

## Know IT: How To

### ***Check your Computer for the Citrix Receiver Application and How to Install the Citrix Receiver***

This Know IT procedure describes how to check your computer to see if the Citrix Receiver application has been installed.

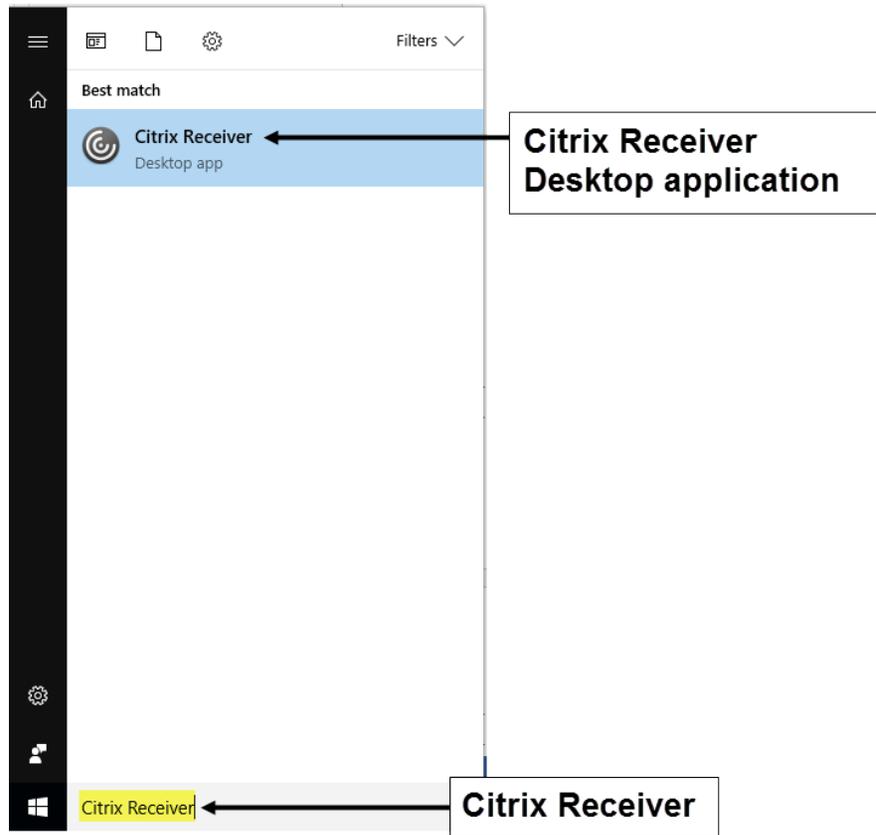
In order for you to work remotely and access the Citrix Applications, the Citrix Receiver must be installed and operating on your computer. If the Citrix application hasn't been installed onto your computer, then go to step 4 in this procedure.

#### **Key Learning Objective:**

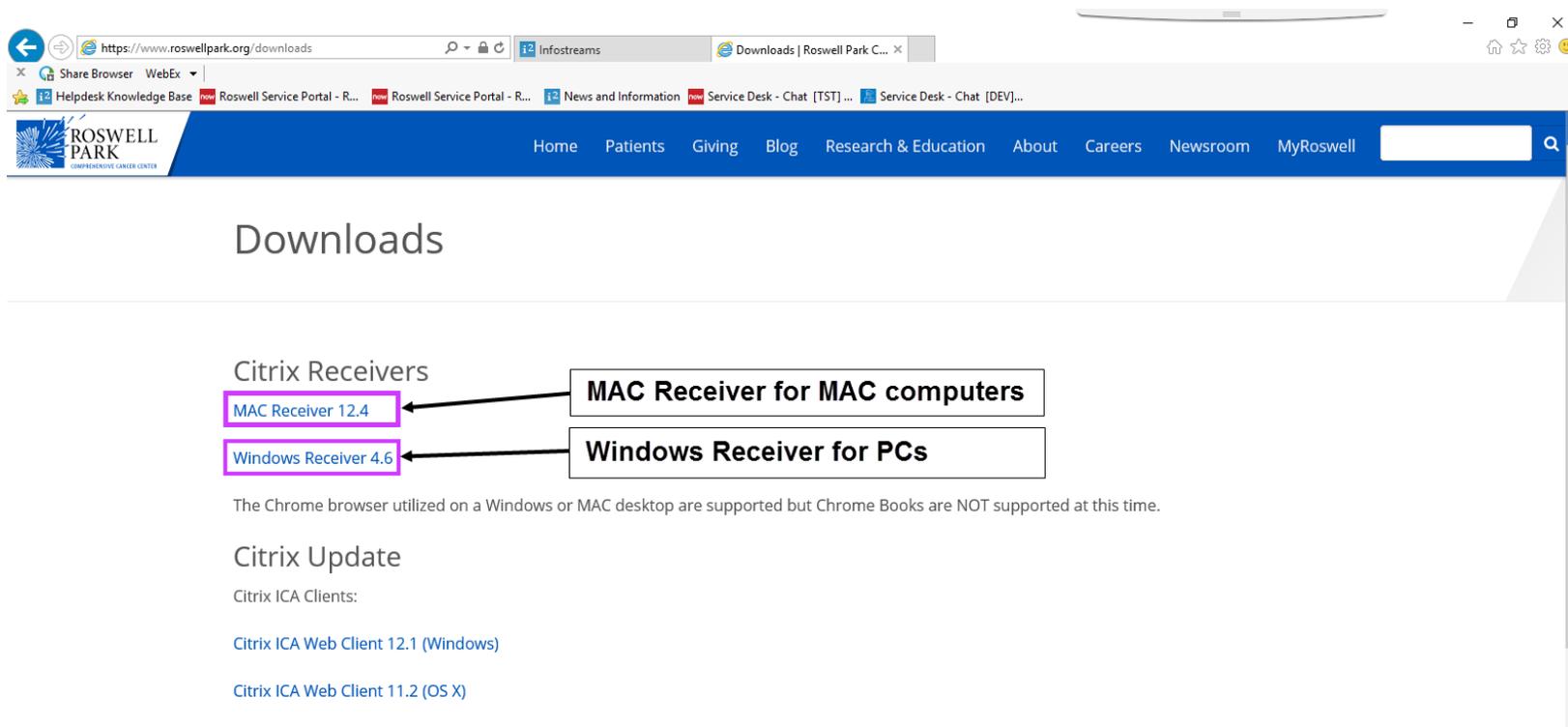
After reading this procedure, you will be able to:

- Check your computer to see if the Citrix Receiver application has been installed and is operating.
- Download the Citrix Receiver application onto your computer if the application hasn't been installed.

## Here's how:



1. On your computer, go to the **Windows Start** button and click it.
2. For Windows 10 computers, go to the Search bar and enter **Citrix Receiver**. For other Windows versions, in the **Windows Start menu** select: **All Programs > Citrix > Citrix Receiver**.
3. If the **Citrix Receiver** appears on your computer, then the application has been installed onto your computer.
4. If the **Citrix Receiver** does not appear, then you will need to download the application by going to: <https://www.roswellpark.org/downloads>.



5. On the Downloads page, under **Citrix Receivers**, for PCs, click **Windows Receiver**. For MAC computers, click **MAC Receiver**.



**Tip:**

If you are using a personal laptop or a non-Roswell Park computer to access patient data through the EMR (EHR) application, you must contact the IT Service Desk and ask them to add your computer's name to the database. To contact the IT Service Desk, call 716 845-8465.

Computer names cannot contain special characters such as !, @, #, \$, %, or \_, etc. or spaces.