

Overview

Citrix, short for *Citrix Receiver*, enables you to access from a remote location many DCRI-standard applications, the DCRI Intranet, protected web apps, and more. This quick reference card (QRC) details how to install Citrix Receiver on a Windows 7, 8, or 10 computer that is *not* issued by the DCRI. To install, use the Google Chrome browser (avoid the 64-bit Windows Internet Explorer).

Technical Requirements

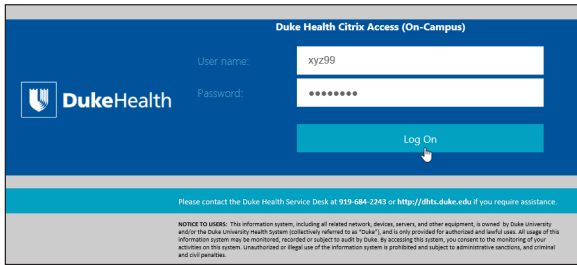
To use Citrix, you must have:

- A valid Duke-issued NetID (called a *User name* in Citrix) and working network password.
- A high-speed Internet connection (wired or wireless).
- Duke Multi-Factor Authentication (MFA) enabled. For more information, see the MFA QRC at: <http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf>.

Installing the Client Software

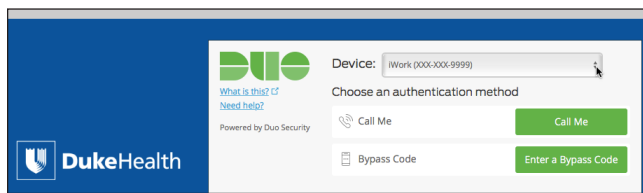
- 1 Using Google Chrome, go to: <https://citrix.duke.edu>.

The Duke Health log-on screen appears.

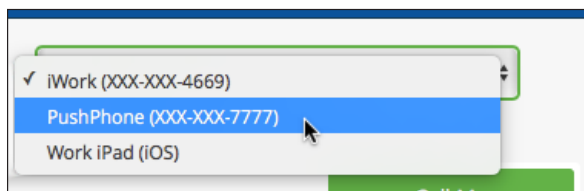


- 2 Enter your NetID into **User name**, and then your network **Password**.
- 3 Click the **Log On** button.

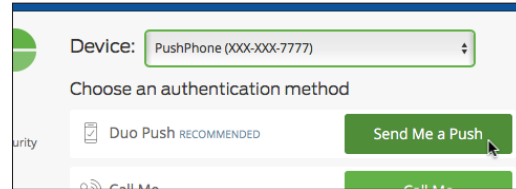
New fields appear for multi-factor authentication.



- 4 Click the **Device** drop-down arrow to select the authentication method you want to use for this session. The options are based on your current MFA information on the Duke Office of Information Technology MFA website.



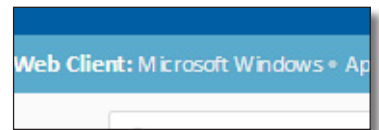
- 5 Click a green button.



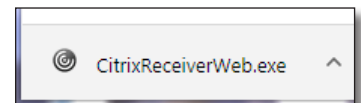
- 6 Complete the MFA action.

The Citrix Receiver loading screen appears briefly, and then its Home page opens. This web-based version does not load applications. Instead, you must install the Desktop client software by completing the following Steps.

- 7 In the upper right area, next to **Download Citrix Web Client**, click the **Microsoft Windows** link.

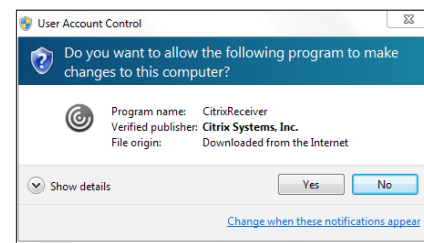


The system downloads the .exe file for the application into your Downloads folder. You can watch the progress of the transfer in the bottom left corner of a gray bar that appears across the bottom of the screen.



- 8 Open this .exe file.

The User Account Control message appears.



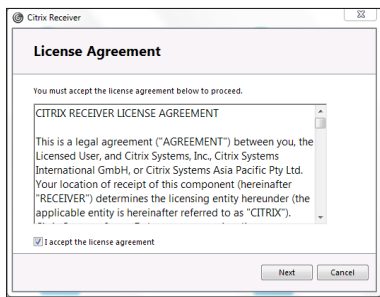
- 9 Click **Yes**.

The Welcome page for a multi-page installer appears.



10 Click **Start**.

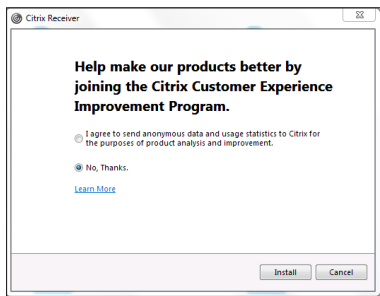
The License Agreement page appears.



11 Read the agreement, click **I accept the license agreement**

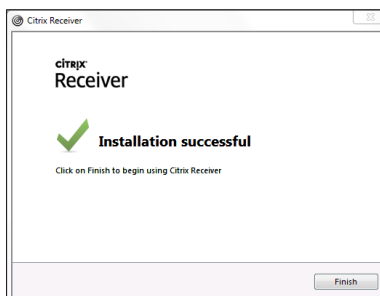
checkbox, and then click **Next**.

The next page appears.



12 We recommend you select the **No, Thanks** radio button, and then click **Install**.

The software installs. It can take several minutes for the bar to begin showing the progress of the installation. Wait for the success page to appear.

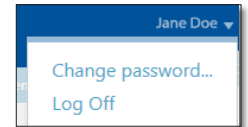


13 Click **Finish**.

The installer window closes.

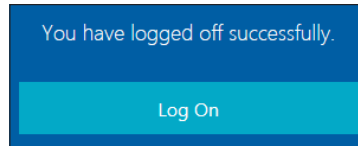
14 On the Citrix Home page, go to the upper right corner to click your name.

A menu drops down.



15 Click **Log Off**.

A verification window appears.



16 You can close the browser. You will *not* be using the *web-based* version of the application again.

17 For details on how to operate the Citrix Receiver Desktop application, refer to the quick reference card that pertains to you:

- *Citrix: Fundamentals on Windows (Employees) QRC* for DCRI employees and contractors.

Or

- *Citrix: Fundamentals on Windows (Associates) QRC* for Associates, Sponsors, Partners, and Vendors who have a valid Duke-issued NetID.

Getting Help

If you have questions or comments about the content of this QRC, please email [IT Training](mailto:dcritrain@dm.duke.edu) [dcritrain@dm.duke.edu].

If you experience any technical problems working with Citrix Receiver that you are unable to resolve, email the [DCRI Service Desk](mailto:dcriservicedesk@duke.edu) [dcriservicedesk@duke.edu]. For time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.