

- 1. A Signed Citrix Remote Access Agreement should be completed and on file.
- 2. These instructions will be e-mailed to you. If you have not completed step 1, do not proceed.
- 3. Open Internet Explorer and enter https://uhscitrix.uhs.org

Note:

- a. there is an "s" after the http
- b. The Pop-Up Blocker must be turned off before proceeding.

Citrix Access Gateway - Windows Internet Explorer provided by UH5	
G 😔 + 🖉 https://uhscitrix.uhs.org/vpr/index.html	💌 🔒 😽 🗶 Coogle 🛛 👂 •
Ele Edit Yew Fyvorites Iools Help	
🙀 🏕 🍘 Citrix Access Gateway	h • 🔂 · 📾 • 🕞 Bape • 🎯 Tgols • 🍟
CITRIX" Access Gateway"	<u>-</u>
Welcome Pease bg on to continue. User name Password:	
CITRIX.	
Contains commands for working with the selected items.	*,100% +
🐮 Start 🔰 🍘 🕼 🖉 Citrix Access Gatewa 📃 Document - WordPad	< 🛢 🐴 🕃 🍕 🐨 👪 10:39 AM

4. Enter your Network Username and password and click Log On.

Note: If the following screen comes up, your Network Account is currently not setup for Remote Access. Please contact the Help Desk at 607.763.6399 for a support ticket to be created.

Welcome Please log on to contr	nue. User name: Password:	Log On
The credential help desk or sy	s you typed are incorrect. Plea ystem administrator.	se try again or contact your



Citrix Remote Installation for Windows Users

- 5. Citrix will determine if your PC has Citrix installed on it.
 - If this is a new installation, continue with Step 6.
 - If Citrix is installed, proceed to Step 11.
 - If there is an error **Setup cannot continue because this version of Receiver is incompatible with a previously-installed version**, continue with Step 15.
- 6. Click Run to download CitrixReceiver to your PC.

File Down	load - Security Warning	×
Do you	want to run or save this file?	
	Name: CitrixReceiver.exe Type: Application, 42.9MB From: uhscitrix.uhs.org	
	Run Save Cancel]
Ì	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do no run or save this software. <u>What's the risk?</u>	ot

7. Click Install to start the installation.

🔊 Citrix Receiver	×
	Welcome to Citrix Receiver Setup
	Click Install to install Citrix Receiver on your computer.
Citrix Receiver	
	Testall



8. The installation will run.

Citrix Receiver	2
nstalling	M
Please wait while Citrix Receiver is installed	
	Cancel
	Cancor

9. Click Cancel.





10. Click Yes to confirm cancellation.



11. The Applications will come up in the following format...



12. Click Select View and select Groups.

Select view:	•
Icons	
Details	
List	
Tree	10
Groups	



13. This moves the Applications to the top.

Main						Select view: 💌
Applications (19)						
CareTime	CTX Soarian Clinicals	CTX Soarian Financials	CTX Training	HDA Windows Client	Horizon Intelligent Coding	LaborWorkx
MUSE	NextGenEMR - Rosetta Holding	NextGenEMR - Training	-Not for Diagnostic- OLL PACS	-Not for Diagnostic- STI PACS	-Not for Diagnostic- UHSH PACS	Physician Vu
ReSS ReDoc Management Reports	ReDoc Scheduler	ReDoc Suite 7	Soarian DSS Budgeting	T SystemEV		
Folders (17)						
EMR - Citrix Servers	EPM - Citrix Servers	FR× 6.7	Horizon Intelligent Coding	Install Testing - Citrix Servers	Muse Servers	NextGen Demo

- **14.** Installation is now complete.
- 15. If the following error comes up, then the previously-installed version needs to by uninstalled.

Citrix Ins	tallation 🔀
1	Setup cannot continue because this version of Receiver is incompatible with a previously-installed version.
	ОК

16. Select Start | Control Panel.

Internet Explorer Iotus Notes Windows Media Player	 ➢ My Documents ☑ My Recent Documents ☑ My Computer 		
Tour Windows XP WordPad	Control Panel		
Files and Settings Transfer Wi Notepad	Connect To Provides options for you to customize the appearance and functionality of your computer, add or remove programs, and set up network connections and user accounts.		
<u> </u>	Search		
All Programs 🔸	C Run		
	💋 Log Off 🛛 💽 Shut Down		
🏄 Start 🛛 🏉 🎯 🗍 🧱 Documen	t.rtf - WordPad		

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17. Select Add or Remove Programs.

🐻 Add or Remove Programs

18. Select Remove for the Citrix Online plug-in.



- **19.** Previously-installed version has been removed. Go to step 3 to start the over.
- 20. Physician IT Services offers support between the hours of 8:00am and 5:00pm Monday Friday. All issues need to be reported to Physician IT Services where a support ticket will be created and a plan of action determined. This might involve bringing in the portable devices.
- 21. No Physician IT Services support will be available outside the hours noted above, unless previously arranged.