

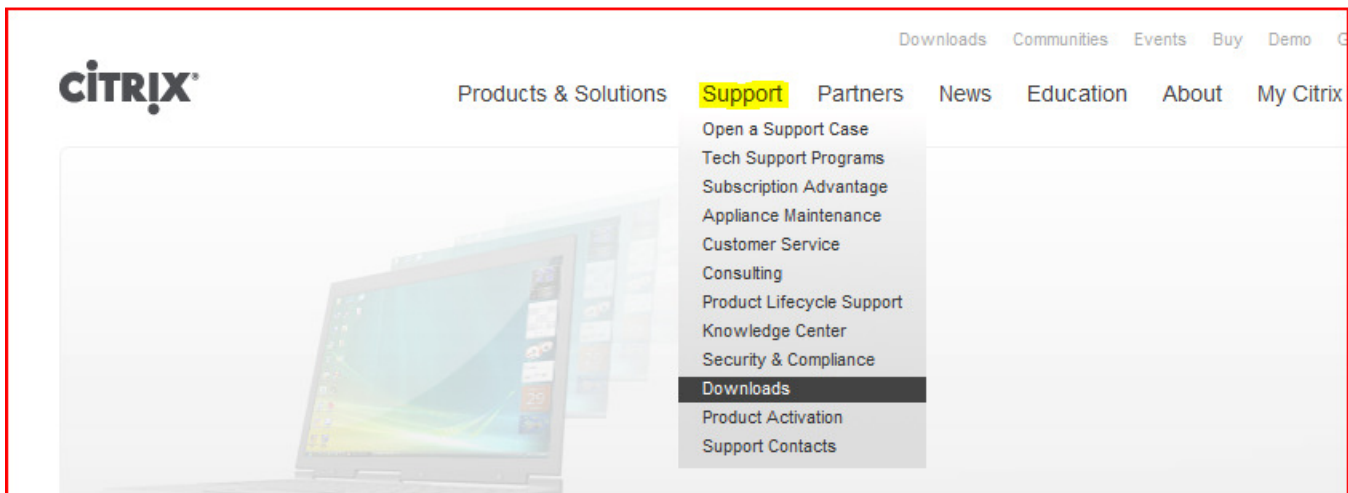
Special Instructions for Accessing The Joint Commission Connect for Non-Internet Explorer Browser Users (For Windows Users)

Non IE browsers users must set up a custom ICA connection to The Joint Commission Connect Extranet

This document describes the steps necessary to set up a custom ICA connection to The Joint Commission Connect. Once configured, it will provide Firefox users access to the Joint Commission Connect using the published Internet Explorer running at The Joint Commission. The user must have the Citrix XENAPP client installed, which can be downloaded free of charge at <http://www.citrix.com>.

Go to <http://www.citrix.com>

From the top menu, click on **Support** and select **Downloads** from the dropdown menu.



You will see a page similar to the one below. Click on Citrix Clients.

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At the bottom of the page you will see a results list for the **XenApp** client (similar to the one below). Click on **XenApp Plugin (Client) for Windows**.

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-- XenApp > Clients

Indicates restricted access. For further assistance, please contact **Customer Service**.

Clients Hide Downloads

-- XenApp (all product versions)

Citrix Offline App Plug-in 5.1 and Streaming Profiler 1.3.1	Windows (32/64-bit)
XenApp Plugin (Client) - Version 11.000	Windows (32/64-bit)
WinCE/PocketPC Clients	WinCE/PocketPC
Mac Clients	Mac
Java Clients - Version 9.6	Java
EPOC/Symbian OS Clients	EPOC/Symbian OS
UNIX Clients	UNIX
Linux Clients	Linux
IBM OS/2 Clients	IBM OS/2
Windows (16-bit) Clients	Windows (16-bit)
DOS Clients	DOS

Click the **Download** button for the XenApp Plugin for Hosted Apps. Once downloaded double click the file to install it.

XenApp Plugin (Client) - Version 11.000

Release Date: 9/3/2008

[Back to results](#)

These plugin support Windows 2000, XP, Vista, 2003, & 2008

Use the "XenApp Plugin for Hosted Apps" to access your hosted applications from your desktop or a web interface.

Use the "XenApp Web Plugin" to access your hosted applications from a web interface.

Use the **XenApp Plugin for Streamed Apps** to access applications streamed to your desktop. You must install the "XenApp Plugin for Hosted Apps" before you install the "XenApp Plugin for Streamed Apps".

View the list of countries that may have **export or import restrictions** for products containing strong (128-bit or greater) encryption.

General Documentation
[Administrators Guide](#) | [Readme](#)

XenApp Plugin for Hosted Apps - Version 11.000	All Languages	9/3/08	11.0MB	.msi	Download
XenApp Web Plugin - Version 11.000	All Languages	9/3/08	5.92MB	.msi	Download
XenApp Web Plugin - Version 11.000	All Languages	9/3/08	4.88 MB	.exe	Download

Once the client is installed, open your Firefox browser and go to <http://jctse1.icaho.org/citrix/nfuse17/nfuseicons/msie.ica>

You will be prompted to enter your Joint Commission Connect login and password and will have Full access to the Joint Commission Connect extranet website.

NOTE: The XenApp client will automatically create a shortcut in your Windows Startup folder. If you don't wish to automatically launch the Citrix XenApp client every time you start your computer we recommend you delete the shortcut from the Startup folder.