Setup Citrix Receiver Standalone App

This guide demonstrates how to setup the standalone version of the Citrix Receiver application on Windows to enable direct access to EPIC (VPN is required for off-site access). It also demonstrates how to reset your Citrix Receiver application if you are having connection issues.

**Setup Receiver App in Standalone mode (VPN required for off-site access)**

- If you are off-site, please connect to the VPN using either:
  - Cisco AnyConnect HealthNet VPN client
  - Pulse Secure VPN client
- Launch the Citrix Receiver application from your Start Menu (or desktop icon)

  ![Citrix Receiver icon in system tray](image1.png)

- The Citrix Receiver application will quietly launch and display the following icon in your system tray
  - If you prompted with an "Add Account Window", please continue to the next
    - If you do not see an "Add Account" Window, you will need to perform a [Citrix Receiver reset](https://www.ortho.ufl.edu)
Setup Receiver App in Standalone mode (VPN required for off-site access)

- Add the following server name to the "Add Account" window:
  - Click Add

- In the first Account box, please enter the following:
  - Username: shands\Your-EPIC-Username
  - Password: Your EPIC password
  - Click Log On.
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- In the second Account box, please enter the following:
  - Username: Your-EPIC-Username
  - Password: Your EPIC password
  - Domain: Shands should already be selected
  - Click Log On.

- A new Citrix window should open, and provide you with a list of all available apps
  - Selection Production Hyperspace to enter Epic
- A new EPIC Production icon will be placed on your desktop.
  - You can use this new EPIC Production icon to launch EPIC from this point on
  - Enter your EPIC credentials when prompted after you launch EPIC

**Reset Citrix Receiver App (VPN required for off-site access)**

- If you are off-site, please connect to the VPN using either:
  - Cisco AnyConnect HealthNet VPN client
  - Pulse Secure VPN client
- Launch the Citrix Receiver application from your Start Menu (or desktop icon)
Reset Citrix Receiver App (VPN required for off-site access)

- The Citrix Receiver application will quietly launch and display the following icon in your system tray

- Right-click on the Citrix Receiver icon, and select Advanced Preferences
In the Advanced Preferences Window, select Reset Receiver:
- Confirm that you wish to reset Citrix Receiver:
  - Select Yes, reset Receiver
- Click OK when Citrix Receiver has been reset
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Reset Citrix Receiver App (VPN required for off-site access)

- Citrix Receiver should automatically relaunch:
  - Proceed to the Add Account section of the setup guide above

Source URL: https://www.ortho.ufl.edu/guides/citrix-receiver-standalone-app-setup

Links
[1] https://www.ortho.ufl.edu/sites/ortho.ufl.edu/files/media/launch-citrix-01.jpg
[8] https://www.ortho.ufl.edu/sites/ortho.ufl.edu/files/media/citrix-reset-02.jpg
[9] https://www.ortho.ufl.edu/sites/ortho.ufl.edu/files/media/citrix-reset-03.jpg
[10] https://www.ortho.ufl.edu/sites/ortho.ufl.edu/files/media/citrix-reset-04.jpg