

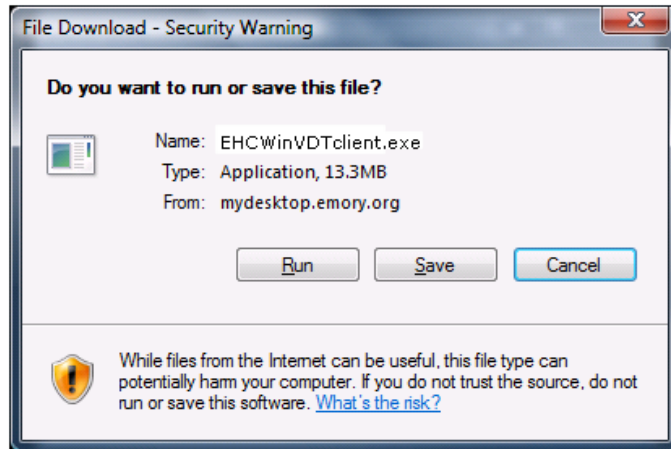
## Upgrading the EMORY HEALTHCARE Virtual Desktop Citrix Client on a Windows XP, Vista or 7 Computer not Managed by EMORY HEALTHCARE Information Services

### Installation Steps:

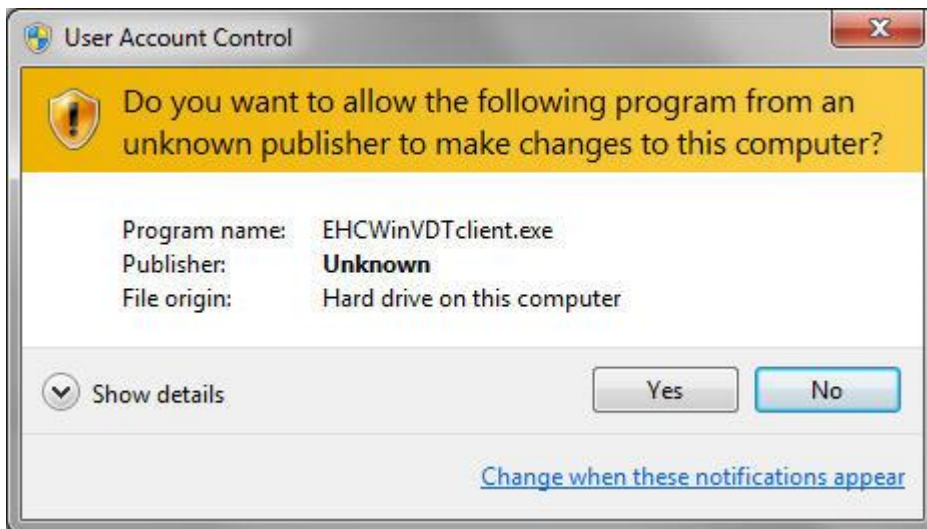
1. You will need to allow 15-30 minutes for the installation process.
2. You will need to close all Virtual Desktop applications and logout of the Virtual Desktop.
3. From your computer (not from within the Virtual Desktop) go to <http://www.emoryhealthcare.org/employee/vdt/index.html>
4. Click on the link to install the latest version of the Windows Virtual Desktop software



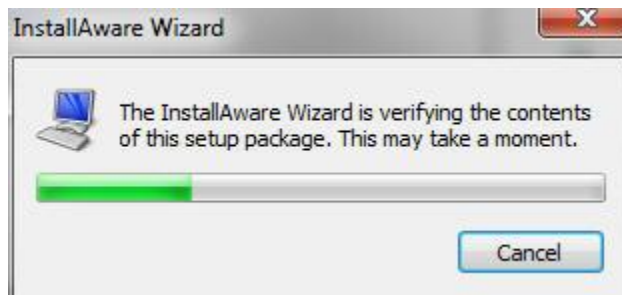
5. You will next see a window asking if you want to run the program.
  - a. If it looks like this “File Download” window, Click **Run**



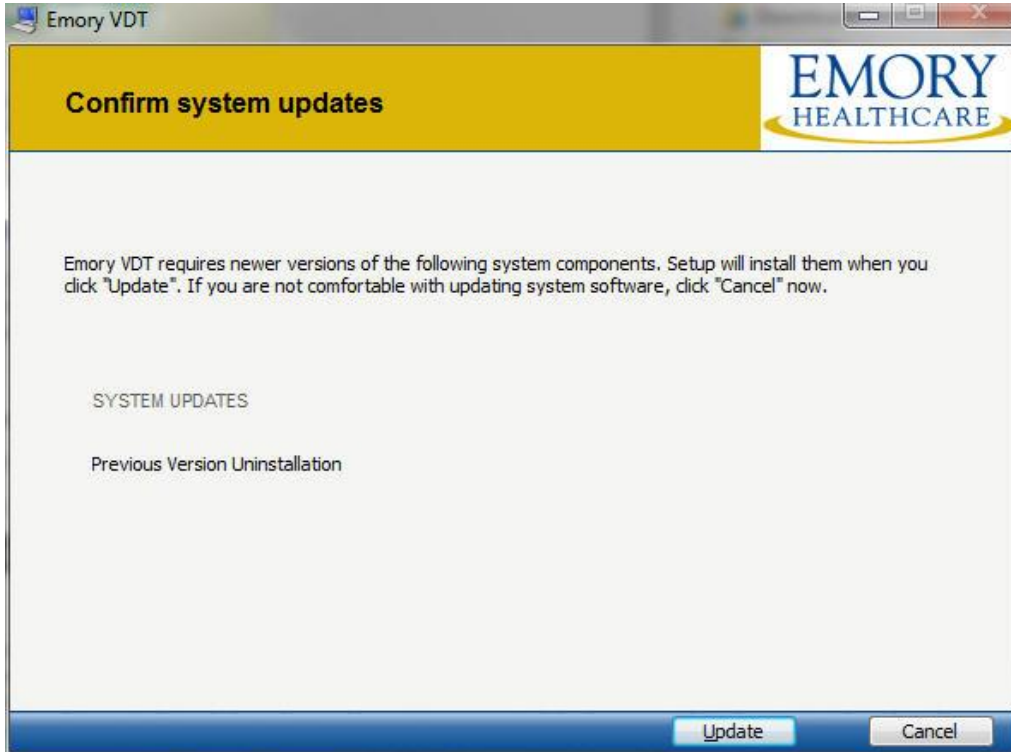
- b. If it looks like this window, click **Yes**



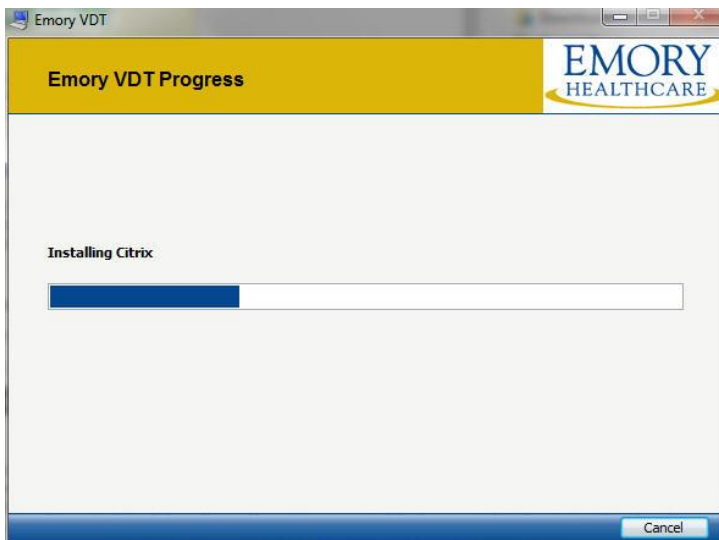
6. You will see this screen. Please do not click Cancel.



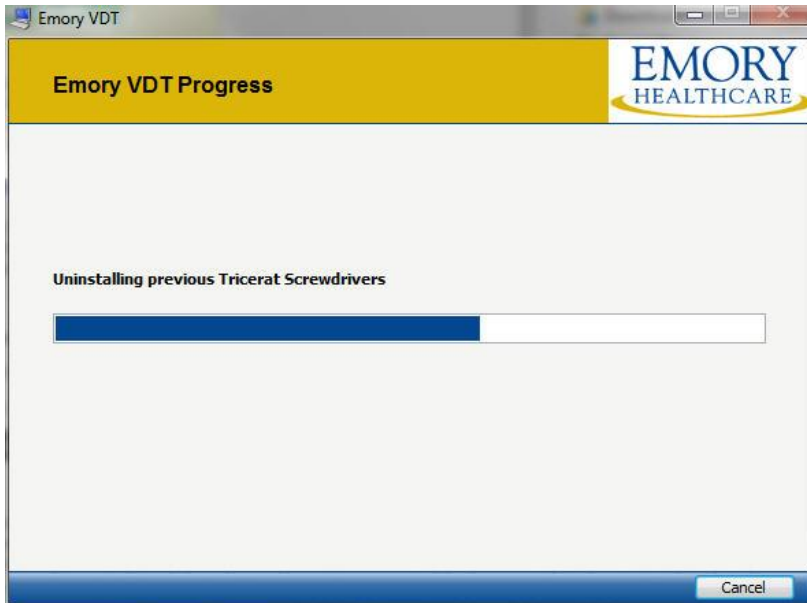
7. If you have an earlier version of the Citrix client software, you will see this window prompting you to allow updates. If you use Citrix with another location besides Emory Healthcare, you might want to check with them before updating. If you only use the Emory Healthcare Virtual Desktop, click **Update**



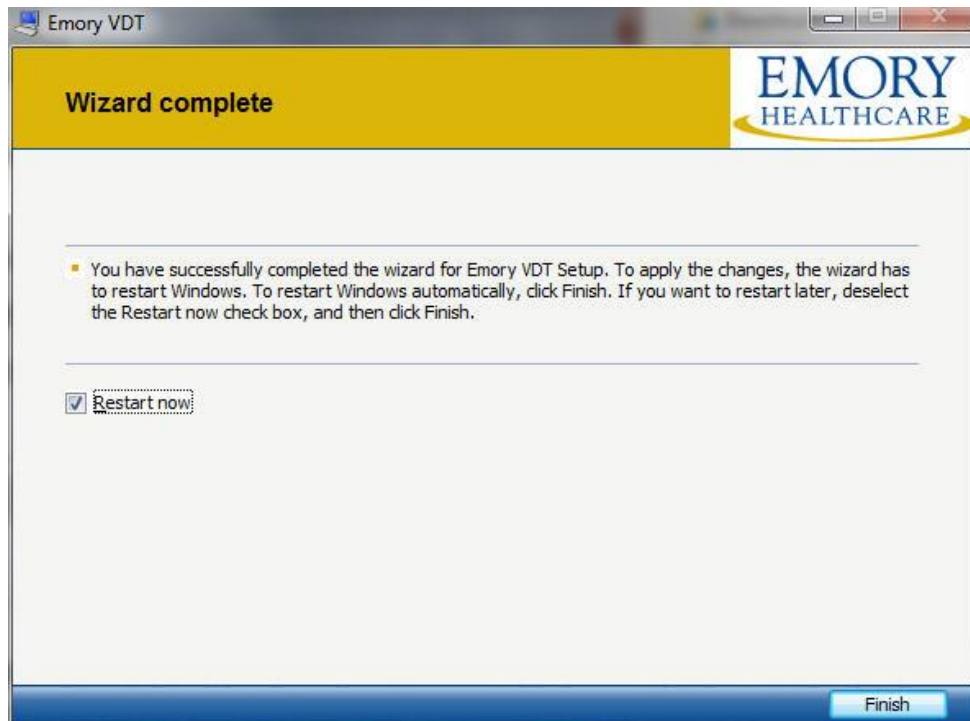
8. You will see the Citrix client installation progress bar. Please do not click Cancel.



9. Next, you will see this screen. Again, please do not click Cancel.



10. When installation has finished you will see this screen.
- If you are OK with Windows restarting right now to complete the set-up, just click **Finish**
  - If you do not want Windows to restart right now, click the check box beside Restart now to remove the check and then click Finish. You will need to restart Windows before the changes to the Virtual Desktop software are completely made to your system



### **Troubleshooting Steps:**

Occasionally, the old Citrix client may not uninstall properly. If needed, you can uninstall the Citrix client using the Windows uninstall process and then install the latest client.

1. Uninstall the client:

Windows XP: Click Start, click Control Panel, click Add Remove Programs, select Citrix, click Remove.

Windows Vista or 7: Click start, click Control Panel, click Programs, click Uninstall a Program, select Citrix, click Uninstall.

2. Reboot your computer
3. Install the latest Citrix client