

CITRIX RECEIVER FOR REMOTE USER ACCESS

Updated May 10, 2016

These instructions are based on a Windows 7 workstation with Internet Explorer 9 or higher. Chrome and Firefox are **not** currently supported to function with Citrix Receiver at this time. You must have proper permissions on your workstation to install or uninstall the client if necessary. A clean Citrix Receiver client install is recommended, but can be avoided if you already have Citrix Receiver installed and functioning. If there are any connection issues, the Methodist Helpdesk staff will recommend a full uninstall and reinstallation of Citrix Receiver using the steps in this document.

OPERATING SYSTEM NOTES

WINDOWS 8

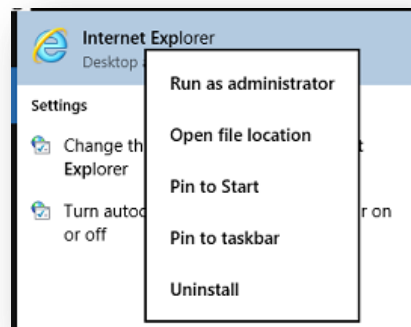
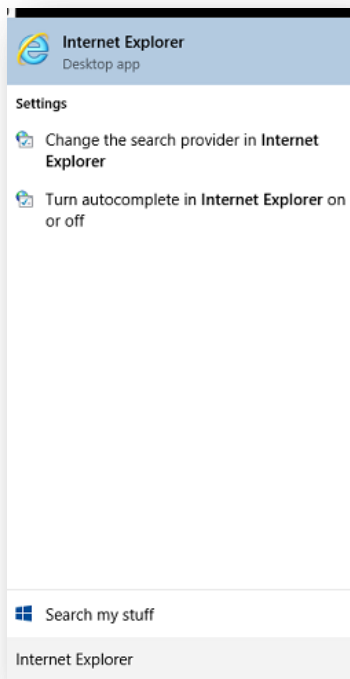
If you are using **Windows 8**, you **must** uninstall, install, and run Citrix from the Desktop by selecting the Desktop tile on the main Windows 8 screen as seen in the image below



WINDOWS 10

If you are using **Windows 10**, Storefront must be launched from Internet Explorer, **not** Microsoft Edge. Use the Search function to find Internet Explorer 11. The application can be right-clicked and set to Pin to

Taskbar for easier access in the future.

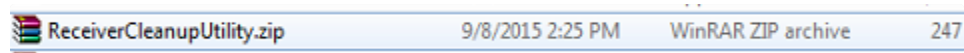


MAC

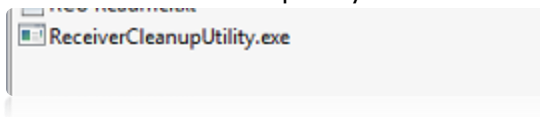
There is a specific Receiver for MAC available at <https://www.citrix.com/downloads/citrix-receiver/mac.html>.

UNINSTALLING THE WINDOWS CLIENT

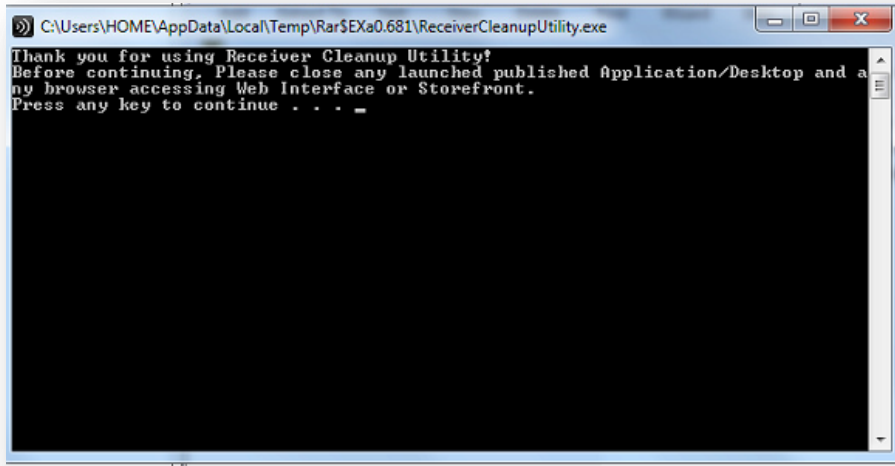
1. Uninstall manually from Programs and Features (finding and uninstalling the application called "Citrix Online Plugin" or "Citrix Receiver"). After uninstalling via Programs and Features, skip to the installation steps below. If uninstallation was not done in this manner, download the Receiver Cleanup Utility in Step 2
2. Open your browser and go to <http://remotedocuments.methodisthospitals.org/Citrix/Utilities>
3. Download the ReceiverCleanupUtility.zip and save it to a known location
4. Locate the zip file you downloaded and open it



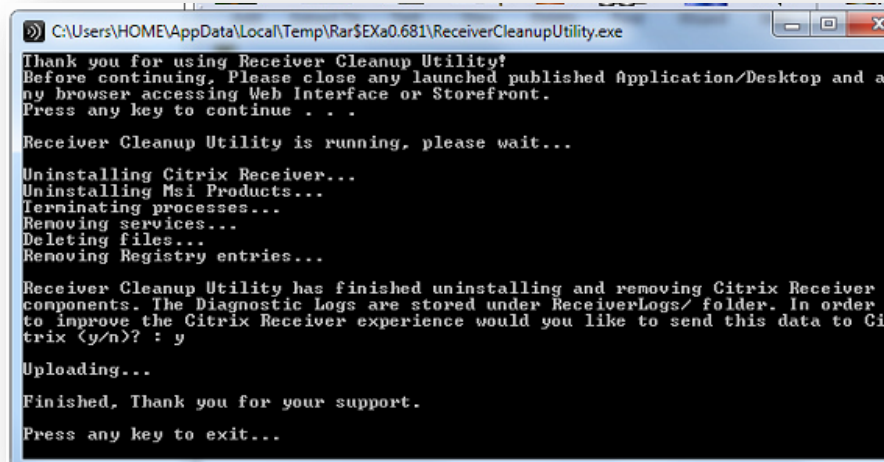
5. Execute ReceiverCleanupUtility.exe



6. A browser window opens, hit any key to continue

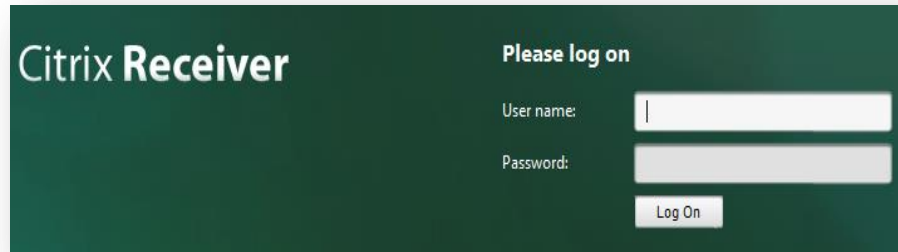
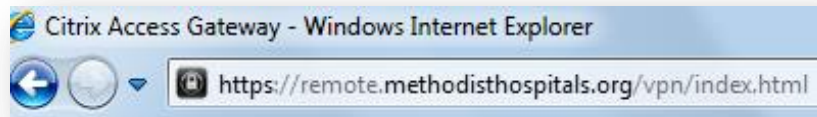


7. When the uninstall is complete, select to upload the uninstall information with a Y/N and then hit a key to close the completed uninstall window

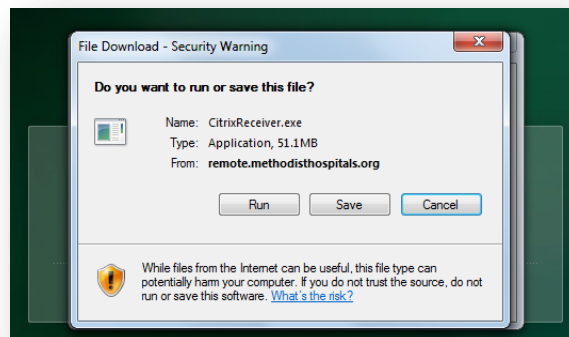
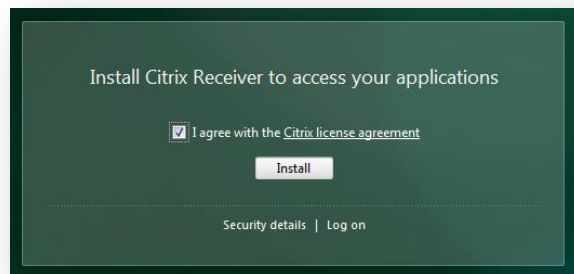


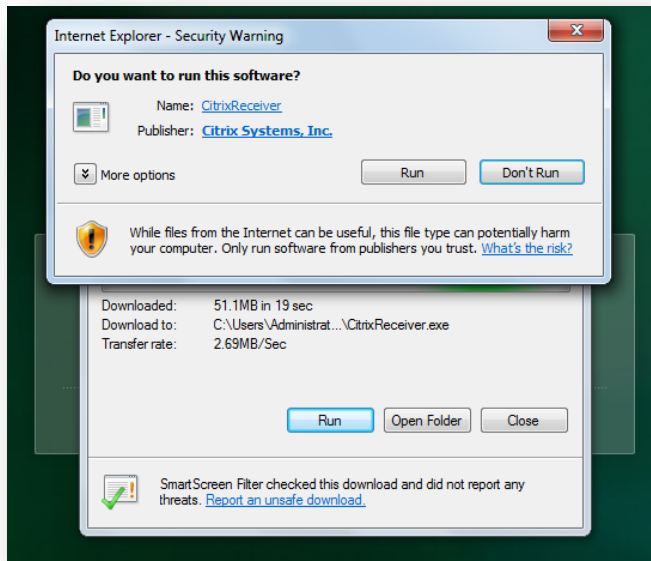
INSTALLING CITRIX RECEIVER ON WINDOWS

1. Open Internet Explorer and browse to <https://remote.methodisthospitals.org>. Add <https://remote.methodisthospitals.org> to your Trusted Sites.



2. If you do not have the Receiver installed, you will be prompted to install the Receiver. Click Install and you will be prompted to Save or Run. If you save the file, remember the location to which you save the file so that you can go to the file, double-click and install the Citrix Receiver. If you click Run, follow prompts to approve the install.

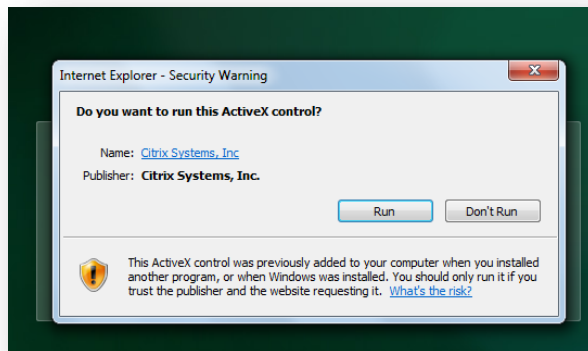
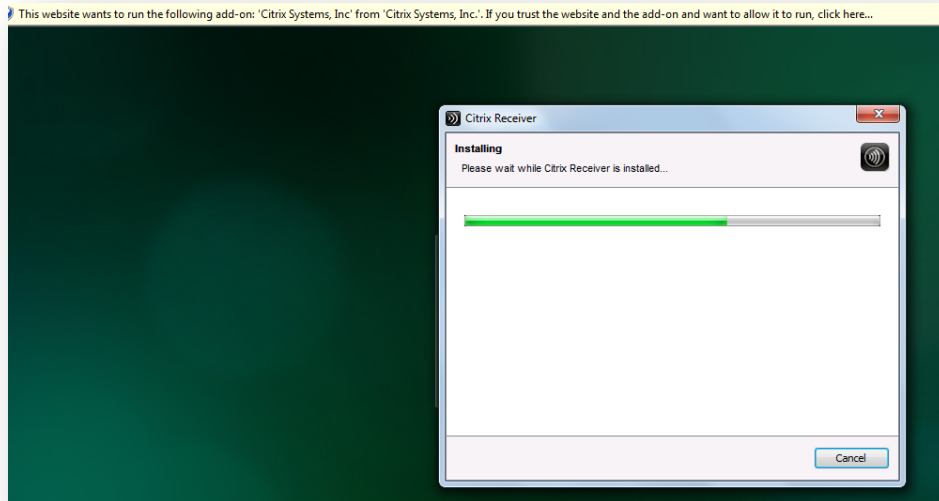




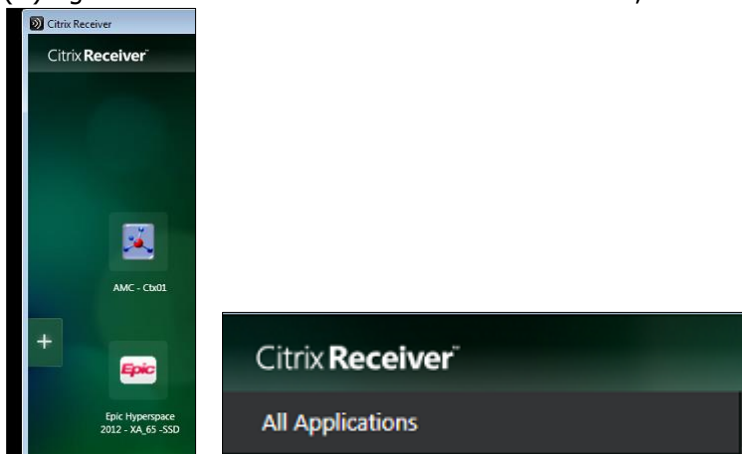
3. Choose defaults to install Citrix Receiver



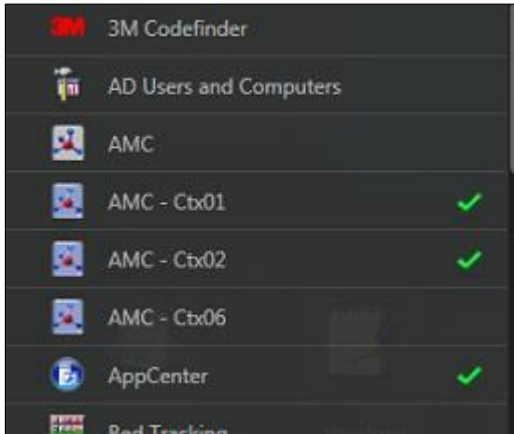
4. If prompted, approve the add-on to run on the website.



5. Launch your applications by clicking on the available subscribed applications. If you do not see the particular application, check for the application to in your available apps by clicking the Plus (+) sign on the left side of the Citrix Receiver window, then select All Applications



- To subscribe to an application, click on the application name and a green check mark will appear next to the application. Those applications will now show now on your launch screen and at all subsequent logins.



INSTALLING CITRIX RECEIVER ON A MAC

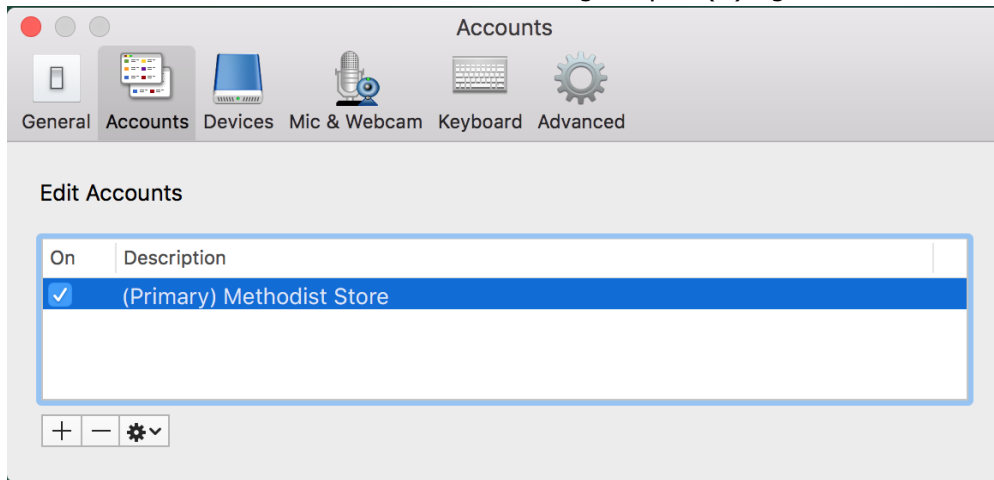
- Download and install the Mac client from <https://www.citrix.com/downloads/citrix-receiver/mac.html>
- After the installation completes, if Receiver does not open automatically, go to the Apps Folder and open Citrix Receiver



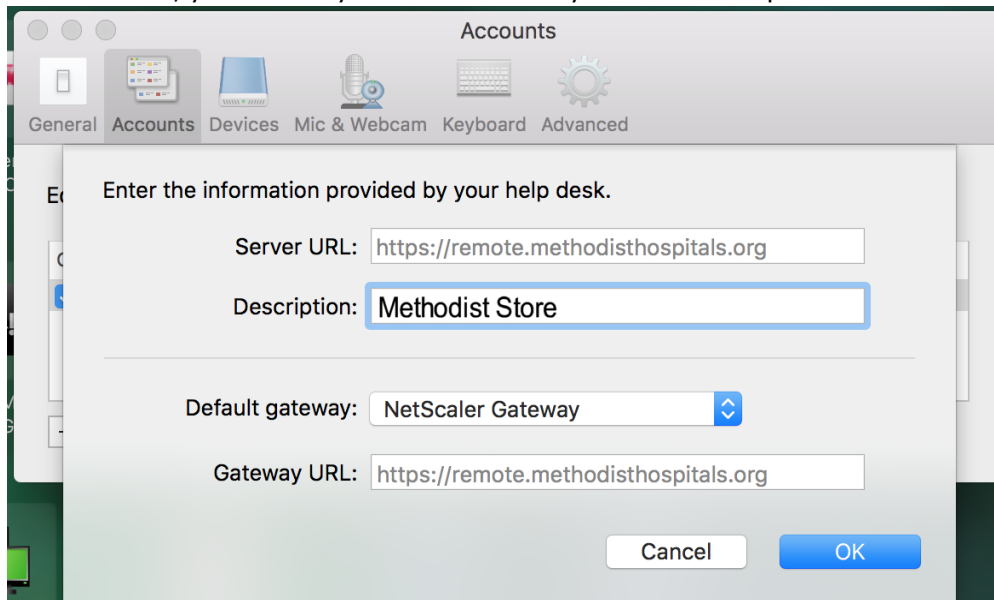
- From the pull-down menu arrow, select Preferences



4. Select the Accounts tab and add an account using the plus (+) sign



5. Add an account called Methodist Store using the following information. When asked for authentication, you will use your Active Directory username and password



6. Click OK, close the dialog boxes back to the Receiver. From the pull-down menu arrow, select Log On