GUIDE: How to configure a mobile device for use on the UC San Diego Health System Citrix environment
1. Devices & Support

i. Devices that are supported for use with Citrix at UC San Diego Health System

UC San Diego Health System now allows access to applications for mobile devices via Citrix. The recommended devices to run applications are listed below. Citrix may be available for other devices (i.e. iPhone, Droid phones, and Blackberry phones) - however, the use of applications on smaller devices when tested by I.T. is not optimal and therefore not recommended for core clinical use.

- iPad (all versions)
- Droid tablet (see market place for OS level compatibility)
ii. Support for Citrix on mobile devices

First check the troubleshooting section of this document. If your issue is unable to be resolved after following any of those steps, please contact the help desk at 3-HELP or (619)543-7474 if calling from outside. UC San Diego Health System provides support during normal business hours for mobile devices. These hours are Mon.-Fri. 6am-6pm. If you have issues outside of these hours, a ticket will be issued by our support desk and routed to a technician that will respond by the next business day.

Click here to jump to troubleshooting
2. Network Connections

There are multiple ways to enable a device to connect to internet applications. Some devices are already connected - for instance, your device may be on a 3G cell network provided by Verizon, AT&T, or other carrier. Regardless of whether your device is on a cell network or not, you can always connect to our UC San Diego Health System WiFi if you are on-site where wireless is available.

i. Configuring iPad to Use Encrypted (WPA-E) Wireless Services at UCSD

Follow these steps to set up your Phone/iPad/iPod Touch 2.0.x and above, to use WPA-E encrypted wireless at UCSD.

Before you begin, you must have:

- An Active Directory (AD) username and password. Your username is usually the first part of your UCSD e-mail address (before the @ symbol). If you have forgotten your password, reset it at http://adpass.ucsd.edu.
- An iPhone with at least version 2.0 firmware installed, an iPod Touch or an iPad.
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1. Configure your Wi-Fi.

- Select Settings.
- Select Wi-Fi.
2. Select the UCSD encrypted wireless service.

- Set your Wi-Fi to ON if you haven't already done so.
- Select UCSD-PROTECTED.
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3. Authenticate.

- In the Username field, enter your Active Directory username.
- In the Password field, enter your Active Directory password.
4. Accept the UCSD certificate.

- When prompted, select Accept to accept the UCSD certificate.
- You should now be connected to the UCSD encrypted (WPA-E) wireless service.

For more information, contact the ACT Help Desk, (858) 534-1853.
Configuring Android to Use Encrypted (WPA-E) Wireless Services at UCSD

Follow these steps to set up your Android device running Android 2.0.x and above to use WPA-E encrypted wireless at UCSD.

Before you begin, you must have:

- An Active Directory (AD) username and password. Your username is usually the first part of your UCSD e-mail address (before the @ symbol). If you have forgotten your password, reset it at http://adpass.ucsd.edu.
- An Android device with Android 2.0.x or above installed.

1. Configure your Wi-Fi.

   - Select **Settings**.
   - Select **Wireless & Networks**.
   - Select **Wi-Fi Settings**.

![Wi-Fi settings screen](image)
2. Select the encrypted wireless service.

- Under Wi-Fi networks, select **UCSD-PROTECTED**.
  - If UCSD-PROTECTED isn’t on the list, you may need to move to another area with better connectivity.
3. Configure UCSD-PROTECTED option.

- EAP Method: Select PEAP.
- Phase 2 Authentication: Select MSCHAPV2.
- For both CA certificate and Client certificate, leave as N/A.
4. Continue configuring UCSD-PROTECTED option.

- Identity field: Enter your **Active Directory username**.
- Anonymous Identity field: Leave blank.
- Wireless Password field: Enter your **Active Directory password**.
- Touch **Connect**.
5. **Verify your connection.**

Under Wi-Fi, you should see *Connected to UCSD-PROTECTED*.

For more information, contact the ACT Help Desk, (858) 534-1853.
3. How to configure a mobile device for Citrix

Configuring a mobile device at UC San Diego Health System is a simple process. We have made it easy and put the configuration right at your fingertips on our CWP web page. Here’s what you do:

- Open your devices web-browser and navigate to http://cwp.ucsd.edu
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- Configure iPad for access
  - Login to cwp.ucsd.edu

UC San Diego Medical Center

Applications

Log on as: [username]
You are connected to UCSDAC-CTWYER01

Main

- Clinical Systems Tech Team
- Epic Support Apps
- Epic Text Apps
- CWP Remote Desktop
- Epic - Fax Monitor
- Epic - PLAY
- Epic - PIM
- Epic - Training
- Extra Green Screen 1
- Extra Green Screen 2
- UCSD POS
- WebPaging

Problem Connecting?

Citrix for Mobile Devices
1. Download the app for your device by clicking below
   - iPad
   - Droid Tablets

2. Now configure your device's app by clicking below
   - Configure Citrix

3. Enter your cwp username and password in the app to login

For more information call 3-HELP or 619-543-7474
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- Click on the link at the bottom of the page that corresponds to your device

**Citrix for Mobile Devices**

1. Download the app. for your device by clicking below

<table>
<thead>
<tr>
<th>iPad</th>
<th>Droid Tablets</th>
</tr>
</thead>
</table>

- After you have installed the app. for your device, click on the link below the first link to configure the app

2. Now configure your device’s app. by clicking below

<table>
<thead>
<tr>
<th>Configure Citrix</th>
</tr>
</thead>
</table>

- Click yes to add the Citrix store

- Finish the app. configuration by typing in your cwp username (AD, outlook, etc...)

![Citrix Receiver](image.png)
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- The next time you want to access your apps., you just need to launch the Citrix app. and login - completely by-passing the need to browse to cwp.ucsd.edu

*note, your username will be retained in the credentials field but you will have to enter your password
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- Configure Droid tablet for access
  - Login to cwp.ucsd.edu
Guide: How to configure an iPad or Droid tablet for use on the UC San Diego Health System Citrix environment

- Click on the link at the bottom of the page that corresponds to your device

Citrix for Mobile Devices

1. Download the app. for your device by clicking below

   - [iPad]
   - [Droid Tablets]

- After you have installed the app. for your device, click on the link below the first link to configure the app

2. Now configure your device's app. by clicking below

   - [Configure Citrix]

- Click yes to add the Citrix store
- Finish the app. configuration by typing in your cwp username (AD, outlook, etc...)

![Edit Account](image)
Guide: How to configure an iPad or Droid tablet for use on the UC San Diego Health System Citrix environment

- The next time you want to access your apps, you just need to launch the Citrix app and login completely by-passing the need to browse to cwp.ucsd.edu

  *note, your username will be retained in the credentials field but you will have to enter your password

![Password Entry Screen]
4. Troubleshooting your Citrix application

Sometimes an app. may not work properly on a mobile device. Below are some common problems you may experience from time-to-time and the method to resolve them. If a problem persists after trying some of the troubleshooting techniques below, it is best to restart (reboot) the device and try again. Please see your owner’s manual on how to accomplish a restart for your specific device.
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i. iPad Problem: Citrix receiver freezes after clicking the configuration link
   o Resolution: Check to see if there is already a configuration saved. If so, delete that configuration and then click on the configuration link again. You should see “UC San Diego Health System” as the configuration title.
   o How to delete configuration
     Open the Citrix App.

Click on the drop down of a configuration (in our case, UC San Diego Health System)
Click the red circle to delete the configuration (iOS shown in the example – may vary for other device type)
ii. Droid Problem: Citrix receiver freezes after clicking the configuration link
   o Resolution: Check to see if there is already a configuration saved. If so, delete that configuration and then click on the configuration link again. You should see “UC San Diego Health System” as the configuration title.
   o How to delete configuration
     Open the Citrix App.

   • Touch on the top right hand corner of your droid (settings) and then select “Manage Accounts”
   • Touch and hold your finger on UC San Diego Health System and another screen will come up
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- Touch "Remove account"
iii. **Manual Configuration when configuration link fails to configure Citrix app.**

If resolution i. didn’t solve this problem, you can always manually configure the application by doing the following:

Open up the receiver app. and touch the plus sign.
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Touch the bottom left arrow over the rectangle and choose manual configuration, then fill out this screen like below:

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th><a href="https://cwp.ucsd.edu">https://cwp.ucsd.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>UC San Diego Health System</td>
</tr>
<tr>
<td><strong>Web Interface</strong></td>
<td></td>
</tr>
<tr>
<td><strong>XenApp Services</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Access Gateway</strong></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Standard Edition</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Advanced Edition</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enterprise Edition</strong></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Domain</strong></td>
<td>ad.ucsd.edu</td>
</tr>
<tr>
<td><strong>Username</strong></td>
<td>&lt;your cwp username here&gt;</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>disabled by admin</td>
</tr>
</tbody>
</table>
iv. **Problem: The “Please wait” icon just spins**

This is a problem where the Citrix receiver is configured but an application does not launch after it is touched.
Resolution: Go back to main screen that shows the title “UC San Diego Health System” and touch on the configuration so it drops down to a menu that has an arrow with a circle on it. Touch the arrow with a circle. You should be prompted to log back in. Typically, the reason why this happens is because your session has “timed out” on the server.
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v. **Problem:** Other problem with connection or launching published applications
   - Resolution: Exit or logout of Citrix Receiver app. and then log back in
   - Resolution: Restart device (each device has its own way of restarting – see device instructions)
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Appendix

A. App. Store Configuration Links

These are the links behind the cwp website. Click the below links to download the Citrix Receiver for your iPad or Droid Tablet:

- **iPad**
  

- **Droid Tablet**
  

B. Citrix Receiver Auto-Configuration link

This is the link behind the configure link on the cwp website. Click either of the below links (they are the same) to have your receiver configuration with UCSD specific settings:

- **Configuration Link**
  

*Note: Droid can only be auto-configured when the link is on a webpage not through email. iPad will recognize through email*

C. Wireless Services Guidelines

Read about UCSD's wireless services guidelines.

UCSD has wireless guidelines pertaining especially to public areas where several campus entities have an interest in similar wireless services.

- **General rules**: Wireless services are subject to the same rules and standards that govern other communications services at UCSD. In particular, section VIB-E of Policies and Procedures Manual [section 135-3](https://ucsd.edu) apply to wireless equipment and must be followed.

- **Radio interference**: Because the wireless network is a system that transmits radio signals and is a shared resource, it’s subject to [radio communication rules](https://ucsd.edu) (PDF) concerning interference and shared use.

- **Reporting**: All wireless equipment must be approved by and registered with Administrative Computing and Telecommunications (ACT).

- **(802.11a/b/g/n) Network Standards**: To successfully deploy an 802.11a/b/g network, all equipment operating in the 2.4 and 5 GHz spectrum must be carefully installed and configured in coordination with ACT.
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For more information:

- Access, password, and computer configuration questions: Contact the ACT Help Desk, (858) 534-1853, or visit the combined ACMS/ACT Help Desk at AP&M 1313 (map), 8 a.m. – 4:30 p.m., weekdays.
- Requests for departmental installation and repair of wireless networks: Complete a Customer Service Request (CSR), and choose wireless from the Select A Service menu.
- Specific departmental wireless networks: Contact the corresponding system administrators.


D. Wireless FAQ

For any questions about UCSD wireless, please visit: