

Citrix Receiver Update

When logging into the CHRIS Database, a CHRIS user is actually accessing the program via the internet on servers located at the University of Miami. To make this miracle of modern age possible, anyone who has been setup with a CHRIS user account must also have a small but vitally important program called Citrix Receiver installed on their computer, iPhone, iPad, Android Phone or Android Tablet. Without Citrix Receiver, users will not be able to access CHRIS.

When a user account is created in CHRIS, the Data Facilitator or the CHRIS Help Desk will install the most up-to-date version of the Citrix Receiver. However, over time Citrix updates the Citrix Receiver rendering older versions obsolete. This is usually not an issue unless the version currently installed is more than a year old. If a user has been using CHRIS for more than a year and has never updated Citrix Receiver, it is probably time for an update to protect against a host of compatibility issues like getting frozen in CHRIS or the inability to print from CHRIS.

Installing the most current version of the Citrix Client is relatively simple, especially if the user has privileges to install programs on their computer or smart device. If any user would like to update their Citrix Client on their own, they can click on the following link and follow the step-by-step instructions:

<http://www.chris.miami.edu/support/citrix.html>

For assistance installing the newest version of Citrix Receiver on a device, please contact the CHRIS Help Desk.