



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

**Hint:** If you see either of these icons  or  while logged into the Virtual Desktop now, you need to install the new version of the client.



### 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



Atlanta, GA | Emory Healthcare's Virtual Desktop | Emory Healthcare - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address <http://www.emoryhealthcare.org/employee/vdt/index.html> Go Links

**EMORY HEALTHCARE** ATLANTA  
404.778.7777 or 1.800.75.EMORY

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### Emory Healthcare's Virtual Desktop

**New Virtual Desktop software required for Windows PCs:**

- Close all applications & logout of the Virtual Desktop
- [Click here to install the latest version of the Windows Virtual Desktop software](#)

The Emory Healthcare Virtual Desktop (VDT) provides employees secure, easy-to-use access to the applications and data to which they've been given rights. To get to the Virtual Desktop from your computer, you need a web browser plus a small piece of software (a client) installed on your computer. Once you are on the Virtual Desktop, you will see icons for your applications and data.

>> [Log in to the Virtual Desktop](#)

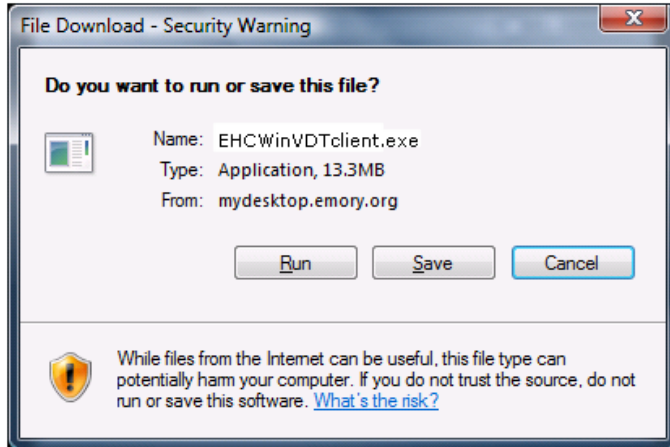
**More information & instructions for installing the Virtual Desktop software**

- [Windows 7, XP or Vista](#)
- [Macintosh OS X](#)

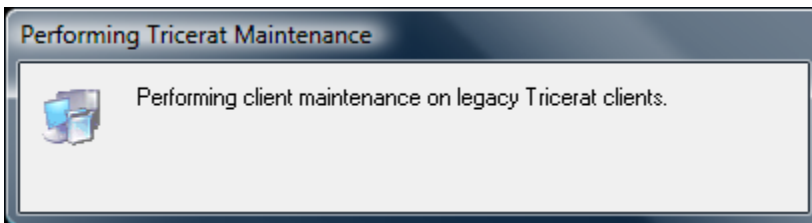
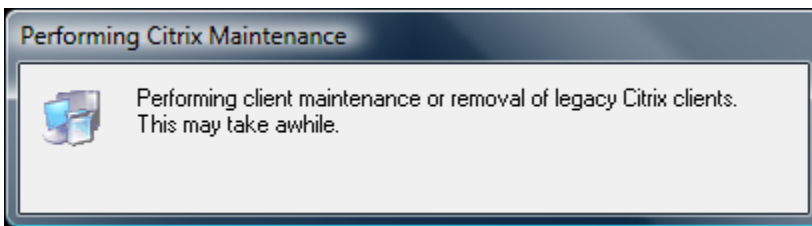
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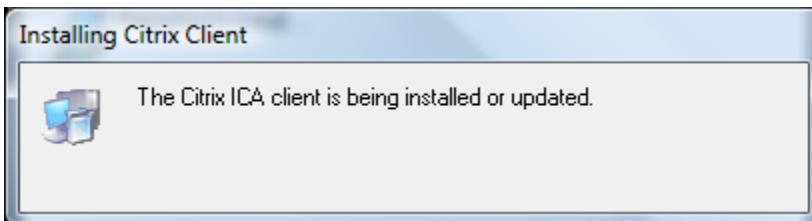
5. You will next see this “File Download” window. Click **Run**:



6. You will see these “Performing client maintenance” windows while any previous versions of the Citrix and Tricerat clients (the Virtual Desktop software) are uninstalled.



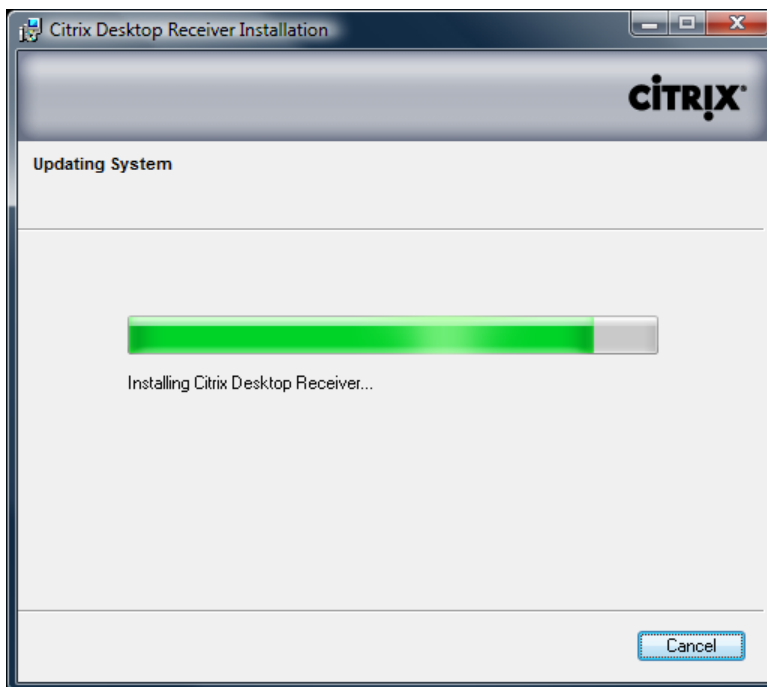
7. Next, you will see the “Installing Citrix Client” window. Please be patient; this screen may not change for several minutes.



8. You will see the “Welcome to Citrix Desktop Receiver Installation” window. Click Next.



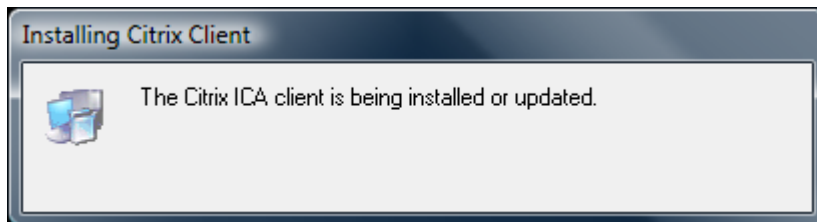
9. The progress bar may not change for several minutes. Again, please be patient.



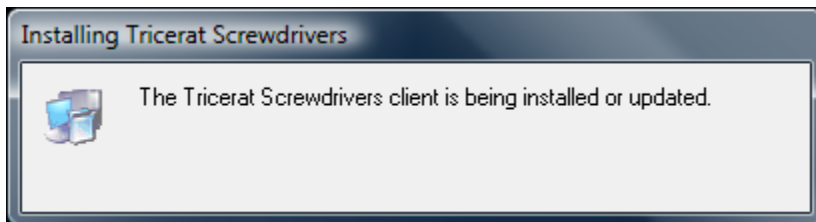
10. Click Finish when you see this Screen.




11. The Installing Citrix Client window will reappear.



12. You will see the "Installing Tricerat" window next. When this window disappears, installation of the latest Emory Healthcare Virtual Desktop software is complete.



13. Now, when you log into Virtual Desktop and start an application, this  icon will appear on the start menu bar. This lets you know that you have installed the latest version of the Virtual Desktop software.

