



Tips & Tricks Weekly



Uploading and Downloading in New Citrix

Downloading in New Citrix for Medical Records

1. Download the chart as usual.

2. Click Save as.

3. In the left column, choose the Network, then Client, then CS, then your folder on the C drive.

- a) You must use the \$ drive.
- b) If you don't have a folder on the C\$ drive, open a ticket with meachelp@etsu.edu, include your PC number.
- c) Sometimes the folder is called **Batch** or **Uploads** or **EHR_downloads**.

Uploading an Image to a Note in New Citrix

1. Save your image on your computer in a folder on the Local Disk C drive. (If you are using a Mac, save in a folder on your desktop.)

2. Add image to note by Right Click, Add Image Top or Bottom.

3. Import Image from the Network\Client\C\$ location. It should be in the folder that you saved it to in Step 1.

4. Be sure to delete the image from your local computer.

a) If you don't have a folder on the C\$ drive, open a ticket with meachelp@etsu.edu, include your PC number.