

# SynteractHCR Tech support FAQ

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## How do I reset my SynteractHCR password?

Q: I forgot my SynteractHCR password or it seems to not be working, can you help me reset it?

A: Sure! To request a reset of your password, please send an email to [synrequest@synteracthcr.com](mailto:synrequest@synteracthcr.com) or visit our contact page and tell us your issue there <http://support.synteract.com/Contact.aspx>

## What browsers are supported?

Q: What browsers are currently supported?

A: The current browsers that are supported are:

- **Internet Explorer 8 and 9**
- **Google Chrome**
- **Safari**

## What operating systems are supported?

Q: What operating systems do you support?

A: The operating systems we currently support are:

- **Windows XP**
- **Windows 7**
- **Windows 8**
- **MAC OSX**

## What do I need to install to access your system?

**\*Please note, most operating systems require administrative rights to install software. Please be sure you have administrative privileges, or are able to contact the administrator of your computer.**

Q: What exactly do I need to install to access your system?

A: To access our published applications, you will need to first download and install Citrix client installers for your operating system (**Windows XP, Windows 7, Windows 8 as well as MAC OSX**)

- Just visit our support homepage <http://support.synteract.com/Default.aspx> and click on the link to download the file for your operating system

(Fig A)

### Download and Install



Select the Citrix Receiver that's right for you:

**Windows  
Mac**

Citrix Receiver is required for access to all published applications.

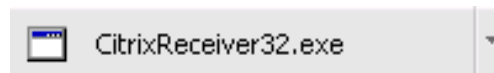
## Windows 7 Installation

Q: How do I install this client for Windows 7?

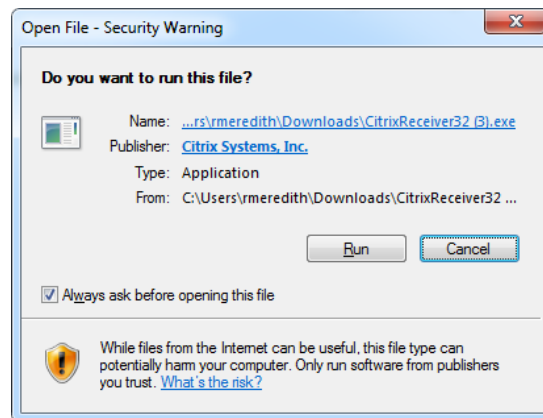
A: To install the Citrix client for your Windows 7 machine, please do the following:

Click on the link for **Windows** to begin the download (as shown in [Fig A](#))

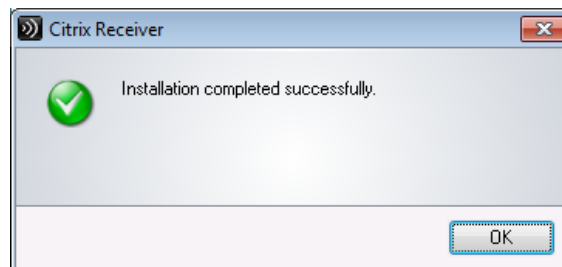
### Google Chrome



Begin the installation by clicking on the CitrixReceiver32.exe file and click **Run**



After installation finishes, you should receive this message:



## Internet Explorer

Begin the installation by clicking on **Run**

Do you want to run or save CitrixReceiver32.exe (30.0 MB) from support.synteract.com?

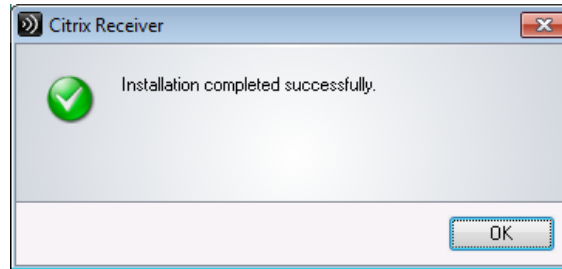
Run

Save

Cancel

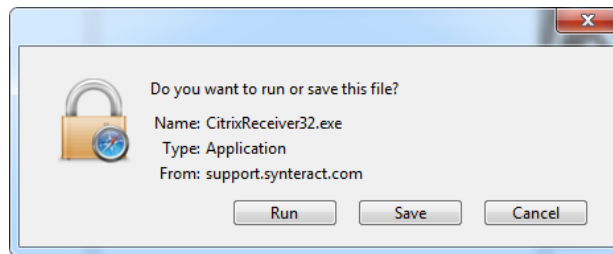
x

After installation finishes, you should receive this message:

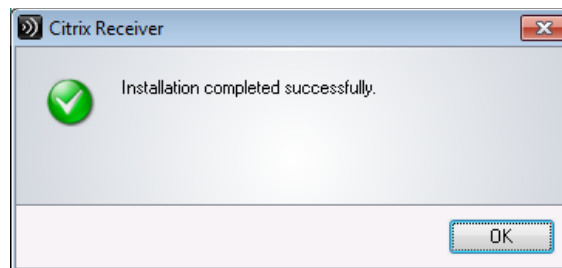


## Safari

Begin the installation by clicking on **Run**



After installation finishes, you should receive this message:



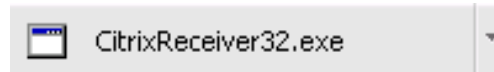
## Windows XP Installation

Q: How do I install this client for Windows XP?

A: To install the Citrix client for your Windows XP machine, please do the following:

Click on the link for **Windows** to begin the download (as shown in [Fig A](#))

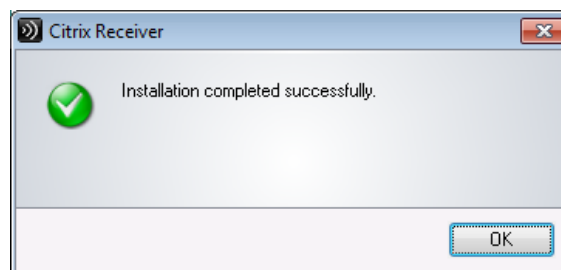
### Google Chrome



Begin the installation by clicking on the CitrixReceiver32.exe file and click **Run**



After installation finishes, you should receive this message:



## Internet Explorer

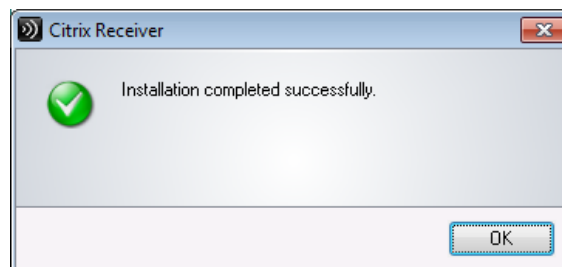
Before clicking on **Run**, click on the **More options** drop down:



Select **Always run software from "Citrix Systems, Inc."** and then click **Run**



After installation finishes, you should receive this message:



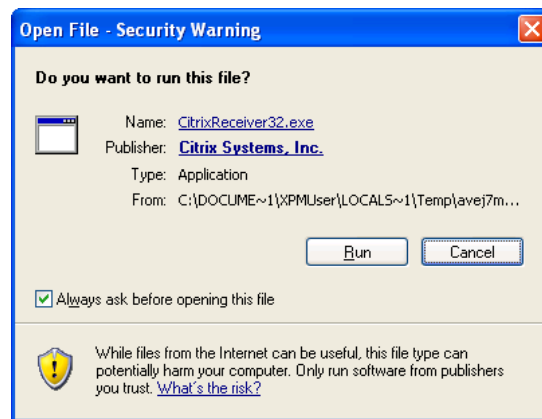
## Safari

Begin the installation by clicking on **Run**

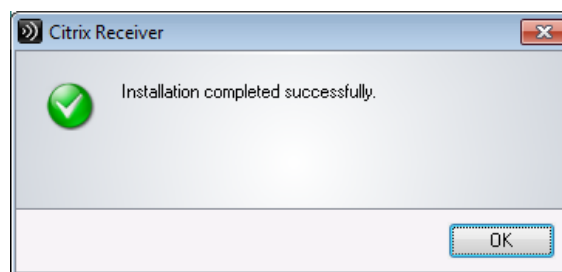


When clicking **Run**, you may be presented with this window:

Click **Run**



After installation finishes, you should receive this message:





## MAC OSX Installation

Q: How do I install this client for my Mac?

A: To install the Citrix client for your Mac, please do the following:

Click on the link for **Mac** to begin the download (as shown in [Fig A](#))

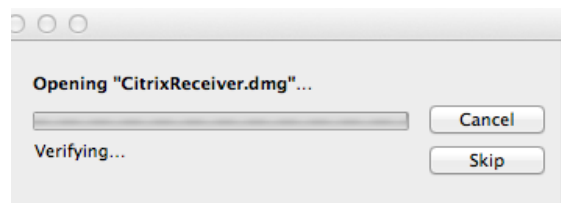
### Safari

The file will be downloaded as CitrixReceiver.dmg and added to the dock

Locate the .dmg file and open it:



You should see this screen next:



Double click on the Install Citrix Receiver.pkg file to begin the installation:



Depending on your system settings, you may receive this message about the package being blocked from installation:



If you do experience this error message, please continue reading to find out how to bypass it. If you do not see the message, please click [here](#) to move onto the next section.

Instead of double-clicking on the app in question to open it, here's what you do:

1. **Ctrl+click** or **right click** on the app and select **Open** from the contextual menu.

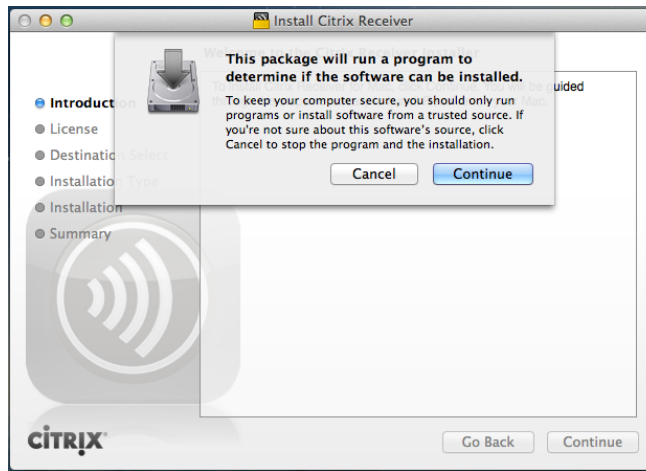


2. This time you'll see the popup below instead of a message saying the app can't be opened at all:



3. Click Open if you're sure that the app is from a trusted source.
  - The app will open and you'll be able to use it normally now. You may get one more popup from time to time verifying that you're sure, but you can confirm them as well, as needed.

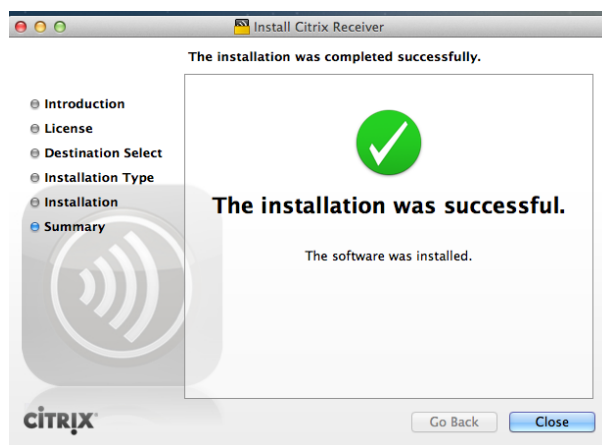
Click **Continue**:



Click through the defaults and input your system username and password when **prompted**:

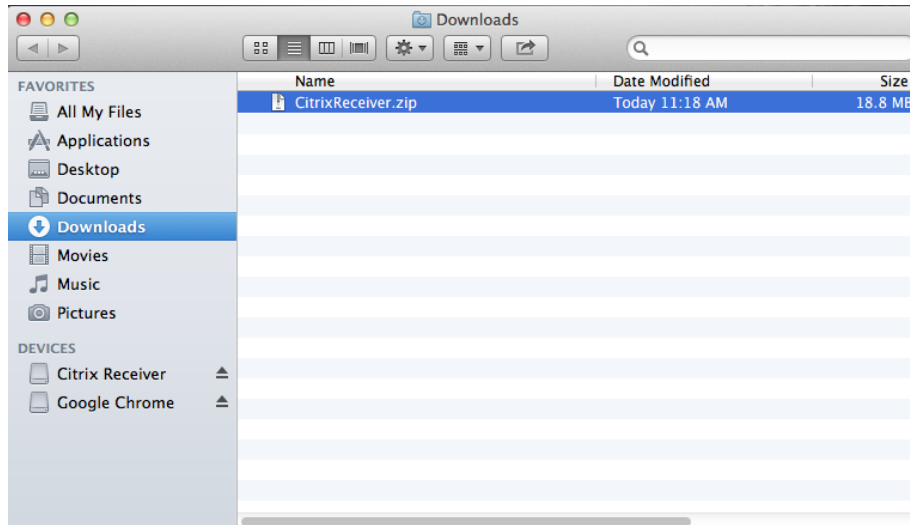


After the installation has completed successfully, you will receive this screen:



## Google Chrome

When downloading with Chrome, the CitrixReceiver file will be downloaded as a .zip file.

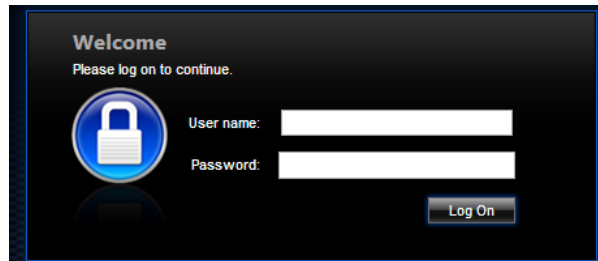


Simply double-click on the .zip file to unzip it. Then double-click on the CitrixReceiver.dmg file to install.

For a complete walkthrough of installing the client, please click [here](#).

## Logging into the Citrix Gateway

After you install the software for your operating system, click on the Log In link from <http://support.synteract.com/> or visit <https://secure.synteracthcr.com/vpn/index.html>



After logging into the screen above, you will be presented with a list of applications that you have access to.

(Example)

