## 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.

Interr	net Explorer - Citrix ERROR	x
ſ	Cannot connect to the Citrix Presentation Server. SSL Error 82: The security certificate "Entrust.net Secure Server Certification Authority" is not suitable for use in SSL connections. R Netscape Usage Extension field.	Reason: Unsuitable
	OK	

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 <u>https://portal.smh.com</u>

Log in with your username and password.

We Pleas	Icome e log on to continue.	User name: Password:	og On	

One 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.

Internet Explorer - Security Warning				
Do you	ı want to run this software?			
	Name: <u>CitrixOnlinePluginWeb</u>			
	Publisher: CITRIX SYSTEMS, INC			
× Mo	re options Don't Run			
1	While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <u>What's the risk?</u>			

The client will then download and install.

Citrix online plug-in installation	×
Installing	
	Cancel

Citrix online plug-in installation 🛛 🔀		
Installation completed successfully.		
	ОК	

You now have access to Citrix programs and applications.