

# 3 Steps to the EPM Main Menu

## Step 1

Assess Citrix Receiver Client

\*If It's Not Present, Download It

Does your computer have a version (current version is 14.4.1000.16) of the Citrix Receiver Client?

If not, go to URL <https://www.citrix.com/products/receiver/> then go to "How do I install Receiver," find the directions appropriate for your computer. You may need to contact your IT.

How to Assess Citrix Receiver Client (PC & Mac versions differ)

Name	Publisher	Installed On	Size	Version
Citrix Receiver	Citrix Systems, Inc.	6/9/2016	58.5 MB	14.4.1000.16

\*PC (See image above): To check, go to "Programs & Features" and find "Citrix Receiver."

\*Mac: To check, go to Finder→Applications→Right Click on "Citrix Receiver" – look for Version 11.8.0 or greater

Contact the Help Desk at 7-6000 with Citrix Receiver Client issues

## Step 2

Open Browser, Go to Citrix Gateway & Enter Unid/Password

You should be able to use Internet Explorer, Firefox, Safari (Mac) or Chrome while using EPM. However, Chrome is recommended. Go to Citrix Portal and insert your unid and password, which are the same as CIS.



= SAME AS CIS



\*Chrome Users: Always choose "Permit Use" & choose to always allow the launch.ica file

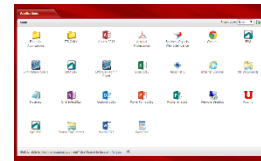
## Step 3

Click the EPM Icon & Wait.

\*Call Help Desk 7-6000 if not working

Click the EPM Icon and wait patiently as the Citrix Client pops up and EPM "Loads" and takes you to the Main Menu.

If nothing pops up, please contact the help desk at 7-6000.



Nothing popping up after patiently waiting? Contact the Help Desk at 7-6000

Final Destination  
EPM Main Menu