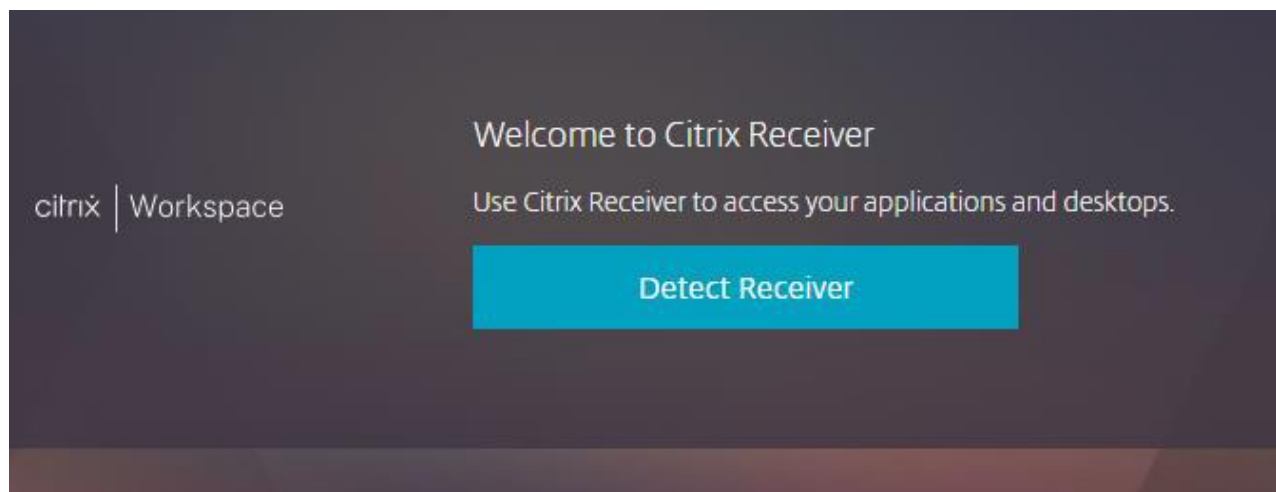# Installing Citrix Receiver

Workspace is a software product that enables you to access all of your Mass General Brigham applications in one place. In order to access Workspace you will first need to install the Citrix Receiver software on your computer.
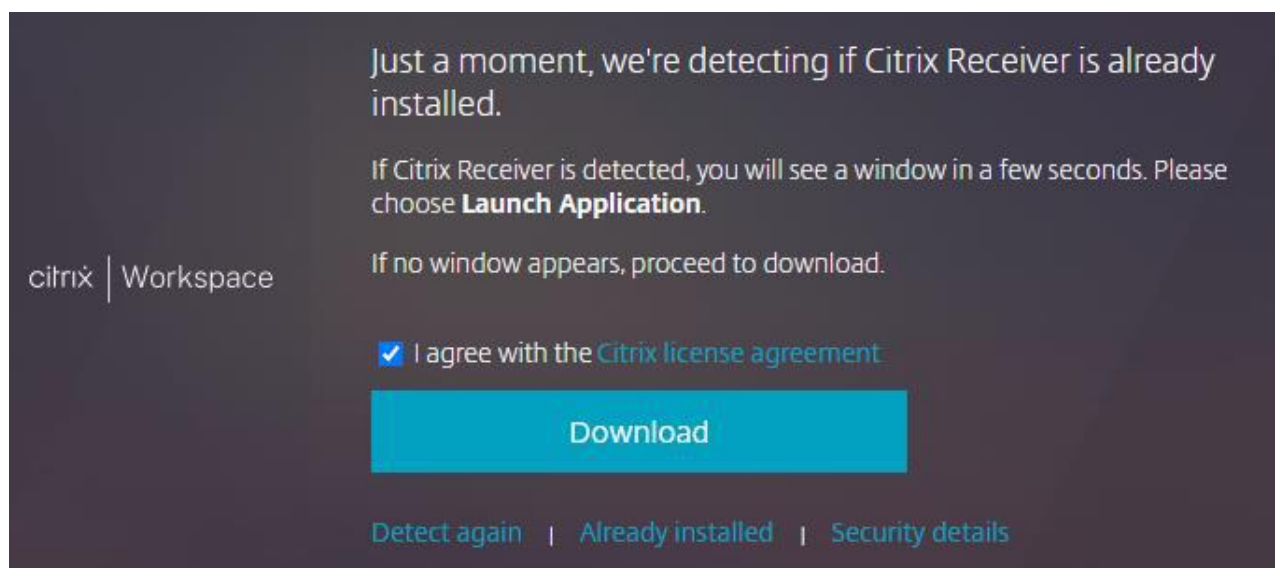
This guide provides instruction on opening Workspace and installing Citrix Receiver when you are not connected to the network. The first time you access Workspace, you will be prompted to install Citrix Receiver.

Before you begin: Close all open applications and save your files to protect your work. The installation process requires a computer restart.

1. In a browser, go to https://workspace.partners.org
2. Enter your **user name** and **password**. Click **Sign In**.
3. For security purposes, you will need to confirm your identity by entering a confirmation code sent by text message or phone call**.**
4. Click **Detect Receiver.** If you are not prompted to Detect Receiver, skip to step 6.
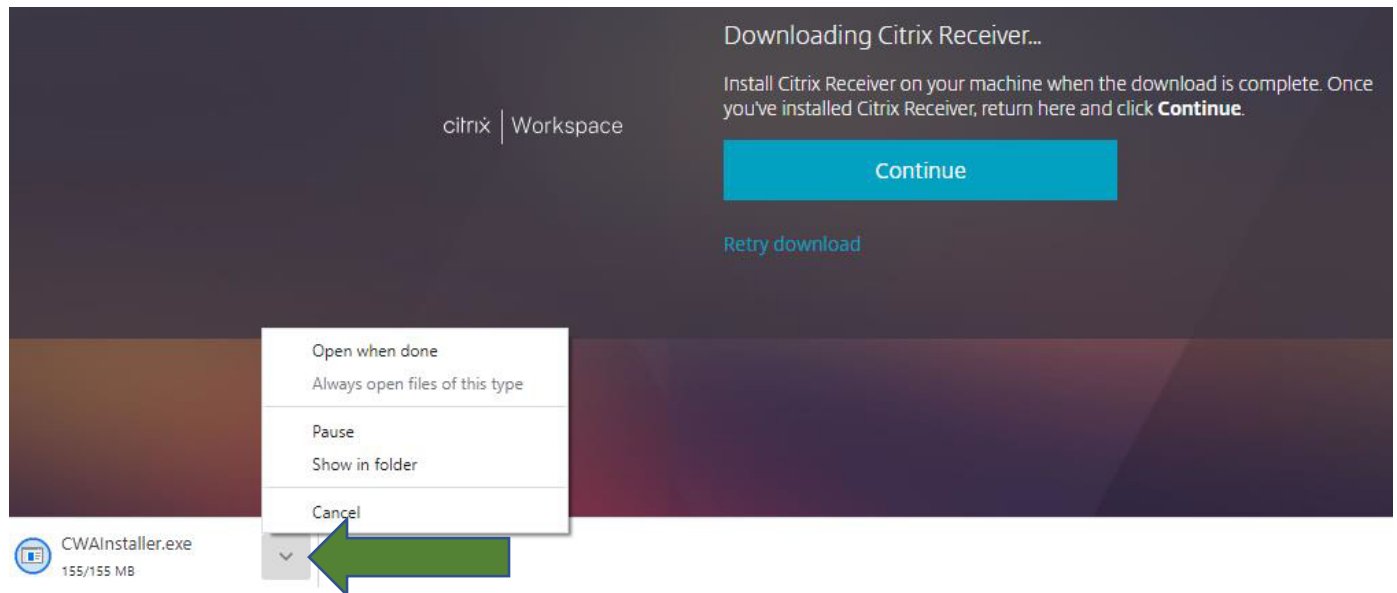

5. Click **Open Citrix Workspace Launcher**.
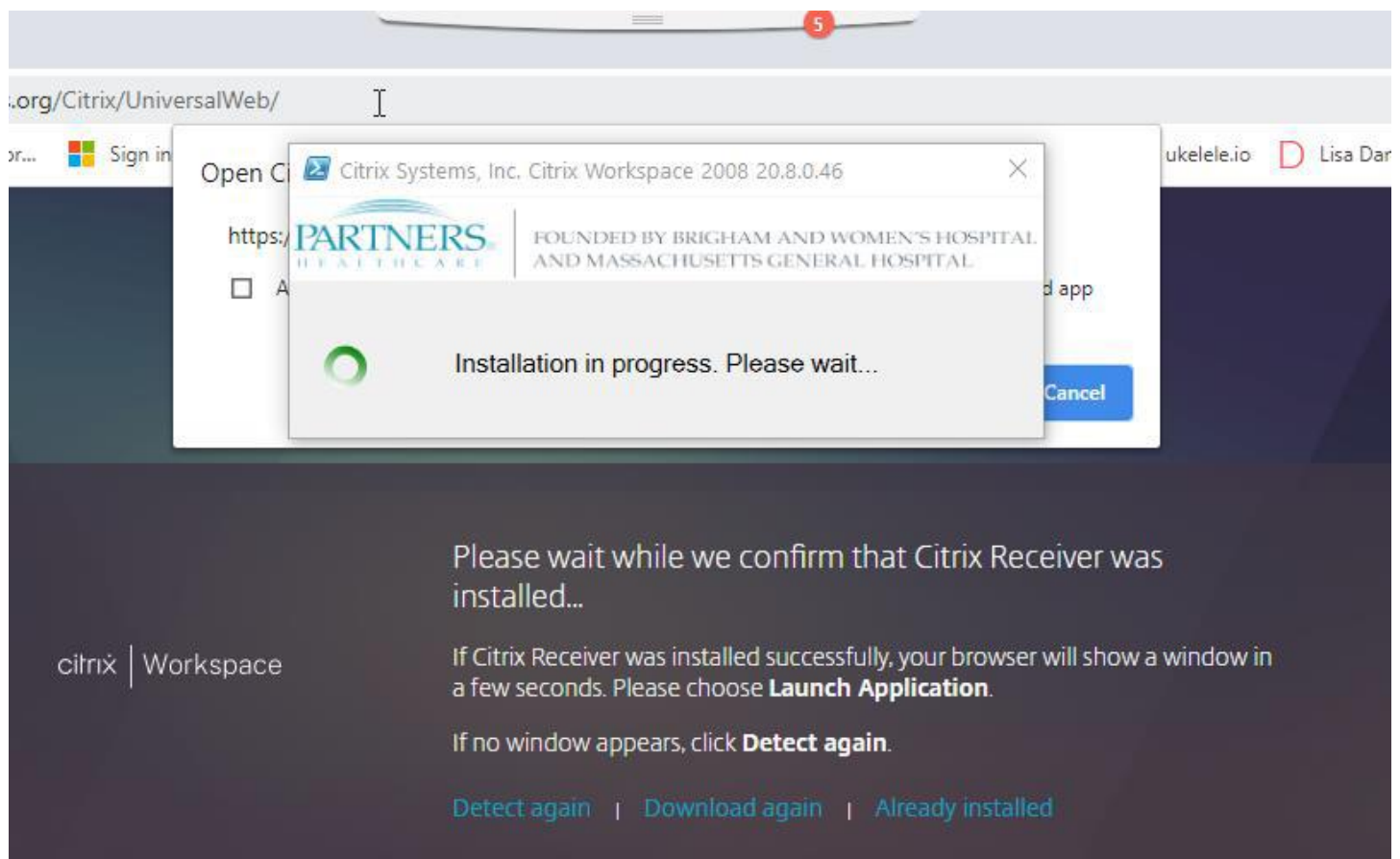6. Check **"I agree with the Citrix license agreement".** Then click **Download.**

Installing Citrix Receiver

7. Downloading Citrix Receiver takes a few moments. When it completes, open the downloaded **CWAInstaller.exe** file.
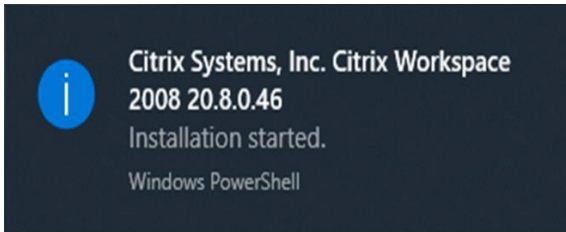

8. At the User Access Control window, **Do you want to allow this application to make changes to this device?** Click **Yes**.

9. The installation will be in progress for several minutes. Notifications will appear when the installation has started and completed.
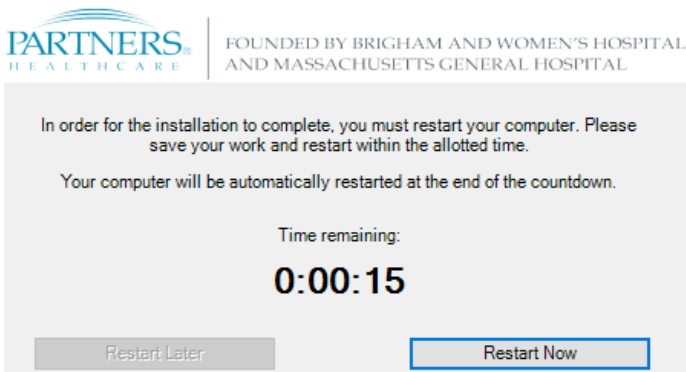
Installing Citrix Receiver

10. Once the installation completes, a message will appear on screen that the device is about to restart. Click **Restart Now** or wait for the restart to occur automatically.

11. After your computer restarts, do the following:
    a) Log in to your computer.
    b) Go to https://workspace.partners.org.
    c) Enter your **user name** and **password**. Click **Sign In**.
    d) You will need to confirm your identity by entering a confirmation code sent by text message or phone call.
    e) Workspace will open to the Home screen.
    f) Click on the **Apps** icon
    g) Click on the **Search** icon , enter LMR, and click return
    h) Click on the **LMR** icon to start LMR. To save as a Favorite, click the dropdown arrow and click **Add to Favorites.**