



Know IT: How To

Check your Computer for the Citrix Workspace Application and How to Install the Citrix Workspace

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

In order for you to work remotely and access the Citrix Applications, Citrix Workspace 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.

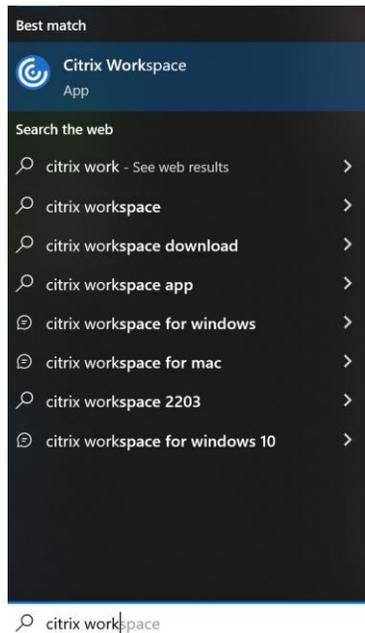
Key Learning Objective:

After reading this procedure, you will be able to:

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

Here's how:

1. If you are on a Mac, it will be in Finder (), or you can press Command + Spacebar to bring up the search and start typing in "Citrix Workspace".
2. If you are on a Windows 10 or 11 computer: Click the Windows button on the bottom to bring up the Start Menu and start to type **Citrix Workspace**. If you see it listed at the top with the blue icon, then that means it is installed. For other Windows versions, in the **Windows Start menu** select: **All Programs > Citrix > Citrix Workspace**.



3. If the **Citrix Workspace** appears on your computer, then the application has been installed onto your computer.
4. If the **Citrix Workspace** does not appear, then you will need to download the application by going to: <https://www.roswellpark.org/downloads>.



Resources for Working Remotely

Citrix Receivers



5. On the Downloads page, under **Citrix Workspaces**, for PCs, click **Windows**. For Mac computers, click **Mac**.
6. This will bring you to the Citrix page for downloading the newest version of Citrix Workspace. Click the button to download it and then open the downloaded file when it is finished. It should then walk you through the installation process.



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.