

Connecting to the new portal

If users attempt to connect to the new portal with a Citrix Web client version pre 10.1 (SMH supported version) they will receive the following error message when attempting to connect to a published application.



The fix for this issue is to have the end user uninstall currently installed version and have them try to access the site again which will invoke a process which will instruct them to install a supported version.

Remove old version:

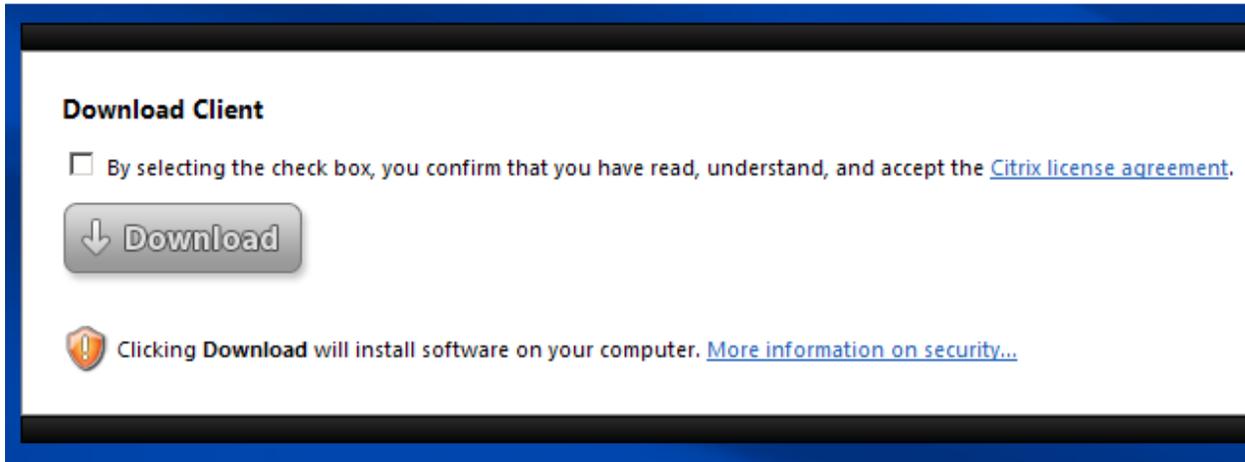
Go to: Start | Settings | Control Panel | Add Remove Programs
Scroll and look for the following : ICA client, Citrix or Presentation server
Select REMOVE.
Restart your pc

Go to the new portal the address is <https://portal.smh.com>

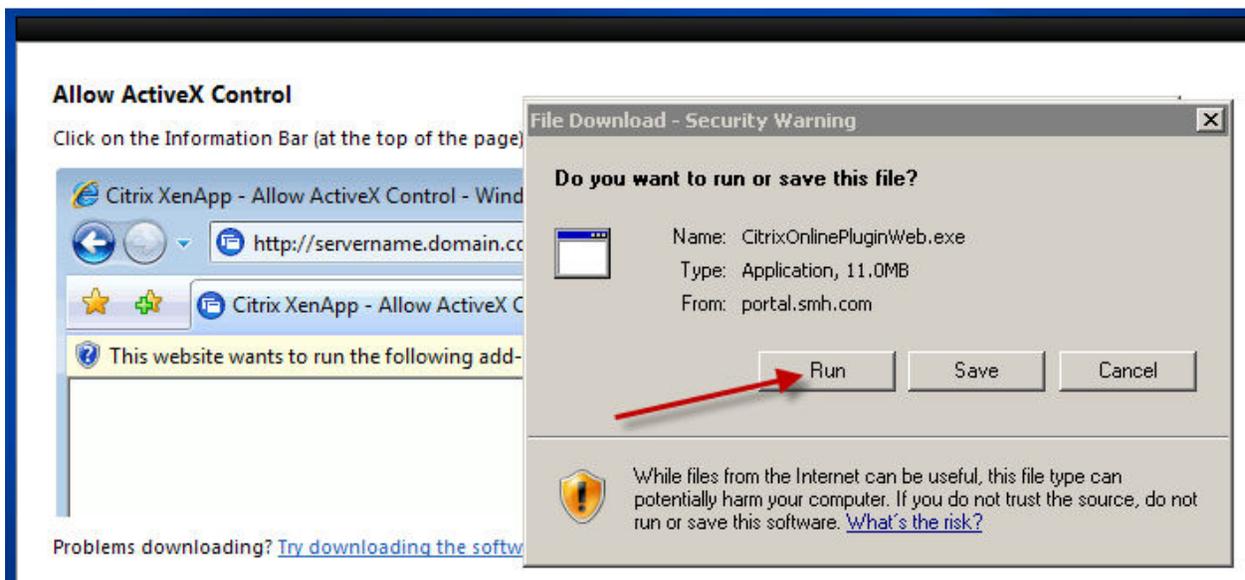
Log in with your username and password.



Once you have logged in you will automatically be redirected to this screen:



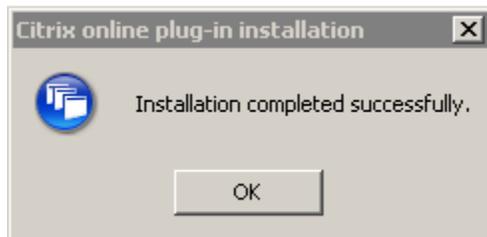
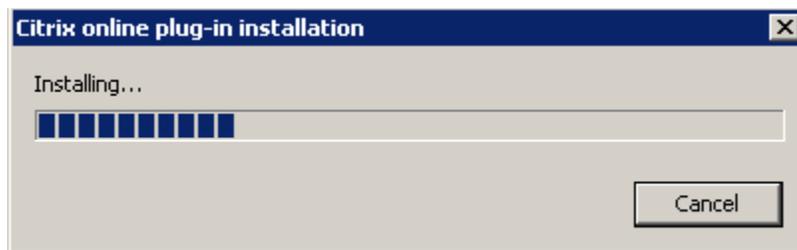
Check the box above and click the download button.



Once download is clicked, select the run button in the popup window. You will be asked again...click Run as below.



The client will then download and install.



You now have access to Citrix programs and applications.