Installing the Citrix Client on a Windows 10 Computer not Managed by EMORY HEALTHCARE Information Services

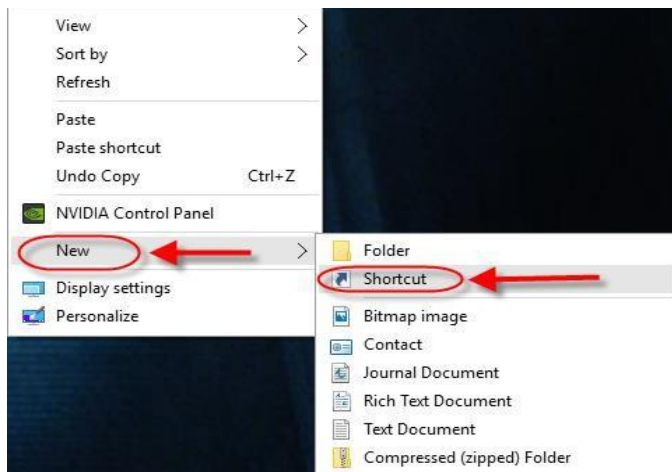<mark>Please make sure your local PC has the latest Microsoft Windows updates and patches.</mark>

The Emory Healthcare Virtual Desktop environment provides employees secure, easy-to-use access to the applications and data to which they have been given rights.

To get to the Emory Healthcare Virtual Desktop environment from your computer, you need a web browser plus a small piece of software (a client) installed on your computer.

You will need to access the Emory Healthcare Virtual Desktop environment using the Internet Explorer web browser and not the Edge browser.
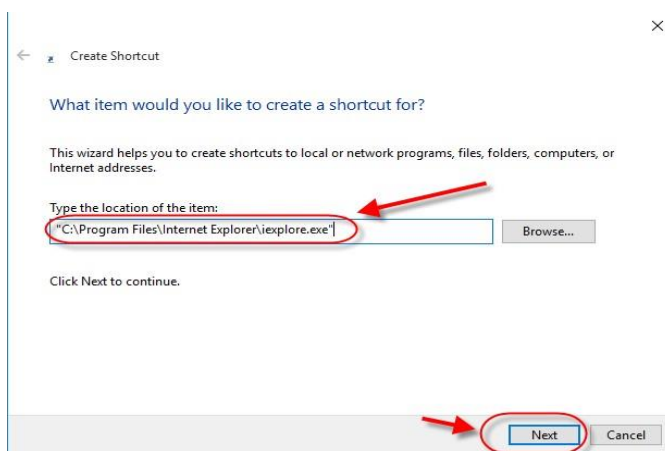
To create a shortcut for Internet Explorer on your desktop:

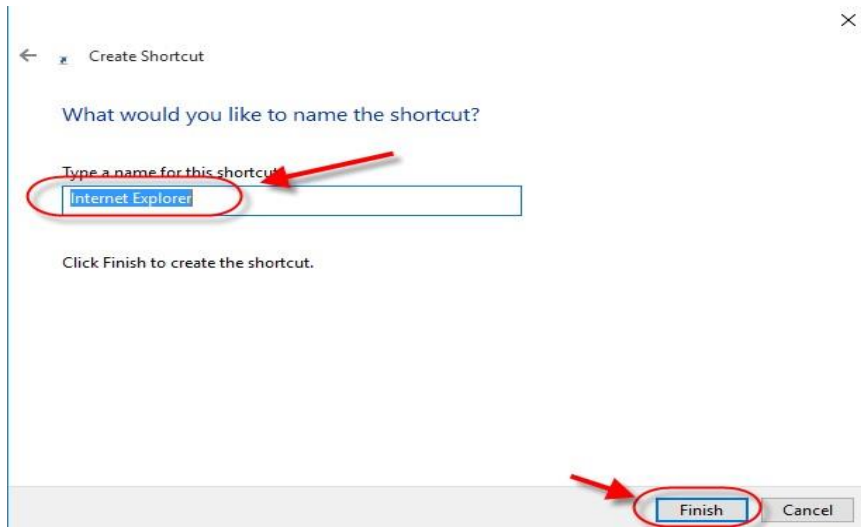1. Right click on your desktop, select New and select Shortcut.

2. In the box below "Type the location of the item" type

   "C:\Program Files\Internet Explorer\iexplore.exe" then click Next

3. In the box below "Type a name for this shortcut" type **Internet Explorer** and click Finish

Citrix Client Installation Steps:

1. You will need to allow 15-30 minutes for the installation process. The installation also requires a reboot, so you will want to save any data and close any other applications that are open.

2. If you have previously installed the Citrix client, be sure to close all Virtual Desktop applications and logout of the Virtual Desktop. All of the steps below must be done from your local computer.

3. Do not use Microsoft Edge. Use the Internet Explorer browser shortcut you just created on your computer to go to

   http://www.emoryhealthcare.org/i-am/vdt-vdi.html

4. Scroll down the page to the Installation Instructions section. Click the Windows link

5. The Windows section of the screen will expand. Click the link below "Download the software"

Installation Instructions

Mac OS X Installation Instructions

Tablet Installation Instructions

Windows 7, 8, and 10 Installation Instructions

Information for Installing the Virtual Desktop Client
Software on Windows 7, 8 and 10 Systems

Windows System Requirements

You must be logged into your computer using an account that has administrator privileges

You will need to uninstall any previous version of the Virtual Desktop Citrix client before installing the latest version

Installation instructions
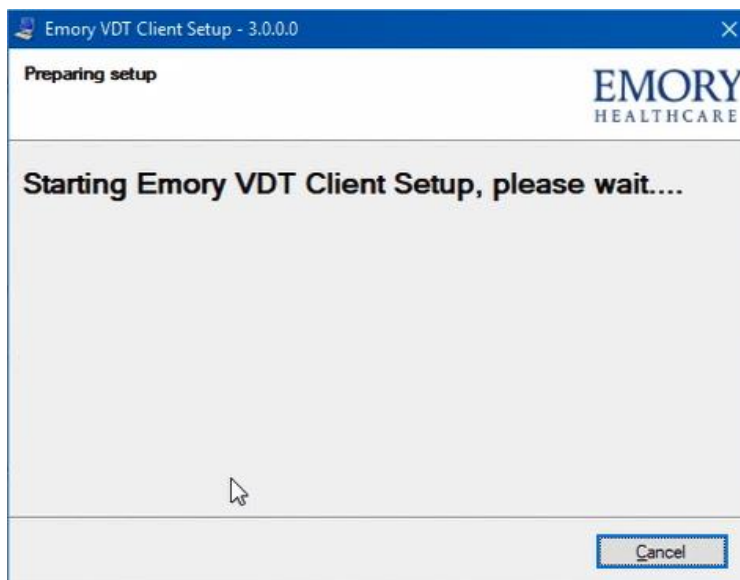
Installation instructions for Windows 7, 8, and 10 systems

Download the software

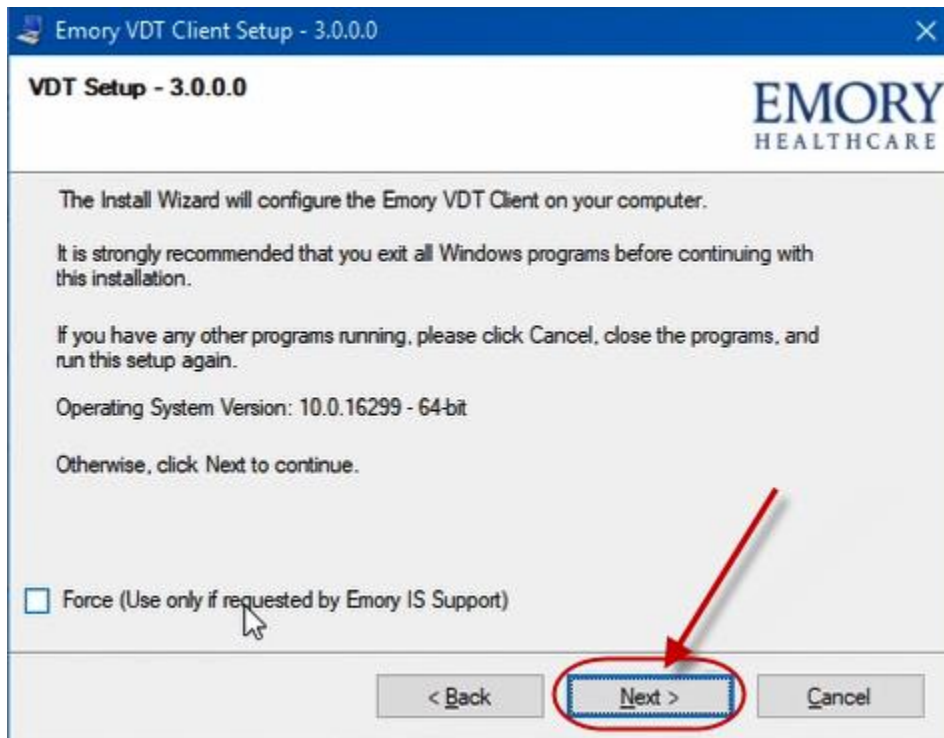EHC Virtual Desktop client software for Windows 7, 8, and 10

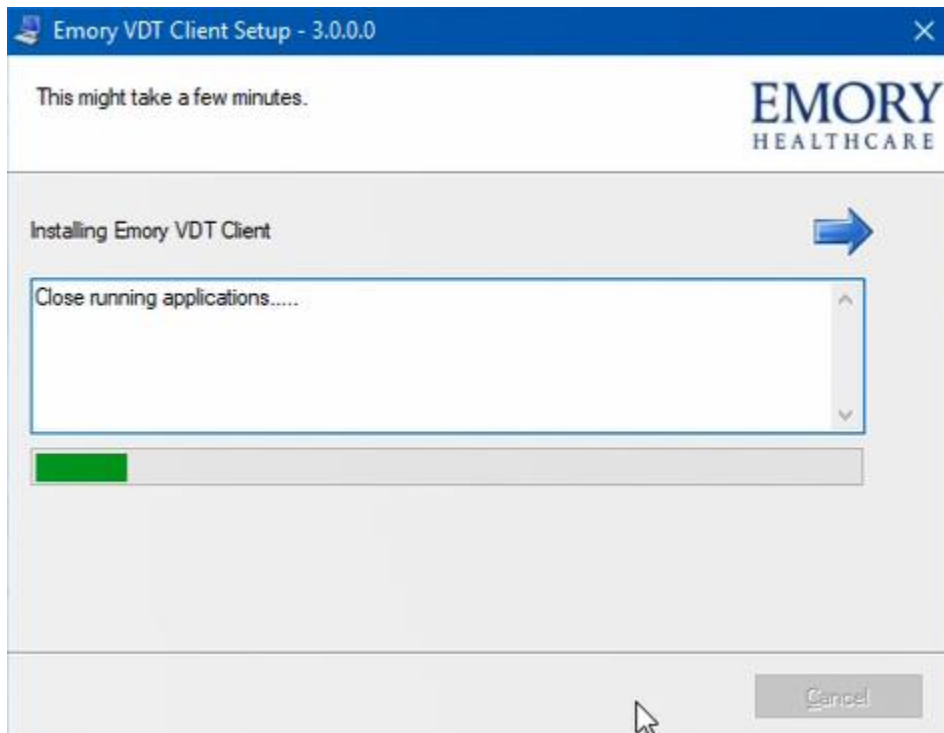6. The Citrix client software will download and then the install process will start.

Do you want to run or save **VDT_3.0.exe** (43.7 MB) from **download.emoryhealthcare.org?**

This type of file could harm your computer.   Run   Save   ▼   Cancel

The Citrix client software will now start to install

Emory VDT Client Setup - 3.0.0.0   ✕

Preparing setup   EMORY
                                                   HEALTHCARE

Starting Emory VDT Client Setup, please wait....

                                                   Cancel
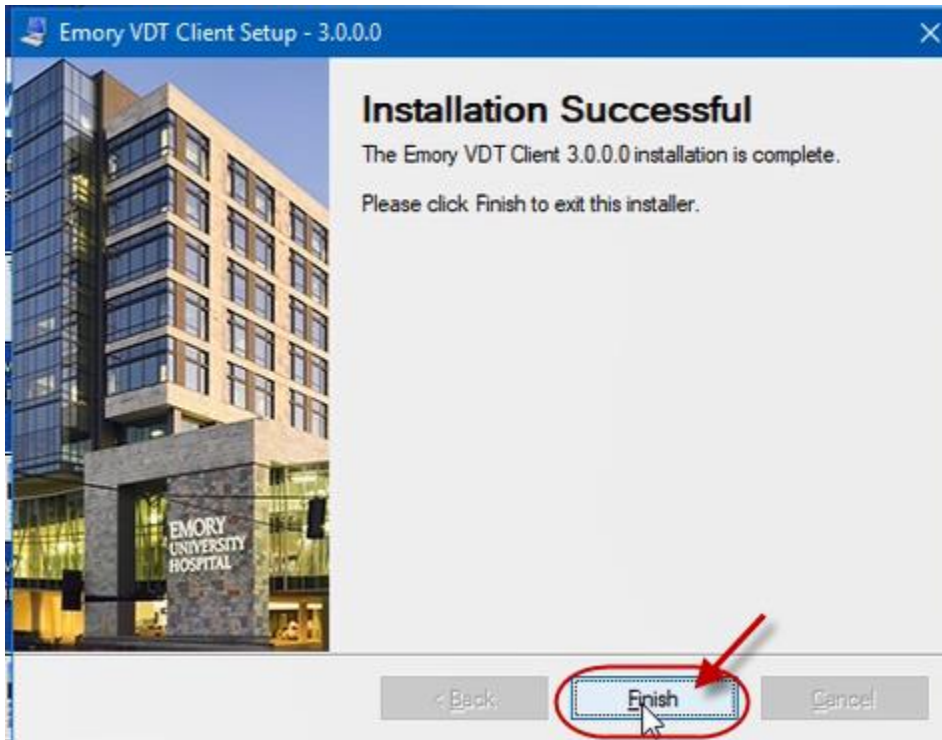
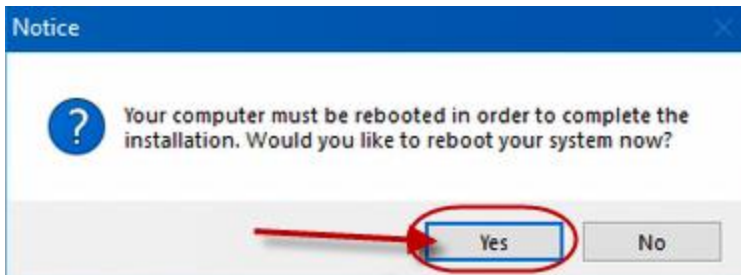7. Click 'NEXT' on this screen to continue installation process

8. The installation will take a few minutes to complete.

9. The Citrix client installation has successfully installed. Click Finish.

10. Click 'YES" to reboot your system

11. With the Citrix client software installed and the computer rebooted, you are ready!

12. To access the Emory Healthcare Virtual Desktop environment, start Internet Explorer (not Edge) and go to https://workspace.emory.org