

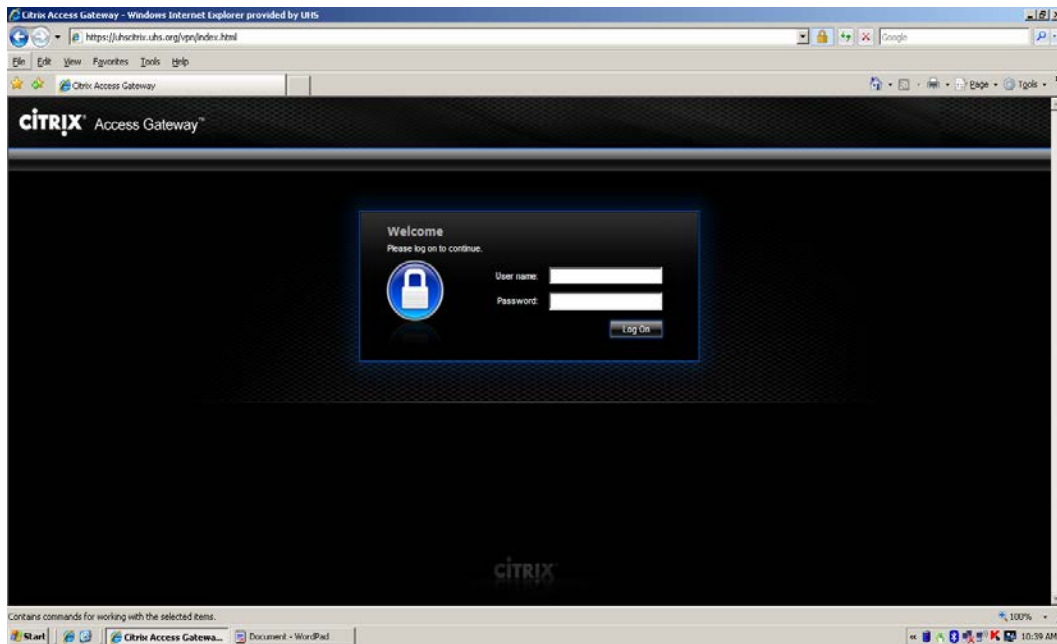


Citrix Remote Installation for Windows Users

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>

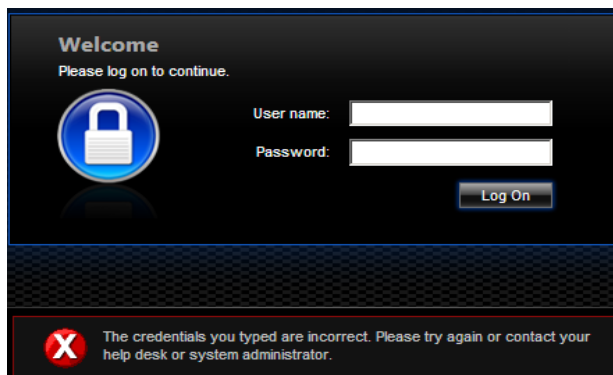
Note:

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

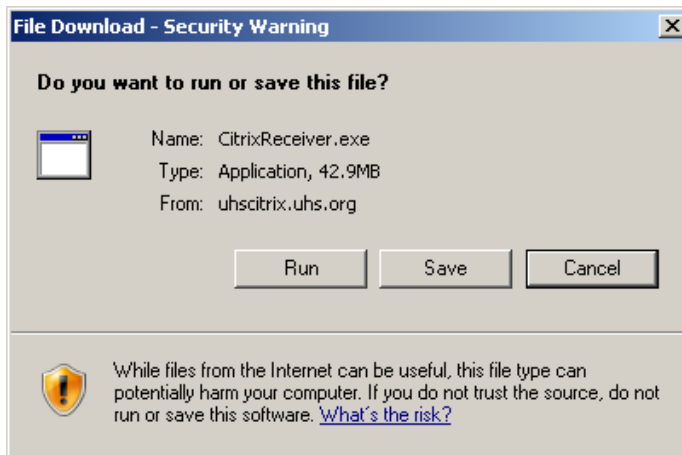


4. Enter your Network Username and password and click **Log On**.

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.



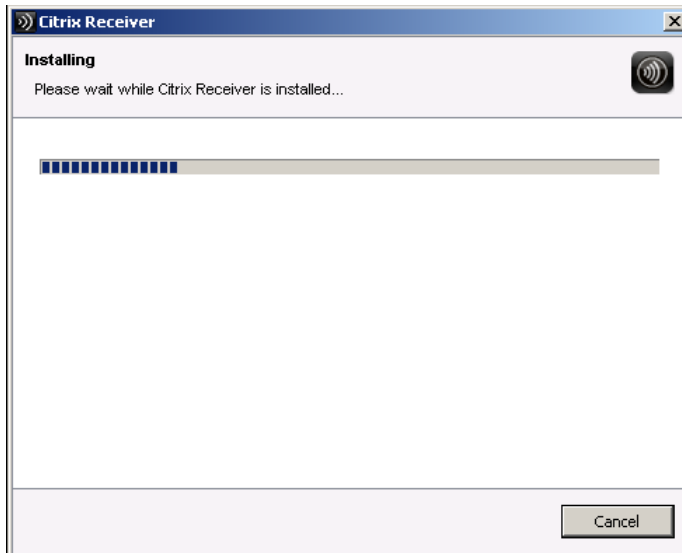
5. Citrix will determine if your PC has Citrix installed on it.
 - If this is a new installation, continue with Step 6.
 - If Citrix is installed, proceed to Step 11.
 - If there is an error **Setup cannot continue because this version of Receiver is incompatible with a previously-installed version**,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



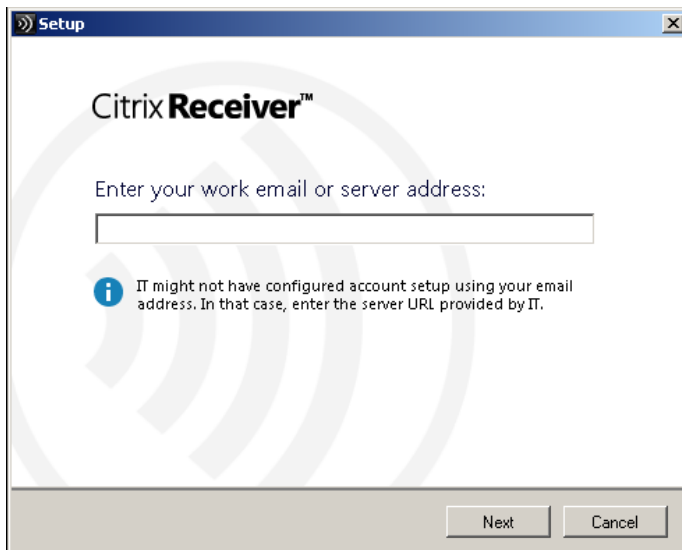
7. Click **Install** to start the installation.



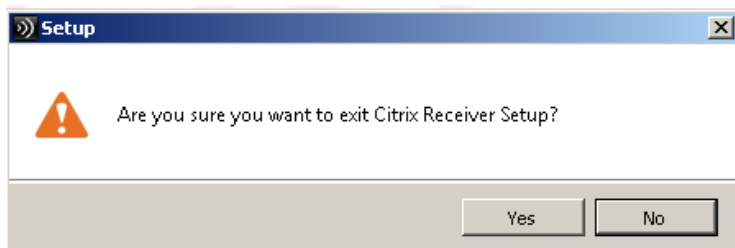
8. The installation will run.



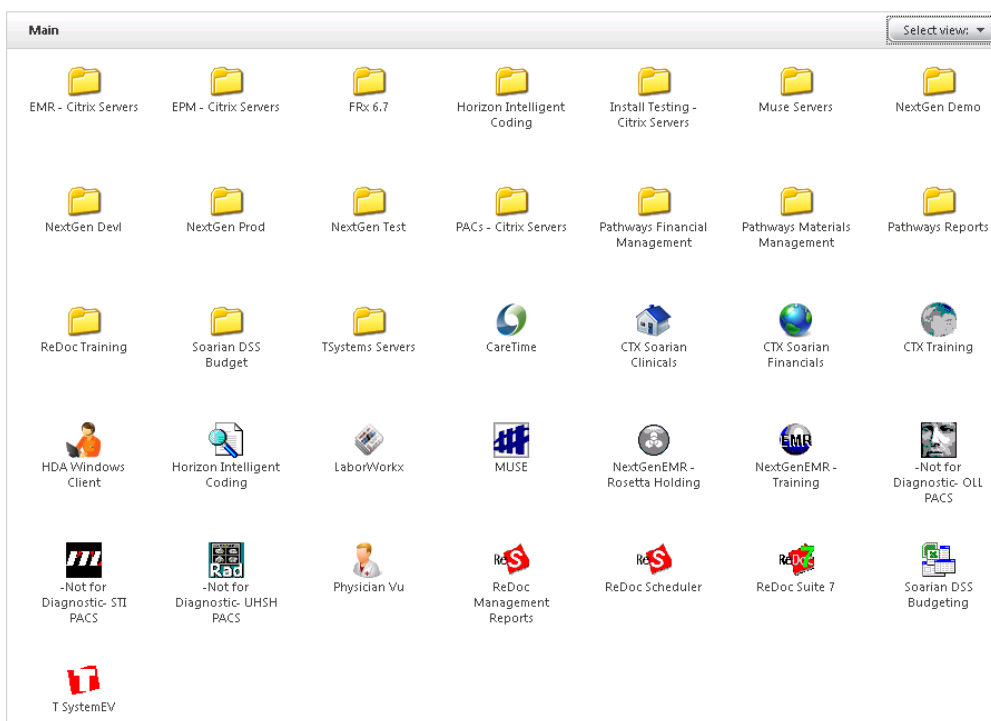
9. Click **Cancel**.



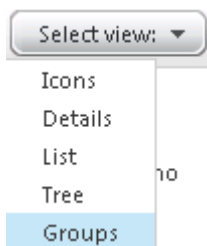
10. Click **Yes** to confirm cancellation.



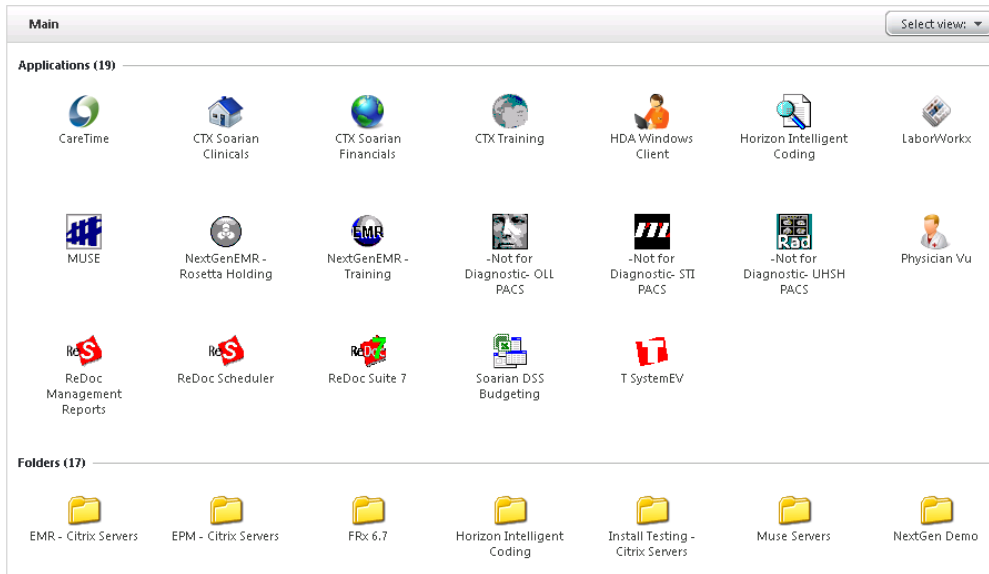
11. The Applications will come up in the following format...



12. Click **Select View** and select **Groups**.

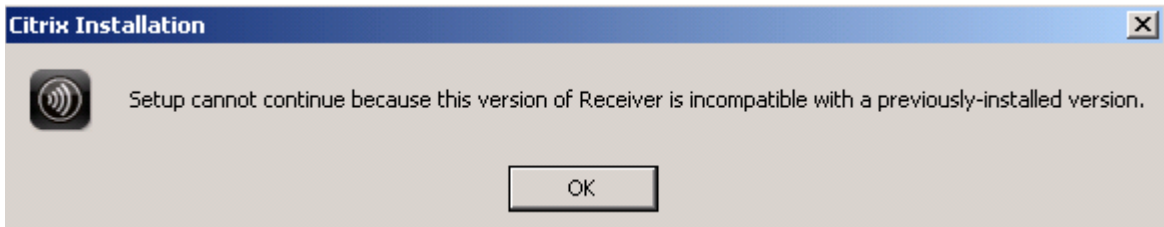


13. This moves the Applications to the top.

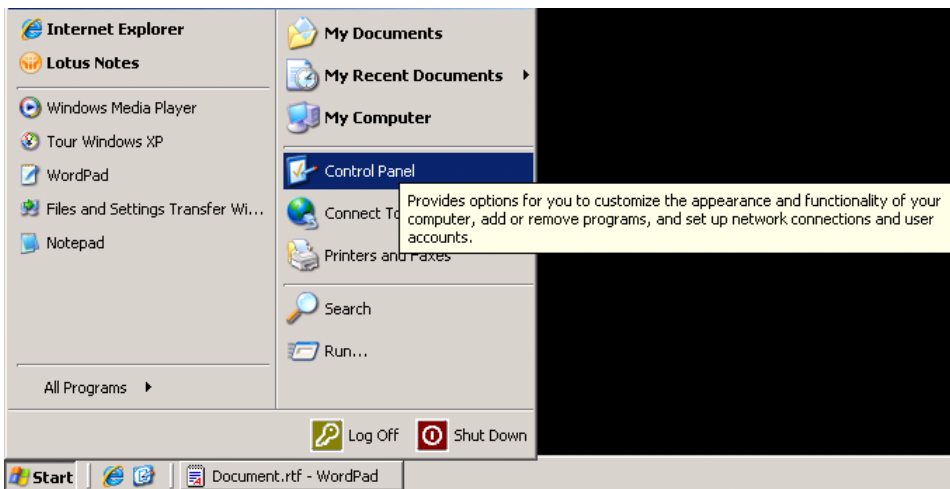


14. Installation is now complete.

15. If the following error comes up, then the previously-installed version needs to be uninstalled.



16. Select **Start | Control Panel**.



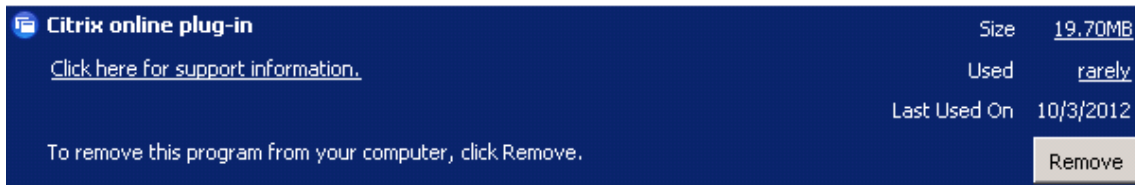


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17. Select **Add or Remove Programs**.



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.**