



# Citrix Receiver Verification and Update Instructions

*August 2016*

*Physician Practice Solutions Training Department*

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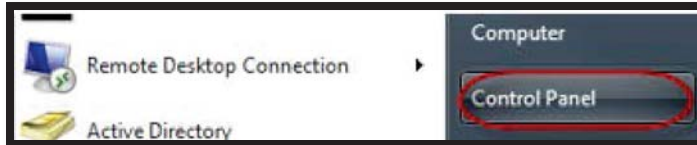
## Overview

All client workstations connecting to Brown and Toland to access through Citrix (BTCARE, ABMGCARE, Allscripts, etc.) will need to verify that all practice workstations are updated to the current Citrix receiver client. As of Sunday, September 18<sup>th</sup>, 2016 Citrix receiver all versions must be at least version 12.1 and optimally be on the latest 4.4.1 version. Below are instructions to check your current version and install the latest receiver.

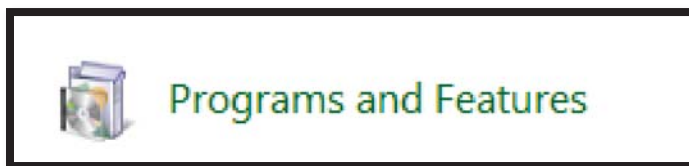
**NOTE:** For any workstation that has Remote Scan installed (For TouchChart or Insurance Card Scanning), please contact your local IT for separate instructions.

## How to check Citrix Version

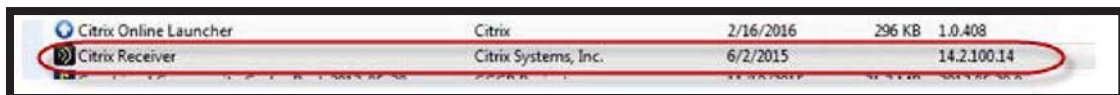
1. Click the **Start** button  and select **Control Panel**.



2. Select **Program and Features** from the Control Panel items.



3. Select **Citrix Receiver** from the list of programs.



A screenshot of the Windows Program and Features list. The 'Citrix Receiver' entry is highlighted with a red oval. The table below shows the details for the highlighted entry.

Name	Publisher	Installed On	Size	Version
Citrix Online Launcher	Citrix	2/16/2016	296 KB	1.0.408
Citrix Receiver	Citrix Systems, Inc.	6/2/2015		14.2.100.14



**NOTE:** Check the Citrix version on the far right. **If the version is lower than 12.x, an update is necessary.**

Citrix Online Launcher	Citrix	2/16/2016	296 KB	1.0.408
Citrix Receiver	Citrix Systems, Inc.	6/2/2015		14.2.100.14

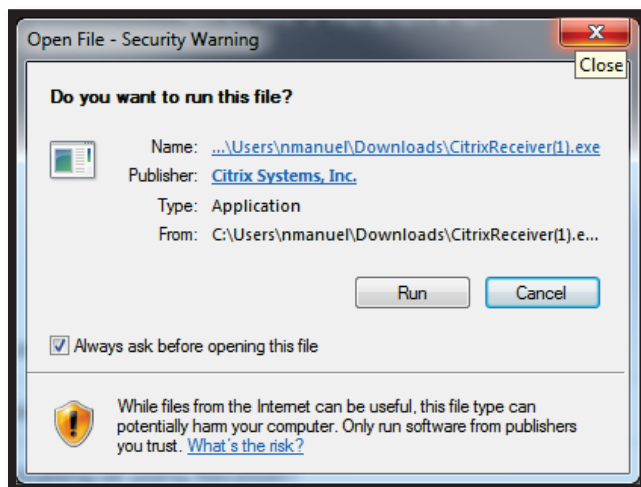
## How to install Citrix Receiver

**NOTE:** To update your Citrix Receiver, go to <https://receiver.citrix.com> from your internet browser.

1. Click on the **Download Receiver 4.4.1000 for Windows** button.



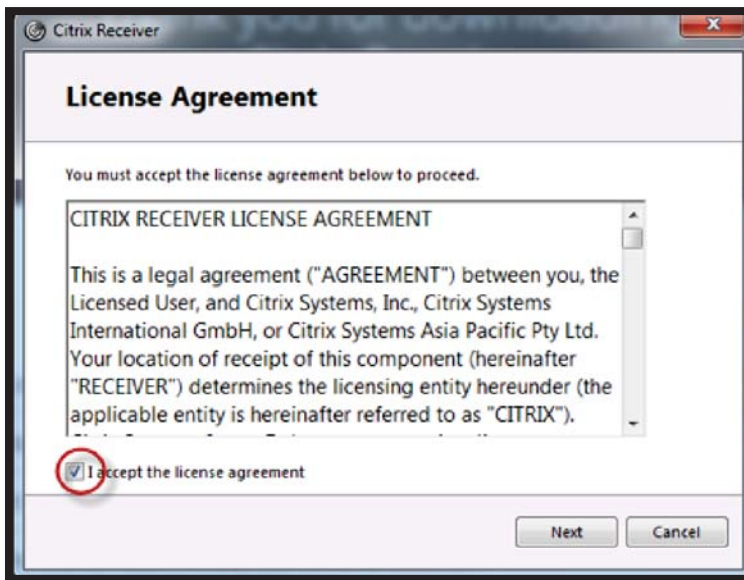
**NOTE:** The file will download and once completed a confirmation window will appear, click **“Run”**.



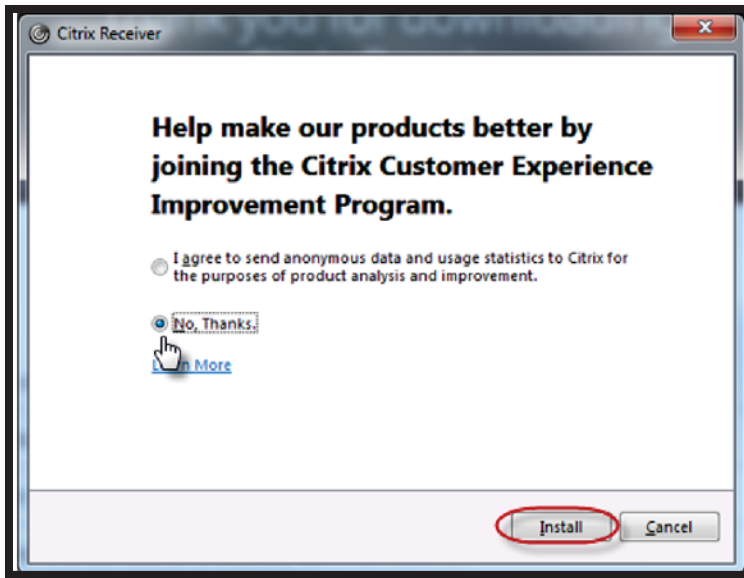
2. Click the **Start** button to start the installation of the Citrix Receiver from the Welcome Screen.



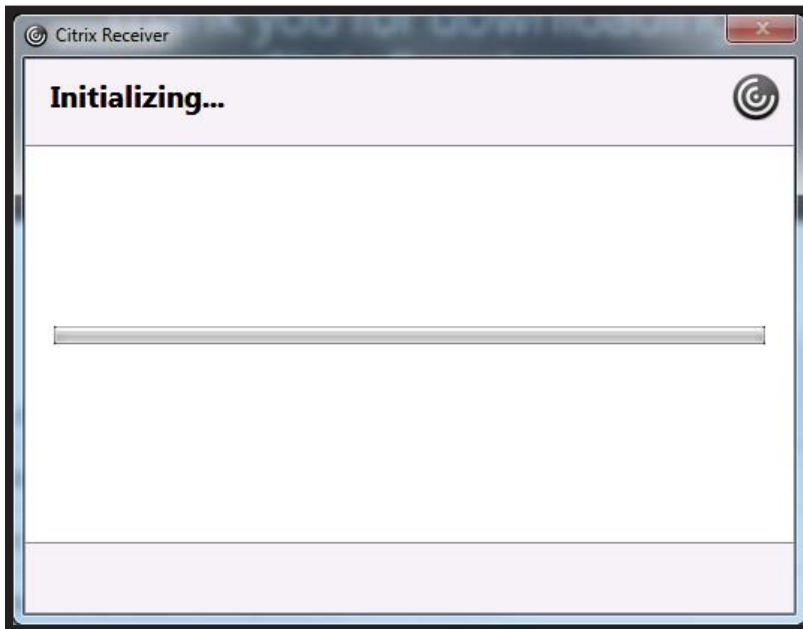
3. Check the box for “I accept the license agreement” and click **Next** button.



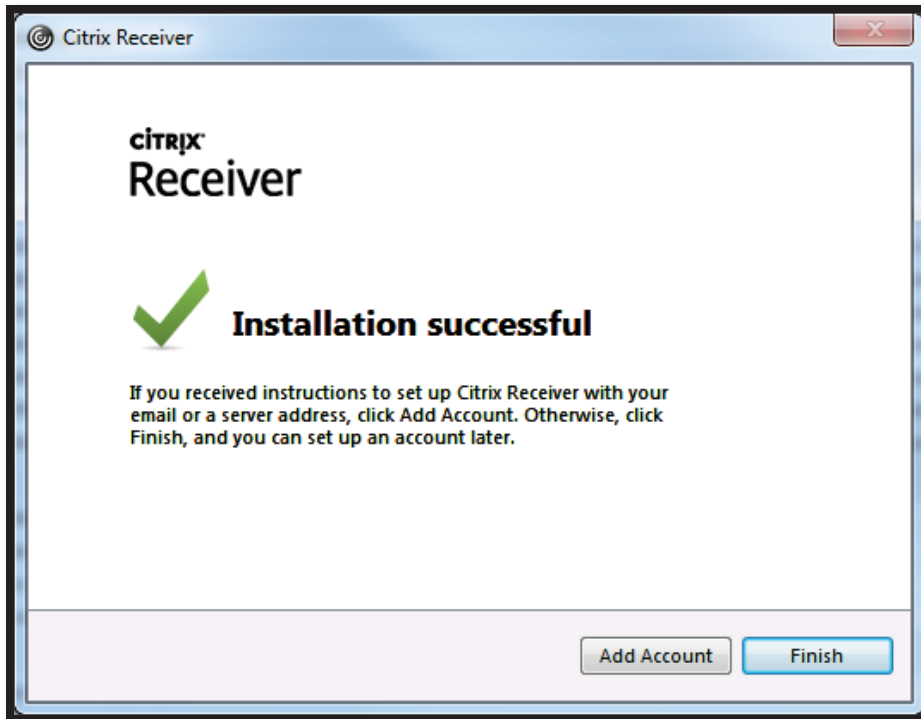
**NOTE:** An agreement page will appear for Citrix Customer Experience program, select the “**No, Thanks**” radio button, then click the “**Install**” button.



**NOTE:** The program will then begin initializing on the workstation:



**NOTE:** Once completed, you will receive the message, "Installation successful."



**NOTE:** To verify the version was installed, follow page 1 of 6 of ***“How to check Citrix version.”*** Make sure the version and date are current. You will also see a newly installed Citrix Receiver icon on your System Tray.



**NOTE:** After installation you may be prompted to input an email address. Click the checkbox which says "Ignore", and the message will be suppressed.

**NOTE:** Older versions of the Citrix Receiver in the System Tray may look like any of these icons.

