



NSGATE Citrix Application Portal

This applies to the (External Website) <https://NSGATE.IUHEALTH.ORG>

The NSGATE Citrix application portal website was created so that IUH applications could be accessed from remote devices not connected to the IU Health's MHG domain, as well as from Non IU Health devices. Only users with an IU Health Login Account can log into NSGATE.

This application portal is available on all Non IU Health Devices, by simply opening up a web browser and typing in the web address above. VPN is not needed to access this portal at any time. You can also visit this portal from a web browser on your IU Health device.

(Note: IU Health devices do have an Internal Citrix portal called IUHAPPPORTAL, located on the Desktop in the IUH Health Applications folder. This Citrix Portal is only accessible when an IU Health device is connected to the IU Health MHG Domain.)

Each IUH Application that is available on the Citrix Portal relies on a locally installed device software program called **Citrix Receiver**. The Citrix Receiver software acts as a driver on your device for the IU Health application you click on, while logged into the Citrix Portal. This driver will load /open the selected IUH application on your device. You will need to make sure that the device you plan to use has this software installed. IU Health windows devices will already have this software installed. If you plan to use **NSGATE**, you will need to visit Citrix.com to download and install the version that works best with your Non IU Health device. For windows devices, we recommend **Citrix Receiver version 4.3.1**. For devices like **MAC, iPad, Android, and Chrome**, we cannot provide a version recommendation, since those devices have random OS updates. Also, Citrix.com may not be providing a new update of receiver at the same time as your devices OS update. OS updates may cause your current version of Citrix Receiver to no longer work with NSGATE and your device at the same time. You will need to try the versions that are available to you until you find the one that is compatible with both your device and NSGATE.

How to Gain Access to NSGATE

Step 1.) Ensure you are enrolled in IU Health Multifactor Authentication (MFA)

a. Navigate to <https://mfa.iuhealth.org>

b. Login using your IU Health username and password ("MHG Account," a.k.a. "NTID," a.k.a. "Lawson login")

c. Follow instructions for enrollment.

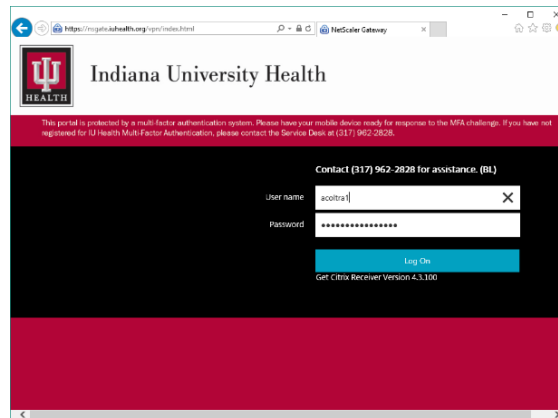
d. If you are already enrolled, you will receive a call or text message during your login attempt. Confirm the login attempt using your phone.



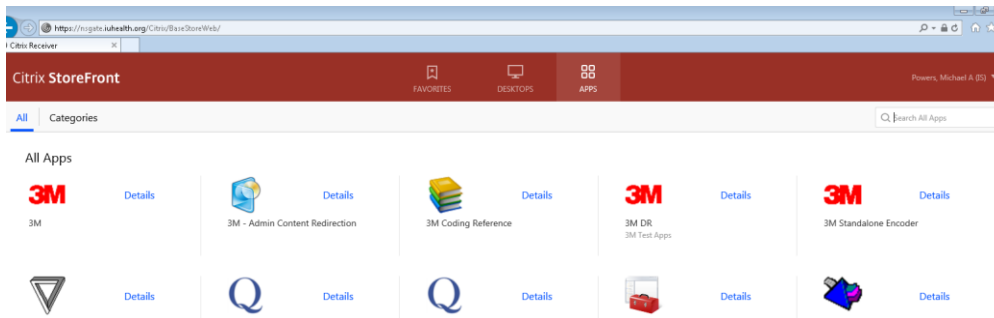
Step 2.) Navigate to <https://nsgate.iuhealth.org>

a. Log in using your IU Health username and password.

b. Acknowledge the multifactor authentication (call or text message depending on your previously selected preference). Note that if you are attempting to access NSGATE from the IU Health network, you will not be prompted for multifactor authentication.



After you log into this portal you will see 3 options, **Favorites**, **Desktops**, and **Apps**.



If you want to add an application icon to the list of your favorites, **click on the details link** next to the icon and that will give you an option to add it to your favorites.

Some Helpful Document Links:

[MFA Registration for NSGATE \(How To\)](#)

[List of Applications Available in the Citrix Portal](#)

[Don't see an application when logged into the Citrix Portal \(How To\)](#)

[Citrix Receiver Troubleshooting Tips for NSGATE USERS](#)

[Installing Citrix Receiver on a Mac \(How To\)](#)

[Installing Citrix Receiver on Android \(How To\)](#)

[Installing Citrix Receiver on a iPad \(How To\)](#)