

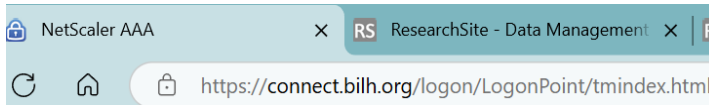
Using BIDMC Citrix to access Topaz Animal Protocol Application
Step by Step Directions
Updated: July, 2026
Academic & Research Computing

Table of Contents:

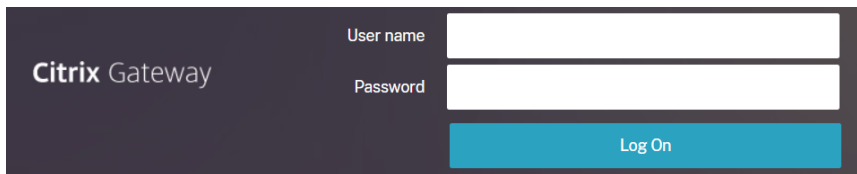
- [Quick Connect \(Citrix already installed\) Instructions](#)
- [Citrix Installation \(PC and Mac users\)](#)
- [Login/Using Topaz](#)

While we work with Topaz to finalize a timeline to upgrade to their complete HTML solution, we have partnered with BILH IS to support Topaz via Citrix Workspace. This native web application will allow you to run Topaz Elements as a virtual app from anywhere.

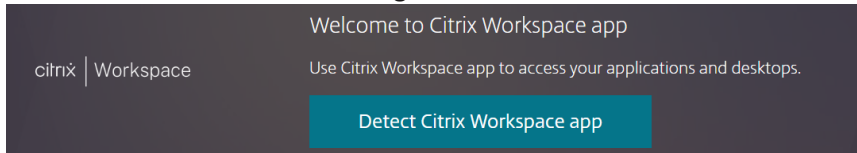
Quick test for access to Citrix Workspace: if you already use Citrix, you can paste the BILH Citrix URL into your browser URL text window. (Edge, Safari, or Chrome should all work) <https://connect.BILH.org>



This should display the Citrix Gateway authentication form. Enter your BILH domain user name and password.

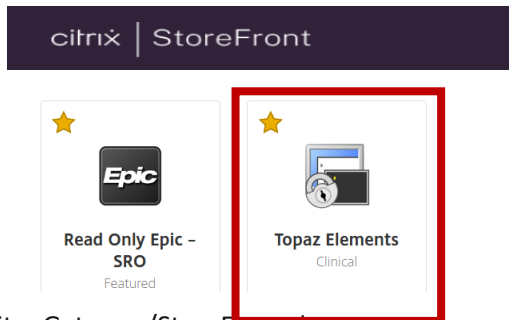


Then you should see a successful Citrix Login Screen



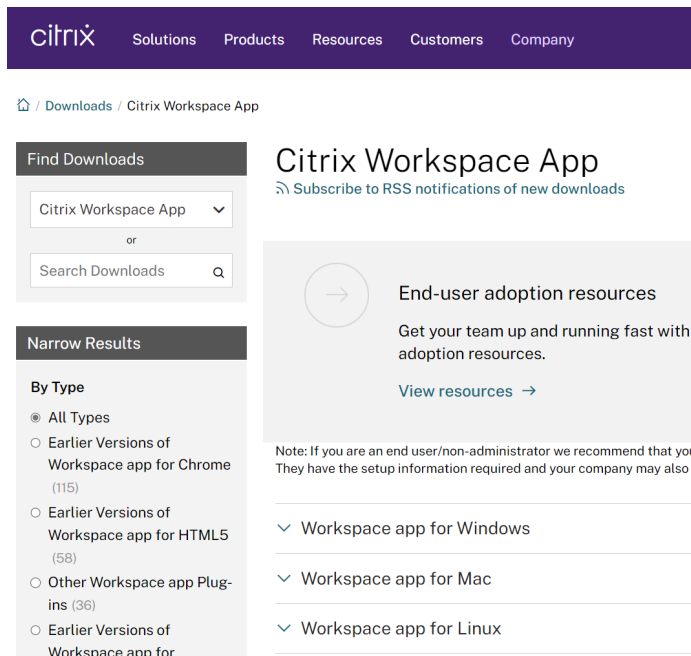
This should take you to the BILH StoreFront (see images below). Your icons may not be the same, but if you do not see **Topaz Element** in the list, please contact Steve Berry (sjberry@bidmc.harvard.edu) or IS Support (617-754-8080 or isupport@bidmc.harvard.edu) and request membership in the **BILH\GRP-DomainUsers-BIDMC**. This group controls visibility/access to the Topaz application icon.

CITRIX StoreFront Screens



If the Citrix Gateway/StoreFront does not appear or if you want to install/reinstall Citrix to get the latest version, see the next section.

CITRIX SOFTWARE INSTALLATION: You can download and install the Citrix Workspace application directly from Citrix. <https://www.citrix.com/en-gb/downloads/workspace-app/>



Expand the section aligned with your computer and OS version. Click the download link for the newest version of the Citrix client. When the download is complete, install it on your computer. (If you get a permissions error on installation, please contact IS Support (617-754-8080 or isupport@bidmc.harvard.edu) and request temporary admin access.

- ^ Workspace app for Windows
- ^ Workspace app for Windows Current Release

OR

- ^ Workspace app for Mac
- ^ Workspace app for Mac

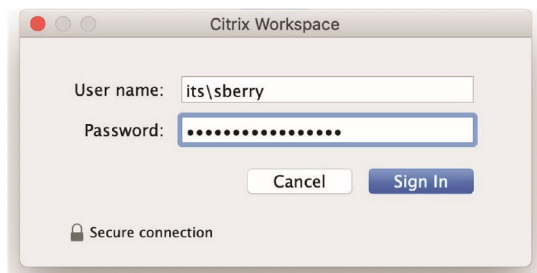
*If you are working from a Mac platform, we recommend Mac OS Sonoma version 14.x or newer. Older operating systems may work, but Citrix connection is likely to be unstable and will frequently quit, requiring a restart. **When this happens, there is an 10-15 minute required timeout before you can restart Citrix/Topaz.***

Upon first starting Citrix Workspace, you will be prompted to Add Account.

Joslin users: When citrix opens, choose open launcher, besure that the box is unchecked so that when you subsequently go into Citrix, it will continue to take you to the Joslin instance.

Please enter virtual.bilh.org and click "Add".

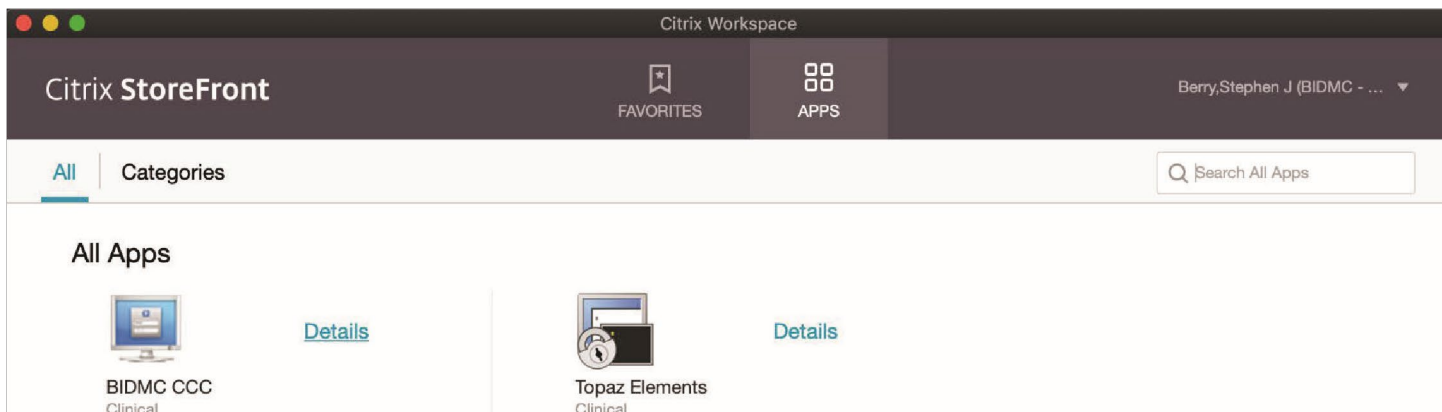
USING CITRIX WORKSPACE: Upon starting the **BILH Virtual** workspace, you will be prompted for your BILH login and password.



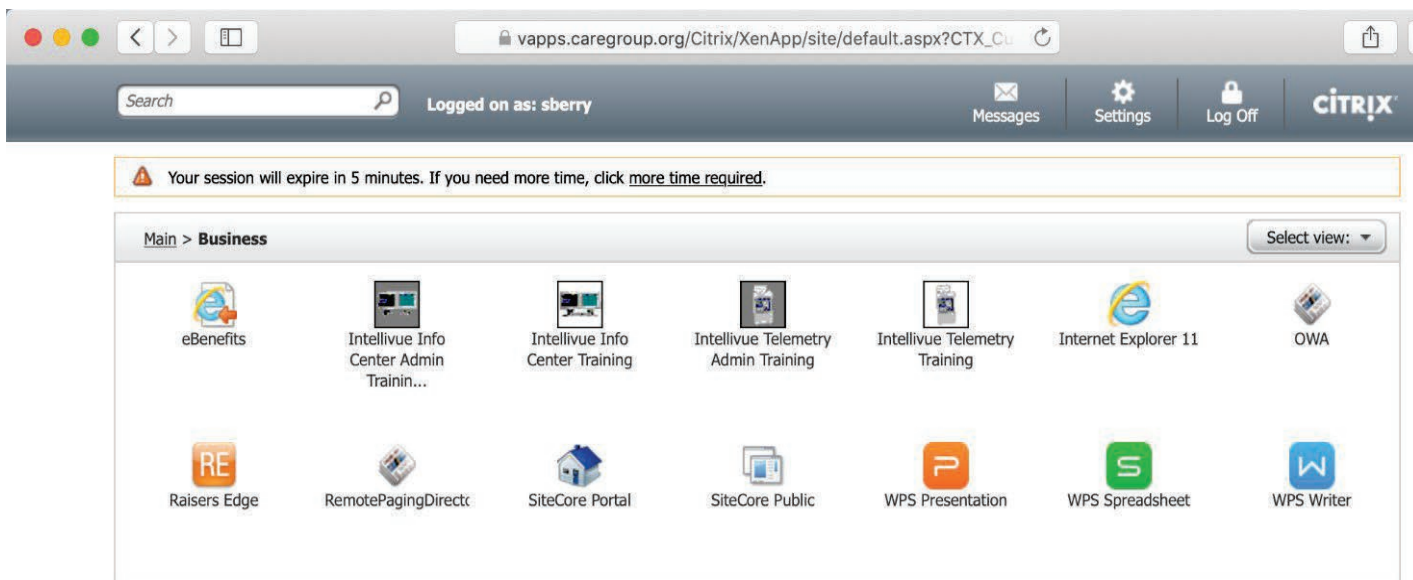
This will take you to a window with choice of open launcher (this box should be unchecked so you don't change the default), do not detect receiver.

After log in, you will be in the Citrix Workspace/StoreFront. You should see at least two **All Apps** icons as shown below. If you do, click the **Topaz Elements** Icon to start the virtual IE 11 application environment.

If you see **only** the **CCC or EPIC** icon, you are not yet a member of the **Topaz Access** group, please contact Stephen Berry (sjberry@bidmc.harvard.edu) or IS Support (isupport@bidmc.harvard.edu or 617-754-8080) and request to be added to the Topaz Citrix Access group which controls the presence of the Topaz Elements icon.

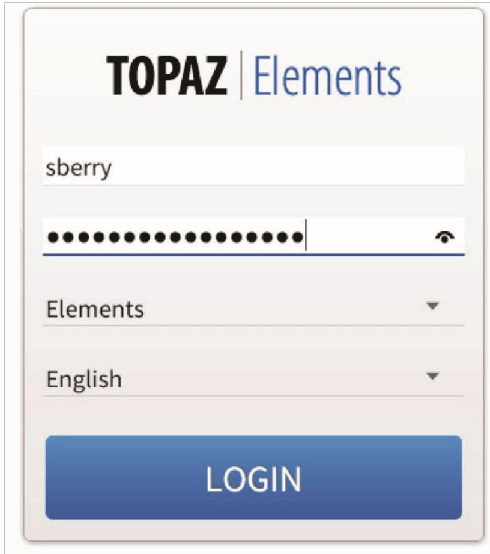


If you see the icon collection below, you have a Citrix connection to the **clinical apps** workspace. This is different from the research virtual server and will **NOT** allow you to access Topaz. Topaz is only found on the virtual storefront, as shown above.



USING TOPAZ:

Clicking **Topaz Elements** icon will open the **Elements** Application at <https://arftopaz.bidmc.org/Elements/>. To login, enter your ITS login name (not email address) and password, then click login.



The screenshot shows the login interface for TOPAZ Elements. At the top, the text "TOPAZ | Elements" is displayed. Below this is a text input field containing the username "sberry". Underneath the username field is a password field represented by a series of black dots, with a small eye icon to its right for toggling visibility. Below the password field are two dropdown menus: the first is labeled "Elements" and the second is labeled "English". At the bottom of the form is a large blue button with the word "LOGIN" in white capital letters.

If you fail to log in from this form, please contact BIDMC IACUC administrators (Katie Green, kbgreen@bidmc.harvard.edu, or Robert Delayo, rdelayo@bidmc.harvard.edu) to confirm you have been added to the Topaz Application User listing.

Upon successful login, you should see the Elements main dashboard:



The screenshot shows the main dashboard for TOPAZ Elements. At the top, the text "TOPAZ | Elements" is displayed. Below this, there are four main categories, each represented by a cartoon mouse icon and a list of sub-items:

- Places** (represented by a house icon):
 - Administration
 - My Dashboard
 - TOPAZ Website
- Compliance** (represented by a mouse with a magnifying glass):
 - Animal Protocols
 - Staff Training
- Operations** (represented by a mouse with a pencil and stars):
 - Animal Orders
 - Animal Census
 - Animal Billing
- Management** (represented by a mouse with an umbrella):
 - TOPAZ Reporter

Or the **My Protocols** Dashboard

My Protocols |

<input type="checkbox"/>	Protocol Number	Reference Number	Principal Investigator	Association	Form Subtype	Protocol Status	Protocol Short Title
<input type="checkbox"/>		100142	McHugh, Kevin P.		Amendment	Not Submitted	Osteoclast Formation and Ge
<input type="checkbox"/>		100072	Rosen, Evan D.		Amendment	Not Submitted	Characterization of mice bea
<input type="checkbox"/>		100388	Ferran, Christiane J.		Original	Not Submitted	Genetic engineering of islets
<input type="checkbox"/>		100522	Ahmed, Muneeb	Co-PI	Original	Returned For Modification	Radiofrequency Tumor Ablati
<input type="checkbox"/>		100269	Bouxsein, Mary L.		Amendment	Not Submitted	Musculoskeletal response to
<input type="checkbox"/>		100167	Terhorst, Cornelis P.		Amendment	Not Submitted	The role of CD3 and SLAM fa
<input type="checkbox"/>		100160	Mier, James		Amendment	Not Submitted	Xenograft studies of targeted
<input type="checkbox"/>		101439	Mier, James		Original	Not Submitted	Evaluation of targeted therap
<input type="checkbox"/>		101611	Burstein, Deborah		Original	Not Submitted	
<input type="checkbox"/>		101619	Zeidel, Mark L.		Original	Not Submitted	
<input type="checkbox"/>		101459	Zhou, JinRong		Original	Not Submitted	Natural bioactive agents for
<input type="checkbox"/>		101465	Kinet, Jean-Pierre		Original	Not Submitted	Murine model of Experiment
<input type="checkbox"/>		101474	Rutkove, Seward B.		Original	Not Submitted	Electrical impedance myogra

Page 1 of 2.
104 total record(s) found.

You can save this site as a favorite and use it for future Citrix sessions to directly start the Topaz site.