

## – To Install or Update the Citrix Receiver –

Before reading this document, you should first click on the following link:  
<https://vdi.dhcs.ca.gov> – If you are able to log on and run applications, you are fine.  
If you have problems, please keep reading.

If you are experiencing problems using Citrix, it may be that you are using an older version of the Citrix Client/Citrix Receiver. If you're using a Non Windows Device to connect, please see the last page of this document for general settings information.

**Please note:** If you need to upgrade your Citrix Receiver, you may need to be an Administrator of your workstation. If you are installing this for the first time, you DO NOT need to be an Administrator.

Download and install the newest Citrix Receiver by clicking on the following link:  
<http://receiver.citrix.com> Citrix will detect your device and present a download button.

Click on the Download Receiver Button and follow prompts to install or update the Citrix Receiver:



[Download Receiver for Windows](#)

[View other devices](#)

Read the Citrix License Agreement

Select ✓ 'I agree to the terms of the Citrix License Agreement' and click Continue

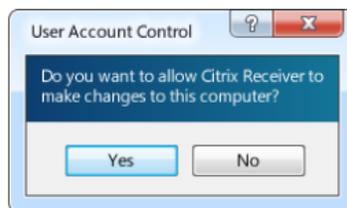
3 pop-up windows will open:

- 1) Click Run to install the Receiver
- 2) Click Yes to allow User Account Changes
- 3) Follow the steps to set up the Receiver to get your applications, data, and desktops

## Downloading Citrix Receiver



1. Install  
Click Run to install Receiver.



2. Allow access  
Click Yes to allow User Account Changes.



3. Set up  
Follow the steps to set up Receiver and get your apps, data and desktops.

Accept default settings during the install – once installation is complete, your workstation will use the Citrix Receiver.

**You do not have to run the software you just installed.**

When you use your Internet browser to go to the Citrix XenApp webpage (<https://vdi.dhcs.ca.gov/vpn/index.html>) it will automatically run the Citrix Receiver software for you.

## Non Window Devices

To use non Window Devices to connect to Citrix XenApp, please do the following on the device:

Search for and download the "Citrix Receiver" Application for your device (do not use any versions with the word BETA in the name or description)

Depending on your Non Windows Device you may need to know one or more of the following to correctly configure your device:

Address:	<a href="https://vdi.dhcs.ca.gov">https://vdi.dhcs.ca.gov</a>
Domain:	DHSINTRA
Type:	Access Gateway
Description:	DHCS Citrix
Gateway Type:	Enterprise Edition
Authentication Type:	Domain+Security Token