Citrix Migration Preparation
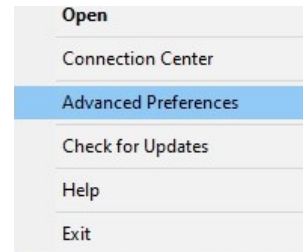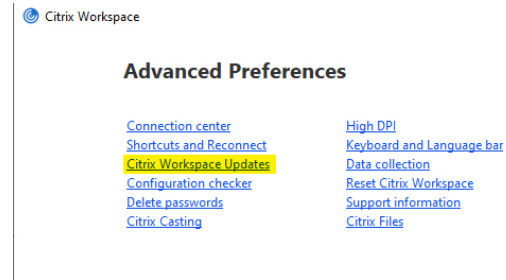
1) The recommended version is the most current Long Term Service Release (LTSR) from Citrix's website, which can be found here.

2) The Citrix Workspace application will need to be downloaded and installed **using a Windows Local Administrator User account**.

3) Citrix Workspace comes with an "auto update function". **TSI recommends turning off this feature. Citrix automatic updates have been known to cause issues for end users.**
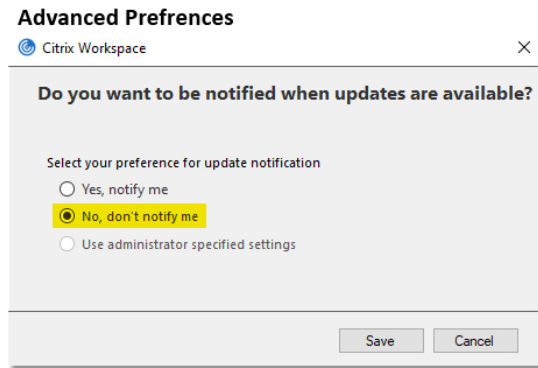
    a. Right-click the Citrix Icon in the System Tray (lower right-hand corner of Windows Task Bar and choose *Advanced Preferences*

    b. Click the *Citrix Workspace Updates* option

    c. In the Window that opens, choose *No, do not notify me.* Click Save.

4) If a PC is scanning into Nextgen using Remote Scan, the **Remote Scan installer must be run after installing Citrix**.

    a. It does not need to be completely uninstalled and re-installed, but the installer must be run again to allow it to properly communicate with the Citrix environment.

    b. If this is not done, Users will experience issues and will not be able to properly scan.

5) If a PC is using M*Modal for dictation, the **M*Modal installer must be run after installing Citrix.** (If you are unsure of how to complete this step, contact helpdesk@tsihealthcare.com)

    a. If this is not done Users will see errors and problems while dictating.