Windows Citrix Workspace Setup Using Internet Explorer

- (If using Windows 7 skip to the next page. If using Windows 10 continue from here.)

  Now open up Microsoft Edge either with the link on your desktop

  Or from the start menu

- In order to access Citrix from home, Ballad Health, or anywhere outside of the clinics use the following link in a web browser https://login.qetsu.org.

- You will need to open the above website in Internet Explorer. It does still exist in Windows 10 you just have to go to it in a different way. So now that you are on the correct page go over to the right of the screen and click on the 3 little dots that's under the X. Then click on open with Internet Explorer.
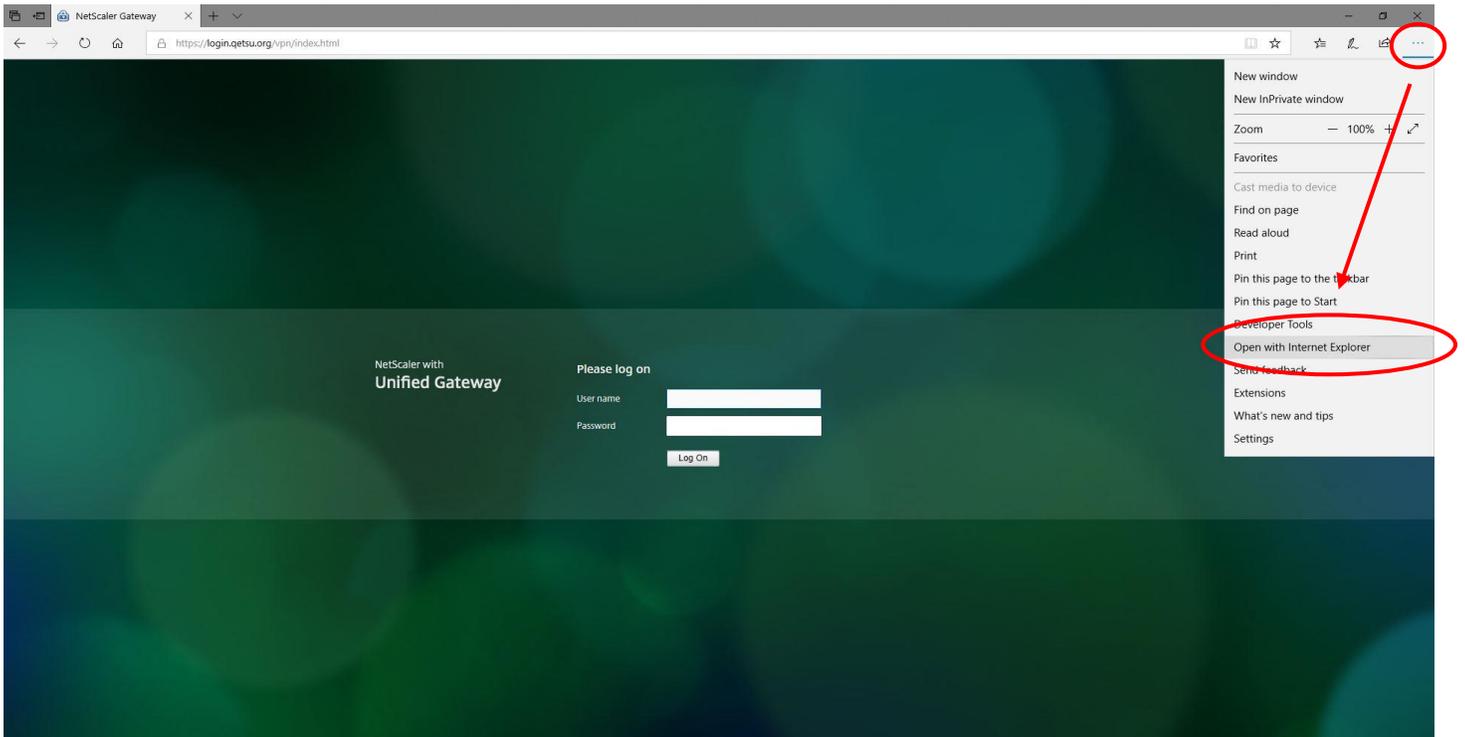
- (Start here if using Windows 7) https://login.qetsu.org should now be open in

    Internet Explorer which does look a bit different than Microsoft Edge as you can see.
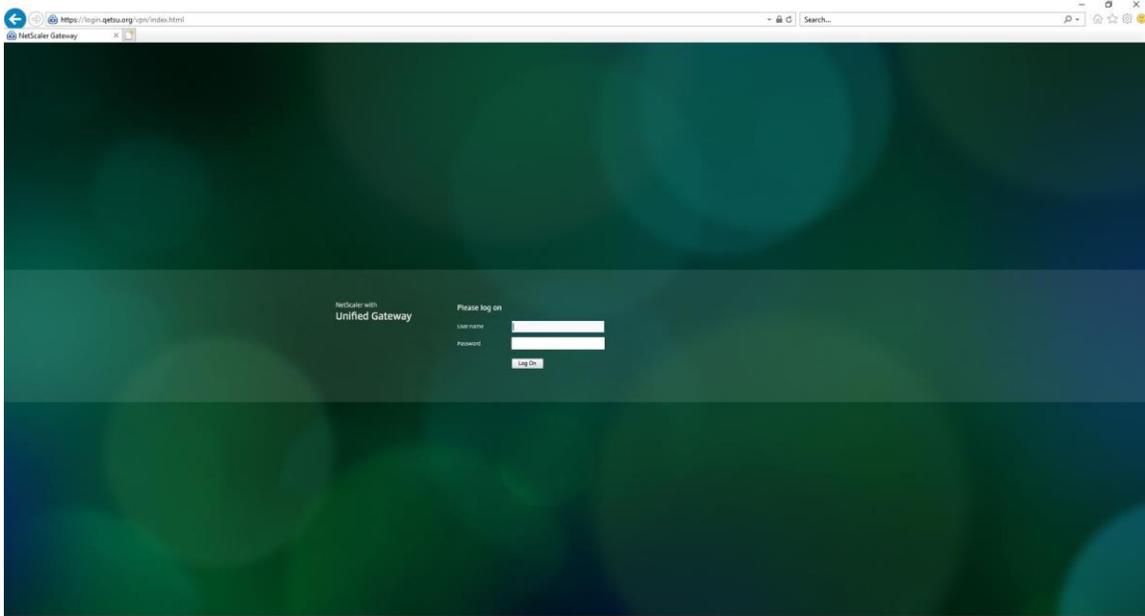

- Then over on the right side there will be a

    gear located under the X. Click on that then

    go down to Compatibility View settings.

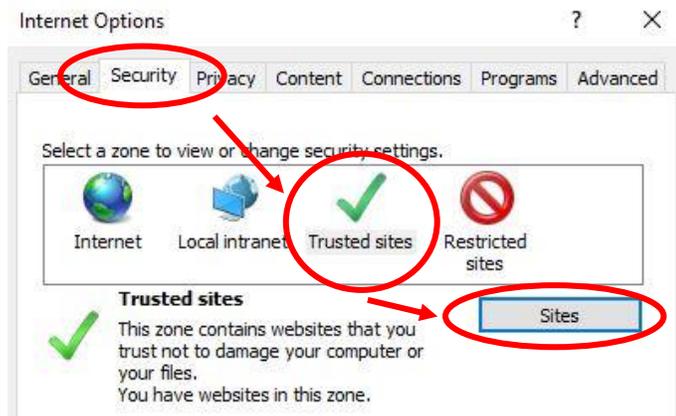   Which then will bring up another small

    window.
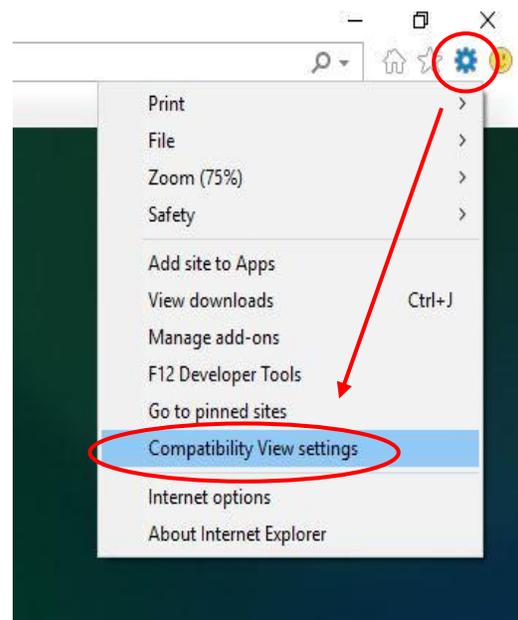
- Once that small window opens you will now need to add qetsu.org to Compatibility View. This address should autofill for you and then you should just have to hit Add then Close.
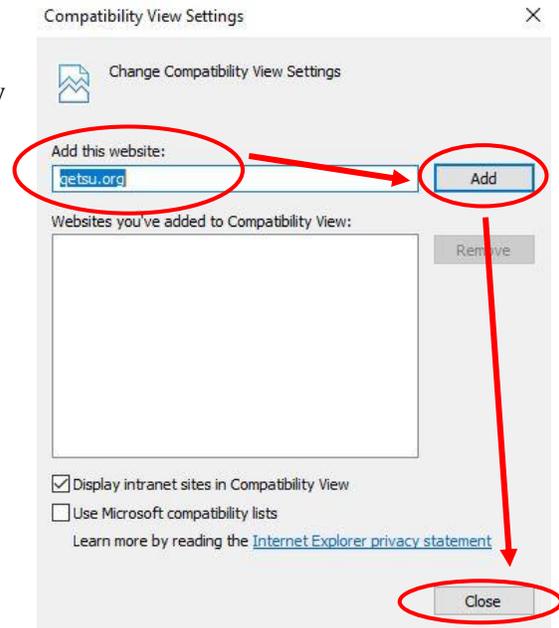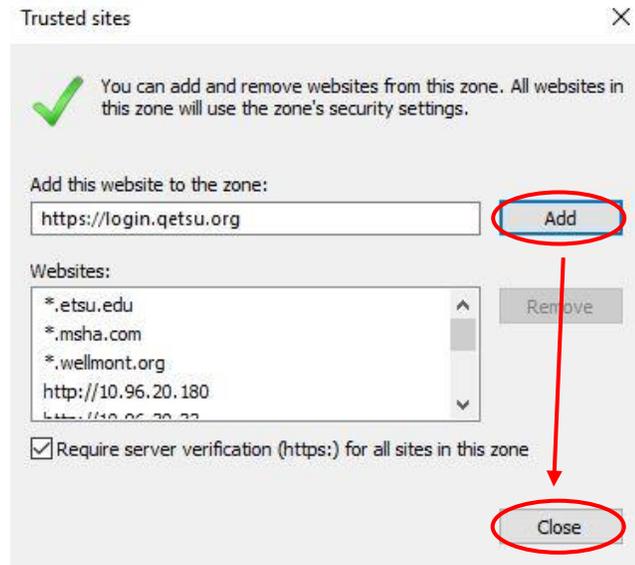
- Now go back to the gear over on the right side under the X and go down to Internet options.
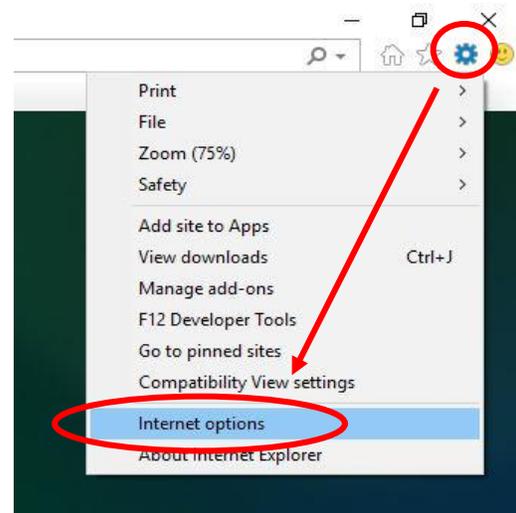
- https://login.qetsu.org now needs to be added to your trusted sites. Do this by clicking Security then Trusted sites then Sites.

- Once again the address should autofill itself and all you should have to do is hit add then close.

Trusted sites ✕

✔ You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

https://login.qetsu.org   **Add**

Websites:

*.etsu.edu
*.msha.com
*.wellmont.org
http://10.96.20.180

☑ Require server verification (https:) for all sites in this zone

Close

- You now need to download the Citrix Workspace client by going to this link.

  https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

- Click the Download Button.   Download Citrix Workspace app for Windows   This version will change so always download the latest version available.

- It will now download the required software at the bottom of the screen. You then will need to run it to go through the setup process.

Do you want to run or save **CitrixWorkspaceApp.exe** (98.8 MB) from **downloads.citrix.com**?   Run   Save ▾   Cancel   ✕
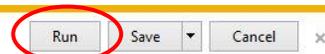
- Now follow the setup process. Which by following the prompts is click Start > then check the box to agree to the install> then click install. It now will take a bit to install how long it takes will depend on your machine. Once complete it will display that the installation was successful then hit finish.
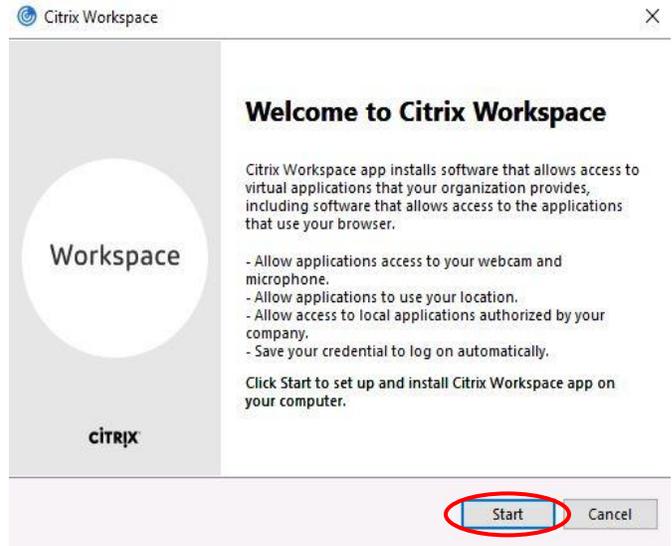
- Now go https://login.qetsu.org to login. This information should have been provided to you if not or you are having trouble getting logged into Citrix call the help desk at 423-282-6122 then press option 1.
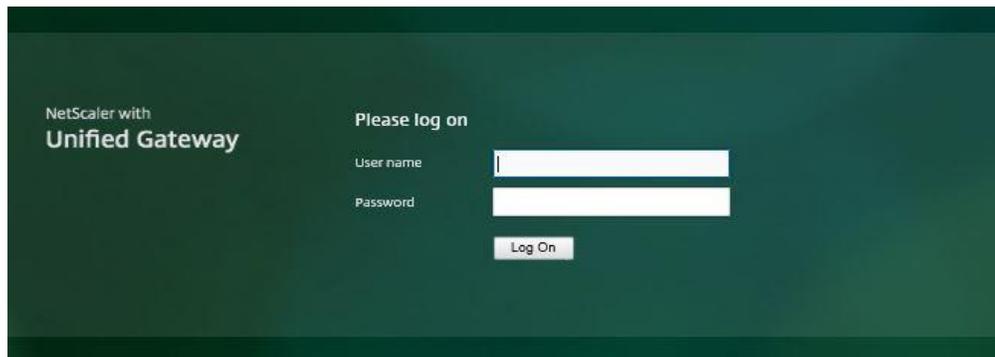
- If it ask you to install Citrix again just hit Log On, Already Installed, Continue, or any other option that should be listed to get you past that screen. Since you just went through the install process.
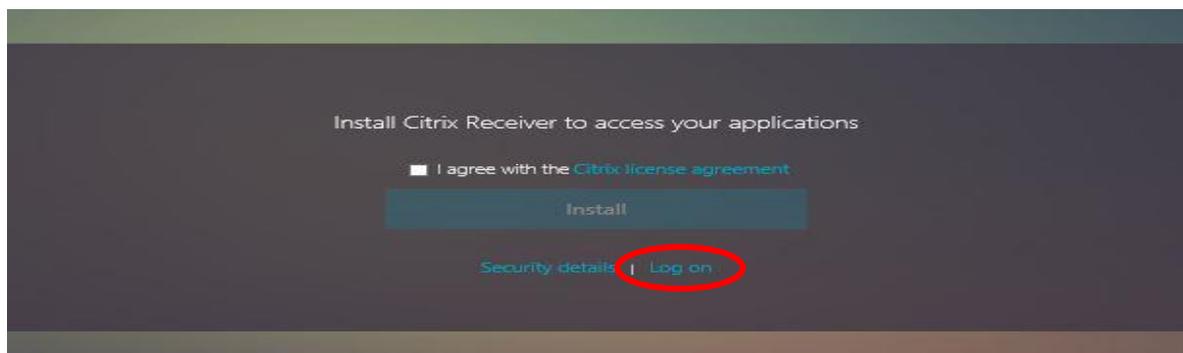
- After you get logged in you will arrive at a page that looks similar to this. What is listed under All Apps will depend on your account setup. You will want to click on ETSU Citrix Desktop if it does not come up on its own.
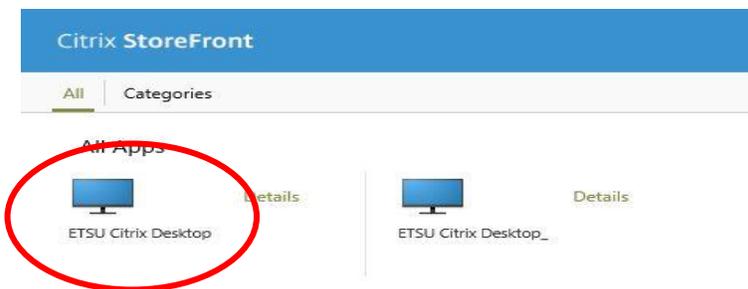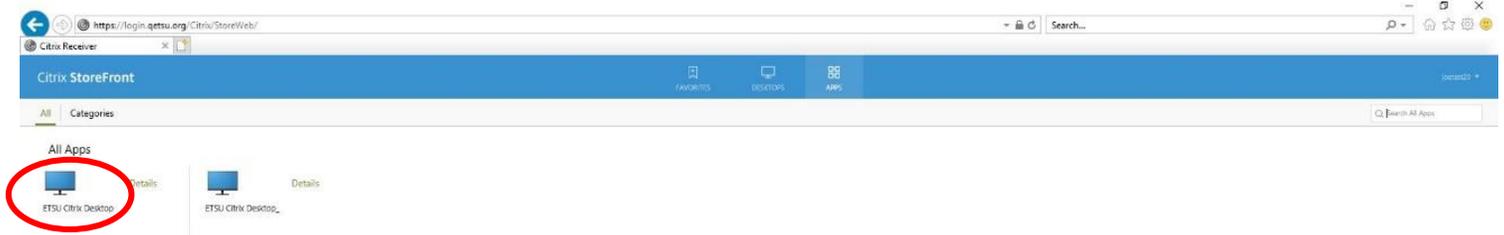
- In most cases as soon as you click what you are wanting it will immediately open as shown.

- However sometimes it will download a file ending in .ica when this happens all you need to do is click on run at the bottom of the screen or click on it from your downloads folder. It will then look like the above screenshot once you do that and then you will be able to access the ETSU Citrix Desktop.

- **NOTE:** If you do not see the Citrix Desktop or a download happen. Look behind your other windows to make sure it did not open behind something else.

- When you get to the desktop the first time it will ask you if you want to permit access. You what to check the box for do not ask again then click permit.

- After that you will arrive at the main desktop screen shown where you will be able to login to AllScripts.
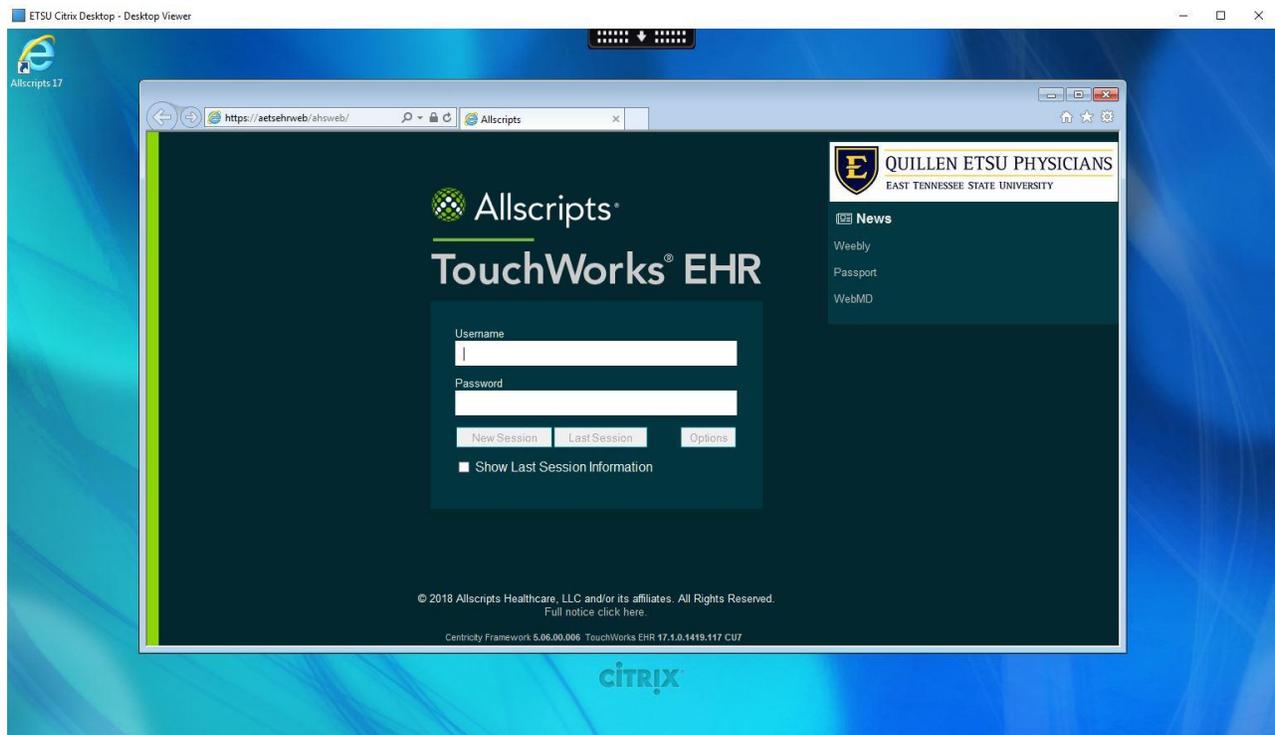
- NOTE: Your login to Citrix and your login to AllScripts can be different. Be mindful of this when logging in so that you do not lock your account out.

- Now that you are inside of the Citrix/Allscripts Session. There are also a couple of menu items to be aware of. At the top of the Citrix window there is a rectangle with an arrow pointing down. Click on that to reveal a menu with different options.
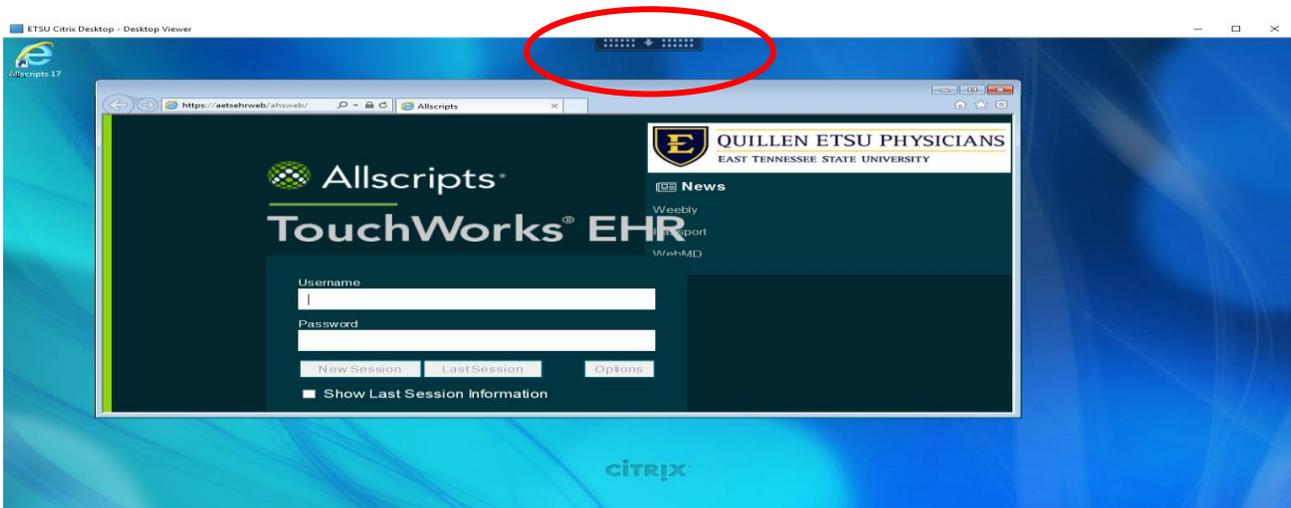
- The main options to pay attention to on the menu after you first login is the full-screen and disconnect buttons. Full-screen will take up your entire screen and take away your computers tool bar at the bottom. Then the disconnect button will kick you out of your Citrix/Allscripts session.
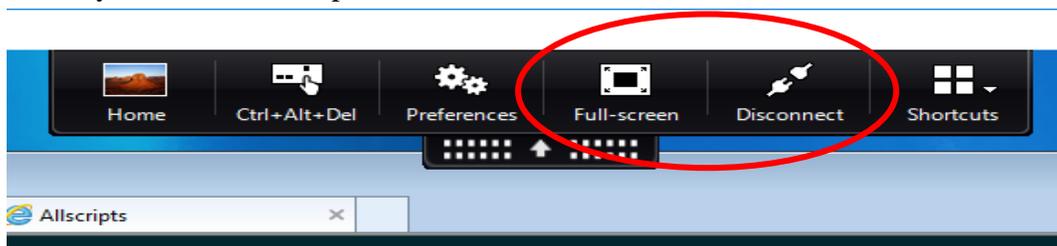
- The menu will slightly change when in full-screen mode but the main difference is the window button. If you are stuck in full screen mode and do not want to be click the window button. This will shrink your session back to a window that you can then resize for yourself.

- In order to resize your Citrix window do this by grabbing the top of the window and dragging it to the top left of the screen. Then on the bottom right corner of the window hover until you seen an arrow. Now you can pull that arrow to the bottom right of the screen to resize the Citrix window to take up your entire screen. Which will then let you go back and forth between other items on your computer's toolbar.
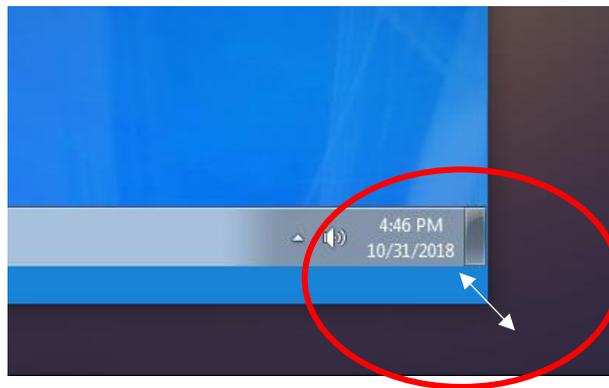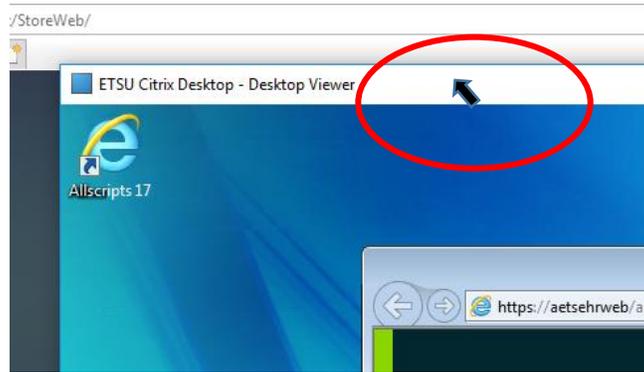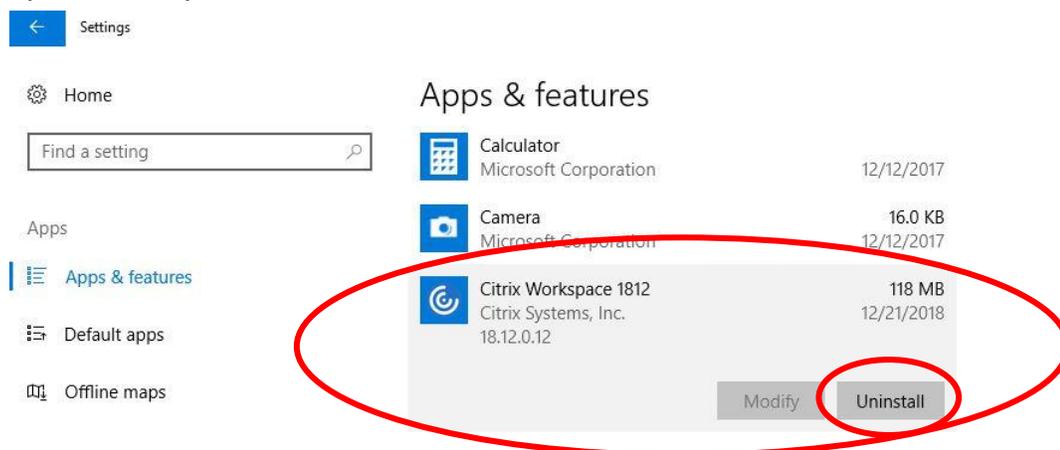
How to Uninstall the Citrix Client (Windows 10)

- First click on the Windows menu symbol button on the bottom left of your screen to open up the menu. Then click on the gear to bring up your Windows Settings.
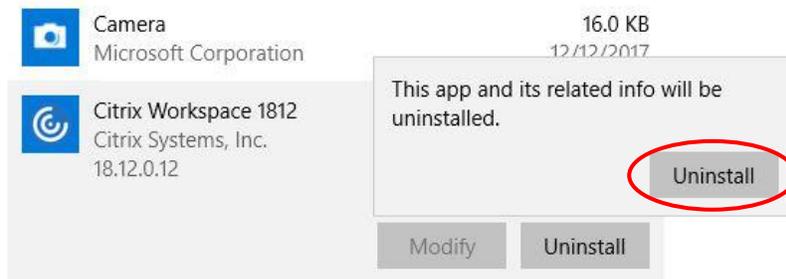
- Once your Windows Settings is open select Apps.
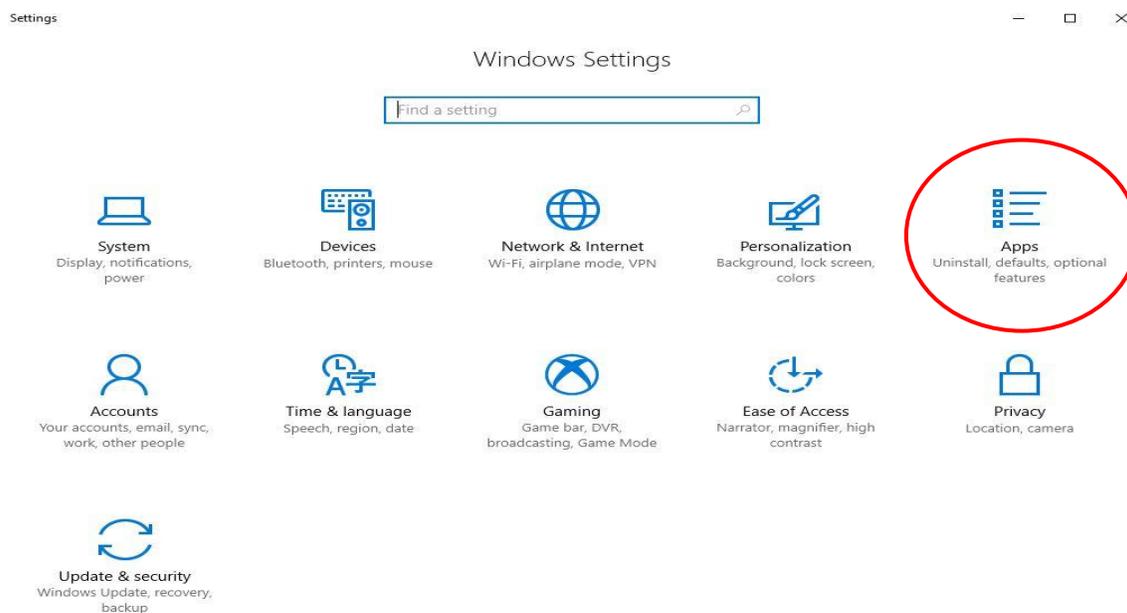
- Now scroll down to Citrix Receiver or Citrix Workspace and click on it. It will then give you a Modify and an Uninstall button. You want to click Uninstall.

- Next it will prompt you again to make sure that you are actually wanting to uninstall the program. Click Uninstall.

- Then it is going to ask you one more time if you are really wanting to uninstall the program. Click Yes.
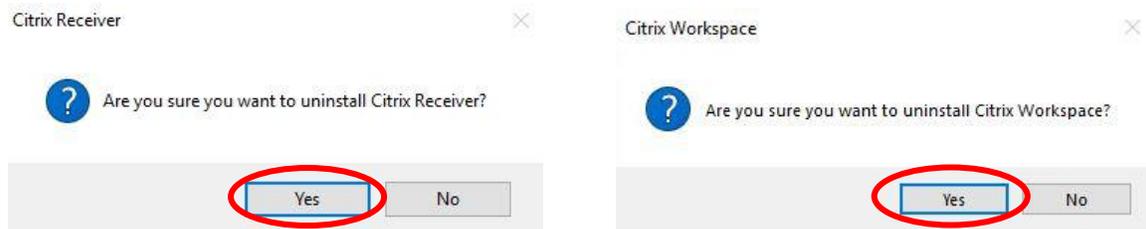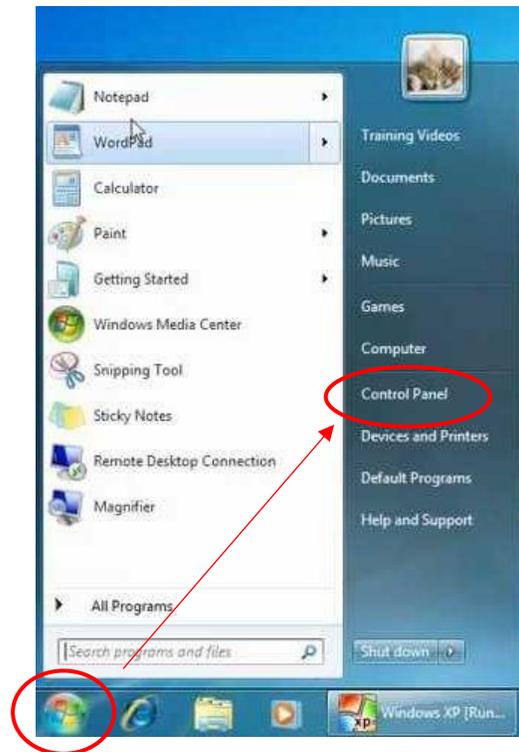

- It will then go through the uninstall process and that is all you should have to do. Then you can start again at the top of the guide if you need to reinstall Citrix.
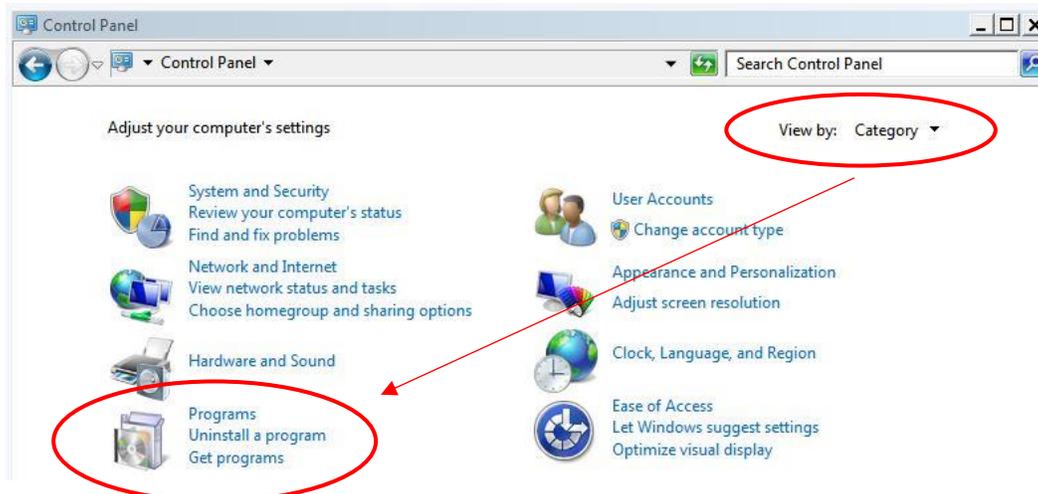
# How to Uninstall the Citrix Client (Windows 7)

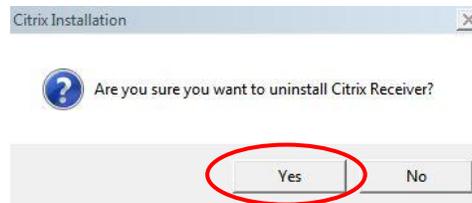- First click on the Windows button on the bottom left of your screen. Then Click on Control Panel.

- This will open up the control panel. In some cases this view will very but you can quickly change it by clicking to the right of the View by and setting it to Category. Then from this view you can click on uninstall a program.

- Scroll down to Citrix Receiver or Citrix Workspace and click on it. This then will give you an uninstall button that you need to click towards the top on the window.
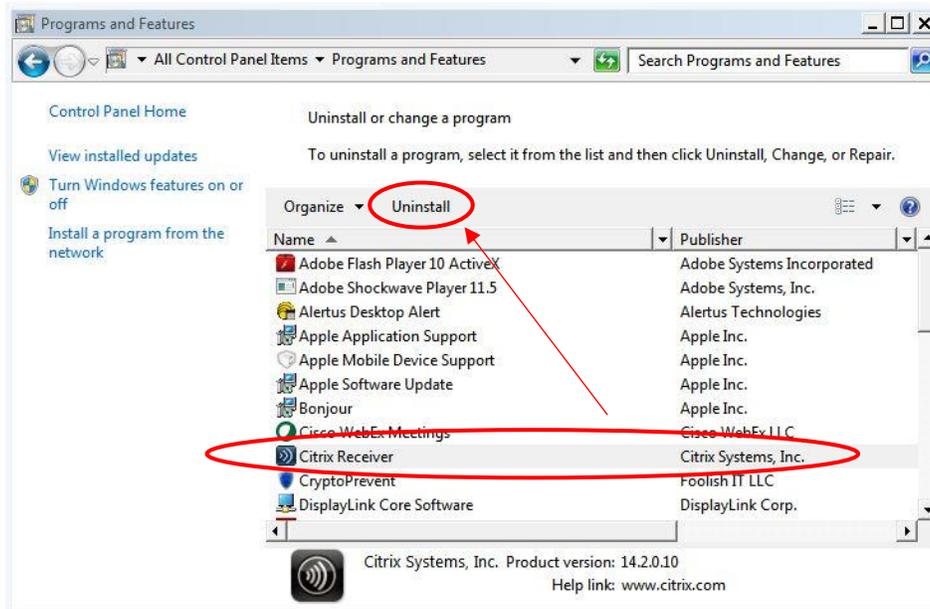
- It will then ask you if you really want to uninstall the program click yes.

- It will then go through the uninstall process and that is all you should have to do. Then you can start again at the top of the guide if you need to reinstall Citrix.