUNTS** icon, then choose **+** to add a new account.



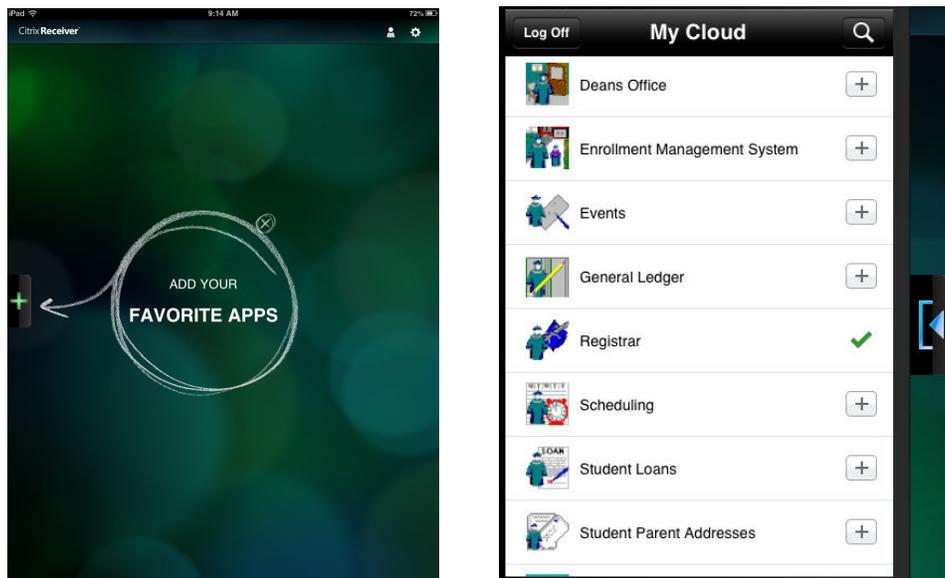
3. On the New Account screen, enter m.senior-anywhere.com in the Address field. Then tap **OPTIONS** at the bottom of the window.
4. Tap the **Manual setup** option.



- On the setup screen, fill in the fields as described below, then tap **SAVE** (at the top-right).

<b>Address</b>	Enter <code>m.senior-anywhere.com/</code> . This field should already be populated when first setting up.
<b>Description</b>	Enter a short description (or name) for your account.
<b>Access Gateway</b>	<p>Tap the screen to select Access Gateway, Enterprise Edition.</p> 
<b>Username</b>	Enter your username (the same name you use to access your Citrix applications on your regular workstation).
<b>Password</b>	You do not need to enter your password here. You will enter your password when you log into the Cloud environment.
<b>Domain</b>	<p>Enter <code>senioranywhere</code> (no spaces)</p> 
<b>Certificate Warnings</b>	Set this option to 'Off'.

The Citrix Receiver will open, listing all of the Advantage applications available to you. Tap an application to launch.



When you open your Citrix Receiver app, you can select your account (if there are multiple accounts on the device) and log in with your Senior-Anywhere credentials.

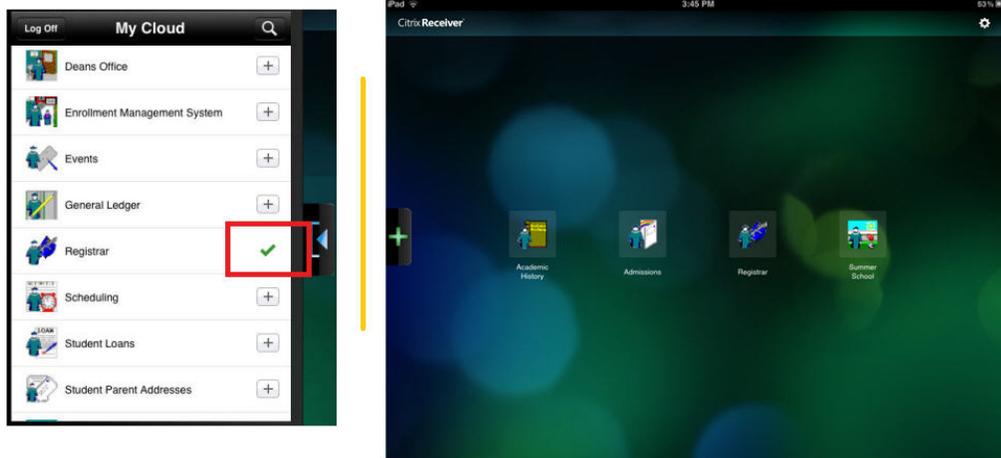


## Using iPad to Access the Cloud

For iPad users:

While it is not an optimal user experience, it is possible to access your Advantage applications using an iPad, via the Citrix Receiver. See [How to set up iPad access](#) for details about setting up your device. Below are some tips for working within the Cloud on your iPad.

- You can choose several 'favorite' applications to appear on the main screen for easy access whenever you open the Cloud. When you first log in, you will see a list of all the applications available to you. You can choose several 'preferred' applications from the list to appear on the main screen, so that you do not have to scroll through the full list. Simply tap the (+) button and a green check will appear, indicating that the application has been added to your main screen.

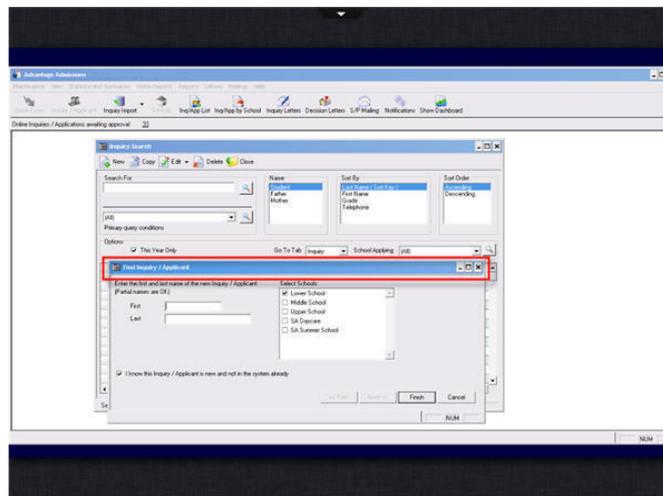


**Tip:** You can view the full list of your Advantage applications by tapping the green (+) plus to the left of your screen. When the applications list is open, you can hide it by tapping the blue (<) arrow to the right of the list.

- When you are working with your iPad in the Cloud environment, you may need to show or hide the keyboard. Simply tap the small arrow at the top of your screen. The dropdown that appears gives you options to show or hide the keyboard tool.



- When using your Advantage applications through the Citrix Receiver on your iPad, you can use your finger to move windows around the screen. Simply place your finger on the top bar of the window frame and drag it as needed.



**Caution:** Please keep in mind that accessing the Senior Systems Cloud environment via iPad is not officially supported, nor is it the optimal user experience. Check with your local system administrator if you have problems connecting to your Cloud from an iPad.

# Setting Up Citrix

When you move into the Senior Systems hosted environment, the Citrix Receiver client software must be installed on each computer that will be used to access Advantage applications. Once the Receiver is installed, you can use your browser to navigate to <https://www.Senior-Anywhere.com>, log into Citrix, and access your school's Advantage applications.

The client installation process is slightly different between PCs and Macs. Choose your installation guide below:

[Installing Citrix For Windows](#)

[Installing Citrix For Mac](#)

## Installing Citrix For Windows

### Preparing Your System

1. Ensure that no local drives are assigned the letters R:, M:, or X:. These drive names will be used to save files within your hosting environment. See [How To Save Files](#) for details.
2. Log into your system using an administrator account.
3. Add `https://www.senior-anywhere.com` to your Trusted Sites list in Internet Explorer:
  - a. From the Tools menu, select **INTERNET OPTIONS**.
  - b. Select the Security tab.
  - c. Select the Trusted Sites zone, then click **SITES** to view/add/edit sites on your trusted sites list.

**IMPORTANT:** This step is necessary even if you plan to use a different browser, such as Firefox or Netscape.

4. Make sure that an older version of the Citrix web client is NOT already installed. If you have an outdated Citrix client already installed, you must uninstall it before installing the Citrix Receiver.

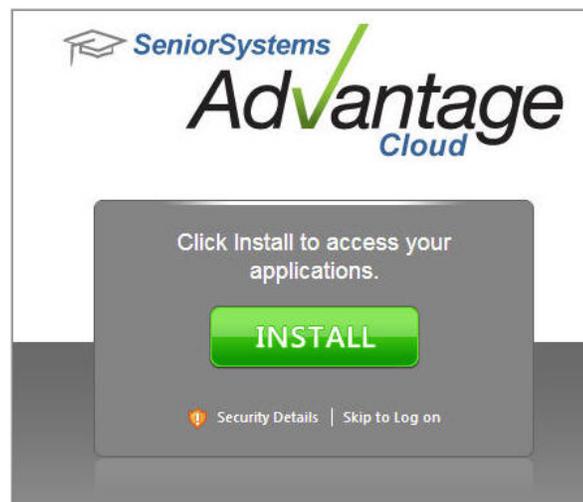
To uninstall:

- a. From your Control Panel, open the Add/Remove Programs or Uninstall or Change a Program tool.
- b. Look for the outdated Citrix client program in the list.
- c. If an outdated client is not in your list, you can close the window and proceed to installation. Otherwise, click to select it for removal.
- d. If prompted, click **REMOVE** and proceed with the uninstall process.
- e. Restart your computer.
- f. Before proceeding with installation, check your program list to confirm that the program is no longer installed.

## Installation

You can download and install the latest version of the Citrix Receiver client directly from <https://www.Senior-Anywhere.com>. When you navigate to the site, you will be prompted to install the Citrix client if it is not already present on your computer.

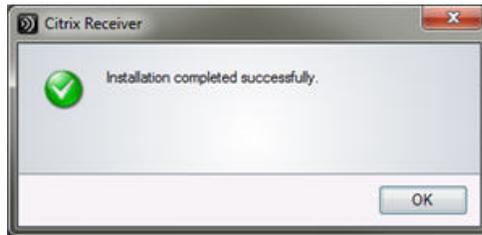
1. Make sure you are still logged into your system using an administrator account and that you have disabled any pop-up blockers and anti-virus software.
2. Navigate to <https://www.Senior-Anywhere.com>. If the Citrix Receiver client is not already installed on your computer, you will see a green **INSTALL** button. Click the checkbox beside 'I agree with the Citrix license agreement', then click **INSTALL**.



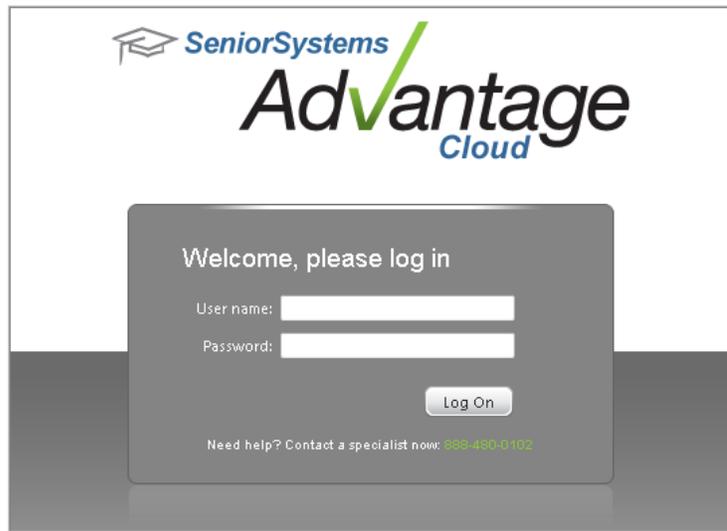
3. Your browser will prompt you to 'Run' or 'Save' the installation file. In most cases, click **RUN**.

**Note:** If your security settings prevent the site from opening or block the Citrix client detection software from running, you may need to add <https://www.senior-anywhere.com> to your browser's Trusted Sites or Security Exceptions list.

4. You will see a pop-up when installation is complete:

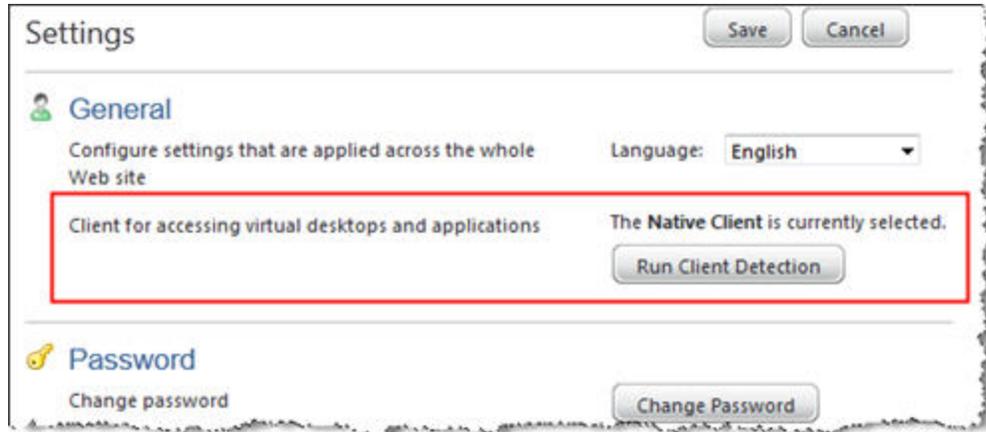


5. You will then be able to log into <https://www.Senior-Anywhere.com> with your Citrix credentials, and access your school's Advantage applications.



6. Verify that the default web browser is set to Native Client:

- a. From the landing page, click  **Settings**.
- b. Verify that 'Client for accessing virtual desktops and applications' is set to **Native Client**.
- c. If not, click **RUN CLIENT DETECTION** and follow the system prompts to select/install the native client.
- d. Click **SAVE** if you make any changes. Otherwise click **CANCEL** to return to the landing page.



**IMPORTANT:** DO NOT FORGET to re-set any anti-virus or other security software that you may have disabled, after installation is complete.

## Installing Citrix For Mac

### Preparing Your System

1. Ensure that no local drives are assigned the letters R:, M:, or X:. These drive names will be used to save files within your hosting environment. See [How To Save Files](#) for details.
2. Log into your system using an administrator account.
3. Make sure that the Citrix web client is NOT installed. If you have outdated Citrix clients already installed, you should uninstall them and restart your computer before installing the Citrix Receiver.

### Downloading and Installing the Citrix Receiver

1. Make sure you are logged into your system using an administrator account and that you have disabled any pop-up blockers and anti-virus software.
2. Go to [www.Citrix.com/Downloads](http://www.Citrix.com/Downloads) and download the latest version of the Citrix Receiver for Mac.
3. Your download will begin. Once complete, open the Citrix Receiver .DMG file from your Downloads folder (a .DMG file is the Mac equivalent of an executable file).

**Note:** You may need to specify how your system opens the installer, or your security settings may block access to the file.

- To specify how your system opens the installer, double-click the .DMG file and select the 'Install' icon.



4. The Receiver Installer wizard will open and walk you through the installation process. You will be prompted to accept licenses, enter your credentials, and allow installation.



5. Once installation is complete, use your browser to navigate to <https://www.Senior-Anywhere.com>. Log in with your Citrix credentials.

6. Verify that the default web browser is set to Native Client.

- a. From the landing page, click  **Settings**.
- b. Verify that 'Client for accessing virtual desktops and applications' is set to **Native Client**.
- c. If not, click **RUN CLIENT DETECTION** and follow the system prompts to select/install the native client.
- d. Click **SAVE** if you make any changes. Otherwise click **CANCEL** to return to the landing page.

