

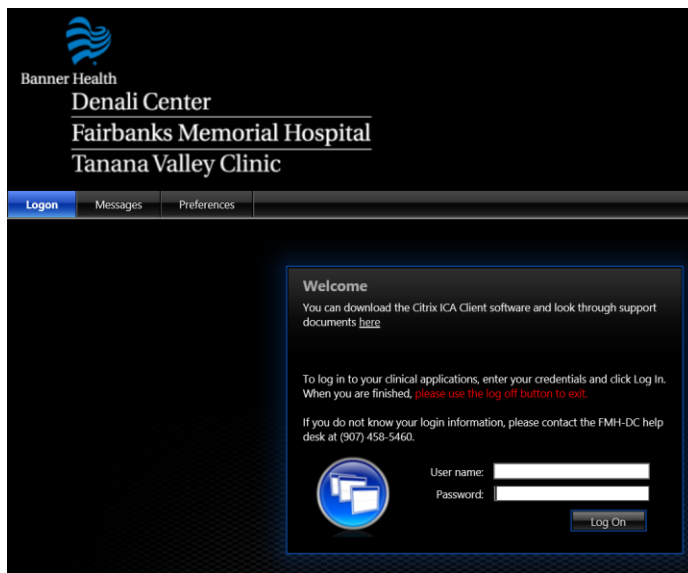
# Installing Citrix Receiver on Windows 8 x64

Gary Woodward

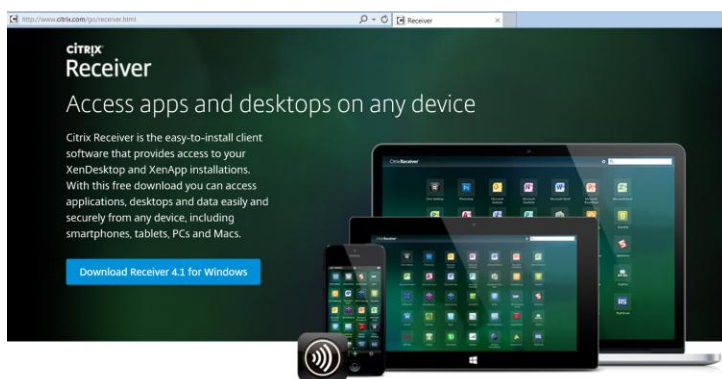
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**Issue:** When accessing the physician's portal

<https://fairbanks.bannerhealth.com/Citrix/MetaFrame/auth/login.aspx> newer PC's are unable to access Citrix applications. The version of the Citrix client that is provided is compatible with Windows 7 but **NOT** Windows 8.



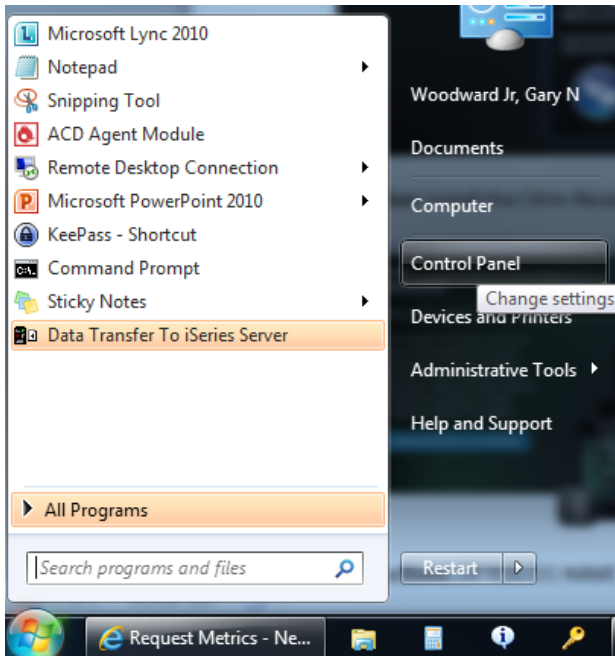
**Solution:** Install the Citrix Receiver from <http://www.citrix.com/go/receiver.html>



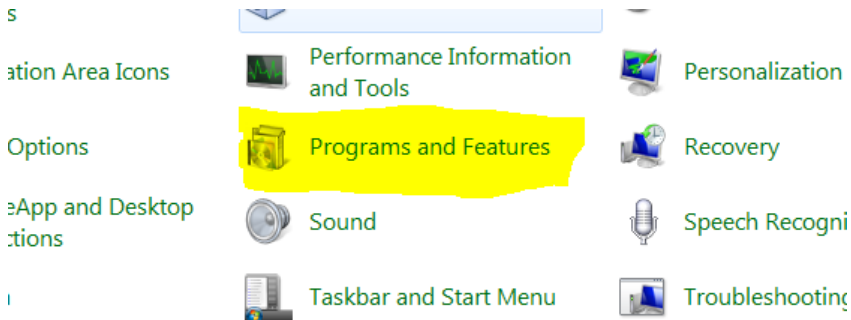
**Instructions:** (IF YOU DO HAVE THE CITRIX CLIENT INSTALLED)

Icon	Product Name	Version	Release Date	Size	Version Number
	Citrix Online Launcher	Citrix	4/29/2014	286 KB	1.0.183
	Citrix XenApp Plugin for Hosted Apps	Citrix Systems, Inc.	3/25/2013	26.7 MB	11.0.0.5357

- Go into “Control Panel”

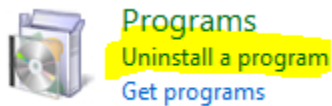


- Select “Programs and Features”



- OR – Depending on layout/view

- “Uninstall a Program”



- Uninstall ANY instance of the Citrix Plugin or Online Launcher

Citrix Online Launcher	Citrix
Citrix XenApp Plugin for Hosted Apps	Citrix Systems, Inc.

- Continue following the instructions to Install the Citrix Receiver

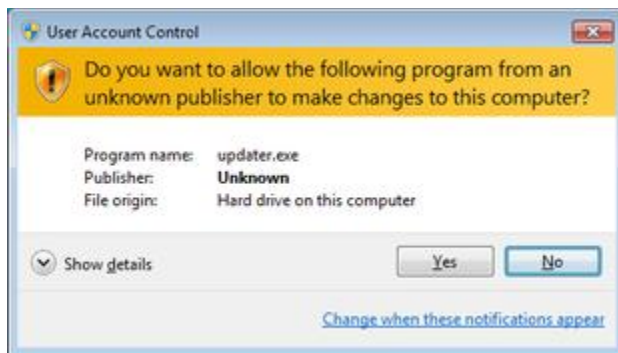
**END OF UNINSTALL INSTRUCTIONS – PLEASE CONTINUE TO INSTALL CITRIX RECEIVER**

**Instructions:** (IF YOU DO NOT HAVE THE CITRIX CLIENT INSTALLED)

- Download Citrix Receiver 4.1 for Windows
- Click “I Agree” and then click “Continue”
- On Internet Explorer it will ask:



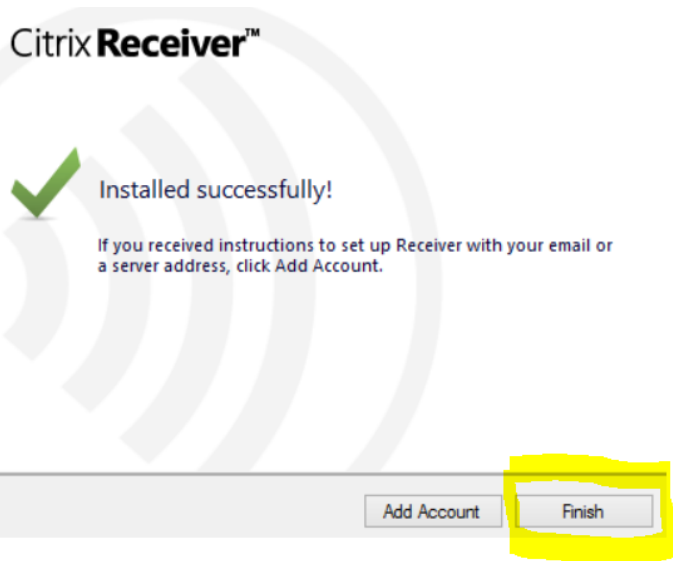
- Select “Run”
- If “User Accounts Control” appears and asks if you want to run this program then click on “Yes”



- If it doesn't then continue with the install.



- Click on “Install”
- The installer will continue to install the Citrix Receiver
- After the Receiver is installed click on “Finish” – do **NOT** click on “Add Account”




- 
- Go to the FMH Physician Portal at:  
<https://fairbanks.bannerhealth.com/Citrix/MetaFrame/auth/login.aspx>
- If the following message appears

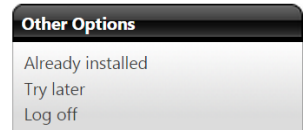
#### Download Client

By selecting the check box, you confirm that you have read, understand, and accept the [Citrix license agreement](#).

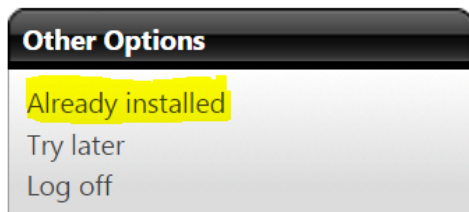


Problems downloading? [Try using the Client for Java](#).

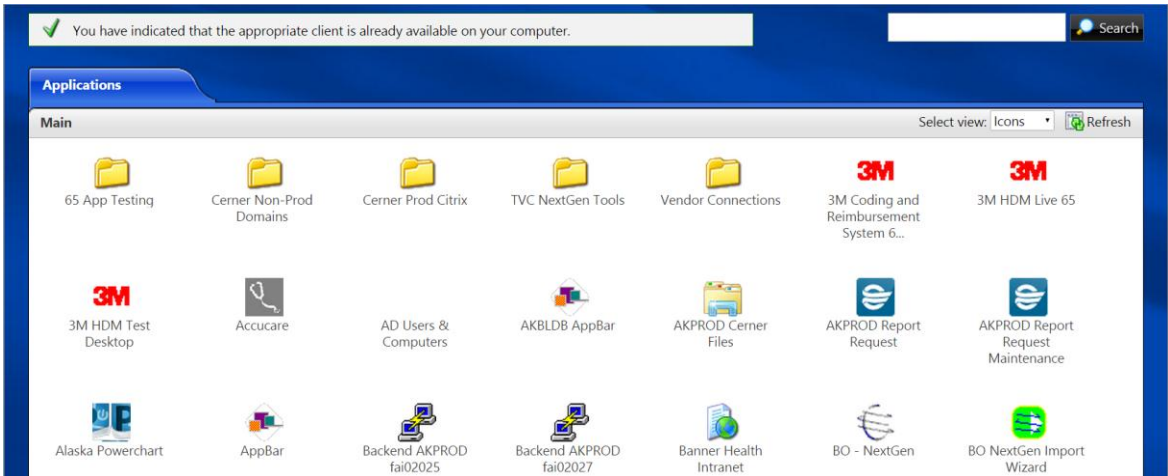
 Clicking **Download** will install software on your computer. [More information on security...](#)



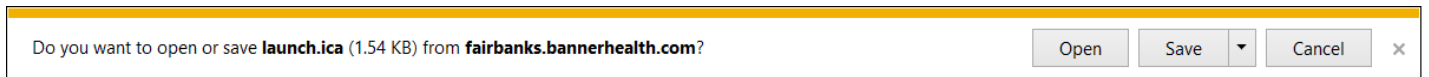
- Select the box on the right hand side that says “Already Installed”



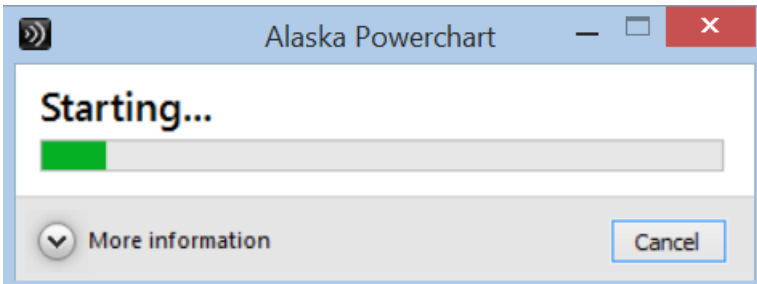
- 
- You should then be presented with your typical Clinical Applications



- If you click on an application you will be asked the following question:



- No matter what application you choose to open it will be called **launch.ica**
- **ALWAYS** select the option “Open”
- The Citrix Receiver will then open the application that you selected



- You will then see the option to login to Cerner (if you opened a Cerner application)



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Notes:

- These directions were intended to be used with Windows 8 & Internet Explorer
- If you are using an Apple product please note that support is limited.
- The Citrix Receiver was successfully tested using the following hardware and software
  - Citrix Receiver is version 11.8.2
  - MacBook Pro OSX 10.9.4
  - Chrome version 37