

## Correcting the issue: Citrix will not launch the viewer automatically

### • **Supported Windows Operating Systems:**

- Windows 7 (Home Premium, Professional, Enterprise, and Ultimate editions), 32-bit and 64-bit editions; Windows Vista (32-bit and 64-bit editions); Windows XP Professional, 32-bit and 64-bit editions
- In order to use the Desktop Viewer .NET 3.5 Service Pack 1 is required.

### • **Supported Browsers:**

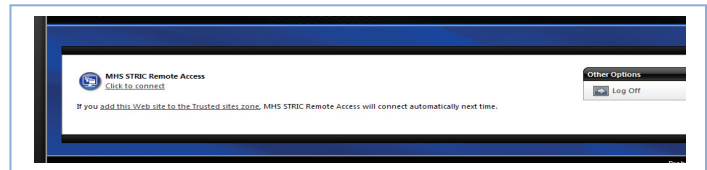
- Internet Explorer Version 6.0 - 8.0, Mozilla Firefox Version 1.0 - 3.0

### • **Hardware Requirements:**

- VGA or SVGA video adapter with color monitor

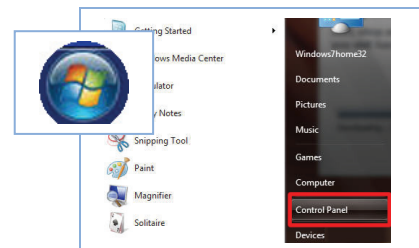
On occasion a user with the Citrix Client installed will not get a full remote session when they log on to MHSAccess.com. Removing the older Citrix connection will correct this issue.

This issue causes the Internet browser to fail to move past the "Click to connect" screen.

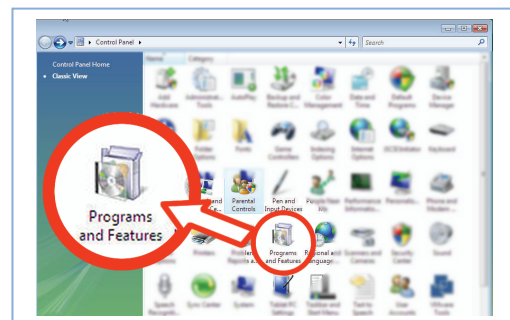


## Windows Vista / Windows 7 Operating System instructions:

1. Open the "Start Menu" at the bottom left of the screen.
2. Locate the "Control Panel" menu item.

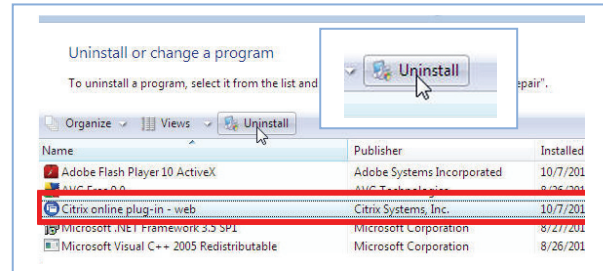


3. Select "Programs and Features" from the Control Panel (the items are listed alphabetically).



## Correcting the issue: Citrix will not launch the viewer automatically

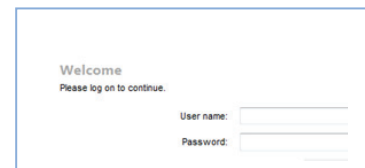
4. Look for the "Citrix online plug in-web" in the listing (the items are listed alphabetically). Select the plug in and click Uninstall.



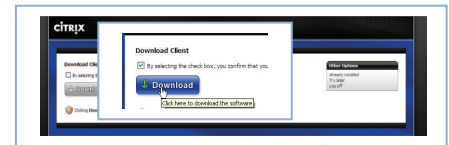
5. **Reinstall the hCare Access Citrix Client:** Double Click the hCare Access desktop icon to open your Internet browser to <http://MhsAccess.com>.



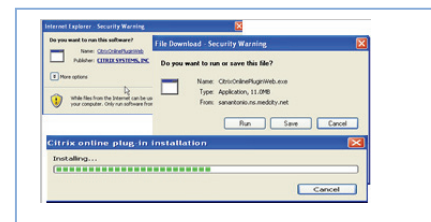
6. Enter your User name and Password into the fields provided.



7. You will be prompted to download "Citrix". Select the check box then click "Download".



8. Two Windows installation prompts will open. Select "Run" at each prompt. A bar will show the installation progress; the speed of the installation may vary depending on your machine's capabilities.



Your new Citrix installation is complete, and now will launch your session directly into the hCare Access Desktop.

**For assistance or questions please call the Methodist Healthcare Physician Support Line:  
(210) 575-0090**