

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

**Please make sure your local PC has the latest Microsoft Windows updates and patches.  
It is not recommended to use the Windows Store version of the Citrix Client.**

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 Chrome web browser.**

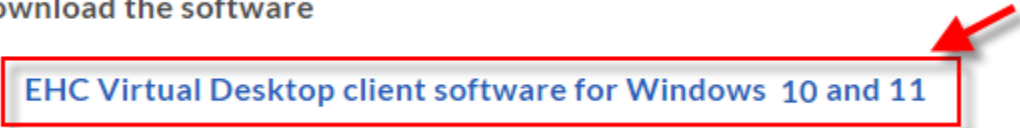
## Citrix Client Installation Steps:

1. You will need to allow 15-30 minutes for the installation process.
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.
  - a. Use the Chrome browser to go to:
  - b. <http://www.emoryhealthcare.org/i-am/vdt-vdi.html>
3. Scroll down the page to the Installation Instructions section.
  - a. Click the Windows Installation Instructions link.
  - b. Then click the link to download the software.
4. The Windows section of the screen will expand. Click the link below "Download the software" link.

1

Download the software

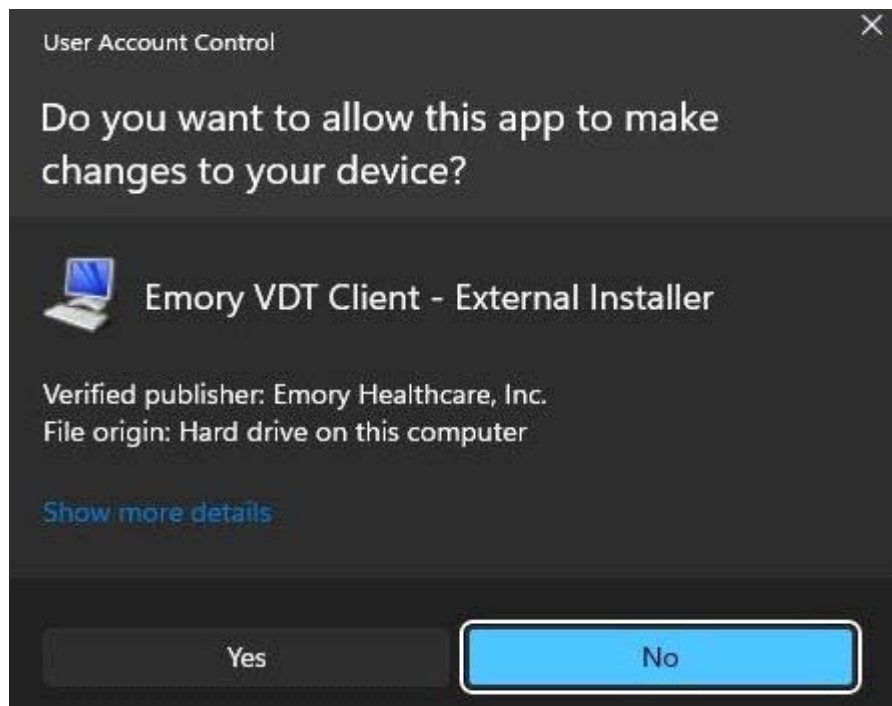
[EHC Virtual Desktop client software for Windows 10 and 11](#)



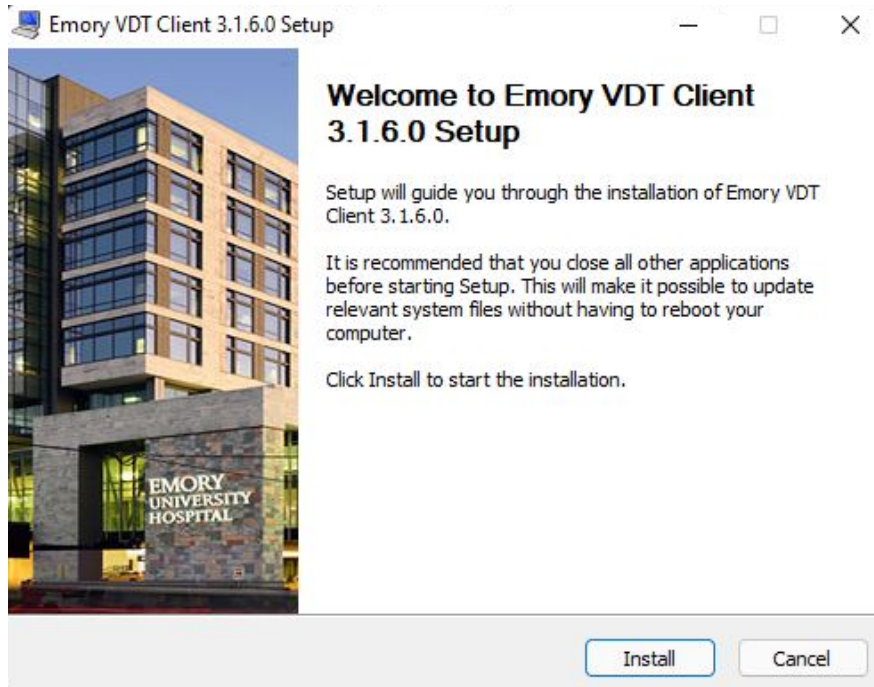
5. The Citrix client software will download. Click to open the file to start the installation.



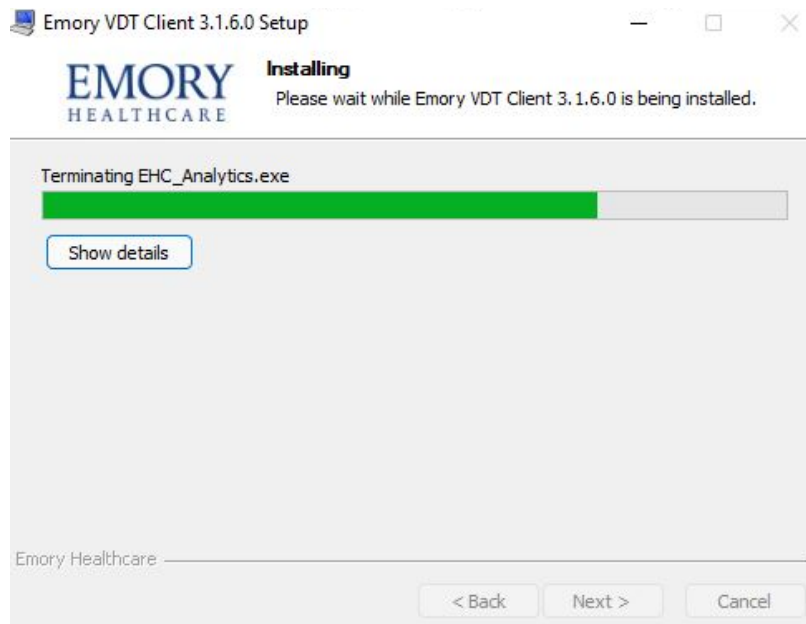
6. Click 'YES' on this screen to continue the installation process



7. Close all other applications. Then click the Install button.



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



9. When the installation shows completed, click the Next button.



**Installation Complete**  
Setup was completed successfully.

Completed

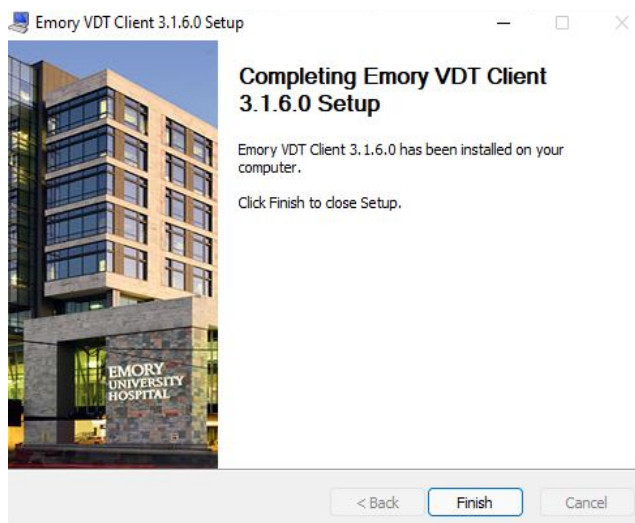


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10. The Citrix client installation and setup is complete. Click Finish.



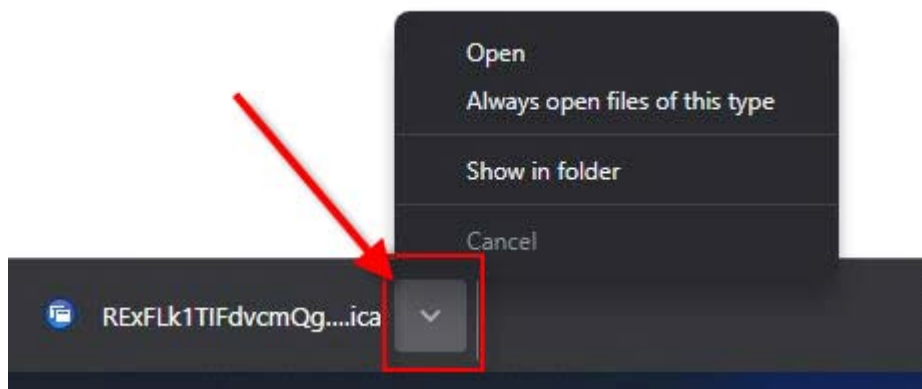
11. To access the Emory Healthcare Virtual Desktop environment, start Chrome and go to <https://workspace.emory.org>

## TROUBLESHOOTING

**Issue:** When clicking the Virtual Desktop application icon to start the application, the Citrix ICA file downloads but the application does not launch.

**Fix:** Look at the bottom of the browser window. You should see a downloaded file that ends in .ica. Click the dropdown arrow beside that .ica file, then either

1. Click "Open" if you want to be prompted each time you start the application
2. Click "Always open files of this type" if you want the Citrix .ica file to start the application automatically each time you click on the Virtual Desktop icon.



**Need assistance or still have questions?** Call the IS Service Desk at 404-778-4357 (8-HELP).