



## Windows Citrix Receiver Setup Using Internet Explorer

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

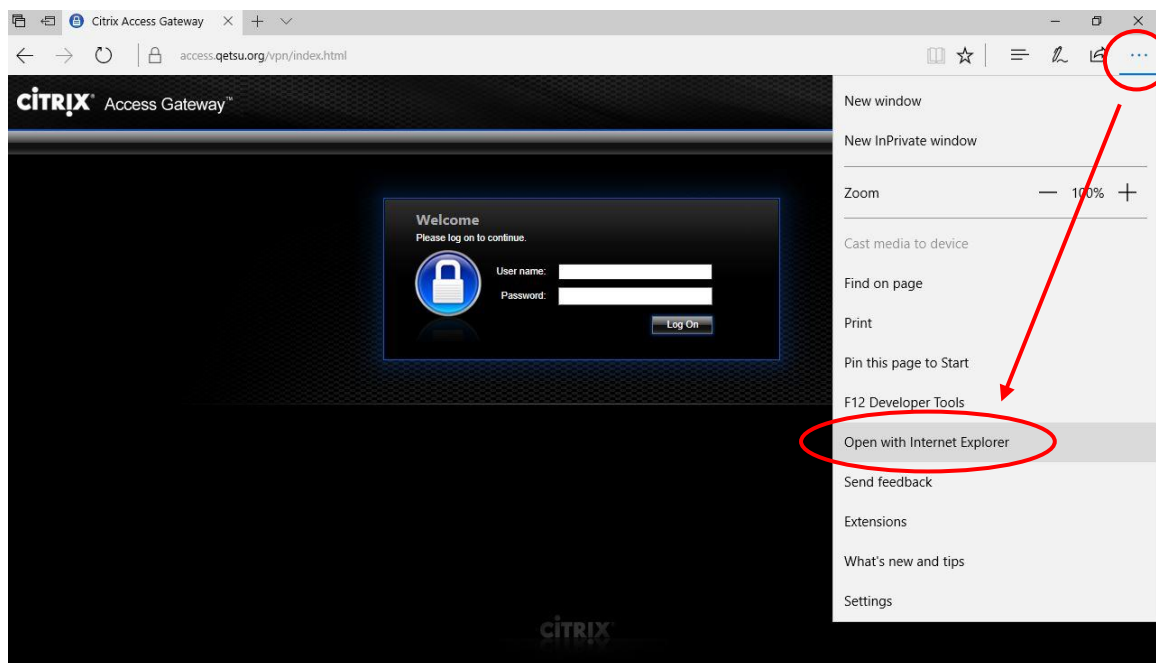
Now open up Microsoft Edge either with the link on your desktop



Or from the start menu



- Once opened go to <https://access.etsu.org>.
- You will now 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.

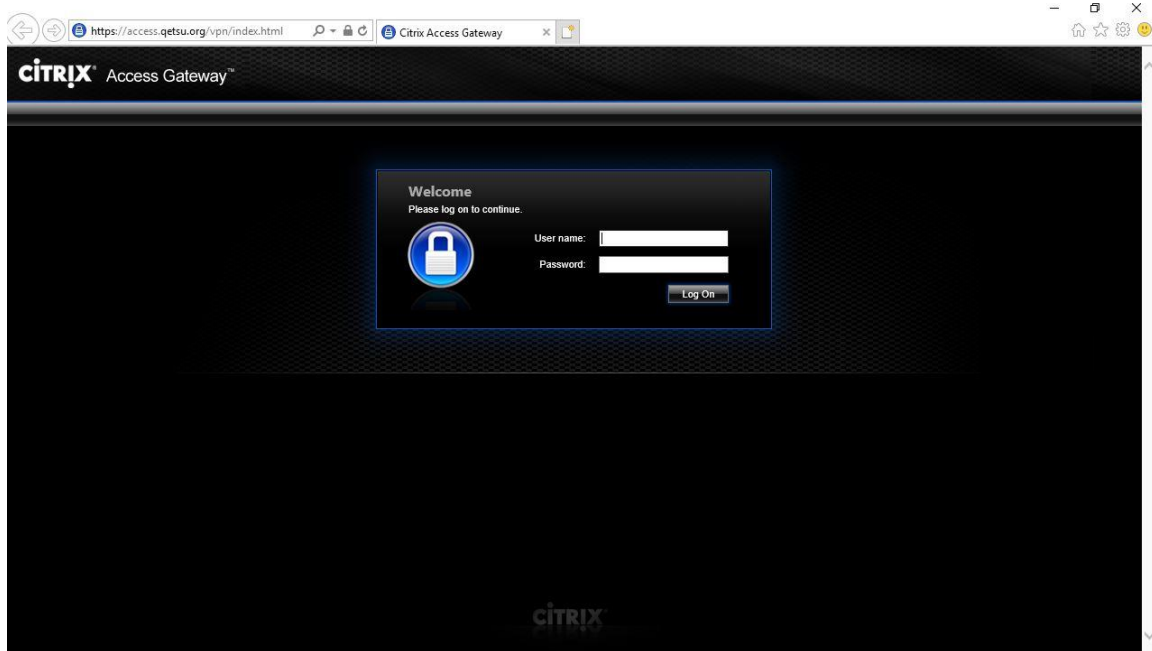




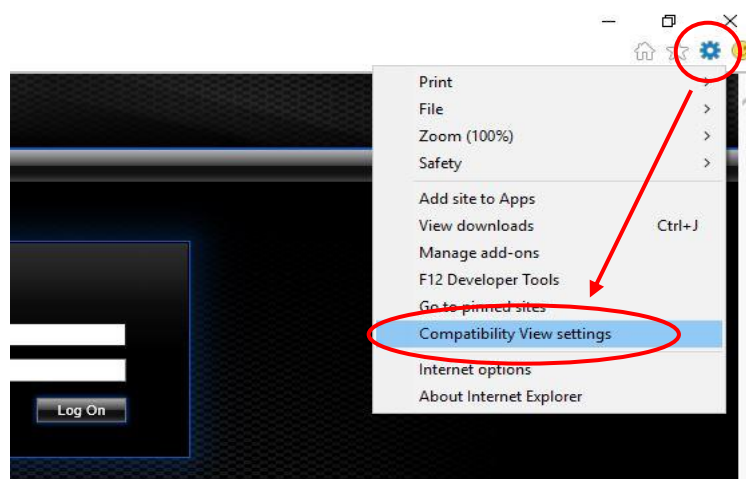
# QUILLEN ETSU PHYSICIANS

EAST TENNESSEE STATE UNIVERSITY

- (Start here if using Windows 7) <https://access.etsu.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.

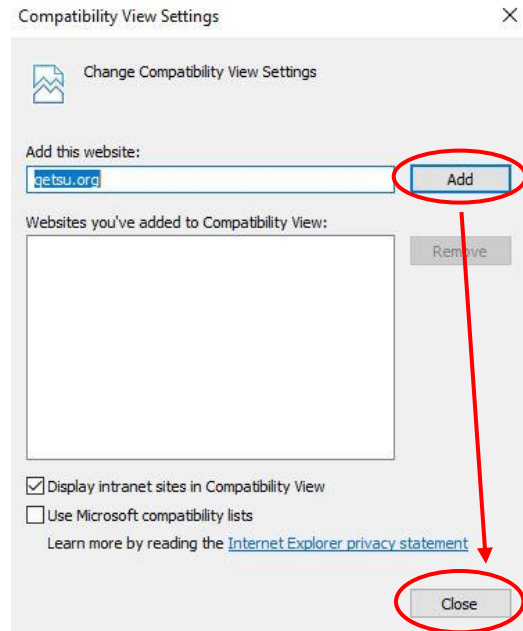




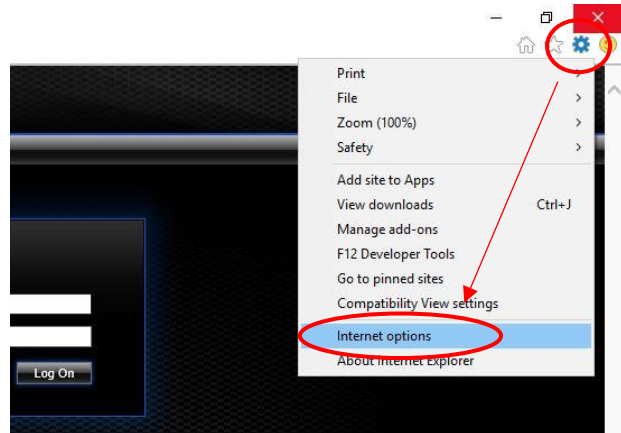
# QUILLEN ETSU PHYSICIANS

EAST TENNESSEE STATE UNIVERSITY

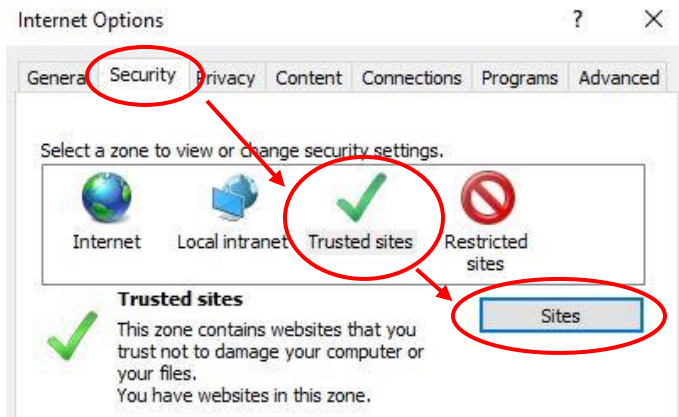
- Once that small window opens you will now need to add [getsu.org](https://access.etsu.org) to Compatibility View. This address should autofill for you and then you should just have to hit Add then Close.



- Now go back to the gear over on the right side under the X and go down to Internet options.



- <https://access.etsu.org> now needs to be added to your trusted sites. Do this by clicking Security then Trusted sites then Sites.

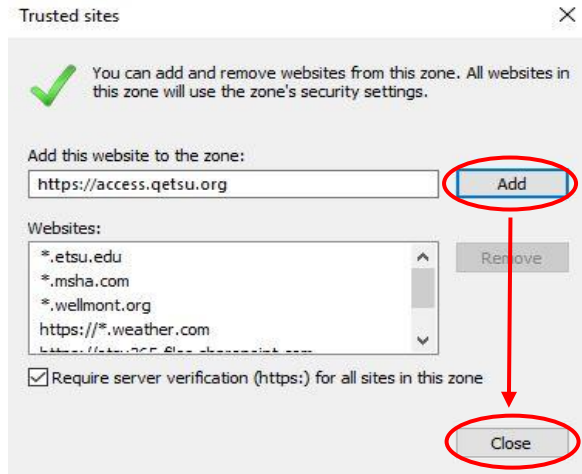




# QUILLEN ETSU PHYSICIANS

EAST TENNESSEE STATE UNIVERSITY

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



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

<https://www.citrix.com/products/receiver/>

- Click the Download Button.

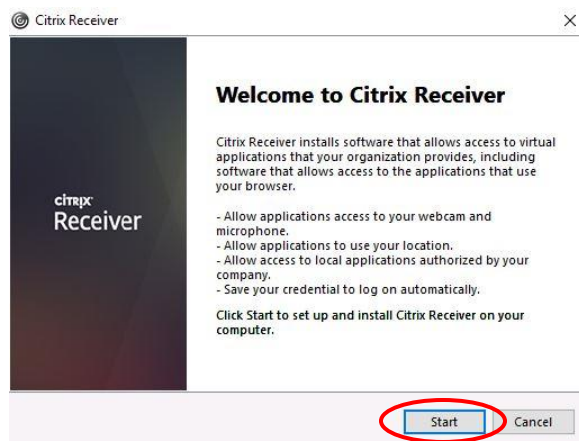


This version may

change so always download the latest version available. It will now download the required software. You then will need to run it to go through the setup process.



- 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.





# QUILLEN ETSU PHYSICIANS

EAST TENNESSEE STATE UNIVERSITY

- Now go to <https://access.etsu.org> and log in.



- Then click I Agree to the disclaimer and you should now be able to access the Quillen Desktop or Allscripts Live.



- In some cases as soon as you click what you are wanting it will immediately open as shown.

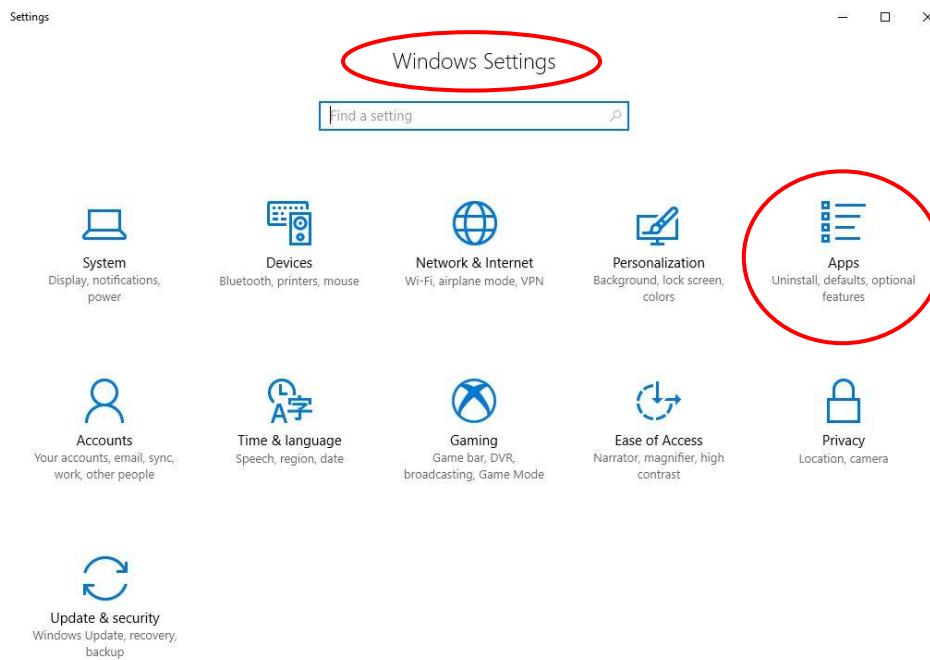


- However sometimes it will download a file ending in .ica when this happens all you need to do is click on it to run it. It will then look like the above screenshot once you do that and then you will be able to access what you are wanting to access.

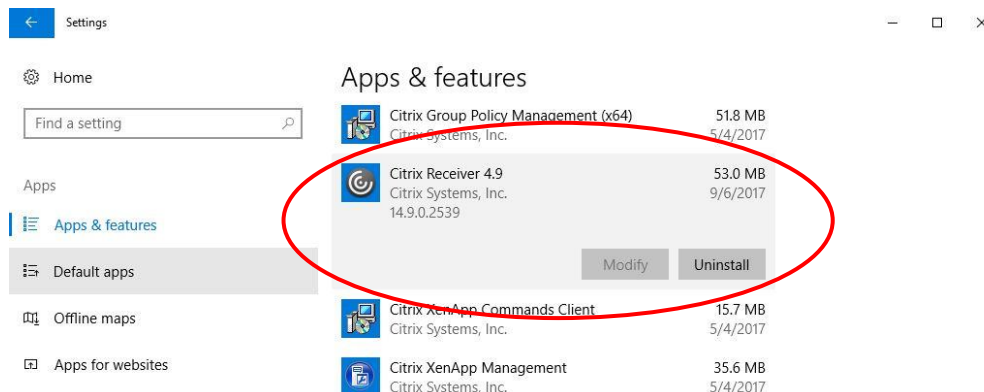


## How to Uninstall the Citrix Receiver Client (Windows 10)

- 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 on the top right side.



- Now scroll down to Citrix Receiver and click on it. It will then give you a Modify and an Uninstall button. You want to click Uninstall.

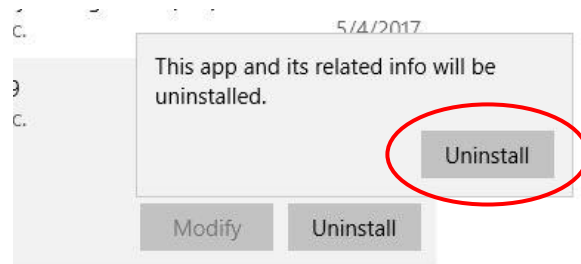




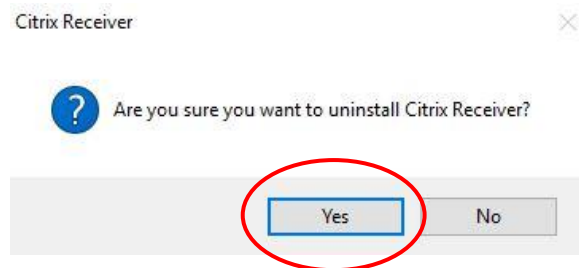
# QUILLEN ETSU PHYSICIANS

EAST TENNESSEE STATE UNIVERSITY

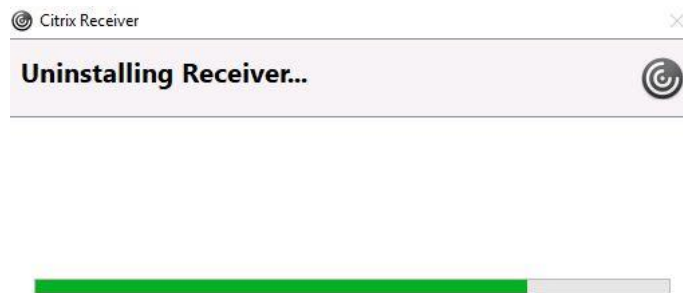
- Next it will prompt you again to make sure that you are actually wanting to uninstall the program. Click Uninstall.



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



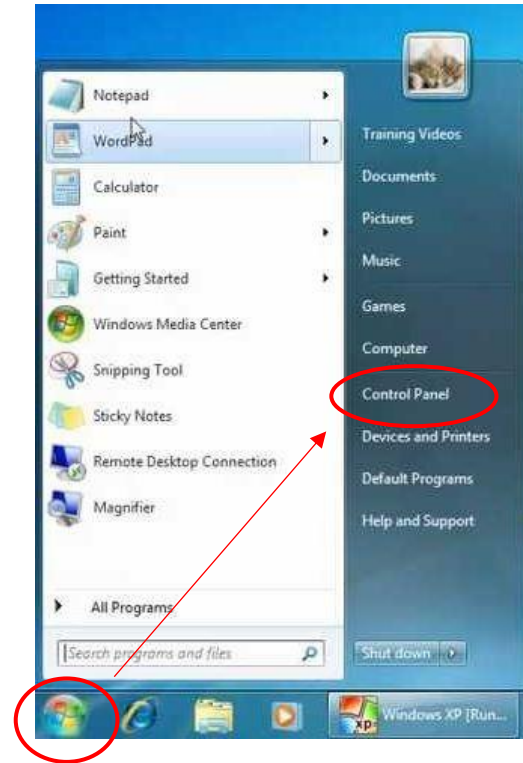
- It will then go through the uninstall process and that is all you should have to do. Then you can start again at the top of the guide if you need to reinstall Citrix.



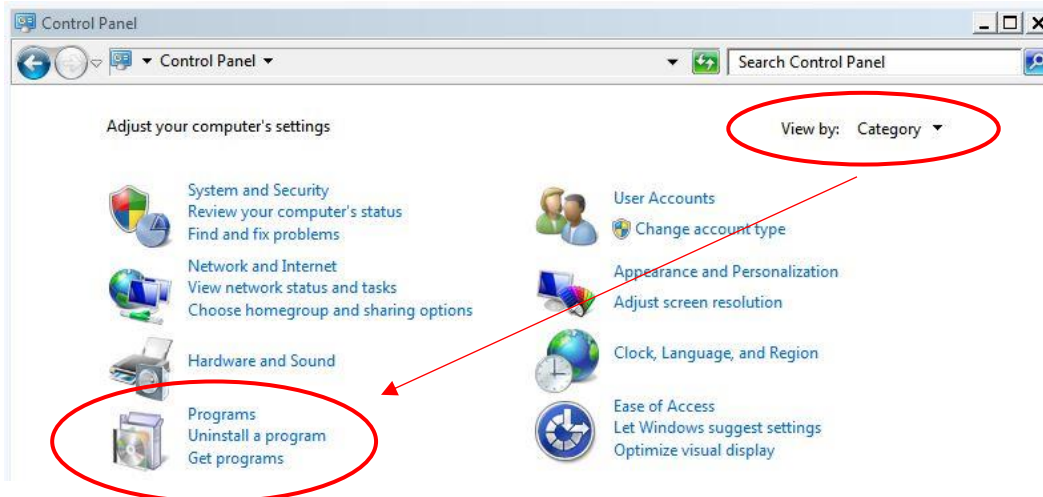


## How to Uninstall the Citrix Receiver Client (Windows 7)

- 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 vary 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.



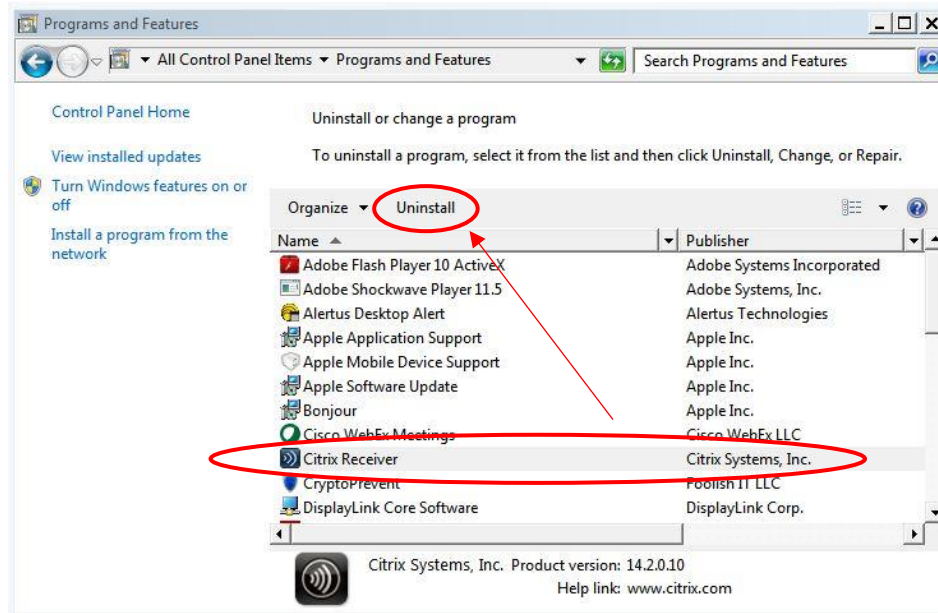




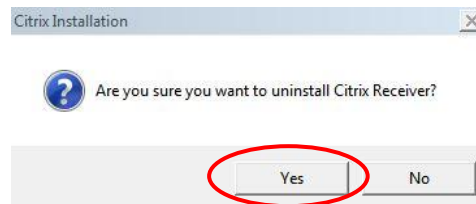
# QUILLEN ETSU PHYSICIANS

EAST TENNESSEE STATE UNIVERSITY

- Scroll down to Citrix Receiver 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.

